

**Bayt.com Middle East
Consumer Confidence Index Survey**

September 2011

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 sixteenth period (December 2010) 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.

Methodology:

Online data collection was done between 24th August to 20th September 2011. The total number of respondents achieved was 7,864.

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
- Current period's value calculated for April 2007 is fixed as the base period value
- 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
- Current period's value calculated for April 2007 is fixed as the base period value
- 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, of April 2007 & Sept 2011

	Algeria		Bahrain		Egypt		Kuwait		Lebanon	
	April, 07	Sep, 11	April, 07	Sep, 11	April, 07	Sep, 11	April, 07	Sep, 11	April, 07	Sep, 11
Achieved Sample Size	415	843	101	69	1635	2413	711	310	696	164
CEI	288.2	93.6	273.3	91.8	259.1	117.5	297.5	93.7	217.2	106.4
PCI	103.9	78.1	91.1	79.6	90.6	75.0	104.5	78.4	67.5	104.7
CCI	637.3	91.8	597.0	82.0	573.6	100.3	634.5	88.2	428.9	109.8
ECI	605.8	82.8	567.3	90.7	598.5	89.1	635	79.5	490.1	93.8

Current Period Values for CCI & ECI by Country, of April 2007 & Sept 2011

	Morocco		Qatar		KSA		Syria		UAE	
	April, 07	Sep, 11	April, 07	Sep, 11	April, 07	Sep, 11	April, 07	Sep, 11	April, 07	Sep, 11
Achieved Sample Size	112	710	382	243	2095	733	200	252	2069	499
CEI	275.0	100.3	303.4	96.8	305.6	93.3	268	86.6	296.4	93.4
PCI	84.8	72.4	107.6	78.0	98.1	78.8	76	65.3	99.2	84.2
CCI	582.1	93.3	671.7	88.7	651.6	89.1	560.5	76.6	634.4	88.9
ECI	552.7	92.4	711.3	78.4	651.6	84.7	549.5	80.5	660.8	77.4

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

What do the Indices Indicate?

Comparison of December 2010 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, Dec '10) 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 55 months since the base period, the indices across all countries have experienced a slide with the exception of **Lebanon**.
- **UAE** showcases some drop in the across the indices in the region.
- Therefore, **all of the 10 countries** measured against the base period showed a **dip** rather than rise in confidence in the **last 55 months**.

Differences in Index by Country – September 2011 compared to June 2011

Index	Algeria	Bahrain	Egypt	Kuwait	Lebanon	Morocco	Qatar	KSA	Syria	UAE
CEI	-2.6	-4.2	0.5	-2.4	9.5	-1.4	2.0	-0.2	-6.6	-0.7
PCI	-8.2	-7.5	9.5	-5.5	10.2	-8.7	-9.5	-3.9	-10.3	-3.6
CCI	-2.9	-5.8	3.2	-5.3	11.4	-2.6	-1.3	0.0	-7.3	-1.3
ECI	-1.9	10.1	-1.4	-3.3	1.6	-2.7	-9.1	0.7	-11.5	0.4

What do the Indices Indicate?

Comparison of Sept '11 with Previous Period June '11

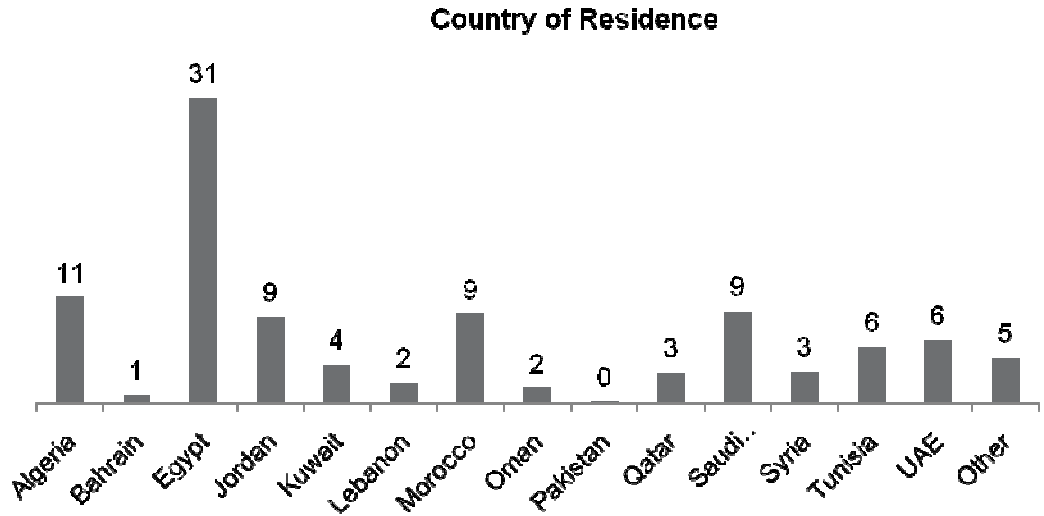
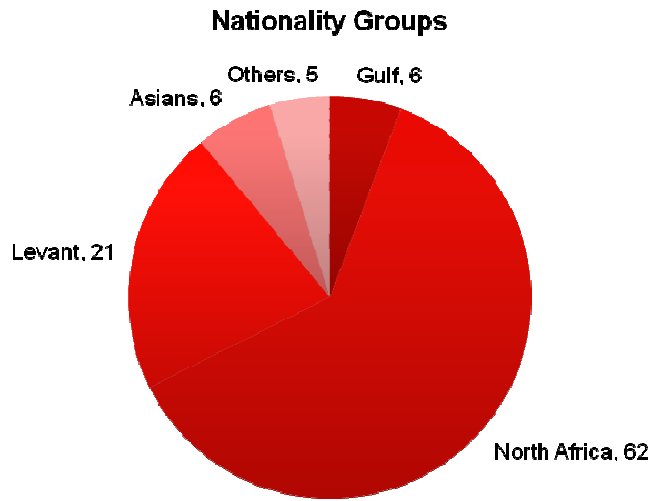
- The following comparison has been done wherever relevant with the previous period of June 2011.
- **UAE, sees a dip across the indices except the ECI.**
- Lebanon sees some gains across all indices, particularly CCI.
- Egypt sees an increase in the consumer confidence with an increase of 3 points.
- Syria sees the largest dip in PCI since the previous wave.

What does this Mean for the UAE?

- Consumer Confidence in the UAE sees a slight dip in the current wave.
- Respondents in the UAE continue to anticipate some improvement in their personal financial situation in the future.
- 42% of the respondents have positive expectations regarding the country's future economy and financial conditions. Another 22% feel that it would remain the same.
- A third of the respondents are of the opinion that now is not a good time to buy consumer durables.
- 31% say that the current period is a bad time for business. However, 47% 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. 40% opine that there are very few jobs available in the market.
- Low to moderate satisfaction with current compensation reported by the residents. 30% claim low satisfaction with job security.

RESPONDENT PROFILE

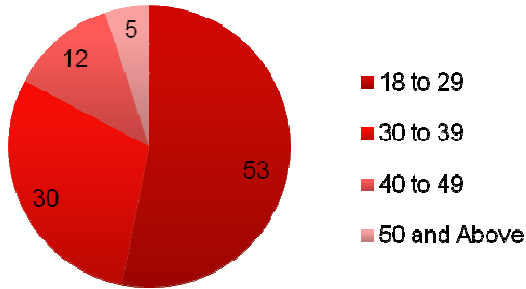
Respondent profile – Country



Base: Total Sample – N= 7,864

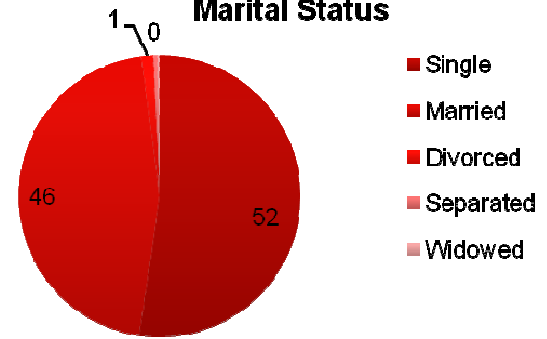
Respondent profile - Personal

Age group



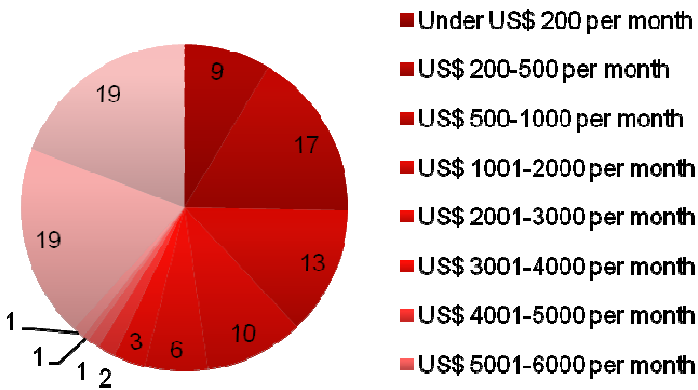
Base: Total Sample – N= 7,864

Marital Status



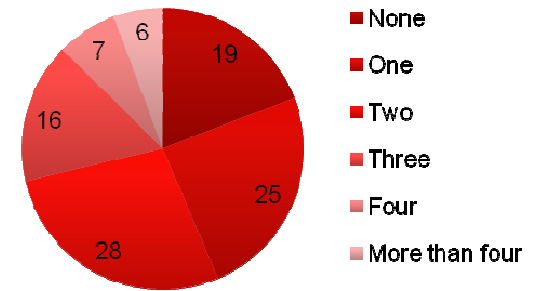
Base: Total Sample – N= 7,864

Monthly Personal Income



Base: Total Sample – N= 7,864

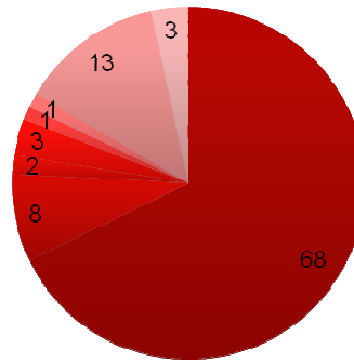
No. of children



Base: Married/ used to be married– N= 3,751

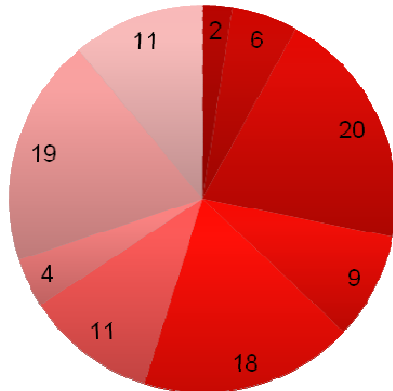
Respondent profile - Organizational

Work Status



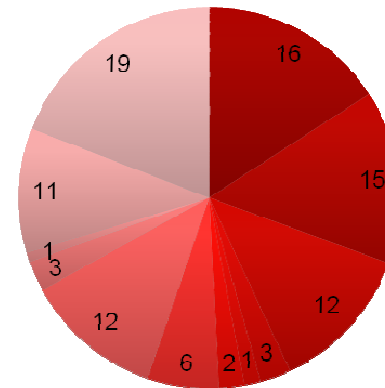
- Working full time (30 or more hours per week)
- Working part time (8 to 29 hours per week)
- Working part time (Less than 8 hours a week)
- Full time student
- Retired
- Full-time home-maker or housewife
- Unemployed
- Other

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= 7,864

Appraisal of Present Situation – 1/3

- 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?

- Similar to last wave (29%), we see that only 28% of the total respondents feel that their personal financial situation is better than last year.
- Coming down from 31% in the last wave, this quarter 27% of the total respondents feel that their country's economy has worsened compared to last year.
- Only 33% in the UAE say 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	7864	843	69	2413	685	310	164	710	125	12	243	733	252	447	499
Financial															
Better	28	36	20	32	19	32	26	21	34	42	33	33	23	21	26
Same	35	36	38	31	34	31	35	39	37	42	41	37	34	40	39
Worse	29	18	32	28	42	28	31	30	22	8	21	23	39	32	29
Don't know	8	10	10	10	5	9	9	10	8	8	5	6	4	6	6
Country's economy															
Better	27	31	17	30	17	23	15	32	38	33	34	34	13	24	30
Same	29	36	32	25	36	32	38	32	23	33	28	29	19	24	33
Worse	29	16	39	31	35	28	40	17	23	17	27	26	49	39	24
Don't know	14	16	12	15	12	17	7	19	15	17	12	11	18	13	13
Consumer Behaviour															
Good time to buy	16	24	16	14	14	16	12	16	25	42	19	17	10	12	17
Neutral time to buy	30	21	35	32	28	39	40	18	34	33	37	34	23	21	42
Bad time to buy	46	43	43	46	50	34	41	54	26	8	35	40	60	58	33
Don't know	9	12	6	7	7	11	7	12	16	17	9	9	8	9	7

Appraisal of Present Situation – 2/3

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?

- Just over a quarter of respondents (26%) feel that the current period is good for business. 34% opine that it is not good. 43% in the UAE claim it is a Neutral period.
- With regards to employment 51% of the respondents claim there are a 'very few' jobs available. This sentiment is strongest in Syria (69%) followed by Tunisia (60%) and Lebanon (59%).

Total / Country of residence	Total	Algeria	Bahrain	Egypt	Jordan	Kuwait	Lebanon	Morocco	Oman	Pakistan	Qatar	Saudi Arabia	Syria	Tunisia	UAE
Base Size	7864	843	69	2413	685	310	164	710	125	12	243	733	252	447	499
Business Conditions															
Good time	26	40	16	20	21	25	20	30	37	58	26	38	12	26	19
Neutral time	29	24	45	30	25	35	37	26	32	25	35	29	20	25	43
Bad time	34	20	32	42	43	27	35	26	18	8	28	22	59	40	31
Don't know	11	16	7	8	11	13	9	17	13	8	11	10	9	8	6
Employment															
Plenty available	12	14	14	8	6	17	5	8	26	42	25	27	4	4	19
Not many available	33	32	30	34	32	37	33	34	26	17	36	33	22	34	35
Very few available	51	49	48	54	59	40	59	54	44	25	32	36	69	60	40
Don't know	4	5	7	4	3	5	3	5	4	17	7	5	5	2	6

Appraisal of Present Situation – 3/3

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?

