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## BUSINESS STATISTICS

### OTHER SERVICES TURNOVER INDICES IN BIH, IV QUARTER 2024

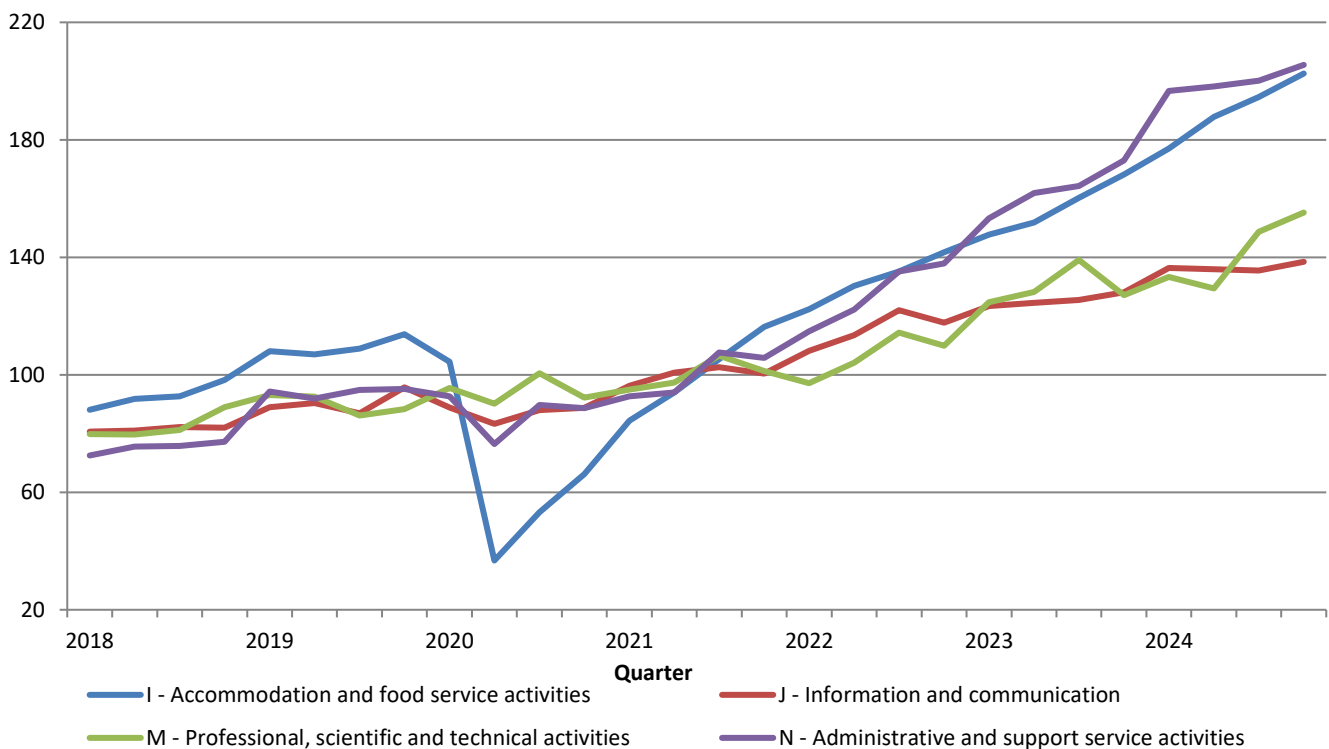
The total seasonally adjusted turnover on other services in the fourth quarter of 2024 increased by 3.1% compared to the third quarter of 2024. The increase of turnover was recorded in accommodation and food service activities by 4.1%, information and communications activities by 2.2%, professional, scientific and technical activities by 4.4% and administrative and support service activities by 2,7%.

The highest increase in turnover was recorded in travel agency, tour operator reservation service and related activities by 29.9% while the largest decrease in turnover was recorded in information and communication activities by 27.5%

The other services turnover index in the fourth quarter of 2024 increased by 55.4% compared to the base (2021) year. Turnover index increased in accommodation and food service activities by 102.6%, information and communication by 38.5%, professional, scientific and technical activities by 55.2% and in administrative and support service activities by 105.5% compared to the base (2021) year.

