

**Main variables of market services. 2020**

		Annual variation (%)	
<b>Economic variables</b> (millions of euros)			
Turnover	453,616	-19.9	
Total purchases of good and services	271,962	-19.2	
Gross added value at factor cost	209,494	-18.9	
Personnel expenses	145,432	-10.2	
Investment in tangible assets	32,592	-5.7	
<b>Companies and personnel employed</b>			
Number of companies	1,632,470	1.1	
Personnel employed. (Annual average in thousands)	6,483	-4.9	



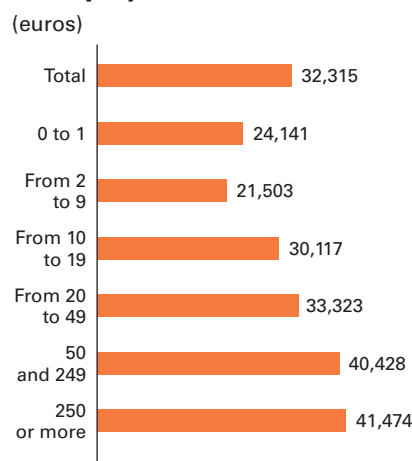
**Economic crash due to the Coronavirus crisis**

The turnover of companies in non-financial market services, excluding Trade, reached 453,616 million euros in 2020, 19.9% less than the previous year. According to activity divisions, *the Hospitality industry* suffered the greatest drop (-49.2%).

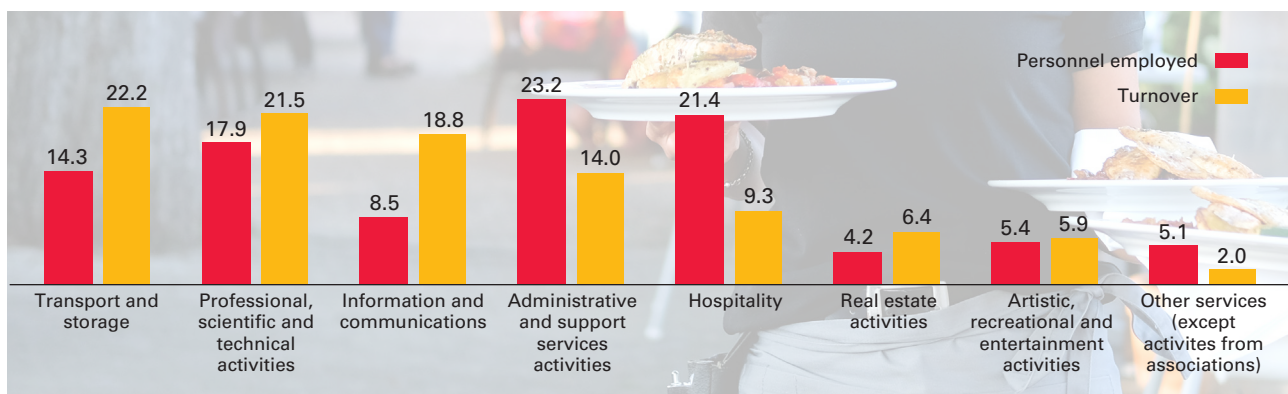
More than a fifth of the turnover corresponds to *Transport and storage* (22.2%), although the highest number of persons employed was found in *Administrative and support services activities* (23.2% of the total).

The services sector was characterised by a predominance of very small enterprises. More than 95% have less than 10 employees. These companies are an employment source for 38.8% of personnel and their turnover represents 27.0% of the total for the sector. They also have the lowest productivity

**Service productivity according to company size (number of employees). 2020**

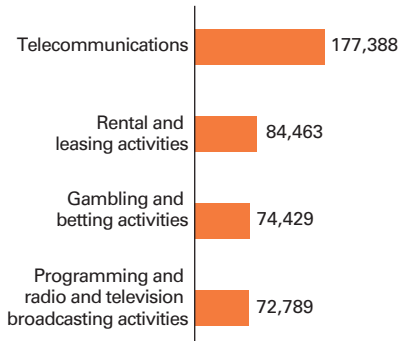


**Distribution of employed persons and turnover according to activity section. 2020 (%)**



**Activity divisions with higher productivity. 2020**

(euros)



**Insular communities registered the greatest losses**

The Autonomous Communities with the greatest participation in turnover for the Services sector were the Comunidad de Madrid (with 36.0% of the total), Cataluña (19.9%).

In 2020, service companies of nearly all communities decreased their turnover when compared to the previous year. Illes Balears (-55.6%), Canarias (-38.0%) and Andalucía (-21.2%) suffered the greatest drops.

**Telecommunications had the highest productivity**

In 2020, average Service productivity (added value per employed person) was of 32,315 euro, 14.7% less than the previous year. The highest value recorded belongs to Telecommunications (177,388 euros), followed by Rental activities with around less than half (84,463 euros).

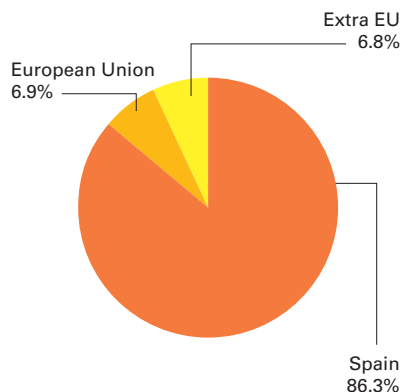
**A total of 13.7% of sales of Services took place outside of Spain**

86.3% of sales in the sector were made within Spain, 6.9% were made to European Union countries, and 6.8% to the rest of the world.

The activity divisions with the highest percentage of sales outside Spain were Travel agencies, tour operators, reservation services and related activities (43.4%), Air transport (40.9%), and Administrative office activities and other company assistance activities (33.1%).

**Service sales geographical destination. 2020**

46



**Selection of indicators according to main activity. 2020**

	Productivity <sup>1</sup> (euros).	Female participation rate in paid staff <sup>2</sup>
<b>Total Services</b>	<b>32,315</b>	<b>47.5</b>
Transport and storage	42,581	22.8
Hospitality	10,783	53.9
Information and communications	69,282	35.3
Real estate activities	52,595	57.0
Professional, scientific and technical activities	42,263	53.2
Administrative and support services activities	25,130	54.0
Artistic, recreational and entertainment activities	32,159	44.1
Other services	13,264	67.3

1. Added value at factor cost / average employed personnel.

2. Average female paid personnel / total average paid personnel.