

39th Voorburg Group Meeting Statistics

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Mini-Presentation for Output on Business Support Service Activities Not Elsewhere Classified (ISIC 829)

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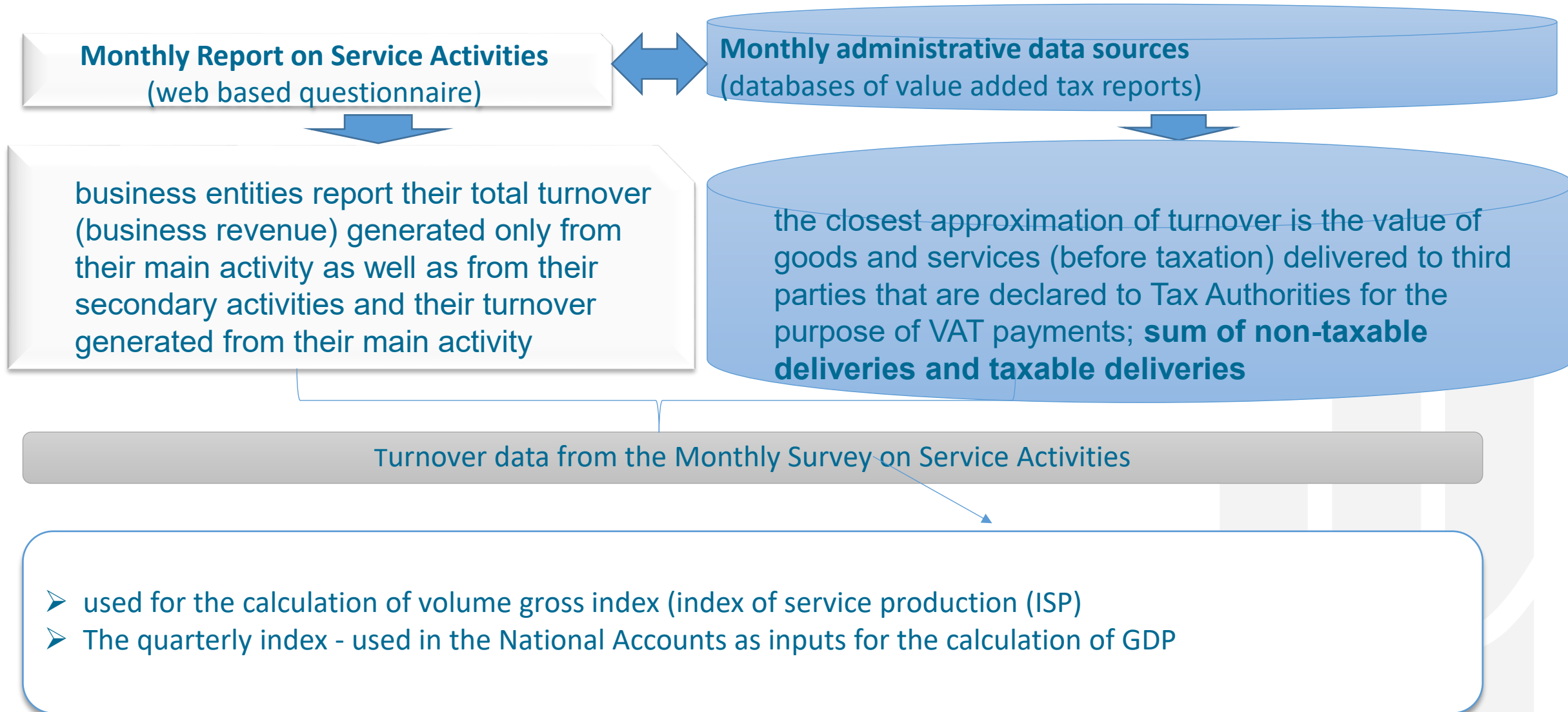
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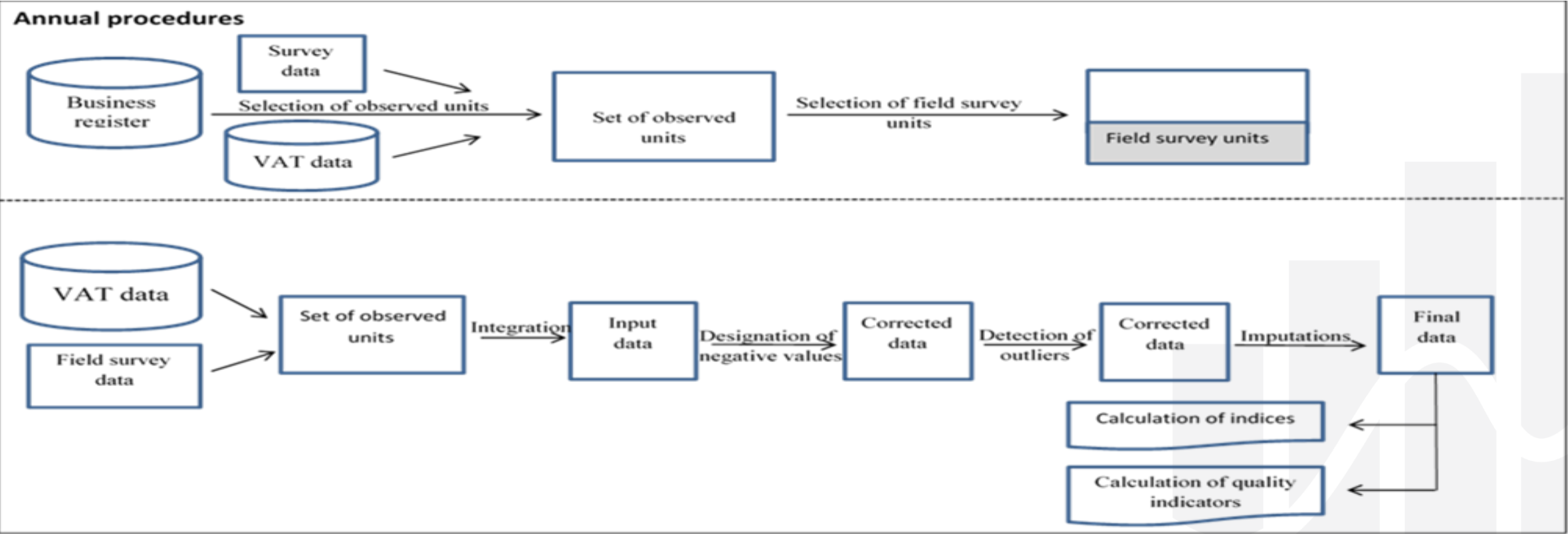
Introduction

