

SURVEY ON INTERNATIONAL TOURISM IN ITALY

Questionnaire for travelers leaving Italy 2

Dear Madam, dear Sir, BANCA D'ITALIA asked DOXA and SCENARI to carry out a survey at all the main national frontier crossings. The goal of the survey is to measure the flow of passengers coming to and leaving Italy and will play an important role in defining the "expenditure for tourism" item in the Italian balance of payments. Therefore, we would be grateful if you could kindly take a few minutes to answer this brief questionnaire. Thank you in advance for your valuable contribution to the success of this major survey.

2a. Citizenship

- Italian 1 → Q. 3a
- Other 2

2b. Which Country?**3a. In which country do you normally live?**

(Not considering the country where you live for reasons of study or healthcare)

- In Italy 1
- In another Country 2

3b. Which Country?**AT THE AIRPORT****4c2. What airport is the flight you are boarding going to?****ON THE TRAIN****4b3. At which station did you get on this train?****4b4. And at which station are you getting off?****IN THE PORT****4d1. What port is the boat you are embarking on directed to?**
(Please do not include countries of transit or stopover)**1a. Gender**

- Male 1
- Female 2

1b. What is your age?

- 15-24 years 2
- 25-34 years 3
- 35-44 years 4
- 45-64 years 5
- 65 years and older 6

1c. What is your occupation?

- Executive/Senior Manager 1
- Middle Manager 2
- White collar/clerk 3
- Worker 4
- Other employees 5
- Self-employed 6
- Student 7
- Housewife 8
- Retired 9
- Other non-working 10
- Other (specify) 11

4. Now you are leaving Italy by**4A. Road..... 1****4B. Train 2****4C. Plane 3****4D. Boat 4****4a1. What type of vehicle is it?**

- Car 1
Car with trailer/caravan... 2
Bus 3
Motorbike 4
Commercial vehicle 5
Motor home 6
Other vehicle 7

4a2. How many people are travelling on this vehicle, including yourself?

4a3. What nationality is the vehicle's number plate?

4b1. What type of accommodation do you have, on this train?

- A seat 1
A sleeping couch 2
A wagon lit 3

4b2. What kind of ticket are you travelling with, onboard of this train?

- First class 1
Second class 2

4c1. Are you boarding on a...

- Scheduled flight 1
Charter flight 2

4c3. Which airline company are you flying with?**4c4. What is the number of the flight you are boarding?****4c5. Onboard of this flight are you travelling in ...?**

- Business class 1
Economy class 2

4c6. Are you in this airport only for a stopover?

- No 1
Yes, I arrived here by plane from another Italian airport 2
Yes, I arrived here by plane from a foreign airport 3

4d2. What shipping line are you travelling with?**4d3. What is the boat you are embarking on called?****4d4. Which of the following did you embark this boat with?**

- A car 1
A bus 2
A motorbike 3
Another vehicle 4
No vehicle 5

Sezione da compilare a cura dell'intervistatore:

Nome intervistatore | _____ | Nome valico | _____ | Codice intervistatore: | _____ | Codice valico: | _____ |

(se treno) Numero treno | _____ | Tipo Treno: EC.1 EN..2 CIS.3 IC.4 EXP.5 EXPN.6

Giorno e mese di intervista | _____/_____/_____| Ora inizio intervista | _____:_____:_____| Ora fine intervista | _____:_____:_____|

