

Bayt.com Middle East Consumer Confidence Index

August 2012



Objective

- To understand perceptions and attitudes of Middle Eastern consumers regarding the economy of their countries, their personal financial and job situation, their likelihood to purchase and invest and the employment market in general.
- Four indices will be extrapolated from these findings on a regular quarterly basis for which the findings of this analysis serve as the twenty second period (May 2012) after the base period in April 2007
- These are the:
 - Consumer Confidence Index (CCI)
 - Consumer Expectation Index (CEI)
 - Propensity to Consume/Spend Index (PCI)
 - Employee Confidence Index (ECI)

Project Background

- Consumer confidence is a measure of the economic well-being of a country
- It is a reflection of consumer satisfaction levels and expectations based on various factors in the economy - inflation, stock market performance, job opportunities/salary structures, unemployment, investment avenues/returns, business growth, state economic policies, infrastructure, cost of living, interest rates, exchange rates etc.
- Such consumer satisfaction levels and expectations will have an effect on economic variables
- For example, if consumers are positive about the economy and have disposable income levels that are perceived as sufficient, they will tend to spend more on consumer goods
- This in turn will drive business dependent on consumer spending, thereby creating further economic growth
- On the other hand, a pessimistic view of the economy would cause consumers to rein in their spending, creating a spending recession which could effectively cause business losses/ economic downturn
- Similarly, if employable adults are optimistic about job prospects and opportunities, job security, have healthy salary expectations and are hopeful about their career growth and development, it will be reflected in their attitudes towards work and the economy as a whole as well as their spending behaviours
- Therefore following trends in consumer and employee expectations could help forecast economic variables
- This information is useful for professionals, manufacturers/business people, recruitment consultants/agencies, economists and the general public

Demographic Background & Methodology

Age and Gender:

Adult males and females

Aged 18 plus years

Nationalities:

GCC Arabs, North Africans, Levant, Western Expats & Asians

Country of Residence

GCC: UAE, KSA, Kuwait, Oman, Qatar, Bahrain*

Levant: Lebanon, Syria, Jordan

North Africa: Egypt, Morocco, Algeria, Tunisia

Subcontinent: Pakistan**

*Low sample: Results would be indicative only.

** Extremely Low Sample

Methodology:

Online data collection was done between 16th July to 1st August 2012. The total number of respondents achieved was 7,421.

^ Calculation of Indices and Benchmarking

- The indices which concentrate on measuring consumer confidence are the:
 - Consumer Confidence Index (CCI)
 - Consumer Expectation Index (CEI)
 - Propensity to Consume/Spend Index (PCI)

- The index which aims to measure the confidence that employed and working people have with the job market and their own career prospects is:
 - Employee Confidence Index (ECI)

- The Consumer Confidence Index is composed of the following five questions:
 1. We would like to ask you about your financial position currently. How do you think your (and your family's) current financial position compares with that of last year?
 - a) Better, b) Same as last year, c) Worse, d) Don't know/Can't say
 2. In what way do you think your (and your family's) financial position would change in a year's time?
 - a) Better, b) Remain the same as this year, c) Worse, d) Don't know/Can't say
 3. How do you think your current expectations about your country's economy compare with those that you had 3 months previously?
 - a) Better, b) Same, c) Worse, d) Don't know/Can't say
 4. In what way do you think your country's economy would change in a year's time?
 - a) Better, b) Remain the same as this year, c) Worse, d) Don't know/Can't say
 5. How would you rate the current period as a time to buy consumer durable goods such as television, refrigerator, computer, furniture or vehicles or property?
 - a) Good time, b) Neutral time, c) Bad time, d) Don't know/Can't say

^ Calculation of Indices and Benchmarking

- The index is calculated according to the following formula:
- $\text{Index Value} = (\text{Current period value} / \text{Base period value}) * 100$
- Current period's value for each question is calculated as = $((\text{Number of optimistic answers} - \text{Number of pessimistic answers}) / \text{Achieved sample}) * 100 + 100$
- Current period values for each question are summed up to obtain current period's value for the overall index
- The base period of the index is set as April 2007 and the value of the index at this period is 100
- The index has a point of scale ranging from 0 to 200
- There are two sub-indexes of CCI:
- Consumer Expectation Index (CEI)
- Propensity to Consume/Spend Index (PCI)
- The CEI is calculated from questions 2 and 4
- The PCI is calculated using only the fifth question
- The methodology for calculating both these sub-indexes is the same as used for calculating CCI
- Current period's value calculated for April 2007 is fixed as the base period value
- CCI and its sub-indexes will be calculated separately for each country

^ Calculation of Indices and Benchmarking

- The Employee Confidence Index is composed of the following six questions:
 1. Currently, how easy or difficult would you say it is, to find a new job in the country you live in?
a) Plenty of jobs, b) Not many jobs, c) Very few jobs, d) Don't know/Can't say
 2. In what way do you expect availability of employment to change in a year's time?
a) More jobs, b) Same number of jobs, c) Fewer jobs, d) Don't know/Can't say
 3. How would you rate your satisfaction with your current job and career prospects?
a) High, b) Neutral, c) Low, d) Don't know/Can't say
 4. How would you rate your satisfaction with career growth in your current organisation?
a) High, b) Neutral, c) Low, d) Don't know/Can't say
 5. How would you rate your satisfaction with job security in your current organisation?
a) High, b) Neutral, c) Low, d) Don't know/Can't say
 6. How would you rate your satisfaction with your current compensation (including salary, allowances and other benefits)?
a) High, b) Neutral, c) Low, d) Don't know/Can't say
- Current period values for each question will be summed up to obtain current period's value for the overall index
- The base period of the index is set as April 2007 and the value of the index at this period is 100
- ECI will be calculated separately for each country

Current Period Values for CCI & ECI by Country April 2007

Base Period Value for:	Algeria	Egypt	Kuwait	Lebanon	Qatar	KSA	Syria	UAE
Achieved Sample Size	415	1635	711	696	382	2095	200	2069
CEI	288.2	259.1	297.5	217.2	303.4	305.6	268.0	296.4
PCI	103.9	90.6	104.5	67.5	107.6	98.1	76.0	99.2
CCI	637.3	573.6	634.5	428.9	671.7	651.6	560.5	634.4
ECI	605.8	598.5	635.0	490.1	711.3	651.6	549.5	660.8

Current Period Values for CCI & ECI by Country July 2007

Values for July 2007	Algeria	Egypt	Jordan	Kuwait	Lebanon	Pakistan	Qatar	KSA	UAE
Achieved Sample Size	427	1632	1206	732	435	960	355	2251	2099
CEI	292.3	261.2	277.0	294.4	236.6	293.8	307.0	307.8	294.0
PCI	107.5	93.1	89.3	105.7	67.4	114.3	108.2	101.9	102.8
CCI	661.1	580.5	597.9	640.4	456.3	660.5	669.3	657.8	630.3
ECI	623.4	608.1	588.0	626.2	524.8	551.9	730.7	669.1	655.7

Current Period Values for CCI & ECI by Country October 2007

Values for October 2007	Algeria	Egypt	Jordan	Kuwait	Lebanon	Pakistan	Qatar	KSA	UAE
Achieved Sample Size	452	2217	881	663	286	850	336	3633	3031
CEI	283.0	253.3	246.8	285.8	207.7	287.2	287.2	279.8	276.5
PCI	89.4	86.1	88.9	92.8	67.8	106.5	95.5	83.4	93.8
CCI	608.0	554.8	528.0	609.2	425.5	633.8	615.2	579.1	592.2
ECI	621.7	591.8	582.0	615.2	496.2	565.8	664.3	610.8	629.1

Current Period Values for CCI & ECI by Country January 2008

Values for Jan 2008	Algeria	Egypt	Jordan	Kuwait	Morocco	Pakistan	Qatar	KSA	Syria	Tunisia	UAE
Achieved Sample Size	401	1265	149	131	731	659	208	1264	113	111	184
CEI	260.1	219.1	179.2	249.6	268.0	278.3	281.3	263.8	242.5	260.4	275.5
PCI	85.3	81.7	79.2	91.6	74.8	99.1	101.0	80.9	68.1	74.8	107.1
CCI	552.4	481.8	398.0	538.2	549.9	587.3	595.2	536.1	481.4	536.0	607.6
ECI	558.1	577.7	508.7	573.3	588.5	554.9	689.9	624.1	541.6	579.3	679.3

Current Period Values for CCI & ECI by Country May 2008

Values for May 2008	Algeria	Bahrain	Egypt	Jordan	Kuwait	Lebanon	Morocco	Oman	Pakistan	Qatar	KSA	Syria	Tunisia	UAE
Achieved Sample Size	1745	162	1708	1165	876	387	658	149	741	338	2442	228	220	1335
CEI	263.6	251.9	203.2	194.3	251.4	206.5	254.9	273.8	285.7	247.0	250.9	211.4	267.7	258.1
PCI	83.8	88.9	70.6	64.9	81.3	60.5	70.2	83.9	105.9	89.9	81.6	55.3	87.3	89.4
CCI	567.4	544.4	434.5	393.4	521.5	403.4	508.5	579.9	619.4	550.6	517.3	414.0	578.6	548.8
ECI	590.0	604.3	561.0	526.7	603.7	525.6	585.1	658.4	552.4	674.9	616.7	550.0	603.6	654.8

Current Period Values for CCI & ECI by Country July 2008

Values for July 2008	Algeria	Bahrain	Egypt	Jordan	Kuwait	Lebanon	Morocco	Oman	Pakistan	Qatar	KSA	Syria	Tunisia	UAE
Achieved Sample Size	669	137	2045	955	614	222	1427	102	1093	400	2303	149	114	2100
CEI	255.2	240.9	199.0	181.7	250.5	212.2	235.2	259.8	239.2	254.0	245.1	238.9	238.6	229.0
PCI	81.8	89.8	67.7	64.1	88.4	69.4	60.3	90.2	86.7	90.5	77.9	68.5	66.7	83.7
CCI	550.1	515.3	423.7	370.7	540.7	437.4	464.1	567.6	510.9	548.8	503.7	477.9	493.0	496.6
ECI	551.3	571.5	536.6	519.9	598.7	494.1	544.6	627.5	512.4	665.5	612.2	580.5	542.1	621.1

Current Period Values for CCI & ECI by Country November 2008

Values for November 2008	Algeria	Bahrain	Egypt	Jordan	Kuwait	Lebanon	Morocco	Oman	Qatar	KSA	Syria	Tunisia	UAE
Achieved Sample Size	703	130	2606	789	755	261	2517	111	401	2568	156	194	2029
CEI	238.3	250.0	218.0	242.3	252.1	258.6	256.3	272.1	264.3	253.3	241.7	266.5	228.5
PCI	81.1	73.1	75.7	70.2	79.6	82.8	65.3	73.0	81.8	69.5	76.3	64.9	75.8
CCI	522.9	526.2	469.7	500.0	519.6	546.7	505.2	546.8	557.1	504.0	506.4	538.7	475.2
ECI	561.5	558.5	549.4	544.2	575.4	524.1	556.0	579.3	628.7	586.0	590.4	553.6	541.8

Current Period Values for CCI & ECI by Country February 2009

Values for February 2009	Algeria	Bahrain	Egypt	Jordan	Kuwait	Lebanon	Morocco	Oman	Qatar	KSA	Syria	Tunisia	UAE
Achieved Sample Size	494	83	2563	608	456	190	854	78	246	1312	120	164	1253
CEI	246.4	226.5	210.3	219.9	208.1	246.8	249.6	243.6	235.4	243.7	236.7	278.0	192.0
PCI	83.6	77.1	75.1	75.8	71.5	86.8	63.2	92.3	81.7	75.5	62.5	79.3	63.7
CCI	532.4	454.2	444.4	458.7	413.4	512.6	484.5	528.2	496.7	498.0	451.7	550.6	379.9
ECI	560.3	444.6	504.3	498.7	451.5	527.9	525.9	507.7	536.2	543.6	530.0	561.6	422.7

Current Period Values for CCI & ECI by Country May 2009

Values for May 2009	Algeria	Bahrain	Egypt	Jordan	Kuwait	Lebanon	Morocco	Oman	Pakistan	Qatar	KSA	Syria	Tunisia	UAE
Achieved Sample Size	455	153	2688	613	483	239	1371	84	437	401	2243	143	127	1418
CEI	240.0	257.5	228.4	240.8	259.6	249.8	251.5	288.1	249.2	256.4	267.9	249.7	263.0	244.6
PCI	79.6	77.8	77.6	75.7	79.7	83.7	65.9	97.6	86.5	77.6	79.8	66.4	74.0	76.2
CCI	517.8	514.4	472.9	465.1	503.3	526.8	486.1	604.8	522.2	522.9	539.9	496.5	522.8	480.5
ECI	567.5	490.8	522.1	507.8	522.2	526.8	539.2	559.5	478.9	541.6	561.5	546.9	581.1	476.3

Current Period Values for CCI & ECI by Country August 2009

Values for August 2009	Algeria	Bahrain	Egypt	Jordan	Kuwait	Lebanon	Morocco	Oman	Pakistan	Qatar	KSA	Syria	Tunisia	UAE
Achieved Sample Size	737	105	2302	625	356	217	1357	73	27	195	1604	151	187	1111
CEI	251.5	271.4	244.2	238.5	280.3	249.7	261.8	304.1	244.4	281.5	277.4	264.2	266.8	270.2
PCI	74.2	78.09	80.5	67.6	91.2	85.7	67.4	101.3	111.1	87.6	81.1	68.2	73.7	89.2
CCI	534.1	544.7	517.2	465.6	566.5	523.9	524.9	652.0	525.9	583.5	562.2	527.8	541.1	539.4
ECI	559.9	525.7	531.1	507.6	565.1	517.0	558.4	665.7	585.1	616.9	575.1	599.3	558.2	515.9

Current Period Values for CCI & ECI by Country December 2009

Values for Dec, 2009	Algeria	Bahrain	Egypt	Jordan	Kuwait	Lebanon	Morocco	Oman	Pakistan	Qatar	KSA	Syria	Tunisia	UAE
Achieved Sample Size	735	168	4273	985	613	278	1744	148	1086	430	2403	310	201	1791
CEI	281.5	265.5	247.3	228.7	274.9	266.2	254.8	302.0	253.7	284.7	279.0	260.3	271.6	259.8
PCI	88.7	102.4	79.7	64.0	83.5	83.8	64.0	82.4	91.9	81.0	83.2	69.7	65.2	79.4
CCI	610.9	556.6	523.0	446.2	548.5	544.2	496.0	623.0	536.6	579.1	569.1	520.3	532.3	508.8
ECI	603.4	498.2	559.5	500.2	543.1	524.5	528.2	614.2	486	570	579.2	558.7	562.2	506.6

Current Period Values for CCI & ECI by Country March 2010

Values for Mar, 2010	Algeria	Bahrain	Egypt	Jordan	Kuwait	Lebanon	Morocco	Oman	Pakistan	Qatar	KSA	Syria	Tunisia	UAE
Achieved Sample Size	279	97	1360	419	193	119	944	86	495	199	1038	104	103	774
CEI	258.1	283.5	249.0	221.2	273.6	235.3	272.7	308.1	265.7	274.9	268.4	257.7	277.7	266.5
PCI	77.1	93.8	79.9	66.6	79.8	73.1	65.1	103.5	94.7	86.9	80.8	76.9	62.1	90.6
CCI	542.7	568.0	519.3	430.8	554.4	492.4	532.0	643.0	556.2	576.9	553.4	523.1	537.9	536.8
ECI	258.1	283.5	249.0	221.2	273.6	235.3	272.7	308.1	265.7	274.9	268.4	257.7	277.7	266.5

Current Period Values for CCI & ECI by Country June 2010

Values for Jun, 2010	Algeria	Bahrain	Egypt	Jordan	Kuwait	Lebanon	Morocco	Oman	Pakistan	Qatar	KSA	Syria	Tunisia	UAE
Achieved Sample Size	370	93	1375	379	135	144	435	99	329	131	1143	168	146	584
CEI	274.1	261.3	236.2	230.9	267.4	257.6	272.2	284.8	241.6	272.5	259.1	254.8	271.9	265.9
PCI	73.8	94.6	72.3	67.8	78.5	78.5	78.9	96.0	97.0	89.3	77.3	73.2	71.9	84.6
CCI	567.3	558.1	487.8	450.9	528.9	525.0	554.9	608.1	526.4	588.5	532.7	515.5	556.2	533.9
ECI	509.7	507.5	485.7	411.9	482.2	497.2	509.7	524.2	491.2	561.8	525.0	451.2	508.2	474.0

Current Period Values for CCI & ECI by Country, September 2010

Values for Sep, 2010	Algeria	Bahrain	Egypt	Jordan	Kuwait	Lebanon	Morocco	Oman	Pakistan	Qatar	KSA	Syria	Tunisia	UAE
Achieved Sample Size	498	103	1740	750	204	192	650	166	602	179	861	468	164	770
CEI	265	227	228	223	282	255	273	283	241	279	262	268	271	261
PCI	88	76	72	62	84	85	70	86	91	85	81	67	78	85
CCI	578	470	472	427	569	515	547	587	506	583	539	534	552	537
ECI	493	434	461	419	544	502	507	522	495	576	525	477	483	486

Current Period Values for CCI & ECI by Country, December 2010

Values for Dec, 2010	Algeria	Bahrain	Egypt	Jordan	Kuwait	Lebanon	Morocco	Oman	Pakistan	Qatar	KSA	Syria	Tunisia	UAE
Achieved Sample Size	663	103	2924	670	244	191	617	115	755	204	1570	429	241	527
CEI	258	257	229	224	261	201	276	303	239	290	262	265	261	274
PCI	77	83	71	63	83	70	78	103	90	91	81	68	68	88
CCI	551	532	474	429	542	416	559	646	505	600	542	532	558	551
ECI	478	487	472	422	521	436	523	582	499	563	528	479	501	509

Current Period Values for CCI & ECI by Country March 2011

Values for Mar, 2011	Algeria	Bahrain	Egypt	Jordan	Kuwait	Lebanon	Morocco	Oman	Pakistan	Qatar	KSA	Syria	Tunisia	UAE
Achieved Sample Size	1264	41	70	717	307	222	1218	95	20	211	1505	342	473	1202
CEI	277	261	296	237	292	227	276	304	305	310	301	275	310	291
PCI	81	73	66	62	85	70	63	84	80	79	82	70	57	84
CCI	588	524	529	455	586	459	538	639	575	612	612	536	552	588
ECI	518	559	531	440	522	458	534	603	495	578	569	527	549	527

Current Period Values for CCI & ECI by Country June 2011

Values for Jun, 2011	Algeria	Bahrain	Egypt	Jordan	Kuwait	Lebanon	Morocco	Oman	Pakistan	Qatar	KSA	Syria	Tunisia	UAE
Achieved Sample Size	376	82	2207	521	162	152	413	104	510	154	865	181	157	607
CEI	277	262	303	254	286	211	280	283	250	288	286	250	294	279
PCI	90	79	59	61	88	64	69	82	94	94	81	57	56	87
CCI	604	524	557	479	593	422	558	599	524	605	581	470	527	572
ECI	513	457	542	440	526	452	525	576	488	622	547	506	546	509

Current Period Values for CCI & ECI by Country September 2011

Values for Sept, 2011	Algeria	Bahrain	Egypt	Jordan	Kuwait	Lebanon	Morocco	Oman	Pakistan	Qatar	KSA	Syria	Tunisia	UAE
Achieved Sample Size	843	69	2413	685	310	164	710	125	12	243	733	252	447	499
CEI	270	251	304	245	279	231	276	294	308	294	285	232	289	277
PCI	81	72	68	64	82	71	61	99	133	84	77	50	54	84
CCI	585	490	575	469	559	471	543	621	692	596	581	429	517	564
ECI	501	514	533	440	505	460	510	565	725	558	552	442	525	512

Current Period Values for CCI & ECI by Country December 2011

Values for Dec, 2011	Algeria	Bahrain	Egypt	Jordan	Kuwait	Lebanon	Morocco	Oman	Pakistan	Qatar	KSA	Syria	Tunisia	UAE
Achieved Sample Size	695	34	2279	562	122	204	499	47	9	136	553	269	434	561
CEI	276	276	308	224	275	210	291	266	222	296	287	219	277	256
PCI	86	79	62	53	78	64	65	89	67	69	77	41	53	77
CCI	600	541	558	422	539	415	563	568	456	577	569	388	487	506
ECI	505	476	531	421	498	452	540	534	478	601	567	460	508	474

Current Period Values for CCI & ECI by Country March 2012

Values for Mar, 2011	Algeria	Bahrain	Egypt	Jordan	Kuwait	Lebanon	Morocco	Oman	Pakistan	Qatar	KSA	Syria	Tunisia	UAE
Achieved Sample Size	715	45	2570	571	162	161	493	104	367	153	890	191	360	730
CEI	273.4	262.2	288.7	212.1	282.1	194.4	283.6	301.0	272.5	293.5	287.2	184.3	297.2	264.5
PCI	82.8	95.6	62.6	59.4	92.0	67.7	66.5	83.7	100.0	89.5	83.5	36.6	53.6	87.1
CCI	588.3	537.8	522.9	404.2	564.8	391.3	553.1	602.9	574.7	587.6	585.3	313.6	534.7	544.2
ECI	515	384	520	417	504	452	546	585	522	582	568	429	530	496

