



Preliminary Results of the Service Industry Survey in 2021

◇ In 2021, the Service Industry showed a year-on year decrease in the number of establishments. Whereas, the Service Industry showed a year-on year increase in the number of workers and annual sales.

- In 2021, the number of establishments dropped by 0.2% year-on-year. Whereas, the number of workers and annual sales rose by 1.6% and 10.5%, respectively, from 2020.

□ (Number of establishments)

In 2021, the number of establishments in the Service Industry was 4.066 million establishments, which fell by 0.2% from 2020.

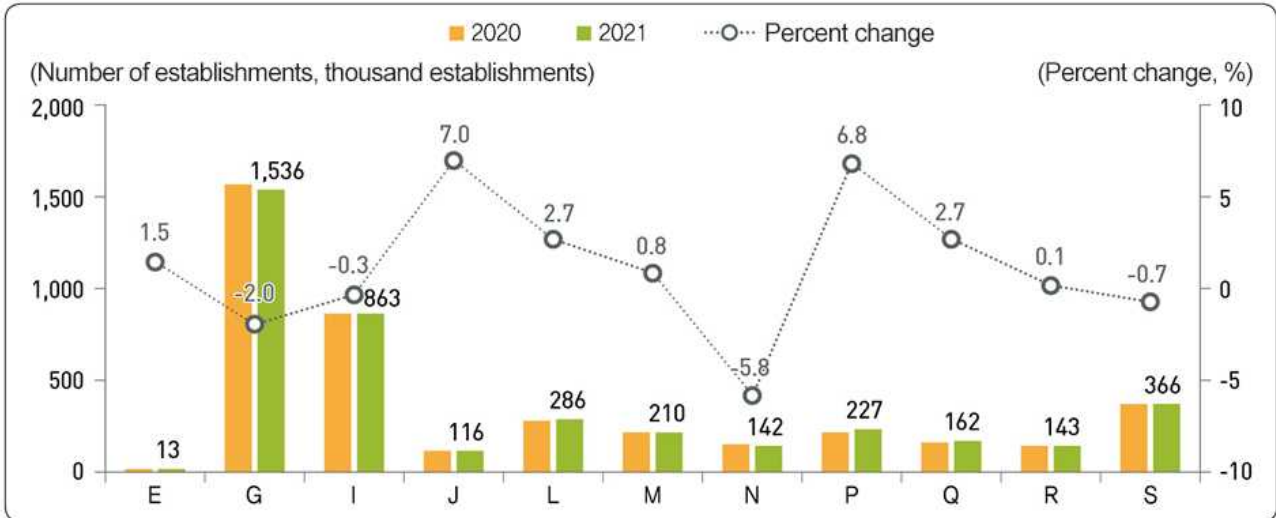
- As for the number of establishments by industry, 'Wholesale and Retail Trade' recorded the highest figure of 1.536 million establishments (37.8%), which was followed by 'Accommodation and Food Service Activities' (863 thousand establishments, 21.2%).
- Compared to the previous year, 'Information and Communication' and 'Education' grew by 7.0% and 6.8%, respectively. Whereas, 'Business Facilities Management and Business Support Services; Rental and Leasing Activities' and 'Wholesale and Retail Trade' fell by 5.8% and 2.0%, respectively.

< Number of establishments by industry >

(Unit: thousand establishments, %)

By industry	2020	2021	Compo- sition	Change	Percent change
Service Industry	4,074	4,066	100.0	-9	-0.2
E. Water Supply; Sewage, Waste Management, Materials Recovery	13	13	0.3	0	1.5
G. Wholesale and Retail Trade	1,567	1,536	37.8	-31	-2.0
I. Accommodation and Food Service Activities	865	863	21.2	-2	-0.3
J. Information and Communication	108	116	2.8	8	7.0
L. Real Estate Activities	278	286	7.0	8	2.7
M. Professional, Scientific and Technical Activities	208	210	5.2	2	0.8
N. Business Facilities Management and Business Support Services; Rental and Leasing Activities	151	142	3.5	-9	-5.8
P. Education	213	227	5.6	14	6.8
Q. Human Health and Social Work Activities	158	162	4.0	4	2.7
R. Arts, Sports and Recreation Related Services	143	143	3.5	0	0.1
S. Membership Organizations, Repair and Other Personal Services	369	366	9.0	-2	-0.7

< Change and percent change in the number of establishments by industry >



□ (Number of workers)

In 2021, the number of workers was 13.853 million persons, which grew by 1.6% from 2020.

