

**Annual Services Survey
Statistics on Products in the Services Sector
Year 2013**

Turnover in the Services sector decreases 4.0% in 2013, standing at 402,523 million euros

***Telecommunications* is the activity sector with the greatest productivity, while *Laundry, hairdressing and other personal services* is the activity sector with the lowest productivity**

In 2013, the Services sector invoices 13.3% of its total sales abroad, as compared with 12.9% in the previous year

Turnover for companies in the Services sector¹ reached 402,523 million euros in 2013, that is, a 4.0% decrease as compared with the previous year.

The number of companies in the sector decreased 0.7%, and employed personnel did so by 1.9% as compared with 2012.

Main variables of the market services. Year 2013

Variables	Value	Annual variation (%)
Economic variables (million euros)		
Turnover	402,523	-4.0
Purchases and works done by other companies	144,976	-5.3
External services	89,775	-1.9
Personnel costs	114,233	-2.8
Investment in tangible assets	24,278	-14.5
Added value at factor cost	185,243	-2.0
Companies and employed personnel		
Number of companies	1,281,706	-0.7
Employed personnel (thousands, annual average)	5,238	-1.9

¹Sections H, I, J, L, M, N, R and part of section S (division 95 and 96) of CNAE-2009 (see details in the Methodological note included at the end of this document).

Results by group of activity²

Almost one-fourth of invoicing for the Services sector in 2013 corresponded to *Transport and storage*. Turnover for this activity registered a decrease of 3.3%, as compared with the previous year.

Information and communications was the following activity group with the highest weight in the invoicing for the Services sector, with 18.2%. Its invoicing registered a decrease of 4.5%.

Regarding employment, *Accommodation activities* and *Administrative and support service activities* employed over 45% of the total occupied persons. Employment in *Accommodation* activities companies dropped by 1.5% as compared with the previous year, while employment in companies of *Administrative and support service activities* increased by 0.3%.

Turnover and personnel employed by activity group. Year 2013

Activity groups	Turnover			Employed personnel		
	Million euros	% over the total	Annual variation (%)	Annual average	% over the total	Annual variation (%)
Transport and storage	94,770	23.5	-3.3	824,644	15.7	-4.3
Accommodation	56,576	14.1	-2.1	1,200,234	22.9	-1.5
Information and communications	73,104	18.2	-4.5	402,493	7.7	-4.1
Real estate activities	21,421	5.3	-11.9	174,755	3.3	-4.7
Professional, scientific and technical activities	69,261	17.2	-3.6	907,671	17.3	-2.2
Administrative and support services activities	55,708	13.8	-2.2	1,188,971	22.7	0.3
Arts, entertainment and recreation activities	23,951	6.0	-6.5	267,993	5.1	-0.9
Other activities (except for activities of membership organisations)	7,732	1.9	-4.2	271,519	5.2	0.3
TOTAL	402,523	100.0	-4.0	5,238,280	100.0	-1.9

Results by activity sector ²

On a more disaggregated level, the activity sectors with the greatest contribution to total turnover in 2013 were *Land transport and transport via pipelines* (10.6% of the total), *Food and beverage services* (9.7%) and *Storage and activities connected to transport* (9.4%).

In turn, the sectors that employed the greatest number of persons were *Food and beverage services* (18.2% of the total), *Services in buildings and gardening activities* (10.4%) and *Land transport and transport via pipelines* (9.5%).

² The analysed companies are classified by main activity. In the same way, every variable referred to these companies will be related to said activity.

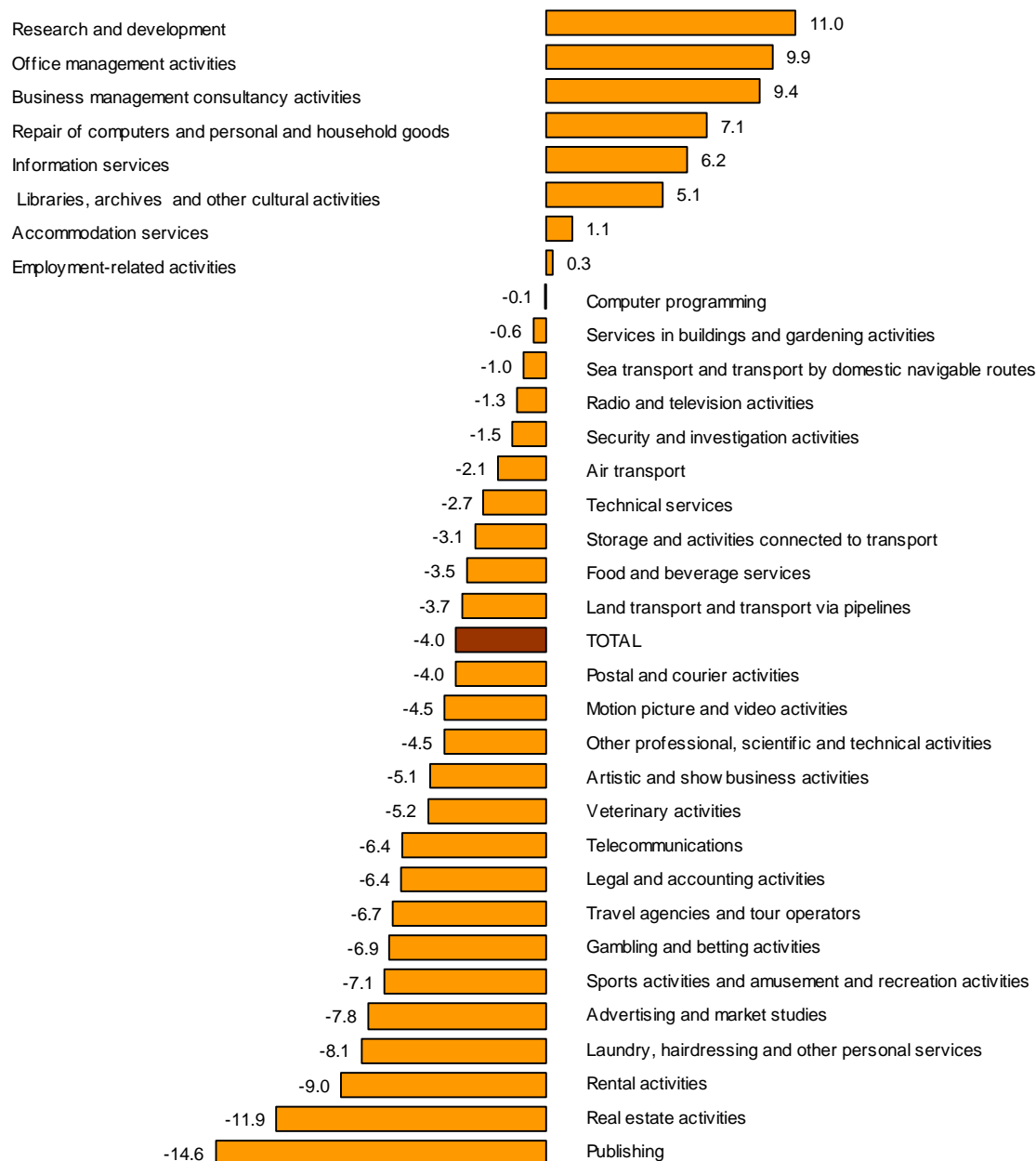
Turnover and persons employed, by activity sector. Year 2013

