

Summary of the Results

Sales (Average per Month)	28.74 trillion yen (-10.2%)
Number of the Persons Working at the Location of Establishment (Annual Average)	29.71 million persons (-1.6%)

*The figures in parenthesis indicate change over the year.

1. Annual Average

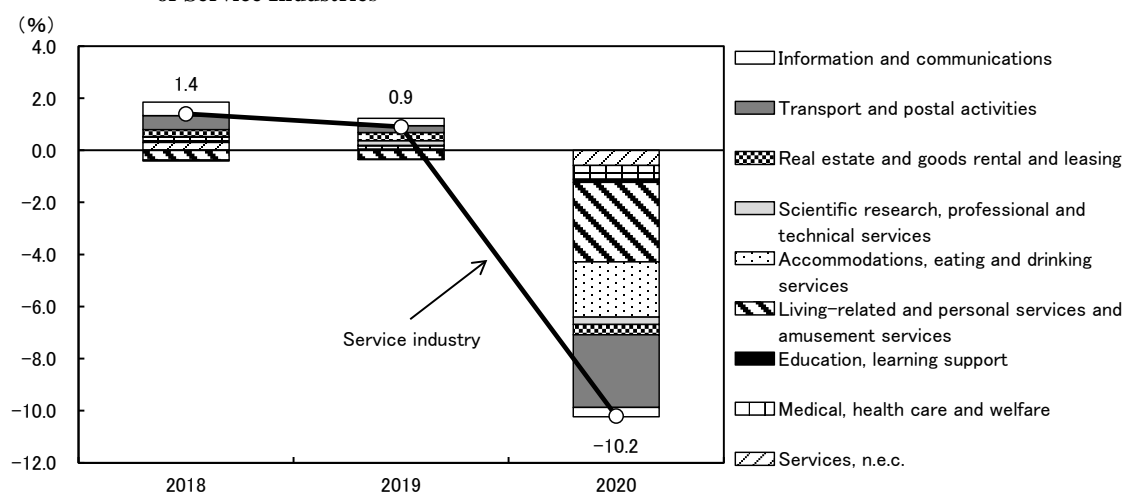
(1) Sales (Average per Month)

The sales (average per month) of service industries amounted to 28.74 trillion yen in 2020, down 10.2% from the previous year and marking a decrease for the first time since the survey was revised in 2013, due to the impact of the novel coronavirus disease (COVID-19) including stay-at-home requests and business suspension orders.

The main negative contributors to the decrease in sales of service industries were “Living-related and personal services and amusement services” contributing -3.05 percentage points; “Transport and postal activities” contributing -2.78 percentage points; and “Accommodations, eating and drinking services” contributing -2.12 percentage points.

(Figure 1-1, Table 1-1)

Figure1-1 Change over the Year and Contribution to Change in Sales (Average per Month) of Service Industries



**Table 1-1 Change over the Year and Contribution to Change in Sales (Average per Month)
by Industry (Major Groups)**

	Actual figures (million yen) 1)			Change over the year (%)			Contribution to change 2)		
	2018	2019	2020	2018	2019	2020	2018	2019	2020
Service industry	31,721,253	32,010,522	28,736,724	1.4	0.9	-10.2			
Information and communications	4,938,309	5,027,410	4,912,550	3.4	1.8	-2.3	0.52	0.28	-0.36
Transport and postal activities	5,536,722	5,619,100	4,729,145	3.1	1.5	-15.8	0.53	0.26	-2.78
Real estate and goods rental and leasing	4,008,120	4,106,868	3,978,504	2.1	2.5	-3.1	0.26	0.31	-0.40
Scientific research, professional and technical services	2,681,316	2,740,073	2,651,429	0.1	2.2	-3.2	0.01	0.19	-0.28
Accommodations, eating and drinking services	2,418,252	2,417,667	1,737,923	-0.5	0.0	-28.1	-0.04	0.00	-2.12
Living-related and personal services and amusement services	3,803,991	3,692,801	2,716,806	-3.0	-2.9	-26.4	-0.38	-0.35	-3.05
Education, learning support	319,222	323,016	281,601	1.8	1.2	-12.8	0.02	0.01	-0.13
Medical, health care and welfare	4,651,004	4,692,637	4,523,222	1.3	0.9	-3.6	0.20	0.13	-0.53
Services, n.e.c.	3,376,981	3,390,949	3,205,542	2.9	0.4	-5.5	0.31	0.04	-0.58

Note: 1) The population of the survey was changed and the sample establishments were replaced in January 2019. To remove the gaps caused by this change, the actual figures for 2018 or earlier have been adjusted in this annual report. Yet, these figures are not adjusted values by the change of the population of the survey and the replacement of the sample establishments in January 2021.

