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# **Real estate, activities auxiliary to financial intermediation and business services industry, 2020**

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**Real estate, activities auxiliary to financial intermediation and business services industry, 2020/** Statistics South Africa

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## 1. Introduction

This publication presents estimates in respect of the 2020 real estate, activities auxiliary to financial intermediation and business services industry large sample survey (LSS). The data for the number of employees were provided for the last pay period ended on or before 30 June 2020.

The last real estate, activities auxiliary to financial intermediation and business services industry LSS was conducted for 2016 (Report No. 80-04-02 (2016)).

### 1.1 Scope and coverage

The 2020 real estate, activities auxiliary to financial intermediation and business services industry LSS covers enterprises registered for value-added tax (VAT) that are mainly engaged in the following activities classified according to the January 1993 edition of the Standard Industrial Classification of All Economic Activities (SIC), Fifth edition, Report No. 09-90-02:

- Activities auxiliary to financial intermediation;
- Real estate activities;
- Renting of machinery and equipment, without operator, and of personal and household goods;
- Computer and related activities;
- Research and development;
- Legal activities;
- Accounting, bookkeeping and auditing activities; tax consultancy;
- Marketing research and public opinion polling;
- Business and management consultancy activities;
- Architectural and engineering activities and related technical consultancy;
- Technical testing and analysis;
- Advertising;
- Labour recruitment and provision of personnel;
- Investigation and security activities;
- Building and industrial plant cleaning activities;
- Photographic activities;
- Packaging activities; and
- Other business activities

### 1.2 Data items

The following categories of data items were collected: industrial classification, employment, trading income, expenditure, net profit or loss, inventories, capital expenditure on new assets, services rendered, sales of goods, purchases, and client base.

### 1.3 Reference period

The questionnaires were completed for the financial year of the enterprise, which **ended on any date between 1 July 2019 and 30 June 2020**, according to the usual reporting schedule of the enterprise.

#### *Examples*

- 1 October 2018 – 30 September 2019
- 1 January 2019 – 31 December 2019
- 1 February 2019 – 31 January 2020
- 1 March 2019 – 29 February 2020
- 1 April 2019 – 31 March 2020

### 1.4 Current prices

The rand values are at current prices.

### 1.5 Reliability of data

All estimates compiled for this industry are subject to non-sampling errors.

The following are some of the likely sources of non-sampling errors: sampling frame not up to date, wrong definitions and classification, phrasing of questions, non-response, processing and estimation. Every effort is made to minimise non-sampling errors by careful design of questionnaires, testing them with a sample of respondents, editing reported data and implementing efficient operating procedures. Non-sampling errors occur in both sample surveys and censuses.

### 1.6 Confidentiality

According to section 17 of the Statistics Act, 1999 (Act No. 6 of 1999), completed questionnaires remain confidential to Statistics South Africa (Stats SA). Individual business information is never disclosed. Results are presented in aggregated form only.

### 1.7 Reporting unit

The statistical unit for the collection of information is an enterprise. An enterprise is a legal unit (or a combination of legal units) that includes and directly controls all functions necessary to carry out its activities. Each industry is classified to an industry that reflects its predominant activity.

## 2. Summary of findings for 2020

### 2.1 Income

**Table A – Income in the real estate, activities auxiliary to financial intermediation and business services industry, 2010–2020**

Type of service	2010		2016		2020	
	R million	% contribution	R million	% contribution	R million	% contribution
Activities auxiliary to financial intermediation	52 532	7,4	114 365	9,9	234 244	15,9
Real estate activities	130 014	18,3	251 919	21,9	287 055	19,5
Renting of machinery and equipment without operator; renting of personal and household goods	21 133	3,0	48 059	4,2	47 546	3,2
Computer related activities	67 914	9,6	120 595	10,5	174 497	11,8
Research and development	13 177	1,9	17 585	1,5	17 675	1,2
Legal activities	17 743	2,5	36 708	3,2	45 964	3,1
Accounting, book-keeping and auditing activities; tax consultancy	20 334	2,9	28 381	2,5	42 508	2,9
Marketing research and public opinion polling	3 589	0,5	3 376	0,3	4 456	0,3
Business and management consultancy activities	62 106	8,8	101 384	8,8	126 596	8,6
Architectural, engineering activities and related technical consultancy	58 406	8,2	82 582	7,2	74 367	5,0
Technical testing and analysis	2 463	0,3	6 247	0,5	8 018	0,5
Advertising	15 527	2,2	27 653	2,4	35 077	2,4
Labour recruitment and provision of personnel	26 137	3,7	39 747	3,5	46 626	3,2
Investigation and security activities	24 652	3,5	53 254	4,6	68 231	4,6
Building and industrial plant cleaning activities	25 220	3,6	12 773	1,1	19 782	1,3
Photographic activities	864	0,1	884	0,1	990	0,1
Packaging activities	1 486	0,2	3 208	0,3	4 175	0,3
Other business activities	166 119	23,4	202 263	17,6	235 194	16,0
<b>Total</b>	<b>709 416</b>	<b>100,0</b>	<b>1 150 983</b>	<b>100,0</b>	<b>1 473 001</b>	<b>100,0</b>

**Note:** Other business activities includes call centres, debt collection agency services, interior design and decorating services and industrial design services.

The total income for the 'real estate, activities auxiliary to financial intermediation and business services' industry in 2020 was R1 473,0 billion. This represents an increase of 6,4% per annum over the income reported in the corresponding survey of 2016 (R1 151,0 billion). The largest contributors are 'real estate activities' (R287,1 billion or 19,5%), 'other business activities' (R235,2 billion or 16,0%), 'activities auxiliary to financial intermediation' (R234,2 billion or 15,9%) and 'computer related activities' (R174,5 billion or 11,8%).

Comparing 2016 and 2020, large increases were reported for 'activities auxiliary to financial intermediation' (+R119,9 billion), 'computer related activities' (+R53,9 billion), 'real estate activities' (+R35,1 billion) and 'other business activities' (+R32,9 billion).

Between 2010 and 2020, 'activities auxiliary to financial intermediation' gained the biggest percentage share in income (+8,5 percentage points) (from 7,4% in 2010 to 15,9% in 2020). 'Other business activities' lost the biggest percentage share in income over the same period (-7,4 percentage points) (from 23,4% in 2010 to 16,0% in 2020).

Real estate, activities auxiliary to financial intermediation and business services industry, Report No. 80-04-02 (2020)



**Table B – Concentration ratio for total income in the real estate, activities auxiliary to financial intermediation and business services industry, 2010–2020**

Concentration ratio	2010	2016	2020
	%		
CR5	7,6	3,8	8,5
CR10	10,9	6,1	10,4
CR20	14,9	9,4	13,1
CR50	21,6	15,4	18,9
CR100	28,0	21,5	24,9

In 2020, the top 100 enterprises in the 'real estate, activities auxiliary to financial intermediation and business services' industry contributed 24,9% of total income. The highest concentration ratios of the top 5 in the three periods was 8,5% in 2020, while the concentration ratios of the top 10, 20, 50 and 100 were highest in 2010 at 10,9%, 14,9%, 21,6% and 28,0%, respectively. The concentration ratios were lowest in 2016 compared with the other two periods in all the five categories.

**Table C – Profit margin in the real estate, activities auxiliary to financial intermediation and business services industry, 2010–2020**

Type of service	Net profit/loss after tax			Turnover			Profit margin		
	2010	2016	2020	2010	2016	2020	2010	2016	2020
	R million						Percentage		
Activities auxiliary to financial intermediation	5 154	24 729	82 366	42 502	101 002	131 416	12,1	24,5	62,7
Real estate activities	26 391	62 408	15 490	99 083	183 896	230 370	26,6	33,9	6,7
Renting of machinery and equipment without operator; renting of personal and household goods	1 785	4 241	3 083	18 944	44 459	42 527	9,4	9,5	7,2
Computer related activities	4 121	6 823	3 399	62 501	114 890	167 763	6,6	5,9	2,0
Research and development	797	1 384	401	8 946	13 345	12 188	8,9	10,4	3,3
Legal activities	3 376	6 272	8 796	17 329	35 670	44 862	19,5	17,6	19,6
Accounting, book-keeping and auditing activities; tax consultancy	2 473	3 281	3 896	20 001	27 510	40 180	12,4	11,9	9,7
Marketing research and public opinion polling	394	-270	256	3 467	3 239	4 223	11,4	-8,3	6,1
Business and management consultancy activities	7 559	6 787	-387	50 967	80 102	106 062	14,8	8,5	-0,4
Architectural, engineering activities and related technical consultancy	4 316	4 909	6 270	56 197	78 605	71 450	7,7	6,2	8,8
Technical testing and analysis	192	191	615	2 216	6 003	7 690	8,7	3,2	8,0
Advertising	1 057	-701	929	14 139	26 399	33 956	7,5	-2,7	2,7
Labour recruitment and provision of personnel	384	1 770	-1 384	25 478	37 439	44 609	1,5	4,7	-3,1
Investigation and security activities	1 270	2 017	3 079	24 135	51 418	66 105	5,3	3,9	4,7
Building and industrial plant cleaning activities	1 588	535	683	23 878	12 537	19 347	6,7	4,3	3,5
Photographic activities	36	58	-2	810	874	975	4,4	6,6	-0,2
Packaging activities	42	141	63	1 387	3 017	3 946	3,0	4,7	1,6
Other business activities	13 551	17 779	13 777	148 187	195 766	222 739	9,1	9,1	6,2
<b>Total</b>	<b>74 486</b>	<b>142 354</b>	<b>141 330</b>	<b>620 167</b>	<b>1 016 171</b>	<b>1 250 408</b>	<b>12,0</b>	<b>14,0</b>	<b>11,3</b>

The profit margin for the 'real estate, activities auxiliary to financial intermediation and business services' industry was 11,3% in 2020. 'Activities auxiliary to financial intermediation' had the highest profit margin at 62,7%, followed by 'legal activities' at 19,6%. 'Labour recruitment and provision of personnel' reported the most negative profit margin with a loss of 3,1%.

Between 2010 and 2020, the industry recorded a highest profit margin of 14,0% in 2016. The highest profit margin by type of service was 'activities auxiliary to financial intermediation' at 62,7% in 2020.

## 2.2 Employment

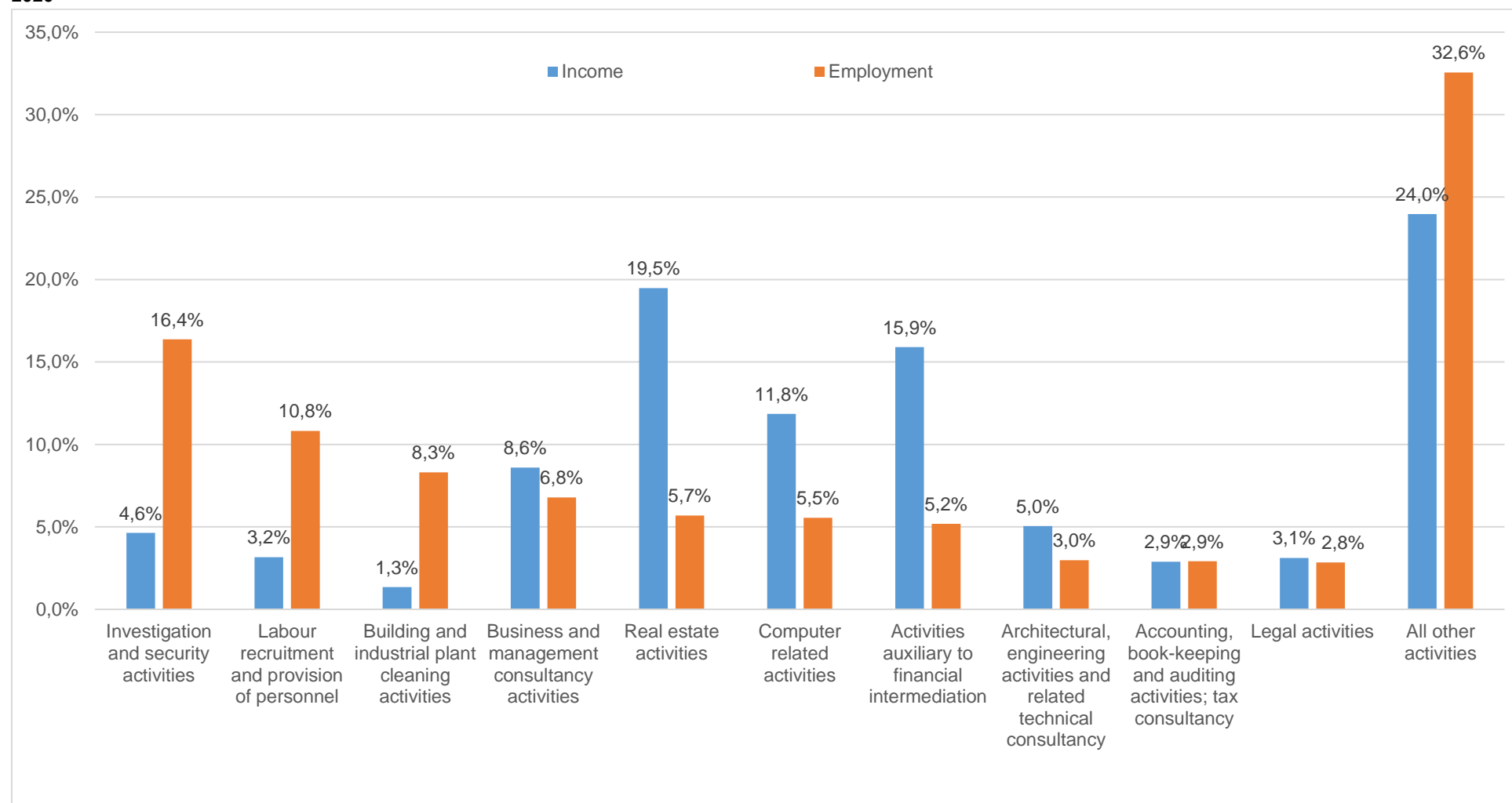
**Table D – Employment in the real estate, activities auxiliary to financial intermediation and business services industry for the last pay period ended on or before 30 June, 2010–2020**

