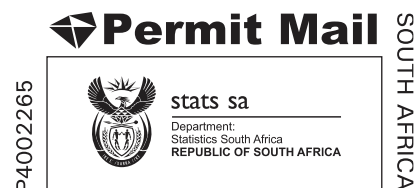


Real estate, activities auxiliary to financial intermediation and business services large sample survey, 2020

Other business services n.e.c.

↓ *When contacting Stats SA, please quote this number:*

Reference number	
Legal name	
Trading name	
Address	
Postal code	



↑ *Please correct any errors in the address label above.*

Purpose of the survey

The Real estate, activities auxiliary to financial intermediation and business services large sample survey is conducted periodically. The survey collects data on the nature (activities) and structure of the business services industry. The collected information is used by government for policy formulation and decision-making, and to monitor performance of the industry. These statistics can also be used in analysis of comparative business and investment decisions.

The results will be published in a statistical report (Report No. 80-04-02) by the end of September 2022. These results will also be made available on our website: www.statssa.gov.za. Previous reports can also be viewed on this website.

Collection authority

The information required is collected under section 16 of the Statistics Act, 1999 (Act No. 6 of 1999). Your cooperation is sought in completing and returning this questionnaire by the due date. **According to the Act, the provision of the information sought is compulsory.**

Confidentiality

Also, according to section 17 of the Statistics Act, 1999 (Act No. 6 of 1999), your completed questionnaire will be treated as strictly confidential by Statistics South Africa (Stats SA). Results are presented in an aggregated form only.

Reference period

This questionnaire must be completed for your financial year **ending on any date between 01 July 2019 and 30 June 2020.**

Due date

Please complete this questionnaire and return it by email, fax or business reply service envelope to Stats SA by2021.

Stats SA recommends that you retain a copy to refer to in the event of a query.

Help available

If you experience problems completing this questionnaire, or find that it will be difficult for you to meet the due date, please contact:

- Name:
- Telephone number:
- Fax number:
- Email address:
- Website: www.statssa.gov.za
- Postal address: Statistics South Africa
Private Bag X44
Pretoria
0001

Person whom Stats SA should contact if any queries arise regarding the completed questionnaire

Name		Telephone number	
Position or title		Cellphone number	
Signature		Fax number	
Date		Email address	

Please note:

- All figures should **exclude value added tax (VAT), discount allowed and discount received.**
- Only the **South African-based activities** of the enterprise should be included in the questionnaire.
- Information reported in this questionnaire should comply with South African Generally Accepted Accounting Practice (SA GAAP) or International Financial Reporting Standards (IFRS).
- If exact figures are not available, provide careful estimates.
- The items listed under **'Include'** and **'Exclude'** are only examples and should not be taken as a complete list of items to be included or excluded.
- Report all monetary values in **rand thousands** (R'000). For example, if the value is R6 000, write 6, if it is R79 000, write 79, if it is R1 980 000, write 1 980 and so on.

Definition
 An **enterprise** is a legal unit or a combination of legal units that includes and directly controls all functions necessary to carry out its business activities.

Part 1 – General information

1. Registration of the business and the location of the business or head office

Registered/legal name	
Trading name(s)	
Company registration number	
Income tax number	
VAT number	
Street number	
Street name	
Province.....	
Village/town/city	
Physical address postal code	

2. Indicate your type of ownership or organisation (Mark the appropriate box with an 'X')

Individual (Sole Proprietor)	
Partnership	
Public company (Ltd)	
Private company (Pty) Ltd	
Public corporation	
Close corporation (CC)	
Incorporated (Inc.)	
Cooperative society (Co-op)	
State-owned enterprise (SOE)	
Non-profit institution/company/organisation (section 21)	
Joint venture	
Trust	
Other (specify)	

3. Period covered by this questionnaire

Note:

This questionnaire should be completed for the financial year of the enterprise that **ends on any date between 01 July 2019 and 30 June 2020, according to your usual reporting schedule.**

Examples

- 01 August 2018 – 31 July 2019
- 01 October 2018 – 30 September 2019
- 01 January 2019 – 31 December 2019
- 01 February 2019 – 31 January 2020
- 01 March 2019 – 28 February 2020
- 01 April 2019 – 31 March 2020
- 01 July 2019 – 30 June 2020

Indicate the period covered by this questionnaire.

