



Agency for Strategic planning and
reforms of the Republic of Kazakhstan
Bureau of National statistics

www.stat.gov.kz

Kazakhstan tourism 2016-2020



Almaty, September 2016

**Agency for Strategic planning and reforms of the Republic of Kazakhstan
Bureau of National statistics**

Kazakhstan tourism

2016-2020

Statistical compilation

Nur-Sultan 2021

Tourism of Kazakhstan / Statistical compilation / in English / 63 pages

Agency for Strategic Planning and Reforms of the Republic of Kazakhstan
Bureau of National Statistics
Chief Editor Aydapkelov N.S.

Electronic version is available on the Internet-resource of the Agency for Strategic planning and reforms of the Republic of Kazakhstan Bureau of National statistics www.stat.gov.kz.

Address: 010000, Republic of Kazakhstan
Nur-Sultan city, 8, Mangilik El street
House of Ministries, entrance 4
Agency for Strategic planning and reforms of the Republic of Kazakhstan
Bureau of National statistics
Information service: +7 7172 74 90 10, 74 90 11
Fax: +7 7172 74 95 47
E-mail: e.stat@aspire.gov.kz
Internet-resource: <http://stat.gov.kz>

Conventional symbols:

- no phenomenon

0,0 - insignificant value

x - confidential data

... - no data

In some cases, minor discrepancies between the total and the sum of the items are due to rounding of the data.

Foreword

The statistical compilation contains detailed information on the development of tourism in the Republic of Kazakhstan. The compilation presents information on international tourist flows on the purpose of travel across countries; socio-economic indicators of the republic; price and tariff indices for tourist services; infrastructure and activities of industries related to tourism (retail, catering services), as well as financial and economic activities in the field of tourism, etc. One of the sections is devoted to foreign economic activity and contains data on the balance of payments of the Republic of Kazakhstan.

A significant place in the statistical compendium is given to indicators of the tourist industry in places of accommodation, sanatorium-resort institutions and specially protected natural territories.

Information on locations is published in the whole of the Republic of Kazakhstan, by region and by resort areas of Kazakhstan for 2016-2020.

The compilation is based on data obtained by state statistical agencies from respondents through of statistical observation, as well as data provided by the National Bank of the Republic of Kazakhstan, the Border Guard Service of the National Security Committee of the Republic of Kazakhstan, the Committee for Forestry and Wildlife of the Ministry of Ecology, Geology and Natural Resources of the Republic of Kazakhstan, the Committee of Science of the Ministry of Education and Science of the Republic of Kazakhstan.

Brief methodological explanations containing information about the sources of the data and the conceptual apparatus used are given in each section.

Data on individual indicators in some cases are preliminary and may be further specified in the 2021 edition.

Content

Geographical characteristics of the Republic of Kazakhstan	5
1. Key development indicators.....	6
2. The international tourist flows.....	10
3. Information on the tourist flow of the country.....	17
4. Main indicators.....	25
5. Accommodation places.....	26
6. Main indicators of health tourism.....	40
7. Trade and public catering.....	42
8. Specially Protected Natural Areas	44
9. Human resources in the tourism sector.....	48
10. Financial resources	52
11. Educational tourism.....	57
12. The development of tourism in resort areas.....	59

Geographical characteristics of the Republic of Kazakhstan

Capital – Nur-Sultan city

The territory of the republic – 2724,9 thousand square meters. km
 The population density is 6,9 people per 1 square. km
 The population size as of 01/01/2021 – 18 879,6 thousand people
 The natural population growth – 14,16 people per 1000 inhabitants

The largest mountain ranges, m:

Khan-Tengri Peak (Saryzhaz Ridge) – 6995
 The peak of the 100 years of the VGO (Meridian ridge) – 6276
 Talgar Peak (Ilei Alatau) – 4979
 Mount Ishanbulak (Kungei Alatau) – 4653
 Mount Besbaskan (Zhetysu Alatau) – 4622
 Mount Metallurg (Ileysky Alatau) – 4600
 Muztau Peak (Altai Mountains, Katyn Ridge) – 4506
 Manas Peak (Talas Ridge) – 4482
 Mountain Ashutor (Teriskei Alatau) – 4427
 Mountain Muztau (Zhetysu Alatau) – 4370
 Komsomol Peak (Ilei Alatau) - 4330

The largest lakes, thous. Km

Caspian Sea – 374
 Aral Sea (Central Asia) – 41,0
 Balkhash – 18,2

The length of the borders of the republic, km

Total - 13394
 including:
 with the Russian Federation – 7591
 with the Republic of Uzbekistan – 2354
 with the Kyrgyz Republic – 1241
 with Turkmenistan – 426
 with China – 1782
 over the Caspian Sea – 600
 On the territory of the republic flows
 85022 rivers and temporary streams

The longest rivers, km

Irtysh – 4248
 length within the republic – 1698
 Esil – 2450
 length within the republic – 1400
 Zhaiyk – 2428
 length within the republic – 1082
 Syrdarya – 2219
 length within the republic – 1400

The largest region by territory -

Karagandy - 428 thousand square meters. km

1. Key development indicators

Gross domestic product at the production stage is obtained by summing the gross value added by industry. Gross domestic product is calculated at market prices, that is, it includes net taxes on products and on imports. The term “net” means that taxes are shown net of related subsidies. This is one of the most important indicators of the system of national accounts, which characterizes the final result of the country’s economic activity.

Population size - the number of people living in a given territory at a given time.

Natural population growth is the difference between the number of live births and the number of deaths over a certain period. Natural growth can be a positive value if the number of births exceeds the number of deaths, or negative (natural decline) - otherwise.

Employed population - all individuals at an appropriate age (15 years and older) who, according to their state during a certain reporting period, can be assigned to one of the categories: “employee (paid) worker” or “self-employed worker”.

The unemployed are persons at the age established for measuring the economic activity of the population who, during the period under review, simultaneously met three main criteria: they were out of work (they did not have a profitable occupation), were actively searching for them, were ready to start work within a certain period of time.

Foreign trade turnover is an economic indicator measured in monetary terms that characterizes the country’s foreign trade volume and is equal to the sum of exports and imports.

The average monthly nominal wage per employee is determined by dividing the amount of the accrued wage fund by the actual number of employees and the number of months in the reporting period.

The list number of employees is the number of employees listed on the organization’s lists in the reporting period, performing work in a particular specialty, qualification or position with the execution of acts of the employer, as well as volunteers.

1.1 Socio-economic indicators

	2016	2017	2018	2019	2020
Population at the end of the year, thousand people	17 918.2	18 157.3	18 395.6	18 632.2	18 879.6
Natural population growth, thousand people	269.5	261.3	267.4	269.2	265.5
of them per 1,000 people, people	15.14	14.46	14.63	14.54	14.16
Employed population, thousand people	8 553.4	8 585.2	8 695.0	8 780.8	8 732.0
Unemployed population, thousand people	445.5	442.3	443.6	440.7	448.8
among them:					
number of citizens registered as unemployed (at the end of the year)	37.5	+70.3	91.6	97.5	141.8
Retail trade turnover (without public catering services), billion tenge	7 974.4	8 892.9	10 045.8	11 327.6	11 729.9
Public catering turnover, billion tenge	415.8	448.3	524.8	626.8	536.6
Price indices in certain sectors of the economy (December to December of the previous year, as a percentage)					
consumer price index	108.5	107.1	105.3	105.4	107.5
articles of food	109.7	106.5	105.1	109.6	111.3
nonfood	109.5	108.9	106.4	105.0	105.5
paid services to the population	106.1	105.9	104.5	100.7	104.2
Foreign trade turnover - total, mln \$ US ¹⁾	62 113.6	78 102.9	94 769.7	97 774.9	86 469.9
among them:					
export	36 736.9	48 503.3	61 111.2	58 065.6	47 540.8
import	25 376.7	29 599.6	33 658.5	39 709.3	38 929.1
Foreign trade turnover with CIS countries, mln \$ US ¹⁾	17 691.2	22 430.9	25 602.2	27 374.3	25 200.3
among them:					
export	6 327.6	8 298.9	9 568.3	10 109.5	9 151.3

	Continuation				
	2016	2017	2018	2019	2020
import	11 363.6	14 132.0	16 033.9	17 264.8	16 049.0
Foreign trade turnover with countries outside the CIS, US \$ million ¹⁾	44 422.4	55 672.0	69 167.5	70 400.6	61 269.6
among them:					
export	30 409.3	40 204.4	51 542.9	47 956.1	38 389.5
import	14 013.1	15 467.6	17 624.6	22 444.5	22 880.1
Average monthly nominal wage per employee, tenge	142 898	150 827	162 673	186 815	213 003
Per capita nominal cash income of the population, tenge	76 575	81 529 ¹⁾	93 135	104 282	114 995 ²⁾
Real cash income index, as a percentage of the previous year	99.3	99.1 ¹⁾	105.0	106.4	103.2 ²⁾

¹⁾ The data of the State Revenue Committee of the Ministry of Finance of the Republic of Kazakhstan and Bureau of National of the statistics Agency for Strategic planning and reforms of the Republic of Kazakhstan.

²⁾ Preliminary data.

1.2 Tourism development Indicators

	2016	2017	2018	2019	2020
Gross value added directly generated in tourism, billion tenge ¹⁾	558.8	688.2	784.0	821.5	-
Share of gross value added, directly in tourism, in gross domestic product, percents ¹⁾	1.2	1.3	1.3	1.2	-
Number of placements, units	2 754	2 987	3 322	3 592	3 514
The number of sanatorium - resort organizations, units	154	144	145	145	153
The list number of employees in the tourism sector (on average for the reporting period), thousand people					
tourist firm	7.2	7.3	7.4	7.4	7.8
placement ²⁾	26.5	27.6	29.2	30.0	26.3
health resort facilities	10.0	9.6	8.0	8.8	8.6
Average monthly nominal accrued wages of employees engaged in tourism, tenge					
tourist firm	94 465	108 152	95 341	109 265	95 959
placement	112 582	118 606	124 217	133 240	135 957
health resort organizations	83 385	88 163	90 658	102 654	114 386
Number of visitors-residents of the Republic of Kazakhstan, who went abroad, person ³⁾	9 755 593	10 260 813	10 646 241	10 707 270	2 865 004
Number of non-resident visitors entering the Republic of Kazakhstan, person ³⁾	6 509 390	7 701 196	8 789 314	8 514 989	2 034 753

¹⁾ Since 2013, TSA calculations exist in accordance with the international standard "Tourism Satellite Account: Recommended Methodological Basis of 2008".

²⁾ According to statistical observations based on the statistical form 2-tourism «Report on the activities of accommodation».

³⁾ Data of the Border Service of the National Security Committee of the Republic of Kazakhstan.

1.3 The structure of public spending on paid services

as a percentage of consumer spending

	2016	2017	2018	2019	2020
Paid service	23.5	23.0	22.5	21.5	16.9
from them:					
transport services	3.7	3.6	3.4	3.2	2.3
communication service	3.8	3.7	3.5	3.4	3.4
restaurants, cafes and similar establishments	1.0	1.0	1.1	1.1	0.4
services of health resort organizations	0.2	0.3	0.2	0.2	0.1*
leisure and cultural services	0.8	0.8	0.9	0.8	0.3*

Note: According to a sample survey of 12,000 households

** Note: In connection with the clarification of the data, the indicators were reformulated and published on 02.11.2021*

1.4 The structure of populations spending on paid services by regions for 2020

as a percentage of consumer spending

	Paid services	Of them				
		transportation services	communication services	restaurants, cafes and similar establishments	spa facilities services	leisure and culture services
Republic of Kazakhstan	16.9	2.3	3.4	0.4	0.1	0.3*
Akmola	13.5	1.1	4.0	0.1	0.0	0.1
Aktobe	15.7	2.0	3.8	0.2	0.0	0.3
Almaty	14.1	2.4	2.9	0.3	0.0	0.2
Atyrau	13.2	2.4	3.9	0.1	...	0.1
Batys Kazakhstan	16.5	1.9	3.7	0.1	0.0	0.2
Zhambyl	15.1	2.1	3.0	0.7	0.0	0.1
Karagandy	17.3	1.8	3.7	0.4	0.1	0.4*
Kostanai	18.2	1.6	4.2	0.1	0.0	0.2
Kyzylorda	14.5	2.2	2.7	0.6	0.0	0.1
Mangystau	15.7	2.7	3.7	0.3	0.0	0.4
Pavlodar	14.9	2.0	3.8	0.1	0.0	0.1
Soltustik Kazakhstan	14.9	1.5	3.7	0.1	0.0	0.2
Turkistan	11.8	2.1	1.9	0.1	0.0	0.0
Shygys Kazakhstan	16.3	2.1	3.6	0.1	0.0	0.3
Nur-Sultan city	26.7	2.8	4.2	1.3	0.2	0.6*
Almaty city	20.2	2.8	3.3	0.7	0.1	0.7*
Shymkent city	18.6	3.4	3.3	0.4	0.0	0.2

Note: According to a sample survey of 12,000 households.

** Note: In connection with the clarification of the data, the indicators were reformulated and published on 02.11.2021*

1.5 Consumer price index

at the end of the period, as a percentage of December of the previous year

	2016	2017	2018	2019	2020
Hotel service	102.7	106.0	100.9	103.5	102.8
Sanatorium	103.4	106.4	104.1	107.4	105.3
Long-distance passenger rail transport	112.4	100.2	109.8	100.7	104.5
Intercity bus	106.0	107.1	107.9	105.4	103.4
Aircraft transport	119.1	104.6	116.4	92.1	93.8
Taxi	101.6	107.9	103.3	103.8	106.8
Bus	108.4	109.6	104.9	100.0	104.3
The gasoline	107.0	117.6	97.2	95.4	102.5
Long distance call	100.0	100.0	100.0	100.0	100.0
Catering service	107.1	105.8	105.8	105.9	106.9
Theatres	108.1	104.6	103.9	109.4	106.8
Cinema	107.8	101.5	100.8	103.0	108.1
Printing photos	103.5	106.8	106.8	107.7	105.7

1.6 Price and tariff index for certain types of paid services

at the end of the period, as a percentage of December of the previous year

	2016	2017	2018	2019	2020
Passenger transport services	107.2	107.4	106.2	101.5	104.1
railway	110.5	100.7	112.2	104.1	104.2
automotive	106.1	108.8	104.9	101.7	104.8
other transport services	105.3	107.3	107.4	109.4	105.5
Communication	100.9	100.9	104.1	101.1	102.0*
post services	100.0	100.0	104.3	100.0	100.0
telephone and Fax services	100.6	100.2	103.9	100.8	102.0
Services hairdressing and personal service establishments	105.2	105.0	106.1	106.0	106.9
hairdressers and beauty salons	105.2	105.0	106.6	106.5	107.2
baths, showers, saunas	105.3	105.1	104.5	104.5	105.7
Leisure, entertainment and cultural services	106.8	106.9	106.3	106.8	103.4
amusement park	113.6	105.1	110.5	105.6	100.4
sports complex	104.7	103.9	102.0	106.9	104.9
Restaurants and hotels	107.0	105.8	105.7	105.8	106.9
restaurants, cafes and similar establishments	106.6	104.9	105.4	105.8	105.6

* Note: In connection with the clarification of the data, the indicators were reformulated and published on 02.11.2021

2. The international tourist flows

In accordance with the balance of payments methodology of the National Bank of the Republic of Kazakhstan, the article "Trips" mainly covers those goods and services that were acquired in a given country by visitors (non-residents in Kazakhstan, residents abroad) if their tenure does not exceed one year. The amount recorded in the balance of payments for this item is an estimate of the cost of expenses of visitors for the purchase of goods and services in the host country. This group does not include the carriage of passengers in international traffic (the cost of tickets), which are recorded under the article "Passenger traffic".

The export / import of services under the item "Trips" is calculated as a product of the average consumption rate per trip and the number of people leaving / entering.

The average consumption rate per trip was determined based on the results of a survey of individuals crossing the border of Kazakhstan, in the context of destination / arrival countries and the purpose of the trip (official, tourism, private).

Tourism is a journey of individuals from twenty-four hours to one year or less than twenty-four hours, but with an overnight stay for purposes not related to paid activities in the country (place) of temporary stay.

A visitor is a traveler who travels to a main destination outside his normal environment for less than a year for any purpose (business trip, vacation, or other personal purpose), with the exception of the employment goal of a business registered in the country.

Visitor trips qualify as tourist trips.

Inbound tourism - travel within the Republic of Kazakhstan of persons not permanently residing on its territory.

The number of visitors to the inbound tourism is formed according to the Border Guard Service, according to the number of persons who entered the Republic of Kazakhstan through checkpoints by purpose of travel - business, business, tourist, private, etc. (excluding foreigners entering permanent residence who arrived at work (for example, from Russia, Uzbekistan, Kyrgyzstan, Tajikistan and the People's Republic of China) and service personnel of vehicles of foreign countries whose trips are not considered tourist trips.

Outbound tourism - a trip of citizens of the Republic of Kazakhstan and persons permanently residing in the Republic of Kazakhstan to another country.

The number of visitors to outbound tourism is formed according to the Border Guard Service, according to the number of departing citizens of the Republic of Kazakhstan through checkpoints by purpose of travel - business, business, tourist, private, etc. (excluding departing citizens of the Republic of Kazakhstan for permanent residence, for work and for service personnel means of foreign travel, which trips are not considered tourist).

