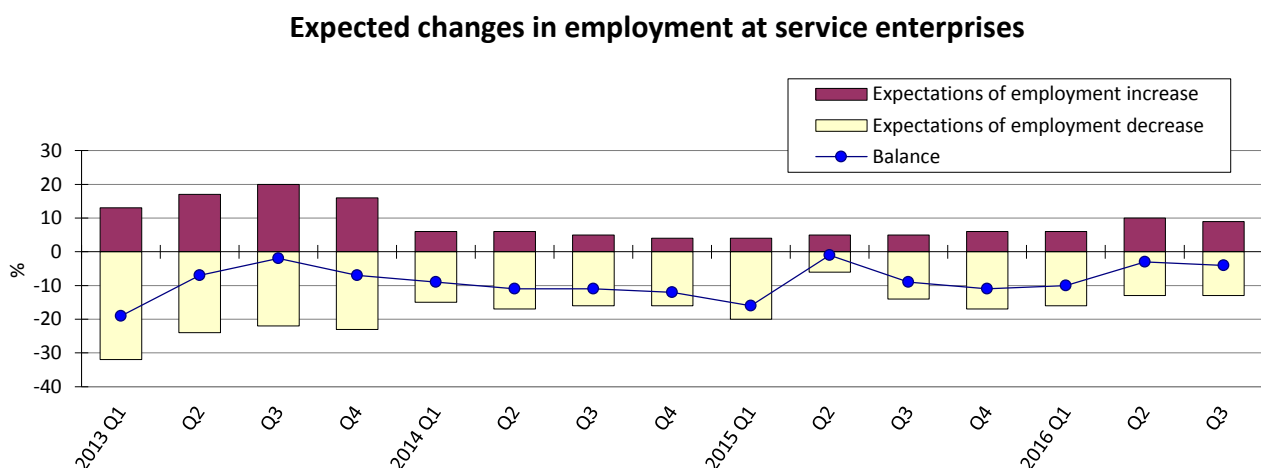
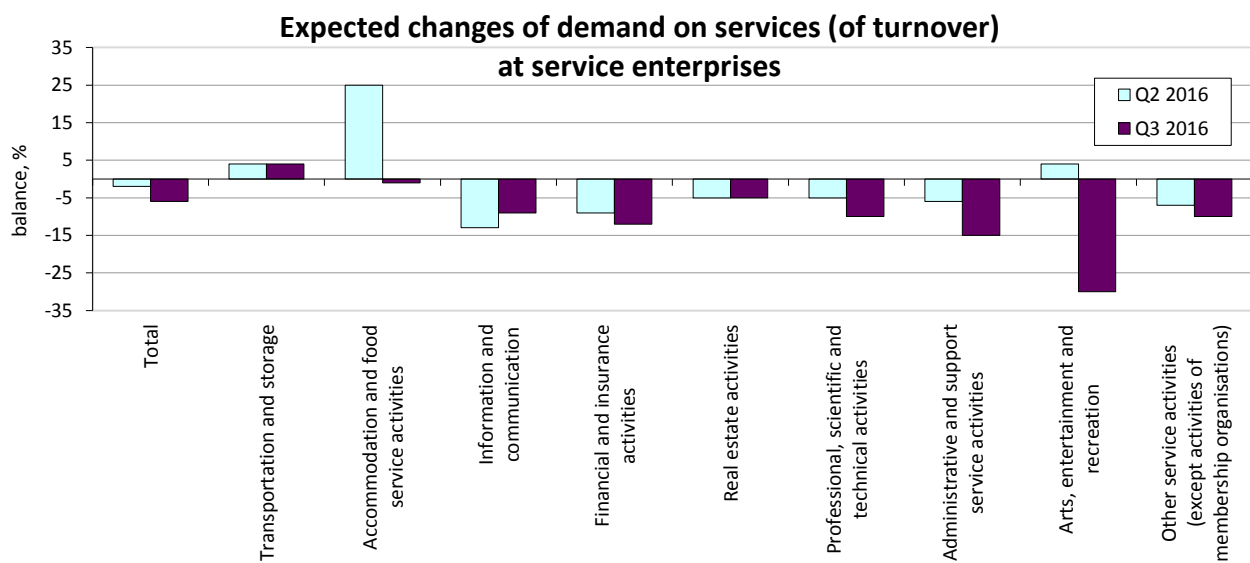
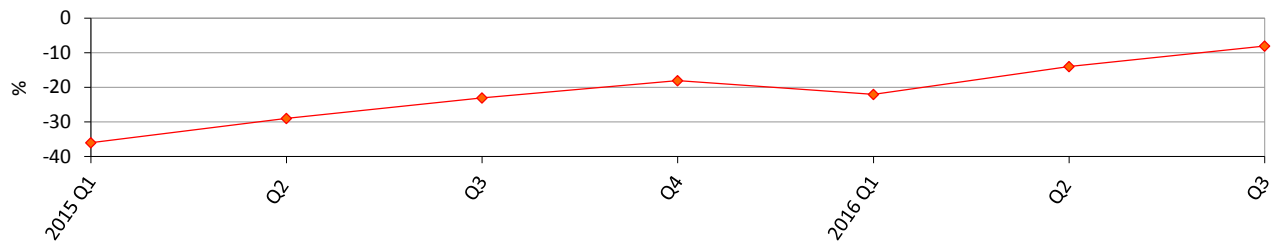