From							
D	D	M	M	Y	Y	Y	Y

To							
D	D	M	M	Y	Y	Y	Y

If the period covered by this questionnaire is not 12 months, please give reasons.

Indicate **any changes** that have occurred in this enterprise during the financial year (e.g. change of financial year, takeover, merger, acquisition, new location, liquidation, closure).

Also indicate any **major events** that impacted significantly on sales and/or services rendered (e.g. economic downturn, natural disaster, fire, crime, new contracts).

4. Indicate the main activity, as well as any secondary activity/activities from which the enterprise derived its income during the reporting period

Definition

The **main activity** of the enterprise is the activity from which the largest part of its income is derived.

Note:

Describe the main and/or secondary activities as clearly as possible in the appropriate space.

4.1 Main activity:

	For official use
	5-digit SIC

4.2 Secondary activities:

5. Information and communication technology (ICT) usage (Mark the appropriate box with an 'X')

Definitions

Computer: An electronic device that is capable of receiving information (data) in a particular form and of performing a sequence of operations in accordance with a predetermined but variable set of procedural instructions (program) to produce a result in the form of information or signals. These include desktop, portable, laptop and handheld computers (e.g. personal digital assistants), minicomputers and mainframes. A computer does not include computer-controlled machinery or electronic tills.

Electronic commerce (e-commerce): The buying and selling of goods, services and information products via an electronic medium such as the Internet.

Internet banking: An electronic payment system that enables customers of a bank or other financial institutions to conduct a range of financial transactions through the financial institution's website.

Electronic government (e-government): The employment of the Internet for delivering government information and services to citizens, private companies and other public, profit, and non-profit organisations.

5.1 Does this enterprise use computers/electronic devices for business purposes?

Yes	No
-----	----

5.2 Does this enterprise use a fixed line for business purposes?

Yes	No
-----	----

5.3 Does this enterprise use a corporate mobile phone for business purposes?

Yes	No
-----	----

5.4 Does this enterprise use a fax machine for business purposes?

Yes	No
-----	----

5.5 Does this enterprise use the Internet for business purposes?

Yes	No
-----	----

5.6 What factors prevent your company from using the Internet?

Slow Internet connection

High price of data	Employees do not have the necessary skills to use Internet	ICT is not necessary to conduct our business	Other
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5.7 What are the main uses of the Internet in the enterprise (please select up to 3 answers)?

Email

Information services	Business promotions (advertising)	e-commerce	e-government	e-learning	Internet banking	Virtual teams, remote working, telecommunity	VoIP (i.e. Skype)	Other
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5.8 Does this enterprise use the Internet for banking or any other financial services (e.g. insurance, pensions)?.....

Yes	No
-----	----

5.9 Does this enterprise use e-government services to access information from government departments?

Yes	No
-----	----

5.10 Does this enterprise use e-government services for electronic procurement?

Yes	No
-----	----

5.11 Does this enterprise receive orders (or bookings) over the Internet?

Yes	No
-----	----

5.12 Does this enterprise place orders (or bookings) over the Internet?

Yes	No
-----	----

5.13 Does this enterprise use the Internet for e-learning?

Yes	No
-----	----

5.14 Does this enterprise use social networks (e.g. Facebook, Twitter, LinkedIn) to conduct business?

Yes	No
-----	----

5.15 Does this enterprise use ICT-based supply chains (e.g. tracking systems) to conduct business?

Yes	No
-----	----

5.16 (a) Does this enterprise have a web page for business purposes?

Yes	No
-----	----

(b) If yes, please supply us with the web address.....

www.

(c) What is the main purpose of the website?.....

Advertising of own business
Selling goods and services
Update clients with news related to your business
Other

(d) Can financial transactions with your enterprise be undertaken on the website?

Yes	No
-----	----

5.17 Is the IT department of this enterprise outsourced (whether partially or fully)?.....

Yes	No
-----	----

5.18 Which Internet connection is used?

Broadband fixed line (greater than 1 Mbps) e.g. FTTH, ADSL, Cable.
Broadband mobile (greater than 1 Mbps) e.g. 3G.

