## Information Paper Series

Re-basing of the Retail Sales and Food \& Beverage Services Indices
(2017=100)

# information paper 

on
business statistics

# RE-BASING OF THE RETAIL SALES AND FOOD \& BEVERAGE SERVICES INDICES <br> $(2017=100)$ 

Singapore Department of Statistics<br>March 2018

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## RE-BASING OF THE RETAIL SALES AND FOOD \& BEVERAGE SERVICES INDICES (2017 = 100)

## I Introduction

1. Since 1985, the Department of Statistics (DOS) has been compiling the Retail Sales Index (RSI) and Food \& Beverage Services Index (FSI) to measure the short-term performance of the retail trade and food \& beverage (F\&B) services industries.
2. Retail trade establishments sell merchandise directly to the consumers, while $\mathrm{F} \& \mathrm{~B}$ services establishments sell prepared food and drinks for in-premises consumption or on a take-away basis.
3. The RSI and FSI are re-based at regular intervals to reflect changes in the structure of the retail trade and F\&B services industries. During the re-basing exercise, the methodology, coverage and weights are reviewed and updated. The re-basing of the RSI and FSI series from base year 2014 to 2017 is the $7^{\text {th }}$ re-basing done on the series.
4. This Information Paper provides details on the rebased RSI and FSI, such as the data sources, methodology adopted, the formula used for index computation and a comparison of the re-based series and old series. The list of activities in the retail trade and F\&B services industries and the re-based index series for January 2017 to December 2017 are presented in the Annexes.

## II What the RSI and FSI Measure

5. The RSI measures the monthly movements in retail sales while the FSI measures the monthly movements in F\&B services sales. The two indices are presented at both current prices and constant prices. The indices at current prices measure the changes of sales values which can result from changes in both price and quantity. By removing the price effect, the indices at constant prices measure the changes in the volume of economic activity.
6. Both the RSI and FSI indices are seasonally adjusted to remove the seasonal effects so as to better reflect the underlying trend of the monthly sales. The unadjusted indices show seasonal patterns as there are usually intra-year periodic variations that repeat during the fixed period of time every year.

## III Data Sources

7. The data used for the compilation of the RSI and FSI are primarily obtained from the Monthly Retail Sales Survey (RSS) and Monthly Food \& Beverage Services Survey (FSS) conducted by DOS. The RSS covers retail trade establishments in the two-digit division of "47" of the Singapore Standard Industrial Classification (SSIC) 2015 (Version 2018) while the FSS covers F\&B services establishments in the two-digit division of "56" of the SSIC 2015 (Version 2018). Hawkers and stall-holders who are not registered with the Accounting \& Corporate Regulatory Authority (ACRA) are excluded.
8. Administrative records from the Land Transport Authority (LTA) are also used in the estimation of the retail sales of motor vehicles and motorcycles \& scooters.

## IV Index Computation

9. The sales indices at current prices are computed from the sales values using the following formula:

$$
I_{0 n}=\sum_{i} W_{i} \frac{V_{i n}}{V_{i 0}} \times 100
$$

where
$I_{0 n} \quad$ is the index of the overall retail trade/F\&B services industry for the current period $n$ compared to the base period $O$ (the base year being 2017);
$V_{i n} \quad$ is the sales value of $\boldsymbol{i}^{\text {th }}$ industry during the current period $n$;
$V_{i 0} \quad$ is the sales value of $\boldsymbol{i}^{\text {th }}$ industry during the base period 0 ;
$W_{i} \quad$ is the normalised weight assigned to the $\boldsymbol{i}^{\text {th }}$ industry, i.e. its share in terms of retail/F\&B sales with respect to the overall retail trade/F\&B services industry;
$\sum_{i} \quad$ is the summation of all industries in the retail trade/F\&B services industry.
10. The overall sales index at current prices is a weighted average of indices at the detailed industry level. To derive the sales index at detailed industry level, the monthly sales for that industry is divided by the average monthly sales for the same industry in the base year (which is 2017). The overall RSI and FSI are then computed by combining the sales indices of the detailed industries, using weights which measure each industry's relative importance in the overall retail trade and F\&B services industry respectively.
11. To derive the indices at constant prices, the sales indices at current prices at the detailed industry level are first deflated by the appropriate price indices. These component indices at constant prices are then weighted and aggregated to derive the overall indices at constant prices.