2) The contributions to change of each year were calculated using the adjusted figures of the previous year respectively. Since the adjusted figures were calculated individually for each industry, the sum of contributions from each industry to the total change of service industries may not equal the total change over the year of service industries. The same applies hereinafter.

By industry, the sales (average per month) decreased in all 9 industries: “Accommodations, eating and drinking services” (a decrease of 28.1%), “Living-related and personal services and amusement services” (a decrease of 26.4%), “Transport and postal activities” (a decrease of 15.8%), “Education, learning support” (a decrease of 12.8%), “Services, n.e.c.” (a decrease of 5.5%), “Medical, health care and welfare” (a decrease of 3.6%), “Scientific research, professional and technical services” (a decrease of 3.2%), “Real estate and goods rental and leasing” (a decrease of 3.1%), and “Information and communications” (a decrease of 2.3%).

(Table 1-1, Figure 1-2)

“Information and communications” accounted for the largest proportion (17.1% of service industries or 4.91 trillion yen), while “Education, learning support” accounted for the smallest proportion (1.0% or 0.28 trillion yen).

(Table 1-1, Figure 1-3)

Figure 1-2 Change over the Year of Sales (Average per Month) by Industry (Major Groups)

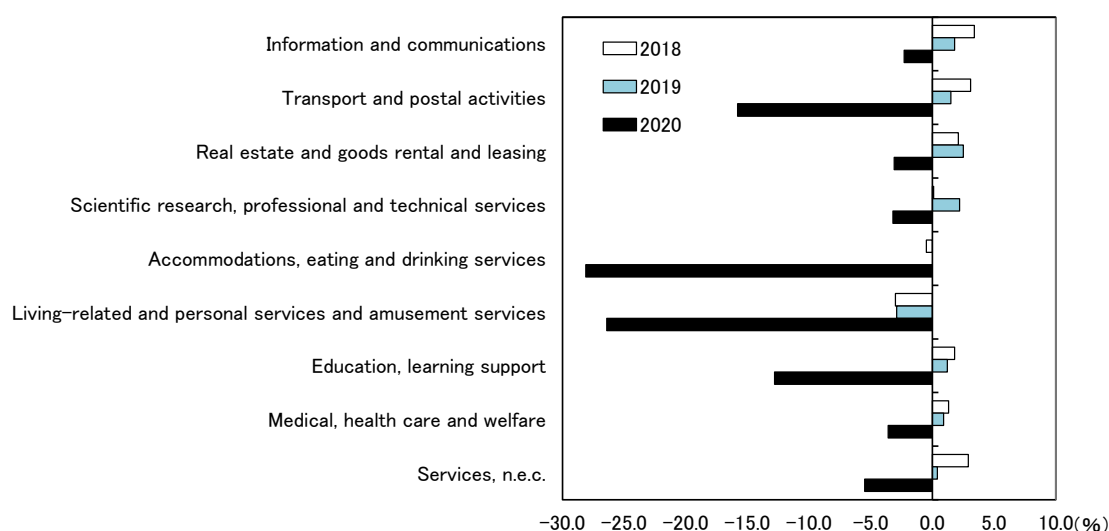
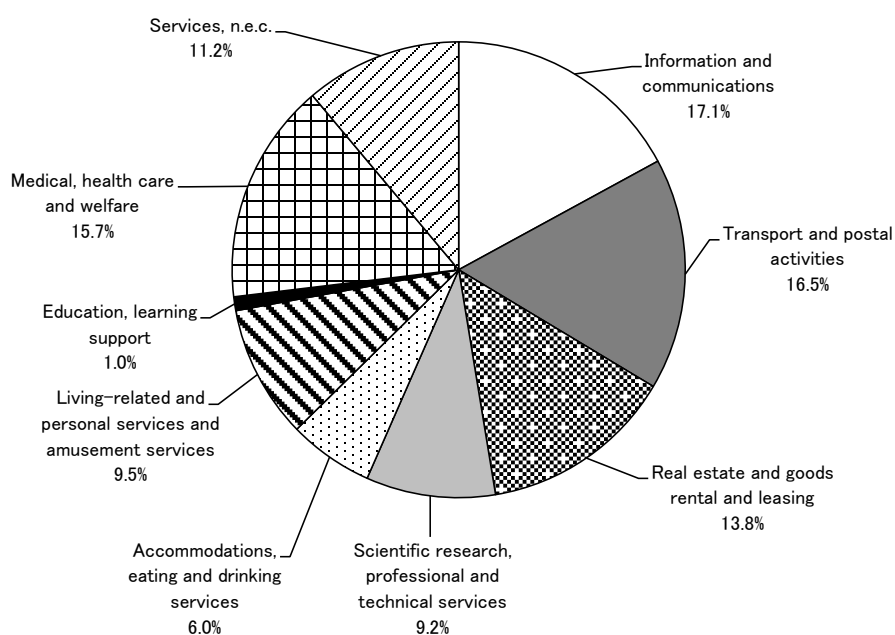