Type of service	2010		2016		2020	
	Number	% contribution	Number	% contribution	Number	% contribution
Activities auxiliary to financial intermediation	48 410	3,2	86 878	5,4	97 566	5,2
Real estate activities	74 257	4,9	114 103	7,1	107 126	5,7
Renting of machinery and equipment without operator; renting of personal and household goods	25 398	1,7	30 268	1,9	30 646	1,6
Computer related activities	68 559	4,5	77 029	4,8	104 415	5,5
Research and development	19 653	1,3	23 528	1,5	22 062	1,2
Legal activities	43 246	2,8	58 568	3,7	53 417	2,8
Accounting, book-keeping and auditing activities; tax consultancy	48 391	3,2	55 170	3,4	54 974	2,9
Marketing research and public opinion polling	5 472	0,4	5 992	0,4	8 665	0,5
Business and management consultancy activities	60 241	3,9	102 238	6,4	127 762	6,8
Architectural, engineering activities and related technical consultancy	67 654	4,4	82 972	5,2	56 206	3,0
Technical testing and analysis	6 872	0,5	11 599	0,7	11 548	0,6
Advertising	13 229	0,9	16 753	1,0	22 609	1,2
Labour recruitment and provision of personnel	265 478	17,4	223 041	13,9	203 751	10,8
Investigation and security activities	232 916	15,3	232 351	14,5	308 282	16,4
Building and industrial plant cleaning activities	176 977	11,6	139 312	8,7	156 339	8,3
Photographic activities	1 684	0,1	1 123	0,1	1 246	0,1
Packaging activities	3 968	0,3	5 342	0,3	6 450	0,3
Other business activities	364 201	23,9	337 353	21,0	509 774	27,1
<b>Total</b>	<b>1 526 606</b>	<b>100,0</b>	<b>1 603 620</b>	<b>100,0</b>	<b>1 882 838</b>	<b>100,0</b>

The total number of persons employed in the 'real estate, activities auxiliary to financial intermediation and business services' industry at the end of June 2020 was 1 882 838. This represents an increase of 4,1% per annum compared with employment recorded in the corresponding survey of 2016 (1 603 620). In 2020, 'other business activities' employed the largest number of persons (509 774 or 27,1%), followed by 'investigation and security activities' (308 282 or 16,4%) and 'labour recruitment and provision of personnel' (203 751 or 10,8%).

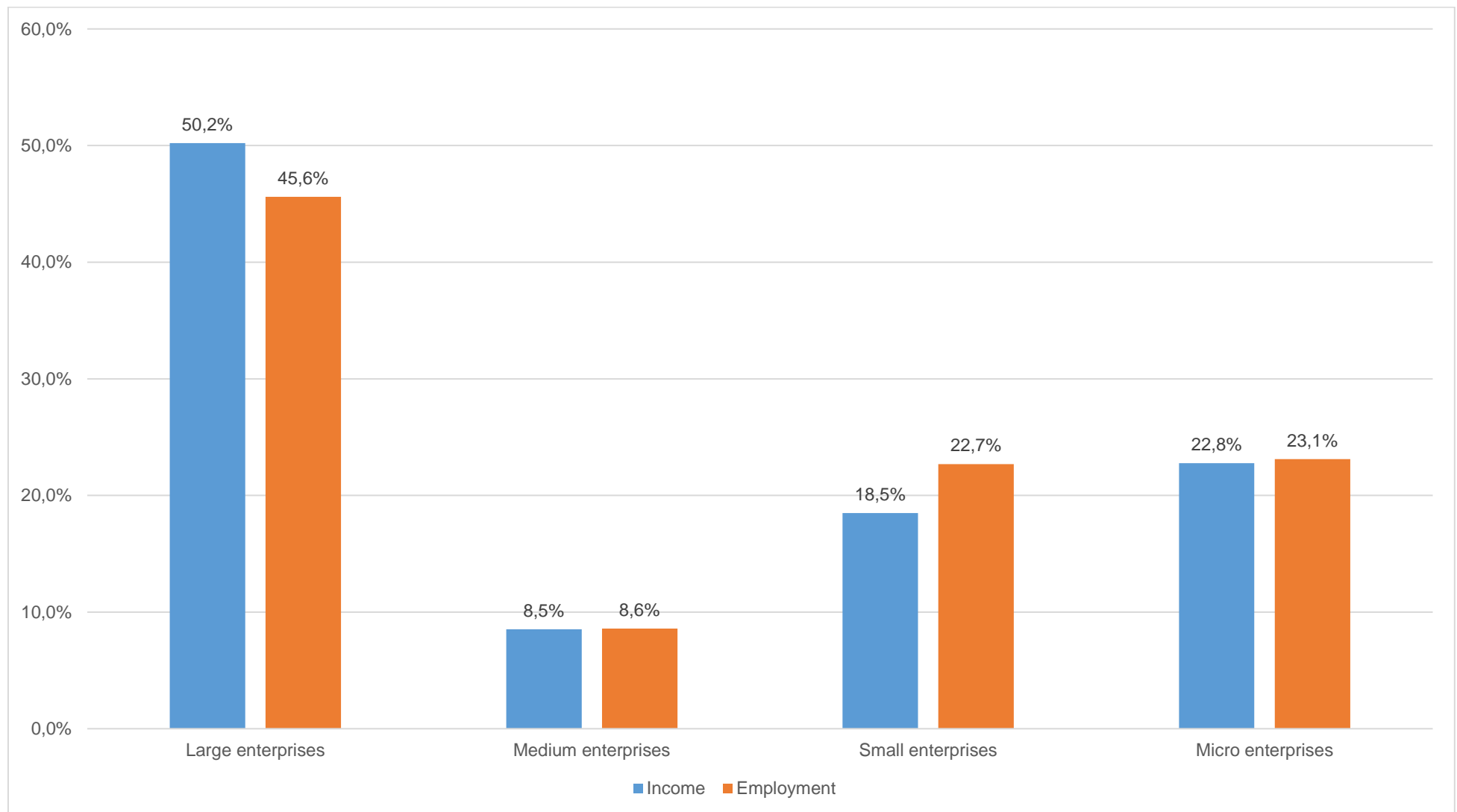
Between 2010 and 2020, employment in the 'real estate, activities auxiliary to financial intermediation and business services' industry increased from 1 526 606 in 2010 to 1 882 838 in 2020 (a gain of 356 232 jobs). The highest gains in jobs were recorded in 'other business activities' (+145 573 jobs), 'investigation and security activities' (+75 366 jobs) and 'business and management consultancy activities' (+67 521 jobs). However, substantial losses in jobs were recorded in 'labour recruitment and provision of personnel' (-61 727 jobs) and 'building and industrial plant cleaning activities' (-20 638 jobs).

**Figure 1 - Income and employment by type of service (% contribution) in the real estate, activities auxiliary to financial intermediation and business services industry, 2020**



The type of service with the highest proportion of employment compared with its proportion of income (based on ratios of percentage contributions) was 'building and industrial plant cleaning activities' (8,3% of employment and 1,3% of income), followed by 'investigation and security activities' (16,4% of employment and 4,6% of income) and 'labour recruitment and provision of personnel' (10,8% of employment and 3,2% of income).

'Real estate activities' had the highest proportion of income compared with its proportion of employment (19,5% of income and 5,7% of employment), followed by 'activities auxiliary to financial intermediation' (15,9% of income and 5,2% of employment) and 'computer related activities' (11,8% of income and 5,5% of employment).

**Figure 2 - Income and employment by enterprise size (% contribution) in the real estate, activities auxiliary to financial intermediation and business services industry, 2020**

Whereas large enterprises contributed 50,2% of the total income of the industry in 2020, their contribution to employment was 45,6%. Small, medium and micro enterprises (SMMEs) contributed 49,8% of total income and 54,4% of employment.

**Table E – Average salaries and wages in the real estate, activities auxiliary to financial intermediation and business services industry, 2010–2020**

Type of service	2010			2016			2020		
	Salaries and wages	Total employment	Average salaries and wages	Salaries and wages	Total employment	Average salaries and wages	Salaries and wages	Total employment	Average salaries and wages
	R million	Number	Rand	R million	Number	Rand	R million	Number	Rand
Activities auxiliary to financial intermediation	12 275	48 410	253 563	30 066	86 878	346 072	41 116	97 566	421 417
Real estate activities	9 810	74 257	132 109	20 230	114 103	177 296	23 502	107 126	219 387
Renting of machinery and equipment without operator; renting of personal and household goods	2 966	25 398	116 781	5 937	30 268	196 148	6 633	30 646	216 439
Computer related activities	20 200	68 559	294 637	32 094	77 029	416 648	54 140	104 415	518 508
Research and development	6 200	19 653	315 473	7 938	23 528	337 385	8 209	22 062	372 088
Legal activities	7 363	43 246	170 259	15 641	58 568	267 057	19 026	53 417	356 179
Accounting, book-keeping and auditing activities; tax consultancy	10 182	48 391	210 411	14 194	55 170	257 278	18 311	54 974	333 085
Marketing research and public opinion polling	775	5 472	141 630	1 082	5 992	180 574	1 736	8 665	200 346
Business and management consultancy activities	13 639	60 241	226 407	33 912	102 238	331 697	49 198	127 762	385 075
Architectural, engineering activities and related technical consultancy	17 586	67 654	259 940	28 592	82 972	344 598	28 357	56 206	504 519
Technical testing and analysis	1 030	6 872	149 884	2 804	11 599	241 745	3 573	11 548	309 404
Advertising	2 981	13 229	225 338	5 833	16 753	348 176	9 511	22 609	420 673
Labour recruitment and provision of personnel	17 326	265 478	65 263	19 278	223 041	86 433	22 471	203 751	110 287
Investigation and security activities	11 608	232 916	49 838	25 391	232 351	109 279	32 921	308 282	106 789
Building and industrial plant cleaning activities	8 255	176 977	46 644	6 649	139 312	47 727	9 651	156 339	61 731
Photographic activities	174	1 684	103 325	182	1 123	162 066	233	1 246	186 998
Packaging activities	217	3 968	54 688	526	5 342	98 465	835	6 450	129 457
Other business activities	53 050	364 201	145 661	62 065	337 353	183 976	89 565	509 774	175 696
<b>Total</b>	<b>195 637</b>	<b>1 526 606</b>	<b>128 152</b>	<b>312 414</b>	<b>1 603 620</b>	<b>194 818</b>	<b>418 988</b>	<b>1 882 838</b>	<b>222 530</b>

The average value of salaries and wages in the 'real estate, activities auxiliary to financial intermediation and business services' industry in 2020 was R222 530, representing an annualised increase of 3,4% compared with 2016. The highest average salaries and wages in 2020 were for 'computer and related activities' (R518 508) and 'architectural, engineering activities and related technical consultancy' (R504 519). 'Architectural, engineering activities and related technical consultancy' reported the highest annualised increase of 10,0%.

## 2.3 Capital expenditure on new assets

**Table F – Capital expenditure on new assets in the real estate, activities auxiliary to financial intermediation and business services industry, 2010–2020**

Type of service	2010		2016		2020	
	R million	% contribution	R million	% contribution	R million	% contribution
Activities auxiliary to financial intermediation	2 060	3,9	2 778	3,0	4 226	4,4
Real estate activities	24 847	46,5	60 554	66,1	41 908	44,1
Renting of machinery and equipment without operator; renting of personal and household goods	5 461	10,2	11 983	13,1	6 653	7,0
Computer related activities	2 107	3,9	2 162	2,4	7 148	7,5
Research and development	588	1,1	687	0,8	675	0,7
Legal activities	410	0,8	612	0,7	1 183	1,2
Accounting, book-keeping and auditing activities; tax consultancy	1 335	2,5	340	0,4	955	1,0
Marketing research and public opinion polling	60	0,1	393	0,4	119	0,1
Business and management consultancy activities	1 826	3,4	1 407	1,5	4 845	5,1
Architectural, engineering activities and related technical consultancy	1 008	1,9	1 562	1,7	2 887	3,0
Technical testing and analysis	198	0,4	141	0,2	214	0,2
Advertising	192	0,4	408	0,4	915	1,0
Labour recruitment and provision of personnel	259	0,5	335	0,4	759	0,8
Investigation and security activities	1 740	3,3	1 944	2,1	5 516	5,8
Building and industrial plant cleaning activities	1 233	2,3	449	0,5	451	0,5
Photographic activities	33	0,1	23	0,0	30	0,0
Packaging activities	52	0,1	324	0,4	254	0,3
Other business activities	10 039	18,8	5 480	6,0	16 283	17,1
<b>Total</b>	<b>53 448</b>	<b>100,0</b>	<b>91 582</b>	<b>100,0</b>	<b>95 021</b>	<b>100,0</b>

The capital expenditure on new assets in 2020 (R95,0 billion) represents an increase of 0,9% per annum over the expenditure reported in the corresponding survey of 2016 (R91,6 billion). In 2020, the largest contributor to capital expenditure on new assets was 'real estate activities' (R41,9 billion or 44,1%), followed by 'other business activities' (R16,3 billion or 17,1%) and 'computer related activities' (R7,1 billion or 7,5%).



