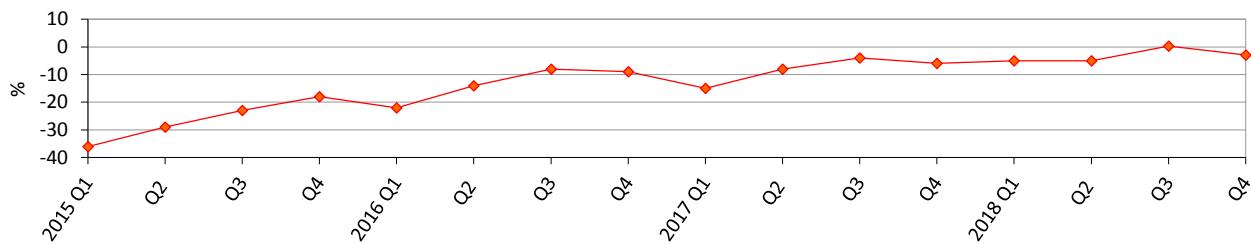
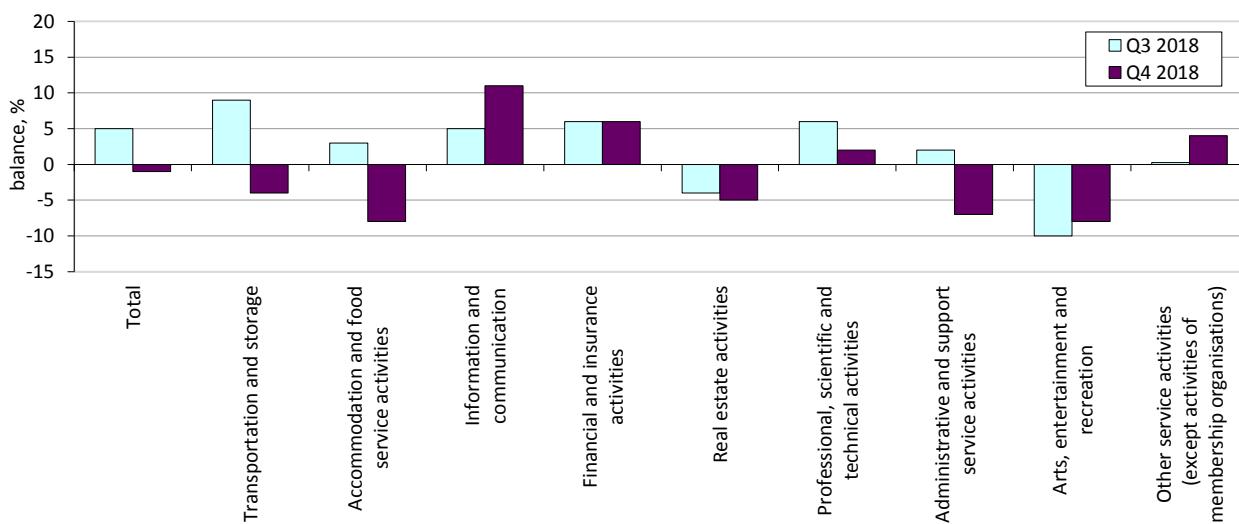


