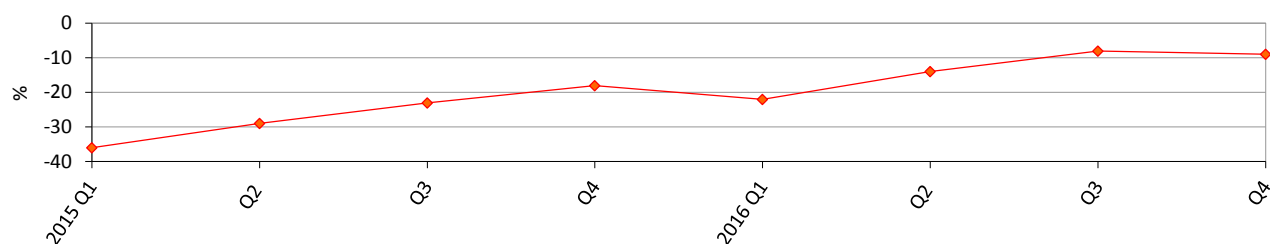
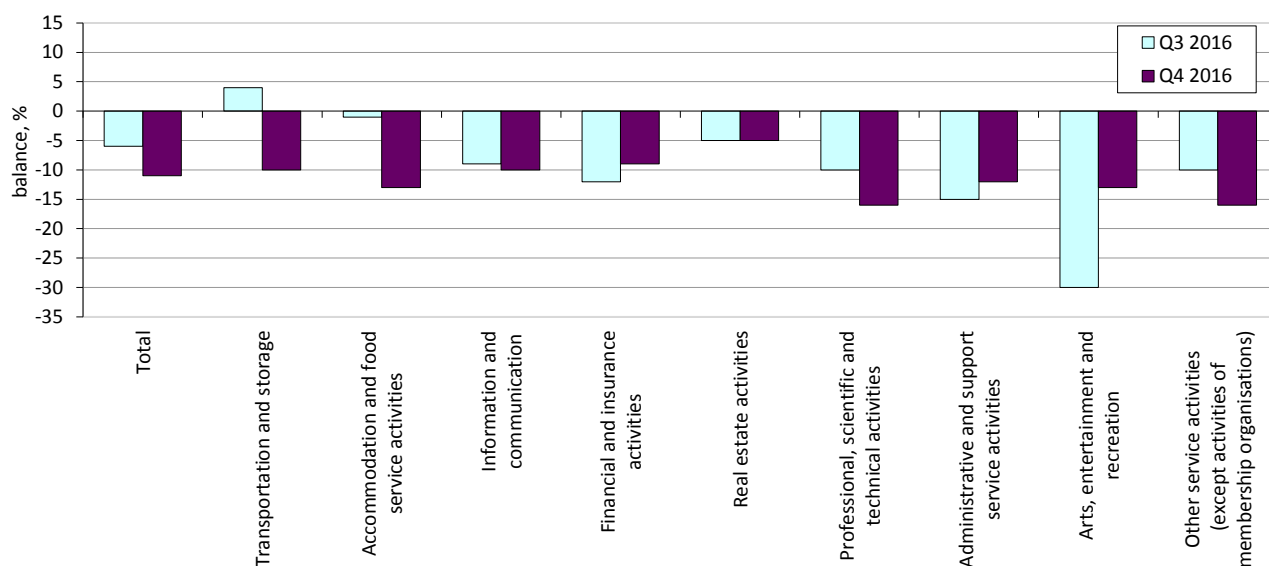


Expectations of service enterprises in IV quarter 2016¹ regarding the development of their business activity