2.1 Export and import of foreign trade services*

million US dollars					
	2016	2017	2018	2019	2020
Export of services	6 084.5	6 504.9	7 319.9	7 745.3	5 032.0
of them:					
Trips	1 858.5	2 135.4	2 254.6	2 463.3	458.8
among them:					
business	399.3	368.3	329.5	344.8	136.30
personal	1 459.2	1 767.1	1 925.1	2 118.5	322.52
Import of services	9 846.9	10 082.6	11 979.4	11 462.2	8 096.4
of them:					
Trips	2 446.5	2 559.8	2 686.9	2 763.1	826.0
among them:					
business	174.4	153.7	137.7	138.9	95.93
personal	2 272.1	2 406.1	2 549.2	2 624.2	730.06

* Data of the National Bank of the Republic of Kazakhstan (The balance of international services of the Republic of Kazakhstan according to the expanded classification).

2.2 Number of visitors for inbound and outbound tourism*

	people				
	2016	2017	2018	2019	2020
Number of visitors on outbound tourism	9 755 593	10 260 813	10 646 241	10 707 270	2 865 004
among them:					
CIS country	8 958 939	9 257 951	9 549 292	9 476 722	2 447 409
countries outside the CIS	796 654	1 002 862	1 096 949	1 230 548	417 595
The number of visitors of inbound tourism	6 509 390	7 701 196	8 789 314	8 514 989	2 034 753
among them:					
CIS country	5 935 690	7 060 630	8 177 101	7 818 399	1 865 297
countries outside the CIS	573 700	640 566	612 213	696 590	169 456

* Hereinafter, the data of the Border Guard Service of the National Security Committee of the Republic of Kazakhstan.

2.3 Number of visitors for inbound and outbound tourism by purpose

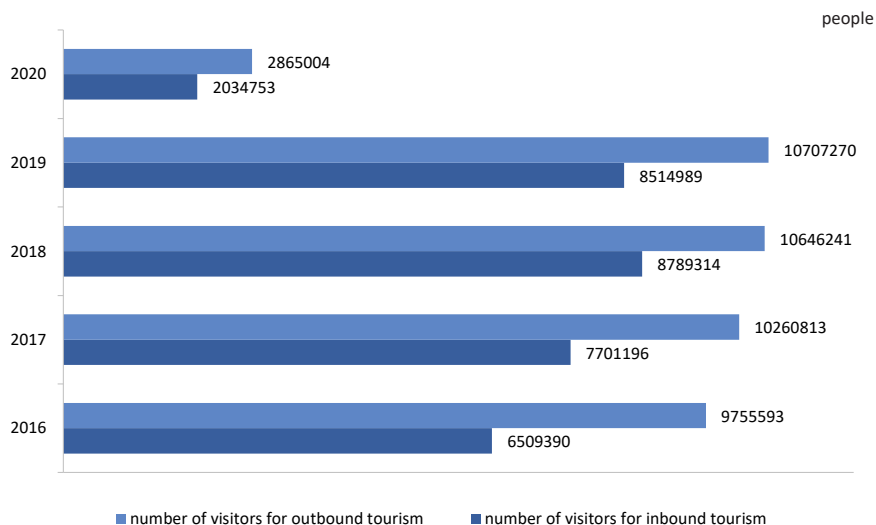
	people				
	Number of visitors for outbound tourism				
	2016	2017	2018	2019	2020
Total	9 755 593	10 260 813	10 646 241	10 707 270	2 865 004
among them:					
business and professional	1 922 536	1 962 923	1 979 431	1 999 147	1 062 133
personal	7 833 057	8 297 890	8 666 810	8 708 123	1 802 871
of them:					
tourism	124 101	167 440	181 260	205 733	124 656
private	7 666 055	8 074 660	8 452 029	8 500 045	1 676 274
transit	42 901	55 790	33 521	2 345	1 941

Continuation

	Number of visitors for inbound tourism				
	2016	2017	2018	2019	2020
Total	6 509 390	7 701 196	8 789 314	8 514 989	2 034 753
among them:					
business and professional	1 096 899	1 186 542	1 223 324	1 453 440	743 187
personal	5 412 491	6 514 654	7 565 990	7 061 549	1 291 566
of them:					
tourism	56 228	81 635	65 822	76 203	15 942
private	4 814 757*	5 853 816	6 865 255	6 341 598	1 134 928
transit	541 507*	579 203	634 913	643 748	140 696

* Data clarified.

Number of visitors for inbound and outbound tourism



2.4 Number of visitors for inbound tourism

people

	2016	2017	2018	2019	2020
Total	6 509 390	7 701 196	8 789 314	8 514 989	2 034 753
including:					
CIS country	5 935 690	7 060 630	8 177 101	7 818 399	1 865 297
Azerbaijan	94 846	110 980	98 330	94 007	29 686
Armenia	26 097	261 69	24 166	22 056	4 165
Belarus	63 520	70 810	76 031	88 117	71 460
Kyrgyzstan	1 348 709	1 273 378	1 327 877	1 494 410	388 253
Republic of Moldova	11 797	13 185	12 629	11 913	2 350
Russian Federation	1 587 409	1 708 873	1 737 667	1 872 232	463 403
Tajikistan	207 009	383 368	443 266	557 754	103 613
Turkmenistan	63 156	63 249	39 942	25 208	6 241
Uzbekistan	2 459 757	3 344 577	4 351 413	3 591 078	769 353
Ukraine	73 390	66 041	65 780	61 624	26 773
countries outside the CIS	573 700	640 566	612 213	696 590	169 456
Australia	3 909	4 225	5 060	5 903	741
Austria	2 630	3 435	3 101	3 492	490
Albania	343	205	222	168	64
Algeria	96	118	80	137	27
Argentina	298	402	388	413	58
Afghanistan	4 520	6 539	3 995	4 071	876
Bangladesh	187	281	233	211	24
Belgium	2 615	3 354	3 137	4 189	488
Bulgaria	2 016	1 989	1 982	2 320	621
Bolivia	12	30	10	10	17

Continuation

	2016	2017	2018	2019	2020
Bosnia and Herzegovina	175	213	103	116	64
Brazil	581	1 024	1 295	1 516	349
Vatican	13	20	17	8	1
United Kingdom	20 166	21 341	21 482	23 155	4 021
Hungary	2 789	3 156	3 163	3 465	631
Venezuela	335	743	769	654	129
Vietnam	385	489	340	382	49
Ghana	53	75	66	42	17
Guatemala	10	32	93	82	14
Germany	90 286	99 396	99 083	101 457	11 608
Greece	1 739	2 269	2 740	2 900	498
Georgia	16 537	19 070	17 807	20 114	8 015
Denmark	682	1 287	1 242	1 706	236
Egypt	1 052	935	935	1 100	228
Zimbabwe	49	82	73	112	46
Israel	5 112	6 466	6 700	7 082	1 020
India	13 975	21 890	32 591	32 418	6 911
Indonesia	565	723	723	1 179	1 292
Jordan	815	945	789	1 227	331
Iraq	183	162	189	301	47
Iran	10 731	12 482	10 607	10 143	2 304
Ireland	904	1 258	1 369	1 485	316
Iceland	43	82	65	108	111
Spain	3 725	4 442	4 468	4 832	1 030
Italy	15 609	14 924	12 724	12 554	1 741
Yar	43	75	54	101	21
Cambodia	4	21	20	30	-
Cameroon	81	54	22	44	8
Canada	4 258	6 865	6 821	8 167	1 173
Qatar	360	243	270	302	115
Kenya	67	104	93	72	16
Cyprus	165	145	282	368	82
DPRK	67	51	25	97	6
China	117 465	94 817	51 418	77 621	14 551
Colombia	135	187	575	1 289	225
Cuba	220	246	152	224	50
Kuwait	124	187	180	289	33
Laos	22	26	52	32	7
Latvia	2 693	3 503	4 117	4 372	811
Lesotho	4	13	16	-	-
Lebanon	544	565	503	486	115
Libya	39	62	42	86	20
Lithuania	4 815	6 027	5 941	6 166	1 490
Liechtenstein	7	21	11	15	-
Luxembourg	87	125	162	246	20
Madagascar	5	12	10	4	1
Macedonia	159	185	173	117	79
Malaysia	4 354	5 245	7 571	6 835	755
Malta	68	128	146	220	49
Morocco	147	174	184	212	46
Mexico	248	673	714	754	99
Monaco	9	59	4	3	-

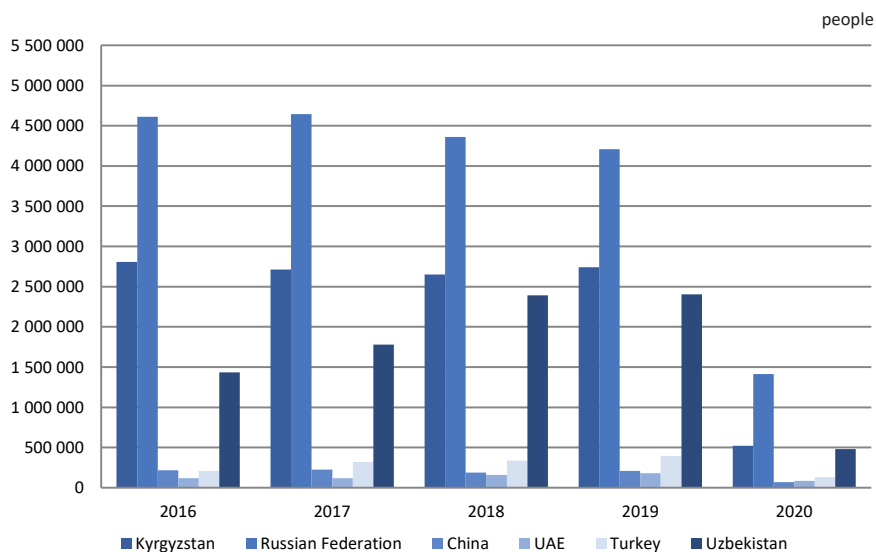
	Continuation				
	2016	2017	2018	2019	2020
Mongolia	17 506	20 687	22 104	26 721	4 766
Nepal	137	155	156	195	25
Niger	2	10	11	8	2
Nigeria	138	149	202	259	90
Netherlands	9 367	8 938	6 884	7 539	1 182
new Zealand	486	735	954	1 177	147
Norway	1 224	1 180	1 375	1 833	117
UAE	1 493	3 503	5 253	8 100	835
Oman	106	216	204	378	53
Pakistan	1 541	1 472	1 499	1 942	540
Palestine	148	204	124	162	32
Panama	28	15	6	26	7
Peru	127	138	62	114	26
Poland	7 037	13 565	15 739	16 037	2 508
Portugal	717	1 207	1 321	1 292	239
Reunion	29	51	33	39	4
Christmas Island	33	33	-	-	-
Rwanda	14	10	15	10	1
Romania	1 738	2 168	1 840	1 879	431
Saudi Arabia	439	764	819	961	160
Saint Lucia	2	8	2	8	-
Singapore	1 026	1 405	1 698	1 872	210
Syria	230	569	295	301	48
Slovakia	1 150	2 724	1 942	2 058	348
Slovenia	635	933	856	837	93
Somalia	8	19	35	84	5
Sudan	52	85	67	54	18
Suriname	9	7	9	10	2
USA	26 402	29 632	31 371	32 786	6 120
Taiwan	606	860	911	1 110	59
Thailand	1 180	2 158	1 897	1 770	367
Tunisia	82	87	88	91	22
Turkey	89 611	98 840	99 351	121 523	70 260
Uganda	40	36	38	42	2
Philippines	975	863	1 011	1 656	540
Finland	1 560	2 354	1 905	2 336	343
France	11 678	13 432	12 620	13 257	1 993
Croatia	818	1 074	1 373	1 191	227
Czechia	2 901	5 202	4 348	4 101	629
Chile	84	270	225	265	34
Switzerland	2 680	3 906	3 371	3 762	468
Sweden	2 070	2 493	2 347	2 775	409
sri lanka	190	134	187	181	25
Estonia	980	1 439	1 405	1 737	241
Ethiopia	26	24	28	40	15
SA	812	767	822	881	634
South Korea	22 276	30 582	35 136	40 180	5 707
Jamaica	17	16	22	19	1
Japan	5 892	8 682	8 257	9 721	723
other state	18 068	22 868	24 796	26 066	4 561

2.5 Number of visitors for outbound tourism

	people				
	2016	2017	2018	2019	2020
Total	9 755 593	10 260 813	10 646 241	10 707 270	2 865 004
including:					
CIS country	8 958 939	9 257 951	9 549 292	9 484 630	2 447 409
Azerbaijan	23 066	28 396	27 692	34 953	5 031
Armenia	1 700	3 403	3 086	5 319	468
Belarus	23 387	26 586	34 190	45 290	16 586
Kyrgyzstan	2 805 759	2 712 414	2 651 220	2 739 308	522 108
Republic of Moldova	-	-	-	-	11
Russian Federation	4 613 008	4 643 158	4 362 746	4 207 487	1 415 013
Tajikistan	5 963	6 035	6 627	7 908	1 636
Turkmenistan	7 918	3 838	3 893	3 370	1 025
Uzbekistan	1 432 050	1 779 431	2 392 582	2 402 460	480 811
Ukraine	46 088	54 690	67 256	38 535	4 720
countries outside the CIS	796 654	1 002 862	1 096 949	1 222 640	417 595
Australia	4	3	6	10	2
Austria	2 257	85	45	69	18
Afghanistan	212	413	285	33	110
Bulgaria	2 522	1 505	-	162	11
United Kingdom	11 945	13 825	14 213	13 533	2 301
Hungary	40	3 957	7 985	8 612	1 599
Germany	45 893	49 826	56 174	59 693	15 460
Greece	2 668	2 246	2 458	2 145	-
Georgia	33 018	39 364	38 986	40 552	4 959
Hong Kong	6 036	6 003	7 055	7 516	1 046
Egypt	5 045	55 332	119 616	151 457	57 313
Israel	21	54	32	54	128
India	12 629	16 038	15 481	14 445	6 562
Iraq	1	2	1	24	11
Iran	3 244	3 643	1 833	1 288	457
Spain	92	104	94	86	75
Italy	211	306	212	204	29
Cyprus	35	55	31	45	5
DPRK	-	20	3	7	-
China	217 895	226 515	189 881	209 155	69 456
Latvia	7	33	3 838	3 586	48
Lithuania	44	16	2 356	96	72
Malaysia	11 097	12 998	12 314	13 887	4 058
Mongolia	43	31	136	1 388	241
Netherlands	28 238	26 763	3 252	3 101	2 013
Norway	1	0	-	6	-
UAE	117 607	116 951	161 237	180 251	87 101
Pakistan	26	41	97	31	-
Poland	177	5 283	11 083	31	2 096
Romania	17	68	46	60	12
Saudi Arabia	2 591	2 475	2 831	3 890	2 257
Slovakia	2	1	5	17	8
USA	13	39	55	23	3
Taiwan	2	11	-	4	1

	Continuation				
	2016	2017	2018	2019	2020
Thailand	38 542	47 191	47 122	39 007	13 094
Trinidad and Tobago	4	3	13	27	4
Tuvalu	3	3	17	2	1
Tunisia	10	35	424	41	11
Turkey	207 811	318 928	336 023	392 012	129 259
Finland	32	664	757	1 366	175
France	5 777	8 603	6 876	6 228	539
Croatia	7	1	240	6	9
Czechia	133	97	185	5 821	2 063
Switzerland	437	274	237	243	129
Sweden	11	-	3	-	-
Estonia	-	-	2	2	-
South Korea	30 073	39 131	46 899	44 375	8 671
Japan	83	29	51	927	387
other state	10 098	3 897	6 459	17 122	5 801

Number of visitors for outbound tourism



3. Information on the tourist flow of the country

3.1 Number of visitors served by type of tourism in the Republic of Kazakhstan for 2020

	thousand people		
	Outbound	Inbound	Domestic tourism
Total	2 865.0 ¹⁾	2 034.8 ¹⁾	4 463.4*
of them			
places of accommodation ²⁾	-	252.7	3 328.6
health resort organizations ³⁾	-	0.2	218.9*
protected areas ⁴⁾	-	70.0	915.9

¹⁾Data of the Border Service of the National Security Committee of the Republic of Kazakhstan.

²⁾The data of the nationwide statistical observation on form 2-tourism "Report on the activities of placements".

³⁾The specified data of nation-wide statistical observation according to the form 1-sanatorium "Report on sanatorium-resort activity".

⁴⁾Evaluation according to the departmental statistical observation of the Committee for Forestry and Fauna of the Ministry of Ecology, Geology and Natural Resources of the Republic of Kazakhstan on the form 1 of the PA "Accounting for specially protected natural territories".

* Note: In connection with the clarification of the data, the indicators were reformulated and published on 02.11.2021

3.2 Number of served visitors by regions and resort areas of the Republic of Kazakhstan

				people
	Total Visitors	Including		
		staying in local accommodation ¹⁾	having a rest in the sanatorium organizations ²⁾	visiting specially protected natural areas ³⁾
2016				
Republic of Kazakhstan	5 732 493	4 217 782	322 938	1 191 773
Akmola	1 048 662	300 439	37 486	710 737
of them				
Shchuchinsk-Borovskaya resort area	819 034	137 297	37 196	644 541
Zerenda resort area	106 478	52 341	-	54 137
Aktobe	88 824	84 744	3 787	293
Almaty	614 056	435 239	19 008	159 809
of them				
Almaty resort area	392 258	236 756	1 501	154 001
Atyrau	244 647	200 003	5 363	39 281
Batys Kazakhstan	95 198	86 868	8 330	-
Zhambyl	103 748	90 776	12 972	-
Karagandy	293 611	241 260	20 396	31 955
of them				
Karkarala resort area	57 082	25 761	-	31 321
Coastal zone of lake Balkhash	34 153	33 026	1 127	-
Kostanai	170 579	146 590	23 548	441
of them				
Kostanai resort area	18 260	3 260	15 000	-
Kyzylorda	73 797	49 485	24 237	75
Mangystau	193 438	192 081	1 326	31
of them				

Continuation

	Total Visitors	Including		
		staying in local accommodation ¹⁾	having a rest in the sanatorium organizations ²⁾	visiting specially protected natural areas ³⁾
resort area Kenderli	18 549	18 518	-	31
Ontustik Kazakhstan	312 926	198 515	93 003	21 408
of them				
Saryagash resort area	46 702	5 187	41 515	-
Pavlodar	281 549	114 057	11 135	156 357
of them				
Bayanaul resort area	180 619	26 841	-	153 778
Soltustik Kazakhstan	93 877	91 016	2 861	-
Shygys Kazakhstan	541 419	460 878	9 155	71 386
of them				
Altai resort area	41 305	39 672	1 633	-
Alakol resort area	163 513	97 277	500	65 736
Bukhtarma resort area	45 304	44 700	-	604
Ulan resort area	6 911	6 911	-	-
Nur-Sultan city	734 732	732 764	1 968	-
Almaty city	841 430	793 067	48 363	-
of them				
Ski resort «Shymbulak»	25 709	3 335	22 374	-

¹⁾Data of the nationwide statistical observation on form 2-tourism «Report on the activities of placements».