Current Period Values for CCI & ECI by Country May 2012

Values for May, 2011	Algeria	Bahrain	Egypt	Jordan	Kuwait	Lebanon	Morocco	Oman	Pakistan	Qatar	KSA	Syria	Tunisia	UAE
Achieved Sample Size	625	68	3393	826	224	250	779	116	17	234	1219	244	403	939
CEI	268.3	235.3	286.9	214.0	280.8	206.4	277.0	311.2	223.5	276.5	280.5	179.9	278.2	269.4
PCI	85.3	76.5	66.5	62.0	85.3	74.4	68.7	93.1	111.8	86.8	83.4	29.1	51.4	86.0
CCI	576.3	500.0	531.3	423.7	565.6	415.6	545.2	644.0	547.1	573.9	576.6	325.8	506.5	554.0
ECI	493.0	433.8	518.6	429.9	497.3	459.2	524.1	562.1	488.2	586.3	560.5	370.9	526.6	482.7

Current Period Values for CCI & ECI by Country August 2012

Values for Aug, 2011	Algeria	Bahrain	Egypt	Jordan	Kuwait	Lebanon	Morocco	Oman	Pakistan	Qatar	KSA	Syria	Tunisia	UAE
Achieved Sample Size	557	93	1836	650	208	186	502	131	25	226	1050	121	218	906
CEI	268.0	261.3	298.6	185.4	273.6	187.1	265.1	271.0	284.0	283.6	286.5	207.4	279.8	271.4
PCI	84.0	96.8	76.5	57.5	89.4	75.8	65.3	94.7	112.0	83.6	88.2	32.2	67.4	88.4
CCI	577.4	564.5	586.9	360.2	561.5	387.1	510.8	584.7	608.0	586.7	598.8	336.4	545.0	554.3
ECI	501.4	494.6	536.7	395.4	521.2	442.5	507.0	540.5	576.0	565.0	577.5	438.8	509.2	485.9

Current Period Values for CCI & ECI by Country April 2007 & August 2012

	Algeria		Bahrain		Egypt		Kuwait		Lebanon	
	April, 07	Aug, 12	April, 07	Aug, 12	April, 07	Aug, 12	April, 07	Aug, 12	April, 07	Aug, 12
Achieved Sample Size	415	557	101	93	1635	1836	711	208	696	186
CEI	288.2	268.0	273.3	261.3	259.1	298.6	297.5	273.6	217.2	187.1
PCI	103.9	84.0	91.1	96.8	90.6	76.5	104.5	89.4	67.5	75.8
CCI	637.3	577.4	597.0	564.5	573.6	586.9	634.5	561.5	428.9	387.1
ECI	605.8	501.4	567.3	494.6	598.5	536.7	635	521.2	490.1	442.5

Current Period Values for CCI & ECI by Country April 2007 & August 2012

	Morocco		Qatar		KSA		Syria		UAE	
	April, 07	Aug, 12	April, 07	Aug, 12	April, 07	Aug, 12	April, 07	Aug, 12	April, 07	Aug, 12
Achieved Sample Size	112	502	382	226	2095	1050	200	121	2069	906
CEI	275.0	265.1	303.4	283.6	305.6	286.5	268	207.4	296.4	271.4
PCI	84.8	65.3	107.6	83.6	98.1	88.2	76	32.2	99.2	88.4
CCI	582.1	510.8	671.7	586.7	651.6	598.8	560.5	336.4	634.4	554.3
ECI	552.7	507.0	711.3	565.0	651.6	577.5	549.5	438.8	660.8	485.9

Indices by Country - July 2007

Index	Algeria	Egypt	Kuwait	Lebanon	Qatar	KSA	UAE
CEI	101.4	100.8	99.0	108.9	101.2	100.7	99.2
PCI	103.5	102.8	101.2	99.7	100.5	103.8	103.6
CCI	103.7	101.2	100.9	106.4	99.6	100.9	99.4
ECI	102.9	101.6	98.6	107.1	102.7	102.7	99.2

Indices by Country - October 2007

Index	Algeria	Egypt	Kuwait	Lebanon	Qatar	KSA	UAE
CEI	98.2	97.7	96.1	95.6	94.7	91.5	93.3
PCI	86.1	95.0	88.8	100.4	88.8	85.0	94.6
CCI	95.4	96.7	96.0	99.2	91.6	88.9	93.4
ECI	102.6	98.9	96.9	101.2	93.4	93.7	95.2

Indices by Country - January 2008

Index	Algeria	Egypt	Kuwait	Qatar	KSA	UAE
CEI	90.2	84.5	83.9	92.7	86.3	93.0
PCI	82.1	90.2	87.7	93.8	82.5	107.9
CCI	86.7	84.0	84.8	88.6	82.3	95.8
ECI	92.1	96.5	90.3	97.0	95.8	102.8

Indices by Country - May 2008

Index	Algeria	Bahrain	Egypt	Kuwait	Lebanon	Morocco	Qatar	KSA	Syria	UAE
CEI	91.5	92.2	78.4	84.5	95.0	92.7	81.4	82.1	78.9	87.1
PCI	80.7	97.6	77.9	77.8	89.5	82.8	83.6	83.2	72.7	90.1
CCI	89.0	91.2	75.7	82.2	94.0	87.4	82.0	79.4	73.9	86.5
ECI	97.4	106.5	93.7	95.1	107.2	105.9	94.9	94.7	100.1	99.1

Indices by Country - July 2008

Index	Algeria	Bahrain	Egypt	Kuwait	Lebanon	Morocco	Qatar	KSA	Syria	UAE
CEI	88.5	88.1	76.8	84.2	97.7	85.5	83.7	80.2	89.2	77.2
PCI	78.7	98.6	74.7	84.6	102.7	71.1	84.1	79.4	90.1	84.4
CCI	86.3	86.3	73.9	85.2	102.0	79.7	81.7	77.3	85.3	78.3
ECI	91.0	100.7	89.7	94.3	100.8	98.5	93.6	93.9	105.6	94.0

Indices by Country - November 2008

Index	Algeria	Bahrain	Egypt	Jordan	Kuwait	Lebanon	Morocco	Oman	Qatar	KSA	Syria	Tunisia	UAE
CEI	82.7	91.5	84.1	85.5	84.7	119.0	93.2	96.5	87.1	82.9	90.2	93.9	77.1
PCI	78.1	80.2	83.6	78.0	76.2	122.6	77.0	74.8	76.0	70.9	100.4	69.0	76.4
CCI	82.0	88.1	81.9	82.0	81.9	127.5	86.8	88.5	82.9	77.3	90.3	88.1	74.9
ECI	92.7	98.4	91.8	89.2	90.6	106.9	100.6	94.6	88.4	89.9	107.4	104.9	82.0

Indices by Country - February 2009

Index	Algeria	Egypt	Kuwait	Lebanon	Morocco	Qatar	KSA	Syria	UAE
CEI	85.5	81.2	70.0	113.6	90.8	77.6	79.7	88.3	64.8
PCI	80.5	82.9	68.4	128.6	74.5	75.9	76.9	82.2	64.2
CCI	83.5	77.5	65.2	119.5	83.2	74.0	76.4	80.6	59.9
ECI	92.5	84.3	71.1	107.7	95.2	75.4	83.4	96.5	64.0

Indices by Country - May 2009

Index	Algeria	Bahrain	Egypt	Kuwait	Lebanon	Morocco	Qatar	KSA	Syria	UAE
CEI	83.3	94.2	88.1	87.3	115.0	91.5	84.5	87.7	93.2	82.5
PCI	76.6	85.4	85.7	76.3	123.9	77.7	72.1	1.3	87.4	76.8
CCI	81.2	86.2	82.4	79.3	122.8	83.5	77.9	82.9	88.6	75.7
ECI	93.7	86.5	87.2	82.2	107.5	97.6	76.2	6.2	99.5	72.1

Indices by Country - August 2009

Index	Algeria	Bahrain	Egypt	Kuwait	Lebanon	Morocco	Qatar	KSA	Syria	UAE
CEI	87.3	99.3	94.3	94.2	115.0	95.2	92.8	90.8	98.6	91.2
PCI	71.5	85.7	88.9	87.4	126.9	79.5	81.5	82.6	89.8	90.0
CCI	83.8	91.2	90.2	89.3	122.2	90.2	86.9	86.3	94.2	85.0
ECI	92.4	92.7	88.8	89.0	105.5	101.0	86.7	88.3	109.1	78.1

Indices by Country - December 2009

Index	Algeria	Bahrain	Egypt	Kuwait	Lebanon	Morocco	Qatar	KSA	Syria	UAE
CEI	97.7	97.2	95.4	92.4	122.5	92.7	93.8	91.3	97.1	87.6
PCI	85.4	112.4	88.0	79.9	124.1	75.5	75.3	84.8	91.7	80.0
CCI	95.6	93.2	91.2	86.5	126.9	85.2	86.2	87.3	92.8	80.2
ECI	99.6	87.8	93.5	85.5	107.0	95.6	80.1	88.9	101.7	76.7

Indices by Country - March 2010

Index	Algeria	Bahrain	Egypt	Kuwait	Lebanon	Morocco	Qatar	KSA	Syria	UAE
CEI	89.5	103.7	96.1	92.0	108.3	99.2	90.6	87.8	96.2	89.9
PCI	74.2	103.0	88.2	76.4	108.3	76.8	80.8	82.4	101.2	91.3
CCI	85.1	95.1	90.5	87.4	114.8	91.4	85.9	84.9	93.3	84.6
ECI	91.2	89.9	89.0	83.3	101.2	100.0	76.7	86.1	101.5	75.9

Indices by Country - June 2010

Index	Algeria	Bahrain	Egypt	Kuwait	Lebanon	Morocco	Qatar	KSA	Syria	UAE
CEI	95.1	95.6	91.2	89.9	118.6	99.0	89.8	84.8	95.1	89.7
PCI	71.0	103.9	79.8	75.1	116.2	93.0	83.0	78.7	96.3	85.2
CCI	89.0	93.5	85.0	83.4	122.4	95.3	87.6	81.7	92.0	84.2
ECI	84.1	89.5	81.2	75.9	101.5	92.2	79.0	80.6	82.1	71.7

Indices by Country - September 2010

Index	Algeria	Bahrain	Egypt	Kuwait	Lebanon	Morocco	Qatar	KSA	Syria	UAE
CEI	92.1	83.1	87.9	94.9	117.2	99.3	92.1	85.8	100.0	88.0
PCI	85.1	83.1	79.4	80.7	126.5	83.1	78.9	83.0	88.3	85.3
CCI	90.6	78.7	82.2	89.7	120.1	93.9	86.8	82.8	95.3	84.7
ECI	81.4	76.5	77.0	85.6	102.3	91.7	81.0	80.5	86.9	73.6

Indices by Country - December 2010

Index	Algeria	Bahrain	Egypt	Kuwait	Lebanon	Morocco	Qatar	KSA	Syria	UAE
CEI	89.5	94.0	88.4	87.7	92.5	100.4	95.6	85.7	98.9	92.4
PCI	74.1	91.1	78.4	79.4	103.7	92.0	95.7	82.5	89.5	88.7
CCI	86.5	89.1	82.6	85.4	97.0	96.0	96.2	83.2	94.9	86.9
ECI	78.9	85.8	78.9	82.0	89.0	94.6	81.8	81.0	87.2	77.0

Indices by Country - March 2011

Index	Algeria	Bahrain	Egypt	Kuwait	Lebanon	Morocco	Qatar	KSA	Syria	UAE
CEI	96.1	95.5	114.1	98.1	104.7	100.2	102.2	98.4	102.6	98.1
PCI	77.9	80.3	72.5	81.4	103.4	74.0	73.6	83.1	92.7	85.0
CCI	92.3	87.8	92.2	92.4	107.1	92.4	91.2	93.9	95.6	92.7
ECI	85.4	98.5	88.8	82.2	93.5	96.7	81.3	87.4	96.0	79.8

Indices by Country - June 2011

Index	Algeria	Bahrain	Egypt	Kuwait	Lebanon	Morocco	Qatar	KSA	Syria	UAE
CEI	96.2	95.9	117.0	96.1	96.9	101.7	94.8	93.5	93.2	94.0
PCI	86.3	87.0	65.5	83.9	94.5	81.1	87.5	82.7	75.6	87.8
CCI	94.7	87.8	97.0	93.5	98.3	95.9	90.0	89.1	83.9	90.1
ECI	84.6	80.6	90.5	82.8	92.2	95.1	87.5	84.0	92.0	77.0

Indices by Country - September 2011

Index	Algeria	Bahrain	Egypt	Kuwait	Lebanon	Morocco	Qatar	KSA	Syria	UAE
CEI	93.6	91.8	117.5	93.7	106.4	100.3	96.8	93.3	86.6	93.4
PCI	78.1	79.6	75.0	78.4	104.7	72.4	78.0	78.8	65.3	84.2
CCI	91.8	82.0	100.3	88.2	109.8	93.3	88.7	89.1	76.6	88.9
ECI	82.8	90.7	89.1	79.5	93.8	92.4	78.4	84.7	80.5	77.4

Indices by Country - December 2011

Index	Algeria	Bahrain	Egypt	Kuwait	Lebanon	Morocco	Qatar	KSA	Syria	UAE
CEI	95.9	101.2	118.9	92.6	96.6	105.7	97.4	94.0	81.8	86.3
PCI	82.6	87.2	68.4	74.5	94.4	77.0	64.2	78.9	53.3	77.4
CCI	94.2	90.6	97.2	84.9	96.8	96.8	85.9	87.2	69.2	79.7
ECI	83.4	84.0	88.8	78.5	92.2	97.8	84.6	87.1	83.8	71.8

Indices by Country - March 2012

Index	Algeria	Bahrain	Egypt	Kuwait	Lebanon	Morocco	Qatar	KSA	Syria	UAE
CEI	94.9	96.0	111.4	94.8	89.5	103.1	96.7	94.0	68.8	89.2
PCI	79.7	104.9	69.1	88.0	100.3	78.4	83.2	85.1	48.2	87.8
CCI	92.3	90.1	91.2	89.0	91.2	95.0	87.5	89.8	56.0	85.8
ECI	85.0	67.8	86.9	79.3	92.1	98.9	81.8	87.1	78.0	75.1

Indices by Country – May 2012

Index	Algeria	Bahrain	Egypt	Kuwait	Lebanon	Morocco	Qatar	KSA	Syria	UAE
CEI	93.1	86.1	110.7	94.4	95.0	100.7	91.1	91.8	67.1	90.9
PCI	82.1	84.0	73.4	81.6	110.2	81.0	80.6	85.0	38.3	86.7
CCI	90.4	83.7	92.6	89.2	96.9	93.7	85.4	88.5	58.1	87.3
ECI	81.4	76.5	86.7	78.3	93.7	94.8	82.4	86.0	67.5	73.1

Indices by Country – August 2012

Index	Algeria	Bahrain	Egypt	Kuwait	Lebanon	Morocco	Qatar	KSA	Syria	UAE
CEI	93.0	95.6	115.2	92.0	86.1	96.4	93.5	93.7	77.4	91.6
PCI	80.9	106.2	84.5	85.6	112.3	77.0	77.7	89.9	42.4	89.1
CCI	90.6	94.6	102.3	88.5	90.3	87.7	87.3	91.9	60.0	87.4
ECI	82.8	87.2	89.7	82.1	90.3	91.7	79.4	88.6	79.9	73.5

What do the Indices Indicate?

Comparison of March 2011 with Base Period April 07

- Since the base period for the Consumer and Employee Confidence Survey was pegged in April 2007, all subsequent indice calculations would be comparable to this period.
- An index of > 100 means the confidence for the current period (in this case, May '12) is higher than that in April 2007.
- Conversely, an index of < 100 indicates a dip in confidence compared to that in April 2007.
- Countries which had a period of high confidence during April 2007 would need to match or exceed those levels of optimism for a better score whereas countries who were pessimistic in April 2007 probably have a slightly easier task of reducing the negativity or returning to normal circumstances for generating a higher score.
- Over the last 69 months since the base period, the indices across all countries have experienced a dips and gains at various time periods.
- **UAE** showcases some drop across the indices in the region.
- Therefore, **all 10 countries** measured against the base period showed a **dip** rather than rise in confidence in the **last 69 months**.

^ Differences in Index by Country – Aug 2012 to May 2012

Index	Algeria	Bahrain	Egypt	Kuwait	Lebanon	Morocco	Qatar	KSA	Syria	UAE
CEI	-0.1	9.5	4.5	-2.4	-8.9	-4.3	2.4	2.0	10.3	0.7
PCI	-1.2	22.3	11.0	4.0	2.1	-3.9	-2.9	4.9	4.1	2.4
CCI	0.2	10.8	9.7	-0.6	-6.6	-5.9	1.9	3.4	1.9	0.0
ECI	1.4	10.7	3.0	3.8	-3.4	-3.1	-3.0	2.6	12.4	0.5

What do the Indices Indicate?

Comparison of Aug '12 with Previous Period May '12

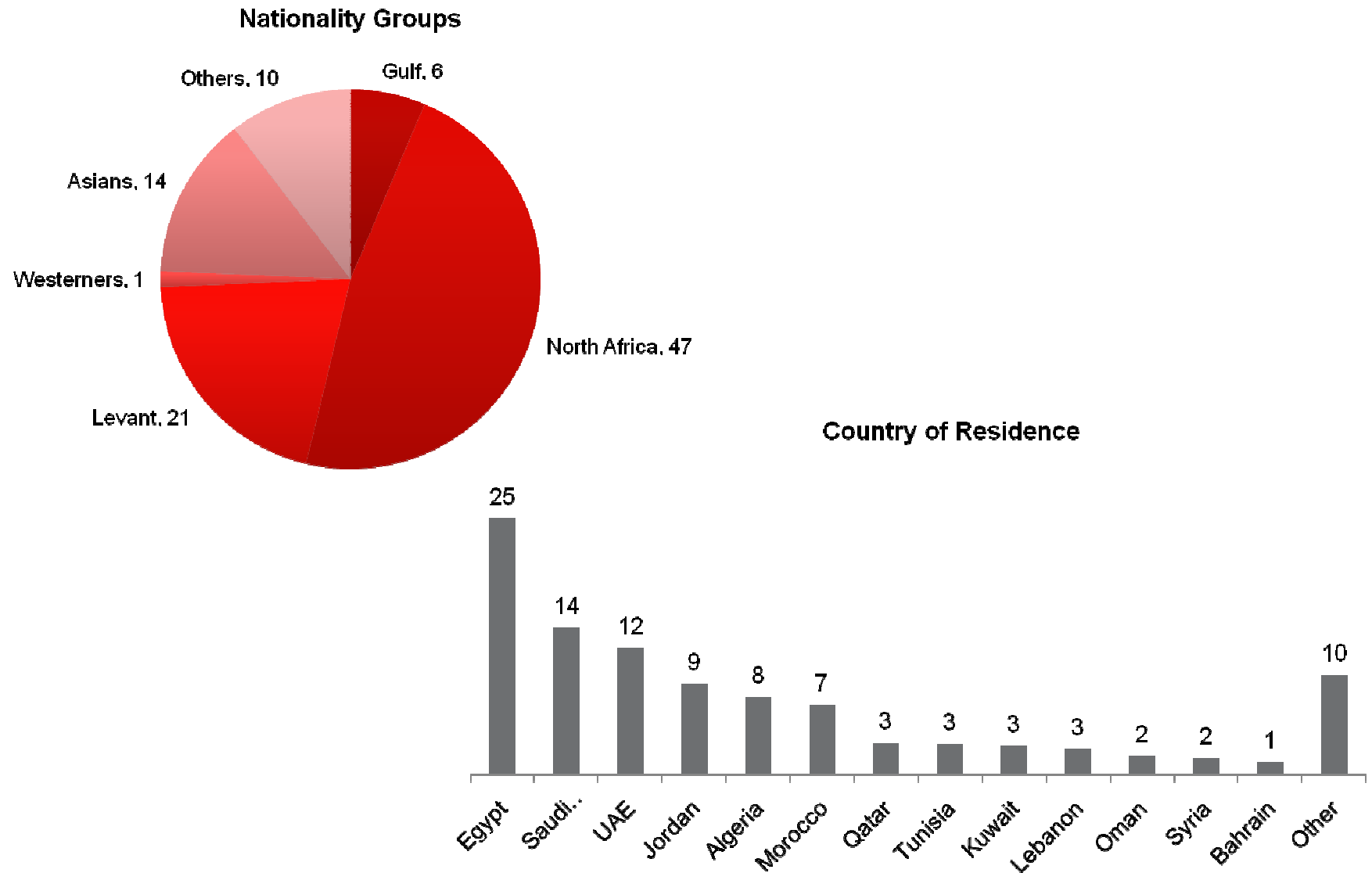
- The following comparison has been done wherever relevant with the previous period of May 2012.
- **UAE, sees some improvement across all the indices in comparison to the last wave.**
- Syria also sees significant improvement compared to the last wave..
- Lebanon sees some dips on 3 out of the 4 indices.

