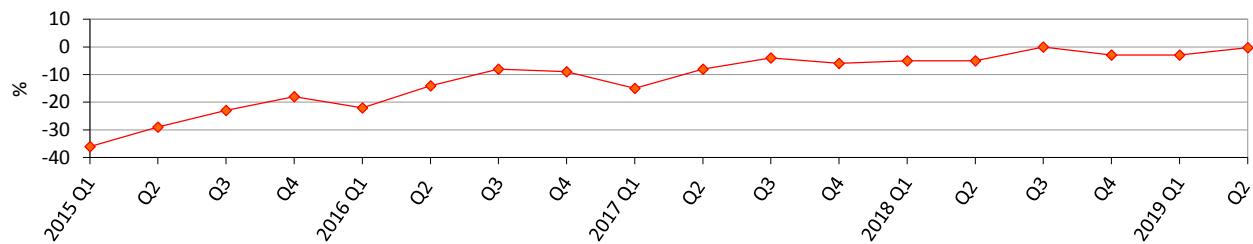
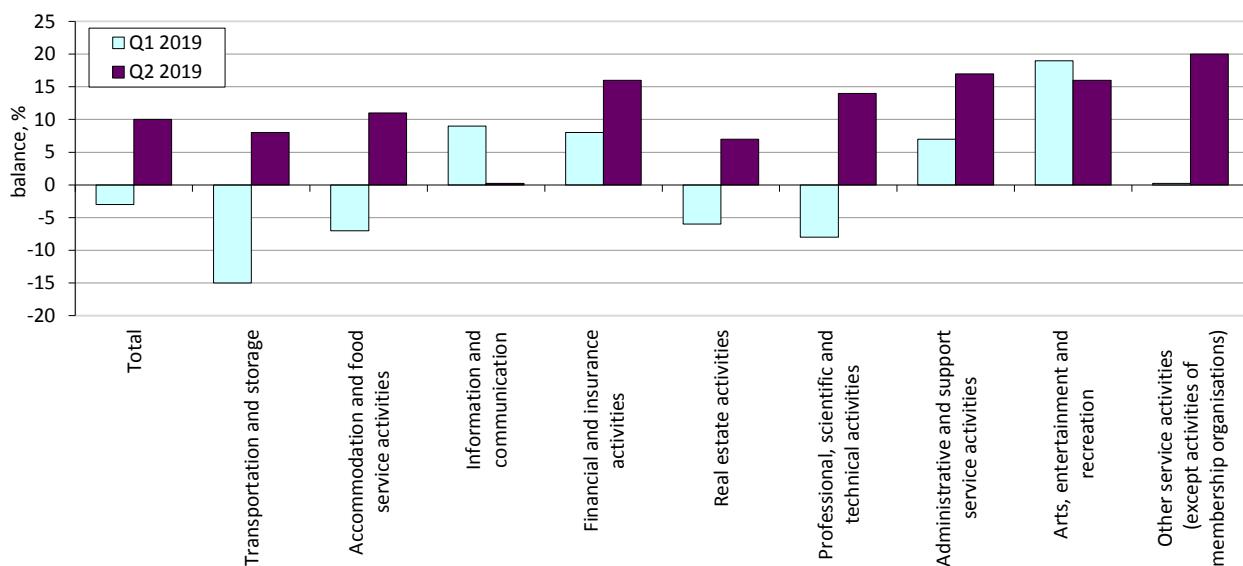