Data are seasonally adjusted.

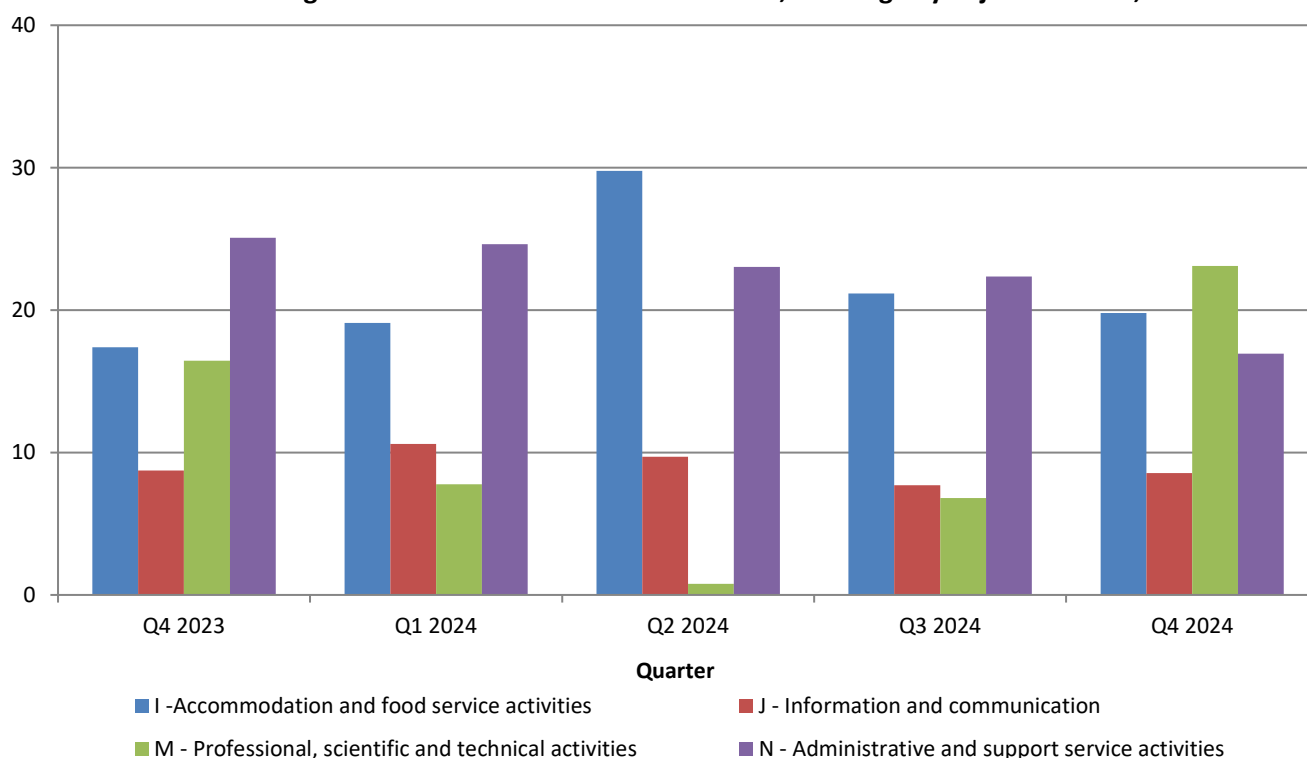
Other services turnover indices, seasonally adjusted series BiH, 2021=100



The total turnover of other services, working day adjusted, in the fourth quarter of 2024 increased by 14.7% compared to the same quarter of the previous year. The turnover increased in the accommodation and food service activities by 19.8%, information and communication by 8.6%, professional, scientific and technical activities by 23.1% and in administrative and support service activities by 16.9%.

