



**UGANDA BUREAU OF STATISTICS**



# **INTERNATIONAL TRADE IN SERVICES SURVEY REPORT 2019**

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**October 2020**

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## FOREWORD



The International Trade in Services (ITS) publication is the first of its kind to be produced by the Uganda Bureau of Statistics (UBOS). The statistics is produced by the Directorate of Macro Economic Statistics.

ITS Statistics is compiled in compliance with the guidelines set out in the Balance of Payments and International Investment Position Manual (BPM6) and Manual on Statistics of International Trade in Services 2010 (MSITS 2010).

International Trade in Services statistics is important for economic analysis and policy making because it provides insight into the types of services traded by Uganda with the respective countries. The statistics are vital in the compilation of National Accounts and Balance of Payments.

The report gives an analysis of Uganda's International Trade in Services by broad Economic Sectors, Service Categories and Trading Partners. Details on data sources, scope and coverage of the ITS survey and the conceptual framework and definitions used in the compilation are embedded in the technical notes. Statistical tables are attached in the Annexes to facilitate further analysis and research by various stakeholders and users.

The publication of this report has been made possible by the cooperation of business establishments engaged in Export and Import of Services. The Bureau takes this opportunity to appreciate all those that provided information during this important undertaking.

A stylized handwritten signature in blue ink, consisting of a large 'C' followed by several loops and a long horizontal stroke.

**Chris N. Mukiza (PhD)**  
Executive Director

**LIST OF ACRONYMS**

BOP	Balance of Payment
BOU	Bank of Uganda
BPM	Balance of Payments and International Investment Position Manual
COMESA	Common Market for Eastern and Southern Africa
EAC	East African Community
EBOPS	Extended Balance of Payments Services Classification
EU	European Union
FDI	Foreign Direct Investment
GATS	General Agreement on Trade in Services
GDP	Gross Domestic Product
ICT	Information and Communication Technology
ISIC	International Standard Industrial Classification of All Economic Activities
ITS	International Trade in Services
LDC's	Low Developing Countries
MSITS2010	Manual on Statistics of International Trade in Services
n.i.e	Not Included Elsewhere
ROW	Rest of the World
UBOS	Uganda Bureau of Statistics
UIA	Uganda Investment Authority
UNCTAD	United Nations Conference on Trade and Development
URA	Uganda Revenue Authority
VAT	Value Added Tax
WTO	World Trade Organization

## EXECUTIVE SUMMARY

The Uganda Bureau of Statistics (UBOS) has been conducting the International Trade in Services Survey since 2010, collecting data on trade transactions in services between residents and non-resident institutional units or persons. The main objective of the survey was to generate quantitative information on the flow of import and export of services. The information collected will be used to improve the compilation of Gross Domestic Product (GDP) and Balance of Payments (BOP) statistics as well as to guide trade in services negotiations and policy at regional and international level.

The survey targeted enterprises that export or import services in the country from five economic sectors of the economy. These included; Information and Communication, Construction, Financial & Insurance activities, Transport & Storage, and Professional, Scientific & Technical activities. A total of 587 enterprises were selected out of a frame of 5,865.

Statistics presented are grossed up for the five economic sectors mentioned above for the years 2010 to 2018. However, Professional, Scientific & Technical activities sector was incorporated in the survey in 2016. From the five sectors, statistics were presented for the eleven categories as recommended by the Manual on Statistics of International Trade in Services (MSITS) and the Extended Balance of Payments Services (EBOPS) classification.

### ***Services Trade Flows***

Uganda's total International trade in goods and services amounted to US\$12,861.1 million in 2018, of which trade in services accounted for 19.0 percent. The survey findings show that on average trade in services declined by 1.9 percent annually from 2010 to 2018. Similarly, Imports of services declined by 2.7 percent annually whereas exports of services grew by 0.6 percent annually on average.

In 2018, import of services with US\$ 1,843.6 million (75.6%) accounted for the biggest percentage of total international services trade, while exports of services amounted to US\$ 594.1 million (24.4%). The most imported services were; Financial services (36.6%), Transport services (22.0%), Construction services (16.9%) Other Business services (12.3%), and Telecommunication services (10.0%) whereas the main exports were Transport services (54.4%), Other Business services (26.9%), and Financial services (9.6%).

The survey indicates that there was an annual growth in services exports of 5.8 percent to US\$ 594.1 million in 2018 from US\$ 561.5 million in 2017. This performance in exports of services was mainly due to the growth in Transport services (13.3%), Other Business services (10.0%), Financial services (2.2%), and Insurance & Pension services (2.3%). On the other hand, Telecommunications, Computer & Information services and Travel services registered an annual decline of 31.4 percent and 10.0 percent respectively in 2018.

Services imports grew slightly by 0.3 percent to US\$ 1,843.6 million in 2018 from US\$ 1,838.8 million in 2017. This growth was attributed to an increment in Construction services (62.6%), Transport services (56.0%), Financial services (33.9%), Insurance and Pension services (33.7%) and Charges for the Use of Intellectual Property n.i.e (3.3%). On the other hand, Imports of Other Business services, Travel services and Telecommunications, Computer, & Information services registered an annual decline of 63.6 percent, 33.6 percent and 6.5 percent respectively.

### ***Direction of Services Trade***

Most of Uganda's services were sold to Common Market for Eastern and Southern Africa (COMESA) (28.4%), the European Union (26.6%) and North America/Caribbean (26.5%) in 2018. Uganda imported most services from Other Europe (23.7%), the European Union (20.8%), COMESA (16.9%), and Middle East (9.7%).

### ***Services Trade Flows by Economic Sector***

In 2018, Transportation & Storage, Professional, Scientific & Technical activities and Financial & Insurance sectors were the major sectors involved in exportation of services contributing 54.4 percent, 31.7 percent and 10.9 percent of the total services exports respectively. On the other hand, Financial & Insurance activities (38.8%), Construction (29.7%) and Transportation & Storage (21.2%) were the major sectors that imported services.



# **CHAPTER ONE**

## **INTRODUCTION**

### **1.0 Introduction**

This chapter provides a brief background to the International Trade in Services survey, discusses the global and regional trade situation during 2018, as well as the survey objectives and uses.

### **1.1 Background**

Trade in services represents a major stake for almost every country in the world, whether the Least Developed Countries (LDCs), developing or developed countries. Since 2005, the services exports of LDCs have grown by 10 percent annually on average (2018 ITS, UNCTAD). At the same time, their imports have risen by an average of 7.0 percent per year. In 2018, LDCs accounted for less than 1 percent of global services exports and for just over 1 percent of imports. The principal services exports of the LDCs are linked to travel and tourism, representing 43 percent of their total International Trade in Services.

According to the World Trade Report 2019, Distribution services and Financial services are the most traded services globally, followed by Telecommunications, Audio-visual and Computer services. It also indicates that trade in other sectors, such as Educational, Health, and Environmental services, although currently relatively small, are rising rapidly.

Technological advancement in computing, telecommunication (including development of internet and electronic commerce) has enabled enterprises to transact distant business to serve the global market. The activities of multinational corporations coupled with efficient communication have facilitated the movement of people to work abroad or independently to supply services. There is need, therefore, to develop and export services with proper mechanisms to monitor and evaluate the services industry.

The availability of adequate statistical information would enable Uganda to make informed decisions at multilateral negotiations, attract investments, provide support to existing services sectors, and identify services where competitive and comparative advantage exists, and assist in evaluation of market accessibility. It would also inform investment decisions and national negotiating priorities, provide a statistical backing in settling disputes and facilitate the assessment of liberalisation achieved in the specific services and markets under COMESA and the East African Community (EAC) regional blocs.

Balance of Payment Statistics could be understated if information on trade in services is not well captured. This makes trade in services statistics an important input for the government in the management of the macroeconomic policy.

This information will be used for compilation of Gross Domestic Product (GDP) and the Balance of Payments (BOP) statistics as well as to guide trade in services negotiations at regional and international level.

Many trades in services are geographically domestic transactions made international solely by a difference in country of residence between the buyer and the seller of the service. Trade in services, therefore often does not involve crossing of an international boundary by the service, but only crossing of a border by the consumer/supplier of the service.

Uganda's International Trade in Services (ITS) Survey started in 2010. The survey was conducted by the External Trade Statistics unit at Uganda Bureau of Statistics (UBOS) which also covers International Merchandise Trade Statistics. Whereas Merchandise Trade Statistics has been compiled for several years, compilation of the ITS had lagged due to the complexities in capturing information on services. International Trade in Services Survey collects data on trade transactions in services between residents and non-resident institutional units or persons. Services are the result of a production activity that changes the conditions of the consuming units or facilitates the exchange of products or financial assets (BPM6).

## 1.2 Objectives

The main objective of the International Trade in Services (ITS) Survey is to generate quantitative information on the flow of international trade in services.

The specific objectives are as follows;

- (1) Generate data for different types of services (imports/exports) by country of origin and destination.
- (2) Generate annual international trade in services estimates for compiling balance of payments and national accounts statistics.
- (3) Develop a robust statistical system to compile, analyse and disseminate International Trade in Services statistics to guide policy and decision making including bilateral and multilateral negotiations.
- (4) Develop methodologies to estimate trade in services statistics from survey, and administrative data sources in line with international best practices.

## CHAPTER TWO

### METHODOLOGY

#### 2.0 Introduction

The chapter discusses data sources, sampling techniques used, data collection techniques and instruments and up-rating of survey results. The compilation of International Trade in Services (ITS) Statistics was in accordance with guidelines provided in the MSITS 2010 and the BPM6. The guidelines ensure production of comparable statistics on international trade in services across the globe.

Enterprises were classified by main economic activity according to the International Standard Industrial Classification of all Economic Activities, Revision 4 (ISIC, Rev.4).

#### 2.1 Data sources

Annual enterprise surveys have been conducted since 2010 collecting information using a paper questionnaire that was administered by field interviewers. The design of the questionnaire was in accordance with the survey objectives and anticipated information to be generated.

The data collected covered receipts (exports) and expenses (imports) on different types of services, trading partners, employees by gender and by sector. The data was collected from selected enterprises that fall in the sample.

#### 2.2 Scope and coverage

The survey covered various services from five economic sectors of the economy as classified in the ISIC Rev 4. The sectors included; Information and Communication, Construction, Financial & Insurance activities, Transport & Storage, and Professional, Scientific & Technical Activities. Although the guidelines in the Manual recommend that statistics be compiled for the 12 service categories as classified by the Extended Balance of Payments Classification (EBOPS) 2010, the survey covered 11 service categories excluding government goods and services, from the five economic sectors mentioned above.

The 12 main clusters of services outlined in EBOPS 2010 are as below;

1. Manufacturing services on physical inputs owned by others
2. Maintenance and repair services n.i.e
3. Transport Services
4. Travel
5. Construction
6. Insurance and pension services

7. Financial services
8. Charges for the use of intellectual property n.i.e
9. Telecommunications, computer, and information services.
10. Other business services
11. Personal, cultural, and recreational services.
12. Government goods and services n.i.e

### 2.3 Survey frame

In constructing a sampling frame, the Value Added Tax (VAT) register from Uganda Revenue Authority (URA) was used and this was complemented by the Uganda Business Register (2009/2010). In addition, lists of institutions/associations from regulatory authorities like Uganda Insurance Commission, Association of Uganda Tour Operators, Transporters' Association, as well as Association of Engineers and Constructors were also used to update the sampling frame. In total, the sampling frame consisted of 5,865 eligible enterprises under the five monitored sectors according to ISIC, Rev4 categorisation. From this frame, a sample of 587 enterprises was obtained for the respective sectors basing on the turnover with the understanding that it is the large enterprises that normally trade in international services. The survey targeted only enterprises with turnover of UGX 10 million and above.

### 2.4 Sample design

Enterprises were stratified according to industry economic activity by ISIC, Rev4 classification. To determine the number of enterprises to be sampled in each stratum, different sampling methods were used. In strata with few enterprises, it was complete enumeration and therefore, all enterprises were sampled i.e. Commercial banks, Insurance companies and Telecommunication companies. For the rest of the strata, only large enterprises that contribute 75 percent of the total turnover of all the enterprises in each stratum were considered. Therefore from a frame of 5,865 enterprises, a sample of 587 enterprises was selected.

### 2.5 Survey organization

Teams comprising of field supervisors and interviewers were constituted to implement survey field activities. The teams underwent training with the focus on generating the competencies in practical questionnaire administration. The UBOS Senior Staff coordinated and supervised survey field activities for quality control purposes and to ensure compliance with set field practices. Field staffs were also trained on how to interact and build rapport with respondents to gather relevant information.

## 2.6 Data Collection methods

The information on transactions in exports and imports of services was collected using a paper questionnaire that was administered to the respondents by the trained field interviewers. The required data was collected on an annual basis. The questionnaire was designed in accordance to the survey objectives and anticipated data to be collected.

## 2.7 Estimation and up-rating method

In order to get a national representation of International Trade in Services, sample figures were grossed up and imputations were done for non-responses to obtain complete datasets. Two methods of imputations were used as follows.

- Where the non-responder had historical data for two or more periods, geometric mean was used.
- Where the non-respondent didn't have historical data for two or more periods, annual growth rates at sector level were used to impute for the missing data of the respective enterprise.

To gross up the samples results for exports and imports, each sector was considered separately and enterprises based on their turnover (as recommended by Uganda Investment Authority) were allocated to sub groups of big (>Ugx 360 million), medium (Ugx 100 million ≤ Ugx 360 million) and small (Ugx 10 million ≤ Ugx 100 million) enterprises. Sample mean for each sub group was calculated and multiplied by the respective total population in each sub group. The formula used is as below;

$N_j$  = the total number of enterprises in the  $j^{th}$  stratum (Sector)

$N_i$  = the number of enterprises in the  $i^{th}$  sub group (big, medium, small).

Then

$$N_j = \sum_{i=1}^3 N_i, i = 1, 2, 3$$

$n_i$  is the number of sampled enterprises in the  $i^{th}$  sub group

$\bar{X}_i$  is the average services value for the  $i^{th}$  sub group

$T_g$  is the total sub group services

$T_{SS}$  is the total services value for the  $j^{th}$  stratum.

Therefore,  $\bar{X}_i = \frac{1}{n_i} \sum_{i=1}^n X_i$

Total sub group services,  $T_g = \bar{X}_i * N_i$

Total sector (stratum) services,  $T_{SS} = \sum_{i=1}^3 T_g$

Therefore, Total estimated Value of traded services ( $T_V$ ) is given by:

$$T_V = \sum_{j=1}^4 T_{SS}$$

## CHAPTER THREE

## SURVEY FINDINGS

## 3.0 Overview

The International trade in services ITS survey collected information on trade transactions in services between residents and non-resident institutional units or persons. The statistics presented here are for five sectors for the years 2010 to 2018. It is important to note that the, Professional, Scientific & Technical activities sector was added in 2016.

Statistics on both services imports and services exports are presented by service-category according to EBOPS 2010 classification, economic sector according to ISIC, Rev4 and by trading bloc.

## 3.1 Comparison of Uganda's International Merchandise Trade with International Trade in Services.

As shown in Table 1, Uganda's total International trade in goods and services amounted to US\$12,861.1 million in 2018, of which trade in services accounted for 19.0 percent (US\$2,437.7million).

