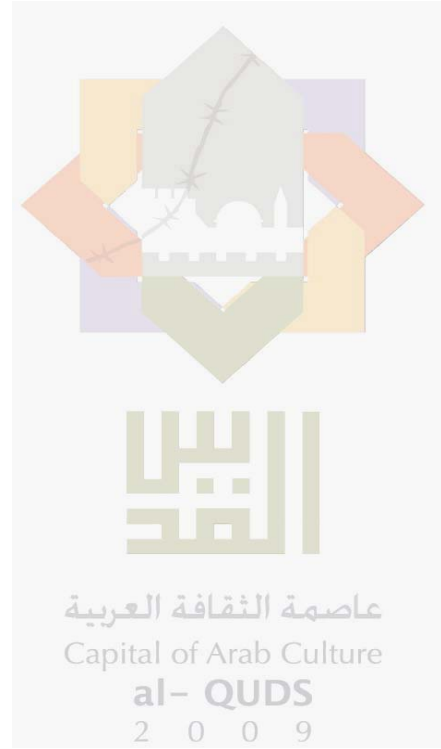
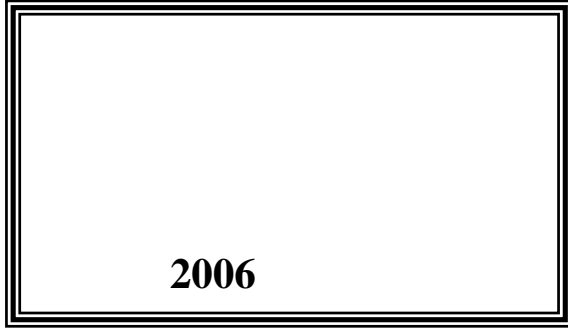


