

Services and Distribution

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Services and Distribution

- Employee numbers in the Services Sector rose by 20% from 1999 to 2001.
- The number of Employees in the Retail Sector increased by 12% from 2000 to 2001.
- The number of Enterprises in the Motor Trades Sector increased by 24% from 1999 to 2001.
- Several sectors are still showing strong growth, such as Textiles and Clothing, Footwear and Leather and Electrical Goods.

Introduction

This chapter contains information on the services sector. The information sources are the Annual Services Inquiries of 1999, 2000 and 2001 and the Retail Sales Index series.

The annual inquiries provide information on the structure of the services sectors with principal and supplementary aggregates given in the tables. Short-term indicators of activity in the retail trade sectors are provided by the Retail Sales Index which gives the monthly change in the value and volume of retail sales for various classes of retail businesses.

Background

Following the 1988 Census of Services the CSO initiated a programme to update statistics on the services sectors on an annual basis. Up to (and including) the reference year 1995, this involved annual surveys of the major Retail and Wholesale sectors with most of the remaining services sectors being surveyed in rotation over a three year period.

From the reference year 1996 onwards the annual survey was extended to cover all distribution and most non-distributive services sectors. The sectors covered in the 1999, 2000 and 2001 surveys were Retail and Wholesale trade, Real Estate, Renting, Business and selected Services.

Annual surveys

The annual surveys are undertaken on a statutory basis. They are designed to provide grossed estimates of the principal trading aggregates for all enterprises in the relevant sectors. The "enterprise" was the unit used for survey purposes ie one return was sought in respect of each enterprise covering all constituent branches. A stratified random sample was selected.

All enterprises with 20 or more persons engaged were selected in the Retail sector, while decreasing sampling proportions were taken in the following lower persons engaged ranges:

- 10 - 19 persons
- 5 - 9 persons
- 1 - 4 persons.

For the wholesale sector, all enterprises with 10 or more persons engaged were selected. A sample of 1 in 3 was taken for enterprises with 5-9 persons engaged and 1 in 6 enterprises with 1-4 persons engaged were selected.

In the case of the other services sectors surveyed, all enterprises with 20 or more persons engaged were selected. A sample of 2 in 3 was taken for enterprises with 10-19 persons engaged and decreasing proportions were selected in the lower persons engaged ranges. The business classification used for these inquiries is the Statistical Classification of Economic Activities in the European Community (NACE Rev. 1).

Results for retail trade

The estimated total annual turnover of retail enterprises increased from €27,745m in 1999 to €31,899m in 2000 - an increase of 15 per cent and a 9 per cent increase to €34,794m in 2001. It should be noted that these figures include a significant wholesale element as wholesaling and retailing of motor vehicles are treated as the same activity according to NACE Rev. 1.

Tables 12.1, 12.2 and 12.3 give some principal aggregates for retail enterprises for each of the years 1999 to 2001.

Results for wholesale trade

Turnover in the wholesale trade increased by 29 per cent from €21,126m in 1999 to €27,258m in 2000 and by almost 12 per cent to €30,480m in 2001.

Tables 12.4, 12.5 and 12.6 give some principal aggregates for wholesale enterprises for each of the years 1999 to 2001.

Results for real estate, renting and business services sectors

These sectors showed an increase in turnover of 31 per cent from almost €11,204m in 1999 to €14,670m in 2000 and by 20 per cent to €17,583m in 2001. Tables 12.7, 12.8 and 12.9 give some principal aggregates for each of the years 1999 to 2001.

For the activity "Buying selling or letting of own or leased property", the property activities of private households have been excluded where possible.

Results for selected services sectors

These sectors showed an increase in turnover of 20 per cent from €13,902m in 1999 to €16,691m in 2000 and by 16 per cent to €19,386m in 2001. The number of enterprises in the selected services sectors increased from 10,414 in 1999 to 13,673 in 2000 and to 15,687 in 2001. It should be noted that these results include data for commercial semi-state companies involved in the provision of transport and communication services; state subsidies have been excluded from all aggregates.

Retail Sales Index

Tables 12.13 and 12.14 give seasonally adjusted volume indices and value indices, respectively, for 13 categories of business and for each of the years 1996 to 2002.

Table 12.15

'Books' includes school library stock.