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

Total / Country of residence	Total	Algeria	Bahrain	Egypt	Jordan	Kuwait	Lebanon	Morocco	Oman	Pakistan	Qatar	Saudi Arabia	Syria	Tunisia	UAE
Working Base Size	6365	665	53	2051	524	277	142	457	108	9	218	634	219	308	436
Number of employees															
More employees	24	32	15	20	18	31	18	17	46	22	34	40	20	18	27
Same number	29	31	30	29	32	27	40	28	29	44	24	26	32	30	27
Fewer employees	29	16	40	34	29	32	30	23	14	0	29	23	33	21	38
Don't know	18	21	15	16	21	10	12	32	11	33	13	12	15	31	8
Salary vis-a-vis Cost of Living															
Increased more than cost of living	4	7	8	3	2	6	1	3	6	11	5	6	3	4	8
Increased similar to cost of living	20	22	15	22	12	27	15	15	26	44	21	23	21	17	23
Not kept pace with cost of living	64	58	66	65	73	63	73	65	54	22	65	62	68	57	62
Don't know	11	12	11	10	13	4	11	17	14	22	9	9	8	23	7

Expectations for the Year Hence – 1/2

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?

- 50% are of the sentiment that their personal finances will become better in a year's time.
- Egypt continues to 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	7864	843	69	2413	685	310	164	710	125	12	243	733	252	447	499
Financial															
Will be better	50	49	45	54	40	52	46	40	52	75	56	57	45	47	54
Will remain the same	11	10	16	9	14	15	19	10	14	8	18	13	10	8	16
Become worse	6	3	12	4	11	5	10	4	5	0	5	6	12	4	8
Don't know	33	37	28	34	35	29	26	46	30	17	21	24	33	40	23
Country's Economy															
Will be better	50	39	41	65	37	47	24	48	55	42	58	52	33	57	46
Will remain the same	15	21	20	9	22	17	28	15	22	25	14	17	7	7	22
Become worse	15	15	23	11	22	15	29	9	8	8	15	17	33	11	15
Don't know	19	25	16	16	19	21	18	28	14	25	12	14	27	25	17

Expectations for the Year Hence – 2/2

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?

- Understandably, better business conditions in the next year are expected by all the countries.
- Qatar continues to 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	7864	843	69	2413	685	310	164	710	125	12	243	733	252	447	499
Business Conditions															
Will be better	54	44	48	68	40	45	37	49	57	58	63	56	41	63	47
Will remain the same	16	21	20	10	22	21	33	16	16	33	15	17	9	10	23
Become worse	11	10	17	7	18	14	16	6	5	0	7	13	25	8	15
Don't know	19	25	14	15	20	20	14	29	22	8	16	14	25	20	16
Employment															
There will be more jobs available	38	23	39	53	26	31	16	31	40	42	57	40	35	39	35
There will be same number of jobs available	24	33	23	19	27	25	40	27	25	33	16	24	17	25	22
There will be fewer jobs available	20	23	22	12	31	25	29	15	22	0	14	24	22	14	29
Don't know/Can't say	17	21	16	15	16	18	15	27	14	25	14	12	26	22	14

Satisfaction with Career

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?

- Neutral to low satisfaction with career prospects and career growth within current organisations reported. Respondents from KSA (26%) 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	6365	665	53	2051	524	277	142	457	108	9	218	634	219	308	436
Prospects															
High	16	20	9	15	12	12	14	14	19	44	17	19	14	18	16
Neutral	34	27	47	39	30	43	35	24	41	33	32	33	28	29	43
Low	39	38	30	37	43	41	42	41	29	11	44	41	49	30	35
Don't know	11	15	13	9	15	4	10	22	12	11	8	7	9	23	6
Career Growth															
High	21	23	11	23	15	21	22	22	23	44	21	26	16	23	17
Neutral	32	23	40	36	26	41	31	22	34	33	35	36	25	25	41
Low	39	42	42	35	51	34	42	39	32	11	35	34	53	34	39
Don't know	8	12	8	6	7	4	5	17	10	11	9	5	6	18	3

Satisfaction with Career

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)?

- Residents of Syria and KSA to claim high job security.
- 80% 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	6365	665	53	2051	524	277	142	457	108	9	218	634	219	308	436
Job Security															
High	28	31	21	28	25	22	30	27	31	22	30	33	38	29	24
Neutral	32	22	38	36	29	44	36	22	34	44	32	30	25	23	40
Low	30	28	30	28	36	29	27	32	23	22	30	31	31	27	30
Don't know	10	19	11	8	10	5	7	19	11	11	8	5	7	20	6
Compensation															
High	9	9	13	8	5	7	7	9	12	44	6	14	5	7	10
Neutral	30	19	34	37	22	43	32	19	31	33	34	31	28	23	36
Low	50	57	43	46	61	45	48	51	42	22	52	49	61	50	48
Don't know	11	15	9	10	12	5	13	21	16	0	8	7	6	20	6

Investment in Vehicle

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?

- Only 26% of the total respondents are planning to purchase a new vehicle in the next one year. Respondents of Qatar 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	7864	843	69	2413	685	310	164	710	125	12	243	733	252	447	499
Vehicle															
Yes	26	33	23	22	26	34	22	24	34	75	35	34	16	19	33
No	56	49	64	59	57	52	59	55	48	8	50	52	68	62	54
Don't know	18	18	13	19	18	14	19	22	18	17	15	14	16	19	13
Types of vehicle															
Plan to buy base	2066	277	16	541	176	106	36	168	42	9	84	249	40	83	166
New	51	58	63	55	30	42	56	43	33	33	48	55	50	58	52
Used	43	34	31	40	65	51	36	46	62	56	49	42	45	40	42
Don't know	6	8	6	5	5	7	8	11	5	11	4	3	5	2	6

Investment in Property

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?

- The trend continues with majority (62%) of respondents not interested in making any investment property. Within UAE, 66% say they would not be buying any property.
- Of those wishing to purchase a property, majority(66%) 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	7864	843	69	2413	685	310	164	710	125	12	243	733	252	447	499
Property															
Yes	20	26	14	19	13	24	18	19	29	50	29	26	15	9	18
No	62	55	71	63	70	60	62	58	52	25	58	56	69	72	66
Don't know	18	19	14	18	17	17	20	23	19	25	13	17	15	19	15
Types of property															
Plan to buy base	1543	221	10	454	87	73	30	133	36	6	70	193	39	41	91
New	66	57	90	71	55	70	57	65	56	67	71	66	64	63	73
Lived in	24	29	0	21	29	21	27	24	31	33	20	22	28	27	21
Don't know	10	14	10	8	16	10	17	11	14	0	9	12	8	10	7

Purchase of Electronic Appliances

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

- 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	7864	843	69	2413	685	310	164	710	125	12	243	733	252	447	499
Desktop or Laptop	28	33	22	28	24	24	24	31	28	42	28	27	29	27	29
Furniture	18	24	25	14	16	18	18	20	19	42	22	23	14	16	20
LCD or Plasma Television	11	14	7	10	9	11	11	11	17	33	14	13	10	13	15
Air Conditioner	17	19	17	15	18	17	12	17	24	58	21	23	11	12	17
Digital Camera	9	15	6	5	9	7	4	13	9	33	11	12	5	6	8
Refrigerator	13	17	12	15	13	8	9	7	14	42	12	15	10	10	7
Washing Machine	9	14	9	6	9	9	3	13	6	25	9	13	6	10	10
Vacuum Cleaner	4	7	1	2	4	5	3	7	6	17	7	5	4	3	4
Home Theatre System	5	4	3	4	7	7	2	4	6	25	9	9	4	3	4
Cooking Range	4	10	0	2	3	2	0	6	2	0	5	4	2	3	2
Normal Colour Television	4	4	7	2	3	6	2	3	9	8	9	7	5	2	8
DVD or VCD Recorder or Player	4	9	6	2	4	6	4	5	8	25	6	5	4	4	6
Clothes Dryer	4	6	4	2	2	4	2	5	6	25	5	6	2	2	3
Normal or Digital Camcorder	2	3	1	1	2	2	1	3	4	8	4	2	2	2	2
Video Recorder or Player	2	3	1	1	2	1	1	3	2	0	2	1	1	2	2

Expectations of Growth in Organization

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

- Only about a quarter (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	6365	665	53	2051	524	277	142	457	108	9	218	634	219	308	436
Number of employees															
Optimistic	22	31	21	20	20	18	15	25	31	22	28	30	15	23	21
Neutral	32	24	32	37	30	39	36	20	34	56	33	34	31	25	36
Pessimistic	24	19	26	24	30	22	29	21	14	11	23	21	34	22	26
Don't know	21	26	21	20	20	21	20	33	21	11	16	14	20	30	17
Staffing requirements															
Optimistic	19	22	15	18	19	18	14	20	23	22	21	20	16	19	18
Neutral	34	26	32	38	32	42	39	26	34	56	36	34	28	29	38
Pessimistic	25	26	36	23	30	19	27	21	20	11	25	30	37	20	28
Don't know	22	26	17	22	19	21	20	34	22	11	19	16	19	32	16

Expectations of Market Economy

Q. Inflation/Rise in cost of living

Q. Cost of real estate (rental or purchase)

- 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.

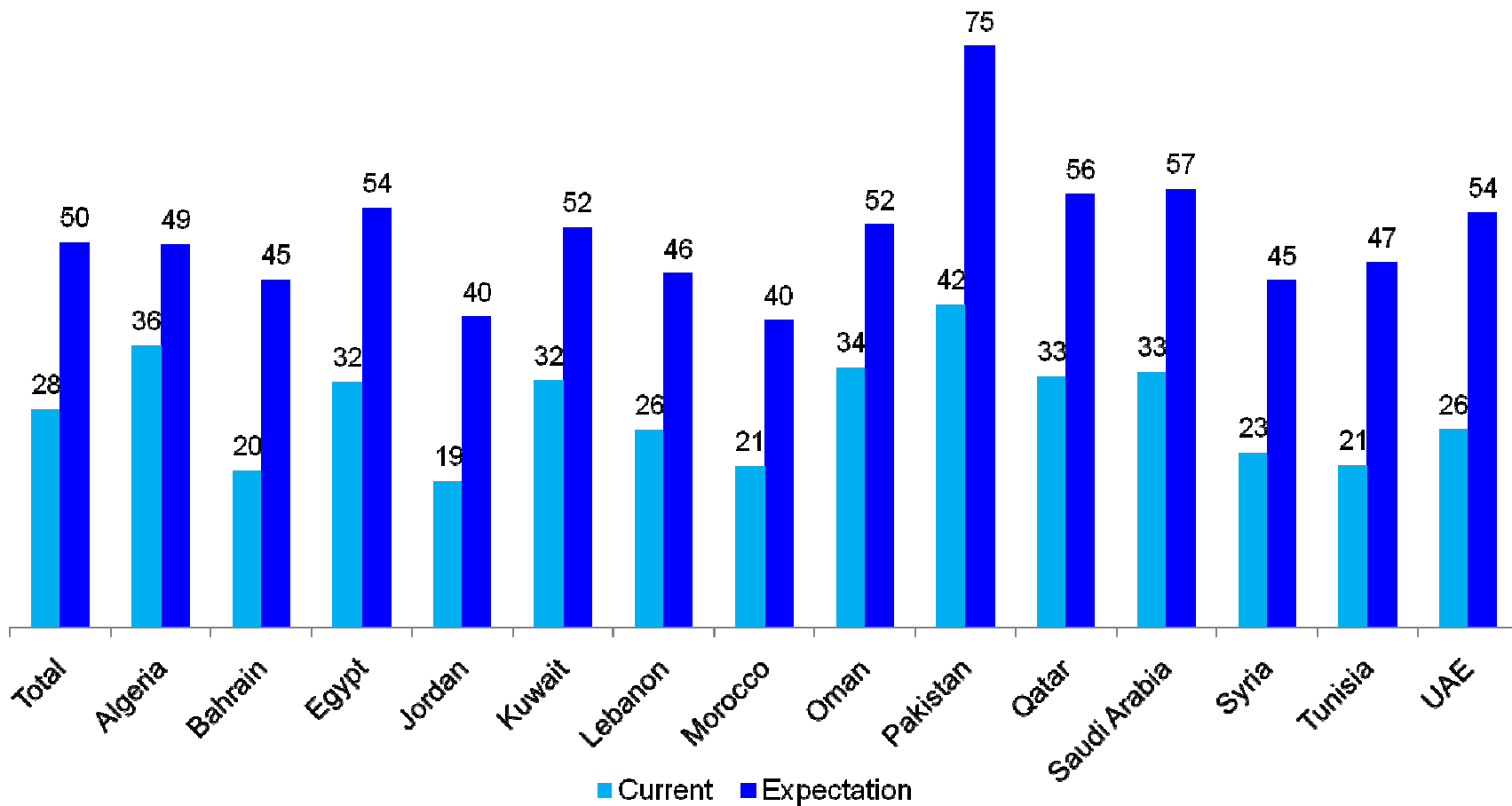
Total / Country of residence	Total	Algeria	Bahrain	Egypt	Jordan	Kuwait	Lebanon	Morocco	Oman	Pakistan	Qatar	Saudi Arabia	Syria	Tunisia	UAE
Working Base Size	6365	665	53	2051	524	277	142	457	108	9	218	634	219	308	436
Inflation/Rise in cost of living															
Positive	18	14	28	19	15	19	15	18	18	0	20	18	12	17	22
Neutral	20	15	19	23	18	22	24	12	32	44	25	21	16	15	27
Negative	36	32	26	33	44	29	42	33	27	44	34	41	45	36	31
Don't know	13	17	11	13	13	18	10	19	16	0	12	9	10	18	8
No Impact	13	21	15	12	10	11	9	18	7	11	9	11	17	15	12
Cost of real estate (rental or purchase)															
Positive	15	11	26	15	11	17	16	16	14	0	21	16	9	14	17
Neutral	20	14	23	23	18	21	23	12	25	44	29	22	15	15	30
Negative	33	34	21	29	41	31	38	31	36	44	30	40	38	33	32
Don't know	13	17	13	12	12	15	11	21	15	0	13	9	11	19	8
No Impact	18	23	17	21	18	16	12	19	10	11	7	14	26	19	13