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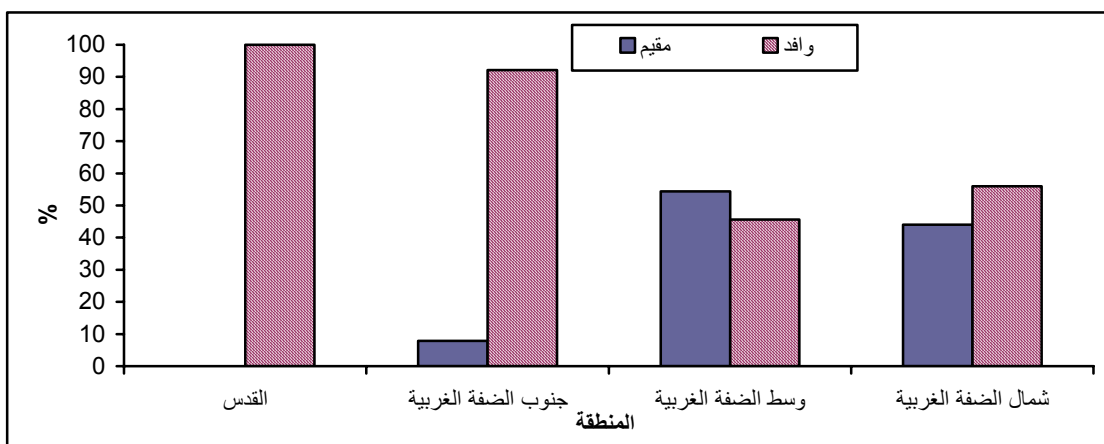
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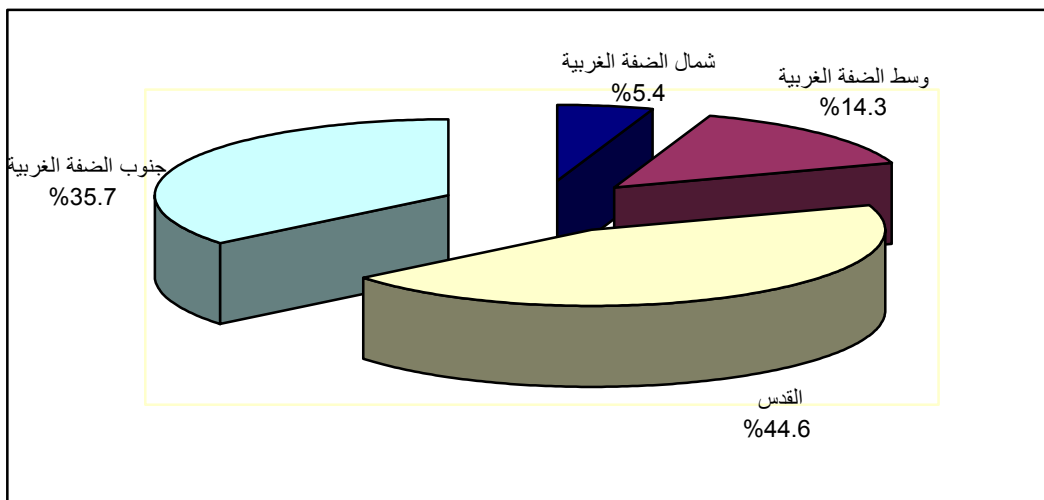
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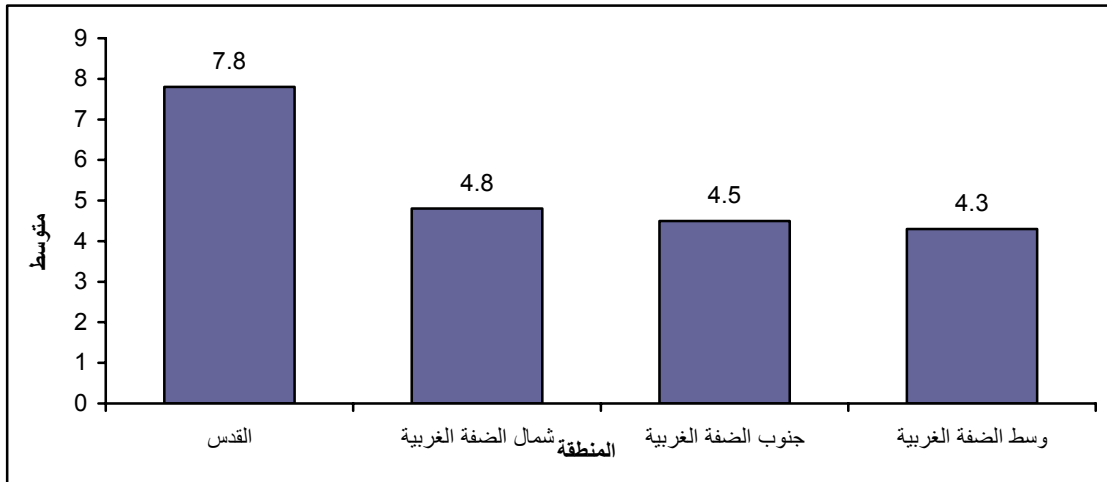
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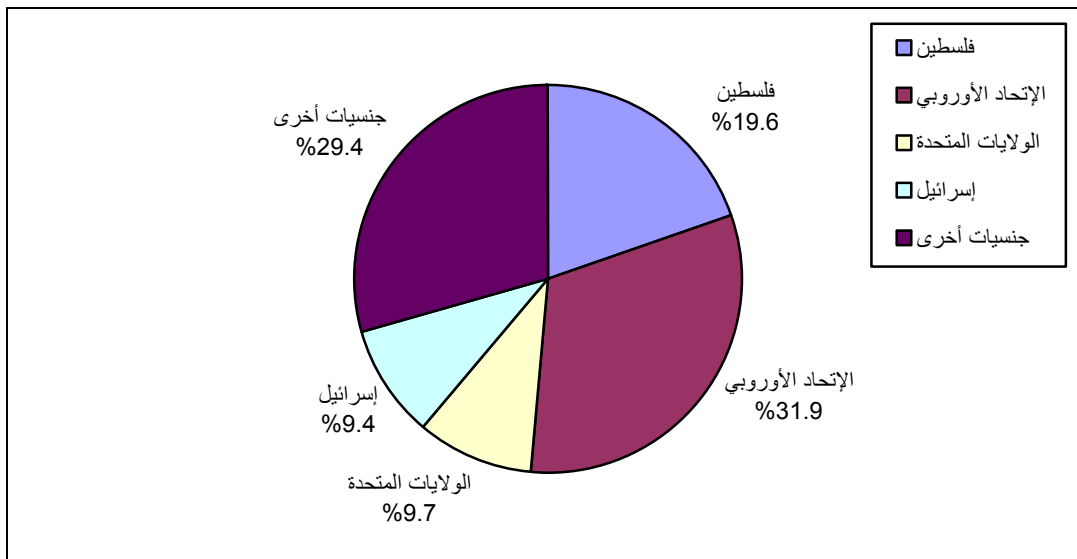
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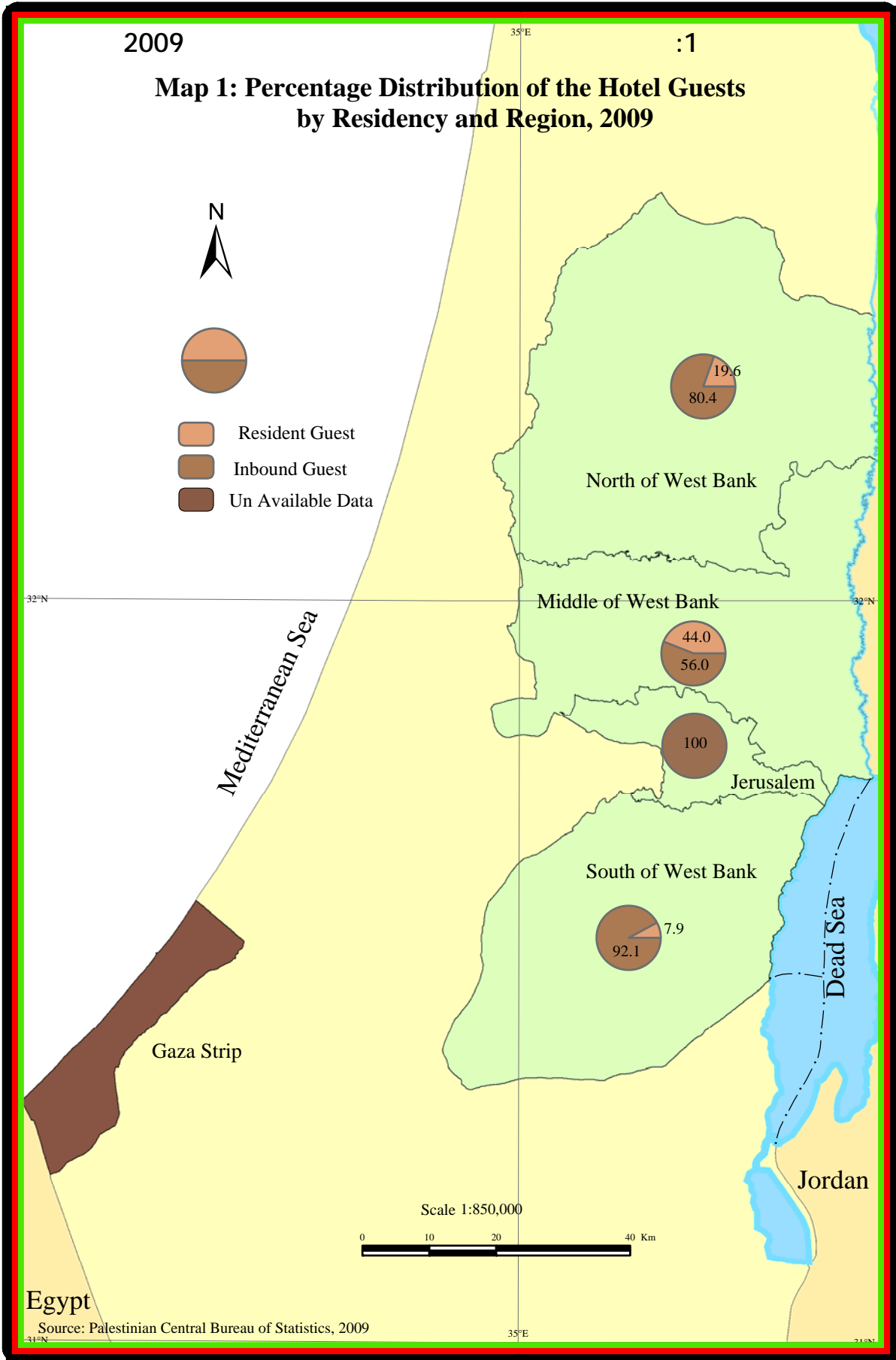
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Map 1: Percentage Distribution of the Hotel Guests by Residency and Region, 2009



