

# *Services and Distribution*

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# 12

## *Services and Distribution*

- The Wages and Salaries bill for the Services Sector rose by 18% to €13bn from 2001 to 2002.
- The Wholesale and Retail Sector accounted for the biggest share of Wages and Salaries at almost €4.8bn.
- The largest growth in enterprises in percentage terms was in the Real Estate, Renting & Business Services Sector at 13%.
- Several sectors are still showing strong growth, such as Textiles and Clothing, Footwear and Leather and Electrical Goods.

## Introduction

This chapter contains information on the services sector. The information sources are the Annual Services Inquiries of 2001 and 2002 and the Retail Sales Index series.

The annual inquiries provide information on the structure of the services sectors with principal and supplementary aggregates given in the tables. Short-term indicators of activity in the retail trade sectors are provided by the Retail Sales Index which gives the monthly change in the value and volume of retail sales for various classes of retail businesses.

## Background

Following the 1988 Census of Services the CSO initiated a programme to update statistics on the services sectors on an annual basis. Up to (and including) the reference year 1995, this involved annual surveys of the major Retail and Wholesale sectors with most of the remaining services sectors being surveyed in rotation over a three year period.

From the reference year 1996 onwards the annual survey was extended to cover all distribution and most non-distributive services sectors. The sectors covered in the 2001 and 2002 surveys were Retail and Wholesale trade, Real Estate, Renting, Business and Selected Services.

## Annual surveys

The annual surveys are undertaken on a statutory basis. They are designed to provide grossed estimates of the principal trading aggregates for all enterprises in the relevant sectors. The "enterprise" was the unit used for survey purposes ie one return was sought in respect of each enterprise covering all constituent branches. A combination of a census and a stratified random sample was selected. All enterprises with 20 or more persons engaged were selected in the Retail sector, while decreasing sampling proportions were taken in the following lower persons engaged ranges:

- 10 - 19 persons
- 5 - 9 persons
- 1 - 4 persons.

For the wholesale sector, all enterprises with 10 or more persons engaged were selected. A sample of 1 in 3 was taken for enterprises with 5-9 persons engaged and 1 in 6 enterprises with 1-4 persons engaged were selected. In the case of the other services sectors surveyed, all enterprises with 20 or more persons engaged were selected. A sample of 2 in 3 was taken for enterprises with 10-19 persons engaged and decreasing proportions were selected in the lower persons engaged ranges. The business classification used for these inquiries is the Statistical Classification of Economic Activities in the European Community (NACE Rev. 1.1).

### **Results for the wholesale and retail trade**

The estimated total annual turnover of wholesale and retail enterprises increased from €62.5bn in 2001 to €69bn in 2002 – an increase of 10 per cent in 2002. Tables 12.1 and 12.2 give some principal aggregates for the Retail and Wholesale enterprises for the years 2001 and 2002.

### **Results for hotels and restaurants**

Turnover in the Hotels and Restaurants sector increased by 9 per cent from €6.4 billion in 2001 to almost €7bn in 2002.

Tables 12.3 and 12.4 give some principal aggregate for the Hotels and Restaurants sector for each of the years 2001 and 2002.

### **Results for transport, storage and communications**

These sectors showed an increase in turnover of 22 per cent from €13.8bn in 2001 to €16.8bn in 2002.

Tables 12.5 and 12.6 give some principal aggregates for the years 2001 and 2002.

### **Results for real estate, renting and business services sectors**

These sectors showed an increase in turnover of 12 per cent from almost €17.6bn in 2001 to €19.8bn in 2002.

Tables 12.7 and 12.8 give some principal aggregates for the years 2001 and 2002.

For the activity "Buying selling or letting of own or leased property", the property activities of private households have been excluded where possible.

### **Retail Sales Index**

Tables 12.11 and 12.12 give value indices and volume indices respectively, for 13 categories of business and combined groups for each of the years 2001 to 2004. The Retail Sales Index base year is now 2000.

**All relevant tables**

Turnover (excluding VAT) and Purchases of Goods for Direct Resale (excluding VAT) indicated for NACE 50 include Vehicle Registration Tax.

Gross Value Added = Gross Margin minus Purchases of Other Goods and Services (excluding VAT).

Persons Engaged and employment details shown relate to the week-ending 6 September 2001 and 8 September 2002.