The highest increase in turnover was recorded in the travel agency, tour operator reservation service and related activities by 94.7%, while the highest decline in turnover was recorded in the information and communications activities by 25.5%. Data are working days adjusted.

**Annual growth rates in other services turnover, working day adjusted series, BiH**



In the structure of the realized turnover of other services (gross, unadjusted data) in the fourth quarter of 2024 the largest share was in information and communication activities (48.2%), followed by professional, scientific and technical activities (29.9%), administrative and support service activities (11.3%), and accommodation and food service activities (10.7%).

**Table 1: Basic value indicators of other services turnover in BiH**

Name of activity- KD BiH 2010	seasonally adjusted data				working day adjusted data		
	IV 2024	III 2024	IV 2024	IV 2024	IV 2024	III 2024	II 2024
	III 2024	II 2024	ø2023	ø2021	IV 2023	III 2023	II 2023
Total services	3.1	4.0	16.8	55.4	14.7	11.1	11.0
I - Accommodation and food service activities	4.1	3.6	29.0	102.6	19.8	21.2	29.8
J - Information and communication	2.2	-0.3	10.5	38.5	8.6	7.7	9.7
M <sup>1</sup> - Professional, scientific and technical activities	4.4	14.9	19.6	55.2	23.1	6.8	0.8
N <sup>2</sup> - Administrative and support service activities	2.7	1.0	26.0	105.5	16.9	22.4	23.0

*\*data for previous period are revised*

<sup>1</sup> *excluding group 70.1 and divisions 72 i 75*

<sup>2</sup> *excluding division 77 and groups 81.1 i 81.3*

**Table 2: Quarterly growth rates of other services turnover calculated from value indices**

Code KD BiH 2010	Activity- KD BiH 2010	IV 2023	I 2024	II 2024	III 2024	IV 2024
		III 2023	IV 2023	I 2024	II 2024	III 2024
<b>I, J, M, N</b>	<b>Total services</b>	-0.2	6.7	0.0	4.0	3.1
	<b>I Accommodation and food service activities</b>	4.9	5.3	6.1	3.6	4.1
I55	Accommodation	3.9	2.9	4.4	1.4	0.6
I56	Food and beverage service activities	5.8	7.2	7.4	5.3	6.7
	<b>J Information and communication</b>	2.0	6.5	-0.3	-0.3	2.2
J58	Publishing activities	8.0	13.9	5.3	7.3	2.1
J59	Motion picture, video and television programme production, sound recording and music publishing activities	8.4	71.3	0.9	8.9	-13.0
J60	Programming and broadcasting activities	2.1	1.8	2.8	1.2	-1.1
J61	Telecommunications	-0.1	2.3	1.0	-0.4	1.7
J62	Computer programming, consultancy and related activities	2.8	11.4	-2.2	-3.4	7.5
J63	Information service activities	12.7	-11.7	-2.4	20.0	-27.5
	<b>M<sup>1</sup> Professional, scientific and technical activities</b>	-8.6	4.8	-2.9	14.9	4.4
M69, M70.2	Legal and accounting activities, Management consultancy activities	0.5	17.3	3.4	5.4	-2.2
M71	Architectural and engineering activities; technical testing and analysis	-15.2	-3.3	-2.4	26.2	7.1
M73	Advertising and market research	-1.7	12.8	-9.0	3.1	4.7
M74	Other professional, scientific and technical activities	6.8	0.1	-4.4	5.3	3.8
	<b>N<sup>2</sup> Administrative and support service activities</b>	5.3	13.7	0.8	1.0	2.7
N78	Employment activities	5.1	20.5	7.3	0.4	8.1
N79	Travel agency, tour operator reservation service and related activities	-14.4	71.4	-9.5	-3.4	29.9
N80	Security and investigation activities	7.5	4.4	-0.8	4.7	-7.2
N81.2	Cleaning activities	13.4	-12.0	9.6	14.0	-4.9
N82	Office administrative, office support and other business support activities	13.1	-1.2	6.1	-0.3	-6.6

