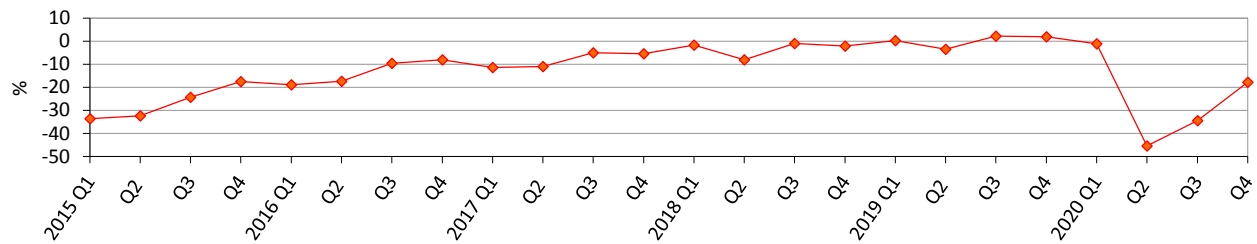
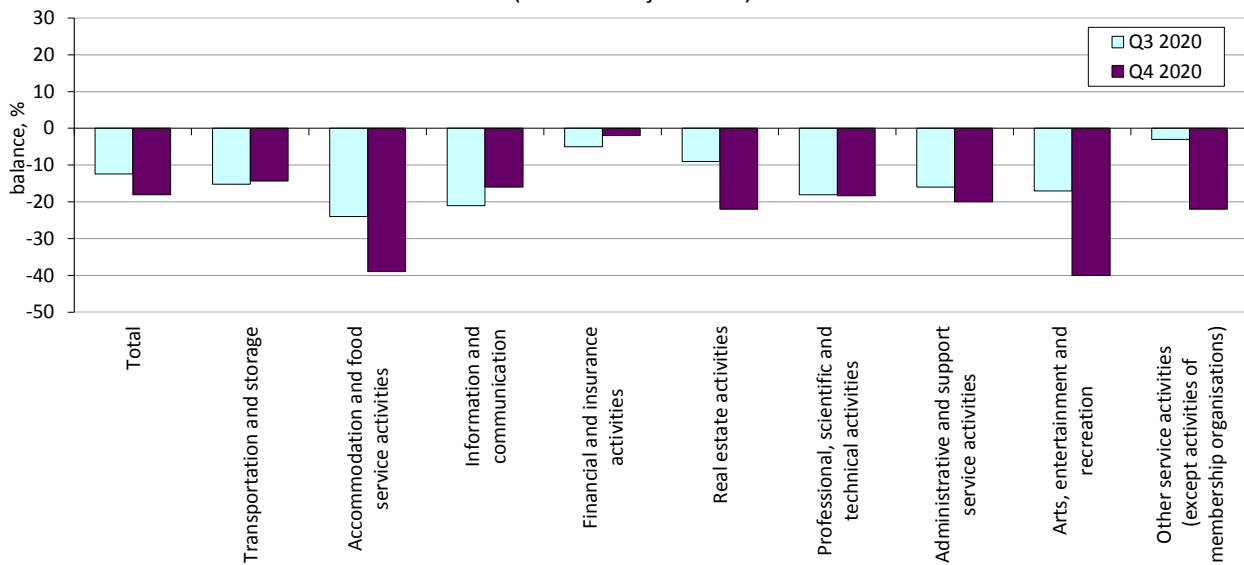


Expectations of service enterprises in IV quarter 2020 regarding the development of their business activity

