

Services sector and the information society

1. Structure of the services sector

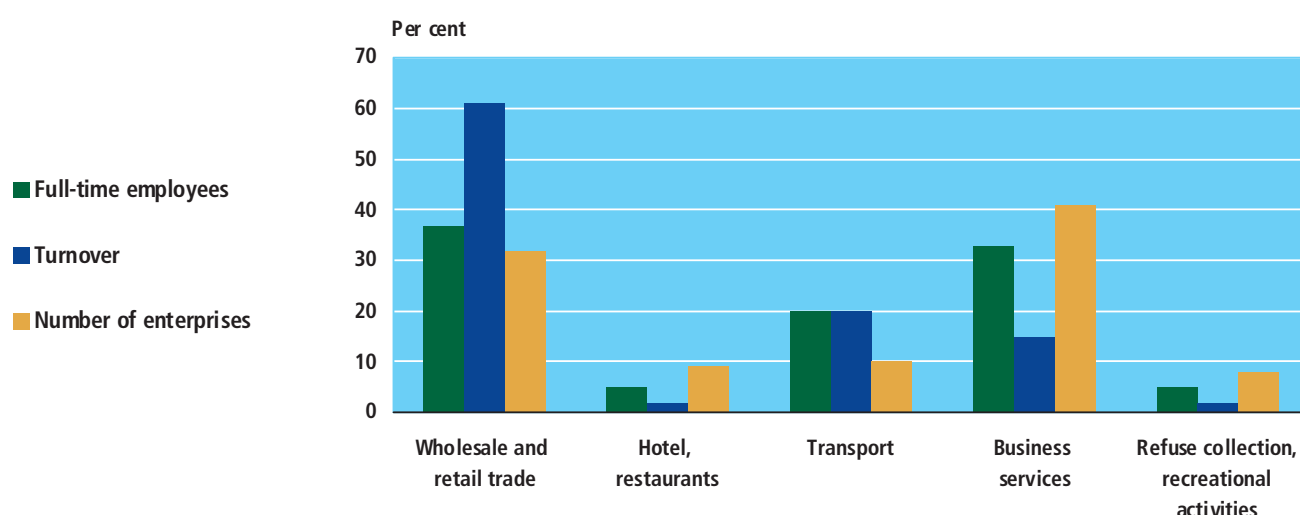
Business activities account for highest increase.

The services sector comprises a number of different industries with one thing in common: the production of services. These industries include the wholesale and retail trade, hotels and restaurants and catering, transports, telecommunications and postal services, financial services and business activities comprising ICT services, research and development, auditing and book-keeping, cleaning, leasing of machinery and equipment, temporary employment agencies, etc. The services sector has experienced a 20 per cent increase in employment during the period 1992-1999, followed by a 6 per cent growth from 1999 to 2001. In comparison, the number of persons employed in manufacturing has declined by 3 per cent from 1992-1999. Since then it has been stabilized.

Wholesale and retail trade account for the highest number of persons employed

The structure of the private services sector is illustrated in figure 1. In 2001, the greatest number of persons employed was found within the wholesale and retail trade, which accounted for 302,000 full-time employees. Next was business activities with 266,000 persons employed. In 2001, the wholesale and retail trade accounted for 61 per cent of the total value added, followed by transport which generated 20 per cent, and business services with 15 per cent. Business services accounted for 41 per cent of the total number of business enterprises within the services sector and the wholesale and retail trade for 32 per cent.

Figure 1 Employment and value added within the service sector 2001



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2. Retail trade

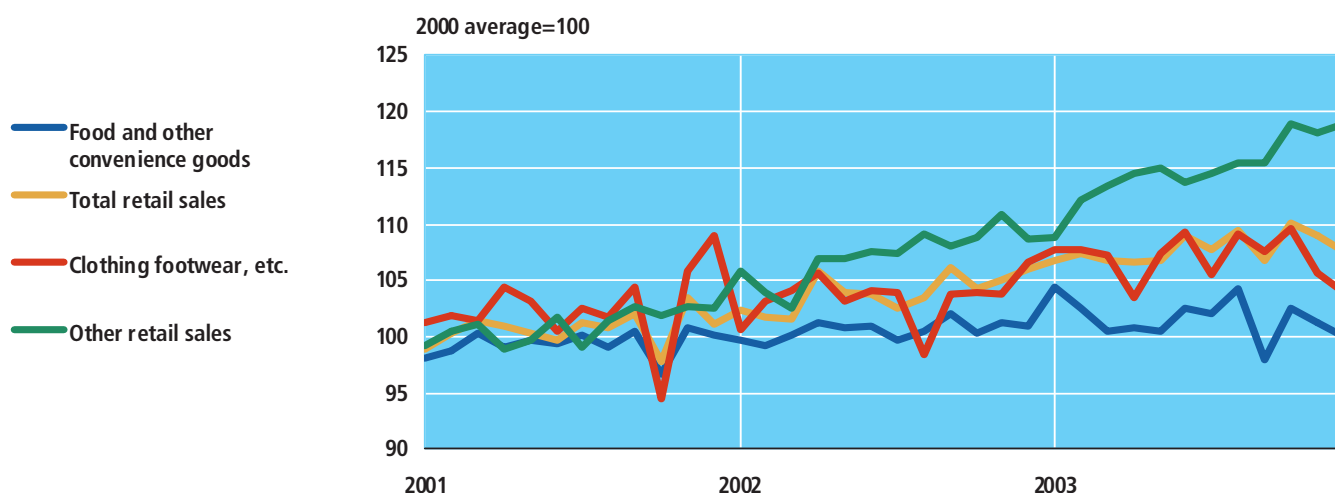
Slight increase in retail sales

The total turnover within retail sales saw an increasing trend. The retail sales is divided into three categories, *Food and other everyday commodities, clothing, etc.* and *other consumer goods* (equipment for accommodation and leisure). *Food and other everyday commodities* and *other consumer goods* represents respectively 50 and 40 per cent of the total retail sales.

There are great differences in the trends seen in retail sales for the three commodity groups during recent years. Det sæsonkorrigerede mængdeindeks for *fødevarer og andre dagligvarer* ligger relativt stabilt omkring 100, whereas *other consumer goods* at the end of 2003 had increased to 119 and this was the main reason for the increase in retail sales.

