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Personal services industry 2023

Embargoed until:
28 August 2025
10:00

Report No. 90-01-01 (2023)

Statistics South Africa

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Personal services industry, 2023 / Statistics South Africa

Published by Statistics South Africa, Private Bag X44, Pretoria 0001

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Stats SA Library Cataloguing-in-Publication (CIP) Data

Personal services industry, 2023 / Statistics South Africa. Pretoria: Statistics South Africa, 2025

Report No. 90-01-01 (2023)

51 pages

ISBN: 978-1-83491-017-8

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1. Introduction

1.1 Aim and collection unit

This publication presents estimates in respect of the personal services industry, 2023. The survey aims to provide financial, employment and related information for the personal services industry in South Africa.

The last survey was conducted in 2018 (Report No. 90-01-01 (2018)).

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 enterprise is classified to an industry that reflects its predominant activity.

1.2 Scope and coverage

The 2023 personal services industry survey 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:

- education services (SIC 9200);
- hospital activities (SIC 9311);
- medical and dental practice activities (SIC 9312);
- other human health activities (SIC 9319);
- veterinary activities (SIC 9320);
- social work activities (SIC 9330);
- sewage and refuse disposal, sanitation and similar activities (SIC 9400);
- activities of business, employers and professional organisations (SIC 9511, SIC 9512);
- activities of trade unions, religious organisations and political organisations (SIC 9520, SIC 9591, SIC 9592);
- activities of other membership organisations n.e.c (SIC 9599);
- motion picture and video production and distribution (SIC 9611);
- motion picture projection, radio and television, dramatic arts, music and other arts activities (SIC 9612, SIC 9613, SIC 9614);
- news agency activities and other entertainment activities n.e.c (SIC 9619, SIC 9620);
- library and archives, museum activities and preservation of historical sites and buildings, botanical and zoological gardens and nature reserve activities (SIC 9631, SIC 9632, SIC 9633);
- sporting activities (SIC 9641);
- other recreational activities (SIC 9649); and
- other service activities (SIC 9901, SIC 9902, SIC 9903, SIC 9909).

1.3 Data items

The following categories of data items were collected: industrial classification, details of employment, trading income, expenditure, salaries and wages, profit or loss, inventories, capital expenditure on new assets, details of services rendered, details of sales of goods, details of purchases, and information and communication technology usage.

1.4 Reference period

The questionnaires were completed for the financial year of the enterprise which ends on any date between 1 July 2022 and 30 June 2023, according to the usual reporting schedule of the enterprise. The data for the number of employees were provided for employees who received salaries and wages for the last pay period ended on or before 30 June 2023.

1.5 Current prices

The rand values are at current prices.

1.6 Reliability of data

All estimates compiled for this industry are subject to both sampling and non-sampling errors. 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 transport and storage 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) (the standard error expressed as a percentage of the estimate) provides an indication of the percentage error likely to have occurred due to sampling, and thus avoids the need to refer to the size of the estimate. The following are some of the likely sources of non-sampling errors: sampling frame not up to date, incorrect definitions and classifications, phrasing of questions, non-response, processing and estimation. Every effort is made to minimise non-sampling errors by the 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.

1.7 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.

2. Summary of findings

2.1 Income

Table A – Income by type of activity in the personal services industry, 2008–2023

Type of activity	2008		2018		2023	
	R million	% contribution	R million	% contribution	R million	% contribution
Education services	36 459	21,7	109 687	28,8	145 857	21,2
Health and social work	73 557	43,8	163 561	42,8	241 038	35,0
Sewage and refuse disposal, sanitation and similar activities	3 628	2,2	12 101	3,2	15 808	2,3
Activities of membership organisations	5 311	3,2	17 414	4,6	23 546	3,4
Recreational, cultural and sporting activities	42 504	25,4	71 913	18,9	252 226	36,7
Other service activities	6 181	3,7	6 520	1,7	9 418	1,4
Total	167 640	100,0	381 196	100,0	687 893	100,0

The total income for the personal services industry in 2023 was R687,9 billion. The total income represents an increase of 12,5% per annum compared with the income reported in the corresponding survey of 2018 (R381,2 billion). Comparing 2018 and 2023, large increases were reported for ‘recreational, cultural and sporting activities’ (+R180,3 billion), ‘health and social work’ (+R77,5 billion), and ‘education services’ (+R36,2 billion).

Between 2008 and 2023, ‘recreational, cultural and sporting activities’ gained the biggest percentage share of income (+11,3 percentage points) (from a percentage contribution of 25,4% in 2008 to 36,7% in 2023). ‘Health and social work’ lost the biggest percentage share (-8,8 percentage points) over the same period (from 43,8% in 2008 to 35,0% in 2023).

Table B – Concentration ratios for total income in the personal services industry, 2008–2023

Concentration ratio	2008	2018	2023
	%		
CR5	17,9	13,9	27,8
CR10	25,7	21,6	34,1
CR20	35,8	31,6	43,0
CR50	46,5	44,5	54,8
CR100	51,5	51,9	61,0

In 2023, the top 100 enterprises in the personal services industry contributed 61,0% to the total income. The concentration ratios for all categories were the highest in 2023.

Table C – Profit margin by type of activity in the personal services industry, 2008–2023

Type of activity	Net profit/loss after tax			Turnover			Profit margin		
	2008	2018	2023	2008	2018	2023	2008	2018	2023
	R million						%		
Education services									
Health and social work	5 255	19 660	23 218	38 777	146 664	217 695	13,6	13,4	10,7
Sewage and refuse disposal, sanitation and similar activities	251	1 072	720	3 411	10 738	13 500	7,4	10,0	5,3
Activities of membership organisations	289	1 307	504	3 223	13 268	18 303	9,0	9,9	2,8
Recreational, cultural and sporting activities	3 232	4 089	7 378	39 697	61 540	237 404	8,1	6,6	3,1
Other service activities	267	222	387	5 821	6 329	8 945	4,6	3,5	4,3
Total	9 294	26 350	32 207	90 929	238 539	495 847	10,2	11,0	6,5

The profit margin for the personal services industry in 2023 was 6,5%. 'Health and social work' had the highest profit margin at 10,7%, followed by 'sewage and refuse disposal, sanitation and similar activities' at 5,3% and 'other service activities' at 4,3%.

Between 2008 and 2023, the personal services industry recorded the highest profit margin of 11,0% in 2018. The highest profit margin by type of activity was for 'health and social work' at 13,6% in 2008.

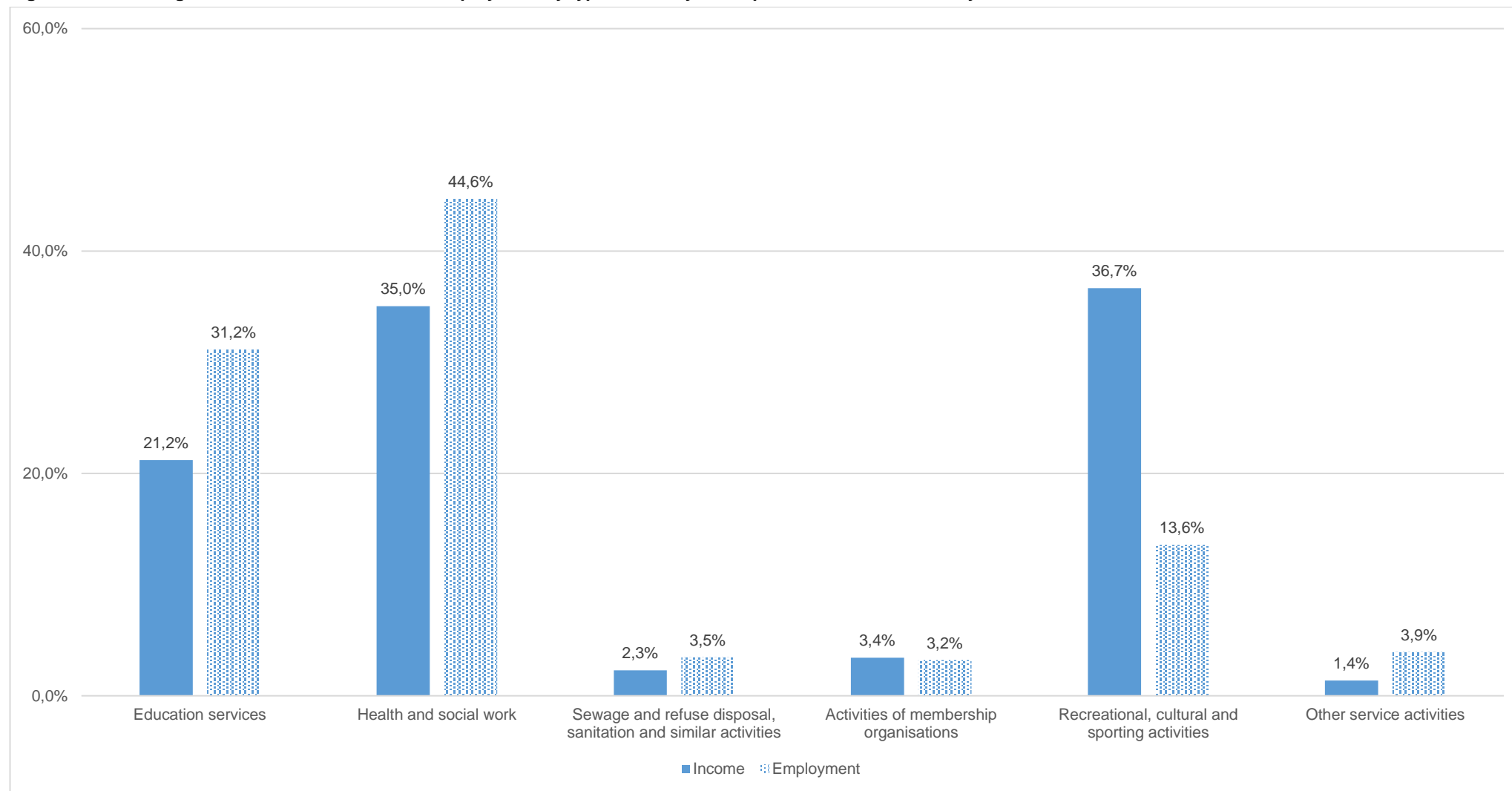
2.2 Employment

Table D – Employment by type of activity in the personal services industry for the last pay period ended on or before 30 June, 2008–2023