²⁾The data of the nationwide statistical observation according to the form 1-health "Report on the network, personnel and activities in health care organizations" for 2012-2013, the updated data of the nationwide statistical observation according to the form 1 sanatorium "Report on sanatorium-resort activity" for 2014-2016.

³⁾The data of departmental statistical monitoring of the Committee for Forestry and Fauna of the Ministry of Ecology, Geology and Natural Resources of the Republic of Kazakhstan on form 1 of the PA "Accounting for specially protected natural areas".

3.3 Number of inbound and internal visitors served by regions and resort areas of the Republic of Kazakhstan

people

	Number of entry and internal visitors	Including			Number of “self-organized” entrance and internal visitors (estimate) ⁴⁾
		staying in local accom- modation ¹⁾	having a rest in the sanatorium organizations ²⁾	visiting specially protected natural areas ³⁾	
2017					
Republic of Kazakhstan	6 839 433	5 279 406	298 085	1 261 942	3 947 962
Akmola	1 122 835	341 399	36 581	744 855	560 720
of them					
Shchuchinsk-Borovskaya resort area	860 479	150 481	36 491	673 507	207 585
Zerenda resort area	95 503	48 085	-	47 418	105 806
Aktobe	105 249	100 450	4 546	253	251 067
Almaty	911 581	703 663	10 516	197 402	257 567
of them					
Almaty resort area	614 624	426 342	854	187 428	32 285
Atyrau	211 553	184 353	4 798	22 402	111 251

Continuation

	Number of entry and internal visitors	Including			Number of "self-organized" entrance and internal visitors (estimate) ⁴⁾
		staying in local accommodation ¹⁾	having a rest in the sanatorium organizations ²⁾	visiting specially protected natural areas ³⁾	
Batys Kazakhstan	120 537	112 321	8 216	-	103 322
Zhambyl	116 523	103 912	12 611	-	233 117
Karagandy	345 363	292 509	19 649	33 205	231 437
Of them					
Karkarala resort area	82 140	49 628	-	32 512	14 751
Coastal zone of lake Balkhash	39 945	37 238	2 707	-	86 202
Kostanai	212 690	192 174	19 992	524	160 406
Of them					
Kostanai resort area	17 668	6 369	11 299	-	2 896
Kyzylorda	82 180	59 192	22 988	-	148 383
Mangystau	207 378	205 904	1 364	110	101 929
Of them					
resort area Kenderli	19 205	19 095	-	110	21
Ontustik Kazakhstan	375 548	269 974	79 887	25 687	441 321
of them					
Saryagash resort area	53 911	7 447	46 464	-	33 146
Pavlodar	307 208	147 485	12 196	147 527	105 766
Of them					
Bayanaul resort area	176 430	30 753	-	145 677	4 387
Soltustik Kazakhstan	124 067	120 847	3 220		64 414
Shygys Kazakhstan	590 913	486 157	14 779	89 977	287 515
of them					
Altai resort area	51 762	44 703	7 059	-	4 634
Alakol resort area	135 698	79 192	570	55 936	953
Bukhtarma resort area	64 208	63 376	-	832	6 135
The resort area of Katon-Karagay	12 894	12 894	-	-	1 292
Ulan resort area	34 041	842	687	32 512	525
Nur-Sultan city	989 205	989 205	-	-	519 941
Almaty city	1 016 603	969 861	46 742	-	369 806
Of them					
Ski resort «Shymbulak»	27 062	3 095	23 967	-	31 958
2018					
Republic of Kazakhstan	7 062 769	5 526 864	299 091	1 236 814	42 098 555 ^j
Akmola	1 070 323	338 698	38 188	693 437	697 390
of them					
Shchuchinsk-Borovskaya resort area	813 080	156 647	37 888	618 545	340 091
Zerenda resort area	99 717	44 985	-	54 732	114 208
Aktobe	128 516	124 401	3 898	217	266 491
Almaty	1 106 545	809 794	10 034	286 717	410 079
of them					
Almaty resort area	793 234	519 797	965	272 472	114 024
Atyrau	216 056	209 060	5 696	1 300	111 683
Batys Kazakhstan	108 576	100 686	7 890	-	116 217
Zhambyl	131 930	120 936	10 994	-	241 858
Karagandy	336 339	280 699	19 641	35 999	214 801

	Number of entry and internal visitors	Including			Number of "self-organized" entrance and internal visitors (estimate) ⁴⁾
		staying in local accommodation ¹⁾	having a rest in the sanatorium organizations ²⁾	visiting specially protected natural areas ³⁾	
Of them					
Karkarala resort area	58 565	23 818	-	34 747	10 399
Coastal zone of lake Balkhash	40 977	39 226	1 751	-	49 902
Kostanai	230 159	213 253	16 275	631	169 786
Of them					
Kostanai resort area	20 428	5 668	14 760	-	2 123
Kyzylorda	87 955	63 516	24 379	60	110 648
Mangystau	242 009	240 798	1 006	205	131 667
Of them					
resort area Kenderli	17 791	17 586	-	205	2 000
Pavlodar	290 084	150 537	15 556	123 991	124 137
Of them					
Bayanaul resort area	154 238	32 342	-	121 896	9 077
Soltustik Kazakhstan	129 894	126 740	3 154	-	77 385
Of them					
Imantau-Shalkar resort area	7 721	7 721	-	-	949
Turkistan	270 354	152 124	85 009	33 221	214 427
of them					
Saryagash resort area	60 547	9 492	51 055	-	31 673
Shygys Kazakhstan	641 654	565 030	15 588	61 036	300 143
of them					
Altai resort area	81 907	74 457	7 450	-	24 417
Alakol resort area	151 724	95 538	250	55 936	53 337
Bukhtarma resort area	65 410	64 481	-	929	7 480
Ulan resort area	16 364	16 364	-	-	4 298
The resort area of Katon-Karagay	5 260	717	671	3 872	2 992
Nur-Sultan city	767 587	767 587	-	-	546 463
Almaty city	1 120 991	1 084 991	36 000	-	323 442
Of them					
Ski resort «Shymbulak»	28 393	2 770	25 623	-	2 536
Shymkent city	183 797	178 014	5 783	-	154 662
		2019			
Republic of Kazakhstan	8 081 504	6 266 563	313 316	1 501 625	4 519 336
Akmola	1 181 848	394 935	34 650	752 263	634 236
of them					
Shchuchinsk-Borovskaya resort area	890 838	174 652	32 476	683 710	261 384
Zerenda resort area	112 193	46 949	1 800	63 444	85 545
Aktobe	138 226	133 417	4 589	220	283 104
Almaty	1 286 013	834 182	12 847	438 984	369 801
of them					
Almaty resort area	967 725	543 661	4 013	420 051	73 040
Atyrau	254 684	249 766	3 418	1 500	143 443
Batys Kazakhstan	117 219	108 454	8 765	-	121 182
Zhambyl	156 330	143 981	12 349	-	262 579
Karagandy	376 575	319 663	19 467	37 445	250 880

Continuation

	Number of entry and internal visitors	Including			Number of "self-organized" entrance and internal visitors (estimate) ⁴⁾
		staying in local accommodation ¹⁾	having a rest in the sanatorium organizations ²⁾	visiting specially protected natural areas ³⁾	
Of them					
Karkarala resort area	58 215	22 665	-	35 550	16 584
Coastal zone of lake Balkhash	49 395	49 253	142	-	41 430
Kostanai	255 174	237 564	16 989	621	199 748
Of them					
Kostanai resort area	22 505	6 461	16 044	-	3 938
Kyzylorda	97 315	71 669	25 531	115	108 430
Mangystau	223 884	222 539	1 085	260	163 523
Of them					
resort area Kenderli	15 279	15 019	-	260	3 000
Pavlodar	312 397	163 450	15 829	133 118	175 778
Of them					
Bayanaul resort area	177 789	47 655	-	130 134	19 854
Soltustik Kazakhstan	147 344	144 456	2 888	-	112 678
Of them					
Imantau-Shalkar resort area	17 010	17 010	-	-	3 794
Turkistan	302 048	174 404	89 259	38 385	238 695
of them					
Saryagash resort area	62 527	11 554	50 973	-	41 836
Shygys Kazakhstan	728 436	612 689	17 033	98 714	255 426
of them					
Altai resort area	92 510	83 978	8 532	-	22 816
Alakol resort area	223 706	130 416	300	92 990	29 640
Bukhtarma resort area	67 550	66 409	-	1 141	26 581
Ulan resort area	15 837	15 837	-	-	7 283
The resort area of Katon-Karagay	5 522	1 073	73	4 376	876
Nur-Sultan city	871 851	871 851	-	-	580 031
Almaty city	1 377 121	1 334 230	42 891	-	472 663
Of them					
Ski resort «Shymbulak»	37 426	6 352	31 074	-	24 235
Shymkent city	255 039	249 313	5 726	-	147 139
For 2020 by regions*					
Republic of Kazakhstan	4 786 130	3 581 340	218 893	985 897	4 460 287
Akmola	795 283	237 671	27 185	530 427	554 224
Aktobe	88 255	85 050	3 071	134	335 315
Almaty	814 817	482 877	8 797	323 143	396 369
Atyrau	85 581	84 534	973	74	143 851
Batys Kazakhstan	45 057	41 466	3 591	-	137 840
Zhambyl	105 148	94 479	10 669	-	269 589
Karagandy	238 437	199 891	19 321	19 225	281 715
Kostanai	149 353	141 960	7 210	183	196 297
Kyzylorda	61 284	50 704	10 546	34	95 627
Mangystau	160 962	160 504	186	272	167 385
Pavlodar	87 561	71 763	6 530	9 268	186 762
Soltustik Kazakhstan	104 734	102 632	2 102	-	93 772
Turkistan	205 679	103 747	77 864	24 068	247 388

	Number of entry and internal visitors	Including			Number of "self-organized" entrance and internal visitors (estimate) ⁴⁾
		staying in local accommodation ¹⁾	having a rest in the sanatorium organizations ²⁾	visiting specially protected natural areas ³⁾	
Shygys Kazakhstan	440 909	352 355	9 485	79 069	281 929
Nur-Sultan city	421 050	421 050	-	-	488 648
Almaty city	764 753	737 263	27 490	-	430 242
Shymkent city	217 267	213 394	3 873	-	153 334
For 2020 by resort areas*					
By resort areas	2 724 673	1 683 046	112 576	929 051	1 083 061
Shchuchinsk-Borovoye resort area	623 011	119 929	21 415	481 667	119 904
Almaty resort area	58 535	35 367	3 649	19 519	44 409
Bayanaul resort area	13 977	8 053	-	5 924	13 448
Karkarly resort area	34 555	16 209	-	18 346	19 863
Mangystau resort area	144 532	144 145	115	272	105 287
Saryagash resort area	45 608	7 407	38 201	-	31 406
Kostanay resort area	7 869	1 848	6 021	-	2 234
Altai resort area	64 898	58 204	6 694	-	5 239
Zerenda resort area	21 140	10 877	547	9 716	38 775
Balkhash resort area	45 437	39 554	5 883	-	46 602
Bukhtarma resort area	37 319	37 061	-	258	5 709
Ulan resort area	11 147	11 147	-	-	8 409
Imantau-Shalkar resort area	46 339	22 911	-	23 428	4 706
Baikunur tourist zone	104	104	-	-	1 622
Katon-Karagay resort area	7 708	936	21	6 751	461
Turkestan tourist zone	34 274	32 674	1 479	121	94 260
Alakol resort area (East Kazakhstan region)	113 092	42 551	50	70 491	11 602
Alakol resort area (Almaty region)	225 206	225 206	-	-	8 776
Almaty mountain cluster	1 189 922	868 863	28 501	292 558	520 349

¹⁾The data of the nationwide statistical observation on form 2-tourism "Report on the activities of placements".

²⁾The specified data of nation-wide statistical observation in the form of 1-sanatorium "Report on sanatorium-resort activity".

³⁾The data of departmental statistical monitoring of the Committee for Forestry and Fauna of the Ministry of Ecology, Geology and Natural Resources of the Republic of Kazakhstan in form 1 of the PA "Accounting for specially protected natural areas." Visitors to PAs include visitors, who may be self-organized tourists, and may already be taken into account in accommodation sites and sanatoriums, including day visitors.

⁴⁾The data are calculated on the basis of data from sample household surveys (Form H-050 "Travel Questionnaire Questionnaire Form") and entry visitors (Form H-060 "Visitor Survey Questionnaire Form"). Visitors who stayed in "free" places of accommodation (country house, rented apartment, with relatives, etc.) are taken into account.

⁵⁾ Updated data due to changes in the methodological approach in 2019

*Note: In connection with the clarification of the data, the indicators were reformulated and published on 02.11.2021

3.4 Number of fish farm visitors in the Republic of Kazakhstan*

	The number of realized vouchers for fish catch, pieces	Cost of realized vouchers for fish catch, thousand tenge
2016		
Republic of Kazakhstan	97 018	89 874.4
Akmola	15 867	6 439.0
Aktobe	5 026	11 807.6

Continuation		
	The number of realized vouchers for fish catch, pieces	Cost of realized vouchers for fish catch, thousand tenge
Almaty	7 770	18 723.8
Batys Kazakhstan	1 716	3 432.0
Zhambyl	5 430	4 706.3
Karagandy	35 614	17 759.8
Kostanai	9 719	13 419.0
Kyzylorda	12	14.4
Mangystau	74	146.7
Ontustik Kazakhstan	6 117	6 117.0
Soltustik Kazakhstan	7 240	5 363.7
Shygys Kazakhstan	2 433	1 945.1
2017		
Republic of Kazakhstan	103 838	102 219.8
Akmola	17 742	7 193.5
Aktobe	4 046	9 877.9
Almaty	5 871	21 070.0
Batys Kazakhstan	1 943	3 249.5
Zhambyl	6 208	5 199.0
Karagandy	30 376	17 134.8
Kostanai	16 311	8 041.3
Kyzylorda	13	15.6
Mangystau	30	189.0
Ontustik Kazakhstan	9 799	14 044.5
Pavlodar	50	40.0
Soltustik Kazakhstan	8 165	13 091.4
Shygys Kazakhstan	3 284	3 073.3
2018		
Republic of Kazakhstan	126 676	148 502.1
Akmola	27 497	13 845.9
Aktobe	5 329	12 737.7
Almaty	11 189	37 371.5
Batys Kazakhstan	2 476	5 645.0
Zhambyl	5 402	4 721.0
Karagandy	32 479	22 627.3
Kostanai	14 092	8 372.1
Kyzylorda	10	12.0
Mangystau	17	95.0
Pavlodar	2 656	1 439.6
Soltustik Kazakhstan	10 395	17 591.2
Turkistan	12 279	18 056.0
Shygys Kazakhstan	2 855	5 987.8
2019		
Republic of Kazakhstan	145 568	166 425.0
Akmola	39 296	22 570.1
Aktobe	6 082	9 363.2
Almaty	11 787	33 871
Batys Kazakhstan	2 045	4 047
Zhambyl	6 011	4 878.1
Karagandy	29 055	19 379.5
Kostanai	12 211	8 252.1
Kyzylorda	x	x

Continuation		
	The number of realized vouchers for fish catch, pieces	Cost of realized vouchers for fish catch, thousand tenge
Mangystau	x	x
Ontustik Kazakhstan	2 724	1 538.5
Pavlodar	14 281	24 212.8
Soltustik Kazakhstan	17 917	34 705.5
Shygys Kazakhstan	4 116	3 536.7
	2020	
Republic of Kazakhstan	146 711	180 615.1
Akmola	46 882	27 538.0
Aktobe	8 632	13 662.5
Almaty	14 920	30 475.0
Atyrau	x	x
Batys Kazakhstan	1 705	4 103.5
Zhambyl	6 341	6 115.0
Karagandy	23 270	17 570.0
Kostanai	12 478	12 611.4
Kyzylorda	x	x
Mangystau	40	126.0
Pavlodar	2 631	1 856.0
Soltustik Kazakhstan	13 285	23 107.9
Turkistan	12 872	29 411.5
Shygys Kazakhstan	3 483	4 311.3

** The data is formed by the number of realized vouchers on the basis of the statistical form of 1-fish "On Fisheries and Aquaculture"*

4. Main indicators

4.1 Key performance indicators of placements

	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
Number of placements, units	1 642	1 526	1 678	2 056	2 338	2 754	2 987	3 322	3 592	3 514
Served by visitors accommodation, total among them	2 845 832	3 026 227	3 307 752	3 804 447	3 802 225	4 217 782	5 279 406	5 526 864	6 266 563	3 581 340
nonresidents	584 303	519 222	586 038	679 018	692 213	722 515	891 911	830 922	979 781	252 726
residents	2 261 529	2 507 005	2 721 714	3 125 429	3 110 012	3 495 267	4 387 495	4 695 942	5 286 782	3 328 614
Number of rooms, units	37 368	37 786	41 197	49 128	53 126	60 427	65 791	71 858	75 913	77 131
from them:										
luxury class	6 670	6 786	6 813	7 457	7 655	8 326	9 218	9 856	10 167	10 718
One-time capacity, beds	81 015	83 103	92 053	109 094	118 355	138 062	152 601	168 603	181 201	183 619
Bed-days provided	7 085 020	7 560 134	7 186 444	7 165 232	6 925 106	7 582 785	9 544 646	9 602 762	10 520 133	5 679 651
The occupancy rate of bed-places hotels in the percent	30.5	32.9	27.4	23.1	22.8	22.7	25.0	23.2	23.7	17.3
Average cost of a bed-day, tenge	4 779	4 798	5 149	5 275	5 054	4 979	5 385	7 990	7 964	8 500
Balance of services provided by placements, mln. tenge	47 836.9	53 486.4	59 714.2	72 401.9	72 597.2	82 853.4	108 359.8	103 948.3	120 527.2	66 860.3

5. Accommodation places

A visitor is a traveler who travels to a main destination outside his usual environment for less than a year for any purpose (business trip, vacation, or other personal purpose).

