

# Exports of business services

## Statistics in focus

INDUSTRY, TRADE AND  
SERVICES

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## Contents

Shares of business services exported.....	2
Exports by country and by size-class .....	3
Qualitative information on exports .....	4
Types of exports .....	4
Reasons for exporting.....	5
Barriers met in exporting .....	6

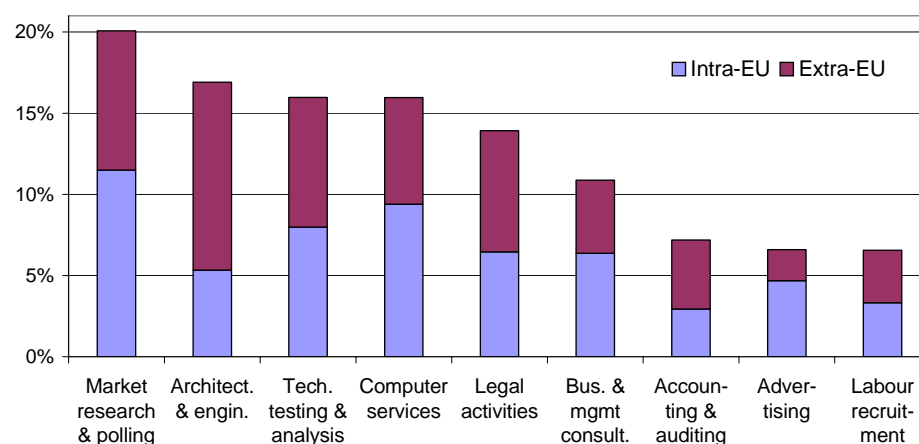


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Business services are specialised and knowledge-intensive activities that form a thriving market in the EU. Gaining from technological and educational progress, and with the increase in the marketability of their products, they have witnessed growing demand from outsourcing enterprises. International market liberalisation has contributed to these gains and the Services Directive (2006/123/EC) of the European Parliament and of the Council of 12 December 2006 is expected to further encourage the export of business services in the EU.

The statistics presented here result from a voluntary survey carried out in 2005 (reference year 2004) as part of a development project with the aim of gathering more detailed information on this sector. It covered a number of aspects of business services in 15 EU-27 economies as well as Norway. The particular focus of this publication is on the export of business services, that part of turnover that is sold to clients residing abroad. For more information on the supply of business services, see Statistics in Focus: "EU-27 business services: thriving in the wake of outsourcing and liberalisation" (76/2007). For more information on the demand for services, see Statistics in Focus: "The demand for services: external but local provision" (26/2006).

Figure 1: Business service exports as a share of total turnover, by activity, average of available countries\*, 2004 (%)



\* DK, DE, EL, ES, LV, LT, RO, SI, SK, FI, SE, UK & NO

Source: Eurostat (SBS – Business Services)

Figure 1 shows that 20.1% of services supplied by Market research and polling services were sold abroad, 11.5% intra-EU and 8.6% extra-EU. Other strong exporters were Architectural and engineering activities (16.9%), Technical testing and analysis (16.0%) and Computer services (16.0%). Business services that sold less readily abroad were: Labour recruitment and provision of personnel (6.6%), Advertising (6.6%) and Accounting, book-keeping and auditing (7.2%). These activities probably export less as they are more dependent on the service provider's presence in market proximity, as well as on in-depth knowledge of local laws and preferences.

Business services include: Computer and related activities (K72.00), Legal, accounting, book-keeping and auditing activities, tax consultancy, market research and public opinion polling, business and management consultancy, holdings (K74.10), Architectural and engineering activities and related technical consultancy (K74.20), Technical testing and analysis (K74.30), Advertising (K74.40) and Labour recruitment and provision of personnel (K74.50).

## Shares of business services exported

Development Project countries for which data are available exported business services worth a total EUR 79.4 billion in 2004, that is 13% of their total business service turnover. Exports were evenly balanced between intra-EU and extra-EU. The shares of exported turnover are provided by country and detailed by activity in Table 1. They are split into intra-

and extra-EU markets. 25 % of the turnover of other computer related activities (K72.60) came from exports, especially intra-EU (22%). Database activities were exported to 21%, in even proportions intra- and extra-EU. 20% of Market research & polling services (K74.13) were exported, with a slight preference for intra-EU markets.

