

## Progress report 2004 prepared by Statistics Denmark

### Introduction – overall situation

During 2004 one of the general priorities of Statistics Denmark has been an increased digitalization of communication with enterprises with a general aim of reducing burdens on businesses. Moreover, we continue our efforts to maintain an advanced use of ICT.

One of the means is the governmental web portal called virk.dk. All questionnaires and similar documents from governmental administrations are now or will be made available on the internet. In this way enterprises have an advanced option for submitting for instance their statistical declarations. The option includes more than 100 different questionnaires that Statistics Denmark directs to various businesses.

A telephone direct entry system has been established for the turnover reports that are used for the retail trade index. The system has been operational since June, and is currently used by around 15 % of the respondents.

Initiatives have also been taken to scan those questionnaires that are received in paper form, and full scale operation should be reached by the end of 2005.

Finally, Statistics Denmark has participated in a general exercise where the administrative burdens on businesses have been measured through an activity based procedure. A private consultancy has conducted the exercise including the subsequent analysis. Useful input has been received from those enterprises that have been interviewed and the various federations that were consulted. We are right now considering the proposed simplifications and improvements and we will analyse the direct impact on our questionnaires and the quality of results.

### 1. Producer prices indices in services

Statistics Denmark has no production in this area for the moment. However we have started a pilot project, co-financed by Eurostat, for collection of producer prices in services. This project also aims to develop a statistical system for the ongoing compilation of output price indices as specified in the proposal for a revised STS regulation.

Since November 2003 we have for the pilot project collected quarterly prices in these CPA activities:

- 72.2 Software consultancy and supply services
- 74.12 Accounting
- 74.14 Business and management consultancy services
- 74.20.3 Engineering services
- 74.7 Industrial cleaning services

From May 2004 we also collect prices for activities in:

- 72.3 Data processing services
- 74.20.2 Architectural services
- 74.20.5 Urban planning and landscape architectural services
- 74.50.1 Placement services of personnel
- 74.50.2 Supply services of personnel

## **2. Classification of service activities and products**

1. In preparation of the 2007 revision of ISIC, CPC – NACE, CPA we have started the consultation process at Statistics Denmark and the work is coordinated by the colleagues in the enterprise statistics division. Regular meetings have been organised and a consolidated response has now been sent to Eurostat by end August 2004.

Last year we established an internal working group with the objective of preparing a draft for a coherent services' classification to be used generally by our relevant divisions. The working group has recommended the CPA as basis for the classification. The main arguments were: CPA contains separate classes for services for all relevant branches; CPA is already used at European level and facilitates comparisons; CPA is used in the product statistics made for the various business services surveys; CPA is closely linked to NACE.

The group also recommended the following work for the future: introduction of further breakdown for specific branches; enumeration of services that clearly identifies them and separates them from NACE/CPA; eventually preparation of a Danish edition of CPA.

## **3. Information Society Statistics**

This area has been the focus area for Statistics Denmark in the last years. We have a framework contract with the Ministry of Science, Technology and Development enabling us to develop the statistical coverage of this item.

In 2001 a strategy for future statistics on the networking society and the knowledge-based economy was adopted. It had been prepared in close collaboration with other governmental bodies and is still used as an important reference frame for the overall orientation of the work including priority setting. We are now revising the strategy and expect a preliminary version by the end of 2004 and the final version during beginning of 2005.

Since 1998, Statistics Denmark has been carrying out an annual survey of the use of ICT in enterprises. Since 2001 a quarterly survey on ICT usage in households and by individuals (since 2004 this survey is annual). Since 2001 an annual survey on ICT usage in the public sector has been conducted initially comprising municipalities and in 2002 also comprising governmental institutions and institutions at county level.

In 2001, Statistics Denmark carried out an ad hoc survey on the usage of ICT by immigrants and refugees using a slightly redesigned household model questionnaire.

From the 3rd quarter 2002, Statistics Denmark has added a special module on ICT security to the household questionnaire. The special module on ICT security was included in the 2003 and 2004 enterprise survey and results have been published.

From 2003 we include questions about enterprises' export of ICT services and other knowledge-based services, as part of our product statistics surveys. The results of the 2004 surveys will be published shortly.

A new survey is being prepared about ICT investment and expenditures. A pilot survey will be carried out in October 2004 and based on the experiences and results from the pilot a regular, annual survey is planned for 2005 and onwards.

