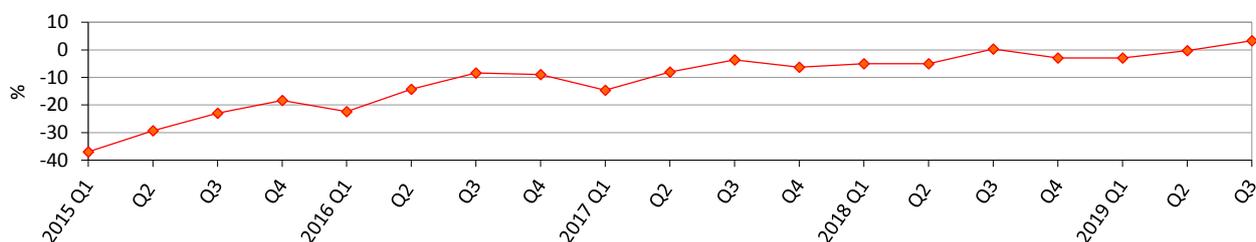
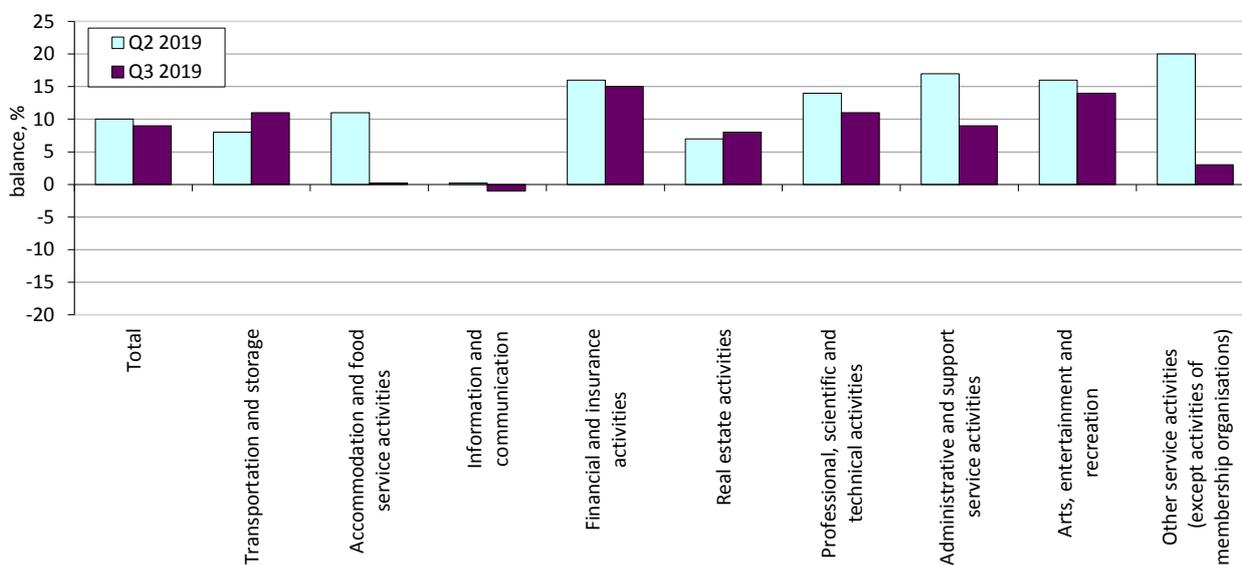


## Expectations of service enterprises in III quarter 2019 regarding the development of their business activity

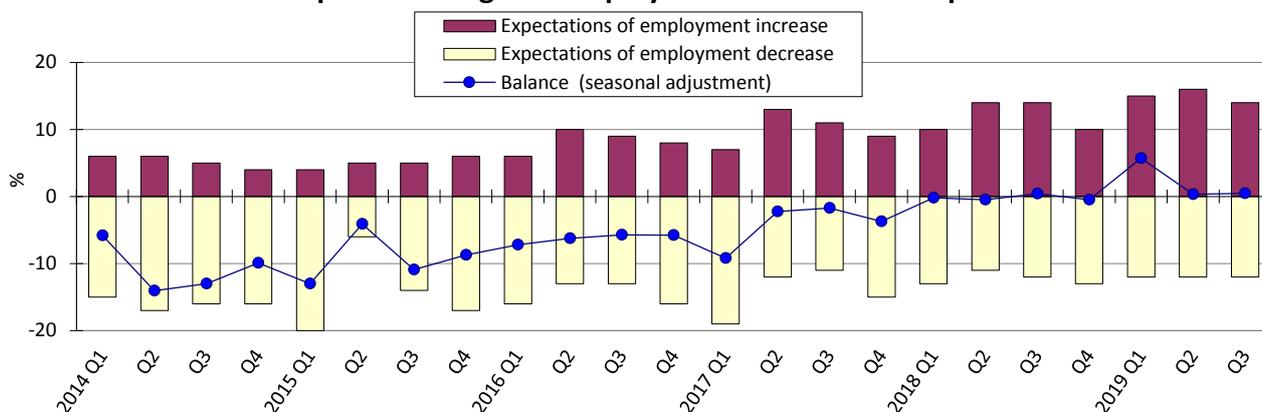
### Services confidence indicator<sup>1</sup>



