



**31st Voorburg Group
Meeting
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Office Administrative and Support Activities (ISIC 821)

- **Mini-Presentations - VBG 2015**
- **Classification**
- **Turnover**
- **Prices**
- **Summary**

Turnover/Output



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ISIC Rev. 4	Title	NAICS 2012	Title	NACE Rev. 2	Title
821	Office administrative and support activities	561	Administrative and Support Services	821	Office administrative and support activities
8211	Combined office administrative service activities	561110	Office Administrative Services	8211	Combined office administrative service activities
8219	Photocopying, document preparation and other specialized office support activities	323111	Commercial Printing (except Screen and Books)	8219	Photocopying, document preparation and other specialized office support activities
		561410	Document Preparation Services		
		561431	Private Mail Centers		
		561439	Other Business Service Centers (including Copy Shops)		

ANZSIC 2006	Title	PKD 2007 Based on NACE Rev. 2	Title	SIC 2011 Based on ISIC Rev. 4	Title
729	Other administrative services	821	Office administrative and support activities	821	Office administrative and support activities
7291	Office administrative services	8211	Combined office administrative service activities	8211	Combined office administrative service activities
7292p	Document preparation services	8219	Photocopying, document preparation and other specialized office support activities	8219	Photocopying, document preparation and other specialized office support activities
5101p	Postal services				

CPC Ver. 2.1	Title	NAPCS Phase I - III	Title	CPA Ver. 2.1	Title
859	Other support services	561	Administrative and Support Services	821	Office administrative and support services
85940	Combined office administrative services	5611	Office Administrative Services (9 subgroups)	821110	Combined office administrative services
85951	Duplicating services	5614	Document Preparation Services (64 subgroups)	821911	Duplicating services
85952	Mailing list compilation services			821912	Mailing list compilation and mailing services
85953	Mailing services			821913	Document preparation and other specialised office support services
85954	Document preparation and other specialized office support services				

CPC ANZSPC	Title	PKWiU 2008	Title	CPA Ver. 2.1	Title
ANZSPC in former times		821	Office administrative and support services	821	Office administrative and support services
Plans to adopt the CPC		821110	Combined office administrative services	821110	Combined office administrative services
IOPC in use		821911	Duplicating services	821911	Duplicating services
IOPC 72910010	Periodic Subscription Services EA	821912	Mailing list compilation and mailing services	821912	Mailing list compilation and mailing services
IOPC 72910020	Office Administration Services nec	821913	Document preparation and other specialised office support services	821913	Document preparation and other specialised office support services

➤ **Industry classifications**

- No major differences between classifications

➤ **Product classifications**

- Good and detailed descriptions of service products

➤ **Issue Paper**

- Appendix 1: Overview of International Industry Classifications
- Appendix 2: Overview of International Product Classifications

➤ Data availability

- Better than in the pricing part
- Lack of experience concerning product details

➤ Collection of data

- Two main sources (Survey/Census and administrative data)
- Possibility to collect additional data (e.g. number of persons employed, type of book-keeping system, etc.)

Alternatives of additional data:

Secondary activities, details concerning bundled services, etc.

➤ Data issues

– Unclear situation

Growing, stagnating or declining service sector
Importance of ISIC 8211 compared to ISIC 8219

– Turnover

Turnover at the industry level includes turnover from companies that carry out office administrative services in combination with secondary activities

Turnover at the industry level excludes turnover from companies that carry out office administrative services as secondary activities

Similar example: Warehousing and cargo handling services

Turnover - Recommended approaches

Category	Data source	Level of detail collected	Frequency	Cost	Comment
Best	Survey/Census	Industry and turnover by product	Annual and/or sub-annual collection	Highest costs of running surveys Respondent burden is highest	Most precise turnover data Periodicity
Good	Survey/Census	Industry turnover	Annual and/or sub-annual collection	High costs of running surveys Respondent burden is high	Difficulties with turnover Periodicity
Minimum	Administrative data	Industry turnover	Annual	Normally much cheaper than any survey No additional burden on respondents	Difficulties with level of detail and turnover and administrative data Need for additional mechanisms

➤ Data availability

- Experiences are very limited
- Not any worse than in other service sectors (SPPI surveys)

➤ Target coverage

- Bundling of services

➤ Pricing methods

- No standard pricing mechanisms
- Concentration on payroll and billing services

➤ Weights

- More experiences are needed

Prices - Recommended approaches

Service Type	Pricing mechanism	Pricing method	Data type in survey	Quality and Accuracy
Complex services	Total price charged for a contract with fulfilment services (UK) or fully managed (payroll) services (Australia)	Contract pricing Model pricing Model pricing/Prices of repeated services	Real transaction prices	High because resulting price index is based on real transaction prices but it is hard to manage variables/price determining factors (especially for contract pricing)
Simple services	Price for well specified, repeated services Price per hour Unit value price (e.g. price per 1000 envelopes posted)	Prices of repeated services Hourly charge-out rates Unit value price	Real transaction prices	High because it is a relatively simple pricing method for NSIs and respondents but rather applicable for simple services only

- **Experiences are very limited**
- **More information is needed on product details**
- **Is there an upward or downward trend observable**
- **Necessity to examine turnover data from all companies carrying out office administrative services**
- **Bundling of services**
- **Several pricing methods may be best options for developing SPPIs**

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Thank you!