

22 June 2020

**Services Sector Activity Indicators (SSAI). Base 2015**  
April 2020. Provisional data**Turnover in the<sup>1</sup> Market Services Sector stands at -5.0%, after adjusting for seasonal and calendar effects****The annual rate stands at -41.4% both in the series adjusted for seasonal and calendar effects and in the original series****COVID-19's Effects on SSAI**

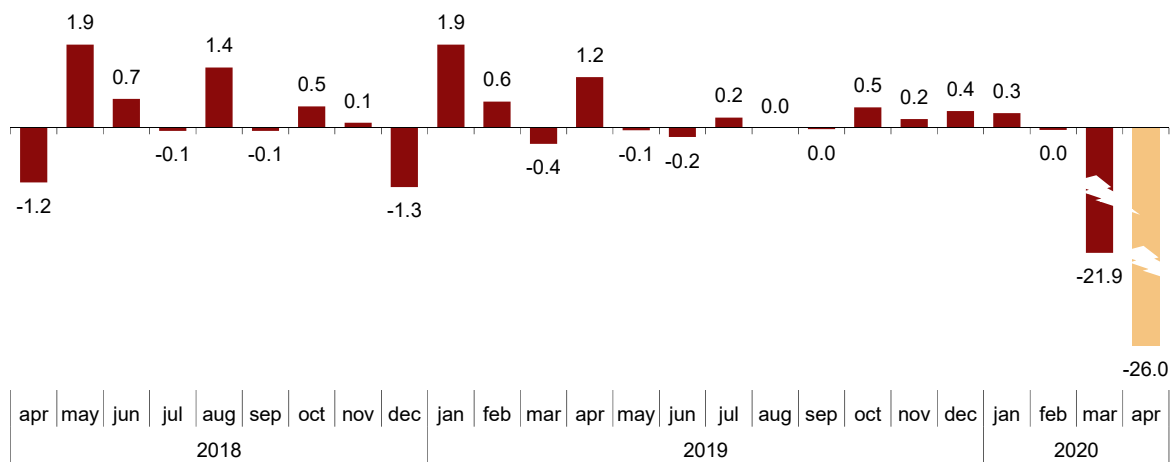
- The declaration of the state of alarm and the entry into force of recoverable paid leave for employed workers not providing essential services caused an almost total paralysis of the Services Sector during the first half of April. In the second half, some services were able to restart activities and others, such as hotel, restaurant and retail establishments, remained closed to the public but were able to provide services online or via delivery. Globally, the Services Sector turnover dropped by 41.4% in the annual rate.
- The most affected sectors were those related to tourism. Turnover for accommodations, food and beverage services and travel agencies dropped by more than 90% compared to April of the previous year.
- In Trade, sales of motor vehicles and motorcycles fell by 84.4%. In Transportation, passenger-related transport (rail, taxi, land and air) were the most affected, with drops of more than 70% in the annual rate.
- In the remainder of Services, the smallest decreases were in Telecommunications (-3.6% annually) and Security and investigation activities (-4.2%). Wholesale trade in agricultural raw materials and live animals was the only activity for which turnover did not drop compared to April of the previous year (0.0%).
- The effect of the state of alarm on employment was softened by the possibility for companies to benefit from a Temporary Workforce Reduction Scheme (ERTE). The impact has oscillated between an annual decrease of 2.0% in Trade, and a decrease of 24.5% in Employment Activities.
- The communities that are the most dependent on tourism suffered the greatest decreases in services sector turnover, with annual rates of -61.0% in Illes Balears and -57.9% in Canarias. Employment was likewise affected in these communities, especially in Illes Balears, with an annual rate of -16.1%.

<sup>1</sup> As reflected in the methodology of this value index, the information is presented in current (nominal) terms, without adjusting the effects in the price variation.

### Monthly trend in turnover for the Market Services Sector

After adjusting for seasonal and calendar effects, the monthly variation of the general index of turnover for the Market Services Sector between April and March was  $-26.0\%$ . This rate is 4.1 points lower than that observed in March.

