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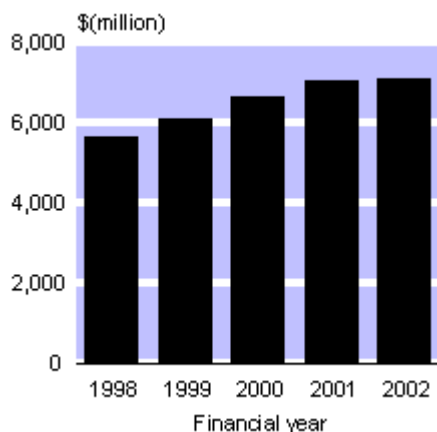
Information Technology Survey: 2002 financial year - Revised

Highlights

- Revisions have been made to the **Information Technology Survey: 2002 financial year** released on 26 March 2003.
- Sales of IT goods and services (excluding communication services) increased by **1 percent** from the 2001 financial year to the 2002 financial year.
- Total export sales of IT (excluding communication services) increased **22 percent** from the 2001 financial year to the 2002 financial year.
- Sales made to New Zealand end-users of IT goods and services (excluding communication services) increased by **1 percent** from the 2001 financial year to the 2002 financial year.

Total IT Sales

Excluding communication services



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Commentary

Revision to 2001 data

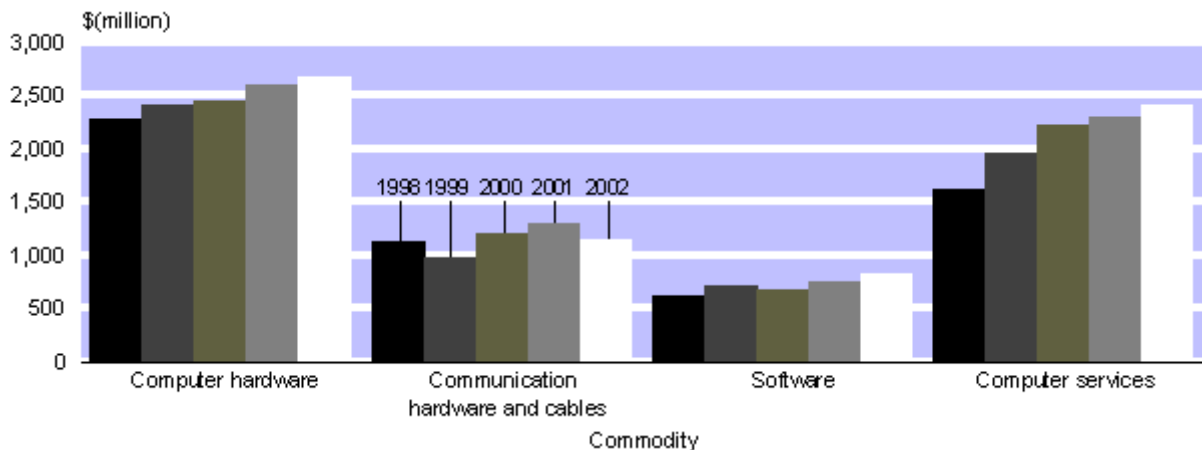
Revisions have been made to the Information Technology Survey: 2002 financial year released on 26 March 2003.

An error was found in the process used to calculate the revised estimates for the 2001 financial year, which were published with the 2002 financial year release. The estimates for the 2001 financial year have now been updated. The comparisons between the 2001 and 2002 financial years have also been affected. The Tables, Highlights and Commentary sections have been changed to reflect these revisions. The 2002 data for sales of training and education in IT has been suppressed due to quality concerns.

Total IT sales

Results from the 2002 Information Technology Survey show that the total value of sales of information technology (IT) commodities, excluding communication services, for the 2002 financial year was estimated at \$7,055 million. This is 1 percent higher than the 2001 financial year. This increase was mostly due to higher sales of computer services, up 5 percent or \$116 million; and sales of software, up \$84 million or 11 percent. These increases were largely offset by a 12 percent or \$150 million decrease in sales of communication hardware and cables.

