

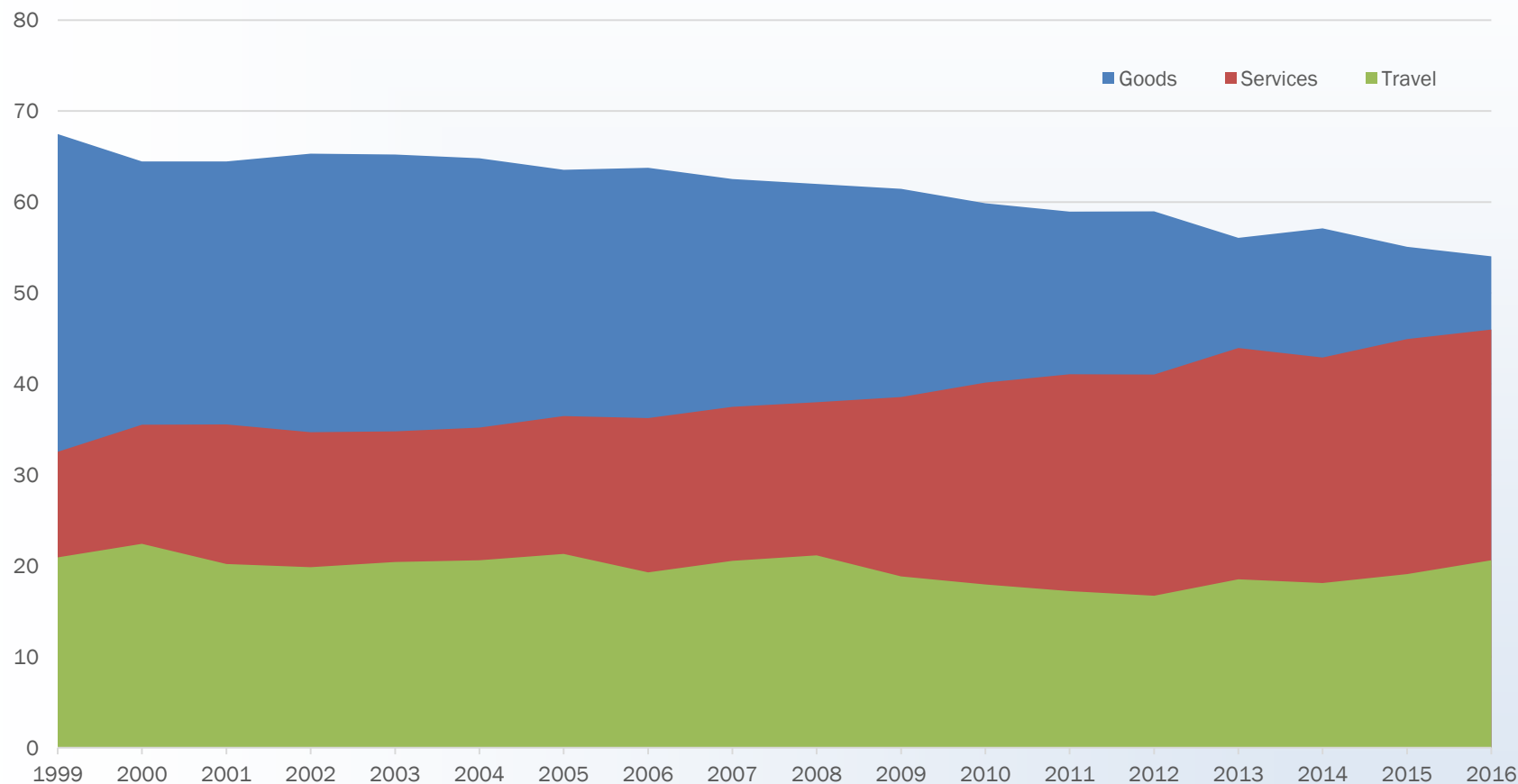
UNCTAD Expert Meeting on Results from Pilot Surveys on Exports of ICT-enabled Services

***COSTA RICA: EXPORTS OF SERVICES OVER INFORMATION AND
COMMUNICATION TECHNOLOGY NETWORKS (ICT)***

December, 2017

Costa Rica: Exports of goods, travel services and other services

As percentage of total exports



Source: Central Bank of Costa Rica

Costa Rica: Exports Millions of US\$

	2010	2014	2015	2016
Total exports (Goods & services)	12,514	16,562	17,126	18,886
Exports of goods	7,493	9,456	9,432	10,166
Exports of services	5,021	7,106	7,694	8,720
Transport	408	436	496	428
Travel	1,828	2,996	3,266	3,716
Others	2,785	3,674	3,932	4,576
Of which services that could be ICT-enabled services				1,900

Source: Central Bank of Costa Rica.

