



Statistics Korea

Press Release

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새로운 국민의 나라

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Preliminary Results of the Service Industry Survey in 2023

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Preliminary Results of the Service Industry Survey in 2023

◇ In 2023, the number of establishments, the number of workers and the annual sales of the Service Industry grew by 2.2%, 2.0% and 2.5%, respectively, year-on-year.

< Major indicators of the Service Industry >

Classification	2022	2023	Change	Percent change
Number of establishments (thousand establishments)	4,073	4,164	91	2.2
Number of workers (thousand persons)	14,036	14,316	280	2.0
Annual sales (trillion won)	3,054	3,129	75	2.5
Annual sales per establishment (million won)	750	752	2	0.2
Annual sales per worker (million won)	218	219	1	0.5

□ (Number of establishments)

In 2023, the number of establishments in the Service Industry was 4.164 million establishments, which rose by 91 thousand establishments (2.2%) from 2022.

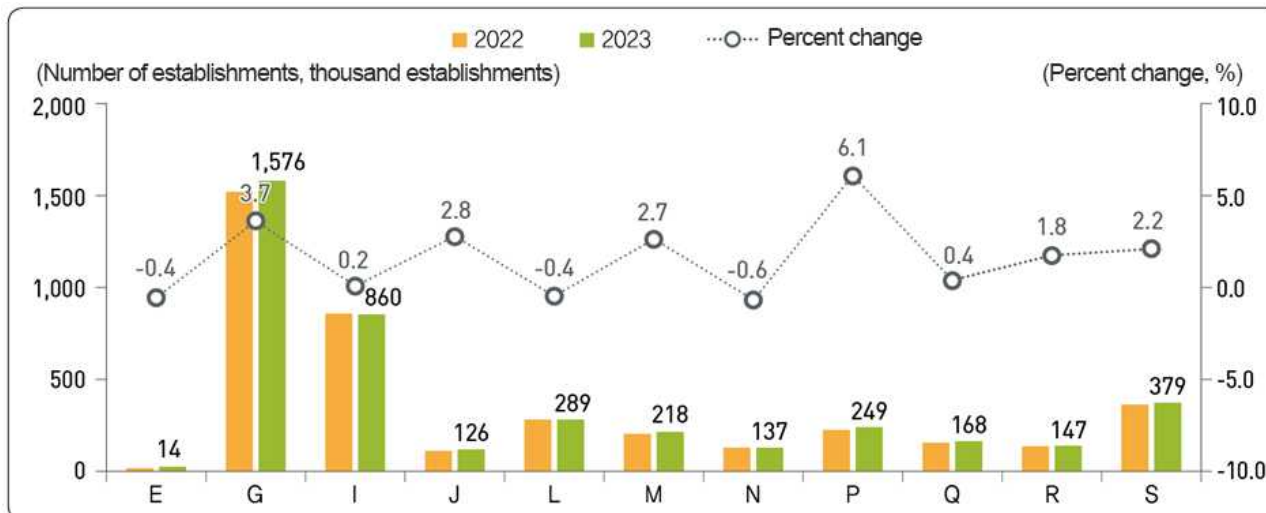
- Compared to the previous year, 'Wholesale and Retail Trade' and 'Education' grew by 57 thousand establishments (3.7%) and 14 thousand establishments (6.1%), respectively. Whereas, 'Business Facilities Management and Business Support Services; Rental and Leasing Activities' and 'Real Estate Activities' fell by 1 thousand establishments (-0.6%) and 1 thousand establishments (-0.4%), respectively.

< Number of establishments by industry >

(Unit: thousand establishments, %)

By industry	2022	2023	Compo- sition	Change	Percent change
Service Industry	4,073	4,164	100.0	91	2.2
E. Water Supply; Sewage, Waste Management, Materials Recovery	14	14	0.3	0	-0.4
G. Wholesale and Retail Trade	1,520	1,576	37.9	57	3.7
I. Accommodation and Food Service Activities	859	860	20.7	2	0.2
J. Information and Communication	123	126	3.0	3	2.8
L. Real Estate Activities	290	289	6.9	-1	-0.4
M. Professional, Scientific and Technical Activities	212	218	5.2	6	2.7
N. Business Facilities Management and Business Support Services; Rental and Leasing Activities	138	137	3.3	-1	-0.6
P. Education	234	249	6.0	14	6.1
Q. Human Health and Social Work Activities	167	168	4.0	1	0.4
R. Arts, Sports and Recreation Related Services	145	147	3.5	3	1.8
S. Membership Organizations, Repair and Other Personal Services	371	379	9.1	8	2.2

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



□ **(Number of workers)**

In 2023, the number of workers was 14.316 million persons, which grew by 280 thousand persons (2.0%) from 2022.