APPENDIX

By COUNTRY OF RESIDENCE

Appraisal of Personal Financial Situation – (Better option)

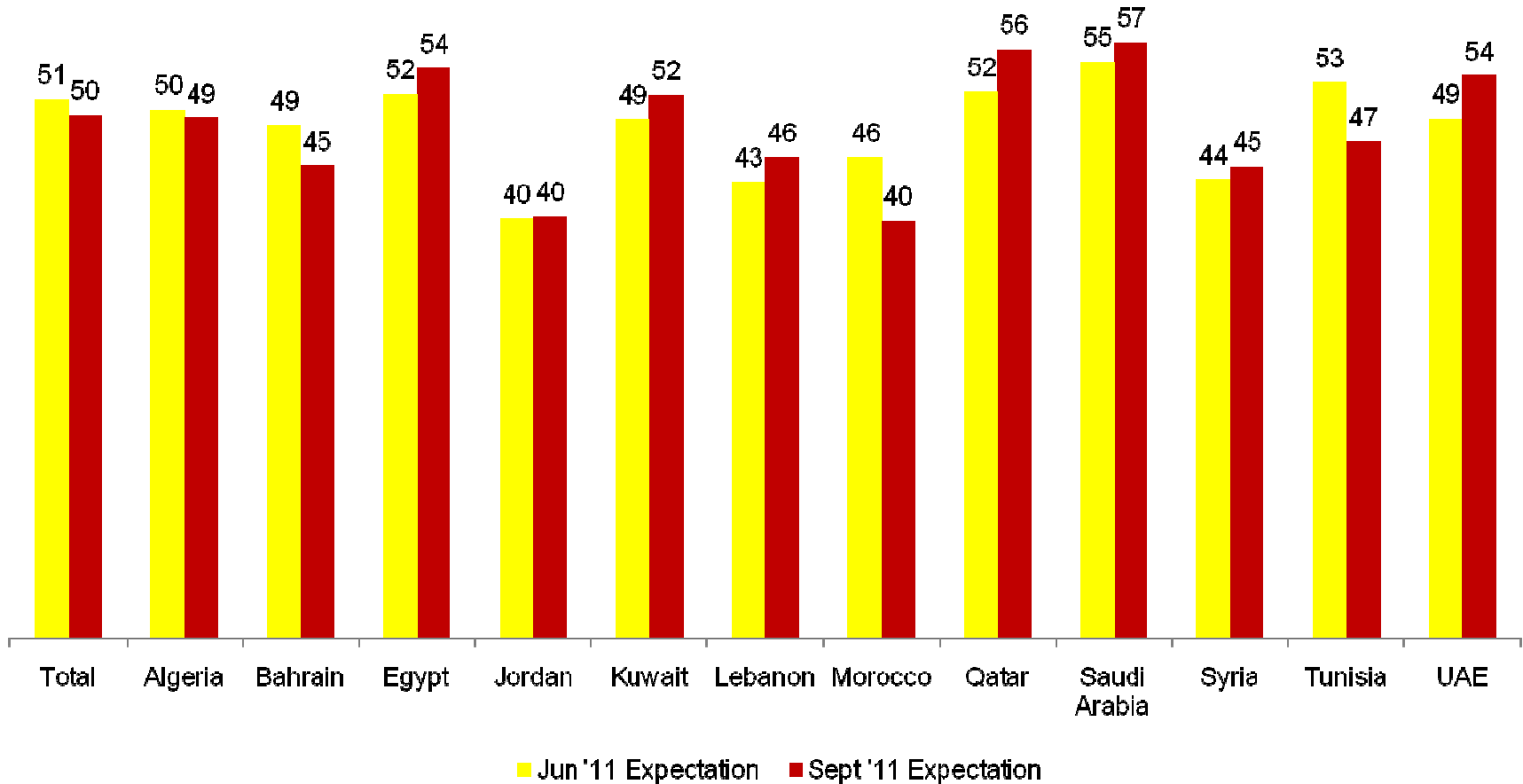
- As always all countries are optimistic in their anticipation of future changes in their financial situation.



Base: Total Sample – N= 7,864

Appraisal of Personal Financial Situation – (Better option)

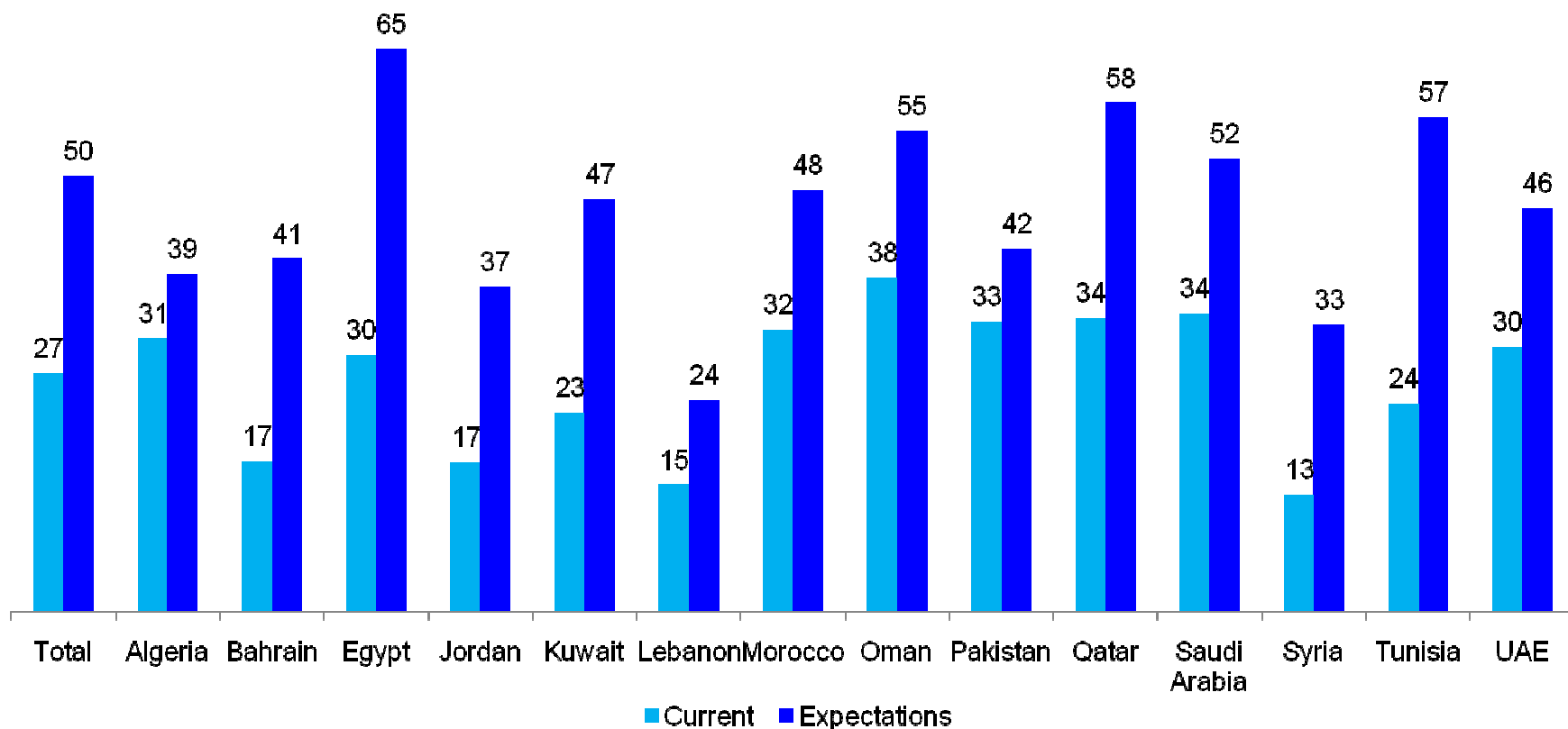
- Most of the countries have a more positive outlook for the future compared to the previous wave.



Base: Total Sample: Jun '11=7,245 and Sept=7,864

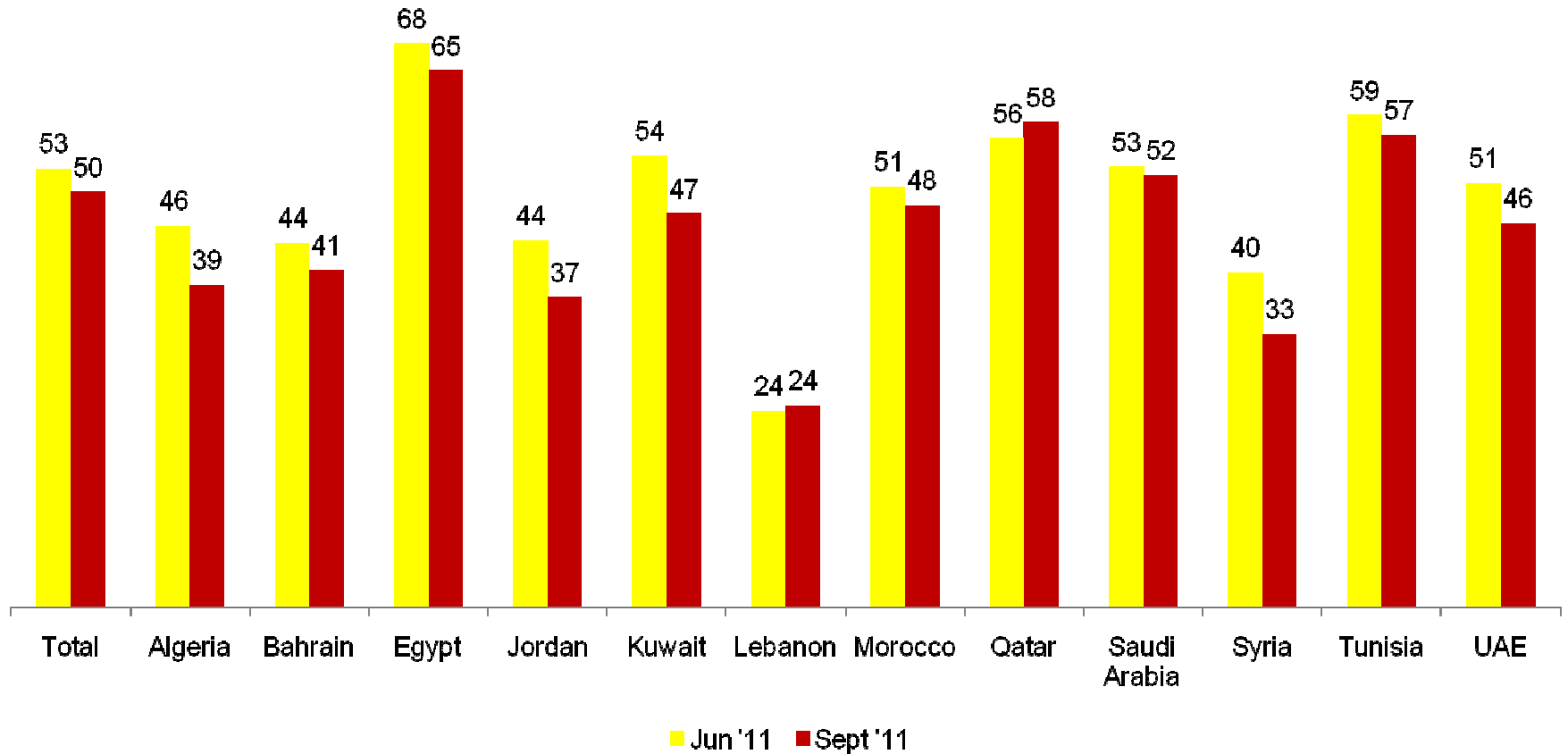
Appraisal of Country's Economy – (Better option)