**Table 12.13**

'Books' includes school library stock.

**Table 12.16**

Note 1 This index excludes traffic from elections, referenda, flotations and foreign administrations in each year.

Note 2 This index reflects changes to published tariffs for all weight steps and it covers all services. It is adjusted for inflation by dividing by the Consumer Price Index.

<sup>1</sup> FTE = Full-time equivalent

<sup>2</sup> Weekly average

<sup>3</sup> Overtime hours converted to basic hours in FTE

n/a = Data not available pre-2002

**Table 12.1 Principal aggregates for enterprises classified by NACE Rev.1.1 Section G in the State, 2001**

Business	NACE code	Enterprises	Turnover excluding VAT	Gross value added	Persons Engaged
		No.	€000	€000	No.
<b>Wholesale and retail trade; repair of motor vehicles, motorcycles and personal and household goods</b>	<b>Section G</b>				
Sale of motor vehicles	50.1	884	9,567,973	678,527	12,344
Maintenance and repair of motor vehicles	50.2	2,229	820,792	161,662	6,730
Sale of motor vehicle parts and accessories	50.3	839	1,524,164	154,090	4,462
Sale, maintenance and repair of motorcycles and related parts and accessories	50.4	77	94,877	9,043	294
Retail sale of automotive fuel	50.5	923	1,815,379	141,471	7,611
Wholesale on a fee or contract basis	51.1	629	283,000	80,264	2,732
Wholesale of agricultural raw materials and live animals	51.2	179	784,307	82,033	1,910
Wholesale of food, beverages and tobacco	51.3	1,009	9,896,795	1,399,331	16,713
Wholesale of household goods	51.4	758	4,712,895	743,983	11,294
Wholesale of non-agricultural intermediate products, waste and scrap	51.5	795	7,492,034	911,329	13,383
Wholesale of machinery, equipment and supplies	51.8	714	5,506,899	193,639	11,208
Other wholesale	51.9	593	1,804,136	270,629	4,390
Retail sale in non-specialised stores	52.1	4,241	9,069,928	1,688,973	68,484
Retail sale of food, beverages and tobacco in specialised stores	52.2	2,191	1,081,407	218,535	8,913
Retail sale of pharmaceutical and medical goods, cosmetic and toilet articles	52.3	914	1,189,344	287,321	7,014
Other retail sale of new goods in specialised stores	52.4	8,704	6,431,359	1,412,546	52,253
Retail sale of second-hand goods in stores	52.5	305	65,500	17,305	1,109
Retail sale not in stores	52.6	216	292,235	52,610	1,245
Repair of personal and household goods	52.7	707	90,417	40,354	1,834
<b>Total</b>		<b>26,906</b>	<b>62,523,441</b>	<b>8,543,644</b>	<b>233,926</b>

Source: CSO

**Table 12.2 Principal aggregates for enterprises classified by NACE Rev.1.1 Section G in the State, 2002**

Business	NACE code	Enterprises	Turnover excluding VAT	Gross value added	Persons Engaged
		No.	€000	€000	No.
<b>Wholesale and retail trade; repair of motor vehicles, motorcycles and personal and household goods</b>	<b>Section G</b>				
Sale of motor vehicles	50.1	1,184	10,010,443	885,577	14,624
Maintenance and repair of motor vehicles	50.2	2,219	676,110	166,097	6,613
Sale of motor vehicle parts and accessories	50.3	809	779,114	132,737	4,264
Sale, maintenance and repair of motorcycles and related parts and accessories	50.4	55	52,472	6,090	252
Retail sale of automotive fuel	50.5	942	1,965,543	160,063	8,659
Wholesale on a fee or contract basis	51.1	737	630,118	133,322	3,222
Wholesale of agricultural raw materials and live animals	51.2	243	1,681,578	165,032	3,054
Wholesale of food, beverages and tobacco	51.3	1,238	10,311,964	1,317,618	18,794
Wholesale of household goods	51.4	970	6,452,421	1,104,634	13,833
Wholesale of non-agricultural intermediate products, waste and scrap	51.5	943	8,089,371	957,359	13,875
Wholesale of machinery, equipment and supplies	51.8	872	5,888,075	-4,320	12,394
Other wholesale	51.9	702	1,696,160	284,931	5,171
Retail sale in non-specialised stores	52.1	4,431	10,429,607	1,970,640	74,161
Retail sale of food, beverages and tobacco in specialised stores	52.2	2,279	1,093,048	198,188	9,760
Retail sale of pharmaceutical and medical goods, cosmetic and toilet articles	52.3	974	1,381,382	363,091	8,188
Other retail sale of new goods in specialised stores	52.4	9,318	7,397,086	1,586,912	58,961
Retail sale of second-hand goods in stores	52.5	285	52,631	14,591	815
Retail sale not in stores	52.6	291	242,101	63,676	1,111
Repair of personal and household goods	52.7	747	99,062	45,140	1,981
<b>Total</b>		<b>29,239</b>	<b>68,928,285</b>	<b>9,551,377</b>	<b>259,732</b>