5.19 Does this enterprise invest in ICT training?

Yes	No
-----	----

6. Exports and imports

Note:

- If your enterprise either sold or purchased goods to/from enterprises based outside South Africa during the financial year, report the amounts received or paid during this period.
- If your enterprise either provided or received services to/from enterprises based outside South Africa during the financial year, report the amounts received or paid during this period.

R'000

6.1 Goods exported: Total amount received from enterprises based outside South Africa for goods sold	
--	--

Specify the nature and amount of the two largest items included in 'Goods exported' in Question 6.1.

Description of goods exported	R'000

R'000

6.2 Goods imported: Total amount paid to enterprises based outside South Africa for goods purchased	
---	--

Specify the nature and amount of the two largest items included in 'Goods imported' in Question 6.2.

Description of goods imported	R'000

R'000

6.3 Services exported: Total amount received from services rendered to enterprises based outside South Africa	
---	--

Specify the nature and amount of the two largest items included in 'Services exported' in Question 6.3.

Type of services exported	R'000

Include

- Fees for training and management services provided to enterprises based outside South Africa.
- Total amount received from rendering services to enterprises based outside South Africa.

R'000

6.4 Services imported: Total amount paid to enterprises based outside South Africa for services received	
--	--

Specify the nature and amount of the two largest items included in 'Services imported' in Question 6.4.

Type of services imported	R'000

Include

- Training, advertising, post, courier and telecommunication services, fees for management services and legal fees paid to enterprises based outside South Africa.
- Total amount paid to enterprises based outside South Africa for services received.

Part 2 – Employment

- Definitions**
- **Employee** is a person (permanently, temporarily or casually/seasonally employed) who normally works the agreed hours in his/her present job.
 - **Working proprietors** include all individual proprietors and partners, whether they earn a salary or not, who are actively engaged in the work of the enterprise, excluding silent or inactive partners whose principal activity is outside of the enterprise.
 - **Permanent employees** are employees appointed on an open-ended contract with no stipulated termination date or a fixed-term contract for periods of more than one year.
 - **Temporary employees** are employees appointed on a short-term contract basis with a stipulated termination date for periods not exceeding one year.
 - **Casual employees** are employees who fall neither within the ‘permanent employees’ category nor the ‘temporary employees’ category. Such employees are typically working daily or hourly.
 - **Labour/employment brokers** are agents who recruit and administer workers on behalf of the enterprise. They do not provide any other service.

7. Number of working proprietors and employees who received salaries and wages for the last pay period ended on or before 30 June 2020

- Include**
- Directors who received a salary and/or a fee.
 - Executive, managerial, casual and any other employees who received payment but are not included on the main payroll.
 - Employees who were absent for part or all of the reference period but received payment through the payroll, including those who commenced or terminated employment.
 - Employees on paid leave or on leave without payment.
 - People paid by commission only, with no salary or wage component.
 - Employees paid on a commission basis and a retainer, wage or salary.
 - Employees who received payment through the payroll from the Compensation Fund.
 - Employees based abroad but paid from South Africa.
 - Working proprietors/working partners of unincorporated businesses who are paid.

- Exclude**
- Subcontractors and consultants who are self-employed.
 - Labour/employment brokers (**include in Question 8**).
 - Any employees who were not paid during the reference period.
 - Employees based in South Africa but paid from outside South Africa.

Employment	Male employees	Female employees	Total employees
Working proprietors			
Permanent			
Temporary			
Casual			
Total			

8. Number of employees employed through labour/employment brokers for the last pay period ended on or before 30 June 2020.....

- Exclude**
- Employees of service providers.
 - Employees of subcontractors other than labour/employment brokers.

Part 3 – Income items

9. Sales of goods, **excluding VAT and discount allowed** R'000

- Include**
- Export sales.
 - Goods for resale.
 - For long-term contracts include progress payments billed.

- Exclude**
- Value added tax (VAT).
 - Discount allowed.
 - Interest received (**include in Question 11.1**).

10. Income from services rendered, **excluding VAT and discount allowed (must correspond with Part 7, Question 42)** R'000

- Include**
- Income from fees for business and related services rendered.
 - Contract, subcontract and commission income.
 - Income from advisory/consultancy services.
 - Management and administrative fees received.

