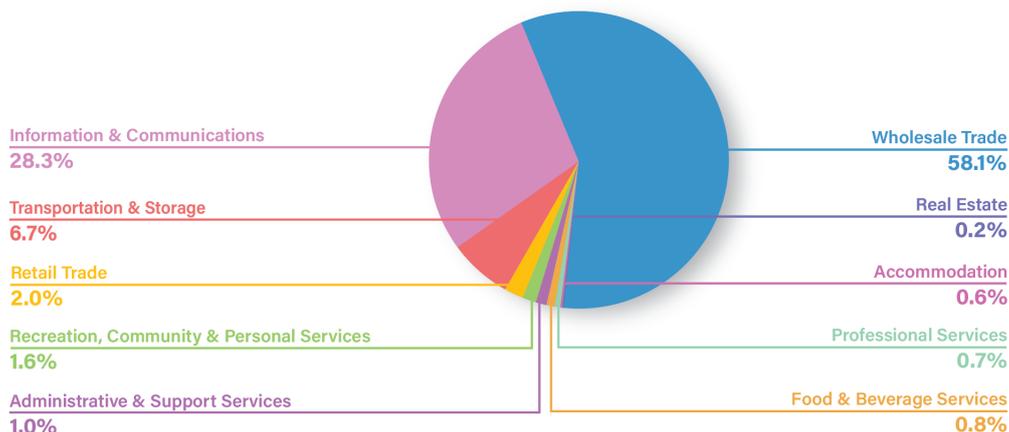


## E-commerce Revenue of the Services Sector

The total e-commerce revenue<sup>1</sup> of the services sector<sup>2</sup> in Singapore was \$251.1 billion in 2020, accounting for 7.7% of total services sector's operating revenue.

The Wholesale Trade, Information & Communications and Transportation & Storage industries accounted for more than 90% of the overall sector's e-commerce revenue in 2020.

Share of E-commerce Revenue by Industry, 2020

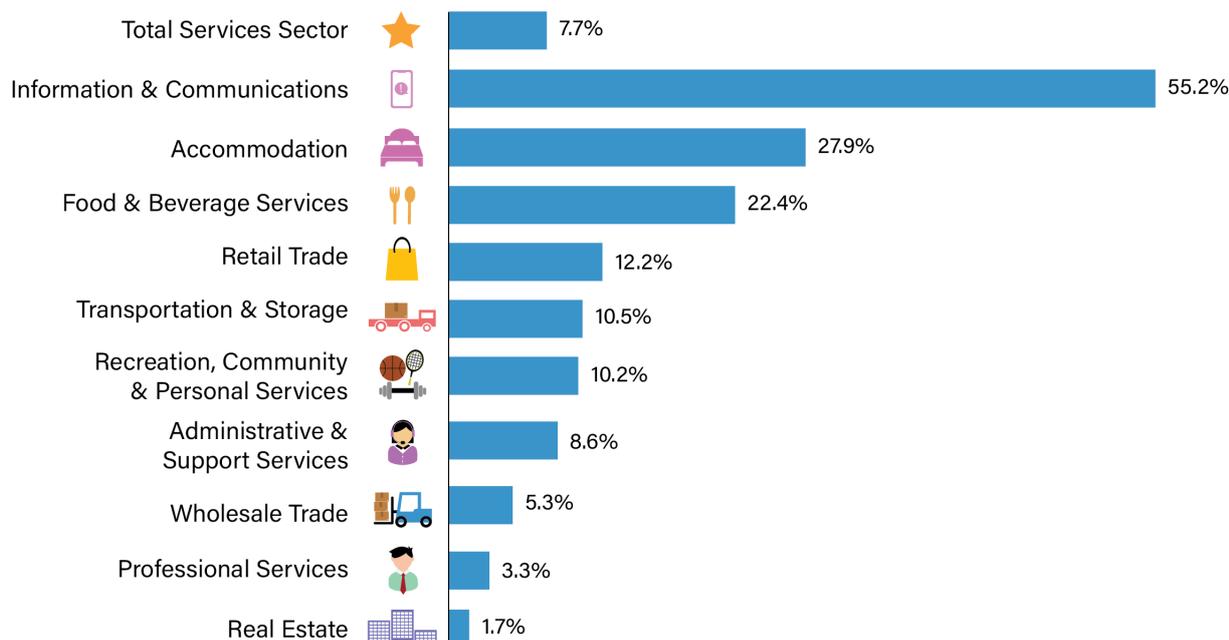


<sup>1</sup> Refers to the revenue earned from the sale of goods and services whereby the company receives orders or agrees on the price and terms of sale via online means, e.g. through company's website, third-party websites, mobile applications, extranet or electronic data interchange (e.g. GeBIZ in Singapore's context). It excludes agreement through telephone calls, facsimile and emails. Payment and delivery may or may not be made online.

