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Economic Surveys Series

The Services Sector

Reference Year 2009

Economic Surveys Series

Reference Year 2009

THE SERVICES SECTOR



SINGAPORE DEPARTMENT OF STATISTICS

Economic Surveys Series 2009 –

The Services Sector

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The Singapore Department of Statistics conducts an annual survey on the services industries to collect a wide range of data for studies and analyses. The first survey on the services industries was conducted in 1968 for the reference year 1967 and subsequently at regular intervals. Since 1984, the inquiry was carried out on an annual basis.

The latest survey was carried out in 2010 for reference year 2009. This year, the reports will focus on several services industries of importance to Singapore's economy. The key survey findings will be released, first on the Department of Statistics' website, followed by publications with more detailed tabulations. This report on *The Services Sector* is the Department's final issue in the series. This consolidated report aims to provide a comprehensive performance review of the services sector.

This report consists of three parts. The first part shows a summary of findings of the 2009 survey. The second part focuses on the technical aspects of the survey, including the objective, scope and coverage, relevant definitions and concepts as well as the operational procedures. Detailed statistical tables are included in the third part of the report to facilitate special studies by users.

The publication of this report is made possible by the co-operation of the companies, businesses and organisations which provided information for the survey. I would like to express my grateful thanks to them and to all others who have contributed towards this publication.

Wong Wee Kim
Chief Statistician
Singapore

June 2011

Our Vision

A National Statistical System of Quality, Integrity and Expertise.

Our Mission

**We Provide Reliable, Relevant and Timely Statistics
to Support Singapore's Social and Economic Development.**

Our Guiding Principles

Professionalism & Expertise	<i>We adhere to professional ethics and proficiently produce quality statistics that comply with international concepts and best practices.</i>
Relevance	<i>We constantly innovate our processes and produce statistics that meet users' needs.</i>
Accessibility	<i>We make our statistics readily available.</i>
Confidentiality	<i>We protect the confidentiality of information provided to us.</i>
Timeliness & Reliability	<i>We produce statistics that users can depend on and disseminate them at the earliest possible date while maintaining data quality.</i>
Cost Effectiveness	<i>We use resources effectively, minimising respondent burden and leveraging on administrative data.</i>

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Data for 2009 are preliminary.

Figures may not add up to the total due to rounding.

Industries are classified according to the Singapore Standard Industrial Classification (SSIC) 2010.

Notations Used in Tables

- *Nil or Negligible*
- .. *Not Applicable*
- nec *Not Elsewhere Classified*

PART I
SUMMARY FINDINGS

Key Indicators

		<u>2009</u>	<u>2008</u>
Establishments	↓ 5.8 %	131,329	139,361
Employment	↑ 1.0 %	1,283,405	1,270,924
Operating Receipts	↓ 14.6 %	\$1,409.5 bil	\$1,650.5 bil
Operating Expenditure	↓ 14.8 %	\$1,366.2 bil	\$1,603.5 bil
Operating Surplus	↓ 0.8 %	\$65.4 bil	\$65.9 bil
Value Added	↓ 0.2 %	\$128.1 bil	\$128.4 bil

In 2009, the services sector¹ comprised 131,300 establishments and employed a total of 1,283,400 workers, or an average of 10 workers per establishment.

I. ECONOMIC PERFORMANCE

Total operating receipts of the services sector was \$1,409.85 billion in 2009, lower than the \$1,650.5 billion registered in 2008. The decrease of 14.6 per cent was largely attributed by the wholesale & retail trade industry. Correspondingly, operating receipts per establishment decreased 9.4 per cent during the same period.

Total operating expenditure incurred was \$1,366.2 billion in 2009, 14.8 per cent lower than the previous year's total of \$1,603.5 billion.

Total operating surplus decreased 0.8 per cent, from \$65.9 billion in 2008 to \$65.4 billion in 2009. The decrease was mainly due to lower operating surplus recorded by transport & storage in 2009. On a per establishment basis, operating surplus increased 5.3 per cent to \$498,300 in 2009.

Total value added of the sector declined by 0.2 per cent to \$128.1 billion in 2009. Value added per establishment went up 5.9 per cent to \$975,800 in 2009.

II. MAIN ACTIVITIES IN SERVICES

The services sector comprises the following main industries:

Abbreviations used
in charts and tables

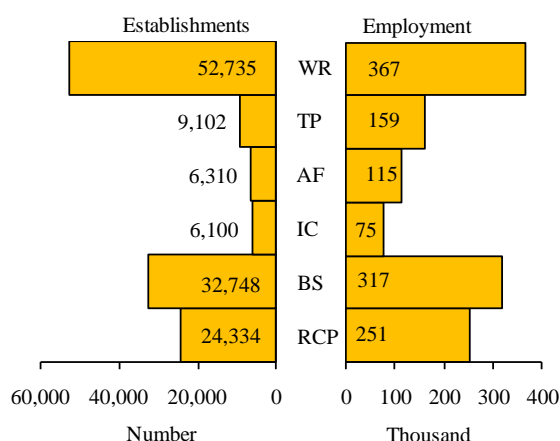
- Wholesale and Retail Trade WR
- Accommodation and Food & Beverage Services AF
- Transport and Storage TP
- Information and Communications IC
- Business Services BS
- Recreation, Community and Personal Services² RCP

Majority (40.2 per cent) of the establishments in the services sector were engaged in wholesale & retail trade. As the largest employer, they engaged 28.6 per cent of the services sector's total workforce (Chart 1). However, their average employment size of 7 workers per establishment was lower than the sectoral average of 10 workers.

¹ Exclude all financial & insurance activities. Detailed list of services activities covered in the sector is provided in the Appendix II.

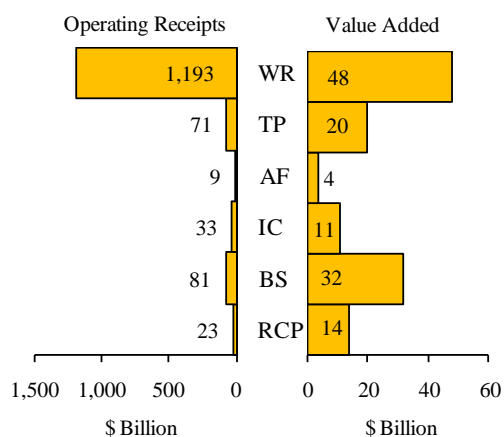
² Exclude public administration activities.

Chart 1 – Establishments and Employment, 2009



On the other hand, accommodation and food & beverage services hired an average of 18 workers per establishment, the highest among the services industries. This was followed by transport & storage with an average of 17 workers per establishment.

Chart 2 – Operating Receipts and Value Added, 2009



In terms of operating receipts, wholesale & retail trade was the largest contributor, accounting for 84.6 per cent of the total operating receipts generated by the services sector (Chart 2). Its share of the total value added, however, was smaller at 37.2 per cent. This was due to the industry's high operating expenditure.

Despite contributing only 5-6 per cent to total operating receipts, business services and transport & storage accounted for significant value added shares of 25.0 per cent and 15.5 per cent respectively to total value added.

Due to the diverse nature of services activities, the major business costs of the various services industries were different.

Table 1 : Main Business Costs of Services Sector by Activity, 2009

Industry	Cost Type and % Share			
	1 st	2 nd	3 rd	4 th
WR	Pur_sale 94.5	Rem 1.6	Freight 0.9	Rental 0.5
TP	Charter 20.4	Cargo 17.2	Fuels 14.8	Rem 12.1
AF	Rem 30.0	Pur_f&b 26.2	Rental 13.5	Dep 5.6
IC	Pur 19.9	Rem 19.3	Royalties 16.3	Agency 9.3
BS	Subcontract 25.4	Rem 23.3	Pur 14.1	Profess 5.6
RCP	Rem 42.2	Pur 12.9	Dep 7.2	Rental 5.0

Notations

Agency : Commission and agency fees
 Cargo : Cargo handling, airport & port charges
 Charter : Charter fees
 Dep : Depreciation
 Freight : Freight charges
 Fuels : Fuel diesel & lubricating oil
 Loss Inv : Loss on investment
 Profess : Professional & business services
 Pur : Purchases of goods & materials
 Pur_f&b : Purchases of food & beverages for sale
 Pur_sale : Purchases of goods & materials for sale
 Rem : Remuneration
 Rental : Renting of offices, shops & other premises
 Royalties : Royalties and franchise fees
 Subcontract : Subcontract charges / work given out

For wholesale & retail trade firms, a significant amount (94.5 per cent) of their operating expenditure was spent on purchases of goods for resale in 2009 (Table 1). Remuneration was the top expense item for accommodation and food & beverage services, making up 30.0 per cent of their total operating expenditure. The

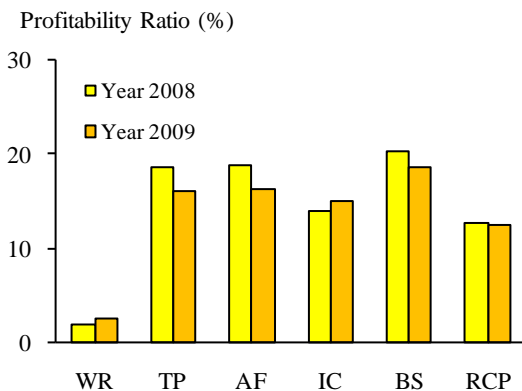
main expense item (20.4 per cent) for transport & storage firms was the charter fees.

Remuneration ranked as one of the top four business costs for all the services industries in 2009. Recreation, community & personal services had the highest remuneration share of 42.2 per cent among the services industries.

III. KEY PERFORMANCE RATIOS

Profitability Ratio* of the services sector was 4.6 per cent in 2009, higher than the 3.9 per cent registered in 2008. All the services industries attained double-digit profitability ratios, except for wholesale & retail trade which recorded a ratio of 2.5 per cent. The subsector had a relatively larger base in operating receipts (Chart 3).

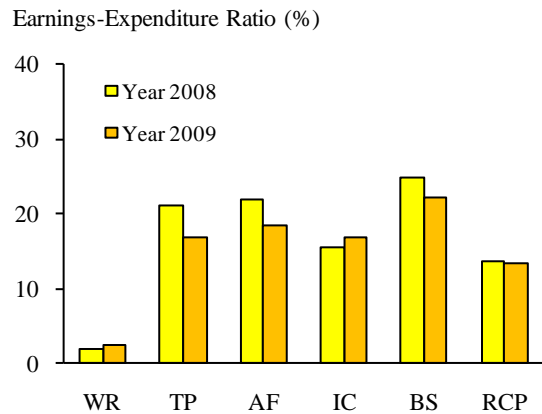
Chart 3 – Profitability Ratio*, 2008 & 2009



*Exclude non-profit organisations

Earnings-Expenditure Ratio* of the services sector was 4.7 per cent in 2009. Business services recorded the highest earnings-expenditure ratios, while wholesale & retail trade registered the lowest ratio (Chart 4).