Table 12.18

Note 1 The assets and liabilities of the savings services vest in the Minister for Finance and, accordingly, are not included in the financial statements of the company.

Note 2 This figure represents only sales of stamps for cash across the counter. The balance of mails service income is made up of postage meter machines and other bulk payment arrangements.

Table 12.1 Principal aggregates for retail enterprises, 1999

Business	Enterprises	Turnover excluding VAT	Gross value added	Employees
	No.	€000	€000	No.
Motor trades	3,995	10,928,042	1,018,382	23,349
Retail sale in non-specialised stores	3,601	7,548,841	1,313,637	54,601
Retail sale of food, beverages and tobacco in specialised stores	1,763	774,049	134,831	5,347
Retail sale of pharmaceutical, medical and cosmetic articles	718	846,260	212,484	5,461
Retail sale of textiles and clothing	1,598	1,409,277	352,853	12,767
Retail sale of footwear and leather	227	164,670	45,077	1,781
Retail sale of furniture and lighting	545	366,998	72,493	2,254
Retail sale of electrical goods	542	617,275	123,907	3,339
Retail sale of hardware, paints and glass	637	781,621	150,027	4,896
Retail sale of books, newspapers and stationery	474	329,412	63,376	2,878
Other retailing in specialised stores	2,491	1,663,979	356,470	10,064
Other retail sales	352	305,523	62,772	1,572
Repairs services	518	67,822	27,528	894
Bars	4,668	1,941,373	567,251	22,590
All businesses	22,129	27,745,143	4,501,087	151,792

Source: CSO

Table 12.2 Principal aggregates for retail enterprises, 2000

Business	Enterprises	Turnover excluding VAT	Gross value added	Employees
	No.	€000	€000	No.
Motor trades	4,573	12,944,143	1,110,116	24,361
Retail sale in non-specialised stores	4,272	8,135,438	1,507,320	56,863
Retail sale of food, beverages and tobacco in specialised stores	2,220	837,694	141,758	5,814
Retail sale of pharmaceutical, medical and cosmetic articles	889	991,429	234,592	5,583
Retail sale of textiles and clothing	1,958	1,330,816	335,630	11,554
Retail sale of footwear and leather	288	201,839	60,226	1,921
Retail sale of furniture and lighting	699	390,275	87,211	2,386
Retail sale of electrical goods	639	747,905	176,510	3,382
Retail sale of hardware, paints and glass	809	952,590	167,564	5,794
Retail sale of books, newspapers and stationery	578	467,281	88,259	3,208
Other retailing in specialised stores	3,213	1,974,113	401,708	11,121
Other retail sales	474	378,625	77,978	1,629
Repairs services	650	86,440	36,719	845
Bars	5,758	2,460,509	815,170	25,177
All businesses	27,020	31,899,097	5,240,763	159,639

Source: CSO

Table 12.3 Principal aggregates for retail enterprises, 2001

Business	Enterprises	Turnover excluding VAT	Gross value added	Employees
	No.	€000	€000	No.
Motor trades	4,952	13,823,185	1,144,792	26,130
Retail sale in non-specialised stores	4,241	9,069,928	1,688,973	62,311
Retail sale of food, beverages and tobacco in specialised stores	2,191	1,081,407	218,535	6,104
Retail sale of pharmaceutical, medical and cosmetic articles	914	1,189,344	287,321	6,244
Retail sale of textiles and clothing	2,057	1,570,622	386,371	13,109
Retail sale of footwear and leather	307	212,448	56,411	1,895
Retail sale of furniture and lighting	741	565,795	132,058	3,638
Retail sale of electrical goods	704	846,217	160,204	3,615
Retail sale of hardware, paints and glass	816	799,690	161,304	5,108
Retail sale of books, newspapers and stationery	587	381,085	78,275	2,752
Other retailing in specialised stores	3,492	2,055,502	437,924	12,281
Other retail sales	521	357,734	69,915	1,758
Repairs services	707	90,417	40,354	1,059
Bars	6,142	2,750,189	791,071	32,545
All businesses	28,372	34,793,563	5,653,507	178,548