Costa Rica: Exports percentages of GDP

	2010	2014	2015	2016
Total exports (Good & services)	33.6	32.7	31.3	33.1
Exports of goods	20.1	18.7	17.2	17.8
Exports of services	13.5	14.0	14.1	15.3
Transport	1.1	0.9	0.9	0.7
Travel	4.9	5.9	6.0	6.5
Others	7.5	7.3	7.2	8.0
Of which services that could be ICT-enabled services				3.3

Source: Central Bank of Costa Rica.

Exports of services in the BOP

Service category	2014	2015	2016
1. Goods-related services	437	230	230
1.1. Manufacturing services on physical inputs owned by others	360	149	136
1.2. Maintenance and repair services n.i.e.	77	81	94
2. Transport	436	496	428
3. Travel	2,996	3,266	3,716
4. Construction	-	0	0
5. Insurance and pension services	2	2	2
6. Financial services	86	65	69
7. Charges for the use of intellectual property n.i.e.	-	0	0
8. Telecommunications, computer, and information services	849	1,002	1,186
8.1. Telecommunications services	18	13	18
8.2. Computer services	782	928	1,093
8.3. Information services	49	61	75
9. Other business services	2,252	2,607	3,061
9.1. Research and development (R&D)	96	155	157
9.2. Professional and management consulting services	1,921	2,188	2,645
9.3. Technical, trade-related, and other business services	235	264	259
10. Personal, cultural, and recreational services	15	0	0
10.1. Audiovisual and related services	0	0	0
10.2. Other personal, cultural, and recreational services (other than audiovisual and related)	15	0	0
11. Government goods and services n.i.e.	32	25	29
Total: all services	7,106	7,694	8,720

Introducing the project

In May, 2017 the initiative was introduced to public sector officials, the country's business community and the media.

- May 2 and 3, 2017: training was given to officials from institutions interested in the project;
- May 4, 2017: Awareness raising event for pilot surveying international trade in ICT-enabled services exports was presented to a group of companies in this sector.
- Data collection is for reference year 2016

Distribution of enterprises selected for the survey by size class and economic activity

Enterprise size class	Selected enterprises Number	Number of four-digit ISIC Rev.4 classes included	
		Number	% of the total 73 classes considered
Large (4)	175	57	78
Medium (3)	57	26	36
Small (2)	39	22	30
Micro (1)	14	10	14
Total	285	73	100

Selection criteria: Expert judgment.

Source: Central Bank of Costa Rica

Phases to implement the project

- Phase 1: A pilot survey was conducted with ten companies. This activity took place between May 8th to 19th, 2017. Nine visits were made to companies and, in one case, the survey was completed including assistance of the organization officials on video calls.
- Phase 2: During the period from May 22th to September 22th, the survey's forms were sent to all companies. There was close follow-up and support for the completion of the form.
- Phase 3: Data validation started on September 25th, including cross-checking with other administrative sources of information available at the Central Bank of Costa Rica and other institutions.
- Phase 4: Expansion of data and analysis of information to ensure consistency with the BOP data.
- Phase 5: Drafting of the results report.

Service categories

The survey included nine categories of services:

1. Telecommunications
2. Computer services (including software)
3. Sales and marketing services (does not include trading and leasing services).
4. Information services (including audiovisual services and content on-line)
5. Insurance and financial services
6. Management, administration and back office services
7. License services
8. Engineering, related technical services and research and development
9. Education and training services

Selected enterprises and responses received by economic activity

Economic Activity	Selected Companies	Number of Responses	Responses of which companies export over ICT networks
Agricultural	2	2	0
Commerce	13	12	10
Manufacturing Industry	27	24	3
Services	243	147	104
Total	285	185	117

Source: Central Bank of Costa Rica.