Chart 4 – Earnings-Expenditure Ratio*, 2008 & 2009



*Exclude non-profit organisations

Average Annual Remuneration per Employee was \$50,100 for employees in the services sector in 2009. The highest paid employees were those working in information & communications, with average remuneration of \$75,900 (Table 2). Employees working in accommodation and food & beverage services received the lowest average remuneration of \$20,900 due to a relatively larger base of part-time workers.

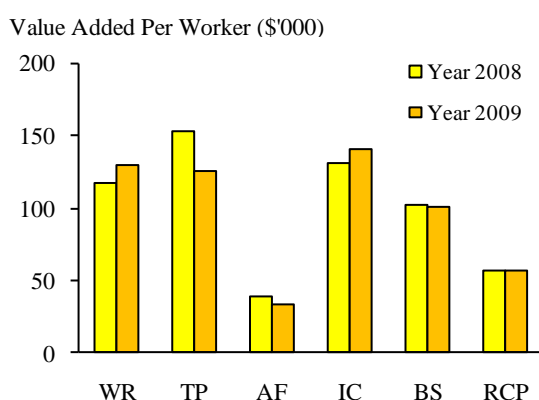
Table 2 : Average Annual Remuneration per Employee, 2008 & 2009

Industry	2008 (\$'000)	2009 (\$'000)	Change (%)
WR	52.4	53.6	2.3
TP	52.4	52.7	0.6
AF	21.8	20.9	-4.1
IC	71.2	75.9	6.6
BS	52.1	53.1	1.9
RCP	45.4	45.4	0.0

Value Added per Worker of the services sector decreased from \$101,000 in 2008 to \$99,900 in 2009. The highest value added per worker of \$140,600 was recorded by information & communications (Chart 5). On the other hand, accommodation and food & beverage services continued to record the lowest value added per worker in 2009.

Firms with 100 workers & more made up only 1.2 per cent of the total number of firms in the sector. Nevertheless, they were the biggest employer, employing 46.4 per cent of all workers. They also accounted for a significant share (40.7 per cent) of the total operating receipts.

Chart 5 – Value Added per Worker, 2008 & 2009



IV. PERFORMANCE BY FIRM SIZE

Firms with less than 10 workers accounted for the majority (85.2 per cent) of firms in the services sector. However, their contribution to the sector's total operating receipts and employment was only 16.8 per cent and 21.5 per cent respectively (Table 3).

Table 3 : Establishments, Operating Receipts & Employment by Firm Size, 2009

Employment Size	Establishments (Number)	Operating Receipts (\$ Million)	Employment ('000)
Less than 10	111,946	237,371	275.3
10 – 99	17,751	598,210	412.8
100 & above	1,632	573,967	595.3

Summary Tables

Key Indicators of The Services Sector, 2007-2009

Industry	Establishments (Number)			Employment (Number)			Operating Receipts (\$ Million)		
	2007	2008	2009	2007	2008	2009	2007	2008	2009
Total Services	130,465	139,361	131,329	1,197,275	1,270,924	1,283,405	1,467,869	1,650,480	1,409,548
WR	54,392	55,762	52,735	353,849	374,546	367,291	1,268,587	1,426,965	1,193,045
TP	9,027	9,718	9,102	151,359	159,037	158,537	72,034	84,812	71,433
AF	5,575	6,160	6,310	106,610	113,460	115,056	8,709	9,581	8,917
IC	5,940	6,731	6,100	66,863	73,486	74,795	29,053	30,926	32,522
BS	31,698	34,974	32,748	296,120	317,820	316,666	69,801	76,761	80,593
RCP	23,833	26,016	24,334	222,474	232,575	251,059	19,686	21,435	23,038

Industry	Operating Expenditure (\$ Million)			Operating Surplus (\$ Million)			Value Added (\$ Million)		
	2007	2008	2009	2007	2008	2009	2007	2008	2009
Total Services	1,416,957	1,603,525	1,366,177	68,656	65,932	65,435	127,023	128,368	128,149
WR	1,239,185	1,403,495	1,165,883	31,175	25,253	29,235	48,832	44,076	47,719
TP	61,360	74,561	67,710	15,435	15,807	11,452	23,826	24,401	19,897
AF	7,480	8,213	7,910	1,620	1,807	1,448	3,941	4,359	3,860
IC	26,146	27,798	28,952	4,110	4,335	4,877	8,856	9,618	10,513
BS	60,092	64,954	69,709	13,465	15,629	15,121	29,199	32,638	31,975
RCP	22,693	24,504	26,012	2,851	3,100	3,301	12,368	13,277	14,185

Key Indicators of The Services Sector by Employment Size of Firm, 2009

Employment Size	Establishments (Number)	Employment (Number)	Operating Receipts (\$ Million)
All Categories	131,329	1,283,405	1,409,548
Less than 10 persons	111,946	275,337	237,371
10 to 99 persons	17,751	412,756	598,210
100 to 199 persons	908	125,770	139,631
200 persons & above	723	469,543	434,336

Employment Size	Operating Expenditure (\$ Million)	Operating Surplus (\$ Million)	Value Added (\$ Million)
All Categories	1,366,177	65,435	128,149
Less than 10 persons	226,666	15,195	24,680
10 to 99 persons	583,100	18,895	36,677
100 to 199 persons	137,027	4,712	11,852
200 persons & above	419,384	26,632	54,939

Key Indicators of The Services Sector by Size of Operating Receipts of Firm, 2009

Size of Operating Receipts	Establishments (Number)	Employment (Number)	Operating Receipts (\$ Million)
All Categories	131,329	1,283,405	1,409,548
Less than \$50,000	23,400	34,398	495
\$50,000 to \$199,999	33,249	59,896	3,727
\$200,000 to \$999,999	45,135	227,334	21,950
\$1,000,000 to \$4,999,999	19,952	237,437	44,833
\$5,000,000 & above	9,593	724,341	1,338,543

Size of Operating Receipts	Operating Expenditure (\$ Million)	Operating Surplus (\$ Million)	Value Added (\$ Million)
All Categories	1,366,177	65,435	128,149
Less than \$50,000	1,474	-376	132
\$50,000 to \$199,999	3,522	539	1,534
\$200,000 to \$999,999	21,465	1,728	7,487
\$1,000,000 to \$4,999,999	43,214	4,178	12,871
\$5,000,000 & above	1,296,502	59,366	106,125

Number of Establishments by Firm Size and Activity, 2009

Industry	Less than 10 persons	10 to 99 persons	100 to 199 persons	200 persons & above
Total Services	111,946	17,751	908	723
WR	45,087	7,267	255	126
TP	7,789	1,107	101	105
AF	3,435	2,750	65	60
IC	5,368	621	53	59
BS	29,608	2,609	263	269
RCP	20,660	3,398	172	104

Note :

- 1 Data for 2009 are preliminary.
- 2 Figures may not add up to the total due to rounding.
- 3 Industries are classified according to the Singapore Standard Industrial Classification (SSIC) 2010.

PART II
TECHNICAL NOTES

Objective

The data presented in this report were compiled from the results of the Survey of Services, 2009. The objective of the survey was to gather information on the services sector for studying the structure and performance of various activities in the sector. The data are also used for the compilation of national accounts, input-output tables and other related studies. In addition, the results are used by policy makers, economic planners, academicians, the business community and other interested users in their work.

Legal Authority

The survey is conducted under the Statistics Act (Chapter 317), which makes the submission of returns mandatory. Individual returns received are kept in confidence in accordance with the Statistics Act.

Scope and Coverage

The coverage included all establishments and statutory boards engaged in wholesale trade, retail trade, transport & storage, accommodation services, food & beverage services, information & communications services, business services and recreation, community & personal services. Establishments engaged in financial and insurance services were excluded. Please refer to Appendix II for the list of activities covered. Government ministries and departments, foreign missions, taxi drivers, independent artistes and other individual self-employed persons not normally regarded as establishments were outside the scope of the survey. Hawkers and stall-holders which were not registered with the Accounting & Corporate Regulatory Authority (ACRA) were also excluded for practical reasons.

Sample Selection

The sampling frame is based on the list of 'live' establishments obtained from the Department's establishment database. The database is updated regularly using information obtained from administrative and survey sources.

The sampling method for the survey was based on stratified random sampling. All establishments in the sampling frame were first stratified by activity and within each activity, establishments were stratified by operating receipts into three size strata (large, medium and small). All establishments in the large size stratum were selected with certainty whereas the firms in the medium and small size strata were selected using simple random sampling without replacement. The Lavallée and Hidioglou method was used to determine the size stratum boundaries and sample sizes that minimize the total sample size required to achieve the target level of precision of estimation.

Data Collection

The survey was primarily conducted by mail inquiry. Respondents were given a month to complete and submit their returns. A reminder was sent to establishments which failed to respond without reasonable explanations. A second reminder was sent to establishments which did not respond to the first reminder.

A generalised survey system was used in the survey. The system supports multiple modes of data collection via mail and internet. Secured transmission of statistical information via the internet was enabled through a service known as E-Survey. Queries or clarifications with respondents on omissions and inconsistencies were conducted through telephone or email.

Response

The mailing list for the survey comprised 24,099 establishments. At the close of the survey, 4,817 establishments were excluded from the survey for one reason or another. Such cases included those that were dormant, untraceable or had not started business operations yet. Some had ceased operations or were engaged in activities that were outside the coverage of the survey. For final tabulation and analysis, returns from 19,282 establishments were used.

Data Processing

The Department captured the data of completed returns received via mail using either Intelligent Character Recognition (ICR) scanning or conventional data entry. For completed forms that were suitable for ICR-scanning, data were automatically recognised and verified before being captured into the database. Data entry was then used to capture data for the remaining forms that could not be scanned. Data submitted via internet were captured directly into the database. All data of completed returns were first manually scrutinised and edited before they were coded and processed by computer. The data were then computer-edited for code validity, completeness and consistency in order to detect the less obvious errors and inconsistencies that had escaped manual detection or had occurred during the data entry phase. The erroneous data were amended and re-processed. Tabulation was carried out only after all records had passed the computer editing.

Estimation Method

Stratified (Horvitz-Thompson) estimator was used to estimate the population totals. For non-response cases, imputation was performed.

Enumeration Unit

The enumeration or reporting unit used in the survey is the 'establishment'. An establishment is defined as a business or organisation unit engaged in one activity and operating in a single location. Thus, for a multi-activity firm or organisation, units engaged in separate activities in the same location constitute distinct establishments. Similarly, each branch of a multi-branch organisation at a different location is conceptually a different establishment.