**Risenga Maluleke**  
Statistician-General

## 3. Tables

Table 1 – Principal statistics in the real estate, activities auxiliary to financial intermediation and business services industry, 2016 and 2020

Year	Total income	Total expenditure	Total value of opening inventories	Total value of closing inventories	Net profit or loss before tax	Capital expenditure on new assets	Number of employees
	R million						Number
2016 <sup>1</sup>	1 150 983	963 925	19 648	20 010	187 420	91 582	1 603 620
2020 <sup>2</sup>	1 473 001	1 301 554	21 171	22 683	172 959	95 021	1 882 838
<b>Annualised % change</b>	6,4	7,8	1,9	3,2	-2,0	0,9	4,1

<sup>1</sup>Revised figures.<sup>2</sup>Preliminary figures.



**Table 2 – Principal statistics in the real estate, activities auxiliary to financial intermediation and business services industry, 2016 and 2020**

Type of service	Total income			Total expenditure			Total value of opening inventory		
	2016 <sup>1</sup>	2020 <sup>2</sup>	Annualised % change	2016 <sup>1</sup>	2020 <sup>2</sup>	Annualised % change	2016 <sup>1</sup>	2020 <sup>2</sup>	Annualised % change
	R million			R million			R million		
Activities auxiliary to financial intermediation	114 365	234 244	19,6	83 209	145 131	14,9	97	386	41,2
Real estate activities	251 919	287 055	3,3	171 572	265 304	11,5	11 225	11 359	0,3
Renting of machinery and equipment without operator; renting of personal and household goods	48 059	47 546	-0,3	42 253	43 162	0,5	1 834	2 009	2,3
Computer related activities	120 595	174 497	9,7	112 027	167 686	10,6	2 120	2 315	2,2
Research and development	17 585	17 675	0,1	15 882	17 121	1,9	137	212	11,5
Legal activities	36 708	45 964	5,8	29 291	35 713	5,1	288	56	-33,6
Accounting, book-keeping and auditing activities; tax consultancy	28 381	42 508	10,6	24 643	37 580	11,1	107	125	4,0
Marketing research and public opinion polling	3 376	4 456	7,2	3 565	4 116	3,7	8	6	-6,9
Business and management consultancy activities	101 384	126 596	5,7	91 586	125 436	8,2	334	508	11,1
Architectural, engineering activities and related technical consultancy	82 582	74 367	-2,6	75 146	66 414	-3,0	1 632	973	-12,1
Technical testing and analysis	6 247	8 018	6,4	5 904	7 301	5,5	156	66	-19,3
Advertising	27 653	35 077	6,1	27 375	33 434	5,1	68	144	20,6
Labour recruitment and provision of personnel	39 747	46 626	4,1	37 633	47 705	6,1	13	16	5,3
Investigation and security activities	53 254	68 231	6,4	50 368	63 836	6,1	745	1 154	11,6
Building and industrial plant cleaning activities	12 773	19 782	11,6	12 120	19 050	12,0	160	1 048	60,0
Photographic activities	884	990	2,9	812	980	4,8	52	36	-8,8
Packaging activities	3 208	4 175	6,8	3 068	4 094	7,5	166	196	4,2
Other business activities	202 263	235 194	3,8	177 471	217 491	5,2	506	562	2,7
<b>Total</b>	<b>1 150 983</b>	<b>1 473 001</b>	<b>6,4</b>	<b>963 925</b>	<b>1 301 554</b>	<b>7,8</b>	<b>19 648</b>	<b>21 171</b>	<b>1,9</b>

<sup>1</sup>Revised figures.<sup>2</sup>Preliminary figures.

Real estate, activities auxiliary to financial intermediation and business services industry, Report No. 80-04-02 (2020)

**Table 2 – Principal statistics in the real estate, activities auxiliary to financial intermediation and business services industry, 2016 and 2020 (concluded)**

Type of service	Total value of closing inventory			Net profit before tax		Capital expenditure on assets		
	2016 <sup>1</sup>	2020 <sup>2</sup>	Annualised % change	2016 <sup>1</sup>	2020 <sup>2</sup>	2016 <sup>1</sup>	2020 <sup>2</sup>	Annualised % change
	R million			R million		R million		
Activities auxiliary to financial intermediation	175	639	38,2	31 234	89 366	2 778	4 226	11,1
Real estate activities	10 661	11 052	0,9	79 783	21 444	60 554	41 908	-8,8
Renting of machinery and equipment without operator; renting of personal and household goods	1 839	2 046	2,7	5 811	4 421	11 983	6 653	-13,7
Computer related activities	2 753	2 713	-0,4	9 201	7 209	2 162	7 148	34,8
Research and development	115	269	23,7	1 681	611	687	675	-0,4
Legal activities	296	58	-33,5	7 425	10 253	612	1 183	17,9
Accounting, book-keeping and auditing activities; tax consultancy	77	109	9,1	3 708	4 912	340	955	29,5
Marketing research and public opinion polling	5	15	31,6	-192	349	393	119	-25,8
Business and management consultancy activities	321	500	11,7	9 785	1 152	1 407	4 845	36,2
Architectural, engineering activities and related technical consultancy	1 639	1 163	-8,2	7 443	8 143	1 562	2 887	16,6
Technical testing and analysis	151	86	-13,1	338	737	141	214	11,0
Advertising	66	139	20,5	276	1 638	408	915	22,4
Labour recruitment and provision of personnel	15	16	1,6	2 116	-1 079	335	759	22,7
Investigation and security activities	789	954	4,9	2 930	4 195	1 944	5 516	29,8
Building and industrial plant cleaning activities	184	1 287	62,6	677	971	449	451	0,1
Photographic activities	51	40	-5,9	71	14	23	30	6,9
Packaging activities	187	215	3,5	161	100	324	254	-5,9
Other business activities	686	1 382	19,1	24 972	18 523	5 480	16 283	31,3
Total	20 010	22 683	3,2	187 420	172 959	91 582	95 021	0,9

<sup>1</sup>Revised figures.<sup>2</sup>Preliminary figures.

**Table 3 – Profit margin in the real estate, activities auxiliary to financial intermediation and business services industry 2016 and 2020**

Type of service	Turnover		Net profit after tax		Profit margin	
	2016 <sup>1</sup>	2020 <sup>2</sup>	2016 <sup>1</sup>	2020 <sup>2</sup>	2016 <sup>1</sup>	2020 <sup>2</sup>
	R million				%	
Activities auxiliary to financial intermediation	101 002	131 416	24 729	82 366	24,5	62,7
Real estate activities	183 896	230 370	62 408	15 490	33,9	6,7
Renting of machinery and equipment without operator; renting of personal and household goods	44 459	42 527	4 241	3 083	9,5	7,2
Computer related activities	114 890	167 763	6 823	3 399	5,9	2,0
Research and development	13 345	12 188	1 384	401	10,4	3,3
Legal activities	35 670	44 862	6 272	8 796	17,6	19,6
Accounting, book-keeping and auditing activities; tax consultancy	27 510	40 180	3 281	3 896	11,9	9,7
Marketing research and public opinion polling	3 239	4 223	-270	256	-8,3	6,1
Business and management consultancy activities	80 102	106 062	6 787	-387	8,5	-0,4
Architectural, engineering activities and related technical consultancy	78 605	71 450	4 909	6 270	6,2	8,8
Technical testing and analysis	6 003	7 690	191	615	3,2	8,0
Advertising	26 399	33 956	-701	929	-2,7	2,7
Labour recruitment and provision of personnel	37 439	44 609	1 770	-1 384	4,7	-3,1
Investigation and security activities	51 418	66 105	2 017	3 079	3,9	4,7
Building and industrial plant cleaning activities	12 537	19 347	535	683	4,3	3,5
Photographic activities	874	975	58	-2	6,6	-0,2
Packaging activities	3 017	3 946	141	63	4,7	1,6
Other business activities	195 766	222 739	17 779	13 777	9,1	6,2
<b>Total</b>	<b>1 016 171</b>	<b>1 250 408</b>	<b>142 354</b>	<b>141 330</b>	<b>14,0</b>	<b>11,3</b>

<sup>1</sup>Revised figures.<sup>2</sup>Preliminary figures.

**Table 4 – Income in the real estate, activities auxiliary to financial intermediation and business services industry, 2016 and 2020**

Type of income	2016 <sup>1</sup>		2020 <sup>2</sup>		Annualised % change
	R million	% contribution	R million	% contribution	
Sales of goods	76 688	6,7	72 587	4,9	-1,4
Services	776 927	67,5	942 152	64,0	4,9
Interest	27 819	2,4	35 275	2,4	6,1
Government subsidies	5 490	0,5	8 970	0,6	13,1
Rental, leasing and hiring	162 556	14,1	235 669	16,0	9,7
Royalties	1 857	0,2	4 832	0,3	27,0
Other income	99 646	8,7	173 516	11,8	14,9
<b>Total</b>	<b>1 150 983</b>	<b>100,0</b>	<b>1 473 001</b>	<b>100,0</b>	<b>6,4</b>

<sup>1</sup>Revised figures.<sup>2</sup>Preliminary figures.

**Table 5 – Income by type of service in the real estate, activities auxiliary to financial intermediation and business services industry, 2020<sup>2</sup>**

Type of service	Sales of goods	Services rendered	Interest	Rental, leasing income	Other income	Total income
	R million					
Activities auxiliary to financial intermediation	1 439	127 017	7 220	2 960	95 608	234 244
Real estate activities	17 422	38 210	10 618	174 738	46 067	287 055
Renting of machinery and equipment without operator; renting of personal and household goods	5 005	3 787	1 934	33 735	3 085	47 546
Computer related activities	27 556	139 990	2 430	217	4 304	174 497
Research and development	417	11 598	619	173	4 868	17 675
Legal activities	101	44 708	326	53	776	45 964
Accounting, book-keeping and auditing activities; tax consultancy	1 941	38 106	259	133	2 069	42 508
Marketing research and public opinion polling	21	4 184	71	18	162	4 456
Business and management consultancy activities	1 609	104 010	3 258	443	17 276	126 596
Architectural, engineering activities and related technical consultancy	746	70 604	748	100	2 169	74 367
Technical testing and analysis	211	7 472	77	7	251	8 018
Advertising	4 785	29 004	289	167	832	35 077
Labour recruitment and provision of personnel	11	44 481	275	117	1 742	46 626
Investigation and security activities	4 003	60 233	561	1 869	1 565	68 231
Building and industrial plant cleaning activities	544	18 766	86	37	349	19 782
Photographic activities	14	912	4	49	11	990
Packaging activities	94	3 835	26	17	203	4 175
Other business activities	6 668	195 235	6 474	20 836	5 981	235 194
<b>Total</b>	<b>72 587</b>	<b>942 152</b>	<b>35 275</b>	<b>235 669</b>	<b>187 318</b>	<b>1 473 001</b>

<sup>2</sup>Preliminary figures.

**Table 6 – Income by enterprise size in the real estate, activities auxiliary to financial intermediation and business services industry, 2020<sup>2</sup>**

Type of service	Large enterprises	Medium enterprises	Small enterprises	Micro enterprises	Total
	R million				
Activities auxiliary to financial intermediation	174 918	12 286	24 898	22 142	234 244
Real estate activities	120 082	29 100	59 640	78 233	287 055
Renting of machinery and equipment without operator; renting of personal and household goods	22 946	5 968	9 020	9 612	47 546
Computer related activities	118 331	15 369	29 416	11 381	174 497
Research and development	12 596	1 164	2 168	1 747	17 675
Legal activities	12 229	4 174	10 757	18 804	45 964
Accounting, book-keeping and auditing activities; tax consultancy	22 688	1 984	5 674	12 162	42 508
Marketing research and public opinion polling	2 055	644	1 231	526	4 456
Business and management consultancy activities	80 995	11 474	22 899	11 228	126 596
Architectural, engineering activities and related technical consultancy	30 232	9 446	18 653	16 036	74 367
Technical testing and analysis	2 818	1 441	2 472	1 287	8 018
Advertising	18 548	4 828	8 641	3 060	35 077
Labour recruitment and provision of personnel	31 121	4 001	8 760	2 744	46 626
Investigation and security activities	39 812	8 052	12 907	7 460	68 231
Building and industrial plant cleaning activities	11 448	803	2 948	4 583	19 782
Photographic activities	0	84	372	534	990
Packaging activities	940	1 129	1 696	410	4 175
Other business activities	38 011	13 615	50 247	133 321	235 194
<b>Total</b>	<b>739 770</b>	<b>125 562</b>	<b>272 399</b>	<b>335 270</b>	<b>1 473 001</b>

<sup>2</sup>Preliminary figures.

