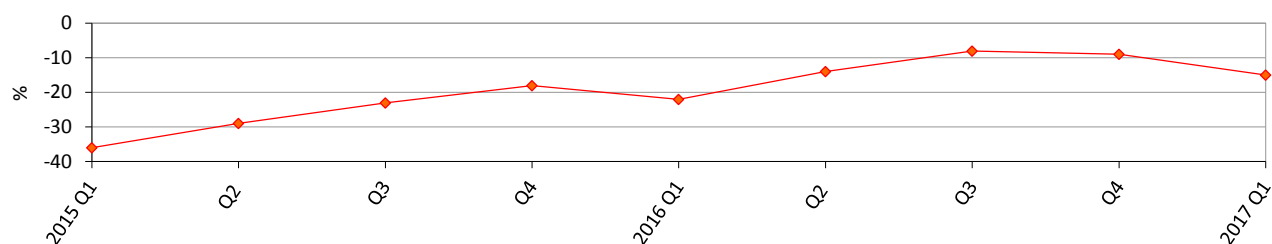
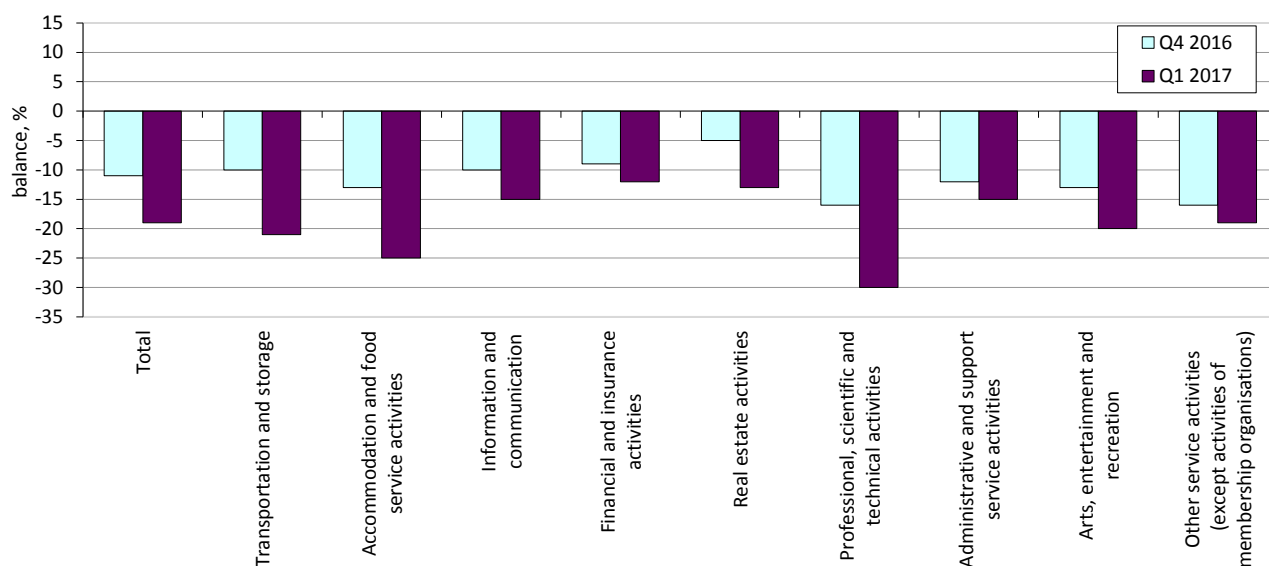


# **Expectations of service enterprises in I quarter 2017<sup>1</sup> regarding the development of their business activity**

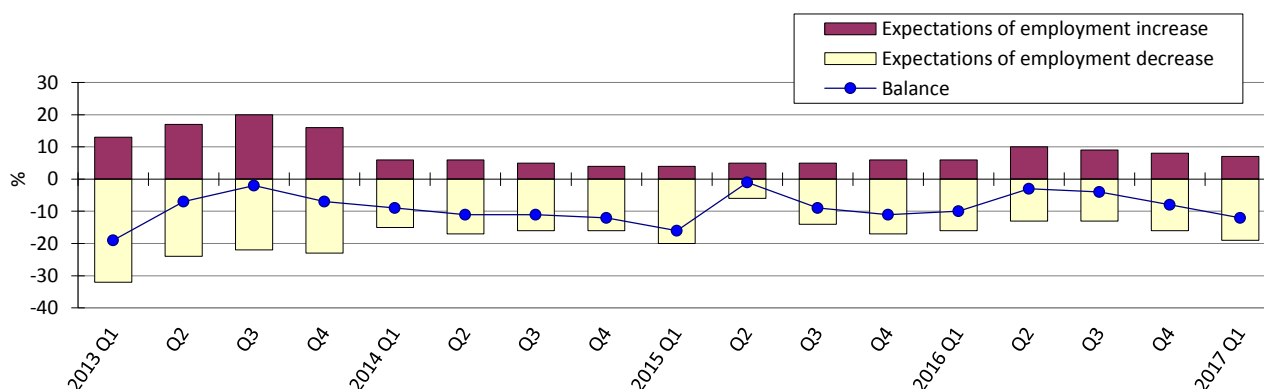
## **Services confidence indicator<sup>2</sup>**



