

22 June 2018

**Structural Business Statistics Services Sector
Statistics on Products in the Services Sector
Year 2016. Final Results¹**

**Turnover of the Services sector stood at 471,050 million euros in
2016**

**More than one fifth of the sector's turnover corresponded to
*Transport and storage***

**Out of every 10 euros invoiced by transport companies, more than
seven came from land transport**

Turnover of companies in the non-financial market Services sector² reached 471,050 million euros in 2016. The value added generated by these companies stood at 212,549 million euros,

For the reference year 2016 various methodological improvements have been implemented on the Structural Business Statistics, framed within the "Integration Project of the Structural Business Statistics". As a consequence of these changes, **the results presented today are not strictly comparable to those of other years** since the evolution of the variables is due not only to possible real changes produced in this period, but also to the effects of the methodological improvements on the estimation of said variables³.

Main magnitudes⁴. Year 2016

Variables económicas	Millones de euros
Cifra de negocios	471.050
Total de compras de bienes y servicios	277.983
Valor añadido a coste de los factores	212.549
Gastos de personal	130.621
Sueldos y salarios	102.730
Excedente bruto de explotación	81.927
Inversión en activos materiales	31.998

¹ The results published today change the preliminary results published on 27 March 2018. This results have been obtained with a larger sample that allows to provide data on a more disaggregated level.

²The population under study is the set of companies whose main activity is described in the sections H, I, J, L, M, N, R and divisions 95 and 96 of the section S of the CNAE-2009 (see details in the methodological note included at the end of this document).

³ For more details, you can refer to the specific document "Measure of the impact of the methodological changes in the Structural Business Statistics 2016":

http://www.ine.es/metodologia/t37/metodologia_eee_cambios2016.pdf

⁴ All the economic variables are valued at current prices.

Results by activity sections⁵

More than a fifth of the sector's turnover in 2016 (22.7%) corresponded to *Transport and storage*. Companies in this activity employed 14.2% of the total personnel in the sector.

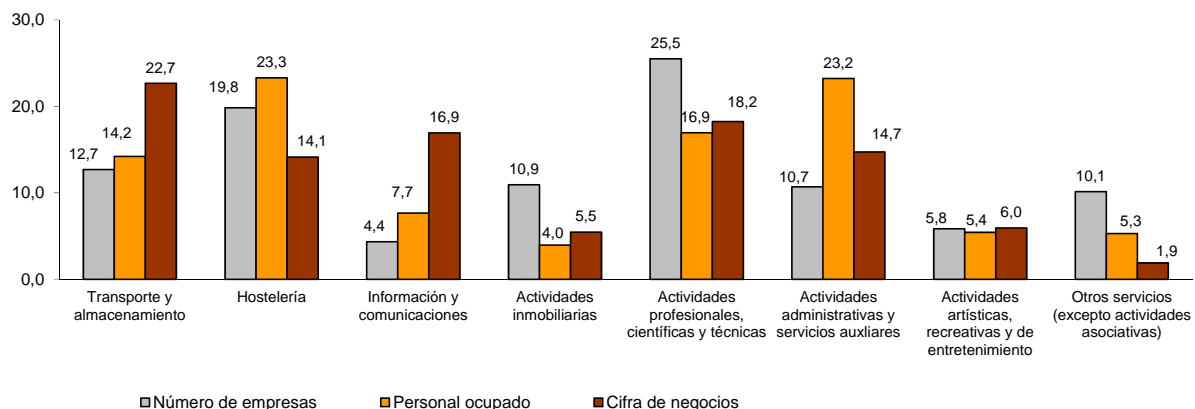
The following section of activity with greater weight in turnover was *Professional, scientific and technical activities*, with 18.2% of the total turnover of the sector and 16.9% of employment.

The activities that employed the greatest number of people were *Accommodation* (23.3% of the total) and *Administrative and support service activities* (23.2%).

Number of companies, employed personnel and turnover by activity sections. Year 2016

Sección de actividad	Número de empresas		Personal ocupado		Cifra de negocios	
	Total	% sobre el total	Media anual	% sobre el total	Millones de euros	% sobre el total
Transporte y almacenamiento	196.166	12,7	854.350	14,2	106.712	22,7
Hostelería	306.851	19,8	1.401.056	23,3	66.632	14,1
Información y comunicaciones	67.437	4,4	460.593	7,7	79.771	16,9
Actividades inmobiliarias	169.031	10,9	238.428	4,0	25.689	5,5
Actividades profesionales, científicas y técnicas	394.359	25,5	1.018.950	16,9	85.880	18,2
Actividades administrativas y servicios auxiliares	165.551	10,7	1.397.438	23,2	69.402	14,7
Actividades artísticas, recreativas y de entretenimiento	90.407	5,8	326.606	5,4	28.034	6,0
Otros servicios (excepto actividades asociativas)	156.721	10,1	317.868	5,3	8.930	1,9
TOTAL	1.546.525	100,0	6.015.289	100,0	471.050	100,0

Distribution (in percent) in the Services sector of the number of companies, personnel employed and turnover by divisions of activity. Year 2016



⁵ The companies studied were classified according to their main activity. Likewise, all of the study variables referring to the company are assigned to said activity.

Results by divisions of activity

At a more disaggregated level, the divisions with greater contribution to the sector's turnover in 2016 were *Warehousing and support activities for transportation* (9.6% of the total), *Land transport and transport via pipelines* (9.5%) and *Food and beverage service activities* (9.4%).

On the other hand, the divisions of activity that employed the largest number of people were *Food and beverage service activities* (18.6% of the total), *Services to buildings and landscape activities* (10.0%) and *Land transport and transport via pipelines* (8.6%).

Turnover and employed personnel by divisions of activity. Year 2016

División de actividad	Cifra de negocios		Personal ocupado	
	Millones de euros	% sobre el total	Media anual	% sobre el total
Transporte y almacenamiento				
- Transporte terrestre y por tubería	44.742	9,5	514.713	8,6
- Transporte marítimo y por vías navegables interiores	1.945	0,4	7.298	0,1
- Transporte aéreo	10.118	2,1	29.340	0,5
- Almacenamiento y actividades anexas al transporte	45.285	9,6	219.733	3,7
- Actividades postales y de correos	4.622	1,0	83.265	1,4
Hostelería				
- Servicios de alojamiento	22.349	4,7	284.690	4,7
- Servicios de comidas y bebidas	44.283	9,4	1.116.366	18,6
Información y comunicaciones				
- Edición	6.027	1,3	50.264	0,8
- Actividades cinematográficas, de vídeo y de programas de televisión, grabación de sonido y edición musical	5.323	1,1	32.985	0,5
- Actividades de programación y emisión de radio y televisión	5.393	1,1	28.795	0,5
- Telecomunicaciones	32.047	6,8	67.012	1,1
- Programación, consultoría y otras actividades relacionadas con la informática	28.958	6,1	257.309	4,3
- Servicios de información	2.023	0,4	24.228	0,4
Actividades inmobiliarias				
- Actividades inmobiliarias	25.689	5,5	238.428	4,0
Actividades profesionales, científicas y técnicas				
- Actividades jurídicas y de contabilidad	20.890	4,4	357.103	5,9
- Actividades de las sedes centrales; actividades de consultoría de gestión empresarial	14.389	3,1	113.014	1,9
- Servicios técnicos de arquitectura e ingeniería; ensayos y análisis	25.241	5,4	264.436	4,4
- Investigación y desarrollo	2.031	0,4	47.233	0,8
- Publicidad y estudios de mercado	17.221	3,7	120.360	2,0
- Otras actividades profesionales, científicas y técnicas	5.138	1,1	94.360	1,6
- Actividades veterinarias	970	0,2	22.445	0,4
Actividades administrativas y servicios auxiliares				
- Actividades de alquiler	10.955	2,3	62.643	1,0
- Actividades relacionadas con el empleo	5.462	1,2	216.908	3,6
- Actividades de agencias de viajes, operadores turísticos, servicios de reservas y actividades relacionadas	20.134	4,3	54.759	0,9
- Actividades de seguridad e investigación	4.769	1,0	133.373	2,2
- Servicios a edificios y actividades de jardinería	13.358	2,8	598.974	10,0
- Actividades administrativas de oficina y otras actividades auxiliares a las empresas	14.724	3,1	330.781	5,5
Actividades artísticas, recreativas y de entrenamiento				
- Actividades de creación, artísticas y espectáculos	2.439	0,5	65.464	1,1
- Actividades de bibliotecas, archivos, museos y otras actividades culturales	754	0,2	17.338	0,3
- Actividades de juegos de azar y apuestas	13.746	2,9	44.921	0,7
- Actividades deportivas, recreativas y de entretenimiento	11.094	2,4	198.884	3,3
Otros servicios				
- Reparación de ordenadores, efectos personales y artículos de uso doméstico	2.577	0,5	56.927	0,9
- Otros servicios personales	6.353	1,3	260.941	4,3
TOTAL	471.050	100,0	6.015.289	100,0