<sup>2</sup> Exclude Financial & Insurance Services and Public Administration Activities

Among the services industries, the Information & Communications industry recorded the largest e-commerce share to its industry's operating revenue at 55.2% in 2020. This was due mainly to firms engaged in internet search engines activities, online market places for goods and software publishing (including firms engaged in games publishing).

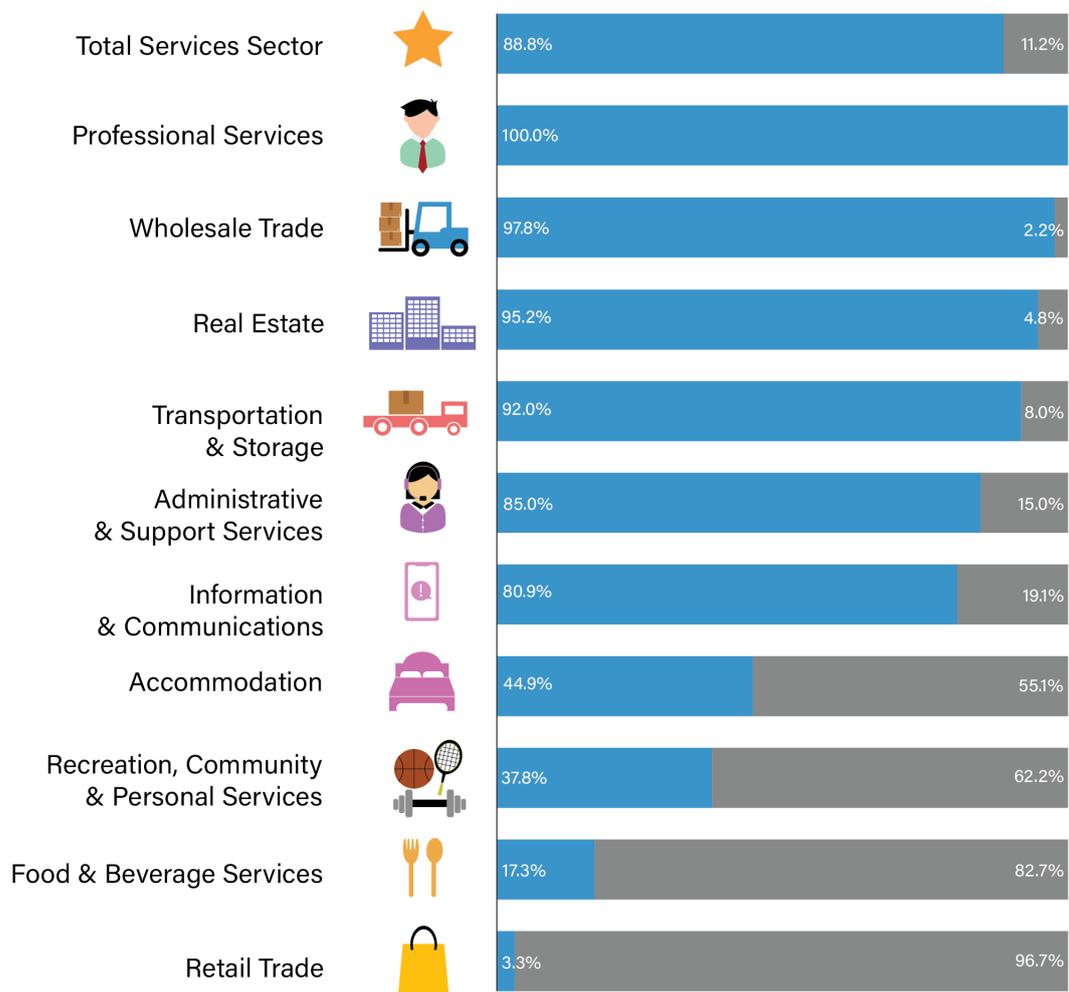
Percentage Share of E-commerce Revenue to Industry's Operating Revenue, 2020



E-commerce revenue of the services sector was mainly contributed by Business-to-Business transactions, which accounted for 88.8% of all e-commerce revenue in 2020.

Industries in which majority of e-commerce revenue came from Business-to-Business transactions were Professional Services, Wholesale Trade, Real Estate, Transportation & Storage, Administrative & Support Services and Information & Communications, as businesses tend to form the majority of their clientele. On the other hand, consumer-facing industries such as Retail Trade, Food & Beverage Services, Recreation, Community & Personal Services and Accommodation generated majority of their e-commerce revenue from Business-to-Consumer transactions.

