



Statistics Korea

## Press Release

다시, 대한민국!  
새로운 국민의 나라

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# Preliminary Results of the Service Industry Survey in 2022

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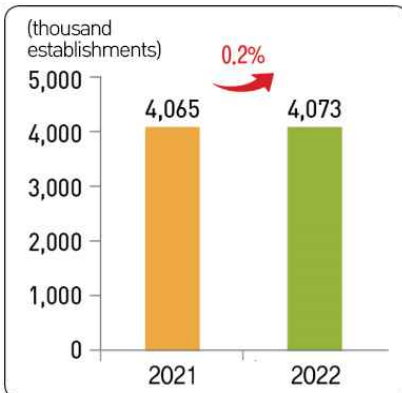
## Preliminary Results of the Service Industry Survey in 2022

◇ In 2022, the number of establishments, the number of workers and the annual sales of the Service Industry rose by 0.2%, 1.5% and 8.3%, respectively, year-on-year.

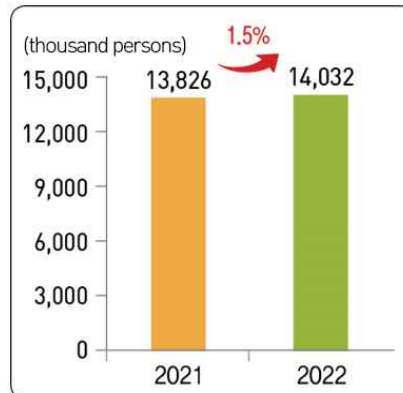
### < Major indicators of the Service Industry >

Classification	2021	2022	Change	Percent change (%)
Number of establishments (thousand establishments)	4,065	4,073	7	0.2
Number of workers (thousand persons)	13,826	14,032	207	1.5
Annual sales (trillion won)	2,819	3,053	234	8.3
Annual sales per establishment (million won)	693	750	56	8.1
Annual sales per worker (million won)	204	218	14	6.7

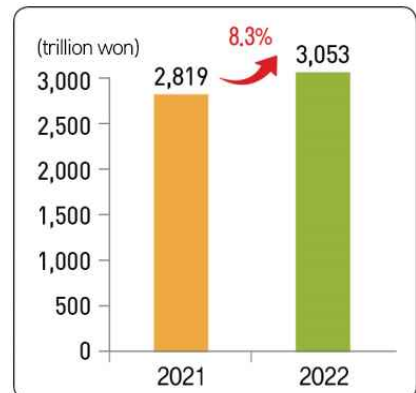
#### < Number of establishments >



#### < Number of workers >



#### < Annual sales >



#### □ (Number of establishments)

In 2022, the number of establishments in the Service Industry was 4.073 million establishments, which rose by 0.2% from 2021.

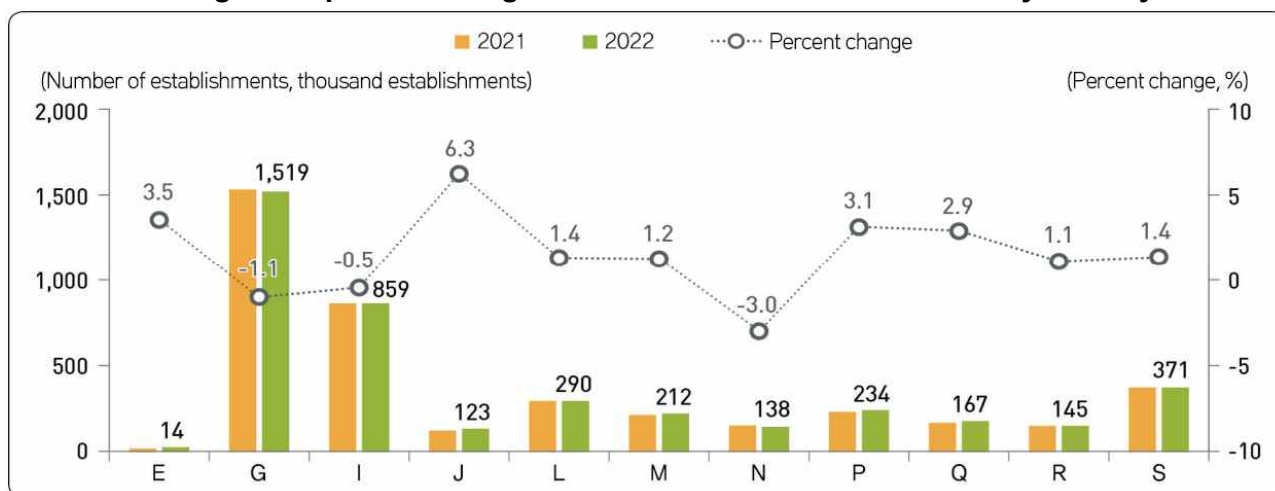
- As for the number of establishments by industry, 'Wholesale and Retail Trade' recorded the highest figure of 1.519 million establishments (37.3%), which was followed by 'Accommodation and Food Service Activities' (859 thousand establishments, 21.1%).
- Compared to the previous year, 'Information and Communication' and 'Water Supply; Sewage, Waste Management, Materials Recovery' grew by 6.3% and 3.5%, respectively. Whereas, 'Business Facilities Management and Business Support Services; Rental and Leasing Activities' and 'Wholesale and Retail Trade' fell by 3.0% and 1.1%, respectively.

