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Sector paper:
CONSUMER AND HOUSEHOLD GOODS REPAIR
AND MAINTENACE

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Overview

- Introduction
- Industry Overview
- Classifications
- Turnover statistics
- Price statistics
- Summary of main conclusions

Introduction

- For the first time the industry was discussed at the 27th meeting of the Voorburg Group in Warsaw, Poland in October 2012.
- There is little information (two mini presentations) on experiences in developing turnover statistics and no information on experiences in developing SPPI.
- Mini presentations on turnover:
 - Jakob Kalko – Statistics Norway
 - Agnieszka Matulska-Bachura and Agnieszka Kaźmierczak – Central Statistical Office of Poland

Industry Overview

- The industry comprises enterprises which provide services of repairing and servicing of a wide range of personal and household goods (e.g. radios, TVs, refrigerators, washing machines, garden equipment, footwear, furniture, clothing, watches, sporting goods, musical instruments);
- The industry is dominated by small enterprises;
- Main services recipients are household clients;
- The repair services of personal and household goods are provided by:
 - enterprises classified to the group 952;
 - enterprises that carry out repair as a secondary activity (e.g. manufacturers and distributors of consumer and household goods).

Classifications - industry

ISIC Rev. 4

S Other service activities

95 Repair of computers and personal and household goods

952 Repair of personal and household goods

9521 Repair of consumer electronics

9522 Repair of household appliances and home and garden equipment

9523 Repair of footwear and leather goods

9524 Repair of furniture and home furnishing

9529 Repair of other personal and household goods

NACE Rev. 2

S Other service activities

95 Repair of computers and personal and household goods

95.2 Repair of personal and household goods

95.21 Repair of consumer electronics

95.22 Repair of household appliances and home and garden equipment

95.23 Repair of footwear and leather goods

95.24 Repair of furniture and home furnishing

95.25 Repair of watches, clocks and jewellery

95.29 Repair of other personal and household goods

Classifications - industry

NAICS 2012 (U.S.)