Table 1: Goods and Services Trade Flows, 2015-2018 (US\$ million)

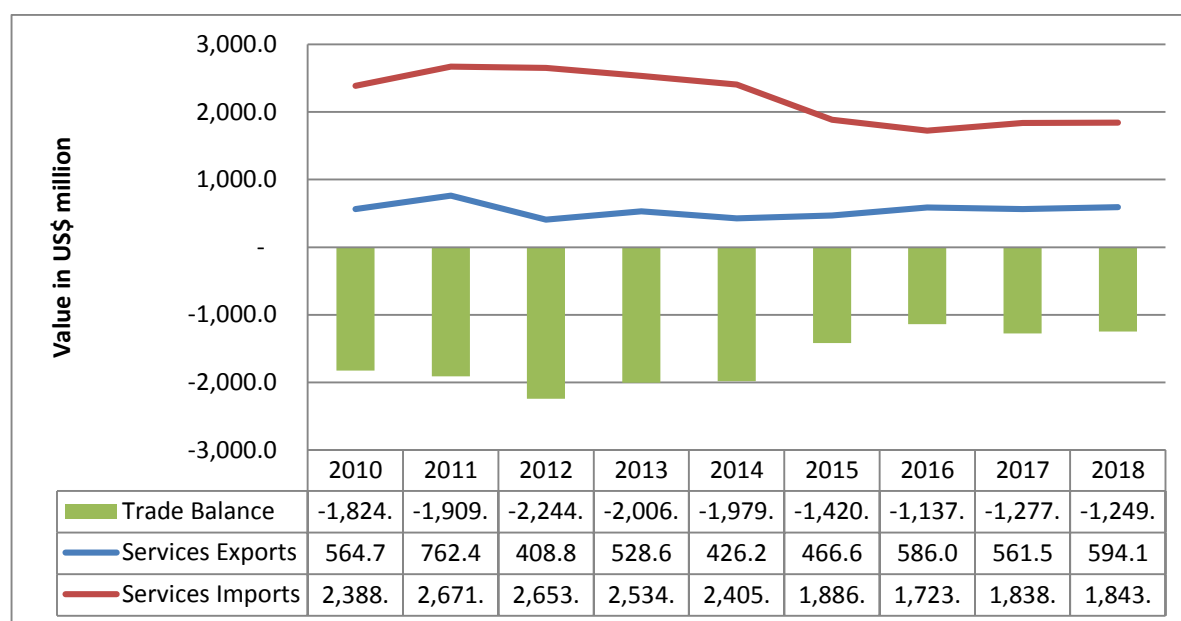
Trade Flow	2015	2016	2017	2018
<b>Exports</b>	<b>3,132.7</b>	<b>3,487.5</b>	<b>4,012.1</b>	<b>4,228.1</b>
<b>Goods</b>	<b>2,666.1</b>	<b>2,901.5</b>	<b>3,450.6</b>	<b>3,634.0</b>
Services	466.6	586.0	561.5	594.1
<b>Imports</b>	<b>7,479.2</b>	<b>6,618.2</b>	<b>7,515.4</b>	<b>8,633.0</b>
<b>Goods</b>	<b>5,592.4</b>	<b>4,894.4</b>	<b>5,676.6</b>	<b>6,789.4</b>
Services	1,886.8	1,723.8	1,838.8	1,843.6
<b>Total trade</b>	<b>10,611.9</b>	<b>10,105.7</b>	<b>11,527.5</b>	<b>12,861.1</b>
Total goods	8,258.5	7,795.9	9,127.2	10,423.4
Total services	2,353.4	2,309.8	2,400.3	2,437.7
Goods % total trade	77.8	77.1	79.2	81.0
Services% total trade	22.2	22.9	20.8	19.0
Services exports% total exports	14.9	16.8	14.0	14.1
Services imports% total imports	25.2	26.0	24.5	21.4

Source: Uganda Bureau of Statistics

### 3.2 International Trade in services

The survey findings show that on average trade in services declined by 1.9 percent annually from 2010 to 2018. Imports of services declined by 2.7 percent annually whereas exports of services grew by 4.4 percent annually on average (See Figure.1 & Appendix: 1).

**Figure 1: Uganda International Services Trade flow and Balance in US\$ Million, 2010-2018**

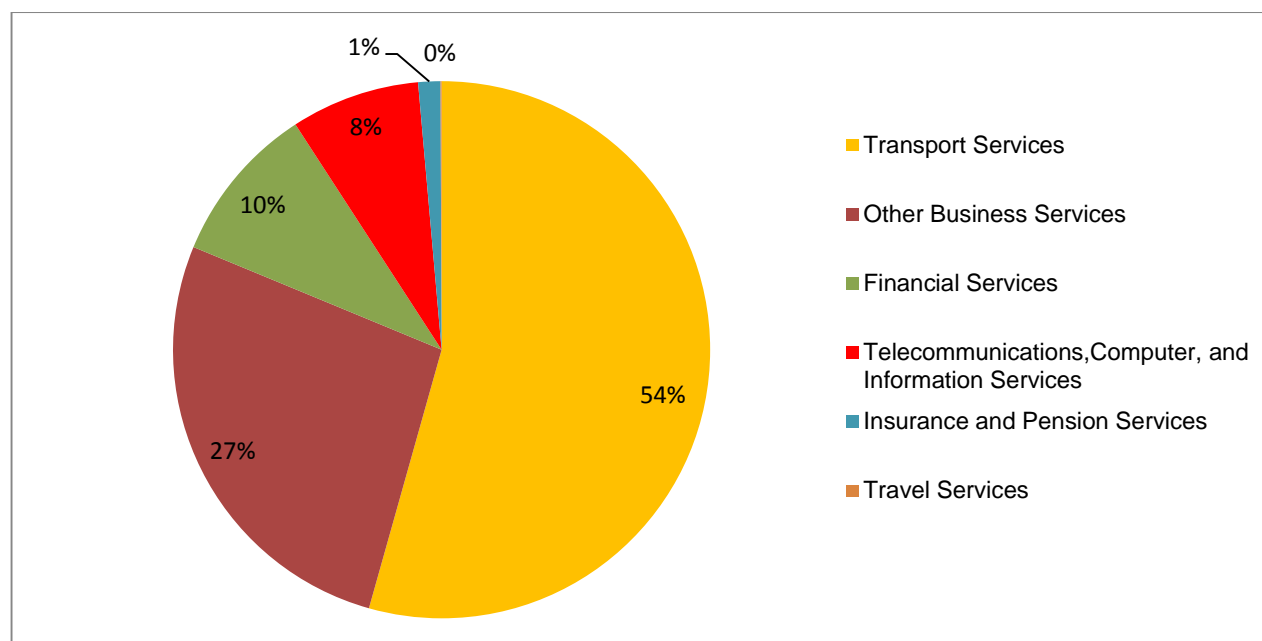


In 2018, imports of services accounted for the biggest percentage of total services trade (75.6%) than exports of services (24.4%). The most imported services were financial services (36.6%), transport services (22.0%), construction services (16.9%), other business services (12.3%), and telecommunication services (10.0%) as indicated in Appendix.3B. The main exports were transport services (54.4%), other business services (26.9%), and financial services (9.6%), See Appendix: 2B.

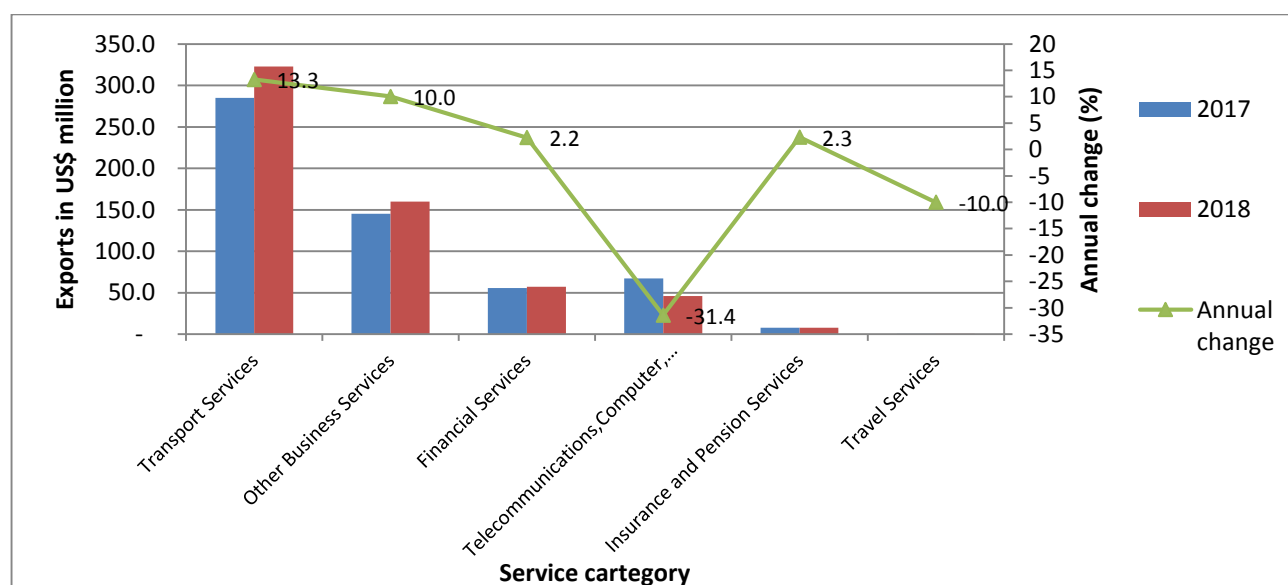
#### 3.2.1 Export of Services

Uganda's services exports accounted for 14.1 percent of Uganda's total exports of goods and services in 2018. On average, exports of services recorded an annual growth of 4.4 percent from 2010 to 2018 (See table 1 and appendix 1).

Exports of services represented 24.4 percent (US\$ 594.1 Million) of Uganda's total services trade in 2018 and the main services exports were transport services (54.4%), Other business services (26.9%) and financial services (9.6%), as in Figure 2 and Appendix 2B.

**Figure 2: Services Exports by Service-Category for 2018**

There was an annual growth in services exports of 5.8 percent (US\$ 594.1 Million) from US\$ 561.5 Million in 2017 (see appendix 1). The main drivers of this growth were transport services (13.3%) other business services (10.0%), financial services (2.2%) and insurance and pension services (1.3%). On the other hand, telecommunications, computer & information services registered an annual decline of 31.4 percent in 2018 as reflected in Figure 3.

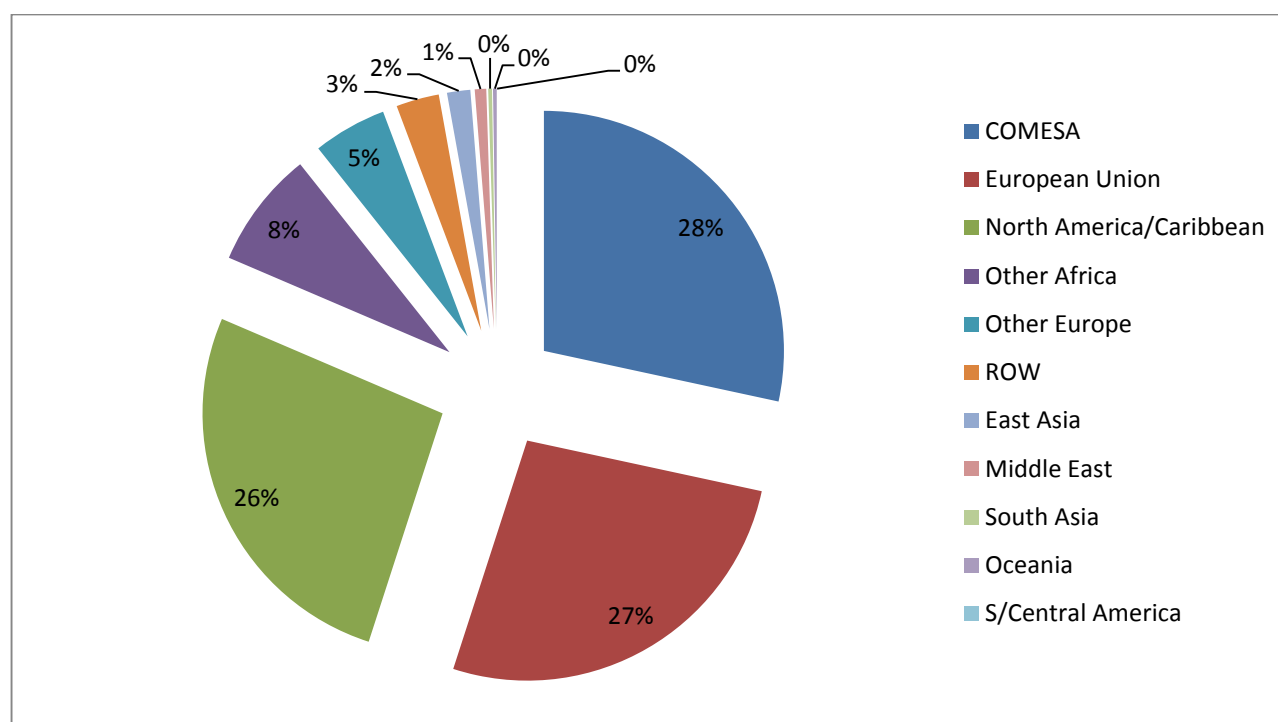
**Figure 3: Trends in Services Exports by Service-Category, 2017-2018**



### Services Exports by Trading Bloc for 2018

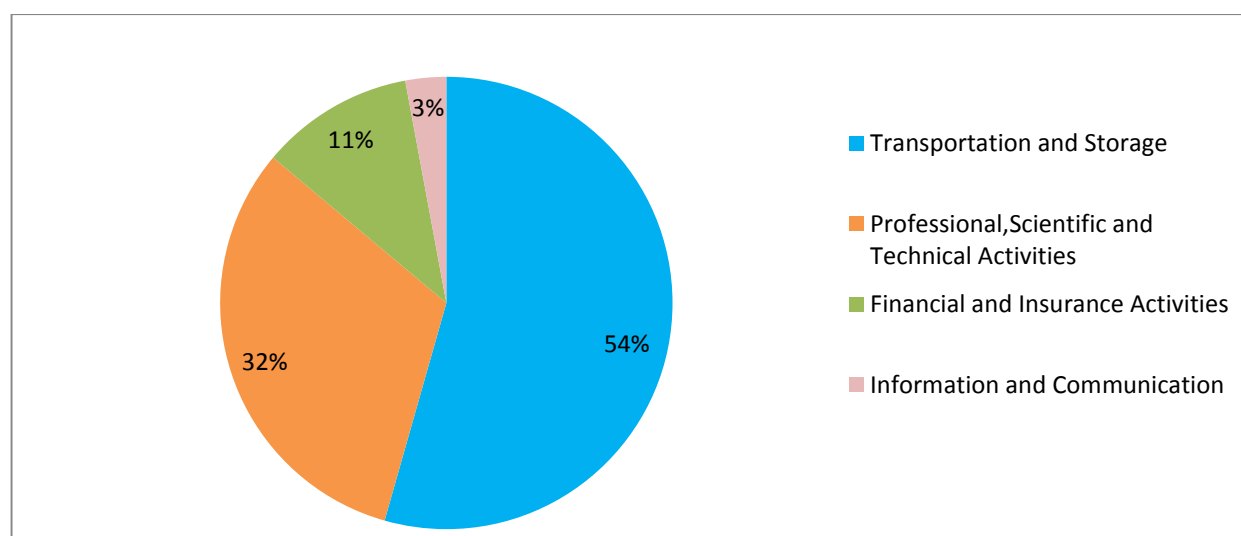
As shown in figure 4, most of Uganda's services exports were sold to the COMESA (28.4%), European Union (26.6 %), and North America/Caribbea (26.5%), See Appendix 6B.

**Figure 4: Services Exports by Trading Bloc for 2018.**



### Services Exports by Economic Sector

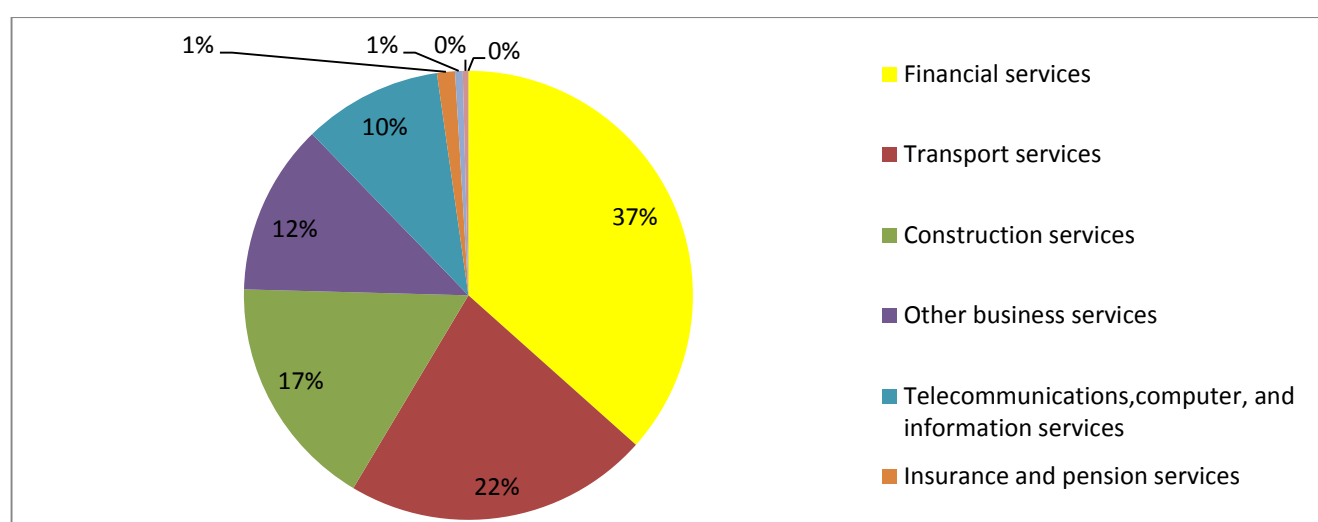
Figure 5 indicates that in 2018, Transportation & Storage, Professional, Scientific & Technical activities and Financial and Insurance activities sectors were the major sectors involved in exportation of services contributing 54.4 percent, 31.7 percent and 11.0 percent of the total services exports respectively in 2018, See Appendix 4.

**Figure 5: Services Exports by Economic Sector for 2018**

### 3.2.2 Import of Services

Uganda's services imports, accounted for 21.4 percent of total imports of goods and services in 2018. On average, services trade recorded an annual decline of 2.7 percent from 2010 to 2018. See table 1 and appendix 1.