Activity sectors	Turnover			Employed personnel		
	Million euros	% over the total	Annual variation (%)	Annual average	% over the total	Annual variation (%)
Transport and storage						
Land transport and transport via pipelines	42,711	10.6	-3.7	495,656	9.5	-5.0
Sea transport and transport by domestic navigable routes	1,742	0.4	-1.0	6,815	0.1	-2.7
Air transport	8,373	2.1	-2.1	28,790	0.5	-3.1
Storage and activities connected to transport	37,912	9.4	-3.1	209,934	4.0	-2.4
Postal and courier activities	4,033	1.0	-4.0	83,450	1.6	-4.8
Accommodation						
Accommodation services	17,343	4.3	1.1	246,311	4.7	-1.3
Food and beverage services	39,233	9.7	-3.5	953,923	18.2	-1.6
Information and communications						
Publishing	6,029	1.5	-14.6	46,867	0.9	-7.4
Motion picture and video activities	4,636	1.2	-4.5	30,462	0.6	-6.1
Radio and television activities	3,859	1.0	-1.3	29,172	0.6	-5.1
Telecommunications	32,939	8.2	-6.4	61,908	1.2	-5.4
Computer programming	23,889	5.9	-0.1	213,702	4.1	-2.4
Information services	1,752	0.4	6.2	20,382	0.4	-5.9
Real estate activities						
Real estate activities	21,421	5.3	-11.9	174,755	3.3	-4.7
Professional, scientific and technical activities						
Legal and accounting activities	19,240	4.8	-6.4	349,243	6.7	-3.6
Business management consultancy activities	7,496	1.9	9.4	66,477	1.3	14.4
Technical services	21,494	5.3	-2.7	260,293	5.0	-3.3
Research and development	1,656	0.4	11.0	29,055	0.6	7.8
Advertising and market studies	14,551	3.6	-7.8	104,737	2.0	-3.2
Other professional, scientific and technical activities	4,140	1.0	-4.5	79,335	1.5	-6.9
Veterinary activities	683	0.2	-5.2	18,532	0.4	3.6
Administrative and support services activities						
Rental activities	8,864	2.2	-9.0	56,046	1.1	-8.7
Employment-related activities	3,245	0.8	0.3	164,701	3.1	6.4
Travel agencies and tour operators	16,841	4.2	-6.7	50,277	1.0	-6.8
Security and investigation activities	4,367	1.1	-1.5	118,523	2.3	-3.9
Services in buildings and gardening activities	11,885	3.0	-0.6	547,083	10.4	-0.4
Office management activities	10,507	2.6	9.9	252,342	4.8	3.9
Arts, entertainment and recreation activities						
Artistic and show business activities	1,859	0.5	-5.1	54,215	1.0	-12.1
Libraries, archives and other cultural activities	710	0.2	5.1	16,012	0.3	-3.4
Gambling and betting activities	13,597	3.4	-6.9	43,419	0.8	-1.1
Sports activities and amusement and recreation activities	7,785	1.9	-7.1	154,347	2.9	4.1
Other activities (except for activities of membership organisations)						
Repair of computers and personal and household goods	2,210	0.5	7.1	50,207	1.0	2.2
Laundry, hairdressing and other personal services	5,521	1.4	-8.1	221,312	4.2	-0.1
TOTAL	402,523	100.0	-4.0	5,238,280	100.0	-1.9

The activity sectors registering the greatest increases in turnover in 2013 as compared with the previous year were *Research and development* (11.0%) and *Office administrative and Other business support activities* (9.9%).

In turn, those recording the greatest drops were *Publishing* (-14.6%) and *Real estate activities* (-11.9%).

Annual variation (%) in invoicing by activity sector. Year 2013



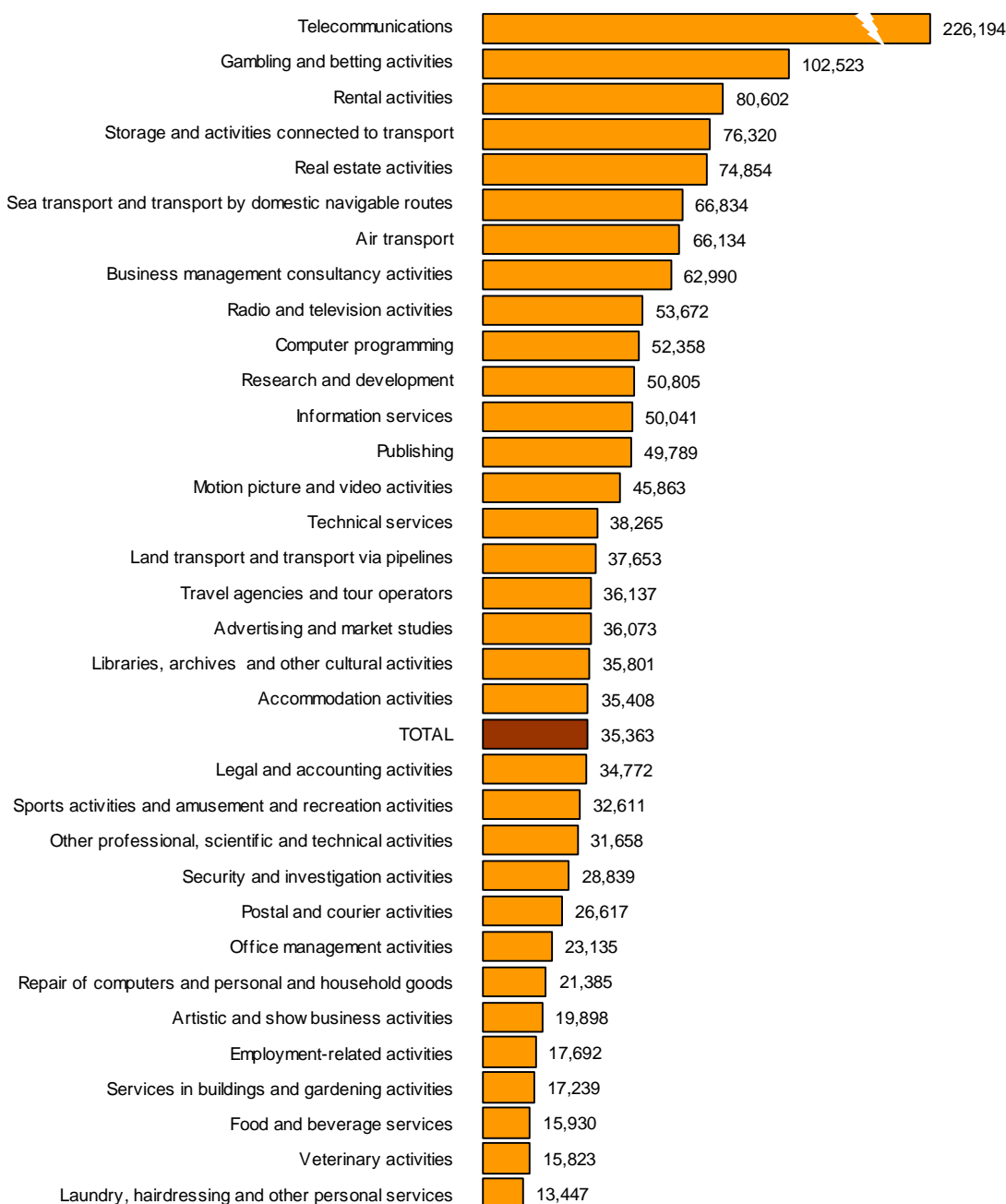
Productivity

The average productivity (added value per employed person) for the Services sector in the year 2013 reached 35,363 euros, that is, 0.1% less than that registered in the previous year.

The sectors that registered the greatest productivity were *Telecommunications* (226,194 euros) and *Gambling and betting activities* (102,523 euros).

In turn, the sectors that registered the lowest productivity were *Laundry, hairdressing and other personal services* (13,447 euros) and *Veterinary activities* (15,823 euros).

Productivity (in euros) by activity sector in the Services sector. Year 2013



86.7% of sales of companies in the Services sector in 2013 were carried out within Spain, 7.8% targeted European Union countries (EU), and 5.5% went to the rest of the world.

In 2013, sales outside Spain accounted for 53,603 million euros, that is, 13.3% of the total sales, as compared with the 12.9% of the previous year.

The activity sectors with the highest percentage of sales outside Spain were *Air transport* (with 67.1% of sales) and *Technical services* (30.8%).