Table 1: Business service exports as share of turnover, average of available countries, by activity, 2004 (%)

Activity (NACE)	Share	TOTAL	DK	DE	EL	ES	LV	LT	RO*	SI	SK	FI	SE	UK	NO
Computer & related activities (K72.00)	of Total	16	15	9	11	19	32	27	24	15	17	17	18	20	13
	intra-EU	9	11	6	4	12	15	13	16	10	15	12	8	11	9
	extra-EU	7	4	3	6	7	17	14	9	5	2	4	10	9	4
Hardware consultancy (K72.10)	of Total	6	3	3	14	2	c	c	14	26	5	37	3	7	1
	intra-EU	3	2	2	c	1	c	c	12	17	5	0	2	4	1
	extra-EU	2	1	1	c	1	c	0	2	8	0	36	1	3	0
Software consultancy & supply (K72.20)	of Total	17	19	10	12	22	36	33	37	17	17	24	20	20	15
	intra-EU	9	15	6	4	14	18	15	23	11	15	18	8	9	10
	extra-EU	8	5	4	8	8	18	18	14	5	3	6	12	11	5
Data processing (K72.30)	of Total	5	7	3	10	8	c	17	26	1	27	1	11	7	3
	intra-EU	3	2	2	c	5	0	8	21	0	23	0	10	4	3
	extra-EU	2	5	1	c	3	c	9	6	1	4	1	1	3	0
Database activities (K72.40)	of Total	21	4	13	0	c	2	c	38	15	0	11	12	38	15
	intra-EU	10	3	4	0	c	c	c	37	6	0	4	9	19	14
	extra-EU	10	1	9	0	c	c	8	1	8	0	8	3	19	2
Maintenance & repair of office, accounting & computing machinery (K72.50)	of Total	5	0	5	5	3	20	3	0	9	21	12	2	9	1
	intra-EU	4	0	2	5	2	c	3	0	8	21	12	1	8	1
	extra-EU	1	0	2	0	0	c	0	0	2	0	1	0	1	0
Other computer related activities (K72.60)	of Total	25	7	12	1	c	c	7	10	7	1	5	45	31	0
	intra-EU	22	6	11	1	c	0	7	5	7	1	3	40	26	0
	extra-EU	3	2	0	0	c	c	0	5	1	0	2	5	4	0
Legal, accountancy, tax consultancy, market research, business & mgmt consultancy, holdings (K74.10)	of Total	11	6	11	c	5	27	15	10	9	34	12	9	14	6
	intra-EU	6	5	6	c	3	22	11	7	6	30	8	7	6	4
	extra-EU	6	2	5	1	1	5	4	2	3	4	4	2	8	2
Legal activities (K74.11)	of Total	14	6	12	6	3	38	12	4	12	5	25	12	19	8
	intra-EU	6	4	5	6	2	28	5	2	9	3	15	8	8	6
	extra-EU	7	2	7	0	1	10	6	2	3	2	10	3	11	2
Accounting, bookkeeping & auditing, tax (K74.12)	of Total	7	3	3	1	4	7	11	15	3	22	3	3	14	3
	intra-EU	3	2	1	1	3	6	9	8	2	20	1	2	5	2
	extra-EU	4	1	1	1	1	2	2	6	1	2	2	1	9	1
Market research & polling (K74.13)	of Total	20	13	23	c	9	34	49	24	32	32	12	19	23	10
	intra-EU	12	12	16	c	8	30	40	22	21	32	9	16	10	10
	extra-EU	9	1	7	1	2	4	9	3	11	0	2	3	13	0
Business and management consultancy activities (K74.14)	of Total	11	10	18	12	9	26	12	7	10	56	12	11	7	8
	intra-EU	6	7	11	8	5	24	8	6	6	47	8	9	3	5
	extra-EU	5	3	7	4	4	3	3	1	4	9	4	3	3	3
Architectural & engineering activities (K74.20)	of Total	17	34	13	2	7	3	4	11	13	18	14	12	23	19
	intra-EU	5	10	6	2	2	c	2	8	7	4	5	6	6	5
	extra-EU	12	24	7	1	5	c	2	2	6	13	9	6	17	13
Technical testing & analysis (K74.30)	of Total	16	18	17	16	7	23	8	9	9	5	13	13	18	39
	intra-EU	8	15	8	10	5	9	6	6	c	5	1	8	9	18
	extra-EU	8	3	9	6	2	14	2	3	c	0	12	5	10	21
Advertising (K74.40)	of Total	7	9	3	2	3	24	16	5	11	7	4	5	11	8
	intra-EU	5	7	2	2	2	20	15	4	8	6	2	4	8	7
	extra-EU	2	1	1	0	1	4	1	1	4	1	1	1	3	1
Labour recruitment & personnel (K74.50)	of Total	1	na	2	c	0	43	34	29	1	22	0	1	1	2
	intra-EU	1	na	2	c	0	c	18	19	c	22	0	1	1	1
	extra-EU	0	na	0	0	0	c	16	10	c	0	0	0	1	1
TOTAL	of Total	13	31	10	5	8	23	16	13	12	19	13	12	15	13
	intra-EU	6	15	5	4	5	16	10	9	7	14	8	6	7	7
	extra-EU	6	16	4	1	3	7	5	4	4	6	5	6	8	6