**Table 7 – Concentration ratios (relative contribution of large enterprises) in the real estate, activities auxiliary to financial intermediation and business services industry, 2020<sup>2</sup>**

Type of service	Total income	Income of 5 largest enterprises	Relative contribution of 5 largest enterprises	Income of 10 largest enterprises	Relative contribution of 10 largest enterprises	Income of 20 largest enterprises	Relative contribution of 20 largest enterprises
	R million		%	R million	%	R million	%
Activities auxiliary to financial intermediation	234 244	92 473	39,5	103 623	44,2	117 402	50,1
Real estate activities	287 056	23 014	8,0	36 454	12,7	52 654	18,3
Renting of machinery and equipment without operator; renting of personal and household goods	47 545	10 838	22,8	14 009	29,5	18 247	38,4
Computer related activities	174 497	44 780	25,7	62 552	35,8	79 647	45,6
Research and development	17 675	8 635	48,9	11 753	66,5	13 403	75,8
Legal activities	45 964	6 471	14,1	9 218	20,1	11 671	25,4
Accounting, book-keeping and auditing activities; tax consultancy	42 508	17 507	41,2	21 160	49,8	22 968	54,0
Marketing research and public opinion polling	4 456	2 070	46,5	2 559	57,4	3 152	70,7
Business and management consultancy activities	126 596	20 689	16,3	31 924	25,2	44 217	34,9
Architectural, engineering activities and related technical consultancy	74 367	10 022	13,5	14 435	19,4	19 858	26,7
Technical testing and analysis	8 019	2 496	31,1	3 201	39,9	3 959	49,4
Advertising	35 077	8 329	23,7	10 552	30,1	13 491	38,5
Labour recruitment and provision of personnel	46 626	10 367	22,2	14 288	30,6	19 429	41,7
Investigation and security activities	68 232	16 958	24,9	24 001	35,2	30 509	44,7
Building and industrial plant cleaning activities	19 781	7 807	39,5	10 269	51,9	12 055	60,9
Photographic activities	990	235	23,7	363	36,7	447	45,2
Packaging activities	4 175	924	22,1	1 605	38,4	2 467	59,1
Other business activities	235 194	6 311	2,7	10 056	4,3	15 944	6,8
<b>Total</b>	<b>1 473 001</b>	<b>124 508</b>	<b>8,5</b>	<b>152 679</b>	<b>10,4</b>	<b>192 562</b>	<b>13,1</b>

<sup>2</sup>Preliminary figures.

**Table 8 – Expenditure in the real estate, activities auxiliary to financial intermediation and business services industry, 2016 and 2020**

Type of expenditure	2016 <sup>1</sup>		2020 <sup>2</sup>		Annualised % change
	R million	% contribution	R million	% contribution	
Purchases	209 056	21,7	207 457	15,9	-0,2
Subcontractors' payment	44 436	4,6	59 491	4,6	7,6
Employment cost	312 414	32,4	418 988	32,2	7,6
Leasing and hiring of plants, machinery, equipment and vehicles	8 954	0,9	9 618	0,7	1,8
Rental and leasing of land, buildings and other structures	21 541	2,2	28 679	2,2	7,4
Motor vehicle expenditure	7 095	0,7	9 779	0,8	8,4
Interest	52 605	5,5	90 199	6,9	14,4
Insurance	8 134	0,8	10 123	0,8	5,6
Advertising, marketing, promotions	9 852	1,0	11 505	0,9	4,0
Telecommunications	8 897	0,9	10 807	0,8	5,0
Security services	3 628	0,4	7 148	0,5	18,5
Repairs and maintenance	11 306	1,2	19 048	1,5	13,9
Utilities	22 341	2,3	35 372	2,7	12,2
Royalties	4 543	0,5	7 681	0,6	14,0
Depreciation	24 488	2,5	41 649	3,2	14,2
Other expenditure	214 635	22,3	334 010	25,7	11,7
<b>Total expenditure</b>	<b>963 925</b>	<b>100,0</b>	<b>1 301 554</b>	<b>100,0</b>	<b>7,8</b>

<sup>1</sup>Revised figures.<sup>2</sup>Preliminary figures.



**Table 9 – Expenditure by type of service in the real estate, activities auxiliary to financial intermediation and business services industry, 2020<sup>2</sup>**

Type of service	Purchases	Employment cost	Subcontractors' payment	Interest	Depreciation	Utilities	Other expenditure	Total expenditure
	R million							
Activities auxiliary to financial intermediation	8 567	41 116	9 004	7 902	2 852	851	74 839	145 131
Real estate activities	15 450	23 502	7 953	57 690	5 193	24 525	130 991	265 304
Renting of machinery and equipment without operator; renting of personal and household goods	12 754	6 633	739	3 095	6 590	285	13 066	43 162
Computer related activities	55 104	54 140	4 184	3 680	4 365	648	45 565	167 686
Research and development	1 836	8 209	1 599	92	614	222	4 549	17 121
Legal activities	1 848	19 026	541	403	1 307	374	12 214	35 713
Accounting, book-keeping and auditing activities; tax consultancy	1 978	18 311	1 313	487	614	176	14 701	37 580
Marketing research and public opinion polling	840	1 736	220	47	96	14	1 163	4 116
Business and management consultancy activities	22 105	49 198	4 615	3 823	3 833	2 290	39 572	125 436
Architectural, engineering activities and related technical consultancy	16 875	28 357	6 776	415	1 429	346	12 216	66 414
Technical testing and analysis	798	3 573	694	103	286	69	1 778	7 301
Advertising	12 393	9 511	375	519	645	140	9 851	33 434
Labour recruitment and provision of personnel	10 523	22 471	5 238	400	263	77	8 733	47 705
Investigation and security activities	10 665	32 921	2 997	1 580	3 018	207	12 448	63 836
Building and industrial plant cleaning activities	6 362	9 651	23	317	518	42	2 137	19 050
Photographic activities	501	233	13	6	26	8	193	980
Packaging activities	2 143	835	9	50	149	62	846	4 094
Other business activities	26 715	89 565	13 198	9 590	9 851	5 036	63 536	217 491
<b>Total</b>	<b>207 457</b>	<b>418 988</b>	<b>59 491</b>	<b>90 199</b>	<b>41 649</b>	<b>35 372</b>	<b>448 398</b>	<b>1 301 554</b>

<sup>2</sup>Preliminary figures.

**Table 10 – Capital expenditure on new assets in the real estate, activities auxiliary to financial intermediation and business services industry, 2016 and 2020**

Type of asset	2016 <sup>1</sup>		2020 <sup>2</sup>		Annualised % change
	R million	% contribution	R million	% contribution	
Land and buildings	62 168	67,9	48 826	51,4	-5,9
Plant, machinery, furniture and other office equipment	5 921	6,5	13 383	14,1	22,6
Computers and other ICT equipment	6 272	6,8	8 088	8,5	6,6
Motor vehicles and other transport equipment	12 753	13,9	10 574	11,1	-4,6
Other assets	4 468	4,9	14 150	14,9	33,4
<b>Total</b>	<b>91 582</b>	<b>100,0</b>	<b>95 021</b>	<b>100,0</b>	<b>0,9</b>

<sup>1</sup>Revised figures.<sup>2</sup>Preliminary figures.

**Table 11 – Capital expenditure on new assets in the real estate, activities auxiliary to financial intermediation and business services industry, 2020**

Type of service	Land and buildings	Plant, machinery, furniture and other office equipment	Computers and other ICT equipment	Motor vehicles and other transport equipment	Other assets	Total
	R million					
Activities auxiliary to financial intermediation	2 044	334	743	382	723	4 226
Real estate activities	32 369	2 853	1 200	260	5 226	41 908
Renting of machinery and equipment without operator; renting of personal and household goods	194	2 908	195	3 152	204	6 653
Computer related activities	1 176	472	2 127	192	3 181	7 148
Research and development	101	226	139	192	17	675
Legal activities	83	62	208	183	647	1 183
Accounting, book-keeping and auditing activities; tax consultancy	4	561	315	36	39	955
Marketing research and public opinion polling	26	32	33	5	23	119
Business and management consultancy activities	736	683	807	326	2 293	4 845
Architectural, engineering activities and related technical consultancy	826	299	717	687	358	2 887
Technical testing and analysis	26	74	27	33	54	214
Advertising	338	336	109	122	10	915
Labour recruitment and provision of personnel	155	164	234	108	98	759
Investigation and security activities	728	2 340	259	991	1 198	5 516
Building and industrial plant cleaning activities	29	230	22	142	28	451
Photographic activities	0	19	5	5	1	30
Packaging activities	112	104	5	23	10	254
Other business activities	9 879	1 686	943	3 735	40	16 283
<b>Total</b>	<b>48 826</b>	<b>13 383</b>	<b>8 088</b>	<b>10 574</b>	<b>14 150</b>	<b>95 021</b>

<sup>2</sup>Preliminary figures.

**Table 12 – Employment in the real estate, activities auxiliary to financial intermediation and business services industry at the end of June, 2016 and 2020**

Type of service	Male employees			Female employees			Total employees		
	2016	2020	Annualised % change	2016	2020	Annualised % change	2016	2020	Annualised % change
	Number			Number			Number		
Activities auxiliary to financial intermediation	43 114	40 973	-1,3	43 764	56 593	6,6	86 878	97 566	2,9
Real estate activities	61 791	46 481	-6,9	52 312	60 645	3,8	114 103	107 126	-1,6
Renting of machinery and equipment without operator; renting of personal and household goods	19 338	20 060	0,9	10 930	10 586	-0,8	30 268	30 646	0,3
Computer related activities	48 628	63 750	7,0	28 401	40 665	9,4	77 029	104 415	7,9
Research and development	12 318	11 203	-2,3	11 210	10 859	-0,8	23 528	22 062	-1,6
Legal activities	20 311	22 084	2,1	38 257	31 333	-4,9	58 568	53 417	-2,3
Accounting, book-keeping and auditing activities; tax consultancy	23 843	27 590	3,7	31 327	27 384	-3,3	55 170	54 974	-0,1
Marketing research and public opinion polling	3 164	3 449	2,2	2 828	5 216	16,5	5 992	8 665	9,7
Business and management consultancy activities	55 472	70 783	6,3	46 766	56 979	5,1	102 238	127 762	5,7
Architectural, engineering activities and related technical consultancy	57 650	38 238	-9,8	25 322	17 968	-8,2	82 972	56 206	-9,3
Technical testing and analysis	7 873	7 892	0,1	3 726	3 656	-0,5	11 599	11 548	-0,1
Advertising	8 508	11 134	7,0	8 245	11 475	8,6	16 753	22 609	7,8
Labour recruitment and provision of personnel	153 651	128 258	-4,4	69 390	75 493	2,1	223 041	203 751	-2,2
Investigation and security activities	156 048	217 465	8,7	76 303	90 817	4,4	232 351	308 282	7,3
Building and industrial plant cleaning activities	56 981	60 586	1,5	82 331	95 753	3,8	139 312	156 339	2,9
Photographic activities	570	768	7,7	553	478	-3,6	1 123	1 246	2,6
Packaging activities	2 655	3 759	9,1	2 687	2 691	0,0	5 342	6 450	4,8
Other business activities	180 507	309 574	14,4	156 846	200 200	6,3	337 353	509 774	10,9
Total	912 422	1 084 047	4,4	691 198	798 791	3,7	1 603 620	1 882 838	4,1

<sup>1</sup>Revised figures.<sup>2</sup>Preliminary figures.