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



Base: Total Sample – N= 7,864

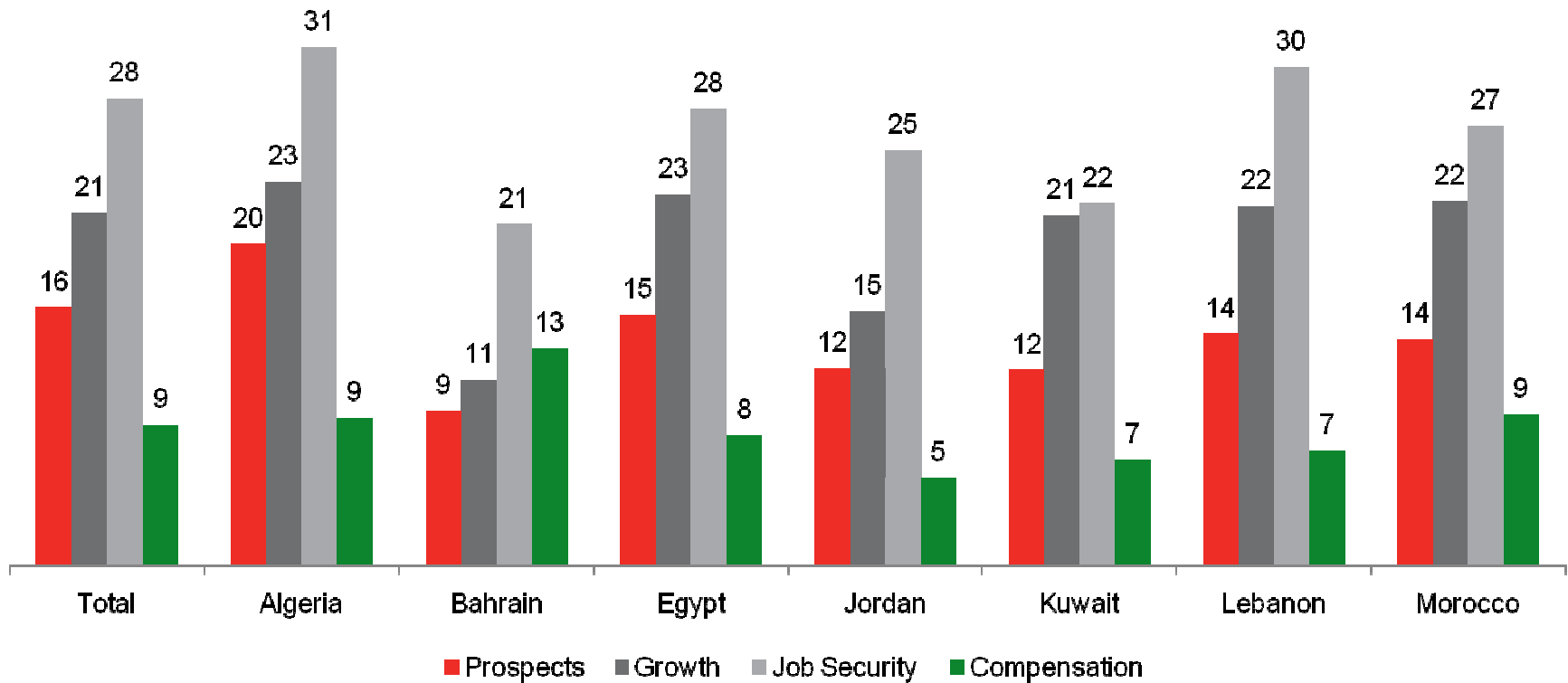
Appraisal of Country's Economy – (Better option)



Base: Total Sample: Jun '11=7,245 and Sept=7,864

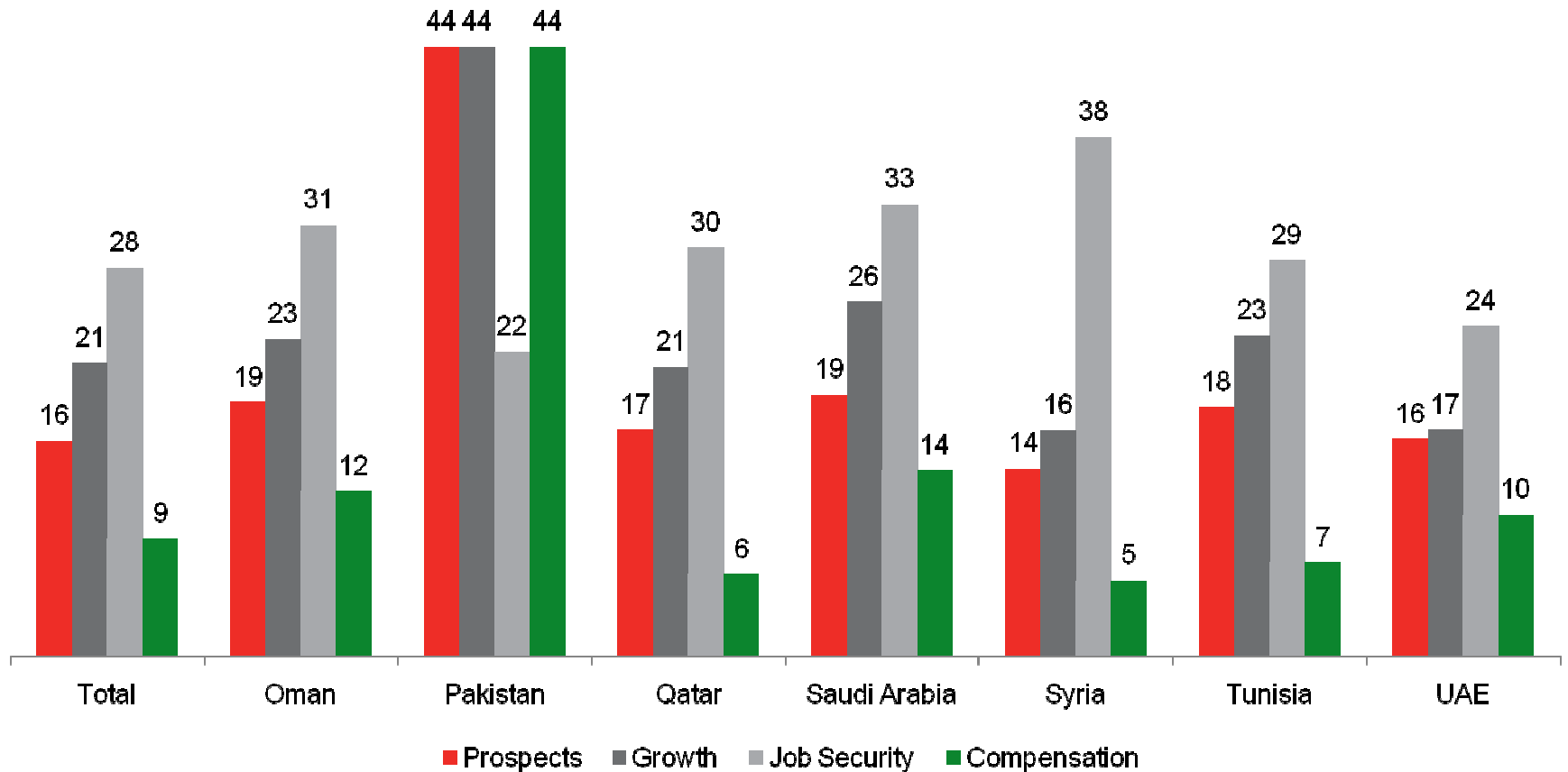
Appraisal of Career - (High Satisfaction Option)

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



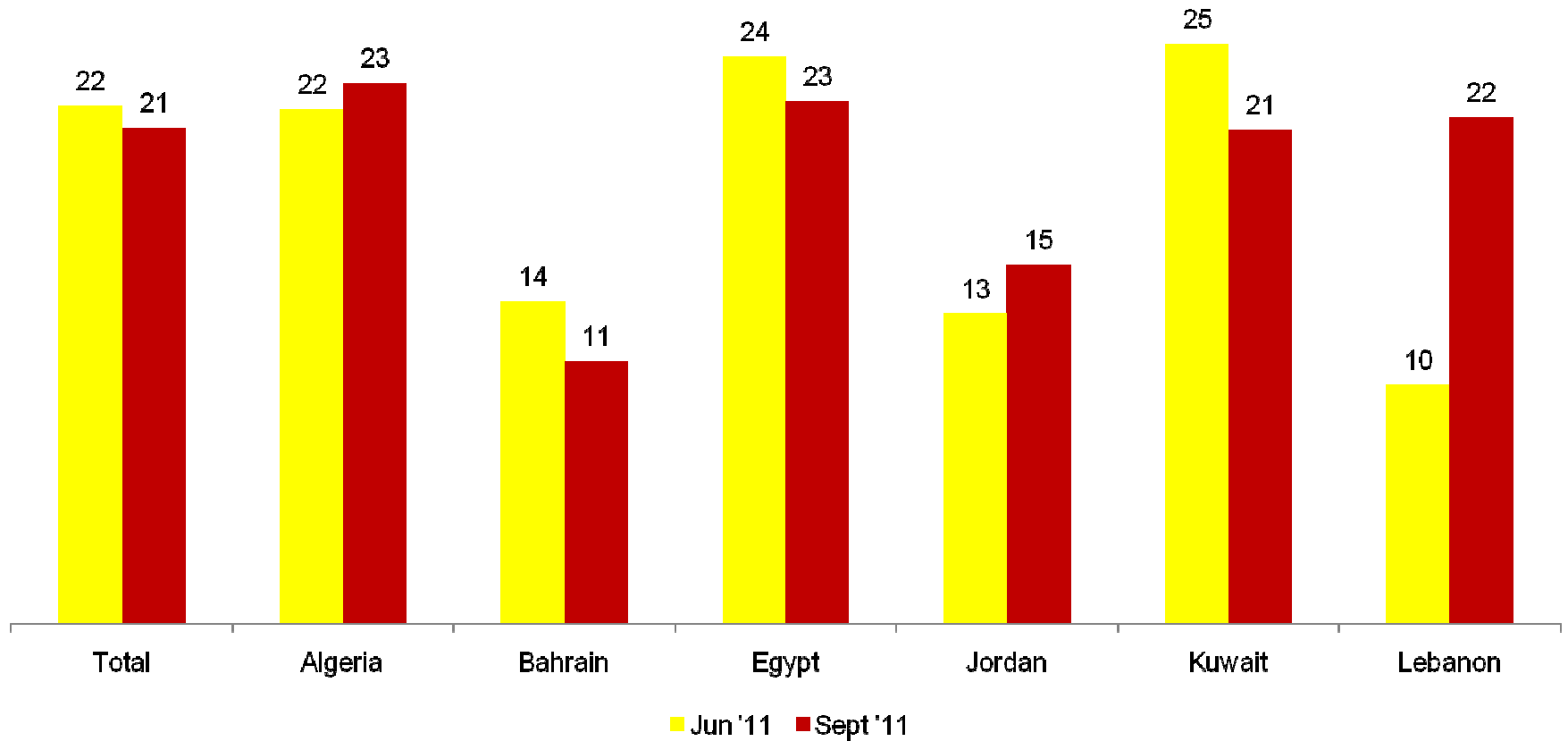
Base: Total Working Sample – N= 6,365

Appraisal of Career - (High Satisfaction Option)



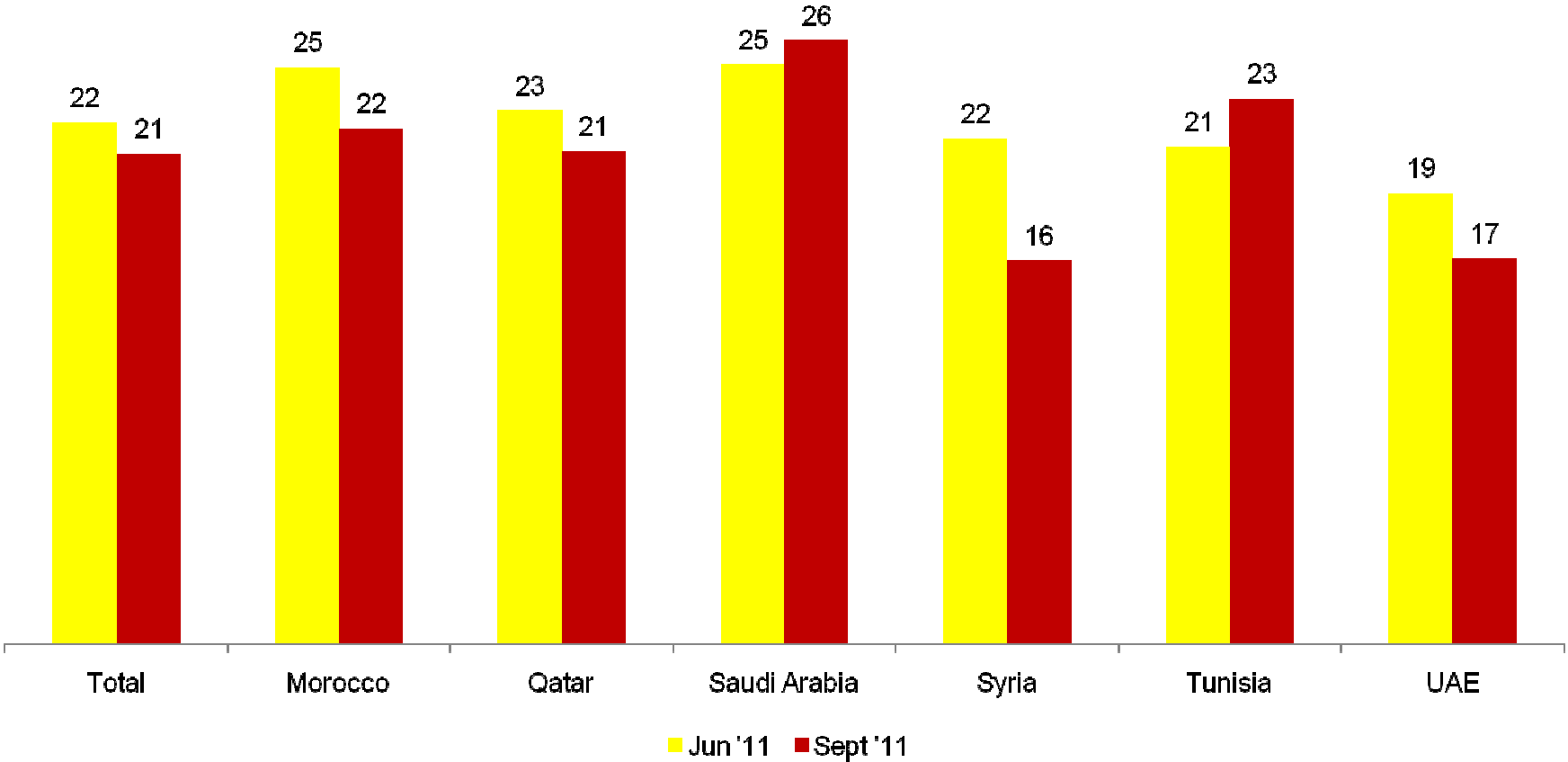
Base: Total Working Sample – N= 6,365

Appraisal of Career - (High Satisfaction Option)