- Business support service activities group n.e.c is a quite small service according to the share of turnover and the number of enterprises within non-financial services
- 2017 – Monthly Survey on Turnover in Services
- 2018 – Web-based questionnaires
- Monthly disseminated at the division level, for N 82 ; T +60

Output measurement - General framework



Graphical presentation of the process



Description of the services industry (ISIC 82.9)

- **Collection agencies and credit bureaus**

- Role: Act as intermediaries between creditors and debtors
- Services: Contacting debtors, sending reminders, negotiating repayment plans. Collecting debts on behalf of creditors. Some agencies purchase debts and collect them in their own name.
- Assess creditworthiness of individuals and businesses. Maintain credit records and work with banks, leasing companies, insurers.
- Market: Stable, dominated by four major players. Business model suitable for small enterprises.
- Key Offering: Full-service solution — from advisory and debt collection to debt purchasing and call centre operations.

- **Packaging activities**

- This class includes: packaging activities on a fee or contract basis, whether or not these involve an automated process, bottling of liquids, including beverages and food, packaging of solids (blister packaging, foil-covered etc.) | security packaging of pharmaceutical preparations
labelling, stamping and imprinting

Services are mainly provided to businesses

Description of the services industry (ISIC 82.9)

- **Other business support service activities n.e.c.**
- **Business Model:** Three-party structure: Service Provider (Aggregator) Digital Platform (Technological Intermediary) Client (Service Recipient) Regulation: Platforms and aggregators must be registered in the Unified Electronic Work Record System (JEER).
- **COVID-19 Impact:** Significant growth in demand for delivery services. Thousands joined as partners (mostly in major cities). Supported restaurants and retail businesses to maintain operations. Accelerated digital transformation across sectors (shops, kiosks, supermarkets, electronics).
- **Future Outlook:** Focus on Q-commerce (fast delivery, targeted purchases, mobile-first convenience). Investments in micro-fulfilment centers and partnerships with major retailers. Growth in e-commerce and logistics outsourcing → need for business optimization and digitalization for competitiveness and sustainability.