NOTE: Extra-EU refers to non-EU-25 countries (2004) and Romania is treated as such throughout this publication. Calculation of Total shares excludes countries reporting confidential values. – "na" not available – "c" confidential. Source: Eurostat (SBS – Business Services)

Several countries that joined the EU recently displayed strong export capacity, perhaps partly an effect of the comparative advantage due to lower average wages. In Latvia more than a quarter of turnover was exported in seven activities, in Lithuania four, in Romania and Slovakia three, and in Slovenia two. These countries had a stronger tendency to sell

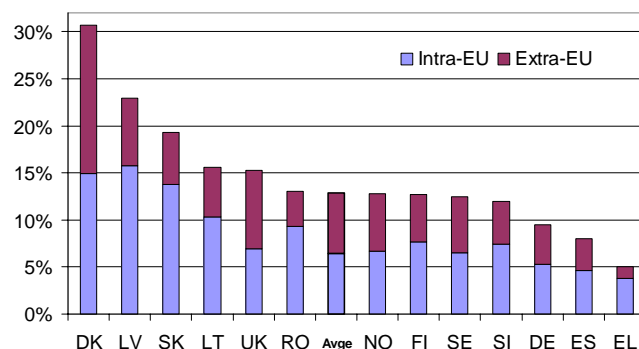
their services to intra-EU than to extra-EU clients. Particular export strength was also displayed by Sweden in Other computer related services (45%), by Norway in Technical testing and analysis (39%) and by the United Kingdom in Database activities (38%).

## Exports by country and by size-class

Figure 2 depicts the shares of business service turnover exported by participant countries in 2004. Enterprises from Denmark displayed the strongest propensity to export as they earned 31% of their turnover abroad. They were followed by suppliers from Latvia (23%) and Slovakia (19%). For their part, business service enterprises from Greece (5%), Spain (8%) and Germany (10%) focussed more on supplying domestic markets. The United Kingdom and Denmark supplied extra-EU markets in larger proportions, selling 54% and 51% of their exports there respectively.

At country-aggregate level, the propensity to export appears to rise as does the size of the enterprise (Table 2). In individual countries though, this does not always hold true. Latvian Micro-enterprises, Danish Small and Medium enterprises as well as Slovenian Large enterprises were proportionally the most active in exporting their business services.

Figure 2: Business service exports, available countries, share of total turnover. 2004 (%)



Source: Eurostat (SBS – Business Services)

Higher shares of the turnover of micro, small and medium-sized enterprises were exported intra- than extra-EU, while the opposite was true for large enterprises, particularly in Denmark, the United Kingdom and Finland.

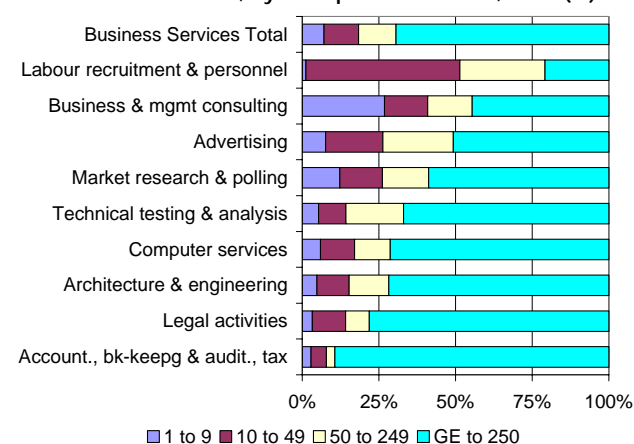
Table 2: Business service exports as share of turnover, average of available countries, by size class, 2004 (%)