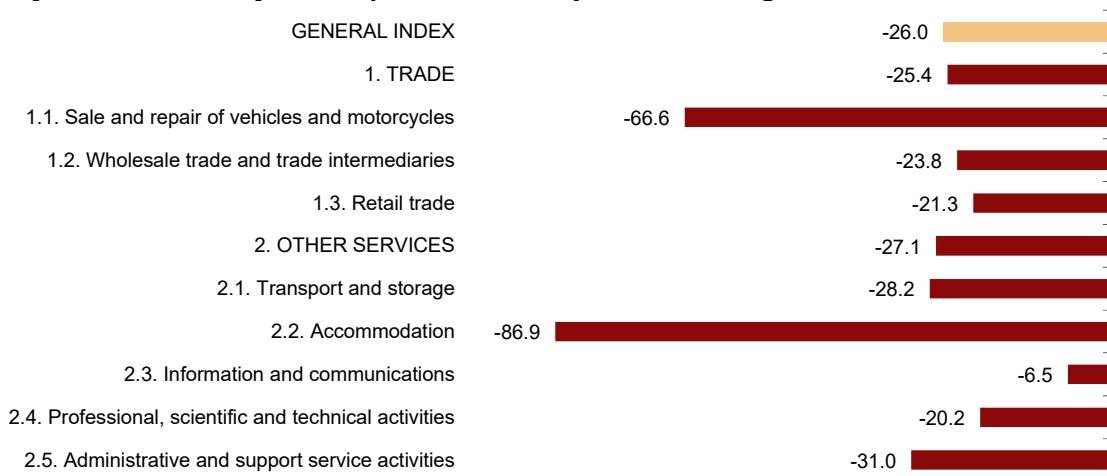
### General index of the turnover for the Market Services Sector Seasonally and calendar adjusted. Monthly rate. Percentage



After adjusting for seasonal and calendar effects, *Trade* decreased by  $25.4\%$  and *Other services* by  $27.1\%$ .

By sectors, *Information and communications* ( $-6.5\%$ ), *Professional, scientific and technical activities* ( $-20.2\%$ ) and *Retail trade* ( $-21.3\%$ ) registered the largest increases. In turn, *Accommodation* ( $-86.9\%$ ) and *Sale and repair of vehicles and motorcycles* ( $-66.6\%$ ) recorded the largest decreases.

### General and by sectors turnover Index Seasonally and calendar adjusted. April 2020. Monthly rate. Percentage



A more detailed analysis shows the branches of activity that registered the lowest and the highest decreases in the month of April.

**Types of activities with the highest monthly rates in the Services Sector turnover index Seasonally and calendar adjusted. April 2020. Monthly rate**

Activity (CNAE-2009 groups)	Monthly rate(%)
Telecommunications	-0.3
Computer programming, consultancy and related activities	-3.0
Post and courier activities	-3.1

**Types of activities with the lowest monthly rates in the Services Sector turnover index Seasonally and calendar adjusted. April 2020 .Monthly rate**

Activity (CNAE-2009 groups)	Monthly rate(%)
Accommodation	-90.8
Food and beverage service activities	-85.1
Travel agencies and tour operator services	-81.7

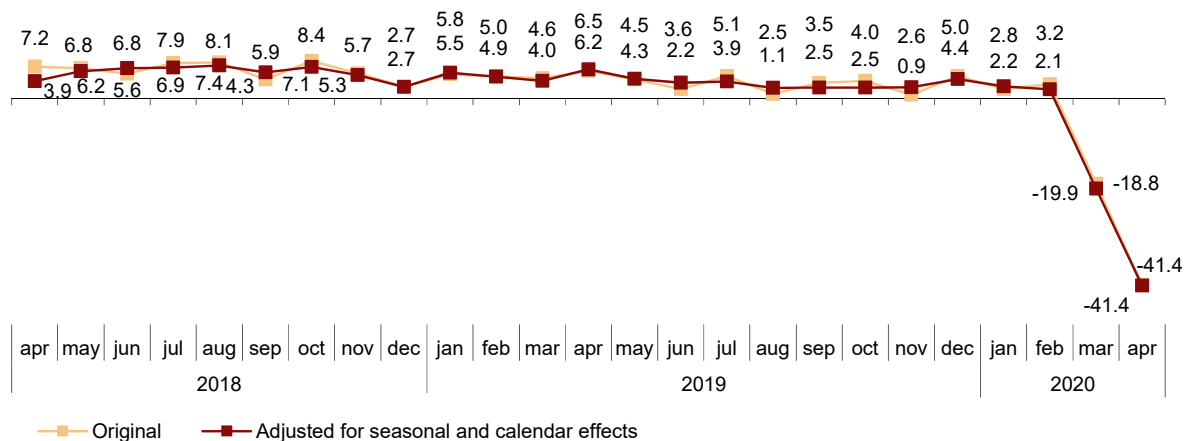
## Annual trend in the turnover indices for the Market Services Sector

The general index of the turnover for the Market Services Sector, after adjusting for seasonal and calendar effects, experienced a variation of  $-41.4\%$  in April compared to the same month of 2019. This rate is 21.5 points lower than that recorded in March.