Total IT Sales
By commodity, financial years 1998-2003 financial years



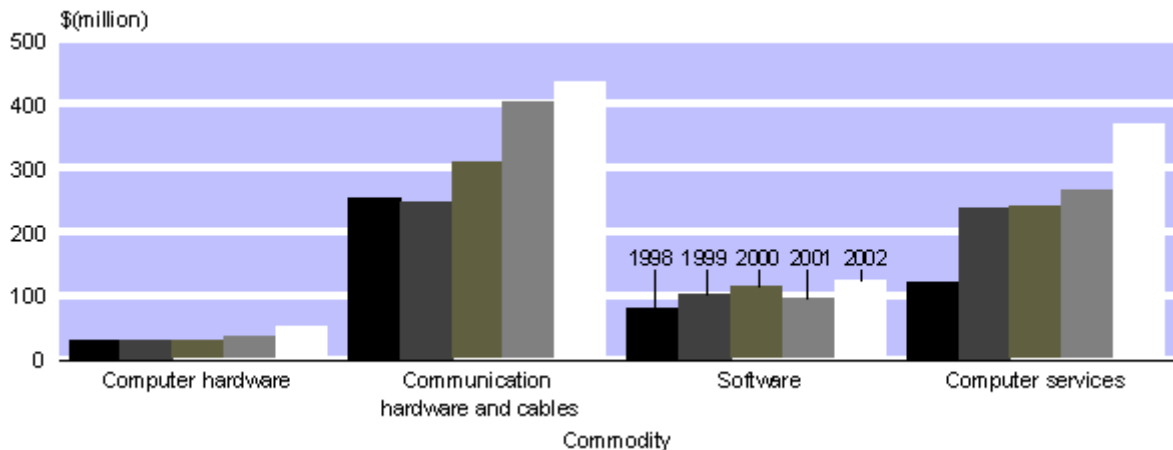
IT exports

The total value of export sales of IT, excluding communication services, during the 2002 financial year was \$967.6 million. This is an increase of 22 percent (\$175 million) when compared with the 2001 financial year.

Exports of computer services rose 39 percent in the 2002 financial year to \$365 million. Exports of computer hardware including peripheral equipment increased 45 percent or \$15.1 million from the 2001 financial year to the 2002 financial year. Compared with the 2001 financial year, exports of communication hardware and cables increased by 8 percent to reach \$432 million in the 2002 financial year.

In the 2002 financial year, exports of software grew by 30 percent when compared with 2001. In 2002 software exports reached \$121 million.

IT Exports
By commodity, financial years



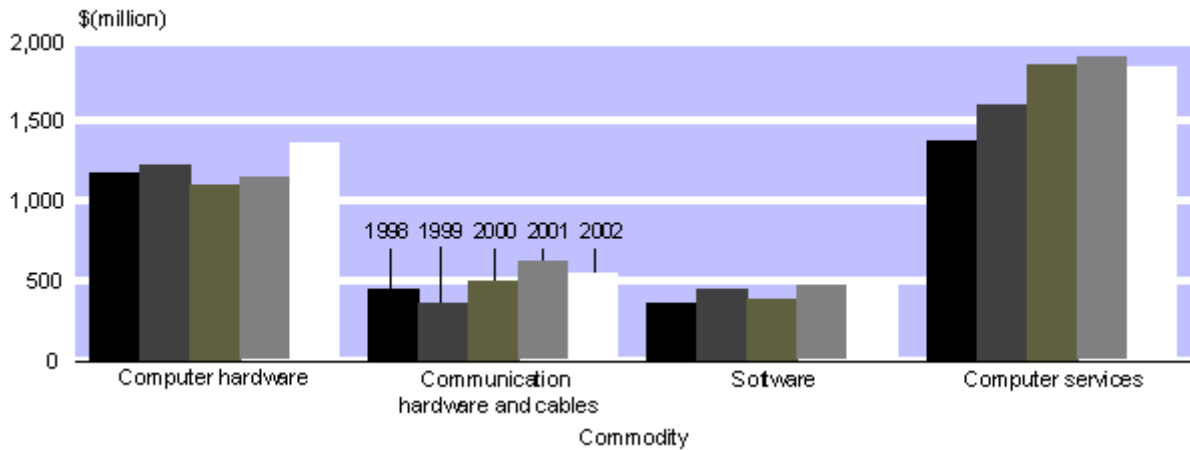
Sales to New Zealand end-users

The total value of sales to New Zealand IT end-users, excluding on-selling activities and communication services, is estimated at \$4,275 million, an increase of 1 percent or \$30 million on the 2001 financial year.

Sales of computer hardware, including peripheral equipment, increased by \$217 million, or 19 percent, when compared with the 2001 financial year.

This was largely offset by decreases in the sales of communication hardware and cables, down \$75 million or 12 percent, and sales to end-users of computer services, down \$64 million or 3 percent.

IT Sales to New Zealand End-users
By commodity, financial years



Sales to other New Zealand customers

Sales to other New Zealand customers are sales made to businesses that on-sell the goods or services (including sales to retail or wholesaling outlets). Total IT sales (excluding communication services) to other New Zealand customers decreased 7 percent in the 2002 financial year to \$1,812 million.

