

Service sector and the information society

1. Structure of the service sector

Service sector continues to grow

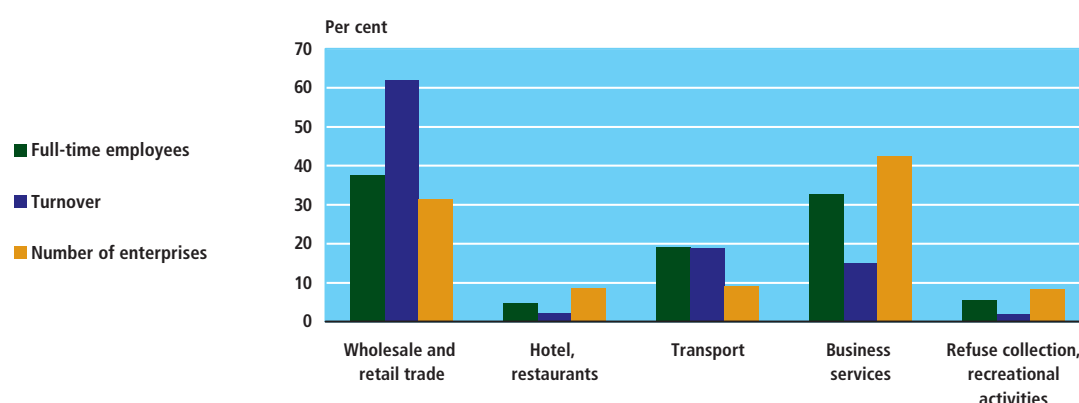
The service sector comprises a number of different industries with one thing in common: the production of services. These industries include the wholesale and retail trade, hotels and restaurants, transport, telecommunication and postal services, financial services and business activities, comprising ICT services, research and development, auditing and book-keeping, cleaning, leasing of machinery and equipment, temporary employment agencies, etc. The service sector has experienced a 20 per cent increase in employment during the period 1992-1999, followed by a 4 per cent growth from 1999 to 2003. In comparison, the number of persons employed in manufacturing has declined by 3 per cent from 1992-1999. From 1999 to 2003 it has decreased by 7 per cent.

Wholesale and retail trade account for the highest turnover and number of employees

The structure of the private service sector is illustrated in figure 1. In 2003, the greatest number of persons employed was found within the wholesale and retail trade, which accounted for 300,000 full-time employees. Next was business activities with 261,000 persons employed. In 2003, the wholesale and retail trade accounted for the greatest part of the service sector's overall turnover with 62 per cent, followed by transport which generated 19 per cent, and business services with 15 per cent. Business services accounted for 42 per cent of the total number of business enterprises within the service sector and the wholesale and retail trade for 32 per cent.

Figure 1

Employment, turnover and number of enterprises in the service sector 2003



2. Retail trade

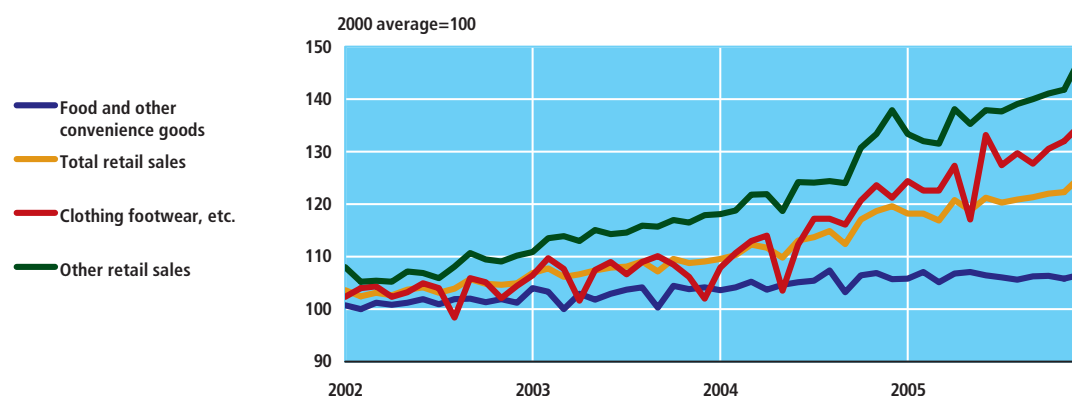
Slight increase in retail sales

The total turnover within retail sales saw an increasing trend. Retail sales are divided into three categories, *food and other everyday commodities*, *clothing, etc.* and *other consumer goods* (equipment for accommodation and leisure). *Food and other everyday commodities* and *other consumer goods* represent respectively 50 and 40 per cent of total retail sales.

There are great differences in the trends seen in retail sales for the three commodity groups during recent years. The seasonally adjusted quantity index for *food and other everyday commodities* shows a slight increase to 107 at the end of 2005, whereas *clothing, etc.*, and *other consumer goods* had increased markedly to 135 and 148, respectively, and this was the main reason for the increase in retail sales.