The original series presented an annual variation of  $-41.4\%$ , which is 22.6 points below that registered in March.

### General index of turnover for the Market Services Sector

Annual Rate. Percentage



After adjusting for seasonal and calendar effects, *Trade* decreased by 40.5% as compared with April 2019 and *Other services* by 43.1%.

By sectors, *Information and communications* ( $-16.6\%$ ), *Professional, scientific and technical activities* ( $-29.9\%$ ) and *Retail trade* ( $-33.3\%$ ) registered the largest increases. In turn, *Accommodation* ( $-94.4\%$ ) and *Sale and repair of vehicles and motorcycles* ( $-83.0\%$ ) recorded the largest decreases.

### Annual rates in Turnover index for the Market Services Sector: General and by sector. April 2020

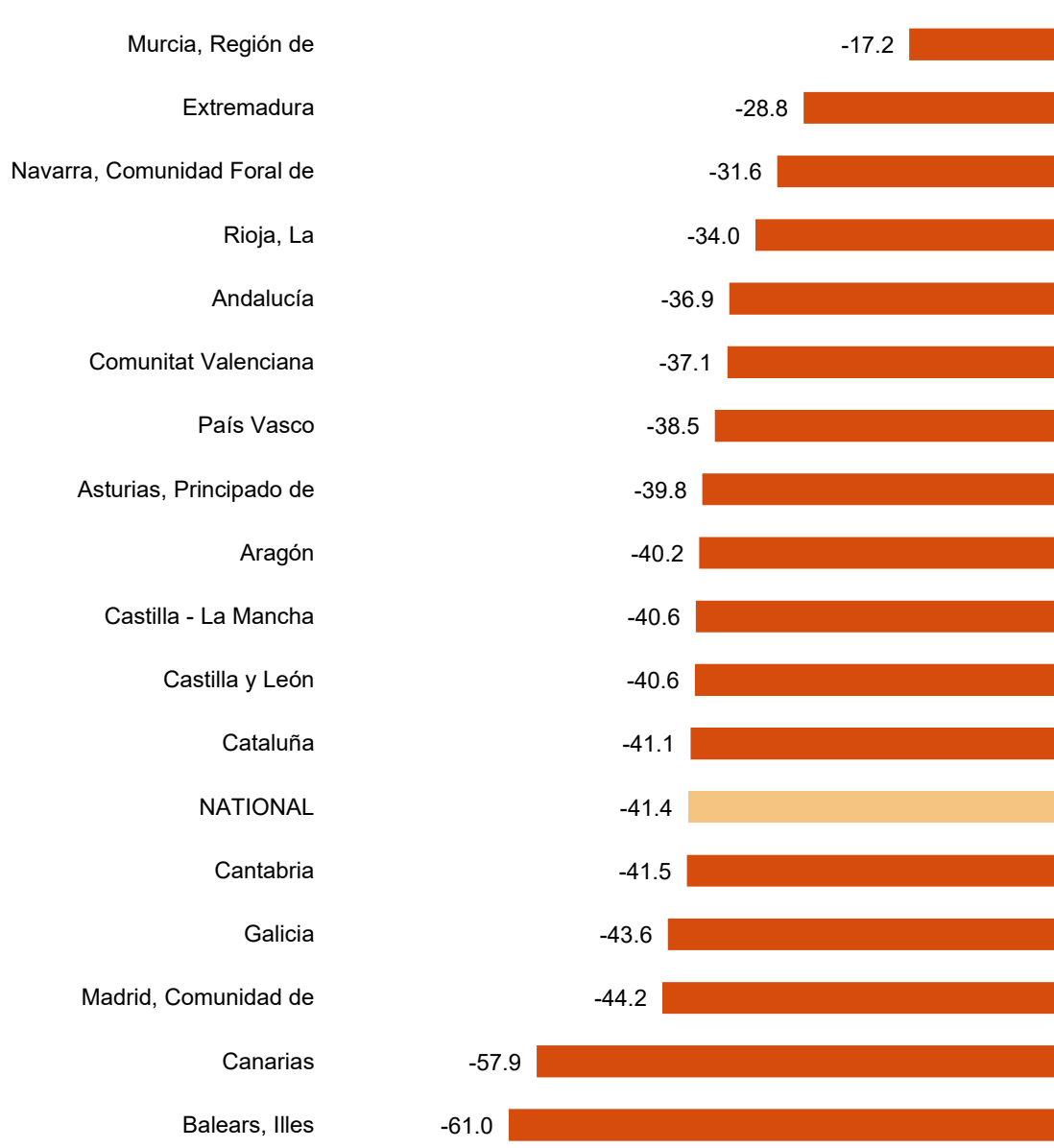
	Original index	Seasonally adjusted index
	Annual rate (%)	Annual rate (%)
<b>GENERAL INDEX</b>	-41.4	-41.4
<b>1. TRADE</b>	-40.4	-40.5
1.1. Sale and repair of vehicles and motorcycles	-83.0	-83.0
1.2. Wholesale trade	-36.2	-36.4
1.3. Retail trade	-33.2	-33.3
<b>2. OTHER SERVICES</b>	-43.1	-43.1
2.1. Transport and storage	-41.1	-41.2
2.2. Accommodation	-94.4	-94.4
2.3. Information and communications	-16.6	-16.6
2.4. Professional, scientific and technical activities	-30.0	-29.9
2.5. Administrative and support service activities	-47.2	-47.1