Distribution (in percentage) of turnover by divisions of activity. Year 2016



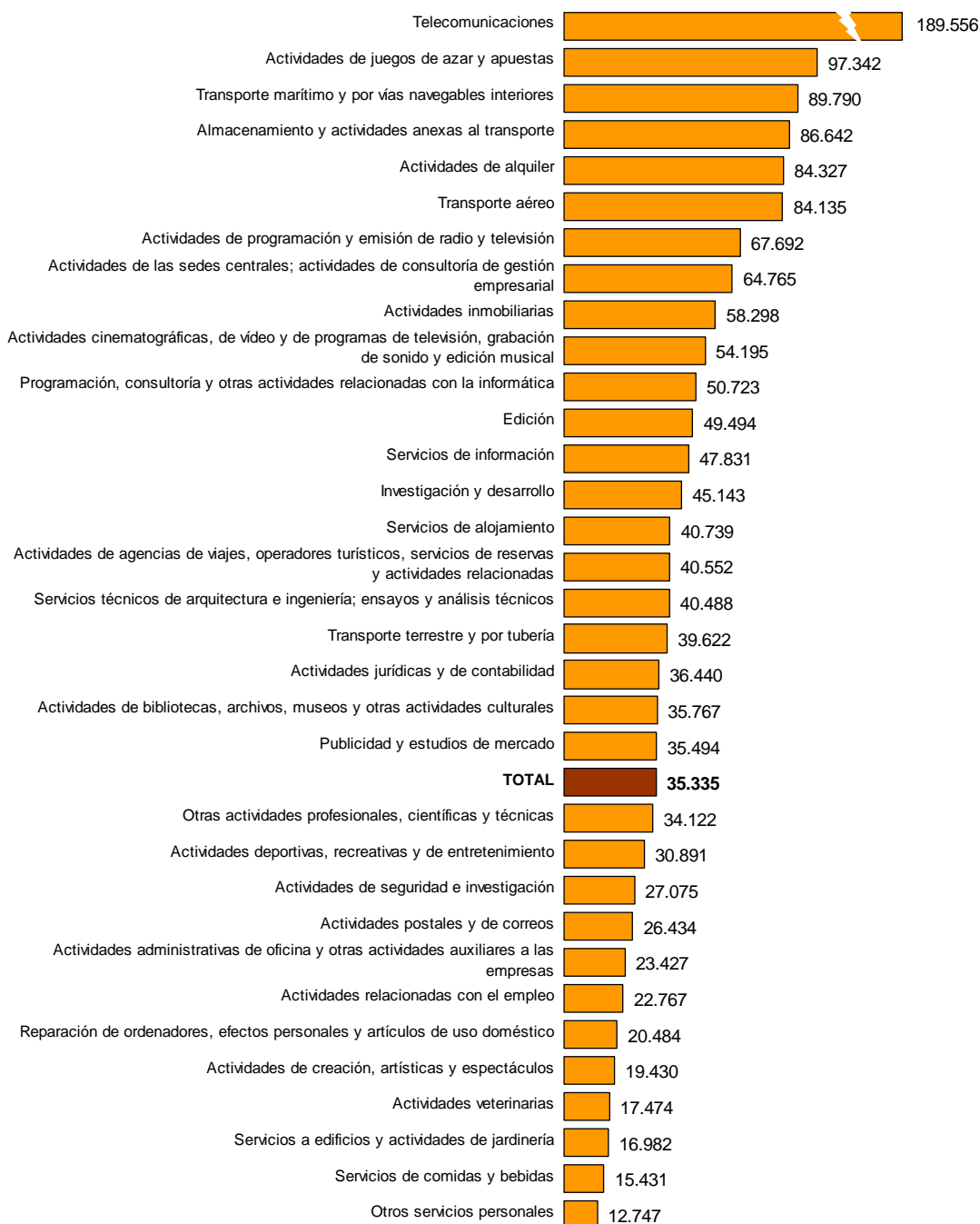
Productivity

The productivity of the services sector (value added per employed person) was 35,335 euros in 2016.

The divisions of activity that experienced the highest productivity were *Telecommunications* (189,556 euros) and *Gambling and betting activities* (97,342 euros).

On the other hand, those with the lowest productivity were *Other personal services (laundries, hairdressers and other personal services)*, with 12,747 euros, and *Food and beverage services*, with 15,431 euros.

Productivity (in euros) by divisions of activity in the Services sector. Year 2016



Geographical destination of sales

In 2016, 86.6% of sales in the services sector were made within Spain, 7.5% were made to European Union countries and 5.9% to the rest of the world.

Sales outside Spain amounted to 63,355 million euros, representing 13.4% of the total.

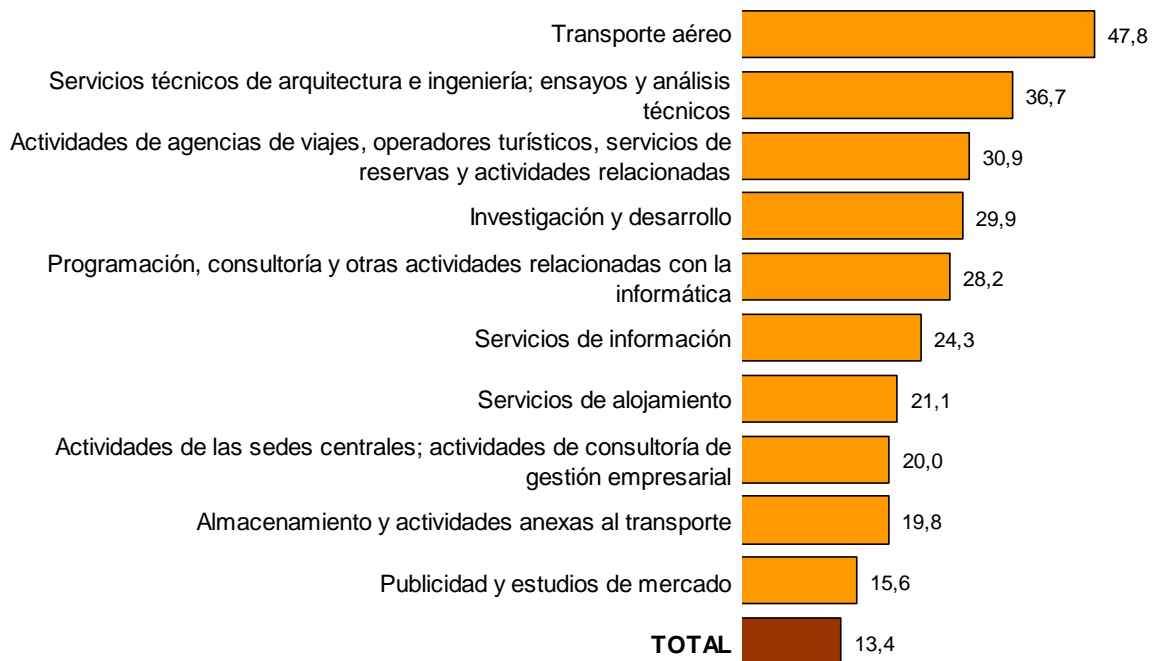
The divisions of activity with the highest percentage of sales outside Spain were *Air transport* (47.8%) and *Architectural and engineering activities; technical testing and analysis* (36.7%).