Market conditions and constraints

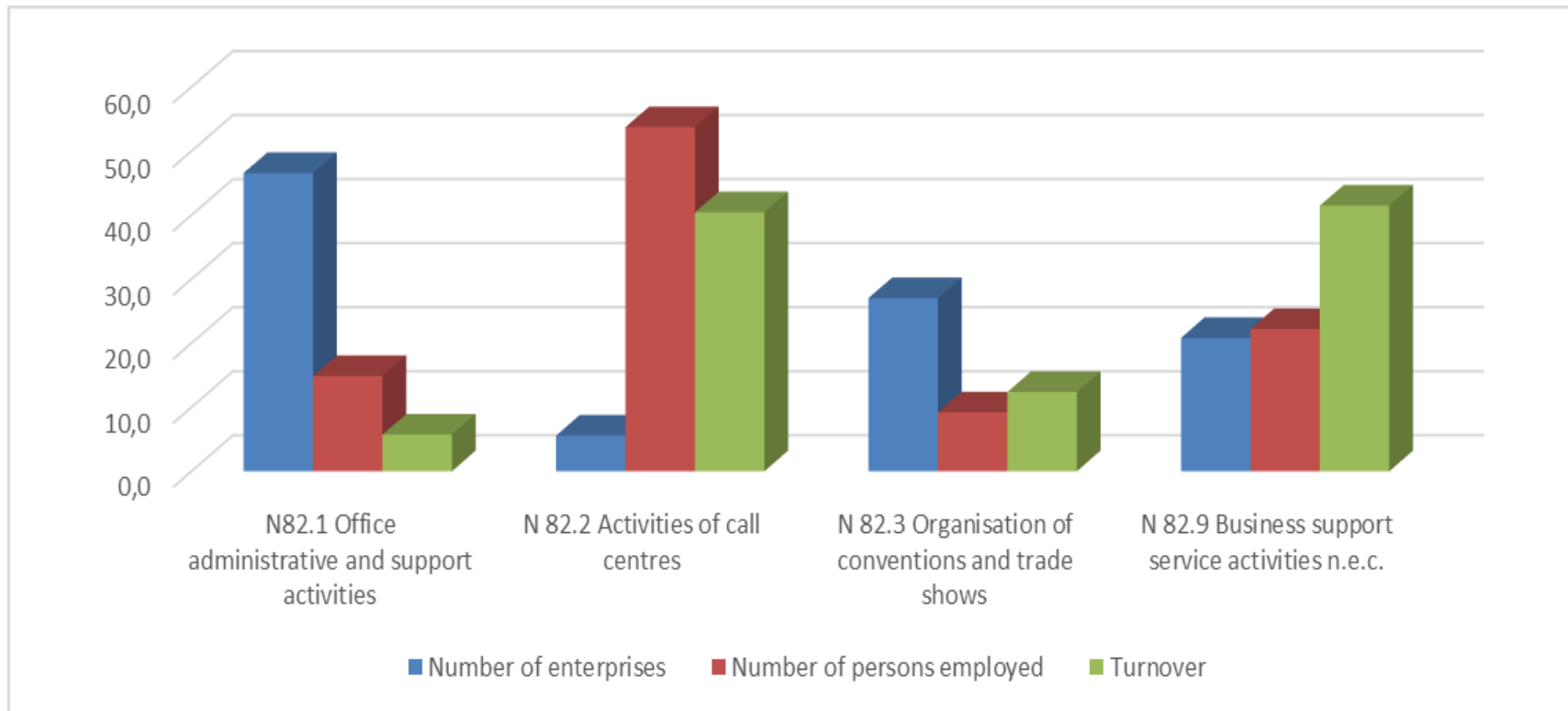
Table 3. Share of N 82 in non-financial services (sectors G, H, I, J, L, M, N and S, division 95, NACE Rev. 2), 2023

