

5 June 2013

**Annual Services Survey**  
**Statistics on Products in the Services Sector**  
Year 2011

**Turnover in the Services sector increases 0.2% in 2011, standing at 418,962 million euros**

**Telecommunications is the activity sector with the most productivity, while Food and beverage services is the activity sector with the least productivity**

**The Services sector invoices 11.8% of its total sales abroad, as compared with 11.2% the previous year**

Turnover for companies in the Services sector<sup>1</sup> reached 418,962 million euros in 2011, with a 0.2% increase over the previous year.

The number of companies in the sector decreased 1.1%, and employed personnel fell 1.4% as compared with 2010.

**Main variables. Year 2011**

Variables	Million euros (*)	Variation (%) 11/10
Number of companies	1,223,616	-1.1
Turnover	418,962	0.2
Purchases of goods and services for resale	97,632	1.9
Production value	334,772	0.0
Purchases and expenditure on goods and services	244,709	1.1
Added value at factor cost	192,705	-0.5
Personnel costs	121,133	2.5
Investment in tangible assets	34,207	-7.0
Employed personnel (annual average)	5,268,924	-1.4
Wage earning personnel (annual average)	4,176,628	-1.2

\*Except the number of companies and personnel

Distribution of employed personnel and turnover, by company size

<sup>1</sup>Sections H, I, J, L, M, N, R and part of section S (division 95 and activities 96.01 and 96.03 to 96.09) of CNAE-2009 (see details in the Methodological note included at the end of this document).

## Results by group of activity <sup>2</sup>

One-fourth of invoicing for the Services sector in 2011 corresponded to *Transport and storage*. Turnover for this activity registered an increase of 1.5%, as compared with the previous year.

*Real estate activities*, which in terms of invoicing accounted for 5.2% of the total for the sector, presented the greatest increase, standing at 1.9%.

Regarding employment, *Accommodation activities* employed the largest number of persons (23.4% of the sector), 0.2% more than the previous year.

### Turnover and employed personnel, by activity group. Year 2011

Activity groups	Turnover			Employed personnel		
	Million euros	% over the total	Variation (%) 11/10	Annual average	% over the total	Variation (%) 11/10
Transport and storage	101,011	24.1	1.5	888,005	16.9	-3.6
Accommodation activities	58,639	14.0	1.3	1,233,092	23.4	0.2
Information and communications	79,913	19.1	-0.5	424,480	8.1	0.0
Real estate activities	21,709	5.2	1.9	188,898	3.6	-6.5
Professional, scientific and technical activities	77,024	18.4	-1.6	963,328	18.3	-1.6
Administrative and support services activities	59,027	14.1	-0.1	1,205,211	22.9	-1.0
Arts entertainment and recreation activities	17,183	4.1	-	269,470	5.1	-
Repairs and other personal services (except hairdressing)	4,456	1.1	-	96,441	1.8	-
<b>TOTAL</b>	<b>418,962</b>	<b>100.0</b>	<b>0.2</b>	<b>5,268,924</b>	<b>100.0</b>	<b>-1.4</b>

(-) Activity groups not completely included in the 2010 survey

## Results by activity sector <sup>2</sup>

On a more broken down level, the activity sectors with the greatest contribution to total turnover in 2011 were *Land transport* (10.9%), *Food and beverage services* (9.9%) and *Activities connected to transport* (9.6%).

In turn, the sectors that employed the most persons were *Food and beverage services* (18.6%), *Services in buildings and gardening activities* (10.7%) and *Land transport* (10.2%).

<sup>2</sup> The companies studied were classified according to their main activity. Likewise, all of the study variables referring to the company were assigned to said activity.