What does this Mean for the UAE?

- Consumer Confidence in the UAE is constant with the past wave.
- Respondents in the UAE continue to anticipate some improvement in their personal financial situation in the future.
- Only 28% of the total respondents in this wave feel that their personal financial situation is better than last year. 30% opine that it is worse. 51% are optimistic about their future personal financial situation.
- 44% of the respondents have positive expectations regarding the country's future economy and financial conditions. Another 17% feel that it would remain the same.
- 41% of the respondents are of the opinion that now is not a good time to buy consumer durables.
- 33% say that the current period is a bad time for business. However, 49% say this would improve in a year's time.
- Majority of respondents believe that finding a job is difficult in the UAE in the current situation but have a positive outlook of the future. 45% opine that there are very few jobs available in the UAE market.
- Low to moderate satisfaction with current compensation reported by the residents. 51% claim low satisfaction with job security.
- 65% also claim that salaries are not keeping pace with the cost of living.

Respondent profile

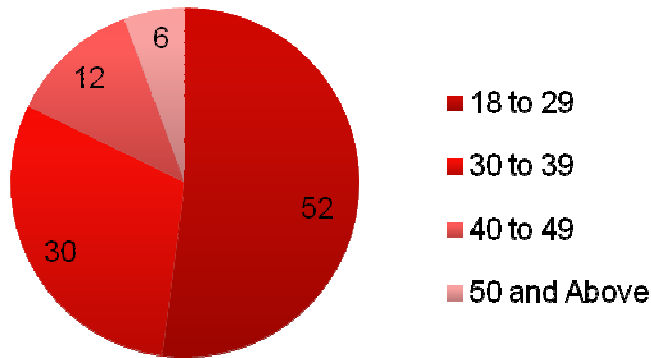
Respondent Profile – Country



Base: Total Sample – N= 7421

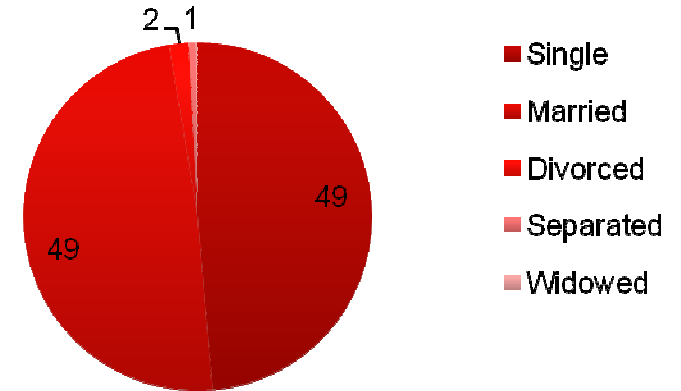
Respondent profile - Personal

Age group



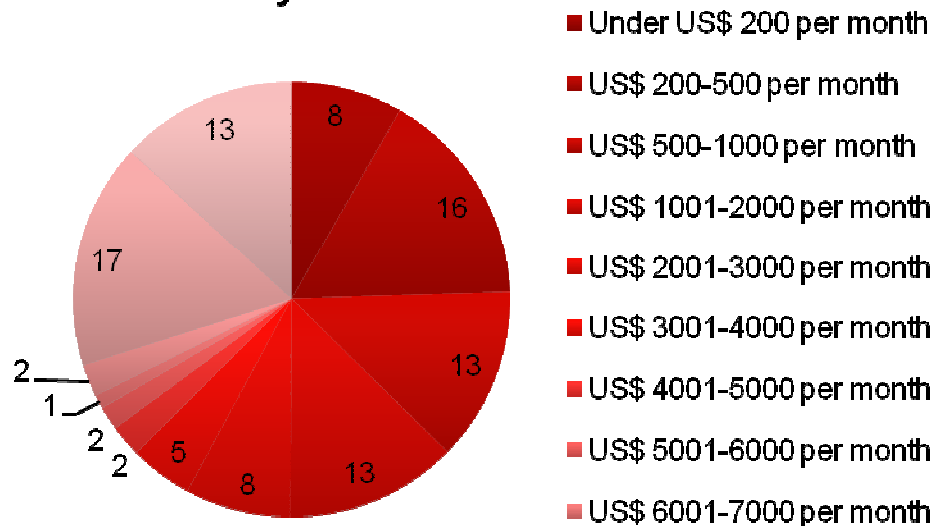
Base: Total Sample – N= 7421

Marital Status



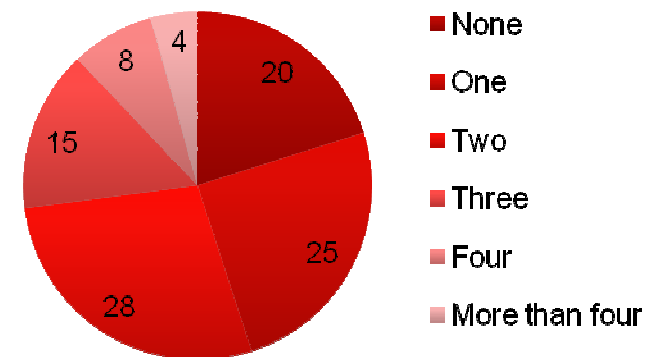
Base: Total Sample – N= 7421

Monthly Personal Income



Base: Total Sample – N= 7421

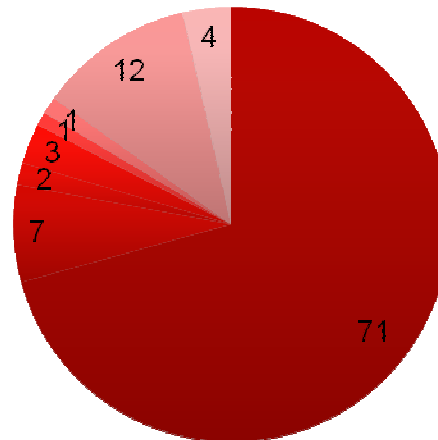
No. of children



Base: Married/ used to be married– N= 3811

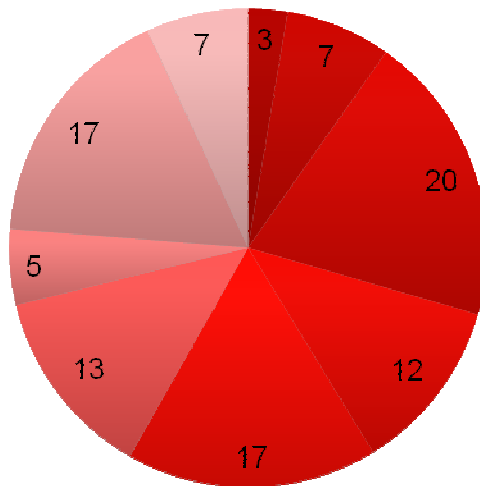
Respondent profile - Organizational

Work Status



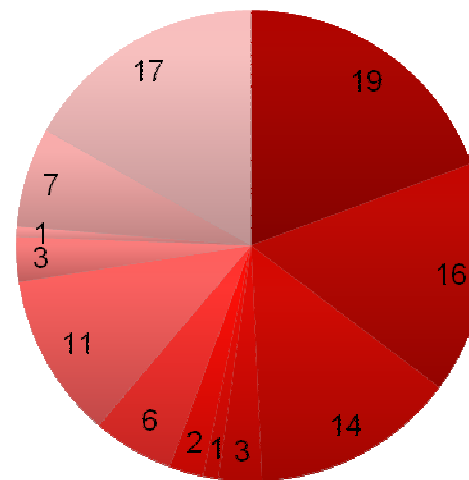
- Working full time (30 or more hours per week)
- Working part time (8 to 29 hours per week)
- Working part time (Less than 8 hours a week)
- Full time student
- Retired
- Full-time home-maker or housewife
- Unemployed
- Other

Level of Seniority



- CEO/President/Chairman/Owner/Self employed
- Director or Senior Manager
- Professional [i.e. requiring specific professional qualification]
- Middle manager
- Junior manager/team leader
- Executive with no managerial responsibilities
- Clerical
- I do not work
- Other

Sector



- Private sector - Multinational company
- Private sector - Large Local company
- Private sector - Small or Medium Local company
- Private sector - Self owned company
- Private sector - Family owned company [your family]
- Private sector - Family owned company [others]
- Private sector - other
- Public or government sector
- Semi-government/Quasi-governmental company
- Charity or voluntary sector
- Other
- I do not work

Base: Total Sample – N= 7421

Appraisal of Present Situation – 1/3

- Only 28% of the total respondents in this wave feel that their personal financial situation is better than last year.
- Just over a quarter (26%) of the respondents feel optimistic about the current economy of their country.
- 41% claim now is ‘bad time’ to buy consumer durables.

Total / Country of residence	Total	Algeria	Bahrain	Egypt	Jordan	Kuwait	Lebanon	Morocco	Oman	Pakistan	Qatar	Saudi Arabia	Syria	Tunisia	UAE
Base Size	7421	557	93	1836	650	208	186	502	131	25	226	1050	121	218	906
Financial															
Better	28	37	26	30	18	27	16	22	33	24	32	38	13	22	26
Same	35	37	51	36	33	38	40	38	39	36	40	35	24	46	36
Worse	30	18	23	28	46	27	39	31	24	24	19	22	59	28	31
Don't know	6	8	1	7	4	8	6	10	4	16	8	6	4	4	7
Country's economy															
Better	26	27	28	35	6	24	7	21	31	40	30	32	8	32	26
Same	31	35	39	29	27	38	26	32	37	24	39	33	21	32	36
Worse	33	21	25	25	61	25	60	31	21	28	23	24	66	28	27
Don't know	11	17	9	12	6	13	7	16	11	8	8	11	5	8	11
Consumer Behaviour															
Good time to buy	16	25	23	18	10	19	11	15	19	20	13	19	7	14	15
Neutral time to buy	35	25	47	34	31	47	47	23	46	56	49	42	15	30	50
Bad time to buy	41	41	26	41	53	29	35	50	24	8	29	31	75	47	27
Don't know	8	9	4	8	6	5	7	12	11	16	9	7	2	9	8

Q. How do you think your (and family's) current financial position compares with that of last year?

Q. How do you think your current expectations about your country's economy compare with those that you had 3 months previously?

Q. How would you rate the current period as a time to buy consumer durable goods?

Appraisal of Present Situation – 2/3

- 26% feel that the current period is good for business. 33% opine that it is not good. 41% in the UAE claim it is a Neutral period.
- With regards to employment almost half (49%) of the respondents claim there are a ‘very few’ jobs available. This sentiment is strongest in Jordan (65%) followed by Syria (64%).

Total / Country of residence	Total	Algeria	Bahrain	Egypt	Jordan	Kuwait	Lebanon	Morocco	Oman	Pakistan	Qatar	Saudi Arabia	Syria	Tunisia	UAE
Base Size	7421	557	93	1836	650	208	186	502	131	25	226	1050	121	218	906
Business Conditions															
Good time	26	40	20	24	14	24	8	26	38	16	29	40	10	33	20
Neutral time	32	23	31	32	28	39	27	31	33	60	39	33	14	32	41
Bad time	33	20	42	36	48	28	59	28	24	12	25	18	74	25	33
Don't know	9	17	6	7	9	9	6	16	5	12	8	9	2	11	7
Employment															
Plenty available	14	14	10	10	4	19	4	10	23	20	30	34	3	6	15
Not many available	33	34	30	33	30	33	39	33	39	40	32	32	27	38	35
Very few available	49	47	58	52	65	41	55	53	37	24	32	30	64	51	45
Don't know	4	5	2	5	2	7	2	4	2	16	6	5	6	5	5

Q. How would you rate the current period in terms of business conditions?

Q. Currently, how easy or difficult would you say it is, to find a new job in the country you live in?

Appraisal of Present Situation – 3/3

- 29% of those who are currently employed claim that there are more employees compared to last year.
- Majority (65%) are of the opinion that salaries are not keep pace with cost of living. This is highly expressed by people of Syria and Jordan.

Total / Country of residence	Total	Algeria	Bahrain	Egypt	Jordan	Kuwait	Lebanon	Morocco	Oman	Pakistan	Qatar	Saudi Arabia	Syria	Tunisia	UAE
Working Base Size	6171	440	86	1559	523	192	159	314	121	18	206	916	98	164	780
Number of employees															
More employees	29	38	35	25	19	33	15	16	39	33	36	44	8	24	30
Same number	30	25	24	31	33	29	48	31	32	22	31	23	35	37	28
Fewer employees	30	18	34	31	36	31	29	30	23	44	24	23	47	23	34
Don't know	12	18	7	12	12	6	8	24	6	0	8	10	10	16	8
Salary vis-a-vis Cost of Living															
Increased more than cost of living	5	7	8	4	1	5	1	5	6	17	10	7	4	4	5
Increased similar to cost of living	22	25	23	23	14	25	28	17	26	22	24	30	12	18	21
Not kept pace with cost of living	65	56	64	64	76	66	65	65	64	61	58	56	77	68	68
Don't know	8	11	5	9	9	4	6	13	5	0	9	7	7	10	6

Q. How does the current number of employees in your organisation compare with that last year?

Q. Compared to the situation of last year, has your salary kept pace with the cost of living?

Expectations for the Year Hence – 1/2

- 51% are of the sentiment that their personal finances will become better in a year's time.
- Respondents from Egypt show the highest level of optimism with regards to the country's economy in the next year.

Total / Country of residence	Total	Algeria	Bahrain	Egypt	Jordan	Kuwait	Lebanon	Morocco	Oman	Pakistan	Qatar	Saudi Arabia	Syria	Tunisia	UAE
Base Size	7421	557	93	1836	650	208	186	502	131	25	226	1050	121	218	906
Financial															
Will be better	51	53	53	55	37	52	39	47	53	52	55	60	39	49	52
Will remain the same	14	13	23	10	15	18	27	11	12	16	20	15	10	17	17
Become worse	9	4	9	7	16	6	19	5	8	8	7	6	21	6	11
Don't know	26	30	16	29	32	23	15	37	27	24	18	19	30	28	20
Country's Economy															
Will be better	44	37	46	63	13	44	14	38	44	48	50	49	33	51	45
Will remain the same	17	23	15	9	19	25	23	18	26	28	23	20	7	14	24
Become worse	22	19	29	13	49	16	46	16	18	8	15	16	43	14	15
Don't know	17	21	10	15	18	14	17	27	12	16	12	14	17	21	15

Q. In what way do you think your (and family's) financial position would change in a year's time?

Q. In what way do you think your country's economy would change in a year's time?

Expectations for the Year Hence – 2/2

- Understandably, better business conditions in the next year are expected by all the countries.
- Qatar followed by Egypt expect the highest improvement in employment opportunities.

Total / Country of residence	Total	Algeria	Bahrain	Egypt	Jordan	Kuwait	Lebanon	Morocco	Oman	Pakistan	Qatar	Saudi Arabia	Syria	Tunisia	UAE
Base Size	7421	557	93	1836	650	208	186	502	131	25	226	1050	121	218	906
Business Conditions															
Will be better	49	44	40	66	22	44	26	43	55	60	55	54	38	60	49
Will remain the same	20	24	35	12	28	26	31	17	18	16	24	24	11	17	27
Become worse	14	10	18	9	29	13	30	10	11	8	8	9	33	6	11
Don't know	16	22	6	13	21	18	14	30	15	16	12	13	18	17	13
Employment															
There will be more jobs available	35	24	29	53	11	32	15	25	37	40	54	40	40	39	35
There will be same number of jobs available	25	33	26	20	32	26	37	27	31	8	23	26	11	28	24
There will be fewer jobs available	25	25	30	13	42	27	39	23	24	32	13	23	29	18	27
Don't know/Can't say	15	18	15	15	14	15	9	26	8	20	9	11	21	15	14

Q. In what way do you expect business conditions to change in a year's time?

Q. In what way do you expect availability of employment to change in a year's time?

Satisfaction with Career

- Neutral to low satisfaction with career prospects and career growth within current organisations reported. Respondents from KSA (23%) are highly satisfied with career growth.

Total / Country of residence	Total	Algeria	Bahrain	Egypt	Jordan	Kuwait	Lebanon	Morocco	Oman	Pakistan	Qatar	Saudi Arabia	Syria	Tunisia	UAE	
Working Base Size	6171	440	86	1559	523	192	159	314	121	18	206	916	98	164	780	
Prospects																
High	17	21	20	18	12	15	14	15	21	17	15	21	11	19	16	
Neutral	38	30	44	40	33	45	39	32	44	61	43	40	29	35	41	
Low	39	39	35	37	46	36	42	39	31	22	37	35	52	37	39	
Don't know	6	10	1	6	9	4	4	14	3	0	5	5	8	9	4	
Career Growth																
High	20	24	19	22	14	22	17	22	19	28	17	23	18	21	16	
Neutral	35	25	45	36	32	43	36	29	43	44	44	41	22	29	37	
Low	39	43	34	37	50	31	41	36	35	28	34	31	53	45	43	
Don't know	5	9	2	4	5	4	6	12	3	0	5	4	6	5	4	

Q. How would you rate your satisfaction with your current job and career prospects?

Q. How would you rate your satisfaction with career growth in your current organisation?

Satisfaction with Career

- Residents of Syria and Jordan claim lowest job security.
- 84% of the total respondents report neutral to low satisfaction with current compensation.

Total / Country of residence	Total	Algeria	Bahrain	Egypt	Jordan	Kuwait	Lebanon	Morocco	Oman	Pakistan	Qatar	Saudi Arabia	Syria	Tunisia	UAE
Working Base Size	6171	440	86	1559	523	192	159	314	121	18	206	916	98	164	780
Job Security															
High	27	31	33	26	23	26	25	31	23	28	24	32	24	33	20
Neutral	36	27	38	38	33	44	40	25	41	39	41	37	29	33	39
Low	31	30	24	29	37	26	30	30	31	28	31	26	38	28	36
Don't know	7	12	5	6	7	4	6	14	5	6	4	5	9	6	5
Compensation															
High	9	10	10	10	4	8	8	9	8	6	11	11	10	7	9
Neutral	34	24	36	39	27	43	38	24	48	50	38	38	21	27	37
Low	50	54	49	45	60	45	48	54	37	39	46	45	59	59	50
Don't know	7	12	5	7	9	4	6	14	7	6	5	6	9	7	4

Q. How would you rate your satisfaction with job security in your current organisation?

Q. How would you rate your satisfaction with your current compensation (including salary, allowances and other benefits)?

Investment in Vehicle

- Only 29% of the total respondents are planning to purchase a new vehicle in the next one year. Respondents of KSA show highest intent.
- Of those who do plan to purchase one, 51% claim they would purchase a brand new one.

Total / Country of residence	Total	Algeria	Bahrain	Egypt	Jordan	Kuwait	Lebanon	Morocco	Oman	Pakistan	Qatar	Saudi Arabia	Syria	Tunisia	UAE
Base Size	7421	557	93	1836	650	208	186	502	131	25	226	1050	121	218	906
Vehicle															
Yes	29	37	40	24	25	30	22	26	29	52	31	38	16	22	27
No	58	50	55	60	63	59	68	54	57	36	56	52	71	57	61
Don't know	14	13	5	16	13	11	11	20	14	12	14	11	13	20	12
Types of vehicle															
Plan to buy base	2118	207	37	444	160	62	40	132	38	13	69	395	19	49	245
New	51	61	35	56	28	44	40	39	63	38	38	57	58	53	49
Used	43	34	62	36	71	55	50	53	34	54	54	37	42	41	44
Don't know	6	5	3	8	2	2	10	8	3	8	9	6	0	6	7

Q. Would you be planning to invest in a vehicle within the next 12 months?

Q. Which of the following types of vehicle would it be?

Investment in Property

- The trend continues with majority (65%) of respondents not interested in making any investment in property. Within UAE, 69% say they would not be buying any property.
- Of those wishing to purchase a property, majority (65%) are likely to opt for a new one.

Total / Country of residence	Total	Algeria	Bahrain	Egypt	Jordan	Kuwait	Lebanon	Morocco	Oman	Pakistan	Qatar	Saudi Arabia	Syria	Tunisia	UAE
Base Size	7421	557	93	1836	650	208	186	502	131	25	226	1050	121	218	906
Property															
Yes	21	24	26	19	10	26	13	17	25	44	22	27	17	18	19
No	65	58	65	64	77	63	74	63	63	48	62	59	69	67	69
Don't know	15	17	10	17	12	11	13	20	12	8	15	15	13	15	12
Types of property															
Plan to buy base	1532	135	24	342	68	55	25	86	33	11	50	279	21	40	169
New	65	59	58	69	66	67	64	63	73	64	60	66	62	55	66
Lived in	24	27	21	21	21	20	16	29	24	36	26	25	33	25	20
Don't know	12	14	21	10	13	13	20	8	3	0	14	9	5	20	14

Q. Would you be planning to invest in property within the next 12 months?

Q. Which of the following types of property would it be?

Purchase of Electronic Appliances

- Higher interest for desktop/laptop followed by furniture continues.

