

## Summary of the Results

As used in the monthly survey on service industries, the following terms means as follows:

**Service Industries:** “Service Industries” cover the 9 industries classified in the following groups designated by the Japan Standard Industrial Classification (Rev.12, November 2007): “Information and communications”, “Transport and postal activities”, “Real estate and goods rental and leasing”, “Scientific research, professional and technical services”, “Accommodations, eating and drinking services”, “Living-related and personal services and amusement services”, “Education, learning support”, “Medical, health care and welfare” and “Services, n.e.c.”. Please refer to the appendix 5 for details of industry coverage.

**Persons Working at the Location of Establishment:** “Persons working at the location of Establishment” mean all persons who are engaged in the business of the establishment at the end of business day of the month, excluding dispatched or subcontracted employees to separately operated establishment, but including those who work as dispatched or subcontracted employees from separately operated establishment.

### Summary of the Results in 2011

Sales (Income, annual total)	273.34 trillion yen (-3.8%)
Number of Persons Working at the Location of Establishment (Annual average)	25.47 million persons (-2.5%)
Sales (Income) per Establishment (Annual total)	98.07 million yen (-3.2%)
Sales (Income) per Persons Working at the Location of Establishment (Annual total)	10.73 million yen (-1.3%)

\*The figure in parenthesis indicates the percent change over the year.

#### 1 Sales (Income)

Total sales (income) of service industries amounted to 290.54 trillion yen in 2009, 284.01 trillion yen in 2010, and 273.34 trillion yen in 2011.

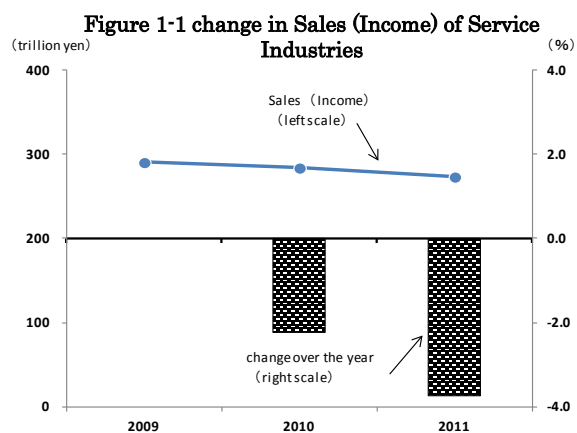
Compared with the previous year, the sales decreased for two consecutive years, by 2.2% in 2010 and 3.8% in 2011.

By industry, the sales decreased in 7 industries: “Living-related and personal services and amusement services” (a decrease of 10.0%), “Accommodations, eating and

drinking services” (a decrease of 6.1%), “Scientific research, professional and technical services” (a decrease of 5.3%), “Transport and postal activities” (a decrease of 4.5%), “Real estate and goods rental and leasing” (a decrease of 4.4%), “Services, n.e.c.” (a decrease of 3.1%) and “Medical, health care and welfare” (a decrease of 1.2%).

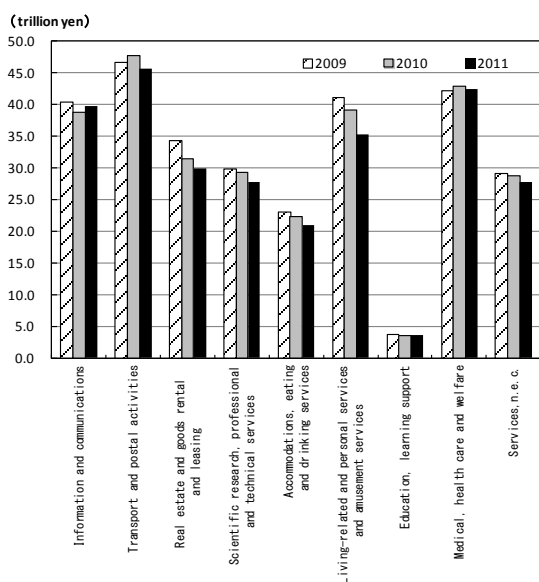
On the other hand, the sales increased in 2 industries: “Education, learning support” (an increase of 3.0%) and “Information and communications” (an increase of 2.6%).

Total sales (income) of service industries in FY2011 were 275.76 trillion yen, a decrease of 1.8% from the previous fiscal year.