Sales outside Spain by divisions of activity in the Services sector. Year 2016⁶

División de actividad	Ventas fuera de España	
	Millones de euros	% sobre el total de ventas
- Transporte aéreo	4.838	47,8
- Servicios técnicos de arquitectura e ingeniería; ensayos y análisis técnicos	9.263	36,7
- Actividades de agencias de viajes, operadores turísticos, servicios de reservas y actividades relacionadas	6.212	30,9
- Investigación y desarrollo	608	29,9
- Programación, consultoría y otras actividades relacionadas con la informática	8.170	28,2
- Servicios de información	491	24,3
- Servicios de alojamiento	4.724	21,1
- Actividades de las sedes centrales; actividades de consultoría de gestión	2.875	20,0
- Almacenamiento y actividades anexas al transporte	8.987	19,8
- Publicidad y estudios de mercado	2.680	15,6
- Edición	895	14,8
- Transporte marítimo y por vías navegables interiores	270	13,9
- Actividades deportivas, recreativas y de entretenimiento	1.353	12,2
- Transporte terrestre y por tubería	4.708	10,5
- Otras actividades profesionales, científicas y técnicas	522	10,2
- Actividades cinematográficas, de vídeo y de programas de televisión, grabación	533	10,0
- Actividades de programación y emisión de radio y televisión	494	9,2
- Actividades veterinarias	86	8,9
- Actividades postales y de correos	369	8,0
- Actividades administrativas de oficina y otras actividades auxiliares a las	879	6,0
- Telecomunicaciones	1.762	5,5
- Actividades jurídicas y de contabilidad	1.109	5,3
- Actividades de alquiler	525	4,8
- Actividades de bibliotecas, archivos, museos y otras actividades culturales	36	4,7
- Reparación de ordenadores, efectos personales y artículos de uso doméstico	67	2,6
- Actividades de creación, artísticas y espectáculos	62	2,5
- Actividades relacionadas con el empleo	114	2,1
- Actividades inmobiliarias	374	1,5
- Actividades de seguridad e investigación	30	0,6
- Otros servicios personales	36	0,6
- Servicios de comidas y bebidas	205	0,5
- Servicios a edificios y actividades de jardinería	43	0,3
- Actividades de juegos de azar y apuestas	34	0,3
TOTAL	63.355	13,4

Divisions of activity with the highest percentage of sales outside Spain. Year 2016

⁶ Sales to non-residents are not included if these have been carried out within Spain.

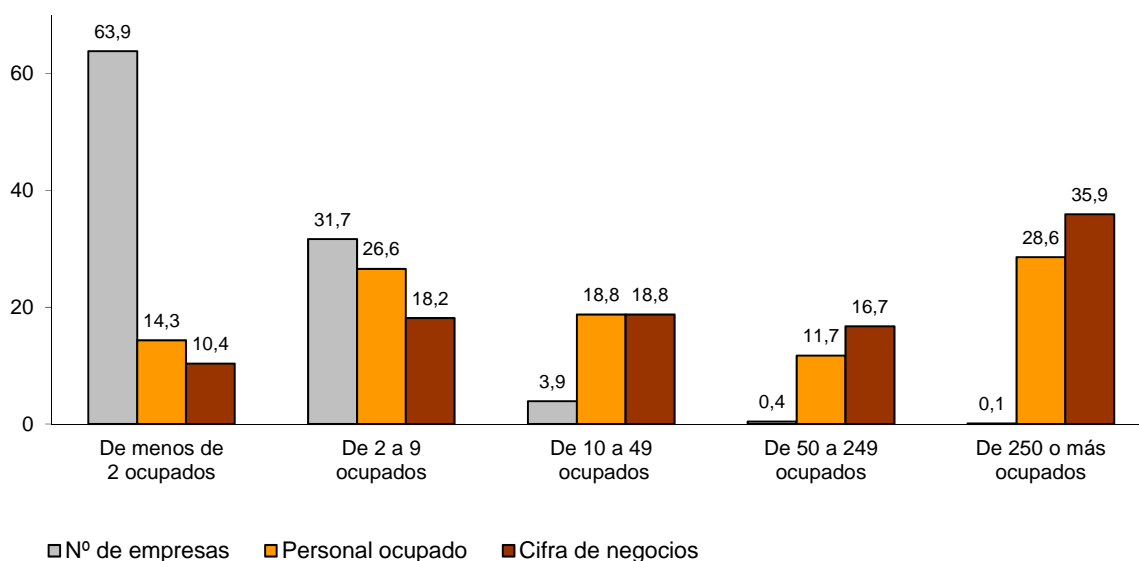


Results by company size

The services sector is characterised by a predominance of very small companies. More than 95 per cent of them had less than 10 employees in 2016. These companies employed 40.9% of the personnel, but their turnover represented slightly less than 29% of the sector's total.

On the other hand, the companies with 250 or more employees accounted for only 0.1% of the total, although they generated 35.9% of the sector's turnover.

Distribution (%) in the Services sector of the number of companies, employed personnel and turnover by size of the company. Year 2016



In seven divisions of activity, companies with less than 10 employees generated more than half of the turnover of the corresponding branch: *Food and beverage services activities*

(50.2%), *Real estate activities* (71.2%), *Legal and accounting activities* (56.4%), *Veterinary activities* (81.9%), *Creative, arts and entertainment activities* (63.6%), *Repair of computers and personal and household goods* (57.9%) and *Other personal services activities* (59.9%).

On the other hand, in five activities, companies with 250 or more employees generated more than 70% of the turnover of their sector: *Air transport* (93.2%), *Programming and broadcasting activities* (77.7%), *Telecommunications* (78.6%), *Employment activities* (81.9%) and *Security and investigation activities* (76.6%).

Distribution (%) of turnover by size of the company and divisions of activity. Year 2016