Source: CSO

Employment by sector



Table 12.4 Principal aggregates for wholesale enterprises, 1999

Business	Enterprises	Turnover excluding VAT	Gross value added	Employees
	No.	€000	€000	No.
Wholesale on a fee or contract basis	338	154,687	57,136	903
Wholesale of agricultural materials or animals	133	734,242	78,028	1,427
Wholesale of food, beverages and tobacco	628	6,738,777	709,201	12,025
Wholesale of household goods	570	3,639,228	668,259	9,248
Wholesale of non-agricultural intermediate products, waste and scrap	518	5,786,649	629,000	9,202
Wholesale of machinery, equipment and supplies	529	2,875,083	638,018	10,056
Other wholesale	489	1,196,865	222,823	4,096
All businesses	3,204	21,125,532	3,002,465	46,956

Source: CSO

Table 12.5 Principal aggregates for wholesale enterprises, 2000

Business	Enterprises	Turnover excluding VAT	Gross value added	Employees
	No.	€000	€000	No.
Wholesale on a fee or contract basis	478	127,645	69,255	1,018
Wholesale of agricultural materials or animals	179	767,854	81,816	1,373
Wholesale of food, beverages and tobacco	868	7,363,755	794,100	12,794
Wholesale of household goods	736	3,703,180	651,416	10,601
Wholesale of non-agricultural intermediate products, waste and scrap	684	7,269,141	749,857	8,902
Wholesale of machinery, equipment and supplies	683	6,455,007	1,129,206	10,908
Other wholesale	562	1,571,095	305,383	4,667
All businesses	4,190	27,257,679	3,781,034	50,264

Source: CSO

Table 12.6 Principal aggregates for wholesale enterprises, 2001

Business	Enterprises	Turnover excluding VAT	Gross value added	Employees
	No.	€000	€000	No.
Wholesale on a fee or contract basis	629	283,000	80,264	1,902
Wholesale of agricultural materials or animals	179	784,307	82,033	1,712
Wholesale of food, beverages and tobacco	1,009	9,896,795	1,399,331	15,827
Wholesale of household goods	758	4,712,895	743,983	10,654
Wholesale of non-agricultural intermediate products, waste and scrap	795	7,492,034	911,329	12,823
Wholesale of machinery, equipment and supplies	714	5,506,899	193,639	10,649
Other wholesale	593	1,804,136	270,629	3,884
All businesses	4,676	30,480,068	3,681,208	57,450

Source: CSO

TABLE 12.4

TABLE 12.5

TABLE 12.6

Gross Value Added by sector



Turnover by sector excl VAT

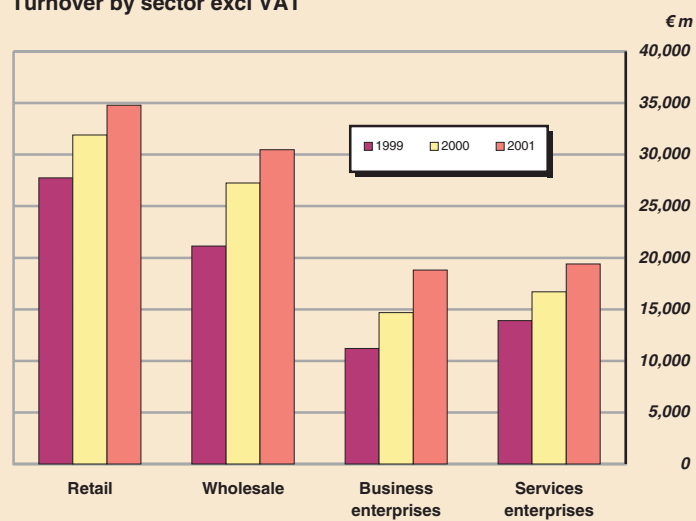


Table 12.7 Principal aggregates for all real estate, renting and business services enterprises, 1999