## Turnover and employed personnel, by activity sector. Year 2011

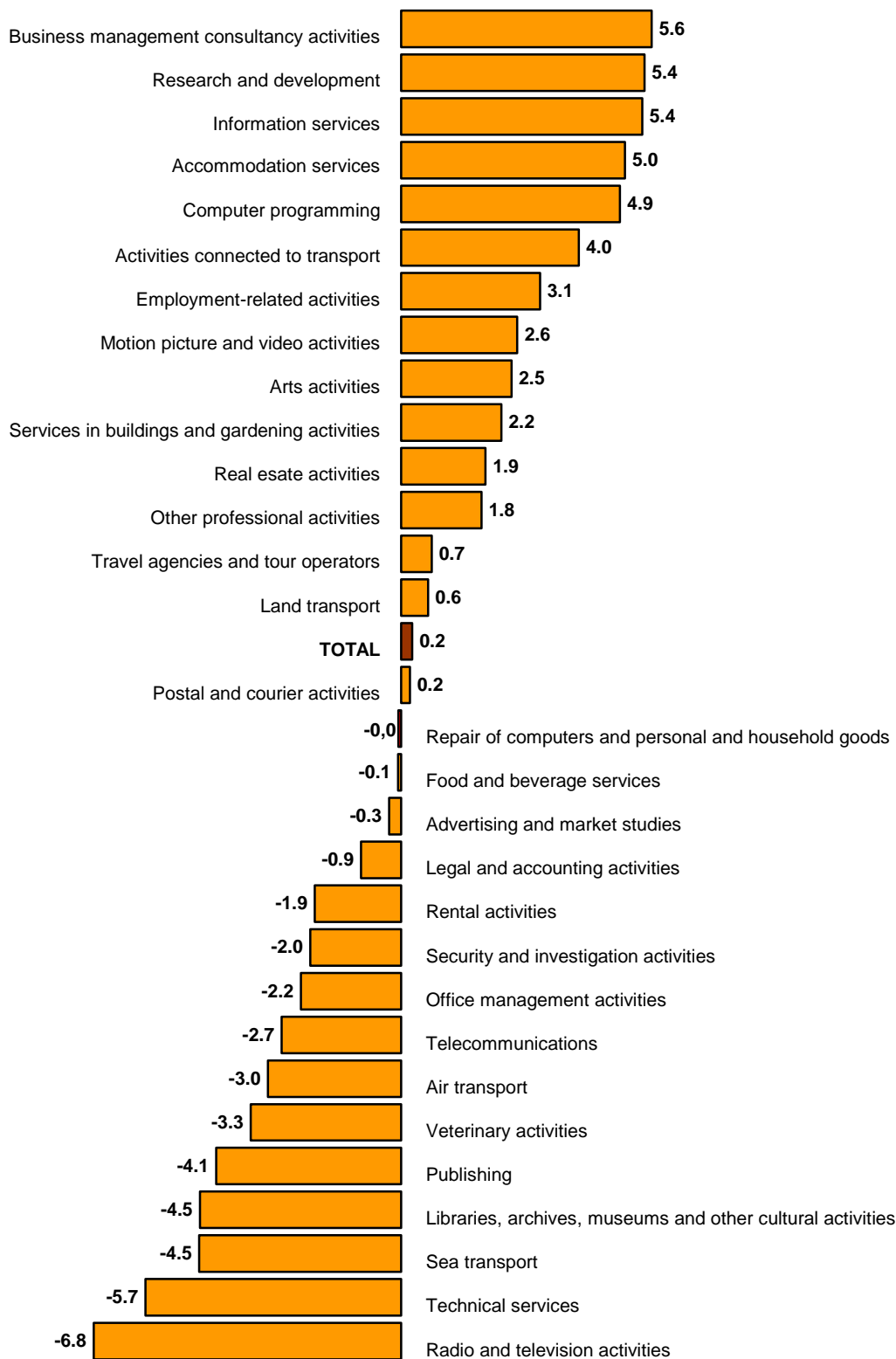
Activity sector	Turnover			Employed personnel		
	Million euros	% over the total	Variation (%) 11/10	Annual average	% over the total	Variation (%) 11/10
<b>Transport and storage</b>						
Land transport	45,867	10.9	0.6	539,779	10.2	-3.9
Sea transport	1,775	0.4	-4.5	7,289	0.1	-2.0
Air transport	8,418	2.0	-3.0	31,171	0.6	-4.4
Activities connected to transport	40,350	9.6	4.0	217,632	4.1	-1.9
Postal and courier activities	4,600	1.1	0.2	92,135	1.7	-5.4
<b>Accommodation activities</b>						
Accommodation services	17,008	4.1	5.0	250,968	4.8	-0.5
Food and beverage services	41,631	9.9	-0.1	982,124	18.6	0.4
<b>Information and communications</b>						
Publishing	8,020	1.9	-4.1	55,048	1.0	-5.6
Motion picture and video activities	5,438	1.3	2.6	35,549	0.7	-4.3
Radio and television activities	4,294	1.0	-6.8	32,885	0.6	-2.8
Telecommunications	37,651	9.0	-2.7	69,122	1.3	1.8
Computer programming	22,841	5.5	4.9	210,502	4.0	2.2
Information services	1,669	0.4	5.4	21,373	0.4	-0.4
<b>Real estate activities</b>	21,709	5.2	1.9	188,898	3.6	-6.5
<b>Professional, scientific and technical activities</b>						
Legal and accounting activities	20,882	5.0	-0.9	367,985	7.0	-0.2
Business management consultancy activities	6,522	1.6	5.6	55,551	1.1	-4.9
Technical services	24,288	5.8	-5.7	290,351	5.5	-3.9
Research and development	1,351	0.3	5.4	23,130	0.4	1.1
Advertising and market studies	18,272	4.4	-0.3	115,556	2.2	-2.3
Other professional activities	4,977	1.2	1.8	93,308	1.8	1.7
Veterinary activities	731	0.2	-3.3	17,447	0.3	0.7
<b>Administrative and support services activities</b>						
Rental activities	10,968	2.6	-1.9	65,878	1.3	-4.7
Employment-related activities	3,433	0.8	3.1	164,840	3.1	-0.8
Travel agencies and tour operators	17,693	4.2	0.7	54,028	1.0	-0.3
Security and investigation activities	4,815	1.1	-2.0	127,540	2.4	-4.6
Services in buildings and gardening activities	12,341	2.9	2.2	564,524	10.7	0.3
Office management activities	9,777	2.3	-2.2	228,400	4.3	-1.2
<b>Arts, entertainment and recreation activities</b>						
Creative, arts and entertainment activities	2,192	0.5	2.5	57,397	1.1	-0.4
Libraries, archives, museums and other cultural activities	679	0.2	-4.5	15,781	0.3	-3.2
Gambling and betting activities	5,879	1.4	-	45,810	0.9	-
Leisure and sport activities	8,432	2.0	-	150,482	2.9	-
<b>Repairs and other personal services</b>						
Repair of computers and personal and household goods	1,907	0.5	0.0	45,134	0.9	2.3
Laundry and other personal services (except hairdressing)	2,549	0.6	-	51,307	1.0	-
<b>TOTAL</b>	<b>418,962</b>	<b>100.0</b>	<b>0.2</b>	<b>5,268,924</b>	<b>100.0</b>	<b>-1.4</b>

(-) Activity sectors not included in the 2010 survey

The activity sectors registering the greatest increases in turnover in 2011 were *Business management consultancy activities* (5.6%) and *Research and development and Information services* (both with 5.4%).

In contrast, those recording the greatest drops were *Radio and television activities* (-6.8%), *Technical services* (-5.7%) and *Sea transport* (-4.5%).

