

Personal services industry large sample survey, 2023

Activities of membership organisations

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

Reference number	
Legal name	
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Postal code	



stats sa

Department:
Statistics South Africa
REPUBLIC OF SOUTH AFRICA

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Purpose of the survey

Personal services' industry large sample survey is conducted every three to five years. This survey collects data on the nature (activities) and structure of the personal services industry. Collected information is used by government for policy formulation, 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. 90-01-01) by the end of September 2025. These results will also be made available on our website: www.statssa.gov.za. Previous reports can also be viewed on the same website.

Collection authority

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

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.

Protection of Personal Information Act

We confirm that the Statistics Act is consistent with the conditions stipulated in the Protection of Personal Information Act (POPIA), 2013 (Act No. 4 of 2013).

Reference period

This questionnaire must be completed for your financial year **ending on any date between 01 July 2022 and 30 June 2023.**

Due date

Please complete this questionnaire and return it by email to Stats SA by .

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:
- Email address:
- Website: www.statssa.gov.za

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

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

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).
- 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.

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/Plot number					
Street name.....					
Province					
Village/town/city.....					
Physical address, postal code.....					
GPS coordinates.....	Latitude:				
	Longitude:				
Is the entity a franchise? (Mark the appropriate box with an 'X').....	YES	NO			

2. Indicate your type of ownership or type of 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)/parastatals	
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 2022 and 30 June 2023, according to your usual reporting schedule.**

Examples

- 01 August 2021 – 31 July 2022
- 01 October 2021 – 30 September 2022
- 01 January 2022 – 31 December 2022
- 01 February 2022 – 31 January 2023
- 01 March 2022 – 28 February 2023
- 01 April 2022 – 31 March 2023
- 01 July 2022 – 30 June 2023

Indicate the period covered by this questionnaire.

From								To							
D	D	M	M	Y	Y	Y	Y	D	D	M	M	Y	Y	Y	Y

Indicate any changes that have occurred in this enterprise during the financial year: (Mark the appropriate box with an 'X')

Change of financial year	Takeover	Merger	Acquisition	New location	Name change	Liquidation	Closure	New company
None	Other (specify):							

Also indicate any **factors** that impacted significantly on production and sales of goods and services rendered: (Mark the appropriate box with an 'X')

COVID-19 pandemic (Lockdown)	Economic downturn	Fire	Dysfunctional ports	Crime	Natural disaster	Strikes/Labour unrest
Supply constraints	New contracts	Prices	Load shedding	Poor roads	None	Other (specify):

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

Note:
 Describe the main and secondary activity/activities as clearly as possible in the appropriate space, e.g. diamond mining instead of only mining; construction of homes; wholesale or retail trade of pharmaceuticals, etc.

4.1 Main activity:

.....	For official use
.....	5-digit SIC

4.2 Secondary activity/activities:

.....	For official use
.....	5-digit SIC

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

Definitions

Computing device: A device 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. This includes a **desktop, portable or handheld computer or device (e.g. personal digital assistants, smartphone, notebook), laptop or mainframe.**

Digital innovation: The process of transforming a company's existing value chain with digital equivalents. The application of **software technologies to existing business practices.** Examples include new software, applications, platforms, cloud-based services, artificial intelligence and automation.

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 computing devices for internet and/or digital innovation for business purposes.....

Yes	No
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5.2 If 'Yes', what are the main uses of internet or digital innovation in the enterprise? (You may choose more than one option)

Email	Business promotions (advertising) (e.g. social networks, online marketplaces)	e-government	e-learning	ICT-based supply chains (e.g. tracking systems) to conduct business	Information services
internet banking	Virtual teams, remote working, telecommunity	VoIP (e.g. Skype, WhatsApp calling)	Receive orders/bookings	Place orders/bookings	e-recruitment

Other (specify):

5.3 Which mode(s) of internet connectivity is (are) used for business purposes? (You may choose more than one option)

Fibre	Fixed LTE	Fixed 5G	Other	None
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5.4 (a) Is the ICT department of this enterprise outsourced?.....

Yes	No
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(b) If 'yes', to what extent is ICT outsourced?

Fully	Partially
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5.5 (a) Does this enterprise plan to invest in ICT over the next three years?.....