Total responses and representativeness in terms of economic activity

Size	Responses received	Representation (71 codes using a 4-digit disaggregation of ISIC Rev.4)	
	No.	Quantity	%
Large (4)	113	51	72
Medium (3)	35	20	28
Small(2)	25	18	25
Micro (1)	12	7	10
Total	185	71	100

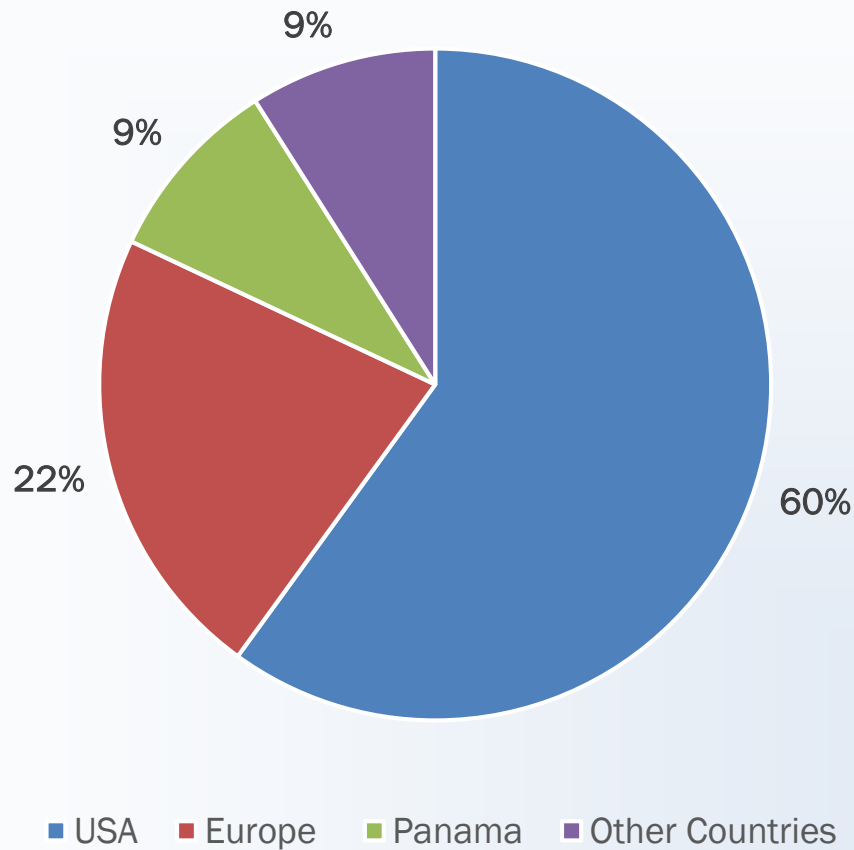
Source: Central Bank of Costa Rica.

Services delivered over ICT networks and representativeness in terms of economic activity

Size	Responses received	Representation (38 codes using a 4-digit disaggregation of ISIC Rev.4)	
		Quantity	%
Large (4)	74	27	71
Medium (3)	21	12	32
Small (2)	15	10	26
Micro (1)	7	7	18
Total	117	38	100

Source: Central Bank of Costa Rica.

Costa Rica: Origin of the capital of the companies that export services over ICT networks (117)



Source: Central Bank of Costa Rica.

Costa Rica: exports over ICT networks by type of service relative to the exports of services registered in international accounts, 2016

In million US\$

Type of service	Over ICT networks	% of total exports in balance of payments
Telecommunications Services	15	83%
Computer Services (including Software)	383	35%
Sales and marketing services, not including trading and leasing services	28	50%
Information services	54	72%
Insurance and financial services	41	59%
Management, administration and back-office services	1,173	45%
Licensing services	0	0%
Engineering, related technological services and research and development	199	91%
Education and training services	7	7%
Total	1,900	

Source: Central Bank of Costa Rica.

Number of enterprises, ICT-enabled services exports and as a share of total services exports

Size	No. Enterprises	ICT-enabled services exports	Relative Share
Large (4)	74	1,863	98.1
Medium (3)	21	31	1.6
Small (2)	15	5	0.2
Micro (1)	7	2	0.1
Total	117	1,900	100