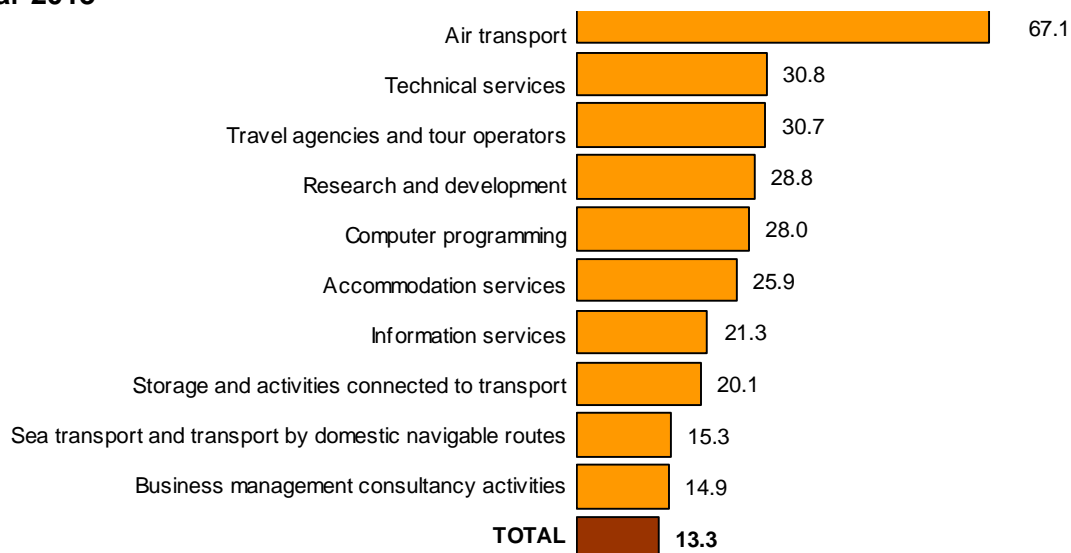
Sales outside Spain by activity sector in the Services sector. Year 2013³

Activity sectors	Sales outside Spain		
	Million euros	% over the total number of sales	Difference % 2013-2012
Air transport	5,621	67.1	0.5
Technical services	6,630	30.8	2.6
Travel agencies and tour operators	5,175	30.7	-1.1
Research and development	477	28.8	1.4
Computer programming	6,687	28.0	0.9
Accommodation services	4,493	25.9	-0.6
Information services	373	21.3	2.3
Storage and activities connected to transport	7,620	20.1	-0.2
Sea transport and transport by domestic navigable routes	267	15.3	-4.9
Business management consultancy activities	1,117	14.9	-6.9
Motion picture and video activities	669	14.4	3.2
Advertising and market studies	2,003	13.8	0.6
Other professional, scientific and technical activities	527	12.7	2.8
Publishing	748	12.4	0.3
Office management activities	978	9.3	0.8
Sports activities and amusement and recreation activities	596	7.7	1.0
Rental activities	642	7.2	-1.3
Postal and courier activities	282	7.0	1.3
Telecommunications	2,286	6.9	1.6
Libraries, archives and other cultural activities	49	6.9	1.4
Legal and accounting activities	1,133	5.9	0.6
Artistic and showbusiness activities	95	5.1	-0.6
Repair of computers and personal and household goods	67	3.0	0.4
Radio and television activities	115	3.0	0.0
Employment-related activities	87	2.7	-0.1
Security and investigation activities	76	1.7	0.0
Real estate activities	333	1.6	0.1
Food and beverage services	294	0.7	0.0
Laundry, hairdressing and other personal services	35	0.6	0.2
Services in buildings and gardening activities	44	0.4	0.0
Gambling and betting activities	46	0.3	0.0
Veterinary activities	1	0.2	-0.2
TOTAL	53,603	13.3	0.4

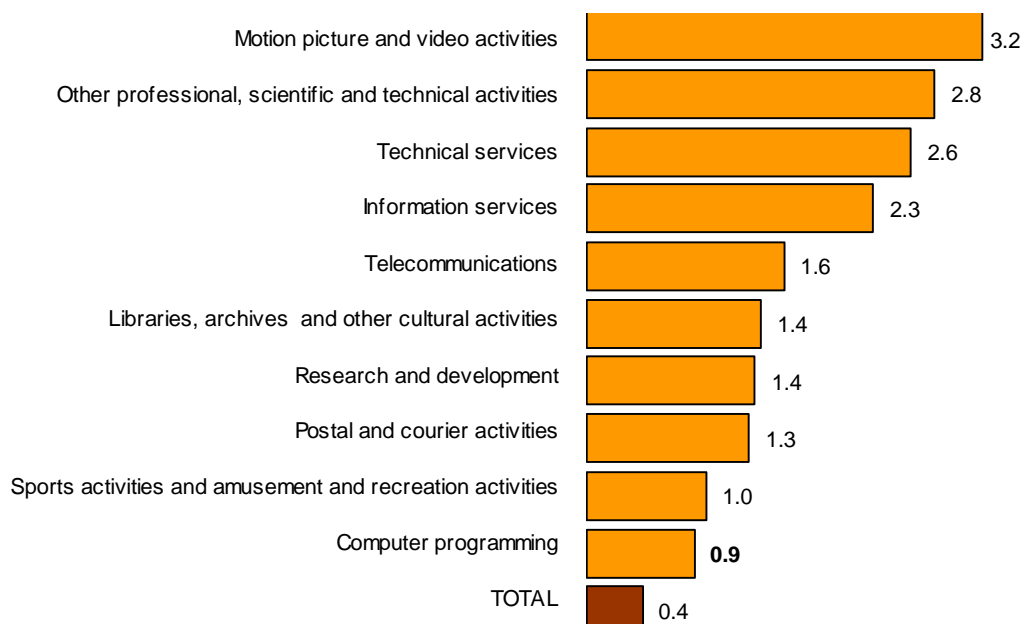
³ This does not include all sales to non-residents, if such sales have been carried out in Spain.

The graphs below present the Services activities with the highest percentage of sales outside Spain in 2013, as well as those that experienced the greatest increases in the percentage of exports.

Activity sectors more likely to export. Percentage of sales outside Spain. Year 2013



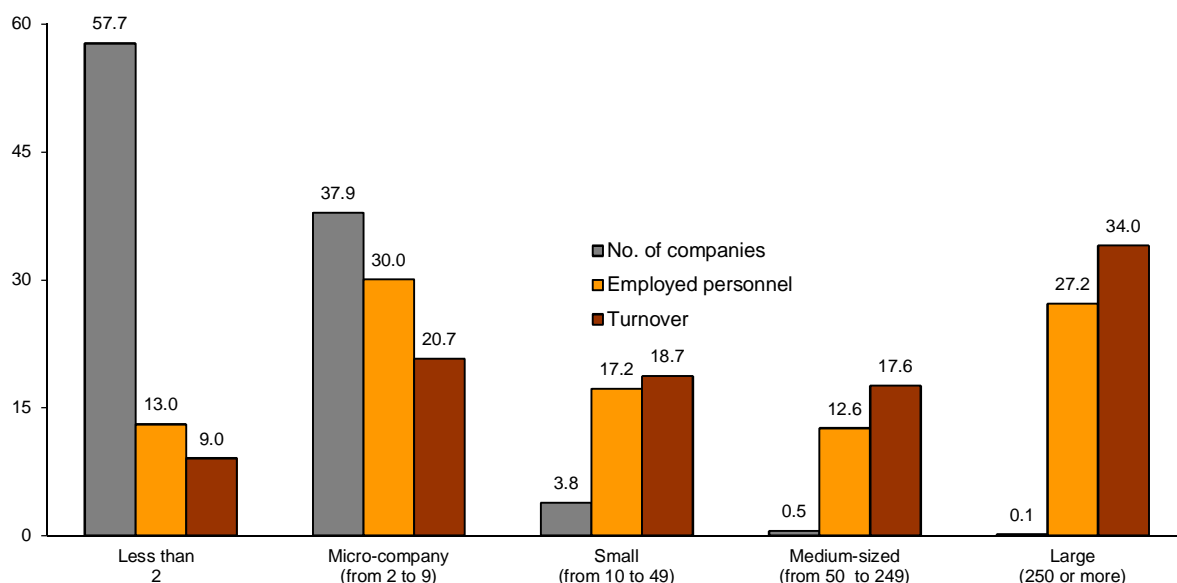
Service sectors with the greatest increase in the percentage participation of sales outside Spain. Year 2013-2012



The Services sector was characterised by a predominance of very small companies. In fact, 95.6% of them had fewer than 10 employed persons in 2013. These companies employed 43.0% of the persons employed in services, but its invoice figures did not reach a third of the total turnover for the sector.

