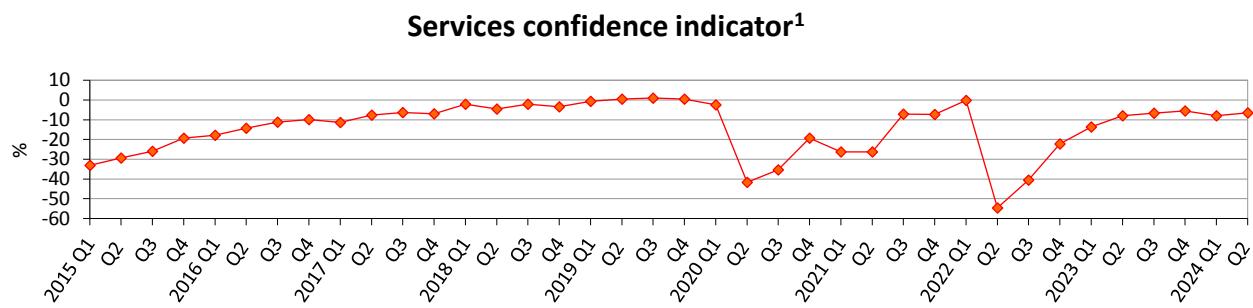
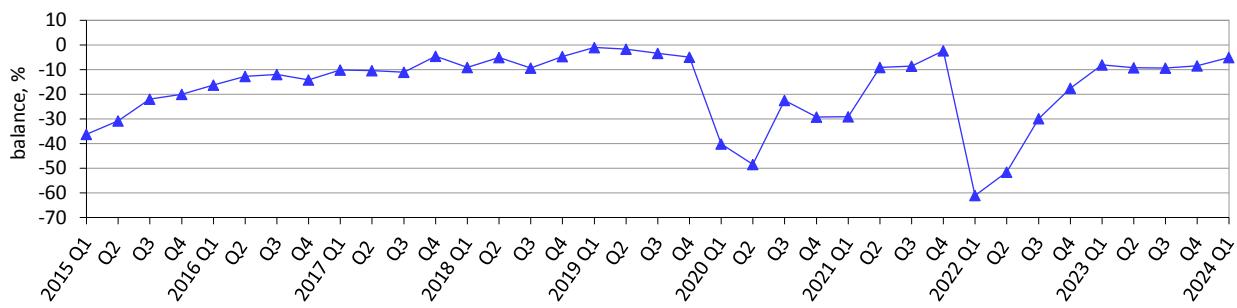


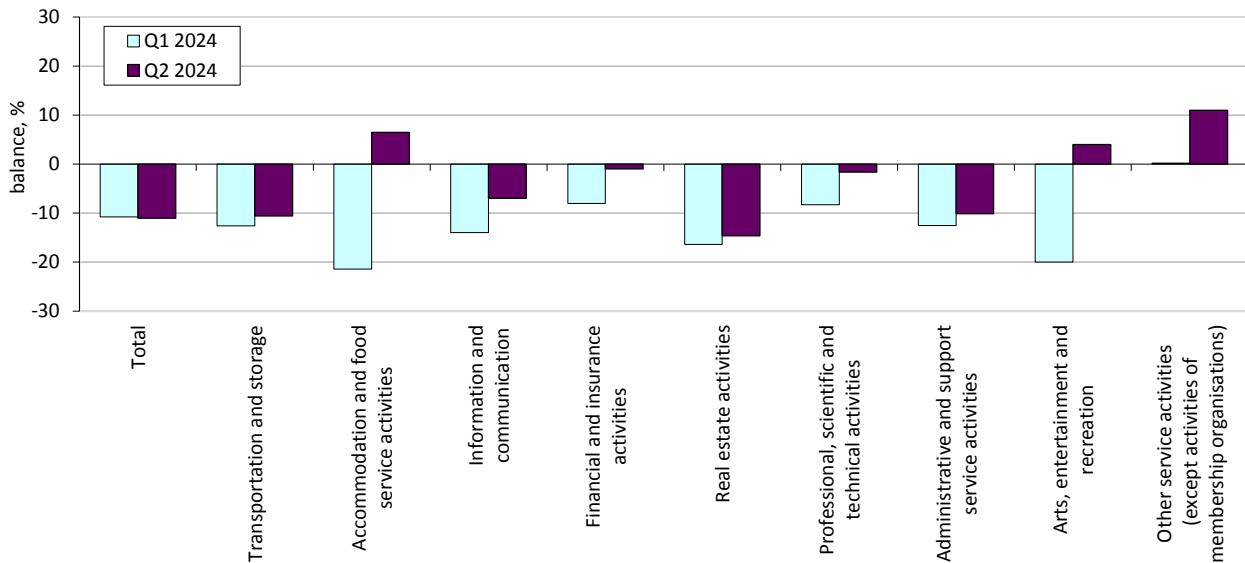
**Expectations of service enterprises
in II quarter 2024
regarding the development of their business activity**