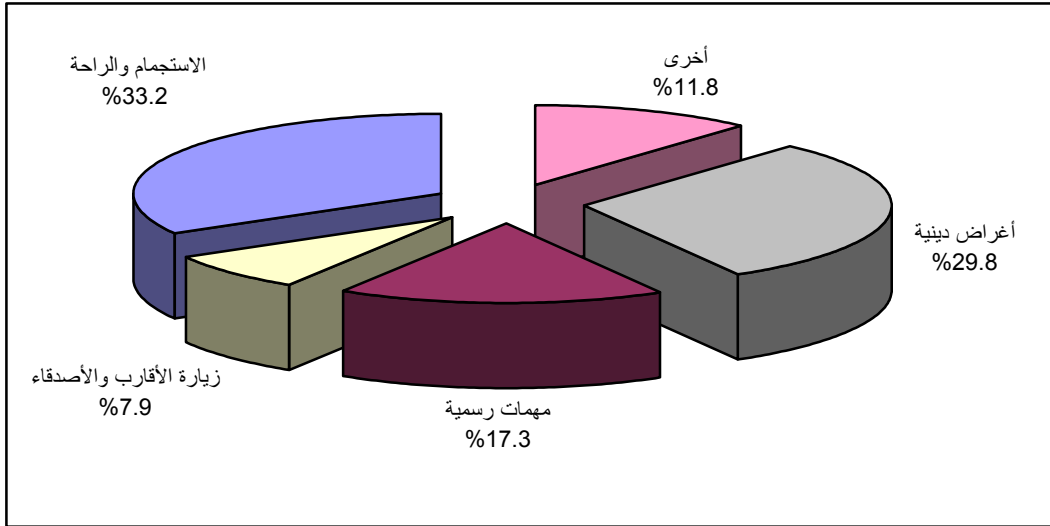
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Source: Palestinian Central Bureau of Statistics, 2009