Year of Reference

The period of reference is the calendar year 2009. However, for establishments whose accounting year differed from the calendar year, they were asked to report according to the accounting or financial year covering the major part of 2009.

Type of Business Activity

Type of business activity refers to the principal activity undertaken by the establishment. The principal activity is defined as the one in which the establishment devotes most of its resources or from which it derives most of its income. The classification of the principal activity of the establishment is based on the "Singapore Standard Industrial Classification, 2010".

Type of Legal Organisation

The type of legal organisation refers to that of the enterprise rather than the establishment which is a statistical unit and not a legal entity. In a multi-establishment or multi-branch organisation, the legal status of each establishment or branch follows that of the enterprise or its head office. The types of legal organisation include sole-proprietorship, partnership, private limited company, limited liability partnership, society and others.

DEFINITION OF TERMS

Area of Premises This refers to the area occupied by the establishment for business purposes only. It did not include the area of open spaces, car parks, staff accommodation and unoccupied premises.

Capital Expenditure This refers to purchases of fixed assets and cost of alteration and major repairs to fixed assets during the year.

Cost of Purchases Sold	This refers to total purchases of goods for resale adjusted for changes in stocks. This is primarily applicable to industries engaged in wholesale and retail trade, accommodation services and food and beverage services.
Depreciation	This refers to the value, at current replacement cost, of reproducible fixed assets such as buildings, plants and machinery used during a period of time as a result of normal wear and tear, foreseen obsolescence and the normal rate of accidental damage.
Earnings-Expenditure Ratio	This is defined as the ratio of operating surplus to operating expenditure.
Employment	<p>Employment covers all persons engaged by the establishment as at 30 June 2009 or date nearest to it if the establishment was not in operation on that day. It includes those temporarily away on leave. For water and air transport firms operating vessels and aircraft respectively, crew on board vessels and aircraft are also included. Persons engaged are classified under the following categories –</p> <p><i>(i) Paid Employees</i></p> <p>Paid employees refer to workers on the payroll of the establishment and they include those on fixed remuneration, piece rate, and commission, as well as those engaged on contract and paid directly by the establishment. Paid employees are further categorised into full-time and part-time on the basis of whether or not they work more than 30 hours in a normal week.</p> <p><i>(ii) Working Directors</i></p> <p>Working directors refer to those who are actively engaged in running the business of the establishment.</p> <p><i>(iii) Working Proprietors/Partners</i></p> <p>Working proprietors or partners refer only to those who are actively engaged in running the business of the establishment.</p> <p><i>(iv) Unpaid Family Workers</i></p> <p>Unpaid family workers refer to relatives of proprietors or partners, who work in the establishment without receiving a fixed amount of remuneration.</p>

Expenditure This item refers to the amount paid and payable for the purchase of goods and services during the reference year except capital expenditure. It comprises two broad components - operating and other expenditure.

(i) Operating Expenditure

This refers to all current expenditure (except capital expenditure) incurred by the establishment in its business, with adjustment for changes in stocks. It includes remuneration, purchases, indirect taxes, work given out, rental and maintenance of machinery and equipment, legal, accounting and other professional services, rental and maintenance of premises, depreciation, transport and travelling, utilities, advertisement, entertainment, stationery and printing, postage and telecommunications, fuel and lubricants, cargo handling expenses, port charges, charter fees and other general expenses that are connected with the establishment's operation. For local branches of foreign airlines and foreign shipping lines, operating expenditure refers only to expenses incurred by the branch offices in providing support services to their head offices (ie foreign airlines and foreign shipping lines) and expenses paid by them on behalf of their head offices.

(ii) Other expenditure

This comprises non-operating expenditure such as bad debts written off, donations, fines, forfeitures, losses on sale of fixed assets and interest paid.

Fixed Assets Fixed assets refer to all physical assets owned by the establishment. They include land, building & structure; transport equipment; telecommunications equipment; computers & peripheral equipment; other machinery & equipment and furniture & fittings. Value of fixed assets as at beginning and end of 2009 was based on net book value. Purchases, alterations and major repairs or "capital expenditure" during the year are valued at actual costs incurred. Value of assets sold during the year refers to their book value and not the amount realised.

Gross Receipts Gross receipts covers both the amount received and receivable for services rendered and other transactions made during the reference year. It comprises two broad components - operating and other receipts.

(i) Operating Receipts

This refers to income earned from business operations, i.e. income from services rendered, sale of goods, commission fees and rental of premises,

machinery and equipment. For local branches of foreign airlines and foreign shipping lines, operating receipts refers to the reimbursement from their head offices for the operating expenditure they incurred.

(ii) Other Receipts

This comprises non-operating income such as gains from sale of fixed assets, donations, grants/subsidies, subscriptions, interest, dividends, and other investment income.

Operating Surplus

This refers to the amount of operating receipts less operating expenditure (current and development) plus depreciation of fixed assets. For non-profit organizations (i.e. entities which cannot distribute any surplus made to their shareholders) which mainly rely on funds (such as grants and donations) other than receipts from sales of goods and services rendered to cover their operating expenditure, operating surplus refers only to depreciation of fixed assets.

Profitability Ratio

Defined as the ratio of operating surplus to operating receipts. It shows the proportion of operating receipts that is converted to profits.

Remuneration

Total remuneration comprises three components, namely, wages and salaries, employers' contribution to Central Provident Fund (CPF)/pension funds and other benefits. These are reported separately for each category of persons engaged.

(i) Wages and Salaries

This refers to gross emoluments paid to employees during 2009, inclusive of commissions, bonuses, overtime pay and allowances before deduction of employees' contribution to CPF or any other deduction. For proprietors or partners, the item refers to amount paid to or withdrawn by them during the year. However, this amount is not included in the analysis and tables of the report.

(ii) Employers' Contribution to CPF/Pension Funds

This refers to the net amount contributed by employers towards their employees' CPF/pension funds. It does not include the amount paid to retired employees under company pension scheme.

(iii) Other Benefits

This comprises medical benefits, cost of food, accommodation and other benefits in kind provided by employers. Allowances given to unpaid family workers are also included here.

(iv) Directors' Fee

This item refers only to the amount paid to directors for attending board of directors' meetings. It does not include the fees paid to directors who are actively engaged in running the establishment.

Stocks

This item refers to the book value of stocks owned by the establishment and comprises merchandise, raw materials, parts and accessories for rendering services to others.

Value Added (At Basic Price)

This comprises the value of operating surplus, remuneration and taxes (and subsidies) on production. The impact of taxes including Goods & Services Tax (and subsidies) on products is removed.

PART III
STATISTICAL TABLES

TABLE 1 KEY INDICATORS BY INDUSTRY GROUP, 2004 - 2009

YEAR	ESTABLISHMENTS	EMPLOYMENT	REMUNERATION	OPERATING RECEIPTS	OPERATING EXPENDITURE	OPERATING SURPLUS	VALUE ADDED
	NUMBER		MILLION DOLLARS				
	TOTAL ¹						
2004	130,629	975,179	40,616	844,048	817,219	43,264	85,246
2005	129,613	1,054,680	44,525	1,049,633	1,017,136	49,293	95,498
2006	129,735	1,128,053	49,737	1,229,103	1,189,562	56,011	107,532
2007	130,465	1,197,275	56,376	1,467,869	1,416,957	68,656	127,023
2008	139,361	1,270,924	60,087	1,650,480	1,603,525	65,932	128,368
2009	131,329	1,283,405	61,904	1,409,548	1,366,177	65,435	128,149
WHOLESALE TRADE							
2004	35,227	200,209	10,393	673,961	661,838	13,441	23,978
2005	36,093	216,426	11,393	859,708	842,713	18,427	30,000
2006	35,359	234,782	12,933	1,022,674	1,001,056	23,043	36,157
2007	34,900	245,277	14,852	1,229,479	1,202,014	28,956	44,004
2008	35,609	259,803	15,749	1,386,377	1,364,783	23,050	39,034
2009	33,630	252,421	15,824	1,154,870	1,129,610	27,022	42,772
RETAIL TRADE							
2004	20,178	97,666	1,969	32,452	31,016	1,681	3,701
2005	19,758	104,284	2,198	35,990	34,331	1,933	4,192
2006	19,893	106,985	2,398	37,298	35,547	2,021	4,483
2007	19,492	108,572	2,538	39,108	37,172	2,219	4,828
2008	20,153	114,744	2,747	40,589	38,713	2,204	5,042
2009	19,105	114,871	2,730	38,175	36,272	2,213	4,947

TABLE 1 KEY INDICATORS BY INDUSTRY GROUP, 2004 - 2009 - CONTINUED

YEAR	ESTABLISHMENTS	EMPLOYMENT	REMUNERATION	OPERATING RECEIPTS	OPERATING EXPENDITURE	OPERATING SURPLUS	VALUE ADDED
	NUMBER		MILLION DOLLARS				
TRANSPORT & STORAGE SERVICES							
2004	9,463	130,170	6,234	49,744	42,099	11,681	18,258
2005	8,955	136,584	6,747	58,521	49,616	12,617	19,770
2006	9,190	142,687	7,277	62,947	54,937	12,120	19,858
2007	9,027	151,359	7,924	72,034	61,360	15,435	23,826
2008	9,718	159,037	8,102	84,812	74,561	15,807	24,401
2009	9,102	158,537	8,193	71,433	67,710	11,452	19,897
ACCOMMODATION SERVICES							
2004	246	25,203	690	2,297	1,954	565	1,289
2005	252	25,780	726	2,610	2,117	737	1,503
2006	277	26,239	778	3,037	2,328	965	1,786
2007	289	28,284	859	3,590	2,568	1,257	2,168
2008	306	29,908	944	4,011	2,862	1,412	2,428
2009	318	28,281	861	3,308	2,545	1,035	1,926
FOOD & BEVERAGE SERVICES							
2004	4,514	66,083	1,005	4,011	3,888	259	1,293
2005	4,487	70,439	1,119	4,335	4,178	296	1,440
2006	4,927	75,000	1,246	4,646	4,464	323	1,601
2007	5,286	78,326	1,377	5,118	4,912	363	1,773
2008	5,854	83,552	1,495	5,571	5,351	394	1,930
2009	5,992	86,775	1,514	5,609	5,365	413	1,934