Figure 2

Monthly seasonally adjusted deflated turnover index of retail sales



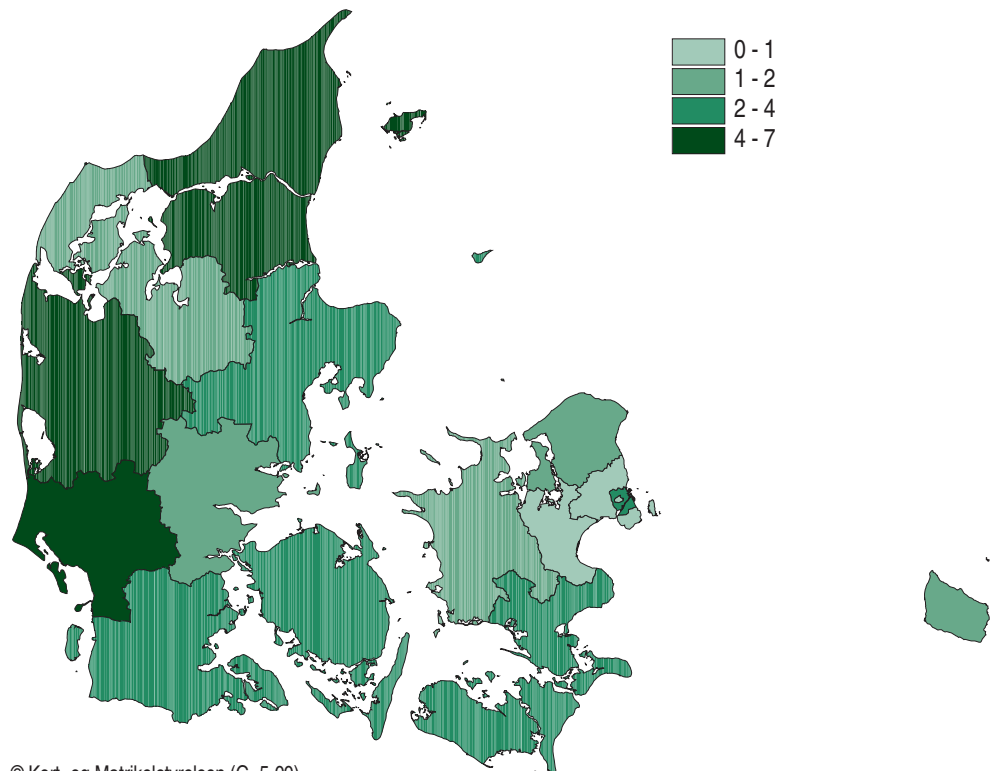
3. Tourism

Camping sites, rented holiday dwellings and marinas saw an increase in 2003

In 2003, the total number of nights spent at hotels, etc., camping sites, hostels, marinas and holiday dwellings rented through Danish agencies was 43.5 mio. This is an increase of 1.1 mio. or 3 pct. compared to the previous year. The large increase is due to, e.g. the good summer weather with more hours of sunshine than usually. There was a significant increase in the number of nights spent at camping sites, as a fall was seen for both hotels, etc. and hostels of, respectively 1 and 4 pct. The number of nights spent at camping sites increased by 850,000, of which 540,000 were spent by Danes, 173,000 by Germans and 99,000 by the Dutch. There was also a large increase in the number of nights spent in holiday dwellings rented through Danish agencies. The nights spent by Danes accounted for 45 pct. of all nights spent in 2003. The Germans accounted for 35 pct., the Swedes and the Norwegians each accounted for 5 pct. and the Dutch accounted for 3 pct. The counties of Nordjylland, Ribe and Ringkøbing each accounted for over 4 mio. nights for all categories, whereas the counties of Roskilde and Copenhagen each accounted for under 1 mio.

Figure 3

Total number of overnight stays in counties (mio.) 2003

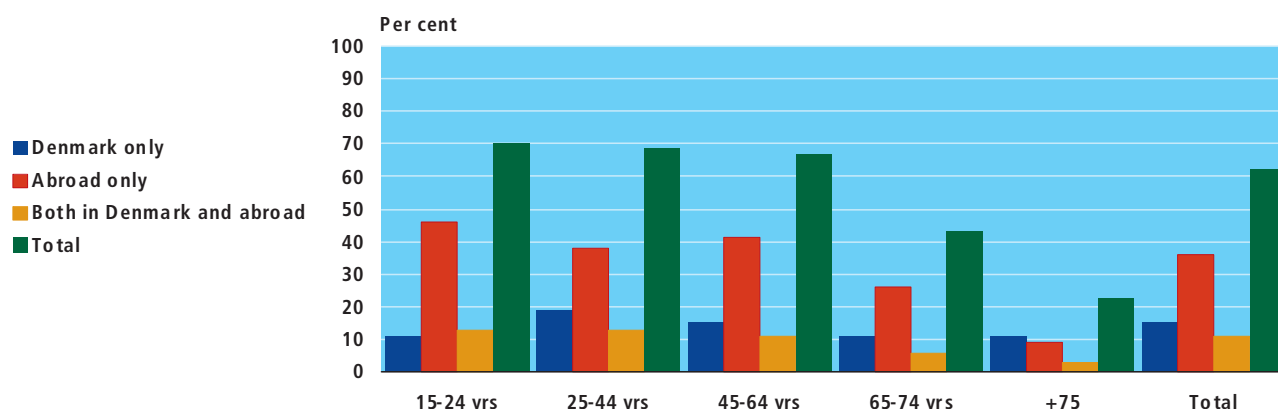


Danes on holiday and business trips

2.7 million adult Danes, corresponding to 61 pct. of the adult population, went on one or more trips with at least 4 nights in 2002. 2.0 million people took a holiday trip abroad in 2002 and 1.1 million went on a holiday trip in Denmark. Some Danes took a holiday trip abroad as well as in Denmark. About half of the trips were by plane, while 3/4 of the trips in Denmark were by car. For about 26 pct. of the trips in Denmark, the type of accommodation was with family/friends, 23 pct. were in rented holiday dwellings and 13 pct. were in own holiday dwellings. Camping was also a popular way of going on holiday in Denmark with 19 pct. of all trips. The most popular type of accommodation abroad was hotels, while 14 pct. stayed with family/friends. 4.0 million holiday trips were made by Danes in 2002, 2/3 of the trips were made abroad.