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



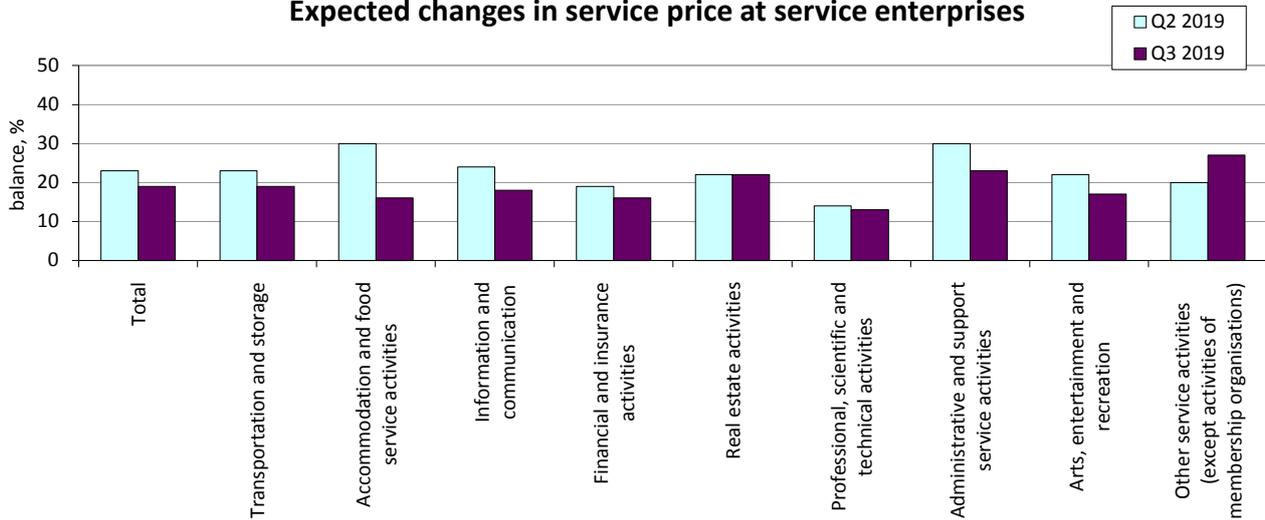
### Expected changes in employment at service enterprises



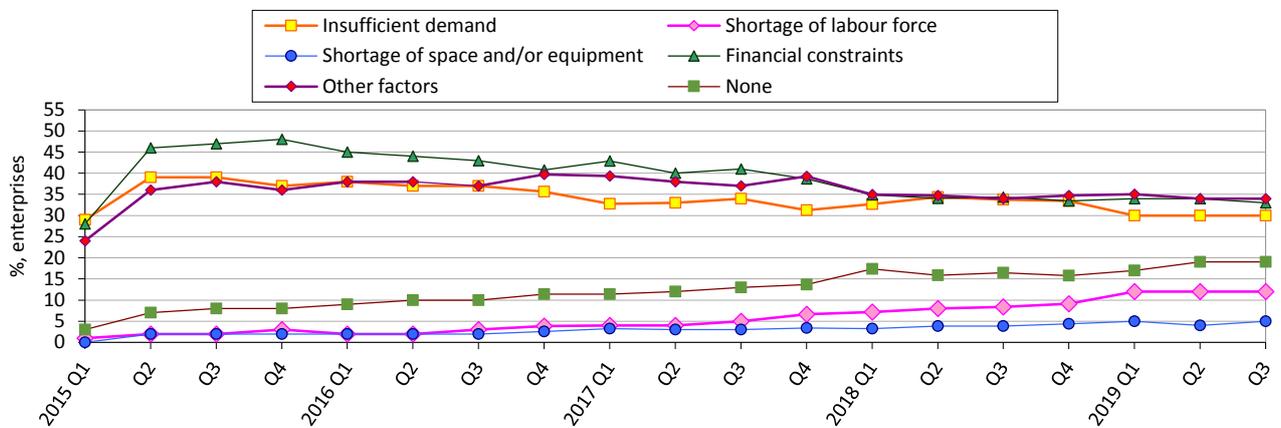
**Note.** Data exclude the temporarily occupied territory of the Autonomous Republic of Crimea, the city of Sevastopol and a part of temporarily occupied territories in the Donetsk and Luhansk regions.