Business	Enterprises	Turnover excluding VAT	Gross value added	Employees
	No.	€000	€000	No.
Buying, selling and letting of own or leased property	1,117	931,714	920,585	1,268
Real estate activities on a fee or contract basis	918	492,988	327,805	3,295
Renting of transport equipment (excluding aircraft)	71	396,411	225,391	794
Renting of other machinery and equipment	614	330,919	149,276	2,117
Renting of personal and household goods	245	116,032	49,448	1,994
Computer services	1,627	2,976,965	1,221,628	16,724
R & D services	79	142,261	88,982	520
Legal activities	1,525	970,819	814,165	8,514
Accounting, book-keeping and auditing activities, tax consultancy	1,416	686,998	510,552	9,272
Market research, management consulting and holding companies	1,408	509,964	293,312	5,555
Technical services	1,701	903,663	605,343	9,282
Advertising	180	684,689	137,658	2,075
Labour recruitment	197	331,657	173,408	4,791
Cleaning and security services	326	281,754	222,299	18,212
Other business services nec	1,726	1,447,059	882,083	7,904
All businesses	13,149	11,203,892	6,621,937	92,317

Source: CSO

TABLE 12.7

TABLE 12.8

Table 12.8 Principal aggregates for all real estate, renting and business services enterprises, 2000

Business	Enterprises	Turnover excluding VAT	Gross value added	Employees
	No.	€000	€000	No.
Buying, selling and letting of own or leased property	1,640	1,074,874	379,987	1,419
Real estate activities on a fee or contract basis	1,153	490,254	287,424	3,636
Renting of transport equipment (excluding aircraft)	88	219,669	57,456	844
Renting of other machinery and equipment	802	346,400	174,213	2,509
Renting of personal and household goods	259	145,904	57,918	2,245
Computer services	2,027	4,672,329	2,443,230	16,879
R & D services	121	210,289	132,296	696
Legal activities	1,786	940,163	719,165	9,727
Accounting, book-keeping and auditing activities, tax consultancy	1,685	931,162	686,881	10,571
Market research, management consulting and holding companies	1,922	1,087,877	596,069	8,022
Technical services	2,306	1,213,346	677,602	10,837
Advertising	221	672,334	175,971	2,241
Labour recruitment	273	396,573	188,538	6,609
Cleaning and security services	472	503,703	348,584	22,795
Other business services nec	2,062	1,764,939	521,026	8,731
All businesses	16,819	14,669,814	7,446,361	107,760

Source: CSO

Table 12.9 Principal aggregates for all real estate, renting and business services enterprises, 2001

Business	Enterprises	Turnover excluding VAT	Gross value added	Employees
	No.	€000	€000	No.
Buying, selling and letting of own or leased property	2,159	1,185,110	601,563	1,304
Real estate activities on a fee or contract basis	1,375	496,123	345,268	4,374
Renting of transport equipment (excluding aircraft)	97	233,584	65,624	803
Renting of other machinery and equipment	934	371,371	202,369	2,855
Renting of personal and household goods	279	181,087	76,592	2,947
Computer services	3,184	6,137,853	2,377,457	19,177
R & D services	152	143,065	85,410	801
Legal activities	1,816	1,140,712	895,646	10,746
Accounting, book-keeping and auditing activities, tax consultancy	1,714	999,718	742,878	11,902
Market research, management consulting and holding companies	2,328	1,448,372	854,935	9,092
Technical services	2,724	1,714,137	893,993	13,256
Advertising	260	625,355	174,413	2,657
Labour recruitment	367	456,703	247,906	8,298
Cleaning and security services	594	555,727	399,322	23,185
Other business services nec	2,240	1,893,792	318,250	8,375
All businesses	20,222	17,582,709	8,281,627	119,772

Source: CSO

Table 12.10 Principal aggregates for selected services enterprises, 1999

Business	Enterprises	Turnover excluding VAT	Gross value added	Employees
	No.	€000	€000	No.
Hotels	432	1,203,037	581,728	28,565
Restaurants	2,501	947,010	377,636	21,575
Catering	117	303,629	107,315	7,162
Rail and Land Transport	68	573,390	299,843	12,225
Road Freight	2,210	1,388,833	683,120	7,285
Water and Pipeline Transport, Air Transport, Transport Support Services, Travel Agencies	584	4,624,984	1,504,090	22,857
National Post and Courier Services, Telecommunications Services	410	3,495,808	1,619,120	24,740
Hairdressers and Beauty Parlours	2,024	190,938	109,661	7,267
Other Personal Services	1,001	300,781	161,573	5,763
Other Selected Services	1,068	873,482	507,684	10,976
All businesses	10,414	13,901,891	5,951,770	148,415

