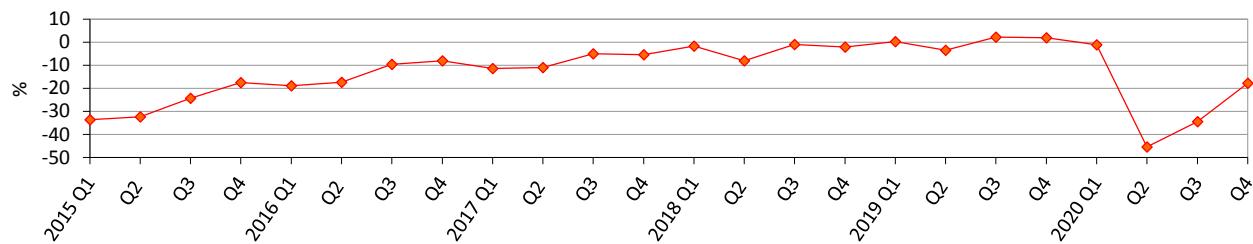
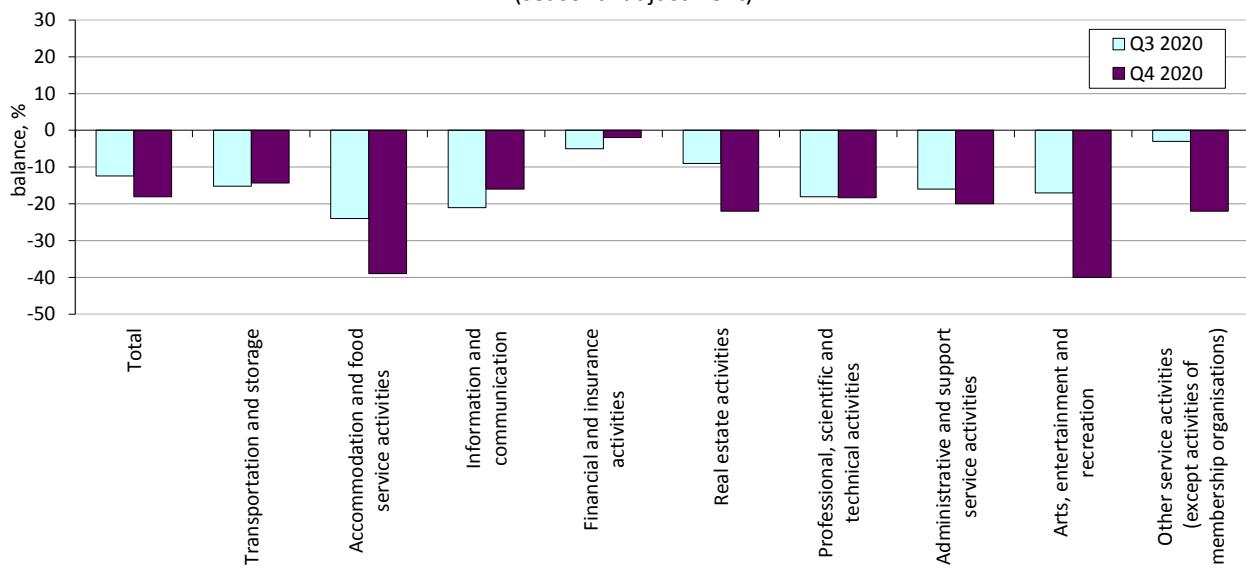


