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2016 Industry and Services Census
Service Industry Survey Form A (1)
Organized by DGBAS



1. This survey is conducted according to the regulation prescribed in Article 20 of the Statistics Act...
2. The information provided in this form shall be used for the applications of establishing overall industrial development plan and administrative decisions etc.

Name of Enterprise, Person-in charge, Contact Name, Person completing the form, Facsimile, E-mail, Actual Business Address, County, Township, City, Vil., Rd., St., Sec., Lane, Alley, No., F., Rm.

(1) This form is applicable to all business operators of publisher, media creation, broadcasting and information service businesses...
(2) The investigation subject of this form is based on "Company Unit", if there is any branch unit, the number entered in this form shall include the information of the headquarter management unit and all of its branch units...
(3) For unit level of 8, in addition to the completion of the information of your company, your company shall also complete a census form for headquarter management unit...
(4) The content of this form includes the business records of the departments of financial, accounting, human resource, warehouse and general affairs of your company...
(5) The term of "full-year" in the form refers to the period of January 1 to December 31 of 2016...
(6) Historical industrial and service business census result website: http://www.dgbas.gov.tw -> government census -> statistics section of DGBAS -> industrial and service business census

Table with 4 columns: Census No., Township (town, city, district), Village (li), Serial No., Determination No.

Table with 4 columns: Form Code, Unit level, Unified Business No. of Profit-Seeking Business and Withholding Unit, Business category code (Primary, Secondary).

※ Before filling in the form, please refer to the "Frequently Asked Questions for Form Completion" on page 4 first.

[the above fields shall be completed by the enumerator]

[00] Organization type: [Please select one item]

▲ Other organization: refers to other legal entity organization, such as the companies of credit, production, consumer cooperative unit, farmer and fishermen's association, legal foundation etc.

Organization type selection table with categories: Private (1. Company, 2. Ownership or Partnership, 3. Others) and Public (4. Company, 5. Non-company & Others).

[01] Actual business commencement date: Year [ ] Month [ ]

▲ For those with business commencement date before 1912, please enter January 1, 1912.

[02] Business operation items in 2016:

1. Primary: (Please describe the main business operation content, such as: real estate agency, real estate marketing and sales, rental business of construction machinery and equipment without drivers, automobile rental without drivers, legal services, accounting services, book publisher, automobile repair, barber shop, beauty salon etc.)

Text input field for primary business operation items.

2. Secondary: (Please enter items for the main category of business only, and such items entered shall be the ones with greater production, sales, service values)

Text input field for secondary business operation items.

[03-1] Persons engaged and Salaries in 2016:

▲ [Persons engaged]: refer the employees receiving salaries at the end of year and currently employed, including workers assigned by manpower staffing agency, foreign workers and workers under cooperative education program as well as Own-account workers and unpaid family workers. Excluding the use of manpower employed by other company but works in your company, or personnel of directors, supervisors, board members and consultants etc. not actually participating in the business operation, and workers stationed in overseas offices for long term.

- (1) Employees: refer to the personnel of regularly employed, temporary and hourly workers as well as proprietor receiving salaries and family relative workers.
(2) Supervisors/ technicians: include supervisors and supervision personnel, professional personnel (such as lawyers, medical doctors, dietitians, engineers, designers, reporters, performers) and technicians (such as information and communication technicians, draftsman) etc.
(3) Non-supervisors/ non-technicians: including office supporting personnel, assistant professional personnel (such as real estate agent), service work personnel (such as hair stylist), automobile repair personnel, machinery and equipment operator, labor workers etc.
(4) Own-account workers and unpaid family workers: refer to proprietors without permanent salaries and family relative workers participating at work for an average of above 15 hours per week in December 2017 without receiving salary payment.
(5) Employees stationed at overseas offices for long time: refer to the employees with the working period of time accumulated to exceed more than half a year or expected to exceed more than half a year at the overseas offices of your company by the end of the year, including branch company, office, subsidiary company and affiliate company.

▲ [Payrolls, year-round of 2016]:

- (1) Referring to the Payrolls, year-round of 2016 total of the domestic workers, including the base salary, overtime payment, subsidy, all types of bonuses and employee remunerations etc., and also including the salaries paid by the end of year to employees already resigned. However, it shall not include the labor health insurance expense, welfare subsidy, retirement fund, pension, severance pay etc. covered by the employer; in addition, please do not include the salaries paid to workers stationed at overseas offices for long term.
(2) The Payrolls, year-round of 2016 of Own-account workers and unpaid family workers include the cash and object depreciation value used by the proprietor and its relatives in your company.