Total / Country of residence	Total	Algeria	Bahrain	Egypt	Jordan	Kuwait	Lebanon	Morocco	Oman	Pakistan	Qatar	Saudi Arabia	Syria	Tunisia	UAE
Base Size	7421	557	93	1836	650	208	186	502	131	25	226	1050	121	218	906
Desktop or Laptop	25	33	27	25	22	21	24	27	21	44	27	26	22	23	24
Furniture	20	24	27	15	14	24	13	21	18	40	20	27	14	21	20
Digital Camera	13	19	20	11	8	10	11	11	12	12	14	15	14	12	13
LCD or Plasma Television	18	22	28	19	15	23	15	17	23	28	15	22	18	22	17
Washing Machine	10	14	17	6	8	9	4	12	11	20	7	11	12	11	11
Air Conditioner	16	22	16	21	18	10	15	8	21	24	8	18	13	19	7
Refrigerator	10	14	17	7	7	11	4	14	11	24	7	12	12	11	9
DVD or VCD Recorder or Player	3	5	6	2	2	6	3	5	4	4	4	4	7	5	3
Vacuum Cleaner	6	5	10	5	4	8	3	5	8	8	9	8	7	3	6
Normal Colour Television	4	8	3	2	2	2	2	5	4	4	4	4	3	6	3
Home Theatre System	6	5	11	4	3	10	3	2	9	12	8	9	7	4	8
Cooking Range	5	8	12	2	5	12	2	5	5	8	9	7	6	4	8
Clothes Dryer	4	8	8	2	2	6	3	4	4	4	2	6	4	4	3
Normal or Digital Camcorder	2	3	5	1	2	2	0	2	1	12	1	3	3	1	2
Video Recorder or Player	2	3	2	1	1	3	1	3	2	4	2	2	2	2	1

Q. Can you please tell us which of the following are you planning to invest in the next 6 months?

Expectations of Growth in Organization

- Only 24% of respondents are optimistic about growth in the number of employees in their organization.
- All nations are mostly neutral about their organisations being able to keep up with staffing.

Total / Country of residence	Total	Algeria	Bahrain	Egypt	Jordan	Kuwait	Lebanon	Morocco	Oman	Pakistan	Qatar	Saudi Arabia	Syria	Tunisia	UAE
Working Base Size	6171	440	86	1559	523	192	159	314	121	18	206	916	98	164	780
Number of employees															
Optimistic	24	30	23	23	15	29	18	24	26	28	27	31	15	28	23
Neutral	35	25	43	39	33	41	45	25	44	61	38	36	18	34	36
Pessimistic	26	24	21	24	36	19	27	22	24	6	23	19	49	19	27
Don't know	15	21	13	14	16	11	11	29	6	6	12	13	17	20	13
Staffing requirements															
Optimistic	19	20	20	20	14	22	14	20	22	11	21	21	15	22	18
Neutral	37	28	29	42	33	36	48	27	43	61	39	39	24	30	38
Pessimistic	28	27	37	24	36	27	23	23	26	17	27	27	45	24	29
Don't know	16	25	14	15	16	16	14	30	8	11	13	14	15	23	15

Thinking specifically about your organization, are you optimistic or pessimistic about each of the following for the next 3 months?

Q. Growth in number of employees

Q. Keeping up with staffing requirements

Expectations of Market Economy

- Similar to the previous wave, inflation continues to generate a negative outlook across the board.
- The cost of real estate is still creating a feeling of negativity in all countries.

Total / Country of residence	Total	Algeria	Bahrain	Egypt	Jordan	Kuwait	Lebanon	Morocco	Oman	Pakistan	Qatar	Saudi Arabia	Syria	Tunisia	UAE
Working Base Size	6171	440	86	1559	523	192	159	314	121	18	206	916	98	164	780
Inflation/Rise in cost of living															
Positive	19	15	17	20	13	30	14	14	27	39	21	24	19	19	21
Neutral	22	16	33	24	14	22	18	16	23	28	32	28	16	20	26
Negative	38	39	33	33	54	29	50	36	33	28	31	31	50	40	35
Don't know	10	12	6	10	11	10	8	17	10	6	7	8	6	10	11
No Impact	10	18	12	12	7	9	11	18	7	0	9	9	8	11	7
Cost of real estate (rental or purchase)															
Positive	16	13	15	16	10	23	10	16	22	39	20	19	15	18	16
Neutral	23	15	23	24	17	22	23	17	27	33	32	28	17	18	29
Negative	36	39	33	30	48	33	36	32	31	22	32	33	45	37	33
Don't know	11	13	12	11	11	10	11	16	10	6	7	8	10	11	13
No Impact	15	20	17	19	13	11	21	19	10	0	9	12	12	16	9

Q. Inflation/Rise in cost of living

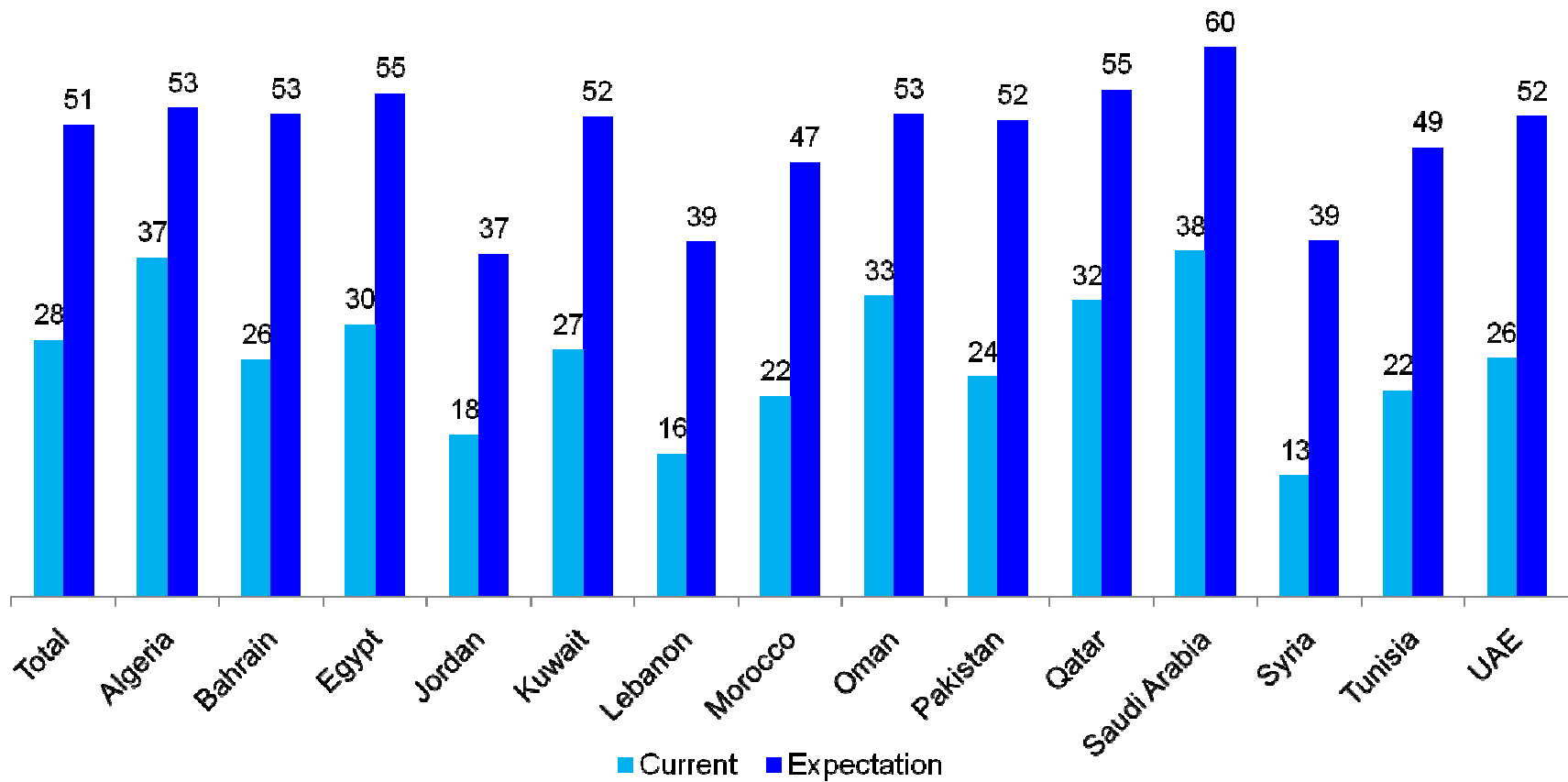
Q. Cost of real estate (rental or purchase)

Appendix

^ By country of residence

Appraisal of Personal Financial Situation – (Better option)

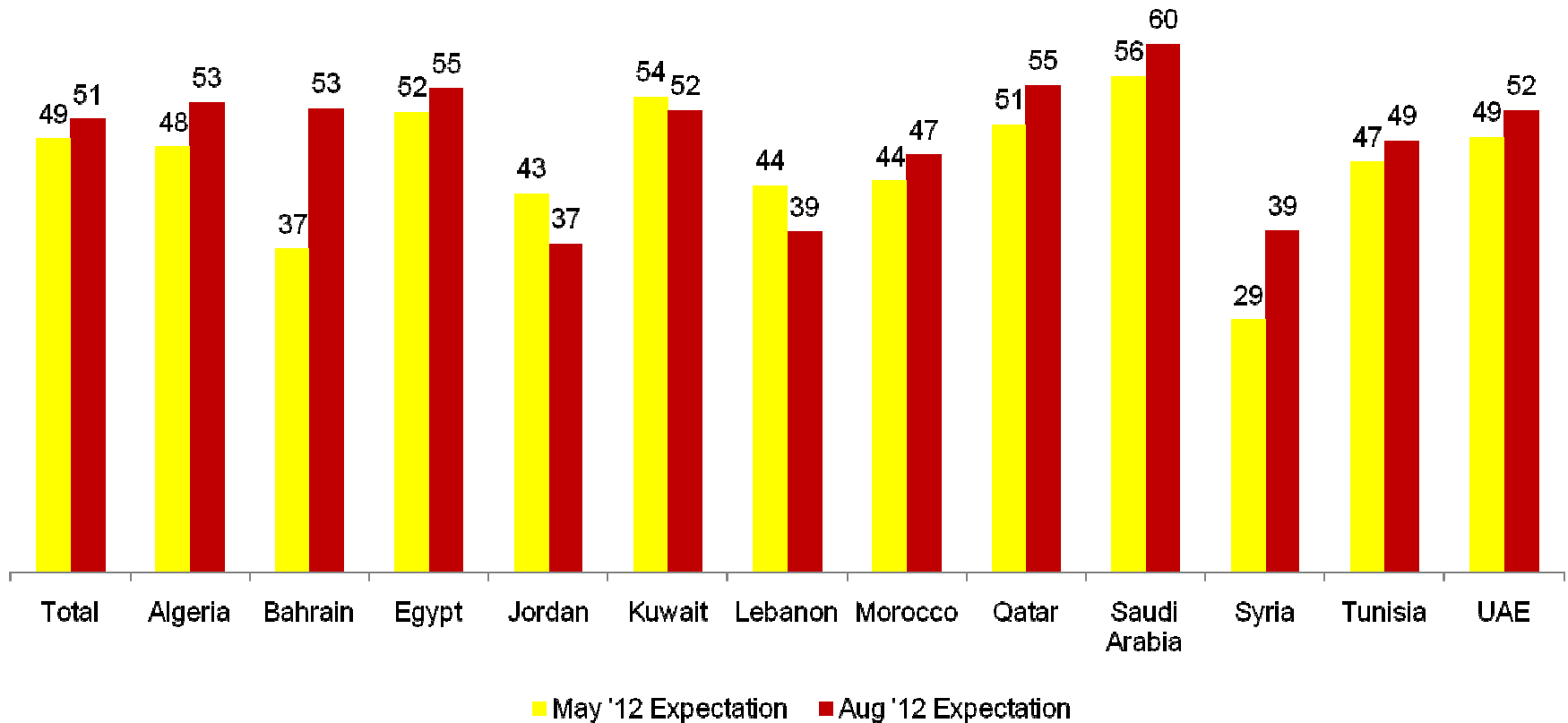
- As always all countries are optimistic in their anticipation of future changes in their financial situation.



Base: Total Sample – N= 7,421

Appraisal of Personal Financial Situation – (Better option)

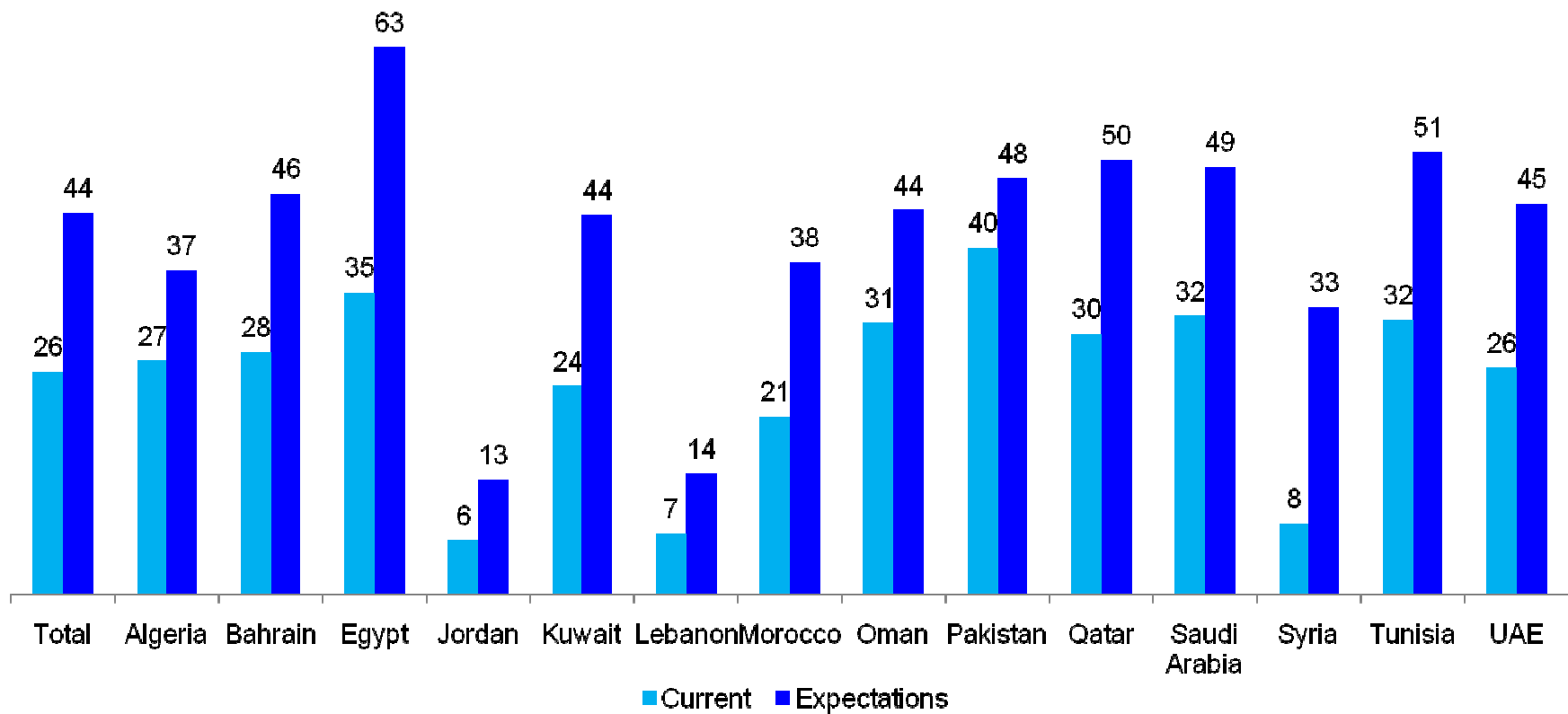
- Most of the countries have a slightly positive outlook for the future compared to the previous wave.



Base: Total Sample: May '12= 10138 and Aug '12=7,421

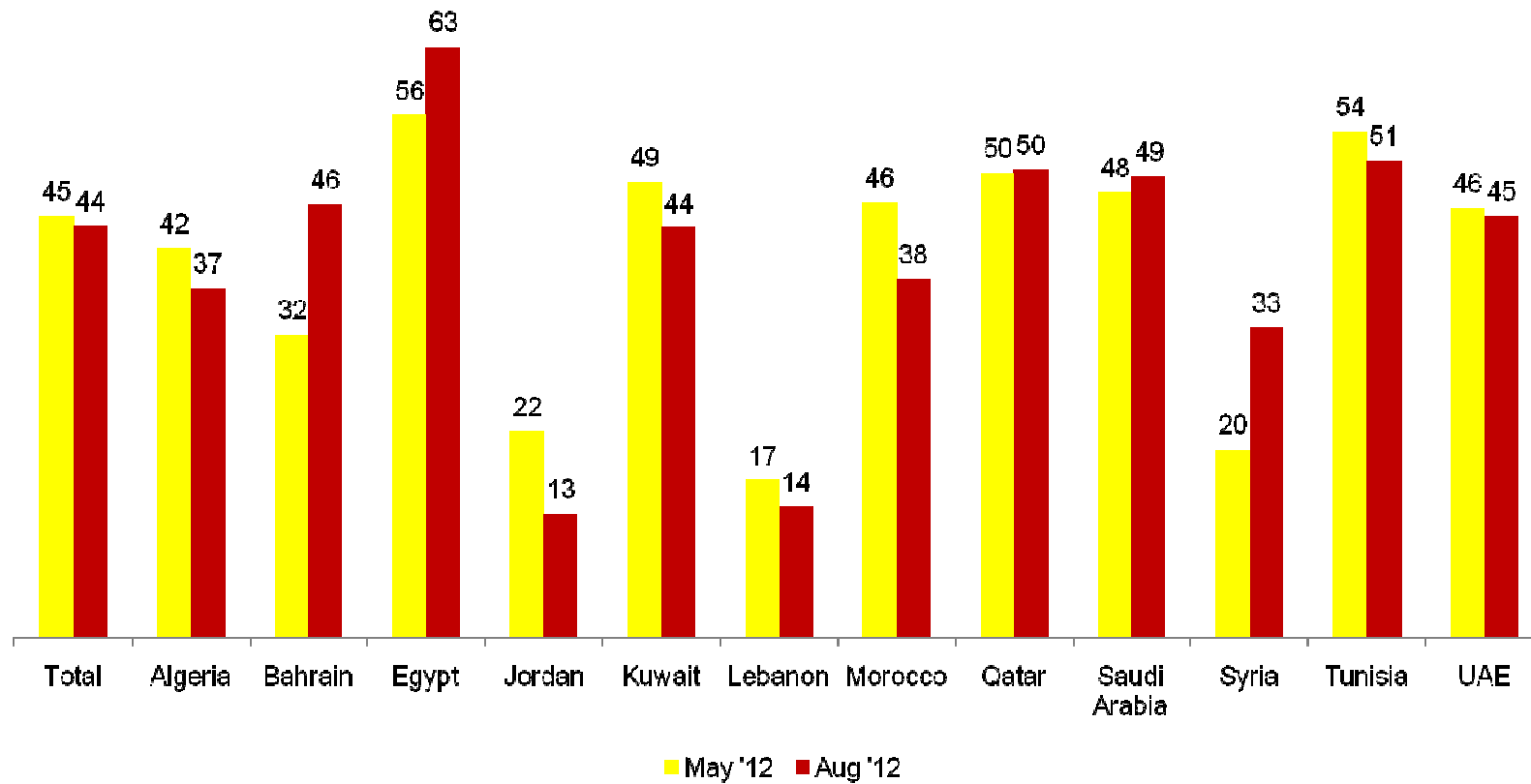
Appraisal of Country's Economy – (Better option)

- All of the countries are optimistic about the country's economy in the future, particularly Egypt.



