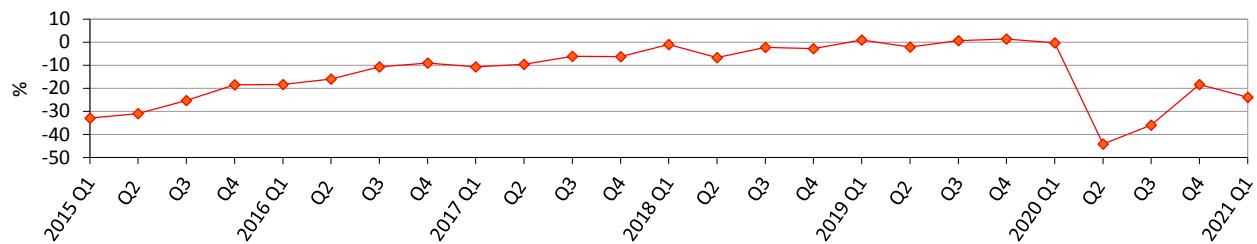
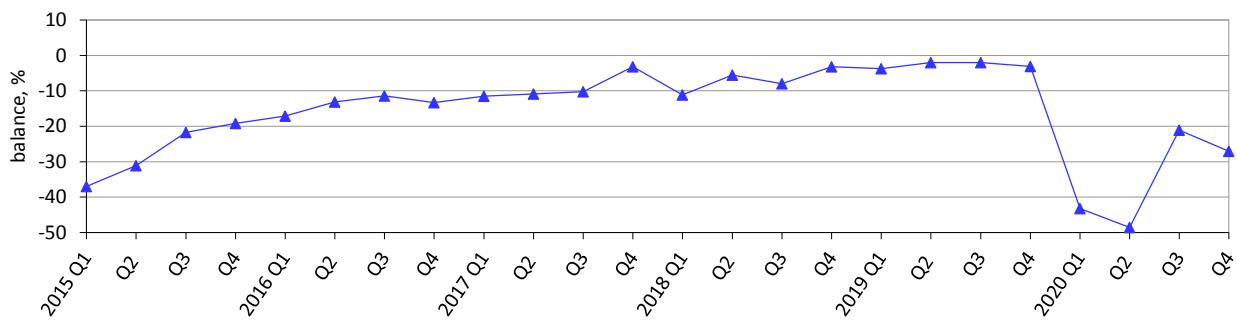