*\*seasonally adjusted data*

*\*data for previous period are revised*

<sup>1</sup> *excluding group 70.1 and divisions 72 i 75*

<sup>2</sup> *excluding division 77 and groups 81.1 i 81.3*

**Table 3: Annual growth rates of other services turnover calculated from value indices**

<b>Code KD BiH 2010</b>	<b>Activity- KD BiH 2010</b>	<b>I 2024 I 2023</b>	<b>II 2024 II 2023</b>	<b>III 2024 III 2023</b>	<b>IV 2024 IV 2023</b>	<b>I-IV 2024 I-IV 2023</b>
<b>I, J, M, N</b>	<b>Total services</b>	12.3	11.0	11.1	14.7	12.3
<b>I</b>	<b>Accommodation and food service activities</b>	19.1	29.8	21.2	19.8	22.5
I55	Accommodation	8.4	24.0	16.1	8.3	14.8
I56	Food and beverage service activities	27.2	35.0	26.1	28.7	29.0
<b>J</b>	<b>Information and communication</b>	10.6	9.7	7.7	8.6	9.1
J58	Publishing activities	1.3	4.2	38.8	31.7	19.8
J59	Motion picture, video and television programme production, sound recording and music publishing activities	72.2	122.3	104.0	63.7	87.1
J60	Programming and broadcasting activities	3.7	9.8	14.1	-1.8	6.1
J61	Telecommunications	5.5	5.5	1.8	5.4	4.5
J62	Computer programming, consultancy and related activities	14.3	13.0	8.2	13.2	12.2
J63	Information service activities	29.4	3.7	17.1	-25.5	3.6
<b>M<sup>1</sup></b>	<b>Professional, scientific and technical activities</b>	7.8	0.8	6.8	23.1	10.2
M69, M70.2	Legal and accounting activities, Management consultancy activities	39.8	42.2	28.9	24.5	33.3
M71	Architectural and engineering activities; technical testing and analysis	-2.6	-13.4	1.1	27.6	4.4
M73	Advertising and market research	4.7	8.1	3.9	10.7	7.1
M74	Other professional, scientific and technical activities	8.6	-25.9	0.2	30.2	3.1
<b>N<sup>2</sup></b>	<b>Administrative and support service activities</b>	24.6	23.0	22.4	16.9	21.5
N78	Employment activities	38.9	47.8	34.5	44.7	41.6
N79	Travel agency, tour operator reservation service and related activities	84.2	54.9	28.2	94.7	56.2
N80	Security and investigation activities	11.0	6.2	16.9	0.4	8.3
N81.2	Cleaning activities	-7.2	9.9	25.6	4.9	8.2
N82	Office administrative, office support and other business support activities	19.6	16.1	18.2	-2.4	12.0

\*working days adjusted data

\*data for previous period are revised

<sup>1</sup> excluding group 70.1 and divisions 72 i 75<sup>2</sup> excluding division 77 and groups 81.1 i 81.3