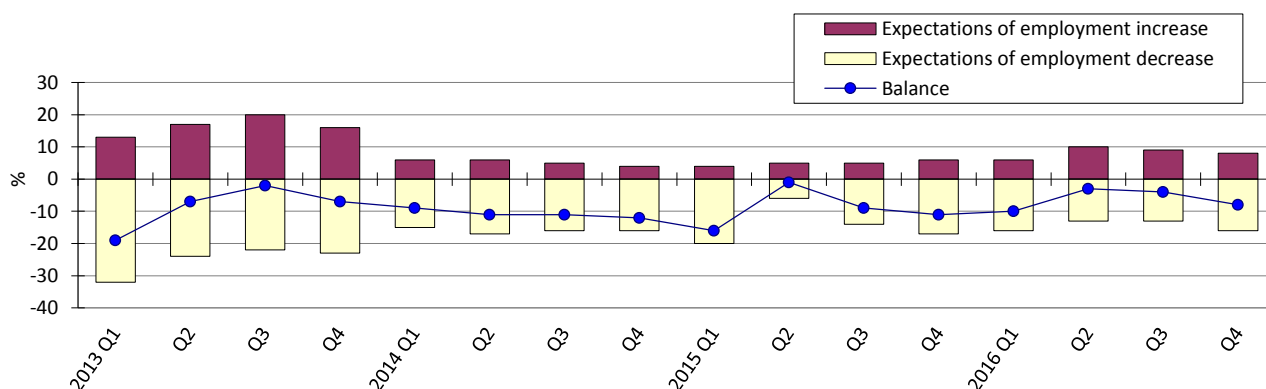
Services confidence indicator²



Expected changes of demand on services (of turnover) at service enterprises



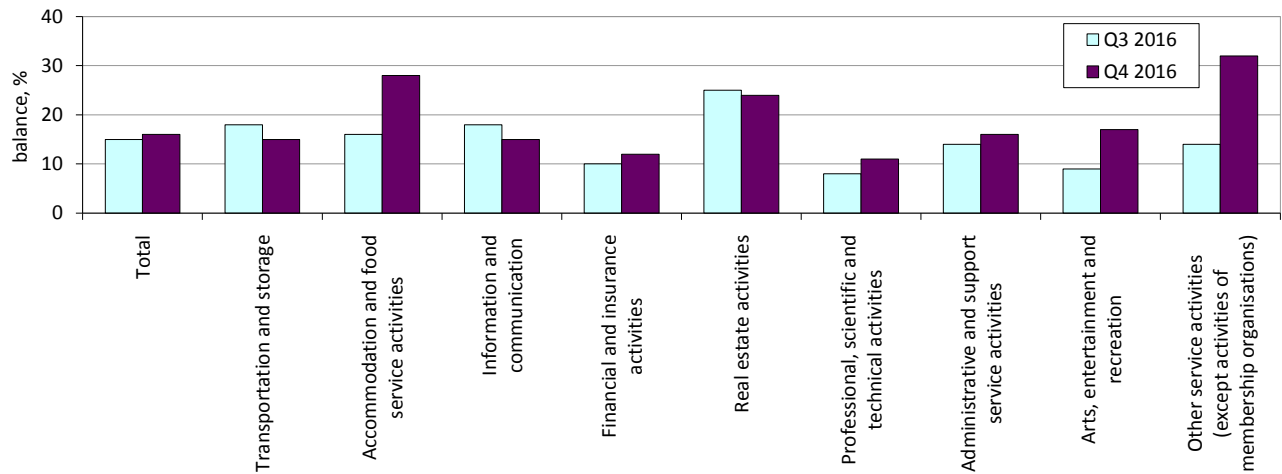
Expected changes in employment at service enterprises



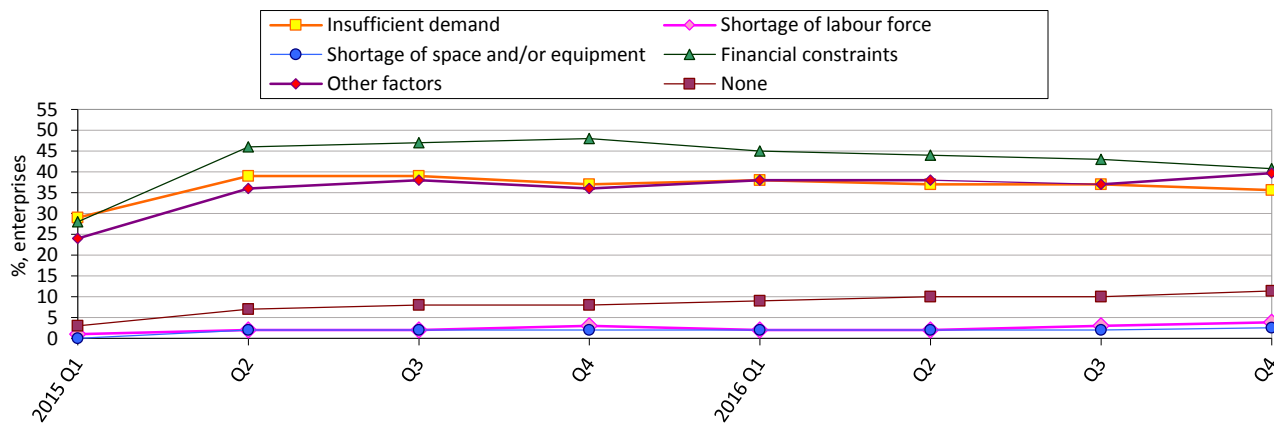
¹ Excluding the temporarily occupied territories of the Autonomous Republic of Crimea and the city of Sevastopol, from 2014 also excluding part of the anti-terrorist operation zone.