**Variation (%) in invoicing in 2011, as compared to 2010, by activity sector**

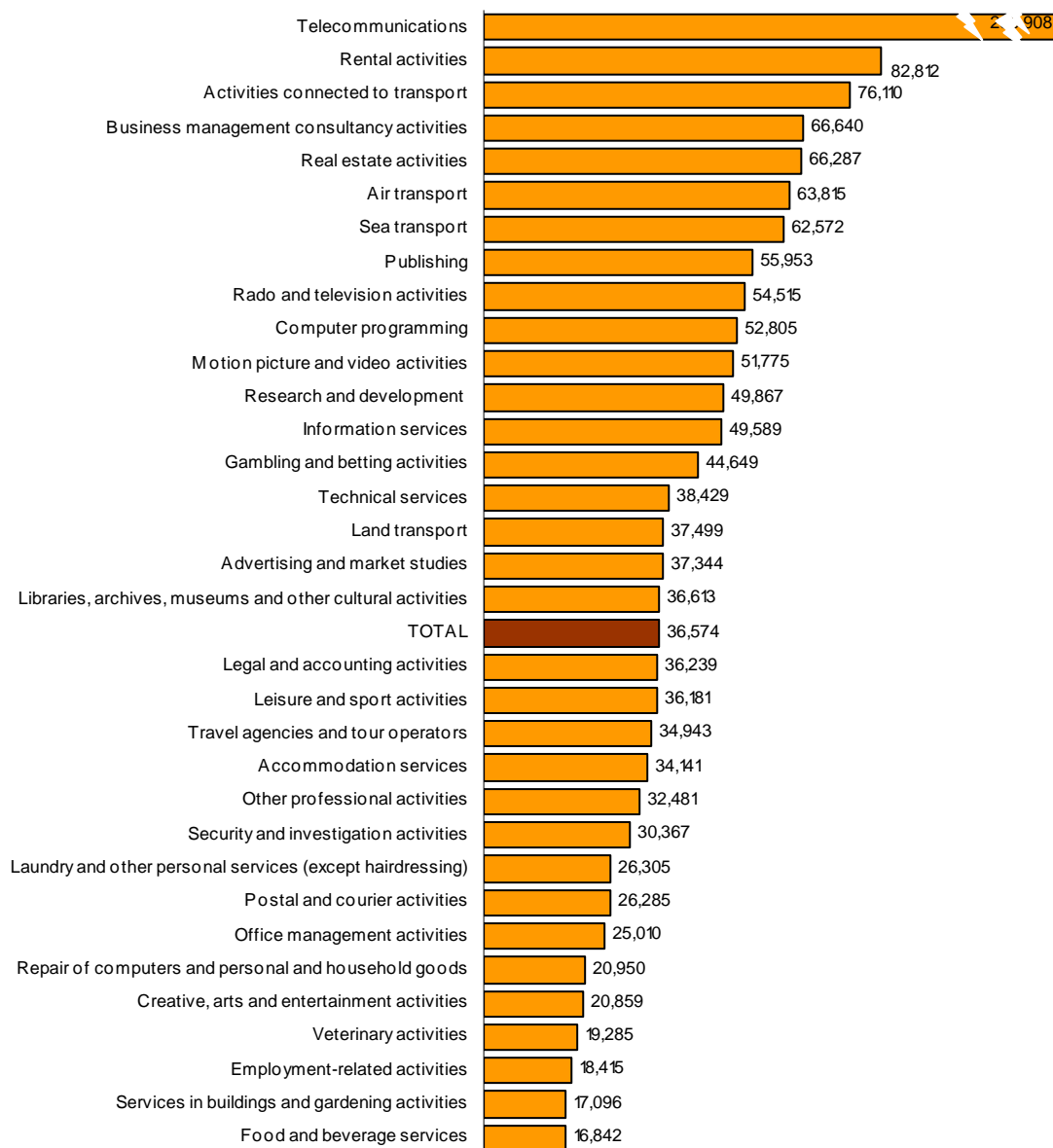


## Productivity

Average productivity (added value per employed person) for the Services sector in the year 2011 reached 36,574 euros.

The sectors that registered the greatest productivity were *Telecommunications* (235,908 euros) and *Rental activities* (82,812 euros). Those presenting the least productivity were *Food and beverage services* (16,842 euros) and *Services in buildings and gardening activities* (17,096 euros).

### Productivity (in euros) by activity sector in the Services sector. Year 2011



## Geographical destination of sales

88.2% of sales of companies in the Services sector in 2011 were carried out within Spain, 7.4% targeted European Union countries (EU), and 4.4% went to the rest of the world.

The sectors with the highest percentage of sales outside Spain were *Air transport* (with 56.8% of sales) and *Travel agencies and tour operators* (32.0%).

In turn, *Gambling and betting activities* presented the lowest percentage of sales outside Spain, with 0.1%.

### Activity sectors, by percentage of sales outside Spain<sup>3</sup>. Year 2011

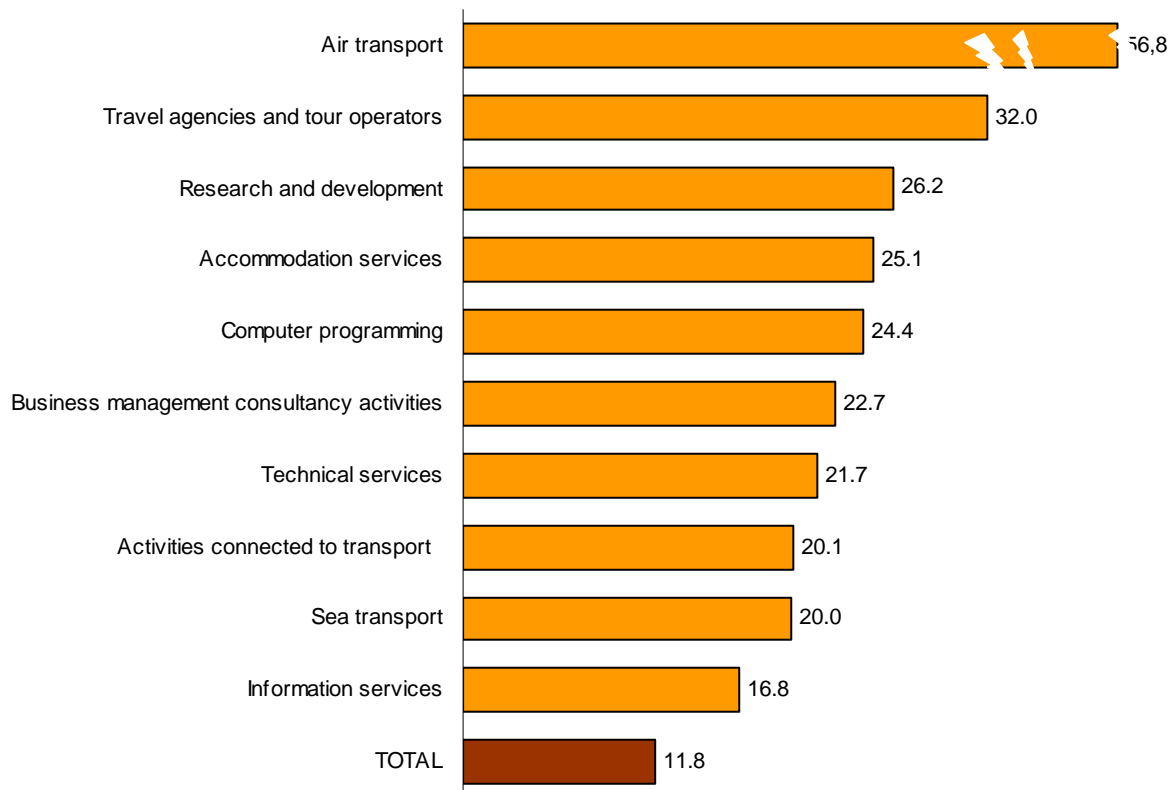
Activity sector	Sales outside Spain		
	Million euros	% over the total sales	Difference of % 11-10
Air transport	4,778	56.8	4.9
Travel agencies and tour operators	5,657	32.0	2.5
Research and development	355	26.2	1.0
Accommodation services	4,272	25.1	2.4
Computer programming	5,571	24.4	0.5
Business management consultancy activities	1,479	22.7	4.6
Technical services	5,263	21.7	2.7
Activities connected to transport	8,123	20.1	2.7
Sea transport	355	20.0	-2.8
Information services	281	16.8	2.7
Publishing	908	11.3	1.6
Advertising and market studies	1,899	10.4	2.2
Motion picture and video activities	503	9.3	1.8
Office management activities	806	8.2	2.9
Land transport	3,489	7.6	-0.3
Other professional activities	368	7.4	-2.4
Rental activities	675	6.2	-0.5
Libraries, archives, museums and other cultural activities	36	5.3	1.1
Postal and courier activities	235	5.1	0.3
Leisure and sport activities	427	5.1	-
Legal and accounting activities	1,044	5.0	0.5
Telecommunications	1,881	5.0	-1.2
Creative, arts and entertainment activities	81	3.7	-0.1
Radio and television activities	121	2.8	-1.8
Employment-related activities	87	2.5	0.7
Repair of computers and personal and household goods	29	1.5	0.3
Security and investigation activities	56	1.2	0.7
Real estate activities	248	1.1	-0.3
Laundry and other personal services (except hairdressing)	29	1.1	-
Food and beverage services	241	0.6	0.1
Services in buildings and gardening activities	64	0.5	0.2
Veterinary activities	2	0.3	0.1
Gambling and betting activities	5	0.1	-
<b>TOTAL</b>	<b>49,367</b>	<b>11.8</b>	<b>0.6</b>