Figure 2

Seasonally adjusted quantity index for retail sales



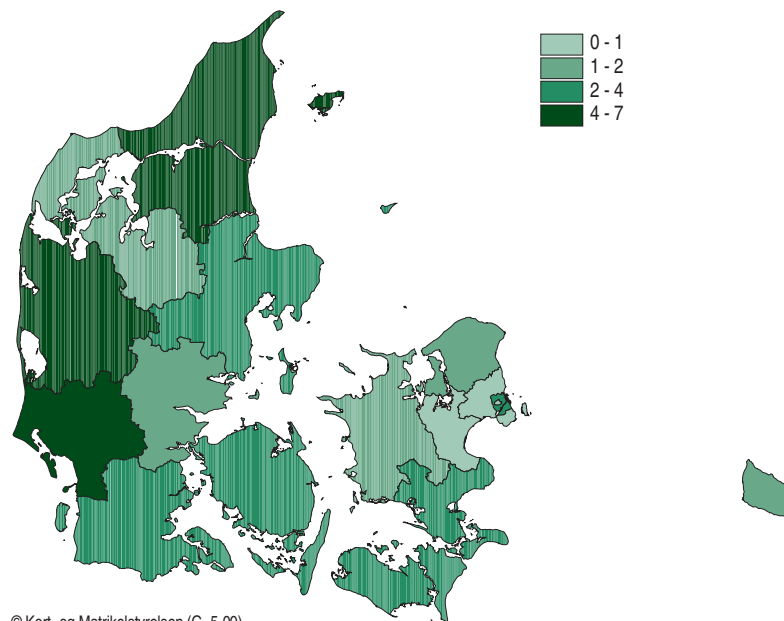
3. Tourism

Slight decrease in nights spent in 2004

In 2005, the total number of nights spent at hotels, etc., camping sites, hostels, marinas and holiday dwellings rented through Danish agencies was 41.7 million. This is a decrease of 0.7 million or 2 per cent compared to the previous year. The decrease is due to 5 per cent fewer foreign nights spent, compared to 2004. There was a fall in the nights spent in the following areas in 2005: houses (-5 per cent); camp sites (-1 per cent) and holiday centres (-5 per cent). Hotels, hostels and marinas experienced an advance of 5, 7 and 1 per cent, respectively, in 2005. The Danes represented 49 per cent of the nights spent in 2005, while the Germans represented 31 per cent, the Swedes and Norwegians each 5 per cent and the Dutch 3 per cent.

Figure 3

Total number of overnight stays in counties (million) 2004

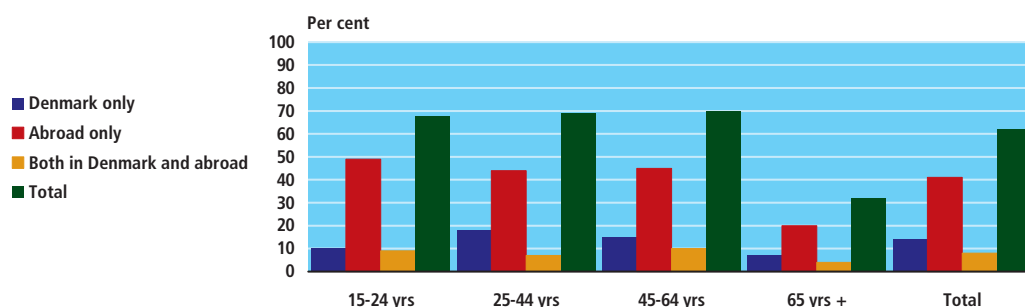


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Danes on holiday and business trips

2.7 million adult Danes, corresponding to 62 per cent of the adult population, went on one or more trips with at least 4 nights in 2004. 2.1 million persons took a holiday trip abroad in 2004 and 1.0 million went on a holiday trip in Denmark. Some Danes took a holiday trip abroad as well as in Denmark. About half of the trips abroad were by plane, while 80 per cent of the trips in Denmark were by car. For about 23 per cent of the trips in Denmark, the type of accommodation was with family/friends, 22 per cent were in rented holiday dwellings and 9 per cent were in own holiday dwellings. Camping was also a popular way of going on holiday in Denmark with 19 per cent of all trips. The most popular type of accommodation abroad was hotels with 51 per cent, while 19 per cent stayed with family/friends. 4.4 million holiday trips were made by Danes in 2004, 69 per cent abroad.

Figure 4 Danes on holiday in 2004, by age and destination



4. Business services

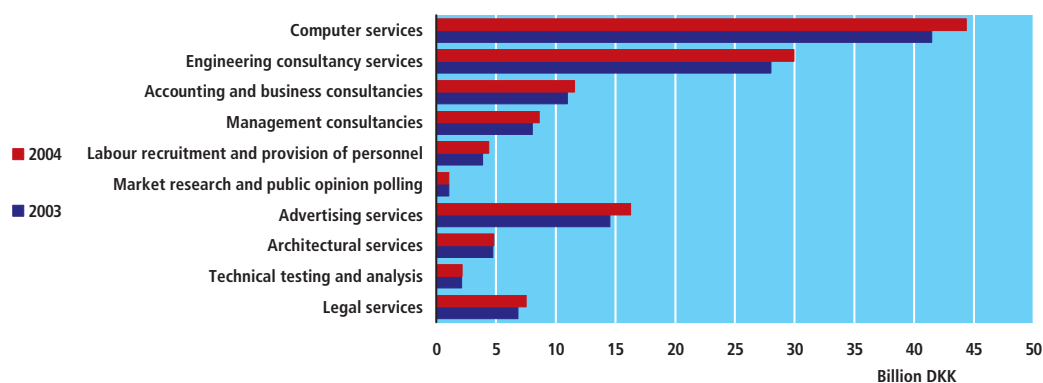
Business services

Business services comprise a range of different services. It includes the knowledge-intensive services like the ICT-consultancy, consulting engineers, auditing and book-keeping, architects, etc., but also operational services like cleaning, packaging and guard and surveillance-services. The common element is that the companies within business services primarily deliver services to other companies.

Increasing turnover in 2004

In 2004, the turnover within business services increased by 7 per cent relative to 2003. Firms within the sector for advertising services experienced the largest increase in turnover. The turnover in this sector increased by 12 per cent. Firms still focus on their core competencies; however, in some sectors the turnover also increased in other service activities. For example, the share of turnover within other service activities doubled within the sector for legal activities. Firms within the sector for computer services are still the largest sector when measured by turnover as they are responsible for about 1/3 of the turnover in business services.