Base: Total Working Sample: Jun '11= 5,925 and Sept '11= 6,365

Appraisal of Career - (High Satisfaction Option)

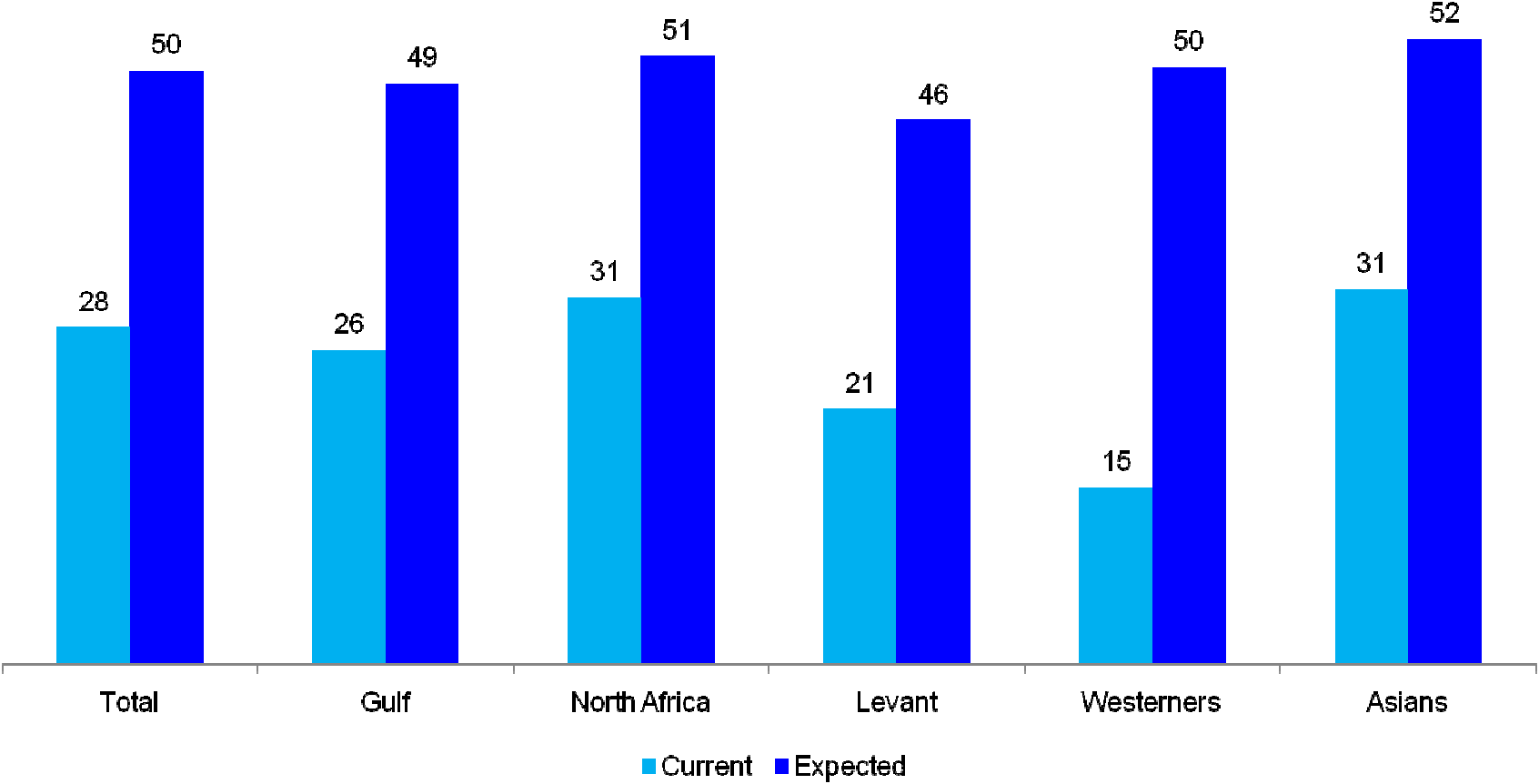


Base: Total Working Sample: Jun '11= 5,925 and Sept '11= 6,365

BY NATIONALITY

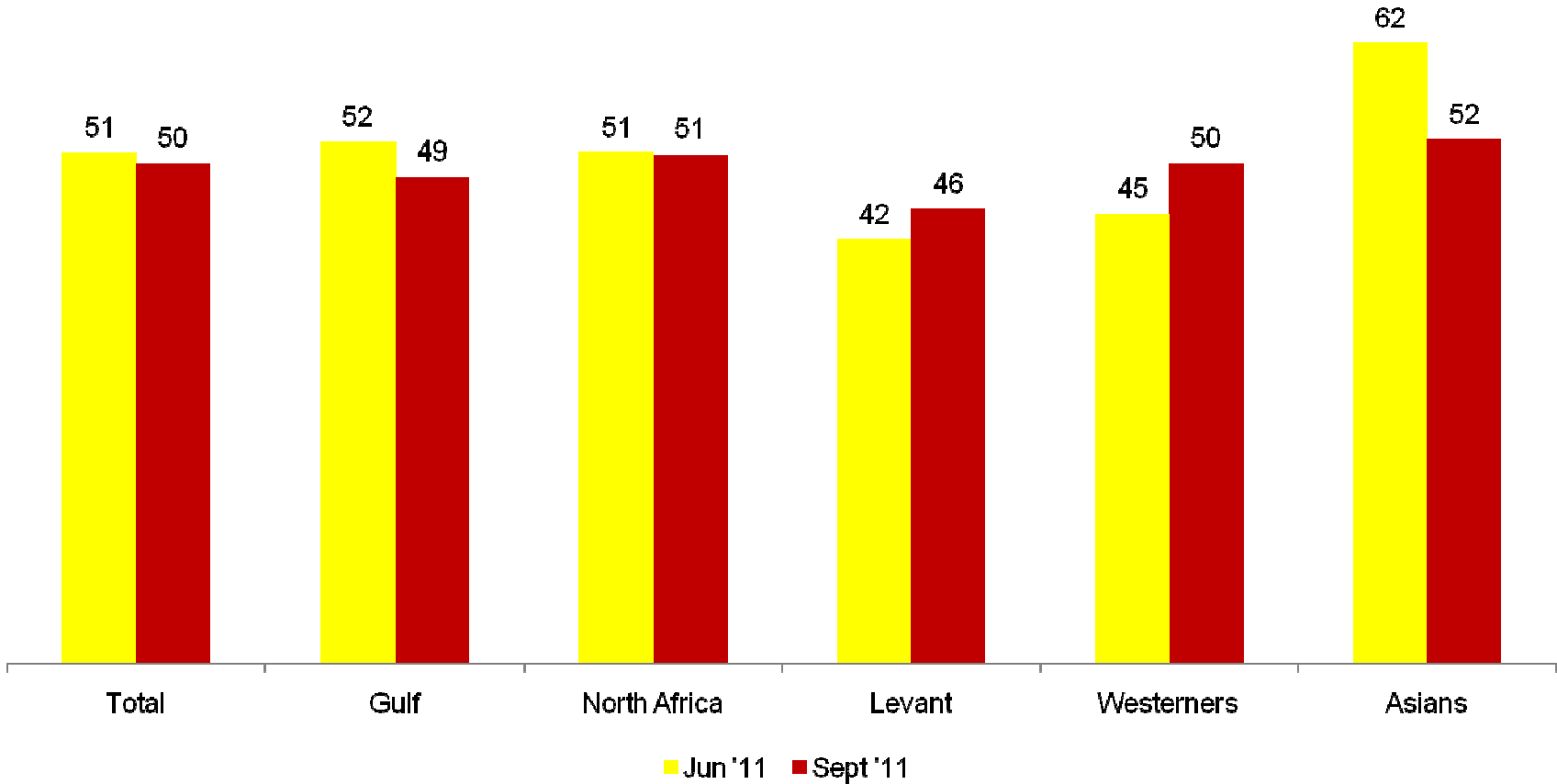
Appraisal of Personal Financial Situation – (Better Option)

- The optimism for change in personal financial situation is positive across all nationalities, led by Asians followed by Gulf Nationals.



Base: Total Sample – N= 7,864

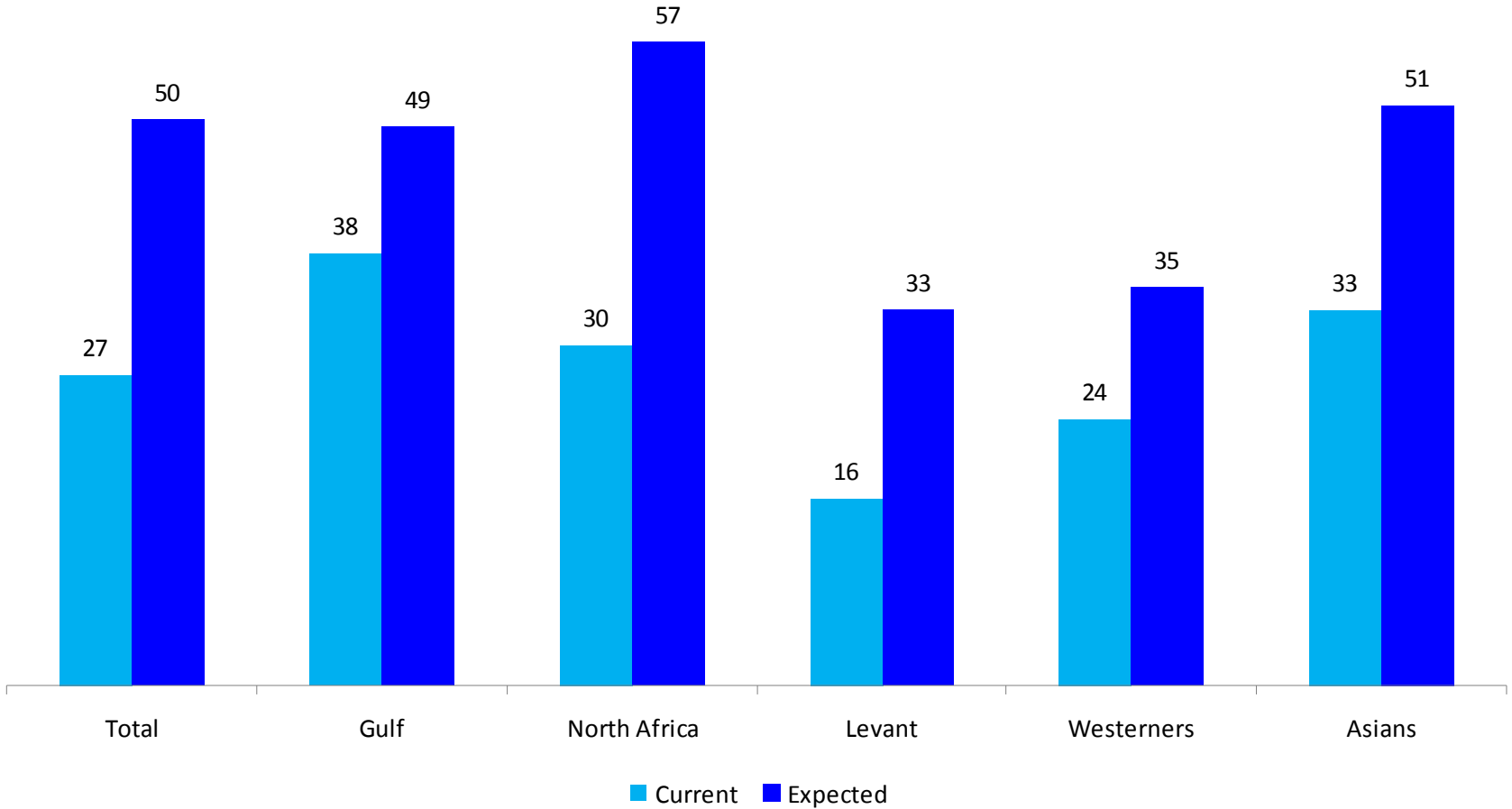
Appraisal of Personal Financial Situation – (Better Option)



Base: Total Sample: Jun'11=7,245 and Sept'11=7,864

Appraisal of Country's Economy – (Better Option)