Source: CSO



**Table 12.3 Principal aggregates for enterprises classified by NACE Rev.1.1 Section H in the State, 2001**

Business	NACE code	Enterprises	Turnover excluding VAT	Gross value added	Persons Engaged
		No.	€000	€000	No.
<b>Hotels and restaurants</b>	<b>Section H</b>				
Hotels	55.1	658	1,822,577	809,959	35,290
Restaurants	55.3	3,484	1,316,079	507,682	32,607
Bars	55.4	6,142	2,750,189	791,071	42,120
Canteens and catering	55.5	196	485,856	188,412	8,410
<b>Total</b>		<b>10,480</b>	<b>6,374,701</b>	<b>2,297,124</b>	<b>118,427</b>

Source: CSO

TABLE 12.3

TABLE 12.4

**Table 12.4 Principal aggregates for enterprises classified by NACE Rev.1.1 Section H in the State, 2002**

Business	NACE code	Enterprises	Turnover excluding VAT	Gross value added	Persons Engaged
		No.	€000	€000	No.
<b>Hotels and restaurants</b>	<b>Section H</b>				
Hotels	55.1	776	1,961,718	849,766	38,799
Restaurants	55.3	3,945	1,602,158	655,990	36,498
Bars	55.4	6,778	3,022,493	934,382	42,193
Canteens and catering	55.5	276	368,927	102,192	8,228
<b>Total</b>		<b>11,775</b>	<b>6,955,296</b>	<b>2,542,331</b>	<b>125,718</b>

Source: CSO

**Table 12.5 Principal aggregates for enterprises classified by NACE Rev.1.1 Section I in the State, 2001**

Business	NACE code	Enterprises	Turnover excluding VAT	Gross value added	Persons Engaged
		No.	€000	€000	No.
<b>Transport, storage and communication</b>	<b>Section I</b>				
Land transport; transport via pipelines	60	3,661	2,151,375	798,816	26,567
Water and air transport	61-62	47	2,299,164	837,286	9,953
Cargo handling and storage; other supporting transport activities	63.1-63.2	228	778,550	346,347	6,851
Activities of travel agencies and tour operators; tourist assistance activities nec; activities of other transport agencies	63.3-63.4	514	2,604,219	470,684	9,560
Post and telecommunications	64	706	5,942,093	2,287,026	25,574
<b>Total</b>		<b>5,156</b>	<b>13,775,401</b>	<b>4,740,159</b>	<b>78,505</b>

Source: CSO

**Table 12.6 Principal aggregates for enterprises classified by NACE Rev.1.1 Section I in the State, 2002**

Business	NACE code	Enterprises	Turnover excluding VAT	Gross value added	Persons Engaged
		No.	€000	€000	No.
<b>Transport, storage and communication</b>	<b>Section I</b>				
Land transport; transport via pipelines	60	3,771	2,154,856	827,955	27,650
Water and air transport	61-62	76	2,463,897	1,106,067	8,059
Cargo handling and storage; other supporting transport activities	63.1-63.2	325	872,415	411,980	7,396
Activities of travel agencies and tour operators; tourist assistance activities nec; activities of other transport agencies	63.3-63.4	579	2,679,597	549,439	10,650
Post and telecommunications	64	1,049	8,675,187	4,684,639	30,657
<b>Total</b>		<b>5,799</b>	<b>16,845,951</b>	<b>7,580,080</b>	<b>84,411</b>