Type of activity	2008		2018		2023	
	Number	% contribution	Number	% contribution	Number	% contribution
Education services	96 027	19,8	144 911	29,0	176 246	31,2
Health and social work	229 798	47,4	222 559	44,6	252 833	44,6
Sewage and refuse disposal, sanitation and similar activities	8 735	1,8	16 757	3,4	19 558	3,5
Activities of membership organisations	15 594	3,2	17 456	3,5	18 087	3,2
Recreational, cultural and sporting activities	91 226	18,8	76 602	15,3	76 716	13,6
Other service activities	43 760	9,0	20 885	4,2	22 269	3,9
Total	485 140	100,0	499 170	100,0	565 709	100,0

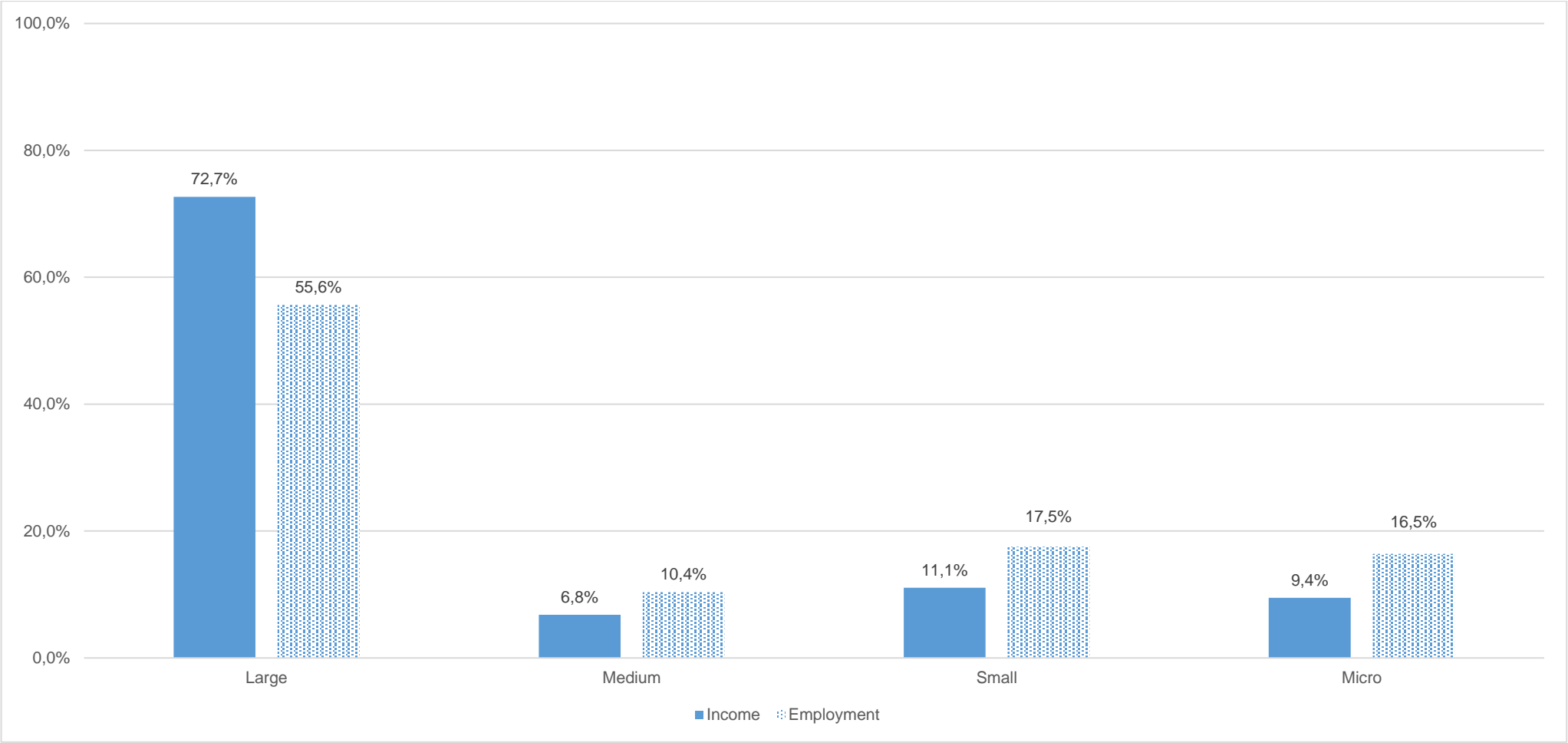
The total number of persons employed in the personal services industry as at the end of June 2023 was 565 709. This represents an increase of 2,5% per annum compared with the employment recorded in 2018 (499 170 persons). Comparing 2018 and 2023, the largest employment increases were reported for 'education services' (+31 335) and 'health and social work' (+30 274).

Formal employment in the personal services industry increased from 485 140 in 2008 to 565 709 in 2023 (a gain of 80 569 jobs). The biggest gains in employment since 2008 were in 'education services' (+80 219) and 'health and social work' (+23 035). The biggest loss in employment during the same period was in 'other service activities' (-21 491 jobs).

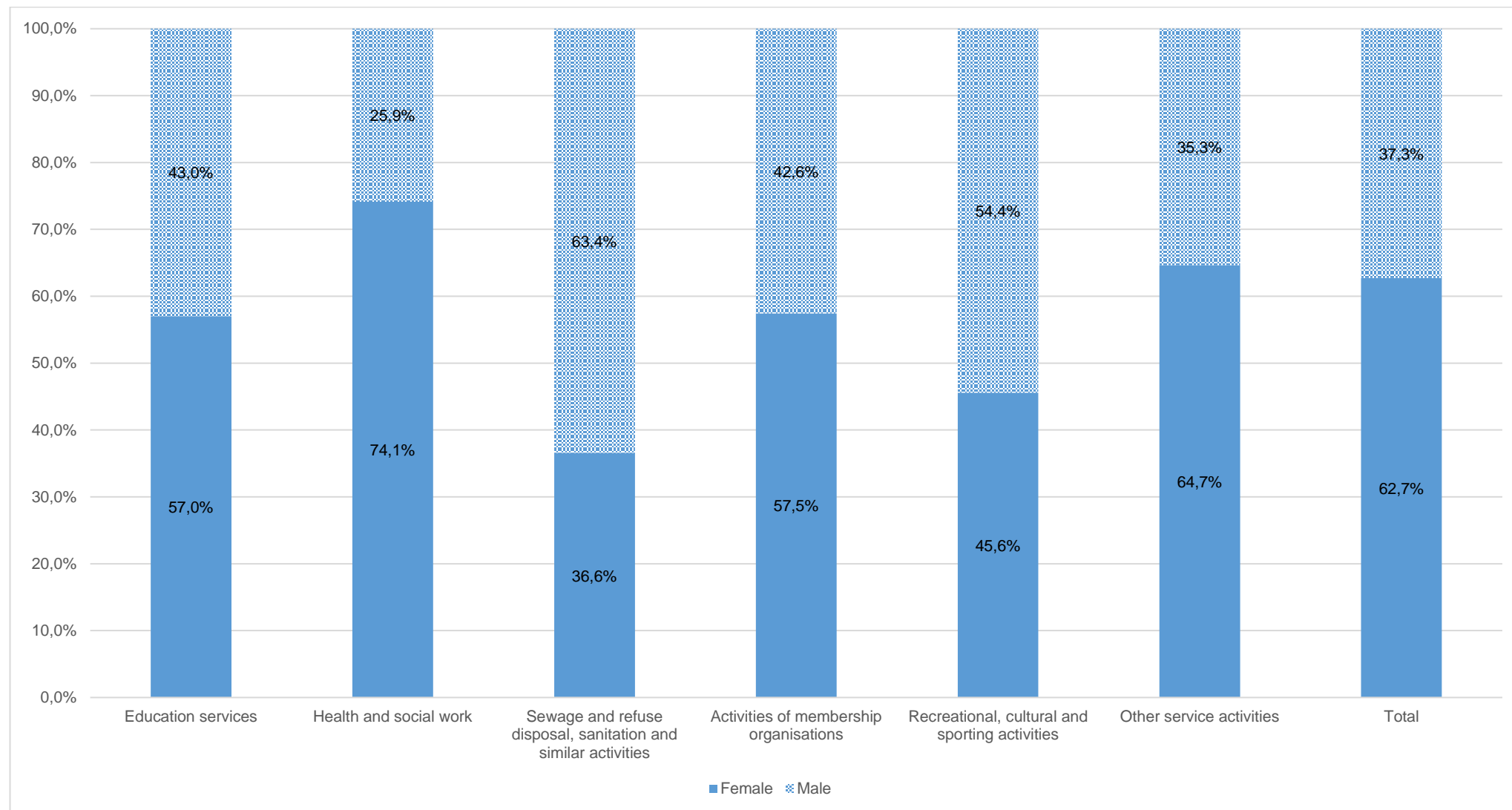
Figure 1 – Percentage contribution of income and employment by type of activity in the personal services industry, 2023

The types of activities with the highest proportion of employment compared with its proportion of income were 'education services' (contributing 31,2% to employment and 21,2% to income) and 'health and social work' (contributing 44,6% to employment and 35,0% to income). 'Recreational, cultural and sporting activities' had the lowest proportion of employment compared with its proportion of income (contributing 13,6% to employment and 36,7% to income).