**Expectations of service enterprises
in II quarter 2019
regarding the development of their business activity**

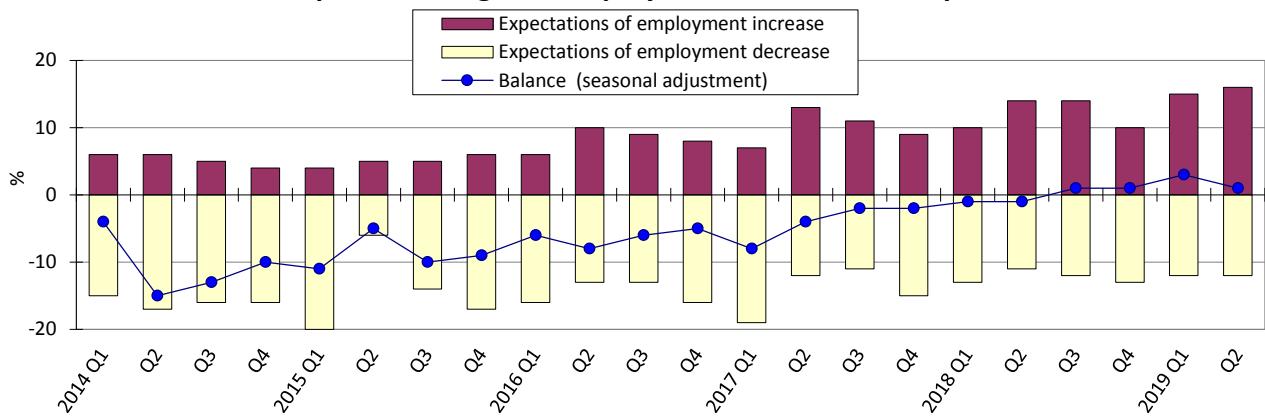
Services confidence indicator¹



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



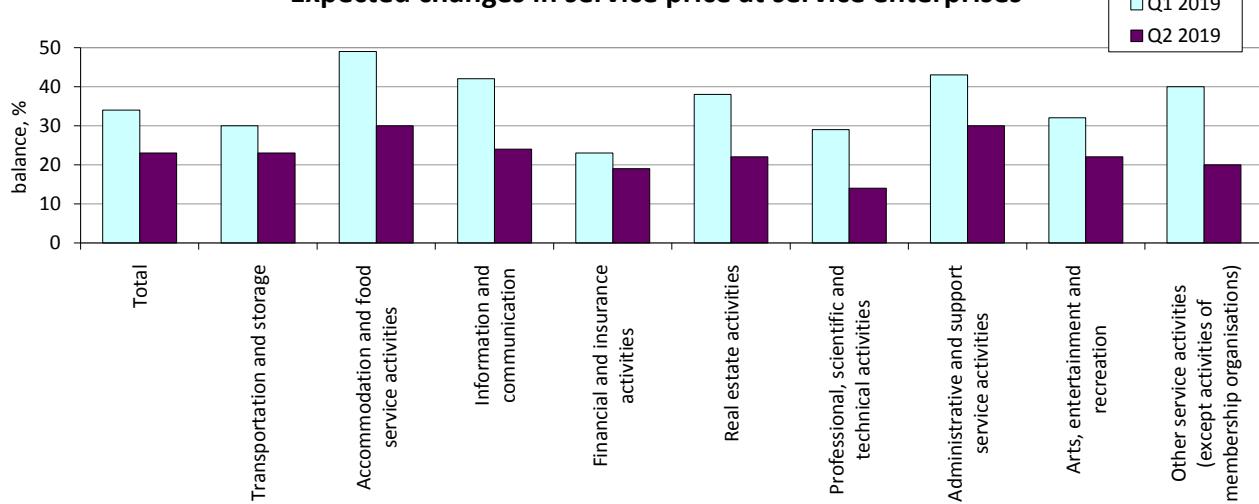
Expected changes in employment at service enterprises



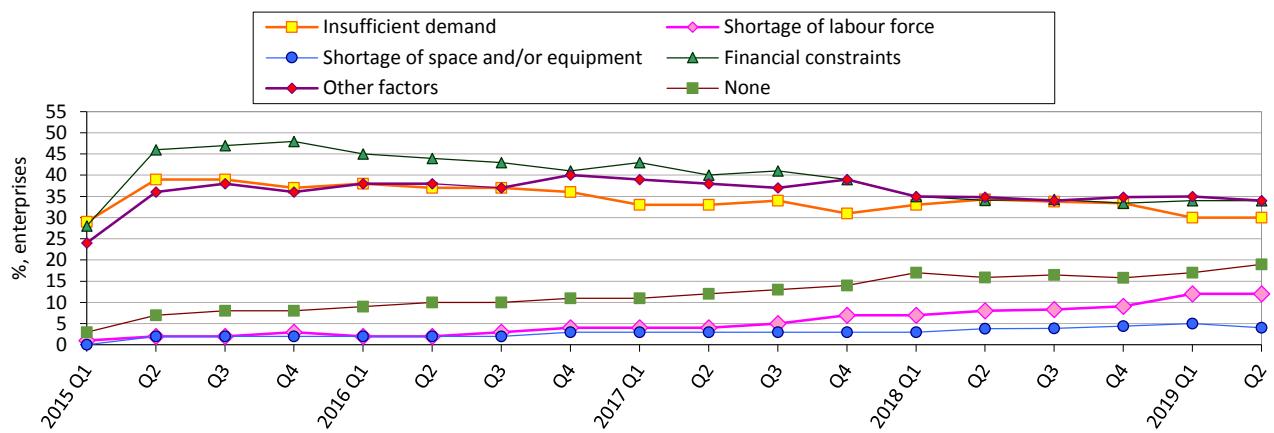
Note. Data exclude the temporarily occupied territory of the Autonomous Republic of Crimea, the city of Sevastopol and a part of temporarily occupied territories in the Donetsk and Luhansk regions.