**Expectations of service enterprises
in IV quarter 2018
regarding the development of their business activity**

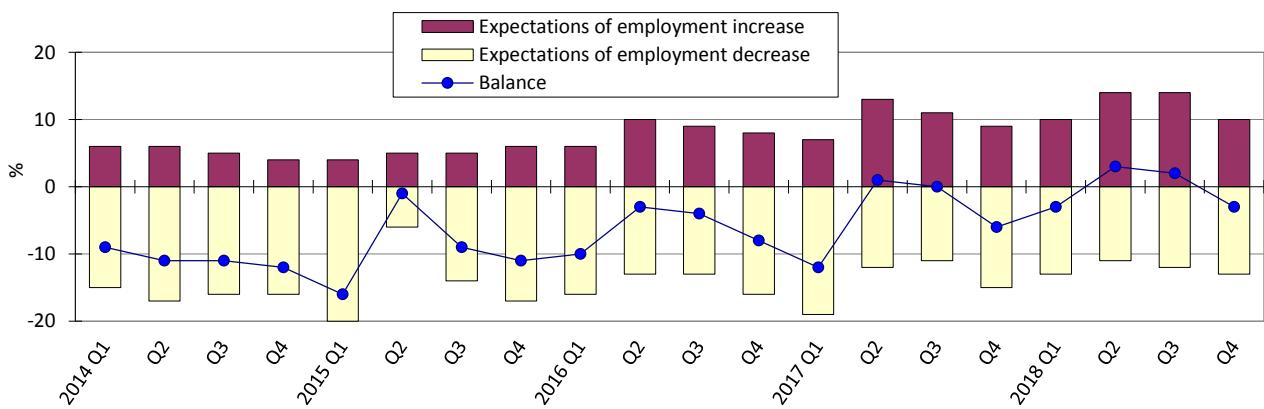
Services confidence indicator¹



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



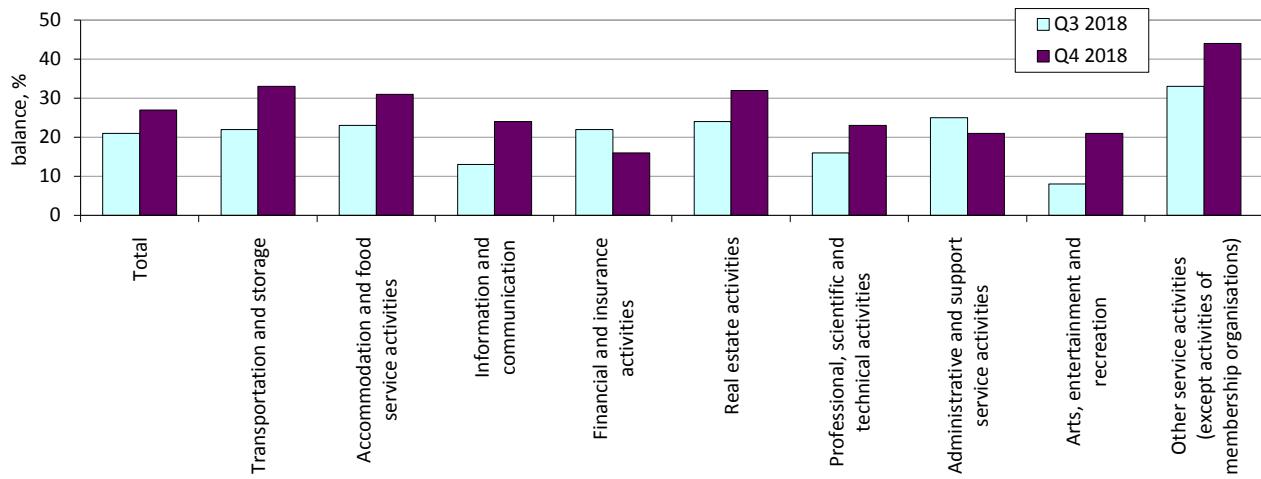
Expected changes in employment at service enterprises



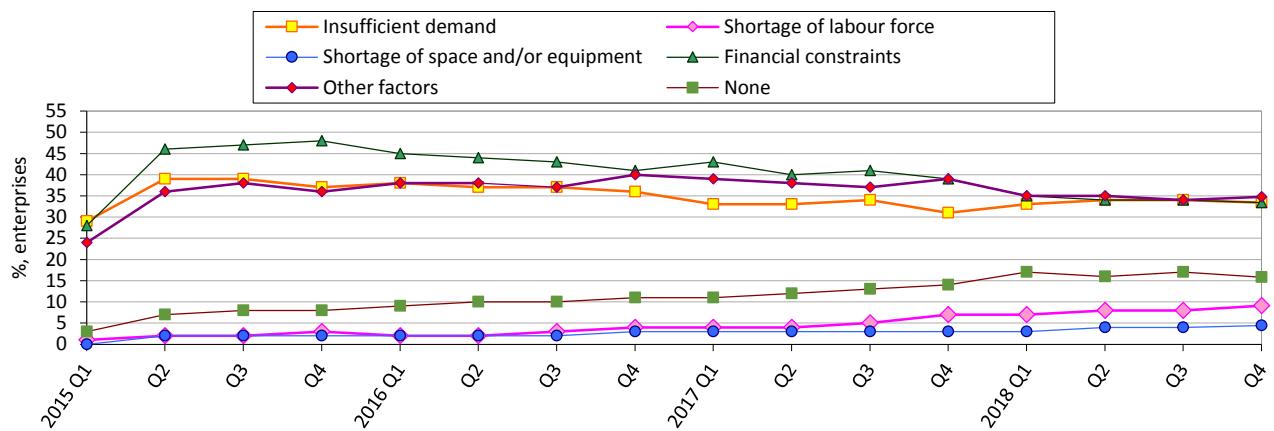
Note. Data exclude the temporarily occupied territory of the Autonomous Republic of Crimea, the city of Sevastopol and a part of temporarily occupied territories in the Donetsk and Luhansk regions.

¹ 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 of 30 December, 2014 No 411 (in the wording of the order of the SSSU of December 7, 2017 No 319).