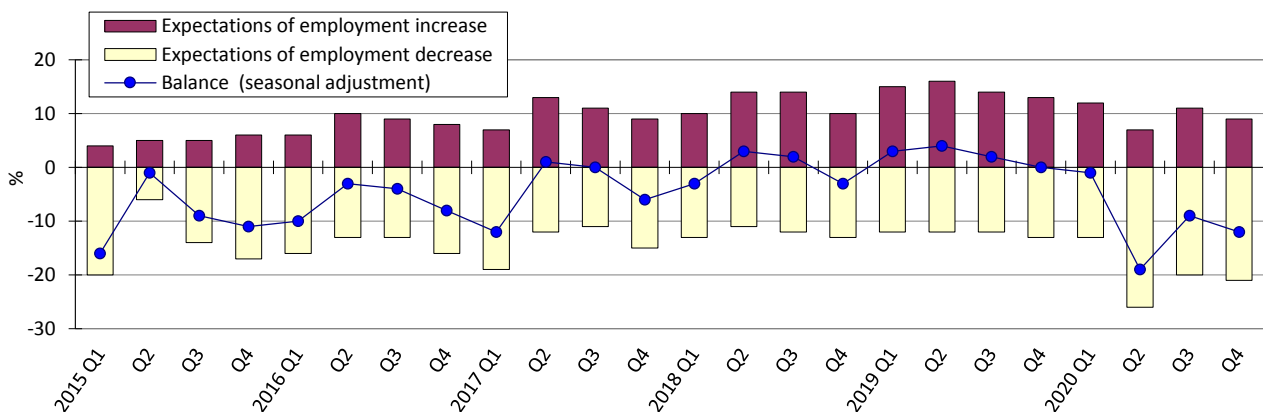
Services confidence indicator¹



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



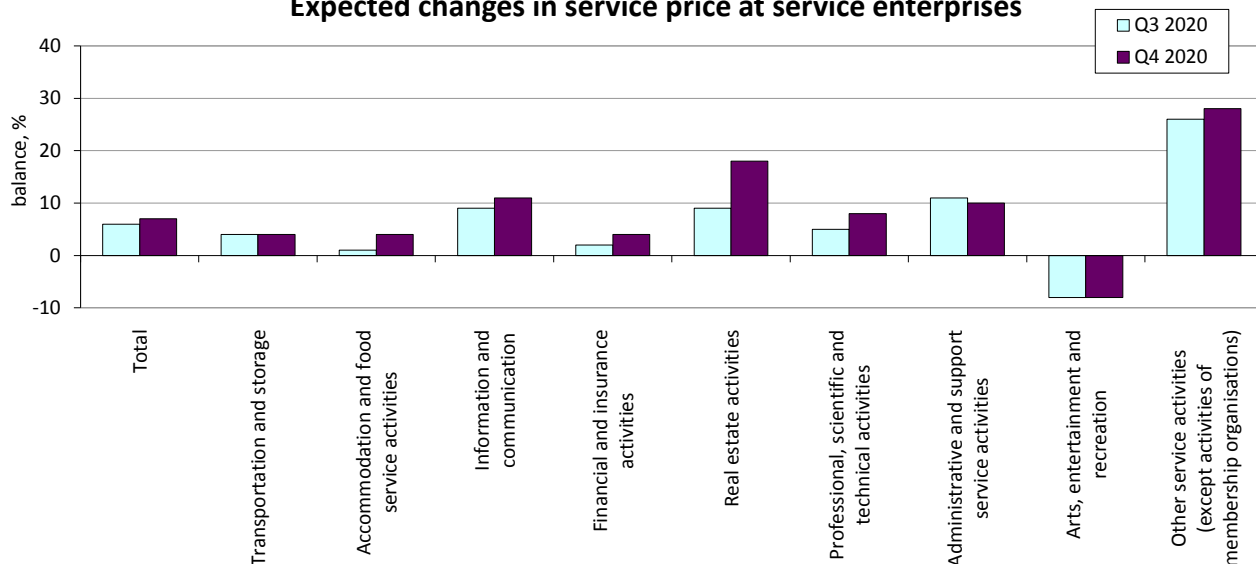
Expected changes in employment at service enterprises



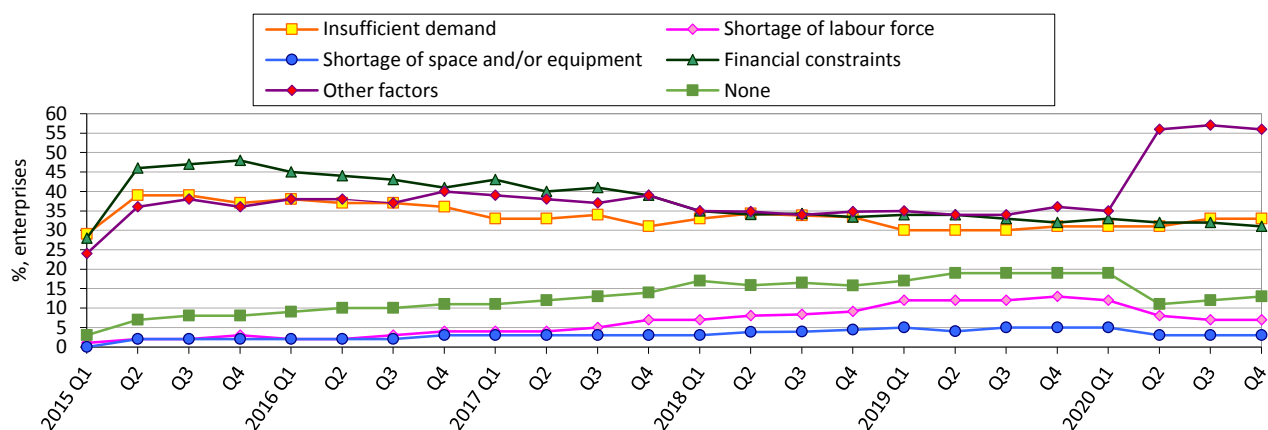
Note. Data exclude the temporarily occupied territory of the Autonomous Republic of Crimea, the city of Sevastopol and a part of temporarily occupied territories in the Donetsk and Luhansk regions.