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Figure 4 Danes travelling abroad in 2001, after age and destination



4. Business activities

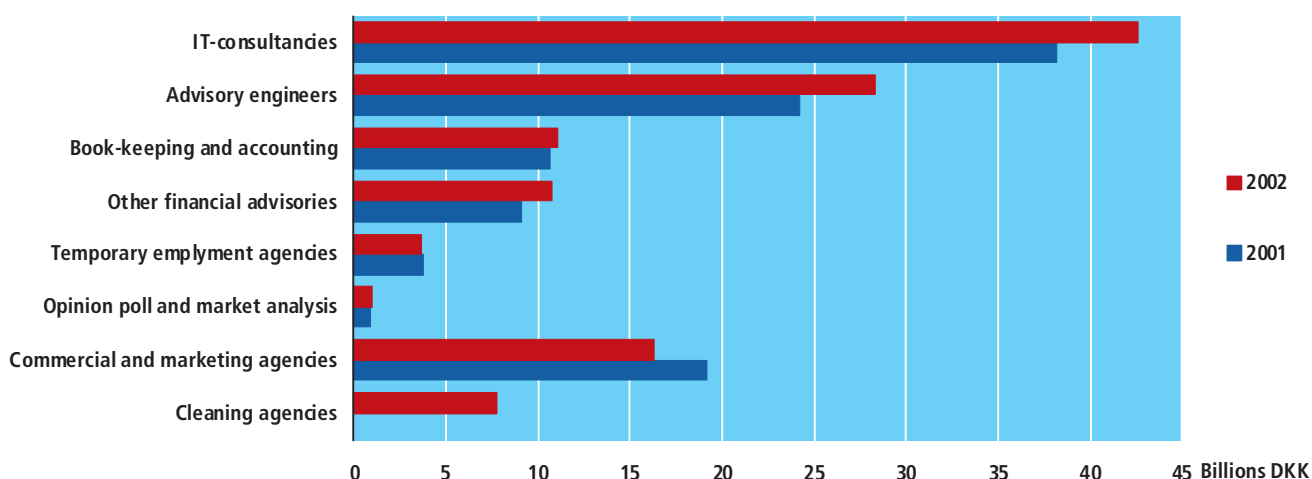
Business activities

Business activities comprise a range of different services. It includes the knowledge-intensive services like the IT-consultancy, consulting engineers, Auditing and book-keeping, architects etc., but also operational service like cleaning, packaging and guard- and surveillance-services. The common element is, that the companies within business activities primarily deliver services to other companies.

Increasing turnover and increased specialisation

The industries comprising business activities have generally experienced an increase in sales from 2001 to 2002. The growth of sales is seen, together with an increase in the degree of specialisation within each main activity of the industries. For example, 48 pct. and 65 pct. of the sales of ICT consultancy services can be ascribed to core competencies in 2002. Auditing and book-keeping are also highly specialised. Here, the share of sales accounted for by core competencies made up as much as 89 pct. in 2002.

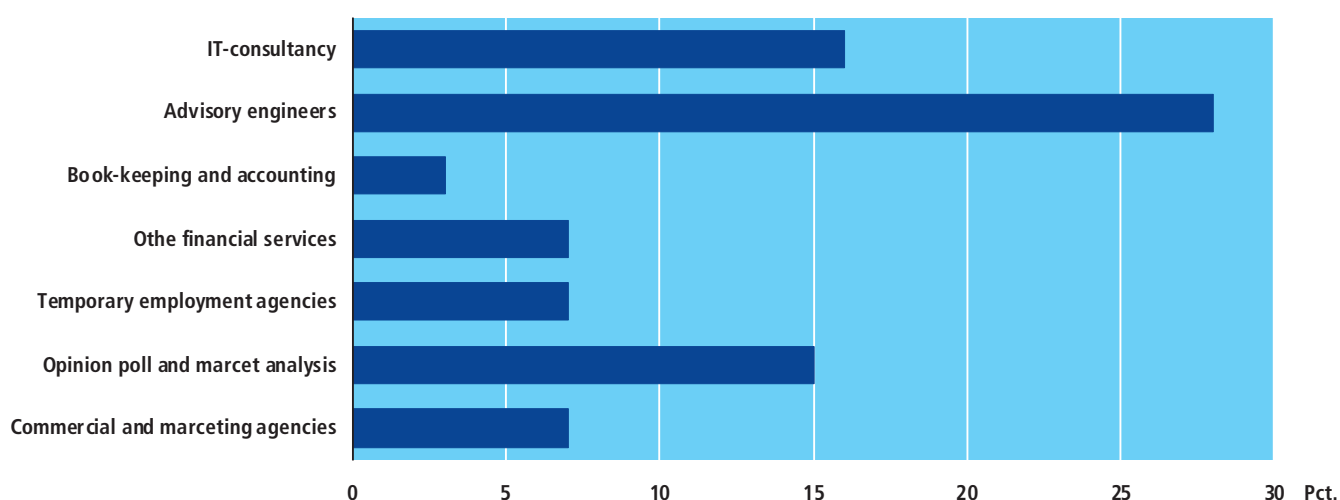
Figure 5 Development in sales within business activities by industries in 2002



Exports of knowledge-intensive services

There are differences in exports within the industries comprising business activities, where auditing and book-keeping account for 3 pct. and consulting engineers account for 28 pct. In the sub-industry *mounting and delivery of ready-made production plants*, exports accounted for 96 pct. of total sales in the industries of business activities in 2002. ICT consultancy services made up 30 pct. of total sales within development and sale of packaged software, and 15 pct. of total sales were ascribed to development and sale of customised software in 2002.

Figure 6 Export share of sales within business activities 2002



5. The information society

About the information society

An analysis of the information society can be made partly via the supply side in the form of enterprises and employment in the ICT sector and partly via the demand side in the form of use of information technology by enterprises, public sector and families, e.g. the Internet. Statistics Denmark’s publications on the information society are available at www.dst.dk/it.

The ICT sector

The ICT sector comprises those enterprises which produce products and services within electronics, ICT, computer software, telecommunications, and other areas which are primarily based on information technologies. The ICT sector can be divided into ICT Manufacturing, ICT Wholesale, Telecommunications, and ICT Consultancy services. All these comprise a total of 35 individual industries.