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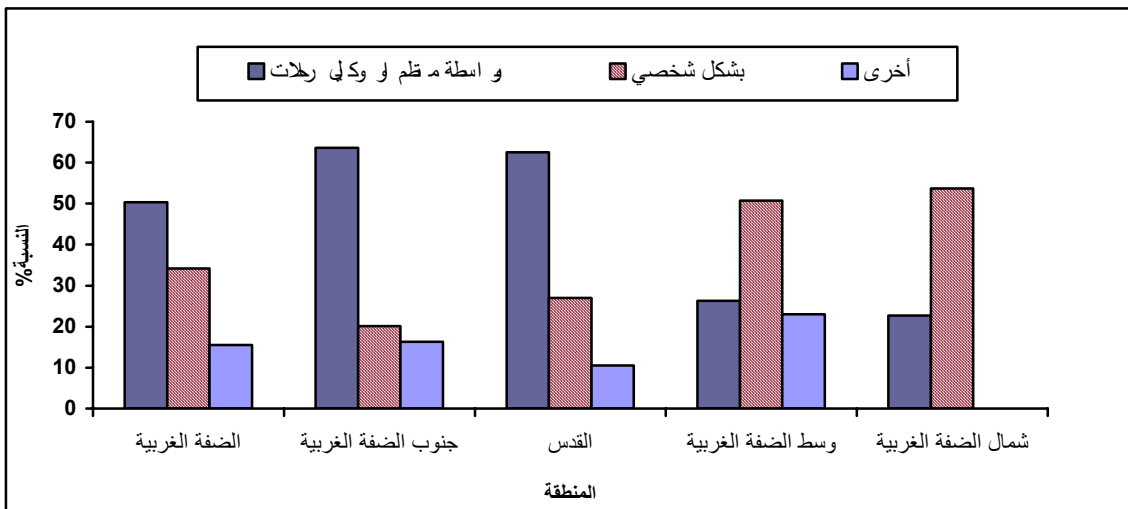
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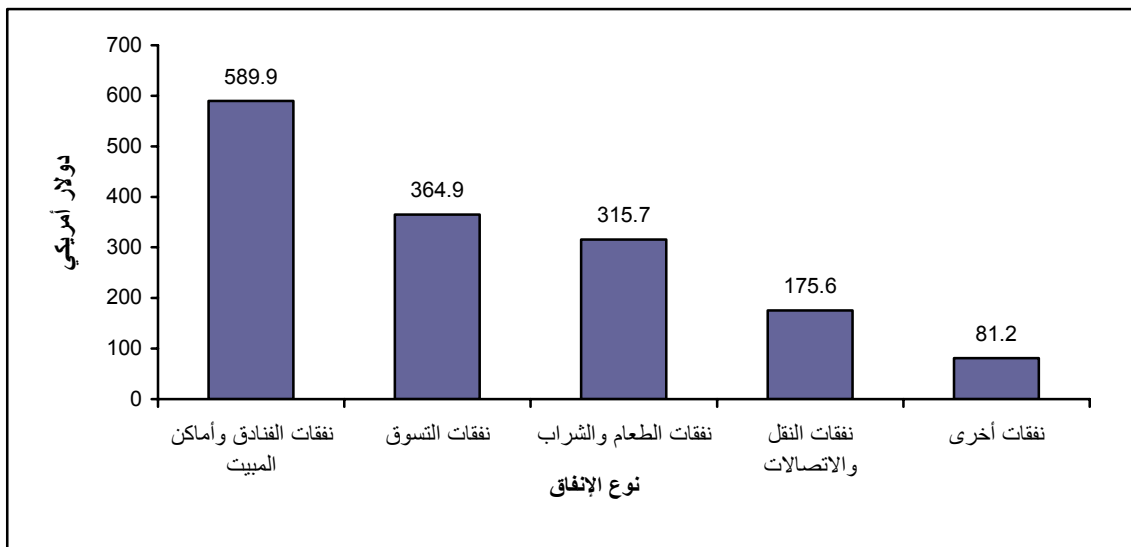
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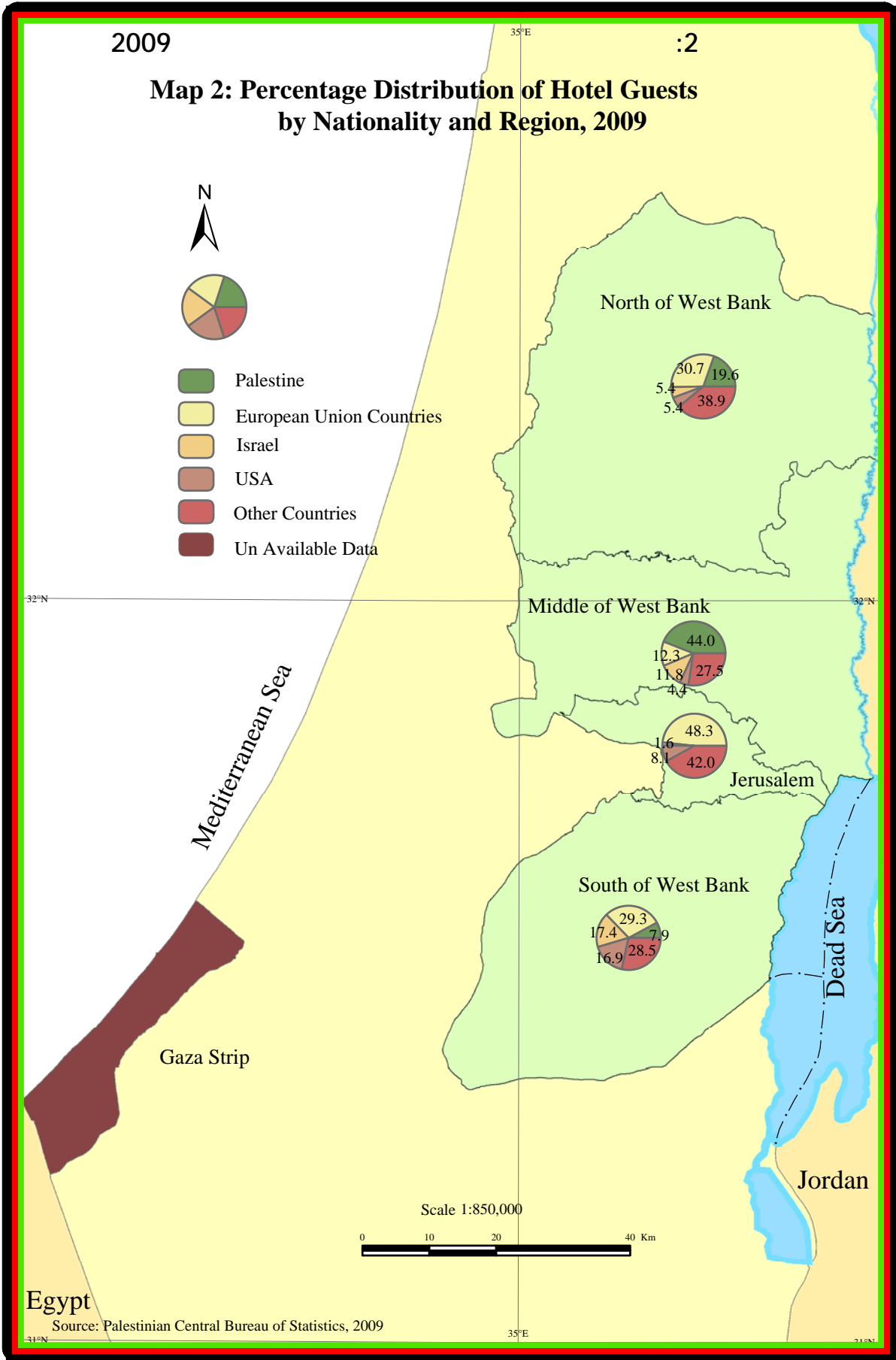
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Map 2: Percentage Distribution of Hotel Guests by Nationality and Region, 2009



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Tables

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Table 1: Percentage Distribution of the Hotel Guests by Residency and Region, 2009

Residency	Region					
	South West Bank	Jerusalem	Middle West Bank	North West Bank	West Bank	
Resident guest	7.9	0.0	54.4	44.0	19.6	
Inbound guest	92.1	100.0	45.6	56.0	80.4	
Total	100	100	100	100	100	

2009

:2

Table 2: Percentage Distribution of the Resident and Inbound Hotel Guests by Region, 2009

Region	Residency		
	Inbound	النزيل Resident	
North West Bank	5.4	17.3	
Middle West Bank	14.3	70.1	
Jerusalem	44.6	0.0	
South West Bank	35.7	12.6	
Total	100	100	

2009

()

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Table 3: Average length of Stay of the Guests (night) in the West Bank, at the Hotels and out of them by Region, 2009

Place of Stay	Region					
	South West Bank	Jerusalem	Middle West Bank	North West Bank	West Bank	
At and out of the hotels	4.5	7.8	4.3	4.8	5.6	
At the hotels only	3.6	5.6	4.1	3.0	4.4	

2009

:4

Table 4: Percentage Distribution of the Hotel Guests by Sex and Region, 2009

Sex	Region					
	South West Bank	Jerusalem	Middle West Bank	North West Bank	West Bank	
Males	60.0	66.3	68.8	73.5	65.5	
Females	40.0	33.7	31.2	26.5	34.5	
Total	100	100	100	100	100	