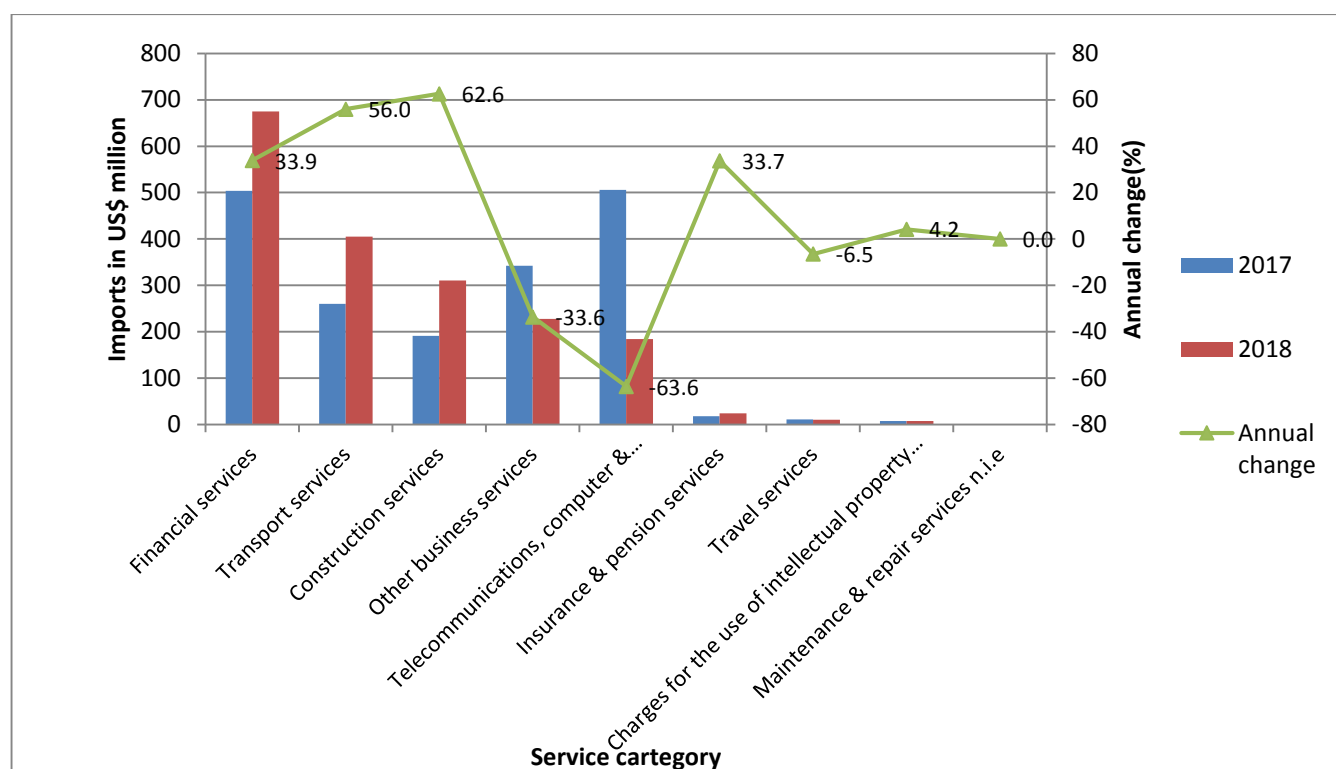
In Uganda, services imports accounted for 75.6 percent (US\$ 1,843.6 million) of total services trade in 2018. The most imported services were Financial services (36.6%), Transport services (22.0%), Construction services (16.9%), Other Business services (12.3%), and Telecommunication services (10.0%), as indicated in Figure 6 and in Appendix 3B.

**Figure 6: Services Imports by Service-Category for 2018**

As shown in appendix 1, services imports grew slightly by 0.3 percent to US\$ 1,843.6 million in 2018 from US\$ 1,838.8 million in 2017.

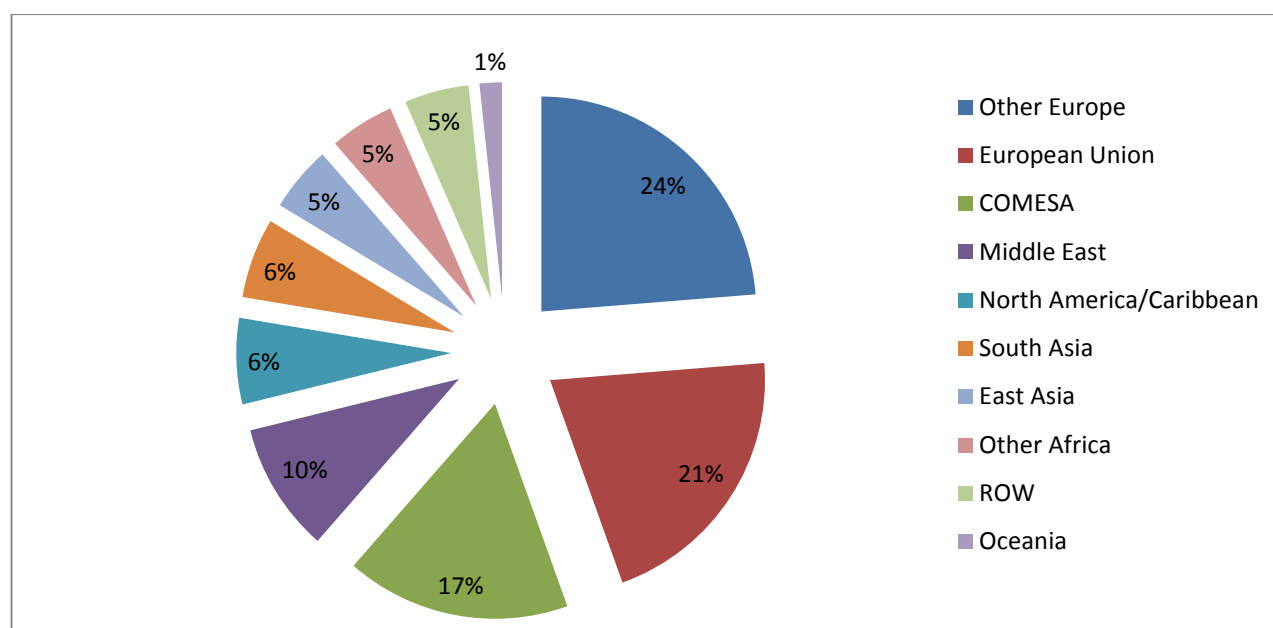
This growth was attributed to an increment in Construction services by 62.6 percent, Transport services 56.0 percent, Financial services (33.9%), Insurance and pension services by 33.7 percent, and Charges for the use of intellectual property n.i.e by 4.2 percent. Imports of Telecommunications, Computer, & Information services, Other Business services and Travel services registered an annual decline of 63.6 percent, 33.6 percent and 6.5 percent respectively in 2018. See Figure 7.

**Figure 7: Trends in Services Imports by Service-Category, 2017 -2018**



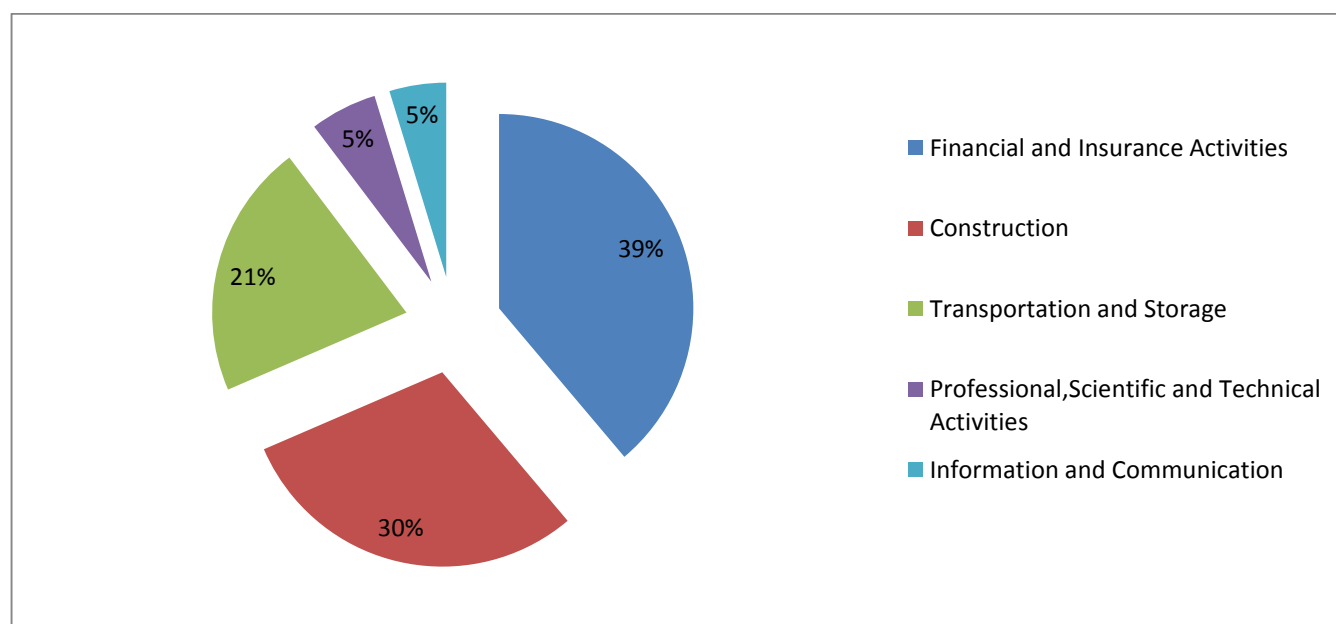
### Services Imports by Trading Bloc

As indicated in 2018, Uganda imports most of its services from Other Europe (23.7%) the European Union (20.8%), COMESA (16.9%), and Middle East (9.7%) See Figure 8 & Appendix: 7B

**Figure 8: Services Imports by Trading Bloc for 2018.**

### Services Imports by Economic Sector

The survey indicated that in 2018, sectors that imported most services were financial and insurance activities (38.8%), construction (29.7%) and transport and storage (21.2%), See Figure 9 and Appendix 5B.

**Figure 9: Services Imports by Economic Sector for 2018.**

## CHAPTER FOUR

### SUMMARY OF FINDINGS, CHALLENGES, CONCLUSION AND POLICY RECOMMENDATIONS

#### 4.0 Introduction

This chapter presents the summary of findings, challenges faced during the survey, conclusion and highlight of the recommendations.

#### 4.1 Summary of findings

**The main finding of the survey include;**

- Uganda's total International trade in goods and services amounted to US\$ 12,861.1 million in 2018, of which Trade in Services accounted for 19.0 percent (US\$ 2,437.7million) while International Merchandise Trade was US \$ 10,423.4 million.
- Imports of services accounted for the biggest percentage of total services trade (75.6%) in 2018 than exports of services (24.4%).
- The most imported services were financial services (36.6%), transport services (22.0%), construction services (16.9%), other business services (12.3%) and telecommunication services (10.0%) while the most exported service were transport services (54.4%), other business services (26.9%) and financial services (9.6%).
- Uganda imports most of its services from Other Europe (23.7%), the European Union (20.8%), COMESA (16.9%) and Middle East (9.7%). Most of Uganda's services exports were sold to COMESA (28.4%), European Union (26.6 %), and North America/Caribbea (26.5%).
- Transportation & Storage, Professional, Scientific & Technical activities and Financial and Insurance activities sectors were the major sectors involved in exportation of services contributing 54.4 percent, 31.7 percent and 11.0 percent of the total services exports respectively in 2018. Sectors that imported most services were financial and insurance activities (38.8%), construction (29.7%) and transport and storage (21.2%).

#### 4.2 Challenges

Unlike trade in goods that is recorded by customs offices, services are not directly captured due to their intangibility, and this makes their measuring so challenging since these have to be tracked down through the various establishments/institutions that trade in services.

Inadequate and unreliable data has been the major challenge faced in the survey. This has been due to low response rates in most of the sectors caused by fear of some enterprises being taxed in the future.

A number of call backs were required for the data collector to eventually access data from the establishments. This is not only time consuming but also affects the timeliness of the report. Sensitization of the respondents could go a long way to reduce on the non-response rates.

There is a challenge in compiling the international supply of services according to the four modes of supply; cross border supply, consumption abroad, commercial presence and presence of natural persons due to limited knowledge in these classifications by the respondents. To overcome this challenge, the respondents could possibly be encouraged to record services by their respective modes.

### **4.3 Conclusions**

It's clear that services represent a significant importance in determining economic growth, development and job creation around the world.

Despite the challenges faced in the data collection, findings of Uganda's International Trade in Services survey from the five sectors i.e. Information & Communication, Financial and insurance activities, Transport & Storage, Construction and Professional, Scientific and Technical activities reveal that Transport services and Other business services are the most exported services. On the other hand, Other business services and Financial services are the most imported services.

### **4.4 Recommendations**

Firstly, the UBOS Act, 1998 should be amended and given a stronger mandate in collecting data that obliges the establishment to provide statistical data and which allows for establishments to sign data supply agreements with UBOS during the time of registration.

To increase on the response rates, there is need for more public sensitisation and awareness creation to emphasise the importance and objectives of ITS surveys. Further, there is need for more stakeholder engagement and training to improve on the accuracy of the data provided.

Government through the accountants' body should encourage all entities in the economy to have detailed reporting of transactions on services between residents and non-resident in their annual financial reports including stating the country of origin and destination as well mode of supply for the services exported/imported.

There is also need to increase funding for International Trade in Services to support the increase on the coverage for better estimates and to cater for endless call backs involved in data collection.

Finally, there is need for the Uganda government to increase resources in promoting the transport and communication sectors as well as innovation in ICT sector which have been observed to drive all other sectors of the economy around the world.

## APPENDICES

## Appendix 1: Services Trade Flows in US\$ Million, 2010 – 2018

SERVICES TRADE FLOW	2010	2011	2012	2013	2014	2015	2016	2017	2018
Services Exports	564.7	762.4	408.8	528.6	426.2	466.6	586	561.5	594.1
Services Imports	2,388.8	2,671.5	2,653.1	2,534.6	2,405.8	1,886.8	1,723.8	1,838.8	1,843.6
Total Services	2,953.5	3,433.9	3,061.9	3,063.2	2,832.0	2,353.4	2,309.8	2,400.3	2,437.7
Trade Balance	-1,824.1	-1,909.1	-2,244.3	-2,006.0	-1,979.6	-1,420.2	-1,137.8	-1,277.3	-1,249.5
% change (Services Exports)	-	35	-46.4	29.3	-19.4	9.5	25.6	-4.2	5.8
% change (Services Imports)	-	11.8	-0.7	-4.5	-5.1	-21.6	-8.6	6.7	0.3
% change (Total Services)	-	16.3	-10.8	0.0	-7.5	-16.9	-1.9	3.9	1.6
% change (Trade Balance)	-	4.7	17.6	-10.6	-1.3	-28.3	-19.9	12.3	-2.2

## Appendix 2A: Services Exports by Service-Category in US\$ Million, 2010 – 2018

	2010	2011	2012	2013	2014	2015	2016	2017	2018	Annual % change
<b>SERVICE -CATEGORY</b>	<b>564.7</b>	<b>762.4</b>	<b>408.8</b>	<b>528.6</b>	<b>426.2</b>	<b>466.6</b>	<b>586</b>	<b>561.5</b>	<b>594.1</b>	<b>5.8</b>
Transport Services	467.6	666.3	299	435.9	330.8	348.7	275.1	285.2	323	13.3
Other Business	1	1.4	1.2	2	2.3	0.1	182.8	145.2	159.7	10.0
Financial Services	52.8	59.9	69.8	55.6	57	63.1	68.1	55.8	57	2.2
Telecommunications, Computer & Information Services	31.8	25.7	28.2	30.3	32.4	46.6	51	67.2	46.1	-31.4
Insurance and Pension Services	10.7	8.3	10.2	4.1	3.3	7.4	8.8	7.8	7.9	1.3
Travel Services	0.7	0.9	0.4	0.6	0.4	0.6	0.3	0.4	0.4	0.0

## Appendix 2B: Services exports by Service-Category (Percent Share), 2010 – 2018

SERVICE- CATEGORY	2010	2011	2012	2013	2014	2015	2016	2017	2018
Transport services	82.8	87.4	73.1	82.5	77.6	74.7	46.9	50.8	54.4
Other business services	0.2	0.2	0.3	0.4	0.5	0.0	31.2	25.9	26.9
Financial services	9.4	7.9	17.1	10.5	13.4	13.5	11.6	9.9	9.6
Telecommunications, computer & information services	5.6	3.4	6.9	5.7	7.6	10.0	8.7	12.0	7.8
Insurance and pension services	1.9	1.1	2.5	0.8	0.8	1.6	1.5	1.4	1.3
Travel services	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1
Total	100	100	100	100	100	100	100	100	100