**Table 13 – Details of employment in the real estate, activities auxiliary to financial intermediation and business services industry at the end of June, 2020<sup>2</sup>**

Type of service	Permanent employees			Temporary employees			Casual employees			Total
	Male	Female	Total	Male	Female	Total	Male	Female	Total	
	Number of employees									
Activities auxiliary to financial intermediation	39 413	54 246	93 659	1 447	2 051	3 498	113	296	409	97 566
Real estate activities	45 315	56 629	101 944	971	3 974	4 945	195	42	237	107 126
Renting of machinery and equipment without operator; renting of personal and household goods	19 690	10 408	30 098	101	41	142	269	137	406	30 646
Computer related activities	59 399	37 449	96 848	3 989	3 137	7 126	362	79	441	104 415
Research and development	9 748	9 550	19 298	653	664	1 317	802	645	1 447	22 062
Legal activities	21 632	30 835	52 467	268	351	619	184	147	331	53 417
Accounting, book-keeping and auditing activities; tax consultancy	26 612	26 122	52 734	891	1 154	2 045	87	108	195	54 974
Marketing research and public opinion polling	3 360	5 055	8 415	89	161	250	0	0	0	8 665
Business and management consultancy activities	68 141	55 326	123 467	2 555	1 615	4 170	87	38	125	127 762
Architectural, engineering activities and related technical consultancy	34 902	16 573	51 475	1 909	654	2 563	1427	741	2 168	56 206
Technical testing and analysis	6 736	3 242	9 978	940	398	1 338	216	16	232	11 548
Advertising	10 044	10 544	20 588	972	741	1 713	118	190	308	22 609
Labour recruitment and provision of personnel	46 515	26 256	72 771	81 733	49 215	130 948	10	22	32	203 751
Investigation and security activities	217 169	90 619	307 788	296	198	494	0	0	0	308 282
Building and industrial plant cleaning activities	47 669	74 898	122 567	12 784	20 492	33 276	133	363	496	156 339
Photographic activities	658	439	1 097	110	39	149	0	0	0	1 246
Packaging activities	3 623	2 393	6 016	136	298	434	0	0	0	6 450
Other business activities	302 539	185 903	488 442	4 515	6 008	10 523	2520	8 289	10 809	509 774
Total	963 165	696 487	1 659 652	114 359	91 191	205 550	6523	11 113	17 636	1 882 838

<sup>2</sup>Preliminary figures.

**Table 14 – Employment by enterprise size in the real estate, activities auxiliary to financial intermediation and business services industry, 2020<sup>2</sup>**

Type of service	Large enterprises	Medium enterprises	Small enterprises	Micro enterprises	Total
	Number				
Activities auxiliary to financial intermediation	37 876	7 517	20 695	31 478	97 566
Real estate activities	13 807	20 380	30 168	42 771	107 126
Renting of machinery and equipment without operator; renting of personal and household goods	8 617	5 456	5 466	11 107	30 646
Computer related activities	60 225	8 356	21 320	14 514	104 415
Research and development	14 218	962	3 000	3 882	22 062
Legal activities	8 792	2 776	13 818	28 031	53 417
Accounting, book-keeping and auditing activities; tax consultancy	21 864	3 317	9 157	20 636	54 974
Marketing research and public opinion polling	5 243	1 576	1 222	624	8 665
Business and management consultancy activities	88 044	6 526	23 368	9 824	127 762
Architectural, engineering activities and related technical consultancy	14 628	4 887	17 663	19 028	56 206
Technical testing and analysis	4 309	1 596	3 969	1 674	11 548
Advertising	12 599	3 299	5 360	1 351	22 609
Labour recruitment and provision of personnel	139 093	25 310	38 293	1 055	203 751
Investigation and security activities	169 498	44 336	71 221	23 227	308 282
Building and industrial plant cleaning activities	98 023	3 110	28 514	26 692	156 339
Photographic activities	0	8	419	819	1 246
Packaging activities	1 148	1 491	3 272	539	6 450
Other business activities	160 800	20 723	130 368	197 883	509 774
<b>Total</b>	<b>858 784</b>	<b>161 626</b>	<b>427 293</b>	<b>435 135</b>	<b>1 882 838</b>

<sup>2</sup>Preliminary figures.

**Table 15 – Details of income from services rendered for activities auxiliary to financial intermediation, 2016 and 2020**

Type of service	2016 <sup>1</sup>		2020 <sup>2</sup>		Annualised % change
	R million	% contribution	R million	% contribution	
Total income from financial market operational services	4 755	4,2	5 258	3,7	2,5
Financial market regulatory (compliance monitoring) and operational services	3 551	3,1	3 016	2,1	-4,0
Securities exchange services	1 204	1,1	2 242	1,6	16,8
Total income from financial market administration services	6 821	6,0	2 976	2,1	-18,7
Total income from securities and commodities brokerage and dealing (underwriting) services	31 446	27,5	36 388	25,9	3,7
Brokerage services (e.g. stock broking, options)	10 395	9,1	10 620	7,5	0,5
Portfolio asset (investment/trust) management services, except for pension funds	21 051	18,4	25 768	18,3	5,2
Total income from auxiliary services to financial intermediation	31 604	27,6	46 890	33,3	10,4
Estate and trust management and administrative services (e.g. acting as trustee of investment funds or pension funds or for securities)	5 699	5,0	7 060	5,0	5,5
Security custody services (e.g. personal property, securities)	925	0,8	1 571	1,1	14,2
Financial advisory/consultancy services (e.g. financial advisors, risk, market analysts, investment advisors)	19 997	17,5	31 462	22,4	12,0
Foreign exchange services (Bureau de change)	610	0,5	989	0,7	12,8
Financial transaction processing and clearing services	1 940	1,7	3 182	2,3	13,2
Other brokerage services (e.g. mortgage and loan brokerage services), excluding insurance brokerage and business brokerage services	2 433	2,1	2 626	1,9	1,9
Total income from auxiliary services to insurance and pension funding	31 298	27,3	36 566	26,0	4,0
Insurance brokerage and agency (insurance commission agents) services	19 067	16,6	19 095	13,6	0,0
Insurance claims adjustment services (e.g. investigating insurance claims), damage assessment (appraisal) services	956	0,8	2 512	1,8	27,3
Actuarial services	498	0,4	620	0,4	5,6
Pension fund management services	1 015	0,9	1 117	0,8	2,4
Administration of insurance and pension funds	4 123	3,6	5 583	4,0	7,9
Handling payments (distribution) of monies, grants, pensions	2 760	2,4	3 668	2,6	7,4
Insurance and pension advisory/consultancy services	2 879	2,5	3 971	2,8	8,4
<b>Total income from auxiliary services to financial intermediation</b>	<b>105 924</b>	<b>92,5</b>	<b>128 078</b>	<b>91,0</b>	<b>4,9</b>
Other services rendered	8 598	7,5	12 671	9,0	10,2
<b>Total income from services rendered</b>	<b>114 522</b>	<b>100,0</b>	<b>140 749</b>	<b>100,0</b>	<b>5,3</b>

<sup>1</sup>Revised figures.<sup>2</sup>Preliminary figures.

**Table 16 – Details of income from services rendered for real estate activities, 2016 and 2020**

Type of service	2016 <sup>1</sup>		2020 <sup>2</sup>		Annualised % change
	R million	% contribution	R million	% contribution	
Total income from property management services	17 110	42,2	18 167	30,8	1,5
Residential property management services, excluding time-share properties	5 433	13,4	5 750	9,7	1,4
Body corporate management services	3 237	8,0	6 640	11,3	19,7
Non-residential property management services, including parking areas/carports and lock-up garages	6 463	15,9	4 362	7,4	-9,4
Time-share property management services	1 977	4,9	1 415	2,4	-8,0
Total income from real estate agency and brokerage services	12 476	30,8	19 268	32,7	11,5
Residential buildings	4 594	11,3	6 990	11,9	11,1
Non-residential buildings	6 881	17,0	11 603	19,7	14,0
Time-share properties	576	1,4	539	0,9	-1,6
Vacant land or stands/plots	324	0,8	74	0,1	-30,9
Agricultural land	101	0,2	62	0,1	-11,5
Total income from rental estate agency services	5 980	14,7	9 472	16,1	12,2
Residential buildings	2 243	5,5	3 828	6,5	14,3
Non-residential buildings	3 737	9,2	5 644	9,6	10,9
Commission income received for sub-letting of real estate (rented or leased)	117	0,3	100	0,2	-3,8
Total income from other real estate services	2 605	6,4	7 012	11,9	28,1
Appraisal and valuers' services	449	1,1	3 144	5,3	62,7
Rent collection services	1 540	3,8	2 238	3,8	9,8
Other real estate services	616	1,5	1 630	2,8	27,5
<b>Total income from property management, real estate agency and brokerage services</b>	<b>38 288</b>	<b>94,4</b>	<b>54 019</b>	<b>91,6</b>	<b>9,0</b>
Other services rendered	2 264	5,6	4 961	8,4	21,7
<b>Total income from services rendered</b>	<b>40 552</b>	<b>100,0</b>	<b>58 980</b>	<b>100,0</b>	<b>9,8</b>

<sup>1</sup>Revised figures.<sup>2</sup>Preliminary figures.



**Table 17 – Details of income from services rendered for renting of machinery and equipment without operator; renting of personal and household goods, 2016 and 2020**

Type of service	2016 <sup>1</sup>		2020 <sup>2</sup>		Annualised % change
	R million	% contribution	R million	% contribution	
Total income from renting and leasing of land transport equipment (excluding bicycles)	11 524	35,1	11 014	23,5	-1,1
Passenger cars, including SUVs	4 849	14,8	5 360	11,4	2,5
Trucks	2 619	8,0	2 520	5,4	-1,0
Other commercial freight vehicles	3 391	10,3	2 539	5,4	-7,0
Other land transport vehicles (e.g. motorcycles, caravans, campers, public passenger transport-type vehicles, trailers)	665	2,0	595	1,3	-2,7
Aircraft (e.g. aeroplanes, helicopters), excluding hang gliders	807	2,5	790	1,7	-0,5
Total income from rental and leasing of other machinery and equipment	17 016	51,8	29 980	63,9	15,2
Construction and civil engineering machinery and equipment, including crane lorries	8 742	26,6	18 083	38,5	19,9
Office machinery and equipment, excluding computers	2 384	7,3	2 330	5,0	-0,6
Other machinery and equipment, except personal or household goods	5 890	17,9	9 567	20,4	12,9
<b>Total income from renting and leasing of machinery and equipment, without operator</b>	<b>29 347</b>	<b>89,4</b>	<b>41 784</b>	<b>89,0</b>	<b>9,2</b>
Total income from rental and leasing of personal and household goods	2 383	7,3	3 845	8,2	12,7
<b>Total income from renting and leasing of machinery and equipment, without operators and personal and household goods</b>	<b>31 730</b>	<b>96,6</b>	<b>45 629</b>	<b>97,2</b>	<b>9,5</b>
Other rental and leasing income	1 105	3,4	1 312	2,8	4,4
<b>Total income from rental and leasing</b>	<b>32 835</b>	<b>100,0</b>	<b>46 941</b>	<b>100,0</b>	<b>9,3</b>

<sup>1</sup>Revised figures.<sup>2</sup>Preliminary figures.

**Table 18 – Details of income from services rendered for computer related activities, 2016 and 2020**

Type of service	2016 <sup>1</sup>		2020 <sup>2</sup>		Annualised % change
	R million	% contribution	R million	% contribution	
Total income from ICT advisory/consultancy and technical support services	40 448	30,5	73 762	46,9	16,2
Hardware advisory/consultancy services	6 684	5,0	7 129	4,5	1,6
Software advisory/consultancy services	23 198	17,5	49 771	31,6	21,0
Technical support services (e.g. upgrading, data retrieval, technical expertise)	10 566	8,0	16 862	10,7	12,4
Total income from software design, development and programming supply services	63 713	48,0	57 493	36,5	-2,5
Business and other custom application software (e.g. webpage, database)	41 484	31,3	33 352	21,2	-5,3
Operating networks and systems (e.g. intranet, private networks)	10 298	7,8	8 694	5,5	-4,1
Non-customised (ready-made) software	3 613	2,7	5 209	3,3	9,6
Customised (protected by copyright) software	8 318	6,3	10 238	6,5	5,3
Total income from ICT hosting and infrastructure provisioning services	4 754	3,6	3 978	2,5	-4,4
Total income from data processing services on data supplied by customer	840	0,6	1 566	1,0	16,8
Management and operation of data processing facilities belonging to others (for clients on a continuing basis)	2 786	2,1	1 946	1,2	-8,6
Total income from database services	13 589	10,2	13 563	8,6	0,0
Database development services	3 564	2,7	2 928	1,9	-4,8
Database storage services (e.g. cloud services)	3 163	2,4	3 648	2,3	3,6
Database administration services (e.g. installation, configuration, upgrading, monitoring, maintenance)	4 642	3,5	4 173	2,7	-2,6
Database management services	1 153	0,9	1 018	0,6	-3,1
Database on-line publishing services (e.g. online advertising, e-books)	1 067	0,8	1 796	1,1	13,9
Maintenance and repair services of office, computer and peripheral equipment	3 135	2,4	1 994	1,3	-10,7
Other computer related services	2 133	1,6	1 456	0,9	-9,1
<b>Total income from computer related services</b>	<b>131 398</b>	<b>99,0</b>	<b>155 758</b>	<b>99,0</b>	<b>4,3</b>
Other services rendered	1 318	1,0	1 652	1,0	5,8
<b>Total income from services rendered</b>	<b>132 716</b>	<b>100,0</b>	<b>157 410</b>	<b>100,0</b>	<b>4,4</b>

<sup>1</sup>Revised figures.<sup>2</sup>Preliminary figures.