División de actividad	De menos de 2 ocupados	De 2 a 9 ocupados	De 10 a 49 ocupados	De 50 a 249 ocupados	De 250 ó más ocupados
Transporte y almacenamiento					
- Transporte terrestre y por tubería	13,5	19,9	26,3	16,9	23,3
- Transporte marítimo y por vías navegables interiores	7,1	8,3	12,2	25,3	47,2
- Transporte aéreo	0,1	0,2	1,0	5,4	93,2
- Almacenamiento y actividades anexas al transporte	5,4	16,4	22,7	24,6	30,9
- Actividades postales y de correos	4,1	9,1	13,5	13,6	59,7
Hostelería					
- Servicios de alojamiento	2,3	8,9	27,0	28,6	33,2
- Servicios de comidas y bebidas	7,6	42,6	32,2	5,8	11,8
Información y comunicaciones					
- Edición	4,8	10,2	21,2	33,5	30,3
- Actividades cinematográficas, de vídeo y de programas de televisión, grabación de sonido y edición musical	7,8	13,5	24,4	19,9	34,5
- Actividades de programación y emisión de radio y televisión	2,4	2,1	4,2	13,6	77,7
- Telecomunicaciones	2,0	4,4	5,6	9,3	78,6
- Programación, consultoría y otras actividades relacionadas con la	4,9	6,5	10,4	13,5	64,8
- Servicios de información	8,0	9,3	24,2	37,3	21,1
Actividades inmobiliarias					
- Actividades inmobiliarias	37,4	33,8	12,9	8,1	7,8
Actividades profesionales, científicas y técnicas					
- Actividades jurídicas y de contabilidad	20,7	35,7	18,7	9,6	15,3
- Actividades de las sedes centrales; actividades de consultoría de gestión empresarial	8,0	14,1	19,0	25,2	33,7
- Servicios técnicos de arquitectura e ingeniería; ensayos y análisis técnicos	12,9	15,5	16,7	16,0	38,9
- Investigación y desarrollo	6,3	9,9	25,5	31,0	27,3
- Publicidad y estudios de mercado	10,5	13,3	25,5	37,0	13,8
- Otras actividades profesionales, científicas y técnicas	26,8	20,0	17,0	14,8	21,3
- Actividades veterinarias	19,8	62,1	18,1	(1)	0,0
Actividades administrativas y servicios auxiliares					
- Actividades de alquiler	16,1	19,2	18,7	16,9	29,1
- Actividades relacionadas con el empleo	2,2	2,5	4,4	9,0	81,9
- Actividades de agencias de viajes, operadores turísticos, servicios de reservas y actividades relacionadas con los mismos	13,4	11,8	18,5	27,7	28,6
- Actividades de seguridad e investigación	3,7	2,7	5,0	12,0	76,6
- Servicios a edificios y actividades de jardinería	4,0	10,2	16,8	14,0	55,0
- Actividades administrativas de oficina y otras actividades auxiliares a las empresas	17,3	18,2	15,6	13,4	35,4
Actividades artísticas, recreativas y de entretenimiento					
- Actividades de creación, artísticas y espectáculos	31,0	32,6	19,7	10,4	6,2
- Actividades de bibliotecas, archivos, museos y otras actividades culturales	4,4	14,3	29,4	30,9	21,0
- Actividades de juegos de azar y apuestas	2,8	8,4	9,6	11,2	67,9
- Actividades deportivas, recreativas y de entretenimiento	5,7	18,1	22,5	29,3	24,3
Otros servicios					
- Reparación de ordenadores, efectos personales y artículos de uso	24,2	33,7	14,4	8,9	18,8
- Otros servicios personales	15,2	44,7	20,0	11,6	8,5
TOTAL	10,4	18,2	18,8	16,7	35,9

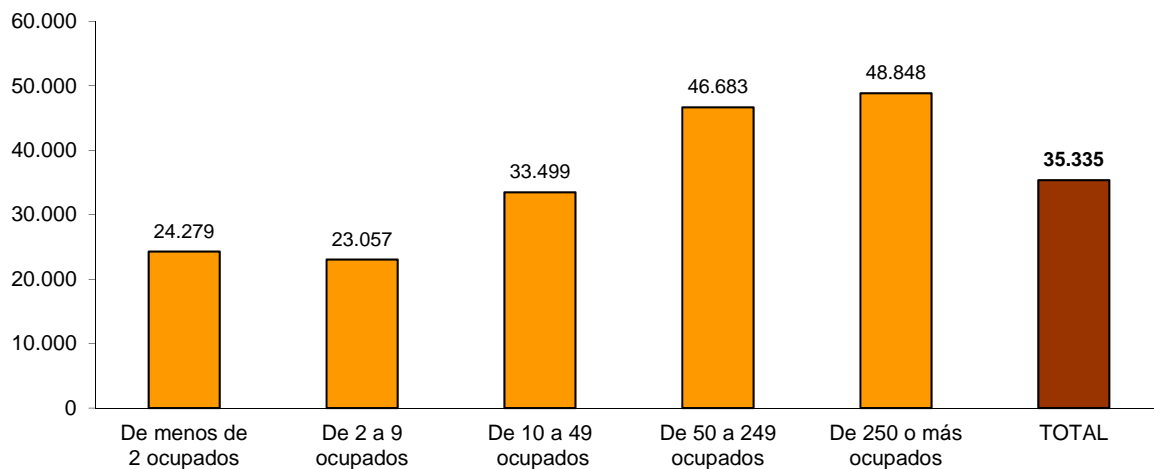
(1) For confidentiality reasons, they are grouped in the previous section

Size of the company and productivity

In medium and large sized companies (with 50 or more employees), productivity surpassed 46,000 euros in 2016.

On the contrary, companies with less than 10 employees were the ones with the lowest productivity, with 24,279 euros for companies with fewer than two employees and 23,057 euros for those with two to nine employees.

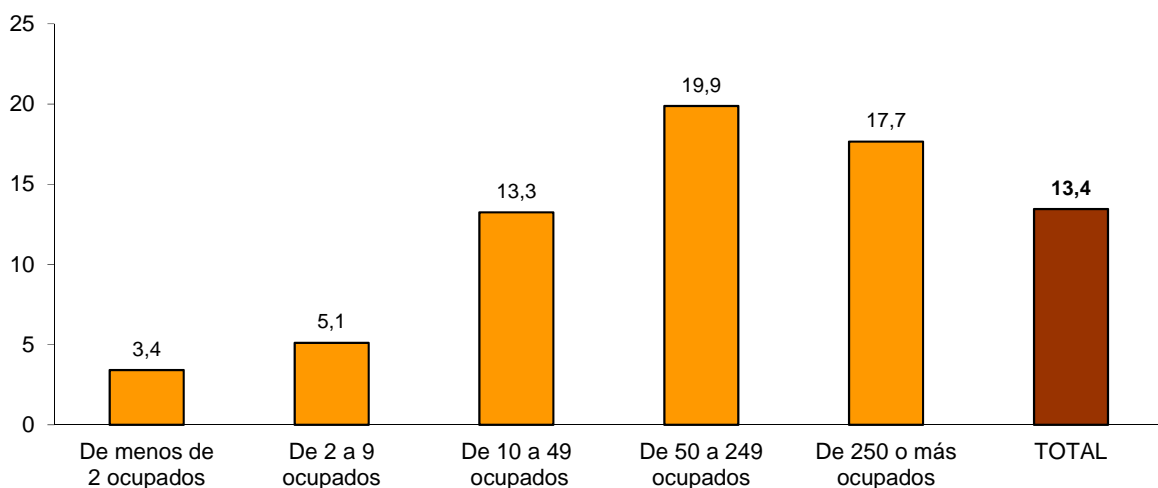
Productivity (in euros) in the Services sector by size of the company. Year 2016



Company size and sales outside Spain

Medium and large-sized service companies were the most export-oriented in 2016. Those with 250 or more employees generated 17.7% of their turnover abroad and those with 50 to 249 employees 19.9%.

Percentage of exports in the Services sector compared to the total turnover by size of the company. Year 2016



Investment in tangible assets

Investment in tangible assets carried out by the services sector amounted to 31,998 million euros in 2016. More than a quarter came from companies of *Transport and storage*.

Investment accounted for 15.1% of the value added of the sector. This percentage ranged from 5.4% for *Professional, scientific and technical activities* and 53.5% for *Real estate activities*.

Investment in tangible assets by sections of activity. Year 2016

División de actividad	Millones de euros	% sobre el total	Inversión/ Valor añadido (%)
Transporte y almacenamiento	8.244	25,8	18,4
Hostelería	3.045	9,5	10,6
Información y comunicaciones	4.402	13,8	13,3
Actividades inmobiliarias	7.434	23,2	53,5
Actividades profesionales, científicas y técnicas	2.237	7,0	5,4
Actividades administrativas y servicios auxiliares	4.770	14,9	14,0
Actividades artísticas, recreativas y de entrenamiento	1.453	4,5	11,7
Otros servicios	412	1,3	9,2
TOTAL	31.998	100,0	15,1

Results by Autonomous Communities

The Autonomous Communities with the greatest participation in turnover for the Services sector in the year 2016 were Comunidad de Madrid (with 35.2% of the total), Cataluña (19.9%) and Andalucía (8.9%).