# **Expectations of service enterprises in III quarter 2016<sup>1</sup> regarding the development of their business activity**

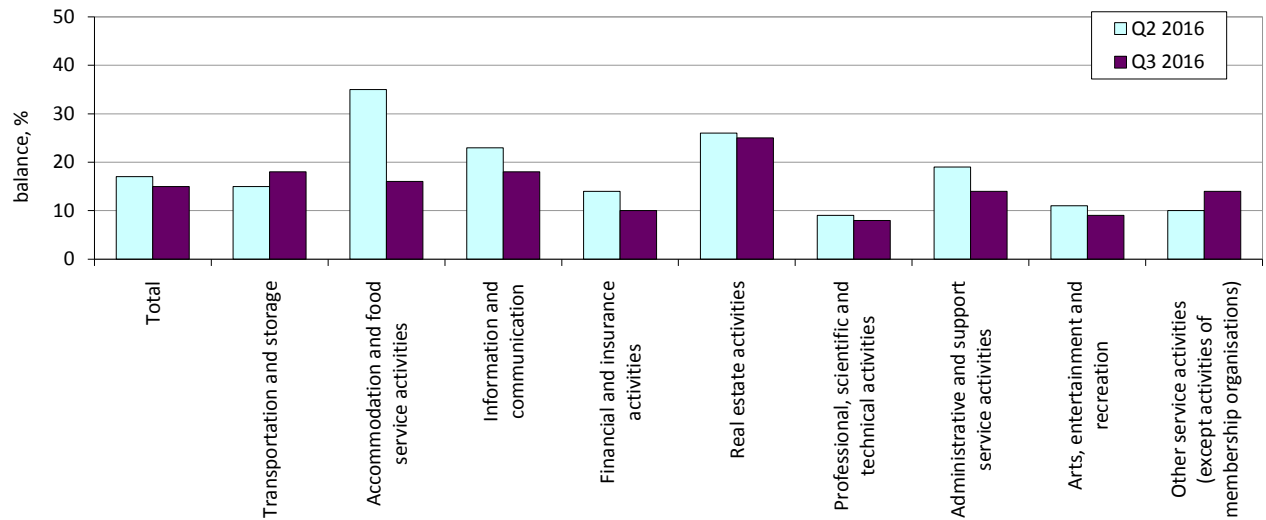
## **Services confidence indicator<sup>2</sup>**



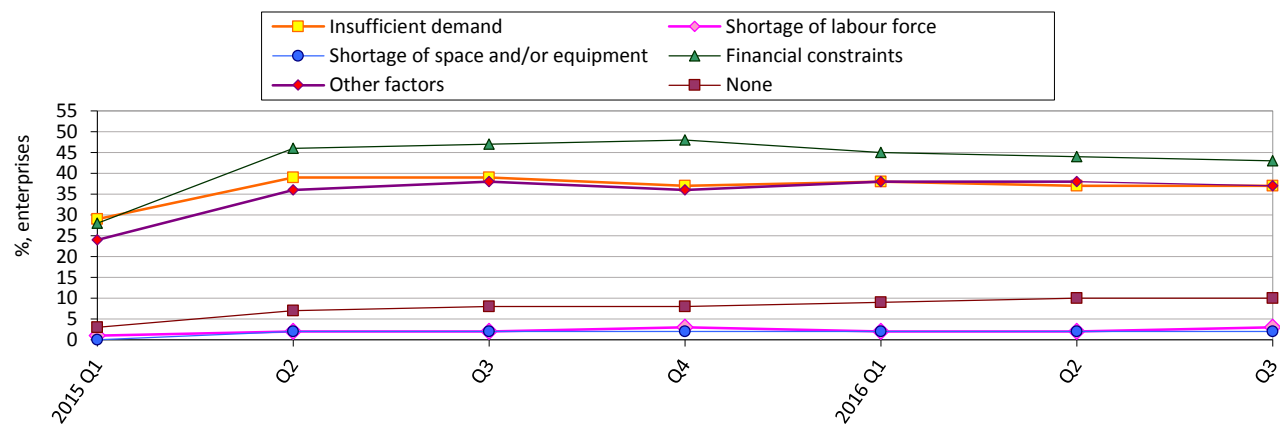
<sup>1</sup> Excluding the temporarily occupied territories of the Autonomous Republic of Crimea and the city of Sevastopol, from 2014 also excluding part of the anti-terrorist operation zone.