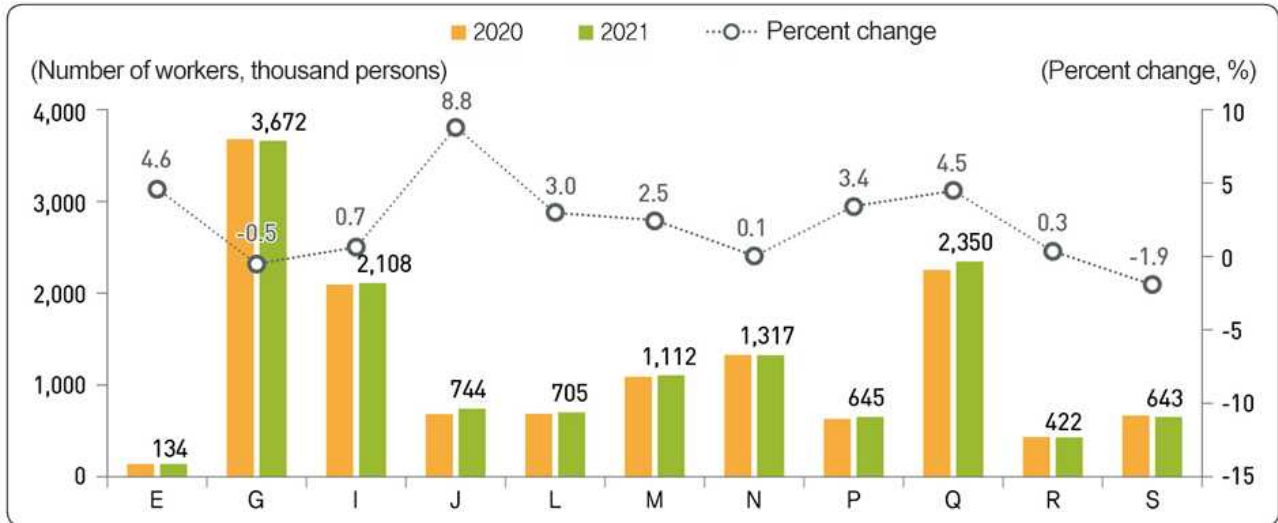
- As for the number of workers by industry, 'Wholesale and Retail Trade' recorded the highest figure of 3.672 million persons (26.5%), which was followed by 'Human Health and Social Work Activities' (2.35 million persons, 17.0%).
- Compared to the previous year, 'Information and Communication' and 'Water Supply; Sewage, Waste Management, Materials Recovery' grew by 8.8% and 4.6%, respectively. Whereas, 'Membership Organizations, Repair and Other Personal Services' and 'Wholesale and Retail Trade' fell by 1.9% and 0.5%, respectively.

< Number of workers by industry >

(Unit: thousand persons, %)

By industry	2020	2021	Compo- sition	Change	Percent change
E. Water Supply; Sewage, Waste Management, Materials Recovery	128	134	1.0	6	4.6
G. Wholesale and Retail Trade	3,689	3,672	26.5	-17	-0.5
I. Accommodation and Food Service Activities	2,093	2,108	15.2	15	0.7
J. Information and Communication	684	744	5.4	60	8.8
L. Real Estate Activities	685	705	5.1	20	3.0
M. Professional, Scientific and Technical Activities	1,085	1,112	8.0	27	2.5
N. Business Facilities Management and Business Support Services; Rental and Leasing Activities	1,316	1,317	9.5	1	0.1
P. Education	624	645	4.7	21	3.4
Q. Human Health and Social Work Activities	2,250	2,350	17.0	101	4.5
R. Arts, Sports and Recreation Related Services	421	422	3.0	1	0.3
S. Membership Organizations, Repair and Other Personal Services	656	643	4.6	-12	-1.9

< Change and percent change in the number of workers by industry >



□ (Annual sales)

The annual sales totaled 2,814 trillion won in 2021, which increased by 10.5% from 2020.

