Voorburg group
Seoul, Korea

Turnover and output measurement

for the computer services industry

in the Netherlands

September 2007

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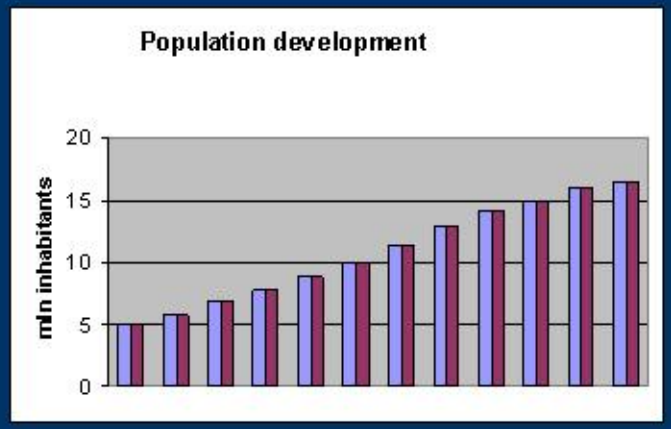
The Netherlands



In 2007
14.5% of the population > 65 years old
(was 7.7% in 1950)

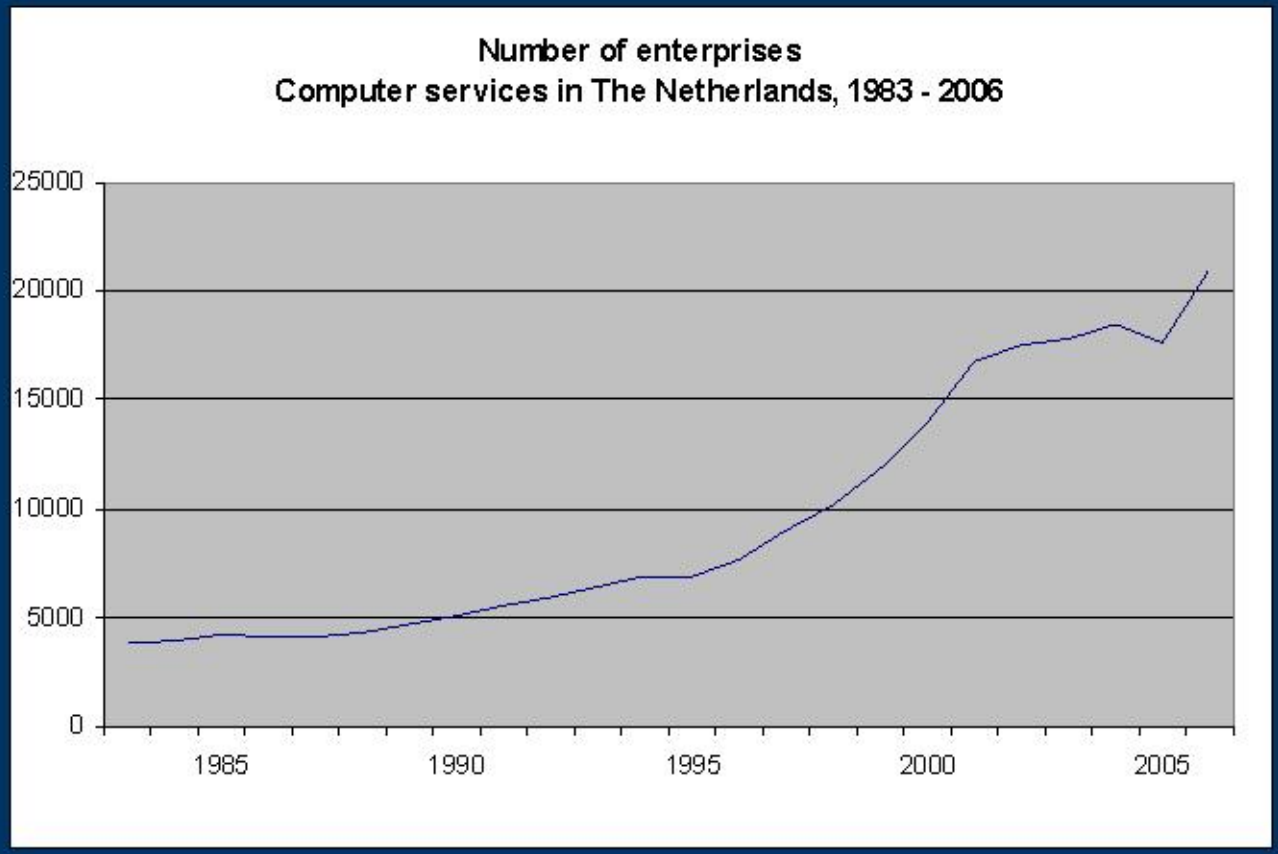
In 2007
750,000 enterprises

In 2005
disposable income
17,100 euro for one-person households
35,500 euro for other households

In 2006 GDP 534,324 mln euro

Statistics Netherlands

Computer services industry



Statistics on turnover

- **Short-term statistics**
  - quarterly
  - only turnover
- **Structural business statistics**
  - annual
  - turnover broken down by kind of service
  - specification of costs
- **Business tendency survey**
  - quarterly → monthly
  - evaluation of orders and economic climate
  - indications of turnover, orders, personnel
  - expectations
- **National Accounts**

Definition of turnover

Turnover = net turnover, i.e.:

proceeds from sales

exclusive of VAT

deducted: discounts, premiums, deposits and freight charges

Data collection

Short-term statistics

- electronic and paper questionnaires
- sample of 2,200 enterprises
- response rate 73%

Structural business statistics

- electronic and paper questionnaires
- sample of 3,400 enterprises
- response rate 64%

Business tendency survey

- electronic *(and paper)* questionnaires
- sample of 150 enterprises
- response rate 90%

Some results: enterprises and persons employed (Business demography statistics)

21,000 enterprises in 2006

125,000 persons employed

67% one-person enterprises

1% enterprises employ 50 persons or more

Over 80% of the enterprises is in NACE 72.2: software consultancy and supply

Some results: turnover development (short-term statistics)

Year	Development of turnover %	Index of turnover 2000 = 100
1998	22.6	78
1999	15.7	90
2000	11.2	100
2001	9.9	110
2002	- 3.1	106
2003	- 2.9	103
2004	3.0	106
2005	7.3	114
2006	11.8	128
2007 Q1	12.7	137

