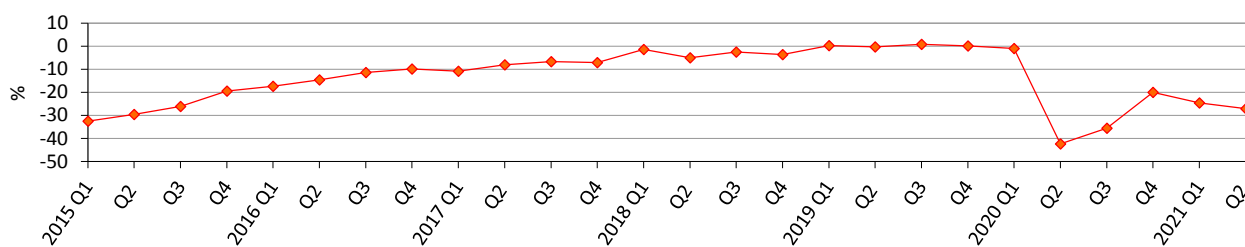
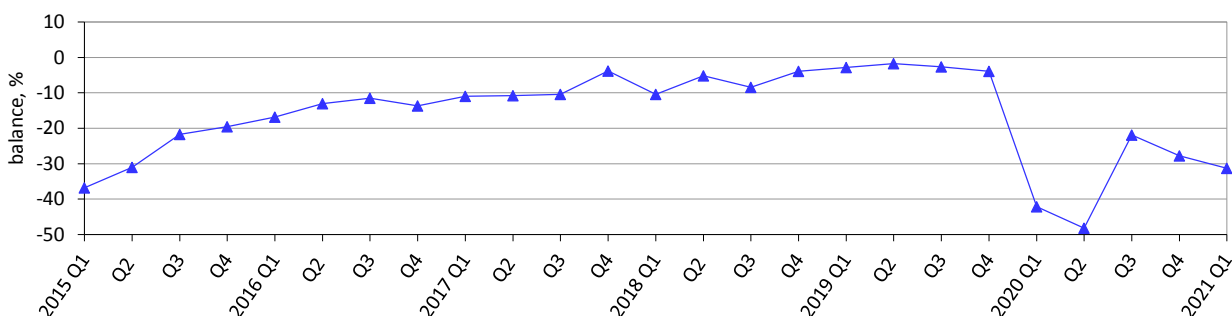


## Expectations of service enterprises in II quarter 2021 regarding the development of their business activity

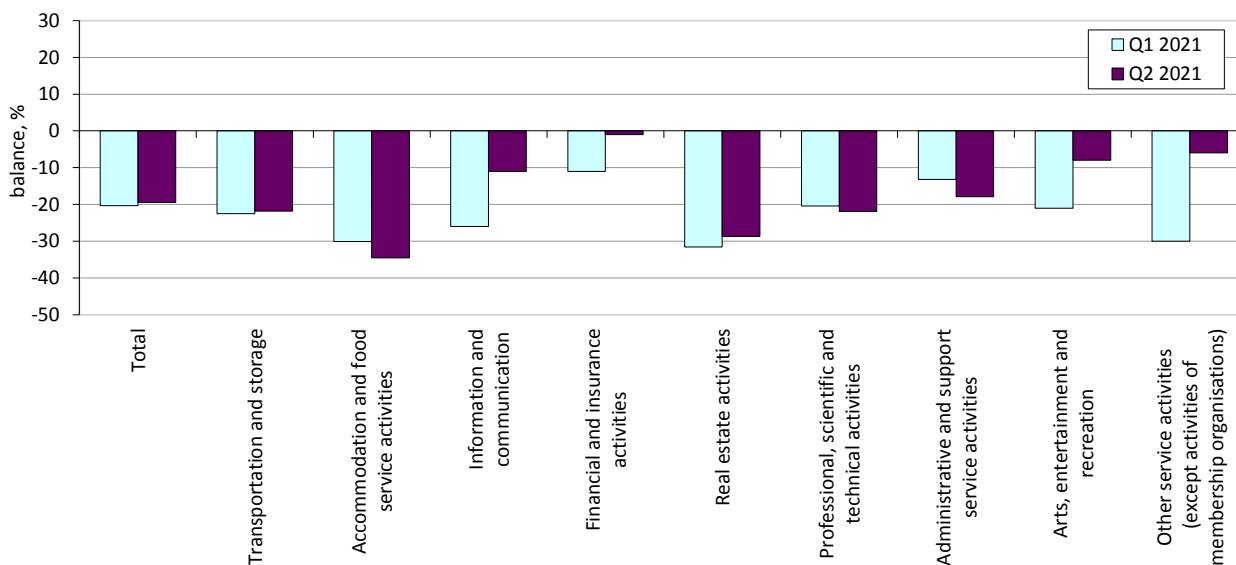
### Services confidence indicator<sup>1</sup>