Table for Persons engaged and Salaries in 2016. Columns: Item(s), Number of persons engaged, end of 2016. (people), Payrolls, year-round of 2016 (dollars). Rows include Supervisors/technicians, Employees, Own-account workers and unpaid family workers, and Total.

[03-2] Use of contracted workers status at end of year of 2016:

During the entire year, has your company signed labor contracts for contracted workers with other companies in order to assign workers to your company and to provide labor services under the work assignment and supervision by your company? (Excluding manpower of outsourced business)

1. Yes. During January to December, a maximum number of [ ] people and a minimum number of [ ] are used per month, and during the month with such uses, typically, [ ] of people are used; the full-year expense is [ ] dollars;

2. None

[03-3] Business labor assignment status at end of year of 2016:

During the entire year, has your company signed labor contractors for providing contracted workers to other companies such that the contract workers receive works assigned by the company and are supervised by the company, for which your company collect a service fee? (Manpower not stationed in the subsidiary company)

1. Yes. During January to December, a maximum number of [ ] people and a minimum number of [ ] are assigned to other companies per month, and during the month with such assignments, typically, [ ] of people are assigned; the full-year income for the assignment service is [ ] dollars;

2. None

[04-1] Actual asset utilization status at end of year of 2016:

- ▲ For those with accounts, please enter the values according to the balance sheet of "surplus before allocation" at the end of 2016; if there is accumulated depreciation (consumption) of the assets, allowance evaluation items (such as accumulated loss, accumulated fair value variations, allowance for uncollectible accounts, allowance for reduction of inventory loss etc.), please enter the amount after the deduction (i.e. the net value).
▲ For the self-owned fixed assets (including investment property (rent, lend, idle etc.) and the part pending for sale) without accounts, please calculate the net value by subtracting the consumed usages from the market price at the end of 2016 (i.e. the price amount to be paid for purchasing the same type of asset at the present time), and please enter the estimation respectively (if the market estimation cannot be obtained, the estimation can be obtained from the current taxation listed on the house tax, and the announced land current value for the land for estimation respectively).
▲ For assets of overseas branch unit, please enter such assets in the "Overseas" item of "Long term investment"; for assets of domestic branch units in agriculture, forestry, fishery and husbandry etc., please enter such assets in the "Domestic" item of "Long term investment".

Table for Actual asset utilization status at end of year of 2016. Columns: Item(s), Amount (dollars). Rows include Current asset (Inventory, Liquidity, Cash), Fixed asset (Land, House, Equipment), Investment Property, Long term investment, Net value of intangible asset, Other assets, Total asset, and Rented or borrowed fixed asset.

(Please continue on page 2)

【04-2】 Full-year self-owned fixed asset change in 2016:

Increased [ ] dollars, discarded [ ] dollars and sold [ ] dollars.

- ▲ Excluding re-classification part, and also excluding the increased fixed asset due to merger, fixed asset domination and increased/decreased value after re-evaluation, and the self-owned fixed asset change of overseas branch unit and branch unit in the business of agriculture, forestry, fishery and husbandry.
▲ Please enter information according to the original sum total of the "increased", "discarded" and "sold" parts of the full-year self-owned fixed asset. Please do not enter the amount after deduction for these three items.
▲ For the "increased" part, please calculate based on the cost of purchase, including the import tax and storage as well as transportation fees, including construction, purchase, expansion, improvement and major repair; for the "discarded" part, please enter according to the remaining value of the account; for the "sold" part, please enter according to the sale price.

【04-3】 Inventory and material stock at the beginning of year of 2016 is [ ] dollars.

▲ Please enter estimation according to the original cost of acquisition based on actual stocktaking, and please do not deduct the allowance evaluation loss.

【05】 Full-year income in 2016:

- ▲ Please enter according to the accrual basis of accounting, and it shall include the payable accounts not yet paid, but excluding advance payments.
▲ After the income and expense balance calculation of overseas branch units and branch units in agriculture, forestry, fishery and husbandry etc., if the result is a surplus, please enter in the item of "Investment gain and earnings of selling assets".
▲ The income from collection and payment transfers of travel business operators shall be indicated with the net value (meaning that the expense for collection and payment transfers shall be deducted), please enter the net value into the item of "Service income".

Table with 3 columns: Item(s), Amount (dollars), and detailed descriptions. Rows include Operating Revenues (Service income, Real estate sales income, etc.) and Non-operating revenues (Rental income, Interests income, etc.).