## Results by Autonomous Community. Annual variation rates of turnover. Original series

Annual rate in Turnover index for the Market Services Sector decreased as compared to April 2019 in all the Autonomous Communities.

Illes Balears (-61.0%), Canarias (-57.9%) and Comunidad de Madrid (-44.2%) recorded the largest decreases, while Región de Murcia (-17,2%) y Extremadura (-28,8%) presented the smallest decreases.

### General Indices: National and by Autonomous Community April 2020. Turnover Annual Rate. Percentage



## Employment trend

Employment in the Market Services Sector experienced a variation of  $-5.5\%$  in April as compared to the same month of the previous year. This rate is almost four points lower than that registered in March.

The employment rate decreased by  $2.0\%$  in *Trade* and by  $7.6\%$  in *Other services*.

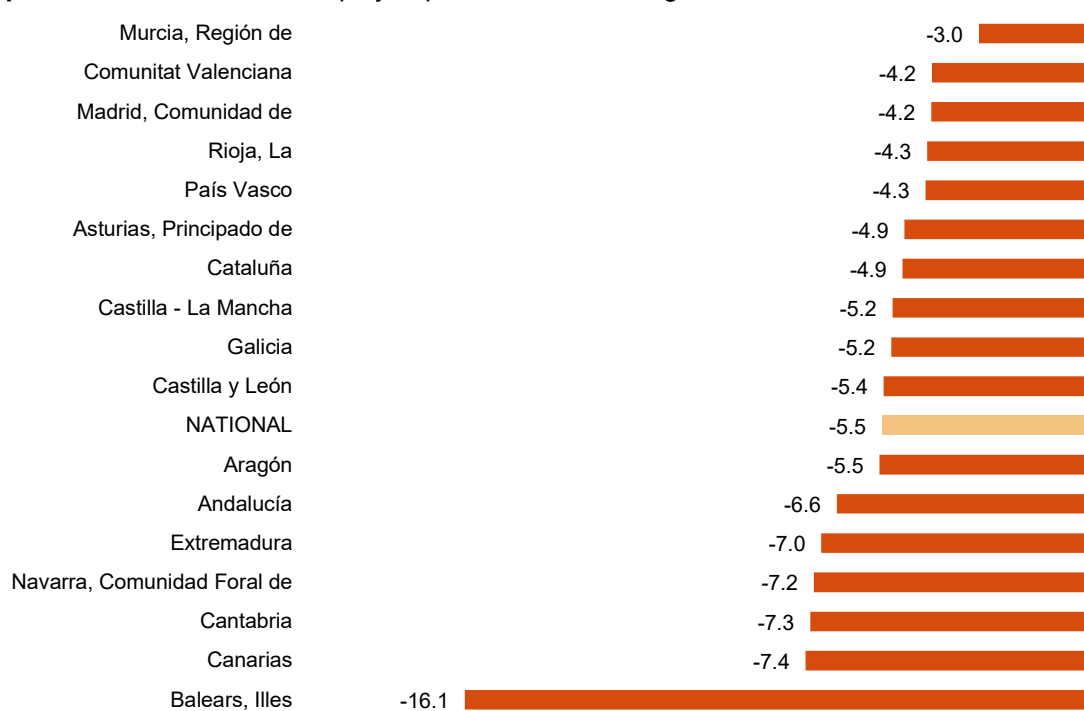
## National Indices of employed personnel by sector. April 2020

	Index	Rate (%)	
		Monthly	Annual
GENERAL INDEX	102.4	-2.9	-5.5
1. TRADE	104.0	-1.4	-2.0
1.1. Sale and repair of vehicles and motorcycles	103.0	-2.6	-3.8
1.2. Wholesale trade	108.2	-1.6	-1.5
1.3. Retail trade	101.5	-1.1	-2.0
2. OTHER SERVICES	101.3	-3.8	-7.6
2.1. Transport and storage	105.0	-2.5	-4.1
2.2. Accommodation	92.5	-4.6	-14.9
2.3. Information and communications	108.6	-1.8	-1.2
2.4. Professional, scientific and technical activities	105.1	-1.8	-2.6
2.5. Administrative and support service activities	102.6	-6.2	-8.3

## Results by Autonomous Community. Annual employment variation rates

Annual employment rate decreased as compared to April 2019 in all the Autonomous Communities. Illes Balears ( $-16.1\%$ ) recorded the largest decreased.