Figure 2 – Percentage contribution of income and employment by enterprise size in the personal services industry, 2023



Large enterprises (those with annual turnover greater than or equal to R91 million) contributed 72,7% to the total income of the personal services industry whereas their contribution to employment was 55,6%. Small, medium and micro enterprises (SMMEs) contributed 27,3% to total income and 44,4% to total employment.

Figure 3 – Employment gender ratio by type of activity in the personal services industry, 2023

The proportion of females out of the total persons employed in 2023 was 62,7%. The type of activity with the highest proportion of females employed was 'health and social work' (74,1%), followed by 'other service activities' (64,7%) and 'activities of membership organisations' (57,5%). 'Sewage and refuse disposal, sanitation and similar activities' had the highest proportion of males employed (63,4%), followed by 'recreational, cultural and sporting activities' (54,4%).

Table E – Average salaries and wages by type of activity in the personal services industry, 2008–2023

Type of activity	2008			2018			2023		
	Salaries and wages	Total employees	Average salaries and wages	Salaries and wages	Total employees	Average salaries and wages	Salaries and wages	Total employees	Average salaries and wages
	R million	Number	Rand	R million	Number	Rand	R million	Number	Rand
Education services	16 361	96 027	170 379	50 092	144 911	345 674	69 173	176 246	392 480
Health and social work	20 312	229 798	88 391	54 728	222 559	245 903	81 327	252 833	321 663
Sewage and refuse disposal, sanitation and similar activities	715	8 735	81 855	3 242	16 757	193 471	4 130	19 558	211 167
Activities of membership organisations	1 786	15 594	114 531	4 802	17 456	275 092	6 713	18 087	371 151
Recreational, cultural and sporting activities	6 885	91 226	75 472	14 228	76 602	185 739	17 263	76 716	225 025
Other service activities	1 994	43 760	45 567	1 900	20 885	90 974	2 525	22 269	113 386
Total	48 053	485 140	99 050	128 992	499 170	258 413	181 131	565 709	320 184

The average salaries and wages in the personal services industry in 2023 was R320 184. The type of activity with the highest average salaries and wages in 2023 was 'education services' (R392 480), followed by 'activities of membership organisations' (R371 151) and 'health and social work' (R321 663). The type of activity with the lowest average salaries and wages in 2023 was 'other services activities' (R113 386).

The total average salaries and wages in the personal services industry increased from R99 050 in 2008 to R320 184 in 2023, an annualised growth rate of 8,1%. The highest annualised growth rate for average salaries and wages between surveys was 10,1% between 2008 and 2018.

2.3 Capital expenditure on new assets

Table F – Capital expenditure on new assets by type of activity in the personal services industry, 2008–2023

Type of activity	2008		2018		2023	
	R million	% contribution	R million	% contribution	R million	% contribution
Education services	1 743	19,3	10 133	43,2	12 583	39,9
Health and social work	3 081	34,0	7 866	33,7	12 135	38,5
Sewage and refuse disposal, sanitation and similar activities	261	2,9	926	4,0	1 624	5,2
Activities of membership organisations	317	3,5	506	2,2	784	2,5
Recreational, cultural and sporting activities	3 322	36,7	3 665	15,7	3 566	11,3
Other service activities	330	3,6	277	1,2	815	2,6
Total	9 054	100,0	23 373	100,0	31 507	100,0

The capital expenditure on new assets in 2023 (R31,5 billion) represents an increase of 6,2% per annum compared with the expenditure reported in 2018 (R23,4 billion). The largest contributor to capital expenditure on new assets was 'education services' (R12,6 billion or 39,9%), followed by 'health and social work' (R12,1 billion or 38,5%) and 'recreational, cultural and sporting activities' (R3,6 billion or 11,3%).

Comparing 2008 and 2023, 'recreational, cultural and sporting activities' lost the biggest percentage share (-25,4 percentage points) in capital expenditure on new assets (from a percentage contribution of 36,7% in 2008 to 11,3% in 2023). 'Education services' gained the biggest percentage share (+20,6 percentage points) over the same period (from 19,3% in 2008 to 39,9% in 2023).



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3. Tables

Table 1 – Principal statistics in the personal services industry, 2018 and 2023

Year	Total income	Total expenditure	Net profit or loss before tax	Total value of opening inventory	Total value of closing inventory	Capital expenditure on new assets	Number of employees
	R million						Number
2018 ¹	381 196	338 570	42 849	4 734	4 957	23 373	499 170
2023 ²	687 893	632 801	55 898	8 601	9 407	31 507	565 709
Annualised % change	12,5	13,3		12,7	13,7	6,2	2,5

¹ Revised figures.

² Preliminary figures.

Table 2 – Principal statistics by type of activity in the personal services industry, 2018 and 2023

Type of activity	Total income			Total expenditure			Net profit or loss before tax	
	2018 ¹	2023 ²	Annualised % change	2018 ¹	2023 ²	Annualised % change	2018 ¹	2023 ²
	R million			R million			R million	
Education services	109 687	145 857	5,9	99 253	131 873	5,8	10 567	14 044
Health and social work	163 561	241 038	8,1	139 790	212 092	8,7	23 882	28 903
Sewage and refuse disposal, sanitation and similar activities	12 101	15 808	5,5	10 849	14 929	6,6	1 250	893
Activities of membership organisations	17 414	23 546	6,2	16 048	22 947	7,4	1 362	592
Recreational, cultural and sporting activities	71 913	252 226	28,5	66 389	242 087	29,5	5 496	10 911
Other service activities	6 520	9 418	7,6	6 241	8 873	7,3	292	555
Total	381 196	687 893	12,5	338 570	632 801	13,3	42 849	55 898

¹ Revised figures.

² Preliminary figures.

Table 2 – Principal statistics by type of activity in the personal services industry, 2018 and 2023 (concluded)

Type of activity	Total value of opening inventory			Total value of closing inventory			Capital expenditure on new assets		
	2018 ¹	2023 ²	Annualised % change	2018 ¹	2023 ²	Annualised % change	2018 ¹	2023 ²	Annualised % change
	R million			R million			R million		
Education services	1 079	368	-19,4	1 212	428	-18,8	10 133	12 583	4,4
Health and social work	2 842	3 637	5,1	2 953	3 594	4,0	7 866	12 135	9,1
Sewage and refuse disposal, sanitation and similar activities	79	62	-4,7	77	76	-0,3	926	1 624	11,9
Activities of membership organisations	84	205	19,5	80	198	19,9	506	784	9,2
Recreational, cultural and sporting activities	482	3 841	51,5	454	4 613	59,0	3 665	3 566	-0,5
Other service activities	168	488	23,8	181	498	22,4	277	815	24,1
Total	4 734	8 601	12,7	4 957	9 407	13,7	23 373	31 507	6,2

¹ Revised figures.² Preliminary figures.

Table 3 – Principal statistics by type of activity in the personal services industry, 2023²

Type of activity	Total income	Total expenditure	Net profit or loss before tax	Total value of opening inventory	Total value of closing inventory	Capital expenditure on new assets
	R million					
Education services	145 857	131 873	14 044	368	428	12 583
Hospital activities	78 545	74 211	4 276	1 295	1 237	6 040
Medical and dental practice activities	74 011	55 744	18 335	502	570	3 754
Other human health activities	55 804	50 580	5 233	1 185	1 194	1 293
Veterinary activities	8 714	7 881	871	385	423	174
Social work activities	23 964	23 676	188	270	170	874
Sewage and refuse disposal, sanitation and similar activities	15 808	14 929	893	62	76	1 624
Activities of business, employers and professional organisations	10 969	10 747	221	79	78	219
Activities of trade unions, religious organisations and political organisations	2 526	2 334	167	49	24	70
Activities of other membership organisations n.e.c	10 051	9 866	204	77	96	495
Motion picture and video production and distribution	12 437	11 752	680	11	6	212
Motion picture projections, radio and television, dramatic arts, music and other arts activities	9 961	9 768	263	299	369	712
News agency activities and other entertainment activities n.e.c	2 233	2 004	251	22	44	51
Library and archives, museum activities and preservation of historical sites and buildings, botanical and zoological gardens and nature reserve activities	5 185	4 815	368	86	84	355
Sporting activities	23 210	20 964	2 904	3 307	3 965	1 223
Other recreational activities	199 200	192 784	6 445	116	145	1 013
Other service activities	9 418	8 873	555	488	498	815
Total	687 893	632 801	55 898	8 601	9 407	31 507

² Preliminary figures.