I. REASONS FOR TRAVEL			II. PLACES VISITED																																												
5. What was the reason for your trip to Italy? Please state your main reason as well as any other reasons for this trip.			7a. During this trip you have been ...																																												
	Main Reason	Other Reasons	- in one only city/town 1 - in two or more cities/towns 2																																												
Personal reasons			7b. Please specify cities/towns where you stayed longer; you can specify up to max 4 cities/towns.																																												
- Tourism, holiday, leisure 1 1 - Study, courses 2 2 - Religious reasons, pilgrimage 3 3 - Medical treatment, spa 4 4 - Honeymoon 5 5 - Visiting family, distant relatives 10 10 - Visiting friends 11 11 - Shopping 12 12 - Other personal reasons 13 13			7c. Please also specify the number of nights you spent in each city/town and the number of nights spent in other cities/towns you did not mention. <i>(Specify zero if you did not remain overnight in one or more cities/towns)</i>																																												
Work/business-related reasons			<table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 70%;"></th> <th style="width: 15%; text-align: center;">City/towns</th> <th style="width: 15%; text-align: center;">N. of nights</th> </tr> </thead> <tbody> <tr> <td>First</td> <td><input style="width: 100%;" type="text"/></td> <td><input style="width: 100%;" type="text"/></td> </tr> <tr> <td>Second</td> <td><input style="width: 100%;" type="text"/></td> <td><input style="width: 100%;" type="text"/></td> </tr> <tr> <td>Third</td> <td><input style="width: 100%;" type="text"/></td> <td><input style="width: 100%;" type="text"/></td> </tr> <tr> <td>Fourth</td> <td><input style="width: 100%;" type="text"/></td> <td><input style="width: 100%;" type="text"/></td> </tr> <tr> <td>Other nights in city/towns not mentioned</td> <td colspan="2"><input style="width: 100%;" type="text"/></td> </tr> </tbody> </table>				City/towns	N. of nights	First	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	Second	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	Third	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	Fourth	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	Other nights in city/towns not mentioned	<input style="width: 100%;" type="text"/>																									
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- Getting to a regular place of work, making the return journey every working day (border worker) 14 - Usual business trip, spending at least one night in Italy 15 15 - Occasional business trips to meet customers, visit fairs and exhibitions, attend training courses or periodical trip (e.g., seasonal work) 18 18 - Visit fairs and exhibitions 19 19 - Occasional business trip for a convention or congress 17 17			7d. TOTAL NIGHTS (ask for confirmation) <input style="width: 100%;" type="text"/>																																												
Transit - Transit through Italy only to go from one foreign country to another foreign country 25 - Other reasons, i.e. 29 29			III. OVERNIGHT STAY AND ACCOMMODATION																																												
IF THE REASON FOR THE TRIP IS "TOURISM, HOLIDAY, LEISURE": COD.1 IN COLUMN 1 IN Q.5			10. Where did you stay overnight during this stay in Italy? Please state the number of nights spent in each type of accommodation.																																												
5. b You came to Italy for holidays. What kind of holiday was it? (one only answer possible for each column)			<table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 70%;"></th> <th style="width: 15%; text-align: center;">Reason Main</th> <th style="width: 15%; text-align: center;">Secondary</th> </tr> </thead> <tbody> <tr><td>- Beach</td><td style="text-align: center;">1</td><td style="text-align: center;">1</td></tr> <tr><td>- Mountains</td><td style="text-align: center;">2</td><td style="text-align: center;">2</td></tr> <tr><td>- Lake</td><td style="text-align: center;">3</td><td style="text-align: center;">3</td></tr> <tr><td>- Cultural, city of art</td><td style="text-align: center;">4</td><td style="text-align: center;">4</td></tr> <tr><td>- Green, agritourism</td><td style="text-align: center;">5</td><td style="text-align: center;">5</td></tr> <tr><td>- Sports (to practice sport)</td><td style="text-align: center;">6</td><td style="text-align: center;">6</td></tr> <tr><td>- Food and wine</td><td style="text-align: center;">7</td><td style="text-align: center;">7</td></tr> <tr><td>- Other</td><td style="text-align: center;">8</td><td style="text-align: center;">8</td></tr> </tbody> </table>				Reason Main	Secondary	- Beach	1	1	- Mountains	2	2	- Lake	3	3	- Cultural, city of art	4	4	- Green, agritourism	5	5	- Sports (to practice sport)	6	6	- Food and wine	7	7	- Other	8	8															
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If codes 10 to 13 in q. 5- Main Reason			IV. SHARED EXPENSES																																												
6a. Where is your employer?			11a. Are you travelling alone or with other people?																																												
- In Italy 1 - In another country 2 → Q 7a. if Q 5 different from 14; if Q, 5 = 14 → 13a - I have no employer, as I am self-employed 3 → Q 7a. if Q 5 different from 14; if Q, 5 = 14 → 13a			- Alone 1 → Go to q. 18.a - With other people 2 → Go to q. 16																																												
If cod. 1 in q. 6a			11b. Have you shared the main expenses of your stay in Italy with anyone? (e.g., with your family members or out of a "common fund")																																												
6c. In the last 12 months, how many months have you worked for an employer resident in Italy?			- Yes 1 → Go to q. 17 - No 2 → Go to q. 18.a																																												
6d. During this period, how frequently did you get to Italy for work/business?			11c. How many people have been sharing expenses (within the "family", or in a group through a "common fund"? Please state sex and age of all travelers.																																												
- At least 5 times a week 1 - 2/3 times a month 4 - 2/4 times a week 2 - Once a month 5 - Once a week 3 - Less than once a month 6			Total number of travelers, including respondent: <input style="width: 100%;" type="text"/>																																												
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Now consider all the expenses you had during the trip, i.e. money spent by yourself and by those you've been sharing expenses with (question 17). Think of all your expenses, i.e. payments you made before reaching Italy (for example, for reservations you made yourself or through a travel agency) as well as payments made in Italy

