28th Voorburg Group Meeting
Tokyo, Japan

Sector paper:
CONSUMER AND HOUSEHOLD GOODS REPAIR AND MAINTENANCE

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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
    95.29 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

<table>
<thead>
<tr>
<th>Category</th>
<th>Data source</th>
<th>Level of detail</th>
<th>Frequency</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Best</td>
<td>Survey/Census</td>
<td>Industry and product detail</td>
<td>Annual and sub-annual</td>
<td>- Most expensive</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>- Largest response burden</td>
</tr>
<tr>
<td>Good</td>
<td>Survey/Census and Administrative</td>
<td>Industry detail only</td>
<td>Annual and sub-annual</td>
<td>- Expensive</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>- High response burden</td>
</tr>
<tr>
<td>Minimum</td>
<td>Administrative</td>
<td>Industry detail only</td>
<td>Annual</td>
<td>- Least expensive</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>- Little or no response burden</td>
</tr>
</tbody>
</table>
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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