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PROPOSAL FOR THE ELABORATION OF A GLOSSARY OF SERVICE TERMS

Contribution to the Sixth Meeting of
the Voorburg Group on Service Statistics

by

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- * The views expressed in this paper are those of the author and do not necessarily reflect those of the OECD or its Member Governments.

PROPOSAL FOR THE ELABORATION OF A GLOSSARY OF SERVICE TERMS

1. The reader of literature on services and the user of service statistics is often puzzled by the ambiguity of service terms: the same terms often have more than one meaning or coverage.

2. The first term that displays a multitude of definitions is the term "services" itself; there are, at least, five different ways of defining services.

3. Furthermore, major analytical service terms are used on the basis of divergent definitions: the most important are:

- producer services
- consumer services
- social services
- business services
- professional services
- technical services
- information services
- market services
- knowledge-based services
- tertiary services
- infrastructure services
- tradeable services

4. At last, many individual items are used differently, such as computer services, engineering services, distributive services, communications services, etc.

5. It is true, for many of the individual items definitions can now be found in the explanatory notes of ISIC Revision 3 of 1990 (Part Two, Chapter 3) and of the Provisional CPC (Part Five: Explanatory notes for the services part of the CPC). But no such official source is available for many service terms.

6. In view of this situation I suggest the elaboration of a

Voorburg Group Glossary of Service Terms

whose purpose would be to present definitions for all service terms. This glossary would group definitions that already exist (such as ISIC and CPC terms), but it would also include standard definitions of terms for which no official definition is available so far. The glossary would aim at representing a comprehensive reference for service terms.

7. This glossary should be drafted by a group of volunteers among the participants of the Sixth Meeting of the Voorburg Group: they should endeavour to arrive at agreed definitions of controversial terms. The draft glossary should be submitted to the Seventh Meeting of the Group for discussion and provisional adoption.

8. This provisionally-adopted version could then be submitted to other international institutions addressing service issues (United Nations Statistical Office, International Monetary Fund, World Bank, Economic Commission for Europe, EUROSTAT, etc.) before being finalised and published.

Ref.: "Proposal for the elaboration of a glossary of service terms" by Mr Erwin Veil, OECD

In response to Mr Veil's document, Eurostat would like to express a keen interest in participating in the proposed project. As mentioned by Mr Veil in his document, many ambiguities still exist in the terminology used for the services sector. One can also say that the translation of these terms into other languages often creates additional problems. This is the main reason for which Eurostat launched its pilot project on terminology used in the "Distributive trades" sector, whose long-run objective is to develop a multilingual glossary in the nine Community languages.

The pilot project consists in researching terms and definitions used in four languages (English, French, German and Italian) employing a representative sample of 50 terms in English. The sample is taken from different documents - "The IVth Directive of 25 July 1978" of the Council of the European Communities; the "Methodological Manual of Statistics on Service Enterprises" from Eurostat; "The Regulation of the Distributive Trades in Europe" by the Commission of the EC, DG XXIII; "Business Services in the European Community: Situation and Role" by the Commission of the EC, DG III - or from the terms considered as "especially difficult" by the nomenclators at Eurostat and by Mr Jean Albert, who is currently a consultant to Eurostat and a former INSEE statistician.

The research work relies upon two main sources of information: EURODICAUTOM, the European Commission's terminology databank, and dictionaries and glossaries containing both general and specialised (economic, distributive trade etc.) terminology.

EURODICAUTOM is a terminology databank containing contextual phrases and abbreviations in the nine official languages of the Community. It is regularly updated and currently covers over 420,000 terms and over 120,000 abbreviations. The databank is accessible to the public, via the host organisation "ECHO".

The pilot project uses input in a "raw" format similar to that used for EURODICAUTOM. This ensures that compatibility is maintained and allows all available functions in the programme to be used. The latter can automatically create a glossary with corpus and index. The fields used are VE = term ("vedette"), DF = definition, NT = note and RF = reference.

Valuable information can already be obtained from batch printouts of EURODICAUTOM for a specific subject or specific reference (e.g. all information relating to the European System of National Accounts). However, the results should be carefully checked, so as to eliminate redundant or unimportant information. This approach could also be adopted for future projects on terminology.

All the work is carried out in close cooperation with national experts, so that specific problems and gaps or total absences of information can be reviewed.

In the appendix attached to this note you will find:

- a list of the 50 terms selected for the pilot project
- examples of input in "raw" format
- a bibliography and
- examples of a batch printout of information contained in EURODICAUTOM.

