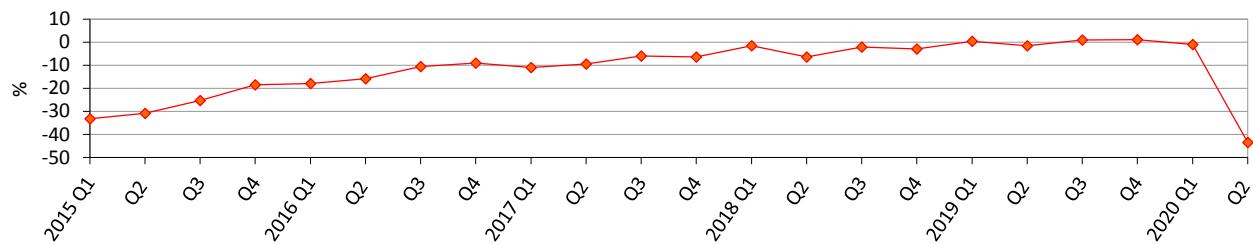
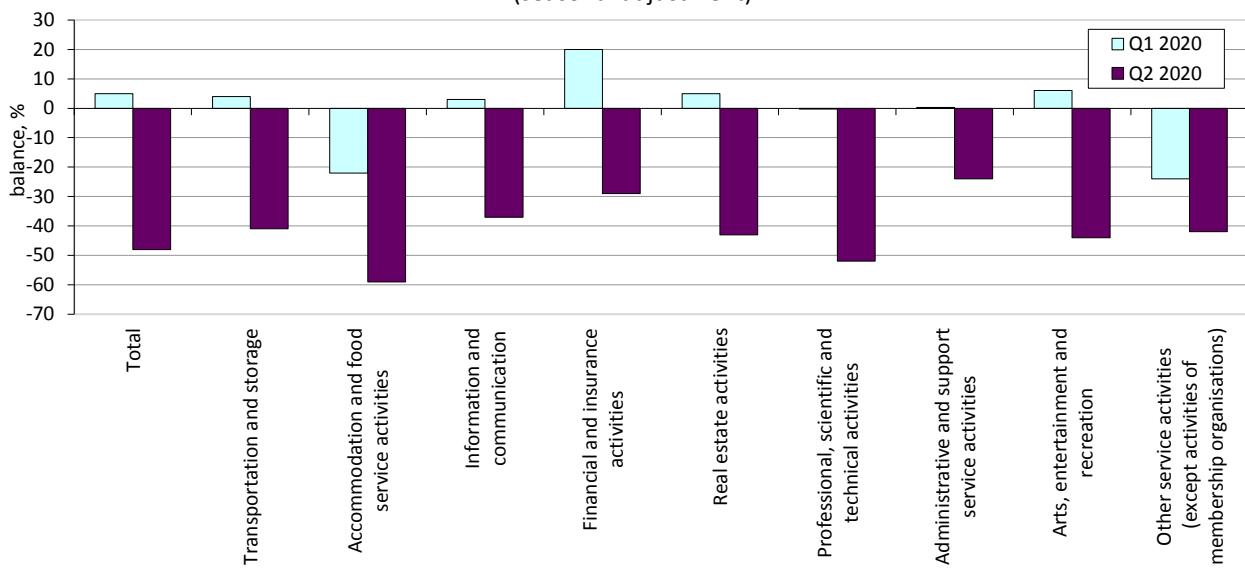