Base: Total Sample – N= 7,421

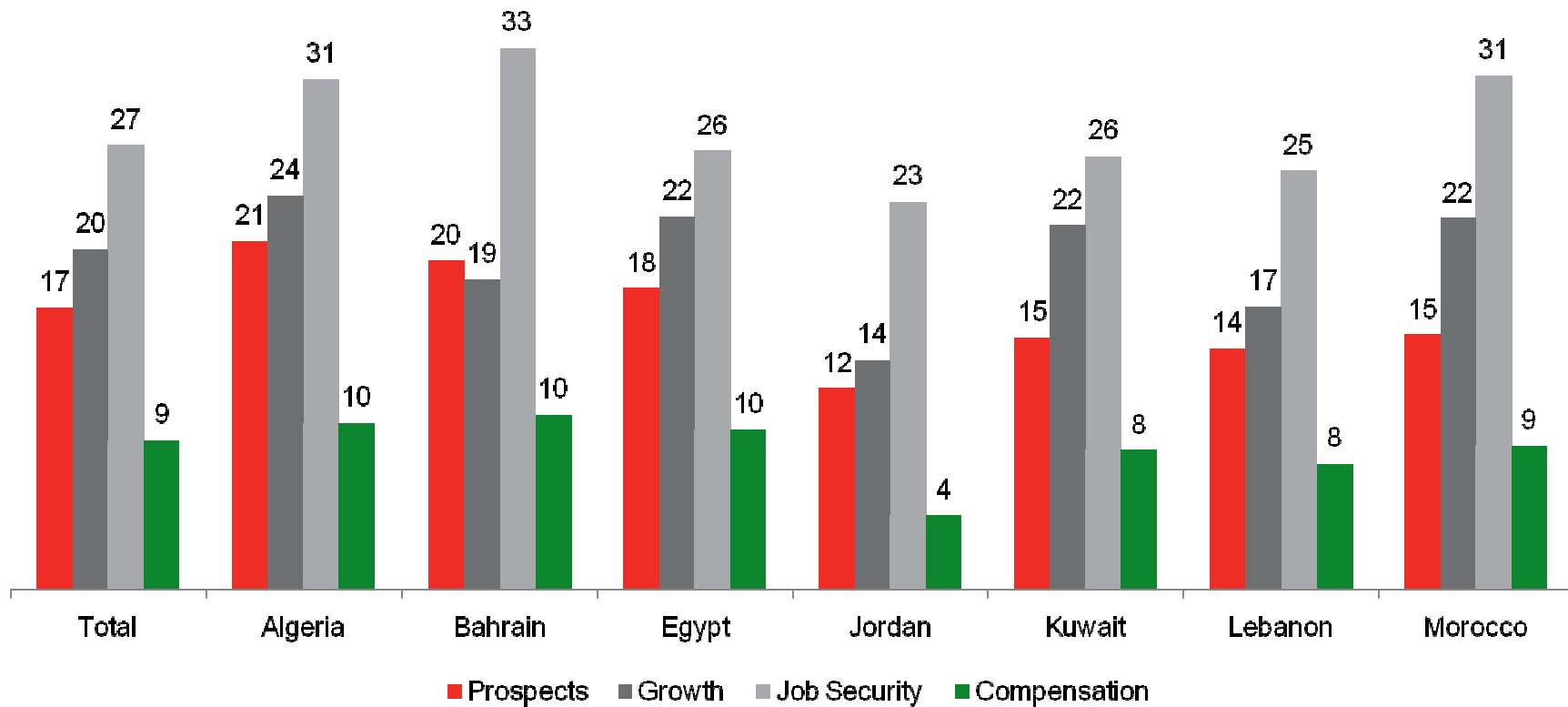
Appraisal of Country's Economy – (Better option)



Base: Total Sample: May '12=10138 and August '12 =7,421

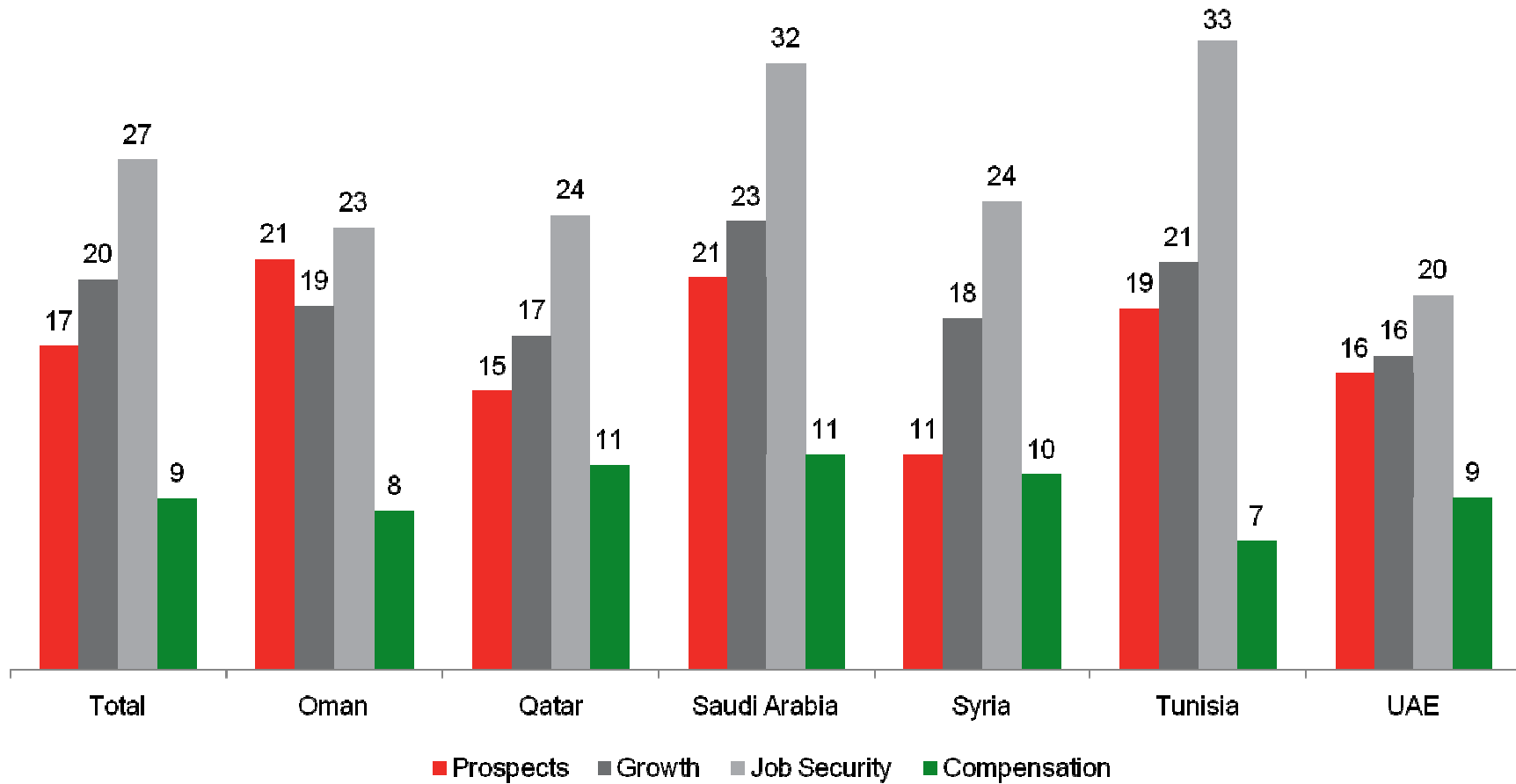
Appraisal of Career - (High Satisfaction Option)

- Low levels of satisfaction with current compensation is a continuing sentiment in the region.



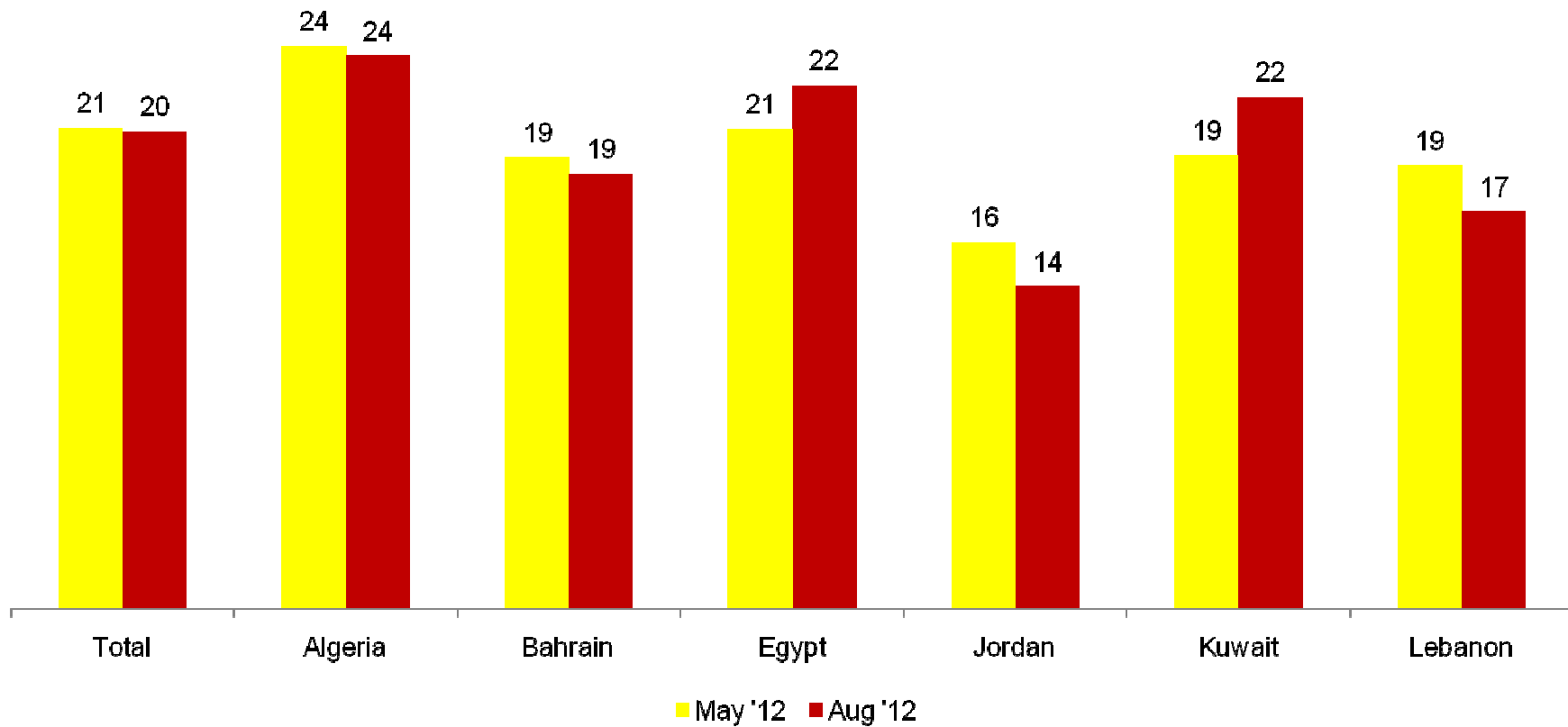
Base: Total Working Sample – N= 6,171

Appraisal of Career - (High Satisfaction Option)



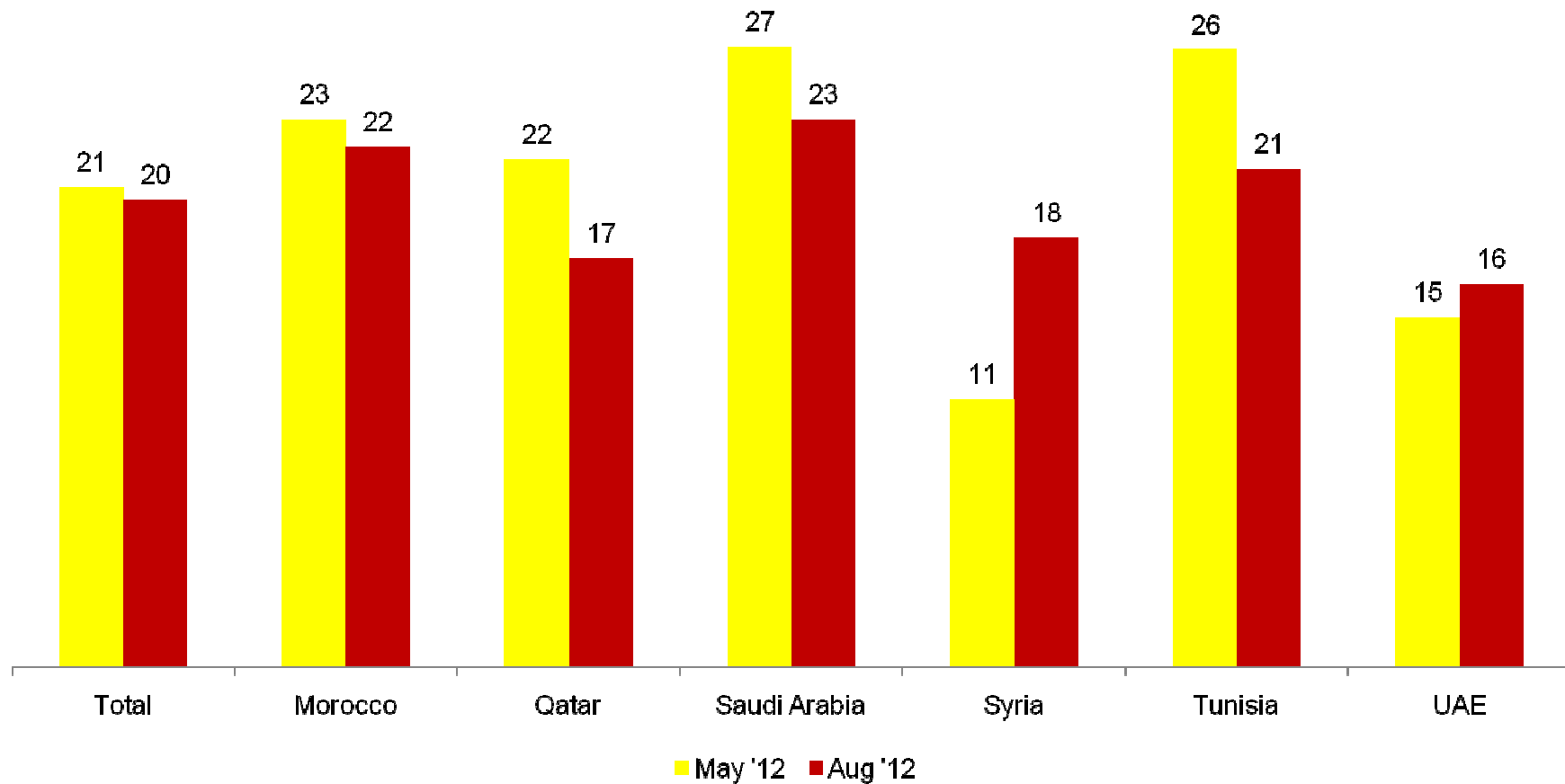
Base: Total Working Sample – N= 6,171

Appraisal of Career - (High Satisfaction Option)



Base: Total Working Sample :May '12 = 8394 and Aug '12=6,171

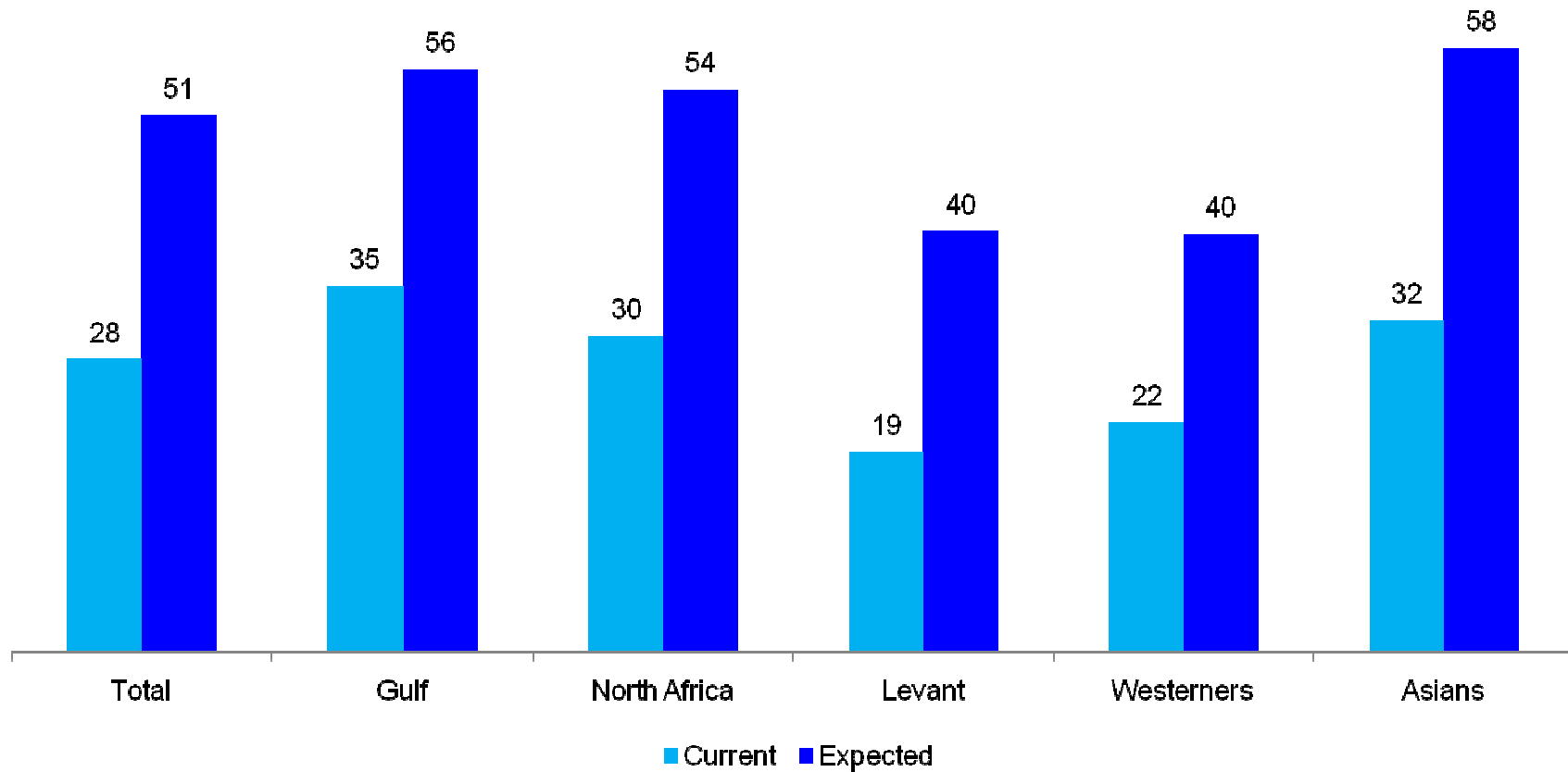
Appraisal of Career - (High Satisfaction Option)



Base: Total Working Sample :May '12 = 8394 and Aug '12=6,171

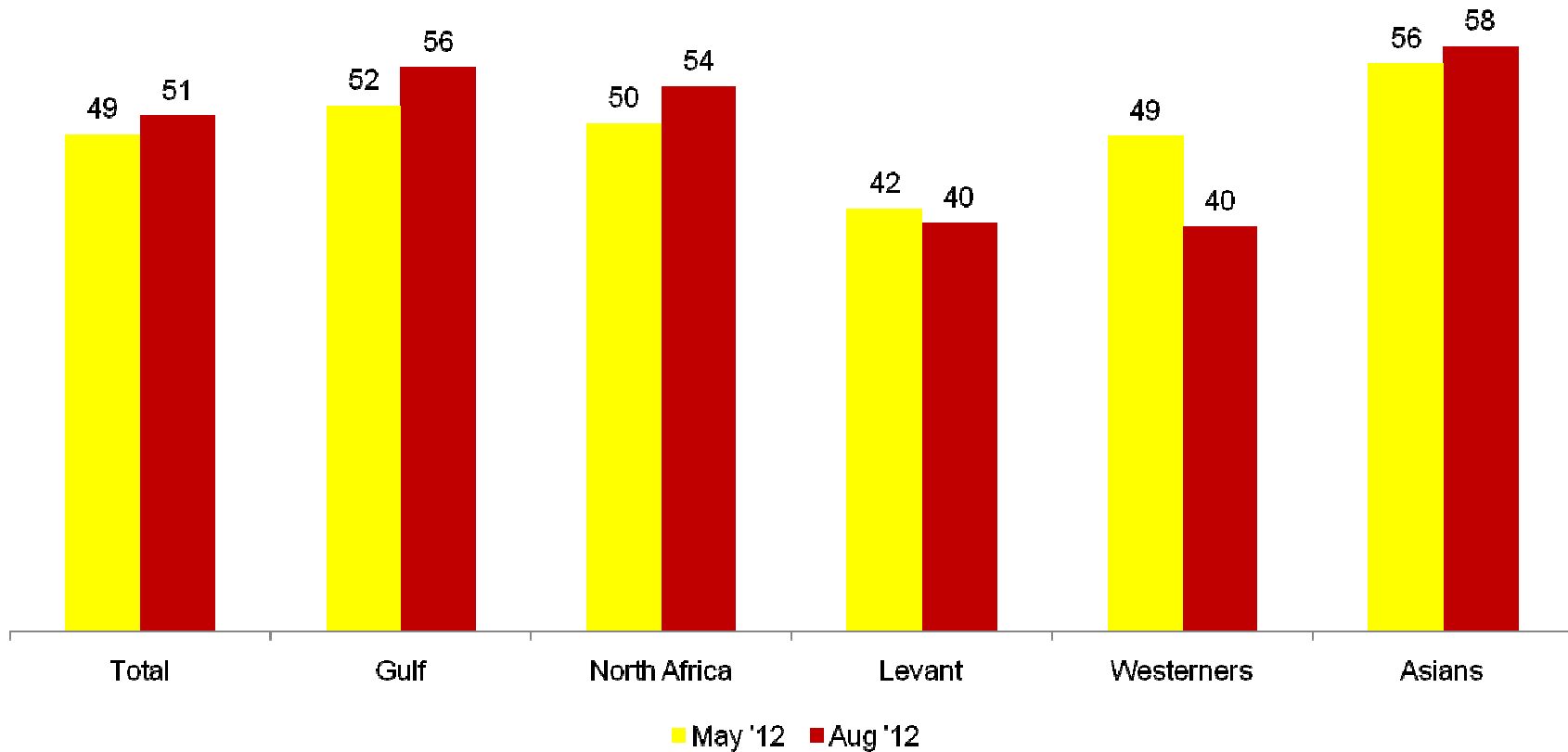
^ By nationality

Appraisal of Personal Financial Situation – (Better Option)