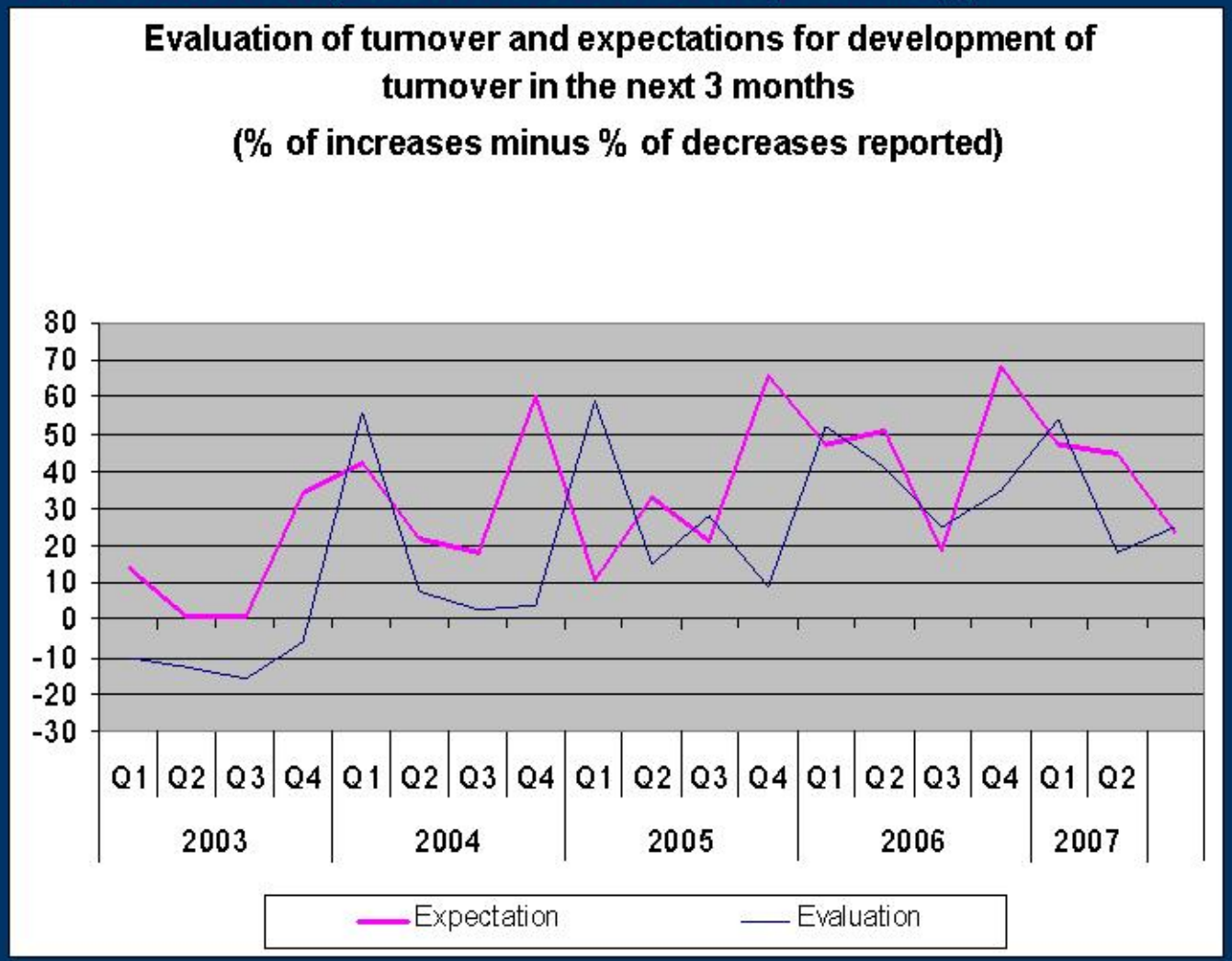
Some results: kind of services provided (Structural business statistics)

Secondment of personnel	17%
Management and exploitation of systems	17%
Development of information systems	15%
Repair and maintenance	10%
Advisement and auditing	6%
System integration	5%
Assistance in developing info systems	5%
Database activities	5%
Assistance in implementing info systems	4%
Data processing	3%
Education and training	1%