## Appendix 3A: Services Imports by Service-Category in US\$ Million, 2010 – 2018

	2010	2011	2012	2013	2014	2015	2016	2017	2018	Annual % change
<b>SERVICE_CATEGORY</b>	<b>2,388.8</b>	<b>2,671.5</b>	<b>2,653.1</b>	<b>2,534.6</b>	<b>2,405.8</b>	<b>1,886.8</b>	<b>1,723.8</b>	<b>1,838.8</b>	<b>1,843.6</b>	<b>0.3</b>
Financial services	617.1	541.3	543.7	766.8	774.7	382.2	354.5	503.9	674.6	33.9
Transport services	314.9	324.5	287.8	298.2	307.4	290.3	333.7	259.8	405.2	56.0
Construction services	1,031.2	1,333.8	1,333.5	1,031.0	912.8	749.3	435.2	191.1	310.7	62.6
Other business services	295.4	360.8	363.3	282.4	249.9	231.4	192.1	342.3	227.3	-33.6
Telecommunications ,computer & information services	98.6	79.0	84.1	109.2	120.0	194.5	369.5	505.9	184.4	-63.6
Insurance and pension services	15.6	19.8	27.7	28.0	20.9	16.3	19.7	17.8	23.8	33.7
Travel services	14.2	11.8	13.0	11.8	12.3	10.6	10.6	10.8	10.1	-6.5
Charges for the use of intellectual property n.i.e	0.2	0.2	-	7.3	7.8	12.2	8.6	7.2	7.5	3.3
Maintenance and repair services n.i.e	1.4	0.3	0	0	0	0	0	0	0	0.0

## Appendix 3B: Services Imports by Service-Category (Percent Share), 2010 – 2018

<b>SERVICE_CATEGORY</b>	<b>2010</b>	<b>2011</b>	<b>2012</b>	<b>2013</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>	<b>2018</b>
Financial services	25.8	20.3	20.5	30.3	32.2	20.3	20.6	27.4	36.6
Transport services	13.2	12.1	10.8	11.8	12.8	15.4	19.4	14.1	22.0
Construction services	43.2	49.9	50.3	40.7	37.9	39.7	25.2	10.4	16.9
Other business services	12.4	13.5	13.7	11.1	10.4	12.3	11.1	18.6	12.3
Telecommunications, computer, and information services	4.1	3.0	3.2	4.3	5.0	10.3	21.4	27.5	10.0
Insurance and pension services	0.7	0.7	1.0	1.1	0.9	0.9	1.1	1.0	1.3
Travel services	0.6	0.4	0.5	0.5	0.5	0.6	0.6	0.6	0.5
Charges for the use of intellectual property n.i.e	0.0	0.0	-	0.3	0.3	0.6	0.5	0.4	0.4
Maintenance and repair services n.i.e	0.1	0.0	-	-	-	-	-	-	-
<b>Grand Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>

**Appendix 4A: Services Exports by Economic Sector in US\$ Million, 2010 – 2018**

	2010	2011	2012	2013	2014	2015	2016	2017	2018
<b>ECONOMIC SECTOR</b>	<b>564.7</b>	<b>762.4</b>	<b>408.8</b>	<b>528.6</b>	<b>426.2</b>	<b>466.6</b>	<b>586.0</b>	<b>561.5</b>	<b>594.1</b>
Financial & Insurance Activities	61.8	67.3	75.4	60.4	61.3	70.8	77.1	63.5	65.2
Information & Communication	20.9	23.7	20.5	22.7	24.7	46.6	22.7	34.5	17.3
Professional, Scientific & Technical Activities	0.0	0.0	0.0	0.0	0.0	0.0	211.0	177.8	188.4
Transportation & Storage	482.0	671.5	312.9	445.5	340.2	349.1	275.2	285.7	323.2

**Appendix 4B: Services Exports by Economic Sector (Percent Share), 2010 – 2018**

<b>ECONOMIC SECTOR</b>	<b>2010</b>	<b>2011</b>	<b>2012</b>	<b>2013</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>	<b>2018</b>
Financial & Insurance Activities	10.9	8.8	18.4	11.4	14.4	15.2	13.2	11.3	11.0
Information & Communication	3.7	3.1	5.0	4.3	5.8	10.0	3.9	6.1	2.9
Professional, Scientific & Technical Activities	-	-	-	-	-	-	36.0	31.7	31.7
Transportation & Storage	85.4	88.1	76.5	84.3	79.8	74.8	47.0	50.9	54.4
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>

**Appendix 5A: Services Imports by Economic Sector in US\$ Million, 2010 – 2018**

<b>ECONOMIC SECTOR</b>	<b>2010</b>	<b>2011</b>	<b>2012</b>	<b>2013</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>	<b>2018</b>
Construction	1,326.4	1,714.0	1,713.7	1,326.1	1,172.8	1,059.9	686.8	512.3	547.1
Financial and insurance activities	653.2	566.5	573.5	831.5	838.4	425.2	393.5	552.5	716.1
Information and communication	108.4	86.7	86.6	84.2	91.6	118.4	182.2	96.0	87.1
Professional, Scientific and technical activities	-	-	-	-	-	-	144.2	437.6	102.8
Transportation and Storage	300.8	304.2	279.3	292.8	302.9	283.4	317.2	240.3	390.6
<b>Grand Total</b>	<b>2,388.8</b>	<b>2,671.5</b>	<b>2,653.1</b>	<b>2,534.6</b>	<b>2,405.8</b>	<b>1,886.8</b>	<b>1,723.8</b>	<b>1,838.8</b>	<b>1,843.6</b>

**Appendix 5B: Services Imports by Economic Sector (Percent share), 2010 – 2018**

<b>ECONOMIC SECTOR</b>	<b>2010</b>	<b>2011</b>	<b>2012</b>	<b>2013</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>	<b>2018</b>
Construction	55.5	64.2	64.6	52.3	48.7	56.2	39.8	27.9	29.7
Financial and insurance activities	27.3	21.2	21.6	32.8	34.9	22.5	22.8	30.0	38.8
Information and communication	4.5	3.2	3.3	3.3	3.8	6.3	10.6	5.2	4.7
Professional, scientific and technical activities	-	-	-	-	-	-	8.4	23.8	5.6
Transportation and storage	12.6	11.4	10.5	11.6	12.6	15.0	18.4	13.1	21.2
<b>Grand Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>

**Appendix 6A: Services Exports by Trading Bloc in US\$ Million, 2010 – 2018**

	2010	2011	2012	2013	2014	2015	2016	2017	2018
<b>TRADING BLOC</b>	<b>564.7</b>	<b>762.4</b>	<b>408.8</b>	<b>528.6</b>	<b>426.2</b>	<b>466.6</b>	<b>586.0</b>	<b>561.5</b>	<b>594.1</b>
COMESA	145.4	265.2	112.8	156.8	109.9	117.7	108.4	150.0	168.7
East Asia	4.2	5.1	3.1	3.9	3.3	3.7	4.0	3.0	9.3
European Union	35.4	39.9	27.0	30.9	23.7	33.6	147.6	147.1	158.0
Middle East	6.3	6.2	8.1	5.8	6.4	5.3	3.6	3.3	4.6
North America/Caribbean	292.3	361.0	176.3	232.5	183.8	178.3	218.6	152.0	157.2
Oceania	0.0	0.0	0.0	0.0	0.0	0.0	0.9	0.8	1.5
Other Africa	45.4	46.7	40.0	57.5	57.9	57.3	39.1	52.2	46.8
Other Europe	21.3	22.1	26.1	22.8	23.8	30.4	33.3	27.4	29.5
ROW	13.5	15.1	12.9	14.3	15.5	30.5	22.6	24.6	17.2
S/Central America	0.0	0.0	0.0	0.0	0.0	7.7	6.5	0.0	0.0
South Asia	0.9	1.1	2.5	4.1	1.9	2.0	1.5	1.0	1.5

**Appendix 6B: Services Exports by Trading Bloc (Percent share), 2010 – 2018**

TRADING BLOC	2010	2011	2012	2013	2014	2015	2016	2017	2018
COMESA	25.8	34.8	27.6	29.7	25.8	25.2	18.5	26.7	28.4
East Asia	0.7	0.7	0.7	0.7	0.8	0.8	0.7	0.5	1.6
European Union	6.3	5.2	6.6	5.8	5.6	7.2	25.2	26.2	26.6
Middle East	1.1	0.8	2.0	1.1	1.5	1.1	0.6	0.6	0.8
North America/Caribbean	51.8	47.3	43.1	44.0	43.1	38.2	37.3	27.1	26.5
Oceania	0.0	0.0	0.0	0.0	0.0	0.0	0.2	0.1	0.3
Other Africa	8.0	6.1	9.8	10.9	13.6	12.3	6.7	9.3	7.9
Other Europe	3.8	2.9	6.4	4.3	5.6	6.5	5.7	4.9	5.0
ROW	2.4	2.0	3.2	2.7	3.6	6.5	3.9	4.4	2.9
S/Central America	0.0	0.0	0.0	0.0	0.0	1.6	1.1	0.0	0.0
South Asia	0.2	0.1	0.6	0.8	0.5	0.4	0.3	0.2	0.3
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>

**Appendix 7A: Services Imports by Trading Bloc in US\$ Million, 2010 – 2018**

	2010	2011	2012	2013	2014	2015	2016	2017	2018
<b>TRADING BLOC</b>	<b>2,388.8</b>	<b>2,671.5</b>	<b>2,653.1</b>	<b>2,534.6</b>	<b>2,405.8</b>	<b>1,886.8</b>	<b>1,723.8</b>	<b>1,838.8</b>	<b>1,843.6</b>
Other Europe	609.1	645.8	649.2	673.3	643.4	397.4	375.1	442.6	437.4
European Union	916.2	1,170.4	1,171.8	925.3	830.1	727.7	426.8	406.0	383.5
COMESA	427.7	458.5	444.2	429.7	418.7	330.3	348.5	544.3	311.5
Middle East	103.6	77.6	74.2	134.3	137.3	87.0	95.2	37.4	179.3
North America/Caribbean	85.3	60.0	62.9	100.6	108.5	50.8	48.8	58.5	119.4
South Asia	12.6	11.0	11.2	11.1	10.2	2.5	17.3	85.1	111.1
East Asia	64.0	70.1	68.8	62.8	65.5	103.1	159.3	107.6	90.9
Other Africa	38.8	29.6	21.8	48.2	49.0	53.0	138.8	100.0	89.9
ROW	112.9	135.6	136.3	124.0	115.8	123.0	103.3	35.4	89.5
Oceania	18.5	12.8	12.7	25.2	27.2	12.0	10.9	22.0	31.0

## Appendix 7B: Services Imports by Trading Bloc (Percentage), 2010 – 2018

	2010	2011	2012	2013	2014	2015	2016	2017	2018
<b>TRADING BLOC</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>
Other Europe	25.5	24.2	24.5	26.6	26.7	21.1	21.8	24.1	23.7
European Union	38.4	43.8	44.2	36.5	34.5	38.6	24.8	22.1	20.8
COMESA	17.9	17.2	16.7	17.0	17.4	17.5	20.2	29.6	16.9
Middle East	4.3	2.9	2.8	5.3	5.7	4.6	5.5	2.0	9.7
North America/Caribbean	3.6	2.2	2.4	4.0	4.5	2.7	2.8	3.2	6.5
South Asia	0.5	0.4	0.4	0.4	0.4	0.1	1.0	4.6	6.0
East Asia	2.7	2.6	2.6	2.5	2.7	5.5	9.2	5.9	4.9
OTHER AFRICA	1.6	1.1	0.8	1.9	2.0	2.8	8.0	5.4	4.9
ROW	4.7	5.1	5.1	4.9	4.8	6.5	6.0	1.9	4.9
OCEANIA	0.8	0.5	0.5	1.0	1.1	0.6	0.6	1.2	1.7

**Appendix 8: Services Exports by Economic Sector and Service - Category in US\$ Million, 2010 – 2018**

	2010	2011	2012	2013	2014	2015	2016	2017	2018
<b>ECONOMIC SECTOR/SERVICE CATEGORY</b>	<b>564.7</b>	<b>762.4</b>	<b>408.8</b>	<b>528.6</b>	<b>426.2</b>	<b>466.6</b>	<b>586.0</b>	<b>561.5</b>	<b>594.1</b>
<b>FINANCIAL AND INSURANCE ACTIVITIES SECTOR</b>	<b>61.8</b>	<b>67.3</b>	<b>75.4</b>	<b>60.4</b>	<b>61.3</b>	<b>70.8</b>	<b>77.1</b>	<b>63.5</b>	<b>65.2</b>
Financial Services	52.8	59.9	69.8	55.6	57.0	63.1	68.1	55.8	57.0
Insurance And Pension Services	6.0	4.0	5.6	4.1	3.3	7.4	8.8	7.8	7.9
Other Business Services	0.0	0.0	0.0	0.7	1.1	0.0	0.0	0.0	0.0
Telecommunications, Computer & Information Services	3.0	3.4	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Transport Services	0.0	0.0	0.0	0.0	0.0	0.3	0.3	0.0	0.3
<b>INFORMATION AND COMMUNICATION</b>	<b>20.9</b>	<b>23.7</b>	<b>20.5</b>	<b>22.7</b>	<b>24.7</b>	<b>46.6</b>	<b>22.7</b>	<b>34.5</b>	<b>17.3</b>
Other Business Services	1.0	1.4	1.2	1.3	1.2	0.0	0.0	0.0	0.0
Telecommunications, Computer & Information Services	19.9	22.3	19.3	21.4	23.5	46.6	22.7	34.5	17.3
<b>PROFESSIONAL, SCIENTIFIC AND TECHNICAL ACTIVITIES</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>211.0</b>	<b>177.8</b>	<b>188.4</b>
Other Business Services	-	-	-	-	-	-	182.7	145.0	159.6
Telecommunications, Computer & Information Services	-	-	-	-	-	-	28.3	32.7	28.8
<b>TRANSPORTATION AND STORAGE</b>	<b>482.0</b>	<b>671.5</b>	<b>312.9</b>	<b>445.5</b>	<b>340.2</b>	<b>349.1</b>	<b>275.2</b>	<b>285.7</b>	<b>323.2</b>
Insurance and pension services	4.7	4.3	4.6	0.0	0.0	0.0	0.0	0.0	0.0
Other Business Services	0.0	0.0	0.0	0.0	0.0	0.1	0.1	0.1	0.1
Telecommunications, Computer & Information Services	8.9	0.0	8.9	8.9	8.9	0.0	0.0	0.0	0.0
Transport Services	467.6	666.3	299.0	435.9	330.8	348.4	274.8	285.1	322.7
Travel Services	0.7	0.9	0.4	0.6	0.4	0.6	0.3	0.4	0.4