Source: CSO

Table 12.11 Principal aggregates for selected services enterprises, 2000

Business	Enterprises	Turnover excluding VAT	Gross value added	Employees
	No.	€000	€000	No.
Hotels	558	1,463,593	693,138	32,492
Restaurants	3,059	1,075,471	396,328	24,054
Catering	148	288,620	121,436	7,186
Rail and Land Transport	81	597,773	286,522	12,659
Road Freight	2,929	1,506,863	645,920	8,834
Water and Pipeline Transport, Air Transport, Transport Support Services, Travel Agencies	669	5,513,778	1,667,330	22,633
National Post and Courier Services, Telecommunications Services	565	4,776,400	3,027,119	26,487
Hairdressers and Beauty Parlours	2,827	225,069	136,685	7,018
Other Personal Services	1,473	283,959	115,149	4,350
Other Selected Services	1,363	959,196	543,441	10,918
All businesses	13,673	16,690,722	7,633,067	156,632

Source: CSO

Table 12.12 Principal aggregates for selected services enterprises, 2001

Business	Enterprises	Turnover excluding VAT	Gross value added	Employees
	No.	€000	€000	No.
Hotels	658	1,822,577	809,959	34,465
Restaurants	3,484	1,316,079	507,682	27,291
Catering	196	485,856	188,412	8,187
Rail and Land Transport	96	625,647	291,420	13,248
Road Freight	3,565	1,525,728	507,396	9,712
Water and Pipeline Transport, Air Transport, Transport Support Services, Travel Agencies	789	5,681,933	1,654,317	25,514
National Post and Courier Services, Telecommunications Services	706	5,942,093	2,287,026	25,010
Hairdressers and Beauty Parlours	3,064	298,201	194,169	8,075
Other Personal Services	1,586	448,197	206,886	5,607
Other Selected Services	1,544	1,239,594	717,232	13,084
All businesses	15,687	19,385,905	7,364,500	170,191

Source: CSO

Enterprise numbers by sector



TABLE 12.13

Table 12.13 Volume indices of retail sales*Base year 1995=100*

Business	1996	1997	1998	1999	2000	2001	2002
Motor trades (NACE 50)	109.7	119.0	129.2	148.0	177.0	162.7	157.1
Non-specialised stores (NACE 52.11) (excluding Department Stores)	102.8	107.7	113.2	118.5	123.1	130.0	134.0
Department stores (NACE 52.12)	110.6	124.5	145.1	167.5	190.5	204.6	217.9
Specialised stores (remainder of NACE 52)							
Food, beverages and tobacco	100.4	99.8	98.0	97.6	100.3	99.7	100.8
Pharmaceutical, medical and cosmetic articles	103.5	110.4	124.6	150.7	174.3	197.6	213.4
Textiles and clothing	108.5	123.6	145.2	172.5	210.7	243.1	261.3
Footwear and leather	106.6	124.5	141.2	155.0	174.3	195.4	207.4
Furniture and lighting	107.8	110.6	121.6	131.5	138.7	155.7	152.9
Electrical goods	106.7	124.9	151.3	177.2	200.6	237.0	245.8
Hardware, paints and glass	106.4	114.6	122.0	134.9	145.5	165.3	164.4
Books, newspapers and stationery	100.9	105.4	107.5	116.3	125.3	129.1	127.6
Other retail sales	109.3	121.6	135.0	152.4	188.2	216.6	224.0
Bars (NACE 55.4)	103.8	108.8	112.9	114.9	117.6	119.0	115.5
All businesses excluding Motor trades	104.6	111.9	120.4	130.0	141.6	152.1	155.5
All businesses	105.8	113.7	122.7	134.3	150.3	154.9	156.1

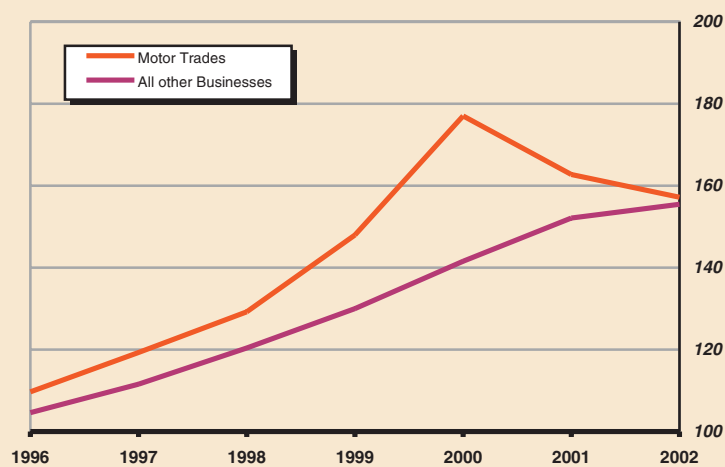
*Source: CSO***Volume indices of retail sales***Index 1995=100*