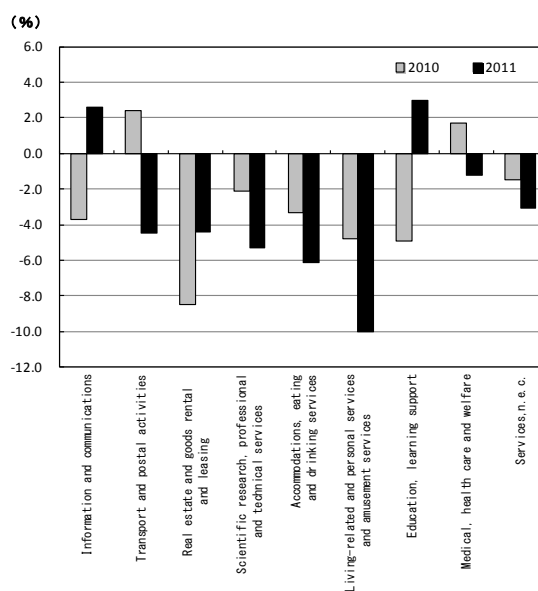


(Figure 1-1, 1-2, 1-3, Table 1)

**Figure 1-2 Sales (Income) by Industry (Major Groups)**



**Figure 1-3 Change over the Year of Sales (Income) by Industry (Major Groups)**



**Table 1 Sales (Income), Number of Persons Working at the Location of Establishment, Sales (Income) per Establishment and Sales (Income) per Persons Working at the Location of Establishment by Industry (Major Groups)**

	2011				FY2011			
	Sales (Income) (million yen)	Number of persons working at the location of establishment (person)	Sales (Income) per establishment (million yen)	Sales (Income) per persons working at the location of establishment (million yen)	Sales (Income) (million yen)	Number of persons working at the location of establishment (person)	Sales (Income) per establishment (million yen)	Sales (Income) per persons working at the location of establishment (million yen)
<b>Actual figures</b>								
Service industry	273,342,532	25,474,675	98.07	10.73	275,759,006	25,337,001	99.01	10.88
Information and communications	39,855,877	1,596,569	658.34	24.96	40,216,670	1,593,211	660.95	25.24
Transport and postal activities	45,645,967	3,198,104	349.54	14.27	45,607,041	3,148,763	348.66	14.48
Real estate and goods rental and leasing	29,997,195	1,277,674	86.27	23.48	30,510,124	1,282,937	87.90	23.78
Scientific research, professional and technical services	27,753,434	1,822,969	127.30	15.22	28,480,918	1,818,272	130.64	15.66
Accommodations, eating and drinking services	21,015,583	4,780,509	26.97	4.40	21,076,442	4,714,200	27.10	4.47
Living-related and personal services and amusement services	35,244,700	2,662,842	67.06	13.24	35,160,619	2,636,783	67.00	13.33
Education, learning support	3,618,297	932,328	21.53	3.88	3,580,332	925,439	21.28	3.87
Medical, health care and welfare	42,394,648	6,442,372	121.53	6.58	43,147,580	6,457,695	123.63	6.68
Services,n.e.c.	27,816,831	2,761,307	133.29	10.07	27,979,280	2,759,701	134.10	10.14
<b>Change over the year (%)</b>								
Service industry	-3.8	-2.5	-3.2	-1.3	-1.8	-2.5	-1.1	0.6
Information and communications	2.6	-1.5	1.8	4.1	3.0	-1.5	1.9	4.6
Transport and postal activities	-4.5	-2.5	-4.3	-2.1	-4.0	-3.4	-3.9	-0.6
Real estate and goods rental and leasing	-4.4	-4.3	-3.8	-0.1	-1.6	-2.5	-0.7	0.9
Scientific research, professional and technical services	-5.3	-1.2	-4.5	-4.2	-0.6	-1.0	0.0	0.4
Accommodations, eating and drinking services	-6.1	-3.3	-5.0	-2.7	-3.9	-4.1	-2.6	0.2
Living-related and personal services and amusement services	-10.0	-4.1	-9.6	-6.0	-7.8	-4.7	-7.2	-3.3
Education, learning support	3.0	-4.6	3.8	8.1	0.5	-4.1	0.9	4.9
Medical, health care and welfare	-1.2	0.1	-0.9	-1.3	0.6	0.3	0.8	0.3
Services,n.e.c.	-3.1	-5.1	-3.2	2.0	-1.0	-3.7	-0.8	2.8