### E-commerce Revenue by Type of Transaction, 2020

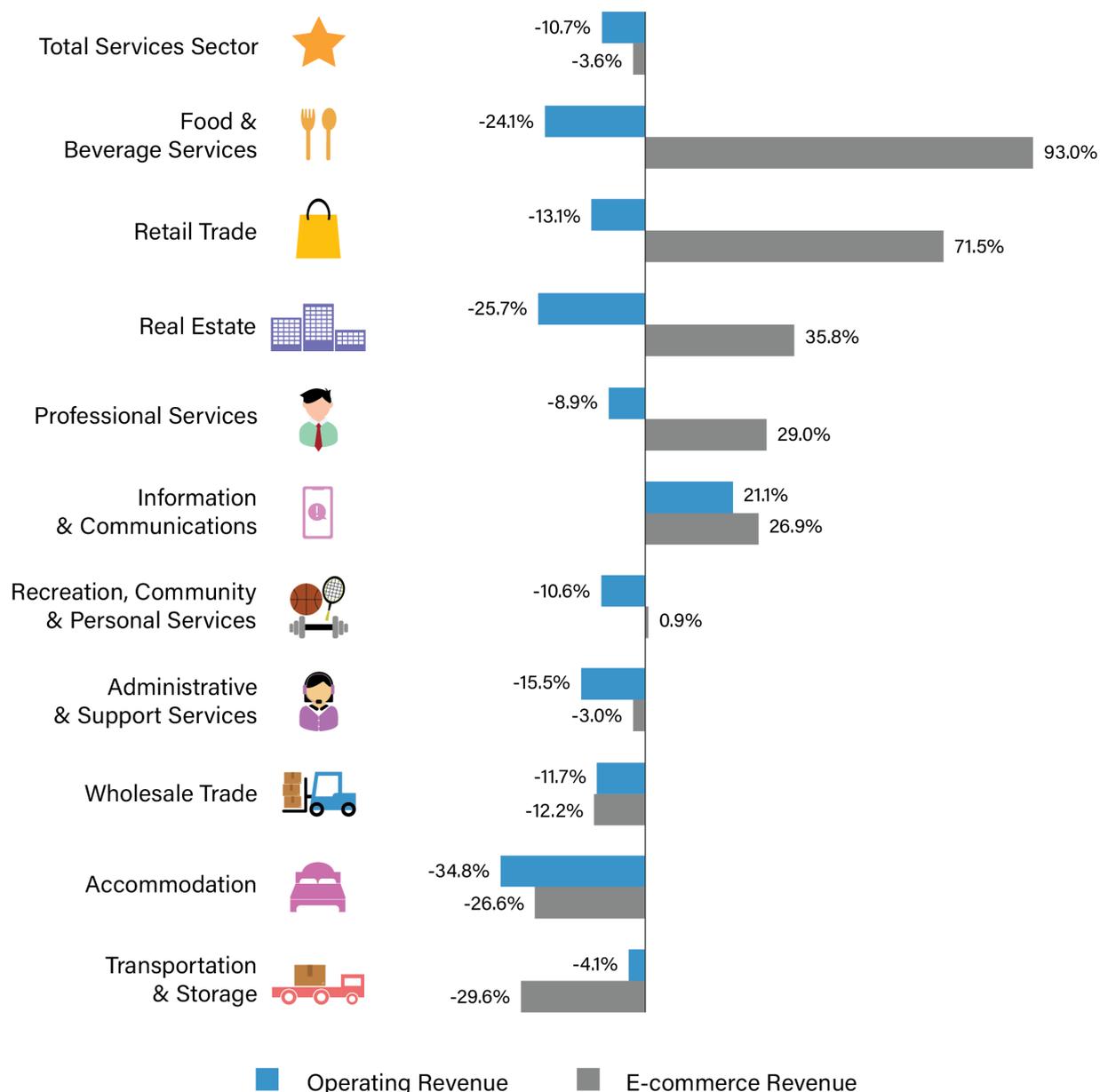


■ Business-to-Business Share      ■ Business-to-Consumer Share

In 2020, e-commerce revenue of the services sector declined by 3.6% on a year-on-year basis, which was smaller in magnitude as compared to the 10.7% decline in operating revenue. While operating revenue for most industries dropped in 2020 over 2019, e-commerce revenue either grew or had a smaller decline in comparison to operating revenue.

In particular, e-commerce revenue for Food & Beverage Services and Retail Trade increased significantly by 93.0% and 71.5% respectively year-on-year in 2020. This was mainly due to an increase in utilisation of online food delivery services and online shopping which were both accelerated by COVID-19 restriction measures.

### Year-on-Year Percentage Change of E-commerce Revenue and Operating Revenue for Each Broad Industry



**Additional Note:**

Annual e-commerce revenue of the services sector (i.e., E-commerce Revenue By Industry Group In All Services Industries, Annual) from reference year 2016 is now available on Singstat Table Builder. Access the data series [here](#).