**Assessment of business situation in services over the past 3 months
(seasonal adjustment)**



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

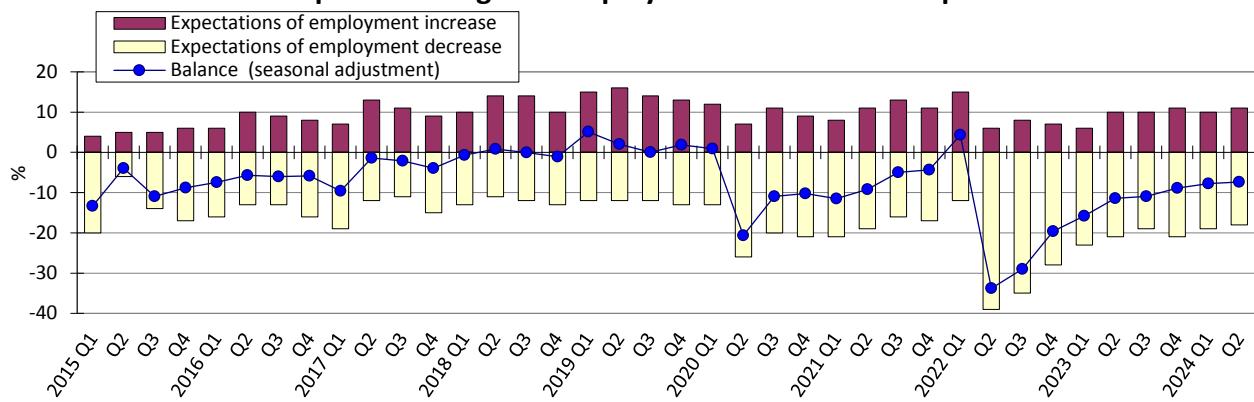


Notes. Data exclude the temporarily occupied territory of the Autonomous Republic of Crimea, the city of Sevastopol and a part of temporarily occupied territories in the Donetsk and Luhansk regions, data from II quarter of 2022 exclude the territories which are temporarily occupied by the Russian Federation and part of territories where the military actions are/were conducted.

Information for II quarter of 2022 – II quarter of 2024 has been compiled on the basis of reports actually submitted by enterprises.

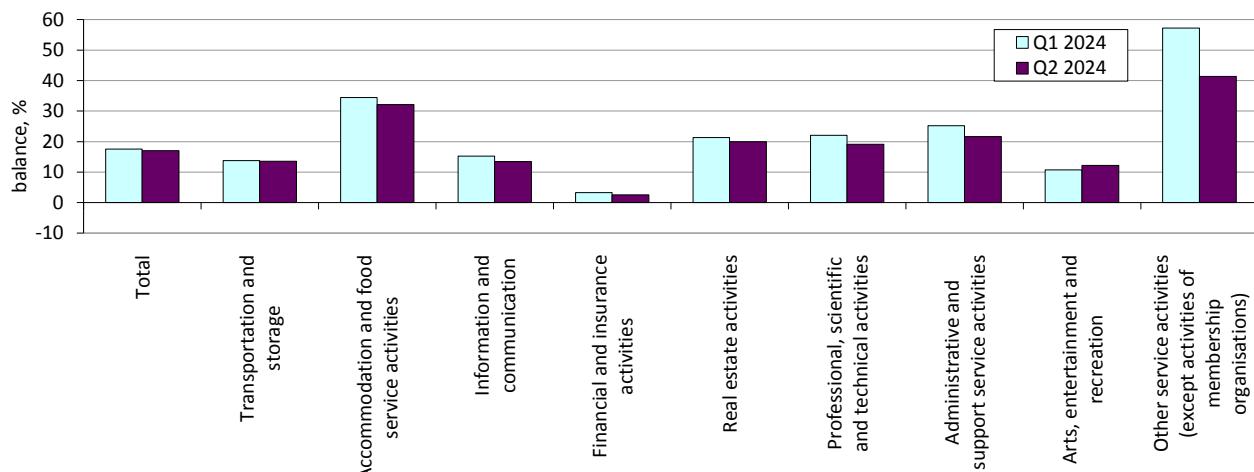
¹ The indicator is calculated by the method of calculation of indicators of business expectations, approved by order of the SSSU of 03 December, 2021 No 301 (with changes).