## V The Re-based RSI and FSI Series

## Industry Groupings

12. During the re-basing exercise, industry groupings within the retail trade and F\&B services industry were reviewed.
13. The current industry grouping of "Department Stores" comprises the SSIC codes of "SSIC 47191 Department stores" and "SSIC 47192 Department stores cum supermarkets (including hypermarkets)". After rebasing, the latter is re-grouped with "SSIC 47111 Supermarkets" under a revised RSI category "Supermarkets \& Hypermarkets", to reflect the similarity in their activity. As a result, the RSI category of "Department Stores" only refers to "SSIC 47191 Department stores".
14. The revised RSI categories take effect from reference month January 2018.

## Sampling Methodology

15. The RSS and FSS use a stratified random sampling design. The sampling frame is obtained from the Business Register maintained by DOS which contains basic information of enterprises registered in Singapore. The data in the Business Register are primarily obtained from the registration records of the ACRA.
16. The sampling frame was first stratified by industry group. Each industry group was then further stratified by the size of operating receipts into three size strata (large, medium and small). The Lavallée-Hidiroglou (1988) algorithm was then applied within each industry group to determine the size stratum boundaries and the optimal sample size for a required level of precision. All enterprises in the large size stratum were selected with certainty whereas the enterprises in the medium and small size strata were selected using simple random sampling.
17. The RSS and FSS covers about 450 retail trade enterprises and $170 \mathrm{~F} \& \mathrm{~B}$ services enterprises respectively.

## Weighting Pattern

18. The weight for each industry reflects its relative importance in the overall retail trade or F\&B services industry. The weights are computed based on the retail and F\&B services sales of the respective industries obtained from the Annual Surveys of Retail Trade and Food \& Beverage Services respectively for reference year 2016.
19. Chart 1 compares the old and new weights for RSI categories. The most significant change in weights occurred in the motor vehicles category which increased from $10.8 \%$ of total retail trade to $18.1 \%$. The weights of most of the other retail categories decreased, for instance, "Petrol Service Stations" ( -1.9 percentage points), "Furniture \& Household Equipment" (-1.4 percentage points) and "Department Stores" (-1.3 percentage points).

Chart 1: Weighting Pattern of RSI in 2014-Based \& 2017-Based Series

20. Chart 2 presents the old and new weights for FSI categories. Changes in the weights of the various F\&B services categories were minor. The weights for "Fast Food Outlets" increased 1.2 percentage points while the weights for "Other Eating Places" decreased 1.5 percentage points.

Chart 2: Weighting Pattern of FSI in 2014-Based \& 2017-Based Series


# New Indicator on "Proportion of Online Sales out of Total Retail Sales" Compiled 

21. The retail landscape in Singapore has evolved in recent years, with more businesses adopting a multi-channel retail strategy.
22. Together with the re-based RSI, a new indicator on the proportion of online sales out of total retail sales at the overall retail trade sector level will be published from reference month January 2018 onwards.
23. The online retail sales proportion is estimated using data of retailers in Singapore covered in the Monthly Retail Sales Survey. Online retail sales are generated by (multichannel) retailers in Singapore that sell via both physical stores and online/e-commerce sites, as well as retailers in Singapore that sell mainly via online/e-commerce sites.

## VI Linking of Historical Series

24. To facilitate the time series analysis of the RSI and FSI series, the 2014-based series is linked to the 2017-based series using the following approach:

Linked 2017-based index $=$ 2014-based index $\times$ Linking Coefficient where the Linking Coefficient is the ratio of the average value of the 2017-based index in 2017 to the average value of the 2014-based index in 2017.

## Example:

Average value of the 2014-based index in $2017=102.5$
Average value of the 2017-based index in $2017=100$
Linking Coefficient $=100 / 102.5$
2014-based index in Jan $2016=118.2$
2017-based index in Jan $2016 \quad=118.2 \times(100 / 102.5)=115.3$

## VII Comparison of 2014-based and 2017-based Series

25. Charts 3 and 4 compare the overall RSI and FSI at current prices of the 2014-based and 2017-based series for the period of January to December 2017. Both series generally exhibit a similar trend.