**Expectations of service enterprises
in I quarter 2021
regarding the development of their business activity**

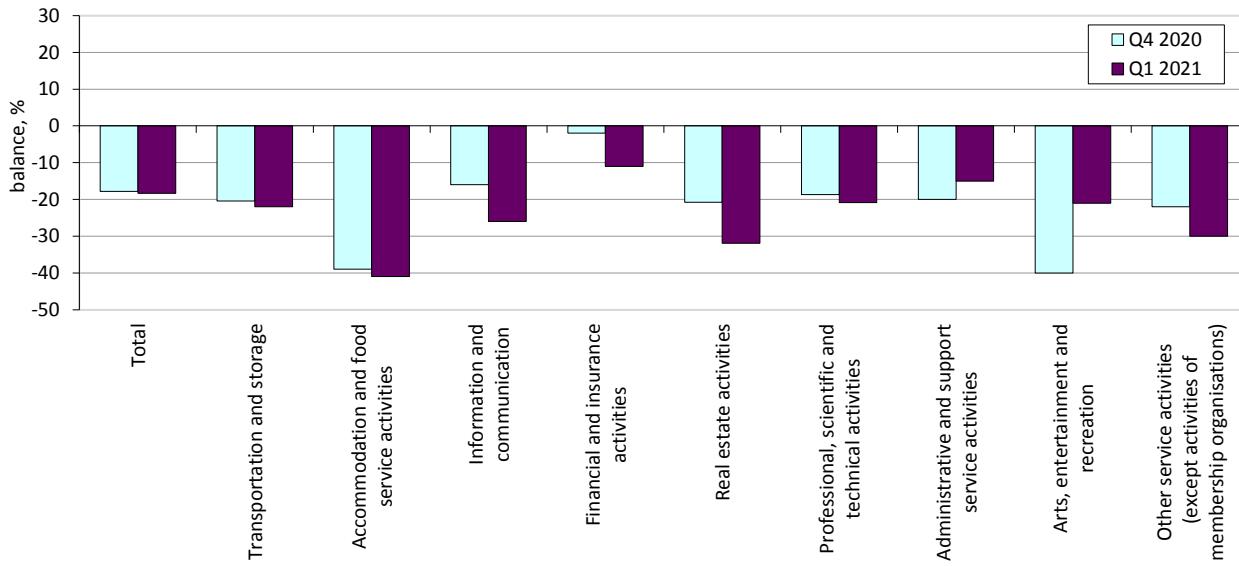
Services confidence indicator¹



**Assessment of business situation in services over the past 3 months
(seasonal adjustment)**



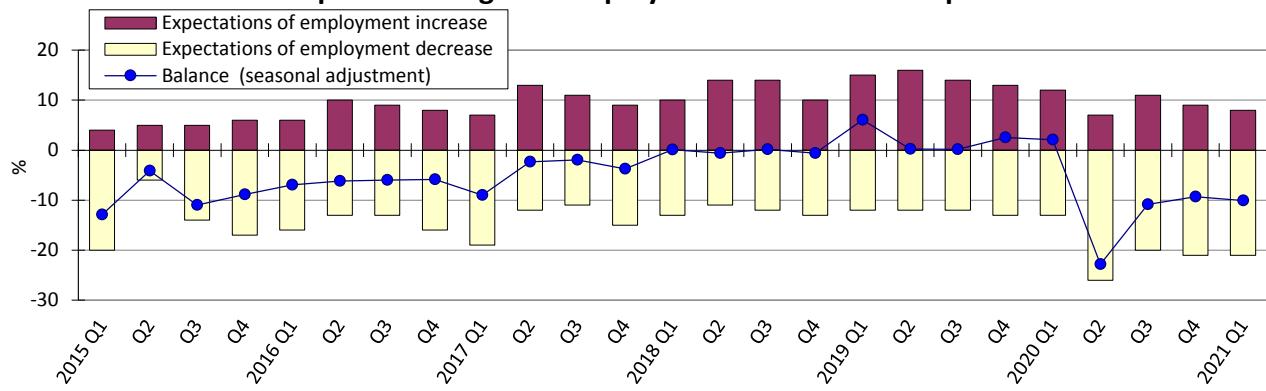
**Expected changes of demand on services (of turnover)
at service enterprises
(seasonal adjustment)**



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.

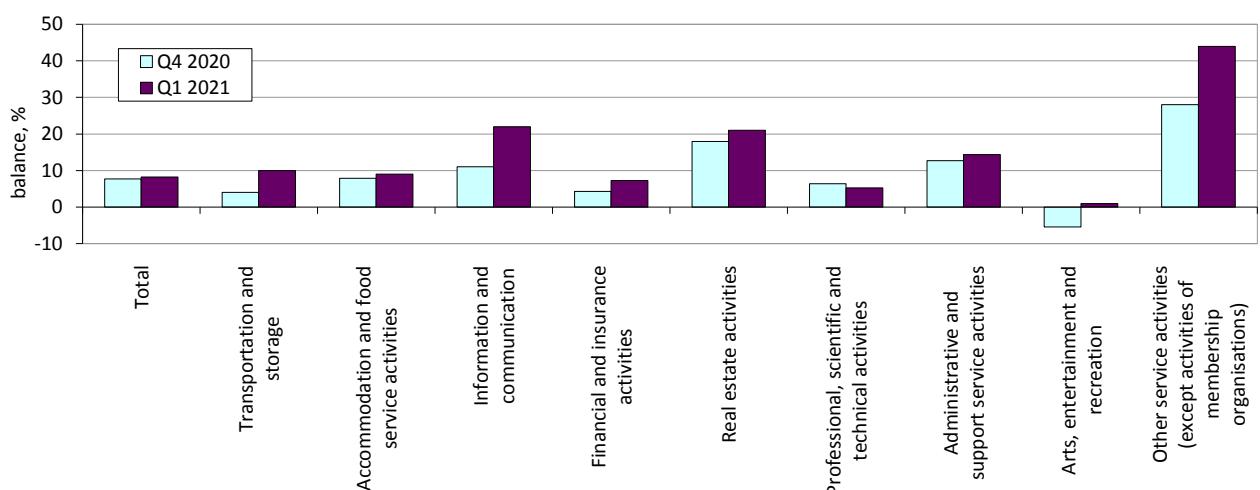
¹ The indicator is calculated by the method of calculation of indicators of business expectations, approved by order of the SSSU of 30 December, 2014 No 411 (with changes).