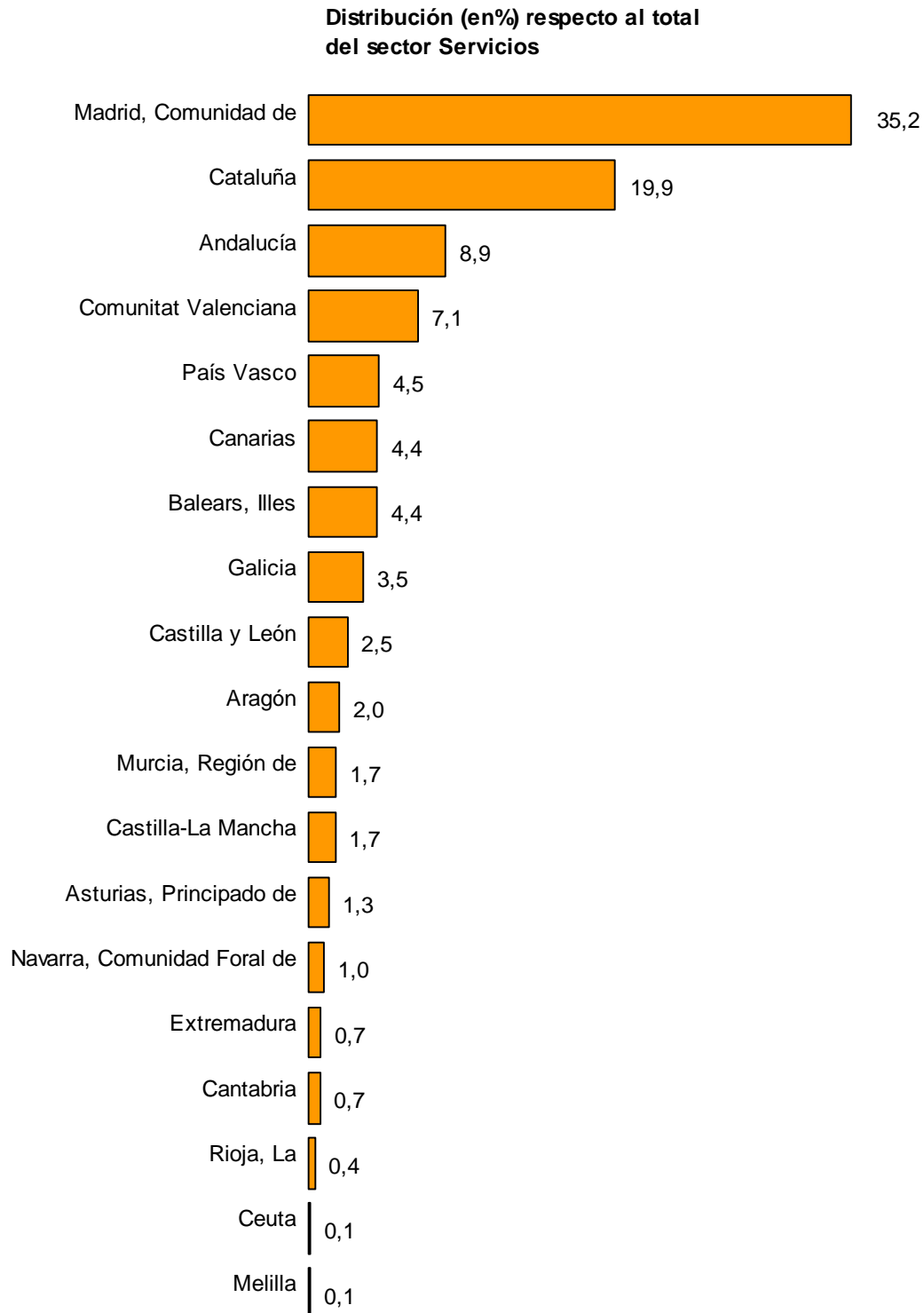
In turn, those with the least weight in turnover were La Rioja (0.4%), Cantabria and Extremadura (both with 0.7%).

Turnover, staff employed and investment in tangible assets in the Services sector by Autonomous Community and City. Year 2016

Comunidad Autónoma	Cifra de negocios		Personal ocupado		Inversión en activos materiales	
	Millones de euros	% sobre el total	Media anual	% sobre el total	Millones de euros	% sobre el total
Andalucía	38.739	8,9	716.882	13,2	2.547	8,4
Aragón	8.539	2,0	135.384	2,5	599	2,0
Asturias, Principado de	5.512	1,3	100.945	1,9	355	1,2
Baleares, Illes	19.344	4,4	180.244	3,3	1.283	4,2
Canarias	19.377	4,4	282.084	5,2	1.583	5,2
Cantabria	3.049	0,7	57.391	1,1	195	0,6
Castilla y León	10.877	2,5	213.155	3,9	925	3,1
Castilla-La Mancha	7.437	1,7	144.154	2,7	431	1,4
Cataluña	86.866	19,9	1.044.402	19,2	5.788	19,2
Comunitat Valenciana	30.876	7,1	487.227	9,0	2.592	8,6
Extremadura	3.264	0,7	70.515	1,3	291	1,0
Galicia	15.355	3,5	254.554	4,7	1.067	3,5
Madrid, Comunidad de	153.641	35,2	1.241.049	22,9	10.370	34,3
Murcia, Región de	7.617	1,7	132.092	2,4	540	1,8
Navarra, Comunidad Foral de	4.252	1,0	65.545	1,2	287	1,0
País Vasco	19.789	4,5	260.908	4,8	1.196	4,0
Rioja, La	1.547	0,4	29.270	0,5	120	0,4
Ceuta	305	0,1	5.829	0,1	13	0,0
Melilla	277	0,1	6.112	0,1	14	0,0
TOTAL	436.663	100,0	5.427.741	100,0	30.197	100,0

(*) The results by Autonomous Community do not include Section R or Division 96 of CNAE-2009

Turnover in the Services sector by Autonomous Communities and Cities. Year 2016



The following table shows, for each Autonomous Community, the three sections of activity that generated the highest turnover in 2016 and the percentage that these activities represented in relation to their total for the Services sector.

Transportation and storage was the activity that contributed the most to the total turnover of the majority of Autonomous Communities, except in Comunidad de Madrid (where *Information and communications*) had the greatest weight and in Canarias and Illes Balears (where *Accommodation* and *Administrative and support service activities* accounted for more than 37% of the turnover of the services sector in those Autonomous Communities, respectively).

Main activity sections in each Autonomous Community and City, according to turnover. Year 2016