**Table 19 – Details of income from services rendered for research and development, 2016 and 2020**

Type of service	2016 <sup>1</sup>		2020 <sup>2</sup>		Annualised % change
	R million	% contribution	R million	% contribution	
Total income from research and experimental development services on natural and general sciences	5 865	44,6	8 942	67,3	11,1
Earth sciences (e.g. heat, light, astronomy, electro-magnetism, chemistry, geology, meteorology, oceanography)	988	7,5	889	6,7	-2,6
Life (bio) sciences (e.g. biology, micro-organisms, zoology, botany, ecology, pharmacy)	869	6,6	1 691	12,7	18,1
Other general natural sciences (e.g. environment)	699	5,3	649	4,9	-1,8
Agricultural and livestock (e.g. animal cloning, forest and horticulture research, genetic manipulation of seeds and seed hybridisation in laboratories, viticulture, oenology)	707	5,4	935	7,0	7,2
Medical and veterinary (e.g. dental, neurological, bacteriological)	2 602	19,8	4 778	36,0	16,4
Industrial (e.g. engineering, technology)	4 644	35,3	2 032	15,3	-18,7
Total income from research and experimental development services on social sciences and humanities	479	3,6	683	5,1	9,3
Total income from other research and experimental development services	2 069	15,7	1 536	11,6	-7,2
Research and development of scientific originals	448	3,4	751	5,7	13,8
Other inter-disciplinary research and experimental development services	1 621	12,3	785	5,9	-16,6
<b>Total income from research and experimental development services</b>	<b>13 057</b>	<b>99,4</b>	<b>13 193</b>	<b>99,3</b>	<b>0,3</b>
Other services rendered	85	0,6	96	0,7	3,1
<b>Total income from services rendered</b>	<b>13 142</b>	<b>100,0</b>	<b>13 289</b>	<b>100,0</b>	<b>0,3</b>

<sup>1</sup>Revised figures.<sup>2</sup>Preliminary figures.

**Table 20 – Details of income from services rendered for legal activities, 2016 and 2020**

Type of service	2016 <sup>1</sup>		2020 <sup>2</sup>		Annualised % change
	R million	% contribution	R million	% contribution	
Total income from litigation advisory/counselling and legal representation services	13 508	35,7	17 173	33,8	6,2
Criminal law litigation counsel and legal representation services	3 293	8,7	5 765	11,4	15
Civil law and other fields of law litigation counsel and legal representation services	7 001	18,5	6 919	13,6	-0,3
Tax litigation legal representation services	607	1,6	1 565	3,1	26,7
Motor vehicle accident claims legal representation services	2 607	6,9	2 924	5,8	2,9
Total income from drafting of contracts, legal documentation and legal certification services	15 242	40,3	25 054	49,4	13,2
Conveyance contracts and other legal documentation	7 282	19,2	12 963	25,5	15,5
Intellectual property contracts and legal documentation (e.g. copyright patents, trademarks, registered designs)	1 790	4,7	4 869	9,6	28,4
Commercial contracts and legal documentation (e.g. company formations, acquisitions, takeovers, liquidations, insolvencies)	4 931	13,0	5 668	11,2	3,5
Other civil contacts and legal documentation (e.g. deeds, wills, trusts, marriage agreements, divorces )	1 239	3,3	1 554	3,1	5,8
Total income from other legal services by registered attorneys	6 156	16,3	7 854	15,5	6,3
Estate planning and administration of estates	764	2,0	961	1,9	5,9
Legal arbitration, mediation and conciliation services	1 718	4,5	2 323	4,6	7,8
Insolvency and receivership services	436	1,2	426	0,8	-0,6
Other legal services	3 238	8,6	4 144	8,2	6,4
<b>Total income from legal services</b>	<b>34 906</b>	<b>92,2</b>	<b>50 081</b>	<b>98,7</b>	<b>9,4</b>
Other services rendered	2 942	7,8	676	1,3	-30,8
<b>Total income from services rendered</b>	<b>37 848</b>	<b>100,0</b>	<b>50 757</b>	<b>100,0</b>	<b>7,6</b>

<sup>1</sup>Revised figures.<sup>2</sup>Preliminary figures.

**Table 21 – Details of income from services rendered for accounting, book-keeping and auditing activities; tax consultancy, 2016 and 2020**

Type of service	2016 <sup>1</sup>		2020 <sup>2</sup>		Annualised % change
	R million	% contribution	R million	% contribution	
Total income from auditing examination services	11 209	39,6	18 535	41,3	13,4
Financial auditing services	9 362	33,1	14 776	32,9	12,1
Forensic auditing services	1 330	4,7	1 703	3,8	6,4
Other auditing services (e.g. non-financial)	517	1,8	2 056	4,6	41,2
Total income from accounting review services	7 844	27,7	15 906	35,4	19,3
Accounting services (e.g. preparation of financial statements, financial reporting)	5 576	19,7	13 351	29,7	24,4
Cost and management accounting services	590	2,1	1 733	3,9	30,9
Other accounting services (e.g. valuations, attestations)	1 678	5,9	822	1,8	-16,3
Bookkeeping services, including relevant data processing and tabulation services	1 521	5,4	2 949	6,6	18,0
Total income from tax advisory/consultancy services	3 808	13,5	2 740	6,1	-7,9
Corporate tax advisory/consultancy and representation (other than legal services)	2 625	9,3	1 557	3,5	-12,2
Corporate tax return preparation and filing services	676	2,4	729	1,6	1,9
Individual tax return preparation and filing services	507	1,8	454	1,0	-2,7
<b>Total income from auditing, accounting, bookkeeping and tax advisory/consultancy services</b>	<b>24 382</b>	<b>86,2</b>	<b>40 130</b>	<b>89,4</b>	<b>13,3</b>
Other services rendered	3 912	13,8	4 780	10,6	5,1
<b>Total income from services rendered</b>	<b>28 294</b>	<b>100,0</b>	<b>44 910</b>	<b>100,0</b>	<b>12,2</b>

<sup>1</sup>Revised figures<sup>2</sup>Preliminary figures

**Table 22 – Details of income from services rendered for marketing research and public opinion polling, 2016 and 2020**

Type of service	2016 <sup>1</sup>		2020 <sup>2</sup>		Annualised % change
	R million	% contribution	R million	% contribution	
Total income from market and marketing research services	3 031	98,2	4 574	91,5	10,8
Market research services (e.g. target market, consumer behaviour analysis)	2 564	83,1	4 210	84,2	13,2
Marketing research services (e.g. process analysis, supply of econometric models, research monographs, statistics, broadcasting media ratings)	467	15,1	364	7,3	-6,0
<b>Total income from market research and public opinion polling services</b>	<b>3 031</b>	<b>98,2</b>	<b>4 574</b>	<b>91,5</b>	<b>10,8</b>
Other services rendered	54	1,8	427	8,5	67,7
<b>Total income from services rendered</b>	<b>3 085</b>	<b>100,0</b>	<b>5 001</b>	<b>100,0</b>	<b>12,8</b>

<sup>1</sup>Revised figures.<sup>2</sup>Preliminary figures

**Table 23 – Details of income from services rendered for business and management consultancy activities, 2016 and 2020**

Type of service	2016 <sup>1</sup>		2020 <sup>2</sup>		Annualised % change
	R million	% contribution	R million	% contribution	
Total income from management advisory/consultancy services, including operational assistance and guidance	90 883	97,0	122 919	95,1	7,8
Strategic management advisory/consultancy services (e.g. policy, planning, structuring, control, management audits), including management holding company services	33 913	36,2	33 957	26,3	0,0
Financial management advisory/consultancy services, excluding financial holding company services.	4 736	5,1	6 617	5,1	8,7
Facilities (fixed assets) management advisory/consultancy services	4 609	4,9	9 242	7,1	19,0
Human resources management advisory/consultancy services, including training, arbitration and conciliation services between management and labour unions	7 333	7,8	8 431	6,5	3,5
Marketing and sales management advisory/consultancy services	7 479	8,0	23 064	17,8	32,5
Operations management advisory/consultancy services (e.g. administrative, systems, procedures, quality assurance, office and service operations)	19 572	20,9	23 002	17,8	4,1
ICT management advisory/consultancy services	4 141	4,4	5 549	4,3	7,6
Other management advisory/consultancy services	9 100	9,7	13 057	10,1	9,4
Business process bundled management service packages	1 986	2,1	3 418	2,6	14,5
Other business advisory/consultancy services	432	0,5	695	0,5	12,6
<b>Total income from business and management advisory/consultancy services</b>	<b>93 301</b>	<b>99,6</b>	<b>127 032</b>	<b>98,3</b>	<b>8,0</b>
Other services rendered	347	0,4	2 256	1,7	59,7
<b>Total income from services rendered</b>	<b>93 648</b>	<b>100,0</b>	<b>129 288</b>	<b>100,0</b>	<b>8,4</b>

<sup>1</sup>Revised figures.<sup>2</sup>Preliminary figures

**Table 24 – Details of income from services rendered for architectural, engineering activities and related technical consultancy, 2016 and 2020**

Type of service	2016 <sup>1</sup>		2020 <sup>2</sup>		Annualised % change
	R million	% contribution	R million	% contribution	
Architectural advisory/consultancy services	1 682	1,9	2 581	3,2	11,3
Total income from architectural design and drafting services for building projects, including alterations and additions	9 144	10,6	7 729	9,5	-4,1
Total income from land planning services	3 262	3,8	1 121	1,4	-23,4
Total income from advisory/consulting engineering services, independent of the engineering project	41 204	47,6	41 543	51,1	0,2
Civil engineering services	22 539	26,0	24 458	30,1	2,1
Electrical engineering services	3 801	4,4	2 931	3,6	-6,3
Mechanical engineering services	1 218	1,4	645	0,8	-14,7
Electro-mechanical engineering services	765	0,9	954	1,2	5,7
Mining engineering services	8 472	9,8	9 076	11,2	1,7
Industrial and systems engineering services	1 412	1,6	1 124	1,4	-5,5
Other engineering services	2 997	3,5	2 355	2,9	-5,8
Total income from engineering services performed in conjunction with specific projects, excluding advisory/ consultancy services	9 239	10,7	7 575	9,3	-4,8
Building projects	3 922	4,5	5 178	6,4	7,2
Industrial and manufacturing projects	2 300	2,7	851	1,0	-22,0
Other engineering projects	3 017	3,5	1 546	1,9	-15,4
Total income from project management services on behalf of clients	5 213	6,0	7 088	8,7	8,0
Quantity surveying services	6 419	7,4	4 789	5,9	-7,1
Total income from scientific and other technical advisory/consultancy services	9 747	11,3	6 787	8,3	-8,7
Geological, geophysical and prospecting advisory/consultancy services	6 977	8,1	5 896	7,3	-4,1
Surface (land) surveying services	1 388	1,6	487	0,6	-23,0
Other scientific or technical advisory/consultancy services	1 382	1,6	404	0,5	-26,5
<b>Total income from architectural, engineering and related technical consultancy services</b>	<b>85 910</b>	<b>99,3</b>	<b>79 213</b>	<b>97,4</b>	<b>-2,0</b>
Other services rendered	628	0,7	2 093	2,6	35,1
<b>Total income from services rendered</b>	<b>86 538</b>	<b>100,0</b>	<b>81 306</b>	<b>100,0</b>	<b>-1,5</b>

<sup>1</sup>Revised figures.<sup>2</sup>Preliminary figures



**Table 25 – Details of income from services rendered for technical testing and analysis, 2016 and 2020**

Type of service	2016 <sup>1</sup>		2020 <sup>2</sup>		Annualised % change
	R million	% contribution	R million	% contribution	
Total income from technical testing and analysis services	5 973	99,5	7 237	97,6	4,9
Composition and purity testing and analysis services on the chemical and biochemical properties of all kinds of materials and products (e.g. quality, radioactivity, oxidation, flammability, combustibility)	1 456	24,3	1 727	23,3	4,4
Physical properties and characteristics testing and analysis services of all kinds of materials (e.g. strength, ductility, conductivity, magnetism, tension, hardness, impact resistance, high temperature effect)	1 595	26,6	2 205	29,7	8,4
Other technical inspection and quality assurance services	2 922	48,7	3 305	44,6	3,1
Other services rendered	29	0,5	180	2,4	57,8
<b>Total income from services rendered</b>	<b>6 002</b>	<b>100,0</b>	<b>7 417</b>	<b>100,0</b>	<b>5,4</b>

<sup>1</sup>Revised figures.<sup>2</sup>Preliminary figures

**Table 26 – Details of income from services rendered for advertising, 2016 and 2020**

Type of service	2016 <sup>1</sup>		2020 <sup>2</sup>		Annualised % change
	R million	% contribution	R million	% contribution	
Total income from advertising agency services	21 202	77,8	25 217	77,0	4,4
Planning, creating and placing advertisements in media, including copywriting services	14 991	55,0	16 641	50,8	2,6
Planning, creating and placing of outdoor advertising (e.g. billboards, panels, bulletins)	4 010	14,7	4 860	14,8	4,9
Media buying agency services (purchase, renting or sales of advertising space or time in the media on behalf of the client)	2 201	8,1	3 716	11,3	14,0
Total income from other advertising services	4 194	15,4	5 014	15,3	4,6
Commercial and industrial artwork, calligraphic and art studio work services	2 128	7,8	2 526	7,7	4,4
Telemarketing, direct marketing and advertising mail services to consumers, including music on hold services for telephonic advertisements	1 351	5,0	2 348	7,2	14,8
Other advertising services	715	2,6	140	0,4	-33,5
<b>Total income from advertising services</b>	<b>25 396</b>	<b>93,2</b>	<b>30 231</b>	<b>92,3</b>	<b>4,5</b>
Other services rendered	1 866	6,8	2 513	7,7	7,7
<b>Total income from services rendered</b>	<b>27 262</b>	<b>100,0</b>	<b>32 744</b>	<b>100,0</b>	<b>4,7</b>