Expected changes in employment at service enterprises

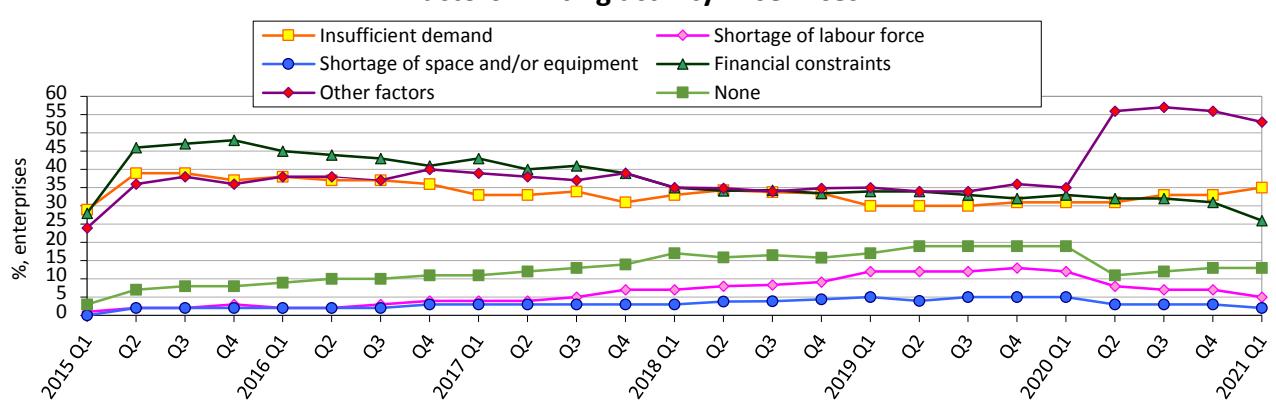


Expected changes in service price at service enterprises

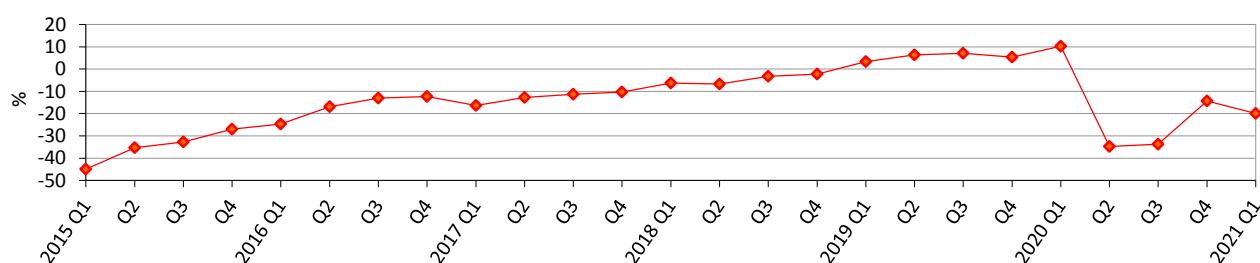
(seasonal adjustment)