Comunidad Autónoma (*)	Agrupación 1ª	%	Agrupación 2ª	%	Agrupación 3ª	%
Andalucía	Transporte y almacenamiento	27,1	Hostelería	22,8	Actividades administrativas y servicios auxiliares	16,8
Aragón	Transporte y almacenamiento	33,4	Hostelería	16,8	Actividades profesionales, científicas y técnicas	15,1
Asturias, Principado	Transporte y almacenamiento	26,4	Hostelería	21,1	Actividades profesionales, científicas y técnicas	18,3
Balears, Illes	Actividades administrativas y servicios auxiliares	37,1	Hostelería	33,7	Transporte y almacenamiento	12,4
Canarias	Hostelería	37,4	Actividades administrativas y servicios auxiliares	22,8	Transporte y almacenamiento	18,2
Cantabria	Transporte y almacenamiento	26,9	Hostelería	25,0	Actividades administrativas y servicios auxiliares	18,6
Castilla y León	Transporte y almacenamiento	27,4	Hostelería	21,9	Actividades administrativas y servicios auxiliares	18,3
Castilla-La Mancha	Transporte y almacenamiento	42,0	Hostelería	19,2	Actividades administrativas y servicios auxiliares	13,0
Cataluña	Transporte y almacenamiento	25,8	Actividades profesionales, científicas y técnicas	19,5	Actividades administrativas y servicios auxiliares	16,2
Comunitat Valenciana	Transporte y almacenamiento	33,6	Hostelería	19,2	Actividades administrativas y servicios auxiliares	14,9
Extremadura	Transporte y almacenamiento	28,0	Hostelería	23,9	Actividades profesionales, científicas y técnicas	17,7
Galicia	Transporte y almacenamiento	33,5	Hostelería	17,3	Actividades profesionales, científicas y técnicas	16,4
Madrid, Comunidad de	Información y comunicaciones	29,1	Actividades profesionales, científicas y técnicas	26,3	Transporte y almacenamiento	18,9
Murcia, Región de	Transporte y almacenamiento	43,7	Hostelería	16,0	Actividades administrativas y servicios auxiliares	15,1
Navarra, Comunidad F	Transporte y almacenamiento	28,6	Actividades profesionales, científicas y técnicas	22,2	Hostelería	19,9
País Vasco	Transporte y almacenamiento	30,3	Actividades profesionales, científicas y técnicas	23,3	Hostelería	14,4
Rioja, La	Transporte y almacenamiento	25,1	Hostelería	22,7	Actividades profesionales, científicas y técnicas	16,8
Ceuta	Transporte y almacenamiento	42,3	Actividades administrativas y servicios auxiliares	17,4	Hostelería	17,2
Melilla	Actividades administrativas y servicios auxiliares	35,5	Transporte y almacenamiento	28,0	Hostelería	14,8

(*) The results by Autonomous Community do not include Section R or Division 96 of CNAE-2009

Statistics on Products in the Services Sector

These statistics provide information on the breakdown of turnover by the services provided and the sectors of activity of the customers to whom these services are provided.

Transport (Groups 49.1 to 49.4 and divisions 50, 51 and 53 of the CNAE-2009)

In 2016, 87.6% of the turnover of *rail transport* companies was accounted for by passenger transport. And, specifically, 57.7% was interurban transport.

Freight transport accounted for almost three quarters of the turnover of *Land transport* companies and around six out of every 10 euros invoiced by *Water transport*.

Air transport companies obtained 83.0% of their turnover from passenger transport, 4.1% from freight transport and 12.9% from other activities, such as *handling* and repairing aircraft.

More than half of the turnover of the *Postal and courier* companies came from non-urgent transport of letters, documents and packages of 20 kg or less.

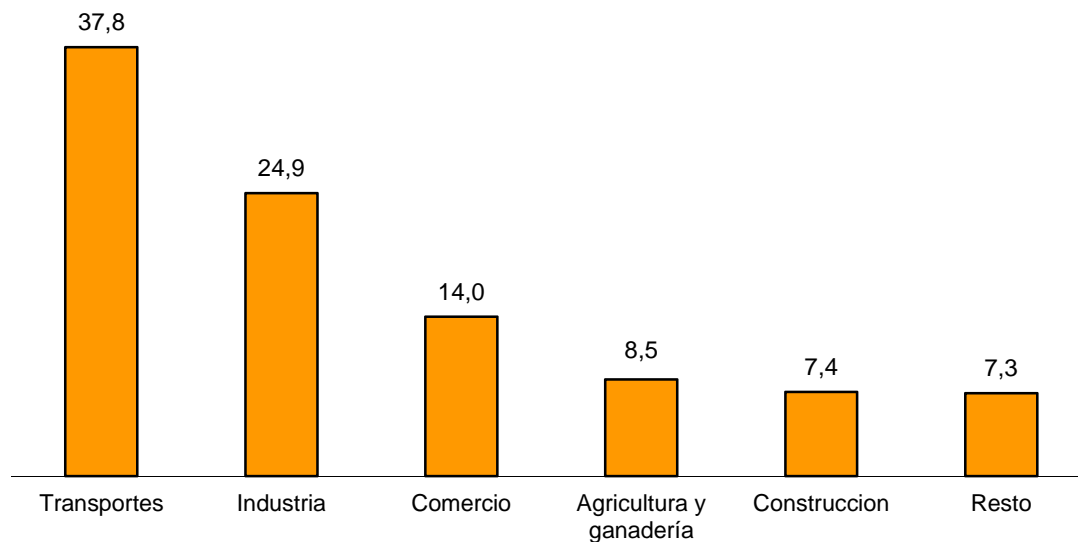
Transport. Turnover and percentage distribution according to the main activity of the company and the services provided. Year 2016

Servicios prestados	Actividad principal: según modo de transporte				
	Ferrocarril	Terrestre	Marítimo y de vías navegables	Aéreo	Postal y de correos
Cifra de negocios (millones de euros)	2.589	40.613	1.945	10.118	4.622
<i>Distribución en % entre modos de transporte</i>	4,3	67,8	3,2	16,9	7,7
<i>Distribución en % según los servicios prestados</i>					
TOTAL	100,0	100,0	100,0	100,0	100,0
Transporte de viajeros	87,6	23,1	33,6	83,0	0,0
Ferrocarril urbano	29,8				
Ferrocarril interurbano	57,7				
Urbano y suburbano		7,8			
Transporte por taxi		6,1			
Otro transporte terrestre: regular y discrecional		9,3			
Transporte marítimo y de vías navegables interiores			33,6		
Transporte aéreo				83,0	
Transporte de mercancías	12,2	73,5	63,5	4,1	93,9
Ferrocarril	12,2				
Lanzadera o viajes repetidos por carretera		5,1			
Reparto o recogida por carretera		21,3			
Normal por carretera		47,1			2,7
Transporte marítimo y de vías navegables			63,5		
Transporte aéreo				4,1	
Urgente de documentos y paquetería hasta 20 Kg.					40,5
No urgente de cartas, documentos y paquetes hasta 20 Kg.					50,7
Otras actividades y servicios	0,3	3,4	2,9	12,9	6,1

Freight transport by road companies invoiced 37.8% of their turnover to transport related customers and 24.9% to industrial companies.

Freight transport by road.

Main customers (in percentage) according to turnover. Year 2016



Hotels and similar accommodation (companies with 50 or more employees in Group 55.1 of the CNAE-2009)

The turnover of Hotels and similar accommodation in companies with 50 or more employees was 13,119 million euros in 2016. More than nine out of 10 euros invoiced corresponded to accommodation and catering services.

The turnover in demand for *Rooms (only accommodation)* was 7,506 million euros (57.2% of the total), in *Pension (breakfast, half board and full board)* 3,366 million euros (25.7%) and in *Catering (except pension)* 1,469 million euros (11.2%).

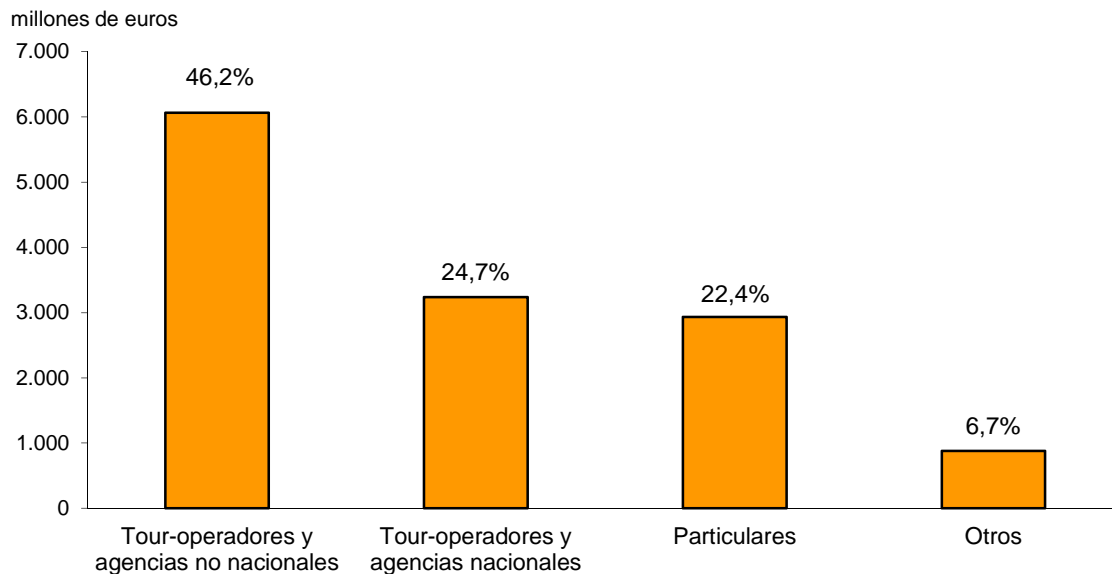
Hotels and similar accommodation (50 or more employees)