TABLE 1 KEY INDICATORS BY INDUSTRY GROUP, 2004 - 2009 - CONTINUED

YEAR	ESTABLISHMENTS	EMPLOYMENT	REMUNERATION	OPERATING RECEIPTS	OPERATING EXPENDITURE	OPERATING SURPLUS	VALUE ADDED
	NUMBER		MILLION DOLLARS				
	INFORMATION & COMMUNICATIONS SERVICES						
2004	5,829	53,765	3,382	22,054	19,475	3,929	7,410
2005	5,739	57,482	3,801	24,109	21,355	3,968	7,870
2006	5,865	61,794	4,166	26,354	23,418	4,104	8,402
2007	5,940	66,863	4,626	29,053	26,146	4,110	8,856
2008	6,731	73,486	5,124	30,926	27,798	4,335	9,618
2009	6,100	74,795	5,575	32,522	28,952	4,877	10,513
	BUSINESS SERVICES						
2004	31,649	211,606	9,663	45,070	39,117	8,936	19,157
2005	31,078	238,081	10,791	48,826	43,775	8,258	19,803
2006	30,921	268,231	12,499	54,273	47,259	10,514	23,755
2007	31,698	296,120	14,825	69,801	60,092	13,465	29,199
2008	34,974	317,820	15,904	76,761	64,954	15,629	32,638
2009	32,748	316,666	16,225	80,593	69,709	15,121	31,975
	RECREATION, COMMUNITY & PERSONAL SERVICES ²						
2004	23,523	190,478	7,281	14,459	17,832	2,773	10,160
2005	23,249	205,603	7,750	15,535	19,051	3,058	10,919
2006	23,302	212,334	8,440	17,873	20,551	2,922	11,488
2007	23,833	222,474	9,376	19,686	22,693	2,851	12,368
2008	26,016	232,575	10,022	21,435	24,504	3,100	13,277
2009	24,334	251,059	10,984	23,038	26,012	3,301	14,185

¹ Exclude all financial & insurance activities

² Exclude public administration activities

Notes :

Non-profit organisations are included in the respective services industries

Industries are classified according to the Singapore Standard Classification (SSIC) 2010.

TABLE 2 KEY INDICATORS BY INDUSTRY, 2009

INDUSTRY	ESTABLISHMENTS	EMPLOYMENT	GROSS RECEIPTS			OPERATING EXPENDITURE				OPERATING SURPLUS	VALUE ADDED	FIXED ASSETS AS AT END 2009
			TOTAL	OPERATING RECEIPTS	OTHER RECEIPTS	TOTAL	PURCHASES OF GOODS FOR RESALE & OWN USE	REMUNERATION	OTHERS ¹			
	NUMBER	MILLION DOLLARS										
TOTAL	131,329	1,283,405	1,466,690	1,409,548	57,141	1,366,177	1,126,287	61,904	177,986	65,435	128,149	270,320
WHOLESALE TRADE	33,630	252,421	1,171,561	1,154,870	16,691	1,129,610	1,077,385	15,824	36,401	27,022	42,772	15,510
RETAIL TRADE	19,105	114,871	38,519	38,175	344	36,272	26,473	2,730	7,070	2,213	4,947	3,005
TRANSPORT & STORAGE SERVICES	9,102	158,537	77,632	71,433	6,199	67,710	1,172	8,193	58,346	11,452	19,897	67,530
ACCOMMODATION SERVICES	318	28,281	3,565	3,308	257	2,545	383	861	1,301	1,035	1,926	7,495
FOOD & BEVERAGE SERVICES	5,992	86,775	5,698	5,609	89	5,365	1,918	1,514	1,933	413	1,934	750
INFORMATION & COMMUNICATIONS SERVICES	6,100	74,795	34,740	32,522	2,217	28,952	5,759	5,575	17,619	4,877	10,513	5,826
BUSINESS SERVICES	32,748	316,666	103,036	80,593	22,443	69,709	9,844	16,225	43,640	15,121	31,975	144,747
RECREATION, COMMUNITY & PERSONAL SERVICES	24,334	251,059	31,939	23,038	8,901	26,012	3,353	10,984	11,676	3,301	14,185	25,457

¹ Include adjustment for changes in stocks.

TABLE 3 KEY INDICATORS BY INDUSTRY GROUP AND LEGAL ORGANISATION, 2009

INDUSTRY/LEGAL ORGANISATION	ESTABLISHMENTS	EMPLOYMENT	GROSS RECEIPTS			OPERATING EXPENDITURE				OPERATING SURPLUS	VALUE ADDED
			TOTAL	OPERATING RECEIPTS	OTHER RECEIPTS	TOTAL	PURCHASES OF GOODS FOR RESALE & OWN USE	REMUNERATION	OTHERS ¹		
	NUMBER		THOUSAND DOLLARS								
TOTAL	131,329	1,283,405	1,466,689,622	1,409,548,423	57,141,198	1,366,176,809	1,126,286,643	61,904,294	177,985,871	65,435,321	128,148,551
Sole Proprietorship/Partnership/Others	58,765	237,389	50,136,605	39,096,097	11,040,509	38,675,836	16,159,271	6,396,447	16,120,118	6,765,044	13,513,384
Company ²	72,564	1,046,016	1,416,553,016	1,370,452,327	46,100,690	1,327,500,973	1,110,127,372	55,507,847	161,865,754	58,670,277	114,635,167
WHOLESALE TRADE	33,630	252,421	1,171,560,941	1,154,870,216	16,690,725	1,129,610,420	1,077,384,897	15,824,030	36,401,494	27,022,271	42,772,296
Sole Proprietorship/Partnership/Others	10,266	24,760	9,232,672	9,170,902	61,770	8,608,806	7,633,652	366,424	608,730	621,616	989,891
Company ²	23,364	227,661	1,162,328,269	1,145,699,315	16,628,955	1,121,001,615	1,069,751,244	15,457,606	35,792,764	26,400,655	41,782,405
RETAIL TRADE	19,105	114,871	38,519,410	38,174,983	344,427	36,272,102	26,472,532	2,729,683	7,069,887	2,213,119	4,946,915
Sole Proprietorship/Partnership/Others	11,018	36,499	6,981,494	6,945,036	36,459	6,394,566	5,254,704	423,973	715,889	574,087	1,002,411
Company ²	8,087	78,372	31,537,915	31,229,947	307,968	29,877,536	21,217,828	2,305,710	6,353,998	1,639,031	3,944,503
TRANSPORT & STORAGE SERVICES	9,102	158,537	77,631,840	71,432,634	6,199,206	67,710,500	1,172,087	8,192,752	58,345,661	11,452,206	19,897,498
Sole Proprietorship/Partnership/Others	3,909	8,273	1,031,795	953,678	78,117	679,003	18,365	146,796	513,841	329,158	506,651
Company ²	5,193	150,265	76,600,045	70,478,956	6,121,089	67,031,497	1,153,722	8,045,955	57,831,820	11,123,048	19,390,848
ACCOMMODATION SERVICES	318	28,281	3,564,590	3,307,728	256,863	2,544,835	382,785	860,576	1,301,474	1,034,970	1,926,354
Sole Proprietorship/Partnership/Others	56	757	77,174	74,043	3,130	58,132	6,554	18,760	32,818	21,382	40,351
Company ²	262	27,524	3,487,417	3,233,685	253,732	2,486,703	376,230	841,816	1,268,657	1,013,588	1,886,003

TABLE 3 KEY INDICATORS BY INDUSTRY GROUP AND LEGAL ORGANISATION, 2009 - CONTINUED

INDUSTRY/LEGAL ORGANISATION	ESTABLISHMENTS	EMPLOYMENT	GROSS RECEIPTS			OPERATING EXPENDITURE				OPERATING SURPLUS	VALUE ADDED
			TOTAL	OPERATING RECEIPTS	OTHER RECEIPTS	TOTAL	PURCHASES OF GOODS FOR RESALE & OWN USE	REMUNERATION	OTHERS ¹		
	NUMBER	THOUSAND DOLLARS									
FOOD & BEVERAGE SERVICES	5,992	86,775	5,697,923	5,609,054	88,868	5,365,489	1,918,351	1,513,681	1,933,457	412,589	1,933,584
Sole Proprietorship/Partnership/Others	1,916	14,826	749,599	742,972	6,627	688,855	314,211	189,815	184,829	57,674	251,481
Company ²	4,076	71,950	4,948,324	4,866,082	82,241	4,676,634	1,604,140	1,323,866	1,748,627	354,915	1,682,103
INFORMATION & COMMUNICATIONS SERVICES	6,100	74,795	34,739,503	32,522,302	2,217,201	28,952,192	5,758,917	5,574,602	17,618,674	4,877,394	10,512,728
Sole Proprietorship/Partnership/Others	1,246	1,977	393,308	274,528	118,780	309,453	28,561	49,688	231,205	-18,109	39,765
Company ²	4,855	72,818	34,346,195	32,247,774	2,098,421	28,642,739	5,730,356	5,524,914	17,387,469	4,895,503	10,472,963
BUSINESS SERVICES	32,748	316,666	103,036,461	80,593,119	22,443,342	69,708,923	9,844,270	16,224,989	43,639,664	15,121,498	31,974,603
Sole Proprietorship/Partnership/Others	13,841	49,003	20,872,587	15,689,255	5,183,332	13,321,569	1,941,989	1,587,097	9,792,483	3,821,922	5,717,744
Company ²	18,907	267,662	82,163,874	64,903,864	17,260,010	56,387,354	7,902,281	14,637,892	33,847,181	11,299,576	26,256,859
RECREATION, COMMUNITY & PERSONAL SERVICES	24,334	251,059	31,938,954	23,038,387	8,900,567	26,012,346	3,352,804	10,983,981	11,675,561	3,301,274	14,184,573
Sole Proprietorship/Partnership/Others	16,513	101,295	10,797,976	5,245,682	5,552,294	8,615,452	961,235	3,613,895	4,040,323	1,357,313	4,965,089
Company ²	7,821	149,765	21,140,978	17,792,705	3,348,273	17,396,894	2,391,570	7,370,086	7,635,238	1,943,962	9,219,484

¹ Include adjustment for changes in stocks.

² Include local branches of foreign companies and limited liability partnership (LLP).