2009

:5

Table 5: Percentage Distribution of the Hotel Guests by Nationality and Region, 2009

Guest Nationality	Region					
	South West Bank	Jerusalem	Middle West Bank	North West Bank	West Bank	
Palestine	7.9	0.0	44.0	19.6	19.6	
European Union Countries	29.3	48.3	12.3	30.7	31.9	
Israel	17.4	1.6	11.8	5.4	9.4	
USA	16.9	8.1	4.4	5.4	9.7	
Other countries	28.5	42.0	27.5	38.9	29.4	
Total	100	100	100	100	100	

2009

6: التوزيع النسبي لنزلاء الفنادق

Table 6: Percentage Distribution of the Hotel Guests by Number of Attendants and Region, 2009

Number of Attendants	Region					
	South West Bank	Jerusalem	Middle West Bank	North West Bank	West Bank	
Without Attendants	48.7	44.3	59.6	64.5	51.1	
One Person	25.9	27.4	16.5	22.3	23.8	
Tow Persons	12.9	18.1	11.6	9.0	14.1	
Three Persons and more	12.5	10.2	12.3	4.2	11.0	
Total	100	100	100	100	100	

2009

:7

Table 7: Percentage Distribution of the Hotel Guests by Length of Stay and Region, 2009

Length of Stay/ night	Region					/
	South West Bank	Jerusalem	Middle West Bank	North West Bank	West Bank	
1 - 7	81.9	65.8	72.5	77.0	73.2	7 - 1
8 - 14	16.2	26.2	17.3	18.8	20.7	14 - 8
15 - 21	0.8	5.2	4.8	1.8	3.4	21 - 15
22 - 364	1.1	2.8	5.4	2.4	2.7	364 - 22
Total	100	100	100	100	100	

جدول 8: التوزيع النسبي لنزلاء الفنادق حسب الغرض الرئيسي من الزيارة والمنطقة، 2009

Table 8: Percentage Distribution of the Hotel Guests by Main Purpose of Visit and Region, 2009

Purpose of Visit	Region					
	South West Bank	Jerusalem	Middle West Bank	North West Bank	West Bank	
Recreation and Leisure	24.5	38.9	36.5	30.7	33.2	
Visiting Relatives/ Friends	5.1	9.0	7.4	15.7	7.9	
Professional	13.5	10.1	30.0	25.3	17.3	
Pilgrimage	48.9	35.5	6.6	1.2	29.8	
Other	8.0	6.5	19.5	27.1	11.8	
Total	100	100	100	100	100	

2009

:9

Table 9: Percentage Distribution of the Hotel Guest by Way of Visit Organizing and Region, 2009

Way of Visit Organizing	Region					
	South West Bank	Jerusalem	Middle West Bank	North West Bank	West Bank	
Tourist Agency	63.6	62.5	26.3	18.1	50.3	
Himself	20.1	27.0	50.7	71.1	34.2	
Other	16.3	10.5	23.0	10.8	15.5	
Total	100	100	100	100	100	

2009

:10

Table 10: Percentage Distribution of the Hotel Guest by Nationality of the Agency and Region, 2009

Nationality of the Agency	Region					
	South West Bank	Jerusalem	Middle West Bank	North West Bank	West Bank	
Palestinian	23.7	55.7	48.7	82.4	43.0	
Israeli	27.1	21.3	22.1	2.9	23.1	
Other	49.2	23.0	29.2	14.7	33.9	
Total	100	100	100	100	100	

() 2009

:11

Table 11: Average Expenditure of Resident Hotel Guests by Type of Expenditure and Region, 2009 (value in US\$)

Type of Expenditure	Region					
	South West Bank	Jerusalem	Middle West Bank	North West Bank	West Bank	
Hotel and Accommodations	161.5	0.0	154.9	49.6	137.5	
Food and Drinks	60.3	0.0	85.0	18.6	70.4	
Shopping	52.2	0.0	70.9	22.7	60.2	
Transportations and Telecommunications	27.7	0.0	55.2	20.6	45.8	
Other Expenditures	24.0	0.0	36.7	8.2	30.2	
Average Total Expenditure*	321.9	0.0	403.3	119.7	344.0	*

*: The averages do not sum and the average general expenditure was calculated

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Table 12: Average Expenditure of Inbound Hotel Guests by Type of Expenditure and Region, 2009 (value in US\$)

Type of Expenditure	Region					
	South West Bank	Jerusalem	Middle West Bank	North West Bank	West Bank	
Hotel and Accommodations	337.1	871.4	487.1	205.8	589.9	
Food and Drinks	106.6	550.6	187.2	96.5	315.7	
Shopping	195.4	578.5	211.1	127.7	364.9	
Transportations and Telecommunications	176.7	199.6	134.4	79.4	175.6	
Other Expenditures	45.5	102.0	115.1	55.2	81.2	
Average Total Expenditure*	863.2	2,304.5	1,134.9	564.5	1,529.7	*

*: The averages do not sum and the average general expenditure was calculated

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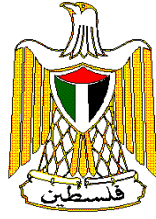
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Table 13: Daily Average Expenditure of Resident and Inbound Hotel Guests by Type of Expenditure, 2009 (value in US\$)

Region	Residency		
	Resident	Inbound	
Hotel and Accommodations	68.75	84.3	
Food and Drinks	35.2	45.1	
Shopping	30.1	52.1	
Transportations and Telecommunications	22.9	25.1	
Other Expenditures	15.1	11.6	نفقات أخرى
Average of Expenditures/day*	172.0	218.5	* /