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



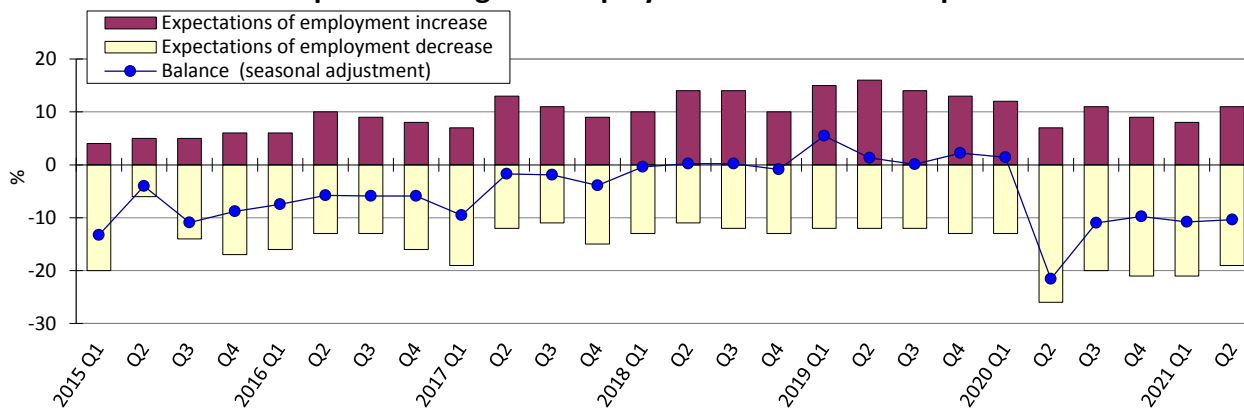
### Expected changes of demand on services (of turnover) at service enterprises (seasonal adjustment)



**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.

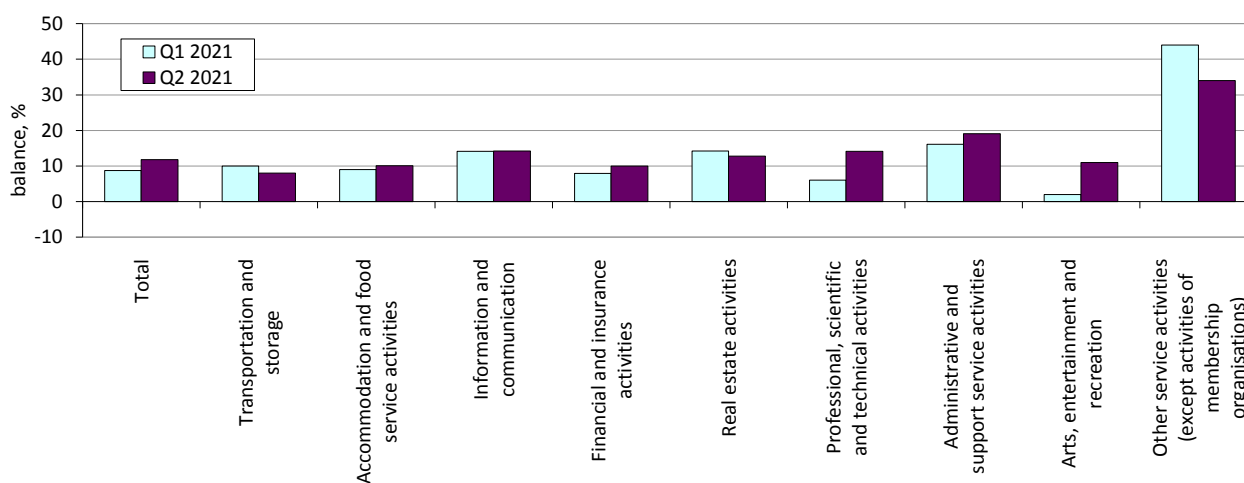
<sup>1</sup> The indicator is calculated by the method of calculation of indicators of business expectations, approved by order of the SSSU of 30 December, 2014 No 411 (with changes).