**Appendix 9: Services Imports by Economic Sector and Service-Category in US\$ Million, 2010 – 2018**

	2010	2011	2012	2013	2014	2015	2016	2017	2018
<b>ECONOMIC SECTOR/ SERVICE CATEGORY</b>	<b>2,388.8</b>	<b>2,671.5</b>	<b>2,653.1</b>	<b>2,534.6</b>	<b>2,405.8</b>	<b>1,886.8</b>	<b>1,723.8</b>	<b>1,838.8</b>	<b>1,843.6</b>
<b>CONSTRUCTION</b>	<b>1,326.4</b>	<b>1,714.0</b>	<b>1,713.7</b>	<b>1,326.1</b>	<b>1,172.8</b>	<b>1,059.9</b>	<b>686.8</b>	<b>512.3</b>	<b>547.1</b>
Construction services	1,031.2	1,333.8	1,333.5	1,031.0	912.8	749.3	435.2	191.1	310.7
Insurance and pension services	7.2	9.3	9.3	7.2	6.4	5.2	5.9	3.3	9.9
Other business services	278.8	359.1	359.1	278.8	245.6	222.7	127.2	276.3	157.5
Telecommunications, computer, and information services	-	-	-	-	-	65.6	94.1	13.5	45.7
Transport services	9.1	11.8	11.8	9.1	8.1	17.1	24.4	28.1	23.3
<b>FINANCIAL AND INSURANCE ACTIVITIES</b>	<b>653.2</b>	<b>566.5</b>	<b>573.5</b>	<b>831.5</b>	<b>838.4</b>	<b>425.2</b>	<b>393.5</b>	<b>552.5</b>	<b>716.1</b>
Charges for the use of intellectual property n.i.e	0.2	0.2	-	7.3	7.8	12.2	8.6	7.2	7.5
Financial services	617.1	541.3	543.7	766.8	774.7	382.2	354.5	503.9	674.6
Insurance and pension services	8.2	10.2	18.2	20.6	14.4	10.9	13.1	14.4	13.4
Other business services	16.6	1.4	3.9	3.3	4.1	8.2	6.4	11.6	6.5
Telecommunications ,computer, and information services	5.0	4.3	7.1	33.0	36.4	10.9	7.8	12.7	12.3
Transport services	6.0	9.0	0.3	0.3	0.9	0.7	2.7	2.6	1.7
Travel services	0.2	0.3	0.3	0.1	0.1	0.1	0.3	0.1	0.2
<b>INFORMATION AND COMMUNICATION</b>	<b>108.4</b>	<b>86.7</b>	<b>86.6</b>	<b>84.2</b>	<b>91.6</b>	<b>118.4</b>	<b>182.2</b>	<b>96.0</b>	<b>87.1</b>
Insurance and pension services	0.2	0.2	0.2	0.2	0.2	0.2	0.3	-	0.2
Maintenance and repair services n.i.e	1.4	0.3	-	-	-	-	-	-	-
Other business services	0.0	0.3	0.2	0.3	0.3	0.2	0.2	0.5	0.2
Telecommunications, computer, and information services	93.7	74.7	77.0	74.9	83.0	117.8	181.6	95.5	86.7
Transport services	10.2	10.6	7.5	8.0	6.7	0.1	-	-	-
Travel services	2.9	0.5	1.8	0.9	1.5	-	-	-	-
<b>PROFESSIONAL,SCIENTIFIC AND TECHNICAL ACTIVITIES</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>144.2</b>	<b>437.6</b>	<b>102.8</b>
Insurance and pension services	-	-	-	-	-	-	0.3	0.2	0.4
Other business services	-	-	-	-	-	-	57.9	53.4	62.8
Telecommunications, computer, and information services	-	-	-	-	-	-	86.0	384.1	39.6
<b>TRANSPORTATION AND STORAGE</b>	<b>300.8</b>	<b>304.2</b>	<b>279.3</b>	<b>292.8</b>	<b>302.9</b>	<b>283.4</b>	<b>317.2</b>	<b>240.3</b>	<b>390.6</b>
Construction services	-	-	-	-	-	-	0.0	0.0	0.0
Other business services	-	-	-	-	-	0.4	0.3	0.4	0.3
Telecommunications ,computer, and information services	-	-	0.0	1.2	0.5	0.2	-	0.2	0.1
Transport services	289.6	293.1	268.2	280.8	291.7	272.4	306.6	229.1	380.2
Travel services	11.2	11.1	11.0	10.8	10.7	10.5	10.3	10.7	9.9

**Appendix 10: Services Imports by Economic Sector, Service-Category and Trading Bloc in US\$ Million, 2010 – 2018**

	2010	2011	2012	2013	2014	2015	2016	2017	2018
<b>ECONOMIC SECTOR/SERVICE CATEGORY/TRADING BLOC</b>	<b>2,388.8</b>	<b>2,671.5</b>	<b>2,653.1</b>	<b>2,534.6</b>	<b>2,405.8</b>	<b>1,886.8</b>	<b>1,723.8</b>	<b>1,838.8</b>	<b>1,843.6</b>
<b>CONSTRUCTION</b>	1,326.4	1,714.0	1,713.7	1,326.1	1,172.8	1,059.9	686.8	512.3	547.1
Construction Services	1,031.2	1,333.8	1,333.5	1,031.0	912.8	749.3	435.2	191.1	310.7
<b>COMESA</b>	66.5	96.4	96.4	76.9	62.9	-	-	-	-
East Asia	17.1	22.0	22.0	17.0	15.1	13.6	13.7	37.2	22.5
European Union	644.0	833.0	833.0	644.0	570.0	515.0	295.2	107.7	201.7
Middle East	7.9	7.2	7.1	9.8	5.8	-	-	-	-
Other Europe	194.8	247.9	247.8	184.0	171.0	147.0	84.2	30.8	57.7
<b>ROW</b>	92.0	119.0	119.0	91.9	81.4	73.7	42.1	15.4	28.8
South Asia	9.0	8.2	8.1	7.4	6.6	-	-	-	-
Insurance and Pension Services	7.2	9.3	9.3	7.2	6.4	5.2	5.9	3.3	9.9
East Asia	7.2	9.3	9.3	7.2	6.4	5.2	5.9	3.3	9.9
Other Business Services	278.8	359.1	359.1	278.8	245.6	222.7	127.2	276.3	157.5
COMESA	34.0	44.0	44.0	34.0	30.1	27.2	15.6	33.7	19.3
European Union	243.6	313.7	313.7	243.6	214.5	194.5	111.2	241.5	137.5
Other Africa	0.9	1.2	1.2	0.9	0.8	0.7	0.4	0.9	0.5
Other Europe	0.2	0.3	0.3	0.2	0.2	0.2	0.1	0.2	0.1
Telecommunications, Computer, and Information Services	-	-	-	-	-	65.6	94.1	13.5	45.7
COMESA	-	-	-	-	-	8.7	12.4	9.7	6.0
Middle East	-	-	-	-	-	25.3	36.3	3.8	17.6
ROW	-	-	-	-	-	31.6	45.4	-	22.1
Transport services	9.1	11.8	11.8	9.1	8.1	17.1	24.4	28.1	23.3
COMESA	0.2	0.2	0.2	0.2	0.2	0.2	0.1	0.2	0.1
East Asia	0.0	0.1	0.1	0.0	0.0	0.0	0.0	-	0.1
European Union	3.5	4.5	4.5	3.5	3.1	2.8	1.6	3.5	2.0
Other Africa	5.4	7.0	7.0	5.4	4.8	14.1	22.7	24.5	21.2
<b>FINANCIAL AND INSURANCE ACTIVITIES</b>	<b>653.2</b>	<b>566.5</b>	<b>573.5</b>	<b>831.5</b>	<b>838.4</b>	<b>425.2</b>	<b>393.5</b>	<b>552.5</b>	<b>716.1</b>
Charges for the use of intellectual property n.i.e	0.2	0.2	-	7.3	7.8	12.2	8.6	7.2	7.5
Other Africa	0.2	0.2	-	7.3	7.8	12.2	8.6	7.2	7.5
Financial services	617.1	541.3	543.7	766.8	774.7	382.2	354.5	503.9	674.6
COMESA	2.6	1.8	4.7	2.7	2.9	2.2	2.1	3.1	3.2
East Asia	0.1	0.1	0.1	0.4	0.5	0.2	0.2	0.3	0.3
European Union	22.1	15.9	17.3	28.2	30.4	13.4	12.3	45.4	32.9
Middle East	86.6	59.9	59.5	118.0	127.4	56.2	51.3	28.9	156.5

	2010	2011	2012	2013	2014	2015	2016	2017	2018
<i>North America/Caribbean</i>	68.8	47.4	46.5	92.3	99.8	44.0	40.1	50.4	109.6
<i>Oceania</i>	18.5	12.8	12.7	25.2	27.2	12.0	10.9	22.0	31.0
<i>Other Africa</i>	1.6	1.2	1.5	2.1	2.3	1.0	1.0	1.7	1.8
<i>Other Europe</i>	398.4	389.3	388.9	472.9	457.3	241.3	225.8	345.1	304.2
<i>ROW</i>	18.3	12.6	12.5	24.9	26.9	11.8	10.7	6.9	35.0
<i>South Asia</i>	0.1	0.1	0.1	0.1	0.1	0.0	0.0	0.1	0.2
Insurance and pension services	8.2	10.2	18.2	20.6	14.4	10.9	13.1	14.4	13.4
<b>COMESA</b>	2.1	3.6	11.4	11.2	6.3	3.7	5.4	5.7	5.1
<b>East Asia</b>	0.0	0.0	0.0	0.0	0.0	0.7	1.0	0.8	0.9
<b>European Union</b>	0.0	0.0	0.1	0.1	0.1	0.1	0.1	0.1	0.1
<b>Other Africa</b>	4.4	5.3	4.1	4.3	5.4	3.7	4.0	4.3	4.1
<b>Other Europe</b>	0.2	0.2	0.4	4.0	1.4	0.4	0.4	1.9	1.4
<b>ROW</b>	0.0	0.0	0.4	0.2	0.3	2.1	2.2	1.5	1.6
<b>South Asia</b>	1.5	1.0	1.8	0.8	0.9	0.2	0.1	0.1	0.3
Other business services	16.6	1.4	3.9	3.3	4.1	8.2	6.4	11.6	6.5
<b>COMESA</b>	-	-	0.4	-	-	0.1	0.1	0.1	0.1
<b>European Union</b>	0.1	0.1	0.1	0.2	0.2	0.1	0.1	1.8	0.1
<b>North America/Caribbean</b>	-	-	2.3	0.9	1.5	0.7	0.8	1.8	1.3
<b>Other Africa</b>	14.9	0.2	0.0	0.0	0.0	6.2	4.4	0.1	3.8
<b>Other Europe</b>	0.9	0.6	0.6	1.2	1.3	0.6	0.5	-	0.6
<b>ROW</b>	0.1	0.0	0.1	0.1	0.1	0.0	0.0	7.8	0.0
<b>South Asia</b>	0.7	0.5	0.5	0.9	1.0	0.4	0.4	0.1	0.5
Telecommunications, computer, and information services	5.0	4.3	7.1	33.0	36.4	10.9	7.8	12.7	12.3
<b>COMESA</b>	0.7	0.5	1.2	2.5	2.2	3.8	2.3	4.8	6.1
<b>East Asia</b>	0.1	0.1	0.1	0.2	0.2	0.1	0.1	0.1	0.2
<b>European Union</b>	0.1	0.2	0.2	3.3	9.5	0.3	0.1	0.2	0.2
<b>Middle East</b>	-	-	-	-	-	0.2	0.2	-	-
<b>North America / Caribbean</b>	0.0	0.0	0.1	0.0	0.1	0.3	0.2	0.5	1.0
<b>Other Africa</b>	1.1	1.5	3.0	22.7	19.6	1.4	1.4	1.9	1.6
<b>Other Europe</b>	0.1	0.1	0.5	0.2	0.4	0.6	0.6	0.2	0.9
<b>ROW</b>	2.4	1.7	1.7	3.3	3.6	2.9	1.4	3.4	1.2
<b>South Asia</b>	0.4	0.2	0.3	0.8	0.8	1.3	1.5	1.6	1.1
Transport Services	6.0	9.0	0.3	0.3	0.9	0.7	2.7	2.6	1.7
<b>COMESA</b>	0.3	0.3	0.3	0.3	0.3	-	-	0.0	0.0
<b>European Union</b>	-	-	-	-	0.7	0.7	2.7	2.6	1.7
<b>Other Africa</b>	5.7	8.7	-	-	-	-	-	-	-
<b>South Asia</b>	-	-	-	-	-	0.0	-	-	-



	2010	2011	2012	2013	2014	2015	2016	2017	2018
Travel Services	0.2	0.3	0.3	0.1	0.1	0.1	0.3	0.1	0.2
COMESA	0.2	0.2	0.2	0.1	0.0	0.0	0.2	0.1	0.1
East Asia	0.0	-	-	-	-	-	-	-	-
European Union	-	0.0	0.0	0.0	0.0	-	-	-	-
Middle East	-	0.0	-	0.0	-	0.0	0.0	0.0	0.0
North America / Caribbean	-	-	-	-	-	0.0	0.0	0.0	0.0
Other Africa	-	0.0	0.0	0.0	0.0	0.0	0.1	0.0	0.0
Other Europe	-	-	-	-	0.0	0.0	0.0	0.0	0.0
South Asia	-	-	-	-	-	0.0	0.0	0.0	0.0
<b>INFORMATION AND COMMUNICATION</b>	<b>108.4</b>	<b>86.7</b>	<b>86.6</b>	<b>84.2</b>	<b>91.6</b>	<b>118.4</b>	<b>182.2</b>	<b>96.0</b>	<b>87.1</b>
Insurance and Pension Services	0.2	0.2	0.2	0.2	0.2	0.2	0.3	-	0.2
Middle East	0.2	0.2	0.2	0.2	0.2	0.2	0.3	-	0.2
North America / Caribbean	-	0.0	-	-	-	-	-	-	-
Maintenance And Repair Services n.i.e	1.4	0.3	-	-	-	-	-	-	-
Middle East	0.8	-	-	-	-	-	-	-	-
North America/ Caribbean	0.7	0.3	-	-	-	-	-	-	-
Other Business Services	0.0	0.3	0.2	0.3	0.3	0.2	0.2	0.5	0.2
COMESA	0.0	-	-	-	-	-	-	-	-
North America/ Caribbean	-	0.2	0.2	0.2	0.2	0.2	0.2	0.5	0.2
Other Africa	-	0.0	0.0	0.0	0.0	-	-	-	-
Other Europe	-	0.1	0.0	0.0	0.0	-	0.0	0.0	-
Telecommunications, Computer, and Information Services	93.7	74.7	77.0	74.9	83.0	117.8	181.6	95.5	86.7
COMESA	29.6	21.7	24.1	22.2	24.0	18.2	24.6	16.1	19.6
East Asia	37.0	36.2	35.2	35.6	40.6	77.9	131.9	57.6	44.4
European Union	0.4	0.4	0.4	0.5	0.5	0.8	1.6	2.4	0.8
Middle East	3.5	3.9	2.8	2.8	3.0	4.9	6.2	3.6	3.9
North America/Caribbean	8.2	3.3	3.7	3.7	3.9	4.8	6.0	3.5	4.7
Other Africa	2.0	1.7	1.7	1.9	2.2	3.4	4.5	3.7	4.2
Other Europe	12.5	5.0	5.9	5.5	5.9	6.8	5.9	7.7	7.1
ROW	0.1	2.2	2.7	2.4	2.6	0.6	0.3	-	0.6
South Asia	0.4	0.3	0.4	0.4	0.4	0.5	0.6	0.9	1.5
Transport Services	10.2	10.6	7.5	8.0	6.7	0.1	-	-	-
COMESA	0.2	0.1	0.0	0.0	0.0	-	-	-	-
East Asia	0.6	-	0.6	0.7	0.3	-	-	-	-
European Union	2.1	1.9	1.1	1.0	0.4	0.1	-	-	-
Middle East	3.7	4.5	2.8	3.2	0.8	-	-	-	-
North America/ Caribbean	0.4	0.7	-	-	-	-	-	-	-

	2010	2011	2012	2013	2014	2015	2016	2017	2018
<i>Other Africa</i>	0.6	0.7	0.6	-	0.8	-	-	-	-
<i>Other Europe</i>	2.0	2.2	2.4	2.5	4.1	-	-	-	-
<i>South Asia</i>	0.6	0.7	-	0.7	0.3	-	-	-	-
Travel Services	2.9	0.5	1.8	0.9	1.5	-	-	-	-
<i>COMESA</i>	-	0.0	0.0	0.0	0.0	-	-	-	-
<i>North America/ Caribbean</i>	2.9	0.4	1.7	0.8	1.4	-	-	-	-
<i>Other Africa</i>	-	0.0	0.0	0.0	0.0	-	-	-	-
<b>PROFESSIONAL, SCIENTIFIC AND TECHNICAL ACTIVITIES</b>	-	-	-	-	-	-	144.2	437.6	102.8
Insurance and Pension Services	-	-	-	-	-	-	0.3	0.2	0.4
<i>Middle East</i>	-	-	-	-	-	-	0.1	0.1	0.2
<i>ROW</i>	-	-	-	-	-	-	0.1	0.1	-
<i>South Asia</i>	-	-	-	-	-	-	-	-	0.2
Other Business Services	-	-	-	-	-	-	57.9	53.4	62.8
<i>COMESA</i>	-	-	-	-	-	-	0.4	0.4	0.5
<i>East Asia</i>	-	-	-	-	-	-	3.1	3.1	3.1
<i>European Union</i>	-	-	-	-	-	-	-	-	5.7
<i>Middle East</i>	-	-	-	-	-	-	0.8	0.8	0.8
<i>North America/ Caribbean</i>	-	-	-	-	-	-	0.5	0.4	-
<i>Other Africa</i>	-	-	-	-	-	-	7.9	7.2	1.6
<i>Other Europe</i>	-	-	-	-	-	-	45.0	41.3	51.0
<i>South Asia</i>	-	-	-	-	-	-	0.2	0.2	-
Telecommunications ,Computer, and Information Services	-	-	-	-	-	-	86.0	384.1	39.6
<i>COMESA</i>	-	-	-	-	-	-	55.2	283.2	13.0
<i>European Union</i>	-	-	-	-	-	-	0.9	0.9	0.8
<i>Other Africa</i>	-	-	-	-	-	-	5.4	7.0	8.1
<i>Other Europe</i>	-	-	-	-	-	-	12.3	14.7	14.2
<i>South Asia</i>	-	-	-	-	-	-	12.2	78.3	3.4
<b>TRANSPORTATION AND STORAGE</b>	<b>300.8</b>	<b>304.2</b>	<b>279.3</b>	<b>292.8</b>	<b>302.9</b>	<b>283.4</b>	<b>317.2</b>	<b>240.3</b>	<b>390.6</b>
Construction Services	-	-	-	-	-	-	0.0	0.0	0.0
<i>COMESA</i>	-	-	-	-	-	-	0.0	0.0	0.0
Other Business Services	-	-	-	-	-	0.4	0.3	0.4	0.3
<i>COMESA</i>	-	-	-	-	-	0.4	0.3	0.4	0.3
Telecommunications, Computer, and Information Services	-	-	0.0	1.2	0.5	0.2	-	0.2	0.1
<i>COMESA</i>	-	-	-	0.1	0.1	-	-	-	-
<i>Middle East</i>	-	-	-	0.2	0.1	0.2	-	0.2	0.1
<i>North America/ Caribbean</i>	-	-	-	0.9	0.3	-	-	-	-
<i>Other Europe</i>	-	-	0.0	0.1	0.0	-	-	-	-