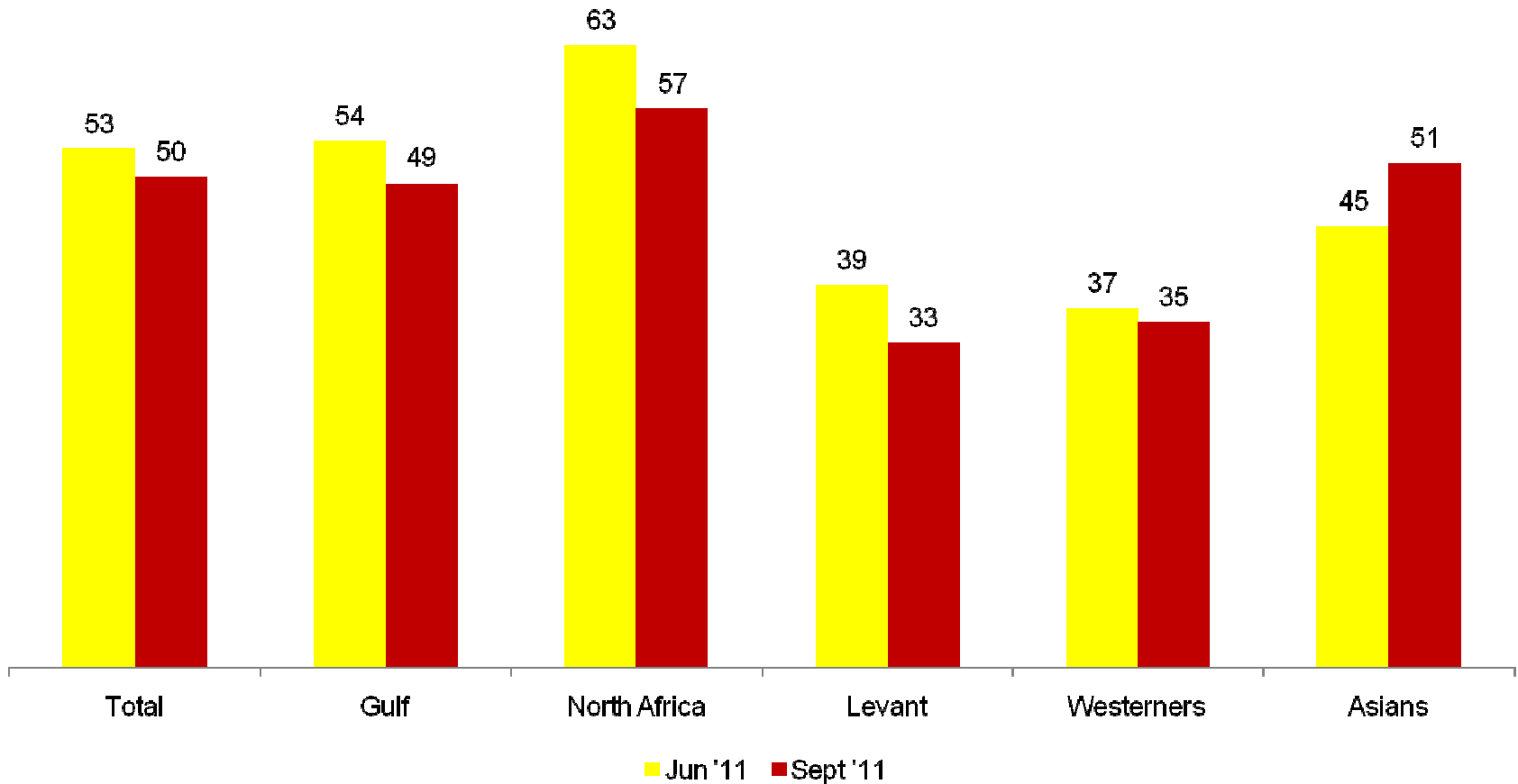
Asians are the most optimistic about future expectations for their country's economy.



Base: Total Sample – N= 7,864

Appraisal of Country's Economy – (Better Option)

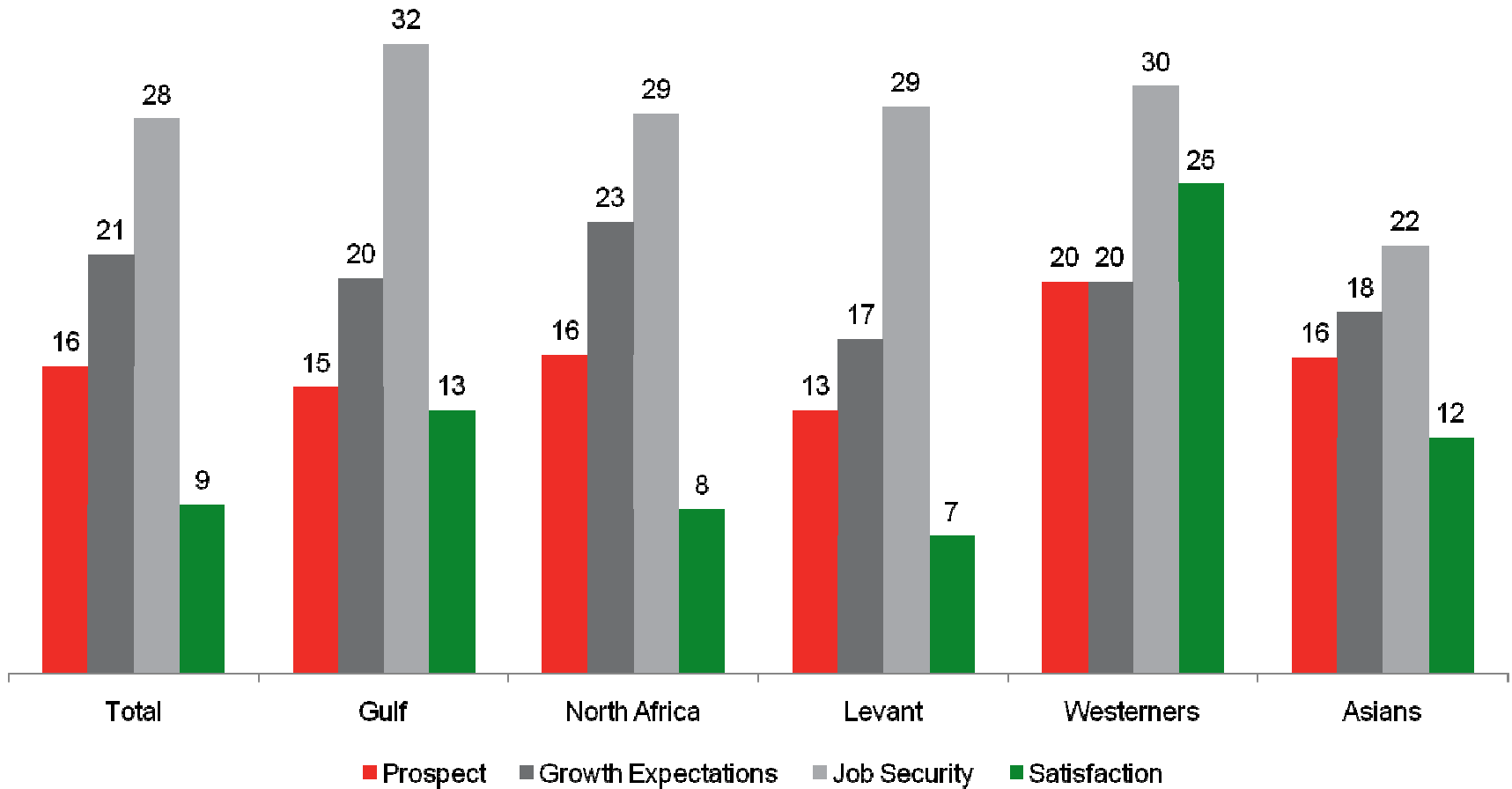
- Future expectation of improvements in country's economy are better than the previous wave.



Base: Total Sample: Jun'11=7,245 and Sept '11=7,864

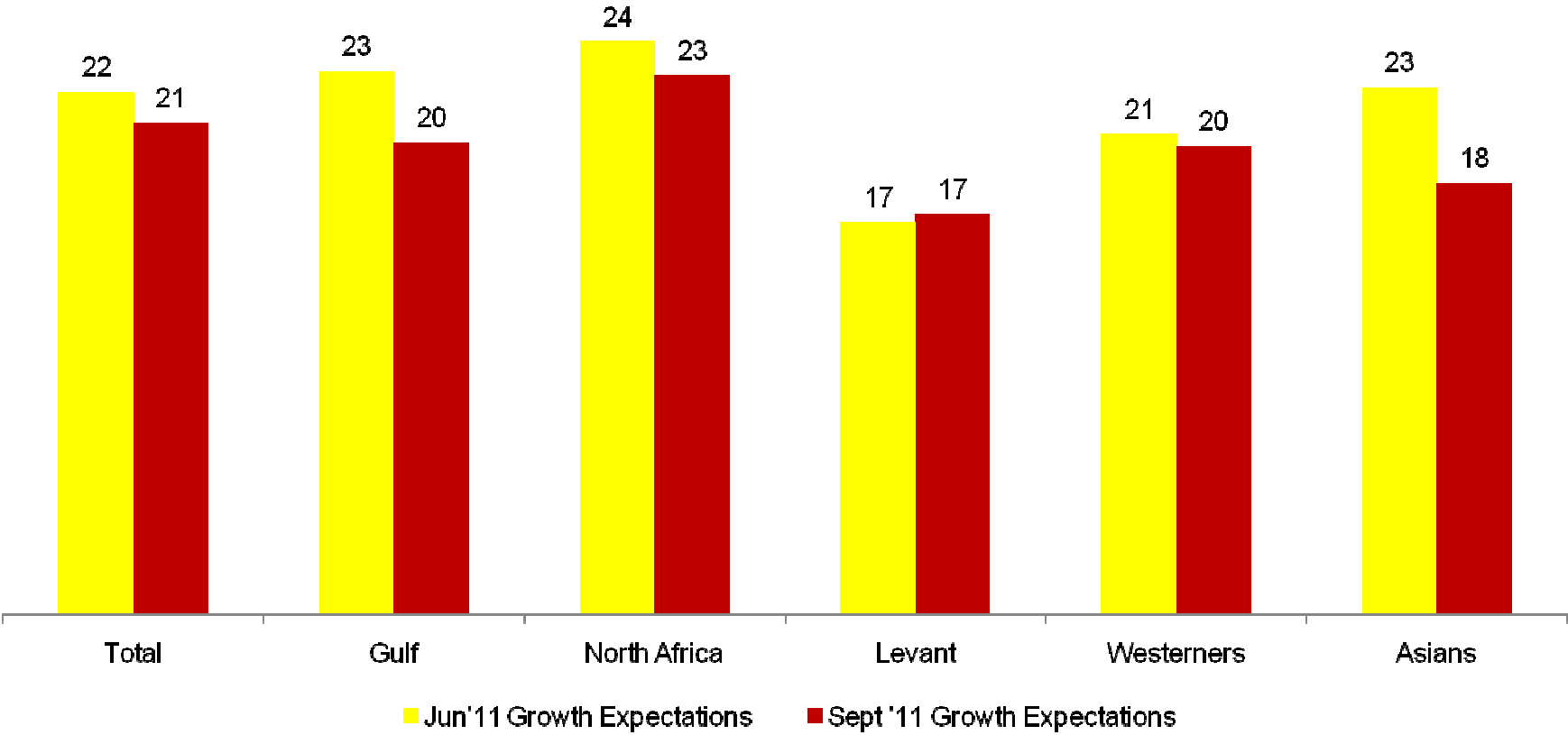
Appraisal of Career - (High Satisfaction Option)

- GCC nationals continue to report highest job security levels.



Base: Total Working Sample – N= 6,365

Appraisal of Career - (High Satisfaction Option)