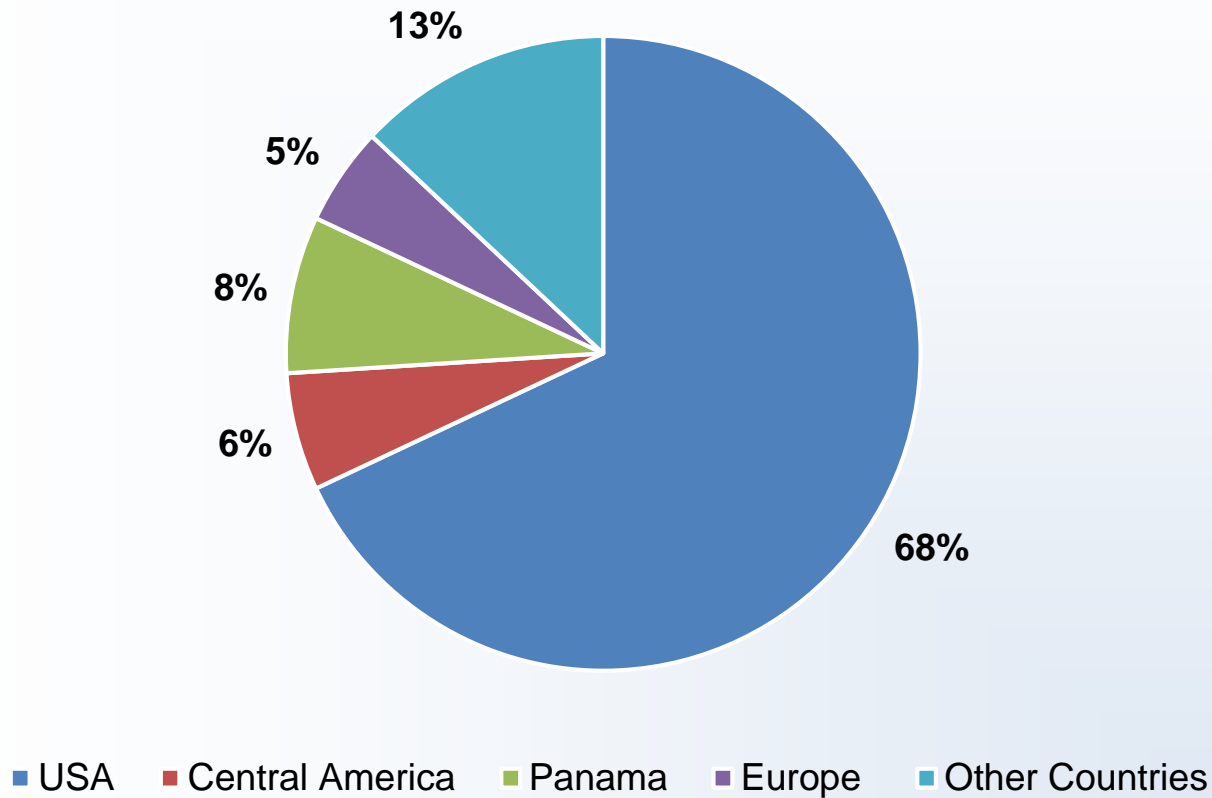
Source: Central Bank of Costa Rica.

Sales of services delivered over ICT networks by economic activity

Economic activity	No. enterprises	ICT-enabled services exports	Percentage of Share
Services	104	1,500	81.8
Trade	10	184	12.0
Manufacturing industry	3	216	6.2
Agricultural	0	-	0
Total	117	1,900	100