**< Number of establishments by industry >**

(Unit: thousand establishments, %)

By industry	2021	2022	Compo- sition	Change	Percent change
E. Water Supply; Sewage, Waste Management, Materials Recovery	13	14	0.3	0	3.5
G. Wholesale and Retail Trade	1,536	1,519	37.3	-17	-1.1
I. Accommodation and Food Service Activities	863	859	21.1	-4	-0.5
J. Information and Communication	116	123	3.0	7	6.3
L. Real Estate Activities	286	290	7.1	4	1.4
M. Professional, Scientific and Technical Activities	210	212	5.2	3	1.2
N. Business Facilities Management and Business Support Services; Rental and Leasing Activities	142	138	3.4	-4	-3.0
P. Education	227	234	5.8	7	3.1
Q. Human Health and Social Work Activities	162	167	4.1	5	2.9
R. Arts, Sports and Recreation Related Services	143	145	3.6	2	1.1
S. Membership Organizations, Repair and Other Personal Services	366	371	9.1	5	1.4

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



**(Number of workers)**

In 2022, the number of workers was 14.032 million persons, which grew by 1.5% from 2021.

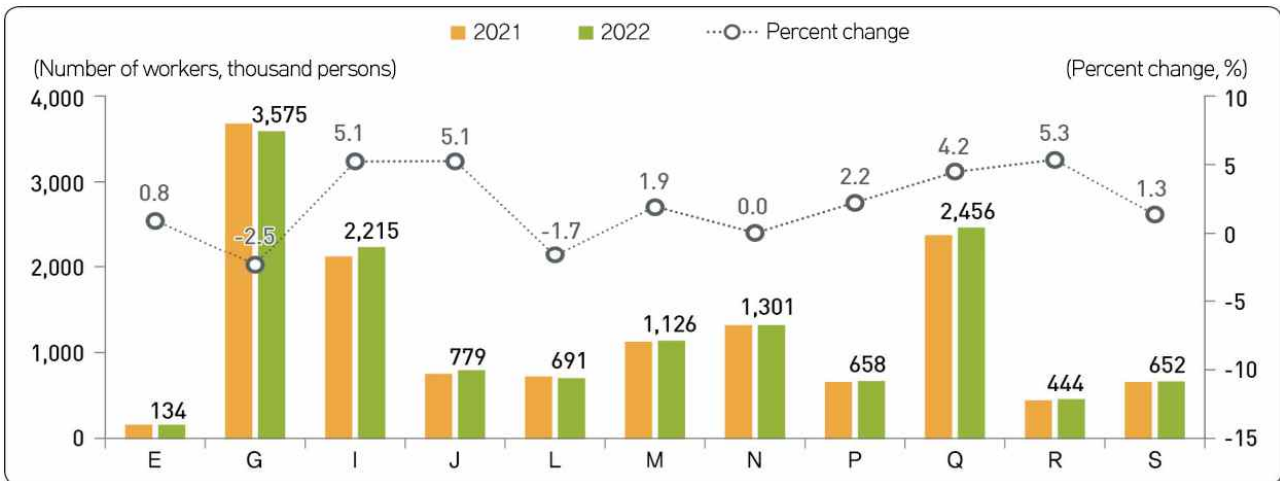
- As for the number of workers by industry, 'Wholesale and Retail Trade' recorded the highest figure of 3.575 million persons (25.5%), which was followed by 'Human Health and Social Work Activities' (2.456 million persons, 17.5%).
- Compared to the previous year, 'Arts, Sports and Recreation Related Services' and 'Information and Communication' grew by 5.3% and 5.1%, respectively. Whereas, 'Wholesale and Retail Trades' and 'Real Estate Activities' fell by 2.5% and 1.7%, respectively.