TABLE 4 SELECTED AVERAGES PER ESTABLISHMENT BY INDUSTRY, 2009

INDUSTRY	EMPLOYMENT	OPERATING RECEIPTS	OPERATING EXPENDITURE	REMUNERATION	OPERATING SURPLUS	VALUE ADDED	FIXED ASSETS AS AT END 2009	CAPITAL EXPENDITURE
	NUMBER	THOUSAND DOLLARS						
TOTAL	10	10,733	10,403	471	498	976	2,058	330
WHOLESALE TRADE	8	34,340	33,589	471	804	1,272	461	84
RETAIL TRADE	6	1,998	1,899	143	116	259	157	34
TRANSPORT & STORAGE SERVICES	17	7,848	7,439	900	1,258	2,186	7,419	1,770
ACCOMMODATION SERVICES	89	10,402	8,003	2,706	3,255	6,058	23,569	919
FOOD & BEVERAGE SERVICES	14	936	895	253	69	323	125	42
INFORMATION & COMMUNICATIONS SERVICES	12	5,332	4,746	914	800	1,723	955	235
BUSINESS SERVICES	10	2,461	2,129	495	462	976	4,420	493
RECREATION, COMMUNITY & PERSONAL SERVICES	10	947	1,069	451	136	583	1,046	232

TABLE 5 SELECTED AVERAGES AND RATIOS BY INDUSTRY, 2009

INDUSTRY	REMUNERATION PER EMPLOYEE	OPERATING SURPLUS TO OPERATING RECEIPTS	OPERATING SURPLUS TO VALUE ADDED	REMUNERATION TO VALUE ADDED	REMUNERATION TO OPERATING EXPENDITURE	OPERATING EXPENDITURE TO OPERATING RECEIPTS
	THOUSAND DOLLARS	PER CENT				
TOTAL	50	5	51	48	5	97
WHOLESALE TRADE	65	2	63	37	1	98
RETAIL TRADE	26	6	45	55	8	95
TRANSPORT & STORAGE SERVICES	53	16	58	41	12	95
ACCOMMODATION SERVICES	30	31	54	45	34	77
FOOD & BEVERAGE SERVICES	18	7	21	78	28	96
INFORMATION & COMMUNICATIONS SERVICES	76	15	46	53	19	89
BUSINESS SERVICES	53	19	47	51	23	86
RECREATION, COMMUNITY & PERSONAL SERVICES	45	14	23	77	42	113

TABLE 6 ESTABLISHMENTS BY INDUSTRY AND LEGAL ORGANISATION, 2009

INDUSTRY	NUMBER		
	ALL CATEGORIES	SOLE PROPRIETORSHIP/ PARTNERSHIP/OTHERS	COMPANY ¹
TOTAL	131,329	58,765	72,564
WHOLESALE TRADE	33,630	10,266	23,364
RETAIL TRADE	19,105	11,018	8,087
TRANSPORT & STORAGE SERVICES	9,102	3,909	5,193
ACCOMMODATION SERVICES	318	56	262
FOOD & BEVERAGE SERVICES	5,992	1,916	4,076
INFORMATION & COMMUNICATIONS SERVICES	6,100	1,246	4,855
BUSINESS SERVICES	32,748	13,841	18,907
RECREATION, COMMUNITY & PERSONAL SERVICES	24,334	16,513	7,821

¹ Include local branches of foreign companies and limited liability partnership (LLP).

TABLE 7 ESTABLISHMENTS BY INDUSTRY AND EMPLOYMENT SIZE, 2009

INDUSTRY	NUMBER				
	ALL CATEGORIES	LESS THAN 10 PERSONS	10 - 99 PERSONS	100 - 199 PERSONS	200 PERSONS & ABOVE
TOTAL	131,329	111,946	17,751	908	723
WHOLESALE TRADE	33,630	28,178	5,173	184	96
RETAIL TRADE	19,105	16,909	2,095	71	30
TRANSPORT & STORAGE SERVICES	9,102	7,789	1,107	101	105
ACCOMMODATION / FOOD & BEVERAGES SERVICES	6,310	3,435	2,750	65	60
INFORMATION & COMMUNICATIONS SERVICES	6,100	5,368	621	53	59
BUSINESS SERVICES	32,748	29,608	2,609	263	269
RECREATION, COMMUNITY & PERSONAL SERVICES	24,334	20,660	3,398	172	104

TABLE 8 OPERATING RECEIPTS BY INDUSTRY AND EMPLOYMENT SIZE, 2009

THOUSAND DOLLARS

INDUSTRY	ALL CATEGORIES	LESS THAN 10 PERSONS	10 - 99 PERSONS	100 - 199 PERSONS	200 PERSONS & ABOVE
TOTAL	1,409,548,423	237,370,992	598,210,495	139,631,181	434,335,755
WHOLESALE TRADE	1,154,870,216	178,049,136	534,504,445	119,180,119	323,136,516
RETAIL TRADE	38,174,983	11,523,728	15,558,806	4,777,094	6,315,355
TRANSPORT & STORAGE SERVICES	71,432,634	9,871,960	17,331,405	5,441,007	38,788,262
ACCOMMODATION / FOOD & BEVERAGES SERVICES	8,916,782	1,279,803	3,777,056	612,219	3,247,704
INFORMATION & COMMUNICATIONS SERVICES	32,522,302	2,833,489	4,522,514	1,915,721	23,250,578
BUSINESS SERVICES	80,593,119	29,589,704	17,616,083	6,041,870	27,345,463
RECREATION, COMMUNITY & PERSONAL SERVICES	23,038,387	4,223,172	4,900,187	1,663,151	12,251,876

TABLE 9 VALUE ADDED BY INDUSTRY AND EMPLOYMENT SIZE, 2009

THOUSAND DOLLARS

INDUSTRY	ALL CATEGORIES	LESS THAN 10 PERSONS	10 - 99 PERSONS	100 - 199 PERSONS	200 PERSONS & ABOVE
TOTAL	128,148,551	24,680,479	36,677,423	11,851,898	54,938,752
WHOLESALE TRADE	42,772,296	5,936,402	18,091,713	3,966,309	14,777,871
RETAIL TRADE	4,946,915	1,636,570	2,107,536	532,232	670,576
TRANSPORT & STORAGE SERVICES	19,897,498	3,438,404	3,255,067	1,905,430	11,298,597
ACCOMMODATION / FOOD & BEVERAGES SERVICES	3,859,938	356,955	1,469,536	251,400	1,782,047
INFORMATION & COMMUNICATIONS SERVICES	10,512,728	608,822	1,720,829	725,314	7,457,765
BUSINESS SERVICES	31,974,603	10,728,247	7,098,139	2,957,385	11,190,831
RECREATION, COMMUNITY & PERSONAL SERVICES	14,184,573	1,975,078	2,934,603	1,513,827	7,761,065

TABLE 10 EMPLOYMENT BY INDUSTRY AND OCCUPATIONAL STATUS, 2009

INDUSTRY	NUMBER			
	ALL CATEGORIES	FULL-TIME EMPLOYEES ¹	PART-TIME EMPLOYEES	WORKING PROPRIETORS & PARTNERS / UNPAID FAMILY WORKERS
TOTAL	1,283,405	1,131,751	100,302	51,353
WHOLESALE TRADE	252,421	233,165	8,329	10,927
RETAIL TRADE	114,871	84,469	18,253	12,149
TRANSPORT & STORAGE SERVICES	158,537	152,822	2,346	3,369
ACCOMMODATION SERVICES	28,281	24,429	3,796	56
FOOD & BEVERAGE SERVICES	86,775	58,827	26,216	1,732
INFORMATION & COMMUNICATIONS SERVICES	74,795	71,672	1,770	1,354
BUSINESS SERVICES	316,666	291,931	13,089	11,646
RECREATION, COMMUNITY & PERSONAL SERVICES	251,059	214,435	26,504	10,120

¹ Include working directors

PART IV
APPENDICES

SAMPLING AND NON-SAMPLING ERRORS

Sampling Errors

Concept

Sampling errors arise when a sample survey is conducted rather than a complete enumeration of the entire population. The sampling error of an estimate refers to the difference between the estimated value obtained from a sample and its population value or true value if a census was conducted. Such errors are controlled through efficient probability sampling designs.

Measures of Sampling Errors

The sampling error for a sample estimate is measured by its standard error (SE) which, for a probability sample, can be estimated from the sample results.

For comparison between surveys, the relative standard error (RSE) may be used. The RSE can be expressed as:

$$RSE = 100 * SE / T$$

where

RSE is the relative standard error of T in percentage term

SE is the standard error of T

T is the estimate of the population value

The standard error also provides the basis for the computation of confidence interval of an estimate, which is the estimated range that would contain the true population value of a parameter at a specified level of confidence.

Sampling Errors of Key Indicators

The sampling errors of operating receipts and value added by broad industry group for the Survey of Services 2009 are provided in Tables E1 and E2 respectively.

The relative standard errors for operating receipts and value added of the services sector were 2.2 per cent and 1.2 per cent for the *Annual Survey of Services 2009* sample. At industry-group level, the values were between 1 to 9 per cent. Among the industry groups, the value added estimate was the most precise for recreation, community & personal services (relative standard error was the lowest at 1.1 per cent). A lower relative standard error would mean a smaller confidence interval (i.e. the range in which the true population value would fall into would be narrower). For recreation, community & personal services, the range of the value added estimate at 95% confidence level of \$13.9 billion to \$14.5 billion meant that there would be a 95% chance that this interval contained the true value of the industry group's value added.

Table E.1 Sampling Errors of Operating Receipts By Industry, 2009

Industry	Grossed-up Sample Estimate (\$ Mil)	Standard Error of Estimate (Grossed-up) (\$ Mil)	Relative Standard Error of Estimate (%)	Range of Estimate at 95% Confidence Level	
				Lower (\$ Mil)	Upper (\$ Mil)
TOTAL	1,409,548	30,587	2.17	1,349,595	1,469,502
Wholesale Trade	1,154,870	30,402	2.63	1,095,260	1,214,480
Retail Trade	38,175	480	1.26	37,235	39,115
Food & Beverage Services	5,609	398	7.09	4,829	6,389
Transport & Storage	71,433	1,338	1.87	68,807	74,059
Information & Communications Services	32,522	1,007	3.10	30,544	34,500
Business Services	80,593	2,825	3.51	75,053	86,133
Recreation, Community & Personal Services	23,038	296	1.28	22,459	23,618

Table E.2 Sampling Errors of Value Added By Industry, 2009

Industry	Grossed-up Sample Estimate (\$ Mil)	Standard Error of Estimate (Grossed-up) (\$ Mil)	Relative Standard Error of Estimate (%)	Range of Estimate at 95% Confidence Level	
				Lower (\$ Mil)	Upper (\$ Mil)
TOTAL	128,149	1,544	1.20	125,122	131,175
Wholesale Trade	42,772	785	1.84	41,233	44,312
Retail Trade	4,947	63	1.28	4,823	5,071
Food & Beverage Services	1,934	167	8.62	1,607	2,261
Transport & Storage	19,897	908	4.57	18,115	21,680
Information & Communications Services	10,513	456	4.34	9,617	11,408
Business Services	31,975	823	2.57	30,362	33,588
Recreation, Community & Personal Services	14,185	161	1.14	13,868	14,501

Users have to be careful when making inferences using the relative standard error of the value added estimate. As the value added estimate would include positive and negative values, the aggregate estimate can be small. This can result in a large relative standard error.