Yes	No
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(b) If 'yes', how much money will be allocated for this purpose? (Select the appropriate option).....

Less than R5 million	More than R5 million, but less than R10 million	More than R10 million, but less than R20 million	More than R20 million, but less than R50 million	More than R50 million
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5.6 Which of the following working from home models, if any, did the business use during the financial period concerned? (Select the appropriate option)

Fully remote	Hybrid	None
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6. Exports and imports

Note:

- If your enterprise either sold or purchased goods outside South Africa during the financial year, report the amounts received or paid.
- If your enterprise either provided or received services outside South Africa during the financial year, report the amounts received or paid.

Exclude

Capital expenditure on assets.

R'000

6.1 Goods exported: Total amount received for goods sold outside South Africa

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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 for goods purchased outside South Africa

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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 for services rendered outside South Africa

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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 establishments outside South Africa.
- Total amount received from rendering services outside South Africa.

R'000

6.4 Services imported: Total amount paid for services rendered outside South Africa

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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 establishments outside South Africa.
- Total amount paid to establishments 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.
- **Full-time employees** are those (permanent, temporary or casual) who normally work the agreed hours i.e. **40 hours or more** per week.
- **Part-time employees** are those (permanent, temporary or casual) who usually work **less than 40 hours per** week.
- **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 employees who received salaries and wages for the last pay period ended on or before 30 June 2023

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.
- 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 of unincorporated businesses who received payment through the payroll.

Exclude

- Subcontractors and consultants who are self-employed and **not** part of this enterprise.
- Labour/employment brokers (**include in Question 8**).
- Any employees who were not paid during the reference period.
- Employees paid on a commission basis only (i.e. a retainer, wage or salary was **not** paid).
- Employees based in South Africa but paid from outside South Africa.

Employment	Male employees	Female employees	Total employees
Full-time			
Part-time			
Total			

8. Number of employees employed through labour/employment brokers for the last pay period ended on or before 30 June 2023

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**
- Sales of goods.
 - Export sales and export freight charges.
 - Sales on long-term contracts, including progress payments billed.
 - Delivery and/or installation charges **if not invoiced separately**.
 - Railage and transport-out.

- Exclude**
- Value added tax (VAT).
 - Discount allowed.
 - Interest received (**include in Question 11.1**).
 - Rental, leasing and hiring income (**include in Question 11.2**).

10. Services rendered, **excluding VAT and discount allowed (must correspond with Part 7, Question 35)** R'000

- Include**
- Income and fees from services rendered.
 - Contract, subcontract and commission income.
 - Management fees/charges from related and unrelated establishments.
 - Subscription and membership fees.
 - Tithes and offerings (contributions).
 - Administrative and commission charges received as an agent.

- Exclude**
- Value added tax (VAT).
 - Discount allowed.
 - Interest received (**include in Question 11.1**).
 - Export freight charges (**include in Question 9**).

11. **Total other income (sum of Question 11.1 to Question 11.12)** R'000

	R'000	
11.1 Interest.....		
11.2 Rental, leasing and hiring income.....		
11.3 Dividends		
11.4 Profit on financial and other assets: disposal of assets, realisation for cash and revaluation of assets.....		
11.5 Profit on financial and other liabilities: redemption, liquidation and revaluation of liabilities.....		
11.6 Government (national, provincial and local) subsidies and incentives received (only from South African government).....		
11.7 Government (national, provincial and local) capital transfers received (only from South African government).....		
11.8 Donations (including grants).....		
11.9 Sponsorships.....		

R'000

11.10 Research and development.....

Include

Income received from research and development projects.

R'000

11.11 Royalties, franchise fees, copyright, trade names, trademarks and patent rights received.....

11.12 Other income

Include

Any other income item not listed above in **Question 9 to Question 11.11**.

Exclude

- Management fees/charges from related and unrelated establishments (**include in Question 10**).
- Administrative and commission charges received as an agent (**include in Question 10**).

Specify the nature and amount of the two largest items included in 'Other income' in **Question 11.12**.