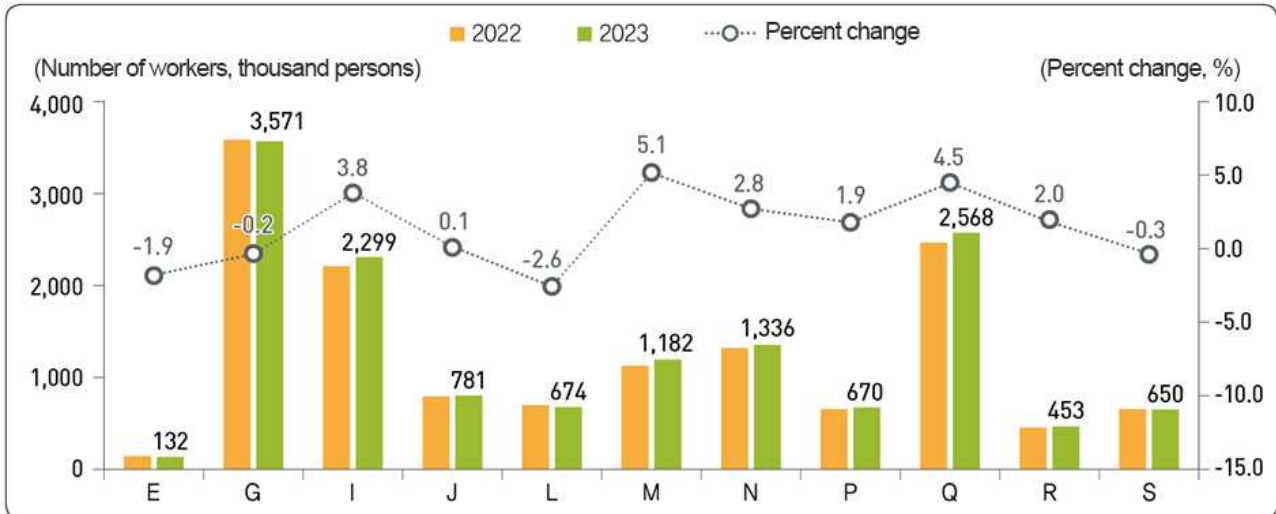
- Compared to the previous year, 'Human Health and Social Work Activities' and 'Accommodation and Food Service Activities' grew by 111 thousand persons (4.5%) and 83 thousand persons (3.8%), respectively. Whereas, 'Real Estate Activities' and 'Wholesale and Retail Trades' fell by 18 thousand persons (-2.6%) and 6 thousand persons (-0.2%), respectively.

< Number of workers by industry >

(Unit: thousand persons, %)

By industry	2022	2023	Compo- sition	Change	Percent change
Service Industry	14,036	14,316	100.0	280	2.0
E. Water Supply; Sewage, Waste Management, Materials Recovery	134	132	0.9	-3	-1.9
G. Wholesale and Retail Trade	3,577	3,571	24.9	-6	-0.2
I. Accommodation and Food Service Activities	2,215	2,299	16.1	83	3.8
J. Information and Communication	780	781	5.5	0	0.1
L. Real Estate Activities	692	674	4.7	-18	-2.6
M. Professional, Scientific and Technical Activities	1,125	1,182	8.3	57	5.1
N. Business Facilities Management and Business Support Services; Rental and Leasing Activities	1,300	1,336	9.3	36	2.8
P. Education	658	670	4.7	12	1.9
Q. Human Health and Social Work Activities	2,458	2,568	17.9	111	4.5
R. Arts, Sports and Recreation Related Services	444	453	3.2	9	2.0
S. Membership Organizations, Repair and Other Personal Services	652	650	4.5	-2	-0.3

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



□ (Annual sales)

In 2023, the annual sales totaled 3,129 trillion won, which increased by 75 trillion won (2.5%) from 2022.

○ Compared to the previous year, 'Professional, Scientific and Technical Activities' and 'Accommodation and Food Service Activities' rose by 28 trillion won (13.2%) and 17 trillion won (8.9%), respectively. In the meantime, 'Wholesale and Retail Trades' and 'Water Supply; Sewage, Waste Management, Materials Recovery' fell by 21 trillion won (-1.2%) and 200 billion won (-0.4%), respectively.