In turn, large companies (with 250 or more employed persons), which represented 0.1% of the total companies in the Services sector, invoiced 34.0% of the total.

Distribution (in %) of the number of companies, employed personnel and turnover, by company size. Year 2013



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, Radio and television activities, Employment-related activities* and *Security and investigation activities* where large companies, albeit small in number, generated most of turnover (more than 70%).

In five activity sectors, companies with 10 or fewer employed persons generated equal or more than 60% of turnover: *Veterinary activities* (83.5%), *Real estate activities* (75.7%), *Artistic and showbusiness activities* (59.9%), *Food and beverage services* (59.7%) and *Laundry, hairdressing and other personal services* (59.7%).

Turnover distribution (in %), by company size and activity sector. Year 2013

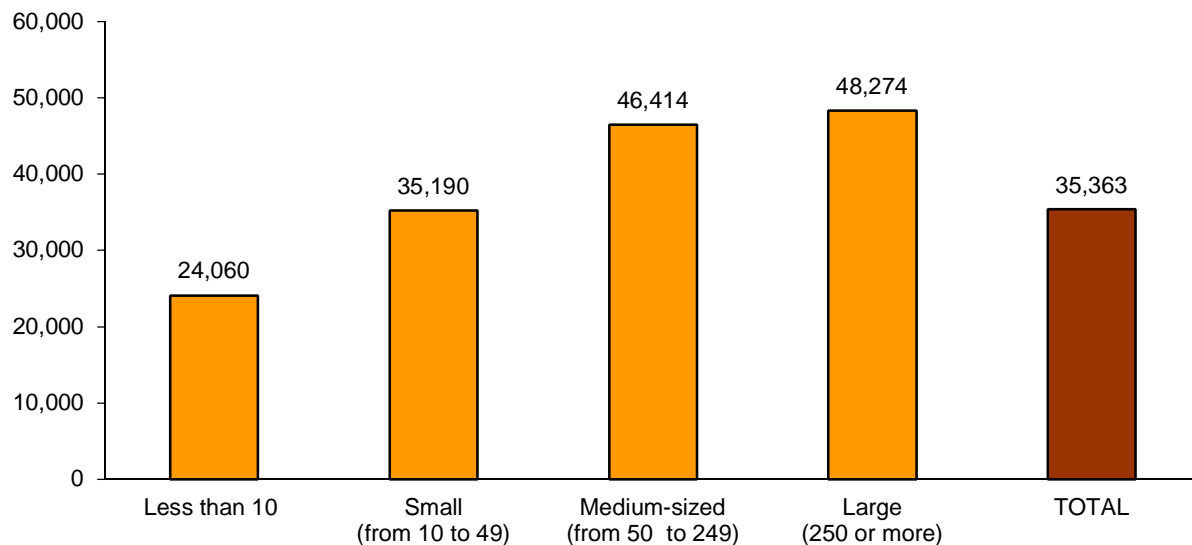
Activity sectors	Less than 2	Micro-company (from 2 to 9)	Small (from 10 to 49)	Medium-sized (from 50 to 249)	Large (250 or more)
Transport and storage					
Land transport and transport via pipelines	13.0	24.3	25.0	16.9	20.8
Sea transport and transport by domestic navigable routes	5.5	9.7	11.9	30.2	42.8
Air transport	0.1	0.2	1.1	6.4	92.1
Storage and activities connected to transport	3.9	15.0	24.6	25.6	31.0
Postal and courier activities	3.2	10.3	12.3	13.9	60.3
Accommodation					
Accommodation services	1.9	9.3	28.9	34.0	25.9
Food and beverage services	7.4	52.3	24.0	5.6	10.7
Information and communications					
Publishing	3.2	9.6	22.6	37.0	27.6
Motion picture and video activities	3.5	23.0	23.0	44.7	5.8
Radio and television activities	3.2	5.6	5.9	8.0	77.2
Telecommunications	1.3	3.4	4.7	9.5	81.1
Computer programming	3.9	6.6	11.3	15.9	62.4
Information services	8.2	12.3	23.2	37.4	18.9
Real estate activities					
Real estate activities	37.9	37.8	12.4	9.9	2.0
Professional, scientific and technical activities					
Legal and accounting activities	19.8	37.8	18.0	10.2	14.2
Business management consultancy activities	5.2	16.0	23.9	27.2	27.7
Technical services	9.8	18.7	19.8	17.2	34.5
Research and development	2.8	10.3	24.0	26.8	36.1
Advertising and market studies	6.1	18.1	26.2	38.7	10.9
Other professional, scientific and technical activities	23.1	25.9	19.5	17.6	13.9
Veterinary activities	20.6	62.9	15.1	0.9	0.4
Administrative and support services activities					
Rental activities	14.9	19.7	19.6	16.6	29.1
Employment-related activities	1.7	2.4	6.7	12.3	76.7
Travel agencies and tour operators	11.2	13.8	18.1	25.0	31.9
Security and investigation activities	2.1	1.7	6.6	15.7	73.8
Services in buildings and gardening activities	2.9	11.2	17.1	15.9	52.9
Office management activities	11.8	24.2	17.0	16.7	30.3
Arts, entertainment and recreation activities					
Artistic and show business activities	26.7	33.2	25.8	8.4	6.0
Libraries, archives and other cultural activities	11.4	14.4	23.7	35.7	14.8
Gambling and betting activities	2.2	10.4	12.4	10.1	64.7
Sports activities and amusement and recreation activities	6.0	16.4	29.7	29.4	18.6
Other activities (except for activities of membership organisations)					
Repair of computers and personal and household goods	22.6	33.5	17.6	10.5	15.8
Laundry, hairdressing and other personal services	12.5	47.2	21.3	10.4	8.6
TOTAL	9.0	20.7	18.7	17.6	34.0

Company size and productivity

In 2013, productivity exceeded 46,000 euros in medium and large companies (50 employed persons or more).

In turn, the lowest productivity (24,060 euros) was registered in companies with fewer than 10 employed persons.

