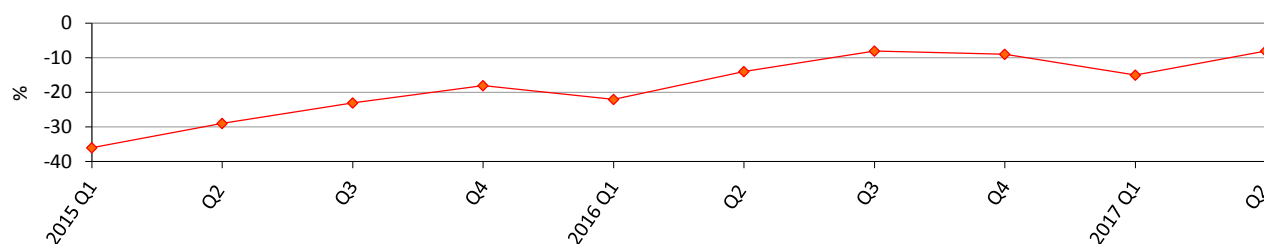
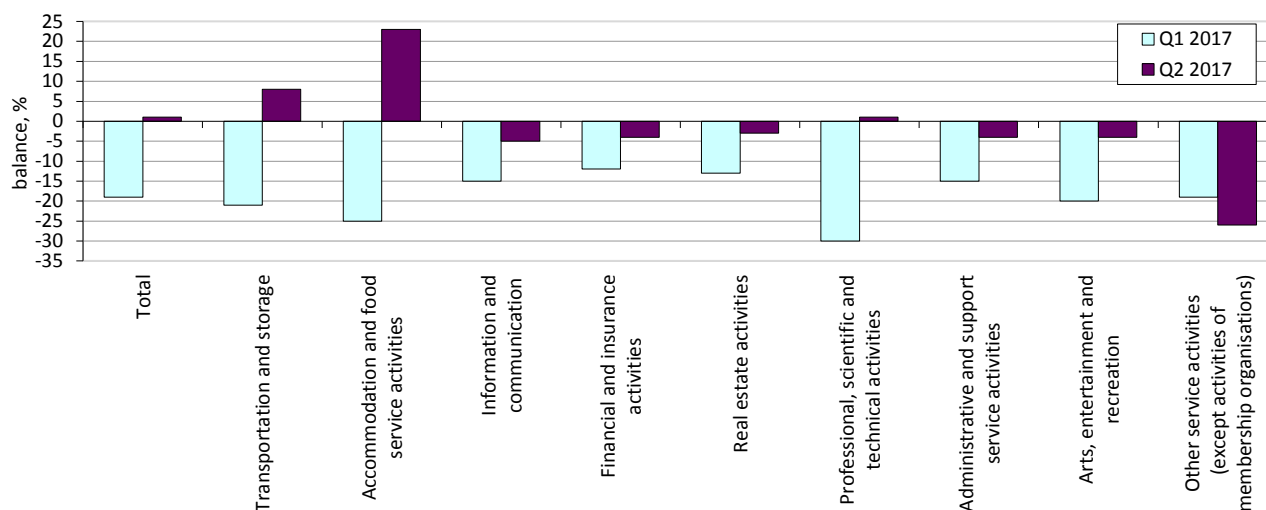


# **Expectations of service enterprises in II quarter 2017<sup>1</sup> regarding the development of their business activity**

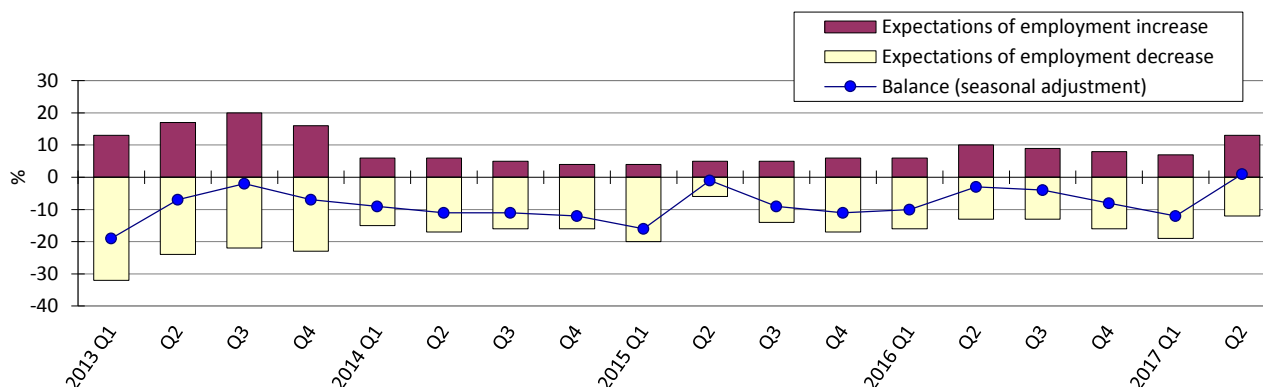
## **Services confidence indicator<sup>2</sup>**