Table 4 – Profit margin by type of activity in the personal services industry, 2018 and 2023

Type of activity	Net profit/loss after tax		Turnover			Profit margin ³	
	2018 ¹	2023 ²	2018 ¹	2023 ²	Annualised % change	2018 ¹	2023 ²
	R million		R million			%	
Education services							
Health and social work	19 660	23 218	146 664	217 695	8,2	13,4	10,7
Sewage and refuse disposal, sanitation and similar activities	1 072	720	10 738	13 500	4,7	10,0	5,3
Activities of membership organisations	1 307	504	13 268	18 303	6,6	9,9	2,8
Recreational, cultural and sporting activities	4 089	7 378	61 540	237 404	31,0	6,6	3,1
Other service activities	222	387	6 329	8 945	7,2	3,5	4,3
Total	26 350	32 207	238 539	495 847	15,8	11,0	6,5

¹ Revised figures.² Preliminary figures.³ Profit margin = Net profit/loss after tax divided by turnover multiplied by 100.**Table 5 – Type of income in the personal services industry, 2018 and 2023**

Type of income	2018 ¹		2023 ²		Annualised % change
	R million	% contribution	R million	% contribution	
Sales of goods	11 563	3,0	12 361	1,8	1,3
Services rendered	283 965	74,6	557 012	81,0	14,4
Interest	7 977	2,1	10 980	1,6	6,6
Rental, leasing income	3 169	0,8	4 330	0,6	6,4
Other income	74 522	19,5	103 210	15,0	6,7
Total	381 196	100,0	687 893	100,0	12,5

¹ Revised figures.² Preliminary figures.

Table 6 – Income by type of activity in the personal services industry, 2023²

Type of activity	Sales of goods	Services rendered	Interest	Rental, leasing income	Other income	Total income
	R million					
Education services	1 275	76 165	5 706	416	62 295	145 857
Hospital activities	2 868	72 130	957	650	1 940	78 545
Medical and dental practice activities	339	71 713	581	222	1 156	74 011
Other human health activities	1 501	49 157	408	122	4 616	55 804
Veterinary activities	1 554	6 720	57	18	365	8 714
Social work activities	79	9 206	499	1 416	12 764	23 964
Sewage and refuse disposal, sanitation and similar activities	619	12 831	377	50	1 931	15 808
Activities of business, employers and professional organisations	21	9 221	540	84	1 103	10 969
Activities of trade unions, religious organisations and political organisations	19	1 656	59	51	741	2 526
Activities of other membership organisations n.e.c	186	7 041	264	24	2 536	10 051
Motion picture and video production and distribution	3	11 929	52	128	325	12 437
Motion picture projections, radio and television, dramatic arts, music and other arts activities	129	7 949	193	349	1 341	9 961
News agency activities and other entertainment activities n.e.c	22	1 767	45	55	344	2 233
Library and archives, museum activities and preservation of historical sites and buildings, botanical and zoological gardens and nature reserve activities	1 317	2 153	152	58	1 505	5 185
Sporting activities	536	14 239	284	588	7 563	23 210
Other recreational activities	1 197	194 901	749	84	2 269	199 200
Other service activities	696	8 234	57	15	416	9 418
Total	12 361	557 012	10 980	4 330	103 210	687 893

² Preliminary figures.

Table 7 – Income by type of activity and enterprise size in the personal services industry, 2023²

Type of activity	Large enterprises	Medium enterprises	Small enterprises	Micro enterprises	Total
	R million				
Education services	118 063	18 626	4 723	4 445	145 857
Hospital activities	73 187	2 425	2 591	342	78 545
Medical and dental practice activities	12 106	4 855	24 722	32 328	74 011
Other human health activities	30 405	3 345	10 088	11 966	55 804
Veterinary activities	1 902	724	4 396	1 692	8 714
Social work activities	7 914	4 755	6 638	4 657	23 964
Sewage and refuse disposal, sanitation and similar activities	13 015	773	1 651	369	15 808
Activities of business, employers and professional organisations	5 830	1 736	2 601	802	10 969
Activities of trade unions, religious organisations and political organisations	1 522	182	492	330	2 526
Activities of other membership organisations n.e.c	5 935	1 069	2 065	982	10 051
Motion picture and video production and distribution	5 056	1 966	4 131	1 284	12 437
Motion picture projections, radio and television, dramatic arts, music and other arts activities	7 014	952	1 687	308	9 961
News agency activities and other entertainment activities n.e.c	1 694	165	317	57	2 233
Library and archives, museum activities and preservation of historical sites and buildings, botanical and zoological gardens and nature reserve activities	3 929	450	607	199	5 185
Sporting activities	15 075	1 812	5 025	1 298	23 210
Other recreational activities	194 509	1 666	1 818	1 207	199 200
Other service activities	2 746	1 213	2 587	2 872	9 418
Total	499 902	46 714	76 139	65 138	687 893

² Preliminary figures.

Table 8 – Concentration ratios (relative contribution of large enterprises) by type of activity in the personal services industry, 2023²

Type of activity	Total income	Income of 5 largest enterprises	Relative contribution of 5 largest enterprises ⁵	Income of 10 largest enterprises	Relative contribution of 10 largest enterprises ⁵	Income of 20 largest enterprises	Relative contribution of 20 largest enterprises ⁵
	R million		%	R million	%	R million	%
Education services	145 857	40 984	28,1	71 211	48,8	102 182	70,1
Hospital activities	78 545	53 541	68,2	56 773	72,3	61 363	78,1
Medical and dental practice activities	74 011	3 629	4,9	6 099	8,2	8 546	11,5
Other human health activities	55 804	18 609	33,3	23 517	42,1	27 667	49,6
Veterinary activities	8 714	1 486	17,1	1 981	22,7	2 586	29,7
Social work activities	23 964	3 210	13,4	5 282	22,0	7 391	30,8
Sewage and refuse disposal, sanitation and similar activities	15 808	7 514	47,5	9 231	58,4	11 602	73,4
Activities of business, employers and professional organisations	10 969	3 352	30,6	4 350	39,7	5 479	49,9
Activities of trade unions, religious organisations and political organisations	2 526	1 552	61,4	1 873	74,1	2 150	85,1
Activities of other membership organisations n.e.c	10 051	4 628	46,0	5 573	55,4	6 533	65,0
Motion picture and video production and distribution	12 437	2 442	19,6	3 496	28,1	4 716	37,9
Motion picture projections, radio and television, dramatic arts, music and other arts activities	9 961	4 977	50,0	6 121	61,4	7 259	72,9
News agency activities and other entertainment activities n.e.c	2 233	1 336	59,8	1 859	83,3	2 031	91,0
Library and archives, museum activities and preservation of historical sites and buildings, botanical and zoological gardens and nature reserve activities	5 185	3 831	73,9	4 335	83,6	4 729	91,2
Sporting activities	23 210	10 363	44,6	12 732	54,9	14 560	62,7
Other recreational activities	199 200	163 036	81,8	175 512	88,1	183 019	91,9
Other service activities	9 418	2 202	23,4	2 822	30,0	3 536	37,5
Total	687 893	191 238⁴	27,8	234 748⁴	34,1	296 094⁴	43,0

² Preliminary figures.⁴ The figures in the 'Total' row reflect the income of the 5, 10 and 20 largest enterprises respectively, and not the column totals.⁵ Relative contribution = income of the *n* largest enterprises divided by total income multiplied by 100.

Table 9 – Type of expenditure in the personal services industry, 2018 and 2023

Type of expenditure	2018 ¹		2023 ²		Annualised % change
	R million	% contribution	R million	%	
Purchases	57 805	17,1	212 235	33,5	29,7
Employment cost	129 239	38,2	181 131	28,6	7,0
Interest paid	6 803	2,0	9 920	1,6	7,8
Rental and leasing of land, buildings and other structures under operating leases	10 520	3,1	10 778	1,7	0,5
Leasing and hiring of plant, machinery, equipment and vehicles under operating leases	5 937	1,8	7 445	1,2	4,6
Utilities (water and electricity)	5 916	1,7	10 012	1,6	11,1
Other expenditure	122 350	36,1	201 280	31,8	10,5
Total	338 570	100,0	632 801	100,0	13,3

¹ Revised figures.² Preliminary figures.