List of terms selected for the pilot project
"Terminological Research in the Distributive Trades Sector"

1. Enterprise
2. Company
3. Undertaking
4. Group
5. Kind-of-activity unit
6. Wholesale trade
7. Retail trade
8. Supermarket
9. Hypermarket
10. Department store
11. Variety store
12. Convenience store
13. Turnover
14. Net turnover
15. Gross operating surplus
16. Operating income
17. Trade margin
18. Tangible assets
19. Intangible assets
20. Financial assets
21. Value adjustments
22. Residual value
23. Reductions in value
24. Tangible investments
25. Intangible investments
26. Fixed assets
27. Current assets
28. Fixed production
29. Legal reserve
30. Cash flow
31. Immaterial investments
32. Work based on plans
33. Work by order
34. Turnkey
35. Subcontracting
36. Labour cost
37. Freedom of establishment
38. Misleading advertising
39. Consumer policy
40. Production cost
41. Market production
42. Non-market
43. Commission agent
44. Commission business
45. Commodity
46. Floor space
47. Goodwill
48. Vocational training
49. Wage and salary earners
50. Tax relief

%%BE
%%TY
%%NI
%%CM

%%EG

%%VE supermarket (1) (2)

%%DF a self-service shop, but often larger and with a wider selection of articles (1); a large retail store, generally a large grocery store (2)

%%NT one main significance of the supermarket to economists is the way in which its growth has affected retailing; consumers have indicated their preference for lower prices in exchange for less personalized service (2)

%%RF Kluwer Deventer (1); Elsevier (2)

%%FG

%%VE supermarché *m*

%%DF magasin d'alimentation de grande surface en libre service offrant un large assortiment de tous les produits alimentaires et un certain assortiment d'articles non-alimentaires, dits "de bazar"

%%NT

%%RF Gd. Larousse enc.

%%DG

%%VE Supermarkt *m* (1) (2) (3); Einkaufszentrum *n* (1)

%%DF Einzelhandelsbetrieb in der Form eines großräumigen Selbstbedienungsladens, min. 400 qm, Mindestumsatz 3 Mio DM jährlich, vorwiegend auf Lebensmittel ausgerichtet (2); Einzelhandelsbetrieb, der auf einer Verkaufsfläche von mindestens 400 qm Nahrungs- und Genußmittel einschließlich Frischwaren (Obst, Gemüse, Südfrüchte, Fleisch u.ä.) und ergänzend problemlose Waren anderer Branchen vorwiegend in Selbstbedienung anbietet (3)

%%NT

%%RF Kluwer Deventer (1); Marketing Encycl. I/514 (2); BAMGMMGE (3)

%%IT

%%VE supermercato *m* (1)

%%DF

%%NT

%%RF Kluwer Deventer (1)

%%BE
%%TY
%%NI
%%CM

%%EG

%%VE vocational training

%%DF activity or programme of activities designed to teach the skills and knowledge required for particular kinds of work

%%NT United Kingdom: - Training (Department of Employment) usually takes place at working places, whereas education (Department of Education and Science) takes place at educational establishments. - Education and training terminology is not rigidly defined within the United Kingdom legal framework. The meaning of the terms used in this field is a result of general usage, without having any fixed legal or statutory basis, except in the case of designations awarded by chartered or statutory professional bodies.

%%RF DF: S. O'Conneide, Dublin; P. Perry, London; NT: P. Perry, London

%%FG

%%VE formation *f* professionnelle

%%DF désigne tous les types de formation systématique organisée, dispensés indépendamment de l'âge et du niveau personnel, à des candidats à l'exercice futur d'une activité professionnelle, et permettant d'acquérir les qualifications pratiques et théoriques nécessaires à l'exercice de cette activité

%%NT Luxembourg: Dans son acception restreinte, elle se limite à la formation professionnelle initiale à une certaine profession. Elle contient toujours des éléments importants de formation générale de base, notamment l'enseignement des langues étrangères

%%RF DF: R. Faist, Paris; M. Noël, Paris; NT: N. Feltgen, Luxembourg

%%DG

%%VE Berufsbildung *f*; berufliche Bildung *f*

%%DF umfaßt alle organisierten und institutionalisierten Lernprozesse, unabhängig vom Alter und vom Niveau der Lernenden, die zu bestimmten als Erwerbschance verwertbaren Qualifikationen oder Zertifikaten führen

%%NT zur Berufsbildung zählen die Berufsausbildung und die berufliche Weiterbildung, die die berufliche Fortbildung und die berufliche Umschulung umfaßt

%%RF DF: N. Wollschläger, Berlin; NT: nach Berufsbildungsgesetz § 1, Abs. 1 (Deutschland)

%%IT

%%VE formazione f professionale

%%DF sistema di interventi formativi finalizzati all'acquisizione delle conoscenze teoriche e pratiche necessarie per svolgere ruoli professionali, e rivolti al primo inserimento, alla qualificazione, alla riqualificazione, alla specializzazione, all'aggiornamento e al perfezionamento dei cittadini

%%NT tali interventi sono promossi dalle Regioni che li attuano in gestione diretta o convenzionata tramite "accordi" con enti o organizzazioni privati di formazione

%%RF Legge-quadro in materia di Formazione Professionale No 845 del 21.12.1978 (Italia)

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