(-) Activity sectors not completely included in the 2010 survey

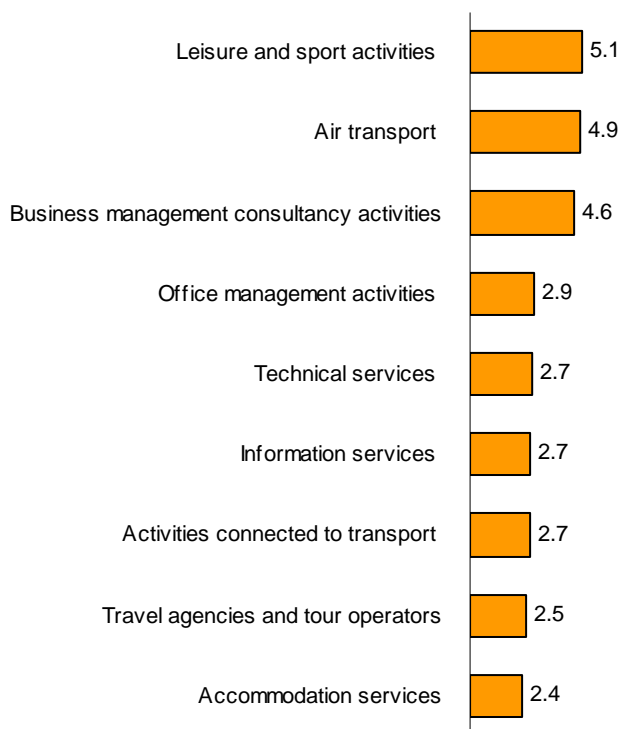
<sup>3</sup> This does not include all sales to non-residents, if such sales have been carried out in Spain.

The graphs below present the Services activities with the highest percentage of sales outside Spain in 2011, as well as those that experienced the greatest increase in the percentage of sales abroad.

**Services activities with the highest percentage of sales outside Spain. Year 2011**



**Services activities with the greatest increase in the percentage participation of sales outside Spain. Year 2011-2010**

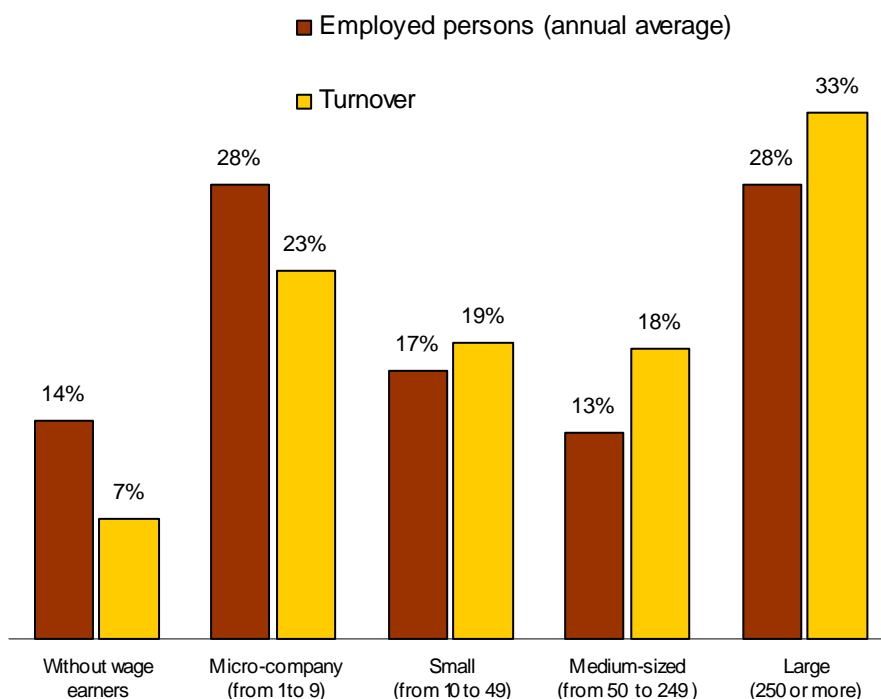


### Results by company size

The Services sector was characterised by a predominance of very small companies. In fact, 95% of them had fewer than 10 wage earners. 56% of them were companies without wage earners, and 39% were micro-companies (with 1 to 9 wage earners). These companies employed 42% of the persons employed in services, and invoiced 30% of total turnover for the sector.

Large companies (with 250 or more wage earners), which represented 0.1% of the total companies in the Services sector, invoiced 33% of the total.

