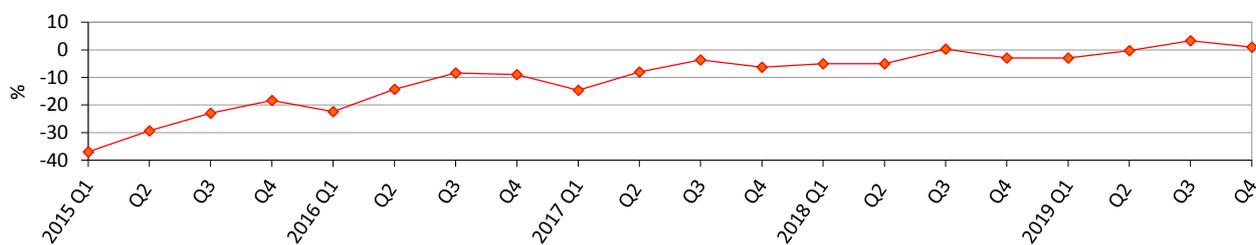
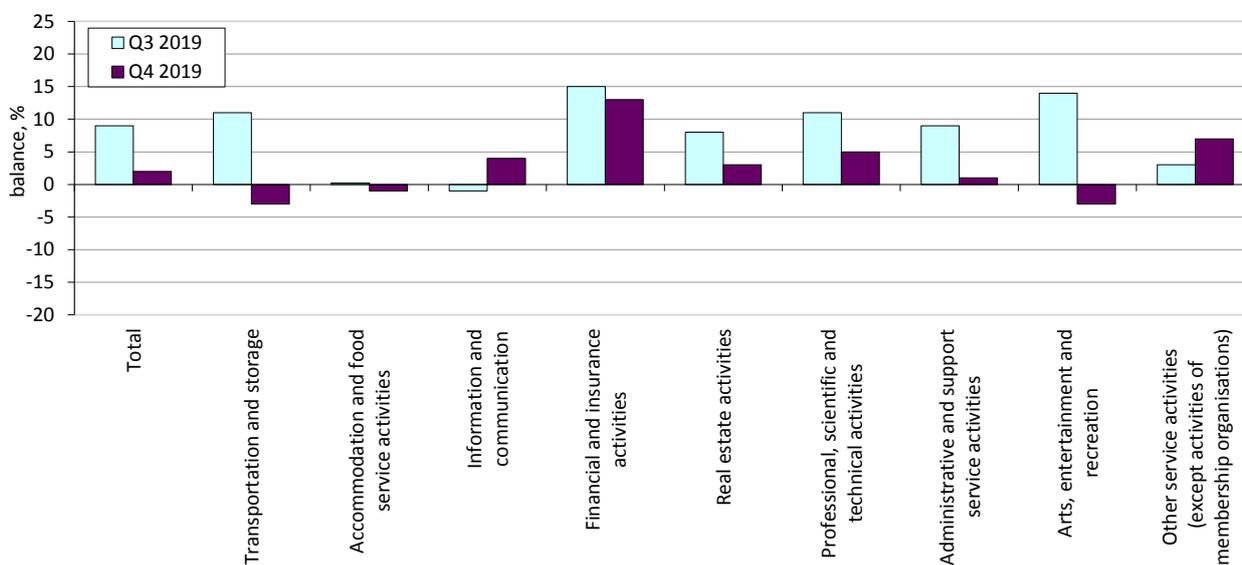


## Expectations of service enterprises in IV quarter 2019 regarding the development of their business activity

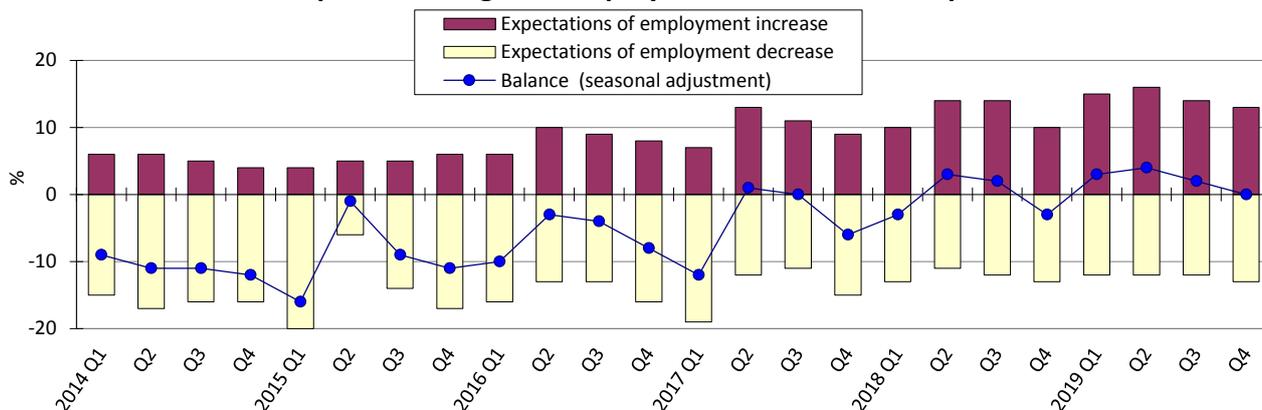
### Services confidence indicator<sup>1</sup>