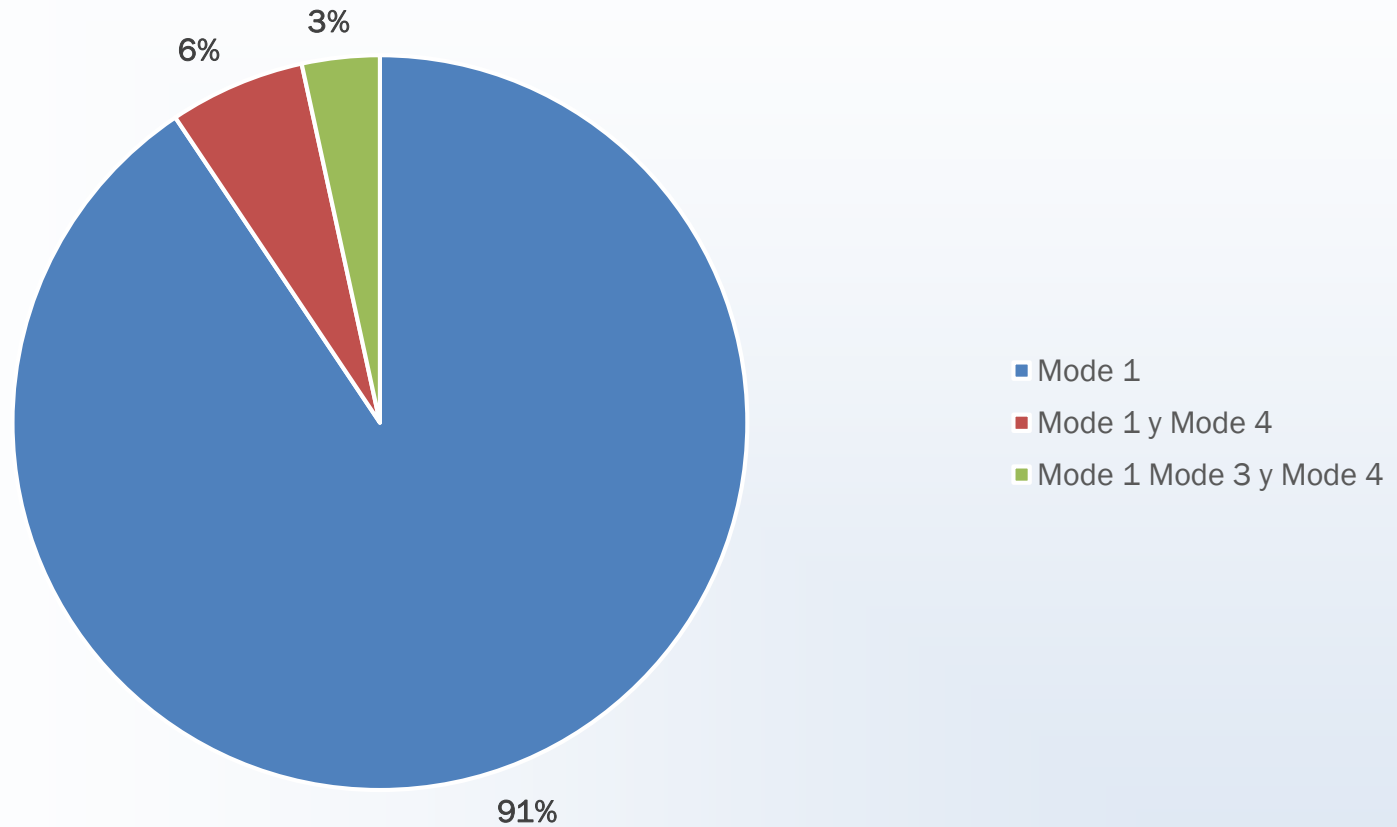
Source: Central Bank of Costa Rica.

Costa Rica: Exports of services delivered over ICT networks by countries and regions of destiny