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



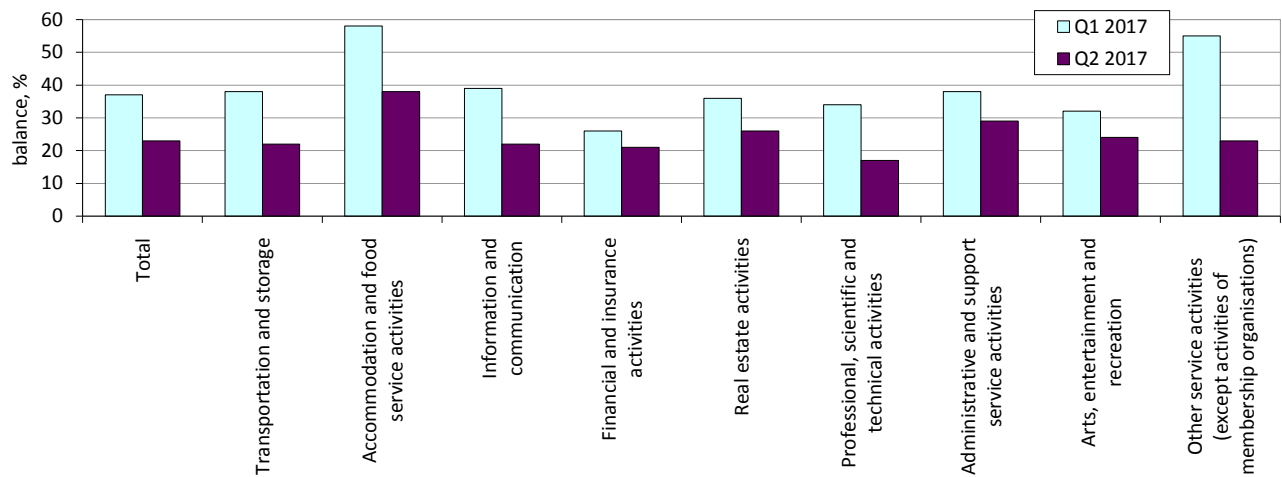
## **Expected changes in employment at service enterprises**



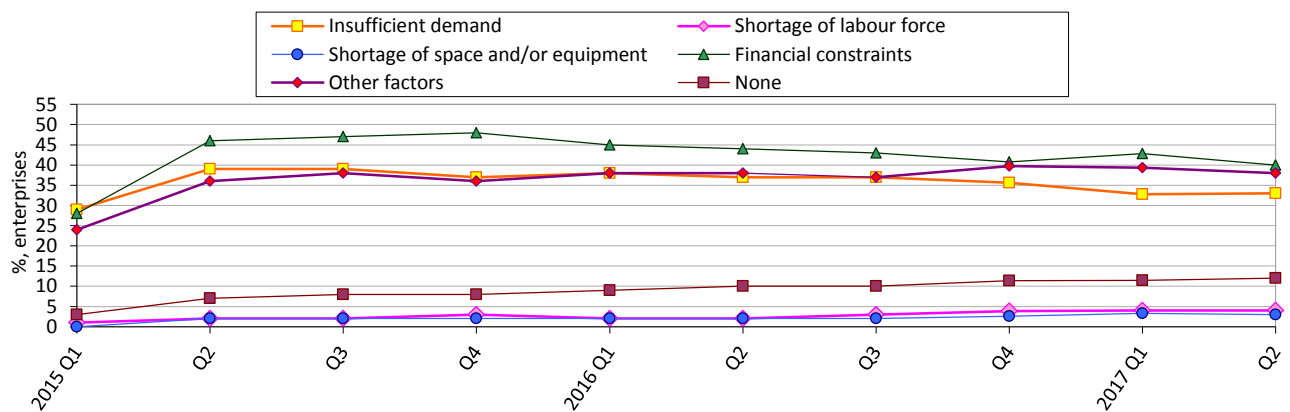
<sup>1</sup> Excluding the temporarily occupied territories of the Autonomous Republic of Crimea and the city of Sevastopol, from 2014 also excluding part of the anti-terrorist operation zone.