### Distribution of employed personnel and turnover, by company size



This atomised structure was repeated to a greater or lesser extent in the different activity sectors comprising the Services sector, with the exception of the companies in *Air transport, Telecommunications, Security and investigation, Radio and television, and Employment-related activities*, where large companies, albeit small in number, generated most of turnover (more than 70%).

In three activity sectors, companies with 10 or fewer wage earners generated more than 60% of turnover: *Veterinary activities* (84.9%), *Real estate activities* (71.8%) and *Food and beverage services* (62.1%).



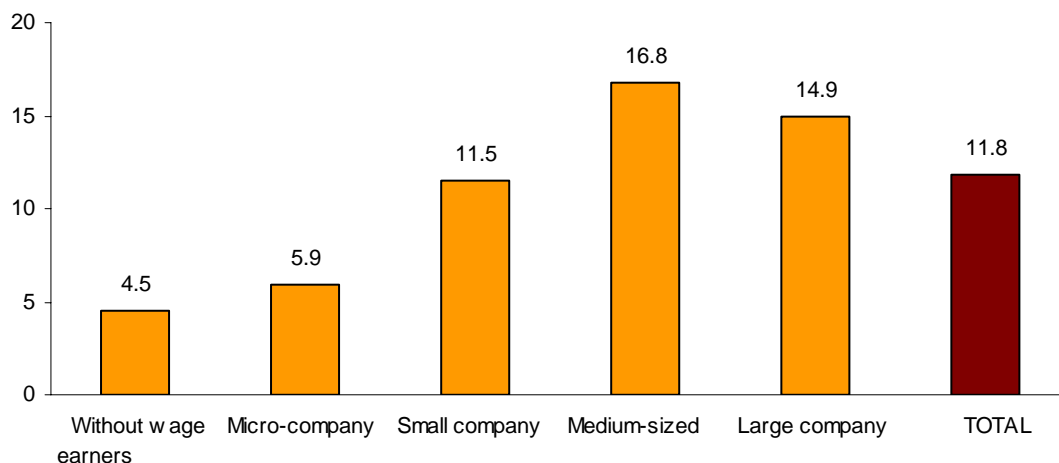
## Turnover distribution (in %), by company size and activity sector. Year 2011

	Without wage earners	Micro- company (from 1 to 9)	Small (from 10 to 49)	Medium-sized (from 50 to 249)	Large (250 or more)
<b>Transport and storage</b>					
Land transport	12.8	27.2	25.1	15.0	20.0
Sea transport	4.3	9.6	11.7	35.2	39.2
Air transport	0.0	0.4	1.1	5.8	92.8
Activities connected to transport	1.4	18.4	23.8	24.3	32.2
Postal and courier activities	2.0	9.8	13.3	15.7	59.3
<b>Accommodation activities</b>					
Accommodation services	1.3	10.5	28.0	31.7	28.6
Food and beverage services	10.4	51.7	21.8	5.5	10.6
<b>Information and communications</b>					
Publishing	2.4	12.0	19.8	38.1	27.7
Motion picture and video activities	4.0	17.7	23.0	31.1	24.2
Radio and television activities	0.8	4.2	7.6	14.9	72.6
Telecommunications	0.6	2.5	4.9	8.1	83.9
Computer programming	2.4	6.7	11.0	16.9	63.0
Information services	4.2	11.8	23.5	39.4	21.1
<b>Real estate activities</b>					
	20.5	51.3	13.1	13.3	1.8
<b>Professional, scientific and technical activities</b>					
Legal and accounting activities	16.8	41.4	18.4	10.6	12.9
Business management consultancy activities	3.0	21.6	26.3	31.7	17.5
Technical services	11.8	22.3	18.4	15.7	31.7
Research and development	2.0	9.0	20.4	29.5	39.1
Advertising and market studies	5.6	19.0	22.6	42.6	10.1
Other professional activities	19.3	38.1	14.7	13.3	14.6
Veterinary activities	20.9	64.0	13.4	1.7	-
<b>Administrative and support services activities</b>					
Rental activities	12.2	24.8	20.0	15.5	27.5
Employment-related activities	0.9	4.6	6.1	13.0	75.4
Travel agencies and tour operators	6.8	15.5	17.9	27.1	32.7
Security and investigation activities	0.9	1.7	7.7	15.5	74.1
Services in buildings and gardening activities	1.9	12.8	16.5	17.9	51.0
Office management activities	13.7	20.5	17.3	17.3	31.2
<b>Arts, entertainment and recreation activities</b>					
Creative, arts and entertainment activities	22.1	37.5	17.2	15.4	7.8
Libraries, archives, museums and other cultural activities	3.0	13.0	27.9	38.2	17.9
Gambling and betting activities	5.1	28.2	33.6	26.3	6.8
Leisure and sport activities	3.4	21.2	30.6	29.0	15.8
<b>Repairs and other personal services</b>					
Repair of computers and personal and household goods	19.0	34.2	17.3	11.4	18.1
Laundry and other personal services (except hairdressing)	5.6	31.3	30.4	17.5	15.3
<b>TOTAL</b>	<b>7.5</b>	<b>23.0</b>	<b>18.6</b>	<b>18.1</b>	<b>32.9</b>

**Company size and sales outside Spain**

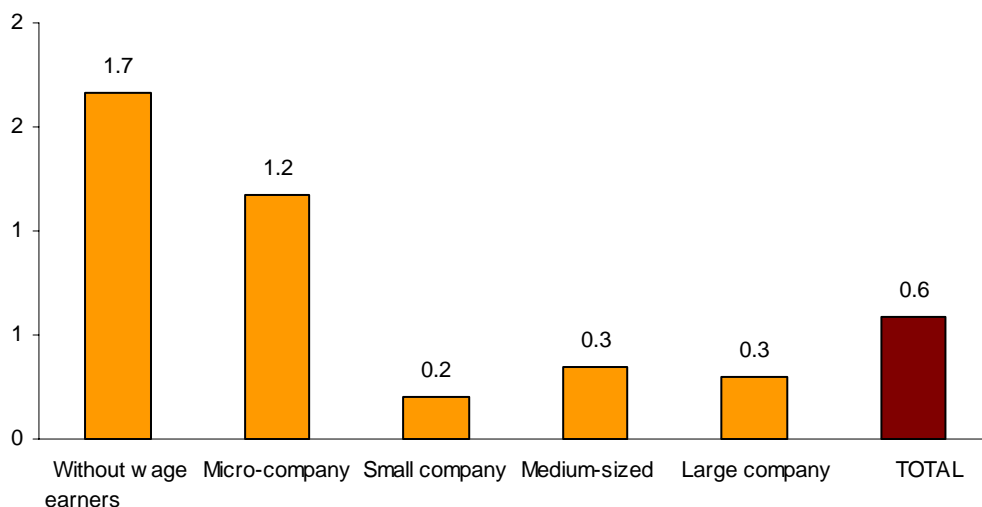
Medium-sized services companies, with 50 to 249 wage earners, were most likely to export, with 16.8% of invoicing dedicated to sales abroad.