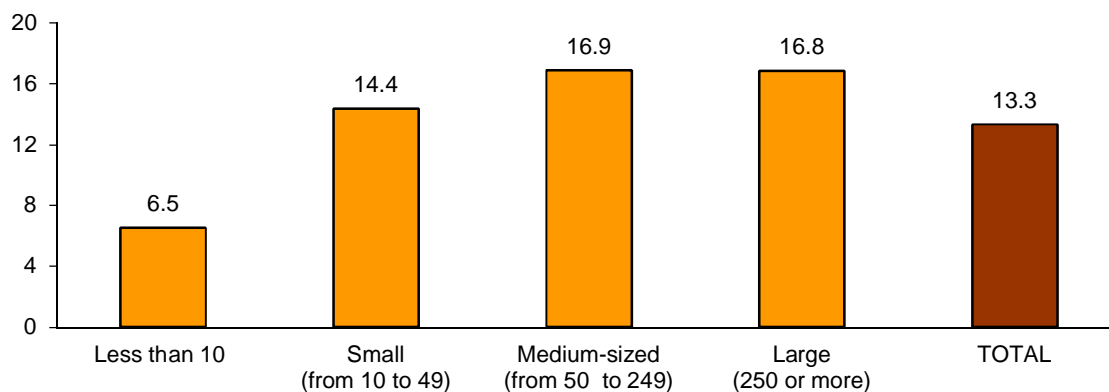
Productivity (in euros) in the Services sector by size of the company. Year 2013



Company size and sales outside Spain

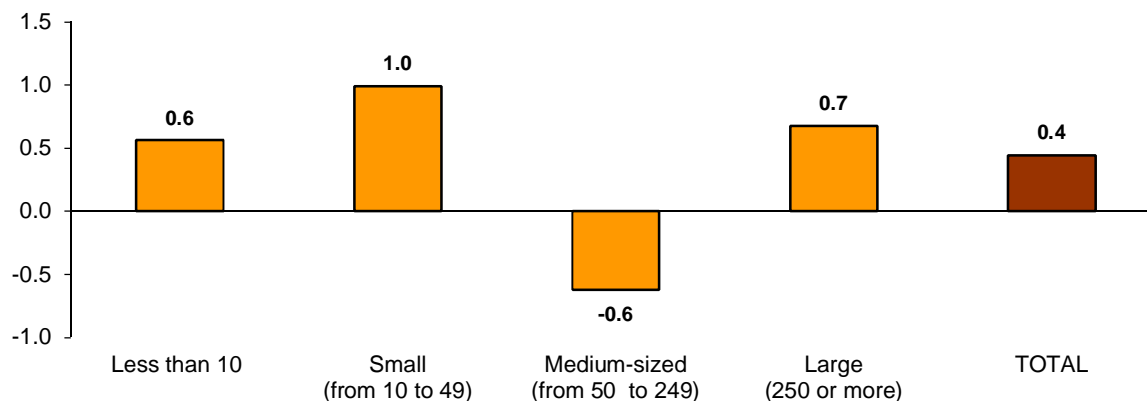
In 2013, medium-sized services companies, with 50 or more employed persons, were most likely to export, with almost 17% of invoicing dedicated to sales abroad.

Sales outside Spain by size of the company. Percentage as compared with the total invoicing of each size. Year 2013



In turn, companies from 10 to 49 employed persons recorded the greatest foreign dynamism, with an increase in the percentage of sales outside Spain of 1.0 points, as compared with the previous year. In turn, medium-size companies (from 50 to 249 employed persons) reduced their percentage of sales outside Spain (−0.6 points).

2013-2012 variation of the percentage participation of sales, outside Spain, of companies in the Services sector.



Investment

The total investment (in tangible and intangible assets) of the Services sector enterprises in 2013 reached 27,934 million euros. Over 50% came from *Real estate activities* and *Transport and storage activities*.

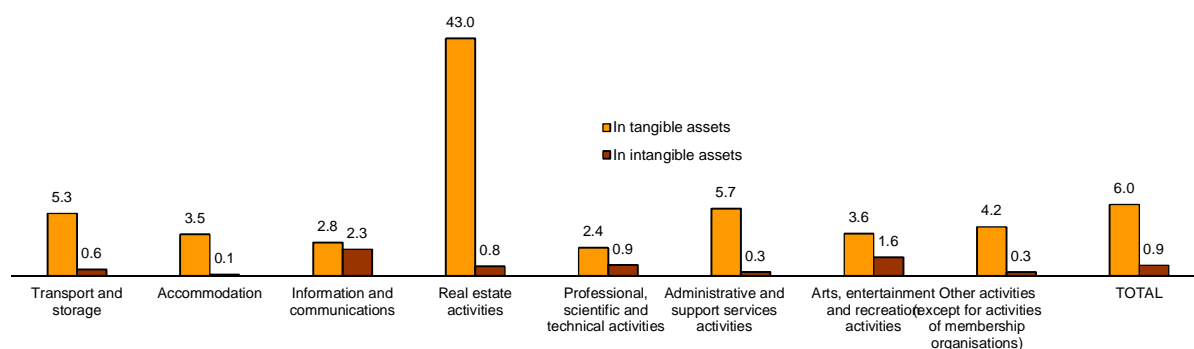
Investment accounted for 6.9% of the total turnover. This percentage varies by activity groups, from 3.3% of the *Professional, scientific and technical activities* to 43.8% of the *Real estate activities*.

Activity group	Million euros	%over the total	% over the turnover
Transport and storage	5,519	19.8	5.8
Accommodation	2,056	7.4	3.6
Information and communications	3,726	13.3	5.1
Real estate activities	9,389	33.6	43.8
Professional, scientific and technical activities	2,297	8.2	3.3
Administrative and support services activities	3,366	12.0	6.0
Arts, entertainment and recreation events	1,234	4.4	5.2
Other activities (except for activities of membership organisations)	346	1.2	4.5
TOTAL	27,934	100.0	6.9

24,278 million euros of the total investment corresponded to investments in tangible assets (land and natural assets, hardware, buildings, constructions and alterations of buildings, transport equipment, machinery and tools, and other tangible fixed assets), and 3,656 million euros corresponded to investments in intangible goods (software, administrative concessions, intellectual property and other intangible goods).

In comparison to the turnover of the year 2013, investment in material assets accounted for 6.0% while that in intangible goods reached 0.9%.

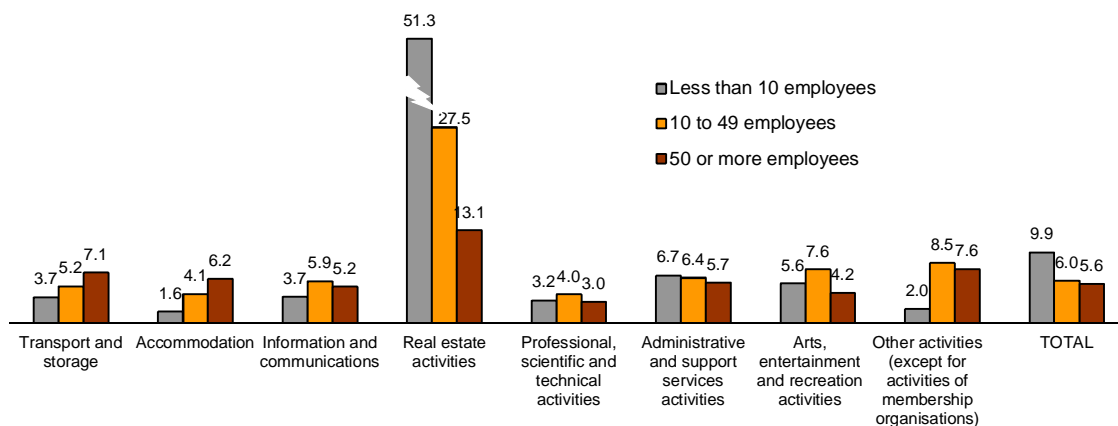
Investment in tangible and intangible assets over the total turnover (in %), by activity groups. Year 2013



Regarding activity groups *Transport and Storage* and *Accommodation*, investment efforts grew the larger the companies were. In turn, regarding *Real estate activities* and *Administrative and support service activities*, it decreased.

In the rest of the activity groups, companies from 10 to 49 employed persons were those investing the most as compared to their turnover.

Investment on turnover, by activity group and number of employed persons. Year 2013



Results by Autonomous Community

The Autonomous Communities with the greatest participation in the turnover for the Services sector in 2013 were Comunidad de Madrid (with 33.3% of the total), Cataluña (19.8%) and Andalucía (9.3%).