Non-sampling Errors

Non-sampling errors arise from non-response errors and errors in the collection, recording and processing of data (e.g. inaccuracies in reporting by respondents, errors in the recording and coding of data). Such errors can be controlled by the careful design of questionnaires, close supervision of data collection, and consistency checks during data processing, editing and verification.

In the Annual Services Survey 2009, the following measures were taken to minimize non-sampling errors:

- (i) careful design of questionnaires;
- (ii) careful planning and implementation of operational procedures in data collection, processing and tabulation;
- (iii) standard procedures to follow up with respondents on the outstanding returns;
- (iv) standardization of concepts and definitions; and
- (v) maintenance of a two-tier verification process – manual data editing followed by computer system verification checks for code validity, completeness and consistency.

LIST OF ACTIVITIES IN THE SERVICES SECTOR, 2009

SSIC 2010	Industry
46	WHOLESALE TRADE
	Wholesale on a Fee or Contract Basis
46100	Wholesale on a fee or contract basis (eg commission agents)
	Wholesale of Agricultural Raw Materials and Live Animals except Tropical Produce
46211	Cut flowers and plants
46212	Aquarium fishes (including food and accessories)
46213	Pet birds and animals (including food and accessories)
46219	Agricultural raw materials and live animals except tropical produce nec
	Wholesale of Tropical Produce
46221	Rubber (including rubber brokers)
46222	Pepper and other spices
46223	Coffee, cocoa and tea
46224	Coconut
46225	Palm oil
46229	Tropical produce nec
	Wholesale of Food, Beverages and Tobacco
46301	Fruits and vegetables
46302	Livestock, meat, poultry, eggs and seafood
46303	Cereals, sugar, oils, sauces and dairy products
46304	Confectionery and bakery products
46305	Ice-cream
46306	Health supplements
46307	Liquor and soft drinks
46308	Tobacco products
46309	Food, beverages and tobacco nec
	Wholesale of Textiles, Clothing, Footwear and Leather Goods
46411	Textiles
46412	Wearing apparel for adults
46413	Children and infants' wear (including products and accessories for infants)

LIST OF ACTIVITIES IN THE SERVICES SECTOR, 2009

SSIC 2010	Industry
46414	Footwear
46415	Bags, luggage and travel accessories
46416	Sewing and clothing accessories (eg button, thread, lace, zip)
	Wholesale of Personal Effects
46421	Jewellery
46422	Costume jewellery
46423	Watches and clocks
46424	Cosmetics and toiletries
46429	Personal effects nec
	Wholesale of Furniture, Home Furnishings and Other Household Equipment
46431	Furniture (including mattresses, cushions)
46432	Furnishings (including curtains, carpets, wallpaper)
46433	Lighting and lighting accessories
46434	Crockery, cutlery and kitchen utensils
46435	Household electrical appliances and equipment (including household air-conditioners)
46436	Audio and video equipment except electrical and electronic components (eg radio and television sets, sound reproducing and recording equipment)
46437	Musical instruments and scores
46439	Furniture, home furnishings and other household equipment nec
	Wholesale of Sporting and Other Recreational Goods
46441	Sporting goods and equipment (including bicycles and healthcare equipment)
46442	Music and video recordings (eg record albums, compact discs, VCDs, DVDs)
46443	Toys and games
46444	Computer games (including electronic games and video game consoles)
46449	Sporting and other recreational goods nec
	Wholesale of Handicrafts and Fancy Goods
46451	Antiques and works of art
46452	Handicrafts and gifts
46453	Artificial flowers and plants
46459	Handicrafts and fancy goods nec

LIST OF ACTIVITIES IN THE SERVICES SECTOR, 2009

SSIC 2010	Industry
	Wholesale of Medicinal and Pharmaceutical Products
46461	Medicinal and pharmaceutical products (Western)
46462	Medicine and herbs (other than Western)
	Wholesale of Paper, Paper and Cellophane Products and Stationery
46471	Paper and paper products
46472	Packaging materials
46473	Stationery
46474	Books and magazines
46479	Paper, paper and cellophane products and stationery nec
	Wholesale of Other Household Goods
46491	Optical equipment and supplies (excluding binoculars)
46492	Photographic equipment and supplies (including binoculars)
46499	Other household goods nec
	Wholesale of Computers, Computer Peripheral Equipment and Software
46511	Computer hardware and peripheral equipment
46512	Computer software (except games)
46513	Computer accessories (eg memory cards, computer cables)
	Wholesale of Electronic and Telecommunications Equipment and Parts
46521	Telecommunications equipment
46522	Electronic components
46523	Pagers, handphones and other telecommunications apparatus (eg palmtops, smart watches, wearable computer and electronic books)
	Wholesale of Agricultural Machinery, Equipment and Supplies
46530	Agricultural machinery, equipment and supplies
	Wholesale of Industrial, Construction and Related Machinery and Equipment
46541	Industrial machinery and equipment

LIST OF ACTIVITIES IN THE SERVICES SECTOR, 2009

SSIC 2010	Industry
46542	Construction equipment (eg concrete mixer)
46543	Lifts, escalators and industrial and office air-conditioning equipment
46544	Electrical and wiring accessories
46549	Industrial, construction and related machinery and equipment nec
	Wholesale of Transport Equipment except Motor Vehicles and Motorcycles
46551	Marine equipment and accessories (including marine navigational equipment and radar)
46552	Wholesale of aircraft equipment and supplies (including aeronautical equipment)
46559	Wholesale of transport equipment except motor vehicles and motorcycles nec
	Wholesale of Motor Vehicles, Parts and Accessories
46561	Motor vehicles except motorcycles and scooters
46562	Motorcycles and scooters
46563	Parts and accessories for vehicles
	Wholesale of Other Machinery and Equipment
46591	Office machines and equipment (including accessories)
46592	Medical, professional, scientific and precision equipment
46593	Commercial food service equipment (eg hotel kitchen equipment)
46594	Service establishment equipment and supplies (eg beauty salon equipment)
46595	Security and fire-fighting equipment
46599	Other machinery and equipment nec
	Wholesale of Solid, Liquid and Gaseous Fuels and Related Products
46611	Crude petroleum
46612	Mineral fuels and lubricants
46619	Solid, liquid and gaseous fuels and related products nec (eg bitumen)
	Wholesale of Metals and Metal Ores
46620	Metals and metal ores except general hardware (eg steel pipes)

LIST OF ACTIVITIES IN THE SERVICES SECTOR, 2009

SSIC 2010	Industry
	Wholesale of Construction Materials, Hardware, Plumbing and Heating Equipment and Supplies
46631	Logs, sawn timber, plywood and related products
46632	General hardware (eg locks, hinges)
46633	Structural clay and concrete products (eg mosaic tiles, bricks)
46634	Paints (including varnishes and supplies)
46635	Glass
46639	Construction materials, hardware, plumbing and heating equipment and supplies nec (eg cement, sand)
	Wholesale of Chemicals and Chemical Products
46641	Basic industrial chemicals (except fertilisers)
46642	Chemical fertilisers
46643	Petrochemical products
46649	Chemicals and chemical products nec
	Wholesale of Other Intermediate Products, Waste and Scrap
46651	Scrap, junk and waste dealers
46659	Other intermediate products, waste and scrap nec
	Ship Chandlers and Ship Bunkering
46661	Ship chandlers
46662	Ship bunkering
	Wholesale of Specific Commodities nec
46691	Animal feed
46692	Leather and PVC materials
46693	Joss paper, joss sticks and other ceremonial products
46694	Rattan
46695	Industrial ice (dry ice)
46699	Other specific commodities nec
	General Wholesale Trade
46900	General wholesale trade (including general importers and exporters)

LIST OF ACTIVITIES IN THE SERVICES SECTOR, 2009

SSIC 2010	Industry
47	RETAIL TRADE
	Retail Sale in Non-Specialised Stores with Food, Beverages or Tobacco Predominating
47111	Supermarkets
47112	Mini-marts, convenience stores and provision shops
	Retail Sale in Other Non-Specialised Stores
47191	Department stores
47192	Department stores cum supermarkets (including hypermarkets)
47199	Other non-specialised stores nec
	Retail Sale of Food in Specialised Stores
47211	Fruits and vegetables
47212	Meat, poultry, eggs and seafood
47213	Confectionery and bakery products (not manufactured on site)
47214	Health supplements
47219	Food nec
	Retail Sale of Beverages in Specialised Stores
47220	Beverages
	Retail Sale of Tobacco Products in Specialised Stores
47230	Tobacco products
	Retail Sale of Motor Vehicles, Parts and Accessories in Specialised Stores
47311	Motor vehicles except motorcycles and scooters
47312	Motorcycles and scooters
47313	Tyres and batteries
47314	Spare parts and accessories for motor vehicles

LIST OF ACTIVITIES IN THE SERVICES SECTOR, 2009

SSIC 2010	Industry
	Retail Sale of Automotive Fuel in Specialised Stores
47320	Automotive fuel (eg petrol kiosks, CNG refilling stations)
	Retail Sale of Computers, Peripheral Units, Software and Telecommunications Equipment in Specialised Stores
47411	Pagers, handphones and other telecommunications apparatus
47412	Computer hardware and accessories and computer software (except games)
47413	Computer games (including electronic games and video game consoles)
47414	Computer and office equipment consumables (eg printer cartridges)
	Retail Sale of Audio and Video Equipment in Specialised Stores
47420	Audio and video equipment (eg radio and television sets, sound reproducing and recording equipment)
	Retail Sale of Textiles in Specialised Stores
47510	Textiles
	Retail Sale of Hardware, Paint and Glass in Specialised Stores
47521	Paints
47522	Hardware (eg chains, changkols, axes)
47529	Hardware, paint and glass nec (eg wood, glass, sanitary ware, Do-It-Yourself materials)
	Retail Sale of Electrical Household Appliances, Furniture, Lighting Equipment and Other Household Articles in Specialised Stores
47531	Furniture (including mattresses, cushions)
47532	Furnishings (eg curtains, carpets, pillow cases)
47533	Lighting and lighting accessories
47534	Crockery, cutlery and kitchen utensils
47535	Household electrical appliances and equipment (eg vacuum cleaners, washing machines, refrigerators)
47536	Musical instruments and scores
47537	Security and fire-fighting equipment