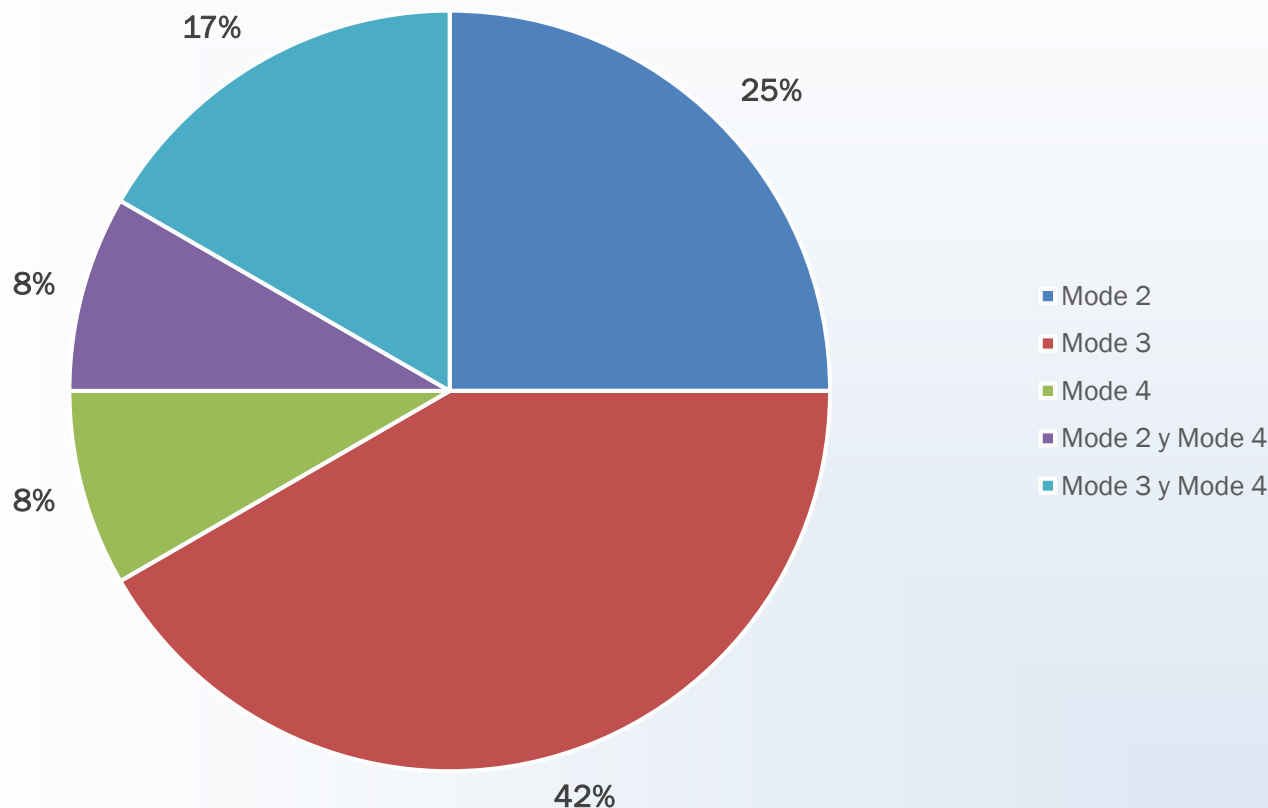
Source: Central Bank of Costa Rica.

Modes of supply of services exports



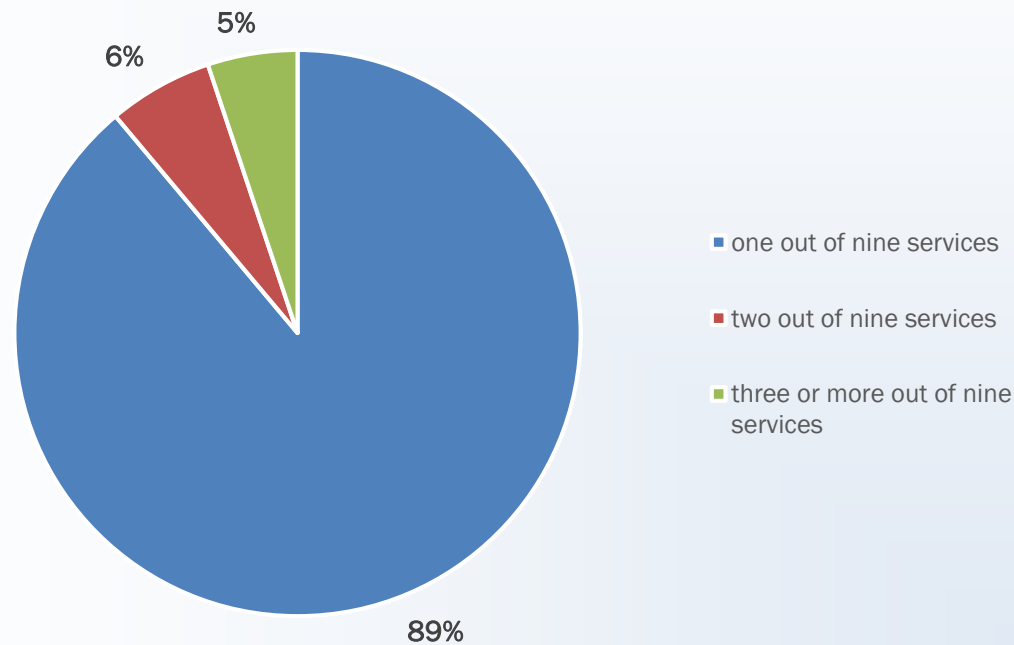
Source: Central Bank of Costa Rica.