- Exclude**
- Value added tax (VAT).
 - Discount allowed.
 - Interest received (**include in Question 11.1**).
 - Rent received and hiring income, **whether or not as part of business operation (include in Question 11.3)**.

11. **Other income (sum of Question 11.1 to Question 11.5)** R'000

- | | R'000 | |
|--|---|--|
| 11.1 Interest..... | | |
| 11.2 Government subsidies and incentives (only from South African government) | | |
| 11.3 Rental and hiring income of land, buildings, vehicles, plant and equipment under operating leases | | |
| 11.4 Royalties | | |
| 11.5 Other income..... | | |

- Include**
 Any other income item not listed above in **Question 9 to Question 11.4**.

Specify the nature and amount of the two largest items included in 'Other income' in **Question 11.5**.

Description of other income	R'000	

12. **Total income, excluding VAT and discount allowed (sum of Question 9 to Question 11)** R'000

Part 4 – Inventory

	R'000
13. Total opening value	
14. Total closing value	

Part 5 – Expenditure items

	R'000
15. Purchases and transfers-in of goods, excluding VAT and discount received	

- Include**
- Fuel and lubricants, **if part of operating expenditure.**
 - Goods for resale.
 - Consumables (e.g. protective clothing, uniforms, cleaning materials).

- Exclude**
- Value added tax (VAT).
 - Discount received.
 - Capital expenditure on assets **(include in Question 27).**
 - Subcontract and commission expenses **(include in Question 16.1).**
 - Opening and closing stock **(included in Part 4).**

Definition
Subcontracting is the business practice where a business employs additional enterprises or independent individuals to carry out work or deliver a service on contract to assist the company with the completion of part or the overall project, task or activity.

	R'000
16. Subcontractors and labour/employment brokers paid (sum of Question 16.1 and Question 16.2)	

- Include**
- Commission paid to outside concerns.
 - Payments for work outsourced on contract.

- Exclude**
- Commission paid to own employees **(include in Question 17).**

	R'000
16.1 Subcontractors, excluding labour/employment brokers	
16.2 Labour/employment brokers	

Definition

Employment costs is the total cost of employment, including salaries, wages, service and other bonuses, allowances (including car allowances), overtime payments, retirement benefits, contributions to medical, pension and provident funds, unemployment insurance and accident funds and housing subsidies.

R'000

17. Employment costs.....

Include

- Salaries and fees paid to directors, executives and managers.
- Commission paid.
- Employer's contribution to pension, provident, medical aid, sick pay and other funds, e.g. Unemployment Insurance Fund (UIF) and the Compensation Fund.
- Payments made from South Africa to employers or employees based abroad.
- Payments for all types of leave.
- Incentive payments for piecework, or profit-sharing schemes.
- Fringe benefits paid in cash, e.g. housing, mortgage and rent subsidies, transport and cellphone allowances.
- Allowances and penalty payments.
- Value of any salary sacrificed.
- Bonuses.
- Payments that were made during the reference period, but that relate to other pay periods, e.g. annual leave, thirteenth cheque and leave gratuity payments.

Exclude

- Severance, termination and redundancy payments **(include in Question 21.10).**
- **Payments to subcontractors** and consultants who are self-employed and not part of this enterprise **(included in Question 16.1).**
- Payment to labour/employment brokers **(included in Question 16.2).**
- Payments paid from abroad to employers or employees based in South Africa.
- Reimbursement of expenses, e.g. travel, entertainment, meals and other expenses.
- The imputed value of fringe benefits.
- Fringe benefits tax.

R'000

18. Leasing and hiring of plant, machinery, equipment and vehicles under operating leases....

Exclude

Rental on land and buildings **(include in Question 19).**

R'000

19. Rental and leasing of land, buildings and other structures under operating leases.....

20. **Motor vehicle running expenditure (sum of Question 20.1 and Question 20.2)**

Include

- Fuel for other vehicles if **not part of operation.**
- Motor vehicle licence fees.
- Motor vehicle parking fees.