Factors limiting activity in services

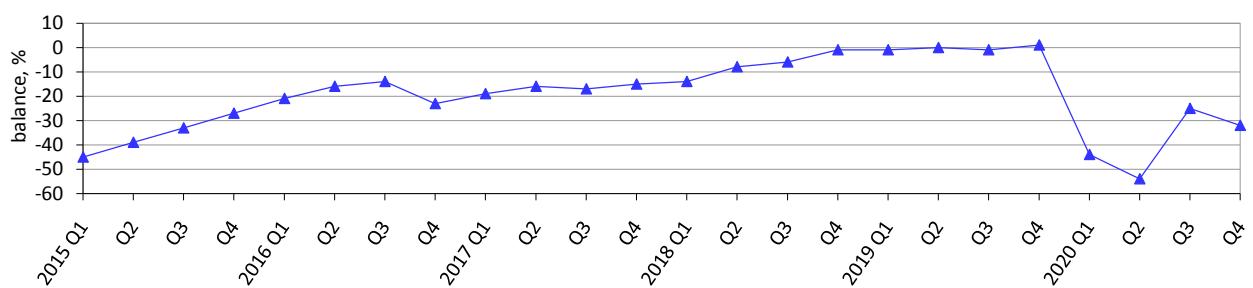


Financial services confidence indicator¹

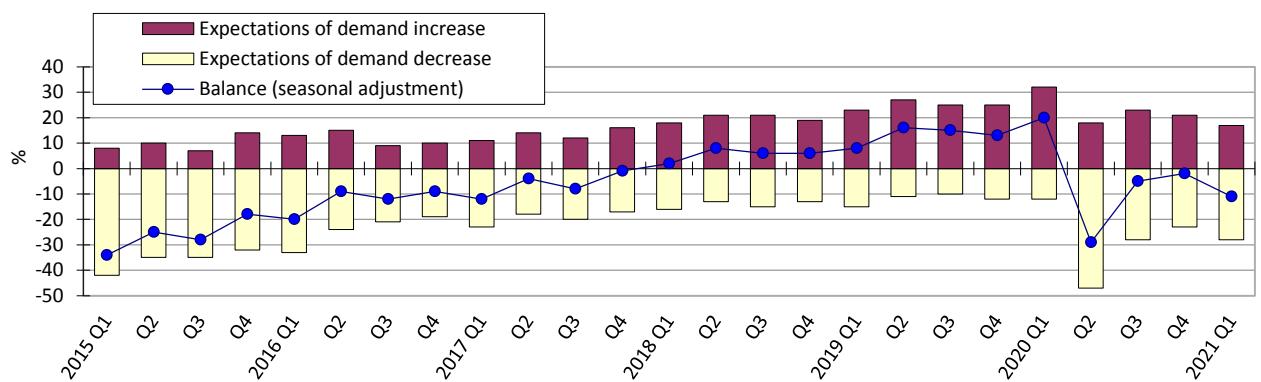


¹ The indicator is calculated by the method of calculation of indicators of business expectations, approved by order of the SSSU of 30 December, 2014 No 411 (with changes).

**Assessment of business situation at financial service
over the past 3 months**
(seasonal adjustment)



**Expected changes in demand on services (of turnover) at financial service
enterprises over the next 3 months**



**Results of the survey of service enterprises
in January 2021**

(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 1429 enterprises						change of balance over IV quarter 2020, pp
	How did your business situation develop in October-December 2020	improved	remained unchanged	deteriorated	no response	balance	
		12	47	41	0	-29	-10
	How did change in October-December 2020:	increased	remained unchanged	decreased	no response	balance	change of balance over IV quarter 2020, pp
	demand (turnover) on services	15	44	41	0	-26	-10
	employment	11	56	33	0	-22	-3
	How do you expect to change over January-March 2021:	increase	remain unchanged	decrease	no response	balance	change of balance over IV quarter 2020, pp
	demand (turnover) on services	10	51	39	0	-29	-8
	employment	8	71	21	0	-13	-1
	service prices	22	71	7	0	15	8

Financial services (section K of KVED-2010)	Results of the survey of 161 enterprises						
	How did your business situation develop in October-December 2020	improved	remained unchanged	deteriorated	no response	balance	change of balance over IV quarter 2020, pp
		13	42	45	0	-32	-7
How did change in October-December 2020:	increased	remained unchanged	decreased	no response	balance	change of balance over IV quarter 2020, pp	
demand (turnover) on services	20	43	37	0	-17		-1
employment	19	49	32	0	-13		0
operating income	33	34	30	3	3		11
operating expenses	51	36	10	3	41		20
profitability	15	44	38	3	-23		3
capital expenditure	21	64	12	3	9		14
How did the competitive position develop in October-December 2020:	improved	remained unchanged	deteriorated	no response	balance	change of balance over IV quarter 2020, pp	
total	12	56	14	18	-2		-4
in Ukraine	12	53	14	21	-2		-2
within the EU	2	29	4	65	-2		-1
outside the EU	2	29	4	65	-2		-2
How do you expect to change over January-March 2021:	increase	remain unchanged	decrease	no response	balance	change of balance over IV quarter 2020, pp	
demand (turnover) on services	17	55	28	0	-11		-9
employment	13	72	15	0	-2		2
service prices	18	74	8	0	10		6
operating income	21	48	28	3	-7		-6
operating expenses	41	46	10	3	31		7
profitability	13	49	35	3	-22		-4
capital expenditure	15	68	14	3	1		-2
How do you expect the competitive position develop over January-March 2021:	improve	remain unchanged	deteriorate	no response	balance	change of balance over IV quarter 2020, pp	
total	12	57	8	23	4		1
in Ukraine	13	56	7	24	6		3
within the EU	1	32	2	65	-1		1
outside the EU	1	32	2	65	-1		1