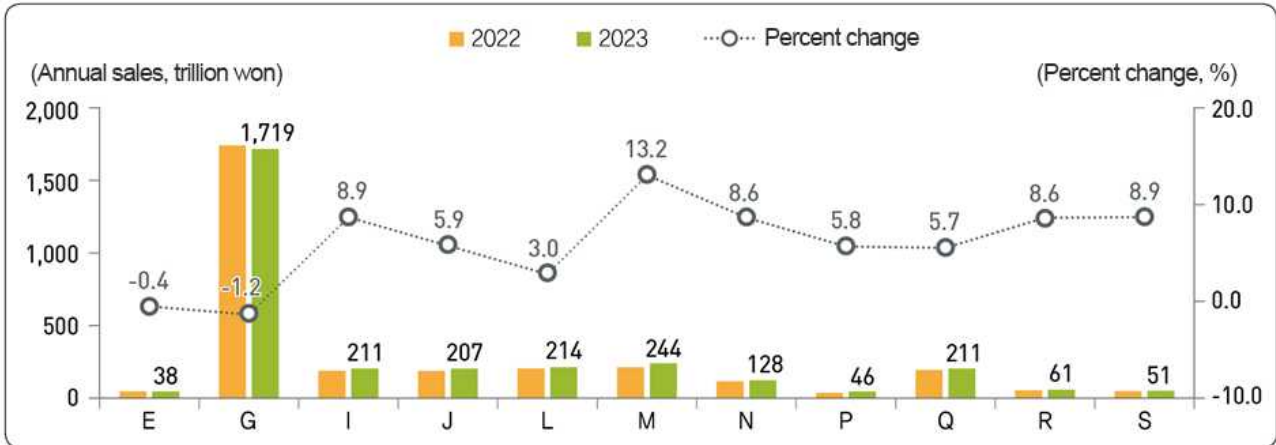
- The annual sales per establishment recorded 752 million won in 2023, which grew by 2 million won (0.2%) from 2022.
- The annual sales per worker recorded 219 million won in 2023, which grew by 1 million won (0.5%) from 2022.

< Annual sales by industry >

(Unit: trillion won, %)

By industry	2022	2023	Compo- sition	Change	Percent change
Service Industry	3,054	3,129	100	75	2.5
E. Water Supply; Sewage, Waste Management, Materials Recovery	38	38	1.2	0	-0.4
G. Wholesale and Retail Trade	1,740	1,719	54.9	-21	-1.2
I. Accommodation and Food Service Activities	194	211	6.7	17	8.9
J. Information and Communication	195	207	6.6	12	5.9
L. Real Estate Activities	208	214	6.8	6	3.0
M. Professional, Scientific and Technical Activities	215	244	7.8	28	13.2
N. Business Facilities Management and Business Support Services; Rental and Leasing Activities	118	128	4.1	10	8.6
P. Education	43	46	1.5	3	5.8
Q. Human Health and Social Work Activities	199	211	6.7	11	5.7
R. Arts, Sports and Recreation Related Services	56	61	1.9	5	8.6
S. Membership Organizations, Repair and Other Personal Services	47	51	1.6	4	8.9

< Change and percent change in annual sales by industry >



◇ In 2023, the share of establishments using digital platform transactions and introducing unmanned payment devices went up by 1.7%p and 0.4%p, respectively, from 2022. The share of establishments introducing sale through delivery (courier) remained the same as 2022.

< Status of establishments of digital platform transactions, unmanned payment machines and sale through delivery (courier) >

(Unit: thousand establishments, %, %p)

Classification*	2022			2023			Change in the share
	Total number of establishments	Number of establishments of transaction, introduction or sale)	Share	Total number of establishments	Number of establishments of transaction, introduction or sale)	Share	
Digital platform transactions	2,501	479	19.2	2,563	535	20.9	1.7
Introduction of unmanned payment devices	1,865	105	5.6	1,920	115	6.0	0.4
Sale through delivery (courier)	1,802	757	42.0	1,853	779	42.0	0.0

* Survey industries

- [Digital platform transactions]: G. Wholesale and retail trade, I. Accommodation and Food Service Activities, J. Information and Communication
- [Introduction of unmanned payment machines]: G47. Retail Trade, I55. Accommodation, I56. Food and Beverage Service Activities
- [Sale through delivery (courier)]: G47. Retail Trade, I56. Food and Beverage Service Activities

□ (Digital platform transactions)

In 2023, the share of establishments using digital platform transactions stood at 20.9%, up 1.7%p year-on-year.

- As for the share of establishments using digital platform transactions, 'Accommodation' recorded the highest figure of 52.8%, which was followed by 'Retail trade' (26.6%).

○ As for the year-on-year change in the share of establishments using digital platform transactions, 'Accommodation' and 'Computer programming, consultancy and related activities' went up by 5.7%p and 4.6%p, respectively. In the meantime, 'Publishing activities' and 'Wholesale trade on own account or on a fee or contract basis' went down by 2.2%p and 0.7%p, respectively.

(Introduction of unmanned payment devices)

In 2023, the share of establishments introducing unmanned payment devices stood at 6.0%, up 0.4%p year-on-year.

○ As for the share of establishments introducing unmanned payment devices, 'Food and beverage service activities' recorded the highest figure of 8.7%, which was followed by 'Accommodation' (6.6%).

○ As for the year-on-year change in the share of establishments introducing unmanned payment devices, 'Food and beverage service activities' recorded the highest figure of 0.8%p, which was followed by 'Accommodation' (0.2%p).

(Sale through delivery (courier))

In 2023, the share of establishments introducing sale through delivery (courier) stood at 42.0%, remaining the same year-on-year.

○ As for the share of establishments introducing sale through delivery (courier), 'Retail trade' recorded the highest figure of 48.7%, which was followed by 'Food and beverage service activities' (33.2%).

○ As for the year-on-year change in the share of establishments introducing sale through delivery (courier), 'Retail trade' grew by 1.7%p, while 'Food and beverage service activities' declined by 2.5%p.