Chart 3: Retail Sales Index at Current Prices (2017=100)


Chart 4: Food \& Beverage Services Index at Current Prices (2017=100)

130

120

110

100

90

80

70
-

0


## VIII Data Dissemination

26. The 2017-based series will be released with effect from the January 2018 Monthly Retail Sales and Food \& Beverage Services Indices report. The monthly report and index series are available on the SingStat Website (https://www.singstat.gov.sg) and e-service (https://www.singstat.gov.sg/tablebuilder). The RSI and FSI are also published in the Yearbook of Statistics.

Singapore Department of Statistics
March 2018

## References

1. Lavallée, P. \& Hidiroglou, M. (1988). On the stratification of skewed populations. Survey Methodology 14, 33-43
2. Press releases of Retail Sales and Food \& Beverage Services Index, available at SingStat website (https://www.singstat.gov.sg/whats-new/latest-news)
3. Seasonal Adjustment of Economic Time Series, available at SingStat website (https://www.singstat.gov.sg/-/media/files/publications/reference/ip-e32.pdf)
4. Singapore Standard Industrial Classification 2015 (Version 2018), available at SingStat website (https://www.singstat.gov.sg/standards/standards-andclassifications/ssic)

## LIST OF ACTIVITIES IN RETAIL TRADE

| $\begin{array}{\|c} \hline \text { SSIC 2015 } \\ \text { (Version } \\ \text { 2018) } \\ \hline \end{array}$ | Description of Activity |
| :---: | :---: |
| 47 | Total Retail Trade |
|  | Department Stores |
| 47191 | Department stores |
|  | Supermarkets \& Hypermarkets |
| 47111 | Supermarkets |
| 47192 | Department stores cum supermarkets (including hypermarkets) |
| 47112 | Mini-marts \& Convenience Stores |
|  | Food Retailers |
| 47211 | Fruits and vegetables |
| 47212 | Meat, poultry, eggs and seafood |
| 47213 | Confectionery and bakery products (not manufactured on site) |
| 47214 | Health supplements |
| 47219 | Food n.e.c. |
| 47220 | Beverages |
| 47230 | Tobacco products |
| 47311 | Motor Vehicles |
| 47320 | Petrol Service Stations |
|  | Medical Goods \& Toiletries |
| 47721 | Cosmetics and toiletries (including skin care products) |
| 47722 | Pharmacies and drug stores (Western) |
| 47723 | Chinese medicine shops |
| 47729 | Pharmaceutical and medical goods n.e.c. |
|  | Wearing Apparel \& Footwear |
| 47711 | Clothing for adults |
| 47712 | Children and infants' clothing (including products and accessories for infants) |
| 47713 | Footwear |
| 47714 | Bags, luggages and travel accessories |
| 47715 | Sewing and clothing accessories (e.g. button, thread, lace, zip, belt, tie) |
| 47719 | Clothing, footwear and leather articles n.e.c. |
|  | Furniture \& Household Equipment |
| 47420 | Audio and video equipment (e.g. radio and television sets, sound reproducing and recording equipment) |
| 47510 | Textiles |

## LIST OF ACTIVITIES IN RETAIL TRADE

| SSIC 2015 <br> (Version <br> 2018) | Description of Activity |
| :---: | :---: |
| 47531 | Furniture (including mattresses, cushions) |
| 47532 | Furnishings (e.g. curtains, carpets, pillow cases) |
| 47533 | Lighting and lighting accessories |
| 47534 | Crockery, cutlery and kitchen utensils |
| 47535 | Household electrical appliances and equipment (e.g. vacuum cleaners, washing machines, refrigerators) |
| 47536 | Musical instruments and scores |
| 47537 | Security and fire-fighting equipment |
| 47539 | Household appliances, furniture, lighting equipment and other household articles n.e.c. |
|  | Recreational Goods |
| 47620 | Music and video recordings (e.g. DVDs, Blu-ray discs) |
| 47630 | Sports apparel and equipment (including bicycles, boats and healthcare equipment) |
| 47640 | Games and toys |
|  | Watches \& Jewellery |
| 47731 | Jewellery made from precious metals and stones |
| 47732 | Costume jewellery |
| 47733 | Watches and clocks |
| 47739 | Personal effects n.e.c. |
|  | Computer \& Telecommunications Equipment |
| 47411 | Handphones |
| 47412 | Computer hardware (including handheld computers) and peripheral equipment, and computer software (except games and cybersecurity hardware and software) |
| 47413 | Computer games (including electronic games and video game consoles) |
| 47414 | Computer and office equipment consumables (e.g. printer cartridges) |
| 47415 | Cybersecurity software, hardware and peripheral equipment |
|  | Optical Goods \& Books |
| 47610 | Books, newspapers and stationery (including newsvendors) |
| 47751 | Spectacles and other optical goods |
| 47752 | Cameras and other photographic goods |
| 47759 | Optical and photographic goods n.e.c. |
|  | Others |
| 47199 | Retail sale in other non-specialised stores n.e.c. |
| 47312 | Motorcycles and scooters |
| 47313 | Tyres and batteries |
| 47314 | Spare parts and accessories for motor vehicles |
| 47521 | Paints |
| 47522 | Hardware (e.g. chains, changkols, axes) |