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



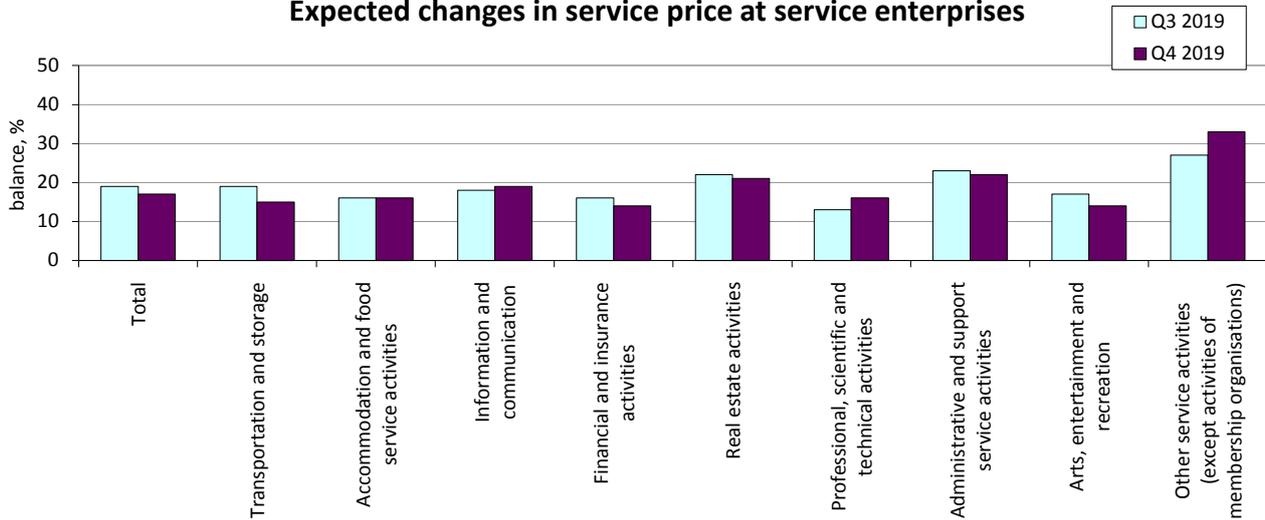
### Expected changes in employment at service enterprises



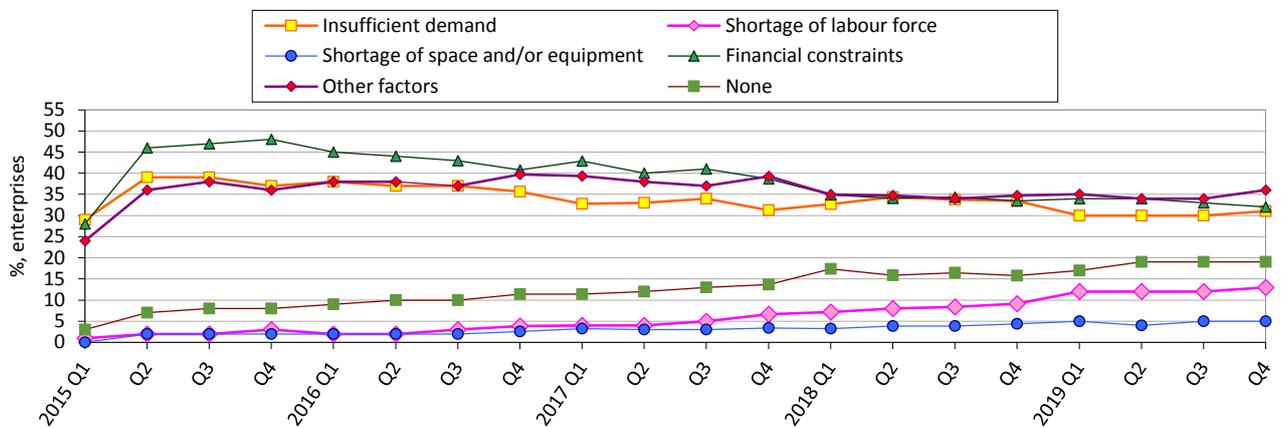
**Note.** Data exclude the temporarily occupied territory of the Autonomous Republic of Crimea, the city of Sevastopol and a part of temporarily occupied territories in the Donetsk and Luhansk regions.

