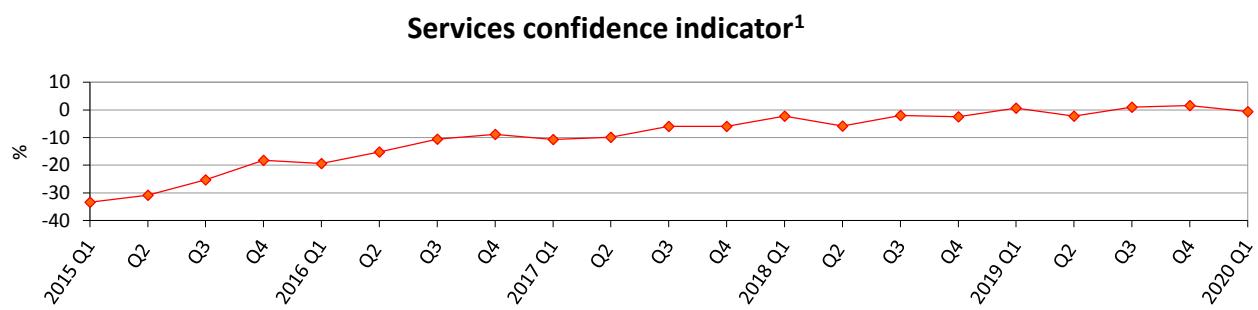
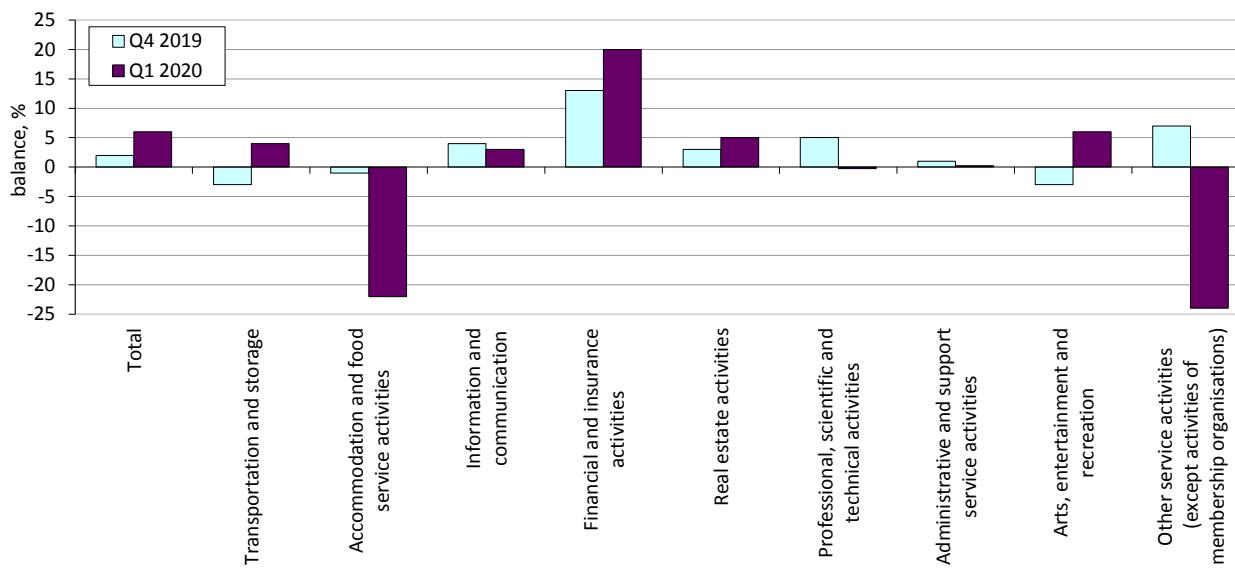