Size Class	Share	TOTAL	DK	DE	EL	ES	LV	LT	RO**	SI	SK	FI	SE	UK	NO
Micro (1-9 persons employed)	of Total	5	8	4	4	2	21	15	7	8	13	3	13	7	8
	intra-EU	3	5	2	3	1	16	11	6	5	10	1	5	4	5
	extra-EU	2	3	2	0	1	5	4	1	3	3	2	8	3	4
Small (10-49 persons employed)	of Total	12	57	8	7	7	c	19	11	15	26	15	12	18	11
	intra-EU	7	29	5	5	4	c	12	7	9	12	7	7	11	8
	extra-EU	5	28	3	2	3	c	7	4	6	14	7	5	7	3
Medium (50-249 persons employed)	of Total	14	33	13	8	6	22	13	18	13	23	24	10	16	22
	intra-EU	8	18	7	c	4	13	8	12	8	21	19	6	11	8
	extra-EU	5	15	5	c	2	10	6	6	5	1	5	4	5	14
Large (250+ persons employed)	of Total	15	32	14	6	19	c	0	25	35	4	8	14	15	13
	intra-EU	7	13	7	c	10	c	0	20	30	4	2	9	7	7
	extra-EU	8	19	6	c	8	c	0	5	5	0	6	5	9	6

NOTE: Extra-EU refers to non-EU-25 countries (2004) and Romania is treated as such throughout this publication. – "c" confidential – Calculation of TOTAL shares excludes countries reporting confidential values. Source: Eurostat (SBS – Business Services)

A major share of the services exported by Accounting, book-keeping and auditing (89%), by Legal activities (78%) and by Architecture and engineering (72%)

Figure 3: Business service exports, average of available countries\*, by enterprise size class, 2004 (%)



\* DK, DE, ES, LT, RO, SK, FI, SE, UK & NO

Source: Eurostat (SBS – Business Services)

were produced by large enterprises (Figure 3). Computer services are considered as a whole here, and 71% of that sector's exports were produced by large enterprises as well. The international market for these business services appears to be dominated by a small number of large actors.

Small and medium-sized enterprises (SMEs – enterprises employing between 1 and 249 persons) appear to be more active in niche markets. 27% of Business and management consultancy exports were supplied by micro-enterprises, which made that activity rank second in terms of the SME's contribution to exports (55%) after Labour recruitment but before Advertising (49%).

In Labour recruitment, small enterprises produced over half (50%) of exports and altogether 79% of exports were supplied by SMEs. It is interesting to note that a large proportion of enterprises active in the provision of Labour recruitment services said that their exports were driven by outsourcing demand (see p.5).

## Qualitative information on exports

The remainder of this publication presents the results of the qualitative part of the survey carried out within the development project. Its aim was to investigate the reasons for business service enterprises' exports.

Enterprises representing the total population of 1 335 075 enterprises active in 14 EU-27 Member States and Norway were first asked whether they engaged in exports. 12.8% reported that they did engage in exports while 87.2% said they did not. The share of enterprises reporting that they exported business services was highest in Slovakia (30%), in Denmark (25%), in Germany (21%) and in Latvia (20%). It was lowest in Greece (2%), in Spain (2%), in Malta (4%) and in Romania (5%).

Enterprises were subsequently asked to specify their types of exports, their reasons for exporting and the barriers encountered in exporting. Results are presented below, expressed as a share of the total number of enterprises engaged in exports for the first two parts, and as a share of total respondents (including non-exporting enterprises) in the case of Barriers met in exporting. It should be noted that multiple answers were allowed in the sections on the types of exports and reasons for exporting, while only one alternative was possible for the questions on barriers met. Note also that Poland's response only covered a limited set of activities (Legal activities, Market research & polling, Technical testing & analysis and Labour recruitment).

### Types of exports

Figure 4 presents the types of exports enterprises are active in. More than half of exporting enterprises (53%) said that their business relations were Non-permanent. The proportion was higher among micro- and small-sized enterprises (55%) and lower among medium and large enterprises (41%). Close to two thirds of all exporting enterprises in Germany, Sweden, Denmark and Slovenia reported non-permanent relations.