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

Turnover and employed personnel by Autonomous Community. Year 2013

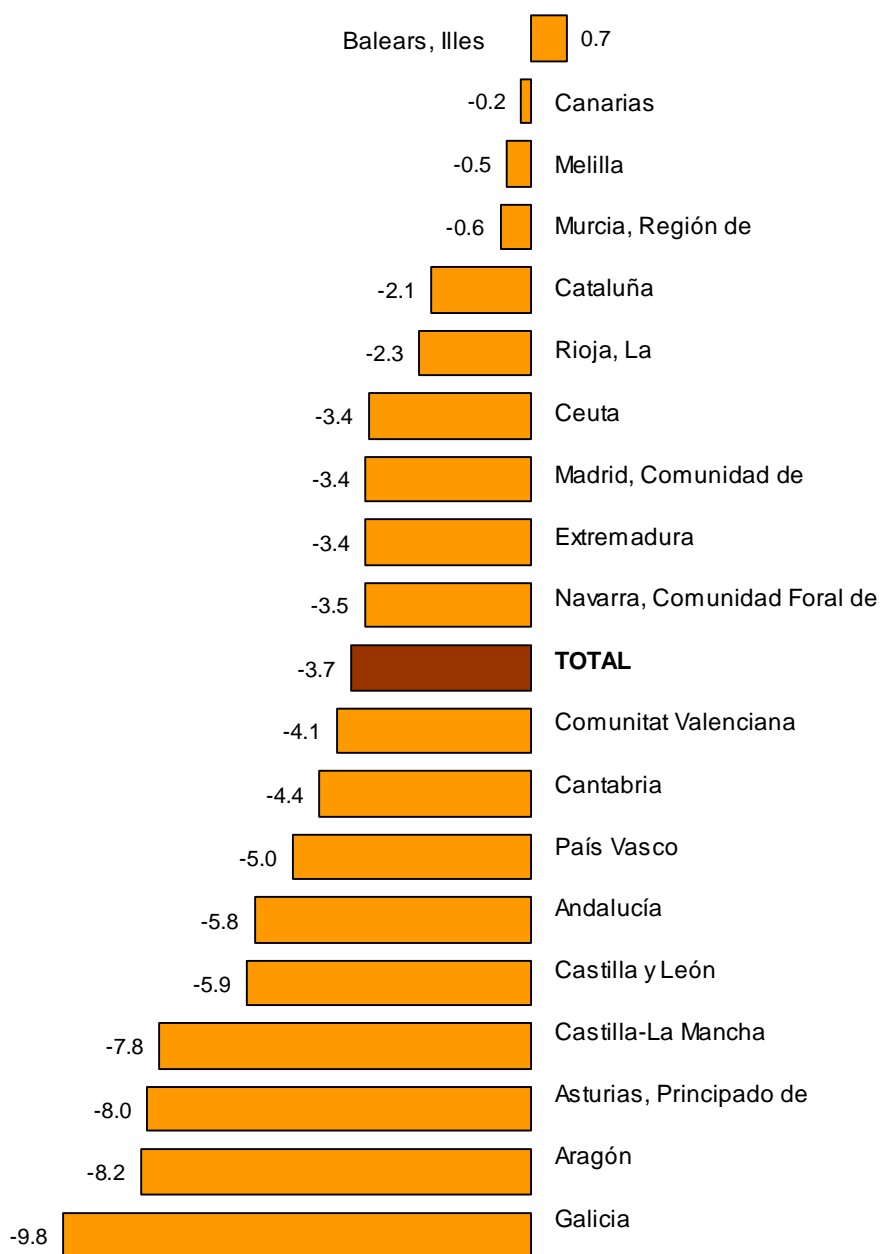
Autonomous Community (*)	Turnover			Employed personnel		
	Million euros	% over the total	Annual variation (%)	On 30/09/2013	% over the total	Annual variation (%)
Madrid, Comunidad de	124,183	33.3	-3.4	1,134,733	22.8	-0.1
Cataluña	73,961	19.8	-2.1	944,512	18.9	-3.1
Andalucía	34,853	9.3	-5.8	660,443	13.2	-1.0
Comunitat Valenciana	27,569	7.4	-4.1	446,018	8.9	-2.1
País Vasco	18,487	5.0	-5.0	239,851	4.8	-3.7
Canarias	17,696	4.7	-0.2	252,368	5.1	1.9
Balears, Illes	13,801	3.7	0.7	181,643	3.6	-1.6
Galicia	13,406	3.6	-9.8	239,160	4.8	-1.7
Castilla y León	10,441	2.8	-5.9	207,992	4.2	-6.4
Aragón	8,123	2.2	-8.2	124,625	2.5	-4.9
Castilla-La Mancha	7,090	1.9	-7.8	130,823	2.6	-4.5
Murcia, Región de	6,749	1.8	-0.6	113,540	2.3	-0.8
Asturias, Principado de	5,260	1.4	-8.0	96,396	1.9	-6.0
Navarra, Comunidad Foral de	3,850	1.0	-3.5	56,169	1.1	-1.3
Cantabria	2,842	0.8	-4.4	55,844	1.1	-1.2
Extremadura	2,832	0.8	-3.4	65,836	1.3	-1.6
Rioja, La	1,389	0.4	-2.3	26,859	0.5	2.3
Ceuta	299	0.1	-3.4	5,043	0.1	3.4
Melilla	220	0.1	-0.5	4,680	0.1	-4.8
TOTAL	373,051	100.0	-3.7	4,986,535	100.0	-1.9

(*) Results by Autonomous Community do not include Section R and division 96, as the sample size does not allow the obtention of results at that level.

All Autonomous Communities reduced their invoicing in the Services sector in 2013, except for Illes Balears, whose sales increased by 0.7%.

The Autonomous Communities registering the greatest decreases in their turnover were Galicia (-9.8%), Aragón (-8.2%) and Principado de Asturias (-8.0%).

Turnover annual variation (%) by Autonomuos Community. Year 2013



The following chart shows, for each Autonomous Community, the three activity groups of the Services Sector which produced the greatest turnovers in 2013, and the percentages that these activities represented as compared with the total turnover of the Services Sector.

Transport and storage was the activity which contributed the most to the total turnover in most Autonomous Communities, except for Comunidad de Madrid (where *Information and communications* contributed the most) and Illes Balears and Canarias (where the greatest turnover was registered in *Accommodation*).

Main activity groups in each Autonomous Community, by turnover. Year 2013

Autonomous Community (*)	1st Group	%	2nd Group	%	3rd Group	%
Andalucía	Transport and Storage	27.6	Accommodation	23.0	Administrative and support services activities	15.2
Aragón	Transport and Storage	35.2	Accommodation	16.6	Professional, scientific and technical activities	14.9
Asturias, Principado de	Transport and Storage	27.4	Accommodation	19.8	Professional, scientific and technical activities	18.4
Balears, Illes	Accommodation	33.1	Administrative and support services activities	28.6	Transport and Storage	19.0
Canarias	Accommodation	33.8	Administrative and support services activities	24.6	Transport and Storage	20.9
Cantabria	Transport and Storage	33.4	Accommodation	22.9	Administrative and support services activities	14.6
Castilla y León	Transport and Storage	28.8	Accommodation	21.2	Professional, scientific and technical activities	16.8
Castilla-La Mancha	Transport and Storage	39.8	Accommodation	18.5	Administrative and support services activities	14.1
Cataluña	Transport and Storage	28.2	Professional, scientific and technical activities	18.3	Information and communications	16.6
Comunitat Valenciana	Transport and Storage	35.7	Accommodation	18.8	Professional, scientific and technical activities	14.3
Extremadura	Transport and Storage	28.1	Accommodation	24.0	Professional, scientific and technical activities	16.5
Galicia	Transport and Storage	34.1	Accommodation	17.0	Professional, scientific and technical activities	16.3
Madrid, Comunidad de	Information and communications	31.7	Professional, scientific and technical activities	24.1	Transport and Storage	17.0
Murcia, Región de	Transport and Storage	46.2	Accommodation	15.3	Professional, scientific and technical activities	12.5
Navarra, Comunidad Foral de	Transport and Storage	35.6	Professional, scientific and technical activities	18.4	Accommodation	16.3
País Vasco	Transport and Storage	29.7	Professional, scientific and technical activities	24.4	Information and communications	14.6
Rioja, La	Transport and Storage	29.3	Accommodation	24.7	Professional, scientific and technical activities	16.6

(*) Results by Autonomous Communities do not include Section R nor Division 96 of CNAE-2009

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 (Groups 49.1 to 49.4 and Divisions 51 and 53 of CNAE-2009)

82.5% of invoicing for *Rail transport* corresponded to passenger transport. 51.6% 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.