Visitors are divided into tourists (overnight visitors) and day visitors (sightseers).

Tourist (overnight visitor) - an individual visiting the country (place) of temporary stay for a period of twenty-four hours to one year and carrying out at least one night in it (in it) in recreational, educational, professional business, sports, religious and other purposes without engaging in paid activities.

One-day visitor (sightseer) - a visitor visiting tourist resources for educational purposes in the country (place) of a temporary stay of not more than twenty-four hours.

Inbound tourism is a trip within the Republic of Kazakhstan of persons who do not reside permanently on its territory.

Domestic tourism is a trip within the Republic of Kazakhstan of citizens of the Republic of Kazakhstan and persons permanently residing on its territory.

Locations - hotels, motels, campgrounds, tourist bases, guest houses, holiday homes, guest houses, and other buildings and facilities used to accommodate tourists and their services.

The hotel is a place of accommodation that has a number of rooms, a reception service, and other services that provide the provision of hotel services.

Personal goals include travel and rest, visiting friends and relatives, education and training, medical and recreational procedures, religion (pilgrimage), shopping, transit, and other purposes.

Business and professional goals are the activities of self-employed persons and employees if it does not show evidence of explicit or implied employment relationships with a resident manufacturer in a visited country or place, investors, businessmen, and so on. This category also includes:

- participation in meetings, conferences or congresses, trade fairs and exhibitions;
- lecturing, performance with concerts, performances and spectacle;
- advertising, buying, selling or buying goods and services on behalf of non-resident producers (visited country or place);
- participation in missions of foreign governments as diplomats, military personnel or employees of international organizations, except when they are on a long-term business trip in the visited country;
- participation in the missions of non-governmental organizations;
- participation in scientific applied or fundamental research;
- drawing up tourist travel programs, concluding contracts for the provision of accommodation and transport services, working as guides or other tourism workers in the interests of non-resident agencies (visited country or place);
- participation in professional sports events;
- attendance of formal or informal on-the-job training courses;
- work as part of the crew (team) on private means of transport (corporate aircraft, yacht), and so on.

The one-time capacity is determined by the number of fixed beds in all rooms. Temporary (additional) places and places in rooms that are constantly occupied not for their intended purpose are not included.

The provision of bed-days (overnight stays) by places of accommodation reflects the used number of permanent places, including room and place reservations, and is determined on the basis of the register of residents.

The average cost of a bed-day is the ratio of the total amount of income from the provision of a bed-day to the number of bed-days at the accommodation sites (including VAT).

The number of handed over numbers reflects the number of numbers that were surrendered during the reporting period.

5.1 Distribution of placements by ownership in 2020

units

	Total	Including		
		state ownership	private property	foreign property
Republic of Kazakhstan	3 514	93	3 378	43
Akmola	311	13	296	2
Aktobe	97*	2	95	_*
Almaty	539*	13	525	1*
Atyrau	101*	-	96	5*
Batys Kazakhstan	73	2	65	6
Zhambyl	185	5	180	-
Karagandy	247	4	240	3
Kostanai	138	6	131	1
Kyzylorda	112	3	109	-
Mangystau	91	1	86	4
Pavlodar	114	7	105	2
Soltustik Kazakhstan	114	10	102	2
Turkistan	175	4	171	-
Shygys Kazakhstan	562	19	537	6
Nur-Sultan city	212	1	206	5
Almaty city	335	2	329	4
Shymkent city	108	1	105	2

**Note: Due to the clarification of the data, the indicators were reformulated and published by mistake and published on 22.10.2021*

5.2 Distribution of placements by category for 2020

units

	5 star rating	4 star rating	3 star rating	2 star rating	1 star rating	Hotel no categories	Other placements
Republic of Kazakhstan	26	64	49	7	4	1 936	1 428
Akmola	x	7	9	2	x	138	153
Aktobe	-	1	3	1	-	55	37
Almaty	x	3	-	-	-	214	321
Atyrau	3	5	6	-	1	73	13
Batys Kazakhstan	-	1	1	-	-	38	33
Zhambyl	1	4	2	-	-	154	24
Karagandy	1	2	1	2	1	139	101
Kostanai	-	4	3	-	-	101	30
Kyzylorda	x	1	2	-	x	90	17
Mangystau	3	1	2	x	-	63	21
Pavlodar	-	-	-	-	-	65	49
Soltustik Kazakhstan	-	1	-	-	-	50	63
Turkistan	-	-	-	-	-	122	53
Shygys Kazakhstan	1	1	5	-	-	172	383
Nur-Sultan city	6	13	8	x	-	158	26
Almaty city	7	17	7	-	-	211	93
Shymkent city	x	3	-	-	-	93	11

5.3 Key performance indicators of placements by category for 2020

	Total	Including						Other placements
		5 star rating	4 star rating	3 star rating	2 star rating	1 star rating	Hotel no categories	
Number of placements, units	3 514	26	64	49	7	4	1 936	1 428
Number of rooms, units	77 131	4 163	5 127	2 889	295	145	38 440	26 072
of them:								
apartment	1 437	277	451	45	-	-	664	-
luxury class	10 718	1 297	741	353	42	16	6 061	2 208
standard rooms	51 919	2 536	3 908	2 433	225	119	28 574	14 124
no amenities	12 222	-	x	25	x	10	2 819	9 335
One-time bed capacity	183 619	6 645	8 276	4 717	493	278	71 175	92 035
Occupancy rate of hotel beds, in percent	17.3	19.5	18.1	17.5	11.5	11.8	17.0	-
Provided by bed-day, bed-day	5 679 651	407 308	461 097	271 937	20 275	6 131	3 037 958	1 474 945
Number of handed over numbers	3 307 695	382 926	339 682	189 545	15 378	3 911	1 839 408	536 845
Average cost of bed-days, tenge	8 500	35 534	18 642	11 014	13 147	5 136	8 199	6 548

5.4 Number of served visitors in placements by category

	people				
	2016	2017	2018	2019	2020
Total visitors					
Total	4 217 782	5 279 406	5 526 864	6 266 563	3 581 340
including:					
5 star rating	613 808	702 172	617 237	641 479	343 188
4 star rating	491 944	589 148	521 530	576 861	299 271
3 star rating	562 304	601 667	529 394	608 131	170 850
2 star rating	76 538	67 473	61 564	32 795	13 464
1 star rating	38 005	63 618	45 999	33 408	3 424
no categories	1 638 957	2 084 017	2 436 543	2 922 426	1 981 955
other locations	796 226	1 171 311	1 314 597	1 451 463	769 188
Nonresidents					
Total	722 515	891 911	830 922	979 781	252 726
including:					
5 star rating	293 101	365 131	314 793	330 261	104 845
4 star rating	149 831	174 584	144 910	160 621	52 592
3 star rating	131 078	158 233	127 535	185 360	21 925
2 star rating	3 864	2 911	3 180	2 183	357
1 star rating	2 048	2 000	1 904	1 426	87
no categories	131 909	171 432	209 635	258 493	65 910
other locations	10 684	17 620	28 965	41 437	7 010
Residents					
Total	3 495 267	4 387 495	4 695 942	5 286 782	3 328 614
including:					
5 star rating	320 707	337 041	302 444	311 218	238 343
4 star rating	342 113	414 564	376 620	416 240	246 679
3 star rating	431 226	443 434	401 859	422 771	148 925
2 star rating	72 674	64 562	58 384	30 612	13 107
1 star rating	35 957	61 618	44 095	31 982	3 337
no categories	1 507 048	1 912 585	2 226 908	2 663 933	1 916 045
other locations	785 542	1 153 691	1 285 632	1 410 026	762 178

5.5 Visitors served by purpose of travel

	people				
	2016	2017	2018	2019	2020
Total visitors					
Total	4 217 782	5 279 406	5 526 864	6 266 563	3 581 340
including:					
personal	1 972 662	2 666 196	3 059 755	3 573 146	2 138 775
business and professional	2 245 120	2 613 210	2 467 109	2 693 417	1 442 565
Residents					
Total	3 495 267	4 387 495	4 695 942	5 286 782	3 328 614*
including:					
personal	1 859 736	2 515 495	2 853 202	3 282 896	2 081 391
business and professional	1 635 531	1 872 000	1 842 740	2 003 886	1 247 223
Nonresidents					
Total	722 515	891 911	830 922	979 781	252 726*
including:					
personal	112 926	150 701	206 553	290 250	57 384
business and professional	609 589	741 210	624 369	689 531	195 342

*Note: Due to a technical error, the data was changed and published on 22.10.2021

5.6 Distribution of visitors by purpose of travel in places of accommodation

			people
	Total	Including	
		personal	business and professional
2016			
Republic of Kazakhstan	4 217 782	1 972 662	2 245 120
Akmola	300 439	205 914	94 525
Aktobe	84 744	31 421	53 323
Almaty	435 239	366 348	68 891
Atyrau	200 003	13 267	186 736
Batys Kazakhstan	86 868	40 307	46 561
Zhambyl	90 776	50 906	39 870
Karagandy	241 260	128 831	112 429
Kostanai	146 590	91 758	54 832
Kyzylorda	49 485	13 236	36 249
Mangystau	192 081	62 514	129 567
Pavlodar	114 057	73 268	40 789
Soltustik Kazakhstan	91 016	44 314	46 702
Turkistan	94 410	73 096	21 314
Shygys Kazakhstan	460 878	273 534	187 344
Nur-Sultan city	732 764	241 495	491 269
Almaty city	793 067	225 075	567 992
Shymkent city	104 105	37 378	66 727
2017			
Republic of Kazakhstan	5 279 406	2 666 196	2 613 210
Akmola	341 399	226 557	114 842
Aktobe	100 450	48 954	51 496
Almaty	703 663	621 521	82 142
Atyrau	184 353	9 630	174 723
Batys Kazakhstan	112 321	35 592	76 729

	Total	Including	
		personal	business and professional
Zhambyl	103 912	61 992	41 920
Karagandy	292 509	166 962	125 547
Kostanai	192 174	132 835	59 339
Kyzylorda	59 192	15 213	43 979
Mangystau	205 904	75 758	130 146
Pavlodar	147 485	78 045	69 440
Soltustik Kazakhstan	120 847	63 316	57 531
Turkistan	131 994	103 677	28 317
Shygys Kazakhstan	486 157	318 305	167 852
Nur-Sultan city	989 205	353 087	636 118
Almaty city	969 861	307 167	662 694
Shymkent city	137 980	47 585	90 395
2018			
Republic of Kazakhstan	5 526 864	3 059 755	2 467 109
Akmola	338 698	244 719	93 979
Aktobe	124 401	67 702	56 699
Almaty	809 794	731 149	78 645
Atyrau	209 060	x	x
Batys Kazakhstan	100 686	x	x
Zhambyl	120 936	71 736	49 200
Karagandy	280 699	141 621	139 078
Kostanai	213 253	150 566	62 687
Kyzylorda	63 516	x	x
Mangystau	240 798	68 567	172 231
Pavlodar	150 537	71 756	68 211
Soltustik Kazakhstan	126 740	65 222	61 518
Turkistan	152 124	116 518	35 606
Shygys Kazakhstan	565 030	386 765	178 265
Nur-Sultan city	767 587	363 086	404 501
Almaty city	1 084 991	411 919	673 072
Shymkent city	178 014	84 461	93 553
2019			
Republic of Kazakhstan	6 266 563	3 573 146	2 693 417
Akmola	394 935	287 390	107 545
Aktobe	133 417	62 016	71 401
Almaty	834 182	760 783	73 399
Atyrau	249 766	x	x
Batys Kazakhstan	108 454	41 467	66 987
Zhambyl	143 981	92 271	51 710
Karagandy	319 663	170 496	149 167
Kostanai	237 564	166 929	70 635
Kyzylorda	71 669	28 117	43 552
Mangystau	222 539	58 856	163 683
Pavlodar	163 450	89 439	74 011
Soltustik Kazakhstan	144 456	x	x
Turkistan	174 404	x	x
Shygys Kazakhstan	612 689	438 033	174 656
Nur-Sultan city	871 851	421 397	450 454
Almaty city	1 334 230	555 910	778 320
Shymkent city	249 313	153 250	96 063

Continuation

	Total	Including	
		personal	business and professional
2020			
Republic of Kazakhstan	3 581 340	2 138 775	1 442 565
Akmola	237 671	169 380	68 291
Aktobe	85 050	46 045	39 005
Almaty	482 877	440 608	42 269
Atyrau	84 534	11 351	73 183
Batys Kazakhstan	41 466	17 660	23 806
Zhambyl	94 479	58 865	35 614
Karagandy	199 891	98 138	101 753
Kostanai	141 960	93 226	48 734
Kyzylorda	50 704	15 096	35 608
Mangystau	160 504	62 469	98 035
Pavlodar	71 763	32 605	39 158
Soltustik Kazakhstan	102 632	67 559	35 073
Turkistan	103 747	73 430	30 317
Shygys Kazakhstan	352 355	230 103	122 252
Nur-Sultan city	421 050	226 535	194 515
Almaty city	737 263	369 840	367 423
Shymkent city	213 394	125 865	87 529

5.7 Distribution of non-resident visitors by purpose of travel in places of accommodation for 2020

	Total	Including		people
		personal	business and professional	
Republic of Kazakhstan	252 726	57 384	195 342	
Akmola	2 657	1 976	681	
Aktobe	5 817	3 700	2 117	
Almaty	691	517	174	
Atyrau	16 579	675	15 904	
Batys Kazakhstan	4 943	1 057	3 886	
Zhambyl	1 557	736	821	
Karagandy	6 676	997	5 679	
Kostanai	7 299	4 388	2 911	
Kyzylorda	288	43	245	
Mangystau	8 356	259	8 097	
Pavlodar	4 120	879	3 241	
Soltustik Kazakhstan	2 132	679	1 453	
Turkistan	1 235	1 134	101	
Shygys Kazakhstan	6 256	1 394	4 862	
Nur-Sultan city	63 758	14 190	49 568	
Almaty city	112 281	20 920	91 361	
Shymkent city	8 081	3 840	4 241	

5.8 Distribution of resident visitors by purpose of travel in places of accommodation for 2020

people

	Total	Including	
		personal	business and professional
Republic of Kazakhstan	3 328 614	2 081 391	1 247 223
Akmola	235 014	167 404	67 610
Aktobe	79 233	42 345	36 888
Almaty	482 186	440 091	42 095
Atyrau	67 955	10 676	57 279
Batys Kazakhstan	36 523	16 603	19 920
Zhambyl	92 922	58 129	34 793
Karagandy	193 215	97 141	96 074
Kostanai	134 661	88 838	45 823
Kyzylorda	50 416	15 053	35 363
Mangystau	152 148	62 210	89 938
Pavlodar	67 643	31 726	35 917
Soltustik Kazakhstan	100 500	66 880	33 620
Turkistan	102 512	72 296	30 216
Shygys Kazakhstan	346 099	228 709	117 390
Nur-Sultan city	357 292	212 345	144 947
Almaty city	624 982	348 920	276 062
Shymkent city	205 313	122 025	83 288

5.9 The material and technical base of placements for 2020

	Number of rooms, units	One-time bed capacity	Provided by bed	Occupancy rate of hotel beds, in percent	Number of handed over numbers	Average cost of bed-days, tenge
Republic of Kazakhstan	77 131	183 619	5 679 651	17.3	3 307 695	8 500
Akmola	4 955	12 742	457 896	17.2	208 181	9 187
Aktobe	2 010	4 902	125 953	14.8	72 399	6 237
Almaty	10 284	27 745	671 675	15.6	312 532	7 403
Atyrau	3 216	5 360	163 489	13.5	118 201	10 169
Batys Kazakhstan	1 751	3 633	252 443	19.2	123 156	8 087
Zhambyl	2 295	5 986	170 648	16.8	98 726	6 638
Karagandy	4 645	11 944	362 619	15.9	214 447	8 605
Kostanai	2 287	6 066	208 404	20.2	122 594	5 067
Kyzylorda	1 477	3 510	87 939	14.5	51 395	7 572
Mangystau	3 672	6 822	251 626	19.4	178 017	11 835
Pavlodar	3 090	8 427	104 766	12.8	73 646	7 994
Soltustik Kazakhstan	1 824	5 626	100 380	17.4	58 661	6 311
Turkistan	2 067	7 410	180 996	20.2	79 335	6 471
Shygys Kazakhstan	10 919	34 176	617 444	18.4	250 993	5 569
Nur-Sultan city	8 338	14 192	497 398	13.4	442 922	12 052
Almaty city	11 924	20 553	1 089 022	18.5	666 273	11 731
Shymkent city	2 377	4 525	336 953	27.3	236 217	9 907