Modes of supply of services exports over channels other than mode 1



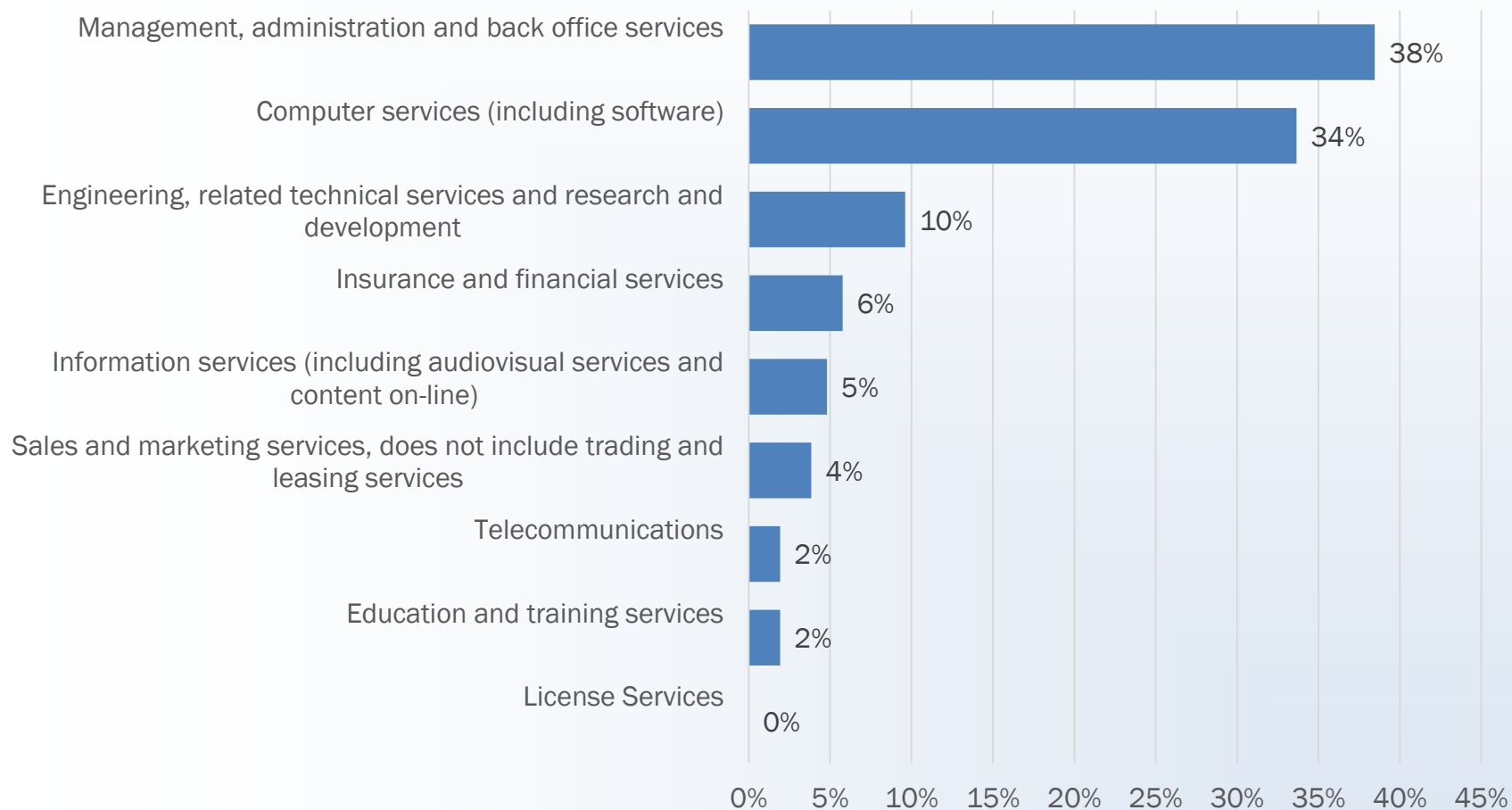
Source: Central Bank of Costa Rica.

Combinations of services provided over ICT networks



Source: Central Bank of Costa Rica.

Proportion of enterprises that only provide one type of the nine services (89%)



Source: Central Bank of Costa Rica.