【06】 Full-year costs and expenses in 2016:

- ▲ Please enter according to the accrual basis of accounting, and it shall include the payable accounts not yet paid, but excluding advance payments and temporary payments as well as operational capital expenses (such as the expense for the purchase of land or machinery equipment, new construction, large repair of machines etc.); for the expenses of manufacturing, marketing, management and research and development etc., please enter in the appropriate items according to their classes.
▲ After the income and expense balance calculation of overseas branch units and branch units in agriculture, forestry, fishery and husbandry etc., if the result is a loss, please enter in the item of "Investment loss and loss of property sale".

Table with 3 columns: Item(s), Amount (dollars), and detailed descriptions. Rows include Operating Expenditures (Raw material and fuel consumption, Service cost, etc.) and Non-operating expenditures (Interest expense, Other non-operating expenditures, etc.).

【07】 Full-year intangible investment amount in 2016:

- ▲ Intangible investment refers to direct or indirect investment activities helpful to increase the company competitiveness.
▲ Cost and capital expense amount, referring to items related to the full-year cost expense in Question [06] and the actual asset utilization status at the end of year in Question [04-1] respectively.

1. Research and development: cost expense is [ ] dollars; capital expense is [ ] dollars.

▲ Including the expenses of the affairs fee, human resource fee, maintenance fee, material fee and outsourced research and development fee etc. of the research and development department; the capital expense includes the purchase of fixed assets of machinery and equipment for research and development purposes, and related intangible assets, such as patent rights etc.

2. Employee training: cost expense is [ ] dollars; capital expense is [ ] dollars.

▲ Including the cost expense of the instructor fee and place rental fee for conducting the training, application fee for training assignment, human resource and affairs of training department; the capital expense includes the land, building, machinery and equipment etc. of the employee training department center.

3. Marketing and sales cost expense is [ ] dollars; capital expense is [ ] dollars.

▲ Including the cost expense of advertisement, market research, package design, entertainment and the human resource as well as affairs of marketing department; the capital expense includes the hardware equipment and brand merger of the marketing department.

4. Computer software, database: (Including the purchase cost and rental fees of each department, but excluding hardware equipment expense)

Cost expense is [ ] dollars, and capital expense is [ ] dollars

【08】 Full-year professional technology transfer amount in 2016:

- ▲ Referring to the purchase (sale) and licensing of trademarks, dealerships, patent rights, and the professional technology cooperation and transfer through contract engagement; excluding: financial, commercial, managerial and legal technical assistance, licensed use of media products (including data) within the scope of copyright, and the transaction of design and software.

Table with 3 columns: Item(s), Domestic (dollars), Overseas (dollars). Rows include Professional technology Sale (1) and Purchase (2).

【09】 Innovative activities in 2016: (Operators with the primary business of research and development service are not required to provide information)

- ▲ Innovative activities are not required to be the first in the industry but shall be significantly different from the original technologies of activities of your company.

Table with 3 columns: Item(s), Yes, None. Rows include questions about newly launched services, technology improvements, and marketing/organization strategy changes.

【10】 Any own brand business operation throughout the year of 2016?

- ▲ Referring to registration of text or image as trademark according to the law and performing sales promotion in the market (excluding the brands under agency or brands of group and affiliate company)

- 1. Yes
2. None

【11】 Business operation digitalization status in 2016:

Table with 3 columns: Item(s), Yes (Please select or enter the following information), None (Please select). Rows include questions about computer/network equipment usage, internal operation assistance, business information provision, mobile payment, and internet sales.