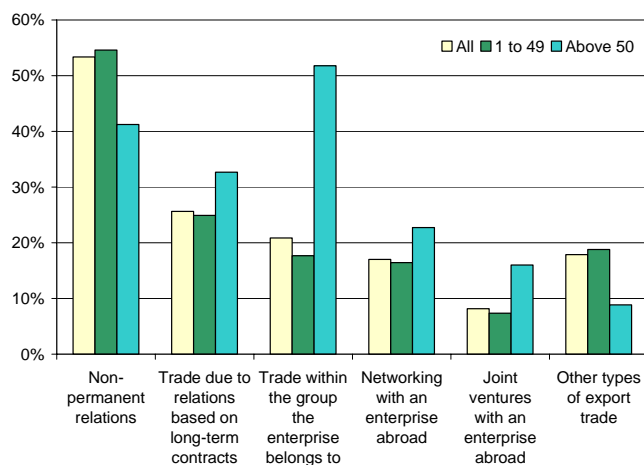
exporters reported long-term contracts. In SiF 26/2006, Tab. 1, p. 2, large enterprises also report higher demand for services based on this type of contract. It appears that a greater proportion of enterprises purchasing services were bound by long-term contracts than are enterprises supplying business services.

Trade within the group the enterprise belongs to was used as a qualifier by 21% of exporting enterprises. Over half (52%) of the enterprises employing more than 50 persons reported this attribute. Close to half (50%) of all enterprises' exports in Poland were carried out within the group they belonged to, yet only 8% of all enterprises from Lithuania considered their exports to be characterised in this way. Among medium and large enterprises, 72% of those from Denmark said that they exported within their group yet only 29% reported doing so in Romania.

Networking with an enterprise abroad was a qualifier employed by 17% of all exporting enterprises. This type of business relation was most widespread amongst business service exporting enterprises in Denmark (58%), Greece (45%) and Poland (23%). In the first two cases, networking was particularly favoured by micro- and small enterprises and, in the latter, mostly by medium and large enterprises.

Forming part of a joint venture was reported by 8% of all exporting enterprises. This type of business structure was most common in Poland (58% of active exporters) and in Denmark (33%). Joint ventures were found least in Sweden (near 0%), Spain (1%) and Malta (1%). Medium and large enterprises displayed more propensity to form part of a joint venture as 16% of them reported this type of business structure compared to 7% of micro- and small enterprises. Finally, other types of export trade relations were reported by 18% of exporters.

Figure 4: Types of exports, by size class, average of available countries\*, share of exporting enterprises, 2004 (%)



\* DK, DE, EL, ES, LV, LT, MT, PL, RO, SI, SK, FI, SE, UK & NO  
Source: Eurostat (SBS - Business Services)

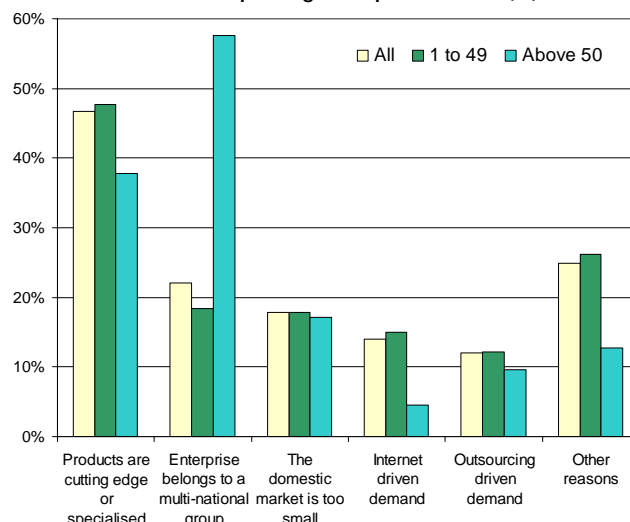
Long-term contracts reduce the uncertainty an enterprise faces. 26% of exporting enterprises declared that they were bound by such contracts. Long-term contracts were adopted by a third of medium and large enterprises, compared to a quarter of micro- and small enterprises. This form of contract was especially reported in Slovakia (45% of enterprises), Lithuania (42%) and Finland (35%). In Latvia, Romania and Slovenia, 62%, 44% and 42% respectively of medium and large business service

## Reasons for exporting

Enterprises were asked to qualify their reasons for exporting (Figure 5). The Products' being cutting edge or specialised niche was the strongest motive as it was reported by 47% of enterprises. The Enterprise belonging to a multi-national group was the second reason, provided by 22% of enterprises. The domestic market's being too small was selected by 18% of enterprises, Internet driven demand by 14% and Outsourcing driven demand by 12%. Nearly a quarter of enterprises had other reasons for exporting.