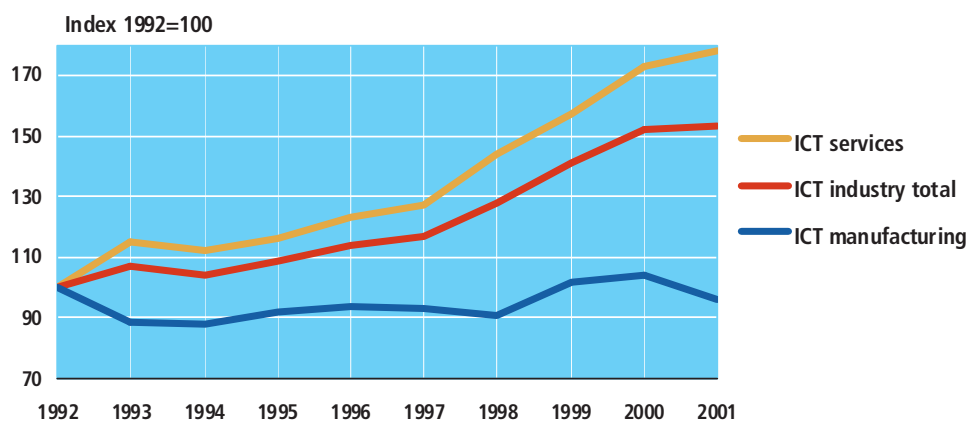
Steep growth rate in ICT Service Industries

In 2001, the Danish ICT sector employed a total of 105,000 full-time persons. Of these consultancy services accounted for 35 pct. and ICT wholesale for 27 pct., while ICT manufacturing and telecommunications accounted for, respectively 19 pct. and 20 pct. Since the beginning of the 1990’s, the number of full-time employed persons in ICT manufacturing has roughly remained constant, while ICT Service Industries have experienced some of the most rapid developments within Danish enterprises with an overall growth rate of 78 pct. from 1992 to 2001. For

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the purposes of comparison, the overall growth rate for Danish private non-agricultural industry was 31 pct. during the same period.

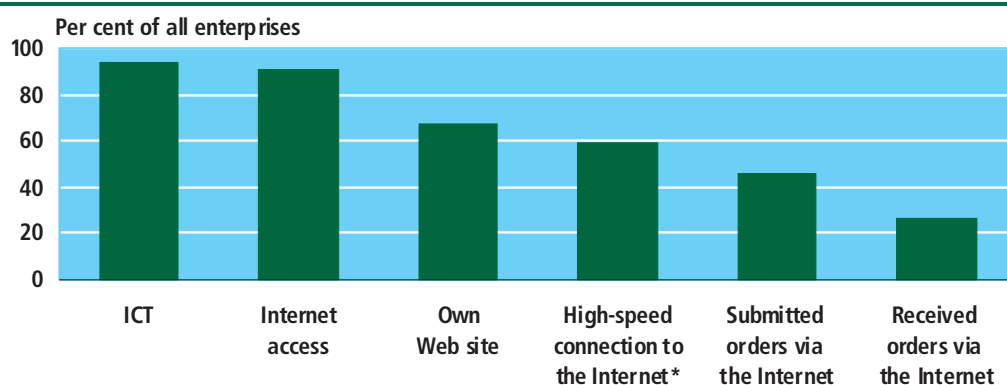
Figure 7 Number of full-time employees in the ICT sector 1992-2001



Use of ICT by enterprises

In 2002, nine out of ten enterprises with five or more persons employed had access to the Internet and two out of three enterprises had their own website. About six out of ten enterprises had high-speed connection to the Internet (e.g. broadband connection or ADSL). As regards electronic commerce, almost half of the enterprises had submitted orders via the Internet and one out of four enterprises had received orders.

Figure 8 Use of ICT by enterprises in 2002

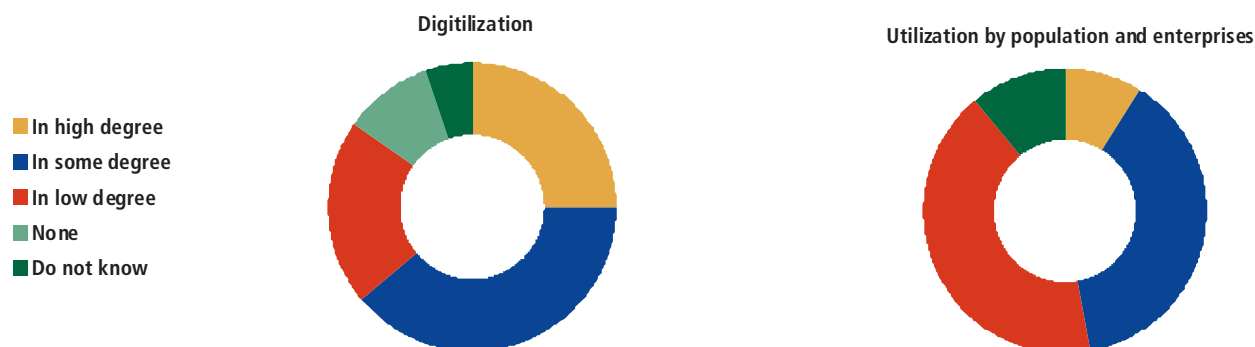


Note 1: Based on data reported by 3,549 enterprises with 5 or more persons employed. 2002 relates to the end of the year.
 Note 2: High-speed connection to the Internet comprises: Broadband connection at min. 2 Mbit/sec., ADSL, etc.

Use of ICT by the public sector

Forms are, to some degree, typically digitalised in the public sector. 39 pct. of the public authorities in the central government, counties and municipalities hold the view that they have, "to some degree" digitalised citizen- or business-oriented forms. 25 pct. of the public authorities had, to a high degree, digitalised, 21 pct. to a low degree, 10 pct. replied that they did not offer digitalised forms and 5 pct. replied "do not know".

Figure 9 Digitalised forms in the public sector 2003



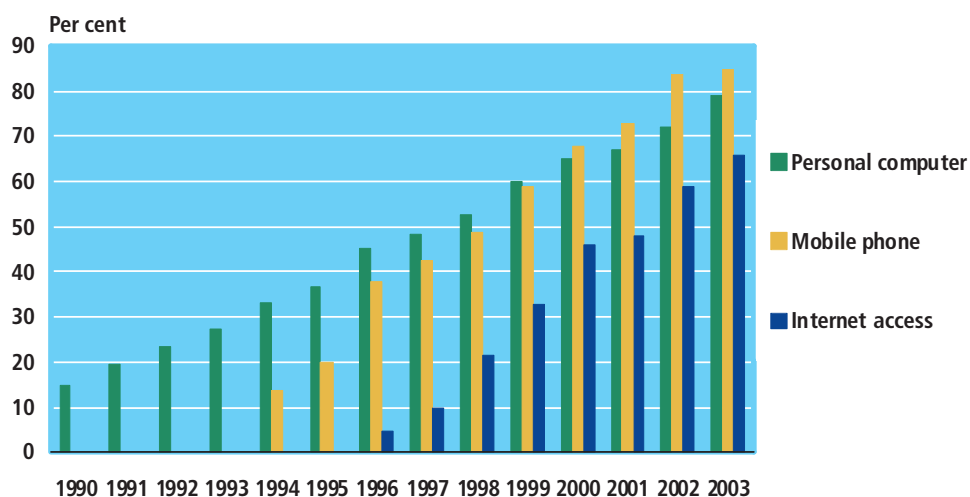
Note: Figures represent qualified estimates of digitalisation, rather than exact figures.