Since 2000 Statistics Denmark has been producing an annual publication on the Danish Information Society including not only the usage dimension but also the supply dimension covering the ICT sector, ICT products and foreign trade with ICT products. The publication also contains detailed tables on the work force by identifying ICT related occupations and educations. Research, development and innovation in the ICT sector are also covered. The latest edition – the ICT status of 2004 – will be published end of October. An English version with key figures about Information society Denmark is available on the internet [www.dst.dk/ict](http://www.dst.dk/ict). This homepage contains references to other ICT publications in English.

Statistics Denmark and the other Nordic countries have a longstanding and close cooperation and have produced a common publication on the Nordic Information Society in the autumn of 2002. A new version of this publication is planned for November 2005. The Nordic cooperation has also resulted in model surveys for ICT usage in the public sector and ICT expenditure and investment (the latter will be published late October).

In close cooperation with the Ministry of Science etc. Statistics Denmark is continuing the efforts to develop and integrate the indicators of the eEurope 2005 action plan now adopted by the Council of the EU. A review of the indicators is currently coordinated among the various governmental institutions involved.

Statistics Denmark is coordinating and chairing an action line on Indicators for the Information Society in the Northern e-Dimension Action Plan involving the 5 Nordic countries, Estonia, Latvia, Lithuania, Germany, Poland and Northwest Russia. As a first concrete result we published the results of the indicator survey in “Indicators for the Information Society in the Baltic Region” in June 2003. The chairmanship continues during the 2005-06 NeDAP programme although the financing yet remains unsettled.

Statistics Denmark has been active in a transfer of know-how project with Statistics Lithuania regarding Information Society and Knowledge based Economy statistics. A major milestone and concrete result of the work was a Methodological Manual. A printed version of the Manual will be available at the meeting, and it can be found on our homepage ([www.dst.dk/ict](http://www.dst.dk/ict)).

#### **4. Ad hoc issues**

##### **4a. Non-profit institutions**

Statistics Denmark has conducted no special surveys within this theme.

##### **4b. Sales by services products (measurement of turnover of detailed products)**

Statistics Denmark has since 1995 been carrying out surveys on measurement of turnover by detailed products for selected activities within the business services sector. The turnover is broken down by domestic clients and foreign clients. Two types of client classification are used: private or public. Annual statistics has been produced on computer services, engineering services and labour recruitment and provision of personnel. Every 3 years the survey has additionally covered cleaning activities as well. In 2001 and 2002, Statistics Denmark has taken part in Eurostat's project on Business Services

also including detailed product breakdown for other business services such as advertising and marketing, accounting and auditing, enterprise consultancies, agencies for opinion polls and market analysis. In 2004 we have included legal activities, technical testing and analysis and adult and other education. The 2004 results will be published shortly.

#### **4c. Short term indicators**

Short term indicators for the service sector are mainly based on administrative sources, except the business climate survey started as a monthly survey in 2001. It covers tourism, transport and business services. The retail trade index is now conducted as a monthly survey.

#### **4d. Miscellaneous**

Statistics Denmark participates in the Eurostat survey about inter-enterprise relations. We have in 2002 concluded a pilot survey. A full-scale survey was launched in 2003 and the results are presented in a separate paper at the meeting.

We participate in a Eurostat financed project on Demand for services. The aim of the project including work progress will be presented in a separate paper at the meeting.

We are, moreover, conducting a survey about Outsourcing on behalf of Copenhagen Business School. The survey shall analyse what activities are outsourced and why broken down by business branch. The survey will also analyse expected/planned future outsourcing.

During 2004 Statistics Denmark has continued developing statistics about entrepreneurs, i.e. new enterprises. The innovation and growth potential of such enterprises is important to study, and furthermore it is essential to determine the factors of success. In 2004 we have concentrated on analyzing in particular how companies (Ltd.) perform compared to individually owned enterprises. The work is carried out in close collaboration with the Business and Construction Agency, who is responsible for the political initiatives in this field. The new results will be available in December.

Recently the Danish Ministry of Culture has taken the initiative to review/reconsider the cultural statistics, regarding existing data collection as well as future needs for statistical information/indicators. Statistics Denmark participates in the preparation of a future strategy on cultural statistics.