*: The averages do not sum and the average general expenditure was calculated

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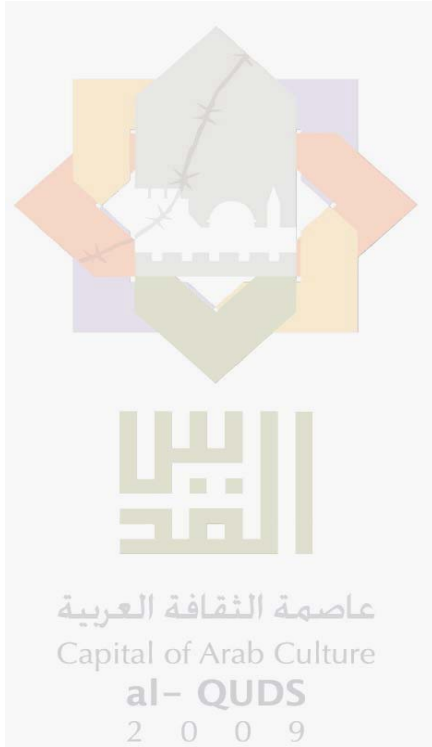
**Palestinian National Authority
Palestinian Central Bureau of Statistics**

**Hotel Guests Survey, 2009
Main Results**

October, 2009

Cover Price (4) US\$

PAGE NUMBERS OF ENGLISH TEXT ARE PRINTED IN SQUARE BRACKETS.
TABLES ARE PRINTED IN THE ARABIC ORDER (FROM RIGHT TO LEFT)



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On this occasion, PCBS extends special thanks to the members of the CFG and the EU for their support.

Disclaimer for the users

Given to the concentration of hotels in the West Bank, because of the lack of hotels guests in Gaza Strip due to Israeli siege imposed on Gaza, a survey was conducted on the hotels guests in the West Bank just been published data report at this level.

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Preface

We are pleased to publish this specialized statistical report on the tourism sector, which is in line with our efforts toward creating and establishing the National Statistical System and providing the necessary statistical information to Palestinian planners, policy-makers and decision-makers in tourism.

World attention has increased concerning the need to provide statistical data within the household sector regarding tourism. Providing such data will assist policy making and legislation and reduce the pressure on tourism. As in the rest of the world, attention has greatly increased in Palestine to provide such data after many years of neglect regarding tourism, marked by the absence of standards and regulations during the period of the Israeli occupation.

This report is one of a series of scheduled reports to be published by PCBS on tourism according to the sub-master plan for the Tourism Statistical Department, as one of the tools for describing the status of tourism in the Palestinian Territory. The aim of this report is to provide reliable data on the situation of tourism in the Palestinian Territory.

This report presents statistical data on expenditures by the Hotel Guest. The main objective of the report is to provide basic statistics on various aspects of inbound tourism, including the conduct of Hotel Guest tourism, resorts visited, purpose of the visit, services utilized, type of expenditure during the visit and other related indicators.

October, 2009

Ola Awad
Acting of PCBS President

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Executive Summary

PCBS carried out a specialized survey for hotel guests, using a sample of hotel guests, and covering all Hotels in the West Bank. The main results are:

- The percentage of guests arriving to the West Bank hotels from all over the world was 80.4%, and 19.6% of the hotel guests were Palestinians. 31.9% of guests came from European countries.
- During the year 2009, the results of the survey show that the average length of stay of the hotel guest in the West Bank (at and out of the hotels) was 5.6 nights, and the average length of stay of the guest in a West Bank hotels was 4.4 nights.
- The main purpose of hotel guests conducting their visit was for recreation (33.2%), for pilgrimage (29.8%), official tasks or meetings (17.3%), visiting friends (7.9%), or for other purposes was (11.8%).
- The results indicate that 73.2% of the hotel guests stayed in the West Bank hotels from 1-7 days, 20.7% of them stayed from 8-14 days in the hotels, and 6.1% of the hotel guest stayed more than two weeks.
- 50.3% of the hotel guests' visit were organized by tourist agencies, 34.2% of the guests organized their own visits, and 15.5% of them by another method.
- The average expenditure during a hotel guest visit to the West Bank was US\$ 1,529.7. The largest share of expenses was for hotel and accommodations expenditures (US\$ 589.9), and then shopping (US\$ 364.9), food and drink (US\$ 315.7), transportation and telecommunications (US\$ 175.6), and US\$ 81.2 on other expenditures.
- The results indicated that the average daily expenditure for West Bank hotels inbound guests was US\$ 218.5 and the average daily expenditure for resident hotel guests was US\$ 172.

Chapter One

Introduction

1.1 Introduction

PCBS conducted the Hotel Guests tourism survey with the aim of producing a comprehensive database on all tourism activities in Palestine. The ultimate goal is to compile and maintain data on internal tourism activity. With this exercise, PCBS hopes eventually to be able to produce statistics on a regular basis regarding the basic indicators recommended and adopted by the World Tourism Organization (WTO) and the European Union (EU). In the meantime, this initiative in the present format aims to fill existing gaps on the basic statistics regarding internal tourism, which might help to provide the data necessary for making policies to promote this important sector in Palestine.

This survey reflects the data for the year 2009, and provides us with the main data about Hotel Guests' expenditure which is related to overnight-stay tourists.

1.2 Objectives of the Survey

The survey provided data on:

- The characteristics of hotel guests
- The characteristics of the visit
- The length of stay of the visit
- The amount and mode of expenditure during the visit

1.3 Report Structure

This report comprises five chapters:

- The first chapter presents the background of the Hotel Guests Survey 2009, and the objectives of the survey.
- The second chapter presents the main definitions used in the report.
- The third chapter exhibits the main findings of the Hotel Guests Survey.
- The fourth chapter discusses the methodology used in this survey.
- The fifth chapter presents the quality of the data of the survey.

This chapter shows the main results of the Hotel Guests Survey for the Palestinian Territory during the year 2009, which reflect the characteristics and the activities of those visitors inside the Palestinian Territory.

The aim of the survey is to identify some indicators related to the Hotel Guests, their country at the time of the visit, and data such as expenditures, mode of consumption, average length of stay, and purpose of the visit.

Chapter Two

Concepts and Definitions

The following concepts and their definitions are based on international recommendations in the fields of tourism and economic statistics, while taking into account the particular aspects of the Palestinian Territory:

Inbound Guests:

Any person traveling to a place outside the usual environment for less than 12 consecutive months, and the basic purpose of the visit was to engage in any activity that does not generate income for this activity in the place visited, and are classified as if visiting a tourist spent one night or more away from usual environment .