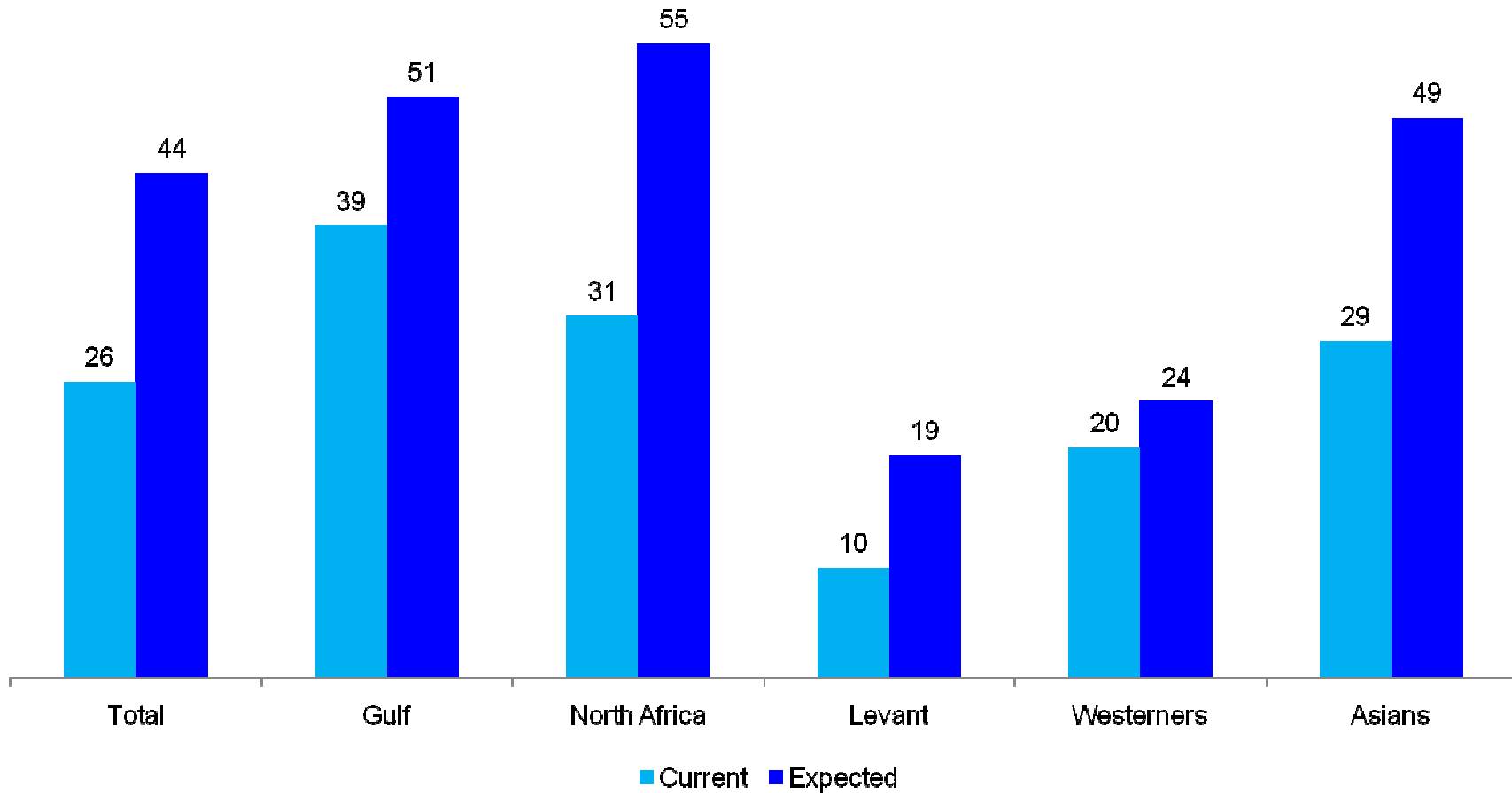
Base: Total Sample – N= 7,421

Appraisal of Personal Financial Situation – (Better Option)



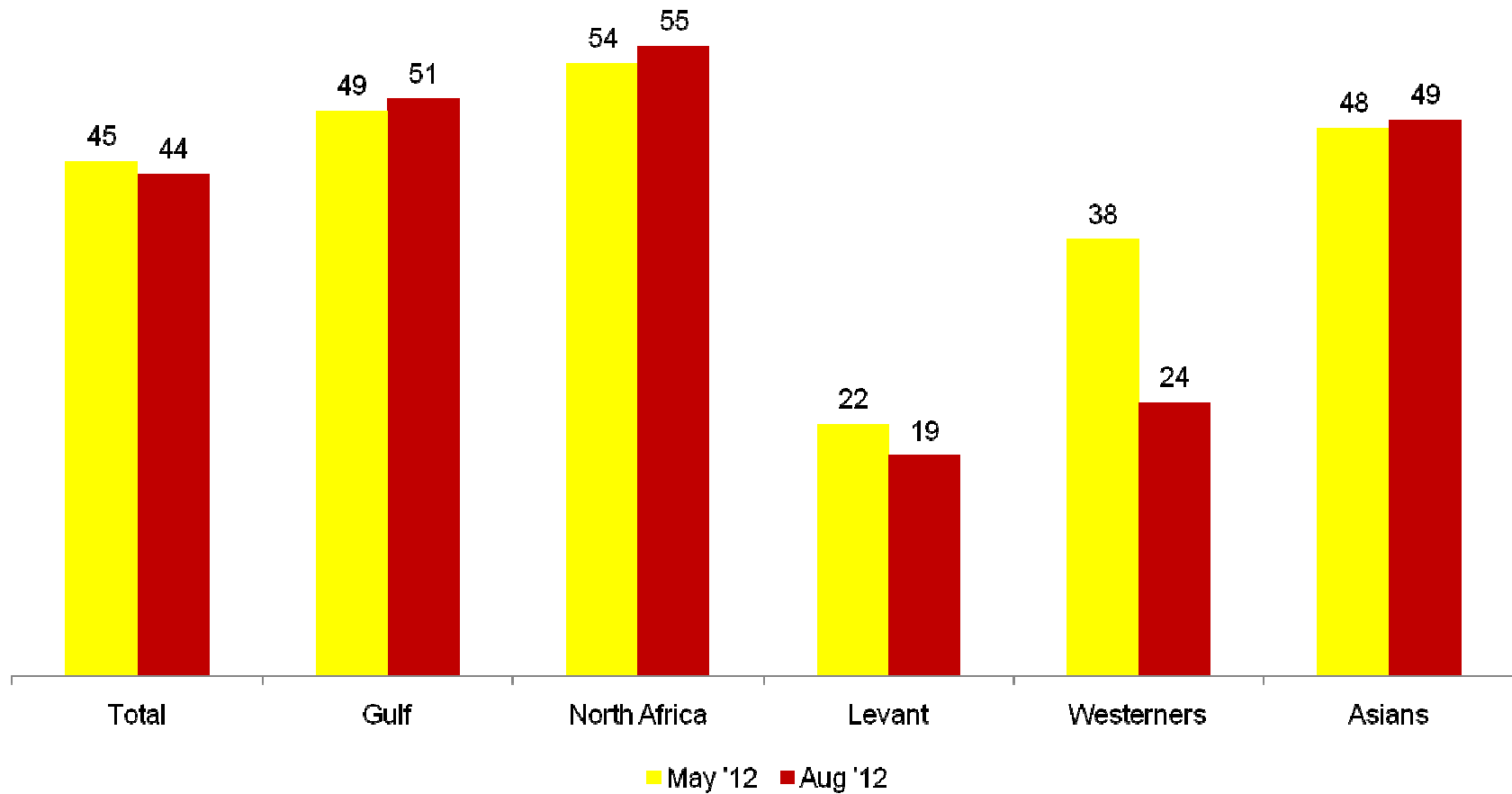
Base: Total Sample: May '12=10138 and Aug '12=7,421

Appraisal of Country's Economy – (Better Option)



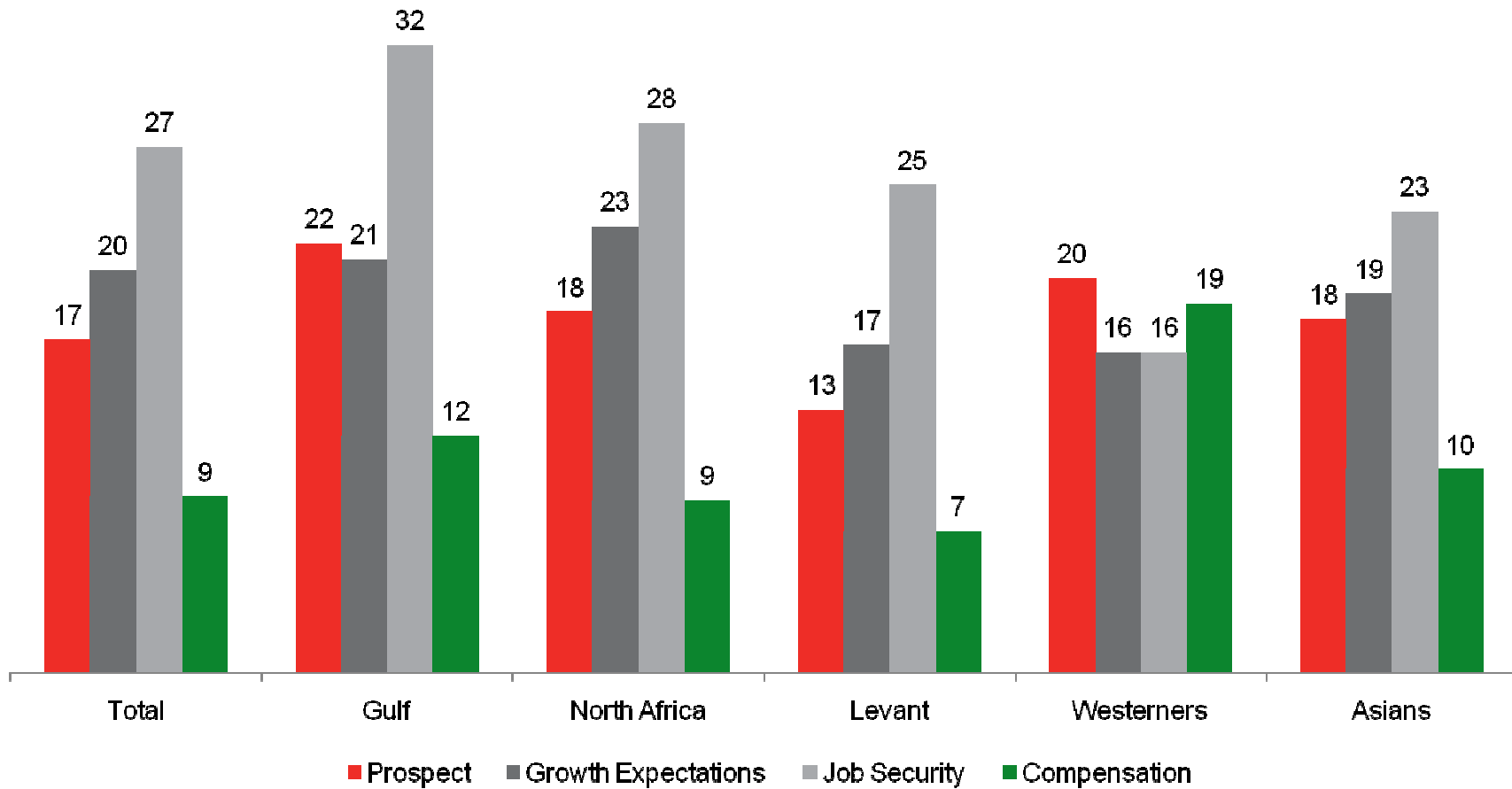
Base: Total Sample – N= 7,421

Appraisal of Country's Economy – (Better Option)



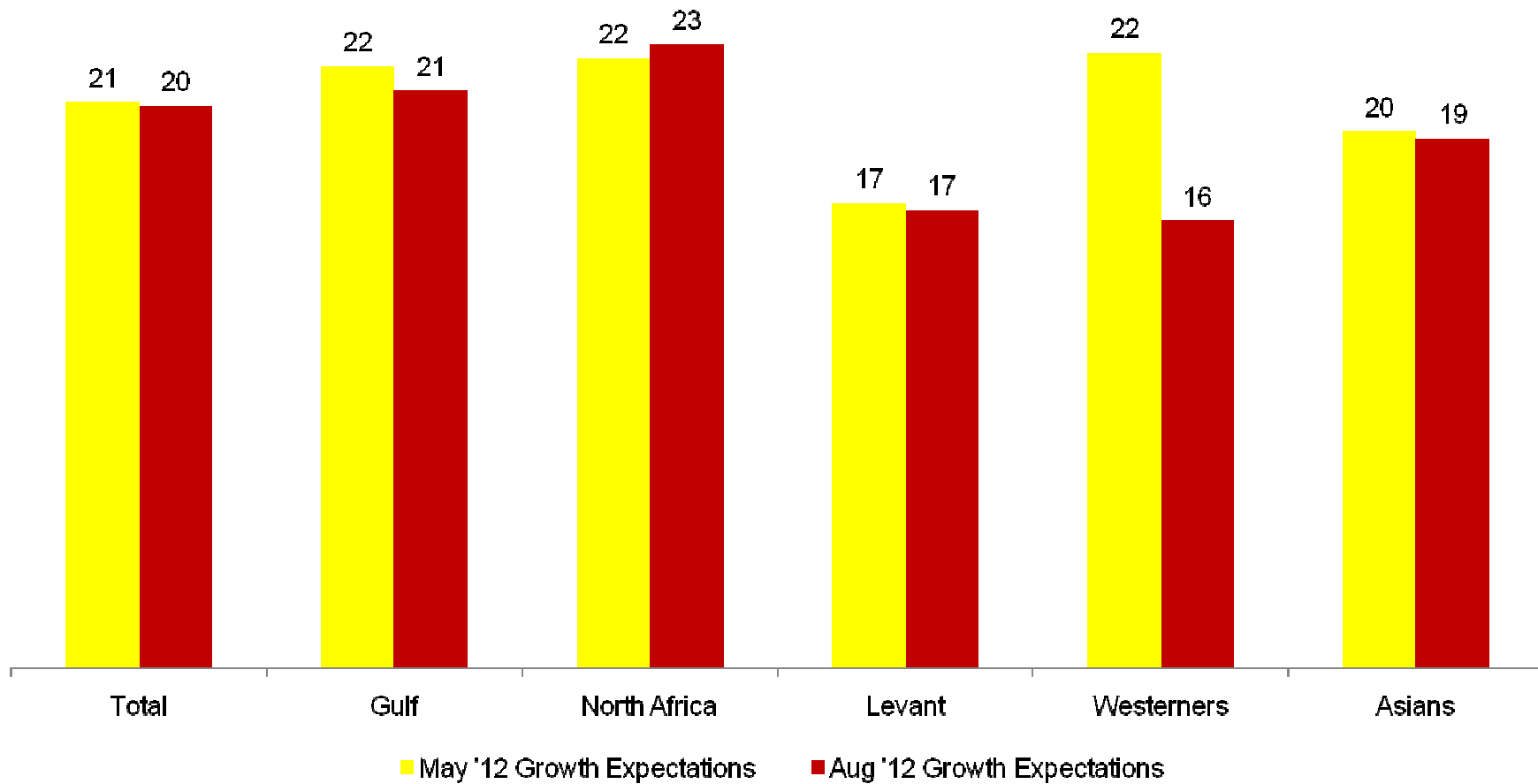
Base: Total Sample: May '12= 10138 and Aug '12=7,421

Appraisal of Career - (High Satisfaction Option)



Base: Total Working Sample – N= 6,171

Appraisal of Career - (High Satisfaction Option)

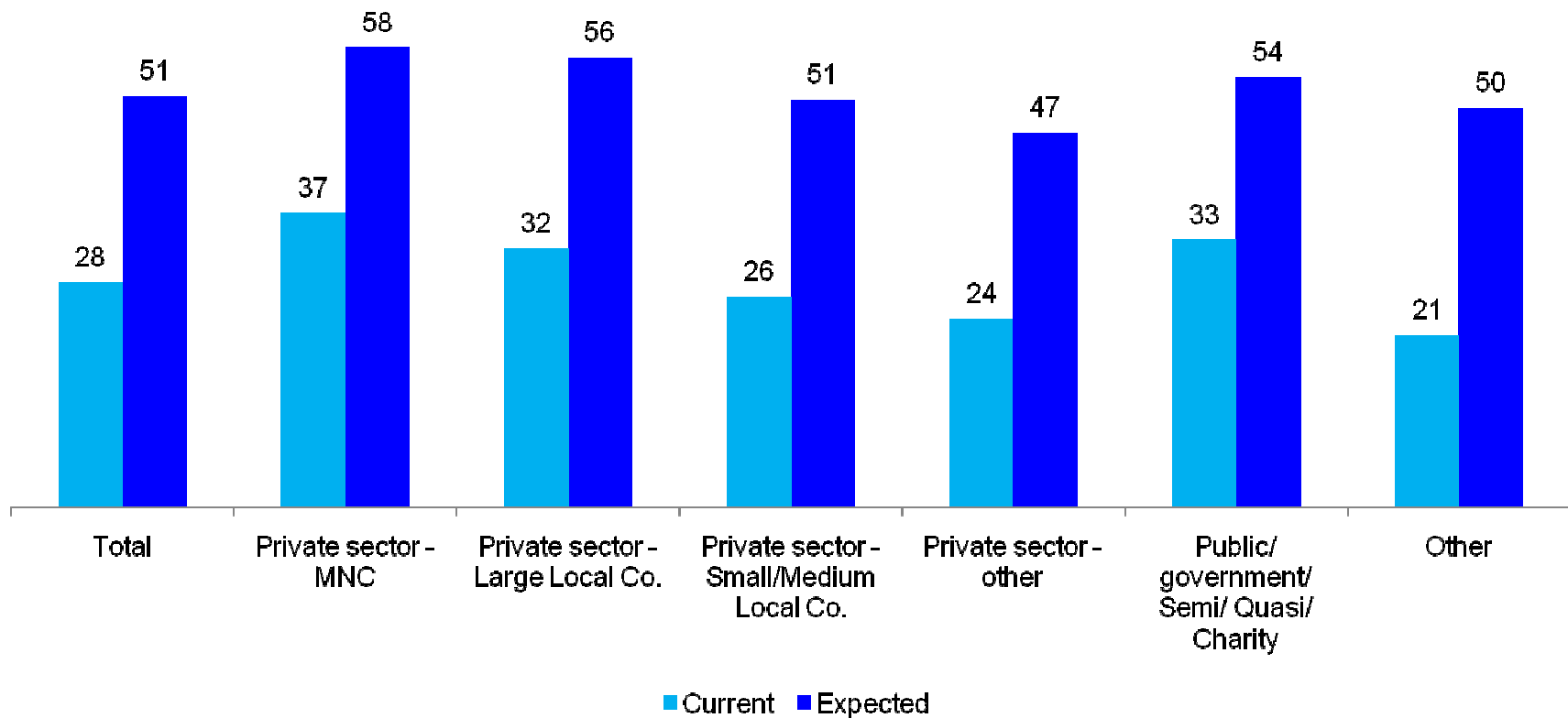


Base: Total Working Sample: May '12=8394 and Aug '12= 6,171

^ By organizational sector

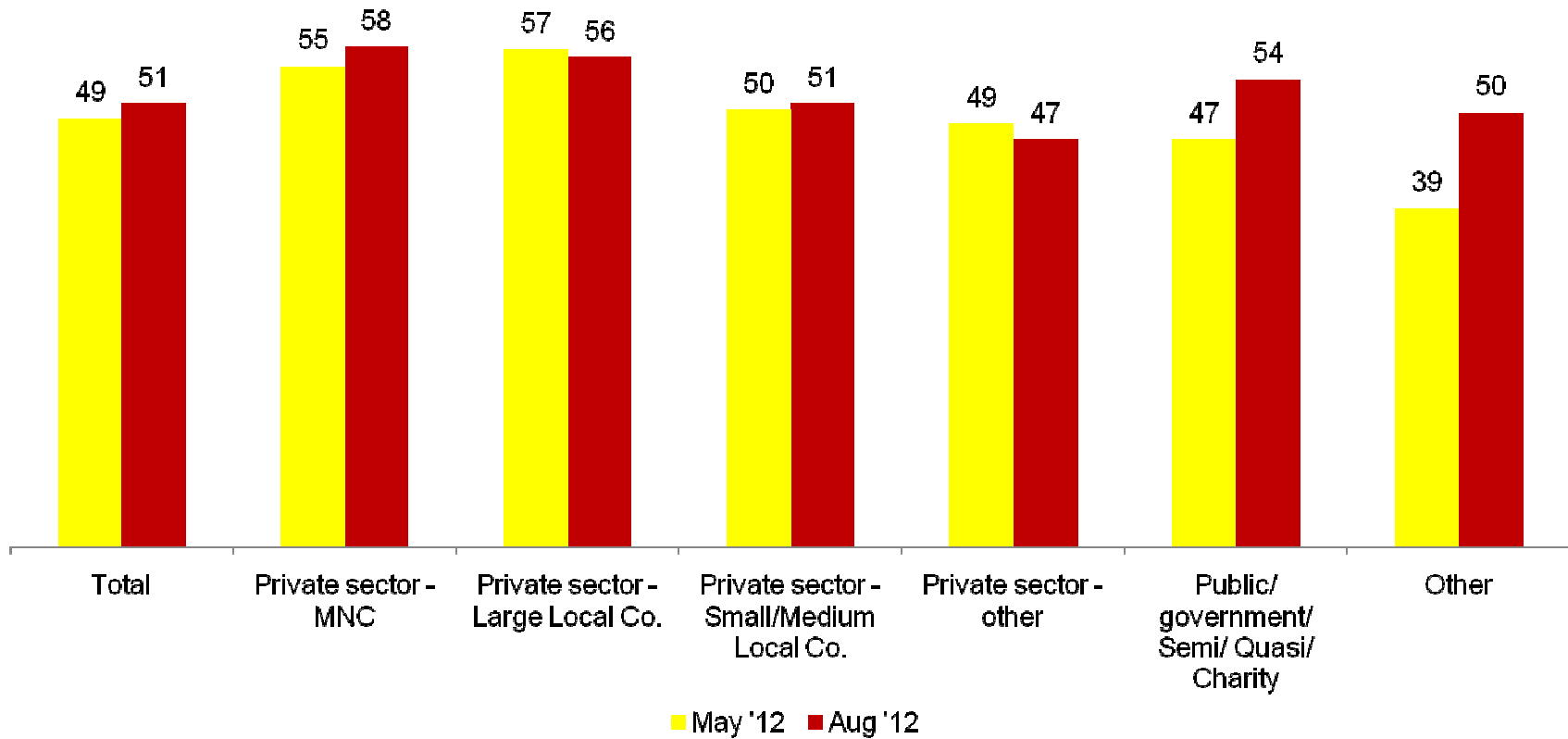
Appraisal of Personal Financial Situation - (Better Option)

- Regardless of the work sector, respondents expect their financial situation to improve in the near future.



