

Results of the Service Industry Surveys in 2012

【 Service Sector (11 industry sections) 】

- The number of establishments in the service sector (11 industry sections) was 2,578 thousand establishments in 2012, which rose by 3.6 percent or 91 thousand establishments from 2,487 thousand establishments in 2011.
 - Industries recording an increase: Information and Communications (15.8%), Sewerage, Waste Management, Materials Recovery and Remediation Activities (10.4%), Professional, Scientific and Technical Activities (9.7%), Wholesale and Retail Trade (4.2%)
- The number of workers was 9,772 thousand persons in 2012, which grew by 4.2 percent or 390 thousand persons from 2011.
 - Industries recording an increase: Human Health and Social Work Activities (8.3%), Business Facilities Management and Business Support Services (6.7%), Accommodation and Food Service Activities (4.1%), Wholesale and Retail Trade (3.5%)
 - Industries recording a decrease: Education (-0.1%)
- The annual sales amounted to 1,428 trillion won in 2012, which increased by 2.3 percent or 32 trillion won from 2011.
 - Industries recording an increase: Human Health and Social Work Activities (8.4%), Arts, Sports and Recreation Related Services (6.9%), Accommodation and Food Service Activities (4.9%)
 - Industries recording a decrease: Real Estate Activities and Renting and Leasing (-5.5%)
- The annual sales per establishment recorded 554 million won in 2012, which dropped by 1.3 percent or 7 million won from 2011.
 - The annual sales per worker recorded 146 million won in 2012, which fell by 1.8 percent or 3 million won from 2011.

	2011	2012	Change	Percent change (%)
■ Number of establishments (thousand establishments)	2,487	2,578	91	3.6
■ Number of workers (thousand persons)	9,382	9,772	390	4.2
■ Annual sales (trillion won)	1,396	1,428	32	2.3
Annual sales per establishment (million won)	561	554	-7	-1.3
Annual sales per worker (million won)	149	146	-3	-1.8

【 Franchise Statistics 】

- As of the end of 2012, the number of franchisees was 175 thousand.
 - Number of franchisees by industry (thousand): Accommodation and Food Service Activities (99), Wholesale and Retail Trade (50), Others (27)
 - Proportion of franchisees by industry (%): Accommodation and Food Service Activities (56.3), Wholesale and Retail Trade (28.5), Others (15.2)
- The number of workers was 573 thousand persons. The number of workers per franchisee was 3.3 persons.
 - Number of workers by industry (thousand persons): Accommodation and Food Service Activities (330), Wholesale and Retail Trade (160), Others (83)
 - Proportion of workers by industry (%): Accommodation and Food Service Activities (57.6), Wholesale and Retail Trade (28.0), Others(14.5)
- The annual sales amounted to 40.8 trillion won. The operating expenses amounted to 36.5 trillion won.
 - The annual sales per franchisee recorded 0.23 billion won. The annual sales per franchisee in 'Wholesale and Retail Trade' recorded the highest figure of 0.36 billion won, which was followed by 'Accommodation and Food Service Activities' (0.19 billion won).
 - Annual sales by industry (trillion won): Accommodation and Food Service Activities (19.0), Wholesale and Retail Trade (17.7), Others (4.0)
 - Proportion of annual sales by industry (%): Accommodation and Food Service Activities (46.7), Wholesale and Retail Trade (43.5), Others (9.8)
- The operating profits totaled 4.3 trillion won. The operating profits per franchisee totaled 25 million won. The operating profit ratio stood at 10.5 percent.
 - Operating profits by industry (trillion won): Accommodation and Food Service Activities (2.2), Wholesale and Retail Trade (1.5), Others (0.6)
 - Operating profit ratio by industry (%): Accommodation and Food Service Activities (11.8), Wholesale and Retail Trade (8.3), Others (14.4)

	Number of franchisees (thousand)	Number of workers (thousand persons)	Number of workers per franchisee (person)	Annual sales (trillion won)	Annual sales per franchisee	Operating expenses (trillion won)	Operating profits (trillion won)
< Total >	175	573	3.3	40.8	2.3	36.5	4.3
Wholesale and Retail Trade	50	160	3.2	17.7	3.6	16.3	1.5
Accommodation and Food Service Activities	99	330	3.3	19.0	1.9	16.8	2.2
Others	27	83	3.1	4.0	1.5	3.4	0.6