ANNEX I

## LIST OF ACTIVITIES IN RETAIL TRADE

| SSIC 2015 $\begin{gathered} \text { (Version } \\ 2018) \\ \hline \end{gathered}$ | Description of Activity |
| :---: | :---: |
| 47529 | Hardware, paint and glass n.e.c. (e.g. wood, glass, sanitary ware, Do-It-Yourself materials) |
| 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 n.e.c. |
| 47761 | Joss paper and other ceremonial products |
| 47762 | Liquefied Petroleum Gas (LPG) |
| 47769 | Specific commodities n.e.c. (e.g. jute bags) |
| 47770 | Retail sale of second-hand goods in stores |
| 47910 | Retail sale via internet (with income mainly from online sales) |
| 47991 | Retail sale via vending machines (with income mainly from vending machines sales) |
| 47992 | Other retail sale not in stores, stalls or markets (e.g. sale via door-to-door canvassing, mail order houses, TV) |

LIST OF ACTIVITIES IN FOOD \& BEVERAGE SERVICES

| SSIC 2015 <br> (Version <br> 2018) | Description of Activity |
| :--- | :--- |
| $\mathbf{5 6}$ | Total Food \& Beverage Services |
| 56111 | Restaurants |
| 56121 | Fast Food Outlets |
| 56201 | Food Caterers |
| Other Eating Places |  |
| Cafes and coffee houses |  |
| Food courts, coffee shops, and eating houses (with mainly food and beverage income) |  |
| 56112 | Snack bars and food kiosks (mainly for takeaway, including bubble tea outlets) <br> Pubs (including bars) <br> Canteens |
| 56123 |  |
| 56130 |  |
| 56202 |  |

## TABLE 1 RETAIL SALES INDEX

(2017 = 100)


TABLE 2 PERCENTAGE CHANGE IN RETAIL SALES INDEX OVER PREVIOUS MONTH
(2017 = 100)


TABLE 3 PERCENTAGE CHANGE IN RETAIL SALES INDEX OVER CORRESPONDING PERIOD OF PREVIOUS YEAR
(2017 = 100)