**Expectations of service enterprises  
in IV quarter 2020  
regarding the development of their business activity**

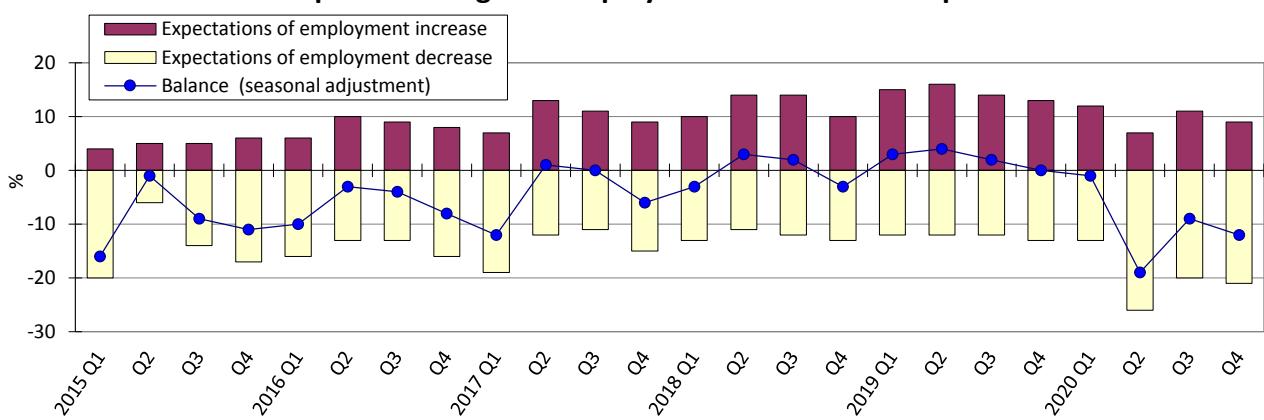
**Services confidence indicator<sup>1</sup>**