Source: CSO

**Table 12.7 Principal aggregates for enterprises classified by NACE Rev.1.1 Section K in the State, 2001**

Business	NACE code	Enterprises	Turnover excluding VAT	Gross value added	Persons Engaged
		No.	€000	€000	No.
<b>Real estate, renting and business activities</b>	<b>Section K</b>				
Real estate activities with own property	70.1	487	853,771	335,104	1,392
Letting of own property	70.2	1,672	331,339	266,459	3,774
Real estate activities on a fee or contract basis	70.3	1,375	496,123	345,268	5,920
Renting of automobiles	71.1	34	191,389	44,006	698
Renting of other transport equipment (excl renting of air transport equipment)	71.2	63	42,195	21,618	222
Renting of other machinery and equipment	71.3	934	371,371	202,369	3,862
Renting of personal and household goods nec	71.4	279	181,087	76,592	3,320
Hardware consultancy	72.1	261	147,638	90,413	1,430
Software consultancy and supply	72.2	2,203	5,400,361	1,943,131	16,050
Database processing and activities	72.3-72.4	59	264,276	209,619	1,717
Maintenance and repair of office, accounting and computing machinery	72.5	77	26,133	11,844	359
Other computer related activities	72.6	584	299,445	122,449	2,704
Research and development	73	152	143,065	85,410	1,008
Legal, accounting, book-keeping and auditing activities; tax consultancy; market research and public opinion polling; business and management consultancy; holdings	74.1	5,858	3,588,802	2,493,459	38,909
Architectural and engineering activities and related technical consultancy	74.2	2,679	1,659,856	868,961	15,326
Technical testing and analysis	74.3	45	54,280	25,032	847
Advertising	74.4	260	625,355	174,413	2,948
Labour recruitment and provision of personnel	74.5	367	456,703	247,906	8,659
Investigation and security activities	74.6	274	257,842	188,380	7,271
Industrial cleaning	74.7	320	297,885	210,943	16,536
Miscellaneous business activities nec	74.8	2,240	1,893,792	318,250	10,465
<b>Total</b>		<b>20,222</b>	<b>17,582,709</b>	<b>8,281,627</b>	<b>143,418</b>

Source: CSO

TABLE 12.7

**Table 12.8 Principal aggregates for enterprises classified by NACE Rev.1.1 Section K in the State, 2002**

Business	NACE code	Enterprises	Turnover excluding VAT	Gross value added	Persons Engaged
		No.	€000	€000	No.
<b>Real estate, renting and business activities</b>	<b>Section K</b>				
Real estate activities with own property	70.1	575	880,943	422,517	1,806
Letting of own property	70.2	1,874	476,617	311,208	4,678
Real estate activities on a fee or contract basis	70.3	1,468	863,536	477,136	6,367
Renting of automobiles	71.1	80	280,981	92,516	1,002
Renting of other transport equipment (excl renting of air transport equipment)	71.2	100	63,347	26,838	486
Renting of other machinery and equipment	71.3	1,118	454,918	248,212	4,785
Renting of personal and household goods nec	71.4	342	228,058	93,024	3,786
Hardware consultancy	72.1	444	445,537	162,839	2,184
Software consultancy and supply	72.2	2,260	5,640,207	2,240,972	16,518
Database processing and activities	72.3-72.4	147	151,545	80,757	1,695
Maintenance and repair of office, accounting and computing machinery	72.5	65	23,965	13,464	260
Other computer related activities	72.6	274	350,208	120,065	1,553
Research and development	73	183	158,134	91,642	1,411
Legal, accounting, book-keeping and auditing activities; tax consultancy; market research and public opinion polling; business and management consultancy; holdings	74.1	6,648	3,937,221	2,536,066	42,192
Architectural and engineering activities and related technical consultancy	74.2	3,156	2,246,776	988,532	17,854
Technical testing and analysis	74.3	49	69,949	37,174	907
Advertising	74.4	344	825,933	161,668	3,247
Labour recruitment and provision of personnel	74.5	478	591,182	313,653	11,336
Investigation and security activities	74.6	272	265,522	208,547	7,389
Industrial cleaning	74.7	480	327,004	251,352	19,168
Miscellaneous business activities nec	74.8	2,502	1,518,504	521,029	13,375
<b>Total</b>		<b>22,857</b>	<b>19,800,086</b>	<b>9,399,209</b>	<b>162,000</b>