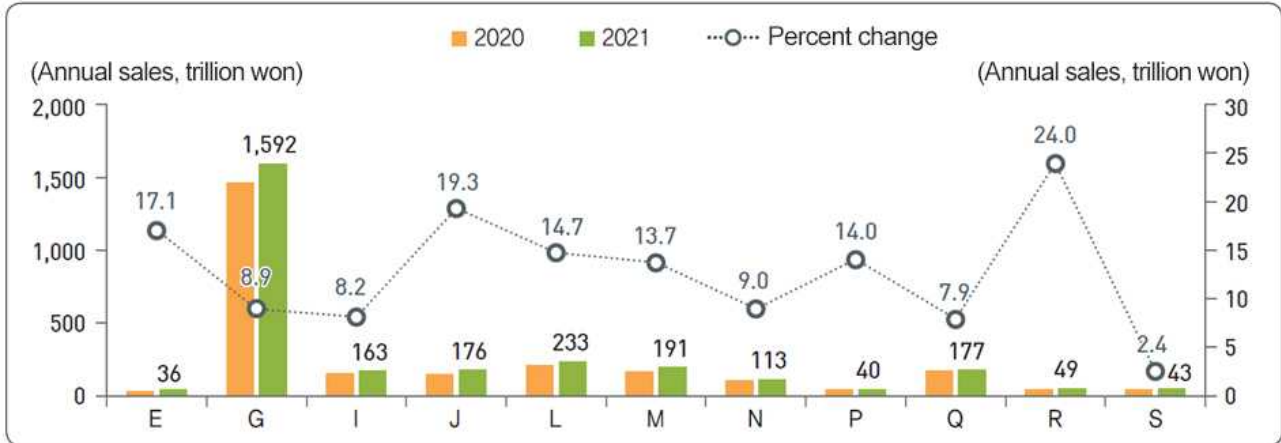
- As for annual sales by industry, 'Wholesale and Retail Trade' recorded the highest figure of 1,592 trillion won (56.6%), which was followed by 'Real Estate Activities' (233 trillion won, 8.3%).
- Compared to the previous year, 'Arts, Sports and Recreation Related Services' recorded the highest increase of 24.0%, which was followed by 'Information and Communication' (19.3%) and 'Water Supply; Sewage, Waste Management, Materials Recovery' (17.1%).
- The annual sales per establishment recorded 692 million won in 2021, which grew by 10.7% from 2020.
- The annual sales per worker recorded 203 million won in 2021, which grew by 8.7% from 2020.

< Annual sales by industry >

(Unit: trillion won, %)

By industry	2020	2021	Compo- sition	Change	Percent change
E. Water Supply; Sewage, Waste Management, Materials Recovery	30	36	1.3	5	17.1
G. Wholesale and Retail Trade	1,462	1,592	56.6	130	8.9
I. Accommodation and Food Service Activities	151	163	5.8	12	8.2
J. Information and Communication	147	176	6.3	28	19.3
L. Real Estate Activities	203	233	8.3	30	14.7
M. Professional, Scientific and Technical Activities	168	191	6.8	23	13.7
N. Business Facilities Management and Business Support Services; Rental and Leasing Activities	104	113	4.0	9	9.0
P. Education	35	40	1.4	5	14.0
Q. Human Health and Social Work Activities	164	177	6.3	13	7.9
R. Arts, Sports and Recreation Related Services	40	49	1.8	10	24.0
S. Membership Organizations, Repair and Other Personal Services	42	43	1.5	1	2.4

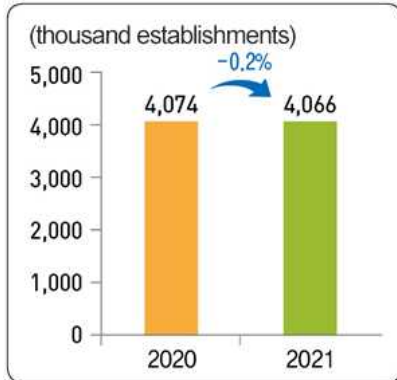
< Change and percent change in annual sales by industry >



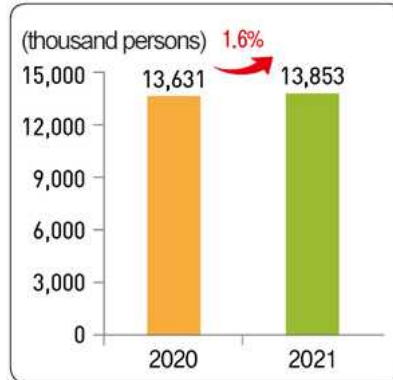
< Major indicators of the Service Industry >