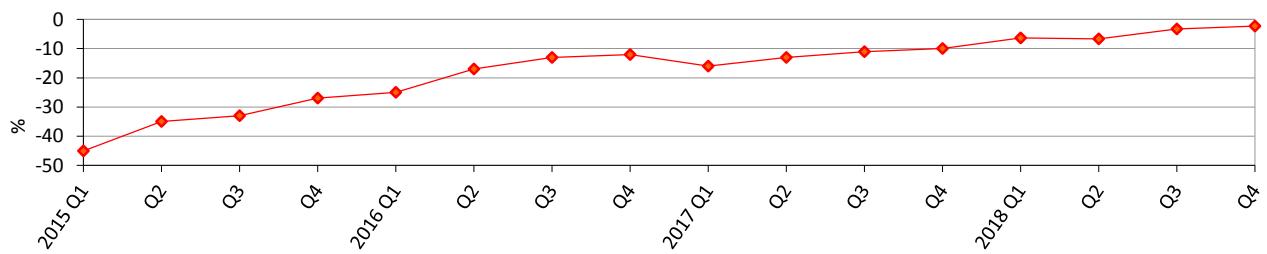
Expected changes in service price at service enterprises



Factors limiting activity in services



Financial services confidence indicator¹



¹ 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 (in the wording of the order of the SSSU of December 7, 2017 No 319).

**Results of the survey of service enterprises
in October 2018**

(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 1415 enterprises | | | | | | |
|---|--|--------------------|--------------------|--------------|-------------|---|---|
| | How did your business situation develop in July-September 2018 | improved | remained unchanged | deteriorated | no response | balance | change of balance over III quarter 2018, pp |
| | | 13 | 68 | 19 | 0 | -6 | -3 |
| | | | | | | | |
| How did change in July-September 2018: | increased | remained unchanged | decreased | no response | balance | change of balance over III quarter 2018, pp | |
| | demand (turnover) on services | 18 | 61 | 20 | 1 | -2 | -1 |
| | employment | 15 | 62 | 23 | 0 | -8 | 0 |
| | | | | | | | |
| How do you expect to change over October-December 2018: | increase | remain unchanged | decrease | no response | balance | change of balance over III quarter 2018, pp | |
| | demand (turnover) on services | 18 | 62 | 19 | 1 | -1 | -6 |
| | employment | 10 | 76 | 13 | 1 | -3 | -5 |
| | service prices | 30 | 67 | 3 | 0 | 27 | 6 |
| Financial services (section K of KVED-2010) | Results of the survey of 179 enterprises | | | | | | |
| | How did your business situation develop in July-September 2018 | improved | remained unchanged | deteriorated | no response | balance | change of balance over III quarter 2018, pp |
| | | 11 | 72 | 17 | 0 | -6 | 2 |
| | | | | | | | |
| How did change in July-September 2018: | increased | remained unchanged | decreased | no response | balance | change of balance over III quarter 2018, pp | |
| | demand (turnover) on services | 18 | 56 | 25 | 1 | -7 | 1 |
| | employment | 18 | 62 | 20 | 0 | -2 | 2 |
| | operating income | 28 | 49 | 20 | 3 | 8 | 4 |
| | operating expenses | 40 | 50 | 8 | 2 | 32 | 2 |
| | profitability | 13 | 61 | 23 | 3 | -10 | 2 |
| | capital expenditure | 17 | 69 | 11 | 3 | 6 | 1 |
| How did the competitive position develop in July-September 2018: | improved | remained unchanged | deteriorated | no response | balance | change of balance over III quarter 2018, pp | |
| | total | 10 | 59 | 11 | 20 | -1 | 3 |
| | in Ukraine | 9 | 64 | 13 | 14 | -4 | 3 |
| | within the EU | 0 | 33 | 3 | 64 | -3 | -1 |
| | outside the EU | 1 | 32 | 3 | 64 | -2 | 1 |

Continued

| Financial services (section K of KVED-2010) | How do you expect to change over October-December 2018: | increase | remain unchanged | decrease | no response | balance | <i>change of balance over III quarter 2018, pp</i> |
|---|---|----------|---------------------|-------------|-------------|---------|--|
| | | | | | | | |
| | demand (turnover) on services | 19 | 68 | 13 | 0 | 6 | 0 |
| | employment | 16 | 79 | 5 | 0 | 11 | 10 |
| | service prices | 22 | 72 | 6 | 0 | 16 | -6 |
| | operating income | 26 | 55 | 17 | 2 | 9 | 2 |
| | operating expenses | 48 | 45 | 4 | 3 | 44 | 8 |
| | profitability | 10 | 64 | 23 | 3 | -13 | 0 |
| | capital expenditure | 16 | 75 | 6 | 3 | 10 | 5 |
| | | | | | | | |
| | How do you expect the competitive position develop over October-December 2018: | improve | remain unchanged | deteriorate | no response | balance | <i>change of balance over III quarter 2018, pp</i> |
| | | | | | | | |
| | total | 8 | 60 | 9 | 23 | -1 | 3 |
| | in Ukraine | 8 | 66 | 10 | 16 | -2 | 3 |
| | within the EU | 1 | 31 | 3 | 65 | -2 | -1 |
| | outside the EU | 0 | 30 | 3 | 67 | -3 | -2 |