Description of other income	R'000
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>

R'000

12. Total income, *excluding VAT and discount allowed* (**sum of Questions 9 to 11**).....

Part 4 – Inventory

13. Total opening values	R'000 <input style="width: 100%; height: 30px;" type="text"/>
14. Total closing values	<input style="width: 100%; height: 30px;" type="text"/>

Part 5 – Expenditure items

15. Purchases and transfers-in of goods, excluding VAT and discount received (must correspond with Part 8, Question 42)	R'000 <input style="width: 100%; height: 30px;" type="text"/>
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- Include**
- Packaging and containers.
 - Consumables, protective clothing, uniforms.
 - Motor vehicle running expenditure, including parts and fuel **if part of operating expenditure.**

- Exclude**
- Value added tax (**VAT**).
 - Discount received.
 - Subcontract and commission expenses (**include in Question 16.1**).
 - Opening and closing inventory (**include 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.

16. Total subcontractors and labour/employment brokers paid (sum of Question 16.1 and Question 16.2)	R'000 <input style="width: 100%; height: 30px;" type="text"/>
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- Include**
- Commission paid (outside concerns).
 - Payments for work outsourced on contract.

- Exclude**
 Commission paid to own employees (**include in Question 17.1**).

16.1 Subcontractors, excluding labour/employment brokers	R'000 <input style="width: 100%; height: 30px;" type="text"/>
16.2 Labour/employment brokers	<input style="width: 100%; height: 30px;" type="text"/>

Definition
Employment costs refer to 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.

17. Total staff-related costs (sum of Question 17.1 and Question 17.2)	R'000 <input style="width: 100%; height: 30px;" type="text"/>
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R'000

17.1 Employment costs

Include

- Salaries and/or fees paid to directors, executives and managers.
- Commission if a retainer, wage or salary was also 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.
- Incentives 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.
- 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 17.2**).
- Commission if a retainer, wage or salary was **not** paid.
- **Payments to subcontractors** and consultants who are self-employed and not part of this enterprise (**included in Question 16.1**).
- Payments 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.
- Staff welfare including amenities (canteen, crèche, gym).

R'000

17.2 Severance, termination and redundancy payments.....

R'000

18. Leasing and hiring of plant, machinery, equipment and vehicles.....

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.....

Include

- Fuel for other vehicles **not part of operating expenditure**.
- Road tolls **not part of operating expenditure**.
- Spare parts and repairs done by own employees.
- Motor vehicle clearance fees.
- Motor vehicle licence fees and permits.
- Motor vehicle parking fees.

Exclude

Fuel, lubricants (including oils), gas, tyres, tubes and spare parts, **if part of operating expenditure (included in Question 15)**.

R'000

21. Total other expenditure (sum of Question 21.1 to Question 21.13)

R'000

21.1 Interest (finance cost)

21.2 Insurance

21.3 Research and development

Include

All current and labour expenditure and contract payments related to research and development.

Exclude

Capital expenditure (include in Question 27).

R'000

21.4 Advertising, marketing, promotions

21.5 Management and administration fees

21.6 Bursaries, scholarship and sponsorship

21.7 Depreciation and amortisation

21.8 Repairs and maintenance

21.9 Losses on foreign transactions resulting from changes in foreign exchange rates

21.10 Losses on financial and other liabilities: redemption, liquidation and revaluation of liabilities

21.11 Losses on financial and other assets: disposal of assets, realisation for cash and revaluation of assets

Include

- Provision for bad debt and bad debt written off.
- Assets written off.
- Losses on share trading.
- Impairment of assets.

R'000

21.12 Utilities (water and electricity)

21.13 Other expenditure

Include

Any other expenditure item not listed above in (Question 15 to Question 21.12).

Specify the nature and amount of the two largest items included in 'Other expenditure' in Question 21.13.

Description of other expenditure

R'000

R'000

22. Total expenditure, excluding VAT and discount received (sum of Question 15 to Question 21)

Part 6 – Profit or loss, company tax, dividends and capital expenditure on new 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.
- Loss should be indicated with a minus (-) or brackets.

	R'000
23. Net profit or loss <i>before tax</i> (Question 12 minus Question 13 plus Question 14 minus Question 22).....	
24. Total company tax	
25. Net profit or loss <i>after tax</i> (Question 23 minus Question 24)	
26. Dividends paid or provided for	
27. Total capital expenditure on new assets (sum of Question 27.8, Column A plus column B)	

Include:

Assets acquired, renovations and additions during the financial period.