However, the rate of utilization among the public authorities which have digitalised forms is lower. Here, 9 pct. of the authorities hold the view that the forms are, to a high degree, used by citizens and enterprises, 38 pct. to some degree and 42 pct. that they are used to a low degree. There were no authorities with digitalised forms, which were not used.

Use of PC and the Internet by Danish families is increasing

An increasing number of Danish families have access to PC and the Internet in their homes. In 2003, 66 per cent had access to the Internet in the home, compared to only 22 per cent in 1998. Since 2000 the dissemination of mobile phones have passed the dissemination of the PC. In 2003 85 per cent of the Danish families have a mobile phone against 49 per cent in 1998. In 2003 79 per cent of the families had a PC at home.

Figure 10 Families' access to ICT goods



Note: As of 1 January.

Four out of five can access the Internet

In 2003 79 per cent of the population were able to access the Internet from their home, workplace or educational institution. This is an increase in comparison to 2002 (76 per cent). The reason for the increase is that more people now are able to

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access the Internet from their home. In 2003 71 per cent of the population could access the Internet at home against 64 per cent in 2002. An unchanged 52 per cent can access the Internet from their workplace. The proportion having Internet access at their place of work only has fallen, and make up only 8 pct. in 2003.

Two out of five connected to the Internet every day

In 2003, 63 pct. of the population were connected to the Internet at least once per week, and 42 pct. were connected to the Internet every day. 67 pct. were connected to the Internet within the last month, and 4 pct. were connected less than once every month.

Men are the most frequent users

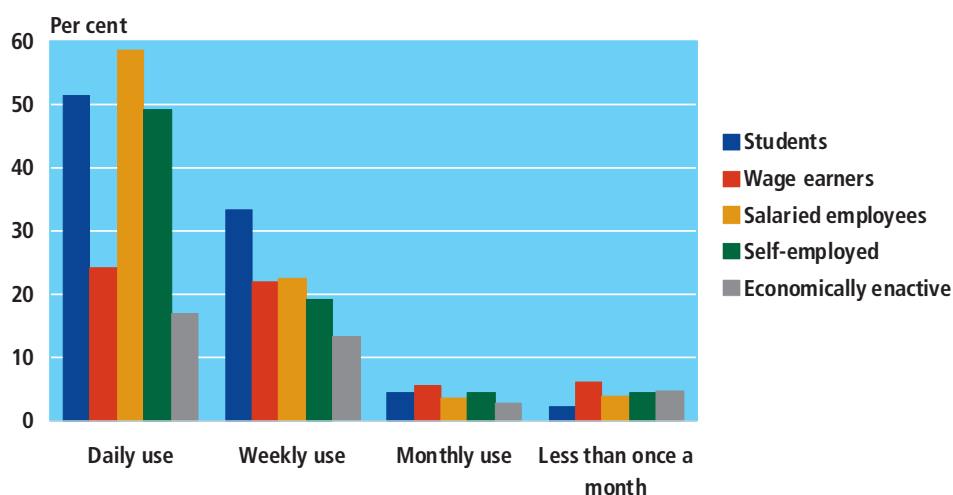
In 2003 48 per cent of all men were connected to the Internet every day from their home and 68 per cent were connected to the Internet at least once a week. 67 per cent has been using the Internet within the last month and 4 per cent use it less often than once a month.

One half of all students are connected to the Internet every day

Like gender, the frequency of Internet usage is closely linked to occupation. 51 per cent of the students were connected to the Internet every day in 2003 and 85 per cent at least once a week. 81 per cent of the salaried employed are also connected to the Internet at least once a week and 61 per cent was connected every day. Only 30 per cent of the economically inactive use the internet once a week and only 17 per cent use it daily.

Figure 11

The frequency of Internet usage in the home 2002



More frequent use of the Internet east of the Great Belt

The Internet is more frequently used east of the Great Belt compared to west of the Great Belt. 68 pct. east of the Great Belt are connected to the Internet at least once a week and 47 pct. each day, whereas west of the Great Belt 60 pct. and 37 pct., respectively are connected to the Internet.

Table 329

Value index for retail sale

	2001	2002	2003
	————— 2000 = 100 —————		
Retail trade of food etc.	104	107	112
Retail sale of food in non-specialized stores	104	108	113
Grocer's shops	99	101	90
All-night shops	103	103	123
Supermarkets	102	103	106
Discount stores	111	120	139
Retail sale of food in specialized stores	102	106	110
Retail sale of fruit and vegetables	97	106	108
Retail sale of meat and meat products	102	102	105
Retail sale of fish and game	103	110	122
Bakers' shops, retail sale of bread, cakes etc.	104	112	114
Retail sale of chocolate and sugar confectionery	97	96	93
Retail sale of alcoholic and other beverages	97	92	118
Retail sale of tobacco products and wine	100	104	106
Retail sale of cheese	107	106	84
Other retail sale of food in specialized stores	105	119	147
Hypermarkets and department stores	104	108	109
Retail sale of pharmaceutical goods, cosmetic art.	107	111	118
Retail sale of medical and orthopaedic goods	106	111	119
Perfumery shops	109	103	117
Chemists (not licensed to dispense medicines)	108	114	120
Retail sale of clothing, footwear etc.	100	105	109
Retail sale of textiles etc.	101	110	116
Retail sale of ladies' clothing	102	109	115
Retail sale of men's clothing	97	99	98
Retail sale of men's and ladies' clothing	101	106	114
Retail sale of baby articles and children's clothing	108	127	134
Retail sale of footwear	97	100	99
Retail sale of leather goods	100	96	105
Other retail sale	107	115	124
Retail sale of furniture, household appliances	102	108	113
Retail sale of furniture	102	111	118
Retail sale of furnishing fabrics	100	105	115
Retail sale of kitchen utensils, glass and china	99	90	105
Retail sale of electric household appliances	106	125	97
Retail sale of radio and television goods	95	92	149
Retail sale of records, CD's, cassettes etc.	97	96	82
Retail sale of musical instruments	102	108	104
Retail sale of hardware	101	114	118
Retail sale of building materials	104	113	128
Retail sale of paints and wallpaper	100	121	121
Retail sale in other specialized stores etc.	118	131	113
Retail sale of books, newspapers and stationery	100	107	146
Retail sale of carpets	89	103	104
Retail sale of watches and clocks	96	103	107
Retail sale of watches, clocks and jewellery	98	90	97
Retail sale of jewellery	100	97	104
Retail sale of glasses	106	112	116
Retail sale of photographic equipment	97	92	99
Gift shops	106	129	175
Retail sale of sports goods	98	108	112
Retail sale of toys and games	100	108	116
Retail sale of bicycles and mopeds	98	101	112
Retail sale of computers and standard software	100	129	169
Florist's shops, retail sale of plants and seeds	104	116	136
Retail sale via mail-order houses	88	94	107