Base: Total Sample – N= 7,421

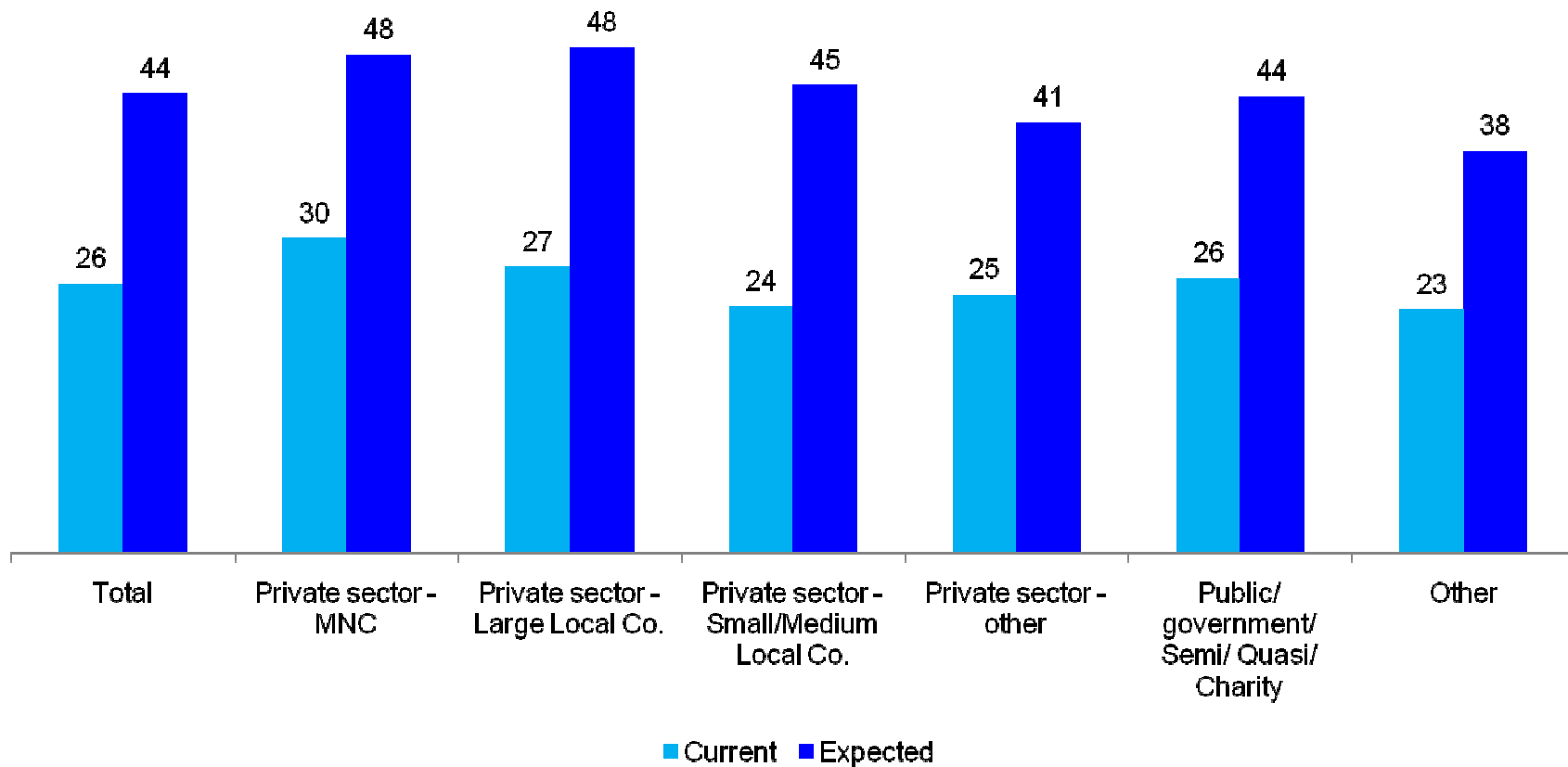
Appraisal of Personal Financial Situation - (Better Option)



Base: Total Sample: May '12=10,138 and Aug '12= 7,421

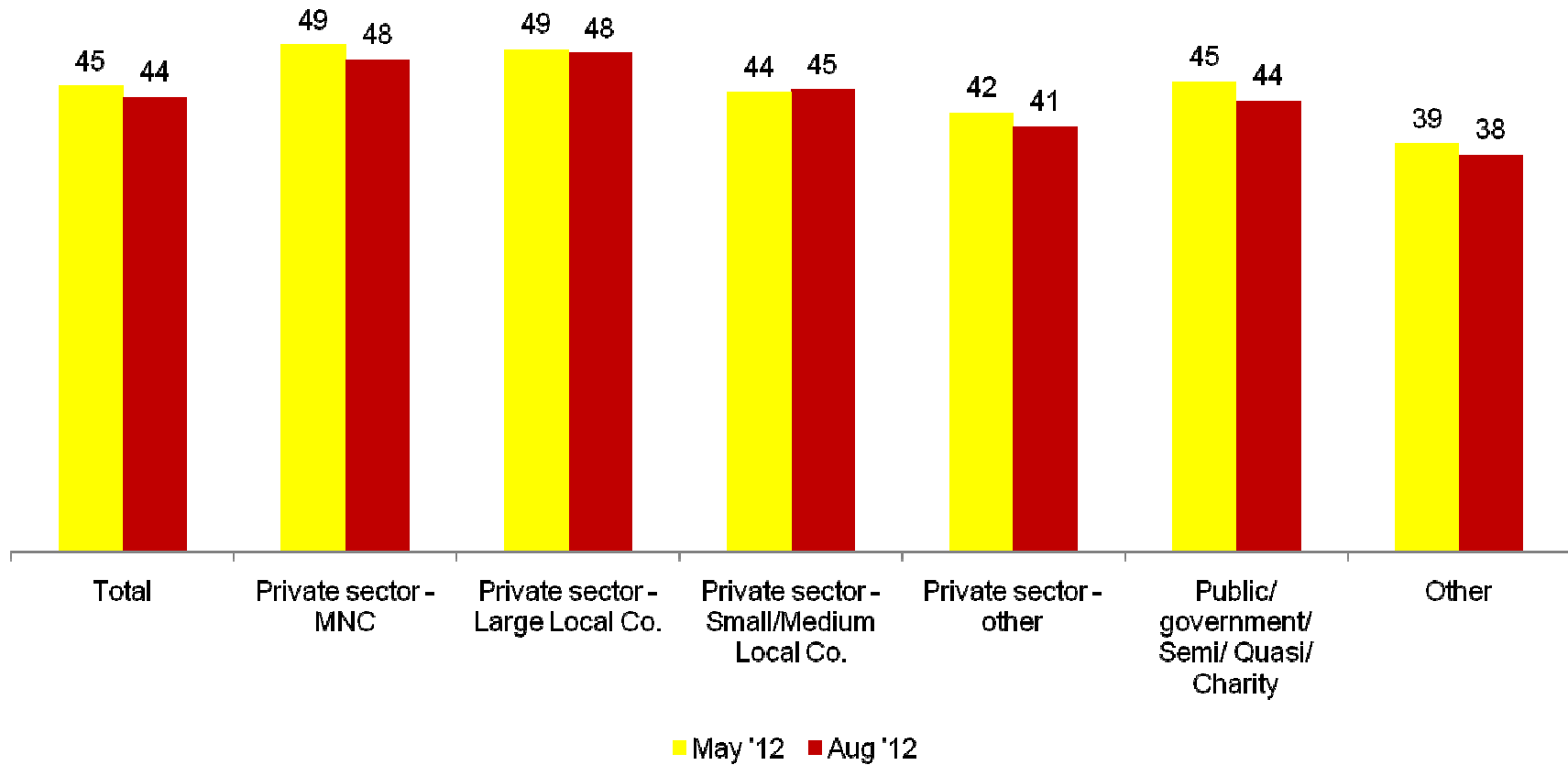
Appraisal of Country's Economy – (Better Option)

- People across all sectors feel that there will be a positive change in the country's economy in the future.



Base: Total Sample – N= 7,421

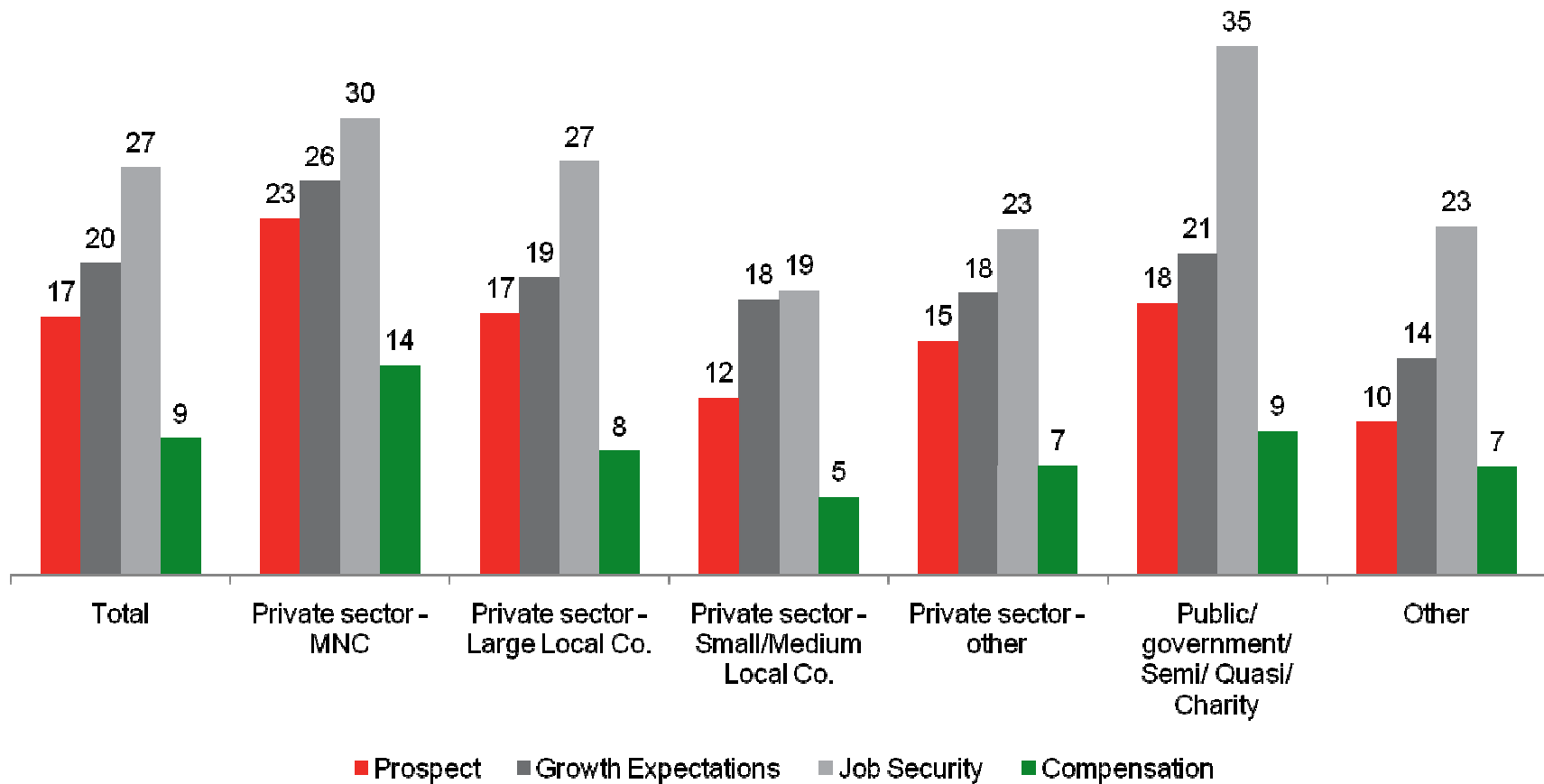
Appraisal of Country's Economy – (Better Option)



Base: Total Sample: May '12=10,138 and Aug '12=7,421

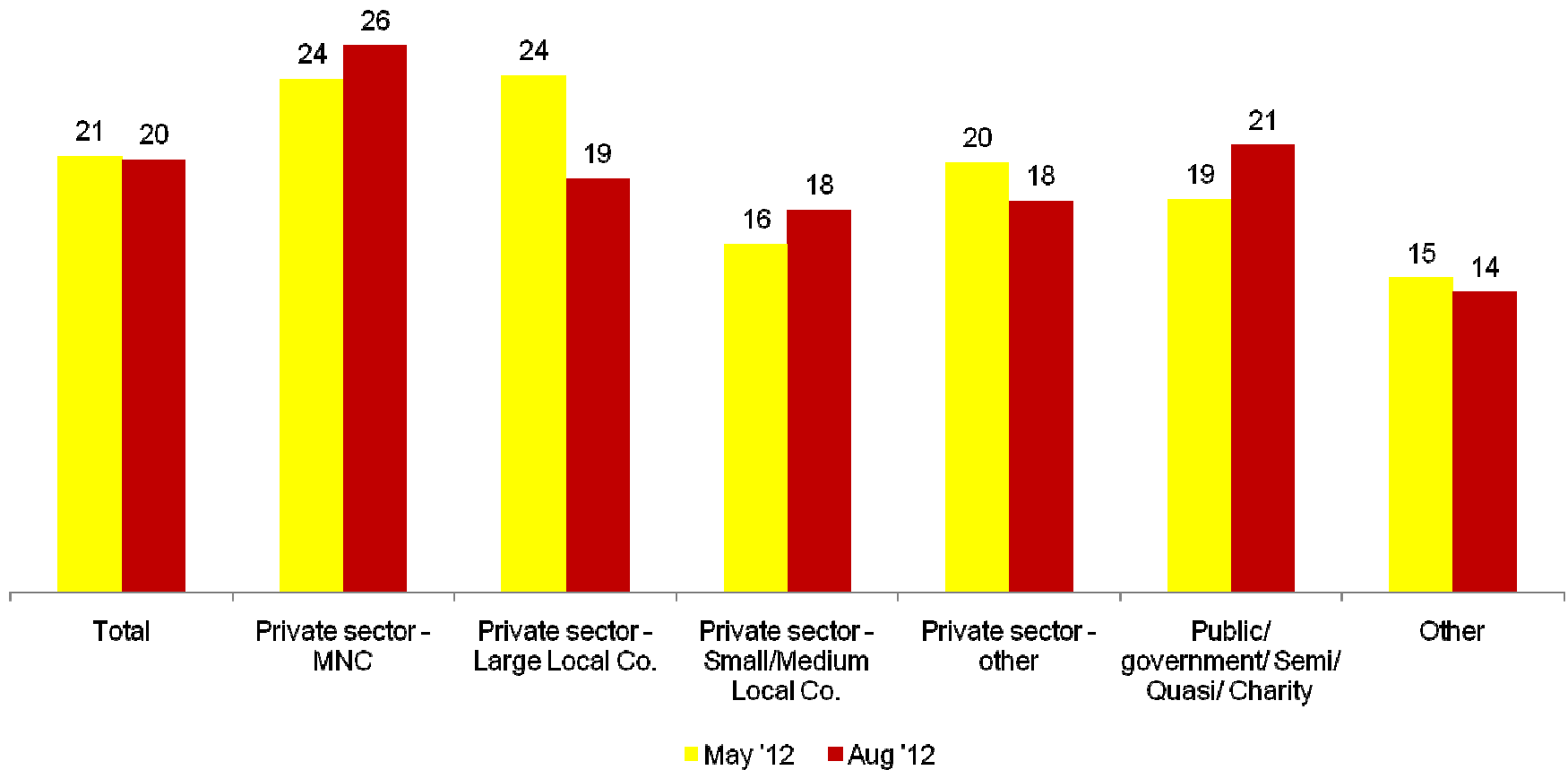
Appraisal of Career - (High Satisfaction Option)

- Job security is highest in the public / semi govt / charity sectors.