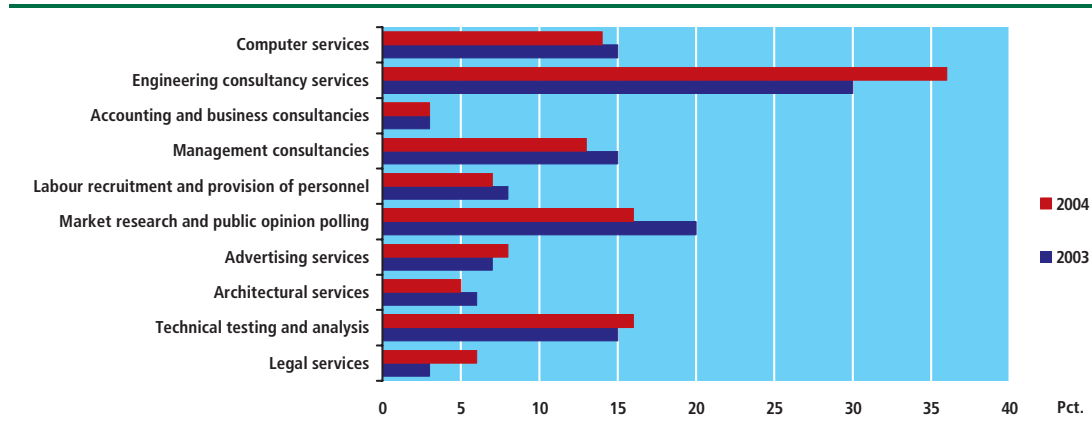
Figure 5 Turnover in business services by industry



Export of knowledge-intensive services

The total turnover within the knowledge-intensive services was DKK 130 billion in 2004. The export accounted for 16 per cent of the turnover, which is an increase of 1 percentage point relative to 2003. Within business services there are some differences in the share of exports to turnover. In the sector for book-keeping and auditing, the share of exports to turnover was 3 per cent and in the sector for engineering consultancy the share of exports to turnover was 36 per cent. The change in exports also varied within business services. For example, firms in the sector for legal advice doubled their exports from 2003 to 2004 and the exports decreased by 26 per cent in the sector for architectural services during the same period.

Figure 6 Export share of turnover in business services by industry



5. The information society

About the information society

An analysis of the information society can be made partly via the supply side in the form of enterprises and employment in the ICT sector and partly via the demand side in the form of the use of information technology by enterprises, the public sector and families, e.g. the Internet. Statistics Denmark's publications on the information society are available at www.dst.dk/it.

The ICT sector

The ICT sector comprises enterprises that produce products and services within electronics, ICT, computer software, telecommunications, and other areas primarily based on information technologies. The ICT sector can be divided into ICT manufacturing, ICT wholesale, telecommunications, and ICT consultancy services. All these comprise a total of 35 individual industries.

Steep growth rate in ICT service industries

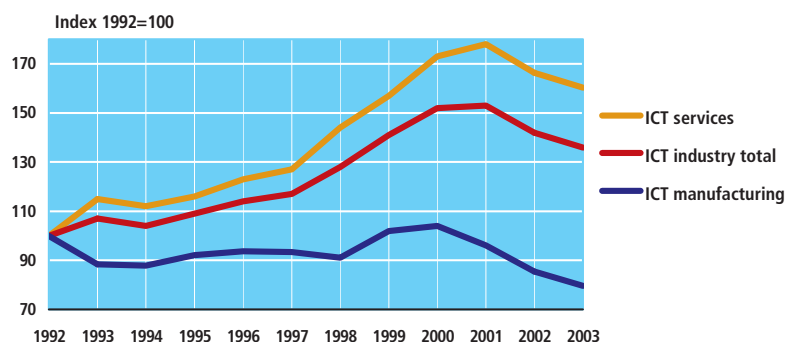
In 2003, the Danish ICT sector employed a total of 93,000 full-time persons. Of these consultancy services accounted for 41 per cent and ICT wholesale for 25 per cent, while ICT manufacturing and telecommunications accounted for, respectively, 14 per cent and 21 per cent. Since the beginning of the 1990s, the number of full-time employed persons in ICT manufacturing has been decreasing, while ICT service industries have experienced some of the most rapid

Service sector and information society

developments within Danish enterprises with an overall growth rate of 60 per cent from 1992 to 2003, in spite of a decrease from 2001 to 2003. For purposes of comparison, the overall growth rate for Danish private non-agricultural industry was 36 per cent during the same period.

Figure 7

Full-time employees in the ICT sector

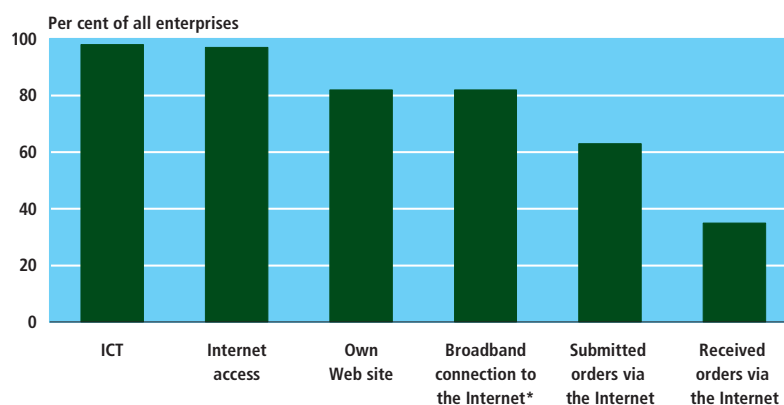


Use of ICT by enterprises

In the beginning of 2005, nearly all enterprises had access to the Internet and more than eight out of ten enterprises had their own website. Eight out of ten enterprises also had a broadband connection to the Internet (i.e. ADSL or another cable-based connection). As regards electronic commerce, more than six out of ten enterprises had submitted orders via the Internet and every third enterprise had received orders.

Figure 8

Use of ICT by enterprises 2005



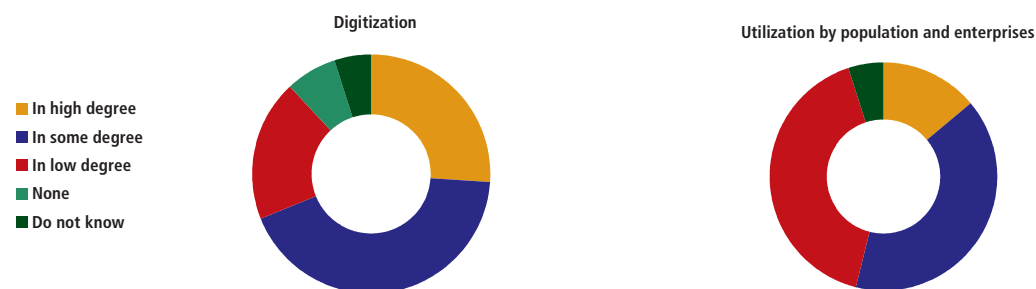
Note 1. Based on data reported by 4,109 enterprises with 10 or more persons employed.