	Own assets (R'000) A	Right-of-use (leased) assets (R'000) B
27.1 Capital expenditure on land, buildings and construction works, roads, parking areas and leasehold improvements.....		
27.2 Capital expenditure on plant, machinery, furniture and fittings, construction equipment and other office equipment.....		
27.3 Capital expenditure on computers, network equipment and other ICT equipment.....		
27.4 Capital expenditure on motor vehicles, trucks, aircraft, boats, trailers, locomotives, fleet and other transport equipment.....		
27.5 Capital work in progress (property, plant and equipment)		
27.6 Capital expenditure on intangible assets (e.g. software, goodwill).....		
27.7 Other capital expenditure on new assets.....		

Specify the nature and amount of the two largest items included in 'Other capital expenditure on new assets' in Question 27.7.

Description of other capital expenditure on new assets	R'000	R'000

	Own assets (R'000) A	Right-of-use (leased) assets (R'000) B
27.8 Total capital expenditure on new (own and right-of-use/leased) assets (sum of column A and column B, Question 27.1 to Question 27.7)		

Part 7 – Details of income from services rendered

Note:

- Report all monetary values in rand thousands (R'000).
- Total income from services rendered, **Question 35, must correspond with the value reported in Part 3, Question 10.**

Activities of membership organisations	Income (R'000)	For office use
28. Membership fees/subscriptions (registration)		95000 0001
29. Agency shop fees		95000 0002
30. Conferences, seminars and workshops		63391 0001
31. Consulting fees		95000 0003
32. Contributions from members (religious organisations)		95000 0004
33. Other membership related services		95000 0005

Specify the nature and amount of the two largest items in 'Other membership related services' in Question 33.

Description of other membership related services	R'000

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

Specify the nature and amount of the two largest items included in 'Other services rendered' in Question 34.

Description of other services rendered	R'000

35. Total income from services rendered (sum of Question 28 to Question 33 plus Question 34) (must correspond with Part 3, Question 10)		TOTAL SERV
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Part 8 – Details of purchases and transfers-in of goods**Note:**

- Report all monetary values in rand thousands (R'000).
- Provide percentage estimates if exact values are not available.

Exclude

- Purchases made by subcontractors.
- Total purchases and transfers-in of goods, **Question 42, must correspond with the value reported in Part 5, Question 15.**

Purchases and transfers-in of goods	R'000	For office use
36. Food and beverages		2000001
37. Printed matter, teaching aids, brochures, technical supplies, literature and course study material		3269601
38. Promotional clothing		2800005
39. Uniforms (epaulettes and other textile articles)		2823600
40. Consumables (paper products, cleaning and polishing materials)		3000001
41. Other purchases and transfers-in of goods		9999999

Specify the nature and amount of the two largest items included in 'Other purchases and transfers-in of goods' in Question 41.

Description of other purchases and transfers-in of goods	R'000

42. Total purchases and transfers-in of goods (sum of Question 36 to Question 41) (must correspond with Part 5, Question 15)		TOTPURC
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Part 9 – Income from sales of goods and services rendered (by type of customer)**Note:**

Report all monetary values in rand thousands (R'000).

Income from sales of goods and services rendered (by type of customer)	Income (R'000)
43. Individuals and households	
44. Businesses (including NGOs)	
45. Government (national, provincial and local), including parastatals/SOEs	
46. Total income from sales of goods and services rendered (by type of customer) (sum of Question 43 to Question 45) (must correspond with Part 3, Question 9 plus Question 10)	

Part 10 – Geographical distribution of the activities of this enterprise

47. In the table below, indicate income from sales of goods and services rendered, number of employees, employment costs and detailed activity description of each establishment or branch by province, municipality, village, town or city where the activity took place, of this enterprise.

Note:

Report the number of employees as on the last pay period ended on or before 30 June 2023.

Trading name of establishment(s)	Province	Local or metropolitan municipality	Village/town/city	Income from sales of goods (R'000)	Income from services rendered (R'000)	Number of employees	Staff-related costs (R'000)	Economic activity description	For office use
Total:									

(must correspond with Part 3, Question 9)

(must correspond with Part 3, Question 10)

(must correspond with Part 2, Question 7)

(must correspond with Part 5, Question 17)