**【12】 Cross-border service transaction, investment plan and personnel interaction status in 2016:**

Item(s)	Yes (Please select or enter the following information)						None (Please select)			
1. Is there any transaction of service or labor (excluding tangible products) with overseas companies throughout the year? ▲ Including construction, transportation, communication, travel, financial, insurance, technology, media creation, management, information, licensing, certification, repair or training etc., but excluding the making of commissions for being an intermediate of transactions.	<input type="checkbox"/> (1) Procurement only <input type="checkbox"/> (2) Sales only <input type="checkbox"/> (3) Both						<input type="checkbox"/>			
2. Is there any assignment of domestic employees for business trips, training or working at overseas?	<input type="checkbox"/>						<input type="checkbox"/>			
3. Is there any foreign professional or foreign company (agency) worker on business trip, on training or working at your company throughout the year? (excluding the foreign workers of production operators, labor workers, kitchen workers, care workers...etc.)	<input type="checkbox"/>						<input type="checkbox"/>			
4. Is there one single foreign shareholder holding more than 10%(inclusive) of the shares of your company at the end of the year? ▲ Referring to a single foreign natural person or foreign legal shareholder, excluding foreign joint fund investment	The number of such type of shareholders is <input type="text"/> (please enter the regional distribution of the shareholding percentage listed on the right for the location of such type of shareholder)	Regional distribution of shareholding percentage (please round off to integer)	Total %	China (including Hong Kong and Macau) %	Asia (excluding China) %	America %	Europe %	Other regions %	<input type="checkbox"/>	
5. Is there any overseas branch unit at the end of the year? ▲ Referring to the branch company or office established overseas, excluding subsidiary company or affiliate company.	Total is <input type="text"/> companies (Please continue to enter the regional distribution on the right)		China (including Hong Kong and Macau) com	Asia (excluding China) com	America com	Europe com	Other regions com	<input type="checkbox"/>		
6. Is your company having the control capability over the single overseas company? ▲ Including direct control or control through re-investment of subsidiary, including paper company. ▲ Referring to the party in the company with foreign shareholding, with a shareholding percentage above 50% (inclusive) or shareholding less than 50% but having the capability to control its financial, operation, personnel or lead the decision of the board of directors.	Total is <input type="text"/> companies (Please continue to enter the regional distribution on the right)		com	com	com	com	com	com	<input type="checkbox"/>	
Accumulated investment amount is <input type="text"/> dollars at the end of quarter										
7. Was there any other single company having control capacity on your company at the end of year? ▲ The control capability refers to the party having more than 50%(inclusive) of shares of your company, or having shares less than 50% but having the control on the financial, operation, human resource of your company or lead the decision of the board of directors.  <input type="checkbox"/> (1) Yes (End of questions) <input type="checkbox"/> (2) No (Please continue to answer Question 8 on the right)	8. Considering the status of your company (including overseas branch units) and all of the domestic and overseas companies directly controlled or controlled via re-investment, is each one of the following businesses mainly operated domestically or overseas? (No multiple selection for domestic and overseas)									
					Domestic	Overseas	None			
		(1) Overall international business operation management (including the decision affairs of financial, human resource, operation direction etc.)			<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>			
		(2) Order receiving, marketing, market survey			<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>			
		(3) Material and product procurement			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
		(4) Research and development or professional technology, knowledge consultation			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
		(5) Manufacturing, construction, mining, pollution treatment			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
		(6) Product sale or service providing (Including product after-sale service)			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			

If any one of Questions 5 and 6 is selected with "Yes", please continue on Question 7

Remarks field

Enumerator	Supervising Reviewer	Inspector

# 2016 Industry and Services Census

## Frequently Asked Questions for Form Completion

### Question 03-1 “Employees and salaries”

- Q: How to calculate the salaries of the self-employed operator and relative workers without pay?
- A: The “full-year salary” of self-employed operator and family relative workers without pay: refers to the full-year total amount of the cash drawn and objects provided for family consumption or other purposes. For example: the daily living and family expenses of the responsible person of supplemental learning center and expense of family recreation or gifts etc. are paid by the monthly income of the center; such expenses are considered to be salaries of the proprietor and the relatives thereof, which shall be entered in this item.

### Question 04-1 “Actual asset utilization status at end of year of 2016”

- Q: The office used for business operation is provided by the owner without compensation, how to enter it on the form?
- A: If the business operator is a company, legal entity, foundation and other group organization, please enter the value into this Question (17) “Fixed assets rented or borrowed”; if it is a sole proprietorship or partnership organization, please enter in items of the fixed asset according to the land, house and building respectively; for example: a sole proprietorship institute uses the residence of the owner as the office, and home computer, transportation equipment etc. are also used for the operation of the institute, then the office, computer and transportation equipment etc. shall be entered in each items under the fixed asset of this question respectively.

### Question 05 “Full-year income in 2016”

- Q: The institute contracts to handle the government entrusted project, plan or business and accepts the income of the children tuition subsidy provided by the government, how to complete the form?
- A: For the income for accepting government entrusted business and the children tuition subsidy provided by the government, since it requires offering of services in return, such items shall be entered in the item of “Service income” in Question (01).

### Question 06 “Full-year cost expense in 2016”

- Q: How enter the employee meal and student/children meals on the form respectively?
- A: The meals of students and children belong to the item of (02) “Service cost” in this question; the meal expense of employees belong to the item (04) “Salary, retirement and pension fund, severance pay, welfare expense”.