5.10 The volume of services rendered to placements

thousand people

	Total	Including			
		hotel services	provision of housing for the weekend and other periods of short-term residence	camping sites, recreational fleets and trailer parks	other types of housing
2016					
Republic of Kazakhstan	82 853 434.6	74 342 033.5	8 151 421.1	26 074.9	333 905.1
Akmola	5 020 856.3	3 914 870.4	1 024 947.3	1 000.0	80 038.6
Aktobe	1 549 764.0	1 331 927.1	197 489.5	20 347.4	-
Almaty	4 779 411.8	3 307 126.7	1 472 057.6	227.5	-
Atyrau	7 086 544.2	7 079 292.2	5 700.0	732.0	820.0
Batys Kazakhstan	2 906 309.2	2 747 309.7	57 347.5	-	101 652.0
Zhambyl	1 004 788.6	990 232.5	14 556.1	-	-
Karagandy	3 872 377.1	2 541 165.7	1 330 886.9	-	324.5
Kostanai	1 122 255.6	908 029.7	213 404.9	-	821.0
Kyzylorda	783 860.6	731 083.0	52 653.6	-	124.0
Mangystau	3 922 236.3	3 053 863.9	868 372.4	-	-
Pavlodar	1 591 832.4	1 104 764.5	484 660.9	-	2 407.0
Soltustik Kazakhstan	826 061.4	550 256.3	268 658.1	-	7 147.0
Turkistan	661 483.2	378 446.0	280 077.2	-	2 960.0
Shygys Kazakhstan	3 877 789.5	2 328 881.1	1 543 342.1	-	5 566.3
Nur-Sultan city	22 116 316.7	22 066 107.5	27 284.7	-	22 924.5
Almaty city	19 662 212.0	19 294 733.8	254 590.0	3 768.0	109 120.2
Shymkent city	2 069 335.7	2 013 943.4	55 392.3	-	-
2017					
Republic of Kazakhstan	108 359 760.4	96 615 886.7	11 231 776.6	37 928.7	474 168.4
Akmola	5 656 946.1	4 677 202.6	871 171.5	1 859.4	106 712.6
Aktobe	2 078 793.3	1 713 896.3	311 830.2	33 236.8	19 830.0
Almaty	8 280 288.8	4 806 032.2	3 474 119.1	137.5	-
Atyrau	7 192 536.3	7 185 971.3	4 520.0	1 545.0	500.0
Batys Kazakhstan	3 121 014.4	2 981 978.2	45 850.2	-	93 186.0
Zhambyl	1 258 402.0	1 234 993.3	23 408.7	-	-
Karagandy	4 226 003.2	2 866 763.7	1 358 579.5	660.0	-
Kostanai	1 506 394.8	1 255 603.0	245 480.8	x	4 821.0
Kyzylorda	933 647.9	864 641.4	68 487.5	-	519.0
Mangystau	4 154 705.1	3 209 973.1	934 965.0	-	9 767.0
Pavlodar	1 852 259.7	1 399 787.2	447 847.5	-	4 625.0
Soltustik Kazakhstan	1 000 726.3	662 032.7	332 205.3	-	6 488.3
Turkistan	1 015 386.5	618 887.4	396 499.1	-	-
Shygys Kazakhstan	4 278 273.5	2 555 487.9	1 691 097.6	-	31 688.0
Nur-Sultan city	36 687 488.0	36 567 180.5	60 163.9	-	60 143.6
Almaty city	22 479 547.1	21 503 217.7	841 012.0	-	135 317.4
Shymkent city	2 637 347.4	2 512 238.2	124 538.7	-	570.5
2018					
Republic of Kazakhstan	103 948 256.9	89 706 419.2	13 569 071.2	62 116.5	610 650.0
Akmola	6 314 471.2	4 921 498.8	1 315 318.0	x	x
Aktobe	2 038 369.1	1 562 901.4	x	x	x
Almaty	9 783 415.5	5 592 330.3	4 191 085.2	-	-
Atyrau	7 530 273.5	7 486 797.7	x	2 375.0	-

	Total	Including			
		hotel services	provision of housing for the weekend and other periods of short-term residence	camping sites, recreational fleets and trailer parks	other types of housing
Batys Kazakhstan	2 701 254.7	x	100 660.3	-	x
Zhambyl	1 432 672.5	1 399 734.4	32 938.1	-	-
Karagandy	4 310 831.4	3 001 288.9	1 306 338.3	x	x
Kostanai	1 727 232.8	1 462 108.8	262 090.0	-	3 034.0
Kyzylorda	975 472.8	903 291.8	71 012.0	-	1 169.0
Mangystau	4 923 660.8	3 630 897.5	1 289 563.0	-	3 200.3
Pavlodar	2 130 571.5	1 646 880.6	483 690.9	-	-
Soltustik Kazakhstan	1 138 760.3	757 182.5	373 739.7	-	7 838.1
Turkistan	1 251 224.4	777 088.5	474 135.9	-	-
Shygys Kazakhstan	5 889 224.5	3 090 097.4	2 769 380.0	-	29 747.1
Nur-Sultan city	22 829 527.6	22 640 663.5	31 095.0	-	157 769.1
Almaty city	25 710 759.7	25 168 661.4	340 359.1	-	201 739.2
Shymkent city	3 260 534.6	x	x	-	x
2019					
Republic of Kazakhstan	120 527 162.1	103 530 045.6	15 914 993.1	103 602.4	978 521.0
Akmola	7 527 645.2	6 100 945.0	x	x	165 202.1
Aktobe	2 178 368.8	1 641 673.6	431 134.2	88 558.0	17 003.0
Almaty	9 722 946.4	5 163 539.8	4 559 406.6	-	-
Atyrau	8 124 163.0	8 078 026.0	23 180.0	x	x
Batys Kazakhstan	3 154 681.9	2 851 205.7	x	-	x
Zhambyl	1 491 828.3	1 215 470.1	276 358.2	-	-
Karagandy	4 932 393.4	3 263 226.7	1 654 663.7	1 394.0	13 109.0
Kostanai	1 837 835.9	1 555 057.8	278 412.6	-	4 365.5
Kyzylorda	1 084 746.7	935 034.2	x	-	x
Mangystau	5 136 245.4	4 010 483.5	1 115 958.8	x	x
Pavlodar	3 367 502.4	2 663 103.2	x	x	-
Soltustik Kazakhstan	1 248 953.5	834 339.9	406 004.8	-	8 608.8
Turkistan	1 844 349.0	1 050 363.0	793 986.0	-	-
Shygys Kazakhstan	6 338 781.3	3 185 506.4	3 110 244.5	-	43 030.4
Nur-Sultan city	26 114 387.0	25 653 218.0	256 399.7	-	204 769.3
Almaty city	32 293 595.3	31 381 662.3	620 800.3	-	291 132.7
Shymkent city	4 128 738.6	3 947 190.4	x	-	x
2020					
Republic of Kazakhstan	66 860 328.5	59 012 036.6	6 889 227.1	56 895.4	902 169.4
Akmola	6 421 629.3	5 724 437.1	501 098.3	200.0	195 893.9
Aktobe	1 100 896.2	978 497.5	61 734.0	53 797.7	6 867.0
Almaty	5 321 254.4	3 005 912.9	2 315 341.5	-	-
Atyrau	3 233 350.2	3 203 947.2	18 488.0	2 415.0	8 500.0
Batys Kazakhstan	1 987 619.9	1 581 017.4	75 294.5	-	331 308.0
Zhambyl	988 647.4	908 601.9	47 241.5	-	x
Karagandy	2 975 895.8	1 963 923.2	1 007 868.9	94.7	4 009.0
Kostanai	980 248.1	927 611.3	50 340.8	-	2 296.0
Kyzylorda	723 520.1	685 485.6	37 539.5	-	495.0
Mangystau	4 378 018.1	4 135 122.8	234 403.1	238.0	8 254.2
Pavlodar	1 344 993.3	1 261 768.3	83 225.0	-	-
Soltustik Kazakhstan	681 780.6	504 216.1	175 736.2	-	1 828.3
Turkistan	1 297 625.3	1 046 498.9	247 216.7	-	3 909.7

Continuation

	Total	Including			
		hotel services	provision of housing for the weekend and other periods of short-term residence	camping sites, recreational fleets and trailer parks	other types of housing
Shygys Kazakhstan	3 307 944.0	1 888 450.3	1 401 935.5	150.0	17 408.2
Nur-Sultan city	11 564 321.7	11 198 353.5	255 012.2	-	110 956.0
Almaty city	16 806 510.6	16 282 545.6	347 416.4	-	176 548.6
Shymkent city	3 746 073.5	3 715 647.0	29 335.0	-	1 091.5

5.11 The volume index for the organization of accommodation services

as a percentage of the previous year

	2016	2017	2018	2019	2020
Republic of Kazakhstan	108.8	126.2	92.6	112.6	54.2
Akmola	115.9	110.9	106.4	113.1	81.9
Aktobe	99.0	130.6	97.2	104.6	49.7
Almaty	147.0	173.2	123.5	99.8	54.7
Atyrau	107.9	95.7	104.7	107.9	42.3
Batys Kazakhstan	116.2	105.3	83.0	102.9	60.6
Zhambyl	100.5	122.3	110.7	104.1	66.3
Karagandy	108.0	106.8	99.2	113.1	60.2
Kostanai	104.3	132.9	113.1	103.6	52.1
Kyzylorda	101.4	119.8	98.0	110.0	64.6
Mangystau	80.4	108.8	118.4	103.9	84.1
Pavlodar	102.7	116.4	115.0	156.8	34.3
Soltustik Kazakhstan	123.0	96.5	109.3	107.9	54.2
Turkistan	117.1	148.6	121.4	130.9	67.8
Shygys Kazakhstan	109.3	108.2	135.0	106.5	50.8
Nur-Sultan city	107.4	141.9	57.0	114.3	43.8
Almaty city	110.4	112.1	101.5	123.0	51.8
Shymkent city	144.0	123.4	121.4	117.1	81.2

5.12 Served by visiting non-resident visitors by country

people

	2016	2017	2018	2019	2020
Total	722 515	891 911	830 922	979 781	252 726
of them:					
CIS country	309 569	371 337	363 917	458 780	126 557
Azerbaijan	4 937	7 820	5 597	6 461	2 747
Armenia	1 260	2 130	1 523	1 723	1 677
Belarus	5 703	6 863	6 716	8 688	2 583
Kyrgyzstan	9 475	16 303	18 441	17 713	4 608
Republic of Moldova	1 136	1 104	1 191	1 250	657
Russian Federation	247 709	287 046	281 367	364 112	96 625
Tajikistan	4 532	4 894	5 468	5 940	1 129
Turkmenistan	1 111	2 091	1 157	1 655	274
Uzbekistan	14 005	18 783	21 160	28 648	7 116
Ukraine	19 701	24 303	21 297	22 590	9 141
countries outside the CIS	412 946	520 574	467 005	521 001	126 169

	Continuation				
	2016	2017	2018	2019	2020
Australia	2 751	4 013	4 891	6 672	1 317
Austria	2 623	3 552	2 488	2 886	628
Albania	1 673	497	199	92	73
Algeria	643	254	1	56	32
Anguilla (UK)	257	831	-	-	-
Argentina	292	723	419	671	196
Afghanistan	794	1 555	1 190	1 633	694
Bangladesh	160	127	206	90	6
Belgium	3 148	4 173	1 423	2 534	423
Bulgaria	1 239	1 340	1 150	1 318	246
Bosnia and Herzegovina	83	73	65	54	45
Brazil	388	848	707	1 286	377
British Indian ocean territory	-	-	-	-	-
United Kingdom	34 591	34 290	34 021	30 705	9 804
Hungary	1 208	1 725	1 326	1 682	155
Venezuela	73	484	302	306	30
Vietnam	121	334	156	369	16
Germany	31 442	39 679	29 331	32 225	9 947
Greece	2 247	2 194	1 545	1 917	354
Georgia	2 377	3 824	3 451	3 197	904
Denmark	711	990	694	998	169
Egypt	1 942	1 722	3 306	2 641	251
Israel	3 289	3 906	3 229	2 488	417
India	17 545	24 690	34 768	34 851	9 653
Indonesia	951	1 152	1 313	991	245
Jordan	636	948	449	838	115
Iraq	171	128	126	289	x
Iran	2 156	3 502	1 411	1 810	457
Ireland	985	1 398	1 243	1 454	354
Iceland	333	489	294	249	48
Spain	10 837	4 982	4 465	5 222	1 507
Italy	22 782	24 217	19 217	20 676	6 585
Canada	5 413	5 847	6 648	8 268	1 441
Cyprus	308	152	239	213	42
China	63 695	71 269	76 160	88 722	12 098
Cuba	125	351	27	91	3
Korea (DPRK)	3 239	5 737	749	139	32
Latvia	1 367	2 134	1 437	2 972	442
Lebanon	196	831	264	279	190
Libya	11	22	18	x	-
Lithuania	1 023	1 587	1 481	2 078	296
Luxembourg	190	183	216	296	17
Macedonia	173	235	56	86	16
Malaysia	3 577	4 112	3 804	3 736	501
Malta	50	46	216	130	86
Mexico	323	600	291	444	161
Mongolia	636	959	516	1 624	268
Nepal	22	31	65	163	10
Nigeria	173	80	144	305	41
Netherlands	9 770	9 816	6 411	14 273	1 965

Continuation					
	2016	2017	2018	2019	2020
New Zealand	332	559	564	978	120
Norway	1 320	693	922	1 280	137
UAE	4 969	8 379	14 329	16 331	2 201
Oman	95	171	171	263	13
Pakistan	1 202	1 042	731	859	308
Poland	5 047	9 395	7 049	7 001	960
Portugal	721	927	698	1 206	444
Republic of Korea	11 498	17 298	19 813	24 560	4 324
Romania	2 830	1 733	1 372	1 750	415
Swaziland	390	82	48	33	x
Singapore	1 039	1 663	1 607	1 413	187
Syrian Arab Republic	145	337	91	223	49
Slovakia	752	968	773	1 131	242
Slovenia	604	642	719	765	100
USA	41 019	48 640	42 345	52 578	15 168
Sierra Leone	115	61	69	27	2
Hong Kong (Hong Kong)	840	3 991	1 390	1 987	470
Thailand	741	2 366	1 054	1 173	135
Taiwan	150	326	527	x	6
Togo	4	2	6	2	2
Tunisia	84	23	309	44	11
Turkey	37 942	49 208	46 002	49 439	20 002
Uganda	34	38	24	x	1
Philippines	1 531	1 503	1 574	2 579	883
Finland	1 220	2 161	1 495	2 049	422
France	14 244	18 732	13 395	14 945	4 206
Croatia	727	1 078	1 352	802	522
Czech Republic	2 626	3 831	2 529	2 166	382
Switzerland	2 870	6 522	3 462	4 037	732
Sweden	1 280	1 481	1 147	1 865	261
Sri Lanka	55	66	77	117	7
Estonia	546	812	558	967	157
SA	1 592	1 650	1 613	1 680	1 104
Japan	5 497	8 365	6 171	5 877	575
other state	30 146	53 197	40 891	36 315	8 961

5.13 Provided by bed-days (overnight stays) for non-resident entry visitors by country

bed-days					
	2016	2017	2018	2019	2020
Total	1 193 085	1 463 962	1 357 498	1 486 972	391 322
of them:					
CIS country	530 167	625 636	614 555	722 772	202 605
Azerbaijan	8 390	11 095	8 100	11 109	5 570
Armenia	2 135	3 310	2 236	2 560	1 325
Belarus	9 414	10 600	10 186	12 709	3 814
Kyrgyzstan	17 570	26 514	27 089	27 405	7 890
Republic of Moldova	1 506	2 391	1 907	1 699	1 437
Russian Federation	424 296	487 533	485 262	569 899	156 209
Tajikistan	6 994	7 498	8 362	9 404	1 942

	Continuation				
	2016	2017	2018	2019	2020
Turkmenistan	1 622	2 537	1 702	2 752	456
Uzbekistan	20 367	30 516	35 071	48 458	11 415
Ukraine	37 873	43 642	34 640	36 777	12 547
countries outside the CIS	662 918	838 326	742 943	764 200	188 717
Australia	4 528	6 804	6 783	10 537	1 842
Austria	4 221	5 238	3 135	5 341	983
Albania	19 761	9 668	869	178	117
Algeria	650	246	1	491	61
Anguilla (UK)	2 600	883	-	-	-
Argentina	635	785	628	1 073	208
Afghanistan	939	1 934	1 498	2 209	1 170
Bangladesh	380	136	234	119	19
Belgium	3 835	6 750	2 471	3 590	798
Bulgaria	1 621	2 433	1 840	2 438	414
Bosnia and Herzegovina	107	272	226	68	107
United Kingdom	60 682	50 918	52 146	48 823	13 880
Brazil	498	1 054	975	1 659	452
Hungary	2 211	2 738	2 564	2 833	361
Venezuela	332	957	650	682	150
Vietnam	871	449	443	449	40
Germany	55 569	66 970	55 558	48 697	13 256
Greece	2 480	5 474	5 537	3 229	1 174
Georgia	3 537	5 725	5 235	5 238	1 193
Denmark	911	1 446	2 332	2 330	202
Egypt	2 708	4 103	10 432	5 801	3 077
Israel	3 784	4 881	4 480	3 589	562
India	31 081	52 836	70 699	57 217	16 669
Indonesia	1 707	2 374	1 591	1 703	588
Jordan	939	1 067	784	1 137	151
Iraq	383	164	257	279	x
Iran	4 013	5 789	2 283	3 055	1 008
Ireland	1 208	1 993	2 434	2 616	455
Iceland	346	515	430	325	54
Spain	15 273	7 637	7 093	7 559	1 834
Italy	62 635	61 611	40 147	44 741	15 753
Canada	10 889	9 884	10 067	12 120	2 469
Cyprus	318	171	333	290	46
China	90 297	109 013	115 267	119 671	18 276
Cuba	154	358	35	151	33
Korea (DPRK)	4 727	10 238	1 205	369	46
Latvia	2 136	2 927	2 052	5 082	1 063
Lebanon	275	2 448	632	920	262
Libya	29	32	22	x	-
Lithuania	1 594	2 406	2 420	2 856	569
Luxembourg	462	313	266	374	45
Macedonia	213	308	80	147	21
Malaysia	5 988	8 289	6 589	7 211	850
Malta	59	51	237	173	117
Mexico	446	1 311	728	651	164
Mongolia	1 043	1 354	989	2 028	446