**Table 4: Quarterly value indices of other services turnover, 2021=100**

Code KD BiH 2010	Activity- KD BiH 2010	2023	2024			
		IV	I	II	III	IV
<b>I, J, M, N</b>	<b>Total services</b>	135.8	145.0	144.9	150.8	155.4
	<b>I Accommodation and food service activities</b>	168.2	177.0	187.8	194.6	202.6
I55	Accommodation	168.6	173.5	181.1	183.6	184.7
I56	Food and beverage service activities	167.8	179.9	193.3	203.6	217.2
	<b>J Information and communication</b>	128.1	136.3	136.0	135.6	138.5
J58	Publishing activities	119.2	135.8	143.0	153.5	156.7
J59	Motion picture, video and television programme production, sound recording and music publishing activities	184.5	316.2	319.0	347.3	302.2
J60	Programming and broadcasting activities	113.5	115.5	118.7	120.2	118.8
J61	Telecommunications	109.6	112.1	113.3	112.8	114.7
J62	Computer programming, consultancy and related activities	157.6	175.6	171.7	165.8	178.4
J63	Information service activities	156.4	138.2	134.9	161.9	117.4
	<b>M<sup>1</sup> Professional, scientific and technical activities</b>	127.1	133.3	129.4	148.7	155.2
M69, M70.2	Legal and accounting activities, Management consultancy activities	157.8	185.2	191.5	201.8	197.4
M71	Architectural and engineering activities; technical testing and analysis	117.4	113.6	110.9	139.9	149.8
M73	Advertising and market research	121.8	137.4	124.9	128.8	134.8
M74	Other professional, scientific and technical activities	201.8	202.0	193.1	203.3	211.1
	<b>N<sup>2</sup> Administrative and support service activities</b>	173.0	196.6	198.2	200.2	205.5
N78	Employment activities	156.3	188.4	202.1	202.9	219.3
N79	Travel agency, tour operator reservation service and related activities	252.6	433.0	392.0	378.6	491.7
N80	Security and investigation activities	122.7	128.1	127.1	133.1	123.5
N81.2	Cleaning activities	138.4	121.7	133.4	152.1	144.6
N82	Office administrative, office support and other business support activities	215.8	213.2	226.3	225.6	210.8

*\*seasonally adjusted data*

*\*data for previous period are revised*

<sup>1</sup> *excluding group 70.1 and divisions 72 i 75*

<sup>2</sup> *excluding division 77 and groups 81.1 i 81.3*

**Table 5: Other services turnover indices - gross (unadjusted) series**

Code KD BiH 2010	Activity- KD BiH 2010	growth rates			turnover indices 2021=100				
		IV 2024 III 2024	IV 2024 IV 2023	IV 2024 ø2023	IV 2023	I 2024	II 2024	III 2024	IV 2024
<b>I, J, M, N</b>	<b>Total services</b>	10.1	14.6	27.5	147.8	128.5	145.1	153.8	169.4
<b>I</b>	<b>Accommodation and food service activities</b>	-22.4	19.8	19.1	153.6	146.0	189.5	237.3	184.1
I55	Accommodation	-35.3	8.3	1.6	148.4	127.1	189.8	248.4	160.7
I56	Food and beverage service activities	-11.0	28.7	34.1	157.9	161.5	189.3	228.2	203.2
<b>J</b>	<b>Information and communication</b>	12.4	8.6	21.3	140.1	125.0	134.6	135.4	152.1
J58	Publishing activities	-18.8	31.7	26.8	120.0	122.8	121.7	194.6	157.9
J59	Motion picture, video and television programme production, sound recording and music publishing activities	5.4	63.7	102.9	210.8	297.3	302.7	327.5	345.1
J60	Programming and broadcasting activities	8.2	-1.8	17.9	134.4	98.1	122.5	121.9	131.9
J61	Telecommunications	0.3	5.4	7.6	110.6	106.1	114.0	116.3	116.6
J62	Computer programming, consultancy and related activities	35.3	13.2	38.4	188.9	153.5	168.0	158.0	213.8
J63	Information service activities	-17.1	-25.5	-9.5	161.1	149.7	135.3	144.9	120.1
<b>M<sup>1</sup></b>	<b>Professional, scientific and technical activities</b>	33.2	23.1	43.4	150.8	115.3	130.8	139.4	185.6
M69, M70.2	Legal and accounting activities, Management consultancy activities	7.0	24.5	41.1	164.6	179.0	198.7	191.6	205.0
M71	Architectural and engineering activities; technical testing and analysis	47.2	27.6	49.9	146.9	97.2	110.2	127.3	187.4
M73	Advertising and market research	27.5	10.7	29.8	143.1	110.0	130.2	124.3	158.4
M74	Other professional, scientific and technical activities	31.0	30.2	44.3	227.6	163.7	161.0	226.2	296.3
<b>N<sup>2</sup></b>	<b>Administrative and support service activities</b>	-4.3	16.6	26.5	176.6	168.7	201.4	215.2	205.9
N78	Employment activities	20.5	44.7	57.9	159.0	192.6	211.4	190.9	230.0
N79	Travel agency, tour operator reservation service and related activities	-21.5	94.7	64.2	205.2	232.2	379.7	508.7	399.4
N80	Security and investigation activities	-3.1	0.4	11.0	130.5	120.2	125.2	135.1	131.0
N81.2	Cleaning activities	-1.1	-0.5	16.4	156.2	118.7	142.0	157.2	155.4
N82	Office administrative, office support and other business support activities	2.5	-2.4	14.0	228.0	203.5	231.2	217.2	222.6