Air transport companies obtained 83.4% of its turnover thanks to passenger transport, 4.3% thanks to the freight transport and 12.3% thanks to other activities such as handling and repair of aircrafts.

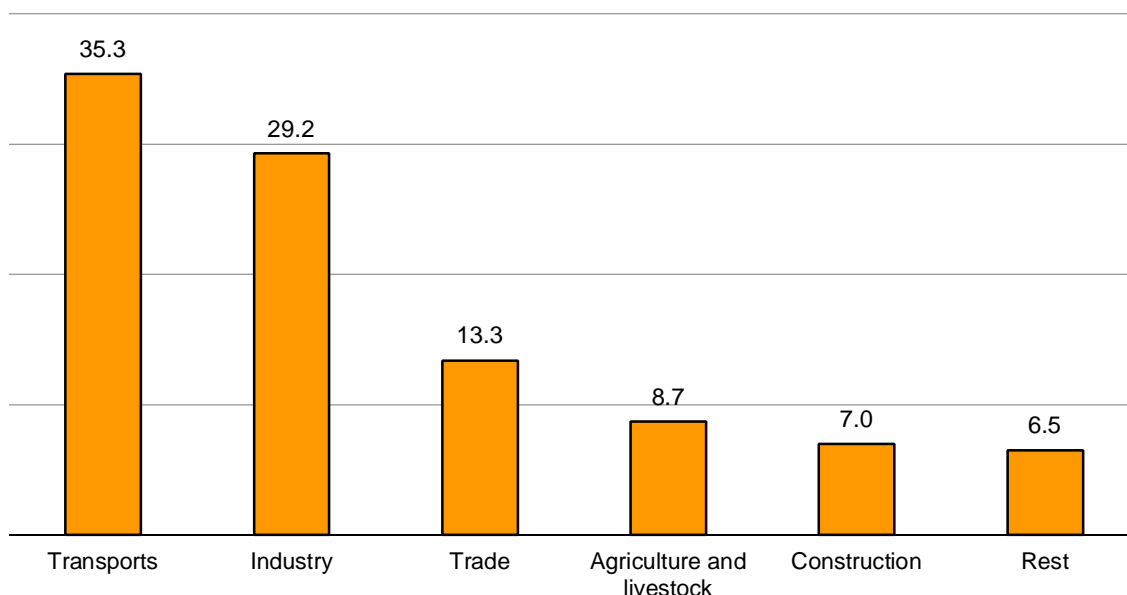
More than half of the turnover income of postal and couriers activities companies was from the *Non-urgent transport of packages weighing 20 kilos or less*.

Transport. Turnover percentage distribution, by main activity of the company and services provided. Year 2013

Services provided	Main activity: by type of transport				
	Railway	Land	Sea transport and transport by domestic navigable routes	Air transport	Postal and courier transport
Turnover (million euros)	2,291	38,805	1,742	8,373	4,033
<i>Distribution in % by type of transport</i>	4.1	70.2	3.2	15.2	7.3
<i>Distribution in % by services provided</i>					
TOTAL	100.0	100.0	100.0	100.0	100.0
Passenger transport	82.5	22.5	29.6	83.4	0.0
City railway	30.9				
Inter-city railway	51.6				
City and suburban		7.2			
Taxi operation		6.0			
Other land transport: s scheduled and unscheduled		9.3			
Sea and navigable routes transport			29.6		
Air transport				83.4	
Transporte de mercancías	10.7	74.7	69.5	4.3	94.9
Railway	10.7				
Shuttle or road repeated transport		4.4			
Road delivery or collection		23.2			
Normal by road		47.1			2.3
Sea transport and transport by domestic navigable routes			69.5		
Air transport				4.3	
Urgent package and documents transport up to 20 Kg,					36.8
Non-urgent package transport up to 20 Kg,					55.9
Other activities and services	6.9	2.7	0.9	12.3	5.1

Companies devoted to road transport of goods invoiced 35.3% of their turnover to clients related to the transport sector, and 29.2% to industrial enterprises.

Freight transport by road. Main clients (in percentage) by turnover. Year 2013



Hotels and similar accommodation (Group 55.1 of CNAE-2009, companies with 50 employed persons or more)

Nine out of 10 euros invoiced by hotel companies corresponded to accommodation services (Accommodation and catering). The invoicing of this activity increased 1.8% in 2013.

Total invoicing of *Rooms (accommodation only)* increased by 2.0% and that of *Pension (breakfast, half or full board)*, did so by 5.3%. In turn, *Catering (except board)* decreased by 0.3%.

Hotels and other forms of accommodation (50 employees and over)

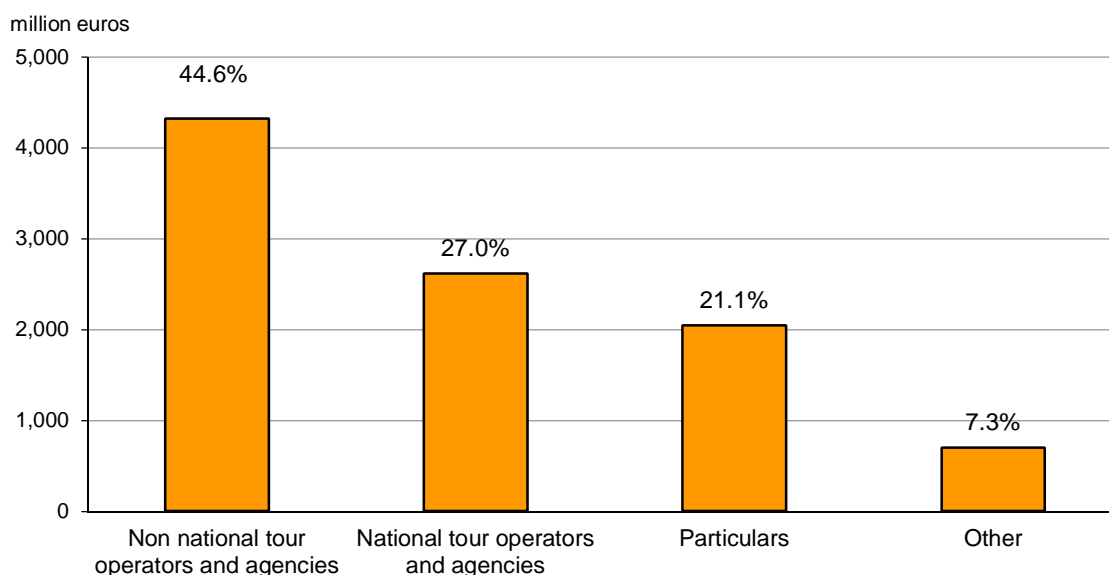
Percentage distribution and annual variation of the turnover by services provided.

Year 2013

Services provided	Distribution in %	Annual variation (%)
TOTAL	100.0	1.8
Rooms(only accommodation)	56.5	2.0
Pension (breakfast, half board and full board)	25.3	5.3
Catering (except board)	11.8	-0.3
Other activities and services	2.7	-12.7
Sports facilities and health	1.5	-7.6
Meeting and business rooms	1.1	-14.9
Retail trade	0.7	25.6
Dance clubs	0.4	-10.8

Almost half of the invoicing of these Hotels and similar accommodations (44.6% of the total) was produced by tour operators and non national tourism agencies.

Hotels and other forms of accommodation (50 employees and over). Main clients (in percentage) by turnover. Year 2013



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

Motion picture, video, television sound and music publishing activities reached an invoicing of 4,636 million euros in 2013, that is, a 4.5% decrease, as compared with the previous year.