<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).

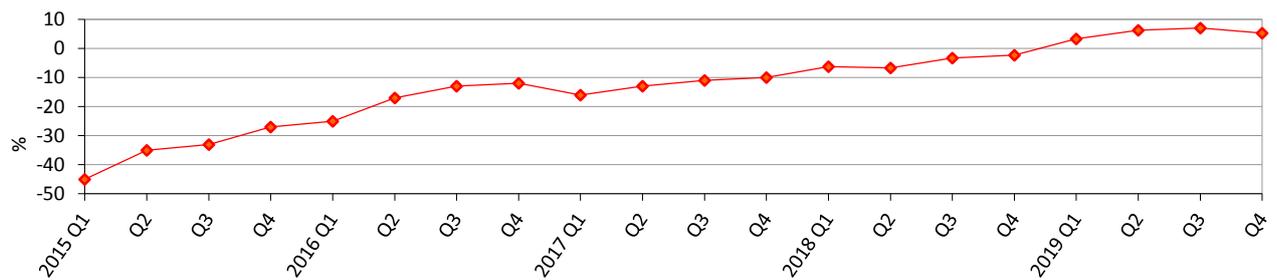
### Expected changes in service price at service enterprises



### 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 October 2019

(per cent of the total number of surveyed enterprises)

<i>Results of the survey of 1414 enterprises</i>								
<i>Services (sections H-N, R,S, except division 94 of KVED-2010)</i>	<b>How did your business situation develop in July- September 2019</b>	improved	remained unchanged	deteriorated	no response	balance	<i>change of balance over III quarter 2019, pp</i>	
		16	68	16	0	0	0	
	<b>How did change in July- September 2019:</b>	increased	remained unchanged	decreased	no response	balance	<i>change of balance over III quarter 2019, pp</i>	
		demand (turnover) on services	21	59	20	0	1	0
		employment	17	59	24	0	-7	0
	<b>How do you expect to change over October-December 2019:</b>	increase	remain unchanged	decrease	no response	balance	<i>change of balance over III quarter 2019, pp</i>	
		demand (turnover) on services	22	58	20	0	2	-7
		employment	13	73	13	1	0	-2
		service prices	19	78	2	1	17	-2
	<i>Results of the survey of 161 enterprises</i>							
<i>Financial services (section K of KVED-2010)</i>	<b>How did your business situation develop in July- September 2019</b>	improved	remained unchanged	deteriorated	no response	balance	<i>change of balance over III quarter 2019, pp</i>	
		12	74	13	1	-1	-1	
	<b>How did change in July- September 2019:</b>	increased	remained unchanged	decreased	no response	balance	<i>change of balance over III quarter 2019, pp</i>	
		demand (turnover) on services	22	59	18	1	4	-2
		employment	24	50	26	0	-2	-1
		operating income	38	37	23	2	15	-4
		operating expenses	43	42	13	2	30	4
		profitability	14	57	25	4	-11	0
		capital expenditure	27	60	10	3	17	0
	<b>How did the competitive position develop in July- September 2019:</b>	improved	remained unchanged	deteriorated	no response	balance	<i>change of balance over III quarter 2019, pp</i>	
		total	14	63	7	16	7	-1
		in Ukraine	14	63	7	16	7	0
		within the EU	2	30	0	68	2	1
		outside the EU	2	30	0	68	2	1

Continued

<i>Financial services (section K of KVED-2010)</i>	<b>How do you expect to change over October-December 2019:</b>	increase	remain unchanged	decrease	no response	balance	<i>change of balance over III quarter 2019, pp</i>
	demand (turnover) on services	25	62	12	1	13	-2
employment	21	71	8	0	13	3	
service prices	16	82	2	0	14	-2	
operating income	32	51	14	3	18	-5	
operating expenses	42	50	5	3	37	4	
profitability	11	71	15	3	-4	-4	
capital expenditure	22	69	6	3	16	-3	
	<b>How do you expect the competitive position develop over October-December 2019:</b>	improve	remain unchanged	deteriorate	no response	balance	<i>change of balance over III quarter 2019, pp</i>
total	15	64	4	17	11	0	
in Ukraine	14	66	3	17	11	-1	
within the EU	2	31	0	67	2	0	
outside the EU	2	30	0	68	2	0	