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



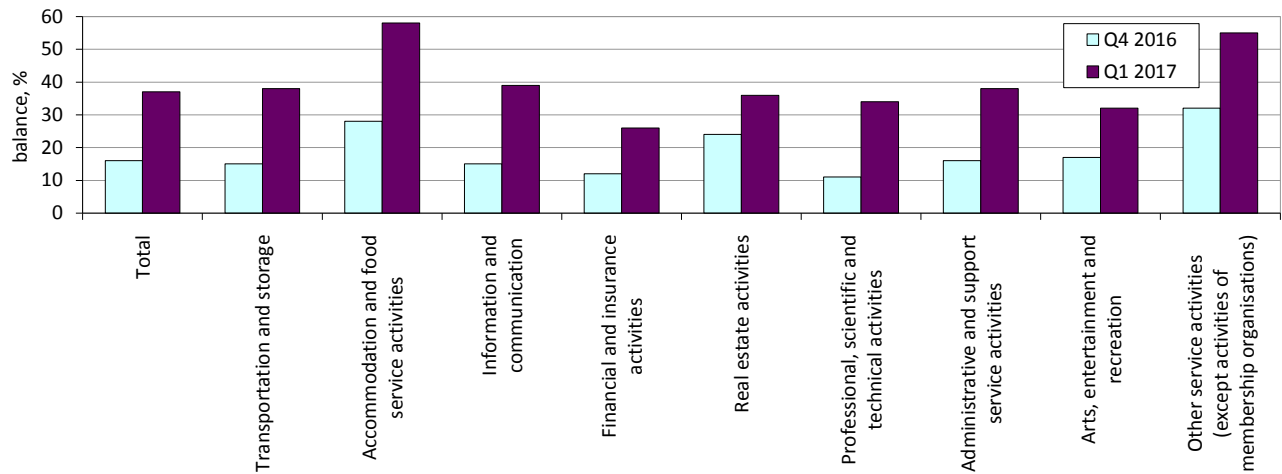
## **Expected changes in employment at service enterprises**



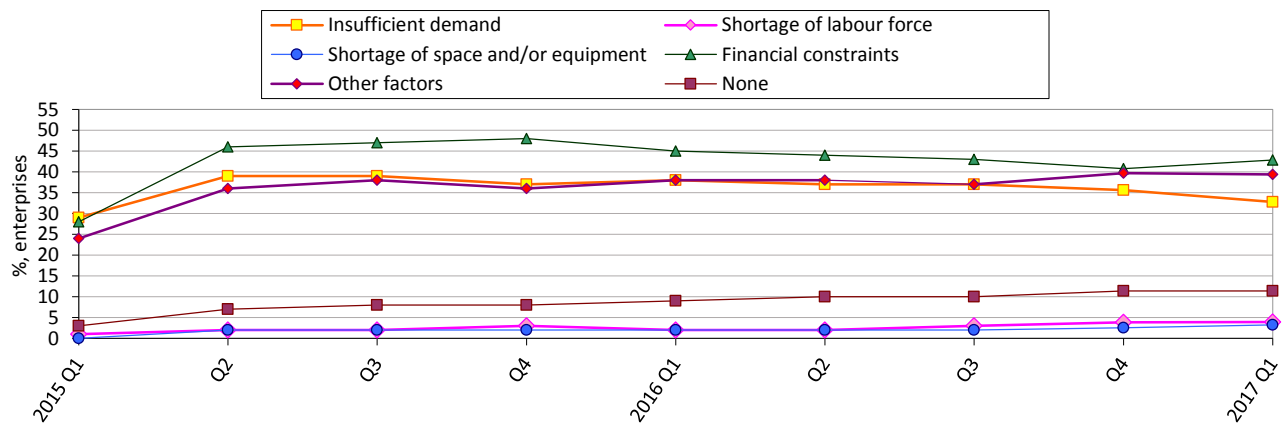
<sup>1</sup> Excluding the temporarily occupied territories of the Autonomous Republic of Crimea and the city of Sevastopol, from 2014 also excluding part of the anti-terrorist operation zone.