## General Indices: National and by Autonomous Community April 2020. Annual rate of employed personnel. Percentage



## Review and update of data

On the press release day, INE has updated SSAI data series corresponding to the last five months. In the case of calendar adjusted and seasonally and calendar adjusted series, according to INE standard, series are revised since its beginning. Results are available on INEBase.

## Note regarding COVID-19's impact on the statistical operation of Services Sector Activity Indicators (SSAI)

Royal Decree 463/2020 of March 14 declared a "state of alarm" in order to manage the health crisis situation caused by COVID-19. Article 7 places limitations on the free circulation of persons, while article 10.1 suspends the opening to the public of retail stores and establishments, with certain exceptions.<sup>2</sup> Article 10.4 suspends hospitality activities (with the exception of establishments that hold an opening permit according to order TMA/227/2020 of March 23 and order TMA/305/2020 of March 30) and restaurant activities, which may be provided only using home delivery services.

These events created unprecedented challenges in carrying out service sector activities during the month of April.

As usual, the collection of IASS information began as soon as the reference period came to an end. It thus took place during the month of May, while the start of alarm continued, which made contact with companies more difficult. These contacts were made by email and by phone, similar to in previous months.

Despite this situation, our informants have understood the importance of providing information so that the statistical authority can elaborate indicators regarding the economic situation. Thanks to this, the response rate has been quite acceptable, standing at 86.9%, almost three and a half points higher than the rate for March (83.5%). On behalf of the INE, we would like to express our gratitude to all the companies that, in spite of the extraordinary situation in which we find ourselves, have made the effort to provide us with information.

This response rate, coupled with the fact that it can be reasonably assumed that behaviour was homogeneous in terms of activity level for the establishments that completed the questionnaire, as compared to those for which we were unable to obtain information<sup>3</sup>, caused us to keep the index calculation non-response apportioning methods the same as those used in months prior.

The variation coefficient for the General Sales Index was maintained with respect to March and has a value of 1.3 in the month of April, while the General Occupancy Index is also maintained with respect to March (0.3). Similarly, at the Autonomous Community level, the variation coefficients showed no considerable variation, remaining in a range between 1.7 and 6.4 in both March and April in the case of the business figure, and from 1.1 to 1.9 in employment. By activities, the range of the variation coefficients was greater, but was maintained with respect to previous months,

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<sup>2</sup> Commercial retail establishments for food, beverages, basic products and goods, pharmaceutical, medical, optical and orthopedic centres, hygienic products, press and stationery, automotive fuel, tobacconists, technological and telecommunications equipment, pet food, internet commerce, telephone.

<sup>3</sup> Taking into account the different unit activities, sizes and location

except in hotel Industry activities, where they are slightly increased. These indicators showed the precision of the indices to be similar to that of a normal month, meaning that **they are of sufficient quality to be disseminated, both nationally and by autonomous community.**

For employment data, it should be borne in mind that persons who are affected by Temporary Workforce Reduction Scheme (ERTE) lay-offs during the state of alarm are still counted as company employees.

In regards to the series adjusted for seasonal and calendar effects, the INE carried out a methodological modelling approach in accordance with the guidelines set forth by the Statistical Office of the European Union (Eurostat)<sup>4</sup>. In the data referring to March and April 2020, an additive *outlier* was thus modelled in the majority of the series to estimate the effect of COVID-19 on the series during this month.

When the data for subsequent months is available, the INE will re-analyse whether this impulse should be modified for another type of intervention<sup>5</sup>, or if interventions should perhaps even be carried out on other data in the series.

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<sup>4</sup> [https://ec.europa.eu/eurostat/cros/content/flash-news\\_en](https://ec.europa.eu/eurostat/cros/content/flash-news_en)

<sup>5</sup> This initial approach is consistent since, in the modelling of disturbances that occur in the last observation in a series, there is no difference in the adjusted seasonal and calendar series if this modelling is performed using an impulse, a step, a temporary change or a ramp. The difference between these types of interventions is reduced to assigning the effect to the cycle-trend component in some cases, or to the irregular one in others, but the adjusted series for seasonal and calendar effect includes both components and, therefore, it will not be affected by the type of initial intervention



## Methodological note

The Services Sector Activity Indicators (SSAI) measure the short-term evolution of the activity of companies belonging to the Non-Financial Market Services sector through two variables: turnover and employed personnel. Turnover comprises the amounts invoiced by the company for provision of services and sale of goods. Employed personnel include both paid and unpaid personnel.