	2010	2011	2012	2013	2014	2015	2016	2017	2018
Transport Services	289.6	293.1	268.2	280.8	291.7	272.4	306.6	229.1	380.2
<b>COMESA</b>	280.1	278.6	250.1	268.7	279.1	255.3	219.3	176.0	228.1
<b>East Asia</b>	1.8	2.3	1.4	1.8	2.5	5.4	3.4	5.2	9.6
<b>European Union</b>	0.2	0.6	1.3	1.1	0.9	0.0	1.0	-	0.0
<b>Middle East</b>	0.9	1.8	1.8	0.1	0.1	0.0	0.0	0.1	0.0
<b>North America/ Caribbean</b>	4.4	7.6	8.4	1.7	1.3	0.8	1.0	1.5	2.5
<b>Other Africa</b>	2.1	2.1	2.6	3.5	5.1	10.0	78.4	41.5	35.4
<b>Other Europe</b>	0.1	0.1	2.6	2.8	1.8	0.5	0.2	0.6	0.2
<b>ROW</b>	-	-	-	1.1	0.9	0.2	1.0	0.2	0.2
<b>South Asia</b>	-	-	-	-	-	0.0	2.2	3.9	104.0
Travel Services	11.2	11.1	11.0	10.8	10.7	10.5	10.3	10.7	9.9
<b>COMESA</b>	11.2	11.1	11.0	10.8	10.7	10.5	10.3	10.7	9.9

**Appendix 11: Services Exports by Economic Sector, Service Category and Trading Bloc in US\$ Million, 2010 – 2018**

	2010	2011	2012	2013	2014	2015	2016	2017	2018
<b>ECONOMIC SECTOR / SERVICE CATEGORY/TRADING BLOC</b>	<b>564.7</b>	<b>762.4</b>	<b>408.8</b>	<b>528.6</b>	<b>426.2</b>	<b>466.6</b>	<b>586.0</b>	<b>561.5</b>	<b>594.1</b>
<b>FINANCIAL AND INSURANCE ACTIVITIES</b>	<b>61.8</b>	<b>67.3</b>	<b>75.4</b>	<b>60.4</b>	<b>61.3</b>	<b>70.8</b>	<b>77.1</b>	<b>63.5</b>	<b>65.2</b>
Financial services	52.8	59.9	69.8	55.6	57.0	63.1	68.1	55.8	57.0
COMESA	4.1	5.3	6.5	4.9	5.4	4.9	5.2	3.4	7.0
East Asia	0.5	0.6	1.0	1.0	1.0	1.5	1.6	1.4	1.7
European Union	3.8	3.9	3.0	3.1	1.8	2.0	0.8	0.7	0.7
Middle East	5.2	6.2	6.9	4.7	5.3	5.2	3.4	3.3	4.5
North America/Caribbean	16.9	19.3	21.6	15.7	16.1	13.3	17.9	14.4	11.3
Oceania	0.0	0.0	0.0	0.0	0.0	0.0	0.9	0.8	0.0
Other Africa	3.0	3.5	4.8	4.5	4.8	5.9	5.3	4.2	4.2
Other Europe	17.9	19.5	23.5	19.3	20.9	26.9	28.7	23.5	25.3
ROW	0.7	0.8	0.8	0.8	0.7	2.4	3.1	3.2	1.5
South Asia	0.6	0.8	1.6	1.5	1.0	1.1	1.3	0.9	0.9
Insurance and Pension Services	6.0	4.0	5.6	4.1	3.3	7.4	8.8	7.8	7.9
COMESA	3.8	2.1	3.4	1.6	1.5	2.9	3.5	3.4	3.2
East Asia	0.0	0.0	0.0	0.0	0.0	1.9	2.2	1.3	1.7
European Union	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Other Africa	2.2	1.9	2.2	1.8	1.7	2.5	2.5	2.5	2.4
Other Europe	0.0	0.0	0.0	0.6	0.0	0.0	0.1	0.1	0.1
ROW	0.0	0.0	0.0	0.0	0.0	0.0	0.4	0.4	0.4
South Asia	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Other Business Services	0.0	0.0	0.0	0.7	1.1	0.0	0.0	0.0	0.0
COMESA	0.0	0.0	0.0	0.7	1.1	0.0	0.0	0.0	0.0
Telecommunications, Computer, and Information Services	3.0	3.4	0.0	0.0	0.0	0.0	0.0	0.0	0.0
North America/Caribbean	2.0	2.3	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Other Africa	0.3	0.3	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Other Europe	0.5	0.6	0.0	0.0	0.0	0.0	0.0	0.0	0.0
ROW	0.2	0.2	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Transport Services	0.0	0.0	0.0	0.0	0.0	0.3	0.3	0.0	0.3
East Asia	0.0	0.0	0.0	0.0	0.0	0.2	0.2	0.0	0.2
Middle East	0.0	0.0	0.0	0.0	0.0	0.1	0.1	0.0	0.1
<b>INFORMATION AND COMMUNICATION</b>	<b>20.9</b>	<b>23.7</b>	<b>20.5</b>	<b>22.7</b>	<b>24.7</b>	<b>46.6</b>	<b>22.7</b>	<b>34.5</b>	<b>17.3</b>
Other Business Services	1.0	1.4	1.2	1.3	1.2	0.0	0.0	0.0	0.0
COMESA	0.1	1.4	1.2	1.3	1.2	0.0	0.0	0.0	0.0
North America/Caribbean	0.6	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Other Africa	0.4	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Other Europe	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Telecommunications, Computer, and Information Services	19.9	22.3	19.3	21.4	23.5	46.6	22.7	34.5	17.3
COMESA	3.4	3.8	3.3	3.7	4.0	12.3	4.9	8.2	3.1
European Union	1.8	2.0	1.7	1.9	2.1	5.9	1.1	3.3	0.5
Other Africa	0.8	0.9	0.8	0.9	1.0	3.0	0.8	1.9	0.4
Other Europe	1.3	1.5	1.3	1.4	1.6	0.9	1.3	1.0	2.0
ROW	12.5	14.1	12.1	13.5	14.8	24.4	14.7	20.1	11.2
<b>PROFESSIONAL, SCIENTIFIC AND TECHNICAL ACTIVITIES</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>211.0</b>	<b>177.8</b>	<b>188.4</b>
Other Business Services	0.0	0.0	0.0	0.0	0.0	0.0	182.7	145.0	159.6
COMESA	0.0	0.0	0.0	0.0	0.0	0.0	1.6	1.5	1.9
European Union	0.0	0.0	0.0	0.0	0.0	0.0	132.4	130.4	142.9
North America/Caribbean	0.0	0.0	0.0	0.0	0.0	0.0	47.4	4.5	4.5
Other Africa	0.0	0.0	0.0	0.0	0.0	0.0	0.6	6.4	9.6
Other Europe	0.0	0.0	0.0	0.0	0.0	0.0	0.7	2.3	0.6

	2010	2011	2012	2013	2014	2015	2016	2017	2018
Telecommunications, Computer, and Information Services	0.0	0.0	0.0	0.0	0.0	0.0	28.3	32.7	28.8
COMESA	0.0	0.0	0.0	0.0	0.0	0.0	14.4	16.0	12.6
European Union	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.5
North America/Caribbean	0.0	0.0	0.0	0.0	0.0	0.0	6.2	6.4	6.8
Oceania	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.5
Other Africa	0.0	0.0	0.0	0.0	0.0	0.0	7.5	10.1	5.3
Other Europe	0.0	0.0	0.0	0.0	0.0	0.0	0.2	0.2	1.2
<b>TRANSPORTATION AND STORAGE</b>	<b>482.0</b>	<b>671.5</b>	<b>312.9</b>	<b>445.5</b>	<b>340.2</b>	<b>349.1</b>	<b>275.2</b>	<b>285.7</b>	<b>323.2</b>
Insurance and Pension Services	4.7	4.3	4.6	0.0	0.0	0.0	0.0	0.0	0.0
COMESA	3.8	3.4	3.7	0.0	0.0	0.0	0.0	0.0	0.0
European Union	0.9	0.8	0.9	0.0	0.0	0.0	0.0	0.0	0.0
Other Business Services	0.0	0.0	0.0	0.0	0.0	0.1	0.1	0.1	0.1
COMESA	0.0	0.0	0.0	0.0	0.0	0.1	0.1	0.1	0.1
Telecommunications, Computer, and Information Services	8.9	0.0	8.9	8.9	8.9	0.0	0.0	0.0	0.0
COMESA	0.7	0.0	0.7	0.7	1.1	0.0	0.0	0.0	0.0
Middle East	1.1	0.0	1.1	1.1	1.1	0.0	0.0	0.0	0.0
North America/Caribbean	4.5	0.0	4.5	4.5	4.5	0.0	0.0	0.0	0.0
Other Africa	1.5	0.0	1.5	1.5	1.1	0.0	0.0	0.0	0.0
Other Europe	1.1	0.0	1.1	1.1	1.1	0.0	0.0	0.0	0.0
Transport Services	467.6	666.3	299.0	435.9	330.8	348.4	274.8	285.1	322.7
COMESA	129.6	249.2	94.0	143.8	95.5	97.5	78.7	117.3	140.7
East Asia	3.7	4.5	2.1	3.0	2.3	0.1	0.0	0.3	5.7
European Union	28.8	33.1	21.3	25.8	19.7	25.7	13.3	12.6	12.5
Middle East	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.1	0.0
North America/Caribbean	268.0	339.0	150.0	212.0	163.0	164.9	147.0	126.6	134.4
Other Africa	37.2	40.2	30.7	48.8	49.3	45.8	22.5	27.1	24.8
Other Europe	0.0	0.0	0.0	0.0	0.0	2.1	2.1	0.0	0.0
ROW	0.0	0.0	0.0	0.0	0.0	3.7	4.4	1.0	4.1
S/Central America	0.0	0.0	0.0	0.0	0.0	7.7	6.5	0.0	0.0
South Asia	0.3	0.3	0.9	2.5	1.0	0.9	0.2	0.1	0.6
Travel Services	0.7	0.9	0.4	0.6	0.4	0.6	0.3	0.4	0.4
European Union	0.0	0.0	0.0	0.0	0.0	0.1	0.0	0.0	0.0
North America/Caribbean	0.3	0.4	0.2	0.2	0.2	0.2	0.1	0.1	0.2
Other Europe	0.4	0.5	0.2	0.3	0.3	0.3	0.2	0.3	0.2

## **Appendix 12: Technical Notes**

### **Concepts and definitions**

Compilation of International Trade in Services statistics follows closely the principles and guidelines set out by the International Monetary Fund's Balance of Payments and International Investment Position Manual, Sixth Edition (BPM6). These guidelines include the definitions, valuation, classification and recording of trade in services between residents and non-residents.

The compilation of statistics on trade in services is hinged on two important concepts of transaction and residence as used in the balance of payments. A transaction is taken as the interaction between two institutional units by mutual agreement that reflects the creation, transformation, exchange, transfer or extinction of economic value, and involves changes in the volume, composition or value of an institutional unit's assets and liabilities. On the other hand, residence is used in the identification of transactions between residents and non-residents, the same way it is used in the 2008 SNA.

In compiling statistics on trade in services political boundaries may not always coincide with those appropriate for economic purposes, therefore, the economic territory is used as the relevant geographical area for characterizing residence. This helps to identify each institutional unit as a resident unit of only one economic territory, as determined by its centre of predominant economic interest.

#### **1. Services.**

The definition of services follows the IMF Balance of Payments and International Investment Position Manual, Sixth Edition (BPM6) classification. It reads as follows: "Services are the result of a production activity that changes the conditions of the consuming units or facilitates the exchange of products or financial assets."

Services are not generally separate items over which ownership rights can be established and cannot generally be separated from their production

#### **2. Residency**

According to the MSITS 2010, the residence of an institutional unit is the economic territory with which it has the strongest connection, constituting its centre of predominant economic interest. An institutional unit is resident in an economic territory when there exists, within the economic territory, some location, dwelling, place of production, or other premises on which or from which the unit engages and intends to continue engaging, either indefinitely or over a finite but long period of time, in economic activities and transactions on a significant scale. An institutional unit or person that have spent in a country for a period of one year and above is treated as a resident of that country.

### 3. Valuation

Services transactions internationally are valued at market prices that is the value of the transaction agreed upon between the supplier and the consumer at the time when the service is created, transformed, exchanged, transferred, or extinguished.

### 4. Classification

Uganda's international trade in services is classified broadly into the following 12 EBOPS 2010 categories, as recommended in the Manual on the Statistics of International Trade in services 2010.

1. Manufacturing services on physical inputs owned by others.
2. Maintenance and repair services n.i.e
3. Transport Services
4. Travel
5. Construction
6. Insurance and pension services
7. Financial services
8. Charges for the use of intellectual property n.i.e
9. Telecommunications, computer, and information services.
10. Other business services
11. Personal, cultural, and recreational services.
12. Government goods and services n.i.e

#### 4.1 Manufacturing services on physical inputs owned by others.

Manufacturing services on physical inputs owned by others includes activities such as processing, assembly, labelling and packing that are undertaken by enterprises that do not own the goods but paid a fee by the owner.

#### 4.2 Maintenance and repair services n.i.e

Maintenance and repair services n.i.e. includes maintenance and repair work by residents on goods that are owned by non-residents (and vice versa). Maintenance and repairs on ships, aircraft and other transport equipment, in particular, are included in this item.

#### 4.3 Transport Services

Transport covers the process of carriage of people and objects from one location to another as well as related supporting and auxiliary services and rentals (charters) of carriers with crew. Also included are postal and courier services.

#### **4.4 Travel**

Travel is defined as covering goods and services for own use or to be given away, acquired from an economy, by non-residents during visits to that economy. It covers stays of any length, provided that there is no change in residence.

#### **4.5 Construction**

Construction covers the creation, management, renovation, repair or extension of fixed assets in the form of buildings, land improvements of an engineering nature and other constructions such as roads, bridges and dams.

#### **4.6 Insurance and pension services**

An insurance and pension service covers the provision to non-residents of various types of insurance by resident insurance enterprises, and vice versa.

#### **4.7 Financial services**

Financial services cover financial intermediation and auxiliary services, except those of insurance enterprises and pension schemes.

#### **4.8 Charges for the use of intellectual property n.i.e**

Charges for the use of proprietary rights, such as patents, trademarks, copyrights, industrial processes and designs, trade secrets, and franchises, where rights arise from research and development, as well as from marketing;

Charges for licences to reproduce and/or distribute intellectual property embodied in produced originals or prototypes, such as copyrights on books and manuscripts, computer software, cinematographic works and sound recordings, and related rights, such as for the recording of live performances and for television, cable or satellite broadcast.

#### **4.9 Telecommunications, computer, and information services.**

Telecommunications services covers the broadcast or transmission of sound, images, data, or other information by telephone, telex, telegram, radio and television cable transmission, radio and television satellite, electronic mail, facsimile, etc., and includes business network services, teleconferencing and support services.

Computer services consists of hardware- and software-related services and data processing services  
Information services consist of News agency services and Other information services.



**4.10 Other business services.**

This involves three sub-components: Research and development services, Professional and management consulting services and Technical, trade-related and other business services.

**4.11 Personal, cultural, and recreational services.**

Personal, cultural, and recreational services comprises two sub-components, Audio-visual and related services and other personal, cultural, and recreational services.

Audio-visual and related services covers services associated with audio-visual activities (movies, music, radio and television) as well as services relating to the performing arts.

Other personal, cultural, and recreational services is divided into four components: Health services, Education services, Heritage and recreational services and Other personal services

**4.12 Government goods and services n.i.e**

Government goods and services n.i.e. covers:

- Goods and services supplied by and to enclaves, such as embassies and military bases;
- Goods and services acquired from the host economy by diplomats, consular staff and military personnel located abroad and their dependants;
- Services supplied by and to Governments and not included in other categories of services.

**Appendix 13**  
**Questionnaire**



## UGANDA BUREAU OF STATISTICS



### International Trade in Services Survey 2018

#### Purpose of the survey:

The purpose of this Survey is to collect information on trade transactions in services between residents and non-resident institutional units or persons. It particularly targets enterprises/persons that export or import services in the country. This information will be used for compilation of Gross Domestic Product (GDP) and the Balance of Payments (BOP) Statistics as well as guiding trade in services negotiations at regional and international level.