Table 10 – Expenditure by type of activity in the personal services industry, 2023²

Type of activity	Purchases	Employment cost	Interest paid	Rental and leasing of land, buildings and other structures under operating leases	Leasing and hiring of plant, machinery, equipment and vehicles under operating leases	Utilities (water and electricity)	Other expenditure	Total
	R million							
Education services	8 064	69 173	1 506	1 800	1 828	3 775	45 727	131 873
Hospital activities	18 505	28 958	4 109	1 236	541	1 487	19 375	74 211
Medical and dental practice activities	10 029	22 297	502	2 868	1 228	753	18 067	55 744
Other human health activities	11 154	19 217	525	1 901	697	596	16 490	50 580
Veterinary activities	3 532	2 327	33	276	44	126	1 543	7 881
Social work activities	3 881	8 528	70	354	82	597	10 164	23 676
Sewage and refuse disposal, sanitation and similar activities	3 486	4 130	428	103	1 821	394	4 567	14 929
Activities of business, employers and professional organisations	711	3 532	36	107	68	303	5 990	10 747
Activities of trade unions, religious organisations and political organisations	202	864	3	76	4	49	1 136	2 334
Activities of other membership organisations n.e.c	736	2 317	36	98	21	140	6 518	9 866
Motion picture and video production and distribution	5 184	1 765	42	173	124	37	4 427	11 752
Motion picture projections, radio and television, dramatic arts, music and other arts activities	2 466	2 141	456	162	179	77	4 287	9 768
News agency activities and other entertainment activities n.e.c	141	466	19	23	18	104	1 233	2 004
Library and archives, museum activities and preservation of historical sites and buildings, botanical and zoological gardens and nature reserve activities	839	1 943	30	18	94	29	1 862	4 815
Sporting activities	2 714	5 653	1 677	530	104	713	9 573	20 964
Other recreational activities	138 006	5 295	349	567	467	596	47 504	192 784
Other service activities	2 585	2 525	99	486	125	236	2 817	8 873
Total	212 235	181 131	9 920	10 778	7 445	10 012	201 280	632 801

² Preliminary figures.

Table 11 – Capital expenditure on new assets by type of asset in the personal services industry, 2018 and 2023

Type of asset	2018 ¹		2023 ²		Annualised % change
	R million	% contribution	R million	% contribution	
Land and buildings	8 999	38,4	10 637	33,8	3,4
Plant, machinery, furniture and other office equipment	7 198	30,8	10 613	33,7	8,1
Computers and other ICT equipment	1 868	8,0	2 721	8,6	7,8
Motor vehicles and other transport equipment	1 720	7,4	2 363	7,5	6,6
Other assets	3 588	15,4	5 173	16,4	7,6
Total	23 373	100,0	31 507	100,0	6,2

¹ Revised figures.² Preliminary figures.

Table 12 – Capital expenditure on new assets by type of activity in the personal services industry, 2023²

Type of activity	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					
Education services	6 325	2 166	1 268	263	2 561	12 583
Hospital activities	1 377	3 757	296	39	571	6 040
Medical and dental practice activities	606	2 271	190	537	150	3 754
Other human health activities	268	491	234	201	99	1 293
Veterinary activities	59	76	11	23	5	174
Social work activities	535	120	54	100	65	874
Sewage and refuse disposal, sanitation and similar activities	335	491	44	636	118	1 624
Activities of business, employers and professional organisations	96	46	38	25	14	219
Activities of trade unions, religious organisations and political organisations	23	10	11	2	24	70
Activities of other membership organisations n.e.c	99	78	254	52	12	495
Motion picture and video production and distribution	13	89	31	43	36	212
Motion picture projections, radio and television, dramatic arts, music and other arts activities	9	118	20	17	548	712
News agency activities and other entertainment activities n.e.c	4	7	3	4	33	51
Library and archives, museum activities and preservation of historical sites and buildings, botanical and zoological gardens and nature reserve activities	100	55	4	62	134	355
Sporting activities	292	189	79	28	635	1 223
Other recreational activities	313	408	165	20	107	1 013
Other service activities	183	241	19	311	61	815
Total	10 637	10 613	2 721	2 363	5 173	31 507

² Preliminary figures.

Table 13 – Employment by type of activity and gender in the personal services industry for the last pay period ended on or before 30 June, 2018 and 2023

Type of activity	Female employees			Male employees			Total employees		
	2018 ¹	2023 ²	Annualised % change	2018 ¹	2023 ²	Annualised % change	2018 ¹	2023 ²	Annualised % change
	Number			Number			Number		
Education services	80 609	100 488	4,5	64 302	75 758	3,3	144 911	176 246	4,0
Health and social work	162 946	187 435	2,8	59 613	65 398	1,9	222 559	252 833	2,6
Sewage and refuse disposal, sanitation and similar activities	6 279	7 153	2,6	10 478	12 405	3,4	16 757	19 558	3,1
Activities of membership organisations	10 301	10 389	0,2	7 155	7 698	1,5	17 456	18 087	0,7
Recreational, cultural and sporting activities	36 406	34 976	-0,8	40 196	41 740	0,8	76 602	76 716	0,0
Other service activities	13 562	14 401	1,2	7 323	7 868	1,4	20 885	22 269	1,3
Total	310 103	354 842	2,7	189 067	210 867	2,2	499 170	565 709	2,5

¹ Revised figures.² Preliminary figures.

Table 14 – Employment by type of activity and status in the personal services industry, as at the end of June 2023²

Type of activity	Full-time			Part-time			Total
	Female	Male	Total	Female	Male	Total	
	Number						
Education services	72 740	50 565	123 305	27 748	25 193	52 941	176 246
Hospital activities	52 529	15 633	68 162	1 398	404	1 802	69 964
Medical and dental practice activities	37 319	11 950	49 269	2 339	742	3 081	52 350
Other human health activities	40 280	18 588	58 868	2 340	674	3 014	61 882
Veterinary activities	4 636	3 282	7 918	257	77	334	8 252
Social work activities	41 162	12 589	53 751	5 175	1 459	6 634	60 385
Sewage and refuse disposal, sanitation and similar activities	5 578	10 696	16 274	1 575	1 709	3 284	19 558
Activities of business, employers and professional organisations	3 441	3 165	6 606	214	256	470	7 076
Activities of trade unions, religious organisations and political organisations	1 186	908	2 094	358	402	760	2 854
Activities of other membership organisations n.e.c	4 681	2 750	7 431	509	217	726	8 157
Motion picture and video production and distribution	2 047	3 225	5 272	705	1 225	1 930	7 202
Motion picture projections, radio and television, dramatic arts, music and other arts activities	2 481	2 859	5 340	161	134	295	5 635
News agency activities and other entertainment activities n.e.c	1 118	1 220	2 338	174	142	316	2 654
Library and archives, museum activities and preservation of historical sites and buildings, botanical and zoological gardens and nature reserve activities	2 674	3 789	6 463	779	655	1 434	7 897
Sporting activities	6 879	12 441	19 320	1 834	2 898	4 732	24 052
Other recreational activities	15 317	12 576	27 893	807	576	1 383	29 276
Other service activities	13 826	7 251	21 077	575	617	1 192	22 269
Total	307 894	173 487	481 381	46 948	37 380	84 328	565 709

² Preliminary figures.

Table 15 – Employment by type of activity and enterprise size in the personal services industry, as at the end of June 2023²

Type of activity	Large enterprises	Medium enterprises	Small enterprises	Micro enterprises	Total
	Number				
Education services	131 619	23 348	9 207	12 072	176 246
Hospital activities	63 361	2 429	3 035	1 139	69 964
Medical and dental practice activities	5 991	2 220	16 139	28 000	52 350
Other human health activities	30 328	3 720	12 514	15 320	61 882
Veterinary activities	1 423	656	3 992	2 181	8 252
Social work activities	10 580	12 999	21 300	15 506	60 385
Sewage and refuse disposal, sanitation and similar activities	15 186	1 278	1 781	1 313	19 558
Activities of business, employers and professional organisations	2 160	1 653	3 055	208	7 076
Activities of trade unions, religious organisations and political organisations	1 398	187	626	643	2 854
Activities of other membership organisations n.e.c	2 200	1 092	2 648	2 217	8 157
Motion picture and video production and distribution	3 205	607	2 678	712	7 202
Motion picture projections, radio and television, dramatic arts, music and other arts activities	3 233	849	1 116	437	5 635
News agency activities and other entertainment activities n.e.c	1 521	354	541	238	2 654
Library and archives, museum activities and preservation of historical sites and buildings, botanical and zoological gardens and nature reserve activities	5 956	427	1 365	149	7 897
Sporting activities	8 635	2 673	10 878	1 866	24 052
Other recreational activities	23 019	1 635	2 089	2 533	29 276
Other service activities	4 988	2 633	6 246	8 402	22 269
Total	314 803	58 760	99 210	92 936	565 709

² Preliminary figures.

Table 16 – Income by type of service rendered for educational activities, 2018 and 2023

Type of service	2018 ¹		2023 ²		Annualised % change
	R million	% contribution	R million	% contribution	
Pre-Grade R and Grade R phase (nursery schools, kindergartens, pre-schools)	692	1,2	1 426	1,9	15,6
Foundation phase (Grade1–Grade 3)	419	0,7	1 455	1,9	28,3
Intermediate phase (Grade 4–Grade 6)	759	1,3	1 799	2,4	18,8
Senior phase (Grade 7–Grade 9)	3 015	5,2	3 854	5,1	5,0
Further Education training phase (FET) (Grade 10–Grade 12)	856	1,5	2 814	3,7	26,9
Higher Certificate, Diploma, National Diploma, and Advanced Certificate; Bachelor's degree or equivalent (including Advanced Diplomas, Postgraduate Diplomas, Degrees, and Honours)	26 928	46,0	34 624	45,3	5,2
Masters	1 375	2,4	2 502	3,3	12,7
Doctorate	544	0,9	676	0,9	4,4
Short courses (less than a year)	2 467	4,2	2 302	3,0	-1,4
Other tertiary education and training services n.e.c	4 573	7,8	4 917	6,5	1,5
Seminars and workshops	975	1,7	1 127	1,5	2,9
Educational support services	2 225	3,8	1 802	2,4	-4,1
Other educational services	9 094	15,5	12 801	16,8	7,1
Total income from educational services	53 922	92,2	72 099	94,7	6,0
Other services rendered	4 576	7,8	4 066	5,3	-2,3
Total income from services rendered	58 498	100,0	76 165	100,0	5,4

¹ Revised figures.² Preliminary figures.