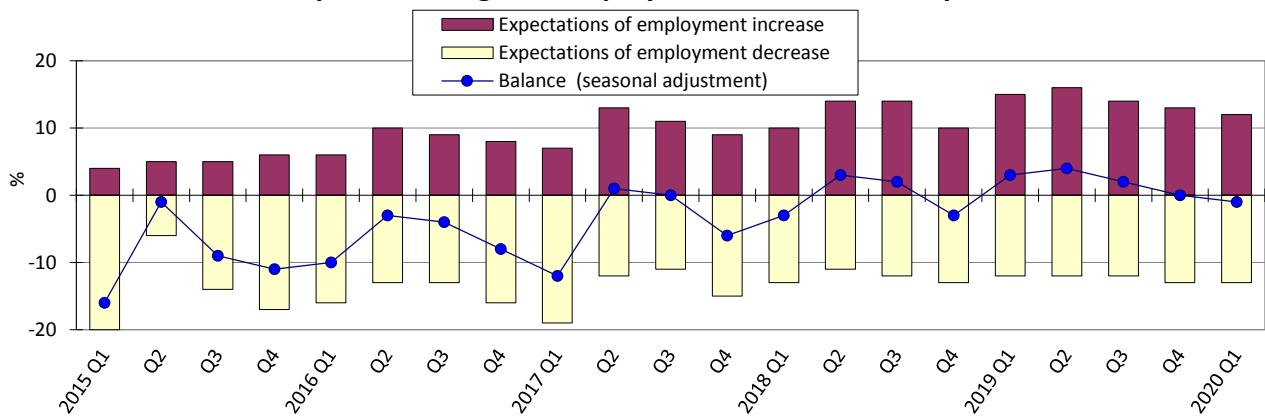
**Expectations of service enterprises
in I quarter 2020
regarding the development of their business activity**



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



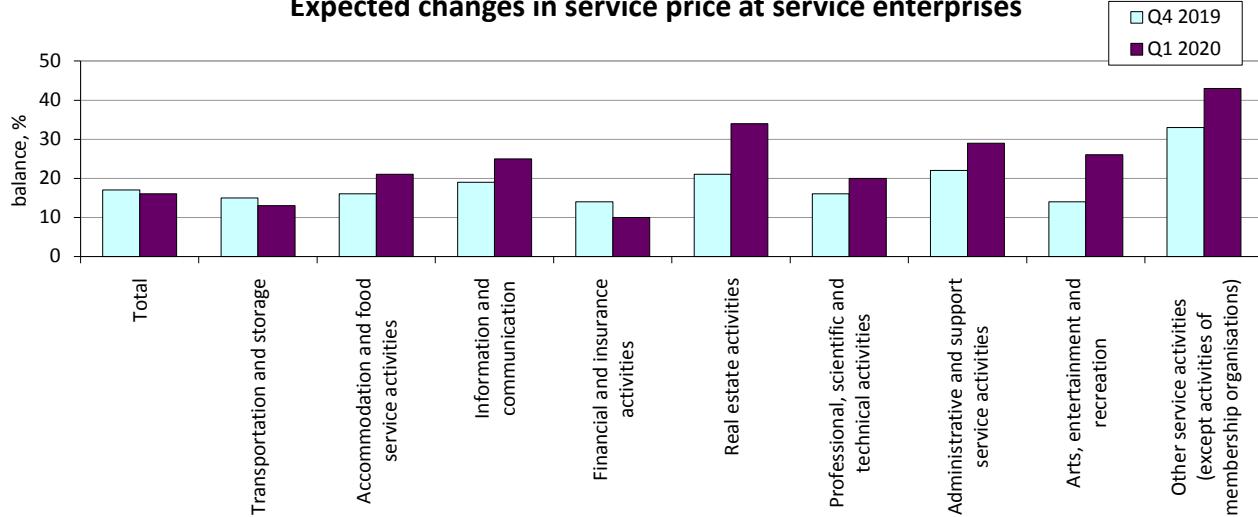
Expected changes in employment at service enterprises



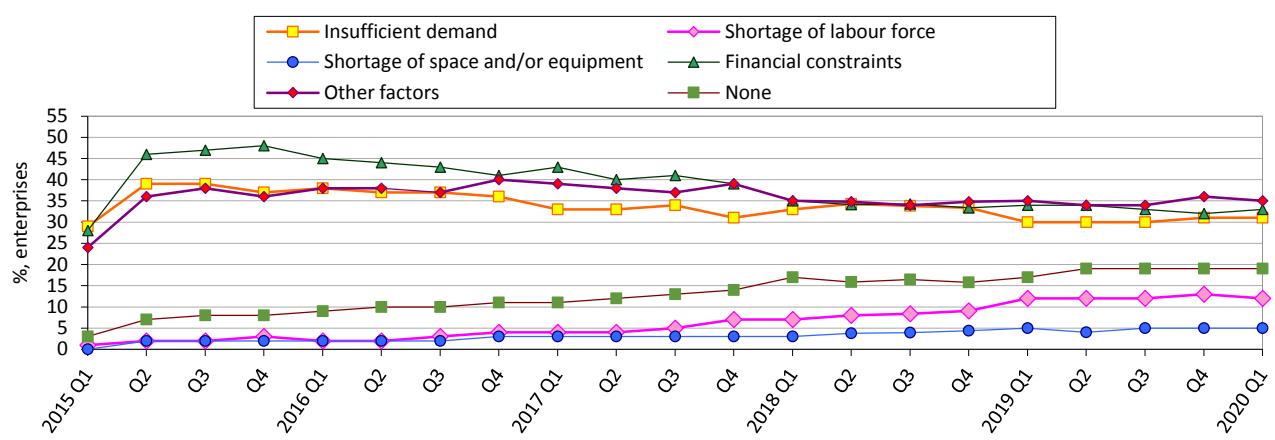
Note. Data exclude the temporarily occupied territory of the Autonomous Republic of Crimea, the city of Sevastopol and a part of temporarily occupied territories in the Donetsk and Luhansk regions.