### Question 08 “Full-year innovative activities in 2016”

- Q1: The courses of the supplemental learning business operator slightly adjusts each year, does this belong to the service innovation?
- A: The supplemental learning business operator provides a new series of courses, and the course items, target groups or class interaction method is significantly different from the past; for example, an operator specialized in academic supplemental learning for examines further introduces new certificate exam courses etc.; then, it shall be considered to be a service innovation. However, if only chapters or materials of course are newly added, it shall not be considered as a service innovation.
- Q2: The institute introduces a system providing online teaching or uses digital teaching materials to lighten up the courses, which type of innovation is it belongs to?
- A: In 2016, to cope with the network trend, the introduction of new technologies or purchase of new functional machinery and equipment, newly added online learning system or digital educational materials to increase the course interaction and to improve the flexibility and convenience of teaching, shall be considered as service innovations.
- Q3: Which type of marketing method introduced or used by the institute is considered as an innovative activity?
- A: The institute establishes the Facebook fans club in 2016 or designs LINE images for the first time, or establishes the company, brand account on Instagram, or uses the micro-film method to promote the institute (or institute products) for the first time, or purchases keyword advertisements online for the first time; as long as new marketing techniques different from the past is used for the first time in 2016, such techniques belong to the marketing innovative activities.

### Question 10 “Business operation digitization status”

- Q1: The institute has the enterprise resource planning ERP operating system but it is only equipped with some functions, should this be considered to belong to the use in foundation and management, decision making operations?
- A: The enterprise resource planning (ERP) operating system involves great aspects and its function is extremely powerful. General medium and small companies would first establish early stage operating system, followed by expanding the system functions gradually according to the company operation status. However, regardless the level of construction of the company, as long as it is established with the enterprise resource planning (ERP) operating system, it belongs to the use in the foundation and management, decision making operations.
- Q2: The institute self-purchased servers and information equipment to construct a cloud system, shall the “Cloud computation” in this question be selected?
- A: No selection should be made. The cloud computation in this question refers to the (payment) and the computing resource obtained from the external via internet, such as payment to Amazon, Microsoft, Google, Chunghwa Telecom...etc. cloud vendor to purchase cloud data storage space, mainframe, software or information system etc. Therefore, the cloud computing resource self-constructed by the internal of the company does not belong to the scope of this question.
- Q3: When the institute sales product or service via network, does the function of the use of online credit card for payment belong to mobile payment?
- A: Mobile payment refers to the transaction payment via mobile devices of cellular phone, tablet computer etc., such the use of QR Code scanning or the use of specific mobile payment tools (such as LINE Pay, Apple Pay, Android Pay, Allpay... etc.) for direct payments. If only the function of allowing consumers to enter credit card number online manually, it does not belong to the mobile payment.

### Question 12 “Cross-border transaction, investment planning and personnel interaction status in 2016”

- Q1: For example, what criteria is considered to performing services or labors in business with foreign company (institute)
- A: (1) Children talent center is an overseas affiliate institute compensated development and demonstration (including teachers) abacus calculation course; it is considered as performing service sales transaction with the overseas institute.  
(2) Chinese language ability testing agency authorizes overseas operator in the same business as the test agency unit; it is considered as performing service sales transaction with the overseas institute.  
(3) study tour center is in the overseas study tour business and arranges the schedule and transportation tools with contracted overseas travel agency; it is considered to be performing service procurement transaction with the overseas company.
- Q2: How calculate the foreign shareholder total shareholding percentage?
- A: It only requires the sum of all individual foreign shareholders with more than 10% of company shares; if the shareholder is a mutual fund, then the shareholding percentage shall not be included in the calculation. For example: 4 foreign shareholders of A, B, C and D hold the company shares of 25%, 15%, 12% and 1% respectively, where A is a food manufacturing company, B is a mutual fund, C and D are natural person, then only the 2 shareholders of A and B are calculated, and the shareholding percentage total shall be 37% (25%+12%).
- Q3: Does not an international company with domestic and foreign business allocations include the subsidiary company, affiliate company or branch institute overseas? If its businesses operated in both domestic and overseas, how to make selection on the form?
- A: The question here is mainly to understand the international business allocation distribution status of international business group; therefore, different from other questions, the form shall be completed based on the aspect of “overall international business group”; therefore, it shall include all domestic and overseas branch companies, subsidiary institute and re-investment businesses under the group invest and controlled by the company. If the business is operated in both domestic and overseas, then it shall be based on the business with high economic value contribution domestically or overseas, and either “Domestic” or “Overseas” shall be selected.