Expected changes in employment at service enterprises

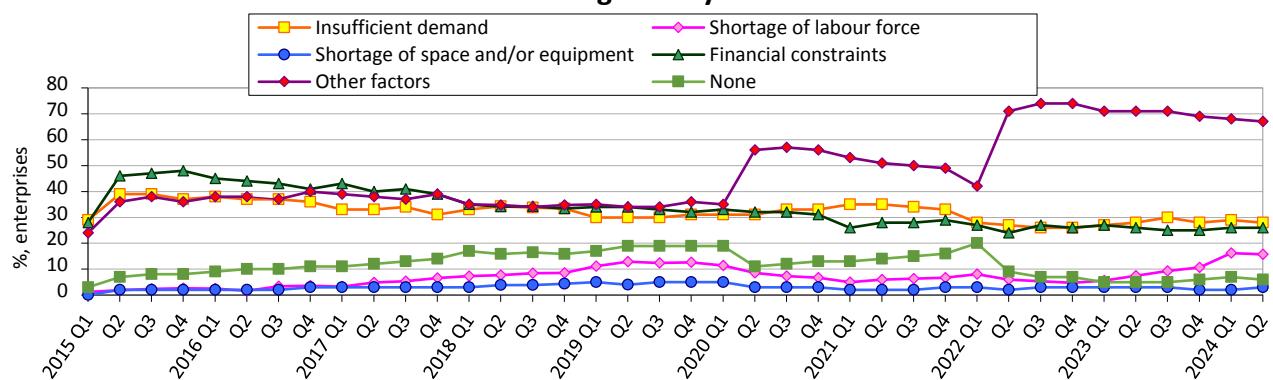


Expected changes in service price at service enterprises

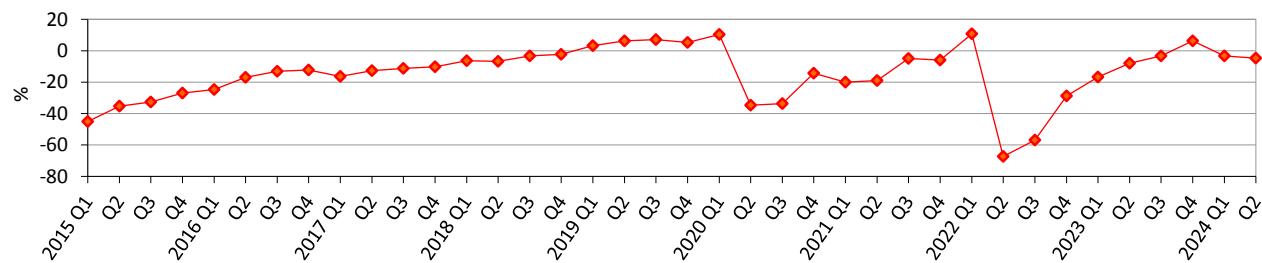
(seasonal adjustment)