< Number of workers by industry >

(Unit: thousand persons, %)

By industry	2021	2022	Compo- sition	Change	Percent change
E. Water Supply; Sewage, Waste Management, Materials Recovery	133	134	1.0	1	0.8
G. Wholesale and Retail Trade	3,668	3,575	25.5	-93	-2.5
I. Accommodation and Food Service Activities	2,108	2,215	15.8	107	5.1
J. Information and Communication	741	779	5.6	38	5.1
L. Real Estate Activities	703	691	4.9	-12	-1.7
M. Professional, Scientific and Technical Activities	1,105	1,126	8.0	21	1.9
N. Business Facilities Management and Business Support Services; Rental and Leasing Activities	1,301	1,301	9.3	0	0.0
P. Education	643	658	4.7	14	2.2
Q. Human Health and Social Work Activities	2,357	2,456	17.5	99	4.2
R. Arts, Sports and Recreation Related Services	422	444	3.2	22	5.3
S. Membership Organizations, Repair and Other Personal Services	644	652	4.6	8	1.3

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



(Annual sales)

The annual sales totaled 3,053 trillion won in 2022, which increased by 8.3% from 2021.

- As for annual sales by industry, 'Wholesale and Retail Trade' recorded the highest figure of 1,728 trillion won (56.6%), which was followed by 'Professional, Scientific and Technical Activities' (217 trillion won, 7.1%).
- Compared to the previous year, 'Arts, Sports and Recreation Related Services' and 'Accommodation and Food Service Activities' rose by 33.7% and 20.2%, respectively. Whereas, 'Real Estate Activities' fell by 7.3%.
- The annual sales per establishment recorded 750 million won in 2022, which grew by 8.1% from 2021.

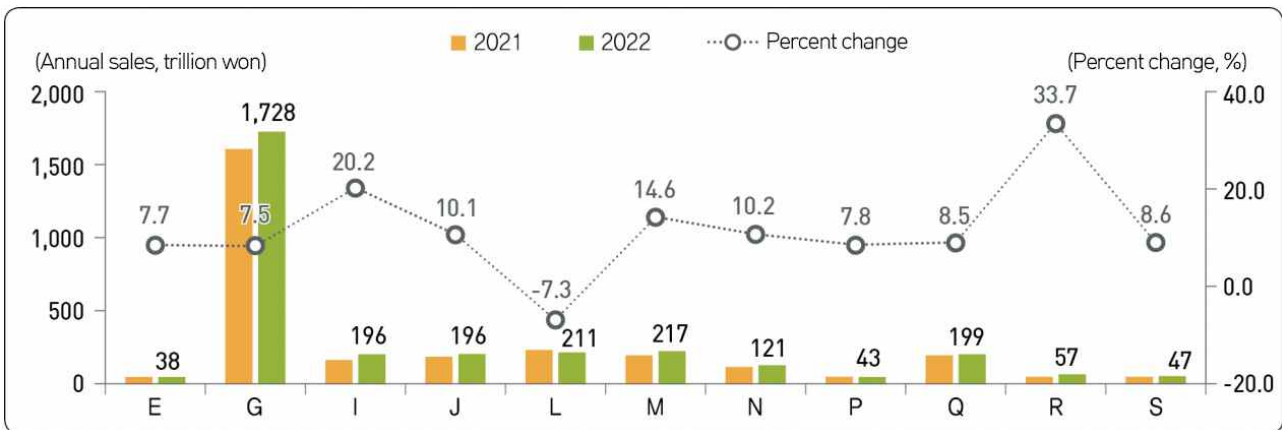
- The annual sales per worker recorded 218 million won in 2022, which grew by 6.7% from 2021.