Source: CSO

TABLE 12.8

**Table 12.9 Principal aggregates for enterprises classified by NACE Rev.1.1 Section 0 in the State, 2001**

Business	NACE code	Enterprises	Turnover excluding VAT	Gross value added	Persons Engaged
			No.	€000	€000
<b>Other community, social and personal service activities</b>	<b>Section 0</b>				
Motion picture and video activities	92.1	76	95,936	44,848	1,481
Other entertainment activities	92.3	245	114,319	49,842	2,141
Sporting activities	92.6	918	511,968	280,760	9,379
Other recreational activities	92.7	304	517,371	341,782	3,340
Other service activities	93	4,650	746,398	401,056	18,004
<b>Total</b>		<b>6,193</b>	<b>1,985,992</b>	<b>1,118,288</b>	<b>34,345</b>

Source: CSO

TABLE 12.9

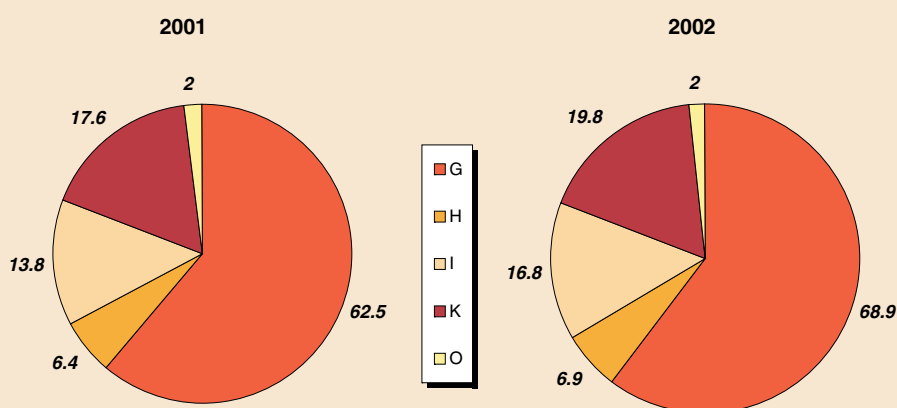
**Table 12.10 Principal aggregates for enterprises classified by NACE Rev.1.1 Section 0 in the State, 2002**

Business	NACE code	Enterprises	Turnover excluding VAT	Gross value added	Persons Engaged
			No.	€000	€000
<b>Other community, social and personal service activities</b>	<b>Section 0</b>				
Motion picture and video activities	92.1	69	100,706	47,145	1,357
Other entertainment activities	92.3	307	155,525	68,390	2,687
Sporting activities	92.6	872	499,529	232,400	8,440
Other recreational activities	92.7	379	556,080	369,213	4,802
Other service activities	93	5,015	702,416	372,603	19,729
<b>Total</b>		<b>6,643</b>	<b>2,014,257</b>	<b>1,089,753</b>	<b>37,015</b>

Source: CSO

TABLE 12.10

**Turnover per sector in € billions**



**Table 12.11 Value indices of retail sales**

Base year 2000=100

<b>Business</b>	<b>2000</b>	<b>2001</b>	<b>2002</b>	<b>2003</b>	<b>2004</b>
Motor trades - NACE 50	100.0	89.6	88.3	89.7	95.4
Non-specialised stores (excluding department stores) - NACE 52.11	100.0	109.7	116.4	122.2	128.2
Department stores - NACE 52.12	100.0	110.5	117.7	120.4	122.7
<i>of which</i>					
<i>Clothing and footwear</i>	100.0	105.9	113.3	118.8	127.5
<i>Furniture, soft furnishings etc</i>	100.0	100.3	106.3	105.6	106.9
<i>Other goods and services</i>	100.0	118.7	126.1	126.4	121.6
Food, beverages and tobacco	100.0	105.2	111.4	115.1	118.0
Pharmaceutical, medical and cosmetic articles	100.0	115.1	121.5	132.3	140.0
Textiles and clothing	100.0	110.7	112.8	116.5	121.7
Footwear and leather	100.0	110.9	112.8	115.9	117.3
Furniture and lighting	100.0	111.1	110.6	107.8	113.8
Electrical goods	100.0	117.8	123.7	122.6	121.9
Hardware, paints and glass	100.0	117.2	120.6	125.2	138.6
Books, newspapers and stationery	100.0	108.7	111.2	117.0	118.4
Other retail sales	100.0	110.8	111.7	115.3	119.8
Bars - NACE 55.4	100.0	105.3	108.7	110.8	108.3
All businesses excluding motor trades	100.0	110.1	114.8	119.2	123.5
<b>All businesses</b>	<b>100.0</b>	<b>103.3</b>	<b>105.9</b>	<b>109.3</b>	<b>114.1</b>
<b>Combined groups</b>					
Clothing and footwear	100.0	110.8	112.8	116.4	121.1
Household goods	100.0	116.3	119.8	121.0	128.0
Books, newspapers, stationery and other goods	100.0	110.4	111.6	115.6	119.5
Food businesses (Sum 2,4)	100.0	109.2	115.9	121.5	127.2
All non-food (Sum 3,5-12)	100.0	112.6	115.8	119.7	124.9
NACE 52 (all business excluding motor trades and bars)	100.0	110.9	115.8	120.6	126.1