V. "INCLUSIVE" TRIPS

12a. Was your trip "inclusive", i.e. an organized trip or package tour that covered expenses for **two or more** of the following services: travel, accommodation, meals, and other services?

- Yes 1
- No 2 → Q13a.

12b. Which of the following services were included in the package you purchased?

- Travel between Italy and other countries 1
- Travel in your home country and between/in other countries 2
- Travel in Italy 3
- Accommodation with or without meals in the facilities you stayed in 4
- Restaurants, cafes (and any other meals non eaten in the facilities where you stayed) 5
- Other services (museums, events, entertainment, guided tours car rentals etc.) 6

12c. How did you purchase your travel package?

- In-person, by going to a travel agency or a tour operator office 5
- Online, through a travel agency or a booking portal 6
- Other (specify) 4
- I don't know/I did not book 9

12d. How much was spent on this organized trip?

□ □ □ □ □ □ □ □

12e. In which currency? □ □ □ □ □ □ □ □

12f. Does the amount you paid for the package (indicated in q. 12d above) also refer to visits to other countries besides Italy

- Yes, the trip includes nights I spent and/or will spend in other countries 1
- No, no other country is included in the package 2 → Q. 12h.

12g. How many nights did you and/or will you spend in the other countries included in the trip? N° Nights

□ □ □ □

12h. Do you have other expenses for this trip?

- Yes 1
- No 2 → Q.16a.