Figure 1-3 Composition of Sales (Average per Month) by Industry (Major Groups) in 2020



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

The number of persons working at the location of establishment (annual average) of service industries amounted to 29.71 million in 2020, down 1.6% from the previous year and marking a decrease for the first time since the survey was revised in 2013.

The main negative contributors to the decrease in the number of persons of service industries were “Accommodations, eating and drinking services” contributing -1.06 percentage points; “Transport and postal activities” contributing -0.29 percentage points; and “Services, n.e.c.” contributing -0.24 percentage points while the main positive contributor was “Information and communications” contributing 0.10 percentage points.

(Figure 1-4, Table 1-2)

Figure 1-4 Change over the Year and Contribution to Change in the Number of Persons Working at the Location of Establishment (Annual Average) of Service Industries

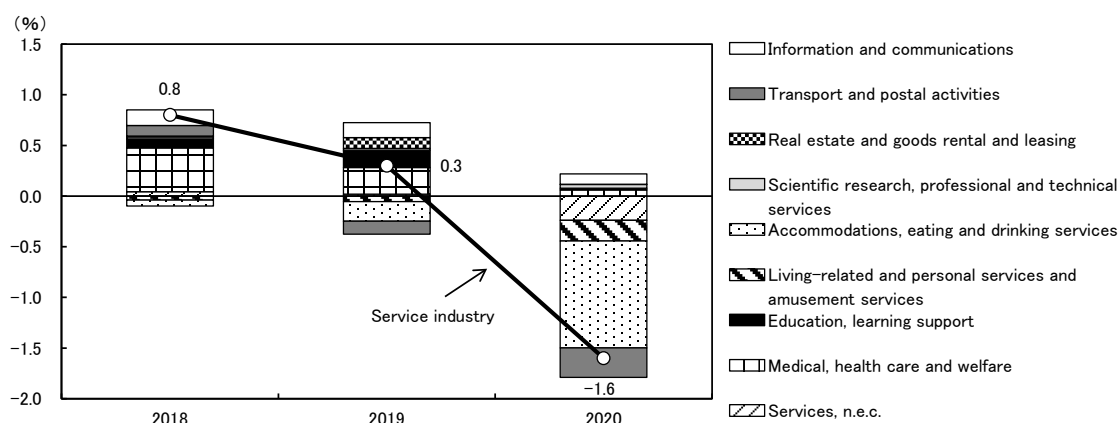


Table 1-2 Change over the Year and Contribution to Change in the Number of Persons Working at the Location of Establishment (Annual Average) by Industry (Major Groups)