<sup>2</sup> 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.

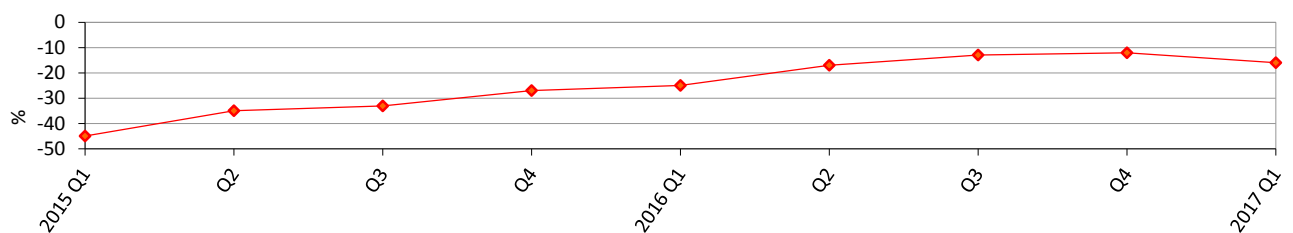
### Expected changes in service price at service enterprises



### Factors limiting activity in services



### Financial services confidence indicator<sup>1</sup>



<sup>1</sup> 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 January 2017

(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 1423 enterprises</i>						
	<b>How did your business situation develop in October-December 2016</b>	improved	remained unchanged	deteriorated	no response	balance	<i>change of balance over IV quarter 2016, pp</i>
		14	57	29	0	-15	-6
	<b>How did change in October-December 2016:</b>	increased	remained unchanged	decreased	no response	balance	<i>change of balance over IV quarter 2016, pp</i>
	demand (turnover) on services	16	57	26	1	-10	-3
	employment	10	64	25	1	-15	-3
	<b>How do you expect to change over January-March 2017:</b>	increase	remain unchanged	decrease	no response	balance	<i>change of balance over IV quarter 2016, pp</i>
<i>Financial services (section K of KVED-2010)</i>	demand (turnover) on services	13	55	32	0	-19	-8
	employment	7	72	19	2	-12	-4
	service prices	41	55	4	0	37	21
	<i>Results of the survey of 181 enterprises</i>						
	<b>How did your business situation develop in October-December 2016</b>	improved	remained unchanged	deteriorated	no response	balance	<i>change of balance over IV quarter 2016, pp</i>
		9	59	32	0	-23	-9
	<b>How did change in October-December 2016:</b>	increased	remained unchanged	decreased	no response	balance	<i>change of balance over IV quarter 2016, pp</i>
	demand (turnover) on services	14	58	28	0	-14	0
	employment	9	67	23	1	-14	2
	operating income	23	39	33	5	-10	0
	operating expenses	44	45	6	5	38	11
	profitability	11	49	35	5	-24	-3
	capital expenditure	18	70	7	5	11	5
	<b>How did the competitive position develop in October-December 2016:</b>	improved	remained unchanged	deteriorated	no response	balance	<i>change of balance over IV quarter 2016, pp</i>
	total	8	65	15	12	-7	0
	in Ukraine	8	68	20	4	-12	-6
	within the EU	1	44	5	50	-4	0
	outside the EU	1	44	5	50	-4	-1

<i>Financial services (section K of KVED-2010)</i>							Continued
	<b>How do you expect to change over January-March 2017:</b>	increase	remain unchanged	decrease	no response	balance	<i>change of balance over IV quarter 2016, pp</i>
	demand (turnover) on services	11	66	23	0	-12	-3
	employment	8	71	21	0	-13	-9
	service prices	28	70	2	0	26	14
	operating income	16	48	32	4	-16	-14
	operating expenses	41	48	7	4	34	4
	profitability	7	57	31	5	-24	-15
	capital expenditure	11	74	9	6	2	0
	<b>How do you expect the competitive position develop over January-March 2017:</b>	improve	remain unchanged	deteriorate	no response	balance	<i>change of balance over IV quarter 2016, pp</i>
	total	8	65	15	12	-7	-4
	in Ukraine	10	69	16	5	-6	-4
	within the EU	1	45	5	49	-4	-1
	outside the EU	1	44	5	50	-4	-1