Continuation

	2016	2017	2018	2019	2020
Nepal	49	51	113	212	63
Nigeria	217	92	206	958	146
Netherlands	14 562	16 276	10 607	17 615	2 749
New Zealand	464	852	1 080	1 320	201
Norway	1 632	1 369	1 408	1 821	197
UAE	5 813	11 602	19 889	27 445	2 793
Oman	92	216	275	316	84
Pakistan	2 071	3 364	1 419	1 519	573
Poland	8 223	13 991	10 834	11 848	1 592
Portugal	1 160	1 655	972	1 856	580
Republic of Korea	15 499	21 407	30 063	32 059	6 235
Romania	3 751	3 231	2 399	3 061	1 309
Swaziland	129	92	65	38	x
Singapore	1 357	2 061	1 890	2 097	226
Syrian Arab Republic	220	480	107	771	78
Slovakia	1 791	1 575	1 490	1 574	306
Slovenia	665	847	1 396	1 305	130
USA	58 483	59 640	61 384	67 156	15 057
Sierra Leone	112	64	79	36	9
Hong Kong	898	3 944	1 600	2 021	485
Thailand	1 970	29 573	1 388	1 556	176
Taiwan	215	488	985	x	13
Togo	4	2	6	6	8
Tunisia	245	79	514	72	16
Turkey	53 321	72 203	69 876	73 840	29 008
Uganda	44	38	29	x	2
Philippines	2 306	3 872	3 534	4 602	2 358
Finland	1 544	3 662	2 072	2 411	484
France	20 292	26 500	16 968	19 163	5 600
Croatia	1 156	1 771	2 654	1 840	809
Czech Republic	4 494	6 702	4 155	3 655	510
Switzerland	3 207	8 619	4 460	5 223	926
Sweden	1 903	2 075	1 626	2 358	340
Sri Lanka	66	243	182	176	56
Estonia	666	1 386	917	1 396	241
SA	2 687	2 087	2 498	2 733	1 666
Japan	6 937	11 473	8 797	8 265	878
other state	35 598	61 791	50 329	41 096	11 825

6. Main indicators of health tourism

Specialized accommodation facilities - inpatient treatment-and-prophylactic institutions that provide prevention and rehabilitation treatment of the population, mainly based on the use of the healing properties of natural therapeutic factors. These include spa facilities and recreation organizations.

Sanatoriums and boarding houses with treatment are treatment-and-prophylactic organizations equipped with beds and providing rehabilitation to patients for a certain period of time, mainly based on the use of the healing properties of natural healing factors (climate, mineral waters, therapeutic mud, etc.). They are all specialized and can be single or multidisciplinary, located, as a rule, within the resorts and therapeutic areas. The collection contains data on the number of units, beds (places) per month of maximum deployment, patients ready to receive, and the number of people treated and rested.

Sanatoriums - health care organizations, equipped with beds, operating with organizations, providing medical and recreational activities for employees without interrupting production, in their spare time.

6.1 Key indicators of sanatorium for 2020

	Number, units	Number of spa beds (beds), units	Spent-bed days, bed-day	Of them non-residents	The number of treated (rested) person	Of them non-residents
Republic of Kazakhstan	92	11 800	1 409 580	822	134 236	146
Akmola	6	904	57 043	-	6 907	-
Aktobe	1	150	27 600	-	2 300	-
Almaty	5	575	48 229	-	6 345	-
Atyrau	2	130	2 157	-	220	-
Batys Kazakhstan	2	280	54 351	-	2 599	-
Zhambyl	4	754	75 695	-	7 913	-
Karagandy	4	756	117 198	-	9 450	-
Kostanai	2	716	56 963	-	6 021	-
Kyzylorda	4	641	85 046	42	10 041	5
Pavlodar	2	601	49 826	139	4 622	14
Soltustik Kazakhstan	1	75	18 535	-	1 298	-
Turkistan	46	4 284	551 708	43	49 590	34
Shygys Kazakhstan	6	656	57 915	498	8 503	83
Almaty city	6	1 182	199 481	x	17 308	x
Shymkent city	1	96	7 833	-	1 119	-

6.2 Key performance indicators of specialized sanatoriums for 2020

	Number, units	Number of spa beds (beds), units	Spent-bed days, bed-day	The number of treated (rested) person
Republic of Kazakhstan	15	1 790	227 548	7 744
Aktobe	2	210	37 286	276
Almaty	1	120	12 132	1 011
Atyrau	2	125	26 941	268
Karagandy	5	475	77 720	1 970
Kyzylorda	1	150	7 446	445
Mangystau	1	50	5 369	71
Pavlodar	1	210	3 036	222
Turkistan	2	450	57 618	3 481

6.3 Key performance indicators of dispensaries for 2020

	Number, units	Number of spa beds (beds), units	Spent-bed days, bed-day	Of them non-residents	The number of treated (rested) person	Of them non-residents
Republic of Kazakhstan	9	876	116 805	654	13 067	57
Akmola	2	333	73 787	50	9 014	10
Aktobe	1	94	3 866	-	495	-
Almaty	2	75	11 091	-	1 109	-
Karagandy	2	260	12 802	-	1 164	-
Kostanai	1	39	5 500	17	550	2
Soltustik Kazakhstan	1	75	9 759	587	735	45

6.4 Key performance indicators of rehabilitation centers for 2020

	Number, units	Number of spa beds (beds), units	Spent-bed days, bed-day	The number of treated (rested) person
Republic of Kazakhstan	25	3 545	582 554	46 237
Akmola	2	680	108 045	8 585
Almaty	1	75	6 765	332
Atyrau	1	55	5 411	485
Batys Kazakhstan	1	100	14 940	992
Zhambyl	1	60	11 699	1 556
Karagandy	1	150	22 519	854
Kostanai	2	203	12 993	639
Mangystau	1	21	409	57
Pavlodar	2	148	20 270	1 686
Soltustik Kazakhstan	1	10	658	69
Turkistan	5	1 277	206 444	21 044
Almaty city	5	500	133 362	7 184
Shymkent city	2	266	39 039	2 754

6.5 Key performance indicators of other spa organizations in 2020

	Number, units	Number of spa beds (beds), units	Spent-bed days, bed-day	The number of treated (rested) person
Republic of Kazakhstan	12	1 990	153 296	17 609
Akmola	2	944	9 651	2 679
Zhambyl	1	169	14 400	1 200
Karagandy	1	200	29 366	5 883
Kyzylorda	1	100	20 100	60
Mangystau	1	50	580	58
Turkistan	1	260	56 160	3 749
Shygys Kazakhstan	4	117	4 682	982
Almaty city	1	x	x	x

7. Trade and public catering

For trade and public catering, the entire volume of goods sold and services rendered, including the volumes considered in the field of tourism, is given.

Retail trade - resale (sale without processing) of new and used goods to the population for personal consumption or household use or disposal.

Provision of food and beverage services (catering) – sale of ready-made food for consumption, beverages in restaurants, bars, cafes, taverns, snack bars, canteens and others, in other words, entrepreneurial activity related to the production, processing, sale and organization of consumption of their own products, as well as other food products suitable for immediate consumption.

7.1 Retail volume by selected product groups

	million tenge				
	2016	2017	2018	2019	2020
Total retail trade	7 974 442.1	8 892 857.7	10 045 772.3	11 327 580.6	11 729 949.7
of them					
motor vehicles	367 477.1	374 641.3	447 779.7	620 048.1	689 304.0
pharmaceutical products	299 218.4	247 229.2	248 585.4	267 615.3	318 895.0
textiles	53 354.5	75 302.5	66 724.2	57 086.3	60 783.8
clothes	573 798.5	776 951.4	963 721.0	977 448.9	891 078.3
shoes	174 305.9	236 991.9	280 880.9	263 090.7	190 154.2
leather goods and travel accessories	26 653.3	29 508.1	28 194.7	23 277.5	21 119.6
photographic equipment and instruments, optical and precise	29 206.8	12 275.5	17 568.4	19 341.2	18 761.3
sports goods, including bicycles	77 910.0	90 983.0	67 035.1	88 839.0	75 964.9
watches and jewelry	85 231.5	61 093.8	70 120.2	70 780.7	102 448.0
games and toys	108 997.3	51 839.7	69 320.5	75 538.0	60 868.9
Souvenirs and paintings	15 085.7	21 408.6	35 642.7	20 901.2	17 752.1
camping equipment	6 158.8	4 630.7	14 213.3	7 382.5	7 939.6
second-hand goods	3 718.3	17 540.2	13 251.8	16 761.7	14 211.5
antiques	1 749.7	27.0	95.9	8 537.9	43.6

7.2 The volume of retail trade in the regions by selected product groups for 2020

	million tenge					
	Total	Of them				
		pharmaceutical products	clothes	footwear	leather goods and travel accessories	used goods
Republic of Kazakhstan	11 729 949.7	318 895.0	891 078.3	190 154.2	21 119.6	14 211.5
Akmola	271 455.6	9 473.0	21 694.9	4 899.2	98.1	114.6
Aktobe	615 305.8	10 195.4	18 104.7	6 104.9	95.0	140.6
Almaty	516 273.9	16 583.8	16 418.3	8 923.9	492.8	17.9
Atyrau	349 332.2	8 057.5	53 388.7	1 653.4	28.3	3.3
Batys Kazakhstan	312 456.6	7 079.3	8 429.3	1 761.2	614.4	110.0
Zhambyl	332 075.9	13 554.4	10 638.2	5 651.7	514.0	642.7
Karagandy	1 060 009.8	36 605.5	136 540.9	18 888.7	570.5	12.0
Kostanai	435 936.4	16 505.6	50 462.8	9 429.9	174.9	-
Kyzylorda	311 934.2	7 067.3	21 488.4	6 724.4	96.3	25.0
Mangystau	266 956.3	10 042.1	7 156.2	1 460.7	137.3	-
Pavlodar	434 934.5	10 198.0	49 185.7	10 909.8	4 955.0	10.6
Soltustik Kazakhstan	242 068.9	11 364.4	20 004.0	3 356.6	155.3	-

Continuation

	Total	Of them				
		pharmaceutical products	clothes	footwear	leather goods and travel accessories	used goods
Turkistan	202 339.0	5 081.4	2 835.3	705.1	28.5	-
Shygys Kazakhstan	1 081 804.2	20 636.0	99 375.5	37 207.2	2 447.7	11 724.2
Nur-Sultan city	1 369 472.9	42 200.1	81 849.9	21 846.5	2 814.1	17.5
Almaty city	3 431 679.1	73 274.5	274 642.1	46 158.7	7 280.7	1 353.5
Shymkent city	495 914.4	20 977.0	18 863.6	4 472.2	616.6	39.5

7.3 Number of restaurants, cafes, bars and canteens

	2016	2017	2018	2019	2020
Total units	21 434	19 102	17 822	18 583	14 120
Including					
restaurants	2 272	2 299	2 394	2 419	1 498
cafes, bars	8 366	7 743	6 712	7 550	5 329
canteen	8 478	6 872	6 070	6 240	4 828
other catering facilities	2 318	2 188	2 646	2 374	2 465
Number of seats, units	1 334 857	1 420 035	1 264 711	1 203 757	869 871
The volume of food and beverage services, mln. tenge	415 836.9	448 261.8	524 823.3	626 815.2	536 595.8

7.4 The scope of food and beverage services by region

	million tenge				
	2016	2017	2018	2019	2020
Republic of Kazakhstan	415 836.9	448 261.8	524 823.3	626 815.2	536 595.8
Akmola	9 729.7	11 572.8	12 514.1	15 213.0	6 708.5
Aktobe	16 044.3	16 942.1	23 095.8	26 869.6	25 335.8
Almaty	11 024.6	10 887.8	11 371.2	16 169.0	16 879.2
Atyrau	41 808.0	59 926.2	73 300.1	85 049.1	80 383.8
Batys Kazakhstan	20 464.8	18 873.8	20 691.3	23 990.5	18 837.4
Zhambyl	8 357.4	8 753.6	9 306.5	10 908.0	8 489.4
Karagandy	17 240.8	19 823.0	25 278.0	31 744.7	32 072.5
Kostanai	7 669.7	8 671.4	9 722.1	10 913.0	8 115.8
Kyzylorda	10 813.8	12 254.9	12 857.2	13 656.5	12 873.1
Mangystau	22 887.1	21 133.7	21 799.8	21 492.7	25 700.7
Pavlodar	9 623.5	8 341.0	10 333.5	14 801.2	8 411.5
Soltustik Kazakhstan	4 110.0	4 593.4	4 161.3	4 456.4	5 362.9
Turkistan	19 920.3	20 447.1	24 811.0	25 748.3	22 721.4
Shygys Kazakhstan	19 176.2	16 121.7	20 114.9	22 578.6	19 444.9
Nur-Sultan city	56 724.1	65 164.8	81 274.3	113 913.6	82 767.6
Almaty city	131 377.3	135 623.4	153 218.8	177 267.9	149 767.2
Shymkent city	8 865.3	9 131.1	10 973.5	12 043.1	12 724.1

8. Specially Protected Natural Areas

Specially protected natural area - areas of land, water bodies and air space above them with natural complexes and objects of the state natural reserve fund, for which a special protection regime is established.

Environmental organizations - state nature reserves, state national natural parks, state natural reserves, state regional natural parks created in the organizational-legal form of state institutions (hereinafter - environmental institutions), and state zoological parks, state botanical gardens, state dendrological parks created in the legal form of a state enterprise.

8.1 Data on specially protected natural areas¹⁾

	2016	2017	2018	2019	2020
Number of environmental institutions, units	114	114	115	117	117
Total area, ha	24 220 024.2	24 220 024.2	24 557 460.7	24 373 357.1	24 373 357.1
Number of employees engaged in the organization of excursions for visitors, people ²⁾	46	30	30	49	143
Number of guided tours, units ²⁾	4 997	6 327	6 110	8166	2705
Number of visitors, people (according to the enterprises having on their balance sheet specially protected natural areas) ²⁾	1 191 773	1 261 942	1 236 813	1 501 625	985 897

¹⁾ Data on specially protected natural territories of the Committee for Forestry and Fauna of the Ministry of Ecology, Geology and Natural Resources of the Republic of Kazakhstan

²⁾ Data on specially protected natural territories with the status of a legal entity

8.2 Main indicators of specially protected natural areas for 2020 year¹⁾

	Number of environmental institutions, units	With the status of a legal entity	Total area, ha	The number of employees engaged in the organization of services for visitors, people ²⁾	Number of guided tours, units ²⁾	Number of visitors ²⁾
Republic of Kazakhstan	117	29	24 373 357.1	143	2 705	985 897
Akmola	14	3	1 076 732.0	24	15	530 427
Aktobe	2	1	1 469 511.0	3	38	134
Almaty	20	8	3 585 787.1	30	2 110	323 143
Atyrau	3	1	819 130.0	4	15	74
Batys Kazakhstan	3	-	160 000.0	-	-	-
Zhambyl	4	-	3 777 578.7	-	-	-
Karagandy	12	2	340 658.0	6	48	19 225
Kostanai	5	2	818 941.1	1	24	183
Kyzylorda	3	1	192 198.2	1	-	34
Mangystau	5	1	1 761 171.0	6	-	272
Pavlodar	5	2	783 471.0	12	5	9 268
Soltustik Kazakhstan	16	-	430 131.1	-	-	-
Turkistan	10	3	7 028 411.1	16	332	24 068
Shygyz Kazakhstan	12	5	2 117 267.4	40	118	79 069
Nur-Sultan city	1	-	46.3	-	-	-
Almaty city	2	-	12 323.0	-	-	-

¹⁾ Data on specially protected natural territories of the Committee for Forestry and Fauna of the Ministry of Ecology, Geology and Natural Resources of the Republic of Kazakhstan

²⁾ Data on specially protected natural territories with the status of a legal entity