<sup>1</sup>Revised figures.<sup>2</sup>Preliminary figures

**Table 27 – Details of income from services rendered for labour recruitment and provision of personnel, 2016 and 2020**

Type of service	2016 <sup>1</sup>		2020 <sup>2</sup>		Annualised % change
	R million	% contribution	R million	% contribution	
Total income from employment agency recruitment services	13 707	33,8	19 690	36,3	9,5
Permanent placement services, other than executive search services	3 291	8,1	6 325	11,7	17,7
Temporary/contract placement services	10 416	25,7	13 365	24,6	6,4
Total income from labour broking personnel (staffing) supply services	26 068	64,3	32 015	59,0	5,3
Administrative office support personnel (staffing) supply services	4 328	10,7	2 676	4,9	-11,3
Commercial (e.g. warehouse) personnel (staffing) supply services	4 581	11,3	3 688	6,8	-5,3
Industrial and production (e.g. factory, construction, mining) personnel (staffing) supply services	7 510	18,5	20 348	37,5	28,3
Medical personnel (staffing) supply services	567	1,4	2 167	4,0	39,8
Other personnel (staffing) supply services, excluding farm labourers	9 082	22,4	3 136	5,8	-23,3
<b>Total income from employment agency recruitment and labour broking supply services</b>	<b>39 775</b>	<b>98,1</b>	<b>51 705</b>	<b>95,3</b>	<b>6,8</b>
Other services rendered	778	1,9	2 535	4,7	34,4
<b>Total income from services rendered</b>	<b>40 553</b>	<b>100,0</b>	<b>54 240</b>	<b>100,0</b>	<b>7,5</b>

<sup>1</sup>Revised figures.<sup>2</sup>Preliminary figures

**Table 28 – Details of income from services rendered for investigation and security activities, 2016 and 2020**

Type of service	2016 <sup>1</sup>		2020 <sup>2</sup>		Annualised % change
	R million	% contribution	R million	% contribution	
Investigation, surveillance and detective services (tracing missing persons, investigate theft, embezzlement, crime, shoplifting)	4 401	8,4	1 836	2,9	-19,6
Security advisory/consultancy services	4 433	8,5	5 731	8,9	6,6
Monitoring and surveillance security system protective services	6 445	12,4	8 266	12,8	6,4
Security system maintenance and contract response services	5 173	9,9	3 641	5,7	-8,4
Security armoured vehicles to pick up and deliver money (cash-in-transit), valuable items, bank collection and deposit services, securities transfer services	4 226	8,1	6 428	10,0	11,1
Total income from guard and watchman services	24 141	46,3	32 813	50,9	8,0
Armed reaction and mobile security patrol services	7 267	13,9	11 013	17,1	11,0
Street patrol services	1 965	3,8	1 394	2,2	-8,2
Access control services	1 857	3,6	4 819	7,5	26,9
Parking control services	2 198	4,2	3 797	5,9	14,6
Other security guard services, including watchman services	10 854	20,8	11 790	18,3	2,1
Total income from other security protective services	2 641	5,1	2 917	4,5	2,5
<b>Total income from investigation and security services</b>	<b>51 460</b>	<b>98,8</b>	<b>61 632</b>	<b>95,7</b>	<b>4,6</b>
Other services rendered	637	1,2	2 771	4,3	44,4
<b>Total income from services rendered</b>	<b>52 097</b>	<b>100,0</b>	<b>64 403</b>	<b>100,0</b>	<b>5,4</b>

<sup>1</sup>Revised figures.<sup>2</sup>Preliminary figures

**Table 29 – Details of income from services rendered for building and industrial plant cleaning activities, 2016 and 2020**

Type of service	2016 <sup>1</sup>		2020 <sup>2</sup>		Annualised % change
	R million	% contribution	R million	% contribution	
Disinfecting, fumigating and exterminating pest control services	1 012	5,5	1 101	5,1	2,1
Window cleaning services (interior and exterior)	1 063	5,7	248	1,1	-30,5
Total income from general cleaning services	13 839	74,7	15 986	73,6	3,7
Interior cleaning services of buildings of all types of businesses and residential dwellings, excluding window cleaning (e.g. floor cleaning and waxing, furniture polish, interior wall cleaning)	13 070	70,5	14 827	68,3	3,2
Caretaker/janitorial maintenance services	769	4,1	1 159	5,3	10,8
Total income from specialised cleaning services	2 422	13,1	4 145	19,1	14,4
<b>Total income from building and industrial plant cleaning services</b>	<b>18 336</b>	<b>98,9</b>	<b>21 480</b>	<b>98,9</b>	<b>4,0</b>
Other services rendered	201	1,1	240	1,1	4,5
<b>Total income from services rendered</b>	<b>18 537</b>	<b>100,0</b>	<b>21 720</b>	<b>100,0</b>	<b>4,0</b>

<sup>1</sup>Revised figures.<sup>2</sup>Preliminary figures**Table 30 – Details of income from services rendered for packaging activities, 2016 and 2020**

Type of service	2016 <sup>1</sup>		2020 <sup>2</sup>		Annualised % change
	R million	% contribution	R million	% contribution	
Paper and board packaging services	950	35,3	1 570	40,6	13,4
Plastic packaging services	1 014	37,6	1 698	43,9	13,8
Metal packaging services	380	14,1	94	2,4	-29,5
Glass packaging services	260	9,6	372	9,6	9,4
Other packaging services	43	1,6	93	2,4	21,3
<b>Total income from packaging and related services</b>	<b>2 647</b>	<b>98,2</b>	<b>3 827</b>	<b>98,9</b>	<b>9,7</b>
Other services rendered	48	1,8	42	1,1	-3,3
<b>Total income from services rendered</b>	<b>2 695</b>	<b>100,0</b>	<b>3 869</b>	<b>100,0</b>	<b>9,5</b>

<sup>1</sup>Revised figures.<sup>2</sup>Preliminary figures

**Table 31 – Details of income from sales for real estate activities, 2016 and 2020**

Type of sale	2016 <sup>1</sup>		2020 <sup>2</sup>		Annualised % change
	R million	% contribution	R million	% contribution	
Total income from sales of own investment property	13 671	46,4	12 525	71,5	-2,2
Residential buildings	3 043	10,3	1 610	9,2	-14,7
Non-residential buildings	8 512	28,9	8 569	48,9	0,2
Time-share properties	728	2,5	596	3,4	-4,9
Vacant residential or non-residential land, including land jobbers	1 388	4,7	1 750	10,0	6,0
Total income from sales of developing own real estate	15 786	53,6	4 995	28,5	-25,0
Subdividing land into stands/plots	1 395	4,7	616	3,5	-18,5
Developing real estate (land), up to infrastructure provision	6 045	20,5	2 554	14,6	-19,4
Residential development	8 346	28,3	1 825	10,4	-31,6
<b>Total income from sales of investment and development property</b>	<b>29 457</b>	<b>100,0</b>	<b>17 520</b>	<b>100,0</b>	<b>-12,2</b>

<sup>1</sup>Revised figures.<sup>2</sup>Preliminary figures.**Table 32 – Details of income from rental for real estate activities, 2016 and 2020**

Type of service	2016 <sup>1</sup>		2020 <sup>2</sup>		Annualised % change
	R million	% contribution	R million	% contribution	
Rental or leasing of residential property	18 626	14,6	21 046	12,0	3,1
Rental or leasing of non-residential property	105 286	82,6	148 997	85,3	9,1
Other rental or leasing income	3 596	2,8	4 652	2,7	6,6
<b>Total income from renting and leasing of own investment and leased property</b>	<b>127 508</b>	<b>100,0</b>	<b>174 695</b>	<b>100,0</b>	<b>8,2</b>

<sup>1</sup>Revised figures.<sup>2</sup>Preliminary figures.

**Table 33 – Details of purchases for building and industrial plant cleaning activities, 2016 and 2020**

Type of purchase	2016 <sup>1</sup>		2020 <sup>2</sup>		Annualised % change
	R million	% contribution	R million	% contribution	
Petrol, diesel and oils	605	19,4	1 089	17,1	15,8
Cleaning and polishing consumables	1 572	50,4	3 866	60,8	25,2
Uniforms and protective clothing	286	9,2	258	4,1	-2,5
Other purchases and transfers-in of goods	658	21,1	1 149	18,1	15,0
<b>Total purchases and transfers-in of goods</b>	<b>3 121</b>	<b>100,0</b>	<b>6 362</b>	<b>100,0</b>	<b>19,5</b>

<sup>1</sup>Revised figures.<sup>2</sup>Preliminary figures.**Table 34 – Details of purchases for packaging activities, 2016 and 2020**

Type of purchase	2016 <sup>1</sup>		2020 <sup>2</sup>		Annualised % change
	R million	% contribution	R million	% contribution	
Total purchases and transfers-in of containers and packaging materials	1 486	81,5	1 596	74,5	1,8
Paper and board (e.g. paper bags, cardboard boxes, paper tubes)	500	27,4	511	23,8	0,5
Plastic (e.g. plastic crates, bags, pallets, load boards)	620	34,0	855	40,0	8,4
Glass (e.g. bottles, jars, phials)	159	8,7	168	7,8	1,4
Other containers and packaging materials	207	11,4	62	2,9	-26,0
Total other purchases and transfers-in of goods	337	18,5	547	25,5	12,9
Consumables (e.g. hand tools, protective clothing, cleaning materials, uniforms)	133	7,3	301	14,0	22,7
Other purchases and transfers-in of goods	204	11,2	246	11,5	4,8
<b>Total purchases and transfers-in of goods</b>	<b>1 823</b>	<b>100,0</b>	<b>2 143</b>	<b>100,0</b>	<b>4,1</b>

<sup>1</sup>Revised figures.<sup>2</sup>Preliminary figures.

**Table 35 – Income from sales of goods and services by client base in the real estate, activities auxiliary to financial intermediation and business services industry, 2016 and 2020**

Type of customer	2016 <sup>1</sup>		2020 <sup>2</sup>		Annualised % change
	R million	% contribution	R million	% contribution	
Businesses (including parastatals)	575 797	87,9	902 492	84,8	11,9
Individuals and households	37 990	5,8	100 446	9,4	27,5
Government	41 638	6,4	60 998	5,7	10,0
<b>Total</b>	<b>655 425</b>	<b>100,0</b>	<b>1 063 936</b>	<b>100,0</b>	<b>12,9</b>

<sup>1</sup>Revised figures.<sup>2</sup>Preliminary figures.



**Table 36 – Income from sales of goods and services by client base in the real estate, activities auxiliary to financial intermediation and business services industry, 2020<sup>2</sup>**

Type of service	Businesses (including parastatals)	Individuals and households	Government	Total
	R million			
Activities auxiliary to financial intermediation	97 347	28 863	1 060	127 270
Real estate activities	191 140	31 228	6 812	229 180
Renting of machinery and equipment without operator; renting of personal and household goods	37 390	3 875	1 447	42 712
Computer related activities	137 854	965	26 402	165 221
Research and development	8 058	0	2 092	10 150
Legal activities	29 576	16 221	1 529	47 326
Accounting, book-keeping and auditing activities; tax consultancy	31 470	2 151	4 316	37 937
Marketing research and public opinion polling	4 256	2	2	4 260
Business and management consultancy activities	92 906	1 026	3 982	97 914
Architectural, engineering activities and related technical consultancy	59 456	1 714	6 487	67 657
Technical testing and analysis	7 038	158	804	8 000
Advertising	29 917	163	4	30 084
Labour recruitment and provision of personnel	44 192	455	196	44 843
Investigation and security activities	58 919	5 389	4 605	68 913
Building and industrial plant cleaning activities	9 990	718	1 203	11 911
Photographic activities	662	123	0	785
Packaging activities	3 829	0	0	3 829
Other business activities	58 492	7 395	57	65 944
<b>Total</b>	<b>902 492</b>	<b>100 446</b>	<b>60 998</b>	<b>1 063 936</b>

<sup>2</sup>Preliminary figures.

**Table 37 – Information and communication technology (ICT) usage in the real estate, activities auxiliary to financial intermediation and business services industry, 2016 and 2020**

ICT usage	2016 <sup>1</sup>	2020 <sup>2</sup>	Percentage point difference
	%		
Use computer	98,3	99,5	1,2
Use internet	96,4	99,1	2,7
Use internet banking	88,3	91,4	3,1
Have website	56,1	54,5	-1,6
Receive orders through internet	35,8	36,8	1,0
Place orders through internet	42,5	42,1	-0,4
IT outsourced	47,7	60,6	12,9

<sup>1</sup>Revised figures.<sup>2</sup>Preliminary figures.