<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.

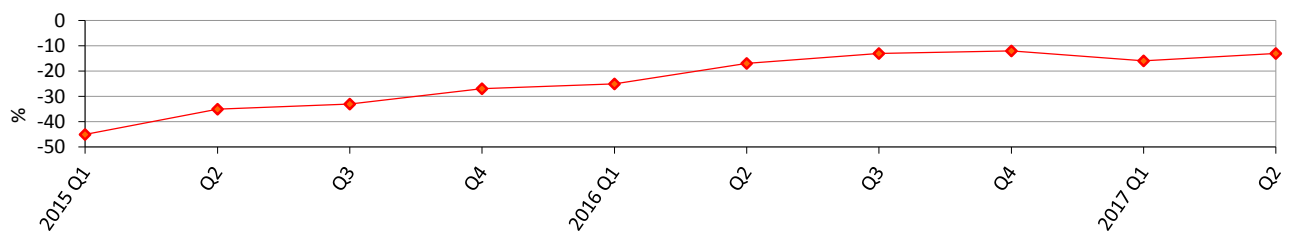
### Expected changes in service price at service enterprises



### 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 April 2017

(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 1412 enterprises						change of balance over I quarter 2017, pp
	How did your business situation develop in January-March 2017	improved	remained unchanged	deteriorated	no response	balance	
		11	63	26	0	-15	0
	How did change in January-March 2017:	increased	remained unchanged	decreased	no response	balance	change of balance over I quarter 2017, pp
	demand (turnover) on services	14	61	24	1	-10	0
	employment	14	62	24	0	-10	5
	How do you expect to change over April-June 2017:	increase	remain unchanged	decrease	no response	balance	change of balance over I quarter 2017, pp
	demand (turnover) on services	22	57	21	0	1	20
	employment	13	75	12	0	1	13
	service prices	26	70	3	1	23	-14
Financial services (section K of KVED-2010)	Results of the survey of 183 enterprises						change of balance over I quarter 2017, pp
	How did your business situation develop in January-March 2017	improved	remained unchanged	deteriorated	no response	balance	
		10	61	29	0	-19	4
	How did change in January-March 2017:	increased	remained unchanged	decreased	no response	balance	change of balance over I quarter 2017, pp
	demand (turnover) on services	13	59	28	0	-15	-1
	employment	12	62	25	1	-13	1
	operating income	24	38	34	4	-10	0
	operating expenses	47	37	12	4	35	-3
	profitability	13	48	36	3	-23	1
	capital expenditure	15	69	10	6	5	-6
	How did the competitive position develop in January-March 2017:	improved	remained unchanged	deteriorated	no response	balance	change of balance over I quarter 2017, pp
	total	9	65	14	12	-5	2
	in Ukraine	8	70	16	6	-8	4
	within the EU	1	50	4	45	-3	1
	outside the EU	1	50	4	45	-3	1

<i>Financial services (section K of KVED-2010)</i>							Continued
	<b>How do you expect to change over April-June 2017:</b>	increase	remain unchanged	decrease	no response	balance	<i>change of balance over 1 quarter 2017, pp</i>
	demand (turnover) on services	14	68	18	0	-4	8
	employment	11	77	11	1	0	13
	service prices	23	74	2	1	21	-5
	operating income	19	52	24	5	-5	11
	operating expenses	40	51	5	4	35	1
	profitability	11	61	25	3	-14	10
	capital expenditure	11	77	6	6	5	3
	<b>How do you expect the competitive position develop over April-June 2017:</b>	improve	remain unchanged	deteriorate	no response	balance	<i>change of balance over 1 quarter 2017, pp</i>
	total	8	68	11	13	-3	4
	in Ukraine	10	72	12	6	-2	4
	within the EU	1	50	4	45	-3	1
	outside the EU	1	50	4	45	-3	1