Note 2. A broadband connection comprises ADSL and similar or another cable-based Internet connection.

Use of ICT by the public sector

Forms are, to some degree, typically digitalized in the public sector. 43 per cent of the public authorities in the central government, counties and municipalities hold the view that they have, "to some degree" digitalized citizen- or business-oriented forms. 26 per cent of the public authorities had, to a high degree, digitalized, 19 per cent to a low degree, 7 per cent replied that they did not offer digitalized forms and 5 per cent replied "do not know".

Figure 9 Digitalized forms in the public sector 2005



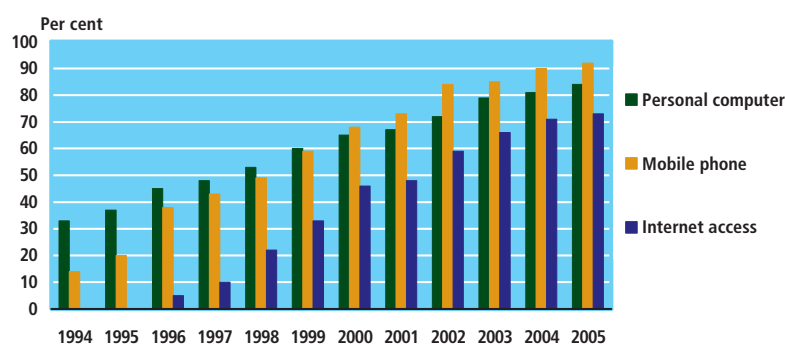
Note. Figures represent qualified estimates of digitalization, rather than exact figures.

However, the rate of utilization among the public authorities that have digitalized forms is lower. Here, 14 per cent of the authorities hold the view that the forms are, to a high degree, used by citizens and enterprises, 40 per cent to some degree and 41 per cent that they are used to a low degree. No authorities offered digitalized forms that were not used.

Danish families' access to ICT goods is increasing

An increasing number of Danish families have access to PC, the Internet and mobile phones at home. In 2005, 73 per cent had access to the Internet at home, compared to 46 per cent in 2000, only five years earlier. Since 2000 the dissemination of mobile phones has passed the dissemination of the PC. In 2005, as many as 92 per cent of Danish families had a mobile phone, against 68 per cent in 2000. In 2005, 84 per cent of the families had a PC at home.

Figure 10 Families' access to ICT goods



Note. As of 1 January.

Four out of five can access the Internet

In 2004, 83 per cent of the population were able to access the Internet from their home, workplace or educational institution. This is an increase in comparison to 2003 (79 per cent). The reason for the increase is that more people are now able to access the Internet from their workplace. In 2004, 58 per cent of the population can access the Internet from their workplace, compared to 52 per cent in 2003. In 2004, 75 per cent of the population could access the Internet at home. In 2004, 25 per cent of the population can only access the Internet from their home.

Private purposes related to Internet usage

The most common purpose of using the internet is related to searching information and using on-line services, as well as communications. Purchases or sales of goods or services are also very widespread. For the purposes shown, men account for higher shares than women. However, this excludes purposes related to health activities, courses and education, as well as job search. However, the ranking of each purpose among the two sexes is very much similar.

Men make more use of the Internet

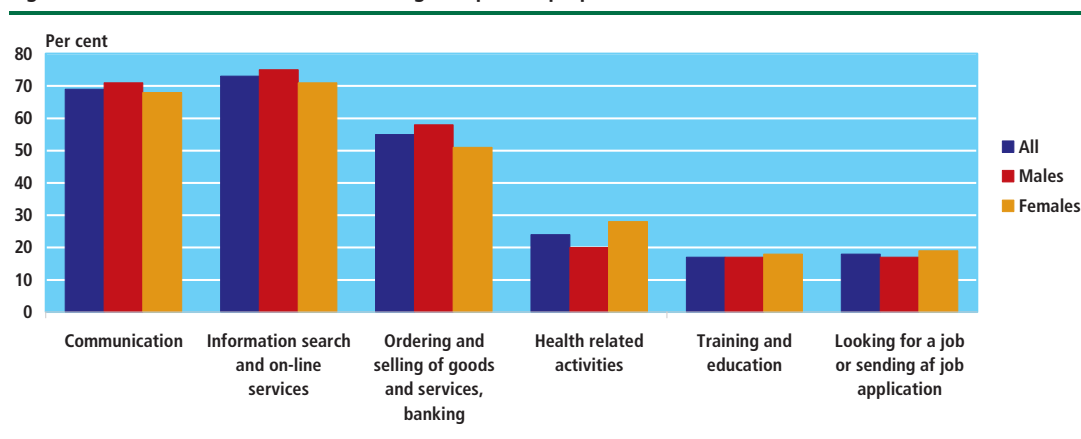
In the last month of 2005, 73 per cent of the population have used the Internet searching for information and using on-line services. 75 per cent of men used the Internet for this purpose, while the share of women was 71 per cent.

More than 2 out of 3 use the Internet for communication

69 per cent of the population have used the Internet for communicating, i.e. sending and receiving e-mails, making telephone calls via the Internet/video conference and chatting in discussion groups. 71 per cent of men use the Internet for this purpose and 68 per cent of women.

Figure 11

Internet usage for private purposes 2005



Other purposes related to the use of the Internet

In 2005, just over half of the population used the Internet for buying or selling goods or services and for settling banking transactions. 24 per cent used the Internet for health-related activities, while 17 per cent used the Internet for purposes related to courses and education. 18 per cent used the Internet for job search outside the place of work.