Exclude

- Fuel and lubricants, **if part of operating expenditure (included in Question 15).**

R'000

20.1 Road tolls

20.2 Other motor vehicle running expenditure.....

	R'000	<input style="width: 100%; height: 20px;" type="text"/>
21. Total other expenditure (sum of Question 21.1 to Question 21.10)		
	R'000	
21.1 Interest.....	<input style="width: 100%; height: 20px;" type="text"/>	
21.2 Insurance.....	<input style="width: 100%; height: 20px;" type="text"/>	
21.3 Advertising, marketing, promotions	<input style="width: 100%; height: 20px;" type="text"/>	
21.4 Telecommunication.....	<input style="width: 100%; height: 20px;" type="text"/>	
21.5 Security services	<input style="width: 100%; height: 20px;" type="text"/>	
21.6 Repairs and maintenance.....	<input style="width: 100%; height: 20px;" type="text"/>	
21.7 Utilities (water and electricity).....	<input style="width: 100%; height: 20px;" type="text"/>	
21.8 Royalties.....	<input style="width: 100%; height: 20px;" type="text"/>	
21.9 Depreciation.....	<input style="width: 100%; height: 20px;" type="text"/>	
21.10 Other expenditure	<input style="width: 100%; height: 20px;" type="text"/>	

Include
Any other expenditure item not listed above in **Question 15 to Question 21.9.**

Specify the nature and amount of the two largest items included in 'Other expenditure' in **Question 21.10.**

Description of other expenditure	R'000

	R'000	<input style="width: 100%; height: 20px;" type="text"/>
22. Total expenditure, excluding VAT and discount received (sum of Question 15 to Question 21)		

Part 6 – Profit or loss, company tax, dividends, capital expenditure on assets for the financial year

Note:

- Provide the actual profit or loss figure as in the income statement of this enterprise for the reporting period.
- Report the result before taking into account the previous year’s losses, if any.

	R'000
23. Net profit or loss before tax (Question 12 minus Question 13 plus Question 14 minus Question 22)	
24. Company tax	
25. Net profit or loss after tax (Question 23 minus Question 24)	
26. Dividends paid or provided for	
27. Capital expenditure on assets (sum of Question 27.1 to Question 27.5)	

Include
Assets acquired, include renovations and additions during the financial period.

	R'000
27.1 Capital expenditure on land, buildings and construction works, roads, parking areas and leasehold improvements	
27.2 Capital expenditure on plant and machinery	
27.3 Capital expenditure on computers and other equipment	
27.4 Capital expenditure on motor vehicles, fleet and other transport equipment	
27.5 Other capital expenditure	

Specify the nature and amount of the two largest items included in 'Other capital expenditure' in Question 27.5.

Description of other capital expenditure	R'000

Part 7 – Details of income from services rendered

Note:

- Report income from the kind of other business services undertaken for the financial year.
- Report all monetary values in rand thousands (R'000). Where the values in your accounts are not expressed in rand thousands, round them off to the nearest thousand rand.
- If exact rand values are not readily available, please provide careful estimates.

Other business services rendered basis on a fee or contract to clients/businesses	Income (R'000)	For office use
28. Credit reporting services (e.g. credit rating, credit investigations)...		85910 0000
29. Collection agency services (e.g. debt, regular accounts such as utility bills), excluding rent collection services.....		85920 0000
30. Total income from telephone-based support services (sum of Question 30.1 to Question 30.3).....		TOTAL 0030
30.1 Telephone call centre services.....		85931 0001
30.2 Telemarketing services.....		85931 0002
30.3 Other telephone-based support services (e.g. telephone answering, wake-up).....		85939 0000

Specify the nature and amount of the two largest items included in 'Other telephone-based support services' in Question 30.3.

Description of other telephone-based support services	R'000

31. Total income from office administrative services (sum of Question 31.1 to Question 31.4).....		TOTAL 0031
31.1 Reception services.....		85940 0001
31.2 Billing and record keeping services		85940 0002
31.3 Personnel and mail services		85940 0003
31.4 Other office administrative services.....		85940 0009

Specify the nature and amount of the two largest items included in 'Other office administrative services' in Question 31.4.