By type of services, *Motion picture, video and television programme production* was the only activity that increased in the annual rate (5.7%), while *Motion picture projection* registered the greatest decrease (-19.8%).

Motion picture and video activities. Turnover by services provided. Percentage distribution and annual variation. Year 2013

Services provided	Distribution in %	Annual variation (%)
TOTAL	100.0	-4.5
Motion picture, video and television programmes production	39.1	5.7
Motion picture, video and television programmes distribution	20.3	-8.3
Motion picture, video and television programmes post-production services	18.6	-2.9
Motion picture exhibition	13.3	-19.8
Other activities and services	4.7	-18.8
Sound recording services	4.0	0.2

Activities in computer science, law and accountancy, consultancy, technical services, advertising and market studies. (Activities 58.2, 62, 63, 69, 70.2, 71 and 73 of CNAE-2009)

Activities in computer science, law and accountancy, consultancy, technical services and advertising invoiced a total of 85,871 million euros in 2013. This figure indicates a decrease of 3.4% as compared with that of the previous year.

Activities in computer science, law and accountancy, consultancy, technical services, advertising and market studies. Main clients (in %) by turnover. Year 2013

Activity	Order number: 1	%	Order number: 2	%	Order number: 3	%
Software publishing	Trade	31.3	Telecommunications and computer programming	22.4	Business services	15.3
Computer programming	Banking and insurance	22.7	Telecommunications and computer programming	21.5	Education, health and other clients	17.9
Information services	Telecommunications and computer programming	32.8	Banking and insurance	15.2	Business services	13.4
Legal and accounting activities	Business services	29.1	Trade	12.3	Industry	12.3
Business management consultancy activities	Business services	32.3	Banking and insurance	18.4	Industry	15.6
Technical services	Industry	41.5	Construction	11.8	Public Administrations	14.9
Advertising and market studies	Business services	28.1	Industry	15.9	Trade	15.4

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

Placement agencies and temporary employment agencies reached a turnover of 3,245 million euros in 2013, that is, a 0.3% increase, as compared with the previous year.

The total number of hours invoiced increased by 5.2%. Out of the total hours invoiced, these companies spent over 40% of their working hours on *Industry*.

Employment-related activities: hours invoiced, by type of personnel supplied. Percent distribution and annual variation. Year 2013

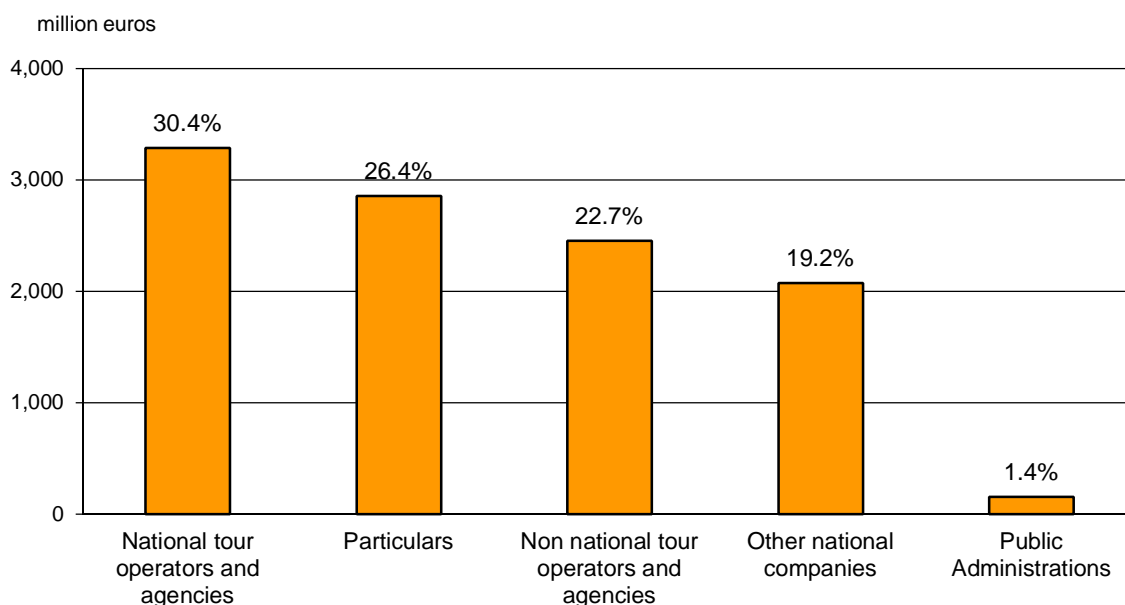
Type of personnel supplied	Distribution in %	Annual variation (%)
TOTAL	100.0	5.2
Industry	40.4	12.0
Office	16.6	-11.8
Transport, storage and logistics	10.1	-1.5
Accommodation and Catering	9.5	16.2
Comercio	6.6	24.4
Computer programming and telecommunications	1.9	39.5
Other personnel (Health, Education....)	14.9	-1.1

Travel agency and similar tour operator activities (Companies with at least 20 employed persons of the Division 79.1 of CNAE-2009)

Travel agencies and tour operators invoiced 16,841 million euros in 2013, 6.7% less than in 2012. 64.0% of this figure corresponded to Travel agencies and tour operators with at least 20 employed persons.

49.6% of the turnover was invoiced to national companies (tour operators, travel agencies and other companies), 26.4% to particulars and 22.7% was invoiced to non national tour operators and agencies.

Travel agencies and tour operators (20 employees and over) Main clients (in percentage) by turnover. Year 2013



Cleaning activities (Group 82.1 of CNAE-2009)

Turnover of cleaning activities reached 9,140 million euros in 2013, that is, a 1.6% decrease as compared with the previous year.

By company size, large companies (with 250 or more employed persons) generated almost 60% of the invoicing in the sector.

By main customers, large companies provided services mainly to Public Administration Services, with 42.6% of the invoicing of these companies. In turn, companies with less than 20 employed persons provided services mainly to households, representing 42.5% of their turnover.

Cleaning activities. Turnover and percentage distribution of main clients by size of the company. Year 2013

	Employees:				
	TOTAL	Less than 20	20 to 49	50 to 249	250 or more
TOTAL (million euros)	9,140	1,001	1,402	1,311	5,426
<i>Distribution in %</i>	<i>100.0</i>	<i>11.0</i>	<i>15.3</i>	<i>14.3</i>	<i>59.4</i>
Distribution by activity sector of the the client					
TOTAL	100.0	100.0	100.0	100.0	100.0
Public Administrations	32.1	6.9	17.4	23.8	42.6
Trade	13.3	12.1	7.7	10.5	15.7
Industry	12.7	8.2	15.8	21.6	10.6
Households	11.2	42.5	27.4	11.5	1.2
Business services	6.2	7.4	4.1	6.0	6.5
Accommodation and catering	5.8	6.5	7.5	5.1	5.5
Banking and insurance	3.6	0.4	0.6	1.6	5.5
Transport	3.1	1.3	2.2	3.4	3.5
Construction	1.8	4.1	2.9	1.9	1.0
Computer science and telecommunications	1.5	0.2	0.5	0.7	2.2
Agriculture and livestock	0.5	0.3	2.5	0.3	0.0
Other client	8.1	10.0	11.3	13.6	5.6

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 in sections 95 and 96 of the S part of CNAE-2009. This includes activities of 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 associative activities, Division 94).

This operation enables ascertaining the structural characteristics of those companies mainly devoted 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 sample includes around 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. These data can be completed with the data from the short-term statistics, which are updated although less disaggregated.

In order to reduce the statistical burden on the respondent companies, since 2012 has been implementing the mining of administrative sources for elaborating economic surveys (UFAES project). Thus, 23% of the sample selected for service and trade economic structure surveys is estimated by using administrative data. Thus, the number of companies which are asked to fill in the questionnaires has been reduced in around 18,000 companies.

The **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>