### Expected changes in employment at service enterprises

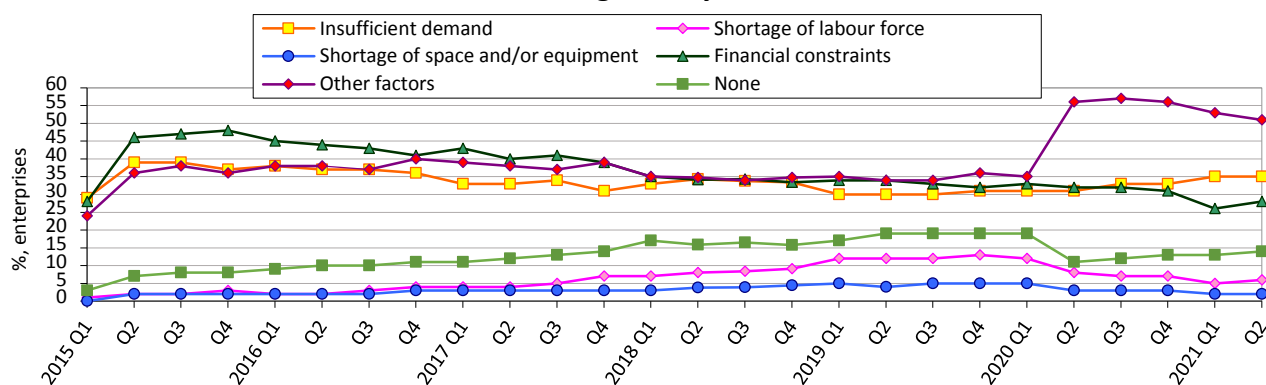


### Expected changes in service price at service enterprises

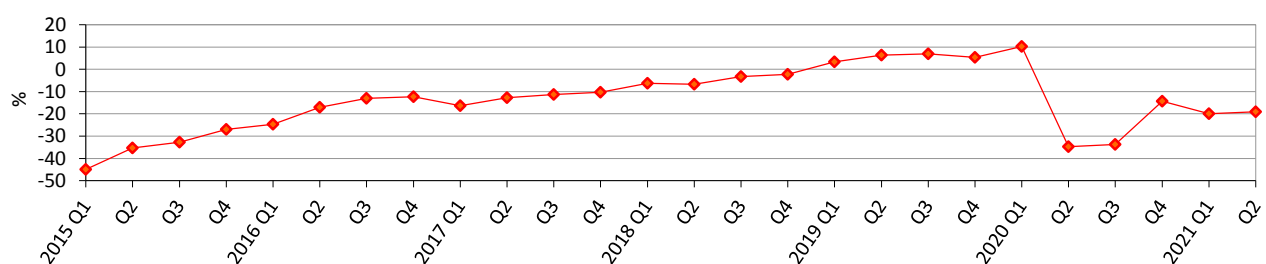
(seasonal adjustment)