8.3 Animal and plant world of especially protected natural territories for 2020 year¹⁾

units

	Number of species					
	mammal species	birds	reptiles	amphibians	fishes	plants
Akmola						
Korgalzhinsky State natural reserve	45	363	4	2	15	443
State national natural Park «Kokshetau»	50	219	6	1	19	624
«Burabay» state national natural Park	47	209	5	1	15	840
Eastern state nature reserve (Zoological)	8	5	-	-	-	19
Bulandinsky state nature reserve (Zoological)	7	4	-	-	-	19
Atbasar state nature reserve (Zoological)	8	1	-	-	-	17
Aktobe						
Turgay state nature reserve (Zoological)	42	250	14	4	9	41
Irgiz-Turgay state natural reserve	42	250	14	4	9	422
Almaty						
Alakol state University nature reserve	33	324	10	2	18	288
Ile-Alatau state national natural park	48	198	8	4	8	2 025
Charyn state national natural Park	15	237	18	4	15	390
State national natural Park «Altyn-Emel»	70	260	25	4	26	1 800
Zhongar-Alatau state national natural Park	49	170	7	4	2	845
«Ile-Balkhash» state nature reserve	44	301	15	2	36	167
Lepsynskiy state natural reserve (Zoological)	52	7	-	-	-	60
Toktinsky state natural reserve (Zoological)	80	7	-	-	-	130
Kukansky state nature reserve (Zoological)	79	17	-	-	-	50
Verhnekamsky state natural reserve (zoological)	51	8	-	-	-	550
Almaty state nature reserve (complex)	41	177	5	1	-	1 440
«State Issyk arboretum park» RSE	-	-	-	-	-	694
Ili Botanical garden	-	-	-	-	-	270
State national natural Park «Kolsai lakes»	51	154	3	3	5	536
Almaty city						
Main Botanical garden	14	16	2	2	-	3 793
Nur-Sultan city						
Nur-Sultan city Botanical garden	-	-	-	-	-	610
Shygyz Kazakhstan						
West-Altai state nature reserve	57	162	4	2	5	883
Markakol state nature reserve	58	261	5	2	7	720
Katon-Karagay state national natural Park	67	282	6	3	17	1 000
State forest natural reserve «Semey ormany»	82	153	16	4	25	209
Kuludzhun state nature reserve (Zoological)	9	52	4	1	-	11
Tarbagatai state nature reserve (Zoological)	60	272	23	2	19	1 640
State nature reserve «Karatal Sands» (Botanical)	8	2	4	-	-	12
Below-Turgusun state nature reserve (Botanical)	4	-	-	-	-	21
State natural monument «Sinegorskaya fir grove»	-	-	-	-	-	24
Altai Botanical garden ²⁾	8	10	3	2	-	1 767
Atyrau						
National state reserve «Akzhaik»	48	292	6	3	25	227
Zhambyl						
Andasai state Reserve (Zoological)	5	267	11	3	5	1 737
«Berikkara tract» state reserve (complex)	33	240	6	3	3	1 231
«Tract Karakunuz» state nature reserve (Botanical)	21	208	5	2	2	1 224

	Number of species					
	mammal species	birds	reptiles	amphibians	fishes	plants
Batys Kazakhstan						
Budarin state natural reserve (Zoological)	9	14	7	11	10	19
Zhaltyrkul state natural reserve (zoological)	8	9	7	11	7	4
Kirsanov state nature reserve (complex)	24	-	-	-	-	-
Karagandy						
State national natural Park «Buyrtau»	55	160	3	2	1	610
Karkaraly state national natural Park	46	234	6	3	15	787
Belagash state nature reserve (Zoological)	12	17	-	-	-	-
Ku state nature reserve (Zoological)	22	32	5	2	-	-
Bectuata state natural reserve (Zoological)	19	22	66	-	-	-
Karaagash state nature reserve (Zoological)	10	11	-	-	-	-
Kyzylarai state nature reserve (Zoological)	20	12	-	-	-	-
Ulytau state nature reserve (Zoological)	14	17	-	-	-	-
Turang state nature reserve (Botanical)	-	-	-	-	-	10
Kogashigski state nature preserve (Botanical)	-	-	-	-	-	10
Zhezkazgan Botanical garden	-	-	-	-	-	1 563
Kostanai						
State natural reserve «Altyn Dala»	52	275	14	4	8	370
Naurzum state nature reserve	45	318	3	3	11	687
The Mikhailovsky state natural reserve (Zoological)	11	16	-	-	-	-
Tonderski state natural reserve (Zoological)	25	158	2	2	2	119
Kyzylorda						
Barsakelmesskiy state natural reserve	28	250	12	2	22	325
Kargaly state nature reserve (Zoological)	8	4	-	-	-	14
Torangulsky state natural reserve	7	4	-	-	7	14
Mangystau						
Ustyurt state nature reserve	33	166	15	1	-	403
Aktau-Buzachinskiy state natural reserve (Zoological)	17	47	7	1	-	154
Karakiya-Karakol state nature reserve (Zoological)	13	175	7	1	-	80
Kenderli-Kayasan state protected zone	27	31	11	1	-	168
Mangishlak eksperimentalnyj Botanical garden ²⁾	-	-	-	-	-	1 270
Pavlodar						
Bayanaul state national natural Park	45	177	7	2	13	552
State forest natural reserve «Ertis Orman»	20	40	1	-	-	222
State nature reserve «Kyzyltau» (Zoological)	7	11	-	-	-	24
State nature reserve «Floodplain of the Irtys river» (complex)	9	16	-	-	-	37
Soltustik Kazakhstan						
Mamlyut state nature reserve (Zoological)	11	7	-	2	7	12
Smirnovsky state nature reserve (Zoological)	12	7	2	4	5	12
Olenogorsky state nature preserve (Botanical)	3	3	1	1	-	10
State natural monument «Zhanazhol»	2	2	1	1	-	8
The state natural monument «Silver Bor»	2	2	-	1	-	10
State natural monument «Pine forest»	7	3	3	1	-	6
National monument of nature «Eagle mountain Hill» and spring key	-	-	-	-	-	6
Turkistan						
Aksu-Dzhabagly state nature reserve	52	267	11	3	-	1 737

Continuation

	Number of species					
	mammal species	birds	reptiles	amphibians	fishes	plants
Karatau state nature reserve	20	123	10	2	5	1 220
Sairam-Ugamsky state national natural Park	59	300	12	2	2	1 635
Akdalinsky state nature reserve (Botanical)	3	-	1	-	-	13
Zhambyl state nature reserve (Botanical)	4	-	-	-	-	10
Zadariy state nature reserve (Botanical)	-	-	-	-	-	18
Boralday state nature reserve (Botanical)	6	3	-	-	-	22
Timurskiy state nature reserve (Botanical)	2	-	-	-	-	16
Arysskaya and Karatay state nature reserve	9	10	4	-	-	-
Ontustik Kazakhstan state nature reserve	9	10	4	-	-	-

¹⁾ The data of the Committee for Forestry and Fauna of the Ministry of Ecology, Geology and Natural Resources of the Republic of Kazakhstan

²⁾ Data of the Committee of Science of the Ministry of Education and Science of the Republic of Kazakhstan.

9. Human resources in the tourism sector

The average monthly nominal wage per employee is determined by dividing the amount of the accrued wage fund by the actual number of employees and the number of months in the reporting period.

The list number of employees - the number of employees listed on the organization's lists in the reporting period, performing work in a particular specialty, qualification or position with the execution of acts of the employer, as well as volunteers.

9.1 Main indicators of human resources development in tourism¹⁾

	Average monthly nominal wage, tenge				
	2016	2017	2018	2019	2020
Activities of tour operators, travel agents and other organizations providing services in the field of tourism	94 465	108 152	95 341	109 265	95 959
Provision of temporary residence services	112 582	118 606	124 217	133 240	135 957
Activities of health resort organizations	83 385	88 163	90 658	102 654	114 386
Activities for recreation, entertainment, culture and sports	82 124	86 208	86 510	101 158	119 597
Continuation					
	The number of employees employed in the tourism sector, thousand people				
	2016	2017	2018	2019	2020
Activities of tour operators, travel agents and other organizations providing services in the field of tourism	7.2	7.3	7.4	7.4	7.8
Provision of temporary residence services	26.5	27.6	29.2	30.0	26.3
Activities of health resort organizations	10.0	9.6	8.0	8.8	8.6
Activities for recreation, entertainment, culture and sports	70.2	71.8	74.9	75.4	75.3

¹⁾ Here and further by main activity and self-employed workers not included.

²⁾ According to statistical observations based on the statistical form 2-tourism «Report on the activities of placements.»

9.2 The number of employees in the tourism industry by economic activity for 2020

	thousand people			
	Activities of travel agencies and operators, booking and related activities	Provision of temporary residence services*	Activity of sanatorium organizations	Activities in the field of sports, recreation and entertainment
Republic of Kazakhstan	7.8	26.3	8.6	75.3
Akmola	0.3	2.3	1.2	4.3
Aktobe	0.1	0.9	0.4	3.3
Almaty	0.1	3.1	0.3	5.5
Atyrau	0.4	1.4	0.2	2.5
Batys Kazakhstan	0.1	0.7	0.1	5.5
Zhambyl	0.0	0.6	0.6	3.2
Karagandy	0.3	1.5	1.3	6.2
Kostanai	0.1	0.8	0.4	3.7
Kyzylorda	0.0	0.5	0.5	3.2
Mangystau	0.2	1.7	0.1	2.1
Pavlodar	0.2	0.9	0.5	4.4
Soltustik Kazakhstan	0.1	0.5	-	2.5
Turkistan	0.0	0.7	1.4	3.9

Continuation

	Activities of travel agencies and operators, booking and related activities	Provision of temporary residence services*	Activity of sanatorium organizations	Activities in the field of sports, recreation and entertainment
Shygys Kazakhstan	0.4	2.3	0.3	5.7
Nur-Sultan city	1.0	3.4	0.1	8.1
Almaty city	4.4	4.2	1.1	8.7
Shymkent city	0.1	1.0	0.2	2.4

* According to statistical observations based on the statistical form 2-tourism «Report on the activities of accommodation».

9.3 The average monthly wage of employees in the tourism industry by economic activity for 2020

tenge

	Activities of travel agencies and operators, booking and related activities	Provision of temporary residence services	Activity of sanatorium - resort organizations	Activities in the field of sports, recreation and entertainment
Republic of Kazakhstan	95 959	135 957	114 386	119 597
Akmola	35 367	120 716	172 587	103 053
Aktobe	54 614	89 178	135 690	104 009
Almaty	44 978	83 073	62 600	114 371
Atyrau	161 193	189 654	101 272	100 280
Batys Kazakhstan	60 209	122 068	91 639	101 228
Zhambyl	50 098	34 227	125 833	103 928
Karagandy	107 013	120 393	99 208	109 162
Kostanai	34 553	61 296	77 878	100 872
Kyzylorda	124 353	36 591	121 439	125 317
Mangystau	71 946	188 485	115 409	100 323
Pavlodar	30 378	70 408	117 059	96 672
Soltustik Kazakhstan	32 204	65 485	-	106 110
Turkistan	62 865	55 219	89 781	113 361
Shygys Kazakhstan	146 189	78 792	119 106	100 021
Nur-Sultan city	77 075	161 226	116 594	211 356
Almaty city	102 187	105 658	113 272	135 143
Shymkent city	73 663	114 263	108 888	94 946

9.4 Number of educational institutions engaged in the training of specialists for the tourism sector by ownership

at the beginning of the school year, units

	2016/2017	2017/2018	2018/2019	2019/2020	2020/2021
Total					
Higher education institutions	43	43	46	51	50
Professional secondary education schools	48	42	47	49	50
State ownership					
Higher education institutions	17	17	18	19	15
Professional secondary education schools	19	19	22	23	21
Non-state ownership					
Higher education institutions	26	26	28	32	35
Professional secondary education schools	29	23	25	26	29

9.5 Training of specialists with higher education in the field of tourism by type of ownership

at the beginning of the school year, man

	2016/2017	2017/2018	2018/2019	2019/2020*	2020/2021*
Total					
Accepted students	909	1 245	1 807	4 241	3 955
from them:					
women	587	895	1 287	2 916	2 889
Number of students	3 250	3 690	4 500	3 504	2 275
from them:					
women	2 333	2 516	3 137	2 496	1 651
Released specialists	1 053	845	834	827	785
from them:					
women	700	565	561	554	555
State ownership					
Accepted students	421	590	799	1 555	843
from them:					
women	295	439	575	1 176	645
Number of students	1 614	1 738	2 032	1 448	601
from them:					
women	1 138	1 274	1 496	1 078	456
Released specialists	410	373	390	380	212
from them:					
women	295	264	281	253	158
Non-state ownership					
Accepted students	488	565	1 008	2 686	3 112
from them:					
women	292	456	712	1 740	2 244
Number of students	1 636	1 952	2 468	2 056	1 674
from them:					
women	1 195	1 242	1 641	1 418	1 195
Released specialists	643	472	444	447	573
from them:					
women	405	301	280	301	397

* Specialties are distributed according to the "Classifier of training areas with higher and postgraduate education of the Republic of Kazakhstan".

9.6 Training of specialists with secondary vocational education in the field of tourism in the form of ownership

at the beginning of the school year, man

	2016/2017	2017/2018	2018/2019	2019/2020	2020/2021
Total					
Accepted students	704	705	943	896	686
from them:					
women	463	453	600	517	435
Number of students	2 328	2 245	2 548	2 516	2 532
from them:					
women	1 534	1 506	1 694	1 593	1 586
Released specialists	610	551	639	797	519

Continuation					
	2016/2017	2017/2018	2018/2019	2019/2020	2020/2021
from them:					
women	415	345	455	509	355
State ownership					
Accepted students	438	291	480	460	343
from them:					
women	287	193	293	260	208
Number of students	1 184	980	1 295	1 243	1 235
from them:					
women	759	658	844	783	769
Released specialists	306	287	296	413	261
from them:					
women	214	177	200	282	174
Non-state ownership					
Accepted students	266	414	463	436	343
from them:					
women	176	260	307	257	227
Number of students	1 144	1 265	1 253	1 273	1 297
from them:					
women	775	848	850	810	817
Released specialists	304	264	343	384	258
from them:					
women	201	168	255	227	181

10. Financial resources

The volume of production and services provided - the cost of all manufactured products, work performed and services rendered at manufacturer prices.

Income from the sale of products and services - the amount to be received (received) income minus value added tax, excise taxes, as well as the value of returned goods, discounts on sales and price discounts submitted to the buyer.

Expenses - a decrease in economic benefits during the reporting period in the form of an outflow or reduction of assets or the emergence of liabilities that lead to a decrease in capital other than a decrease associated with the distribution to persons participating in capital.

10.1 Main indicators of financial and economic activities in the field of tourism

	million tenge			
	2016	2017	2018	2019
The volume of production, work performed and services rendered				
Total	354 196.0	374 687.6	437 695.2	491 884.7
including:				
Activities of tour operators, travel agents and other organizations providing services in the field of tourism	118 680.6	75 571.2	51 076.4	55 569.6
Services in the hotel	123 464.8	158 580.4	238 380.8	256 702.7
including:				
the provision of services by hotels, restaurants	79 397.2	94 005.1	114 735.0	107 495.2
provision of services by hotels without restaurants	39 207.1	59 465.2	118 267.2	137 945.0
the provision of services by restaurants for formal events	-	674.9	1 171.9	1 486.1
accommodation for weekends and other short-term stays	3 277.0	3 250.8	3 032.8	4 965.1
camping sites, recreational vehicles and trailer parks	231.3	263.4	81.2	102.6
other types of housing	1 352.3	921.1	1 092.7	4 708.6
Activities for recreation and entertainment, culture and sports	112 050.6	140 535.9	148 238.0	179 612.4
including:				
film screening activities	15 436.9	16 991.2	17 454.2	34 611.7
organization of conferences and trade exhibitions	27 838.2	30 406.4	21 716.4	15 318.4
theatrical activity	7 532.2	9 368.1	13 055.9	15 862.0
concert activity	8 762.4	16 888.9	17 481.4	7 844.0
circus activities	1 576.6	1 132.7	630.1	1 231.3
library activities, including reading rooms, lecture halls, showrooms	284.8	338.6	457.2	610.9
museum activity	4 672.5	5 647.8	6 326.6	7 525.2
activities of Botanical gardens and zoos	1 020.5	1 198.0	1 462.2	1 358.5
activities of nature reserves, wildlife protection	1 626.9	1 911.2	2 561.0	2 690.6
activities of culture and recreation parks and theme parks	8 399.9	12 583.0	13 587.2	19 955.7
activities of dance halls, discos	94.9	11.1	283.6	213.1
the activity of puppet theater	256.0	129.6	147.8	153.3
other activities, recreation and entertainment	34 548.9	61 567.9	53 074.6	72 237.6
Revenue from sales of products and services				
Total	320 850.8	375 997.6	424 659.5	471 198.4
including:				
Activities of tour operators, travel agents and other organizations providing services in the field of tourism	120 625.6	84 515.6	54 677.6	59 583.8
Services in the hotel	125 734.1	163 977.2	239 888.0	257 913.2

	Continuation			
	2016	2017	2018	2019
including:				
the provision of services by hotels, restaurants	81 193.2	98 390.5	116 822.7	107 631.7
provision of services by hotels without restaurants	39 554.0	60 648.4	117 679.8	138 851.2
the provision of services by restaurants for formal events	-	674.9	1 292.4	1 486.1
accommodation for weekends and other short-term stays	3 394.8	3 078.8	2 919.2	4 959.1
camping sites, recreational vehicles and trailer parks	247.1	263.4	81.2	276.4
other types of housing	1 345.1	921.1	1 092.7	4 708.6
Activities for recreation and entertainment, culture and sports	74 491.3	127 504.7	130 093.9	153 701.4
including:				
film screening activities	17 146.6	19 081.5	20 255.7	35 376.0
organization of conferences and trade exhibitions	15 543.9	22 750.8	21 912.9	16 685.7
theatrical activity	2 100.9	2 552.4	5 808.6	6 373.4
concert activity	6 208.3	14 889.9	15 893.2	3 412.5
circus activities	497.9	933.0	403.3	264.3
library activities, including reading rooms, lecture halls, showrooms	284.8	331.9	480.4	610.9
museum activity	2 305.8	3 505.5	3 924.7	5 635.0
activities of Botanical gardens and zoos	729.2	575.0	932.0	1 177.9
activities of nature reserves, wildlife protection	1 700.4	2 393.7	1 326.3	2 690.6
activities of culture and recreation parks and theme parks	8 078.3	13 714.3	13 787.1	20 262.2
activities of dance halls, discos	93.7	10.1	283.6	213.1
the activity of puppet theater	249.8	55.6	59.5	62.7
other activities, recreation and entertainment	24 551.7	51 719.0	45 026.5	60 937.1
Costs				
Total	541 634.8	313 674.7	768 806.2	753 657.7*
including:				
Activities of tour operators, travel agents and other organizations providing services in the field of tourism	124 085.8	75 558.0	128 824.8	38 355.7
Services in the hotel	225 637.5	125 114.4	358 163.8	423 431.1
including:				
the provision of services by hotels, restaurants	135 939.8	63 646.3	139 998.5	132 057.8
provision of services by hotels without restaurants	84 210.2	51 400.5	301 790.0	281 738.1
the provision of services by restaurants for formal events	-	349.1	1 520.8	1 141.3
accommodation for weekends and other short-term stays	3 924.9	8 417.9	3 033.4	3 981.1
camping sites, recreational vehicles and trailer parks	272.8	271.8	46.5	74.8
other types of housing	1 289.8	1 028.9	962.0	4 437.9
Activities for recreation and entertainment, culture and sports	191 911.6	113 002.3	281 817.6	291 870.9*
including:				
film screening activities	16 229.7	20 465.2	18 779.8	29 607.3
organization of conferences and trade exhibitions	28 929.0	122 059.5	88 944.9	77 328.6
theatrical activity	16 745.7	7 796.5	22 309.3	24 993.9
concert activity	60 639.5	8 931.1	35 065.3	20 242.4
circus activities	1 856.9	-	2 427.9	1 867.4
library activities, including reading rooms, lecture halls, showrooms	323.5	467.3	363.0	524.3
museum activity	7 935.2	4 816.2	20 562.3	20 849.3