Resident Guests:

Any person that intends to engage, in economic activities or transactions on a significant scale either indefinitely or over a long period of time, usually interpreted as one year. The rule excludes students, sick people, and foreign diplomats and international organizations other than country's residents where such institutions exist.

The Purpose of the Visit:

The purpose to which it out of the tourists or visiting a place of habitual residence, where this might be the purpose of the goals of entertainment, religious or visit relatives and friends, medical, educational or official business or other purposes.

The Duration of the Visit:

The number of nights accommodation for overnight guests in hotels in the Palestinian Territory.

Tourism Expenditure:

The total expenditure made by a visitor or on behalf of a visitor for and during his/her trip and stay at destination, inside the visited country.

Country of Resident:

Country of residence is usually the person queried or intends to reside for a year or more, and may be registered in his passport attributed to the country, it might be different.

Tourism Agency:

Establishment engaged in doing business for tourist travel services and related activities (e.g. transport, accommodation, catering, entertainment, sightseeing) and sell them through travel agencies or directly to final consumers as a single product (called a package tour).

North of West Bank Region:

Jenin, Tulkarm, Nablus, Qalqiliya, Salfit and Tubas governorates.

Middle of West Bank Region:

Ramallah and Al-Bireh, Jericho and Al-Aghwar governorates.

Jerusalem Region:

Jerusalem governorate.

South of West Bank Region:

Bethlehem and Hebron governorates.

Main Findings

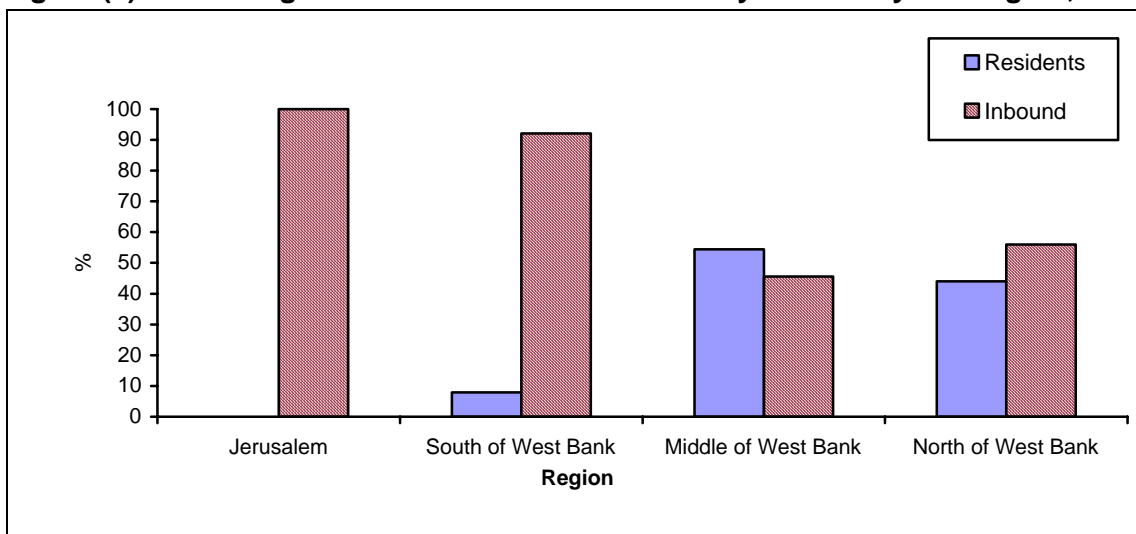
This chapter shows the main results of the Hotel Guests Survey in the West Bank during the year 2009.

The aim of the survey is to identify some indicators related to the hotel guests, such as their country at the time of the visit, expenditures, average length of stay, and purpose of the visit.

3.1 Distribution of the Hotel Guests

The results of the survey indicate that 19.6% of the West Bank hotel guests are residents and 80.4% of them are non residents.

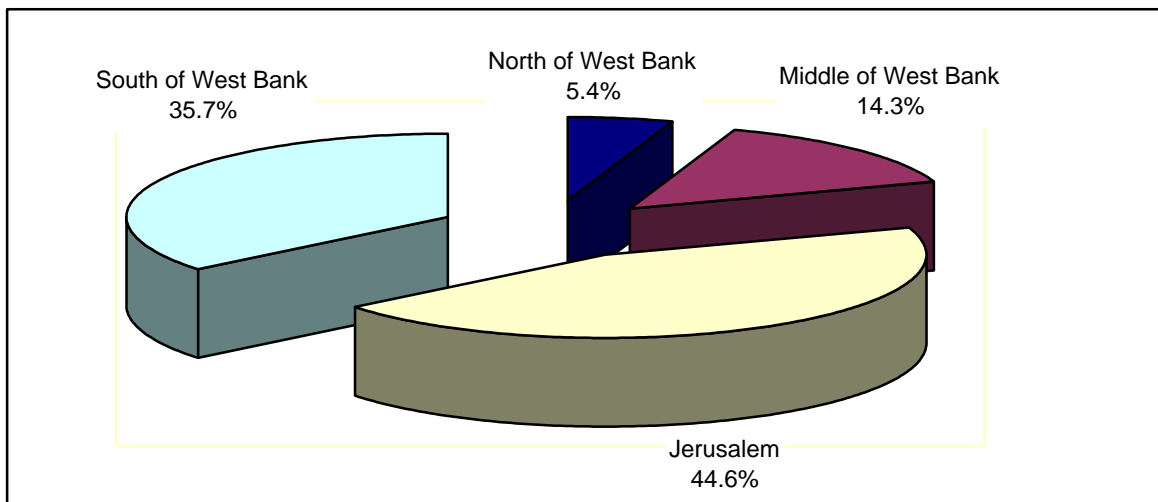
Figure (1): Percentage Distribution of Hotel Guests by Residency and region, 2009



3.2 Distribution of the Non Resident Hotel Guest

The non resident hotel guests of the West Bank in 2009 were distributed by region as follows: 44.6% in Jerusalem, 14.3% in the Middle of West Bank, 35.7% in the South of West Bank, and 5.4% in the North of West Bank.