Source: CSO

TABLE 12.11

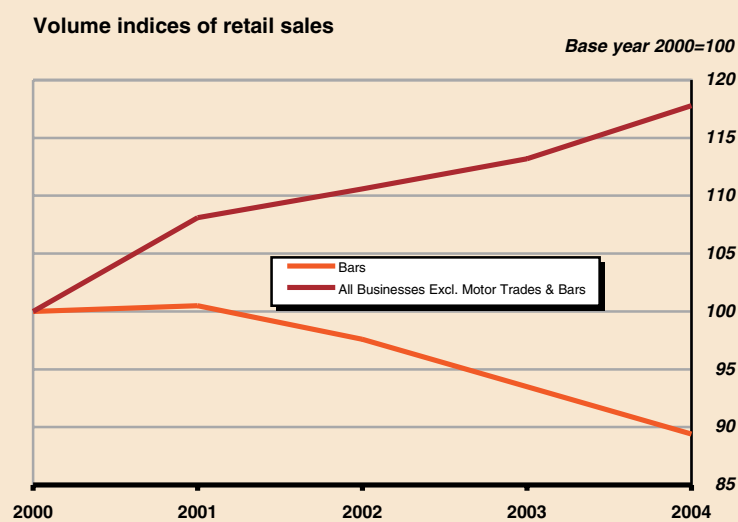
**Table 12.12 Volume indices of retail sales**

Base year 2000=100

Business	2000	2001	2002	2003	2004
Motor trades - NACE 50	100.0	89.0	85.8	85.1	88.9
Non-specialised stores (excluding department stores) - NACE 52.11	100.0	103.8	106.2	108.8	113.4
Department stores - NACE 52.12	100.0	109.9	117.5	121.3	125.6
Food, beverages and tobacco	100.0	98.8	100.0	100.1	101.3
Pharmaceutical, medical and cosmetic articles	100.0	110.3	111.4	117.2	122.3
Textiles and clothing	100.0	114.1	120.9	129.2	139.0
Footwear and leather	100.0	113.7	120.4	129.4	136.7
Furniture and lighting	100.0	107.3	104.3	100.3	105.8
Electrical goods	100.0	115.2	117.5	114.6	116.5
Hardware, paints and glass	100.0	112.7	111.2	111.1	120.4
Books, newspapers and stationery	100.0	103.3	101.6	103.3	102.6
Other retail sales	100.0	107.3	105.0	105.5	108.0
Bars - NACE 55.4	100.0	100.5	97.6	93.5	89.4
All businesses excluding motor trades	100.0	107.1	108.9	110.6	113.9
<b>All businesses</b>	<b>100.0</b>	<b>101.5</b>	<b>101.7</b>	<b>102.6</b>	<b>105.7</b>
<b>Combined groups</b>					
Clothing and footwear	100.0	114.0	120.8	129.2	138.6
Household goods	100.0	112.5	112.0	110.1	115.3
Books, newspapers, stationery and other goods	100.0	106.2	103.8	104.4	106.3
Food businesses (Sum 2,4)	100.0	103.1	105.2	107.3	111.4
All non-food (Sum 3,5-12)	100.0	111.1	111.5	112.8	116.2
NACE 52 (all business excluding motor trades and bars)	100.0	108.1	110.6	113.2	117.8