Table 17 – Income by type of service rendered for health activities, 2018 and 2023

Type of service	2018 ¹		2023 ²		Annualised % change
	R million	% contribution	R million	% contribution	
Accommodation, ward fees	23 764	17,8	31 411	15,7	5,7
Clinic services IN and OUT	2 304	1,7	2 184	1,1	-1,1
Theatre services or fees	8 909	6,7	14 034	7,0	9,5
Other hospital services	6 696	5,0	10 459	5,2	9,3
Total hospital services	41 673	31,3	58 088	29,1	6,9
Anaesthesiological services	2 654	2,0	5 540	2,8	15,9
Ambulance/helicopter services	649	0,5	1 316	0,7	15,2
Blood, sperm and organ bank services	4 285	3,2	4 883	2,4	2,6
Cancer/oncology services	2 570	1,9	3 230	1,6	4,7
Dental practice and orthodontists activities	6 184	4,6	7 868	3,9	4,9
Dermatological, maxillofacial and oral surgeon services	1 365	1,0	3 529	1,8	20,9
Diagnostic-imaging services	2 250	1,7	3 073	1,5	6,4
Ear, nose and throat specialists services	1 607	1,2	1 878	0,9	3,2
Gastroenterology services	1 477	1,1	1 810	0,9	4,2
General practitioner	8 665	6,5	14 692	7,4	11,1
Heart/Cardiology services	2 259	1,7	3 965	2,0	11,9
Nursing services	1 061	0,8	1 689	0,8	9,7
Nephrology including dialysis services	3 458	2,6	3 594	1,8	0,8
Optometry and optical dispensing	6 368	4,8	6 358	3,2	0,0

¹ Revised figures.² Preliminary figures.

Table 17 – Income by type of service rendered for health activities, 2018 and 2023 (concluded)

Type of service	2018 ¹		2023 ²		Annualised % change
	R million	% contribution	R million	% contribution	
Ophthalmologist services	2 353	1,8	3 192	1,6	6,3
Orthopaedic services	4 068	3,1	8 008	4,0	14,5
Neonatology, children's or paediatrics services	1 110	0,8	2 479	1,2	17,4
Obstetrician/gynaecological and other women health related services	2 635	2,0	3 780	1,9	7,5
Physiotherapy, ergotherapy services	2 172	1,6	2 415	1,2	2,1
Radiology & other imaging services (Magnetic Resonance Imaging (MRI), Computed Tomography (CT))	7 136	5,4	13 035	6,5	12,8
Services provided by medical laboratories (including pathologists)	9 523	7,1	14 555	7,3	8,9
Surgeon/surgical services	3 372	2,5	6 959	3,5	15,6
Other general and specialised medical services	7 122	5,3	9 317	4,7	5,5
Other human health activities	797	0,6	597	0,3	-5,6
Total general and specialised medical services	85 140	63,9	127 762	64,0	8,5
Hospital services for animals (excluding livestock)	2 246	1,7	5 183	2,6	18,2
Other veterinary services	1 284	1,0	1 528	0,8	3,5
Total veterinary services	3 530	2,6	6 711	3,4	13,7
Other services rendered	2 976	2,2	7 159	3,6	19,2
Total income from services rendered	133 319	100,0	199 720	100,0	8,4

¹ Revised figures.² Preliminary figures.

Table 18 – Income by type of service rendered for social work activities, 2018 and 2023

Type of service	2018 ¹		2023 ²		Annualised % change
	R million	% contribution	R million	% contribution	
Residential care services for the elderly	3 342	48,7	3 461	37,6	0,7
Other social services with accommodation for children/adults, e.g. reformatory school	554	8,1	589	6,4	1,2
Guidance, consultation and counselling services	869	12,6	1 686	18,3	14,2
Welfare vocational rehabilitation services	63	0,9	144	1,6	18,0
Child day-care services	333	4,8	276	3,0	-3,7
Training and workshop services	447	6,5	445	4,8	-0,1
Other social work activities	849	12,3	1 449	15,7	11,3
Other services rendered	421	6,1	1 156	12,6	22,4
Total income from services rendered	6 878	100,0	9 206	100,0	6,0

¹ Revised figures.² Preliminary figures.

Table 19 – Income by type of service rendered for sewage and refuse disposal, sanitation and similar activities, 2018 and 2023

Type of service	2018 ¹		2023 ²		Annualised % change
	R million	% contribution	R million	% contribution	
Sewerage and sewage treatment services	1 124	11,3	2 666	20,8	18,9
Collection services of hazardous medical and other biohazardous waste	249	2,5	278	2,2	2,2
Collection services of industrial hazardous waste (except medical and other biohazardous waste)	705	7,1	1 643	12,8	18,4
Collection services of other hazardous waste	368	3,7	290	2,3	-4,7
Collection services of non-hazardous recyclable materials, residential	579	5,8	312	2,4	-11,6
General waste collection services, residential	2 908	29,1	3 971	30,8	6,4
General waste collection services, other	1 802	18,1	1 702	13,3	-1,1
Hazardous waste treatment and disposal services (including: biological, chemical, and/or physical procedures or incineration process)	1 330	13,4	561	4,4	-15,9
Site remediation and clean-up services (air, surface water, soil, groundwater) to prevent pollution, including containment, control and monitoring services	125	1,3	333	2,6	21,6
Other environmental protection services	672	6,7	977	7,6	7,8
Other services rendered	96	1,0	98	0,8	0,4
Total income from services rendered	9 958	100,0	12 831	100,0	5,2

¹ Revised figures.² Preliminary figures.

Table 20 – Income by type of service rendered for membership activities, 2018 and 2023

Type of service	2018 ¹		2023 ²		Annualised % change
	R million	% contribution	R million	% contribution	
Membership fees/subscriptions (registration)	10 586	84,9	14 777	82,4	6,9
Conferences, seminars and workshops	212	1,7	316	1,8	8,3
Other membership related services	817	6,5	2 400	13,4	24,1
Other services rendered	863	6,9	425	2,4	-13,2
Total income from services rendered	12 478	100,0	17 918	100,0	7,5

¹ Revised figures.² Preliminary figures.

Table 21 – Income by type of service rendered for entertainment activities, 2018 and 2023

Type of service	2018 ¹		2023 ²		Annualised % change
	R million	% contribution	R million	% contribution	
Radio programme production services	833	6,7	1 413	6,5	11,1
Motion picture, videotape and television programme production services	5 529	44,2	10 969	50,7	14,7
Motion picture, videotape, television and radio programme originals	765	6,1	1 736	8,0	17,8
Motion picture, videotape and television programme distribution services	620	5,0	445	2,1	-6,4
Other post-production services	332	2,7	455	2,1	6,5
Performing arts event promotion and organisation and management services	206	1,7	372	1,7	12,5
Performing arts event production and presentation services	152	1,2	618	2,9	32,4
Other performing arts and live entertainment services	386	3,1	511	2,4	5,8
Ticket agency services	407	3,3	433	2,0	1,2
Promotion and advertising services	1 462	11,7	1 538	7,1	1,0
Other entertainment services	1 416	11,4	1 998	9,2	7,1
Other services rendered	364	2,9	1 157	5,3	26,0
Total income from services rendered	12 472	100,0	21 645	100,0	11,7

¹ Revised figures.² Preliminary figures.

Table 22 – Income by type of service rendered for library and archives, museum activities and preservation of historical sites and buildings, botanical and zoological gardens and nature reserve activities, 2018 and 2023

Type of service	2018 ¹		2023 ²		Annualised % change
	R million	% contribution	R million	% contribution	
Entrance fees, except for museum services	1 314	48,2	675	31,4	-12,5
Accommodation	929	34,0	971	45,0	0,9
Other library, archives, museums and cultural activities	172	6,3	90	4,2	-12,1
Other services rendered	315	11,5	417	19,4	5,8
Total income from services rendered	2 730	100,0	2 153	100,0	-4,6

¹ Revised figures.² Preliminary figures.

Table 23 – Income by type of service rendered for sporting and other recreational activities, 2018 and 2023

Type of service	2018 ¹		2023 ²		Annualised % change
	R million	% contribution	R million	% contribution	
Sports and recreational sports event promotion services	2 452	5,8	2 880	1,4	3,3
Services of professional sports clubs (football, bowling, swimming)	1 572	3,7	3 108	1,5	14,6
Other sports and recreational sports services	2 292	5,5	2 826	1,4	4,3
Total sports services	6 316	15,0	8 814	4,3	6,9
Selling services of lotteries, off-track betting	6 272	15,0	6 992	3,3	2,2
Casino and gambling house services	4 857	11,6	4 099	2,0	-3,3
Gambling slot-machine services	2 659	6,3	8 630	4,1	26,5
Bookmaker and online gambling services	10 124	24,2	152 552	72,9	72,0
Other gambling and betting services	1 093	2,6	19 129	9,1	77,3
Total gambling and betting services	25 005	59,7	191 402	91,4	50,2
Personal fitness trainer services	4 888	11,7	4 181	2,0	-3,1
Other sporting and recreational services	1 265	3,0	1 455	0,7	2,8
Other services rendered	4 458	10,6	3 288	1,6	-5,9
Total income from services rendered	41 932	100,0	209 140	100,0	37,9

¹ Revised figures.² Preliminary figures.