Table 12.14 Value indices of retail sales*Base year 1995=100*

Business	1996	1997	1998	1999	2000	2001	2002
Motor trades (NACE 50)	112.4	125.1	136.6	159.5	202.5	186.6	184.9
Non-specialised stores (NACE 52.11) (excluding department stores)	105.5	112.8	123.1	132.8	144.4	159.7	171.0
Department stores (NACE 52.12) <i>of which</i>	110.7	121.2	139.5	157.3	178.1	194.0	206.8
Clothing and footwear	112.4	125.7	148.9	168.0	190.9	201.9	216.2
Furniture, soft furnishings etc	108.6	125.5	144.8	166.1	179.8	179.8	190.8
Other goods and services	109.1	112.7	123.6	138.1	159.0	188.7	199.9
Specialised stores (NACE 52 remainder)							
Food, beverages and tobacco	100.9	101.0	101.9	104.0	111.5	118.9	124.9
Pharmaceutical, medical and cosmetic articles	105.8	114.7	133.0	164.2	195.9	231.8	259.6
Textiles and clothing	107.8	114.7	126.9	139.6	161.7	181.2	186.9
Footwear and leather	105.2	115.1	129.2	138.6	151.1	165.0	168.1
Furniture and lighting	109.7	114.4	128.7	140.7	152.1	178.1	177.0
Electrical goods	105.6	122.3	146.1	167.7	188.2	222.1	231.7
Hardware, paints and glass	108.2	117.3	127.2	143.6	159.7	187.4	193.0
Books, newspapers and stationery	104.3	111.2	116.9	129.9	149.4	162.8	169.2
Other retail sales	111.3	122.8	136.8	154.7	202.1	230.9	241.4
Bars (NACE 55.4)	106.8	114.8	123.7	130.7	141.2	150.0	155.4
All businesses excluding Motor trades	106.5	114.4	125.6	137.6	154.8	172.6	182.1
All businesses	107.9	117.0	128.2	142.8	166.1	175.9	182.8

*Source: CSO***TABLE 12.14**

Table 12.15 Public Library stocks and issues

	<i>Number</i>					
	1995	1996	1997	1998	1999	2000
Books						
Total in stock	11,382,157	11,164,745	10,496,739	10,831,591	11,352,868	11,565,923
Number added to stock	502,965	628,516	624,573	623,469	847,203	929,555
Number withdrawn from stock	328,378	281,336	382,243	299,441	296,019	556,436
Non-book items						
Total in stock	240,891	270,519	284,264	290,092	321,734	361,065
Number added to stock	14,778	29,954	22,973	22,877	34,623	34,111
Number withdrawn from stock	2,059	3,878	9,696	4,010	5,555	5,723
Book issues						
Adult non-fiction	2,879,811	2,955,803	2,962,012	3,090,054	2,944,297	2,890,649
Adult fiction	4,940,430	4,925,555	4,751,365	4,706,387	4,562,461	4,506,037
Children's	4,535,677	4,686,943	4,659,944	4,644,323	4,439,562	4,222,002
Total	12,355,918	12,568,301	12,373,321	12,440,764	11,946,320	11,618,688
Issues per head population	3.5	3.5	3.4	3.4	3.3	3.4
Non-book issues	429,226	597,324	562,525	586,786	563,484	650,078
Total issues	12,785,144	13,165,625	12,935,846	13,027,550	12,509,804	12,268,766

Source: Library Council of Ireland

Table 12.16 Public Library service points

	Number						
	1994	1995	1996	1997	1998	1999	2000
Branches	317	319	318	321	321	326	331
Centres	91	80	101	86	81	57	82
Other service points	79	799	787	578	638	632	555
Mobile library units	29	28	28	27	27	26	26
Primary schools served	2,762	3,328	2,995	3,100	3,043	3,123	3,144
Total schools served	2,877	3,396	3,063	3,173	3,121	3,197	3,180