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

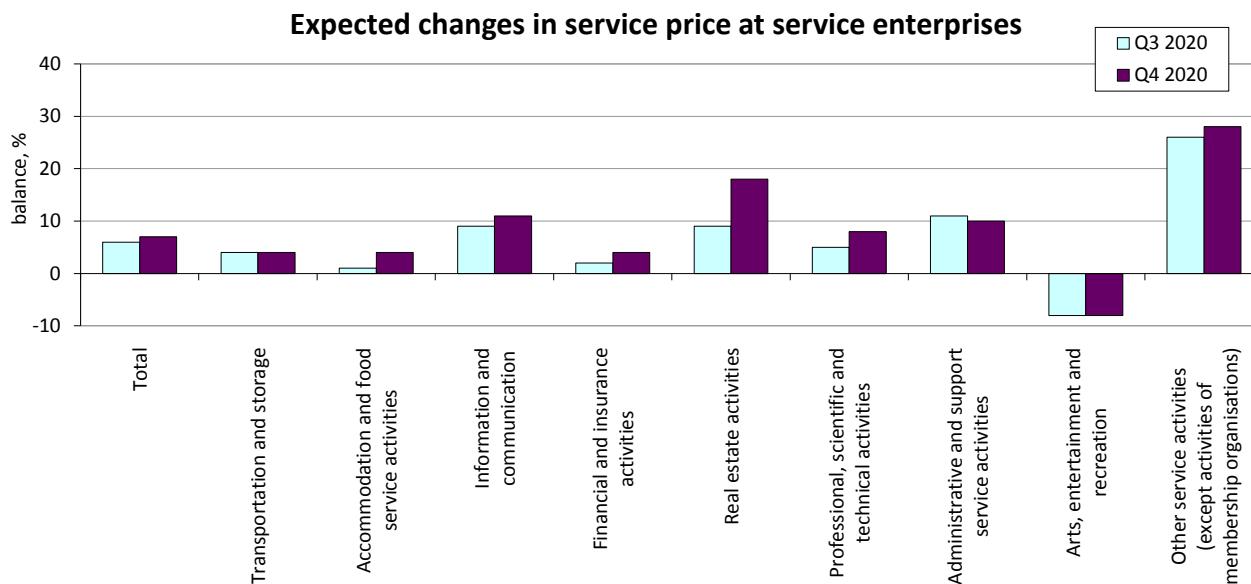


**Expected changes in employment at service enterprises**

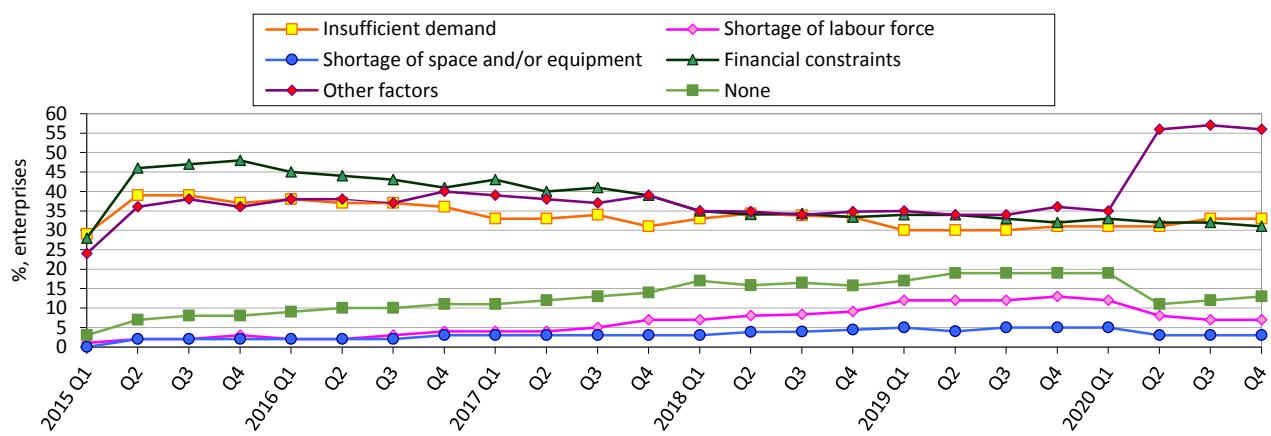


**Note.** Data exclude the temporarily occupied territory of the Autonomous Republic of Crimea, the city of Sevastopol and a part of temporarily occupied territories in the Donetsk and Luhansk regions.

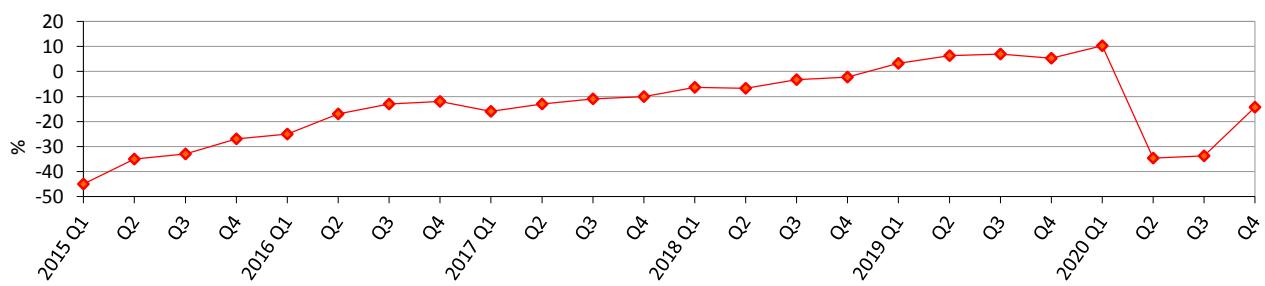
<sup>1</sup> The indicator is calculated by the method of calculation of indicators of business expectations, approved by order of the SSSU of 30 December, 2014 No 411 (with changes).



### 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, 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)

Services (sections H-N, R,S, except division 94 of KVED-2010)	Results of the survey of 1430 enterprises						
	How did your business situation develop in July-September 2020	improved	remained unchanged	deteriorated	no response	balance	change of balance over III quarter 2020, pp
		18	45	37	0	-19	28
	How did change in July-September 2020:	increased	remained unchanged	decreased	no response	balance	change of balance over III quarter 2020, pp
	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	change of balance over III quarter 2020, pp
	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
Financial services (section K of KVED-2010)	Results of the survey of 163 enterprises						
	How did your business situation develop in July-September 2020	improved	remained unchanged	deteriorated	no response	balance	change of balance over III quarter 2020, pp
		15	45	40	0	-25	29
	How did change in July-September 2020:	increased	remained unchanged	decreased	no response	balance	change of balance over III quarter 2020, pp
	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	change of balance over III quarter 2020, pp
	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

Continued

Financial services (section K of KVED-2010)	<b>How do you expect to change over October-December 2020:</b>	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
	 <b>How do you expect the competitive position develop over October-December 2020:</b>	 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