Turnover and percentage distribution according to the services provided. Year 2016

Servicios prestados	Millones de euros	Distribución en %
TOTAL	13.119	100,0
Habitaciones (sólo alojamiento)	7.506	57,2
Pensión (desayuno, media pensión y pensión completa)	3.366	25,7
Restauración (excepto pensión)	1.469	11,2
Otras actividades y servicios	298	2,3
Instalaciones deportivas y salud	197	1,5
Salas de reuniones y negocios	149	1,1
Comercio al por menor	83	0,6
Discotecas y salas de baile	49	0,4

46.2% of the turnover of Hotels and similar accommodation was due to non-national tour operators and agencies.

**Hotels and similar accommodation (50 or more employees)
Main customers (in percentage) according to turnover. Year 2016**



Motion picture and video activities (Division 59 of CNAE-2009)

Motion picture, video, television programmes, sound and music publishing activities reached a turnover of 5,323 million euros in 2016.

By type of services, *Motion picture, video and television programme production services* accounted for 40.4% of the total, and *Motion picture, video and television programme distribution services* for 20.8%.

**Motion picture and video activities
Turnover and percentage distribution according to the services provided. Year 2016**

Servicios prestados	Millones de euros	Distribución en %
TOTAL	5.323	100,0
Producción cinematográfica, vídeo y programas de televisión	2.149	40,4
Servicios de postproducción cinematográfica, vídeo y programas de televisión	729	13,7
Distribución de películas cinematográficas vídeo y programas de televisión	1.109	20,8
Exhibición cinematográfica	712	13,4
Otras actividades y servicios	326	6,1
Servicios de grabación de sonido	298	5,6

Computer, legal and accounting activities, consultancy, technical services, advertising and market research (Activities 58.2, 62, 63.1, 69, 70.2, 71 and 73 of the CNAE- 2009)

Computer, legal, accounting, consulting, technical services and advertising activities accounted for 101,842 million in 2016.

Computer, legal and accounting activities, consultancy, technical services and advertising and market research. Main customers (in percentage) according to turnover. Year 2016

Actividad	Número de orden: 1	%	Número de orden: 2	%	Número de orden: 3	%
Edición de programas informáticos	Telecomunicaciones e informática	33,2	Servicios empresariales	23,8	Comercio	13,6
Programación informática	Telecomunicaciones e informática	24,0	Bancos y seguros	20,2	Transportes	16,6
Proceso de datos, hosting y actividades relacionadas; portales web	Telecomunicaciones e informática	23,7	Servicios empresariales	21,7	Bancos y seguros	16,6
Activ. Jurídicas y de contabilidad	Servicios empresariales	35,4	Industria	11,4	Hogares	11,3
Activ. de consultoría de gestión empresarial	Servicios empresariales	39,7	Industria	16,1	Bancos y seguros	12,6
Servicios técnicos y ensayos y análisis técnicos	Industria	38,7	Servicios empresariales	19,2	Construcción	12,8
Publicidad y estudios de mercado	Servicios empresariales	33,9	Comercio	13,9	Industria	13,1

Employment activities (Division 78 of the CNAE-2009)

Employment agencies and temporary work agencies had a turnover of 5,462 million euros in 2016.

38.5% of the turnover of these companies was due to the provision of personnel for the Industry.

Employment activities

Turnover and percentage distribution according to the client's sector of activity. Year 2016

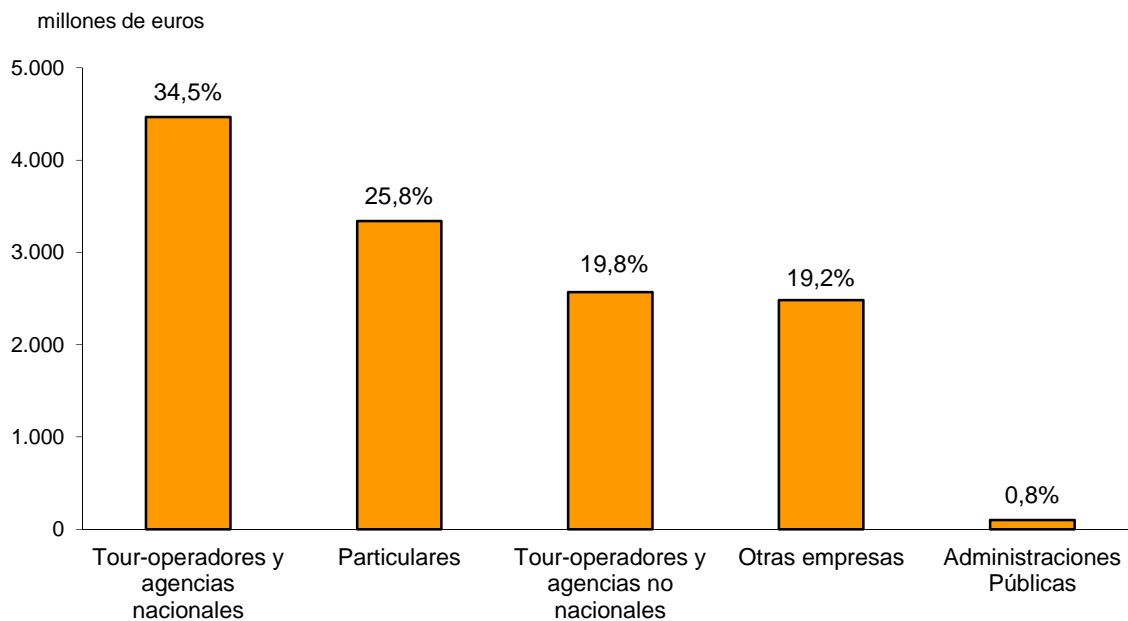
Sector de Actividad	Millones de euros	Distribución en %
TOTAL	5.462	100,0
Administraciones Públicas	73	1,3
Agricultura y ganadería	444	8,1
Industria	2.100	38,5
Construcción	40	0,7
Comercio	445	8,1
Hostelería y restauración	938	17,2
Transportes	258	4,7
Telecomunicaciones e informática	141	2,6
Servicios empresariales	644	11,8
Bancos y seguros	164	3,0
Hogares	20	0,4
Otras	194	3,5

Activities of travel agencies and similar tour operators (companies with 20 or more employees in Group 79.1 of the CNAE-2009)

Travel agencies and tour operators had a turnover of 20,134 million euros in 2016. Of this figure, 64.4% corresponded to companies in the sector with at least 20 employees.

54.3% of turnover was invoiced to tour operators and agencies (national and non-national), 25.8% to individuals and 19.2% to other national companies.

**Travel agencies and tour operators (20 or more employees).
Main customers (in percentage) according to turnover. Year 2016**



Cleaning activities (Group 81.2 of the CNAE-2009)

The turnover of cleaning activities reached 9,793 million euros in 2016.

By size of the companies, the large ones (of 250 employed or more) generated 61.0% of the sector's turnover.

By type of customer, large companies provided services mainly to Public Administrations, with 41.9% of the turnover of these companies.

On the other hand, companies with fewer than 10 employees had households as their main customers, obtaining 41.9% of their turnover from them.