**Table 38 – Information and communication technology (ICT) usage in the real estate, activities auxiliary to financial intermediation and business services industry, 2020<sup>2</sup>**

Type of service	Use computer	Use internet	Use internet banking	Have website	Receive orders through the internet	Place orders through the internet	IT outsourced
	%						
Activities auxiliary to financial intermediation	99,1	99,3	92,7	60,4	38,2	50,9	63,7
Real estate activities	99,0	98,8	81,2	34,4	19,1	18,6	47,8
Renting of machinery and equipment without operator; renting of personal and household goods	100,0	99,4	90,4	36,6	33,8	32,2	62,1
Computer related activities	100,0	99,0	94,9	69,9	60,3	62,5	36,9
Research and development	98,7	100,0	94,8	62,3	55,8	67,5	64,9
Legal activities	99,4	98,9	97,1	36,0	32,0	41,1	92,6
Accounting, book-keeping and auditing activities; tax consultancy	98,7	96,1	94,8	46,8	28,6	45,5	85,7
Marketing research and public opinion polling	100,0	100,0	93,5	93,5	19,4	22,6	64,5
Business and management consultancy activities	100,0	99,3	95,9	74,1	31,3	40,1	67,3
Architectural, engineering activities and related technical consultancy	99,1	100,0	100,0	78,2	37,3	45,5	66,4
Technical testing and analysis	100,0	100,0	95,0	95,0	47,5	45,0	92,5
Advertising	100,0	100,0	100,0	77,6	44,7	46,1	63,2
Labour recruitment and provision of personnel	100,0	100,0	92,0	73,9	56,8	64,8	71,6
Investigation and security activities	100,0	98,6	95,7	72,9	57,1	71,4	50,0
Building and industrial plant cleaning activities	100,0	100,0	100,0	56,1	53,7	48,8	75,6
Photographic activities	100,0	100,0	80,9	68,1	36,2	42,6	68,1
Packaging activities	100,0	100,0	85,7	32,1	42,9	39,3	53,6
Other business activities	98,9	96,8	90,3	40,9	19,4	30,1	62,4
<b>Total</b>	<b>99,5</b>	<b>99,1</b>	<b>91,4</b>	<b>54,5</b>	<b>36,8</b>	<b>42,1</b>	<b>60,6</b>

<sup>2</sup>Preliminary figures.

**Table 39 – Information and communication technology (ICT) usage by enterprise size in the real estate, activities auxiliary to financial intermediation and business services industry, 2020<sup>2</sup>**

Enterprise size	Use computer	Use internet	Use internet banking	Have website	Receive orders through the internet	Place orders through the internet	IT outsourced
	%						
Large enterprises	99,7	99,2	92,2	76,4	44,9	51,3	57,5
Medium enterprises	98,8	98,8	92,2	67,1	44,3	53,9	64,1
Small enterprises	99,4	99,2	91,4	60,8	40,2	45,9	66,3
Micro enterprises	99,5	99,0	90,7	32,8	27,8	31,4	60,0
<b>Total</b>	<b>99,5</b>	<b>99,1</b>	<b>91,4</b>	<b>54,5</b>	<b>36,8</b>	<b>42,1</b>	<b>60,6</b>

<sup>2</sup>Preliminary figures.

**Explanatory notes****Background**

The results presented in this publication have been derived from the 2020 real estate, activities auxiliary to financial intermediation and business services large sample survey (LSS). This is a periodic survey which measures economic activity in the real estate, activities auxiliary to financial intermediation and business services industry of the South African economy. This survey is based on a sample of private and public enterprises operating in the real estate, activities auxiliary to financial intermediation and business services industry.

The sample was drawn from Stats SA's business register (BR). The BR is based mainly on the value-added tax (VAT) database of the South African Revenue Service (SARS).

**Value added tax (VAT)**

All figures exclude value added tax (VAT).

**Reference period**

The information was collected from enterprises for their financial year which ended on any date between 1 July 2019 and 30 June 2020.

**Purpose of the survey**

Results of the survey are used within Stats SA for benchmarking the gross domestic product (GDP) and its components. These statistics are also used by government policy advisors in monitoring the performance and contribution of individual industries to the South African economy and the effectiveness of industry policies, and by private sector users in analyses of comparative business and industry performance.

**Classification by industry**

The 1993 edition of the *Standard Industrial Classification of All Economic Activities* (SIC), Fifth Edition, Report No. 09-90-02, was used to classify the statistical units in the survey. The SIC is based on the 1990 *International Standard Industrial Classification of All Economic Activities* (ISIC) with suitable adaptations for local conditions. Statistics in this publication are presented at SIC group (4-digit) level. Each enterprise is classified to an industry, which reflects its predominant activity.

**Statistical unit**

The statistical unit for the collection of the information is an enterprise. An enterprise is a legal unit (or a combination of legal units) that includes and directly controls all functions necessary to carry out its production activities.

**Size groups**

The enterprises are divided into four size groups according to the value of turnover recorded for them on the Stats SA business register. Large enterprises are those with an annual recorded turnover of R156 million and above. Table 40 presents the size groups defined using the Department of Trade, Industry and Competition (DTIC) cut-off multiplied by three.

**Table 40 – Size groups for the real estate, activities auxiliary to financial intermediation and business services industry, 2020**

Size group	Annual turnover
Large	Turnover > R156 000 000
Medium	R78 000 000 < turnover ≤ R156 000 000
Small	R18 000 000 < turnover ≤ R78 000 000
Micro	Turnover ≤ R18 000 000

<b>Survey methodology and design</b>	<p>The survey of enterprises in the real estate, activities auxiliary to financial intermediation and business services industry was conducted by post, email, fax, telephone and personal visits.</p> <p>A sample of approximately 6 500 enterprises was drawn using stratified simple random sampling. The enterprises were first stratified at the five-digit level according to the SIC, and then by size of enterprise. All large and medium enterprises were completely enumerated. Turnover as recorded on the business register was used as a measure of size for stratification.</p>
<b>Collection rate</b>	<p>Collection rate = ((collected + finalised investigations)/ sample size) x 100. The collection rate was 79,5%.</p>
<b>Turnover collection rate</b>	<p>Turnover collection rate = ((weighted collected units BR turnover + weighted finalised investigations BR turnover)/ sample size) x 100. The turnover collection rate was 91,5%.</p>
<b>Weighting methodology</b>	<p>For small and micro enterprises, that is those who were not completely enumerated, the weights to produce estimates are the inverse ratio of the sampling fraction, modified to take account of non-response in the survey. Stratum estimates were calculated and then aggregated with the completely enumerated stratum to form group estimates. These procedures, which are in line with international best practice, are described in more detail on the Stats SA website at <a href="http://www.statssa.gov.za/publications/publicationsearch.asp">www.statssa.gov.za/publications/publicationsearch.asp</a>.</p>
<b>Revisions to 2016 results</b>	<p>Revisions were made to the 2016 results due to new information obtained after publication.</p>

**Relative standard error**

The estimates presented in this publication are subject to sampling variability since they are based on information obtained from a sample. That is, they might differ from the figures that would have been produced if the data had been obtained from all enterprises in the real estate, activities auxiliary to financial intermediation and business services industry in South Africa. One measure of the likely difference is given by the standard error (SE), which indicates the extent to which an estimate might have varied by chance because only a sample of enterprises was used. The relative standard error (RSE) provides an immediate indication of the percentage errors likely to have occurred due to sampling, and thus avoids the need to refer to the size of the estimate.

**Table 41 – Income in the real estate, activities auxiliary to financial intermediation and business services industry within 95% limits, 2020<sup>2</sup>**

Type of service	Lower limit	Total income	Upper limit	Relative standard error
	R million			
Activities auxiliary to financial intermediation	229 653	234 244	238 835	1,0
Real estate activities	267 363	287 055	306 747	3,5
Renting of machinery and equipment without operator; renting of personal and household goods	46 055	47 546	49 037	1,6
Computer related activities	167 999	174 497	180 995	1,9
Research and development	17 051	17 675	18 299	1,8
Legal activities	43 261	45 964	48 667	3,0
Accounting, book-keeping and auditing activities; tax consultancy	39 009	42 508	46 007	4,2
Marketing research and public opinion polling	4 133	4 456	4 779	3,7
Business and management consultancy activities	115 678	126 596	137 514	4,4
Architectural, engineering activities and related technical consultancy	67 808	74 367	80 926	4,5
Technical testing and analysis	7 374	8 018	8 662	4,1
Advertising	31 846	35 077	38 308	4,7
Labour recruitment and provision of personnel	42 422	46 626	50 830	4,6
Investigation and security activities	63 550	68 231	72 912	3,5
Building and industrial plant cleaning activities	16 913	19 782	22 651	7,4
Photographic activities	910	990	1 070	4,1
Packaging activities	3 799	4 175	4 551	4,6
Other business activities	187 252	235 194	283 136	10,4
<b>Total</b>	<b>1 418 146</b>	<b>1 473 001</b>	<b>1 527 856</b>	<b>1,9</b>

<sup>2</sup>Preliminary figures.

**Non-sampling errors**

Inaccuracies may occur because of imperfections in reporting by enterprises and errors made in the collection and processing of the data. Inaccuracies of this kind are referred to as non-sampling errors. Every effort is made to minimise non-sampling errors by careful design of questionnaires, testing them in pilot studies, editing reported data and implementing efficient operating procedures. Non-sampling errors occur in both sample surveys and censuses.

**Rounding of figures**

The figures in the tables have, where necessary, been rounded to the nearest final digit shown. There may therefore be slight discrepancies between the sums of the constituent items of the totals shown.

**Abbreviations**

BR	Business Register
DTIC	Department of Trade, Industry and Competition
GDP	Gross domestic product
ISIC	International Standard Industrial Classification of All Economic Activities
IT	Income tax
RSE	Relative standard error
SARS	South African Revenue Service
SE	Standard error
SIC	Standard Industrial Classification of All Economic Activities
SNA	System of National Accounts
Stats SA	Statistics South Africa
VAT	Value added tax



**Glossary**

<b>Casual employees</b>	Employees who fall neither within the 'permanent employees' category nor the 'temporary employees' category. Such employees are typically working daily or hourly.
<b>Concentration ratio</b>	The ratio of the income of the ' <i>n</i> ' largest enterprises to the total income.
<b>Employees</b>	Persons employed by a business or organisation and who receive payment (in salaries, wages, commission, piece rates or payments in kind).
<b>Employment costs</b>	The total cost of employment, including salaries, wages, service and other bonuses, allowances (including car allowances), overtime payments, retirement benefits, contributions to medical, pension and provident funds, unemployment insurance and accident funds, and housing subsidies.
<b>Enterprise</b>	The enterprise is a legal entity or a combination of legal units that includes and directly controls all functions necessary to carry out its activities.
<b>Industry</b>	An industry consists of a group of enterprises engaged in the same or similar kinds of economic activity. Industries are defined in the <i>System of National Accounts</i> (SNA) in the same way as in the <i>Standard Industrial Classification of all Economic Activities</i> (SIC), Fifth Edition, Report No. 09-90-02 of January 1993.
<b>Net profit or loss after tax</b>	Total income <b>plus</b> closing value of inventories <b>minus</b> total expenditure <b>minus</b> opening value of inventories <b>minus</b> company tax
<b>Net profit or loss before tax</b>	Total income <b>plus</b> closing value of inventories <b>minus</b> total expenditure <b>minus</b> opening value of inventories
<b>Other business activities</b>	Other business activities includes telephone call centre services, debt collection agency services, telemarketing services, event planning, organising and management services, meter reading services, agency services (e.g. booking, casting, motor licence attainment), interior design and decorating services, industrial design services, graphic design services, landscape care and maintenance services, billing and record keeping services and other business activities.
<b>Other expenditure</b>	Other expenditure includes: leasing and hiring of plant, machinery, equipment and vehicles under operating leases; rental and leasing of land, buildings and other structures under operating leases; interest; insurance; customs duties; excise duties; advertising, marketing and promotions; cross-border costs; printing and stationery; security services; depreciation; and other expenditure.
<b>Other income</b>	Other income includes: interest; custom duties; excise duties; government subsidies and incentives; rental, leasing and hiring; and other income.

<b>Permanent employees</b>	Permanent employees are employees appointed on an open-ended contract with no stipulated termination date or a fixed-term contract for periods of more than one year. In this report, permanent employees include working proprietors.
<b>Profit margin</b>	Profit margin is derived as: Net profit after tax <b><i>divided by</i></b> turnover <b><i>multiplied by</i></b> 100.
<b>Statistical unit</b>	A statistical unit is a unit of observation or measurement for which statistical data are collected or derived.
<b>Stratum</b>	A stratum is constructed by concatenating the SIC classification and size group variables.
<b>Temporary employees</b>	Temporary employees are employees appointed on a short-term contract basis with a stipulated termination date for periods not exceeding one year.
<b>Turnover</b>	Turnover includes: <ul style="list-style-type: none"><li>• value of sales of goods;</li><li>• amount received for services rendered;</li><li>• rent and lease payments received for land and buildings; and</li><li>• rent, leasing and hiring received for machinery, vehicles and other equipment.</li></ul>
<b>Working proprietors</b>	Working proprietors include all individual proprietors and partners, whether they earn a salary or not, actively engaged in the work of the enterprise, excluding silent or inactive partners whose principal activity is outside of the enterprise.
<b>Zero values</b>	All rand values less than R500 000.

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