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).

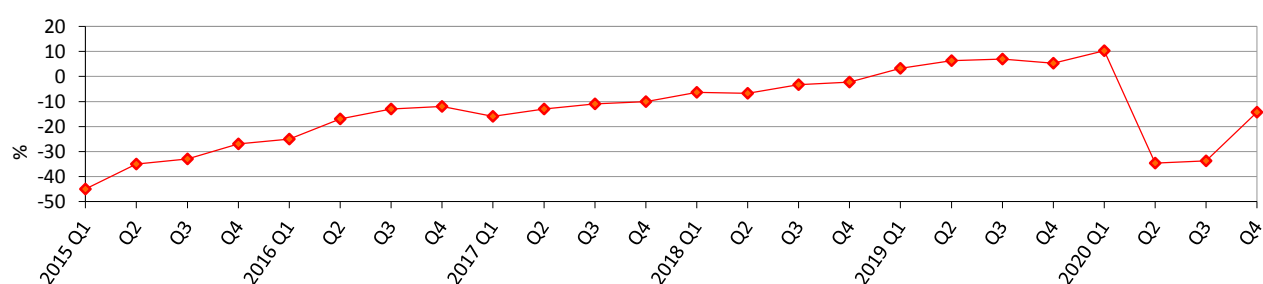
Expected changes in service price at service enterprises



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 October 2020

(per cent of the total number of surveyed enterprises)

<i>Services (sections H-N, R,S, except division 94 of KVED-2010)</i>	<i>Results of the survey of 1430 enterprises</i>						
	How did your business situation develop in July-September 2020	improved	remained unchanged	deteriorated	no response	balance	<i>change of balance over III quarter 2020, pp</i>
		18	45	37	0	-19	28
	How did change in July-September 2020:	increased	remained unchanged	decreased	no response	balance	<i>change of balance over III quarter 2020, pp</i>
	demand (turnover) on services	20	44	36	0	-16	28
	employment	14	53	33	0	-19	7
	How do you expect to change over October-December 2020:	increase	remain unchanged	decrease	no response	balance	<i>change of balance over III quarter 2020, pp</i>
	demand (turnover) on services	14	51	35	0	-21	-12
	employment	9	70	21	0	-12	-3
	service prices	14	79	7	0	7	1
<i>Financial services (section K of KVED-2010)</i>	<i>Results of the survey of 163 enterprises</i>						
	How did your business situation develop in July-September 2020	improved	remained unchanged	deteriorated	no response	balance	<i>change of balance over III quarter 2020, pp</i>
		15	45	40	0	-25	29
	How did change in July-September 2020:	increased	remained unchanged	decreased	no response	balance	<i>change of balance over III quarter 2020, pp</i>
	demand (turnover) on services	18	48	34	0	-16	26
	employment	19	49	32	0	-13	9
	operating income	31	28	39	2	-8	25
	operating expenses	39	41	18	2	21	12
	profitability	10	52	36	2	-26	14
	capital expenditure	16	61	21	2	-5	6
	How did the competitive position develop in July-September 2020:	improved	remained unchanged	deteriorated	no response	balance	<i>change of balance over III quarter 2020, pp</i>
	total	10	65	8	17	2	5
	in Ukraine	9	64	9	18	0	5
	within the EU	1	35	2	62	-1	-1
	outside the EU	2	34	2	62	0	0

<i>Financial services (section K of KVED-2010)</i>							Continued
	How do you expect to change over October-December 2020:	increase	remain unchanged	decrease	no response	balance	<i>change of balance over III quarter 2020, pp</i>
	demand (turnover) on services	21	56	23	0	-2	3
	employment	12	72	16	0	-4	4
	service prices	12	80	8	0	4	2
	operating income	26	45	27	2	-1	8
	operating expenses	36	50	12	2	24	12
	profitability	12	56	30	2	-18	7
	capital expenditure	15	71	12	2	3	4
	How do you expect the competitive position develop over October-December 2020:	improve	remain unchanged	deteriorate	no response	balance	<i>change of balance over III quarter 2020, pp</i>
	total	12	59	9	20	3	3
	in Ukraine	10	62	7	21	3	4
	within the EU	1	33	3	63	-2	0
	outside the EU	1	33	3	63	-2	0