Classification	2020	2021	Change	
			Change	Percent change (%)
Number of establishments (thousand establishments)	4,074	4,066	-9	-0.2
Number of workers (thousand persons)	13,631	13,853	222	1.6
Annual sales (trillion won)	2,547	2,814	267	10.5
Annual sales per establishment (million won)	625	692	67	10.7
Annual sales per worker (million won)	187	203	16	8.7

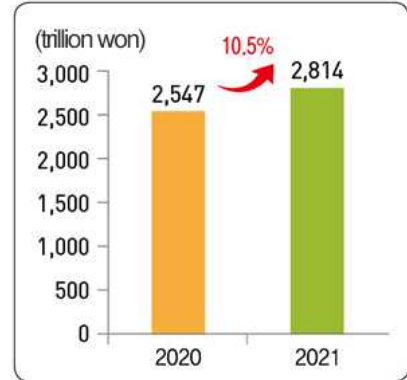
< Number of establishments >



< Number of workers >



< Annual sales >



◇ In 2021, the establishments using digital platform transactions, the establishments introducing unmanned payment machines and the establishments introducing delivery sale showed a year-on-year increase.

- The share of establishments using digital platform transactions, introducing unmanned payment machines and introducing delivery sale went up by 6.0%p, 2.7%p and 8.9%p, respectively.

□ (Digital platform transactions)

In 2021, the number of establishments using digital platform transactions was 444 thousand establishments, which occupied 17.7% of the total establishments. This share went up by 6.0%p year-on-year.

- As for the share of establishments using digital platform transactions by industry, 'Accommodation and Food Service Activities' recorded the highest figure of 22.4%, which was followed by 'Wholesale and Retail Trade' (15.6%).
- As for the year-on-year change in the share of establishments using digital platform transactions by industry, 'Wholesale and Retail Trade' recorded the highest figure of 7.4%p, which was followed by 'Accommodation and Food Service Activities' (4.0%p).
- (Introduction of unmanned payment devices)
In 2021, the number of establishments introducing unmanned payment machines was 80 thousand establishments, which occupied 4.3% of the total establishments. This share went up by 2.7%p year-on-year.
- As for the share of establishments introducing unmanned payment machines by industry, 'Accommodation' recorded the highest figure of 6.3%, which was followed by 'Food and Beverage Service Activities' (5.5%).
- As for the year-on-year change in the share of establishments introducing unmanned payment machines by industry, 'Food and Beverage Service Activities' recorded the highest figure of 3.3%p, which was followed by 'Accommodation' (2.3%p) and 'Retail Trade' (2.2%p).
- (Delivery sale)
In 2021, the number of establishments introducing delivery sale was 668 thousand establishments, which occupied 37.4% of the total establishments. This share went up by 8.9%p year-on-year.
- As for the share of establishments introducing delivery sale by industry, 'Retail Trade' recorded the highest figure of 39.7%, which was followed by 'Food and Beverage Service Activities' (34.6%).
- As for the year-on-year change in the share of establishments introducing delivery sale by industry, 'Retail Trade' recorded the highest figure of 9.6%p, which was followed by 'Food and Beverage Service Activities' (8.0%p).

< Status of establishments of digital platform transactions, unmanned payment machines and delivery sale >

(Unit: thousand establishments, %, %p)

By industry		2020			2021			
		Total number of establishments	Number of establishments of transaction, introduction and sale	Share	Total number of establishments	Number of establishments of transaction, introduction and sale	Share	Change in the share
Digital platform transactions	Total	2,541	296	11.7	2,515	444	17.7	6.0
	G. Wholesale and Retail Trade	1,567	129	8.2	1,536	240	15.6	7.4
	I. Accommodation and Food Service Activities	865	159	18.4	863	194	22.4	4.0
	J. Information and Communication	108	8	7.5	116	11	9.2	1.7
Introduction of unmanned payment machines	Total	1,839	30	1.6	1,849	80	4.3	2.7
	G47. Retail Trade	974	10	1.1	986	32	3.3	2.2
	I55. Accommodation	61	2	4.1	62	4	6.3	2.3
	I56. Food and Beverage Service Activities	804	17	2.1	801	44	5.5	3.3
Delivery sale	Total	1,778	507	28.5	1,786	668	37.4	8.9
	G47. Retail Trade	974	293	30.0	986	391	39.7	9.6
	I56. Food and Beverage Service Activities	804	214	26.6	801	277	34.6	8.0