In order to obtain this data, an ongoing survey is conducted, every month researching more than 28,000 companies that operate in this sector. Results are presented as indices so as to measure variations as compared to the base year 2015.

The characteristics of this statistics are:

**Type of survey:** monthly continuous survey.

**Base year:** 2015.

**Population scope:** companies whose main economic activity is described in sections G, (Trade), H (Transport and Storage), I (Accommodation), J (Information and Communications), M (Professional, Scientific and Technical Activities) and N (Administrative and Support Services Activities) of the National Classification of Economic Activities (CNAE-09).

**Geographical scope:** all the national territory except for Ceuta and Melilla, for which it is only collected in division 47 of CNAE-09 (retail trade).

**Sample size:** 28,000 companies.

**Type of sampling:** stratified random sampling.

**Collection method:** completion of the questionnaire by the respondent using one of the following methods: internet (IRIA system), e-mail, fax, telephone or by postal mail.

For more information you can access the methodology at:

<https://www.ine.es/metodologia/t37/notaiass15.pdf>

And the standardised methodological report at:

<https://www.ine.es/dynt3/metadatos/es/RespuestaDatos.html?oe=30183>

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## Services Sector Activity Indicators. Base 2015

April 2020

Provisional data

### 1. Turnover indices: General and by sector Seasonally and calendar adjusted

	Index	Rate (%)		
		Monthly	Annual	Year-to-date average
GENERAL INDEX	718	-26.0	-414	-14.2
1. TRADE	72.9	-25.4	-40.5	-13.7
1.1. Sale and repair of vehicles and motorcycles	22.7	-66.6	-83.0	-32.9
1.2. Wholesale trade	80.4	-23.8	-36.4	-114
1.3. Retail trade	73.7	-21.3	-33.3	-110
2. OTHER SERVICES	70.0	-27.1	-43.1	-15.1
2.1. Transport and storage	713	-28.2	-412	-13.1
2.2. Accommodation	6.6	-86.9	-94.4	-36.5
2.3. Information and communications	96.6	-6.5	-16.6	-6.7
2.4. Professional, scientific and technical activities	95.8	-20.2	-29.9	-9.8
2.5. Administrative and support service activities	65.3	-31.0	-47.1	-15.6

### 2. Turnover indices: General and by sector Calendar adjusted

	Index	Rate (%)	
		Annual	Year-to-date average
GENERAL INDEX	70.7	-414	-14.8
1. TRADE	718	-40.4	-14.2
1.1. Sale and repair of vehicles and motorcycles	22.5	-83.0	-34.5
1.2. Wholesale trade	80.5	-36.2	-12.0
1.3. Retail trade	70.1	-33.2	-111
2. OTHER SERVICES	68.8	-43.1	-16.0
2.1. Transport and storage	712	-411	-13.7
2.2. Accommodation	6.2	-94.4	-39.9
2.3. Information and communications	93.6	-16.6	-6.9
2.4. Professional, scientific and technical activities	97.2	-30.0	-10.7
2.5. Administrative and support service activities	62.8	-47.2	-16.6