## 2 Number of Persons Working at the Location of Establishment

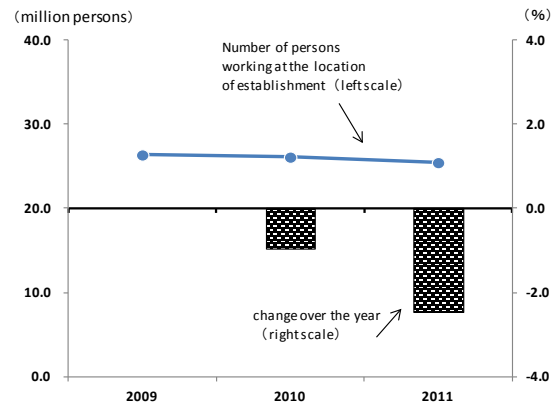
The number of persons working at the location of establishment (annual average) amounted to 26.39 million in 2009, 26.13 million in 2010 and 25.47 million in 2011.

Compared with the previous year, the number of persons decreased for two consecutive years, by 1.0% in 2010 and 2.5% in 2011.

By industries, the number of persons working at the location of establishment (annual average) decreased in 8 industries; “Services, n.e.c.” (a decrease of 5.1%), “Education, learning support” (a decrease of 4.6%), “Real estate and goods rental and leasing” (a decrease of 4.3%), “Living-related and personal services and amusement services” (a decrease of 4.1%), “Accommodations, eating and drinking services” (a decrease of 3.3%), “Transport and postal activities” (a decrease of 2.5%), “Information and communications” (a decrease of 1.5%) and “Scientific research, professional and technical services” (a decrease of 1.2%).

On the other hand, the number of persons working at the location of establishment (annual average) increased in “Medical, health care and welfare” (an increase of 0.1%).

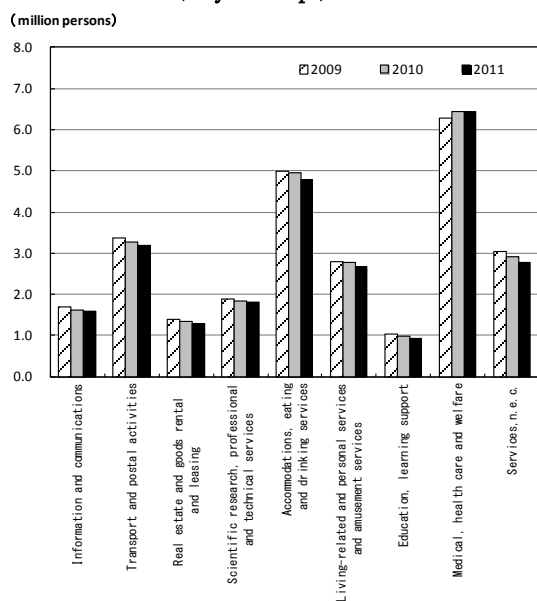
**Figure 2-1 Change in the Number of Persons Working at the Location of Establishment of Service Industries**



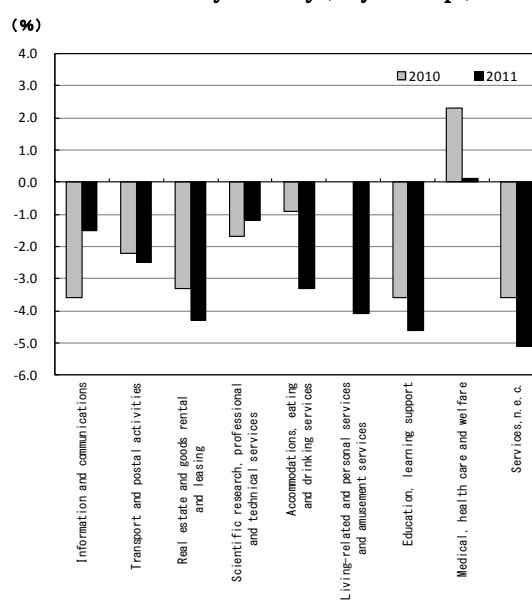
The number of persons working at the location of establishment (fiscal year average) in FY2011 was 25.34 million, a decrease of 2.5% from the previous fiscal year.

(Figure 2-1, 2-2, 2-3, Table 1)

**Figure 2-2 The Number of Persons Working at the Location of Establishment by Industry (Major Groups)**



**Figure 2-3 Change Over the Year of the number of Persons Working at the Location of Establishment by Industry (Major Groups)**



### 3 Sales (Income) per Establishment and Sales (Income) per Persons Working at the Location of Establishment

Total sales (income) per establishment in 2011 were 98.07 million yen, a decrease of 3.2% from the previous year.