	Actual figures (person)			Change over the year (%)			Contribution to change		
	2018	2019	2020	2018	2019	2020	2018	2019	2020
Service industry	30,084,700	30,186,200	29,711,900	0.8	0.3	-1.6			
Information and communications	1,898,300	1,942,500	1,973,100	2.5	2.3	1.6	0.15	0.15	0.10
Transport and postal activities	3,717,700	3,679,300	3,591,600	0.8	-1.0	-2.4	0.10	-0.13	-0.29
Real estate and goods rental and leasing	1,599,100	1,631,000	1,631,600	0.2	2.0	0.0	0.01	0.11	0.00
Scientific research, professional and technical services	1,784,600	1,789,600	1,800,900	0.3	0.3	0.6	0.02	0.02	0.04
Accommodations, eating and drinking services	5,579,100	5,521,100	5,202,400	-0.3	-1.0	-5.8	-0.06	-0.19	-1.06
Living-related and personal services and amusement services	2,562,000	2,545,500	2,483,500	-0.5	-0.6	-2.4	-0.04	-0.05	-0.21
Education, learning support	987,400	1,039,500	1,044,500	2.8	5.3	0.5	0.09	0.17	0.02
Medical, health care and welfare	8,129,700	8,208,700	8,227,100	1.6	1.0	0.2	0.43	0.26	0.06
Services, n.e.c.	3,823,500	3,829,100	3,757,200	0.3	0.1	-1.9	0.04	0.02	-0.24

By industry, the number of persons working at the location of establishment (annual average) decreased in 4 industries: “Accommodations, eating and drinking services” (a decrease of 5.8%), “Transport and postal activities” and “Living-related and personal services and amusement services” (a decrease of 2.4%), and “Services, n.e.c.” (a decrease of 1.9%).

On the other hand, the number of persons working at the location of establishment (annual average) increased in 4 industries: “Information and communications” (an increase of 1.6%), “Scientific research, professional and technical services” (an increase of 0.6%) “Education, learning support” (an increase of 0.5%), and “Medical, health care and welfare” (an increase of 0.2%), and were the same level as the previous year in 1 industry: “Real estate and goods rental and leasing”.

(Table 1-2, Figure 1-5)

“Medical, health care and welfare” accounted for the largest proportion (27.7% of service industries or 8.23 million persons), followed by “Accommodations, eating and drinking services” (17.5% or 5.20 million persons). These two industries thus cover more than 40 percent of service industries.

(Table 1-2, Figure 1-6)

Figure 1-5 Change over the Year of the Number of Persons Working at the Location of Establishment (Annual Average) by Industry (Major Groups)

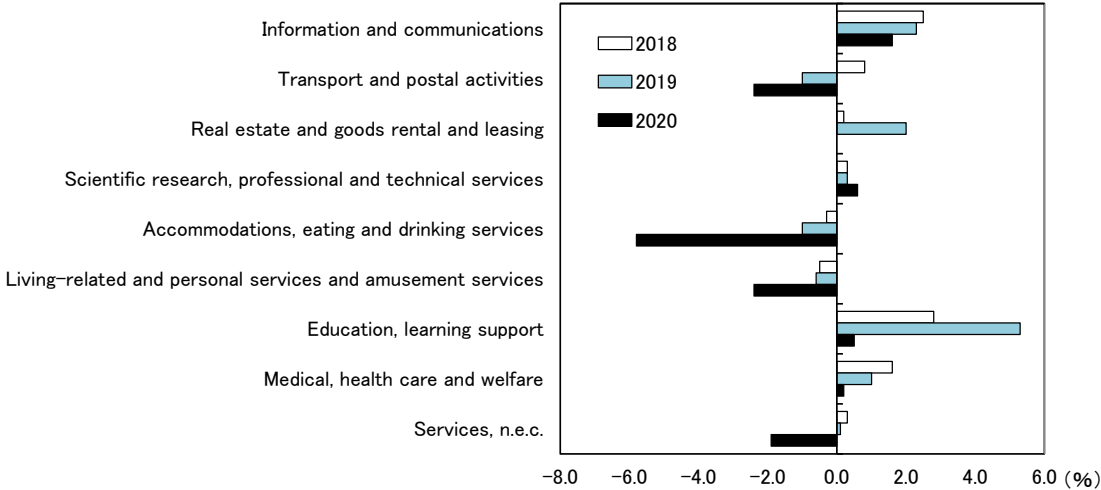
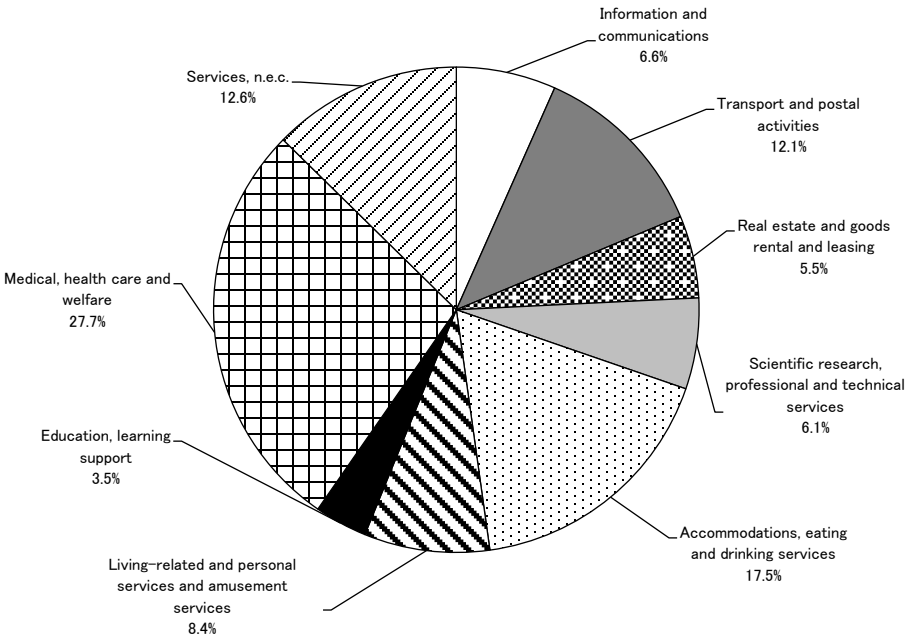