² The indicator is calculated by the method of calculation of indicators of business expectations in accordance with the requirements of the Special Data Dissemination Standard Plus of the International Monetary Fund, approved by order of the SSSU 30.12.2014 No 411.

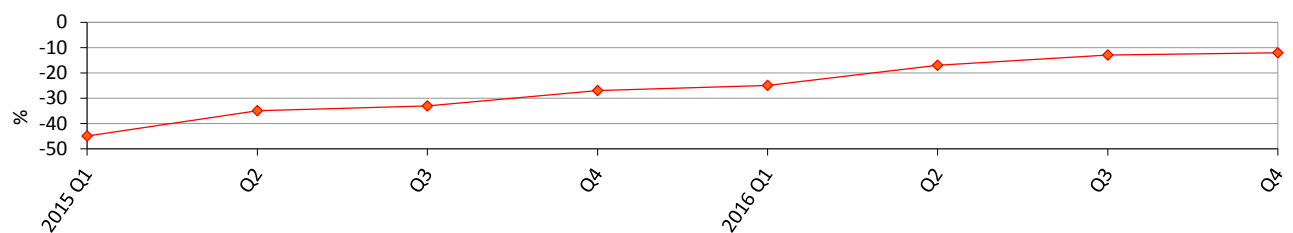
Expected changes in service price at service enterprises



Factors limiting activity in services



Financial services confidence indicator¹



¹ The indicator is calculated by the method of calculation of indicators of business expectations in accordance with the requirements of the Special Data Dissemination Standard Plus of the International Monetary Fund, approved by order of the SSSU 30.12.2014 No 411.

Results of the survey of service enterprises in October 2016

(per cent of the total number of surveyed enterprises)

<i>Services (sections H-N, R,S, except division 94 of KVED-2010)</i>	<i>Results of the survey of 1370 enterprises</i>						
	How did your business situation develop in July-September 2016	improved	remained unchanged	deteriorated	no response	balance	<i>change of balance over III quarter 2016, pp</i>
		13	65	22	0	-9	1
	How did change in July-September 2016:	increased	remained unchanged	decreased	no response	balance	<i>change of balance over III quarter 2016, pp</i>
	demand (turnover) on services	15	62	22	1	-7	2
	employment	11	65	23	1	-12	-3
	How do you expect to change over October-December 2016:	increase	remain unchanged	decrease	no response	balance	<i>change of balance over III quarter 2016, pp</i>
	demand (turnover) on services	15	59	26	0	-11	-5
	employment	8	76	16	0	-8	-4
	service prices	19	77	3	1	16	1

<i>Financial services (section K of KVED-2010)</i>	<i>Results of the survey of 173 enterprises</i>						
	How did your business situation develop in July-September 2016	improved	remained unchanged	deteriorated	no response	balance	<i>change of balance over III quarter 2016, pp</i>
		10	65	24	1	-14	2
	How did change in July-September 2016:	increased	remained unchanged	decreased	no response	balance	<i>change of balance over III quarter 2016, pp</i>
	demand (turnover) on services	12	61	26	1	-14	-3
	employment	8	66	24	2	-16	-6
	operating income	24	39	34	3	-10	-8
	operating expenses	38	48	11	3	27	-4
	profitability	12	51	33	4	-21	-1
	capital expenditure	15	71	9	5	6	3
	How did the competitive position develop in July-September 2016:	improved	remained unchanged	deteriorated	no response	balance	<i>change of balance over III quarter 2016, pp</i>
	total	7	65	14	14	-7	-3
	in Ukraine	9	69	15	7	-6	1
	within the EU	1	44	5	50	-4	4
	outside the EU	1	46	4	49	-3	4

<i>Financial services (section K of KVED-2010)</i>							Continued
	How do you expect to change over October-December 2016:	increase	remain unchanged	decrease	no response	balance	<i>change of balance over III quarter 2016, pp</i>
	demand (turnover) on services	10	69	19	2	-9	3
	employment	8	79	12	1	-4	-2
	service prices	15	80	3	2	12	2
	operating income	20	55	22	3	-2	10
	operating expenses	38	51	8	3	30	6
	profitability	12	63	21	4	-9	7
	capital expenditure	12	74	10	4	2	-5
	How do you expect the competitive position develop over October-December 2016:	improve	remain unchanged	deteriorate	no response	balance	<i>change of balance over III quarter 2016, pp</i>
	total	8	68	11	13	-3	-2
	in Ukraine	10	73	12	5	-2	1
	within the EU	1	46	4	49	-3	3
	outside the EU	1	46	4	49	-3	3