VI. "NON-INCLUSIVE" TRIPS + EXPENSES NOT INCLUDED BEFORE

	13a. Please tell me all the expenses you have had on this trip		13b. Means of payment? (see codes above)	13c. Amount spent	13d. In which currency?
	YES	NO			
• Travel outside Italy - Tickets for <u>journeys between Italy and other countries</u> (return tickets) .. - Tickets if any, for <u>journeys in your home country and other countries</u>	1 1	2 2	- Payment <u>in cash</u> using any currency 2 - Payment with <u>credit card or debit card</u> 3 - Payment by banker's order 8 - Payment with <u>other means of payment</u> 4 - Hospitality/free of charge 7	□ □ □ □ □ □ □ □ □ □	□ □ □ □ □ □ □ □ □ □
• Travel in Italy - Travel if any, in <u>Italy including fuel purchases in Italy</u>	1	2	□ □ □ □ □ □ □ □ □ □	□ □ □ □ □	□ □ □ □ □
• Accommodation in Italy (hotel, rented apartment/house, campsite etc.), including any meals eaten in the facilities you stayed in (breakfast, half board, full board etc.)	1	2	□ □ □ □ □ □ □ □ □ □	□ □ □ □ □	□ □ □ □ □
• Restaurants and cafés in Italy (and other meals not eaten in the facilities you stayed in)	1	2	□ □ □ □ □ □ □ □ □ □	□ □ □ □ □	□ □ □ □ □
• Shopping in Italy: SOUVENIRS, GIFTS, CLOTHING, FOOD AND DRINK etc., for personal use	1	2	□ □ □ □ □ □ □ □ □ □	□ □ □ □ □	□ □ □ □ □
• Other services in Italy: MUSEUMS, EVENTS, ENTERTAINMENT, GUIDED TOURS, CAR RENTAL, LANGUAGE COURSES etc.	1	2	□ □ □ □ □ □ □ □ □ □	□ □ □ □ □	□ □ □ □ □
14a. TOTAL OTHER EXPENSES (13c)				□ □ □ □ □ AMOUNT	□ □ □ □ □ CURRENCY
14b. TOTAL EXPENDITURE PAYMENTS FOR "INCLUSIVE" TRIP + OTHER EXPENSES (12d + 13c)				□ □ □ □ □ AMOUNT	□ □ □ □ □ CURRENCY

VII. CASH

16a. When you arrived in Italy, did you have euro cash with you?

- Yes 1
- No 2 → Q. 17a.

16b. How much?

17a. Did you withdraw euros during your stay in Italy?

- Yes 1
- No 2 → Q 15a.

17b. How much?

VIII. BOOKINGS

Questions 15a and 15b are answered by those who have spent at least one night in Italy (Q. 9a cod.2) and have made inclusive trips (YES to Q. 12a) but have not indicated the accommodation (cod. 4) in Q. 12b or have not made inclusive trips (NO to Q. 12a).

15a. Did you book your accommodation remotely, i.e., using communications technology?

- Yes 1
- No 2
- I don't know/I did not book 3

15b. How did you book your accommodation?

- **Online**, on the service provider's website (hotel, agritourism, etc.) 1
- **Online**, through a travel agency or hotel booking portal, Airbnb, corporate travel agency, etc. 6
- Directly with the service provider (hotel, agritourism, etc.), not on the website, but via e-mail, by phone, WhatsApp, Facebook, etc. 5
- **In-person**, by going to the service provider (hotel, agritourism, etc.) 7
- **In-person**, by going to a travel agency or a tour operator office 8
- Other (specify) 4
- I don't know/I did not book 9

Questions 15c and 15d refer to the international means of transport used by the traveler at the end of his journey. In the case of road borders, only for those who use a collective means of transport (Q. 4a1 cod.3)

15c. Did you book your means of international transport remotely, i.e., using communications technology?

- Yes 1
- No 2
- I don't know/I did not book 3

15d. How did you book your means of international transport?

- **Online**, on the service provider's website (Airline/ railway company. etc.), 1
- **Online**, through a tour operator, a travel agency, a booking portal, a corporate travel agency... . 6
- Directly with the service provider, not on the website, but via e-mail, by phone, WhatsApp, Facebook, etc. 5
- **In-person**, by going to the service provider (Airline/ Railway ticket office, etc.) 7
- **In-person**, by going to a travel agency or a tour operator office 8
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IX. ORIGIN AND TRANSPORTATION

18a. When you arrived in Italy, in which country had your trip originally begun?

- In the Country normally lived in 1 → Q. 19a.
- In another Country 2

18b. Which Country? _____

19a. With what means of transport had you been traveling to Italy?