Figure 1-6 Composition of the Number of Persons Working at the Location of Establishment (Annual Average) by Industry (Major Groups) in 2020



2. Monthly Change

(1) Sales

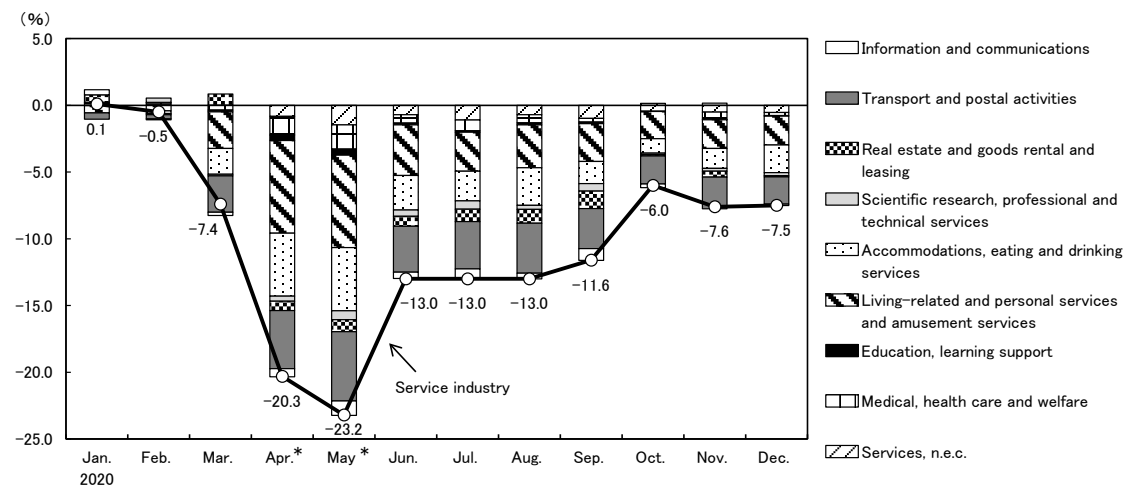
The monthly sales of service industries decreased in all months of 2020 except January, compared with the previous year. The largest decrease of monthly sales was in May by 23.2% (the largest decrease since the survey was revised in 2013).

The largest decrease of monthly sales was in May, mainly due to a decrease in “Living-related and personal services and amusement services”, “Transport and postal activities”, and “Accommodations, eating and drinking services”.

“Living-related and personal services and amusement services” and “Transport and postal activities” contributed to the decrease every month.

(Figure 2-1, Table 2-1)

Figure 2-1 Change over the Year and Contribution to Change in Monthly Sales of Service Industries



* A state of emergency was declared from April 7 to May 25. The target area had been changed over time.