Table 24 – Income by type of service rendered for other service activities, 2018 and 2023

Type of service	2018 ¹		2023 ²		Annualised % change
	R million	% contribution	R million	% contribution	
Laundry and (dry-) cleaning of textiles and fur products	900	15,8	1 789	21,7	14,7
Hair dressing, barbers and other beauty treatments	1 637	28,7	1 531	18,6	-1,3
Funeral and related activities	2 310	40,5	3 369	40,9	7,8
Other service activities	853	15,0	1 545	18,8	12,6
Total income from services rendered	5 700	100,0	8 234	100,0	7,6

¹ Revised figures.² Preliminary figures.**Table 25 – Income by type of sales for health activities, 2018 and 2023**

Type of sale	2018 ¹		2023 ²		Annualised % change
	R million	% contribution	R million	% contribution	
Disposable medical equipment (syringes, surgical gloves, etc.)	389	8,2	786	12,6	15,1
Food and beverages	114	2,4	319	5,1	22,9
Hearing aids acoustics	107	2,2	69	1,1	-8,4
Premium pet food and merchandise	745	15,6	892	14,2	3,7
Prescription drugs	1 265	26,5	1 873	29,9	8,2
Non-prescription drugs	528	11,1	384	6,1	-6,2
Orthopaedic appliances; splints and other fracture appliances; other prosthetics	224	4,7	552	8,8	19,8
Other medical sales	814	17,1	406	6,5	-13,0
Other sales of goods	581	12,2	981	15,7	11,0
Total income from sales of goods	4 767	100,0	6 262	100,0	5,6

¹ Revised figures.² Preliminary figures.

Table 26 – Type of purchases for educational activities, 2018 and 2023

Type of purchase	2018 ¹		2023 ²		Annualised % change
	R million	% contribution	R million	% contribution	
Consumables for experiments	384	5,8	1 062	13,2	22,6
Cleaning and polishing materials	178	2,7	149	1,8	-3,5
Food and beverages	592	8,9	846	10,5	7,4
Teaching aids and course study materials	3 021	45,5	2 246	27,9	-5,8
Library materials (excluding materials considered as assets)	628	9,5	1 298	16,1	15,6
Technical supplies and equipment (excluding materials considered as assets)	612	9,2	905	11,2	8,1
Other purchases and transfers-in of goods	1 223	18,4	1 558	19,3	5,0
Total purchases and transfers-in of goods	6 638	100,0	8 064	100,0	4,0

¹ Revised figures.² Preliminary figures.

Table 27 – Type of purchases for health activities, 2018 and 2023

Type of purchase	2018 ¹		2023 ²		Annualised % change
	R million	% contribution	R million	% contribution	
Chemicals (alcohol, xylem, etc.)	385	1,4	876	2,0	17,9
Cleaning materials	475	1,7	1 740	4,0	29,6
Disposable medical equipment (syringes, surgical gloves, etc.)	4 290	15,7	8 287	19,2	14,1
Food and beverages	686	2,5	1 132	2,6	10,5
Hearing aids and other appliances which are worn	1 179	4,3	1 909	4,4	10,1
Medical gases (oxygen, nitrogen, nitrous oxide, carbon dioxide and medical air)	302	1,1	672	1,6	17,3
Fuels (solid, liquid, gaseous) and refined petroleum products	607	2,2	1 316	3,0	16,7
Prescription drugs	4 874	17,8	6 699	15,5	6,6
Non-prescription drugs	3 863	14,1	4 350	10,1	2,4
Premium pet food and merchandise	539	2,0	889	2,1	10,5
Uniforms (e.g. medical professionals and staff uniforms)	481	1,8	495	1,1	0,6
Other articles for medical or surgical purposes and medical supplies (containers, consumables, etc.)	5 892	21,6	8 347	19,3	7,2
Veterinary products and livestock remedies and vaccines	1 325	4,8	1 592	3,7	3,7
Other purchases and transfers-in of goods	2 470	9,0	4 916	11,4	14,8
Total purchases and transfers-in of goods	27 368	100,0	43 220	100,0	9,6

¹ Revised figures.² Preliminary figures.

Table 28 – Type of purchases for social work activities, 2018 and 2023

Type of purchase	2018 ¹		2023 ²		Annualised % change
	R million	% contribution	R million	% contribution	
Cleaning and polishing materials	119	7,4	105	2,7	-2,5
Food and beverages	523	32,4	1 034	26,6	14,6
Medical and pharmaceutical consumables	103	6,4	169	4,4	10,4
Other consumables, e.g. paper products or toiletries	160	9,9	106	2,7	-7,9
Soft furnishings (e.g. curtains, rugs), napery (e.g. tablecloths, napkins) and household linen (e.g. towels, dishcloths)	92	5,7	189	4,9	15,5
Other purchases and transfers-in of goods	616	38,2	2 278	58,7	29,9
Total purchases and transfers-in of goods	1 613	100,0	3 881	100,0	19,2

¹ Revised figures.² Preliminary figures.**Table 29 – Type of purchases for sewage and refuse disposal, sanitation and similar activities, 2018 and 2023**

Type of purchase	2018 ¹		2023 ²		Annualised % change
	R million	% contribution	R million	% contribution	
Ash, lime, chemicals and testing kits	577	19,9	829	23,8	7,5
Litter pickers, refuse bags, bins, bin liners	300	10,3	138	4,0	-14,4
Protective clothing (boots, gloves, hats, masks)	115	4,0	124	3,6	1,5
Scrap (metals, plastic)	861	29,7	371	10,6	-15,5
Fuels (solid, liquid, gaseous) and refined petroleum products	418	14,4	859	24,6	15,5
Technical supplies and equipment, excluding materials considered as assets	140	4,8	313	9,0	17,5
Other purchases and transfers-in of goods	489	16,9	852	24,4	11,7
Total purchases and transfers-in of goods	2 900	100,0	3 486	100,0	3,7

¹ Revised figures.² Preliminary figures.

Table 30 – Type of purchases for membership activities, 2018 and 2023

Type of purchase	2018 ¹		2023 ²		Annualised % change
	R million	% contribution	R million	% contribution	
Food and beverages	275	27,5	313	19,0	2,6
Printed matter, teaching aids, brochures, technical supplies, literature and course study material	226	22,6	289	17,5	5,0
Consumables (paper products, cleaning and polishing materials)	287	28,7	512	31,0	12,3
Other purchases and transfers-in of goods	212	21,2	535	32,5	20,3
Total purchases and transfers-in of goods	1 000	100,0	1 649	100,0	10,5

¹ Revised figures.² Preliminary figures.**Table 31 – Type of purchases for entertainment activities, 2018 and 2023**

Type of purchase	2018 ¹		2023 ²		Annualised % change
	R million	% contribution	R million	% contribution	
Airtime, advertising space or time	1 241	22,4	1 235	15,9	-0,1
Food and beverages	194	3,5	173	2,2	-2,3
Films, CDs and DVDs (including photographic film)	561	10,1	621	8,0	2,1
Scripts	51	0,9	152	2,0	24,4
Stage and props	456	8,2	128	1,6	-22,4
Sound and lighting equipment, excluding materials considered as assets	351	6,3	1 045	13,4	24,4
Cameras (photographic, cinematographic, television, video and digital) and accessories thereof, excluding materials considered as assets	691	12,5	2 298	29,4	27,2
Other purchases and transfers-in of goods	2 005	36,1	2 139	27,5	1,3
Total purchases and transfers-in of goods	5 550	100,0	7 791	100,0	7,0

¹ Revised figures.² Preliminary figures.

Table 32 – Type of purchases for library and archives, museum activities and preservation of historical sites and buildings, botanical and zoological gardens and nature reserve activities, 2018 and 2023

Type of purchase	2018 ¹		2023 ²		Annualised % change
	R million	% contribution	R million	% contribution	
Food and beverages	107	17,4	81	9,7	-5,4
Library materials including literature, excluding materials considered as assets	216	35,1	74	8,8	-19,3
Other purchases and transfers-in of goods	292	47,5	684	81,5	18,6
Total purchases and transfers-in of goods	615	100,0	839	100,0	6,4

¹ Revised figures.² Preliminary figures.**Table 33 – Type of purchases for sporting and other recreational activities, 2018 and 2023**

Type of purchase	2018 ¹		2023 ²		Annualised % change
	R million	% contribution	R million	% contribution	
Airtime for broadcasting, advertising space or time	239	2,3	223	0,2	-1,4
Cleaning and polishing materials	168	1,6	183	0,1	1,7
Entertainment and sporting equipment (excluding equipment considered as assets)	1 763	16,8	1 270	0,9	-6,3
Factored goods (e.g. pay-outs, tickets, cards and betting forms)	3 174	30,2	135 311	96,2	111,8
Food and beverages	878	8,4	1 132	0,8	5,2
Membership packages	116	1,1	650	0,5	41,2
Promotional clothing and materials	992	9,5	93	0,1	-37,7
Uniforms (e.g. sportswear, including sport protective gear, etc.)	320	3,1	207	0,1	-8,3
Other purchases and transfers-in of goods	2 831	27,0	1 651	1,2	-10,2
Total purchases and transfers-in of goods	10 481	100,0	140 720	100,0	68,1

¹ Revised figures.² Preliminary figures.