**Sales outside Spain, by company size. Percentage as compared with the total invoicing for each wage-earner bracket. Year 2011**



On the other hand, worth noting was that those companies without wage earners and micro-companies recorded the greatest foreign dynamism, with an increase in the percentage of sales outside Spain of between 1.7 and 1.2 points, as compared with the previous year.

**2011-2010 variation of the percentage participation of sales, outside Spain, of companies in the Services sector.**



## Results by Autonomous Community

The Autonomous Communities with the greatest participation in turnover for the Services sector in 2011 were *Comunidad de Madrid* (with 32.7% of the total), *Cataluña* (19.7%) and *Andalucía* (9.6%).

In turn, those that carried the least weight in turnover for the sector were *La Rioja* (0.4%), *Extremadura* and *Cantabria* (both with 0.8%).

### Turnover and employed personnel in the Services Sector, by Autonomous Community. Year 2011

Autonomous Community (*)	Turnover		Employed personnel	
	Million euros	% over the total	Date 30/09/2011	% over the total
Madrid, Comunidad de	130,710	32.7	1,156,662	22.5
Cataluña	78,690	19.7	996,885	19.4
Andalucía	38,288	9.6	682,129	13.3
Comunitat Valenciana	30,896	7.7	454,659	8.8
País Vasco	19,253	4.8	245,763	4.8
Canarias	18,008	4.5	254,298	4.9
Galicia	14,406	3.6	246,412	4.8
Balears, Illes	13,378	3.4	173,355	3.4
Castilla y León	12,183	3.1	223,016	4.3
Aragón	9,195	2.3	134,709	2.6
Castilla-La Mancha	8,275	2.1	139,012	2.7
Murcia, Región de	7,073	1.8	114,223	2.2
Asturias, Principado de	6,181	1.5	104,379	2.0
Navarra, Comunidad Foral de	4,317	1.1	61,252	1.2
Extremadura	3,206	0.8	66,333	1.3
Cantabria	3,094	0.8	56,751	1.1
Rioja, La	1,530	0.4	25,802	0.5
<b>TOTAL</b>	<b>399,230</b>	<b>100.0</b>	<b>5,145,705</b>	<b>100.0</b>

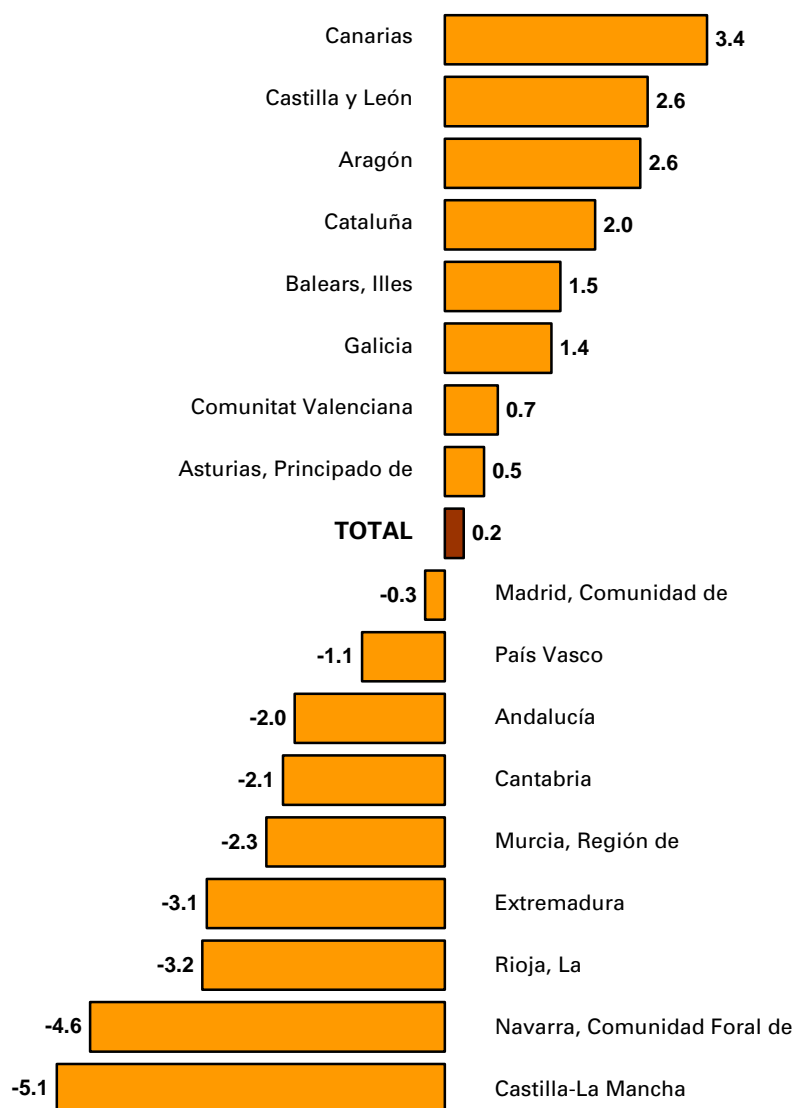
\* Data for the Autonomous Cities of Ceuta and Melilla cannot be supplied, since it is not sufficiently representative

\*\* For the breakdown by Autonomous Community the following activities are not included: Creative, arts and entertainment activities and Other personal services (RSection and 96 Division of the CNAE 2009)

The Autonomous Communities with the greatest increase in turnover in the Services sector in 2011 were Canarias (3.4%) and Castilla y León and Aragón (both with 2.6%).

Conversely, the Autonomous Communities that registered the greatest decreases were Castilla-La Mancha (-5.1%), Comunidad Foral de Navarra (-4.6%) and La Rioja (-3.2%).