Table 330

Holiday trips 2002

	Holiday trips		
	4 nights +		1-3 nights
	Denmark	Abroad	
Trips, total	1 663 000	3 024 000	3 876 000
Nights per trip	7.8	10.1	2.3
Means of transport	per cent		
Aeroplane	1	49	5
Car	77	32	72
Bus	5	13	5
Train	11	3	15
Ship	2	2	2
Boat	2	0	..
Bicycle	2	0	..
Other	0	0	1
Accommodation			
Hotel	9	54	
Holiday centre	5	3	21
Camping site	19	11	9
Youth hostel	1	2	..
Rented dwelling	23	11	8
Own dwelling	13	3	10
Boat	2	1	..
Family/friends	26	14	48
Other	2	1	4
Destination			
Denmark	100	•	82
Norway	•	7	1
United Kingdom	•	4	1
Sweden	•	8	6
Germany	•	6	3
France	•	13	..
Spain	•	14	..
Greece	•	7	..
Europe, total	•	30	7
Other countries	•	11	..

Note. For trips with 1-3 nights hotels and holiday centre are combined.

Table 331

Business trips 2002

	Business trips	
	Denmark	Abroad
Trips	1 412 000	1 203 000
Nights per trip	1.89	3.69
Means of transport	per cent	
Aeroplane	10	75
Car	71	17
Bus	4	6
Train	14	1
Ship	1	2
Boat
Bicycle
Other
Destination		
Denmark	100	•
Norway	•	4
United Kingdom	•	11
Sweden	•	17
Germany	•	17
France	•	..
Spain	•	..
Greece	•	..
Europe, other	•	39
Other countries	•	12

Table 332

Holiday rates for residents in Denmark

	2001 ¹	2002 ¹
	thousands	
Population, 15 years and over	4 357	4 365
	per cent	
Pct. taking holiday trip		
1 holiday trip	33	34
2 holiday trips	18	17
3 holiday trips	8	6
4 holiday trips	3	2
5 holiday trips and more	1	1
Holiday trip, total	62	61
No holiday trip	38	39
	thousands	
Number of persons taking holiday trips	2 711	2 671
Number of holiday trips	4 700	4 551
	trips	
Trips per traveller	1.7	1.7
Trips per person	1.1	1.0

¹ Calculated as the average of 3 surveys (October, January and April).

Table 333**Hotels, camping sites, youth hostels and marinas 2003**

	Hotels, etc.	Hotel beds	Hotel rooms	Camping sites	Camping units	Youth hostels	Youth hostels beds	Marinas	Berths
All Denmark	557	106 080	41 729	440	90 600	101	11074	308	54 261
Copenhagen Municipality	67	16 744	9 150	2	550	2	776	7	2 820
Frederiksberg Municipality	4	1 421	548	-	-	-	-	-	-
Copenhagen County	25	4 965	2 629	5	1 255	2	286	10	4 206
Frederiksborg County	25	3 199	1 315	21	4 096	5	741	18	4 841
Roskilde County	11	1 522	685	7	1 755	2	232	11	2 772
West Zealand County	20	2 105	1 047	27	4 110	9	774	20	3 241
Storstrøm County	30	7 527	2 091	31	6 393	9	766	49	5 149
Bornholm Municipality	43	6 935	2 311	16	2 435	6	800	18	1 078
Funen County	46	7 071	3 125	48	9 370	11	1 092	48	8 779
South Jutland County	35	4 777	1 630	49	11 175	10	1 012	23	3 879
Ribe County	34	5 390	1 781	32	6 582	5	462	5	437
Vejle County	29	4 841	2 351	27	4 997	6	633	10	3 335
Ringkøbing County	27	4 786	1 691	31	5 504	7	534	16	1 837
Aarhus County	48	9 784	3 798	51	11 039	11	1144	27	5 460
Viborg County	19	4 387	1 285	27	4 995	4	436	15	1 636
North Jutland County	94	20 626	6 292	66	16 344	12	1 386	31	4 791

Note. Hotels, motels, inns, boarding houses and holiday centre with 40 beds or over. Camping sites with 75 camping units or over. Marinas with berths for guests.

For further information visit www.statistikbanken.dk/11

Table 334

Nights spent by type of accommodation 2003

	Hotels, etc.	Camping sites	Youth hostels	Marinas	Holiday dwellings	Total
thousand person-nights						
All Denmark	13 264	12 055	1 029	1 567	15 568	43 483
Copenhagen Municipality	3 134	-	155	27	-	3 316
Frederiksberg Municipality	168	-	-	-	-	168
Copenhagen County	678	202	41	41	0	962
Frederiksborg County	357	560	69	95	331	1 412
Roskilde County	177	231	35	11	35	489
West Zealand County	208	488	47	87	327	1 157
Storstrøm County	1 095	781	58	174	767	2 875
Bornholm Municipality	571	293	51	52	608	1 575
Funen County	794	1 363	105	416	815	3 493
South Jutland County	512	1 627	78	153	1 348	3 718
Ribe County	725	1 114	49	4	3 276	5 168
Vejle County	668	720	57	56	281	1 782
Ringkøbing County	477	713	33	20	3 494	4 737
Aarhus County	1 089	1 429	95	211	1 081	3 905
Viborg County	399	602	31	28	732	1 792
North Jutland County	2 212	1 932	126	191	2 472	6 933
Nationality:						
Denmark	7 339	8 498	652	793	2 414	19 696
Sweden	1 346	305	102	160	332	2 245
Norway	1 286	254	74	53	732	2 399
Germany	904	2 268	66	486	11 622	15 346
United Kingdom	454	26	13	493
Netherlands	247	469	17	59	314	1 106
Europe, other	823	221	70	15	155	1 284
United States	303	2	7	312
Other countries	563	14	30	607

Note. Hotels, motels, inns, boarding houses and holiday centre with 40 beds or over. Camping sites with 75 camping units or over. Marinas with berths for guests. Privately-owned holiday dwellings which are let through a Danish renting agency.