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).

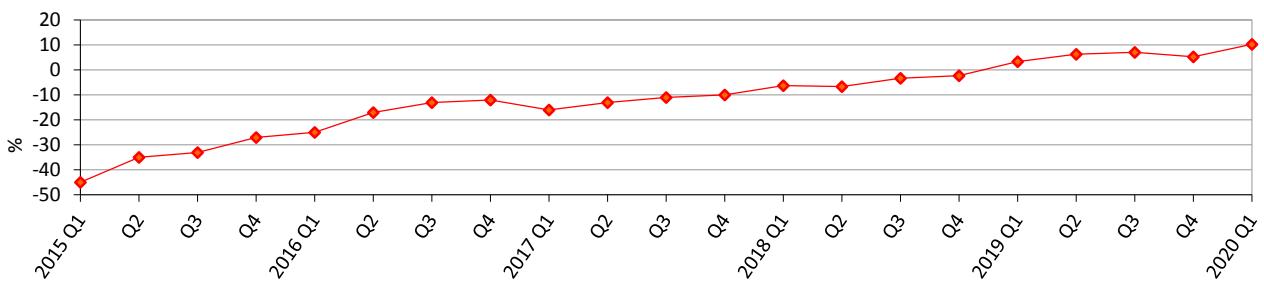
Expected changes in service price at service enterprises



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 January 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 1461 enterprises						change of balance over IV quarter 2019, pp
	How did your business situation develop in October- December 2019	improved	remained unchanged	deteriorated	no response	balance	
		15	65	20	0	-5	
	How did change in October- December 2019:	increased	remained unchanged	decreased	no response	balance	change of balance over IV quarter 2019, pp
	demand (turnover) on services	19	58	23	0	-4	-5
	employment	17	58	25	0	-8	-1
	How do you expect to change over January-March 2020:	increase	remain unchanged	decrease	no response	balance	change of balance over IV quarter 2019, pp
	demand (turnover) on services	19	58	23	0	-4	-6
	employment	12	75	13	0	-1	-1
	service prices	25	71	4	0	21	4
Financial services (section K of KVED-2010)	Results of the survey of 165 enterprises						change of balance over IV quarter 2019, pp
	How did your business situation develop in October- December 2019	improved	remained unchanged	deteriorated	no response	balance	
		14	73	13	0	1	
	How did change in October- December 2019:	increased	remained unchanged	decreased	no response	balance	change of balance over IV quarter 2019, pp
	demand (turnover) on services	26	58	16	0	10	6
	employment	26	48	26	0	0	2
	operating income	39	38	21	2	18	3
	operating expenses	45	42	11	2	34	4
	profitability	17	59	21	3	-4	7
	capital expenditure	21	63	14	2	7	-10
	How did the competitive position develop in October- December 2019:	improved	remained unchanged	deteriorated	no response	balance	change of balance over IV quarter 2019, pp
	total	12	66	7	15	5	-2
	in Ukraine	13	63	7	17	6	-1
	within the EU	4	34	1	61	3	1
	outside the EU	3	35	1	61	2	0

Continued

Financial services (section K of KVED-2010)	How do you expect to change over January-March 2020:	increase	remain unchanged	decrease	no response	balance	<i>change of balance over IV quarter 2019, pp</i>
	demand (turnover) on services	32	56	12	0	20	7
	employment	21	74	5	0	16	3
	service prices	16	78	6	0	10	-4
	operating income	35	47	16	2	19	1
	operating expenses	46	42	10	2	36	-1
	profitability	16	63	19	2	-3	1
	capital expenditure	22	66	10	2	12	-4
	How do you expect the competitive position develop over January-March 2020:	improve	remain unchanged	deteriorate	no response	balance	<i>change of balance over IV quarter 2019, pp</i>
	total	18	62	3	17	15	4
	in Ukraine	16	64	2	18	14	3
	within the EU	2	36	0	62	2	0
	outside the EU	2	36	0	62	2	0