Table 3 details the reasons for exporting in individual countries. In Latvia, the largest proportion of exporters (59%) saw their Products' being cutting edge and niche as an export driver. Belonging to a multi-national group was most qualified as a reason for exporting in Latvia (29%). Polish enterprises reported the Domestic market as being too small to 52%. In Norway, 52% of exporters saw Internet driven demand as an important reason for exports. Outsourcing was seen most as a reason for exporting in Poland (88%).

Figure 5: Reasons for exporting, by size class, average of available countries, share of exporting enterprises, 2004 (%)



Source: Eurostat (SBS – Business Services)

Table 3: Reasons for exporting, by country, share of exporting enterprises, 2004 (%)

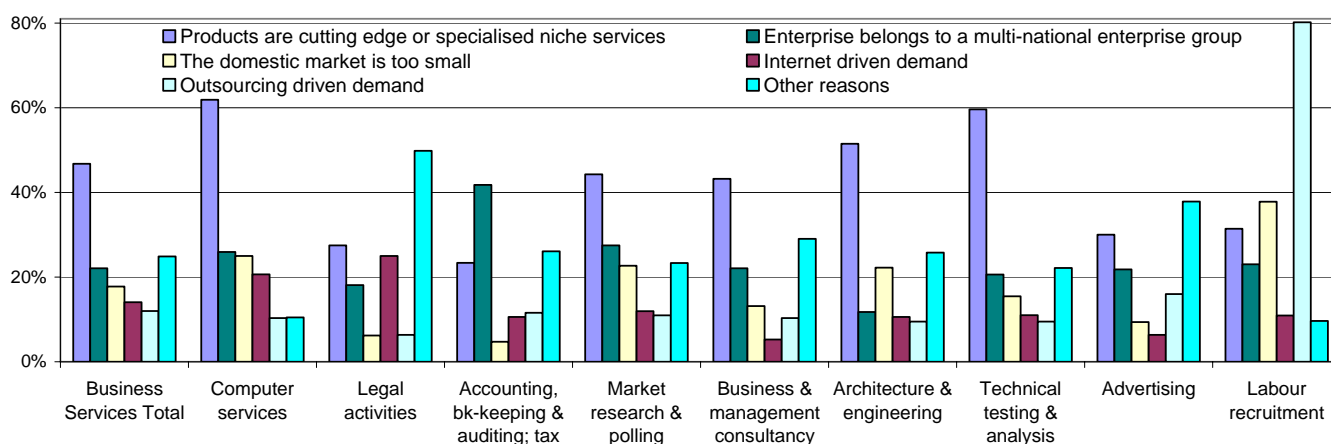
	TOTAL	DK	DE	EL	ES	LV	LT	MT	PL	RO	SI	SK	FI	SE	UK	NO
Products are cutting edge or specialised niche services	47	58	47	22	38	59	33	26	14	13	35	32	57	34	56	9
Enterprise belongs to a multi-national enterprise group	22	25	24	15	13	29	15	14	18	10	8	19	14	8	25	26
The domestic market is too small	18	32	12	45	13	43	33	9	52	16	39	18	30	20	16	25
Internet driven demand	14	22	17	3	9	18	7	4	14	4	12	5	3	14	9	52
Outsourcing driven demand	12	19	8	56	10	4	9	8	88	52	16	42	18	9	9	8
Other reasons	25	54	35	3	31	13	11	44	9	9	13	7	25	35	12	22

Source: Eurostat (SBS – Business Services)

Figure 6 presents responses by individual activity. Underlining business services' highly-specialised nature, the share of exporters expressing their Products' cutting-edge nature as being a reason for exporting was particularly high in Computer services (61%), in Technical testing and analysis (60%) and in

Architecture and engineering (52%). Internet-driven demand was most important for Legal activities and Computer services. Of Labour recruitment enterprises, 80% qualified their exports as being Outsourcing-driven. The activity's second-strongest motive was that The domestic market is too small.