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 (with changes)).

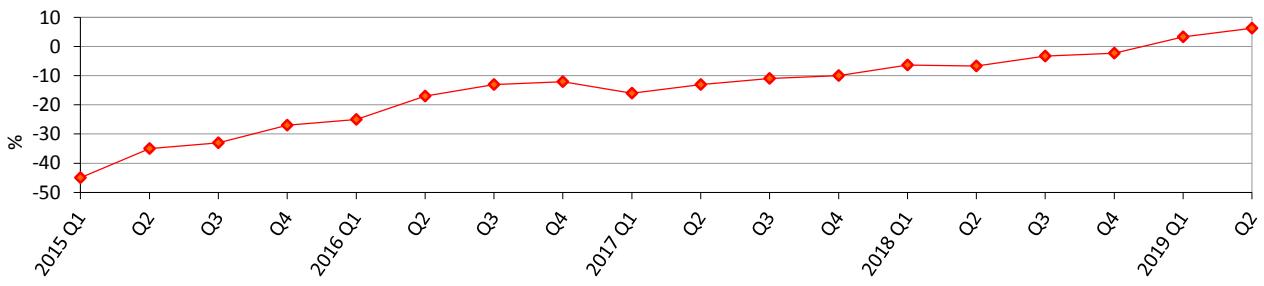
Expected changes in service price at service enterprises



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 (with changes)).

**Results of the survey of service enterprises
in April 2019**

(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 1424 enterprises						
	How did your business situation develop in January-March 2019	improved	remained unchanged	deteriorated	no response	balance	change of balance over 1 quarter 2019, pp
		13	68	19	0	-6	-1
How did change in January-March 2019:	increased	remained unchanged	decreased	no response	balance	change of balance over 1 quarter 2019, pp	
demand (turnover) on services	17	61	22	0	-5	-4	
employment	19	60	21	0	-2	2	
How do you expect to change over April-June 2019:	increase	remain unchanged	decrease	no response	balance	change of balance over 1 quarter 2019, pp	
demand (turnover) on services	27	55	17	1	10	13	
employment	16	72	12	0	4	1	
service prices	24	74	1	1	23	-11	
Financial services (section K of KVED-2010)	Results of the survey of 166 enterprises						
How did your business situation develop in January-March 2019	improved	remained unchanged	deteriorated	no response	balance	change of balance over 1 quarter 2019, pp	
	13	72	14	1	-1	0	
How did change in January-March 2019:	increased	remained unchanged	decreased	no response	balance	change of balance over 1 quarter 2019, pp	
demand (turnover) on services	23	57	19	1	4	1	
employment	23	55	21	1	2	-4	
operating income	31	33	29	7	2	-9	
operating expenses	42	34	17	7	25	-17	
profitability	13	51	30	6	-17	-9	
capital expenditure	24	55	12	9	12	-12	
How did the competitive position develop in January-March 2019:	improved	remained unchanged	deteriorated	no response	balance	change of balance over 1 quarter 2019, pp	
total	11	58	7	24	4	-6	
in Ukraine	11	59	8	22	3	-5	
within the EU	2	27	2	69	0	0	
outside the EU	2	26	1	71	1	1	

Continued

Financial services (section K of KVED-2010)	How do you expect to change over April-June 2019:	increase	remain unchanged	decrease	no response	balance	<i>change of balance over 1 quarter 2019, pp</i>
	demand (turnover) on services	27	60	11	2	16	8
	employment	22	70	7	1	15	1
	service prices	20	78	1	1	19	-4
	operating income	33	48	12	7	21	4
	operating expenses	44	43	6	7	38	-11
	profitability	15	65	13	7	2	6
	capital expenditure	20	65	6	9	14	0
	How do you expect the competitive position develop over April-June 2019:	improve	remain unchanged	deteriorate	no response	balance	<i>change of balance over 1 quarter 2019, pp</i>
	total	14	58	4	24	10	-2
	in Ukraine	13	61	4	22	9	1
	within the EU	1	27	1	71	0	0
	outside the EU	1	27	0	72	1	0