**Services sector dynamism in the Autonomous Communities.  
Percentage variation of invoicing in 2011, as compared with 2010**



## Statistics on Products in the Services Sector

These statistics enable ascertaining the breakdown of turnover, according to the services provided, as well as the sectors of the clients to whom said services are provided.

### Transport (Divisions 49 to 51 of CNAE-2009)

82.0% of invoicing for Rail transport corresponded to passenger transport. 61.9% of said invoicing was for inter-city transport.

In turn, seven out of 10 euros invoiced in land transport and in sea transport, and transport by domestic navigable routes came from freight transport.

More than half of turnover income of postal and couriers activities companies was from the non-urgent transport of packages weighing 20 kilos or less.

#### Transport. Turnover percentage distribution, by main activity of the company and services provided. Year 2011

Services provided	Main activity: by type of transport				
	Railway	Land	Sea transport and transport by domestic navigable routes	Air	Postal and courier activities
<b>TOTAL</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>
<b>Passenger transport:</b>	<b>82.0</b>	<b>21.7</b>	<b>29.1</b>	<b>85.5</b>	<b>0.0</b>
City railway	20.1				
Inter-city railway	61.9				
City and suburban		7.7			
Taxi operation		5.3			
Other land transport: scheduled and unscheduled		8.7			
Sea and navigable routes transport			29.1		
Air transport				85.5	
<b>Freight transport:</b>	<b>9.8</b>	<b>75.0</b>	<b>69.0</b>	<b>3.0</b>	<b>89.5</b>
Railway	9.8				
Shuttle or road repeated transport		3.2			
Road delivery or collection		19.1			
Normal by road		52.7			
Sea transport and transport by domestic navigable routes			69.0		
Air transport				3.0	
Urgent package and documents transport up to 20 Kg,					36.8
Non-urgent package transport up to 20 Kg,					52.7
Other activities and services	8.2	3.3	1.9	11.5	10.5

**Hotels and similar accommodation (Group 55.1 of CNAE-2009, companies with 50 wage earners or more)**

Nine out of 10 euros invoiced by hotel companies with 50 wage earners or more corresponded to *Accommodation* (Accommodation and catering).

**Hotels and other accommodations (with 50 wage earners or more).**

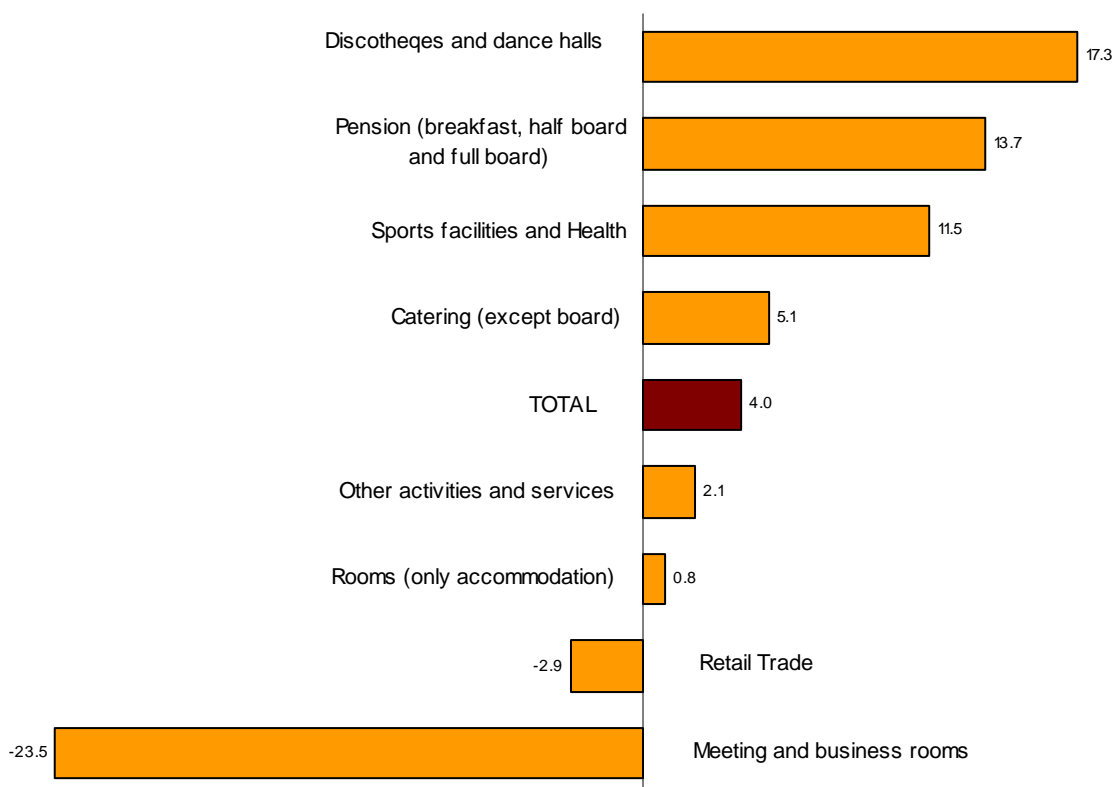
**Turnover percentage distribution, by services provided**

Services provided	%
<b>TOTAL</b>	<b>100.0</b>
Rooms (only accommodation)	56.7
Pension (breakfast, half board and full board)	23.6
Catering (except board)	13.0
Other activities and services	2.9
Sports facilities and Health	1.6
Meeting and business rooms	1.2
Retail trade	0.7
Discotheques and dance halls	0.3

Total invoicing of *Hotels and similar accommodation* grew 4.0% in the year 2011. Nonetheless, the sectors recorded an uneven performance, with increases of 17.3% in *Discotheques and dance halls*, and decreases of 23.5% in *Meeting and business rooms*.

**Hotels and other accommodation (50 wage earners or more)**

**Variation in turnover, according to the services provided. Year 2011**



**Motion picture and video activities** (Division 59 of CNAE-2009)

Motion picture, video, television sound and music publishing activities reached invoicing of 5,438 million euros in 2011, with a 2.6% increase, as compared with the previous year.