- Car, Pullman, or other road vehicles 1 → Q. 20a.
- Train 2 → Q. 20a.
- Plane 3
- Boat 4

- 19b. Which airline or shipping line did you travel with? _____
- 20a. Are you leaving Italy to return to the country you normally live in or to go on to another country?
(Do not consider countries respondent will transit through or make stopovers in)
- Returning to country normally lived..... 1
 - Going on to another country2
- 20b. To which Country? _____

X. EVALUATIONS

TO ALL, except if the MAIN REASON FOR THE TRIP (QUESTION. 5) = "CROSS BORDER" (code 14) or "TRANSIT" (code 25): END OF QUESTIONNAIRE

- 21i. Did you come to Italy to participate in the Jubilee, or would you have come to Italy anyway?
- I came to Italy because this is the Holy Year (the Jubilee Year) 1
 - I would have come to Italy anyway (even without the Jubilee) 2
- 21j. During your trip to Italy, did you participate in religious events related to the Jubilee?
- Yes, I participated in events related to the Jubilee1→ Q.21k.
 - No, I did not participate in events related to the Jubilee.....2→ Q.21a.
- 21k. Did the Jubilee events you participated in take place only in the city of Rome, only in other cities, or both in Rome and in other cities?
- I participated in events only in Rome 1
 - I participated in events only in other cities.....2
 - I participated in events both in Rome and in other cities.....3
- 21a. On a scale from 1 (very bad) to 10 (excellent), how did you like your visit to Italy? Score _____
- 21b. Was your visit to Italy better or worse than what you expected before leaving?
- Much better 1
 - Better2
 - In line with my expectations3
 - Worse4
 - Much worse5
- | | |
|---|---|
| <p>21c. What did you appreciate the most?</p> <ul style="list-style-type: none"> Food..... 1 Transportation 2 Friendliness..... 3 Shopping 4 Quality of the accommodation ... 5 Cleanliness..... 6 Tourist services 7 Security and safety 8 Events (concerts, festivals, etc.) 9 Other 10 | <p>21d. What did you appreciate the least?</p> <ul style="list-style-type: none"> Food 1 Transportation.....2 Friendliness3 Shopping4 Quality of the accommodation.5 Cleanliness6 Tourist services.....7 Security and safety8 Events (concerts, festivals...) ..9 Other10 |
|---|---|

IF Q.5 MAIN OR SECONDARY REASON FOR THE TRIP = "TOURISM HOLIDAY, LEISURE": COD.1 IN COLUMN 1 OR 2

- 21e. In the last three years have you been to France, Spain, Greece, or Croatia?
- Yes.....1→ Q.21f
 - No 2→ Q.21g
- 21f. Comparing those experiences, how would you rate your holiday in Italy?
- Better 1
 - The same.....2
 - Worse3
 - Don't know 4
- 21g. In the last three years, did you come to Italy for your holidays
- Yes.....1→ Q.21h
 - No 2→ Q.23
- 21h. Making a comparison with your previous trip to Italy, how would you rate the experience of this holiday as a whole?
- Better 1
 - The same.....2
 - Worse3
 - Don't know 4

TO ALL, except if the MAIN REASON FOR THE TRIP (QUESTION. 5) = "CROSS BORDER" (code 14) or "TRANSIT" (code 25)

23 During your stay in Italy did you visit museums, monuments, or archeological sites?

- Yes.....1→ Q.23a

- No.....2

23a. On a scale from 1 (low/budget) to 10 (high/expensive) how do you rate the price paid to visit museums, monuments, and archeological sites?

23b. On a scale from 1 (very bad) to 10 (excellent) how do you rate the quality of your visit to museums, monuments, and archeological sites?

Tipo di rilevazione (Solo strada)

- Senza supporto pattuglia..... 1

- Con supporto pattuglia..... 2

The information you have provided will be treated anonymously in compliance with the current Privacy Law (EU Regulation no. 679/2016 - GDPR). In the coming months, DOXA or Scenari, both data owners, may call you to check on my activity. For this reason, do you mind giving me your name and telephone number? We remind you that you can ask the data owners for any information regarding the availability of databases containing your personal data and the scopes underlying personal data processing, by writing to the following e-mail addresses: privacy@bva-doxa.com e privacy@scenari.it.

Data _____ Cod. Intervistatore _____ Frontier _____ a _____
First Name, Surname _____ Telephone _____
City _____ Country: _____