Source: CSO

TABLE 12.12



**Table 12.13 Public Library stocks and issues**

	<i>Number</i>						
	1995	1996	1997	1998	1999	2000	2001
<b>Books</b>							
Total in stock	11,382,157	11,164,745	10,496,739	10,831,591	11,352,868	11,565,923	11,869,969
Number added to stock	502,965	628,516	624,573	623,469	847,203	929,555	966,338
Number withdrawn from stock	328,378	281,336	382,243	299,441	296,019	556,436	459,068
<b>Non-book items</b>							
Total in stock	240,891	270,519	284,264	290,092	321,734	361,065	393,657
Number added to stock	14,778	29,954	22,973	22,877	34,623	34,111	37,456
Number withdrawn from stock	2,059	3,878	9,696	4,010	5,555	5,723	6,963
<b>Book issues</b>							
Adult non-fiction	2,879,811	2,955,803	2,962,012	3,090,054	2,944,297	2,890,649	2,984,930
Adult fiction	4,940,430	4,925,555	4,751,365	4,706,387	4,562,461	4,506,037	4,544,671
Children's	4,535,677	4,686,943	4,659,944	4,644,323	4,439,562	4,222,002	4,656,617
<b>Total</b>	<b>12,355,918</b>	<b>12,568,301</b>	<b>12,373,321</b>	<b>12,440,764</b>	<b>11,946,320</b>	<b>11,618,688</b>	<b>12,186,218</b>
Book issues per head of population	3.5	3.5	3.4	3.4	3.3	3.2	3.4
Non-book issues	429,226	597,324	562,525	586,786	563,484	650,078	693,883
<b>Total issues</b>	<b>12,785,144</b>	<b>13,165,625</b>	<b>12,935,846</b>	<b>13,027,550</b>	<b>12,509,804</b>	<b>12,268,766</b>	<b>12,880,101</b>

Source: Library Council of Ireland



**Table 12.14 Public Library service points**

	<i>Number</i>							
	1994	1995	1996	1997	1998	1999	2000	2001
Branches	317	319	318	321	321	326	331	338
Centres	91	80	101	86	81	57	82	53
Other service points	79	799	787	578	638	632	555	571
Mobile library units	29	28	28	27	27	26	26	29
Primary schools served	2,762	3,328	2,995	3,100	3,043	3,123	3,144	3,149
Total schools served	2,877	3,396	3,063	3,173	3,121	3,197	3,180	3,179

Source: Library Council of Ireland

**Table 12.15 Public Library staff, registered readers and expenditure**

	<i>Number</i>							
	1995	1996	1997	1998	1999	2000	2001	
<b>Staff</b>								
Professional grades	265	262	256	267	259	291	341	
Para-professional grades	874	868	888	860	867	898	979	
Other grades	183	192	188	206	204	194	200	
<b>Total</b>	<b>1,322</b>	<b>1,322</b>	<b>1,332</b>	<b>1,333</b>	<b>1,330</b>	<b>1,383</b>	<b>1,519</b>	
<b>Registered readers</b>								
Adults	541,234	533,747	546,770	519,083	546,309	578,492	497,371	
Children	314,215	317,048	315,463	305,902	301,770	316,114	285,970	
<b>Total</b>	<b>855,449</b>	<b>850,795</b>	<b>862,233</b>	<b>824,985</b>	<b>848,079</b>	<b>894,606</b>	<b>783,341</b>	
<b>Expenditure</b>								€
Salaries	22,345,225	24,503,381	25,788,491	29,473,640	29,146,497	25,016,057	40,497,608	
Acquisitions	5,870,810	6,680,266	6,986,900	6,605,335	7,422,381	7,257,872	10,621,216	
<b>Total</b>	<b>38,258,803</b>	<b>41,358,460</b>	<b>44,516,848</b>	<b>48,387,858</b>	<b>51,140,140</b>	<b>45,237,335</b>	<b>66,004,561</b>	
Expenditure per head of population	10.86	11.4	12.28	13.34	14.11	12.48	14.34	