**Motion picture and video activities. Turnover percentage distribution by services provided. Year 2011**

Services provided	%
<b>TOTAL</b>	<b>100.0</b>
Motion picture, video and television programmes production	36.0
Motion picture, video and television programmes distribution	21.6
Motion picture, video and television programmes post-production services	16.7
Motion picture exhibition	14.5
Other activities and services	6.6
Sound recording services	4.5

**Activities in computer science, law and accountancy, consultancy, technical services and advertising.** (Divisions 62, 69 and 71, and Groups 58.2, 63.1, 70.2 and 73.1 of CNAE-2009)

Activities in computer science, law and accountancy, consultancy, technical services and advertising invoiced a total of 92,949 million euros.

The following table shows the three main clients for each one of the activity sectors analysed.

**Main clients, by turnover in activities in computer science, law and accountancy, consultancy, technical services and advertising. Year 2011**

Activity	Order number: 1	Order number: 2	Order number: 3
Publishing of computer programmes	Business services 23.1	Telecommunications and computer programming 22.8	Public Administrations 11.8
Computer programming	Telecommunications and computer programming 30.5	Banking and insurance 21.7	Public Administrations 14.8
Information services	Telecommunications and computer programming 25.6	Banking and insurance 19.3	Public Administrations 13.0
Legal and accounting activities	Business services 24.8	Trade 13.1	Industry 12.8
Business management consultancy activities	Business services 24.6	Industry 19.0	Banking and insurance 17.6
Technical services	Industry 37.7	Construction 16.1	Public Administrations 15.1
Advertising and market studies	Business services 30.6	Industry 19.6	Trade 13.6

### Employment-related activities (Division 78 of CNAE-2009)

Placement agencies and temporary employment agencies reached a turnover of 3,433 million euros in 2011, with a 3.1% increase, as compared with the previous year.

Out of the total hours invoiced, these companies spent more than 40% of their working hours on Industry.

#### Employment-related activities: hours invoiced, by type of personnel supplied in percentage. Year 2011

Activity of the company	%
TOTAL	100.0
Industry	40.8
Office	19.0
Other personnel	13.3
Transport, storage and logistics	10.7
Accommodation and Catering	8.0
Trade	5.9
Computer programming and telecommunications	1.7
Health	0.3
Education	0.3

### Travel agency and tour operator activities (Division 79 of CNAE-2009)

Travel agencies and tour operators invoiced 17,693 million euros, 0.7% more than in 2010. 70% of this figure corresponded to Travel agencies and tour operators with at least 20 wage earners.

On analysing the percentage distribution of purchases between 2011 and 2010, it was observed that these companies increased the weight of purchases of packages from other companies (in 2011, this represented 18.7%), and decreased their purchases in both the sale of packages they have created themselves, and the sale of individual trips (42.4% and 37.1%, respectively).

#### Travel agencies and tour operators: breakdown of purchases of products and services acquired. Years 2011 and 2010

Products and services acquired	% 2011	% 2010
TOTAL PURCHASES	100.0	100.0
Included in package tours conducted by the company itself	42.4	44.7
Of products and services offered individually	37.1	42.7
Package tours conducted by other companies	18.7	12.2
Other purchases	1.8	0.4



### Cleaning activities (Group 81.2 of CNAE-2009)

Turnover of cleaning activities reached 9,472 million euros in 2011.

The following table shows the percentage of turnover of those activities carried out by cleaning companies, according to their size.

#### Cleaning activities: breakdown of turnover according to services rendered and company size. Year 2011

Services rendered	TOTAL	Without wage earners	Micro-company (from 1 to 9)	Small (from 10 to 49)	Medium-sized (from 50 to 249)	Large (250 or more)
<b>TOTAL</b>	100.0	100.0	100.0	100.0	100.0	100.0
Buildings general cleaning	68.5	68.6	61.8	67.8	78.1	67.2
Window cleaning	4.1	4.3	3.9	4.1	4.7	4.0
Building exterior cleaning	2.5	17.4	3.0	1.2	3.1	2.3
Specialized cleaning services for operating theaters, computer rooms...	2.5	0.1	0.7	2.2	0.9	3.4
The cleaning of chimneys, fireplaces...	1.5	0.3	2.9	4.2	1.4	0.6
Desinfecting and exterminating services	4.7	1.0	23.3	9.7	1.7	1.1
Cleaning of public roads (not including collection)	3.6	1.5	0.0	2.0	3.4	4.8
Cleaning of transport vehicles	1.5	0.0	0.0	0.3	1.6	2.1
Interior cleaning of road tankers	0.4	0.0	0.0	2.5	0.0	0.1
Other cleaning services	2.4	2.7	3.6	2.6	2.3	2.1
Other activities or services	8.3	4.0	0.8	3.6	2.8	12.4

## Methodological note

The **Annual Services Survey** is an annual, structural survey aimed at companies, corporations and individuals, whose main activity is described in sections H, I, J, L, M, N, R and part of S of CNAE-2009. This includes activities in transport and storage, accommodation, information and communications, real estate activities, professional, scientific and technical activities, administrative and support services activities, artistic, recreational and entertainment activities, and the repair of computers, personal effects and household items and other personal services (with the exception of hairdressing services, which are researched in alternate years).

This operation enables ascertaining the structural characteristics of those companies mainly dedicated to each of the activities included in the study scope, such as their size, the most relevant accounting data (purchases, expenses, capital transactions), employment structure and investment.

The Annual Services Survey targets a sample of some 80,000 units, selected from a population of approximately 1,300,000 companies, and allows for obtaining representative results at a detailed level of activity, by Autonomous Community, and by the size of companies, according to the number of persons employed.

**Statistics on Products in the Services Sector** is an annual, structural operation integrated in the above operation, and whose main objective is to provide a detailed breakdown of turnover, according to the services provided and the activity sector of the client. This additional breakdown is applied to activities in transport, hotels, computer and audiovisual services, legal and accountancy services, technical services, advertising and market studies, activities of placement agencies, travel agencies and tour operators, and cleaning activities.

Other variables studied in this survey are the breakdown of the purchase of fuels, the mobile transport fleet, the breakdown of purchases in hotels, travel agencies and tour operators, the hours invoiced in companies in the selection and placement of personnel, etc.

For further details, please see the Methodological Files on the website dedicated to these surveys.

Annual Services Survey:

<http://www.ine.es/jaxi/menu.do?type=pcaxis&path=%2Ft37%2Fe01&file=inebase&L=1>

Statistics on Products in the Services Sector:

<http://www.ine.es/jaxi/menu.do?type=pcaxis&path=%2Ft37%2Fe01%2Fp01&file=inebase&L=1>