Description of other office administrative services	R'000

Part 7 – Details of income from services rendered (continued)

Other business services rendered basis on a fee or contract to clients/businesses	Income (R'000)	For office use
32. Total income from specialised office support services (sum of Question 32.1 to Question 32.5)		TOTAL 0032
32.1 Mailing list compilation services from telephone directories and other sources		85952 0001
32.2 Mailing services (e.g. envelope stuffing, addressing, sealing, mailing), excluding direct advertising mailing services.....		85953 0001
32.3 Document preparation services, including editing, proofreading, typing, word processing and desktop publishing		85954 0001
32.4 Secretarial support services.....		85954 0002
32.5 Other specialised office support services		85954 0009

Specify the nature and amount of the two largest items included in 'Other specialised office support services' in Question 32.5.

Description of other specialised office support services	R'000

33. Event planning, organising and management services, including exhibition and demonstration services		85960 0000
34. Duplication services, other than by office printing (e.g. photocopying, scanning)		85951 0000
35. Total income from other information services (sum of Question 35.1 and Question 35.2)		TOTAL 0035
35.1 Telephone-based information services		85991 0001
35.2 Information search services		85991 0002
36. Total income from other business supporting services (sum of Question 36.1 to Question 36.11)		TOTAL 0036
36.1 Business brokerage services (transfer agents), other than for real estate		85999 0001
36.2 Appraisal services, other than for real estate and insurance.....		85999 0002
36.3 Stenotype and transcription services.....		85999 0003
36.4 Translation and interpretation services.....		83950 0000
36.5 Landscape care and maintenance services.....		85970 0000
36.6 Agency services (e.g. booking, casting, motor licence attainment).....		85999 0004
36.7 Auctioneering services, other than in connection with legal procedures...		85999 0005

Part 7 – Details of income from services rendered (continued)

Other business services rendered basis on a fee or contract to clients/businesses	Income (R'000)	For office use
36.8 Meter reading services.....		85999 0006
36.9 Management services for copyrights, except from films.....		85999 0007
36.10 Management services for rights to industrial property (patents, licences, trademarks, franchises).....		85999 0008
36.11 Other supporting services to businesses.....		85999 0009

Specify the nature and amount of the two largest items included in 'Other supporting services to businesses' in Question 36.11.

Description of other supporting services to businesses	R'000

37. Total income from business advisory/consultancy services (sum of Question 37.1 to Question 37.2).....		TOTAL 0037
37.1 Registered trademarks and franchises advisory/consultancy services.....		83960 0000
37.2 Other business advisory/consultancy services.....		83990 9000

Specify the nature and amount of the two largest items included in 'Other business advisory/consultancy services' in Question 37.2.

Description of other business services advisory/consultancy services	R'000

38. Other professional, technical and business services.....		83990 0009
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Specify the nature and amount of the two largest items included in 'Other professional, technical and business services' in Question 38.

Description of other professional/technical business services	R'000

Part 7 – Details of income from services rendered (concluded)

Other business services rendered on a fee or contract basis to clients/businesses	Income (R'000)	For office use
39. Total income from design services, excluding architectural design services (sum of Question 39.1 to Question 39.5)		TOTAL 0039
39.1 Interior design and decorating services, including the dressing of windows and stalls.....		83911 0000
39.2 Industrial design services.....		83912 0000
39.3 Graphic design services, including graphic design for advertising purposes.....		83919 0002
39.4 Fashion design services.....		83919 0003
39.5 Other specialised design services.....		83919 0009

Specify the nature and amount of the two largest items included in 'Other specialised design services' in Question 39.5.

Description of other specialised design services	R'000

40. Total income from other business services (sum of Question 28 to Question 39)		TOTAL 0040
--	--	-------------------

Other services rendered	Income (R'000)	For office use
41. Other services rendered		85999 9999

Specify the nature and amount of the two largest items included in 'Other services rendered' in Question 41.

Description of other services rendered	R'000

42. Total income from services rendered (sum of Question 40 and Question 41) (must correspond with Part 3, Question 10)		TOTAL SERV
--	--	-------------------

Part 8 – Income by client base**Note:**

If exact rand values are not readily available, please provide careful estimates.

Type of customer	Income R'000
43. Businesses (including SOEs)	
44. Individuals.....	
45. Government (national, provincial and local).....	
46. Total income by client base (sum of Question 43 to Question 45) (must correspond with Part 3, sum of Question 9 and Question 10)	