**Expectations of service enterprises
in II quarter 2020
regarding the development of their business activity**

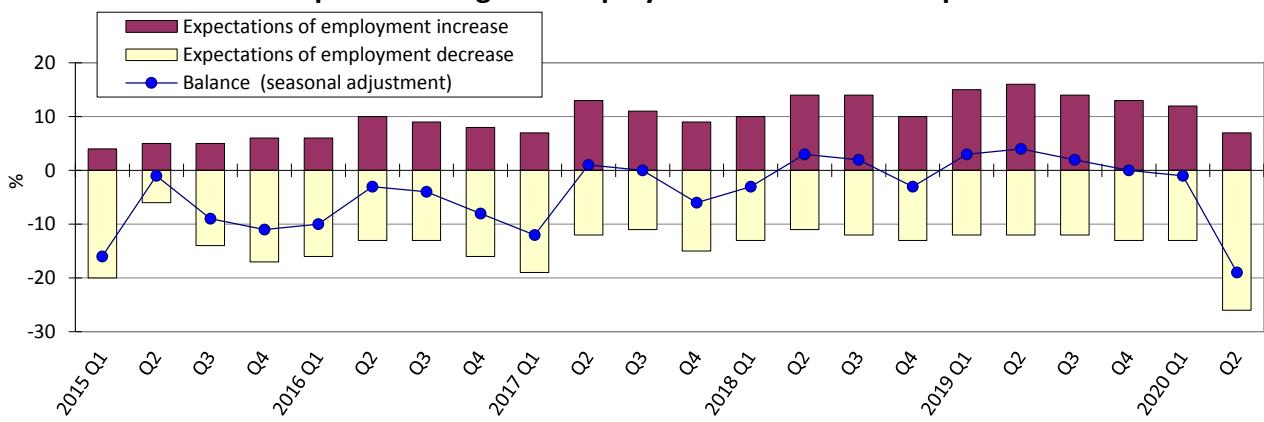
Services confidence indicator¹



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



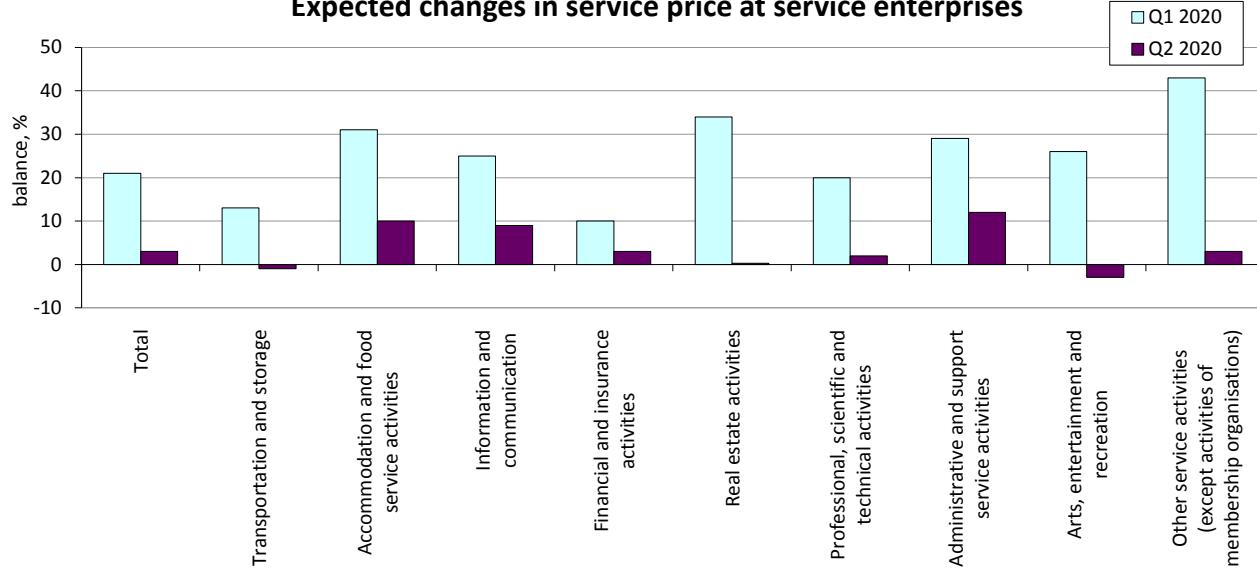
Expected changes in employment at service enterprises



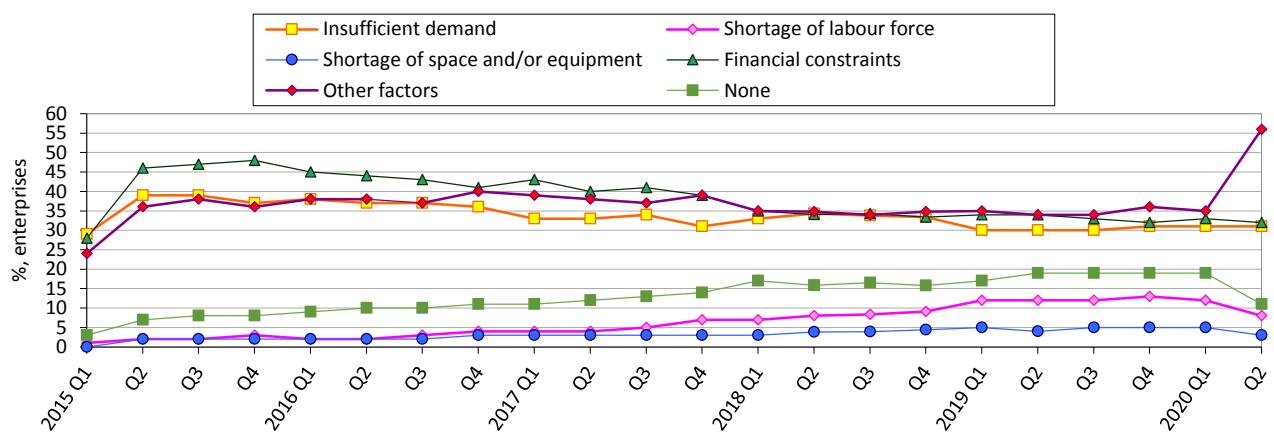
Note. Data exclude the temporarily occupied territory of the Autonomous Republic of Crimea, the city of Sevastopol and a part of temporarily occupied territories in the Donetsk and Luhansk regions.