NACE Rev. 2 code		Turnover	Number of enterprises	Number of persons employed	
		In %	In %	In %	
N 82.1	Office administrative and support activities	0.03	0.47	0.15	Small industry
N 82.2	Activities of call centres	0.18	0.06	0.53	
N 82.3	Organisation of conventions and trade shows	0.06	0.27	0.09	
N 82.9	Business support service activities n.e.c.	0.18	0.21	0.22	
N 82	Office administrative. office support and other business support activities	0.45	1.01	0.98	

Source: Structural Business Statistics, 2023, Croatian Bureau of Statistics

Market conditions and constraints

Share of group N 82.9 in division N 82



N 82.9 - the biggest share of turnover

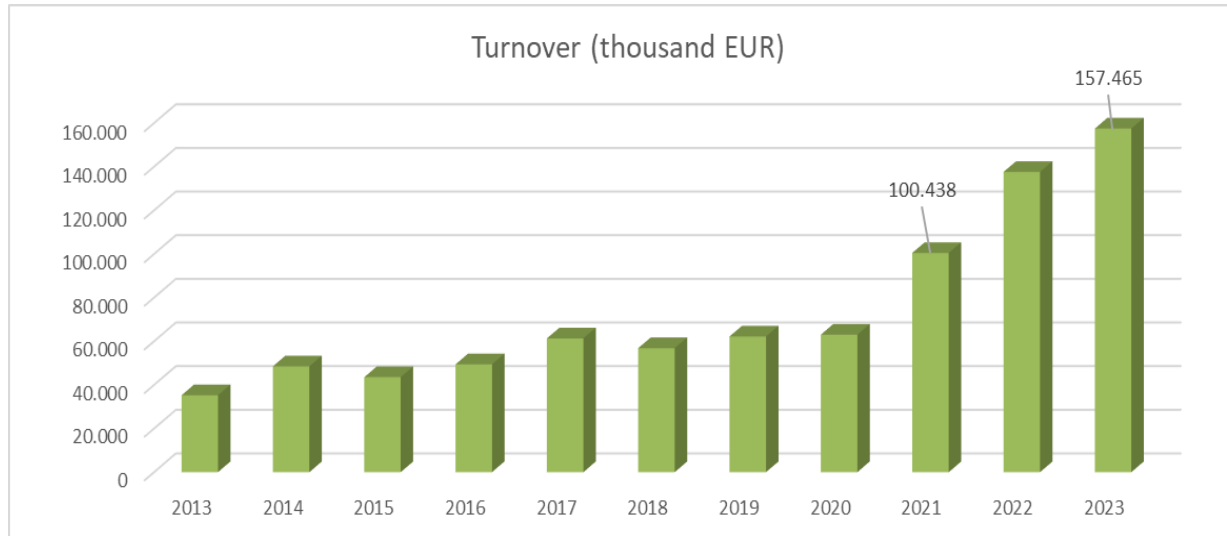
N82.1 – the biggest share of enterprises

N 82.2. – the biggest share of persons employed

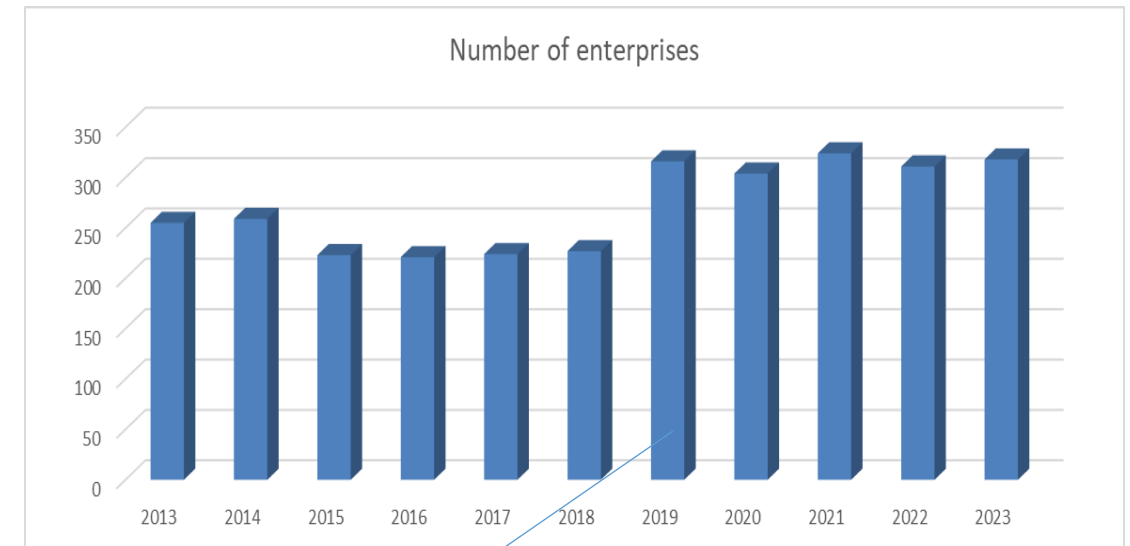
Source: Structural Business Statistics, 2023, Croatian Bureau of Statistics