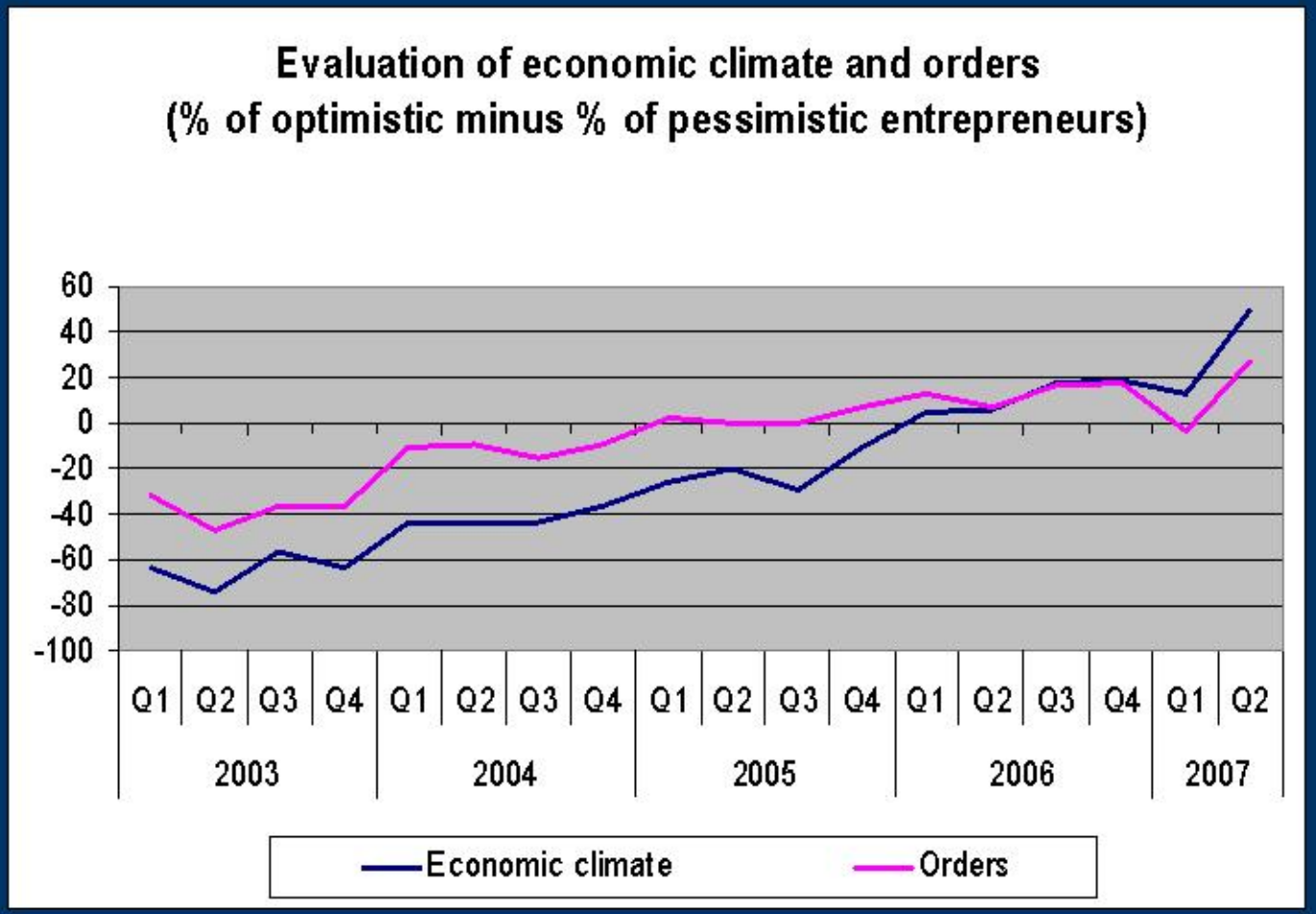
Some results: turnover and costs (Structural business statistics)

- Turnover per person employed increases from 78 000 euro in 1995 to 124 000 euro in 2005
- Purchases amount to 25% of turnover
- Labour costs amount to 38% of turnover
- Net results: 11% of turnover

Some results: producers' evaluations and expectations (Business tendency survey)



Some results: producers' evaluations and expectations (Business tendency survey)



Some results: male and female workers (Survey of the working population)

Computer services	Total NL economy
17% women	43% women
15% part-timers	37% part-timers
46% of women working as a part-timer	67% of women working as a part-timer

Results on turnover development compared for the computer services industry in the Netherlands

	Short-term statistics	Structural business statistics	National Accounts	
2002	- 3%	- 8%	- 6%	
2003	- 3%	- 1%	- 2%	
2004	+ 3%	+ 4%	+ 4%	
2005	+ 7%	+ 13%	+ 7%	
2006	+ 12%	?	+ 12%	

To conclude (1)

Fast figures: short-term statistics on *development* of turnover (quarterly)

Turnover *levels*, breakdown of turnover by kind of services, and specification of costs: structural business statistics (annual)

Contribution of industries to the national economy: National Accounts

Entrepreneurs' evaluations and expectations: business tendency survey (quarterly → monthly)

To conclude (2)

Problem:

Discrepancies between figures from different statistics occur

Solutions:

1. **Harmonize concepts and methods**
   (e.g. dealing with non-real population shifts and outliers)
2. **Choose a publication strategy**
   (e.g. provisional and final figures)
3. **Explain to clients how to use and how to interpret the data**
   (for simple use fool-proof tables and metadata are needed, for heavy users elaborated explanations should be provided)