Turnover and output measurement for the computer services industry in the Netherlands

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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
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)

<table>
<thead>
<tr>
<th>Year</th>
<th>Development of turnover %</th>
<th>Index of turnover 2000 = 100</th>
</tr>
</thead>
<tbody>
<tr>
<td>1998</td>
<td>22.6</td>
<td>78</td>
</tr>
<tr>
<td>1999</td>
<td>15.7</td>
<td>90</td>
</tr>
<tr>
<td>2000</td>
<td>11.2</td>
<td>100</td>
</tr>
<tr>
<td>2001</td>
<td>9.9</td>
<td>110</td>
</tr>
<tr>
<td>2002</td>
<td>-3.1</td>
<td>106</td>
</tr>
<tr>
<td>2003</td>
<td>-2.9</td>
<td>103</td>
</tr>
<tr>
<td>2004</td>
<td>3.0</td>
<td>106</td>
</tr>
<tr>
<td>2005</td>
<td>7.3</td>
<td>114</td>
</tr>
<tr>
<td>2006</td>
<td>11.8</td>
<td>128</td>
</tr>
<tr>
<td>2007 Q1</td>
<td>12.7</td>
<td>137</td>
</tr>
</tbody>
</table>
Some results: kind of services provided
(Structural business statistics)

<table>
<thead>
<tr>
<th>Service</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Secondment of personnel</td>
<td>17%</td>
</tr>
<tr>
<td>Management and exploitation of systems</td>
<td>17%</td>
</tr>
<tr>
<td>Development of information systems</td>
<td>15%</td>
</tr>
<tr>
<td>Repair and maintenance</td>
<td>10%</td>
</tr>
<tr>
<td>Advisement and auditing</td>
<td>6%</td>
</tr>
<tr>
<td>System integration</td>
<td>5%</td>
</tr>
<tr>
<td>Assistance in developing info systems</td>
<td>5%</td>
</tr>
<tr>
<td>Database activities</td>
<td>5%</td>
</tr>
<tr>
<td>Assistance in implementing info systems</td>
<td>4%</td>
</tr>
<tr>
<td>Data processing</td>
<td>3%</td>
</tr>
<tr>
<td>Education and training</td>
<td>1%</td>
</tr>
</tbody>
</table>
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

Statistics Netherlands
Some results: producers’ evaluations and expectations (Business tendency survey)

Evaluation of turnover and expectations for development of turnover in the next 3 months
(% of increases minus % of decreases reported)
Some results: producers’ evaluations and expectations (Business tendency survey)

Evaluation of economic climate and orders
(% of optimistic minus % of pessimistic entrepreneurs)

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

<table>
<thead>
<tr>
<th>Computer services</th>
<th>Total NL economy</th>
</tr>
</thead>
<tbody>
<tr>
<td>17% women</td>
<td>43% women</td>
</tr>
<tr>
<td>15% part-timers</td>
<td>37% part-timers</td>
</tr>
<tr>
<td>46% of women working as a part-timer</td>
<td>67% of women working as a part-timer</td>
</tr>
</tbody>
</table>
Results on turnover development compared for the computer services industry in the Netherlands

<table>
<thead>
<tr>
<th>Year</th>
<th>Short-term statistics</th>
<th>Structural business statistics</th>
<th>National Accounts</th>
</tr>
</thead>
<tbody>
<tr>
<td>2002</td>
<td>-3%</td>
<td>-8%</td>
<td>-6%</td>
</tr>
<tr>
<td>2003</td>
<td>-3%</td>
<td>-1%</td>
<td>-2%</td>
</tr>
<tr>
<td>2004</td>
<td>+3%</td>
<td>+4%</td>
<td>+4%</td>
</tr>
<tr>
<td>2005</td>
<td>+7%</td>
<td>+13%</td>
<td>+7%</td>
</tr>
<tr>
<td>2006</td>
<td>+12%</td>
<td>?</td>
<td>+12%</td>
</tr>
</tbody>
</table>
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)