#### Authority

The Information is collected under the provisions of the **Uganda Bureau of Statistics Act, 1998**.

#### Confidentiality

The information provided in this form will remain strictly confidential as per the Uganda Bureau of Statistics Act.

Yours faithfully;

Aliziki Kaudha Lubega

**For: EXECUTIVE DIRECTOR**

#### To be filled by UBOS Staff:

Name of Interviewer	
Interviewer telephone	
Date of interview	
Name and signature of Supervisor	

If you have any difficulties in completing this form, please contact:

**Lydia Namono Niyibizi**

Uganda Bureau of Statistics

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Email: [lydia.namono@ubos.org](mailto:lydia.namono@ubos.org)

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Uganda Bureau of Statistics

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Email: [godfrey.nsanja@ubos.org](mailto:godfrey.nsanja@ubos.org)

## **Definitions**

### **Export of services**

Export of services comprises all services that are delivered by the company (based in Uganda) to companies, persons or other units that are not normally based in Uganda (even though they may reside in Uganda for short periods). Exports comprise all services to foreign buyers, even where the service may not be delivered from Uganda to abroad. Other units in the same group are also regarded as foreign buyers (parent company, subsidiaries, and branches).

The export of services via the Internet is also included where this takes place between Ugandan companies and companies, persons etc. that are not based in Uganda. Where a company or enterprise based in Uganda delivers services to another unit in the same group (parent company, subsidiaries, and branches) abroad, this is regarded as export and will be included.

### **Import of services**

Import of services comprises all services that are delivered to the company by entities that are not based in Uganda (companies/entities and private individuals etc. registered abroad). Import comprises all purchases of services from foreign sellers, even where the service may not be delivered from abroad to Uganda. Other units in the same group are also regarded as foreign sellers (parent company, subsidiaries, and branches).

The import of services via the Internet is also included where this takes place between Ugandan companies and companies, persons etc. that are not based in Uganda. Where a company or enterprise based in Uganda receives services from another unit in the same group (parent company, subsidiaries, and branches) abroad, this is regarded as import and will be included.

**Economic territory** largely coincides with the country's customs territory, which is the territory in which the customs law of a country applies in full. The economic territory includes the land area, air space, territorial waters including areas over which jurisdiction is exercised over fishing rights and rights to fuels or minerals, in a marine territory- islands that belong to the territory, and territorial enclaves in the rest of the

world (embassies, consulates, military bases, scientific stations information and immigration offices, aid agencies, central bank representative offices with diplomatic status).

**Residence:** The residence of each institutional unit is the economic territory with which it has the strongest connection, expressed as its center of predominant economic interest. Each institutional unit is a resident of one and only one economic territory determined by its center of predominant economic interest. An institutional unit is resident in an economic territory when there exists, within the economic territory, some location, dwelling, place of production, or other premises on which or from which the unit engages and intends to continue engaging, either indefinitely or over a finite but long period of time, in economic activities and transactions on a significant scale. *For an institutional unit or person that have spent in a country for a period of one year and above is treated as a resident of that country.*

**Foreign counterpart:** All transactions with a foreign counterpart (e.g. foreign customer, supplier) should be included in this form. Foreign counterparts are defined as all legal persons and/or businesses registered outside the economic territory of Uganda, Uganda-owned subsidiaries and branches abroad, and persons living abroad regardless of citizenship.

## 1. Business Name and Address:

Name of Business	
Address	
Company telephone	
Fax	
Company email	
District	
Division\S-County	
Zone/Village	
Street and plot No.	
Name of the Building	

## 2. Information about respondent/officer responsible:

Name of respondent		
Title of Respondent		
Telephone		
Email		
<b>Signature and Stamp</b>		Date

**3. General information about the business** (*Write in space provided*)

A. Which year did the business start operating in Uganda?	
B. What is the business registration number?	
C. What is the business TIN number?	

**4. Please state the enterprise's activities.**

A. Main business activity	
B. Secondary activities	1)
	2)
	3)

**5. Please state the number of persons that worked in the business for the last two years.**

Year	2016		2017	
	Male	Female	Male	Female
Full time employees				
Part time employees (Maximum ever employed at a particular time)				
Unpaid helpers				

## 6. Expenses on staff, in USD

Year	2016	2017
Ugandans		
Non-Ugandans (Short Term)		
Non-Ugandans (Long Term)		
<b>Total</b>		

## 7. Ownership of the business

### A. State the type of Legal ownership of this business (Choose one)

1. Sole proprietorship <input type="checkbox"/>	2. Partnership <input type="checkbox"/>	3. Private Limited Company <input type="checkbox"/>
4. Public Limited Company <input type="checkbox"/>	5. Statutory Corporation <input type="checkbox"/>	6. Parastatal <input type="checkbox"/>
7. Government <input type="checkbox"/>	8. Cooperative <input type="checkbox"/>	9. Joint Government/Statutory <input type="checkbox"/>
10. Religious Organization <input type="checkbox"/>	11. NGO <input type="checkbox"/>	
12. Other Specify)		

### B. What is the status of the company? (Tick only one)

Head Company	
Branch/subsidiary	
Other(Specify)	



## 8. Current shareholding of the company

Shareholder	Residency Status	Percentage
Ugandan	Resident	
	Non-resident	
Non-Nationals	Resident	
	Non-resident	
<b>Total</b>		<b>100%</b>

## 9. Does this business sell services to foreign buyers or buy services from foreign sellers? *(Tick one)*

<b>Yes</b>	
<b>No</b>	

## 10. Did this company import or export services in the last two years? *(Tick only one)*

Only Import	
Only Export	
Both Import and Export	

## 11. When did your enterprise start to export or import services?

Year	
------	--

## Exports of Services for 2016 and 2017

**For your operations in Uganda, Please Report the value of services sold to customers abroad (Revenue earned)**

**REPORT IN THOUSAND US DOLLARS** (*Exchange rates for conversion; 2016:1\$=Shs. 3,379.05 and 2017: 1\$=Shs.3, 595.07*)

<b>Type of Service</b>  <i>(Include Transactions concluded over the internet)</i>  <b>Does the figure provided include VAT?</b>  Yes <input type="checkbox"/> N <input type="checkbox"/>	<b>Ref No:</b>	<b>Exports During 2016</b>					<b>Exports During 2017</b>				
		<b>Please enter Name of the Country</b>				<b>Total Revenue</b>	<b>Please enter Name of the Country</b>				<b>Total Revenue</b>
		Country1	Country2	Country3	Other Countries		Country1	Country2	Country3	Other Countries	
		\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000
<b>Manufacturing services on physical inputs owned by others.</b>	1										
<b>Fees charged by your business for these services on goods owned by non-residents.</b>											
Processing	1.1										

<b>Type of Service</b>  <i>(Include Transactions concluded over the internet)</i>  <b>Does the figure provided include VAT?</b>  <b>Yes</b> <input type="checkbox"/> <b>N</b> <input type="checkbox"/>	Ref No:	Exports During 2016					Exports During 2017				
		Please enter Name of the Country				Total Revenue	Please enter Name of the Country				Total Revenue
		Country1	Country2	Country3	Other Countries		Country1	Country2	Country3	Other Countries	
		\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000
Assembling	1.2										
Labeling	1.3										
Packing	1.4										
Maintenance and repair work on ships, aircrafts, and other transport equipment owned by foreign residents.	2										
Transport	3										
Sea transport	3.1										
Passenger	3.1.1										
Freight	3.1.2										

Type of Service  <i>(Include Transactions concluded over the internet)</i>  Does the figure provided include VAT?  Yes <input type="checkbox"/> N <input type="checkbox"/>	Ref No:	Exports During 2016					Exports During 2017				
		Please enter Name of the Country				Total Revenue	Please enter Name of the Country				Total Revenue
		Country1	Country2	Country3	Other Countries	Country1	Country2	Country3	Other Countries		
		\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000
Other(Specify)	3.1.3										
<b>Air transport</b>	<b>3.2</b>										
Passenger	3.2.1										
Freight	3.2.2										
Other(Specify)	3.2.3										
<b>Other modes of transport</b>	<b>3.3</b>										
Passenger	3.3.1										
Freight	3.3.2										
Other(Specify)	3.3.3										
<b>Postal and courier services</b>	<b>3.4</b>										

<b>Type of Service</b>  <i>(Include Transactions concluded over the internet)</i>  <b>Does the figure provided include VAT?</b>  Yes <input type="checkbox"/> N <input type="checkbox"/>	Ref No:	Exports During 2016					Exports During 2017				
		Please enter Name of the Country				Total Revenue	Please enter Name of the Country				Total Revenue
		Country1	Country2	Country3	Other Countries		Country1	Country2	Country3	Other Countries	
		\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000
<b>Space transport</b>	<b>3.5</b>										
<b>Rail transport</b>	<b>3.6</b>										
Passenger	3.6.1										
Freight	3.6.2										
Other(Specify)	3.6.3										
<b>Road transport</b>	<b>3.7</b>										
Passenger	3.7.1										
Freight	3.7.2										
Other(Specify)	3.7.3										
<b>Inland waterway transport</b>	<b>3.8</b>										

<b>Type of Service</b>  <i>(Include Transactions concluded over the internet)</i>  <b>Does the figure provided include VAT?</b>  <b>Yes</b> <input type="checkbox"/> <b>N</b> <input type="checkbox"/>	Ref No:	Exports During 2016					Exports During 2017				
		Please enter Name of the Country				Total Revenue	Please enter Name of the Country				Total Revenue
		Country1	Country2	Country3	Other Countries		Country1	Country2	Country3	Other Countries	
		\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000
Passenger	3.8.1										
Freight	3.8.2										
Other(Specify)	3.8.3										
<b>Pipeline transport</b>	<b>3.9</b>										
<b>Electricity transmission</b>	<b>3.10</b>										
<b>Other supporting and auxiliary transport services</b>	<b>3.11</b>										
<b>Travel</b>	<b>4</b>										
<b>Business</b>	<b>4.1</b>										
Acquisition of goods and services by border, seasonal, and other short term workers	4.1.1										

Type of Service  <i>(Include Transactions concluded over the internet)</i>  Does the figure provided include VAT?  Yes <input type="checkbox"/> N <input type="checkbox"/>	Ref No:	Exports During 2016					Exports During 2017				
		Please enter Name of the Country				Total Revenue	Please enter Name of the Country				Total Revenue
		Country1	Country2	Country3	Other Countries		Country1	Country2	Country3	Other Countries	
		\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000
Other(Specify)	4.1.2										
<b>Personal</b>	<b>4.2</b>										
Health-related	4.2.1										
Education-related	4.2.2										
Other(Specify)	4.2.3										
<b>Construction</b>	<b>5</b>										
<b>Construction abroad</b>	<b>5.1</b>										
Total expenditure by your business to a business outside Uganda for construction in Uganda.	5.1.1										

Type of Service  <i>(Include Transactions concluded over the internet)</i>  Does the figure provided include VAT?  Yes <input type="checkbox"/> No <input type="checkbox"/>	Ref No:	Exports During 2016					Exports During 2017				
		Please enter Name of the Country				Total Revenue	Please enter Name of the Country				Total Revenue
		Country1	Country2	Country3	Other Countries	Country1	Country2	Country3	Other Countries		
		\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000
Purchase of goods. (In order to complete construction, regardless of country of origin).	5.1.2										
Purchases of services (in order to complete construction, regardless of country of origin).	5.1.3										
<b>Construction in Uganda</b>	<b>5.2</b>										
Amount of goods that the business located outside Uganda purchases whilst in Uganda, regardless of origin to aid in the completion of construction.	5.2.1										
Amount of services that the business located outside Uganda purchases whilst in Uganda, regardless of origin	5.2.2										



Type of Service  <i>(Include Transactions concluded over the internet)</i>  Does the figure provided include VAT?  Yes <input type="checkbox"/> N <input type="checkbox"/>	Ref No:	Exports During 2016					Exports During 2017				
		Please enter Name of the Country				Total Revenue	Please enter Name of the Country				Total Revenue
		Country1	Country2	Country3	Other Countries		Country1	Country2	Country3	Other Countries	
		\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000
to aid in the completion of construction.											
<b>Insurance and pension services</b>	<b>6</b>										
<b>Direct insurance</b>	<b>6.1</b>										
Life Insurance	6.1.1										
Freight insurance	6.1.2										
Other direct insurance	6.1.3										
<b>Reinsurance</b>	<b>6.2</b>										
<b>Auxiliary insurance services</b>	<b>6.3</b>										

<b>Type of Service</b>  <i>(Include Transactions concluded over the internet)</i>  <b>Does the figure provided include VAT?</b>  Yes <input type="checkbox"/> N <input type="checkbox"/>	Ref No:	Exports During 2016					Exports During 2017				
		Please enter Name of the Country				Total Revenue	Please enter Name of the Country				Total Revenue
		Country1	Country2	Country3	Other Countries	Country1	Country2	Country3	Other Countries		
		\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000
<b>Pension and standardized guarantee services</b>	<b>6.4</b>										
Pension services	6.4.1										
Standardized guarantee services	6.4.2										
<b>Financial services (Other than Insurance)</b>	<b>7</b>										
Explicitly charged and other financial services	7.1										
Financial intermediation services indirectly measured(FISIM)	7.2										
<b>Charges for the use of intellectual property n.i.e</b>	<b>8</b>										

<b>Type of Service</b>  <i>(Include Transactions concluded over the internet)</i>  <b>Does the figure provided include VAT?</b>  <b>Yes</b> <input type="checkbox"/> <b>N</b> <input type="checkbox"/>	Ref No:	Exports During 2016					Exports During 2017				
		Please enter Name of the Country				Total Revenue	Please enter Name of the Country				Total Revenue
		Country1	Country2	Country3	Other Countries		Country1	Country2	Country3	Other Countries	
		\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000
Franchises and trademarks licensing fees	8.1										
Licenses for the use of outcomes of research and development	8.2										
Licenses to reproduce and/or distribute computer software	8.3										
<b>Licenses to reproduce and/or distribute audio-visual products</b>	<b>8.4</b>										
Licenses to reproduce and/or distribute audio-visual products	8.4.1										

Type of Service  <i>(Include Transactions concluded over the internet)</i>  Does the figure provided include VAT?  Yes <input type="checkbox"/> N <input type="checkbox"/>	Ref No:	Exports During 2016					Exports During 2017				
		Please enter Name of the Country				Total Revenue	Please enter Name of the Country				Total Revenue
		Country1	Country2	Country3	Other Countries	Country1	Country2	Country3	Other Countries		
		\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000
Licenses to reproduce and/or distribute other products	8.4.2										
<b>Telecommunications, computer, and information services</b>	<b>9</b>										
Telecommunication services	9.1										
<b>Computer services</b>	<b>9.2</b>										
Computer software	9.2.1										
Other computer services	9.2.2										
<b>Information services</b>	<b>9.3</b>										
News agency services	9.3.1										
Other information services	9.3.2										

Type of Service  <i>(Include Transactions concluded over the internet)</i>  Does the figure provided include VAT?  Yes <input type="checkbox"/> N <input type="checkbox"/>	Ref No:	Exports During 2016					Exports During 2017				
		Please enter Name of the Country				Total Revenue	Please enter Name of the Country				Total Revenue
		Country1	Country2	Country3	Other Countries		Country1	Country2	Country3	Other Countries	
		\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000
Other business services	10										
Research and development services	10.1										
Work undertaken on a systematic basis to increase the stock of knowledge	10.1.1										
Provision of customized and non-customized research and development services	10.1.1.1										
Sale of proprietary rights arising from research and development	10.1.1.2										
Patents	10.1.1.2.1										

Type of Service  <i>(Include Transactions concluded over the internet)</i>  Does the figure provided include VAT?  Yes <input type="checkbox"/> No <input type="checkbox"/>	Ref No:	Exports During 2016					Exports During 2017				
		Please enter Name of the Country				Total Revenue	Please enter Name of the Country				Total Revenue
		Country1	Country2	Country3	Other Countries		Country1	Country2	Country3	Other Countries	
		\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000
Copyrights arising from research and development.	10.1.1.2.2										
Industrial processes and designs	10.1.1.2.3										
Other	10.1.1.2.4										
<b>Other</b>	<b>10.1.2</b>										
Professional and management consulting services	<b>10.2</b>										
<b>Legal, accounting ,management consulting, and public relations services</b>	<b>10.2.1</b>										

<b>Type of Service</b>  <i>(Include Transactions concluded over the internet)</i>  <b>Does the figure provided include VAT?</b>  <b>Yes</b> <input type="checkbox"/> <b>N</b> <input type="checkbox"/>	Ref No:	Exports During 2016					Exports During 2017				
		Please enter Name of the Country				Total Revenue	Please enter Name of the Country				Total Revenue
		Country1	Country2	Country3	Other Countries		Country1	Country2	Country3	Other Countries	
		\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000
Legal services	10.2.1.1										
Accounting, auditing, bookkeeping, and tax consulting services.	10.2.1.2										
Business and management consulting and public relations services	10.2.1.3										
Advertising, market research, and public opinion polling services	10.2.2										
Convention, trade-fair and exhibition organization services	10.2.2.1										