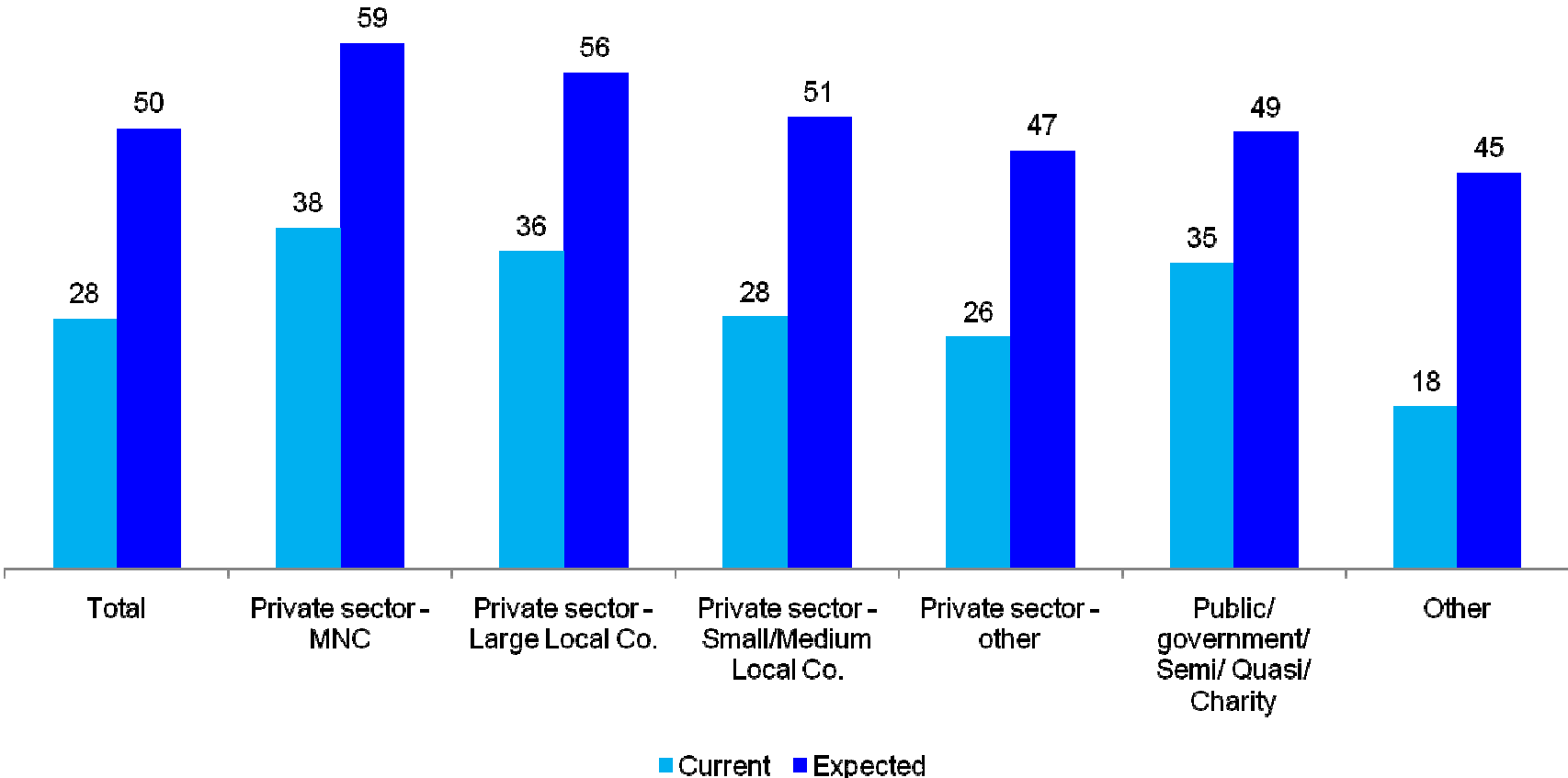


Base: Total Working Sample: Jun '11= 5,925 and Sept '11=6,365

BY ORGANISATIONAL SECTOR

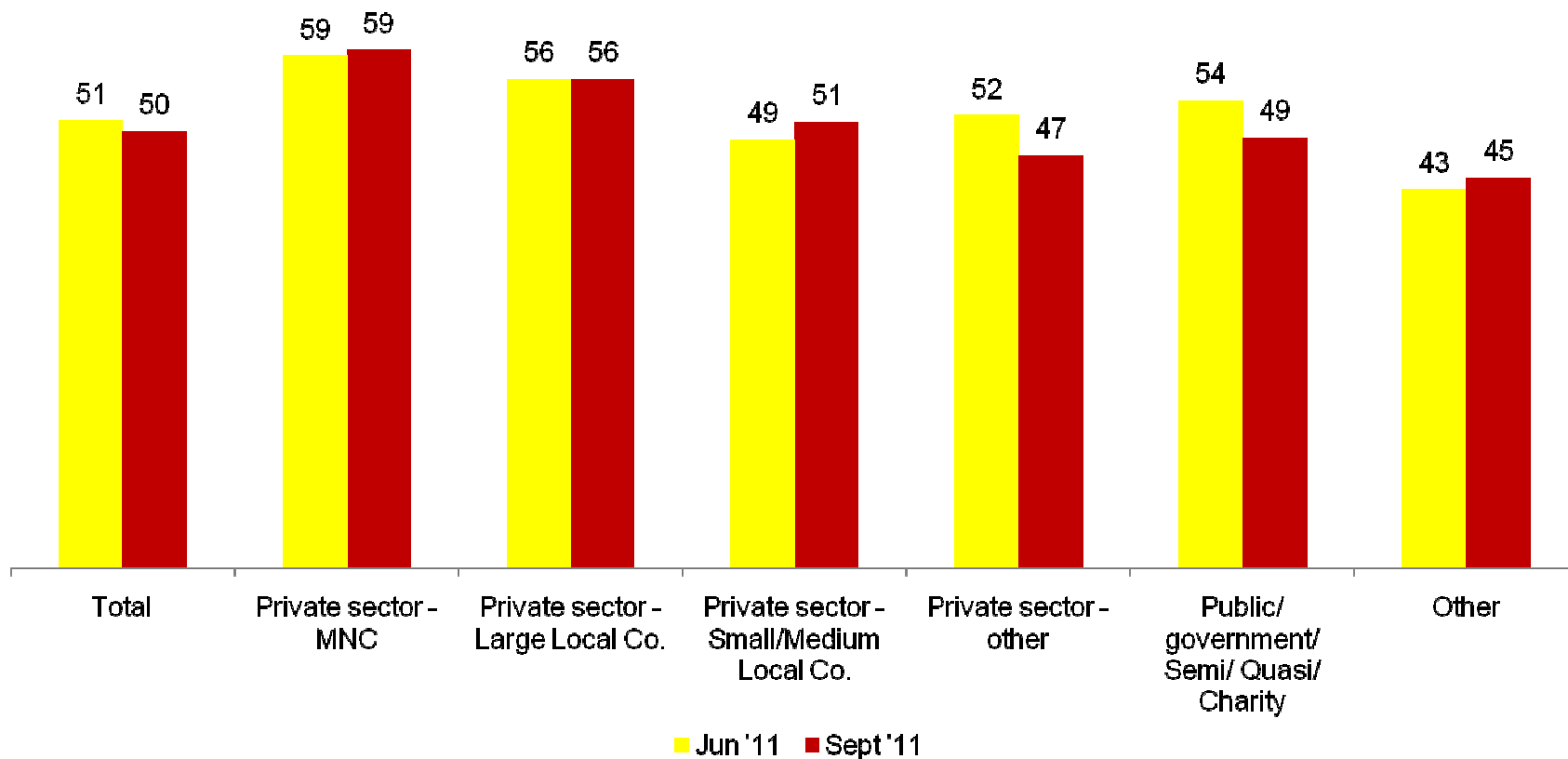
Appraisal of Personal Financial Situation - (Better Option)

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



Base: Total Sample – N= 7,864

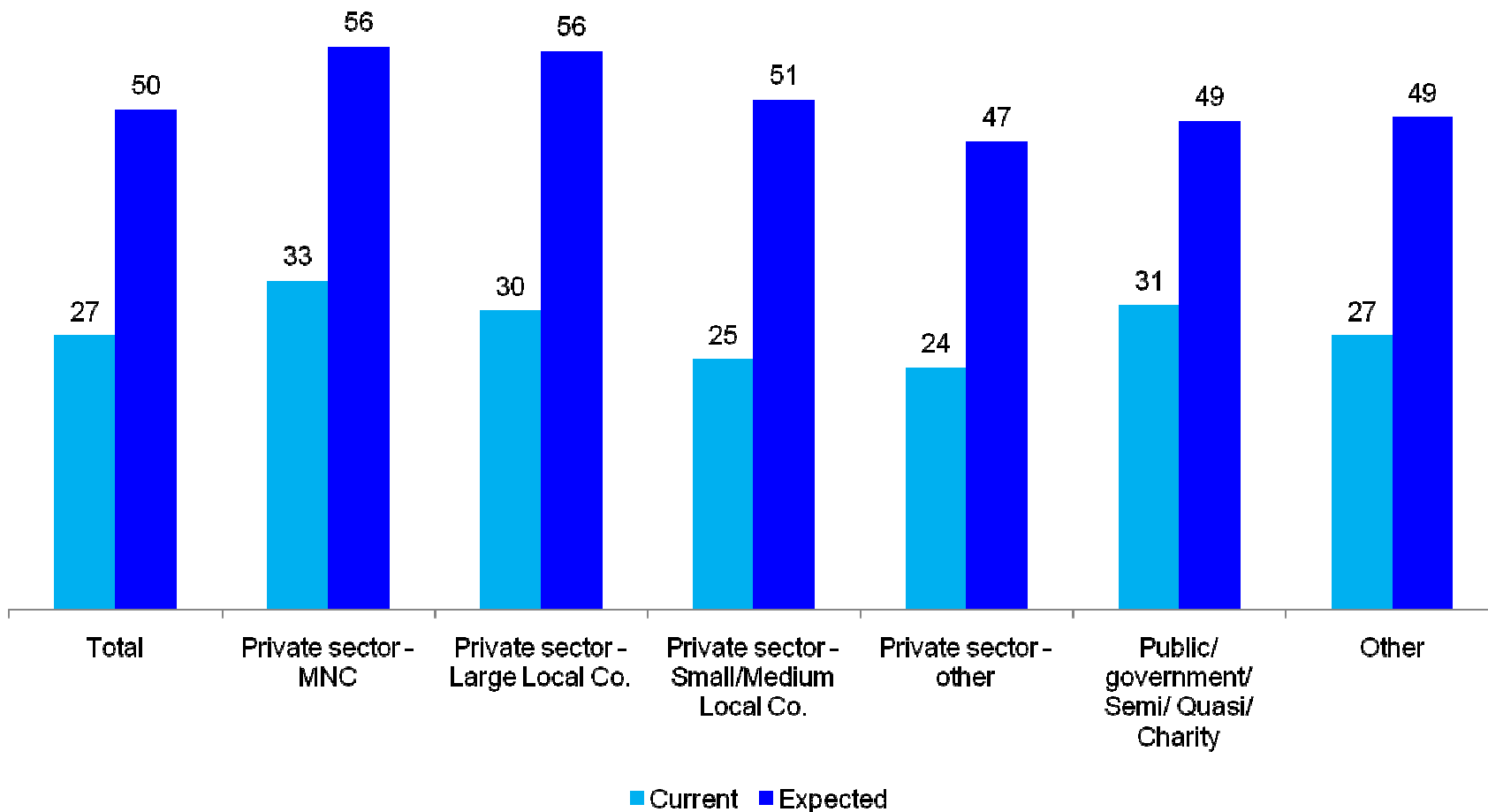
Appraisal of Personal Financial Situation - (Better Option)



Base: Total Sample: Jun '11=7,245 and Sept '11=7,864

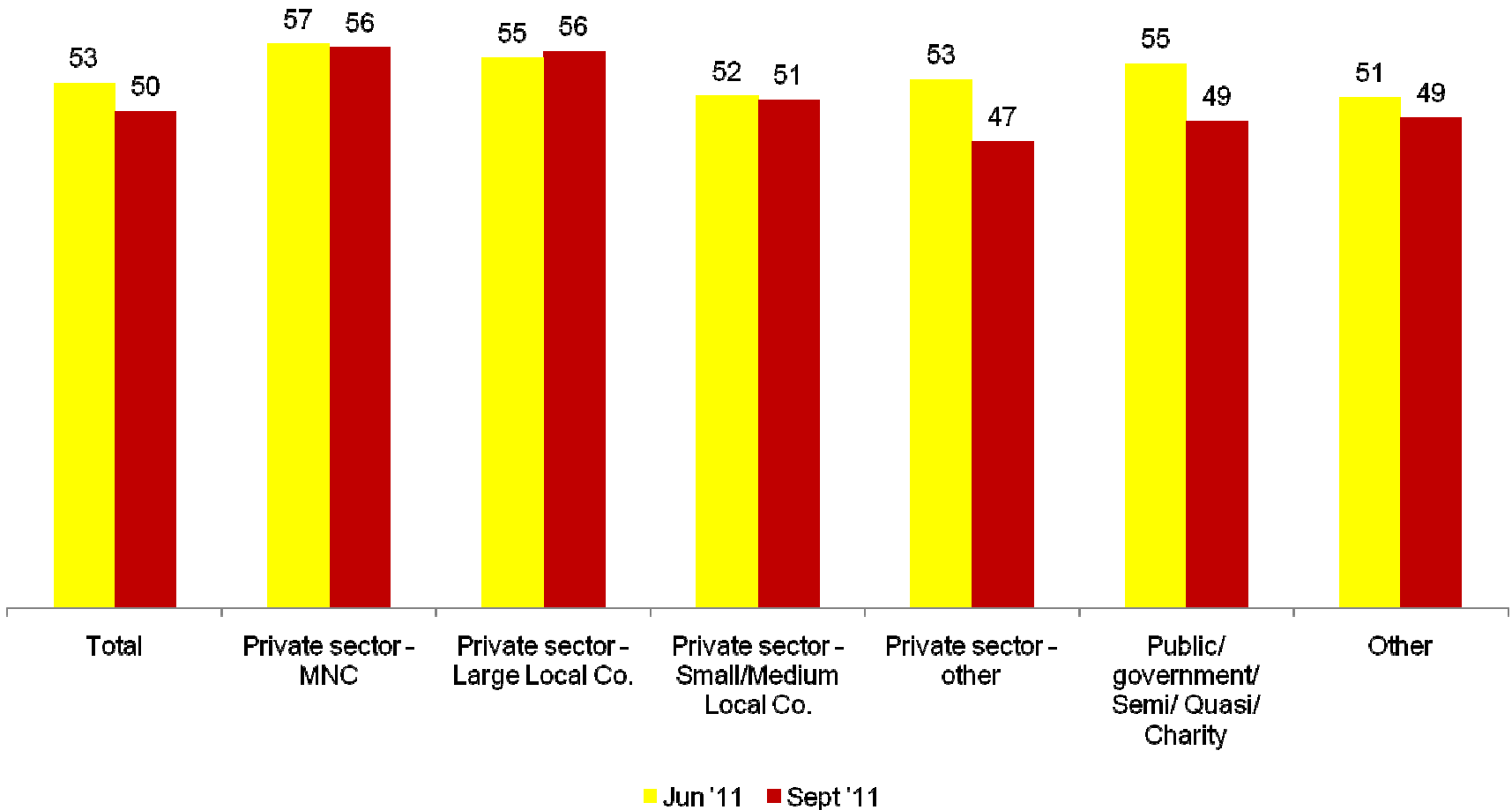
Appraisal of Country's Economy – (Better Option)