|  |  | Total | Total (excl Motor Vehicles) | Dept <br> Stores | Supermkts <br>  <br> Hypermkts | Mini-marts \& Conv Stores | Food Retailers | Motor Vehicles | Petrol Service Stations | Medical Goods \& Toiletries | Wearing Apparel \& Footwear | Furniture \& Household Equipment | Recreation <br> al Goods | Watches \& Jewellery | Computer \& Telecomm. Equipment | Optical Goods \& Books | Others |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| $\qquad$ |  | 10,000 | 8,193 | 620 | 1,443 | 423 | 214 | 1,807 | 431 | 619 | 975 | 753 | 145 | 904 | 549 | 294 | 823 |
|  |  | At Current Prices |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| $\begin{aligned} & 2015 \\ & 2016 \\ & 2017 \end{aligned}$ |  | 4.4 | -1.2 | 0.6 | 3.6 | -2.5 | -6.3 | 50.8 | -18.7 | 3.8 | -2.7 | -2.2 | -6.2 | 1.4 | -6.1 | -5.9 | 8.1 |
|  |  | 2.2 | -2.6 | -4.1 | -0.1 | 1.0 | -8.4 | 28.3 | -7.9 | 4.6 | -3.9 | -0.6 | -1.6 | -5.8 | -16.1 | -4.3 | 5.5 |
|  |  | 1.8 | 1.8 | -0.5 | 3.7 | -2.8 | -1.6 | 1.8 | 9.6 | 5.0 | 2.0 | -0.8 | 2.9 | 3.3 | 0.5 | -1.6 | -0.4 |
| 2017 | Jan | 2.9 | 2.8 | 1.3 | 13.7 | 1.6 | 6.7 | 2.1 | 7.3 | 10.6 | 11.7 | -11.5 | -1.3 | 0.1 | -0.1 | -16.2 | -6.7 |
|  | Feb | -2.1 | -4.5 | -13.6 | -10.7 | -6.5 | -20.8 | 9.4 | 14.7 | 1.6 | -16.4 | 0.4 | 2.6 | -3.2 | 2.7 | 0.8 | 8.9 |
|  | Mar | 2.1 | 1.1 | -1.6 | 2.4 | -3.0 | -3.8 | 6.9 | 11.4 | 3.4 | -2.6 | 1.1 | 6.9 | 3.7 | -3.1 | 7.7 | -2.3 |
|  | Apr | 0.6 | 2.4 | 3.7 | 4.0 | -3.4 | -3.6 | -6.4 | 13.0 | 4.4 | 4.1 | -3.7 | 0.4 | 13.6 | -0.6 | -6.2 | -4.1 |
|  | May | 0.2 | -0.1 | -5.0 | 2.2 | -1.5 | -5.5 | 2.0 | 12.0 | 5.9 | -3.9 | -2.8 | -3.4 | 2.1 | -1.4 | -5.9 | 1.9 |
|  | Jun | 1.5 | 3.7 | 1.4 | 5.9 | -0.3 | -6.2 | -5.6 | 10.6 | 3.9 | 6.3 | 1.2 | 3.8 | 16.0 | 0.0 | -6.7 | -3.2 |
|  | Jul | 1.0 | 1.2 | 0.7 | 2.9 | -4.1 | 5.7 | 0.3 | 8.8 | 6.4 | 3.4 | -6.0 | 0.4 | 5.8 | 2.3 | -5.4 | -3.0 |
|  | Aug | 3.0 | 3.1 | 1.3 | 4.1 | -2.9 | 6.4 | 2.8 | 9.5 | 7.5 | 4.8 | 6.2 | 5.4 | 2.1 | -2.7 | -1.9 | 0.8 |
|  | Sep | -0.5 | 3.1 | 6.9 | 6.9 | -2.8 | -1.3 | -15.3 | 9.2 | 3.8 | 6.0 | -2.4 | 2.2 | 5.0 | -7.5 | -1.1 | 2.1 |
|  | Oct | 0.2 | 1.1 | 0.6 | 3.0 | -3.1 | -2.1 | -3.8 | 7.4 | 3.7 | 4.2 | 2.3 | 0.6 | 4.1 | -20.8 | 1.8 | 3.5 |
|  | Nov | 5.3 | 4.8 | 4.1 | 4.2 | -2.4 | 5.0 | 7.5 | 8.9 | 5.2 | 1.7 | 4.9 | 9.7 | 1.7 | 14.2 | 7.1 | 1.5 |
|  | Dec | 6.3 | 2.6 | -4.0 | 4.5 | -5.5 | -1.0 | 26.0 | 4.2 | 3.9 | 3.4 | 2.9 | 6.6 | -4.8 | 20.1 | 8.0 | -2.2 |
|  |  | At Constant Prices |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 2015 |  | 4.6 | -1.0 | 0.8 | 2.9 | -3.5 | -7.6 | 51.5 | -14.5 | 4.2 | -2.4 | -2.4 | -6.5 | 1.3 | -6.0 | -5.8 | 8.5 |
| 2016 |  | 1.5 | -3.4 | -4.4 | -1.6 | 0.1 | -10.2 | 27.5 | -4.2 | 5.0 | -4.5 | -0.4 | -2.2 | -9.5 | -16.2 | -6.1 | 5.1 |
| 2017 |  | 1.3 | 1.3 | -0.9 | 3.0 | -3.1 | -2.8 | 1.5 | 0.5 | 6.7 | 1.5 | 1.1 | 3.9 | 2.4 | 1.7 | -1.6 | -1.1 |
| 2017 | Jan | 2.8 | 2.4 | 2.3 | 12.8 | 1.6 | 4.8 | 3.7 | -0.9 | 12.6 | 13.0 | -9.9 | -0.3 | -4.4 | 2.2 | -16.8 | -6.3 |
|  | Feb | -2.2 | -4.9 | -12.9 | -10.8 | -6.8 | -21.6 | 11.3 | 0.3 | 4.5 | -16.5 | 2.3 | 2.7 | -4.8 | 3.6 | -0.4 | 8.6 |
|  | Mar | 2.4 | 0.9 | -1.1 | 2.3 | -3.3 | -4.9 | 9.6 | -0.1 | 4.3 | -1.9 | 2.5 | 7.5 | 4.1 | -1.2 | 8.0 | -2.5 |
|  | Apr | 0.3 | 1.7 | 3.7 | 3.7 | -3.9 | -4.8 | -5.1 | 0.8 | 5.3 | 3.7 | -0.9 | 3.9 | 9.9 | 0.9 | -5.3 | -4.3 |
|  | May | 0.0 | -0.5 | -6.0 | 1.6 | -2.1 | -6.7 | 2.8 | 2.0 | 9.0 | -5.7 | 0.1 | -2.3 | 2.8 | 0.0 | -5.2 | 0.5 |
|  | Jun | 1.0 | 3.2 | 0.3 | 5.3 | -0.6 | -7.2 | -5.8 | 3.7 | 6.2 | 4.4 | 4.0 | 6.1 | 15.8 | 0.3 | -6.9 | -4.2 |
|  | Jul | 0.5 | 0.6 | -1.1 | 1.7 | -4.9 | 4.4 | 0.0 | 1.4 | 7.1 | 1.0 | -4.1 | 2.4 | 8.8 | 2.6 | -5.3 | -4.3 |
|  | Aug | 2.3 | 2.4 | 0.0 | 3.2 | -3.0 | 5.5 | 1.8 | -0.5 | 9.4 | 3.5 | 8.1 | 5.4 | 3.4 | -2.0 | -2.0 | -1.0 |
|  | Sep | -1.5 | 2.2 | 5.9 | 6.0 | -2.8 | -2.2 | -16.7 | 0.2 | 4.7 | 5.4 | -0.3 | 3.1 | 4.3 | -7.8 | -1.3 | 0.9 |
|  | Oct | -1.0 | 0.3 | -0.6 | 1.7 | -3.7 | -3.5 | -6.9 | 0.3 | 3.8 | 3.7 | 4.5 | 1.5 | 2.8 | -20.1 | 1.8 | 2.4 |
|  | Nov | 4.3 | 4.2 | 3.9 | 3.4 | -2.8 | 3.8 | 4.8 | 0.2 | 8.0 | 1.5 | 6.2 | 10.8 | 0.6 | 14.6 | 7.4 | 0.6 |
|  | Dec | 5.4 | 2.2 | -4.0 | 3.6 | -5.9 | -2.0 | 22.0 | -1.4 | 5.2 | 3.9 | 3.2 | 5.8 | -7.3 | 23.6 | 8.2 | -2.2 |