<sup>1</sup> The indicator is calculated by the method of calculation of indicators of business expectations, approved by order of the SSSU of 30 December, 2014 No 411 (with changes).

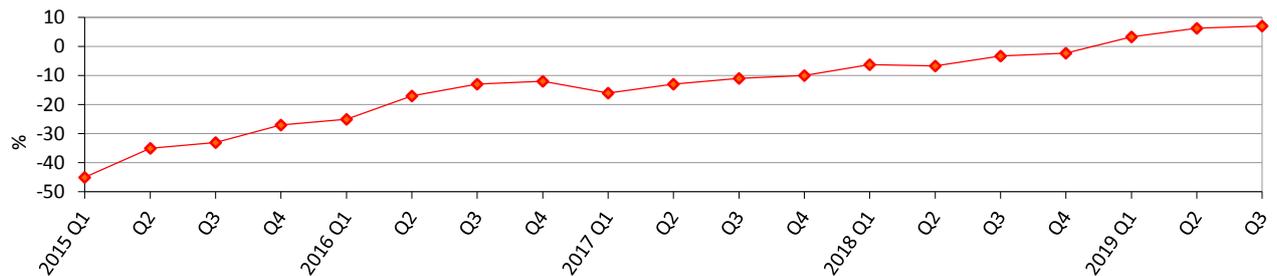
### Expected changes in service price at service enterprises



### 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, approved by order of the SSSU of 30 December, 2014 No 411 (with changes).

## Results of the survey of service enterprises in July 2019

(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 1414 enterprises</i>						
	<b>How did your business situation develop in April-June 2019</b>	improved	remained unchanged	deteriorated	no response	balance	<i>change of balance over II quarter 2019, pp</i>
		16	67	16	1	0	6
	<b>How did change in April-June 2019:</b>	increased	remained unchanged	decreased	no response	balance	<i>change of balance over II quarter 2019, pp</i>
	demand (turnover) on services	21	59	20	0	1	6
	employment	18	57	25	0	-7	-5
	<b>How do you expect to change over July-September 2019:</b>	increase	remain unchanged	decrease	no response	balance	<i>change of balance over II quarter 2019, pp</i>
	demand (turnover) on services	25	58	16	1	9	-1
	employment	14	74	12	0	2	-2
	service prices	21	76	2	1	19	-4
	<i>Results of the survey of 162 enterprises</i>						
<i>Financial services (section K of KVED-2010)</i>	<b>How did your business situation develop in April-June 2019</b>	improved	remained unchanged	deteriorated	no response	balance	<i>change of balance over II quarter 2019, pp</i>
		12	76	12	0	0	1
	<b>How did change in April-June 2019:</b>	increased	remained unchanged	decreased	no response	balance	<i>change of balance over II quarter 2019, pp</i>
	demand (turnover) on services	21	64	15	0	6	2
	employment	22	55	23	0	-1	-3
	operating income	38	40	19	3	19	17
	operating expenses	40	44	14	2	26	1
	profitability	15	56	26	3	-11	6
	capital expenditure	27	61	10	2	17	5
	<b>How did the competitive position develop in April-June 2019:</b>	improved	remained unchanged	deteriorated	no response	balance	<i>change of balance over II quarter 2019, pp</i>
	total	17	58	9	16	8	4
	in Ukraine	16	57	9	18	7	4
	within the EU	2	30	1	67	1	1
	outside the EU	2	30	1	67	1	0

Continued

<i>Financial services (section K of KVED-2010)</i>	<b>How do you expect to change over July-September 2019:</b>	increase	remain unchanged	decrease	no response	balance	<i>change of balance over II quarter 2019, pp</i>
	demand (turnover) on services	25	64	10	1	15	-1
	employment	17	76	7	0	10	-5
	service prices	17	81	1	1	16	-3
	operating income	34	53	11	2	23	2
	operating expenses	38	56	5	1	33	-5
	profitability	15	69	15	1	0	-2
	capital expenditure	25	68	6	1	19	5
	<b>How do you expect the competitive position develop over July-September 2019:</b>	improve	remain unchanged	deteriorate	no response	balance	<i>change of balance over II quarter 2019, pp</i>
	total	17	60	6	17	11	1
	in Ukraine	16	62	4	18	12	3
	within the EU	2	31	0	67	2	2
	outside the EU	2	31	0	67	2	1