Table 34 – Information and communication technology usage by type of activity in the personal services industry, 2023

Type of activity	Use computer	Business promotions (advertising) (e.g. social networks, online marketplaces)	Have website	Use internet banking	Receive orders over the internet	Place orders over the internet	IT outsourced
	%						
Education services	100,0	58,9	62,4	90,6	38,9	33,5	42,4
Hospital activities	99,2	32,2	62,4	86,2	27,7	33,8	61,5
Medical and dental practice activities	99,8	26,2	45,2	85,0	28,8	24,6	53,5
Other human health activities	100,0	39,3	51,2	86,0	32,1	31,5	56,8
Veterinary activities	100,0	34,6	47,7	89,9	30,0	29,9	58,8
Social work activities	100,0	31,8	44,3	85,6	25,7	25,6	63,9
Sewage and refuse disposal, sanitation and similar activities	100,0	20,7	58,3	81,3	22,4	22,4	43,3
Activities of business, employers and professional organisations	100,0	43,5	51,4	92,5	26,5	20,0	65,6
Activities of trade unions, religious organisations and political organisations	100,0	18,5	49,6	77,8	14,8	12,4	41,8
Activities of other membership organisations n.e.c	98,2	55,5	51,7	85,3	20,2	24,0	66,7
Motion picture and video production and distribution	100,0	45,1	54,0	84,0	30,2	25,3	48,5
Motion picture projections, radio and television, dramatic arts, music and other arts activities	100,0	50,0	59,0	90,0	24,1	20,4	53,4
News agency activities and other entertainment activities n.e.c	100,0	68,3	48,9	69,7	25,0	25,0	43,3
Library and archives, museum activities and preservation of historical sites and buildings, botanical and zoological gardens and nature reserve activities	96,4	41,4	49,1	79,0	24,9	20,9	53,2
Sporting activities	98,9	45,4	49,7	91,3	25,0	26,0	66,2
Other recreational activities	100,0	54,0	68,9	87,4	23,9	25,2	52,9
Other service activities	98,8	34,5	40,2	83,2	29,4	25,2	46,3
Total	99,6	38,0	51,1	86,5	28,3	26,2	54,2

Table 35 – Information and communication technology usage by enterprise size in the personal services industry, 2023

Enterprise size	Use computer	Business promotions (advertising) (e.g. social networks, online marketplaces)	Have website	Use internet banking	Receive orders over the internet	Place orders over the internet	IT outsourced
	%						
Large	99,8	43,9	65,8	87,9	28,3	30,2	51,0
Medium	99,7	43,2	52,6	88,0	31,2	30,9	63,7
Small	99,7	39,3	46,9	85,0	28,6	25,2	56,9
Micro	99,4	29,7	44,3	86,6	26,4	22,2	49,1
Total	99,6	38,0	51,1	86,5	28,3	26,2	54,2

Explanatory notes**Background**

The results presented in this publication have been derived from the 2023 personal services industry large sample survey. This is a periodic survey which measures economic activity in the personal services industry of the South African economy. The survey is based on a sample of private and public enterprises operating in the personal services industry.

The sample was drawn from Stats SA's statistical business register (SBR). The SBR is based mainly on the value-added tax (VAT) database of the South African Revenue Service (SARS). Enterprises are legally bound to register for VAT. Enterprises registered in the taxation system are included on the SBR, and hence were given a chance of selection in the sample for the survey.

Value-added tax (VAT)

All figures exclude VAT.

Reference period

The information was collected from enterprises for their financial year, which ended on any date between 01 July 2022 and 30 June 2023.

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 in monitoring the performance and contribution of individual industries to the South African economy and the effectiveness of industry policies. The private sector uses the data to analyse 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 (four-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 activities.

Size groups

The enterprises are divided into four size groups according to the value of turnover on Stats SA's SBR. Large enterprises are those with an annual turnover greater than or equal to R91 million. Table 36 presents the Department of Trade, Industry and Competition (DTIC) cut-off points.

Table 36 – Size groups for the personal services industry, 2023

Size group	Turnover
Large enterprises	Turnover \geq R91 000 000
Medium enterprises	R42 000 000 \leq turnover $<$ R91 000 000
Small enterprises	R7 000 000 \leq turnover $<$ R42 000 000
Micro enterprises	Turnover $<$ R7 000 000

Survey methodology and design

The survey was conducted by email, telephone and personal visits.

A sample of approximately 4 500 enterprises was drawn using stratified simple random sampling. The enterprises were first stratified at the four-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 SBR was used as the measure of size for stratification.

Collection rate

Collection rate = ((collected + finalised investigations)/ sample size) x 100. The collection rate for the 2023 survey was 75,3%.

Turnover collection rate

Turnover collection rate = ((weighted collected enterprises SBR turnover + weighted finalised investigations SBR turnover)/population turnover) *100. The turnover collection rate for the 2023 survey was 90,4%.

Weighting methodology

For those strata 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 division estimates.

Revised figures

Revised figures are mainly due to late submission of data to Stats SA, or respondents reporting revisions or corrections to their figures. Figures for 2023 are preliminary and subject to revision.

Abbreviations

SBR	Statistical Business Register
DTIC	Department of Trade, Industry and Competition
ISIC	International Standard Industrial Classification of All Economic Activities
RSE	Relative standard error
SARS	South African Revenue Service
SE	Standard error
SIC	Standard Industrial Classification of All Economic Activities
Stats SA	Statistics South Africa
VAT	Value-added tax
0	Rand value less than R500 000
A blank space	Information that is not available or meaningful

Relative standard error

Data presented in this publication are based on information obtained from a sample and are, therefore, subject to sampling variability; that is, they may differ from the figures that would have been produced if the data had been obtained from all enterprises in the personal services industry in South Africa.

One measure of the likely difference is given by the standard error, 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 provides an immediate indication of the percentage errors likely to have occurred as a result of sampling, and thus avoids the need to refer to the size of the estimate.

Table 37 – Income in the personal services industry within 95% confidence limits, 2023

Type of service	Lower limit	Total income	Upper limit	Relative standard error
	R million			%
Education services	143 570	145 857	148 144	0,8
Health and social work	233 952	241 038	248 124	1,5
Sewage and refuse disposal, sanitation and similar activities	14 971	15 808	16 645	2,7
Activities of membership organisations	22 346	23 546	24 746	2,6
Recreational, cultural and sporting activities	250 249	252 226	254 203	0,4
Other service activities	8 846	9 418	9 990	3,1
Total	679 803	687 893	695 983	0,6

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-off 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 and the totals shown.

Glossary

Concentration ratio	The ratio of the income of the <i>n</i> largest enterprises to the total income.
Employees	Persons employed by a business or organisation and who received payment (in salaries, wages, commission, piece rates or payments in kind) for the last pay period ended on or before 30 June of a year.
Enterprise	A legal entity or a combination of legal units that includes and directly controls all functions necessary to carry out its activities.
Full-time employees	Employees appointed on an open-ended contract with no stipulated termination date or fixed-term contract for periods of more than one year.
Motor vehicles	Motor vehicles include cars, trucks, aircraft, boats, trailers, locomotives and other transport equipment.
Net profit or loss after tax	<p>Net profit or loss after tax is derived as:</p> <p>Total income plus closing value of inventories minus total expenditure minus opening value of inventories minus company tax</p>
Net profit or loss before tax	<p>Net profit or loss before tax is derived as:</p> <p>Total income plus closing value of inventories minus total expenditure minus opening value of inventories</p>
Other expenditure	<p>Includes:</p> <p>Insurance; total subcontractors and labour/employment brokers paid; motor vehicle running expenditure; research and development; advertising, marketing, promotions; management and administration fees; bursaries, scholarship and sponsorship; depreciation and amortisation; repairs and maintenance; losses on foreign transactions resulting from changes in foreign exchange rates; losses on financial and other liabilities: redemption, liquidation and revaluation of liabilities; losses on financial and other assets, disposal of assets, realisation for cash and revaluation of assets; and other expenditure.</p>

Other income	<p>Includes:</p> <p>Dividends; profits on financial and other assets: disposal of assets, realisation for cash and revaluation of assets; profits on financial and other liabilities: redemption, liquidation and revaluation of liabilities; government (national, provincial and local) subsidies and incentives received (only from South African government); government (national, provincial and local) capital transfers received (only from South African government); donations (including non-government grants); sponsorships; research and development; royalties, franchise fees, copyright, trade names, trademarks, and patent rights received and other income.</p>
Part-time employees	<p>Temporary employees are employees appointed on a short-term contract basis with a stipulated termination date for periods not exceeding one year.</p>
Profit margin	<p>Profit margin is derived as:</p> <p>Net profit after tax <i>Divided by</i> turnover <i>Multiplied by</i> 100</p>
Statistical unit	<p>A statistical unit is a unit of observation or measurement for which statistical data are collected or derived.</p>
Stratum	<p>A stratum is constructed by concatenating the SIC classification and size group variables.</p>
Turnover	<p>Turnover includes:</p> <ul style="list-style-type: none">• value of sales of goods;• amount received for services rendered;• rent and lease payments received for land and buildings; and• rent, leasing and hiring received for machinery, vehicles and other equipment.