LIST OF ACTIVITIES IN THE SERVICES SECTOR, 2009

SSIC 2010	Industry
47539	Electrical household appliances, furniture, lighting equipment and other household articles nec
	Retail Sale of Books, Newspapers and Stationery in Specialised Stores
47610	Books, newspapers and stationery (including newsvendors)
	Retail Sale of Music and Video Recordings in Specialised Stores
47620	Music and video recordings (eg record albums, compact discs, VCDs, DVDs)
	Retail Sale of Sporting Equipment in Specialised Stores
47630	Sporting equipment (including bicycles, boats and healthcare equipment)
	Retail Sale of Games and Toys in Specialised Stores
47640	Games and toys
	Retail Sale of Clothing, Footwear and Leather Articles in Specialised Stores
47711	Wearing apparel for adults
47712	Children and infants' wear (including products and accessories for infants)
47713	Footwear
47714	Bags, luggage and travel accessories
47715	Sewing and clothing accessories (eg button, thread, lace, zip)
47719	Clothing, footwear and leather articles nec
	Retail Sale of Pharmaceutical and Medical Goods, Cosmetics and Toilet Articles in Specialised Stores
47721	Cosmetics and toiletries
47722	Pharmacies and drug stores (Western)
47723	Chinese medicine shops
47729	Pharmaceutical and medical goods nec (eg Jamu shops)
	Retail Sale of Personal Effects in Specialised Stores
47731	Jewellery
47732	Costume jewellery

LIST OF ACTIVITIES IN THE SERVICES SECTOR, 2009

SSIC 2010	Industry
47733	Watches and clocks
47739	Personal effects nec
	Retail Sale of Handicrafts and Fancy Goods, Flowers, Plants and Pet Animals in Specialised Stores
47741	Antiques and works of art
47742	Handicrafts, collectibles and gifts
47743	Cut flowers (including wreaths)
47744	Artificial flowers and plants
47745	Aquarium fishes (including food and accessories)
47746	Pet birds and animals (including food and accessories)
47749	Handicrafts and fancy goods, flowers, plants and pet animals nec
	Retail Sale of Optical and Photographic Goods in Specialised Stores
47751	Spectacles and other optical goods
47752	Cameras and other photographic goods
47759	Optical and photographic goods nec
	Retail Sale of Other New Goods in Specialised Stores
47761	Joss paper and other ceremonial products
47762	Liquefied Petroleum Gas (LPG)
47769	Specific commodities nec (eg jute bags)
	Retail Sale of Second-Hand Goods in Stores
47770	Second-hand goods in stores
	Retail Sale via Mail Order Houses or via Internet
47910	Mail order houses or internet
	Other Retail Sale Not in Stores, Stalls or Markets
47990	Other retail sale not in stores, stalls or markets (eg sale via door-to-door canvassing and vending machines)

LIST OF ACTIVITIES IN THE SERVICES SECTOR, 2009

SSIC 2010	Industry
49-53	TRANSPORT & STORAGE
	Land Transport & Supporting Services
49102	Mass rapid transit systems (including light rail)
49211	Public bus services
49212	Chartered bus services
49213	School bus services
49214	Taxi services
49219	Passenger land transport nec (eg private cars for hire with operator)
49220	Aerial cableways (including cable car services)
49231	Freight transport by road
49232	Moving services (eg delivery services, baggage transfer services, furniture moving services)
49239	Freight land transport nec (eg rental and leasing of lorries and trucks with operator)
52211	Carpark management and operation services
52212	Taxi booking services
52213	Towing services
52219	Supporting services to land transport nec
	Water Transport & Supporting Services
50012	Other sight-seeing cruise services (eg harbour and river cruises)
50013	Passenger ferry services
50014	Chartering of ships and boats with crew (passenger)
50019	Passenger water transport nec
50021	Shipping lines
50022	Branches of foreign shipping lines
50023	Operators of barges, tugboats and bumboats (freight)
50024	Chartering of ships, barges and boats with crew (freight)
50029	Freight water transport nec
52221	Representative offices of foreign shipping lines
52222	Shipping agencies (freight)
52223	Port operators
52224	Stevedoring and lighterage services
52225	Salvaging of distressed vessels and cargos
52226	Ship management services
52227	Ship brokering services

LIST OF ACTIVITIES IN THE SERVICES SECTOR, 2009

SSIC 2010	Industry
52229	Supporting services to water transport nec
Air Transport & Supporting Services	
51001	Airlines (passenger)
51002	Airlines (freight)
51003	Branches of foreign airlines (passenger)
51004	Branches of foreign airlines (freight)
51005	Aircraft chartering with operator
52231	Representative offices of foreign airlines
52232	Airline agencies (freight)
52233	Airport operation services
52234	Airport terminal services
52239	Supporting services to air transport nec
Warehousing & Storage	
52101	General warehousing
52102	Cold storage
52103	Storage for class cargo (ie hazardous materials)
52109	Specialised storage nec
Other Transportation Support Services	
52241	Cargo surveying services
52242	Container services (excluding rental of containers)
52243	Crane services (loading and unloading of cargo)
52251	Classification societies
52252	Marine surveying services other than classification societies
52291	Value added logistics providers
52292	Freight forwarding, packing and crating services
52299	Other transportation support activities nec
Postal & Courier Services	
53100	National post activities (eg postal services)
53200	Courier activities other than national post activities

LIST OF ACTIVITIES IN THE SERVICES SECTOR, 2009

SSIC 2010	Industry
55	ACCOMMODATION SERVICES
55101	Hotels with restaurant
55102	Hotels without restaurant
55103	Chalets
55901	Lodging and boarding houses
56	FOOD AND BEVERAGE SERVICES
56111	Restaurants
56112	Fast food restaurants
56121	Cafes, coffee houses and snack bars
56122	Food courts, coffee shops, and eating houses (with mainly food and beverage income)
56130	Pubs (including bars)
56190	Other Restaurants, cafes and bars
56201	Food caterers
56202	Canteens
58-63	INFORMATION AND COMMUNICATIONS
	Publishing
58110	Publishing of books, brochures, musical books and other publications
58120	Publishing of directories and mailing lists
58131	Publishing of newspapers
58132	Publishing of journals, periodicals and magazines
58190	Other publishing activities
58201	Publishing of computer games
58209	Publishing of software nec
	Motion Picture, Video and Television Programme Production, Sound Recording and Music Publishing Services
59111	Motion picture/video production
59112	Video filming and recording activities (including video-taping of events)
59113	Television programme production
59114	Animation production
59119	Motion picture, video and television programme production activities nec

LIST OF ACTIVITIES IN THE SERVICES SECTOR, 2009

SSIC 2010	Industry
59120	Motion picture, video and television programme post-production activities
59131	Motion picture/video distribution
59132	Television programme distribution
59139	Motion picture, video and television programme distribution activities nec
59141	Cinema services
59190	Other motion picture, video and television related activities
59201	Sound recording production
59202	Music publishing and distribution activities
60100	Radio programme production and broadcasting
60200	Television programming and broadcasting (including cable, satellite, terrestrial television, internet and mobile)
	Telecommunications
61011	Fixed-line services (including local/international PSTN and leased circuits)
61012	Mobile cellular, radio paging and other wireless telecommunications activities
61013	Satellite telecommunications activities
61091	Telecommunications resellers/third party telecommunications providers (including value-added network operators)
61092	Internet access providers, include ISPs
61093	Cyber 'cafes'
61099	Other telecommunications activities nec (eg provision of VoIP (Voice over Internet Protocol services))
	IT Services
62011	Development of e-commerce applications
62012	Development of computer games
62019	Development of other software and programming activities nec
62021	Hardware consultancy (including systems consultancy)
62022	Software consultancy
62023	Computer facilities management activities
62024	Computer systems integration activities
62090	Other information technology and computer service activities (eg disaster recovery services)
63111	Web hosting services
63112	Computer time-sharing services
63113	Data entry services

LIST OF ACTIVITIES IN THE SERVICES SECTOR, 2009

SSIC 2010	Industry
63119	Data processing, hosting and related activities nec (eg data tabulation services, application service providers, data storage, data hosting)
63120	Web portals (including social networking sites)
63901	News agency activities
63909	Other information service activities nec
68-82	BUSINESS SERVICES
	Real Estate
68101	Real estate developers
68102	Operating of serviced apartments
68103	Letting and operating of self-owned real estate except hotels, lodging and boarding houses
68104	Letting and operating of food courts, coffee shops and eating houses (with mainly rental income)
68105	Real Estate Investment Trusts (REITs) with rental income
68109	Real estate activities with own or leased property nec
68201	Real estate agencies and valuation services
68202	Town councils
68203	Residential real estate management other than town councils
68204	Commercial and industrial real estate management
68209	Real estate activities on a fee or contract basis nec
	Business Services
	Professional, Scientific & Technical Services
69100	Legal activities
69201	Accounting and auditing services (including taxation advisory services)
69202	Book-keeping services
70101	Activities of head and regional head offices
70102	Business representative offices
70201	Business and management consultancy services
70202	Management consultancy services for healthcare organisations
70203	Hotel management consultancy services
70204	Human resource consultancy services
70205	Public relations consultancy services
70209	Business and management consultancy services nec

LIST OF ACTIVITIES IN THE SERVICES SECTOR, 2009

SSIC 2010	Industry
71111	Architectural services
71112	Landscape design and landscape architecture
71113	Quantity and land surveying services
71121	General building engineering services
71122	Process and industrial plant engineering services
71123	Engineering services in clean energy systems (eg solar photovoltaics)
71124	Environmental engineering services
71125	Infrastructure engineering services
71126	Petroleum, mining and prospecting services (including offshore exploration services)
71129	Engineering activities nec
71200	Technical testing and analysis services (eg quality control)
72101	Research and experimental development on biotechnology, life and medical science
72102	Research and experimental development on electronics
72103	Research and experimental development on chemicals
72104	Research and experimental development on engineering
72105	Research and experimental development on IT
72106	Research and experimental development on environment and clean technologies
72109	Research and experimental development on natural sciences nec
72200	Research and experimental development on social sciences and humanities
73100	Advertising activities
73201	Infocomm market research
73209	Market research and public opinion polling nec
74111	Electronics-related industrial design services
74112	Transport-related industrial design services
74113	Furniture design services
74119	Industrial design activities nec
74191	Interior design services
74192	Art and graphic design services
74193	Fashion designing services (including accessories)
74194	Exhibition stand designers
74201	Photo taking services (eg portrait or studio photography)
74202	Photo processing and finishing services
74209	Photographic activities nec
74901	Translation services
74902	Arbitration services
74904	Agrotechnology consultancy services
74905	Carbon consultancy services
74906	Agents for artistes, athletes, models and other performers