<b>Type of Service</b>  <i>(Include Transactions concluded over the internet)</i>  <b>Does the figure provided include VAT?</b>  Yes <input type="checkbox"/> N <input type="checkbox"/>	Ref No:	Exports During 2016					Exports During 2017				
		Please enter Name of the Country				Total Revenue	Please enter Name of the Country				Total Revenue
		Country1	Country2	Country3	Other Countries		Country1	Country2	Country3	Other Countries	
		\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000
Technical, trade-related and other business services	10.3										
Architectural, engineering, scientific, and technical services	10.3.1										
Architectural services	10.3.1.1										
Engineering services	10.3.1.2										
Scientific and other technical services	10.3.1.3										
Waste treatment and de-pollution, agricultural and mining services	10.3.2										



<b>Type of Service</b>  <i>(Include Transactions concluded over the internet)</i>  <b>Does the figure provided include VAT?</b>  <b>Yes</b> <input type="checkbox"/> <b>N</b> <input type="checkbox"/>	Ref No:	Exports During 2016					Exports During 2017				
		Please enter Name of the Country				Total Revenue	Please enter Name of the Country				Total Revenue
		Country1	Country2	Country3	Other Countries	Country1	Country2	Country3	Other Countries		
		\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000
Waste treatment and de-pollution	10.3.2.1										
Services incidental to agriculture, forestry and fishing	10.3.2.2										
Services incidental to mining ,and oil and gas extraction	10.3.2.3										
<b>Operating leasing services</b>	<b>10.3.3</b>										
<b>Trade-related services</b>	<b>10.3.4</b>										
<b>Other business services n.i.e</b>	<b>10.3.5</b>										
<b>Personal, cultural, and recreational services</b>	<b>11</b>										

<b>Type of Service</b>  <i>(Include Transactions concluded over the internet)</i>  <b>Does the figure provided include VAT?</b>  <b>Yes</b> <input type="checkbox"/> <b>N</b> <input type="checkbox"/>	Ref No:	Exports During 2016					Exports During 2017				
		Please enter Name of the Country				Total Revenue	Please enter Name of the Country				Total Revenue
		Country1	Country2	Country3	Other Countries	Country1	Country2	Country3	Other Countries		
		\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000
<b>Audio-visual and related services</b>	<b>11.1</b>										
Audio-visual services	11.1.1										
Artistic related services	11.1.2										
<b>Other personal, cultural, and recreational services</b>	<b>11.2</b>										
Health services	11.2.1										
Education services	11.2.2										
Heritage and recreational services	11.2.3										
Other personal services	11.2.4										

## Imports of Services for 2016 and 2017

**For your operations in Uganda, Please Report the value of services purchased from suppliers abroad  
(Expenses)**

**REPORT IN THOUSAND US DOLLARS** (*Exchange rates for conversion; 2016: 1\$=Shs. 3,414.56 and 2017: 1\$=Shs. 3,624.96*)

<b>Type of Service</b>  <i>(Include Transactions concluded over the internet)</i>  <b>Does the figure provided include VAT?</b>  Yes <input type="checkbox"/> No <input type="checkbox"/>	Ref No:	Imports During 2016					Imports During 2017				
		Please enter Name of the Country				Total Expenses	Please enter Name of the Country				Total Expenses
		Country1	Country2	Country3	Other Countries		Country1	Country2	Country3	Other Countries	
		\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000
<b>Fees charged by non-residents for these</b>	1										

<b>Type of Service</b>  <i>(Include Transactions concluded over the internet)</i>  <b>Does the figure provided include VAT?</b>  Yes <input type="checkbox"/> N <input type="checkbox"/>	Ref No:	Imports During 2016					Imports During 2017				
		Please enter Name of the Country				Total Expenses	Please enter Name of the Country				Total Expenses
		Country1	Country2	Country3	Other Countries		Country1	Country2	Country3	Other Countries	
		\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000
<b>services on goods owned by your business.</b>											
Processing	1.1										
Assembly	1.2										
Labeling	1.3										
Packing	1.4										
<b>Fees charged by foreign businesses for maintenance and repair work on ships, aircrafts, and other transport equipment owned by your business.</b>	<b>2</b>										
<b>Transport</b>	<b>3</b>										

<b>Type of Service</b>  <i>(Include Transactions concluded over the internet)</i>  <b>Does the figure provided include VAT?</b>  <b>Yes</b> <input type="checkbox"/> <b>N</b> <input type="checkbox"/>	Ref No:	Imports During 2016					Imports During 2017				
		Please enter Name of the Country				Total Expenses	Please enter Name of the Country				Total Expenses
		Country1	Country2	Country3	Other Countries		Country1	Country2	Country3	Other Countries	
		\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000
<b>Sea transport</b>	<b>3.1</b>										
Passenger	3.1.1										
Freight	3.1.2										
Other(Specify)	3.1.3										
<b>Air transport</b>	<b>3.2</b>										
Passenger	3.2.1										
Freight	3.2.2										
Other(Specify)	3.2.3										
<b>Other modes of transport</b>	<b>3.3</b>										
Passenger	3.3.1										
Freight	3.3.2										

Type of Service  <i>(Include Transactions concluded over the internet)</i>  Does the figure provided include VAT?  Yes <input type="checkbox"/> N <input type="checkbox"/>	Ref No:	Imports During 2016					Imports During 2017				
		Please enter Name of the Country				Total Expenses	Please enter Name of the Country				Total Expenses
		Country1	Country2	Country3	Other Countries	Country1	Country2	Country3	Other Countries		
		\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000
Other(Specify)	3.3.3										
Postal and courier services	3.4										
Space transport	3.5										
Rail transport	3.6										
Passenger	3.6.1										
Freight	3.6.2										
Other(Specify)	3.6.3										
Road transport	3.7										
Passenger	3.7.1										
Freight	3.7.2										

Type of Service  <i>(Include Transactions concluded over the internet)</i>  Does the figure provided include VAT?  Yes <input type="checkbox"/> N <input type="checkbox"/>	Ref No:	Imports During 2016					Imports During 2017				
		Please enter Name of the Country				Total Expenses	Please enter Name of the Country				Total Expenses
		Country1	Country2	Country3	Other Countries		Country1	Country2	Country3	Other Countries	
		\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000
Other(Specify)	3.7.3										
<b>Inland waterway transport</b>	<b>3.8</b>										
Passenger	3.8.1										
Freight	3.8.2										
Other(Specify)	3.8.3										
<b>Pipeline transport</b>	<b>3.9</b>										
<b>Electricity transmission</b>	<b>3.10</b>										
<b>Other supporting and auxiliary transport services</b>	<b>3.11</b>										
<b>Travel</b>	<b>4</b>										
<b>Business</b>	<b>4.1</b>										

Type of Service  <i>(Include Transactions concluded over the internet)</i>  Does the figure provided include VAT?  Yes <input type="checkbox"/> N <input type="checkbox"/>	Ref No:	Imports During 2016					Imports During 2017				
		Please enter Name of the Country				Total Expenses	Please enter Name of the Country				Total Expenses
		Country1	Country2	Country3	Other Countries		Country1	Country2	Country3	Other Countries	
		\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000
Acquisition of goods and services by border, seasonal, and other short term workers	4.1.1										
Other(Specify)	4.1.2										
<b>Personal</b>	<b>4.2</b>										
Health-related	4.2.1										
Education-related	4.2.2										
Other(Specify)	4.2.3										
<b>Construction</b>	<b>5</b>										
<b>Construction abroad</b>	<b>5.1</b>										
Total revenue received by your business for construction outside Uganda. (Include any	5.1.1										



<b>Type of Service</b>  <i>(Include Transactions concluded over the internet)</i>  <b>Does the figure provided include VAT?</b>  <b>Yes</b> <input type="checkbox"/> <b>N</b> <input type="checkbox"/>	Ref No:	Imports During 2016					Imports During 2017				
		Please enter Name of the Country				Total Expenses	Please enter Name of the Country				Total Expenses
		Country1	Country2	Country3	Other Countries		Country1	Country2	Country3	Other Countries	
		\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000
goods and services that are purchased in order to complete construction, regardless of country of origin).											
<b>Construction in the reporting economy</b>	<b>5.2</b>										
Goods e.g. bricks purchased outside of Uganda by your business for construction outside Uganda.	5.2.1										
Services,e.g. engineering expertise you purchased outside of Uganda for construction outside Uganda(exclude any Uganda labour purchases)	5.2.2										

<b>Type of Service</b>  <i>(Include Transactions concluded over the internet)</i>  <b>Does the figure provided include VAT?</b>  Yes <input type="checkbox"/> N <input type="checkbox"/>	Ref No:	Imports During 2016					Imports During 2017				
		Please enter Name of the Country				Total Expenses	Please enter Name of the Country				Total Expenses
		Country1	Country2	Country3	Other Countries		Country1	Country2	Country3	Other Countries	
		\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000
<b>Insurance and pension services</b>	<b>6</b>										
<b>Direct insurance</b>	<b>6.1</b>										
Life Insurance	6.1.1										
Freight insurance	6.1.2										
Other direct insurance	6.1.3										
<b>Reinsurance</b>	<b>6.2</b>										
<b>Auxiliary insurance services</b>	<b>6.3</b>										
<b>Pension and standardized guarantee services</b>	<b>6.4</b>										
Pension services	6.4.1										

<b>Type of Service</b>  <i>(Include Transactions concluded over the internet)</i>  <b>Does the figure provided include VAT?</b>  Yes <input type="checkbox"/> N <input type="checkbox"/>	Ref No:	Imports During 2016					Imports During 2017				
		Please enter Name of the Country				Total Expenses	Please enter Name of the Country				Total Expenses
		Country1	Country2	Country3	Other Countries	Country1	Country2	Country3	Other Countries		
		\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000
Standardized guarantee services	6.4.2										
<b>Financial services (Other than Insurance)</b>	<b>7</b>										
Explicitly charged and other financial services	7.1										
Financial intermediation services indirectly measured(FISIM)	7.2										
<b>Charges for the use of intellectual property n.i.e</b>	<b>8</b>										
Franchises and trademarks licensing fees	8.1										

<b>Type of Service</b>  <i>(Include Transactions concluded over the internet)</i>  <b>Does the figure provided include VAT?</b>  <b>Yes</b> <input type="checkbox"/> <b>N</b> <input type="checkbox"/>	Ref No:	Imports During 2016					Imports During 2017				
		Please enter Name of the Country				Total Expenses	Please enter Name of the Country				Total Expenses
		Country1	Country2	Country3	Other Countries		Country1	Country2	Country3	Other Countries	
		\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000
Licenses for the use of outcomes of research and development	8.2										
Licenses to reproduce and/or distribute computer software	8.3										
<b>Licenses to reproduce and/or distribute audio-visual products</b>	<b>8.4</b>										
Licenses to reproduce and/or distribute audio-visual products	8.4.1										
Licenses to reproduce and/or distribute other products	8.4.2										

Type of Service  <i>(Include Transactions concluded over the internet)</i>  Does the figure provided include VAT?  Yes <input type="checkbox"/> N <input type="checkbox"/>	Ref No:	Imports During 2016					Imports During 2017				
		Please enter Name of the Country				Total Expenses	Please enter Name of the Country				Total Expenses
		Country1	Country2	Country3	Other Countries		Country1	Country2	Country3	Other Countries	
		\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000
<b>Telecommunications, computer, and information services</b>	<b>9</b>										
Telecommunication services	9.1										
<b>Computer services</b>	<b>9.2</b>										
Computer software	9.2.1										
Other computer services	9.2.2										
<b>Information services</b>	<b>9.3</b>										
News agency services	9.3.1										
Other information services	9.3.2										
<b>Other business services</b>	<b>10</b>										

<b>Type of Service</b>  <i>(Include Transactions concluded over the internet)</i>  <b>Does the figure provided include VAT?</b>  Yes <input type="checkbox"/> N <input type="checkbox"/>	Ref No:	Imports During 2016					Imports During 2017				
		Please enter Name of the Country				Total Expenses	Please enter Name of the Country				Total Expenses
		Country1	Country2	Country3	Other Countries		Country1	Country2	Country3	Other Countries	
		\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000
<b>Research and development services</b>	<b>10.1</b>										
<b>Work undertaken on a systematic basis to increase the stock of knowledge</b>	<b>10.1.1</b>										
Provision of customized and non-customized research and development services	10.1.1.1										
<b>Sale of proprietary rights arising from research and development</b>	<b>10.1.1.2</b>										
Patents	10.1.1.2.1										
Copyrights arising from research and development.	10.1.1.2.2										

Type of Service  <i>(Include Transactions concluded over the internet)</i>  Does the figure provided include VAT?  Yes <input type="checkbox"/> No <input type="checkbox"/>	Ref No:	Imports During 2016					Imports During 2017				
		Please enter Name of the Country				Total Expenses	Please enter Name of the Country				Total Expenses
		Country1	Country2	Country3	Other Countries		Country1	Country2	Country3	Other Countries	
		\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000
Industrial processes and designs	10.1.1.2.3										
Other	10.1.1.2.4										
Other	10.1.2										
Professional and management consulting services	10.2										
Legal, accounting ,management consulting, and public relations services	10.2.1										
Legal services	10.2.1.1										

<b>Type of Service</b>  <i>(Include Transactions concluded over the internet)</i>  <b>Does the figure provided include VAT?</b>  <b>Yes</b> <input type="checkbox"/> <b>N</b> <input type="checkbox"/>	Ref No:	Imports During 2016					Imports During 2017				
		Please enter Name of the Country				Total Expenses	Please enter Name of the Country				Total Expenses
		Country1	Country2	Country3	Other Countries	Country1	Country2	Country3	Other Countries		
		\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000
Accounting, auditing, bookkeeping, and tax consulting services.	10.2.1.2										
Business and management consulting and public relations services	10.2.1.3										
Advertising, market research, and public opinion polling services	10.2.2										
Convention, trade-fair and exhibition organization services	10.2.2.1										
<b>Technical, trade-related and other business services</b>	<b>10.3</b>										



<b>Type of Service</b>  <i>(Include Transactions concluded over the internet)</i>  <b>Does the figure provided include VAT?</b>  Yes <input type="checkbox"/> N <input type="checkbox"/>	Ref No:	Imports During 2016					Imports During 2017				
		Please enter Name of the Country				Total Expenses	Please enter Name of the Country				Total Expenses
		Country1	Country2	Country3	Other Countries		Country1	Country2	Country3	Other Countries	
		\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000
<b>Architectural, engineering, scientific, and technical services</b>	<b>10.3.1</b>										
Architectural services	10.3.1.1										
Engineering services	10.3.1.2										
Scientific and other technical services	10.3.1.3										
<b>Waste treatment and de-pollution, agricultural and mining services</b>	<b>10.3.2</b>										
Waste treatment and de-pollution	10.3.2.1										

Type of Service  <i>(Include Transactions concluded over the internet)</i>  Does the figure provided include VAT?  Yes <input type="checkbox"/> N <input type="checkbox"/>	Ref No:	Imports During 2016					Imports During 2017				
		Please enter Name of the Country				Total Expenses	Please enter Name of the Country				Total Expenses
		Country1	Country2	Country3	Other Countries		Country1	Country2	Country3	Other Countries	
		\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000
Services incidental to agriculture, forestry and fishing	10.3.2.2										
Services incidental to mining ,and oil and gas extraction	10.3.2.3										
<b>Operating leasing services</b>	<b>10.3.3</b>										
<b>Trade-related services</b>	<b>10.3.4</b>										
<b>Other business services n.i.e</b>	<b>10.3.5</b>										
<b>Personal, cultural, and recreational services</b>	<b>11</b>										
<b>Audio-visual and related services</b>	<b>11.1</b>										

<b>Type of Service</b>  <i>(Include Transactions concluded over the internet)</i>  <b>Does the figure provided include VAT?</b>  <b>Yes</b> <input type="checkbox"/> <b>N</b> <input type="checkbox"/>	Ref No:	Imports During 2016					Imports During 2017				
		Please enter Name of the Country				Total Expenses	Please enter Name of the Country				Total Expenses
		Country1	Country2	Country3	Other Countries		Country1	Country2	Country3	Other Countries	
		\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000	\$ '000
Audio-visual services	11.1.1										
Artistic related services	11.1.2										
<b>Other personal, cultural, and recreational services</b>	<b>11.2</b>										
Health services	11.2.1										
Education services	11.2.2										
Heritage and recreational services	11.2.3										
Other personal services	11.2.4										

14. Please give some of the challenges faced in providing the service by the institution.

I. ....  
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II. ....  
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III. ....  
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15. Please propose how the government and other stakeholders could address the above challenges.

I. ....  
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II. ....  
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III. ....  
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RESPONDING

THANK YOU FOR