Market conditions and constraints

Annual turnover growth and number of enterprise of NACE group 829 in Croatia, 2013 – 2023, thousand euros



remained relatively stable



- large increase
- highest value in the series

remained relatively high and stable, with small fluctuation

Source: Structural Business Statistics, 2013 – 2023, Croatian Bureau of Statistics

Concentration within the industry

Distribution of turnover, enterprises and persons employed for group N82.9 by classes, in Croatia, 2023

NACE Rev. 2 code		Turnover	Number of enterprises	Number of persons employed
		In %	In %	In %
N 82.91	Activities of collection agencies and credit bureaus	8.5	7.9	12.7
N 82.92	Packaging activities	13.1	25.5	15.6
N 82.99	Other business support service activities n.e.c.	78.4	66.7	71.7
N 82 .9	Business support service activities n.e.c.	100.0	100.0	100.0

Source: Structural Business Statistics, 2023, Croatian Bureau of Statistics

Concentration within the industry, cont.

Size classes by number of persons employed	Number of enterprises		Turnover (thousand EUR)		Number of persons employed	
	No.	%	Thousand EUR	%	No.	%
TOTAL	318	100.0	157.465	100.0	1.543	100.0
0-9 persons	285	89.6	34.660	22.0	512	33.2
10-19 persons	16	5.0	16.063	10.2	202	13.1
20-49 persons	13	4.1	73.389	46.6	471	30.5
50-249 persons	4	1.3	33.353	21.2	358	23.2
250 and more persons	-	-	-	-	-	-

Sampling method

- The sample is selected once a year - based on the size and on the annual turnover of business entities (registered in the SBR)
- The statistical unit of the services turnover index – KAU
- All large and medium-sized enterprises and a random sample of small enterprises
- A subset of units included into the regular survey (USL-M form) is selected from all units selected in the sample according to a particular turnover threshold
- Administrative data from the Tax Administration (VAT forms) are used for units not included into the regular survey, primarily covering smaller units to reduce response burden.
- small units - threshold is set to 3.5 million kuna
- Selection of the units to be observed in the field survey: for each NACE division (2-digit code) - 50% of total turnover in division
- The total sample for N 82 consists of 91 units, of which 10 are included in the regular Monthly Report on Service Activities (USL-M form)
- In 2025 the total sample frame for Division N82 consists of 1840 units, of which

Evaluation of comparability of output data with Price data

- 2019 - development of SPPI and ISP for division N 82
- From 2020 - conducted through the web-based application for SPPI
- Since the first quarter of 2022 - series have been transmitted to Eurostat within the t+90 days deadline
- The sample is based on the cut-off method and covers 70% of the turnover in the each activity class, except for class 82.19 which accounts for only 1.6% of turnover within division N82
- Methodology used for the compilation of SPPI in Croatia is based on the product approach

Evaluation of measurement

- The main difficulties and challenges dealing with VAT data for statistical purposes were as follows:
- Changes in legal regulation of VAT, data records structure etc.
 - Changes in data records structure
 - Deliveries recorded in the value added tax databases may differ from the definition of turnover applied in statistical survey, which affects the comparability of data (data records on deliveries of machinery and equipment (sale of own property) which are declared for taxation purpose by VAT but should be excluded as turnover)
 - Misclassified units
 - Advance payments
 - Reversals
 - Advance payment
 - Deadline for receiving monthly data
 - **Advantage:** response burden on reporting units

Thank you for your attention!

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