### 3. Turnover indices: General and by branch of activity Original series

	Index	Rate (%)	
		Annual	Year-to-date average
<b>GENERAL INDEX</b>	70.7	-41.4	-14.4
<b>1. TRADE</b>	71.8	-40.4	-13.7
<b>1.1. SALE AND REPAIR OF VEHICLES</b>	22.3	-83.0	-33.8
- Sale of motor vehicles	20.9	-84.4	-34.8
- Maintenance and repair of motor vehicles	31.5	-72.3	-26.1
<b>1.2. WHOLESALE TRADE AND COMMISSION TRADE</b>	80.7	-36.2	-11.6
- Wholesale on a fee or contract basis	89.8	-31.9	-6.0
- Wholesale of agricultural raw materials and live animals	18.8	0.0	6.8
- Wholesale of food, beverages and tobacco	90.8	-23.6	-4.5
- Wholesale of household goods	74.4	-38.1	-11.6
- Wholesale of information and communication equipment	86.3	-15.1	-4.3
- Wholesale of other machinery, equipment and supplies	94.1	-31.0	-8.7
- Other specialised w holesale trade	63.8	-55.1	-22.4
- Non-specialised w holesale trade	60.3	-57.0	-16.6
<b>1.3. RETAIL TRADE</b>	70.4	-33.2	-10.6
<b>2. OTHER SERVICES</b>	68.8	-43.1	-15.6
<b>2.1. TRANSPORTATION AND STORAGE SERVICES</b>	71.2	-41.1	-13.3
Land transport	69.9	-40.5	-15.1
- Rail transport	31.4	-71.8	-27.9
- Taxi operation	15.1	-85.9	-35.5
- Other passenger land transport	34.1	-71.3	-31.3
- Freight transport by road and removal services	87.1	-26.6	-8.9
Water transport	63.9	-47.8	-9.3
Air transport	27.0	-79.1	-24.5
Warehousing and support activities for transportation	80.8	-34.2	-9.7
Post and courier activities	90.6	-21.7	-7.3
<b>2.2. ACCOMMODATION AND FOOD SERVICES ACTIVITIES</b>	6.3	-94.4	-39.5
Accommodation	4.4	-95.9	-43.6
Food and beverage service activities	7.2	-93.7	-37.9
<b>2.3. INFORMATION AND COMMUNICATION</b>	93.5	-16.6	-6.4
Publishing activities	72.8	-32.3	-13.1
Motion picture, television programme production and music publishing activities	52.0	-60.8	-28.8
Programming and broadcasting activities	82.3	-27.0	-7.1
Telecommunications	101.7	-3.6	-1.2
Computer programming, consultancy and related activities	98.2	-16.0	-6.5
Information service activities	108.5	-10.1	0.6
<b>2.4. PROFESSIONAL, SCIENTIFIC AND TECHNICAL ACTIVITIES</b>	96.3	-30.0	-10.6
Legal, accounting and management consulting activities	112.4	-21.1	-8.6
Architectural and engineering activities; technical testing and analysis	97.8	-28.3	-7.7
Advertising and market research	68.6	-47.8	-18.0
Other professional scientific and technical activities	100.3	-27.9	-9.9
<b>2.5. ADMINISTRATIVE AND SUPPORT SERVICE ACTIVITIES</b>	63.4	-47.2	-16.1
Employment activities	90.4	-34.1	-11.9
Travel agencies and tour operator services	8.7	-92.3	-43.8
Security and investigation activities	117.0	-4.2	5.4
Cleaning activities	103.0	-12.6	-0.7
Office administrative and other business support activities	88.1	-36.9	-8.8