81 Other Services

811 Repair and Maintenance

8112 Electronic and Precision Equipment Repair and Maintenance

81121 Electronic and Precision Equipment Repair and Maintenance

811211 Consumer Electronics Repair and Maintenance

811213 Communication Equipment Repair and Maintenance

8114 Personal and Household Goods Repair and Maintenance

81141 Home and Garden Equipment and Appliance Repair and Maintenance

811411 Home and Garden Equipment Repair and Maintenance

811412 Appliance Repair and Maintenance

81142 Reupholstery and Furniture Repair

81143 Footwear and Leather Goods Repair

81149 Other Personal and Household Goods Repair and Maintenance

Classification - Products

CPC Ver. 2

87151 Maintenance and repair services of electrical household appliances

87155 Maintenance and repair services of consumer electronics

87210 Repair services of footwear and leather goods

87220 Repair services of watches, clocks and jewellery

87230 Repair services of garments and household textiles

87240 Repair services of furniture

87290 Maintenance and repair services of other goods n.e.c.

CPA 2008

95.21.10 Repair services of consumer electronics

95.22.10 Repair services of household appliances and home and garden equipment

95.23.10 Repair services of footwear and leather goods

95.24.10 Repair services of furniture and home furnishing

95.25.11 Repair services of watches and clocks

95.25.12 Repair services of jewellery

95.29.11 Repair and alteration services of garment and household textile articles

95.29.12 Repair services of bicycles

95.29.13 Repair and maintenance services of musical instruments

95.29.14 Repair and maintenance services of sports equipment

95.29.19 Repair services of other personal and household goods n.e.c.

Classifications - Products

NAPCS Ver.1

- 811212 Maintenance and repair services for communication and navigation equipment
- 811214 Maintenance and repair services for consumer electronics, except computer hardware and peripheral equipment
 - 8112141 Maintenance and repair services for television
 - 8112142 Maintenance and repair services for home sound equipment
 - 8112149 Maintenance and repair services for other consumer electronics
- 81141 Maintenance and repair services for personal and household goods
 - 811411 Maintenance and repair services for appliances and powered household equipment
 - 8114111 Maintenance and repair services for household-type lawn, garden, and snow removal equipment
 - 8114112 Maintenance and repair services for major household-type appliances
 - 8114119 Maintenance and repair services for other appliances and household equipment
 - 811412 Maintenance and repair services for household furniture
 - 811413 Maintenance, repair and alteration services for apparel, footwear, watches and jewelry
 - 8114131 Shoe repair services
 - 8114132 Maintenance and repair services for watches and jewelry
 - 8114133 Garment alteration services
 - 811414 Maintenance and repair services for recreational, sports, and fitness equipment, including recreational vehicles and musical instruments
 - 8114141 Maintenance and repair services for fishing and camping equipment
 - 8114142 Maintenance and repair services for water sports equipment
 - 8114143 Maintenance and repair services for personal firearms
 - 8114144 Maintenance and repair services for motorcycles
 - 8114145 Maintenance and repair services for bicycles
 - 8114146 Maintenance and repair services for non-powered boats and trailers
 - 8114147 Maintenance and repair services for powered watercraft and powered sports vehicles
 - 8114149 Maintenance and repair services for sporting, fitness and recreational equipment, nec.
 - 811419 Maintenance and repair services for personal and household goods, nec.

Turnover statistics

- Data availability
 - Good turnover availability – 17 countries (77% of responding countries) collect industry turnover data;
 - Limited level of detail – only 2 countries collect turnover data at product level;
 - The UE countries are obliged to measure annual turnover for the group 952 (structural business statistics).
- Data collection
 - Data obtained from statistical surveys or administrative sources;
 - Annual as well as semi-annual data are collected;
 - Annual data collection is usually accompanied by the collection of additional variables.

Turnover statistics

- Data issues
 - Industry is dominated by small enterprises which are particularly sensitive to statistical burden – surveys should be carefully planned;
 - Some part of personal and household goods repair services are provided by enterprises that carry out repair as a secondary activity. On the other hand enterprises with the primary activity within the group 952 can produce services and goods different from repair services – it is advisable to collect data at product level (cross industry product collection – the best solution);
 - Repair services provided within secondary activity usually done within warranty – it can be difficult for enterprises to make distinction between sale and repair in the total turnover;
 - Turnover for repair services of personal and household goods includes, besides value of labour, value of parts – it can be difficult to separate these two elements;
 - Impact of overall economic conditions on the industry – increased demand for repair services during downturns and decreased demand during an upturn in the overall economic cycle;
 - Decline in the output of activities related to the repair of personal and household goods due to the fast progress in technology and low profitability of repairs.

Turnover statistics – Recommended approaches

Category	Data source	Level of detail	Frequency	Cost
Best	Survey/Census	Industry and product detail	Annual and sub-annual	<ul style="list-style-type: none">- Most expensive- Largest response burden
Good	Survey/Census and Administrative	Industry detail only	Annual and sub-annual	<ul style="list-style-type: none">- Expensive- High response burden
Minimum	Administrative	Industry detail only	Annual	<ul style="list-style-type: none">- Least expensive- Little or no response burden

Price statistics

- Data availability
 - Only 2 of 22 countries indicated the availability of SPPI for Consumer and Household Goods Repair and Maintenance
 - Reasons for low availability of SPPI:
 - small size of the industry
 - no EU requirements for SPPI
 - CPI indices are considered as preferred deflators for National Accounts needs

Price statistics

- Use of CPI as deflators:
 - CPI is regarded as an A method as there are little business expenditures on these services;
 - Before applying CPI as a deflator it should be adjusted to reflect basic prices;
 - Various detailed CPI headings should be used as various different products are involved.
- Data issues:
 - Some repair services of personal and household goods are very rarely purchased – it can be difficult to compile reliable weights and select representative items for pricing.

Summary of main conclusions

- Classifications
 - Quite well harmonized – identify similar activities and services;
 - Some differences can be observed (structure and level of detail);
 - Reflect actual market reality very well;
- Turnover
 - Good availability of industry turnover data;
 - Low availability of turnover at product level;
- Prices
 - Low availability of SPPI;
 - Use of CPI as deflators.

Thank you for your attention!

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