Table 311

Value index for retail sale

	2003	2004	2005
	2000 = 100		
Retail trade and repair work exc. of m. vehicles	112	116	123
Retail trade of food	112	113	114
Retail sale of food in non-specialized stores	113	113	115
Grocer's shops	90	87	85
All-night shops ¹	115	110	116
Supermarkets	106	105	105
Discount stores	139	146	152
Retail sale of food in specialized stores	110	108	108
Retail sale of fruit and vegetables	108	108	107
Retail sale of meat and meat products	105	112	125
Retail sale of fish and game	122	153	112
Bakers' shops, retail sale of bread, cakes	114	125	137
Retail sale of chocolate and sugar confectionery	93	92	90
Retail sale of tobacco products ¹	118	126	110
Retail sale of wine	106	76	64
Retail sale of cheese	84	83	84
Other retail sale of food in specialized stores	147	195	212
Hypermarkets and department stores	109	111	116
Retail sale of pharmaceutical goods, cosmetic art.	118	123	131
Retail sale of medical and orthopaedic goods	119	123	129
Perfumery shops	117	125	132
Chemists (not licensed to dispense medicines)	120	127	144
Retail sale of clothing, footwear	109	120	135
Retail sale of textiles	116	110	100
Retail sale of ladies' clothing	115	124	145
Retail sale of men's clothing	98	115	138
Retail sale of men's and ladies' clothing	114	122	132
Retail sale of baby articles and children's clothing	134	150	169
Retail sale of footwear	99	104	109
Retail sale of leather goods	105	123	158
Other retail sale	124	133	147
Retail sale of furniture, household appliances	113	123	138
Retail sale of furniture	118	132	142
Retail sale of carpets	115	122	135
Retail sale of furnishing fabrics	105	115	124
Retail sale of kitchen utensils, glass and china ¹	97	212	229
Retail sale of electric household appliances	149	161	177
Retail sale of radio and television goods	82	84	87
Retail sale of records, CD's, cassettes etc.	104	109	117
Retail sale of musical instruments	118	129	136
Retail sale of hardware ¹	128	98	101
Retail sale of building materials	121	140	181
Retail sale of paints and wallpaper	113	120	119
Retail sale in other specialized stores etc.	146	154	166
Retail sale of books, newspapers and stationery	104	106	106
Retail sale of watches and clocks	107	121	140
Retail sale of watches, clocks and jewellery	97	109	126
Retail sales of jewellery	104	117	123
Retail sale of glasses	116	133	142
Retail sale of photographic equipment	99	88	86
Gift shops	175	238	310
Retail sale of sports goods	112	123	130
Retail sale of toys and games	116	125	129
Retail sale of bicycles and mopeds	112	120	129
Retail sale of computers and standard software	169	148	141
Florist's shops, retail sale of plants and seeds	136	155	169
Retail sale via mail-order houses	107	115	123

¹ "2003 and 2004 figures are not comparable due to a revision of industries at the turn of the year."


 For further information visit www.statbank.dk/deta11 and deta 21

Table 312

Holiday trips 2004

	Holiday trips		
	4 nights +		1-3 nights
	Denmark	Abroad	
Trips, total	1 368 000	3 062 000	2 642 000
Nights per trip	6.84	9.52	2.22
Means of transport	per cent		
Aeroplane	0	56	7
Car	78	28	66
Bus	4	11	9
Train	15	3	12
Ship	2	2	5
Boat	1	0	..
Bicycle	0	0	..
Other	0	0	1
Accommodation			
Hotel	7	51	
Holiday centre	7	5	28
Camping site	19	7	7
Youth hostel	1	0	..
Rented dwelling	22	10	7
Own dwelling	9	3	8
Boat	1	1	..
Family/friends	23	19	39
Other	11	4	11
Destination			
Denmark	100	•	76
Norway	•	6	2
United Kingdom	•	4	3
Sweden	•	7	7
Germany	•	7	5
France	•	11	1
Spain	•	13	..
Greece	•	5	..
Europe, total		35	6
Other countries	•	12	..

Note. For trips with 1-3 nights hotels and holiday centre are combined.

Table 313

Business trips 2004

	Business trips	
	Denmark	Abroad
Trips	766 000	932 000
Nights per trip	2.15	3.54
Means of transport	per cent	
Aeroplane	6	82
Car	66	14
Bus	5	2
Train	22	1
Ship	1	1
Boat
Bicycle
Other	1	0
Destination		
Denmark	100	•
Norway	•	6
United Kingdom	•	6
Sweden	•	16
Germany	•	22
France	•	5
Spain	•	3
Greece	•	..
Europe, other	•	32
Other countries	•	10

Table 314

Holiday rates for residents in Denmark

	2003 ¹	2004 ¹
	thousands	
Population, 15 years and over	4 370	4 380
	per cent	
Pct. taking holiday trip		
1 holiday trip	35	33
2 holiday trips	17	17
3 holiday trips	8	8
4 holiday trips	3	3
5 holiday trips and more	2	1
Holiday trip, total	64	62
No holiday trip	36	38
	thousands	
Number of persons taking holiday trips	2 802	2 721
Number of holiday trips	5 196	4 430
	trips	
Trips per traveller	1.85	1.63
Trips per person	1.19	1.01

¹ Calculated as the average of 2 surveys (October and January).