#### 4. Employed personnel indices: General and by branch of activity

	Index	Rate (%)		
		Monthly	Annual	Year-to-date average
<b>GENERAL INDEX</b>	<b>102.4</b>	<b>-2.9</b>	<b>-5.5</b>	<b>-1.3</b>
<b>1. TRADE</b>	<b>104.0</b>	<b>-1.4</b>	<b>-2.0</b>	<b>-0.1</b>
1.1. SALE AND REPAIR OF VEHICLES	103.0	-2.6	-3.8	-1.0
- Sale of motor vehicles	110.4	-2.0	-2.5	-0.3
- Maintenance and repair of motor vehicles	95.3	-3.3	-5.3	-1.9
1.2. WHOLESALE TRADE AND COMMISSION TRADE	108.2	-1.6	-1.5	0.4
- Wholesale on a fee or contract basis	103.0	-1.2	-1.7	1.1
- Wholesale of agricultural raw materials and live animals	106.9	0.4	-1.5	-0.7
- Wholesale of food, beverages and tobacco	112.7	-1.7	-1.7	0.4
- Wholesale of household goods	103.5	-1.8	-2.5	-0.7
- Wholesale of information and communication equipment	107.0	-1.2	-1.6	-0.3
- Wholesale of other machinery, equipment and supplies	111.4	-0.9	-0.2	1.2
- Other specialised w wholesale trade	106.5	-2.0	-0.5	1.6
- Non-specialised w wholesale trade	104.8	-4.8	-6.2	-1.2
1.3. RETAIL TRADE	101.5	-1.1	-2.0	-0.2
<b>2. OTHER SERVICES</b>	<b>101.3</b>	<b>-3.8</b>	<b>-7.6</b>	<b>-2.1</b>
2.1. TRANSPORTATION AND STORAGE SERVICES	105.0	-2.5	-4.1	-1.0
Land transport	103.4	-3.3	-4.8	-1.3
- Rail transport	108.3	-1.4	2.1	2.2
- Taxi operation	94.4	-4.3	-8.2	-3.2
- Other passenger land transport	104.7	-3.5	-6.6	-1.2
- Freight transport by road and removal services	104.8	-3.0	-3.8	-1.1
Water transport	108.2	-0.8	-7.5	-2.0
Air transport	111.9	-0.3	-1.6	2.1
Warehousing and support activities for transportation	109.5	-1.6	-3.4	-0.8
Post and courier activities	100.3	-0.8	-2.4	-0.3
2.2. ACCOMMODATION AND FOOD SERVICES ACTIVITIES	92.5	-4.6	-14.9	-5.5
Accommodation	90.0	0.4	-20.9	-8.0
Food and beverage service activities	93.1	-5.8	-13.3	-4.8
2.3. INFORMATION AND COMMUNICATION	108.6	-1.8	-1.2	1.0
Publishing activities	98.0	-1.9	-3.0	-1.0
Motion picture, television programme production and music publishing activities	94.8	-9.6	-17.3	-6.2
Programming and broadcasting activities	99.0	-1.6	-3.6	-1.1
Telecommunications	88.3	-1.2	-2.4	-1.5
Computer programming, consultancy and related activities	119.8	-1.0	1.6	3.0
Information service activities	103.6	-1.6	-0.3	0.9
2.4. PROFESSIONAL, SCIENTIFIC AND TECHNICAL ACTIVITIES	105.1	-1.8	-2.6	-0.2
Legal, accounting and management consulting activities	104.0	-0.9	-2.4	-1.0
Architectural and engineering activities; technical testing and analysis	110.7	-2.1	-1.9	1.2
Advertising and market research	99.1	-2.9	-5.2	-1.1
Other professional scientific and technical activities	103.2	-3.6	-3.1	0.3
2.5. ADMINISTRATIVE AND SUPPORT SERVICE ACTIVITIES	102.6	-6.2	-8.3	-2.2
Employment activities	92.3	-17.6	-24.5	-8.1
Travel agencies and tour operator services	96.3	-5.2	-9.9	-3.3
Security and investigation activities	115.1	-0.7	1.3	2.5
Cleaning activities	101.3	-3.5	-3.6	0.1
Office administrative and other business support activities	108.0	-4.9	-6.7	-2.7

## 5. Turnover indices: National and by Autonomous Community

	Index	Rate (%)	
		Annual	Year-to-date average
NATIONAL	70.7	-41.4	-14.4
Andalucía	75.9	-36.9	-12.1
Aragón	68.6	-40.2	-14.5
Asturias, Principado de	68.4	-39.8	-13.8
Balears, Illes	45.8	-61.0	-25.4
Canarias	48.6	-57.9	-21.8
Cantabria	72.7	-41.5	-15.1
Castilla y León	65.2	-40.6	-12.5
Castilla-La Mancha	69.9	-40.6	-14.8
Cataluña	68.8	-41.1	-14.7
Comunitat Valenciana	75.3	-37.1	-11.4
Extremadura	80.4	-28.8	-6.8
Galicia	71.9	-43.6	-15.3
Madrid, Comunidad de	71.1	-44.2	-15.6
Murcia, Región de	98.0	-17.2	-3.8
Navarra, Comunidad Foral de	83.5	-31.6	-11.8
País Vasco	72.3	-38.5	-13.6
Rioja, La	81.9	-34.0	-12.4

## 6. Employed personnel indices: National and by Autonomous Community

	Index	Rate (%)		
		Monthly	Annual	Year-to-date average
NATIONAL	102.4	-2.9	-5.5	-1.3
Andalucía	99.8	-3.9	-6.6	-1.6
Aragón	103.4	-3.0	-5.5	-1.3
Asturias, Principado de	99.7	-2.2	-4.9	-1.5
Balears, Illes	97.7	2.3	-16.1	-5.1
Canarias	101.3	-4.5	-7.4	-2.6
Cantabria	100.6	-3.9	-7.3	-2.2
Castilla y León	99.0	-2.8	-5.4	-1.7
Castilla-La Mancha	101.1	-3.3	-5.2	-0.4
Cataluña	104.0	-2.5	-4.9	-1.3
Comunitat Valenciana	103.6	-3.5	-4.2	-0.3
Extremadura	99.2	-2.9	-7.0	-1.9
Galicia	101.9	-2.7	-5.2	-1.6
Madrid, Comunidad de	103.6	-2.7	-4.2	-0.9
Murcia, Región de	109.8	-0.8	-3.0	0.1
Navarra, Comunidad Foral de	101.1	-4.5	-7.2	-1.7
País Vasco	101.0	-2.7	-4.3	-1.4
Rioja, La	103.4	-2.0	-4.3	-1.0