Base: Total Working Sample – N= 6,171

Appraisal of Career - (High Satisfaction Option)

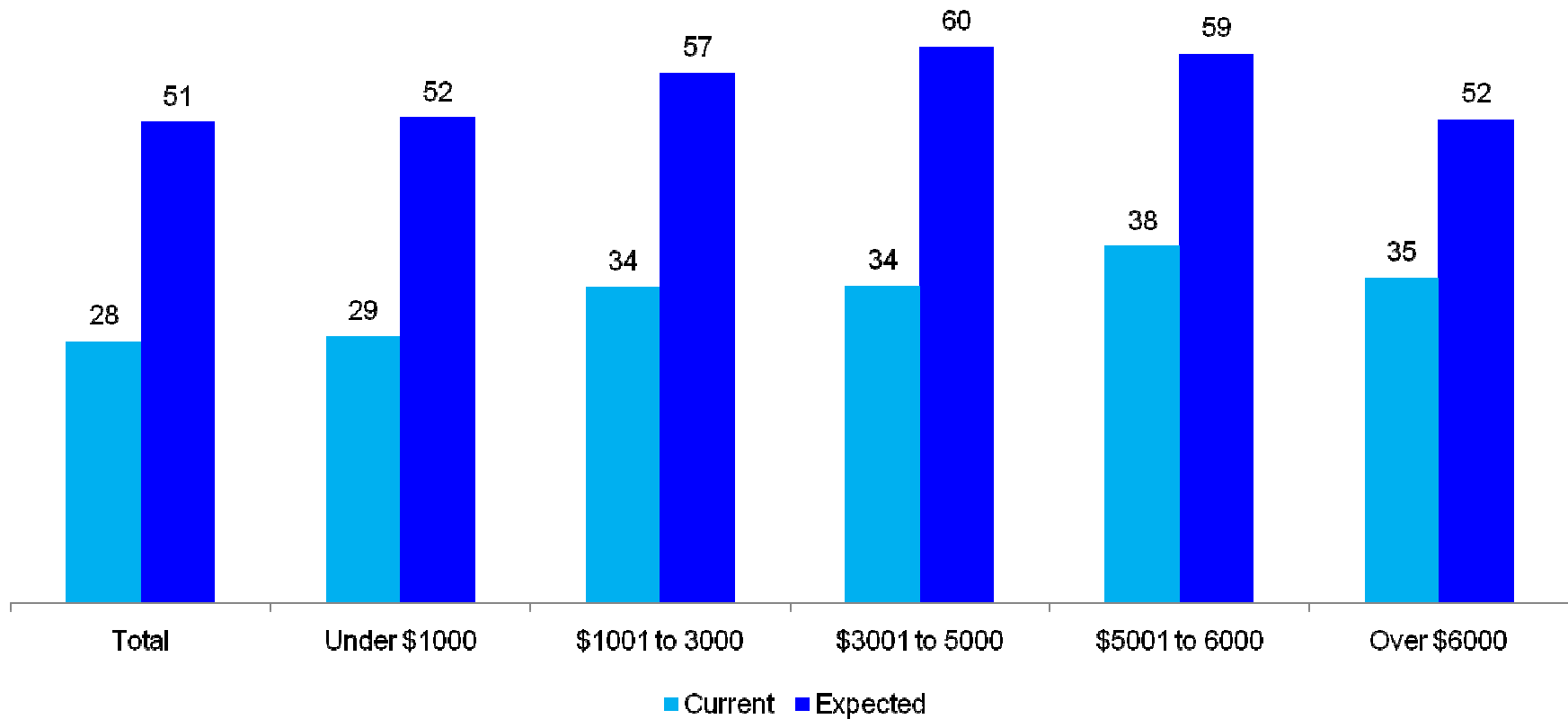


Base: Total Working Sample : May '12= 10138 and Aug '12=6,171

^ By income

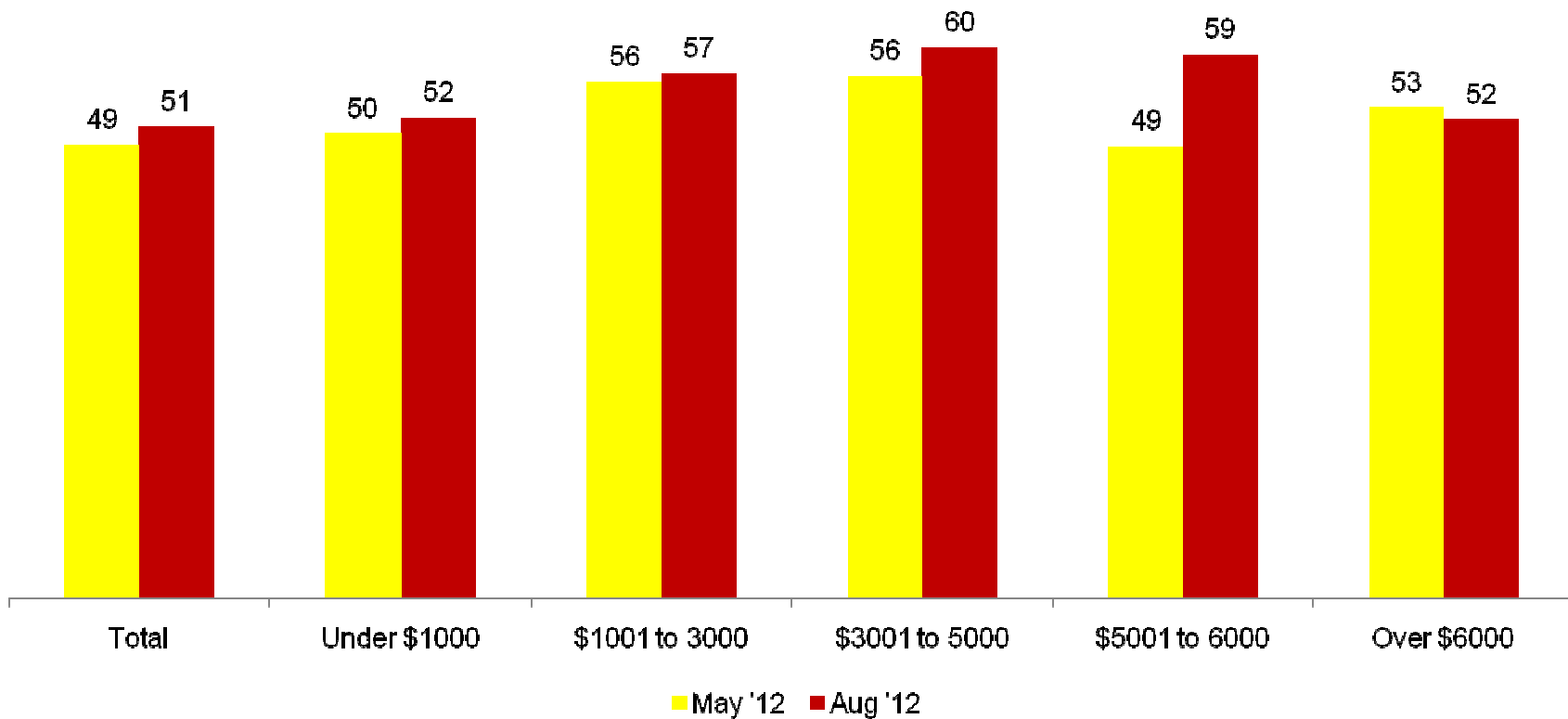
Appraisal of Personal Financial Situation – (Better Option)

- All income groups are positive about their financial situation improving in the near future.



Base: Total Sample – N= 10138

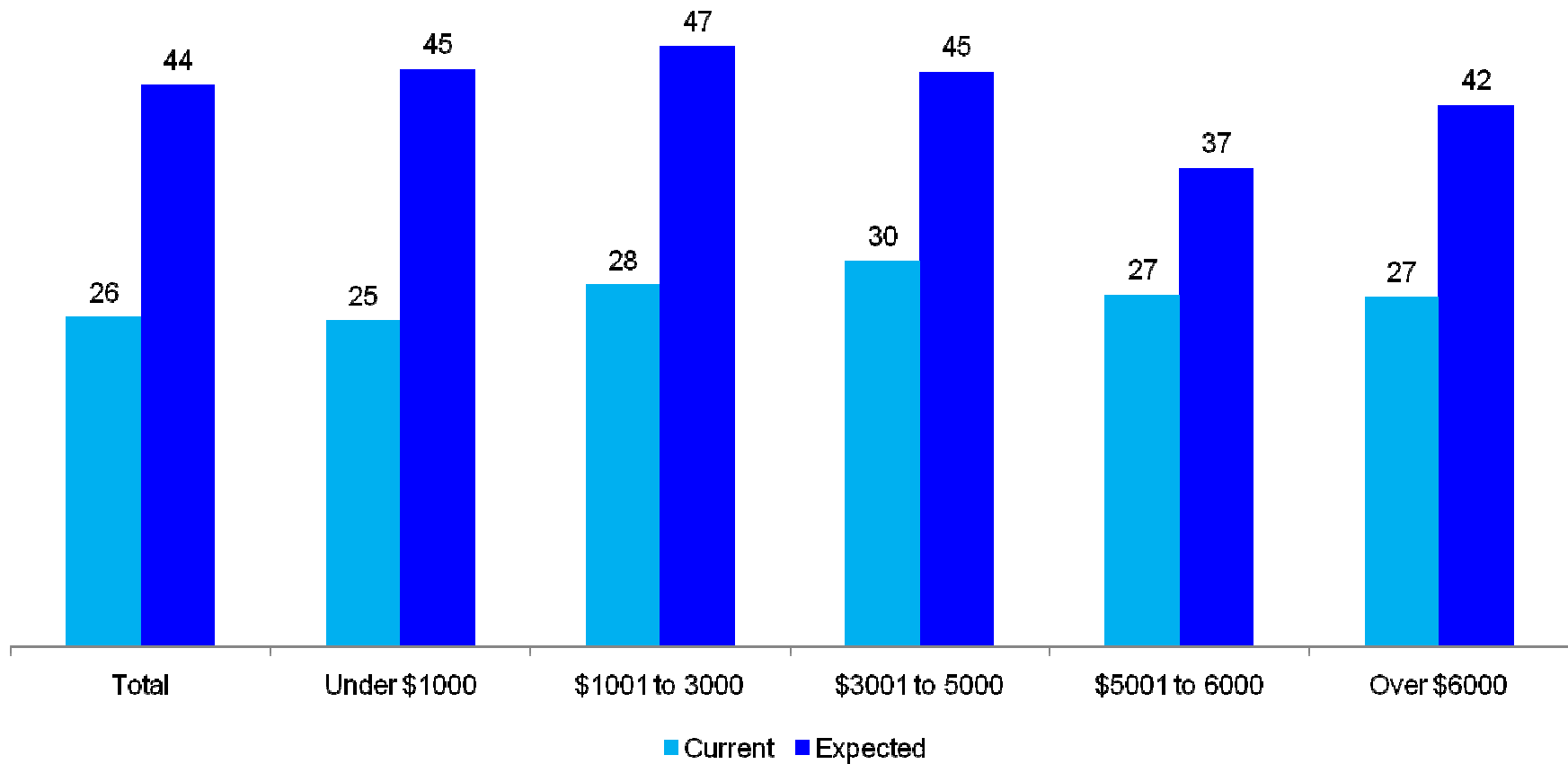
Appraisal of Personal Financial Situation – (Better Option)



Base: Total Sample: May '12 = 10138 and Aug '12=7,421

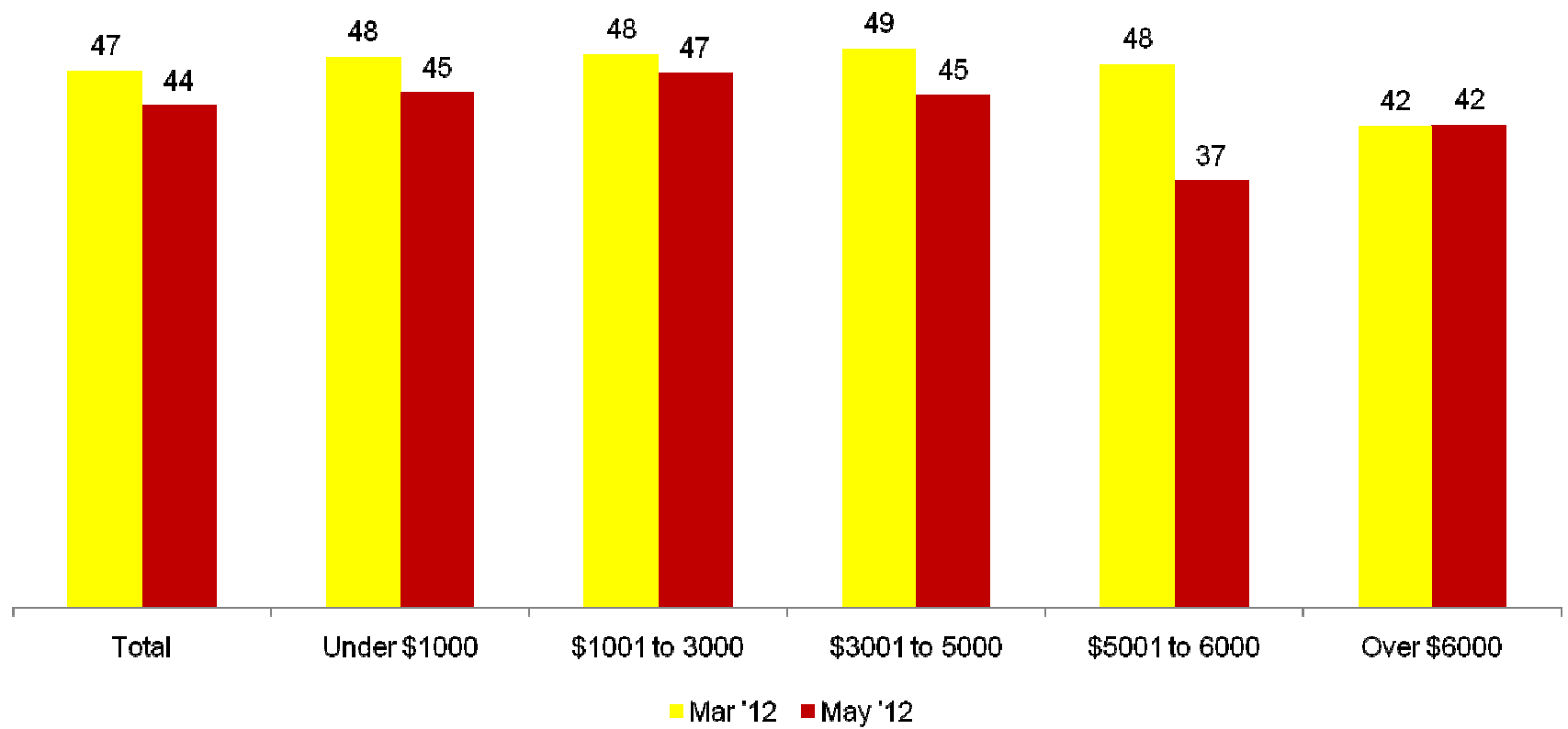
Appraisal of Country's Economy – (Better Option)

- Future expectations for country's economy are optimistic across the different income groups.



Base: Total Sample – N=7,421

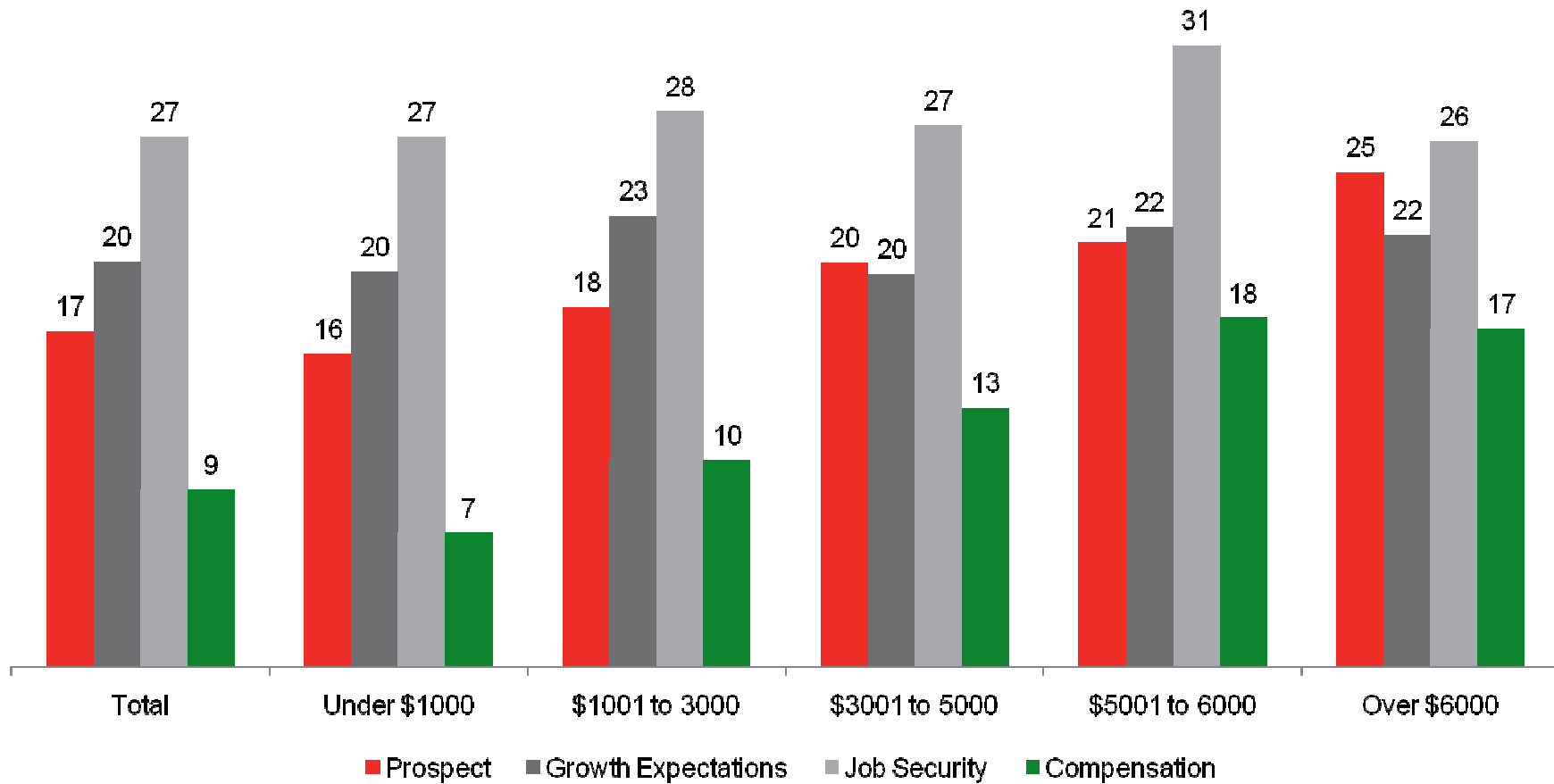
Appraisal of Country's Economy – (Better Option)



Base: Total Sample: May '12= 10138 and Aug '12=7421

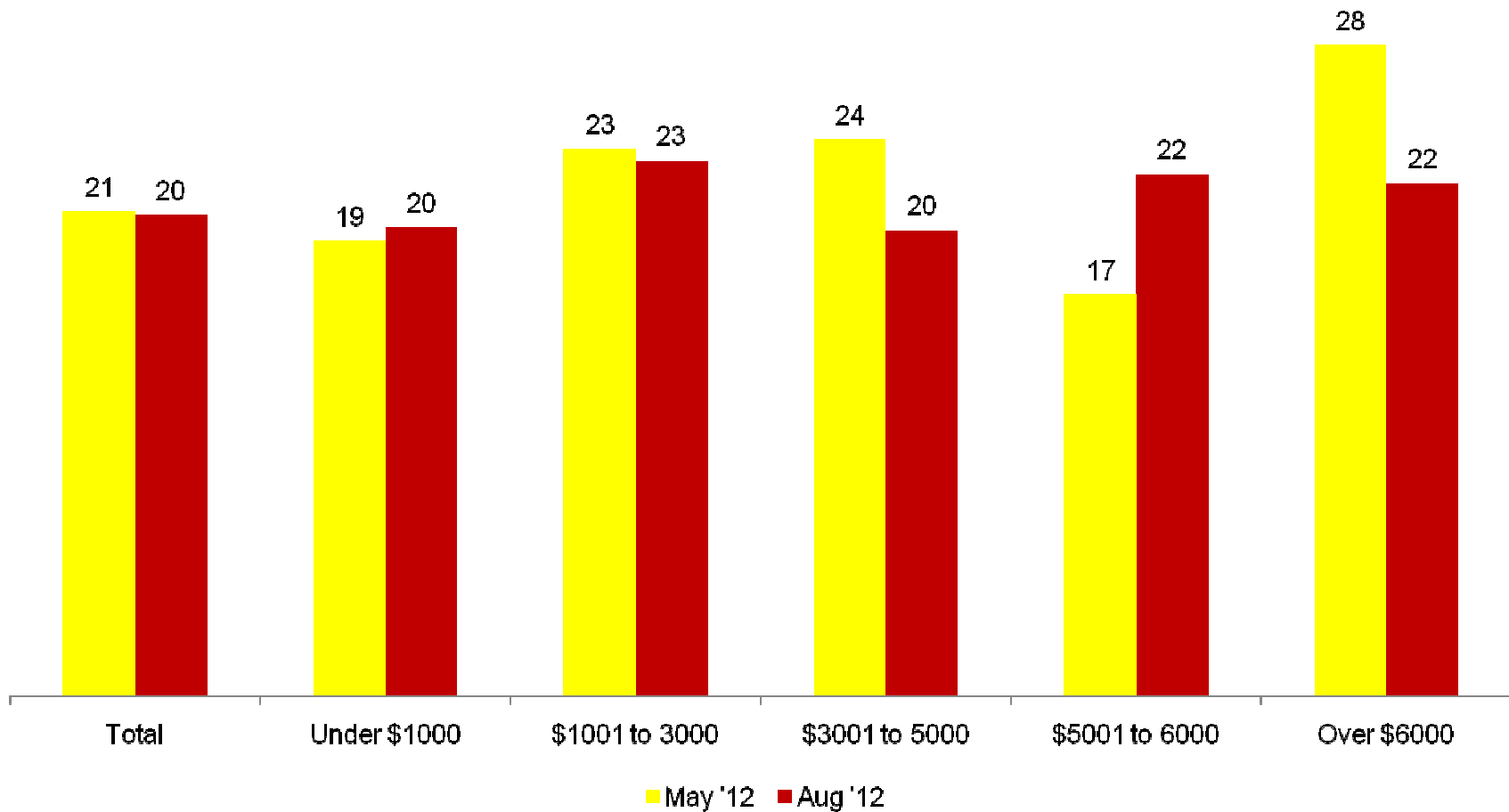
Appraisal of Career - (High Satisfaction Option)

- The higher the income level, the more satisfied respondents are with their current compensation package.



Base: Total Working Sample – N= 6171

Appraisal of Career - (High Satisfaction Option)



Base: Total Working Sample= May '12= 8394 and Aug '12=6171

 **Thank you**