By industries, the sales (income) per establishment decreased in 7 industries, such as “Living-related and personal services and amusement services” (a decrease of 9.6%), “Accommodations, eating and drinking services” (a decrease of 5.0%) and “Scientific research, professional and technical services” (a decrease of 4.5%).

On the other hand, the sales (income) per establishment increased in 2 industries; “Education, learning support” (an increase of 3.8%) and “Information and communications” (an increase of 1.8%), a decrease of 1.8% from the previous fiscal year.

(Figure 3-1, 3-2, Table 1)

Total sales (income) per persons working at the location of establishment in 2011 were 10.73 million yen, a decrease of 1.3% from the previous year.

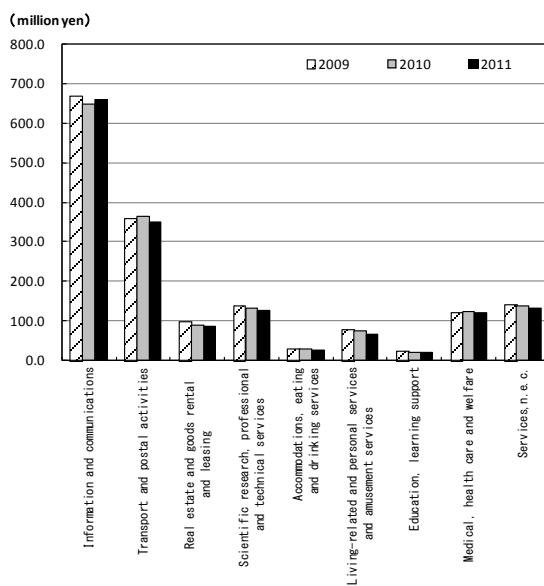
By industries, the sales (income) per persons working at the location of establishment decreased in 6 industries, such as “Living-related and personal services and amusement services” (a decrease of 6.0%), “Scientific research, professional and technical services” (a decrease of 4.2%) and “Accommodations, eating and drinking services” (a decrease of 2.7%).

On the other hand, the sales (income) per persons working at the location of establishment increased in 3 industries, such as “Education, learning support” (an increase of 8.1%), “Information and communications” (an increase of 4.1%) and “Services, n.e.c.” (an increase of 2.0%).

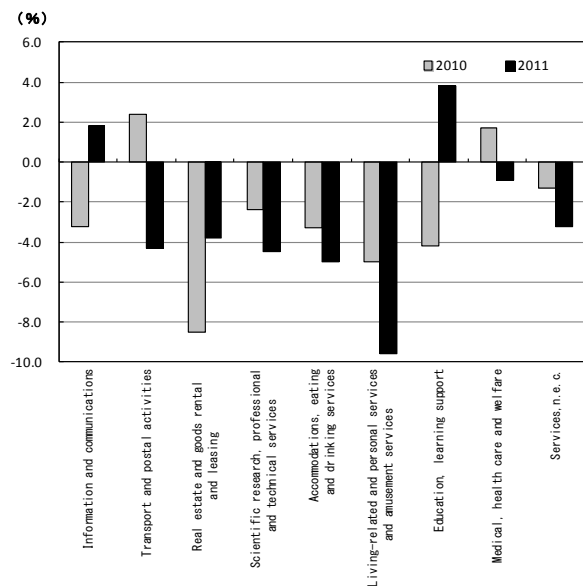
Total sales (income) per persons working at the location of establishment in FY 2011 were 10.88 million yen, an increase of 0.6% from the previous fiscal year.

(Figure 3-3, 3-4, Table 1)

**Figure 3-1 Sales (Income) per Establishment by Industry (Major Groups)**



**Figure 3-2 Change over the Year of Sales (Income) per Establishment by Industry (Major Groups)**





## (2) Number of Persons Working at the Location of Establishment

The monthly number of persons working in 2011 decreased in every month, compared with the previous year. Looking at the contribution ratio to service industry, “Medical, health care and welfare” contributed to an increase in many month and the others contributed to a decrease in every month.

