

Objective

The data presented in this report are compiled from the results of the Annual Survey of Services 2010. The objective of the survey is to gather information on the services sector for studying the structure and performance of the 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 health services industry comprises hospitals, western clinics, non-western clinics, dental clinics and establishments providing other medical services. Please refer to Appendix I for the list of activities covered. The data in the report include all establishments and government statutory boards engaged in health services but exclude government ministries and departments. Operations by persons or organisations not registered with the Accounting & Corporate Regulatory Authority (ACRA) and other registration authorities are also excluded.

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 minimise the total sample size required to achieve the target level of precision of estimation.

Data Collection

The survey was primarily conducted by mail inquiry, using a standard questionnaire (Appendix II). 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 514 establishments. At the close of the survey, 48 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 427 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 computer-edited for code validity, completeness and consistency to detect errors and inconsistencies. The erroneous data would be 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 2010. 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 2010.

Type of Business Activity

The 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 does 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.
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 2010 or a date nearest to it if the establishment was not in operation on that day. It includes those temporarily away on leave. Persons engaged are classified under the following categories –</p> <p><i>(i) Paid Employees</i> 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> Working directors refer to those who are actively engaged in running the business of the establishment.</p> <p><i>(iii) Working Proprietors/Partners</i> 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> Unpaid family workers refer to relatives of proprietors or partners, who work in the establishment without receiving a fixed amount of remuneration.</p>
Employees	Refers to employment excluding working proprietors and partners.

Expenditure	<p>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.</p> <p><i>(i) Operating Expenditure</i></p> <p>This refers to all 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.</p> <p><i>(ii) Other expenditure</i></p> <p>This comprises non-operating expenditure such as bad debts written off, donations, fines, forfeitures, losses on sale of fixed assets and interest paid.</p>
Fixed Assets	<p>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 2010 are 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.</p>
Gross Receipts	<p>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.</p> <p><i>(i) Operating Receipts</i></p> <p>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.</p> <p><i>(ii) Other Receipts</i></p> <p>This comprises non-operating income such as gains from sale of fixed assets, donations, grants/subsidies, subscriptions, interest, dividends, and other investment income.</p>
Operating Surplus	<p>This refers to the amount of operating receipts less operating expenditure plus depreciation of fixed assets. For non-profit organisations (i.e. entities which cannot distribute any surplus 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.</p>

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	<p>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.</p> <p><i>(i) Wages and Salaries</i></p> <p>This refers to gross emoluments paid to employees during 2010, 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.</p> <p><i>(ii) Employers' Contribution to CPF/Pension Funds</i></p> <p>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.</p> <p><i>(iii) Other Benefits</i></p> <p>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.</p> <p><i>(iv) Directors' Fee</i></p> <p>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.</p>
Value Added (At Basic Price)	This comprises the value of operating surplus, remuneration and taxes (less subsidies) on production.