**Table 2-1 Change over the Year and Contribution to Change in Monthly Sales
by Industry (Major Groups)**

		2020											
		Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.
Change over the year (%)	Service industry	0.1	-0.5	-7.4	-20.3	-23.2	-13.0	-13.0	-13.0	-11.6	-6.0	-7.6	-7.5
	Information and communications	2.4	-0.5	-1.3	-4.1	-7.3	-3.0	-4.6	-2.8	-5.1	-1.8	1.1	-0.6
	Transport and postal activities	-2.8	-1.7	-15.6	-24.5	-29.3	-20.0	-19.8	-21.2	-17.6	-11.6	-13.1	-12.0
	Real estate and goods rental and leasing	4.5	-0.8	6.5	-5.3	-7.3	-5.8	-7.4	-8.2	-9.9	-0.9	-3.6	-0.6
	Scientific research, professional and technical services	0.5	3.9	-1.0	-4.6	-8.6	-5.4	-7.7	-3.9	-6.3	-1.2	-2.7	-2.6
	Accommodations, eating and drinking services	0.6	-2.7	-29.5	-60.8	-58.9	-35.9	-29.1	-32.6	-23.7	-14.5	-19.0	-26.1
	Living-related and personal services and amusement services	-4.5	-3.7	-26.7	-57.0	-55.8	-32.6	-25.1	-25.8	-26.0	-17.7	-18.6	-19.4
	Education, learning support	-0.9	2.8	-14.3	-38.7	-46.4	-14.6	-10.4	-13.6	-11.8	-1.5	-1.8	-3.7
	Medical, health care and welfare	0.0	0.6	-2.8	-9.4	-12.0	-4.2	-5.3	-4.0	-2.1	0.9	-3.7	-1.6
	Services, n.e.c.	1.5	1.0	0.1	-8.0	-13.8	-6.7	-10.1	-7.0	-9.1	-4.1	-4.7	-5.2
Contribution to change	Information and communications	0.38	-0.07	-0.24	-0.60	-1.08	-0.48	-0.69	-0.41	-0.88	-0.27	0.16	-0.10
	Transport and postal activities	-0.48	-0.30	-2.73	-4.35	-5.19	-3.43	-3.55	-3.75	-3.00	-2.10	-2.37	-2.05
	Real estate and goods rental and leasing	0.55	-0.10	0.84	-0.69	-0.91	-0.75	-0.93	-1.05	-1.32	-0.11	-0.45	-0.08
	Scientific research, professional and technical services	0.04	0.31	-0.12	-0.39	-0.67	-0.47	-0.62	-0.30	-0.56	-0.10	-0.22	-0.23
	Accommodations, eating and drinking services	0.05	-0.19	-1.95	-4.71	-4.73	-2.59	-2.23	-2.81	-1.66	-1.09	-1.49	-2.07
	Living-related and personal services and amusement services	-0.55	-0.42	-2.74	-6.95	-6.92	-3.79	-2.92	-3.21	-2.82	-2.04	-2.14	-2.17
	Education, learning support	-0.01	0.03	-0.13	-0.41	-0.45	-0.14	-0.11	-0.16	-0.12	-0.02	-0.02	-0.04
	Medical, health care and welfare	-0.01	0.09	-0.36	-1.39	-1.81	-0.62	-0.80	-0.60	-0.29	0.14	-0.56	-0.23
	Services, n.e.c.	0.15	0.11	0.01	-0.83	-1.47	-0.71	-1.10	-0.71	-0.97	-0.45	-0.51	-0.55

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

The monthly number of persons working at the location of establishment of service industries decreased in all months of 2020 except January and February, compared with the previous year. The largest decrease of monthly number of persons working at the location of establishment was in May by 3.0%, mainly due to a decrease in “Accommodations, eating and drinking services”.

“Accommodations, eating and drinking services” contributed to the decrease every month.

(Figure 2-2, Table 2-2)