(Figure 4-2, Table 2)

Figure 4-2 Change in Contribution Ratio and Change over the Year of Number of Persons Working at the Location of Establishment to Service Industries

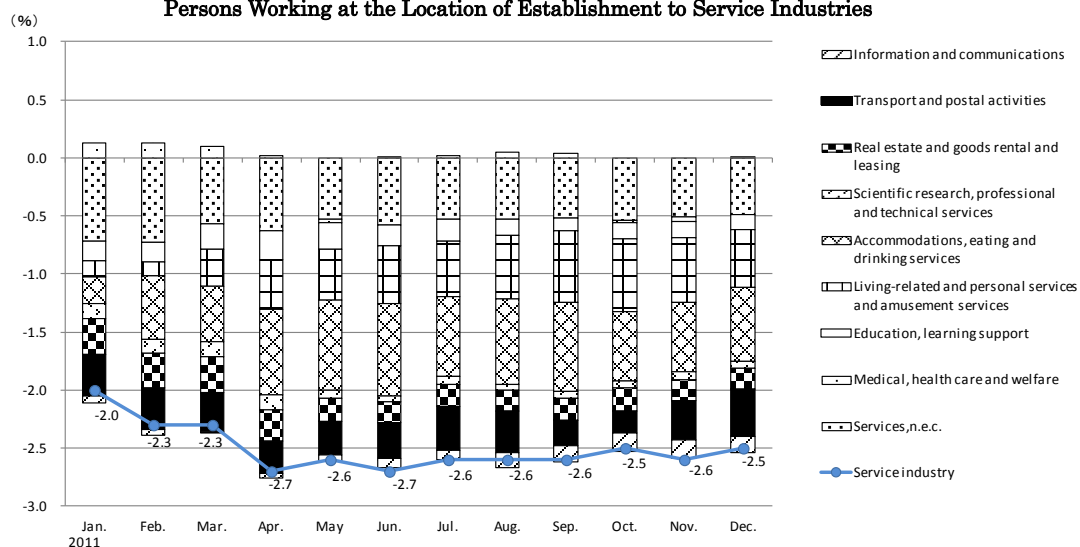


Table 2 Contribution Ratio and Change over the Year of Sales(Income), The Number of Persons Working at the Location of Establishment by Industry (Major Groups)