Figure 6: Reasons for exporting, by activity, share of exporting enterprises, 2004 (%)



Source: Eurostat (SBS – Business Services)



## Barriers met in exporting

Enterprises qualified the Barriers met in exporting business services. These can be grouped into three categories: Marketing barriers, Barriers met in entering a foreign market and Barriers of a more general type. Three different levels of importance were used as qualifiers (Table 4) as well as Not important and Not applicable.

The Marketing barrier Difficulties in identifying potential clients abroad was deemed to be very important least by enterprises from Denmark (4%), Norway (7%) and Spain (8%) and most by those from Greece (37%) and Romania (26%).

Establishing a commercial presence abroad was very important only for 4%, 6% and 6% of enterprises from Lithuania, Slovakia and Denmark respectively, which

are strong exporters (see Figure 2). In Greece, Germany and Finland, this share was 32%, 24% and 24% respectively. 21% of enterprises in the strongly exporting sector Technical testing ranked this barrier as very important while, in contrast, only 11% did so in Labour recruitment.

Turning to the Barriers met in entering a foreign market, the Lack of international standards for services was termed very important by 2% of enterprises from Slovakia compared to 22% in Germany and 21% in Sweden. Sectorally, this was most of a barrier to exports in Data processing (24%) and Accounting and auditing (20%). It was more important to medium and large enterprises than were other barriers (see below).

Table 4: Barriers met in exporting, by degree of importance, average of available countries\*, share of all respondents, 2004 (%)

Type of Barrier	Some importance	Fairly important	Very important
Difficulties in identifying potential clients abroad	8%	11%	14%
Establishing a commercial presence abroad	7%	9%	16%
Lack of international standards for services	8%	10%	14%
Taxation issues	8%	8%	10%
Insurance, guarantee systems, etc. issues	9%	8%	9%
Language and cultural barriers	11%	10%	12%
Not suitable for enterprise (e.g. products not exportable)	6%	7%	19%
Movement of personnel on a temporary basis	8%	7%	12%
Other barriers	1%	1%	7%

\* DK, DE, EL, ES, LV, LT, RO, SI, SK, FI, SE, UK & NO – No reply by the UK to Qu.'Lack of int. standards'; non-significant reply by EL to Qu.'Other'.

Source: Eurostat (SBS – Business Services)

Denmark (4%) and Slovakia (4%) attributed less importance to Taxation issues. Romania (29%) and Sweden (26%) saw them as being more important. Taxation was more important to Accounting and auditing (17%) and to the strong exporter Market research (16%).

Insurance and guarantee system issues were termed very important least in Denmark (2%), Norway (3%) and the United Kingdom (4%) and most in Sweden (22%). They were less important to Legal activities (4%) and the strong exporter Market research and polling (6%) and more so to Accounting and auditing (12%).

Amongst the barriers of a more general type, Language and cultural barriers were attributed less importance by Slovenia (3%), Slovakia (3%) and Norway (4%) and more by Denmark (27%) and Sweden (25%). The barrier was generally seen as less of an hindrance in Computer services, except for Data processing (18%).

The barrier of Suitability for the enterprise was most reported as being very important (19%). It counted least in Lithuania (6%) and most in Germany (26%) and Sweden (24%). It was most important to

Accounting and auditing (27%), Technical testing and analysis (25%) and Labour recruitment (24%). This barrier was significantly less important to those enterprises engaged in exporting than were others (see below).

The Movement of personnel on a temporary basis was less important in Denmark (3%), Slovakia (3%) and Lithuania (4%). It mattered most in Germany (22%) and Greece (20%). Database activities (5%) (requiring little physical presence as products can be sent at a low cost) and Maintenance and repair of machinery (24%) (requiring the service provider's physical presence) displayed the greatest differences from average.

Finally, it should be noted that all barriers were to a larger extent considered 'not applicable' by non-exporting and smaller enterprises, which are more focussed on the domestic market. However, it seems that these barriers generally pose a greater obstacle to smaller enterprises, as a higher share of them, between 1 and 6 percentage points more than for larger enterprises, considered these to be very important, except in the case of Lack of international standards, where the opposite held true (4 percentage points less).