Data quality

In calculating the estimates for the Information Technology Survey, Statistics New Zealand imputes values for non-respondents from data supplied by similar participants that have responded. The table below indicates the amount of imputation for each of the commodities in the 2002 financial year.

Commodities	Value of imputation \$(million)	Percentage of total IT sales
Computer hardware: single-user systems	160.5	16
Computer hardware: multi-user systems	84.3	15
Peripheral computer equipment	194.3	18
Communications hardware and cables	52.9	5
Software sales	133.6	16
Computer services	326.1	14
Training and education in IT	2.9	6
Total excluding communication services	794.1	9

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Next release ...

Information Technology Survey: 2003 financial year will be released in 2004.

Technical notes

Revision to 2001 data

Revisions have been made to the Information Technology Survey: 2002 financial year released on 26 March 2003.

An error was found in the process used to calculate the revised estimates for the 2001 financial year that were published with the 2002 financial year release. The estimates for the 2001 financial year have now been updated. The change also affects the comparisons between the 2001 and 2002 financial years. The tables, highlights and commentary have been revised to reflect these changes. The 2002 data for sales of training and education in IT has been suppressed due to concerns about the quality of this number.

General

These statistics are drawn from the 2002 Information Technology Survey. The objectives of this survey are to provide information on the total income, export income and the domestic income from sales of information technology (IT) in New Zealand. This survey is jointly sponsored by Statistics New Zealand, the Ministry of Economic Development and the Information Technology Association of New Zealand.

Reference period

The reference period for the survey was the 2001–2002 accounting year. For enterprises with balance dates falling between 1 January and 30 September, this is financial data for the year ending 2002. For enterprises with balance dates falling between 1 October and 31 December, this is financial data for year ending 2001.

Population

The target population for this survey is all Kind-of-Activity Units with more than two full-time equivalents (FTEs) engaged in IT activity in New Zealand. The population for the 2002 Information Technology Survey contained 1,587 enterprises.

All units that had more than two FTEs and were classified on the Statistics New Zealand Business Frame to the following ANZSIC codes are included in the survey.

F461300 Computer Wholesaling

Units mainly engaged in the wholesaling of computers or computer peripheral equipment.

J712000 Telecommunication Services

Units mainly engaged in providing telecommunication services to the public by wire, cable or radio.

L783100 Data Processing Services

Units mainly engaged in providing data processing services. Also included are units mainly engaged in providing time-sharing services.

L783200 Information Storage and Retrieval Services

Units mainly engaged in providing information storage and retrieval services (other than library and bibliographic services).

L783300 Computer Maintenance Services

Units mainly engaged in providing computer maintenance or repair services.

L783400 Computer Consultancy Services

Units mainly engaged in providing computer consultancy services, computer systems analysis or computer programming services.

In addition, units not classified on the Business Frame to any of the above ANZSIC codes, but who are members of the Trade New Zealand Telecommunications Joint Action Group, or the Information Technology Association of New Zealand (ITANZ) and have more than two FTEs, are included.

Any units known to the survey sponsors that are significant participants in the IT industry outside the above sources and who are not classified on the Business Frame to any of the above ANZSIC codes and who have more than two FTEs, are also included.

Response rate

A target response rate of 75 percent was specified in terms of the number of Kind-of-Activity Units from the survey population. Special procedures were put in place to ensure a 95 percent response from the 100 largest units for the survey population, as defined by total IT sales from the 2001 Information Technology Survey.

A response rate of 76.4 percent by count was achieved and 96 of the top 100 units responded.

Non-sampling error

Non-sampling error occurs for reasons such as respondent error, frame quality and errors in processing. While every effort is made to minimise these types of error, they may still occur. It is not possible to quantify their effect.

Statistics New Zealand has used standard procedures in attempting to control non-sample error. This includes such things as pilot testing of questions and survey quality control procedures.

Analysis of results

The survey results have been compared with annual reports, trade data and other indicators published by Statistics New Zealand. Where the survey results differed, more detailed study of the data was made. In some cases, exact comparisons are not possible, due to differences in timing or definition of commodities.

Confidentiality

Data published from the Information Technology Survey must conform to the provisions of the Statistics Act 1975, which requires that all statistical information published by Statistics New Zealand shall be arranged in such a manner as to prevent any particulars belonging to any respondent from being identifiable. Cell suppression has been used to prevent the disclosure of sensitive information.