Table 315

Nights spent by type of accommodation 2005

	Hotels, etc.	Camping sites	Youth hostels	Marinas	Holiday dwellings	Total
thousand person-nights						
All Denmark	13 876	11 335	1 079	1 459	14 319	41 704
Copenhagen Municipality	3 706	-	245	29	-	3 980
Frederiksberg Municipality	154	-	-	-	-	154
Copenhagen County	849	254	30	42	1	1 175
Frederiksborg County	349	525	76	87	318	1 349
Roskilde County	192	214	35	8	25	474
West Zealand County	233	452	49	77	338	1 145
Storstrøm County	1 101	794	59	164	769	2 874
Bornholm Municipality	463	262	50	53	565	1 387
Funen County	851	1 284	101	385	752	3 355
South Jutland County	532	1 362	79	137	1 263	3 350
Ribe County	661	1 047	43	4	3 052	4 731
Vejle County	706	651	56	50	241	1 708
Ringkøbing County	417	665	28	13	3 190	4 200
Aarhus County	1 054	1 305	85	194	1 069	3 692
Viborg County	378	614	29	28	680	1 715
North Jutland County	2 229	1 907	113	189	2 056	6 413
Nationality:						
Denmark	7 994	8 180	708	735	2 826	19 699
Sweden	1 211	256	89	134	343	2 028
Norway	1 211	256	70	44	626	2 192
Germany	764	1 948	64	456	10 014	12 929
United Kingdom	537	31	17	•	•	585
Netherlands	255	420	15	64	360	1 107
Europe, other	1 117	219	93	•	•	1 428
United States	367	3	7	•	•	378
Other countries	421	21	17	26	148	1 360

Note. Hotels, motels, inns, boarding houses and holiday centre with 40 beds or over. Camping sites with 75 camping units or over. Marinas with berths for guests. Privately-owned holiday dwellings which are let through a Danish renting agency.

¹ Data for Copenhagen Municipality is included in Copenhagen County.

For further information visit www.statistikbanken.dk/11

Table 316

Hotels, camping sites, youth hostels and marinas 2005

	Hotels, etc.	Hotel beds	Hotel rooms	Camping sites	Camping units	Youth hostels	Youth hostels beds	Marinas	Berths
All Denmark	549	108 095	42 834	430	89 809	101	11 782	306	53 345
Copenhagen Municipality,									
Frederiksberg Municipality,									
Copenhagen County	99	24 777	13 065	7	1 762	5	1 638	18	7 335
Frederiksborg County	26	3 036	1 259	21	4 068	5	745	18	4 858
Roskilde County	11	1 569	708	7	1 722	2	240	10	2 348
West Zealand County	23	2 307	1 114	26	4 018	9	834	20	3 339
Storstrøm County	30	8 199	2 220	31	6 164	9	833	49	5 041
Bornholm Municipality	35	5 765	1 950	16	2 394	6	798	18	1 074
Funen County	47	7 018	3 087	48	9 309	11	1 116	50	8 251
South Jutland County	32	5 701	2 120	45	10 724	11	1 068	21	3 219
Ribe County	33	5 512	1 895	30	6 635	5	465	5	449
Vejle County	28	4 887	2 370	26	4 951	6	668	10	3 325
Ringkøbing County	27	4 805	1 731	32	5 682	6	472	15	1 812
Aarhus County	47	9 616	3 741	50	10 909	10	1 035	27	5 682
Viborg County	20	4 450	1 322	25	4 850	4	448	15	1 656
North Jutland County	91	20 453	6 252	66	16 621	12	1 422	30	4 956

Note. Hotels, motels, inns, boarding houses and holiday centre with 40 beds or over. Camping sites with 75 camping units or over. Marinas with berths for guests.

For further information visit www.statistikbanken.dk/11

Table 317

Sales and exports of services in the sector for legal activities 2004

	Legal activities	
	Total	Of which exports
	DKK mio.	
Sales, total	7 511	439
	per cent	
Products, total	100	100
Legal advisory and representation services in civil law	10	3
Insolvency consultancy services	5	1
Administration consultancy services	2	-
Legal advisory and representation services in criminal law	5	-
Legal advisory and representation services in business/commercial law	31	69
Business and management consultancy services	5	14
Private consultancy services	10	1
Accounting, bookkeeping and auditing services; tax consultancy services	2	1
Real estate consultancy services	14	2
Debt-collection consultancy services	6	1
Legal advisory and representation services in technology law	1	1
Legal advisory and representation services in labour law	2	1
Legal advisory and representation services in environment law	1	0
Other legal advisory and information services	2	3
Patent and copyright consultancy services	1	2
Notarial services	0	-
Other services	3	1

Table 318

Sales and exports of services in the sector for consulting architectural activities 2004

	Consulting architectural activities	
	Total	Of which exports
	DKK mio.	
Sales, total	4 815	218
	per cent	
Products, total	100	100
Advisory and pre-design architectural services	27	42
Architectural design services for buildings and other structures	58	46
Other architectural services	7	12
Landscape architectural services	1	0
Map making	0	-
Engineering design services	4	-
Other architectural and engineering services	2	-
Training services	0	0
Other additional products	1	0

Table 319

Sales and exports of goods and services in the sector for engineering consultancy activities 2004

	Activities					Total	Of which exports
	Engineering consultancy activities related to construction and civil engineering	Engineering consultancy activities related to industrial and mechanical engineering	Mounting and delivery of ready-made production plants	Geological surveying and prospecting activities	Other technical consultancy		
	DKK mio.						
Sales, total	13 191	7 720	6 018	415	2 605	29 949	10 922
	per cent						
Products, total	100	100	100	100	100	100	100
Projecting services	45	44	48	-	5	41	48
Project management services	25	2	0	1	5	12	2
Planning and analysis related to investments (urban planning, transport, environment, etc.)	7	3	0	-	2	4	1
Management and system maintenance services concerning construction	2	1	2	-	0	2	2
Technical testing and analysis services	13	9	1	93	74	17	6
Engineering design services including integrated engineering services for turnkey projects	2	2	42	-	4	10	23
Business and management consultancy services	1	0	-	-	1	0	0
Computer services	1	0	-	1	1	1	0
Construction	1	1	-	-	0	0	0
Sale of products	2	35	7	-	3	11	16
Other additional products	1	4	0	6	5	2	3

For further information visit www.statbank.dk/radgivr1

Table 320

Sales and exports of services in the sector for advertising activities 2004

	Advertising services	
	Sales	Of which exports
	DKK mio.	
Total	16 267	1 367
	per cent	
Products, total	100	100
Advertising services	95	99
Sale or leasing of advertising space or time with commission	18	27
Sale or leasing of advertising space or time without commission	22	31
Full service advertising	15	15
Direct marketing	6	4
Advertising design	17	16
Other advertising services	17	6
Other sales	5	1