*\*data for previous period are revised*

<sup>1</sup> *excluding group 70.1 and divisions 72 i 75*

<sup>2</sup> *excluding division 77 and groups 81.1 i 81.3*

## Appendix: Extract from Classification of Activities KD BiH 2010

Code KD BiH 2010	Activity - KD BiH 2010
<b>I</b>	<b>Accommodation and food service activities</b>
I55	Accommodation
I56	Food and beverage service activities
<b>J</b>	<b>Information and communication</b>
J58	Publishing activities
J59	Motion picture, video and television programme production, sound recording and music publishing activities
J60	Programming and broadcasting activities
J61	Telecommunications
J62	Computer programming, consultancy and related activities
J63	Information service activities
<b>M</b>	<b>Professional, scientific and technical activities</b>
M69	Legal and accounting activities
M70.1	Activities of head offices
M70.2	Management consultancy activities
M71	Architectural and engineering activities; technical testing and analysis
M72	Scientific research and development
M73	Advertising and market research
M74	Other professional, scientific and technical activities
M75	Veterinary activities
<b>N</b>	<b>Administrative and support service activities</b>
N77	Rental and leasing activities
N78	Employment activities
N79	Travel agency, tour operator reservation service and related activities
N80	Security and investigation activities
N81.1	Combined facilities support activities
N81.2	Cleaning activities
N81.3	Landscape service activities
N82	Office administrative, office support and other business support activities

## NOTES ON METHODOLOGY

### Aim of the survey

Services statistics take an important place in the national economy and have a major role in recent decades. The reason for this is the large number of business entities registered in services activities, and the fact they have a significant contribution in realized turnover in the country.

Primary goal of other services statistics is to provide timely information on change of level of realized turnover and other relevant indicators. The other services turnover index is one of the indicators of economic activity of the country, which helps government bodies and private sector enterprises in the decision-making process. It is also applied for the estimation of service sector output, household consumption, as well as in the calculation of national accounts. The survey methodology is prescribed by new Regulation (EC) No. 2019/2152 of the European Parliament and of the Council on European business statistics and the Implementing Regulation No. 2020/1197 (hereinafter EBS Regulation) as well as Eurostat's recommendations for this statistical area.

### Coverage

The survey comprises business entities/legal units which are, by the main activity, registered within service activities (sections: I- Accommodation and food service activities, J- Information and communication, M- Professional, scientific and technical activities (excluding group 70.1 and divisions 72 and 75), N- Administrative and support service activities (excluding division 77 and groups 81.1 and 81.3) KD BiH 2010). For the purpose of the survey, Classification of Activities in Bosnia and Herzegovina - KD BiH 2010 was used, and it is fully harmonized with the European Classification of Economic Activities - NACE Rev. 2. The survey covers the entire territory of Bosnia and Herzegovina. Entrepreneurs are not included.

### Sample design

In conducting survey on other services turnover in BiH the combined method of full coverage and stratified random sampling is used. The sample is divided into strata according to class of financial data (financial report of the previous year) and the activity of business entity (sections I, J, M, N - KD BiH 2010). The number of employees is used as an additional stratification variable. The chosen sample for other services in 2024 is representative at the level of Bosnia and Herzegovina, as well as at the levels of Federation of BiH, Republic of Srpska and District Brčko.

### Data collection and processing

The three statistical institutions in BiH participate in conducting the survey. The main observation variable is the turnover of business entity, excluding VAT, which is reported separately in accordance with the EBS Regulation. Data collected from the reporting units, using the form M KPS USL 01, is the basis for estimating data for the total population. Aggregation of turnover at higher levels (division, section or special aggregates) of activity is carried out before the compilation of the indices.