Source: Library Council of Ireland

Table 12.17 Public Library staff, registered readers and expenditure

	Number						
	1995	1996	1997	1998	1999	2000	
Staff							
Professional grades	265	262	256	267	259	291	
Para-professional grades	874	868	888	860	867	898	
Other grades	183	192	188	206	204	194	
Total	1,322	1,322	1,332	1,333	1,330	1,383	
Registered readers							
Adults	541,234	533,747	546,770	519,083	546,309	578,492	
Children	314,215	317,048	315,463	305,902	301,770	316,114	
Total	855,449	850,795	862,233	824,985	848,079	894,606	
							€
Expenditure							
Salaries	22,345,225	24,503,381	25,788,491	29,473,640	29,146,497	25,016,057	
Acquisitions	5,870,810	6,680,266	6,986,900	6,605,335	7,422,381	7,257,872	
Total	38,258,803	41,358,460	44,516,848	48,387,858	51,140,140	45,237,335	
Expenditure per head of population	10.86	11.4	12.28	13.34	14.11	12.48	

Source: Library Council of Ireland

TABLE 12.16

TABLE 12.17

Table 12.18 An Post – operational statistics

	1997	1998	1999	2000	2001
Mail					
Traffic index (1996=100) (note 1)	107.9	116.9	126.7	136.6	143.2
Tariff index (1996=100) (note 2)	100.0	100.0	100.0	100.0	100.0
Tariff index adjusted for inflation (1996=100) (note 2)	98.6	96.6	95.3	91.2	87.8
Letter post items delivered (millions)	646.6	669.8	705.4	733.6	779.8
Letter post items per capita	176.6	180.8	188.4	193.7	203.1
System size					
Number of delivery points (millions)	1.296	1.313	1.341	1.410	1.482
Post office network					
Company post offices	96	97	97	97	96
Sub-post offices	1,818	1,814	1,816	1,817	1,687
Total	1,914	1,911	1,913	1,914	1,783
Other company premises	45	48	48	52	54
Number of motor vehicles	2,275	2,389	2,479	2,643	2,901
Personnel (staff numbers at 31 December)					
Headquarters	475	560	576	611	607
Savings/remittance services	264	300	355	351	357
Inspection	50	65	64	63	51
Postmen/postwomen	4,045	4,160	4,327	4,486	4,427
Postal sorters	888	926	1,066	1,137	1,104
Post office clerks	1,246	1,201	1,230	1,204	1,136
Other grades	729	728	737	734	763
Temporary	609	635	677	635	1,085
Subsidiary companies	139	192	108	235	309
Total group employees	8,445	8,767	9,140	9,456	9,839
Postmasters: engaged as agents	1,818	1,814	1,816	1,751	1,687
	€m	€m	€m	€m	€m
Value of service savings funds at 31 December (note 1)	5,183	5,419	5,260	4,998	4,806
Counters: Business value					
Postal services - sales of postage stamps (note 2)	93	97	101	109	98
Remittance services - money and postal orders issued	537	550	562	575	666
Post office savings service					
Savings bank deposits	264	292	350	401	624
Savings bank withdrawals	278	287	321	354	498
Savings certificates issued	270	371	184	208	211
Savings certificates repaid	237	273	340	579	648
Instalment savings issued	72	75	70	61	68
Instalment savings repaid	44	53	84	105	136
Savings bonds issued	201	173	216	243	233
Savings bonds repaid	152	215	475	533	461
Pensions, allowances and social welfare benefits					
Child benefits paid	428	437	446	488	707
Unemployment benefits paid	975	962	904	814	847
Old age pensions paid	767	796	824	888	983
Widows/orphans pensions paid	501	527	551	589	652
Other allowances	1,461	1,554	1,632	1,751	1,828
Other miscellaneous	752	822	882	1,091	1,275
	000s	000s	000s	000s	000s
BillPay volumes	8,878	9,808	10,658	12,232	13,730
TV licence sales	990	1,016	1,038	1,057	1,097

Source: An Post