LIST OF ACTIVITIES IN THE SERVICES SECTOR, 2009

SSIC 2010	Industry
74909	Other professional, scientific and technical activities nec
75000	Veterinary activities
	Rental & Leasing
77101	Renting and leasing of private cars without operator
77109	Renting and leasing of land transport equipment without operator nec (including lorries, trucks, caravans, scooters, containers, trailers)
77210	Renting and leasing of recreational and sports goods (eg pleasure boats, bicycles)
77220	Renting of VCDs and DVDs
77291	Renting and leasing of furniture, utensils and other household equipment
77292	Renting of attire (eg costumes)
77299	Renting and leasing of other personal and household goods nec (eg books, music instruments, electronic equipment for household use)
77310	Renting of water transport equipment without operator (eg commercial boats and ships without operator)
77320	Renting of air transport equipment without operator (eg airplanes without operator)
77330	Renting of construction and civil engineering machinery and equipment
77341	Renting of computers and peripheral equipment
77342	Renting of office machinery and equipment
77391	Renting and leasing of professional radio and television sets and sound reproducing and recording equipment
77392	Renting of industrial machinery and equipment
77399	Renting of other machinery, equipment and tangible goods nec (eg agricultural machinery and equipment)
77400	Leasing of non-financial intangible assets (eg patents, trademarks, brand names etc)
	Administrative & Support Services
78101	IT manpower contracting services
78102	Labour contracting services (excluding IT manpower)
78103	Maid agencies
78104	Employment agencies (excluding maid agencies)
78105	Executive search services
78109	Labour recruitment and provision of personnel nec
78300	Management of human resource functions
79101	Travel agencies and tour operators (mainly inbound)
79102	Travel agencies and tour operators (mainly outbound)

LIST OF ACTIVITIES IN THE SERVICES SECTOR, 2009

SSIC 2010	Industry
79103	Ticketing agencies (including airline, tour bus and cruise ship)
79900	Other reservation service activities (eg timeshare, on-line hotel reservation services, reservation of tickets for performances etc)
80001	Detective and investigation agencies
80002	Security services
80009	Security and investigation activities nec
81210	Building-cleaning services (including janitorial service)
81291	Pest control services not in connection with agriculture
81292	Maintenance of swimming pools, spas and fountains
81299	Other cleaning activities nec (eg industrial machinery cleaning)
81300	Landscape care and maintenance service activities (eg garden installation and maintenance, grass cutting, tree felling and pruning)
82110	Office administrative services on a fee or contract basis (eg billing and record keeping)
82191	Direct mailing services
82192	Stenographic and secretarial services
82193	Duplicating and photo-copying services
82194	Answering services
82199	Other specialised office support activities nec
82200	Call Centres
82301	Exhibition organisers
82302	Convention/Conference organisers
82303	Event/Concert organisers
82304	Exhibition stand contractors
82911	Debt collection services
82912	Credit rating agencies
82920	Packaging activities
82991	Auction-sale services
82999	Other business support service activities nec (eg administration of loyalty programmes)
85-96	RECREATION, COMMUNITY & PERSONAL SERVICES
	Community & Social Activities
	Education
85101	Nurseries and kindergartens
85102	Primary schools

LIST OF ACTIVITIES IN THE SERVICES SECTOR, 2009

SSIC 2010	Industry
85103	International and foreign system schools (pre-primary and primary)
85104	Schools for the handicapped and educationally sub-normal (pre-primary and primary)
85211	Secondary schools
85212	Junior colleges and centralised pre-university institutes
85213	International and foreign system schools (secondary)
85214	Schools for the handicapped and educationally sub-normal (secondary)
85221	Technical and vocational education
85222	Commercial schools offering non-higher education programmes
85223	Specialised trade schools (eg schools for cosmetology, hairstyling and dressmaking)
85301	Polytechnics
85302	Universities
85303	Teachers' training institute
85304	Commercial schools offering higher education programmes
85410	Sports and recreation education (eg yoga, sports, martial arts, diving, aerobics)
85420	Music, dancing, art, speech and drama instruction
85491	Corporate training services and motivational course providers
85492	Language instruction
85493	Driving instruction
85494	Academic tutoring services
85499	Other education nec
85501	Student recruitment agencies
85502	Examination and accreditation agencies for education services
85509	Educational support services nec (eg tuition agencies)
	Health and Social Work
86101	Acute hospitals
86102	Other hospitals (eg community hospital)
86201	Clinics and other general medical services (Western)
86202	Clinics and other general medical services (Non-Western)
86203	Specialised medical services (including day surgical centres)
86204	Dental services
86901	Medical laboratories
86902	X-ray laboratories and other diagnostic imaging centres
86903	Medical evacuation/travel medicine services
86904	Home healthcare services
86909	Other health services nec (eg rehabilitation activities like physiotherapy, chiropractic, speech therapy)

LIST OF ACTIVITIES IN THE SERVICES SECTOR, 2009

SSIC 2010	Industry
87010	Nursing and personal care facilities (including hospices)
87021	Residential care services for the elderly
87022	Residential care services for children (eg children's homes, orphanages)
87029	Other residential care services nec (eg residential care services for the disabled, intellectually disabled, substance abuse, crisis shelters)
88101	Social services for the elderly (eg befriender services, meal services, drop-in centres)
88102	Social services for persons with disabilities (eg day care centres for persons with disabilities, rehabilitation services)
88911	Child care services for pre-school children
88912	Child care services for school-going children (eg before and after-school care centres, student care centres)
88913	Social services for children and youths (eg youth outreach services, adoption services)
88919	Social services without accommodation for children, youth and families nec
88921	Community centres/clubs, community development councils and related activities
88929	Community activities nec
88991	Job training and vocational rehabilitation services
88999	Other social activities without accommodation nec
	Arts, Entertainment & Recreation
90001	Theatrical producers except motion picture
90002	Theatres and concert halls
90003	Operas, wayang and puppet shows
90004	Orchestras and dance bands
90009	Dramatic arts, music and other arts activities nec (eg stage, lighting and sound services)
91010	Libraries and archives
91021	Museums
91022	Art galleries (excluding retail)
91029	Preservation of historical sites, buildings, artefacts and paintings and other related activities nec
91030	Botanical and zoological gardens and nature reserves activities
91040	Other cultural activities (eg cultural villages)
92001	Horse-racing and other betting activities
92002	Casinos
93111	Fitness centres and gymnasiums
93119	Operation of sports facilities nec (eg bowling alleys, tennis centres, billiard halls, football stadium)

LIST OF ACTIVITIES IN THE SERVICES SECTOR, 2009

SSIC 2010	Industry
93121	Sports clubs/associations
93122	Martial arts and pugilistic clubs
93129	Activities of sports clubs and related activities nec
93201	Amusement theme parks
93202	Game arcade, online game aggregator and LAN game operators
93203	Cabarets, night clubs, discotheques and karaoke lounges
93204	Recreation clubs (including country clubs)
93209	Other amusement and recreation activities nec (including recreation parks/beaches and recreational fishing)
	Personal, Household & Other Services Activities
94110	Activities of business and employers' membership organisations
94120	Activities of professional membership organisations (eg medical associations, law societies, accountancy bodies)
94200	Activities of trade unions
94911	Churches
94912	Mosques
94913	Buddhist/Taoist temples
94914	Hindu/Sikh temples
94919	Activities of religious organisations nec
94991	Philanthropic trusts, foundations and related activities
94992	Clan associations (huay kuans)
94993	Associations for hobbies, recreational, cultural and extra-curricular activities (eg scouts/girl guides association, book clubs and photo, music, art and craft clubs)
94994	Student/Alumni bodies and related associations (eg parent-teacher associations, old boys' associations)
94995	Organisations for the protection of the environment and animals
94999	Activities of other membership organisations nec
95110	Repair and maintenance of computer hardware, data processing equipment and computer peripherals
95120	Repair of communications equipment (eg cellular phones, fax machines and communications transmission equipment)
95210	Repair of audio and video equipment (eg television sets, radios, tape recorders and players)
95220	Repair of domestic electrical/electronic appliances except audio and video equipment (eg refrigerators, washing machines and room air-conditioners)
95230	Repair of footwear and leather goods
95240	Repair and restoration of cabinets, furniture, upholstery, window shades and other fixtures

LIST OF ACTIVITIES IN THE SERVICES SECTOR, 2009

SSIC 2010	Industry
95291	Repair of bicycles and tricycles
95292	Repair of watches and clocks
95293	Repair of jewellery
95299	Repair of other personal and household goods nec (eg cameras, musical instruments)
95301	Repair and maintenance of car batteries and tyres
95302	Car washing and related services
95303	Vehicle inspection and valuation services
95309	Repair and maintenance of motor vehicles nec
96011	Laundry and dry cleaning services except coin laundries
96012	Coin laundries
96019	Washing and (dry-) cleaning of textile and fur products nec
96021	Men's hairdressing shops
96022	Ladies' hairdressing shops (including unisex salons)
96023	Beauty salons and spas (including slimming centres)
96024	Manicure and pedicure services
96029	Hairdressing and other beauty treatment nec
96030	Funeral and related activities (including embalming, cremating and cemetery services, upkeep of cemeteries)
96040	Wedding and related activities (including bridal studios and wedding planners)
96091	Friendship, match-making and dating services
96092	Social escort services
96093	Massage parlours and foot reflexology (including traditional therapy)
96094	Astrology, palmistry and other fortune telling services
96095	Training of pets and animals
96096	Care services for pets and animals
96099	Other personal service activities nec

Deputy Directors	Ms Wu Wei Lin Miss Lee Su Jun	
Senior Assistant Director	Ms Cui Hui Min	
Assistant Directors	Miss Yew Bee Kuan Miss Tay Boon Shang	
Senior Manager	Mdm Tan Leh Tin	
Managers	Mrs Tay-Loo Chia Min Miss See Toh Lai Cheng Miss Ho Yoon Fong Ms Adeline Chia Ms Ng Swee Li, Rowena Miss Jung Hwi Leng Ms Tan Hui Leng, Amy	
Deputy Manager	Mr Lew E-Leong	
Assistant Managers	Miss Lim Hui Ping, Priscilla Miss Tan Pin Xuan Mr Ghazali Bin Mohamed	
Management Support Officer	Miss Siti Habsah Hamzah	
Corporate Support Officers	Mdm Latifah Jamir Mrs Ellice Tan Mrs Tham-Choo Pauline Mr Foo Lai Tien, Samuel Mr Chew Thian Beng Mr Soh Choon Pin Miss Lee Eng Khim Mdm Masturah Bte Mohd Mr Juhari Bin Othman Mrs Ng Peck Hoon Mrs Ong Lay Hwa Mdm Wong Wai Leng, Janet	Mrs Mariama Murugayya Miss Yee Yeng Chee Mrs Toh-Ching Swee Chen Mr Agos Sahbali Kasim Ms Chan Peck Har Mdm Hong Siew Ching Mrs Kok Marn Fah Mdm Faridah Bte Ahmad Mrs Tan Bee Lian Mrs See Bwe Keaw, Esther Mdm Lee Bee Hong

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