For further information visit www.statbank.dk/reklam1

Table 321

Sales and exports of services in the sector for accounting and bookkeeping 2004

	Accounting, bookkeeping and auditing activities		Business and management consultancy activities	
	Sales	Of which exports	Sales	Of which exports
	DKK mio.			
Total	11 573	312	8 603	1 160
	per cent			
Products, total	100	100	100	100
Accounting, bookkeeping, auditing services and tax consultancy services	87	78	2	1
Auditing services	38	38	0	-
Accounting and bookkeeping services, except tax returns	32	14	2	1
Payroll services	1	0	0	-
Tax consultancy services, including tax returns	12	25	0	0
Other accounting and book-keeping services	4	1	0	-
Business and management consultancy services	12	20	80	87
Business organisation consultancy services	0	0	7	7
Strategic consultancy services	2	2	12	15
Financial management consultancy services	3	1	4	7
Human resources management consultancy services	0	0	10	1
Marketing management consultancy services	0	0	3	1
Production management consultancy services	0	-	10	30
Public relation management consultancy services	0	-	4	2
Project management consultancy services, other than for construction, arbitration and conciliation services etc.	0	-	6	3
Other business and management consultancy services	7	17	24	21
Computer services	0	1	7	9
Training services	0	-	6	0
Other sales	1	1	5	3

For further information visit www.statbank.dk/bogrev1

Table 322

Sales and exports of services in the sector for market research and public opinion polling activities 2004

	Market research and public opinion polling services	
	Sales	Of which exports
	DKK mio.	
Total	1 058	164
	per cent	
Products, total	100	100
Market research services	75	96
Qualitative surveys	19	24
Quantitative ad hoc surveys	35	42
Quantitative continuous/regular surveys	21	30
Public opinion polling services	3	2
Advertising services	2	-
Telemarketing	8	2

Business and management consultancy services	2	-
Computer services	1	-
Training services	0	-
Other sales.	9	0

 For further information visit www.statbank.dk/arked1

Table 323

Sales and exports of services in the sectors for temporary employment agencies and recruitment agencies 2004

	Temporary employment agencies		Recruitment agencies	
	Sales	Of which export	Sales	Of which exports
	DKK mio.			
Total	3 887	208	510	80
	per cent			
Products, total	100	100	100	100
Placement services	2	-	78	100
Executive search services	1	-	62	98
ICT and computer specialists	0	-	2	-
Other specialists	0	-	6	2
Placement services of office support personnel and other workers	1	-	8	-
Supply services of management	97	97	2	-
Teachers	0	-	-	-
Computer staff	0	-	-	-
Executive search services	22	0	2	-
Industrial/Manufacturing	26	29	-	-
Transport/Logistics	5	-	-	-
Commercial/Trade	2	-	-	-
HORECA	4	-	-	-
Supply services of nursing personnel	34	68	-	-
Of which nurses	8	18	-	-
Social and health assistants	7	-	-	-
Social and health helpers	9	-	-	-
Doctors	4	50	-	-
Other health staff	6	0	-	-
Other supply services	4	-	-	-
Other services	1	3	20	-
Of which outplacement services	0	-	8	-
Business and management consultancy services	0	-	12	-
Computer services	0	-	-	-
Training services	0	-	-	-
Other services	1	3	-	-

For further information visit www.statbank.dk/vikar1

Table 324

Sales of services in the sector for general and specialized cleaning 2002

	General cleaning	Specialized cleaning	Total
	DKK mio.		
Sales, total	7 006	744	7 749
	per cent		
Products, total	100	100	100
General cleaning	73	2	66
Specialized cleaning	8	87	15
of which in new buildings	0	6	1
in the health sector	5	0	5
cleaning related to insurance covered damages	1	20	2
Other services	20	11	19
Window cleaning	3	1	3
Property maintenance etc.	7	1	6
Other sales	10	9	10

Table 325

The ICT sector in Denmark 2003

	Enter- prises	Full-time equivalent employees	Turn- over	Wages and salaries
	number of		DKK mio.	
Private non-agricultural industries, total	196 960	1 254 889	2 228 182	404 014
ICT industries, total	8 925	93 056	190 882	41 252
ICT manufacturing	597	16 521	23 831	5 838
ICT wholesale trade	1 639	21 679	76 386	10 158
Telecommunications	244	20 834	45 417	8 493
ICT consultancy services	6 445	34 022	45 249	16 764

Table 326

Sales and exports of goods and services by ICT activity 2004

	Activities								
	Hardware consultancy	Publishing of standard-software	Software consultancy and supply	Data processing	Database activities	Maintenance and repair of office, accounting and computing machinery	Other computer-related activities	Total	Of which exports
	DKK mio.								
Sales, total	2 589	5 776	26 032	4 960	1 738	737	2 534	44 366	6 272
	per cent								
Products, total	100	100	100	100	100	100	100	100	100
Hardware consultancy services	48	1	2	0	1	1	2	4	1
Development and sale of packaged software	6	51	19	1	6	1	10	19	48
Development and sale of customised software	2	6	33	33	4	0	13	25	23
Other software and computer consultancy services	2	7	10	1	1	2	9	7	9
Computer facilities management and data processing	2	1	12	48	4	3	32	15	10
Database services	0	0	1	4	73	-	2	4	1
System maintenance services	2	2	8	1	0	0	6	5	2
Other computer related services	1	0	1	-	-	80	0	2	0
Computer hardware servicing, repair and maintenance of computing machinery and equipment	3	0	0	0	1	-	1	1	0
Network and telecommunication services	0	0	1	8	0	1	6	2	0
ICT-related training	0	0	1	-	1	-	1	1	0
Resale of software	16	1	6	1	1	1	3	5	2
Resale of hardware and equipment	16	30	4	1	0	5	13	8	2
Other resale	1	1	1	1	0	5	1	1	1
Business and management consultancy services	-	0	0	-	-	-	0	0	0
Other sales	1	0	1	1	8	1	1	1	1

For further information visit www.statbank.dk/it1

Table 327

Enterprises' use of ICT 2005

	Internet access	Own web site	Broadband connection to the internet ²
	per cent		
All enterprises¹	97	82	82
Industry			
Manufacturing	98	86	86
Construction	96	66	76
Ws. and retail trade; hotels, restaurants	98	85	84
Transport, post and telecomm.	93	72	76
Finance and business activities	97	91	84
Full-time employees			
10-19	96	74	77
20-49	98	86	85
50-99	99	92	90
100 +	100	95	95

¹ Figures are based on the replies for January 2005 of 4 109 enterprises with at least 10 employees. ² ADSL, etc., or other cable based connection (i.e. access faster than analogue modem or ISDN).