< Annual sales by industry >

(Unit: trillion won, %)

By industry	2021	2022	Compo- sition	Change	Percent change
E. Water Supply; Sewage, Waste Management, Materials Recovery	36	38	1.3	3	7.7
G. Wholesale and Retail Trade	1,606	1,728	56.6	121	7.5
I. Accommodation and Food Service Activities	163	196	6.4	33	20.2
J. Information and Communication	178	196	6.4	18	10.1
L. Real Estate Activities	228	211	6.9	-17	-7.3
M. Professional, Scientific and Technical Activities	189	217	7.1	28	14.6
N. Business Facilities Management and Business Support Services; Rental and Leasing Activities	110	121	4.0	11	10.2
P. Education	40	43	1.4	3	7.8
Q. Human Health and Social Work Activities	184	199	6.5	16	8.5
R. Arts, Sports and Recreation Related Services	43	57	1.9	14	33.7
S. Membership Organizations, Repair and Other Personal Services	43	47	1.5	4	8.6

< Change and percent change in annual sales by industry >



◇ In 2022, the share of establishments using digital platform transactions, introducing unmanned payment machines and introducing delivery sale went up by 1.5%p, 1.3%p and 1.8%p, respectively, from 2021.

□ (Digital platform transactions)

In 2022, the number of establishments using digital platform transactions was 479 thousand establishments, which occupied 19.2% of the total establishments. This share went up by 1.5%p year-on-year.

○ As for the share of establishments using digital platform transactions, 'Accommodation' recorded the highest figure of 47.4%, which was followed by 'Information Service Activities' (24.5%).

- As for the year-on-year change in the share of establishments using digital platform transactions, 'Information Service Activities' recorded the highest figure of 7.1%p, which was followed by 'Motion Picture, Video and Television Programme Production, Sound Recording and Music Publishing Activities' (5.8%p) and 'Broadcasting Activities' (3.3%p).

**(Introduction of unmanned payment devices)**

In 2022, the number of establishments introducing unmanned payment machines was 105 thousand establishments, which occupied 5.6% of the total establishments. This share went up by 1.3%p year-on-year.

- As for the share of establishments introducing unmanned payment machines, 'Food and Beverage Service Activities' recorded the highest figure of 7.9%, which was followed by 'Accommodation' (6.5%).
- As for the year-on-year change in the share of establishments introducing unmanned payment machines, 'Food and Beverage Service Activities' recorded the highest figure of 2.4%p, which was followed by 'Retail Trade' (0.5%p).

**(Delivery sale)**

In 2022, the number of establishments introducing delivery sale was 757 thousand establishments, which occupied 42.0% of the total establishments. This share went up by 1.8%p year-on-year.

- As for the share of establishments introducing delivery sale, 'Retail Trade' recorded the highest figure of 47.1%, which was followed by 'Food and Beverage Service Activities' (35.6%).
- As for the year-on-year change in the share of establishments introducing delivery sale, 'Retail Trade' grew by 4.6%p, while 'Food and Beverage Service Activities' declined by 1.7%p.

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

(Unit: thousand establishments, %, %p)

By industry		2021			2022			
		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	<b>2,515</b>	<b>444</b>	<b>17.6</b>	<b>2,501</b>	<b>479</b>	<b>19.2</b>	<b>1.5</b>
	G. Wholesale and Retail Trade	1,536	239	15.6	1,519	266	17.5	1.9
	I. Accommodation and Food Service Activities	863	193	22.4	859	197	22.9	0.6
	J. Information and Communication	116	11	9.2	123	15	12.5	3.3
Introduction of unmanned payment machines	Total	<b>1,849</b>	<b>80</b>	<b>4.3</b>	<b>1,865</b>	<b>105</b>	<b>5.6</b>	<b>1.3</b>
	G47. Retail Trade	986	32	3.3	1,006	38	3.8	0.5
	I55. Accommodation	62	4	6.3	63	4	6.5	0.1
	I56. Food and Beverage Service Activities	801	44	5.5	795	63	7.9	2.4
Delivery sale	Total	<b>1,786</b>	<b>718</b>	<b>40.2</b>	<b>1,802</b>	<b>757</b>	<b>42.0</b>	<b>1.8</b>
	G47. Retail Trade	986	419	42.5	1,006	474	47.1	4.6
	I56. Food and Beverage Service Activities	801	299	37.3	795	283	35.6	-1.7