	Continuation			
	2016	2017	2018	2019
activities of Botanical gardens and zoos	1 640.5	259.6	2 481.6	2 529.3
activities of nature reserves, wildlife protection	3 298.8	2 222.7	3 047.9	6 156.1
activities of culture and recreation parks and theme parks	9 026.5	9 598.9	15 729.7	16 364.6
activities of dance halls, discos	71.8	11.4	197.3	152.8
the activity of puppet theater	741.9	379.5	423.0	478.1
other activities, recreation and entertainment	44 472.6	46 719.2	71 485.6	90 776.8

** Note: In connection with the clarification of the data, the indicators were reformulated and published on 02.11.2021*

	Continuation
	2020
The volume of production, work performed and services rendered	
Total	473 290.1*
including:	
Activities of tour operators, travel agents and other organizations providing services in the field of tourism	27 605.4
The provision of temporary accommodation	287 013.7
including:	
the provision of services by hotels, restaurants, with the exception of hotels on the strip of the roadside	101 034.1
the provision of services by hotels without restaurants, with the exception of hotels on the strip of the roadside	140 646.1
hotel services, restaurants for formal events	851.7
the provision of services by hotels on the strip of the roadside	-
the provision of housing for the weekend and other short-stay accommodation	8 060.7
services campsites, Parking for RVS and trailers for housing	221.2
provision of services by other places of residence	36 199.9
Activities for recreation and entertainment, culture and sports	158 671.0
including:	
film screening activities	6 995.9
organization of conferences and trade exhibitions	19 997.5
theatrical activity	15 918.2
concert activity	6 984.8
circus activities	815.2
library activities, including reading rooms, lecture halls, showrooms	1 013.6
museum activity	11 021.7
activities of Botanical gardens and zoos	796.8
activities of nature reserves, wildlife protection	4 111.7
activities of culture and recreation parks and theme parks	9 491.6
activities of dance halls, discos	0.6
the activity of puppet theater	128.5
other activities, recreation and entertainment	81 394.9

Revenue from sales of products and services

Total	437 456.6*
including:	
Activities of tour operators, travel agents and other organizations providing services in the field of tourism	30 293.4
The provision of temporary accommodation	290 282.5
including:	
the provision of services by hotels, restaurants, with the exception of hotels on the strip of the roadside	102 385.2
the provision of services by hotels without restaurants, with the exception of hotels on the strip of the roadside	142 557.0

	Continuation
	2020
hotel services, restaurants for formal events	851.7
the provision of services by hotels on the strip of the roadside	8 086.9
the provision of housing for the weekend and other short-stay accommodation	-
services campsites, Parking for RVS and trailers for housing	201.8
provision of services by other places of residence	36 199.9
Activities for recreation and entertainment, culture and sports	116 880.7
including:	
film screening activities	6 971.2
organization of conferences and trade exhibitions	19 878.9
theatrical activity	5 476.8
concert activity	2 139.6
circus activities	63.9
library activities, including reading rooms, lecture halls, showrooms	1 013.6
museum activity	5 483.0
activities of Botanical gardens and zoos	322.6
activities of nature reserves, wildlife protection	2 692.7
activities of culture and recreation parks and theme parks	9 226.8
activities of dance halls, discos	0.6
the activity of puppet theater	20.6
other activities, recreation and entertainment	63 590.2
Costs	
Total	928 643.7*
including:	
Activities of tour operators, travel agents and other organizations providing services in the field of tourism	27 388.9
The provision of temporary accommodation	658 007.0
including:	
the provision of services by hotels, restaurants, with the exception of hotels on the strip of the roadside	139 240.4
the provision of services by hotels without restaurants, with the exception of hotels on the strip of the roadside	476 700.6
hotel services, restaurants for formal events	974.4
the provision of services by hotels on the strip of the roadside	5 219.7
the provision of housing for the weekend and other short-stay accommodation	-
services campsites, Parking for RVS and trailers for housing	1 163.3
provision of services by other places of residence	34 708.5
Activities for recreation and entertainment, culture and sports	243 247.8
including:	
film screening activities	8 631.6
organization of conferences and trade exhibitions	67 930.3
theatrical activity	24 067.5
concert activity	17 581.6
circus activities	2 121.6
library activities, including reading rooms, lecture halls, showrooms	838.8
museum activity	20 165.6
activities of Botanical gardens and zoos	2 507.5
activities of nature reserves, wildlife protection	5 150.3
activities of culture and recreation parks and theme parks	12 906.8
activities of dance halls, discos	0.6
the activity of puppet theater	693.7
other activities, recreation and entertainment	80 651.9

* Note: In connection with the clarification of the data, the indicators were reformulated and published on 02.11.2021

10.2 Financial and economic activity of sanatorium establishments

million tenge

	2016	2017	2018	2019	2020
Current income	25 613.4	26 113.4	24 427.3	27 513.0	24 946.0
of them:					
profit (loss) before tax	975.6	138.6	329.6	930.6	259.5
Current expenditure	24 442.5	25 542.2	23 297.2	26 283.6	24 783.0
of them:					
other mandatory payments	989.4	1 033.6	807.7	1 022.6	867.0
Scope of services provided	25 920.1	27 070.1	25 066.1	x	32 911.3

11. Educational tourism

11.1 Distribution of students of higher educational institutions in the country of arrival

	people				
	2016/2017	2017/2018	2018/2019	2019/2020	2020/2021
Total	477 074	496 209	542 458	604 345	576 557
including:					
Republic of Kazakhstan	464 234	482 311	520 731	564 787	547 488
from neighboring countries	7 844	7 828	15 237	32 333	21 538
among them:					
Azerbaijan	160	162	144	146	116
Republic of Armenia	19	22	20	22	20
Republic of Belarus	8	x	14	50	12
Republic of Kyrgyzstan	1 422	1 026	1 084	1 115	1 067
Republic of Moldova	12	x	13	12	6
Russian Federation	877	1 075	1 273	1 247	1 298
Republic of Tajikistan	413	483	503	567	461
Turkmenistan	1 231	1 320	2 615	3 176	2 795
Republic of Uzbekistan	3 678	3 683	9 500	25 964	15 642
Ukraine	24	31	71	34	121
from foreign countries	4 996	6 070	6 490	7 225	7 531
including:					
Austria	-	x	-	1	-
Albania	6	6	6	4	1
Afghanistan	378	506	399	304	205
Algeria	1	-	1	1	1
Bangladesh	1	1	9	1	4
Bulgaria	13	14	9	5	3
United Kingdom	2	1	-	2	1
Bosnia and Herzegovina	4	x	3	3	1
Hungary	-	-	-	-	1
Vietnam	7	x	7	6	x
Greece	-	-	-	-	2
Germany	17	16	25	37	33
Georgia	13	9	15	17	21
Egypt	2	x	5	8	10
The Republic Of Iraq	5	4	4	1	13
Israel	7	3	6	3	4
India	2 425	x	3 717	4 450	4 220
Jordan	64	x	62	228	515
Iran Islamic Republic Of	61	13	16	19	18
Spain	x	-	-	-	1
Italy	-	x	-	1	x
Canada	1	x	1	1	x
China	1 195	1 290	1 240	807	871
Democratic People's Republic Of Korea	7	26	67	53	-
Mongolia	410	439	565	888	1 128
Malaysia	-	7	-	-	-
Nigeria	6	3	5	5	6

	Continuation				
	2016/2017	2017/2018	2018/2019	2019/2020	2020/2021
Norway	2	2	2	1	-
United Arab Emirates	-	-	-	2	2
Pakistan	9	x	40	34	85
Poland	-	-	1	1	-
Saudi Arabia	-	x	1	-	x
Syrian Arab Republic	11	4	1	2	8
Libyan Arab Jamahiriya	1	1	-	-	-
United States of America	3	2	4	5	8
Somalia	2	-	11	6	4
Slovakia	1	-	-	-	-
Turkey	222	236	233	279	263
Philippines	x	1	-	-	-
France	-	3	4	5	-
Chile	1	-	-	-	-
Czechia	-	1	1	1	-
Republic of Korea	115	71	19	11	43
Jamaica	1	-	-	-	-
Other country	-	-	11	33	49

12. The development of tourism in resort areas

12.1 Key performance indicators of accommodation in resort areas

	2016	2017	2018	2019	2020
Number of placements, units	747	815	900	1 009	1 467
Served by visitors accommodation places, people among them	730 882	979 540	1 111 609	1 238 944	1 683 046
nonresidents	15 039	18 288	1 092 194	24 931	124 480
residents	715 843	961 252	19 415	1 214 013	1 558 566
Number of rooms, units	14 574	16 930	19 624	20 836	38 417
One-time capacity, beds	44 445	51 486	60 117	63 488	97 553
Provided by bed	1 520 846	1 794 845	2 179 594	2 310 279	2 645 105

12.2 The material and technical base of accommodation in resort areas for 2020

	Number of placements, units	Visitors served by places of accommodation, people	Number of rooms, units	One-time bed capacity	Provided by bed
By resort areas	1 467	1 683 046	38 417	97 553	2 645 105
Shchuchinsk-Borovoye resort area	163	119 929	3 008	7 972	283 828
Almaty resort area	64	35 367	1 533	4 321	67 447
Bayanaul resort area	42	8 053	1 525	4 718	14 742
Karkaraly resort area	12	16 209	349	1 293	42 917
Mangystau resort area	57	144 145	2 856	5 688	220 791
Saryagash resort area	17	7 407	173	315	7 988
Kostanay resort area	5	1 848	277	1 236	2 226
Altai resort area	25	58 204	451	1 964	37 355
Zerenda resort area	28	10 877	427	1 187	11 901
Balkhash resort area	58	39 554	1 279	3 451	57 751
Bukhtarma resort area	90	37 061	2 296	9 570	116 792
Ulan resort area	13	11 147	308	1 555	23 663
Imantau-Shalkar resort area	31	22 911	561	1 891	17 060
Baikonur tourist zone	1	104	9	30	325
Katon-Karagay resort area	7	936	60	146	1 656
Turkestan tourist zone	32	32 674	442	975	54 982
Alakol resort area (East Kazakhstan region)	171	42 551	4 353	12 115	99 044
Alakol resort area (Almaty region)	199	225 206	3 873	10 852	285 422
Almaty mountain cluster	452	868 863	14 637	28 274	1 299 215

12.3 Number of visitors by places of accommodation in resort areas for the purpose of travel in 2020

	Total	people	
		personal	business and professional
By resort areas	1 683 046	1 180 014	503 032
Shchuchinsk-Borovoye resort area	119 929	113 840	6 089
Almaty resort area	35 367	30 149	5 218
Bayanaul resort area	8 053	8 017	36

Continuation

	Total	Including	
		personal	business and professional
Karkaraly resort area	16 209	15 779	430
Mangystau resort area	144 145	58 280	85 865
Saryagash resort area	7 407	4 641	2 766
Kostanay resort area	1 848	1 848	-
Altai resort area	58 204	55 930	2 274
Zerenda resort area	10 877	10 794	83
Balkhash resort area	39 554	30 553	9 001
Bukhtarma resort area	37 061	36 492	569
Ulan resort area	11 147	11 102	45
Imantau-Shalkar resort area	22 911	22 701	210
Baikonur tourist zone	104	76	28
Katon-Karagay resort area	936	653	283
Turkestan tourist zone	32 674	24 102	8 572
Alakol resort area (East Kazakhstan region)	42 551	32 984	9 567
Alakol resort area (Almaty region)	225 206	225 102	104
Almaty mountain cluster	868 863	496 971	371 892

12.4 Number of non-resident visitors in resort areas by purpose of travel in 2020

	Total	Including		people
		personal	business and professional	
By resort areas	124 480	25 124	99 356	
Shchuchinsk-Borovoye resort area	1 926	1 911	15	
Almaty resort area	19	4	15	
Bayanaul resort area	-	-	-	
Karkaraly resort area	-	-	-	
Mangystau resort area	7 990	233	7 757	
Saryagash resort area	-	-	-	
Kostanay resort area	x	x	-	
Altai resort area	161	161	-	
Zerenda resort area	22	x	x	
Balkhash resort area	537	463	74	
Bukhtarma resort area	133	128	5	
Ulan resort area	-	-	-	
Imantau-Shalkar resort area	30	21	9	
Baikonur tourist zone	-	-	-	
Katon-Karagay resort area	-	-	-	
Turkestan tourist zone	902	801	101	
Alakol resort area (East Kazakhstan region)	-	-	-	
Alakol resort area (Almaty region)	-	-	-	
Almaty mountain cluster	112 757	21 391	91 366	

12.5 Number of resident visitors in resort areas for travel purposes for 2020 year

		people	
	Total	Including	
		personal	business and professional
By resort areas	1 558 566	1 154 890	403 676
Shchuchinsk-Borovoye resort area	118 003	111 929	6 074
Almaty resort area	35 348	30 145	5 203
Bayanaul resort area	8 053	8 017	36
Karkaraly resort area	16 209	15 779	430
Mangystau resort area	136 155	58 047	78 108
Saryagash resort area	7 407	4 641	2 766
Kostanay resort area	1 845	1 845	-
Altai resort area	58 043	55 769	2 274
Zerenda resort area	10 855	10 786	69
Balkhash resort area	39 017	30 090	8 927
Bukhtarma resort area	36 928	36 364	564
Ulan resort area	11 147	11 102	45
Imantau-Shalkar resort area	22 881	22 680	201
Baikonur tourist zone	104	76	28
Katon-Karagay resort area	936	653	283
Turkestan tourist zone	31 772	23 301	8 471
Alakol resort area (East Kazakhstan region)	42 551	32 984	9 567
Alakol resort area (Almaty region)	225 206	225 102	104
Almaty mountain cluster	756 106	475 580	280 526

12.6 The number of placements by type in the context of resort areas for 2020 year

units

	Total	Including										of these		
		hotel with restaurant	hotel without restaurant	Holiday House	motel	rest house	children's camp	one-story bungalows, rural houses (chalets), cottages, small houses and apartments	trailer parks, entertainment towns, hunting and fishing grounds for short-term accommodation	tourist base	camping	tourist camp	other types of housing	hostel
By resort areas	1 467	262	310	71	4	20	36	685	x	30	2	2	44	32
Shchuchinsk-Borovoye resort area	163	39	25	3	-	1	4	88	-	-	x	-	2	-
Almaty resort area	64	17	14	x	-	-	2	30	-	-	-	-	-	-
Bayanaul resort area	42	x	4	29	-	x	3	2	-	2	-	-	-	-
Karkaraly resort area	12	1	2	2	-	x	1	4	-	1	-	-	-	-
Mangystau resort area	57	22	18	1	-	-	4	8	-	-	-	-	4	3
Saryagash resort area	17	-	17	-	-	-	-	-	-	-	-	-	-	-
Kostanay resort area	5	x	-	-	-	-	2	1	-	x	-	-	-	-
Altai resort area	25	3	1	-	1	-	3	16	x	-	-	-	-	-
Zerenda resort area	28	3	9	-	-	-	3	12	-	-	-	-	x	-
Balkhash resort area	58	8	19	1	2	4	1	22	-	1	-	-	-	-
Bukhtarma resort area	90	1	1	2	-	-	4	82	-	-	-	-	-	-
Ulan resort area	13	-	-	1	-	-	-	12	-	-	-	-	-	-
Imantau-Shalkar resort area	31	2	-	-	-	-	2	3	-	24	-	-	-	-
Baikunur tourist zone	1	-	1	-	-	-	-	-	-	-	-	-	-	-
Katon-Karagay resort area	7	1	1	-	-	1	-	4	-	-	-	-	-	-
Turkestan tourist zone	32	10	18	-	-	-	-	-	-	-	-	-	4	4
Alakol resort area (East Kazakhstan region)	171	6	12	9	-	-	1	143	-	-	-	-	-	-
Alakol resort area (Almaty region)	199	9	5	18	-	9	-	158	-	-	-	-	-	-
Almaty mountain cluster	452	138	163	4	1	3	6	100	-	1	x	2	33	25

Tourism of Kazakhstan / Statistical compilation/ Nur-Sultan 2021

Responsible for issue:

Agency for Strategic planning and reforms of the Republic of Kazakhstan

Bureau of National statistics

Department of services and energy statistics

Director of the Department

Karaulova G.S.

Tel. +7 7172 749060

Computer layout and design:

“B-PROFIT” IE