		2011												
		Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.	
Sales (Income)	Change over the year (%)	Service industry	-1.8	-2.2	-8.1	-7.5	-5.1	-3.9	-3.6	-1.5	-3.7	-1.9	-3.2	-1.8
		Information and communications	3.2	4.8	-1.3	2.7	0.4	3.9	3.2	4.4	1.8	4.1	0.9	4.3
		Transport and postal activities	0.2	-1.7	-6.2	-6.9	-5.3	-3.2	-6.7	-4.8	-3.7	-3.3	-5.8	-5.6
		Real estate and goods rental and leasing	-6.3	-5.0	-3.6	-7.9	-7.5	-4.2	-4.3	0.4	-6.9	-1.8	-8.7	2.3
		Scientific research, professional and technical services	-4.7	-6.1	-12.3	-12.5	-2.8	-3.8	-3.8	0.2	-2.8	-4.7	-2.5	-3.1
		Accommodations, eating and drinking services	-2.6	-4.7	-16.4	-11.5	-8.8	-6.2	-2.7	-2.9	-5.3	-4.3	-4.5	-3.0
		Living-related and personal services and amusement services	-4.8	-4.8	-23.0	-15.0	-13.3	-14.2	-7.5	-7.3	-11.4	-5.4	-6.3	-7.2
		Education, learning support	4.5	11.4	2.7	-0.8	4.5	4.8	2.1	-1.7	0.8	4.5	1.3	3.6
		Medical, health care and welfare	0.8	0.2	-1.5	-3.2	0.1	-1.3	-2.2	-0.2	-2.4	-1.3	-0.4	-2.5
		Services,n.e.c.	-3.7	-4.9	-9.4	-10.3	-5.3	-4.7	-4.4	1.7	0.1	1.0	1.6	1.9
		Service industry	-1.8	-2.2	-8.1	-7.5	-5.1	-3.9	-3.6	-1.5	-3.7	-1.9	-3.2	-1.8
		Information and communications	0.42	0.65	-0.21	0.35	0.05	0.55	0.41	0.54	0.27	0.52	0.12	0.61
		Transport and postal activities	0.03	-0.28	-0.96	-1.17	-0.88	-0.53	-1.17	-0.83	-0.63	-0.59	-1.00	-0.96
Real estate and goods rental and leasing	-0.66	-0.58	-0.43	-0.87	-0.82	-0.45	-0.47	0.04	-0.78	-0.19	-1.00	0.26		
Scientific research, professional and technical services	-0.46	-0.64	-1.56	-1.43	-0.26	-0.38	-0.37	0.02	-0.29	-0.48	-0.25	-0.31		
Accommodations, eating and drinking services	-0.21	-0.36	-1.15	-0.88	-0.74	-0.46	-0.22	-0.25	-0.39	-0.34	-0.35	-0.25		
Living-related and personal services and amusement services	-0.78	-0.61	-2.68	-2.01	-2.00	-1.95	-1.07	-1.08	-1.52	-0.77	-0.83	-0.95		
Education, learning support	0.06	0.14	0.03	-0.01	0.05	0.06	0.03	-0.02	0.01	0.06	0.02	0.05		
Medical, health care and welfare	0.13	0.03	-0.20	-0.48	0.01	-0.20	-0.33	-0.04	-0.36	-0.20	-0.06	-0.38		
Services,n.e.c.	-0.36	-0.52	-0.98	-1.04	-0.52	-0.49	-0.45	0.16	0.01	0.10	0.16	0.19		
Number of persons working at the location of establishment	Change over the year (%)	Service industry	-2.0	-2.3	-2.3	-2.7	-2.6	-2.7	-2.6	-2.6	-2.6	-2.5	-2.6	-2.5
		Information and communications	-1.0	-0.9	-0.1	-0.7	-0.9	-1.3	-1.3	-2.1	-2.2	-2.5	-2.6	-2.3
		Transport and postal activities	-2.8	-2.8	-2.7	-2.2	-2.3	-2.5	-3.0	-2.9	-1.8	-1.5	-2.7	-3.2
		Real estate and goods rental and leasing	-6.0	-5.7	-6.1	-5.3	-3.8	-3.4	-3.6	-3.6	-3.6	-3.9	-3.6	-3.5
		Scientific research, professional and technical services	-1.7	-1.7	-1.7	-1.8	-1.0	-0.8	-1.0	-0.6	-1.0	-0.9	-0.9	-0.9
		Accommodations, eating and drinking services	-1.2	-2.9	-2.6	-3.9	-4.1	-4.2	-3.6	-3.9	-4.0	-3.1	-3.2	-3.3
		Living-related and personal services and amusement services	-1.3	-1.1	-2.9	-4.0	-4.1	-4.7	-4.5	-5.1	-5.7	-5.9	-5.2	-4.8
		Education, learning support	-4.5	-4.5	-5.9	-6.7	-5.9	-4.8	-5.0	-3.8	-3.0	-3.7	-3.7	-3.4
		Medical, health care and welfare	0.5	0.6	0.4	0.1	-0.2	0.0	0.1	0.2	0.2	-0.1	-0.2	0.0
		Services,n.e.c.	-6.4	-6.5	-5.0	-5.6	-4.7	-5.1	-4.8	-4.7	-4.7	-4.8	-4.5	-4.4
		Service industry	-2.0	-2.3	-2.3	-2.7	-2.6	-2.7	-2.6	-2.6	-2.6	-2.5	-2.6	-2.5
		Information and communications	-0.06	-0.05	-0.01	-0.04	-0.06	-0.08	-0.08	-0.13	-0.13	-0.16	-0.16	-0.14
		Transport and postal activities	-0.36	-0.36	-0.34	-0.28	-0.29	-0.31	-0.38	-0.36	-0.22	-0.19	-0.34	-0.40
Real estate and goods rental and leasing	-0.31	-0.29	-0.32	-0.27	-0.19	-0.18	-0.18	-0.18	-0.18	-0.20	-0.18	-0.18		
Scientific research, professional and technical services	-0.12	-0.12	-0.12	-0.13	-0.07	-0.06	-0.07	-0.04	-0.07	-0.06	-0.06	-0.07		
Accommodations, eating and drinking services	-0.23	-0.54	-0.49	-0.73	-0.78	-0.79	-0.69	-0.73	-0.76	-0.59	-0.60	-0.63		
Living-related and personal services and amusement services	-0.14	-0.12	-0.31	-0.43	-0.44	-0.51	-0.48	-0.55	-0.61	-0.64	-0.56	-0.50		
Education, learning support	-0.17	-0.17	-0.23	-0.25	-0.22	-0.18	-0.19	-0.14	-0.11	-0.14	-0.14	-0.13		
Medical, health care and welfare	0.13	0.13	0.10	0.02	-0.04	0.01	0.02	0.05	0.04	-0.02	-0.05	0.01		
Services,n.e.c.	-0.71	-0.73	-0.56	-0.62	-0.52	-0.57	-0.53	-0.52	-0.52	-0.54	-0.50	-0.49		