Source: Library Council of Ireland

TABLE 12.14  
TABLE 12.15

**Table 12.16 An Post – operational statistics**

	2000	2001	2002	2003	2004
<b>Mail</b>					
Traffic index (1999=100)	107.8	113.0	115.1	115.5	115.2
Tariff index (1999=100)	100	100	103.4	108.6	114.3
Tariff index adjusted for inflation (1999=100)	94.7	90.3	89.2	90.6	93.3
Letter post items delivered (millions)	733.6	779.8	790.6	742.3	757.2
Letter post items per capita	193.7	203.1	201.8	186.6	187.4
<b>System size</b>					
Number of delivery points (millions)	1,410	1,482	1,598	1,685	1,765
Post office network	97	96	96	92	90
Company post offices	1,817	1,687	1,584	1,417	1,365
Sub-post offices	–	–	86	149	159
Postal agencies	1,914	1,783	1,766	1,658	1,614
Other company premises	52	54	58	62	62
Number of motor vehicles	2,643	2,901	2,917	3,011	2,908
<b>Personnel (staff numbers at 31 December)</b>					
Headquarters	611	626	675	588	567
Savings/remittance services	351	357	340	327	299
Inspection	63	51	49	47	45
Postmen/postwomen	4,486	4,427	4,722	4,680	4,520
Postal sorters	1,137	1,104	1,215	1,281	1,313
Post office clerks	1,204	1,136	1,145	1,126	1,094
Other grades	734	744	803	817	790
Temporary	635	1,085	864	1,010	1,019
<b>Total An Post staff</b>	<b>9,221</b>	<b>9,530</b>	<b>9,813</b>	<b>9,876</b>	<b>9,647</b>
Total An Post staff (FTE) <sup>1</sup>	n/a	n/a	9,416	9,411	9,164
Casual staff (FTE) <sup>2</sup>	n/a	n/a	349	386	358
Overtime hours (FTE) <sup>3</sup>	n/a	n/a	2,813	2,121	1,918
<b>Grand Total</b>	<b>n/a</b>	<b>n/a</b>	<b>12,578</b>	<b>11,918</b>	<b>11,440</b>
Subsidiary companies	235	309	577	622	577
<b>Postmasters: engaged as agents</b>	<b>1,751</b>	<b>1,687</b>	<b>1,584</b>	<b>1,417</b>	<b>1,365</b>
<b>Value of savings services funds at 31 December (Note 1)</b>	<b>€m</b> <b>4,998</b>	<b>€m</b> <b>4,806</b>	<b>€m</b> <b>4,794</b>	<b>€m</b> <b>5,004</b>	<b>€m</b> <b>5,311</b>
<b>Counters: Business value</b>					
<b>Postal Services - Sales of postage stamps (Note 2)</b>	<b>109</b>	<b>113</b>	<b>121</b>	<b>132</b>	<b>137</b>
<b>Remittance Services - Postal money orders issued</b>	<b>575</b>	<b>666</b>	<b>619</b>	<b>564</b>	<b>496</b>
<b>Post office savings services</b>					
Savings bank deposits	401	624	746	792	812
Savings bank withdrawals	354	498	590	621	645
Savings certificates issued	208	211	217	347	417
Savings certificates repaid	579	648	611	757	811
Instalment savings issued	61	68	63	67	72
Instalment savings repaid	105	136	147	134	131
Savings bonds issued	243	233	263	469	505
Savings bonds repaid	533	461	332	360	329
<b>Pensions, allowances and social welfare benefits</b>					
Child benefits paid	488	707	1,016	1,101	1,101
Unemployment benefits paid	814	847	990	1,042	1,069
Old age pensions paid	888	983	1,083	1,140	1,195
Widows/orphans pensions paid	589	652	726	766	815
Other allowances	1,751	1,828	2,060	2,167	2,228
<b>Other miscellaneous</b>	<b>1,091</b>	<b>1,275</b>	<b>1,679</b>	<b>2,316</b>	<b>2,969</b>
	<i>000s</i>	<i>000s</i>	<i>000s</i>	<i>000s</i>	<i>000s</i>
<b>Billpay volumes</b>	<b>12,232</b>	<b>13,730</b>	<b>17,533</b>	<b>21,238</b>	<b>23,329</b>
<b>TV licence sales</b>	<b>1,057</b>	<b>1,097</b>	<b>1,167</b>	<b>1,176</b>	<b>1,241</b>

Source: An Post