### Factors limiting activity in services

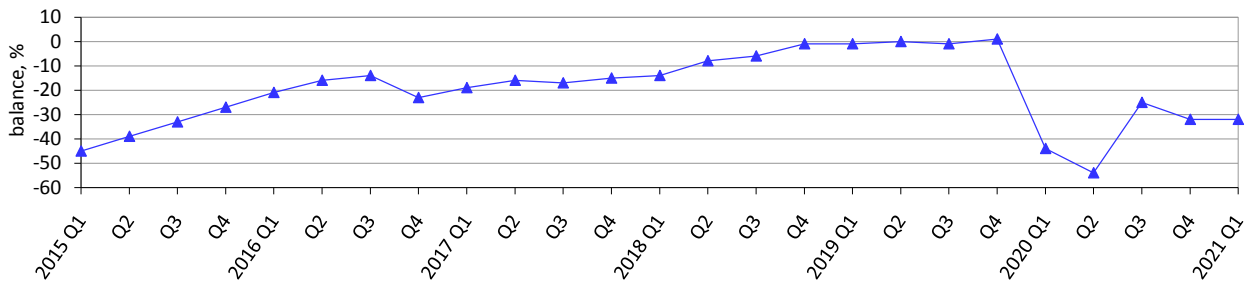


### Financial services confidence indicator<sup>1</sup>

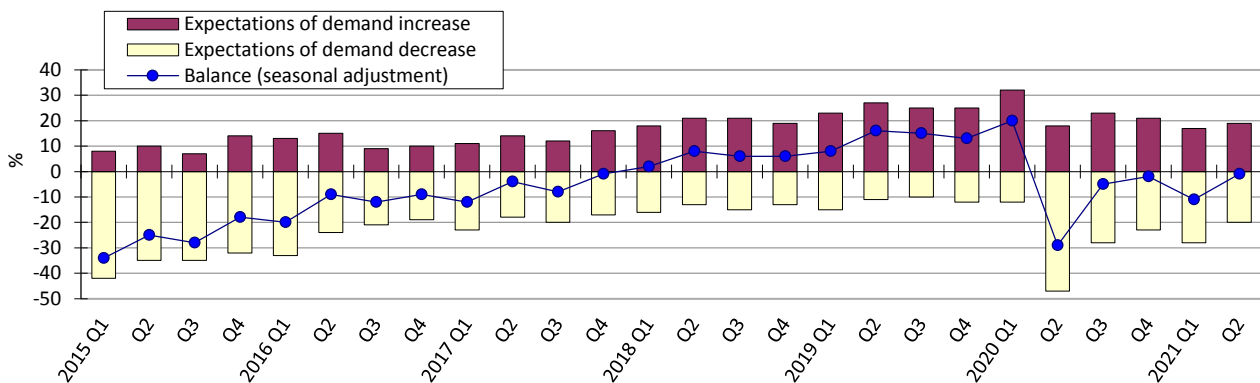


<sup>1</sup> The indicator is calculated by the method of calculation of indicators of business expectations, approved by order of the SSSU of 30 December, 2014 No 411 (with changes).

**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 April 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 1409 enterprises						change of balance over 1 quarter 2021, pp
	improved	remained unchanged	deteriorated	no response	balance		
<b>How did your business situation develop in January-March 2021</b>	8	50	42	0	-34	-5	
<b>How did change in January-March 2021:</b>	increased	remained unchanged	decreased	no response	balance	change of balance over 1 quarter 2021, pp	
demand (turnover) on services	9	49	42	0	-33	-7	
employment	12	57	31	0	-19	3	
<b>How do you expect to change over April-June 2021:</b>	increase	remain unchanged	decrease	no response	balance	change of balance over 1 quarter 2021, pp	
demand (turnover) on services	16	54	30	0	-14	15	
employment	11	70	19	0	-8	5	
service prices	17	77	6	0	11	-4	

Financial services (section K of KVED-2010)	Results of the survey of 157 enterprises						change of balance over 1 quarter 2021, pp
	improved	remained unchanged	deteriorated	no response	balance		
<b>How did your business situation develop in January-March 2021</b>	11	46	43	0	-32	0	
<b>How did change in January-March 2021:</b>	increased	remained unchanged	decreased	no response	balance	change of balance over 1 quarter 2021, pp	
demand (turnover) on services	15	46	39	0	-24	-7	
employment	15	54	31	0	-16	-3	
operating income	24	34	40	2	-16	-19	
operating expenses	43	40	15	2	28	-13	
profitability	15	45	38	2	-23	0	
capital expenditure	13	65	20	2	-7	-16	
<b>How did the competitive position develop in January-March 2021:</b>	improved	remained unchanged	deteriorated	no response	balance	change of balance over 1 quarter 2021, pp	
total	11	58	14	17	-3	-1	
in Ukraine	11	56	12	21	-1	1	
within the EU	2	31	4	63	-2	0	
outside the EU	2	31	4	63	-2	0	
<b>How do you expect to change over April-June 2021:</b>	increase	remain unchanged	decrease	no response	balance	change of balance over 1 quarter 2021, pp	
demand (turnover) on services	19	61	20	0	-1	10	
employment	8	78	14	0	-6	-4	
service prices	16	78	6	0	10	0	
operating income	24	50	24	2	0	7	
operating expenses	38	53	7	2	31	0	
profitability	16	53	29	2	-13	9	
capital expenditure	16	74	8	2	8	7	
<b>How do you expect the competitive position develop over April-June 2021:</b>	improve	remain unchanged	deteriorate	no response	balance	change of balance over 1 quarter 2021, pp	
total	11	56	10	23	1	-3	
in Ukraine	11	57	8	24	3	-3	
within the EU	0	35	2	63	-2	-1	
outside the EU	0	35	2	63	-2	-1	