Concepts and terms

ANZSIC

The Australian and New Zealand Standard Industrial Classification (ANZSIC).

Business Frame

A register of all economically significant businesses operating in New Zealand, maintained by Statistics New Zealand from which the survey population is drawn.

Enterprise

A single business entity operating in New Zealand either as a legally constituted body, such as a company, trust, local or central government trading organisation, incorporated society, or self-employed individual.

Full-time equivalent (FTE)

The number of full-time employees plus half the number of part-time employees. A full-time employee is defined as someone who works 30 hours a week or more. A part-time employee is defined as someone who works less than 30 hours a week.

Kind-of-Activity Unit

A sub-division of an enterprise that consists of one or more geographic units that are engaged in a similar activity and for which a single set of accounting records is available.

Commodity definitions

Computer hardware

Comprises complete computer systems or major upgrades. Excludes peripherals when sold separately. Includes items below, but is not limited to these.

- system processors or central processing units (with any associated power supplies and cooling equipment)
- storage sub-systems
- printer sub-systems
- front-end communication processors
- extended channels used for control, calculation and communication.

Single-user systems

Includes general use computers intended primarily for a single user in an office or home.

Multi-user systems

Primarily intended to service multiple users simultaneously, including dedicated file servers, minicomputers, mainframes and super computers.

Peripheral computer equipment

Includes any equipment distinct from the central processing unit that may provide the system with outside communication or additional facilities when sold separately to the peripherals in computer hardware above. Examples include modems, screens, mice, scanners, disk drives, tape drives, tape silos, CD-ROM drives, CD writers, printers, EFT-POS terminals, banking devices, betting terminals, add-on boards and blank media (including diskettes, tapes and toner cartridges).

Communications hardware

Includes switching equipment, transmission equipment, customer equipment (fixed or mobile) and satellite and any other radio communications equipment (not including household broadcast radio receivers).

Communication cables

Assemblies of insulated conductors sheathed in insulation, which are used for the transmission of telecommunications. Examples include coaxial, twisted pair copper and fibre optic.

Software sales

Includes programs, procedures, routines and any documentation associated with the operation of a computer system. Includes all software available for sale to more than one customer. Excludes software specifically written for a single customer.

Computer services

Any or all of the following when undertaken for specific customers:

- systems analysis, design and programming
- system integration
- software maintenance

- facilities management
- data entry, processing and time-sharing
- information network and database services
- hardware and systems servicing and repairs
- installation and cabling services
- computer-related consultancy not covered by the above.

Training and education

Includes any IT training and education.

Communication services

Includes telecommunications carrier services (eg, fixed and mobile network access, local and long distance telephony and data), value added services (eg, packet switching) and network management services, including Internet access.

Sales

Sales in New Zealand dollars for each IT category.

Exports

Excludes goods sold to other New Zealand businesses who will export the goods at a later stage.

Sales to New Zealand end-users

Sales to those purchasers who buy goods for their own use, rather than on-selling.

Sales to other New Zealand customers

Sales not classed as exports or sales to New Zealand end-users. This category includes sales to businesses that on-sell the IT goods or services.

More information

For more information, follow the [link](#) from the Technical notes of this release on the Statistics New Zealand website.

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Timing

Timed statistical releases are delivered using postal and electronic services provided by third parties. Delivery of these releases may be delayed by circumstances outside the control of Statistics New Zealand. Statistics New Zealand accepts no responsibility for any such delays.

Next release ...

Information Technology Survey: 2003 financial year will be released in 2004

Tables

The following tables can be downloaded from the Statistics New Zealand website in Excel 97 format. If you do not have access to Excel 97 or higher, you may use the [Excel file viewer](#) to view, print and export the contents of the file.

List of tables

1. Information technology survey, sales of IT commodities
2. Information technology survey, sales of IT commodities - change from previous year

Erratum

16 April 2003

Revision to the Information Technology Survey: 2002 financial year Hot Off The Press

Revisions have been made to the Information Technology Survey: 2002 financial year released on 26 March 2003.

An error was found in the process used to calculate the revised estimates for the 2001 financial year, which were published with the 2002 financial year release. The estimates for the 2001 financial year have now been updated. The comparisons between the 2001 and 2002 financial years have also been affected. The Tables, Highlights and Commentary sections have been changed to reflect these revisions. The 2002 data for sales of training and education in IT has been suppressed due to quality concerns.

Subscribers are asked to discard their original copy of this Hot Off The Press (dated 26 March 2003) and replace it with this revised version dated 16 April 2003.

Statistics New Zealand regrets any inconvenience this error may have caused users.

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