Figure (2): Percentage Distribution of Non Residents Hotel Guests by Region, 2009

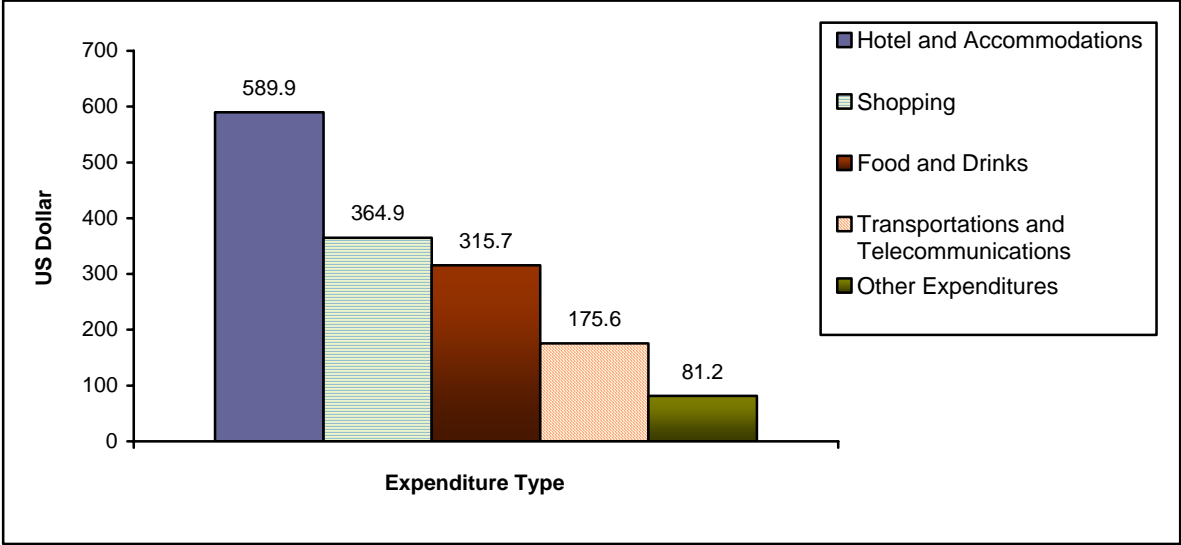


3.3 Expenditure During the Visit

The average expenditure during the hotel guest visit to the West Bank was US\$ 1,529.7. The expenses for the largest share was for hotel and accommodations expenditure (US\$ 589.9), US\$ 364.9 for shopping, US\$ 315.7 for food and drink, US\$ 175.6 for transportation and telecommunications, and US\$ 81.2 for other expenditures.

The results indicated that the average daily expenditure for West Bank hotel inbound guests was US\$ 218.5, and the average daily expenditure for resident hotel guest was US\$ 172.

Figure (3): Average Expenditure During the Hotel Guests Visit to the Palestinian Territory by Type of Expenditure, 2009 (value in US\$)



Chapter Four

Methodology

This chapter presents the scientific methodology used in planning and implementation, including the design of the basic research tools and methods of collection, processing and analysis of data on the subject of study.

4.1 Survey Questionnaire

The survey questionnaire was the main tool for gathering information, so it must conform to the technical specifications of the field work phase, and should meet the requirements of data processing and analysis. The questionnaire was designed after considering the methodologies and the recommendations of the United Nations on tourism statistics and taking into account the specificities of the Palestinian community in this aspect.

Target population

The target population for this study was all guests in hotels in the West Bank, whether resident or non resident in 2009.

4.2 Sampling frame

The sampling frame was established from the frame of the Hotel Activity Survey 2008. The frame is the 84 working hotels in the West Bank. Hotels were counted during the implementation of the survey (the first stage); the frame contains information on the number of guests in 2008, nationality, characteristics and other identifying data.

Strata of design

The sample was distributed to two strata, that is:

Actual strata: the sample was distributed by visitor's nationality strata (resident, non resident).

Post strata: the sample was distributed by visitor's sex, and nationality.

Sample size

The sample size was estimated to be about 2,214 visitors or guests distributed among West Bank hotels.

Design a sample survey

The sample was a stratified random sample of a standard one stage:

A randomly stratified sample was selected of guests from the hotel which was visited. A different sample of guests at each hotel was selected depending on the size of the hotel (the number of guests in the hotel data for 2008).

Distribution of the sample

The distribution sample of the guests in hotels in proportion to the size of each stratum of guests (nationality: resident, and non resident).

Publishing levels

- 1 - First level: West Bank. and according to the guest nationality (3 nationalities).
- 2 - Second level: (North, Central, South) of West Bank, and Jerusalem.

Chapter Five

Data Quality

The concept of data quality consists of many aspects starting from the planning to the survey and on to the publishing method and data analysis. The main principles of statistical quality are accuracy, comparability, and data quality assurance procedures.

5.1 Accuracy

This includes examination of the accuracy of the data in the survey and different aspects of the errors highlighted by the use of the statistical sample, as well as non-statistical errors due to the work crew surveying tools, in addition to response rates in the survey and the most important influences on the estimates. This section includes the following:

1. Statistical errors

These are errors resulting from a study (sample) of the society and not all units of society. This survey was implemented on the basis of the sample and therefore data errors could affect the survey results due to the use of a statistical sample rather than a comprehensive inventory of units in the community study, and certainly the emergence of differences. The values that we expect to be real are obtained through censuses. Calculations can have differences in the related variables.

2. Non-statistical errors

The data collection process is characterized by privacy, as a result of the nature of the subject, so that the questioning process is subject to greater potential for errors. This is because the answers to many questions are subjective and depends on the assessment of the person, and is therefore affected by the researcher's degree of awareness during the questioning and other circumstances.

3. Technical Notes

- Data about guest spending were based on the estimation of the respondents and therefore can not be compared with data from the previous cycle.
- The field workers in this survey were the public relations officials in the hotels, therefore they obtained high data quality from the guests.