Proportion of enterprises that provide two out of nine services (6%)

Management, administration and back office services	14.3%
+Computer services	
Computer services	28.6%
+Information services	
Insurance and financial services	14.3%
+Management, administration and back office services	
Engineering, related technical services and R&D	28.6%
+Management, administration and back office services	
Información	14.3%
+Engineering, related technical services and R&D	
Total:	100%

Proportion of enterprises that provide three or more out of nine services (5%)

Management, administration and back office services	33.3%
+ Education and training services, engineering, related technical services, R&D and information services	
Insurance and financial services	16.7%
+ Computer services and engineering, related technical services and R&D	
Engineering, related technical services and R&D	33.3%
+ Management, administration and back office services, computer services and sales and marketing services	
+ Education and training services, telecommunications and computer services	
Information services	16.7%
+ Computer services and management, administration and back office services	
Total:	100%

Source: Central Bank of Costa Rica.

Sales vs exports of services over ICT networks

By size of enterprise

	Sales (117)	Total services exports (117)	Total services exports (9 surveys items)	Exports over ICT networks (117)
Large (4)	3,325	1,923	1,904	1,863
Medium (3)	50	35	33	31
Small (2)	7	5	5	5
Micro (1)	6	6	2	2
Total	3,388	1,969	1,944	1,900

Source: Central Bank of Costa Rica.

Total service sales inside and outside the country vs exports services over ICT networks By size of enterprise

	Total service sales (185)	Exports over ICT networks (117)
Large (4)	2,524	1,863
Medium (3)	45	31
Small (2)	8	5
Micro (1)	7	2
Total	2,584	1,900

Source: Central Bank of Costa Rica.

Services exports vs exports of services over ICT networks

By size of Enterprise

	Total services exports (All items)	Exports over ICT networks
Large (4)	2,134	1,863
Medium (3)	35	31
Small (2)	5	5
Micro (1)	6	2
Total	2,180	1,900

Source: Central Bank of Costa Rica.

Exports of services vs exports of services over ICT networks

By size of 117 enterprises (9 surveys items)

	Total services exports	Exports over ICT networks
Large (4)	1,904	1,863
Medium (3)	33	31
Small (2)	5	5
Micro (1)	2	2
Total	1,944	1,900

Source: Central Bank of Costa Rica.

Service exports by economic activity

Economic activity	Service exports (185)	Exports of the 9 services (117)	ICT-enabled of 9 service exports (117)
Services	1774	1540	1500
Trade	186	184	184
Manufacturing industry	221	220	216
Agricultural	0	0	0
Total	2181	1944	1900

Source: Central Bank of Costa Rica.

Exports of ICT-enabled services by main economic activity

In thousands of US\$

ISIC	Description	Sales
474100	Retail sale of computers, peripheral units, software and telecommunications equipment in specialized stores	1
960900	Other personal service activities n.e.c.	5
711000	Architectural and engineering activities and related technical consultancy	7
691000	Legal activities	57
591100	Motion picture, video and television programme production activities	180
620900	Other information technology and computer service activities	400
261000	Manufacture of electronic components and boards	579
591300	Motion picture, video and television programme distribution activities	634
732000	Market research and public opinion polling	641
465900	Wholesale of other machinery and equipment	681
829900	Other business support service activities n.e.c.	1,376
611000	Wired telecommunications activities	1,500
721000	Research and experimental development on natural sciences and engineering	2,407
853000	Higher education	2,450
731000	Advertising	2,693
143000	Manufacture of knitted and crocheted apparel	2,888
522900	Other transportation support activities	5,928
619000	Other telecommunications activities	7,388
749000	Other professional, scientific and technical activities n.e.c.	7,534
351000	Electric power generation, transmission and distribution	7,600
829100	Activities of collection agencies and credit bureaus	10,085
479900	Other retail sale not in stores, stalls or markets	10,366
210000	Manufacture of pharmaceuticals, medicinal chemical and botanical products	11,696
511000	Passenger air transport	13,506
692000	Accounting, bookkeeping and auditing activities; tax consultancy	15,578
631100	Data processing, hosting and related activities	29,089
701000	Activities of head offices	58,789
620200	Computer consultancy and computer facilities management activities	61,595
741000	Specialized design activities	64,672
702000	Management consultancy activities	69,060
951200	Repair of communication equipment	72,662
465100	Wholesale of computers, computer peripheral equipment and software	78,978
641900	Other monetary intermediation	83,360
463000	Wholesale of food, beverages and tobacco	93,676
783000	Other human resources provision	132,754
821100	Combined office administrative service activities	233,861
620100	Computer programming activities	313,198
822000	Activities of call centres	502,422
Total		1,900,298

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Thanks

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