¹ The indicator is calculated by the method of calculation of indicators of business expectations, approved by order of the SSSU of 30 December, 2014 No 411 (with changes).

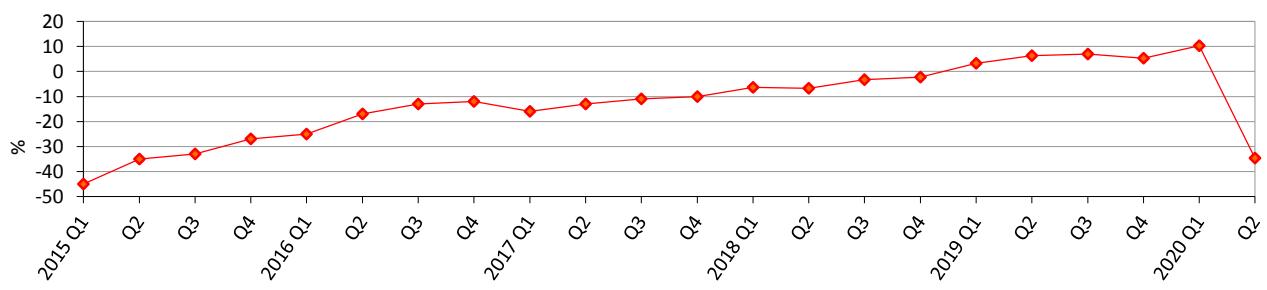
Expected changes in service price at service enterprises



Factors limiting activity in services



Financial services confidence indicator¹



¹ The indicator is calculated by the method of calculation of indicators of business expectations, approved by order of the SSSU of 30 December, 2014 No 411 (with changes).

**Results of the survey of service enterprises
in April 2020**

(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 1418 enterprises						
	How did your business situation develop in January-March 2020	improved	remained unchanged	deteriorated	no response	balance	change of balance over 1 quarter 2020, pp
		6	43	51	0	-45	-40
	How did change in January-March 2020:	increased	remained unchanged	decreased	no response	balance	change of balance over 1 quarter 2020, pp
	demand (turnover) on services	8	42	50	0	-42	-38
	employment	10	58	32	0	-22	-14
	How do you expect to change over April-June 2020:	increase	remain unchanged	decrease	no response	balance	change of balance over 1 quarter 2020, pp
	demand (turnover) on services	11	38	51	0	-40	-36
	employment	7	67	26	0	-19	-18
	service prices	14	75	11	0	3	-18
Financial services (section K of KVED-2010)	Results of the survey of 156 enterprises						
	How did your business situation develop in January-March 2020	improved	remained unchanged	deteriorated	no response	balance	change of balance over 1 quarter 2020, pp
		5	46	49	0	-44	-45
	How did change in January-March 2020:	increased	remained unchanged	decreased	no response	balance	change of balance over 1 quarter 2020, pp
	demand (turnover) on services	11	47	42	0	-31	-41
	employment	18	56	26	0	-8	-8
	operating income	24	31	43	2	-19	-37
	operating expenses	35	47	16	2	19	-15
	profitability	10	50	38	2	-28	-24
	capital expenditure	14	66	18	2	-4	-11
How did the competitive position develop in January-March 2020:	improved	remained unchanged	deteriorated	no response	balance	change of balance over 1 quarter 2020, pp	
	total	8	68	10	14	-2	-7
	in Ukraine	9	63	12	16	-3	-9
	within the EU	2	38	3	57	-1	-4
	outside the EU	2	37	4	57	-2	-4

Continued

Financial services (section K of KVED-2010)	How do you expect to change over April-June 2020:	increase	remain unchanged	decrease	no response	balance	<i>change of balance over 1 quarter 2020, pp</i>
	demand (turnover) on services	18	35	47	0	-29	-49
	employment	8	69	23	0	-15	-31
	service prices	12	79	9	0	3	-7
	operating income	17	33	48	2	-31	-50
	operating expenses	32	46	20	2	12	-24
	profitability	8	42	48	2	-40	-37
	capital expenditure	13	65	20	2	-7	-19
	 How do you expect the competitive position develop over April-June 2020:	 improve	 remain unchanged	 deteriorate	 no response	 balance	 <i>change of balance over 1 quarter 2020, pp</i>
	total	10	59	13	18	-3	-18
	in Ukraine	8	59	13	20	-5	-19
	within the EU	1	34	5	60	-4	-6
	outside the EU	1	33	6	60	-5	-7