¹ Data for Copenhagen Municipality is included in Copenhagen County.

For further information visit www.statistikbanken.dk/11

Table 335

Sales and exports of goods and services by sector for engineering consultancy activities 2002

	Activities					Total	Of which export
	Engineering consultancy activities related to construction and civil engineering	Engineering consultancy activities related to industrial and mechanical engineering	Mounting and delivery of ready-made production plants	Geological surveying and prospecting activities	Other technical consultancy		
	DKK mio.						
Sales, total	15 347	4 168	4 248	572	3 945	28 280	7 835
	per cent						
Products, total	100	100	100	100	100	100	100
Projecting services	48	61	0	0	7	36	18
Project management	17	7	1	0	5	11	4
Planning and analysis related to investments (urban planning, transport, environment, etc.)	5	9	0	2	20	7	5
Activities related to maintenance, administration, etc. of buildings and plants	5	2	0	1	1	3	1
Other technical advisory services	11	8	1	91	55	17	11
Engineering design services including integrated engineering services for turnkey projects	0	2	45	0	0	7	23
Business and management consultancy services	0	2	0	0	3	1	0
Computer services	1	2	0	0	1	1	1
Construction	3	0	0	4	0	2	1
Other sales	10	8	53	2	7	16	36

Table 336

Sales of services in the sector for general and specialized cleaning
2002

	General cleaning	Specialized cleaning	Total
	DKK mio.		
Sales, total	7 006	744	7 749
	per cent		
Products, total	100	100	100
General cleaning	73	2	66
Specialized cleaning	8	87	15
of which in new buildings	0	6	1
in the health sector	5	0	5
cleaning related to insurance covered damages	1	20	2
Other services	20	11	19
Window cleaning	3	1	3
Property maintenance etc.	7	1	6
Other sales	10	9	10

Table 337

Sales and exports of goods and services in the sectors for temporary employment agencies and recruitment agencies 2002

	Temporary employment agencies		Recruitment agencies	
	Sales	Of which export	Sales	Of which export
	DKK mio.			
Total	3 271	207	410	36
	per cent			
Products, total	100	100	100	100
Placement services	3	0	76	100
Executive search services	1	-	61	100
Placement services of specialists	0	-	9	-
of which IT and computer staff	0	-	1	0
Placement services of office support personnel and other workers	2	0	6	-
Supply services of management	23	1	-	-
Supply services of management and middle management staff	1	-	-	-
Supply services of specialists	2	-	-	-
of which IT and computer staff	1	-	-	-
Supply services of office support personnel	20	1	-	-
Supply services of canteen and kitchen staff	4	-	-	-
Supply services of nursing personnel	37	77	-	-
of which nurses	12	24	-	-
social and health assistants	8	-	-	-
social and health helpers	8	-	-	-
doctors	3	50	-	-
Other personnel	6	2	-	-
Supply services of commercial workers	2	-	-	-
Supply services of non-technical industrial workers	29	23	-	-
Other supply services	1	-	-	-
Other services	1	0	24	-
of which outplacement services	0	-	2	-
other consultancy services	0	0	22	-
other services	1	-	0	-

Table 338**Sales and exports of goods and services in the sector for market research and public opinion polling activities 2002**

	Market research and public opinion polling services	
	Sales	Of which export
	DKK mio.	
Total	1 033	150
	per cent	
Products, total	100	100
Market research services	73	92
Qualitative surveys	12	10
Quantitative ad hoc surveys	27	49
Quantitative continuous/regular surveys	34	32
Public opinion polling services	13	0
Advertising services	1	6
Business and management consultancy services	1	0
Computer services	1	1
Training services	0	1
Other sales	11	0

Table 339

Sales and exports of goods and services in the sector for accounting and bookkeeping 2002

	Accounting, bookkeeping and auditing activities		Business and management consultancy activities	
	Sales	of which export	Sales	of which export
	DKK mio.			
Total	11 104	331	10 719	743
	per cent			
Products, total	100	100	100	100
Accounting, bookkeeping, auditing services and tax consultancy services	89	87	3	2
Auditing services	56	59	1	1
Accounting and bookkeeping services, except tax returns	23	10	1	1
Tax consultancy services, including tax returns	11	19	0	0
Business and management consultancy services	8	7	67	72
Business organization consultancy services	1	0	21	24
Strategic consultancy services	2	2	9	7
Financial management consultancy services	2	1	3	5
Human resources management consultancy services	1	3	14	6
Other business and management consultancy services	1	2	19	30
Computer services	1	3	18	6
Hardware consultancy services	1	1	6	0
Software and other computer consultancy services	-	2	9	5
Other computer related services	-	-	3	1
Training services	0	0	4	1
Other sales	2	3	9	19

Table 340

Sales and exports of goods and services in the sector for advertising activities 2002

	Advertising services	
	Sales	of which export
	DKK mio.	
	per cent	
Total	16 334	1 114
Products, total	100	100
Advertising services	81	83
Sale or leasing of advertising space or time	35	32
Full service advertising	27	40
Direct marketing	4	1
Advertising design	15	10
Other advertising related services	11	9
Photography services related to advertising	1	0
Production of film for advertising	2	3
Public relation services	6	2
Other advertising related services	2	4
Business and management consultancy services	1	0
Computer services	1	0
Other sales	7	8

Table 341

The ICT sector in Denmark 2001

	Enter- prises	Full-time equivalent employees	Turn- over	Wages and salaries
	number of		DKK mio.	
Private non-agricultural industries, total	195 026	1 263 222	2 215 436	395 671
ICT industries, total	9 202	104 839	203 869	43 274
Manufacturing	596	19 989	26 253	6 471
Wholesale trade	1 711	26 350	89 669	11 452
Telecommunications	236	21 290	43 461	7 805
Consultancy services	6 659	37 210	44 486	17 546

Table 342

Sales and exports of goods and services by ICT activity 2002

	Activities						Total	Of which exports
	Hardware consultancy	Software consultancy and supply	Data processing	Database activities	Maintenance and repair of office, accounting and computing machinery	Other computer-related activities		
	DKK mio.							
Sales, total	1 444	31 938	4 690	1 622	748	2 122	42 564	6 718
	per cent							
Products, total	100	100	100	100	100	100	100	100
Hardware consultancy services	48	2	1	1	2	2	3	1
Development and sale of packaged software	1	22	5	4	0	1	17	33
Development and sale of customised software	3	26	20	6	1	7	22	21
Other software and computer consultancy services	5	9	1	1	0	6	8	5
Computer facilities management and data processing	3	10	54	7	1	15	15	12
Database services	0	1	1	50	-	6	3	4
System maintenance services	4	8	2	0	5	4	6	5
Computer hardware servicing, repair and maintenance of computing machinery and equipment	4	1	0	-	64	0	2	0
Network and telecommunication services	0	3	10	24	1	51	7	13
ICT-related training	0	1	0	1	0	1	1	0
Leasing or rental services of computing machinery without operator	0	0	0	-	0	1	0	0
Resale of software	6	3	1	1	3	1	3	1
Resale of hardware and equipment	25	5	2	1	21	3	5	1
Resale of other sales	0	1	0	0	1	0	1	1
Other sales	1	8	3	4	1	2	7	2