Quarterly turnover data series from 2010 to 2013 were obtained by combining data from administrative sources and other statistical surveys. The "overlapping" method was used for the recalculation of the historical data series. At the same time, the data for the reference quarters of 2014 were collected as part of the quarterly survey on other services turnover conducted regularly since 2015.

### Compilation of indices

Other services turnover index is expressed in nominal values and calculated on the base (2021) year, which is applied in the calculation of the index from the first quarter of 2024. Regulation (EU) No. 2019/2152 prescribes the application of a base year 2021, starting from January 2024 in all EU member states. The turnover index is expressed in current prices (the influence of price changes has not been removed).

### Seasonal and working day adjustment of index

Statistical institutions in BiH, considering data dissemination in the EU, are publishing indices in the following forms:

- original/gross (unadjusted) indices,
- seasonally adjusted indices and
- working-day adjusted indices

Since the seasonally and working-day adjusted indices are far more significant and representative for the users of statistical data, they are listed in tabular form.

Seasonal adjustment means that the data are adjusted for seasonal influences and working-day effects. Data that are compared with data from the previous period are, according to Eurostat's recommendations, presented and interpreted in seasonally adjusted form.

The working-day adjustment indicate that the data are adjusted for the working-day effects. The data that are compared with the data from the same period of the previous year are presented and interpreted in the working-day adjusted form of an index or growth rate. When these working-days effects significantly affect the observed time series, it is necessary to remove them.



Working day and seasonal adjustments are performed in the JDemetra+ application (version 2.2.1) using the TRAMO-SEATS method on the gross series of quarterly data in accordance with the Eurostat guidelines. Because of the characteristics of the applied method of adjustment, adding new observations in the series may lead to a certain change to the earlier, already published seasonally and working-day adjusted index series.

### Data dissemination

Results of the survey are expressed in the form of indices and growth rates and since 2017 are published on a regular quarterly basis in the form of press releases on the website of the Agency for Statistics of BiH ([www.bhas.gov.ba](http://www.bhas.gov.ba)). The presentation and interpretation of the index are in line with those prescribed by EBS Regulation allowing national and international users to compare the BiH other services turnover index with indices of other countries.

### Data revision

Regular press releases on other services turnover indices are published in the quarterly dynamics and contain preliminary data. Data revision implies that the data for the previous quarter (t-1) are revised in accordance with new information, and it is possible that the data published after revision differ from previously published, preliminary data. In the press release is clearly indicated which data are those so that users of statistical data can properly interpret them. For any change of the data and the reasons for doing that, users will be informed in an appropriate and transparent manner, in regular quarterly press releases and other publications for the public as well as on the website of the Agency for Statistics of BiH.

### Definitions

**Turnover** is the total invoiced amount that a business entity invoice to third parties for goods sold or services provided during the reference period, and it corresponds to the market value. Includes costs associated with the sale, transferred to the customer, even if these amounts are stated separately on invoices. Value Added Tax (VAT) is excluded from the turnover.

### Abbreviations

EU- European Union

Eurostat- Statistical Office of the European Communities

KD BiH 2010- Classification of activities of Bosnia and Herzegovina 2010

NACE Rev.2- European Classification of economic Activities

SBR- Statistical Business Register

STS – Short Term Business Statistics

- no occurrence

Published by the Agency for Statistics of the Bosnia and Herzegovina, 71000 Sarajevo, Zelenih beretki 26

Phone: +387 (33) 911 911 | Telefax: +387 (33) 220 622

E-mail: [bhas@bhas.gov.ba](mailto:bhas@bhas.gov.ba) | Web site: [www.bhas.gov.ba](http://www.bhas.gov.ba)

Responsible persons:

Velimir Jukić, Assistant Director of Business Statistics

Vesna Čužić, Director

Prepared by: Alen Bajramović and Maja Hadži-Stojanov



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