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

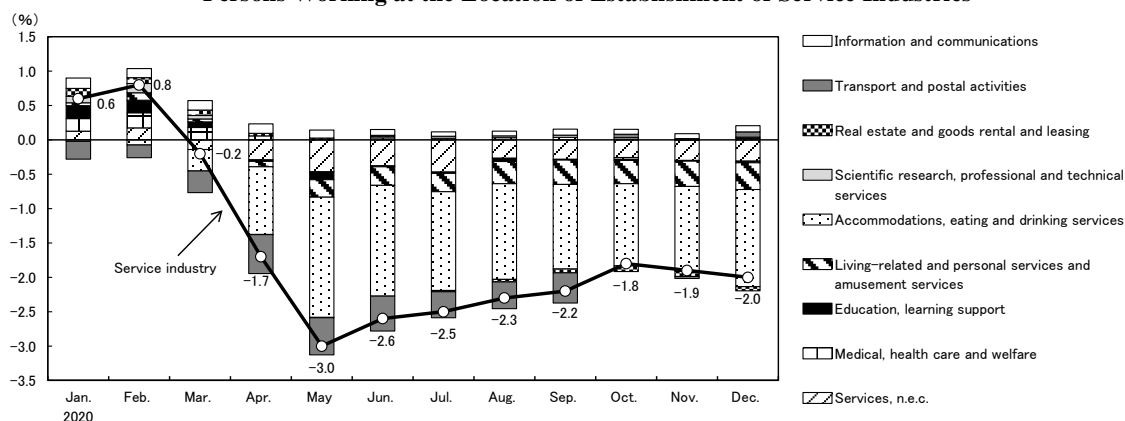


Table 2-2 Change over the Year and Contribution to Change in the Number of Persons Working at the Location of Establishment by Industry (Major Groups)

		2020											
		Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.
Change over the year (%)	Service industry	0.6	0.8	-0.2	-1.7	-3.0	-2.6	-2.5	-2.3	-2.2	-1.8	-1.9	-2.0
	Information and communications	2.4	2.1	2.2	2.1	1.8	1.3	1.0	1.1	1.4	1.1	1.1	1.4
	Transport and postal activities	-2.2	-1.5	-2.5	-4.6	-4.4	-4.2	-3.1	-3.2	-3.6	0.4	-0.2	0.6
	Real estate and goods rental and leasing	2.1	1.6	1.5	0.7	0.5	0.3	-0.4	-0.7	-1.0	-1.5	-1.4	-1.1
	Scientific research, professional and technical services	1.6	2.3	0.9	0.0	-0.1	0.4	0.5	0.4	0.5	0.5	0.3	0.3
	Accommodations, eating and drinking services	-0.1	-0.4	-1.7	-5.4	-9.6	-8.8	-7.9	-7.6	-6.8	-6.6	-6.7	-7.6
	Living-related and personal services and amusement services	0.5	1.3	0.5	-0.9	-3.0	-3.2	-3.2	-3.8	-4.2	-4.0	-4.4	-4.6
	Education, learning support	5.7	5.5	2.4	-0.7	-3.0	-0.3	-0.5	-1.4	-0.4	-0.5	0.0	-0.7
	Medical, health care and welfare	0.7	0.8	0.7	0.2	-0.1	0.1	0.1	0.1	0.1	-0.1	0.0	0.1
	Services, n.e.c.	1.0	1.4	-1.1	-2.3	-3.6	-3.0	-3.7	-2.1	-2.2	-2.0	-2.4	-2.4
Contribution to change	Information and communications	0.15	0.13	0.14	0.14	0.12	0.09	0.07	0.07	0.09	0.07	0.07	0.09
	Transport and postal activities	-0.26	-0.19	-0.32	-0.57	-0.54	-0.51	-0.38	-0.39	-0.44	0.05	-0.03	0.08
	Real estate and goods rental and leasing	0.11	0.09	0.08	0.04	0.03	0.01	-0.02	-0.04	-0.06	-0.08	-0.08	-0.06
	Scientific research, professional and technical services	0.10	0.14	0.05	0.00	-0.01	0.02	0.03	0.03	0.03	0.03	0.02	0.02
	Accommodations, eating and drinking services	-0.02	-0.07	-0.31	-0.99	-1.75	-1.61	-1.44	-1.39	-1.23	-1.20	-1.23	-1.41
	Living-related and personal services and amusement services	0.04	0.11	0.04	-0.08	-0.25	-0.27	-0.27	-0.32	-0.35	-0.34	-0.37	-0.39
	Education, learning support	0.19	0.18	0.08	-0.02	-0.10	-0.01	-0.02	-0.05	-0.01	-0.02	0.00	-0.02
	Medical, health care and welfare	0.18	0.22	0.18	0.06	-0.01	0.03	0.02	0.03	0.04	-0.03	-0.01	0.02
	Services, n.e.c.	0.13	0.18	-0.14	-0.29	-0.46	-0.38	-0.47	-0.27	-0.28	-0.26	-0.30	-0.31