Table 343

Enterprises' use of ICT 2002

	Internet access	Own web site	High-speed connection to the internet ²
	per cent		
All enterprises¹	91	67	59
Industry			
Manufacturing	95	74	61
Construction	87	54	35
Ws. and retail trade; hotels, restaurants	92	69	62
Transport, post and telecomm.	85	52	54
Business activities etc.	94	77	77
Full-time employees			
5-9	85	58	46
10-19	94	66	57
20-49	98	78	73
50-99	99	89	85
100 +	99	93	95

¹ Figures are based on the replies November 2002 of 3 549 enterprises with at least 5 employees. ² Broadband connection (min. 2 Mbit/sec.), ADSL etc.

Table 344**Enterprises' use of the internet (selected areas) 2002**

	Banking and financial services	Interaction with public authorities	Recruitment of personnel	Placing orders via the internet	Receiving orders via the internet
	per cent of enterprises with internet access				
All enterprises¹	82	72	21	50	28
Industry					
Manufacturing	82	73	20	50	24
Construction	83	65	11	33	23
Ws. and retail trade; hotels, restaurants	81	68	20	51	36
Transport, post and telecomm.	83	72	15	43	26
Business activities etc.	83	85	37	70	25
Full-time employees					
5-9	82	65	14	47	28
10-19	81	73	17	46	28
20-49	83	77	26	53	28
50-99	83	83	35	62	28
100 +	80	87	58	78	33

¹ Figures are based on the replies November 2002 of 3 401 enterprises with internet access and at least 5 employees.

Table 345**ICT security problems encountered by enterprises 2002**

	All enterprises ¹	5-49 full-time employees	50 or more full-time employees
	per cent of enterprises with internet access		
Virus attack	43	42	49
Software defects	33	31	46
Other internet problems	32	31	39
Hardware defects	30	28	45
Loss of data due to lack of backup	7	7	9
Denial of service attack	4	3	8
Unauthorized access	3	3	7
Sabotage	3	3	2
Economical ICT abuse	1	1	2
Blackmail or threats	1	1	0

¹ Figures are based on the replies November 2002 of 3 401 enterprises with internet access and at least 5 employees.

Table 346

Access to the internet by the population 2003

	Access to the internet, total	Access from both home and work place	Only access from home	Only access from work place
Total	79	45	26	8
Sex				
Male	80	47	26	7
Female	78	43	27	8
Age				
16-19 years	94	63	22	9
20-39 years	87	53	23	10
40-59 years	83	51	26	7
60-74 years	47	9	35	3
Employment				
Student	96	69	13	14
Wage-earning employee	71	23	39	8
Salaried employee	93	71	13	10
Self-employed	86	49	34	4
Unemployed/retired	47	0	47	0
Regions				
East of the Great Belt	82	48	26	7
West of the Great Belt	76	42	27	8

Table 347

Households possessing consumer durables

	2001	2002	2003	2001	2002	2003
	thousands			per cent		
Number of households	2 302	2 318	2 232	100	100	100
Of which possessing:						
Private home	1 413	1 334	1 300	61	58	63
Summer dwelling	240	208	272	10	9	12
Tumble dryer	978	989	1 109	42	43	50
Washing machine	1 753	1 748	1 833	76	75	82
Dishwasher	1 113	1 284	1 275	48	55	57
Microwave oven	1 285	1 350	1 442	56	58	65
Video recorder	1 897	1 896	1 796	82	82	80
CD player	2 050	2 126	529	89	92	24
PC	1 539	1 679	2 039	67	72	91
Answering machine	1 073	1 073	827	47	46	37
Mobile telephone	1 680	1 956	1 888	73	84	85
Fax	303	304	1 079	13	13	48
DVD-player	216	492	330	9	21	15
Video camera	517	498	1 759	22	21	79
CD-ROM	1 368	1 426	1 531	59	62	69
DVD for PC	477	588	920	21	25	41
Access to the internet	1 107	1 375	1 480	48	59	66

Note. The figures are based on telephone interviews with a representative sample of the population between 16 and 74 years old. The results were then weighted to the number of families in the whole country comprising one, or more than one, persons between 16 and 74 years old who live in the same dwelling and are related to each other (including co-habiting couples), although allowing for a maximum of one married/co-habiting couple per family. The results are accurate to within +/- 2.5 pct.

For further information visit www.statbank.dk/vareforbr

Table 348

Postal service

	2000	2001
Establishments	number	
Postal establishments, total	1 116	1 083
Post offices	100	94
Branch post offices	1 016	989
Letter boxes	9 806	9 837
Stamp selling establishments	5 847	5 830
Mail handled etc.	thousands	
Ordinary letters, total	1 444 200	1 414 700
Priority mail	1 143 500	1 083 200
Non-priority mail	300 700	331 500
Other mail items		
Registered and insured letters	1 985	1 832
Parcels	31 700	31 800
Cash-on-deliveries	2 833	2 487
Newspapers	437 876	408 180
Wrappers ¹	791	250
Unaddressed mail	913 410	911 247
Personnel, total	29 916	27 884

¹ Discontinued on July the 1st, 2001

Source: Post Denmark.

Table 349

Telephone service

	2001	2002
	thousands	
Telephone subscribers	3 860	3 701
Per 100 inhabitants	72	69
Mobile telephone subscribers	3 960 ¹	4 478 ¹
Per 100 inhabitants	74 ¹	83 ¹
ISDN connection	407	394
	mio. minutes	
International fixed net traffic from Denmark	728	657
Outgoing mobile traffic	2 979	3 482
	DKK mio.	
Revenue	35 126	34 588
Investments	10 646	7 652

¹ Including pre-paid cards that have been active within the last 12 months. A pre-paid card is defined as active if there has been outgoing calls from the telephone (the pre-paid card) or reloads of the pre-paid card within the last 12 months.

Source: National Telecom Agency.