TABLE 4 FOOD \& BEVERAGE SERVICES INDEX
$(2017=100)$


TABLE 5 PERCENTAGE CHANGE IN FOOD \& BEVERAGE SERVICES INDEX OVER PREVIOUS MONTH


TABLE 6 PERCENTAGE CHANGE IN FOOD \& BEVERAGE SERVICES INDEX
OVER CORRESPONDING PERIOD OF PREVIOUS YEAR


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The SingStat Table Builder contains statistical data series on the Singapore economy and population for users to create customised data tables, plot graphs and charts and export them in different file formats. Explore data trends with this e-service at http://www.singstat.gov.sg/tablebuilder.

## E-survey

The E-survey enables business organisations to complete and submit their survey forms through the internet. Using secured encryption protocols, the E-survey ensures that the information transmitted through the net is secured and protected. The system features online helps and validation checks to assist respondents in completing their survey forms. With the E-survey, respondents do away with the tedious paper work and manual tasks of mailing or faxing their survey returns to the Department.

## Statistical Enquiries and Feedback

If you have any statistical enquiries or comment or suggestions on our statistical publications and electronic services, you are welcomed to:

| E-mail us at info@singstat.gov.sg |  |
| :--- | :--- | :--- |
| Fax to us at | (65) 6332-7689 |
| Call us at | 1800-3238118* (local callers) |
| (65) 6332-7738 (overseas callers) |  |

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[^0]:    * Calls from mobile telephone lines to 1800 local toll free number may be subject to mobile airtime charges as imposed by the relevant mobile service provider.