<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.

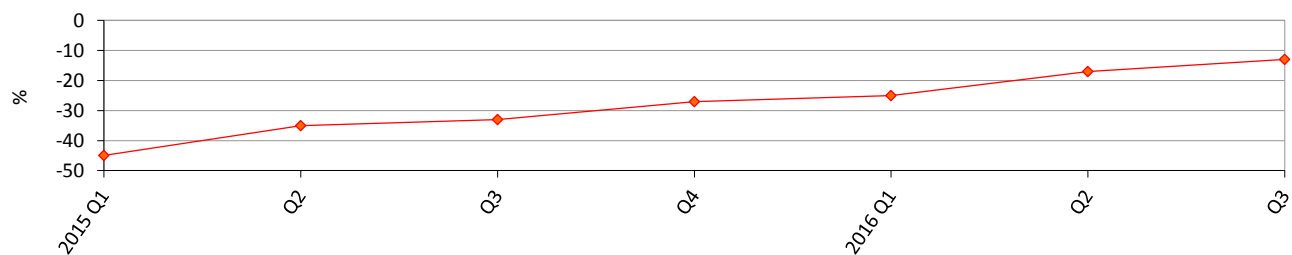
### Expected changes in service price at service enterprises



### Factors limiting activity in services



### Financial services confidence indicator<sup>2</sup>



**Results of the survey of service enterprises  
in July 2016**

(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 1353 enterprises						
	How did your business situation develop in April-June 2016	improved	remained unchanged	deteriorated	no response	balance	change of balance over II quarter 2016, pp
		12	66	22	0	-10	11
	How did change in April-June 2016:	increased	remained unchanged	decreased	no response	balance	change of balance over II quarter 2016, pp
	demand (turnover) on services	15	61	24	0	-9	11
	employment	12	66	21	1	-9	5
	How do you expect to change over July-September 2016:	increase	remain unchanged	decrease	no response	balance	change of balance over II quarter 2016, pp
	demand (turnover) on services	15	63	21	1	-6	-4
	employment	9	78	13	0	-4	-1
	service prices	19	76	4	1	15	-2

Financial services (section K of KVED-2010)	Results of the survey of 173 enterprises						
	How did your business situation develop in April-June 2016	improved	remained unchanged	deteriorated	no response	balance	change of balance over II quarter 2016, pp
		9	65	25	1	-16	5
	How did change in April-June 2016:	increased	remained unchanged	decreased	no response	balance	change of balance over II quarter 2016, pp
	demand (turnover) on services	13	61	24	2	-11	10
	employment	9	70	19	2	-10	1
	operating income	27	43	29	1	-2	10
	operating expenses	40	48	9	3	31	0
	profitability	13	52	33	2	-20	0
capital expenditure	14	72	11	3	3	5	

Continued

<i>Financial services (section K of KVED-2010)</i>	<b>How did the competitive position develop in April-June 2016:</b>	improved	remained unchanged	deteriorated	no response	balance	<i>change of balance over II quarter 2016, pp</i>
	total	9	65	13	13	-4	0
	in Ukraine	10	68	17	5	-7	-4
	within the EU	0	47	8	45	-8	-2
	outside the EU	0	46	7	47	-7	-2
	<b>How do you expect to change over July-September 2016:</b>	increase	remain unchanged	decrease	no response	balance	<i>change of balance over II quarter 2016, pp</i>
	demand (turnover) on services	9	68	21	2	-12	-3
	employment	12	73	14	1	-2	5
	service prices	16	77	6	1	10	-4
	operating income	17	52	29	2	-12	-5
	operating expenses	34	53	10	3	24	0
	profitability	11	60	27	2	-16	-5
	capital expenditure	14	76	7	3	7	2
	<b>How do you expect the competitive position develop over July-September 2016:</b>	improve	remain unchanged	deteriorate	no response	balance	<i>change of balance over II quarter 2016, pp</i>
	total	9	68	10	13	-1	0
	in Ukraine	11	71	14	4	-3	-2
	within the EU	1	47	7	45	-6	-2
	outside the EU	1	45	7	47	-6	-3