Factors limiting activity in services

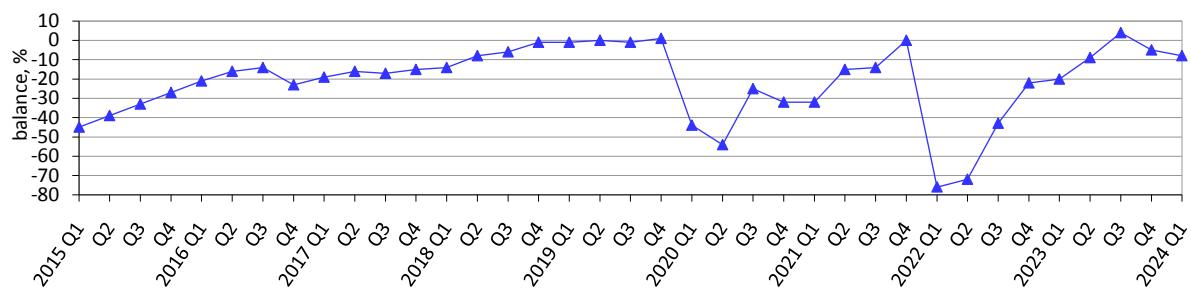


Financial services confidence indicator¹

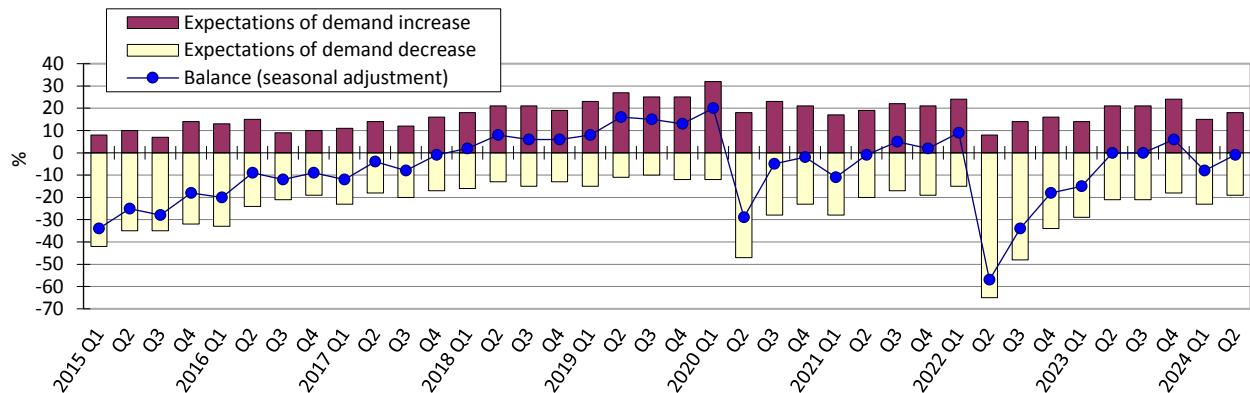


¹ The indicator is calculated by the method of calculation of indicators of business expectations, approved by order of the SSSU of 03 December, 2021 No 301 (with changes).

**Assessment of business situation at financial service
over the past 3 months**
(seasonal adjustment)



**Expected changes in demand on services (of turnover) at financial service
enterprises over the next 3 months**



**Results of the survey of service enterprises
in April 2024**

(per cent of the total number of surveyed enterprises)

Services (sections H-N, R,S, except division 94 of KVED-2010)	Results of the survey of 880 enterprises						
	How did your business situation develop in January-March 2024	improved	remained unchanged	deteriorated	no response	balance	change of balance over 1 quarter 2024, pp
		13	64	23	0	-10	-2
How did change in January-March 2024:	increased	remained unchanged	decreased	no response	balance	change of balance over 1 quarter 2024, pp	
demand (turnover) on services	16	60	24	0	-8	-5	
	employment	14	54	32	0	-18	1
The future development of your business situation is currently	easy to predict	modera- tely easy to predict	modera- tely difficult to predict	difficult to predict	no response	balance	change of balance over 1 quarter 2024, pp
	1	2	54	43	0	68	-1

Continued

Services (sections H-N, R,S, except division 94 of KVED-2010)	How do you expect to change over April-June 2024:	increase	remain unchanged	decrease	no response	balance	<i>change of balance over 1 quarter 2024, pp</i>
		17	61	21	1	-4	
		employment	11	70	18	1	
		service prices	21	74	5	0	

Financial services (section K of KVED-2010)	<i>Results of the survey of 102 enterprises</i>						
	How did your business situation develop in January-March 2024	improved	remained unchanged	deteriorated	no response	balance	<i>change of balance over 1 quarter 2024, pp</i>
		15	62	23	0	-8	
	How did change in January-March 2024:	increased	remained unchanged	decreased	no response	balance	<i>change of balance over 1 quarter 2024, pp</i>
demand (turnover) on services	20	54	25	1	-5	-8	
employment	16	50	34	0	-18	-15	
operating income	32	38	29	1	3	-22	
operating expenses	38	36	25	1	13	-34	
profitability	25	41	33	1	-8	15	
capital expenditure	17	54	28	1	-11	-24	
How did the competitive position develop in January-March 2024:	improved	remained unchanged	deteriorated	no response	balance	<i>change of balance over 1 quarter 2024, pp</i>	
total	12	59	6	23	6	-2	
in Ukraine	13	61	9	17	4	-2	
within the EU	2	30	3	65	-1	-1	
outside the EU	2	30	3	65	-1	-1	
The future development of your business situation is currently	easy to predict	modera- tely easy to predict	modera- tely difficult to predict	difficult to predict	no response	<i>change of balance over 1 quarter 2024, pp</i>	
	0	4	62	34	0	63	-4
How do you expect to change over April-June 2024:	increase	remain unchanged	decrease	no response	balance	<i>change of balance over 1 quarter 2024, pp</i>	
demand (turnover) on services	18	63	19	0	-1	7	
employment	12	73	15	0	-3	-5	
service prices	10	82	8	0	2	-4	
operating income	25	53	21	1	4	4	
operating expenses	39	53	7	1	32	-2	
profitability	17	57	25	1	-8	-1	
capital expenditure	28	61	10	1	18	6	

Continued

Financial services (section K of KVED-2010)	How do you expect the competitive position develop over April-June 2024:	improve	remain unchanged	deteriorate	no response	balance	<i>change of balance over 1 quarter 2024, pp</i>	
		total	11	57	4	28	7	-1
		in Ukraine	9	64	6	21	3	1
		within the EU	2	30	2	66	0	1
		outside the EU	2	30	2	66	0	1