## ➤ ESSENTIAL INFORMATION – METHODOLOGICAL NOTES

### DATA SOURCES

**Structural business statistics (SBS): Business services development project** is the main data source for this publication. The third round of data collection covers the reference year 2004. It was a voluntary survey carried out from Spring until Autumn/Winter 2005 in 16 countries:

Denmark (DK), Germany (DE), Greece (EL), Spain (ES), Latvia (LV), Lithuania (LT), Malta (MT), Poland (PL), Portugal (PT), Romania (RO), Slovenia (SI), Slovakia (SK), Finland (FI), Sweden (SE) and the United Kingdom (UK), as well as in the EFTA country Norway (NO). Sampling was carried out by individual countries, some of which used a stratified sample. The total sample size (excluding Malta) was 79 307 enterprises and the total response rate was 40%.

These and other SBS data sets are available under theme 'Industry, trade and services' on the Eurostat website:

<http://epp.eurostat.ec.europa.eu/> (select 'Data' / 'Industry, trade and services' / 'Horizontal view' / 'Structural Business Statistics'). Selected publications, data and background information are available in the section dedicated to European Business, located directly under the theme 'Industry, trade and services' on the Eurostat website, see in particular the special topic Business services:

[http://epp.eurostat.ec.europa.eu/portal/page?\\_pageid=2293.5\\_9872848.2293\\_61474735&\\_dad=portal&\\_schema=PORTAL#BIZSER](http://epp.eurostat.ec.europa.eu/portal/page?_pageid=2293.5_9872848.2293_61474735&_dad=portal&_schema=PORTAL#BIZSER)

### OBSERVATION UNIT

The observation unit is the enterprise. An enterprise carries out one or more activities at one or more locations. Enterprises are classified into sectors (by NACE) according to their main activity. The enterprise should not be confused with the local unit, which is an enterprise or part thereof situated in one geographically identified place.

### EMPLOYMENT SIZE-CLASSES

The breakdown into employment size-classes was:

### Quantitative data

1-9 persons employed; 10-49 persons employed; 50-249 persons employed and 250(+) persons employed.

### Qualitative data

1-49 persons employed and 50(+) persons employed.

### STRUCTURAL BUSINESS STATISTICS VARIABLES

Variables are defined according to Commission Regulation N° 2700/98 and include:

#### **Number of enterprises**

The number of enterprises active during at least part of the reference period.

#### **Number of persons employed**

The total number of persons who work in the observation unit, as well as persons who work outside the unit who belong to it and are paid by it. It includes working proprietors, unpaid family workers, part-time workers, seasonal workers etc.

#### **Turnover**

The totals invoiced by the observation unit during the reference period, and this corresponds to market sales of goods or services supplied to third parties.

#### **Exports**

In the survey, turnover was categorized as being either Resident (domestic) or Non-resident (exported). The latter is categorized as being either Intra-EU-25 or Extra-EU-25.

#### **EU-25**

The EU-25 aggregate includes the European Union's 25 Member States:

Belgium (BE), the Czech Republic (CZ), Denmark (DK), Germany (DE), Estonia (EE), Greece (EL), Spain (ES), France (FR), Ireland (IE), Italy (IT), Cyprus (CY), Latvia (LV), Lithuania (LT), Luxembourg (LU), Hungary (HU), Malta (MT), the Netherlands (NL), Austria (AT), Poland (PL), Portugal (PT), Slovenia (SI), Slovakia (SK), Finland (FI), Sweden (SE) and the United Kingdom (UK).

### SECTORS COVERED

Statistics are presented by sectors of activity according to the NACE Rev. 1.1 system of classification.

Business Services are defined as consisting of the following activities:

- 72.00** Computer and related activities
  - 72.10** Hardware consultancy
  - 72.20** Software consultancy and supply
    - 72.21** Publishing of software
    - 72.22** Other software consultancy and supply
  - 72.30** Data processing
  - 72.40** Database activities
  - 72.50** Maintenance and repair of office, accounting and computing machinery
  - 72.60** Other computer related activities
  - 74.10** Legal, accounting, book-keeping and auditing activities; tax consultancy; market research and public opinion polling; business and management consultancy; holdings
    - 74.11** Legal activities
    - 74.12** Accounting, book-keeping and auditing activities; tax consultancy
    - 74.13** Market research and public opinion polling
    - 74.14** Business and management consultancy activities
    - 74.15** Management activities of holding companies )
- ( yet excluding:
  - 74.20** Architectural and engineering activities and related technical consultancy
  - 74.30** Technical testing and analysis
  - 74.40** Advertising
  - 74.50** Labour recruitment and provision of personnel

## ***Further information:***

### **Data:**

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