For further information visit www.statbank.dk/vita and www.dst.dk/ict

Table 328

Enterprises' use of the internet (selected areas) 2005

	Banking or other financial services ²	Visited web sites of public authorities	Training and education of personnel	Placing orders via the internet in 2004 ²	Receiving orders via the internet in 2004 ²
	per cent				
All enterprises¹	92	87	13	63	35
Industry					
Manufacturing	93	88	8	67	38
Construction	92	85	5	51	25
Ws. and retail trade; hotels, restaurants	92	86	14	66	42
Transport, post and telecomm.	88	80	9	54	33
Finance and business activities	93	90	25	71	28
Full-time employees					
10-19	90	82	10	58	33
20-49	94	89	13	65	37
50-99	96	93	16	71	34
100 +	93	94	26	81	39

¹ Figures are based on the replies for January 2005 of 4 109 enterprises with at least 10 employees. ² Exclusive enterprises in the financial sector.

For further information visit www.statbank.dk/vita and www.dst.dk/ict

Table 329

ICT security problems encountered by enterprises during 2004

	All enterprises ¹	10-49 full-time employees	50 or more full-time employees
	per cent of enterprises with internet access		
Disconnection from network	38	36	45
Virus attack (with loss of data/work time)	24	24	27
Theft of data carrying equipment	14	12	27
Denial of service attack	13	13	14
Loss of data due to lack of backup	6	6	7
Unauthorized access to systems or data	5	5	5

Note. Figures include enterprises exposed to annoying or serious problems. 'Denial of service attack' is an attempt to disturb communication to a network by submitting superfluous data.

¹ Figures are based on the replies for January 2005 of 4 043 enterprises with internet access and at least 10 employees.

For further information visit www.statbank.dk/vita and www.dst.dk/ict

Table 330

Access to the internet by the population 2004

	Access to the internet, total	Access from both home and work place	Only access from home	Only access from work place
Total	83	49	25	9
Sex				
Male	85	50	27	8
Female	82	49	24	9
Age				
16-19 years	96	75	7	14
20-39 years	90	58	23	10
40-59 years	89	56	25	8
60-74 years	54	10	38	5
Employment				
Student	96	75	6	15
Wage-earning employee	83	31	39	13
Salaried employee	96	76	11	10
Self-employed	91	57	29	5
Unemployed/retired	52	0	52	0
Regions				
East of the Great Belt	86	54	23	9
West of the Great Belt	82	45	28	8

For further information visit www.statbank.dk/fabrit1 og [bebrit1](http://www.statbank.dk/bebrit1)

Table 331

Households possessing consumer durables

	2003	2004	2005	2003	2004	2005
	thousands			per cent		
Number of households	2 232	2 350	2 356	100	100	100
Of which possessing:						
Private home	1 300	1 384	1 389	63	59	59
Summer dwelling	272	255	262	12	11	11
Tumble dryer	1 109	1 124	1 114	50	48	47
Washing machine	1 833	1 791	1 857	82	76	79
Dishwasher	1 275	1 405	1 330	57	60	56
Microwave oven	1 442	1 551	1 603	65	66	68
Video recorder	1 796	1 997	1 977	80	85	84
Video camera	529	541	574	24	23	24
Digital video camera	...	239	277	...	10	12
Digital camera	...	820	1 132	...	35	48
CD player	2 039	2 162	2 184	91	92	93
DVD-player	827	1 260	1 598	37	54	68
DVD-recorder	...	128	179	...	5	8
Mobile telephone	1 888	2 126	2 175	85	90	92
Answering machine	1 079	1 133	1 100	48	48	47
PC	1 759	1 907	1 974	79	81	84
CD-ROM	1 531	1 703	1 884	69	73	80
DVD for PC	920	1 205	1 396	41	51	59
Access to the internet	1 480	1 669	1 712	66	71	73
Of which connected via:						
General modem	868	766	489	39	33	21
Fixed connection (ADSL)	371	565	515	17	24	22
Other (including cable)	241	338	709	11	14	30

Note. The figures are based on telephone interviews with a representative sample of the population between 16 and 74 years old. The results were then weighted to the number of families in the whole country comprising one, or more than one, persons between 16 and 74 years old who live in the same dwelling and are related to each other (including co-habiting couples), although allowing for a maximum of one married/co-habiting couple per family. The results are accurate to within +/- 2.5 pct.

For further information visit www.statbank.dk/varforbr

Table 332

Postal service

	2000	2004
	number	
Establishments		
Postal establishments, total	1 116	996
Branch post offices	1 016	315
Letter boxes	9 806	9 186
Stamp selling establishments	5 847	4 451
	thousands	
Mail handled etc.		
Ordinary letters, total	1 444 200	1 270 000
Parcels	31 700	37 100
Personnel, total	29 916	21 838

Source: Post Denmark.

Table 333

Telephone service

	2003	2004
	thousands	
Telephone subscribers	3 613	3 475
Per 100 inhabitants	67	64
Mobile telephone subscribers	4 767 ¹	5 165 ¹
Per 100 inhabitants	88 ¹	96 ¹
ISDN connection	377	357
	mio. minutes	
International fixed net traffic from Denmark	644	639
Outgoing mobile traffic	4 164	5 151
	DKK mio.	
Revenue	36 420	38 064
Investments	5 601	5 722

¹ Including pre-paid cards that have been active within the last 12 months. A pre-paid card is defined as active if there has been outgoing calls from the telephone (the pre-paid card) or reloads of the pre-paid card within the last 12 months.

Source: National Telecom Agency.