Cleaning activities. Turnover and percentage distribution of the main customers by size of the company. Year 2016

	Ocupados:				
	TOTAL	Menos de 10	De 10 a 49	De 50 a 249	250 o más
TOTAL (millones de euros)	9.793	1.103	1.510	1.204	5.976
<i>Distribución en %</i>	<i>100,0</i>	<i>11,3</i>	<i>15,4</i>	<i>12,3</i>	<i>61,0</i>
Distribución por sector de actividad del cliente					
TOTAL	100,0	100,0	100,0	100,0	100,0
Administraciones Públicas	31,7	9,9	12,3	25,0	41,9
Comercio	11,6	9,5	9,1	8,6	13,1
Industria	13,0	9,6	13,7	26,1	10,8
Hogares	12,5	41,9	35,0	9,3	2,1
Servicios empresariales	7,5	7,1	8,6	5,3	7,7
Hostelería y restauración	7,3	6,8	8,6	5,9	7,3
Bancos y seguros	2,7	2,4	1,8	1,0	3,3
Transportes	3,1	1,0	1,7	3,4	3,7
Construcción	1,5	2,3	2,2	1,9	1,0
Telecomunicaciones e informática	1,0	0,4	0,5	0,9	1,2
Agricultura y ganadería	0,5	3,1	0,2	0,2	0,1
Otros clientes	7,6	6,0	6,5	12,3	7,2

Methodological note

Second year of implementation of the integration project of the structural business statistics

The National Statistics Institute (INE) annually prepares, for the **Industry, Trade and Services sectors**, the structural business statistics. These statistics are governed by Regulation 295/2008 of the Council and the European Parliament whose objective is to provide information on the main economic characteristics of companies, such as people employed, turnover and other incomes, purchases and consumption, personnel expenditure, tax and investment.

Until the reference year 2014 included, the INE Structural Business Statistics were carried out, according to the different sectors under study, through separate processes and with different collection and publication schedules.

From the reference year 2015, the implementation of the *Integration Project of Structural Business Statistics*¹ started with the aim to standardise and improve the production process of these operations, the statistical results and the dissemination of information. This project has been developed over two years (2015 and 2016) and has meant a major reform of these operations.

Denomination until the reference year 2014	New denomination since the reference year 2015
Industrial Companies Survey	Structural Business Statistics: Industrial Sector
Annual Trade Survey	Structural Business Statistics: Trade Sector
Annual Services Survey	Structural Business Statistics: Services sector

The reform has introduced, among other aspects, the following improvements:

As of the **reference year 2015**:

- Use of practically uniform questionnaires for the three sectors under study, and adapted, in the case of legal person companies, to the standardised models of the Annual Accounts. In addition, the collection of information is already carried out in an integrated and simultaneous manner for the three sectors under study.
- New dissemination plan, homogeneous for the three operations, which facilitates the comparison of the statistical results of the different sectors.

As of the **reference year 2016**:

- More efficient sample designs in order to reduce the burden on the respondents and improve the use of administrative registers.
- Methodological improvements relating to the treatment of companies that enter or leave the target population during the reference year, as well as the imputation of lack

¹ The *Integration Project of the Structural Business Statistics* was presented to the High Council on Statistics and was approved at the Permanent Commission meeting held on 18 February 2016.

of response. Additionally, the estimation of employment variables has been improved using administrative sources.

- The new sampling designs and the simultaneous organisation of the collection of the three sectors under study allow to establish two different moments for the dissemination of the results:
 - *Preliminary results*, using information from the 'main sample' collected up to the end of September of the year t+1. This sample allows to provide national results for a first level of breakdown by activities (at least up to three digits of the CNAE-2009 for the industry and trade sectors, and up to two digits for the services sector).
 - *Final results*, based on the 'complete sample' (main and complementary, the latter collected until December of the year t+1). National results reach the highest level of detail by activities (up to four digits of the CNAE-2009), as required by the Community Regulation, and the results are presented by activity at the Autonomous Community level. These detailed results allow us to meet the requirements of other more specialized users.

All these measures, which have contributed to the uniformity, improvement and optimisation of the production process of these operations, also make it possible to meet the demand of users interested in making comparisons between the different sectors.

Turnover and employed personnel by sections of activity. Year 2016 Industrial Sector, Trade Sector and Services Sector

Sección de actividad	Cifra de negocios		Personal ocupado (media anual)	
	Millones de euros	% sobre el total	Miles de personas	% sobre el total
Sector Industrial	571.944	32,4	2.082,8	18,6
B Industrias extractivas	3.421	0,2	20,4	0,2
C Industria manufacturera	466.088	26,4	1.854,9	16,6
D Suministro de energía eléctrica, gas, vapor y aire acondicionado	83.242	4,7	41,0	0,4
E Suministro de agua, actividades de saneamiento, gestión de residuos y descontaminación	19.193	1,1	166,5	1,5
Sector Comercio	724.594	41,0	3.107,5	27,7
G Comercio al por mayor y al por menor; reparación de vehículos de motor y motocicletas				
Sector Servicios	471.050	26,6	6.015,3	53,7
H Transporte y almacenamiento	106.712	6,0	854,3	7,6
I Hostelería	66.632	3,8	1.401,1	12,5
J Información y comunicaciones	79.771	4,5	460,6	4,1
L Actividades inmobiliarias	25.689	1,5	238,4	2,1
M Actividades profesionales, científicas y técnicas	85.880	4,9	1.018,9	9,1
N Actividades administrativas y servicios auxiliares	69.402	3,9	1.397,4	12,5
R Actividades artísticas, recreativas y de entrenamiento	28.034	1,6	326,6	2,9
S Otros servicios (excepto actividades asociativas)	8.930	0,5	317,9	2,8
TOTAL	1.767.588	100,0	11.205,6	100,0

Brief description of the statistical operation

Structural Business Statistics: Services Sector (formerly Annual Services Survey), is an annual structural survey, aimed at companies, both legal and natural persons, whose main activity is described in the sections H, I, J, L, M, N, R and divisions 95 and 96 of section S of CNAE-2009. Therefore, this includes the activities of transport and storage, accommodation, information and communications, real estate activities, professional, scientific and technical activities, administrative and support service activities, arts, entertainment and recreation and repair of computers and personal and household goods and other personal services (with the exception of the activities of membership organisations, Division 94).

This operation provides information on the main structural features and economic variables of companies in the sector through a wide range of variables relating to the personnel employed, turnover and other incomes, purchases and consumption, personnel expenses, taxes and investments. The statistics includes economic aggregates such as the value of production and gross value added, as well as main indicators.

The Statistics on Products in the Services Sector is an annual structural operation, integrated into the previous one, whose main objective is to provide a detailed breakdown of the turnover according to the services provided and the sector of activity of the customer. This additional breakdown applies to transport activities, hotels, computer and audiovisual services, legal and accounting services, technical services, advertising and market research, activities of employment agencies, travel agencies and tour operators, and cleaning activities.

Other variables studied include the breakdown of the consumption of raw materials and other consumables for transport and hotel activities, the fleet of vehicles used in transport, consumption by products and services purchased by travel agencies and tour operators, the hours invoiced at recruitment and placement companies, etc.

For more details on the **characteristics and methodology** of these operations, the following documentation can be consulted on the INE website:

Structural Business Statistics: Services Sector:

http://www.ine.es/dynqs/INEbase/en/operacion.htm?c=Estadistica_C&cid=1254736176865&menu=ultiDatos&idp=1254735576778

Statistics on Products in the Services Sector:

http://www.ine.es/dynqs/INEbase/en/operacion.htm?c=Estadistica_C&cid=1254736176898&menu=resultados&idp=1254735576778

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Press office: Telephone numbers: (+34) 91 583 93 63 /94 08 – gprensa@ine.es

Information Area: Telephone number: (+34) 91 583 91 00 – www.ine.es/infoine/?L=1