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



Base: Total Sample – N= 7,864

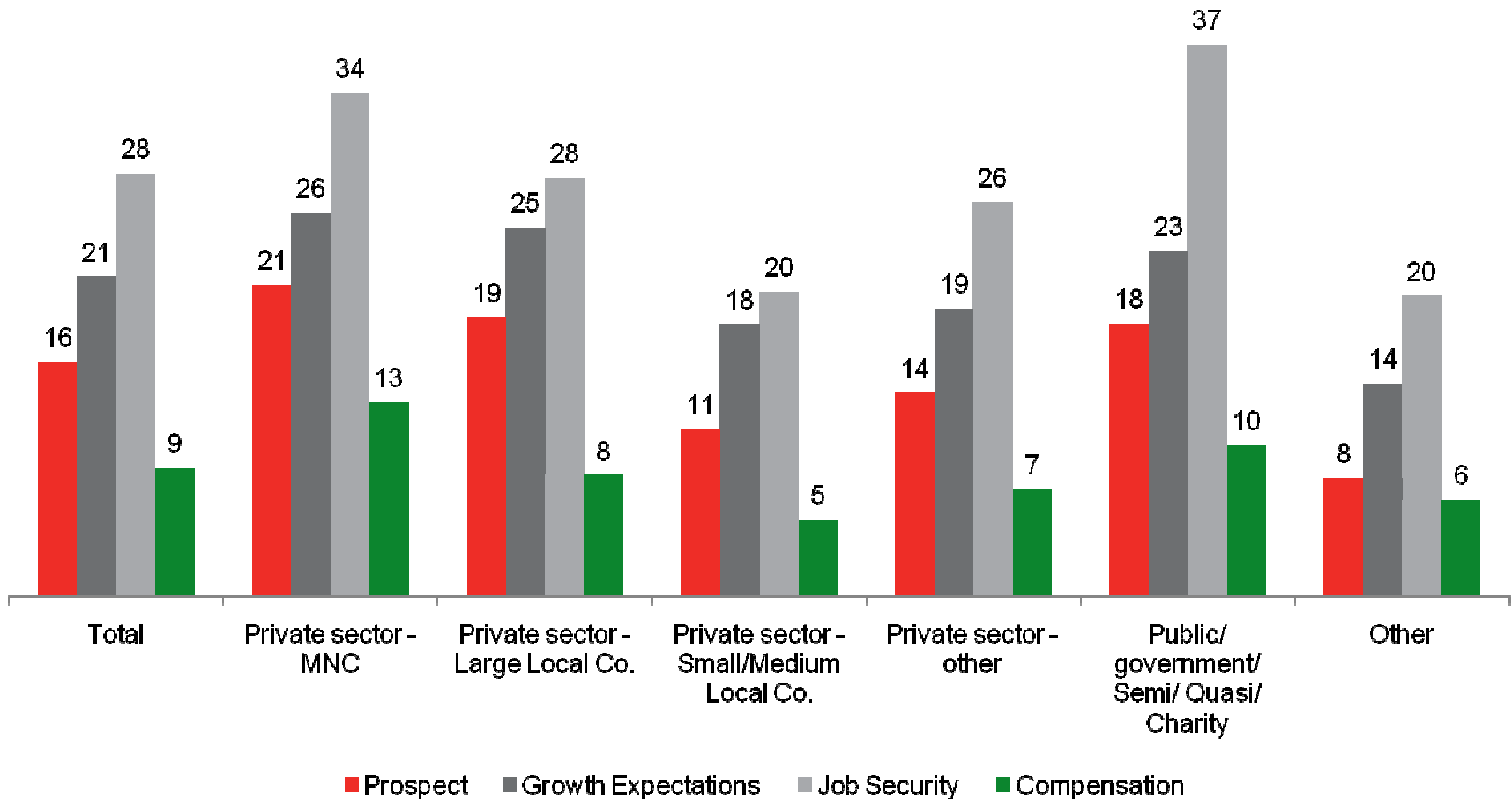
Appraisal of Country's Economy – (Better Option)



Base: Total Sample: Jun'11=7,245 and Sept '11=7,864

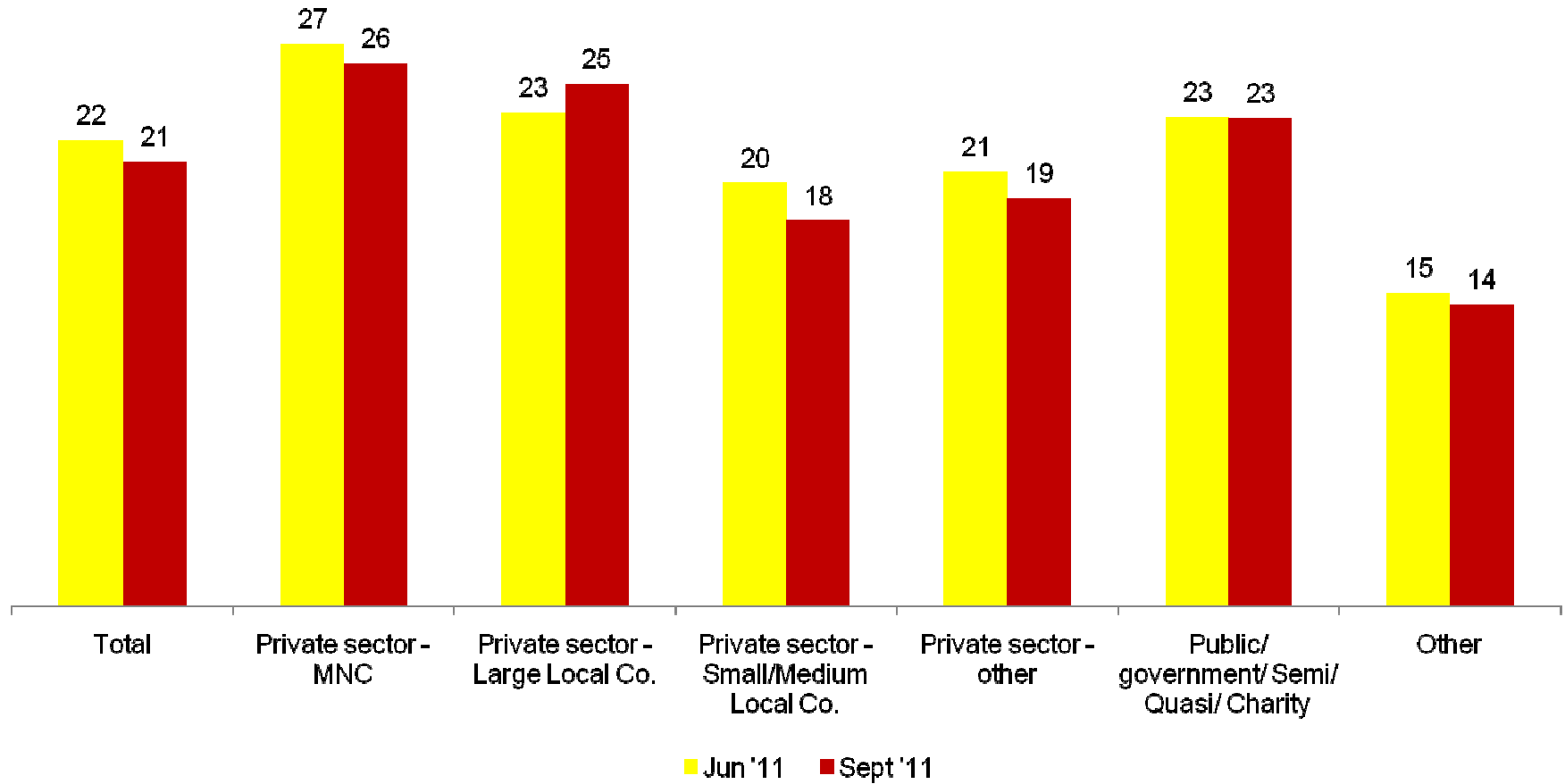
Appraisal of Career - (High Satisfaction Option)

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



Base: Total Working Sample – N= 6,365

Appraisal of Career - (High Satisfaction Option)

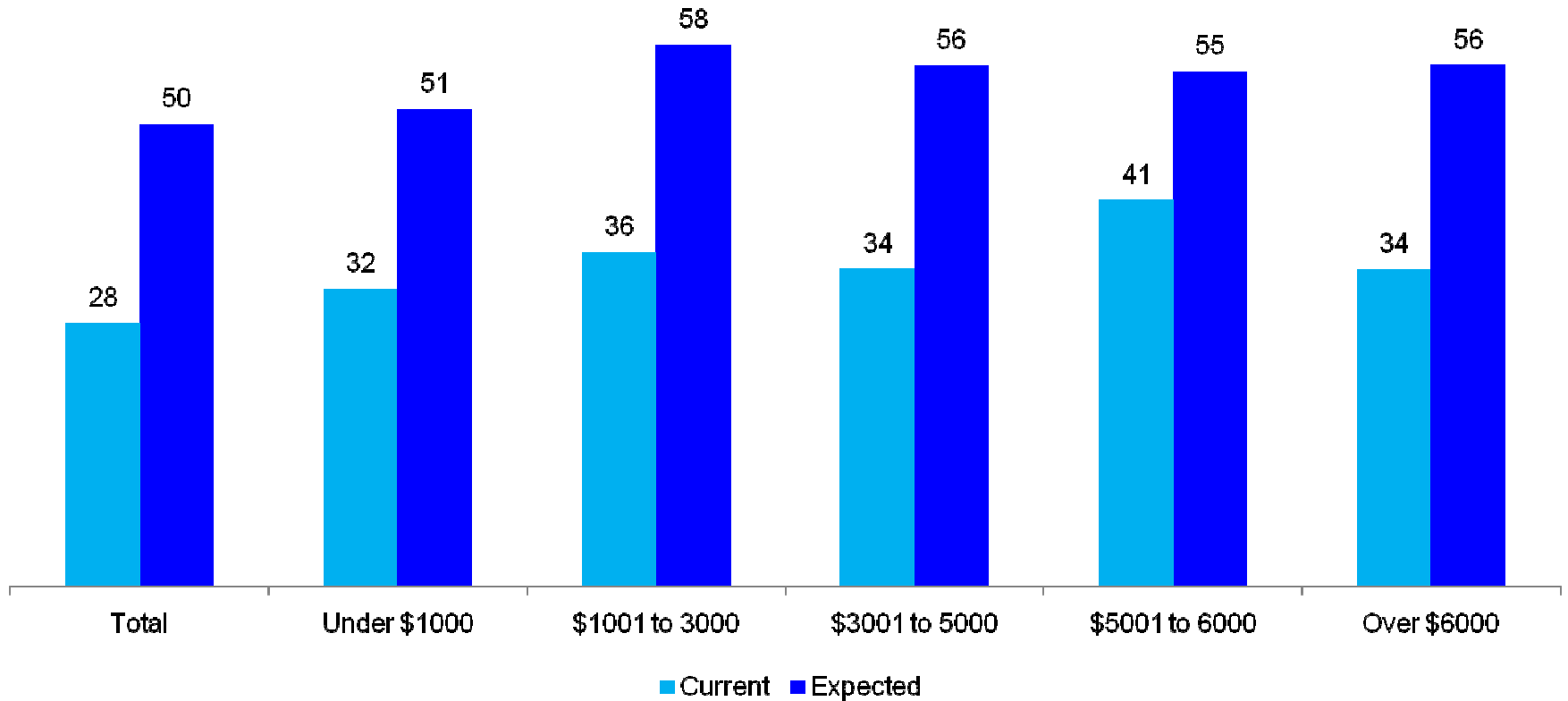


Base: Total Working Sample : Jun'11= 5,925 and Sept '11=6,365

BY INCOME

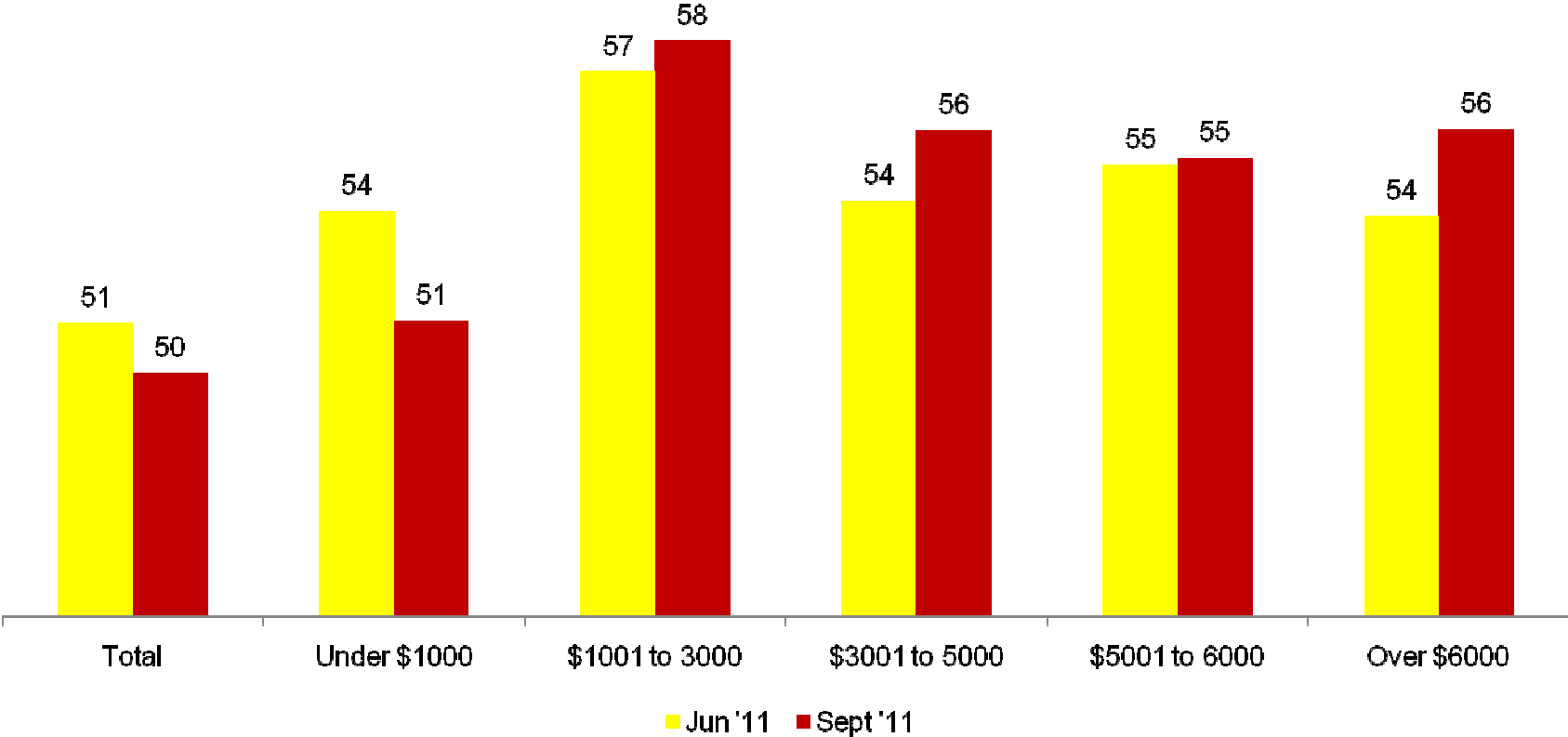
Appraisal of Personal Financial Situation – (Better Option)

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



Base: Total Sample – N= 7,864

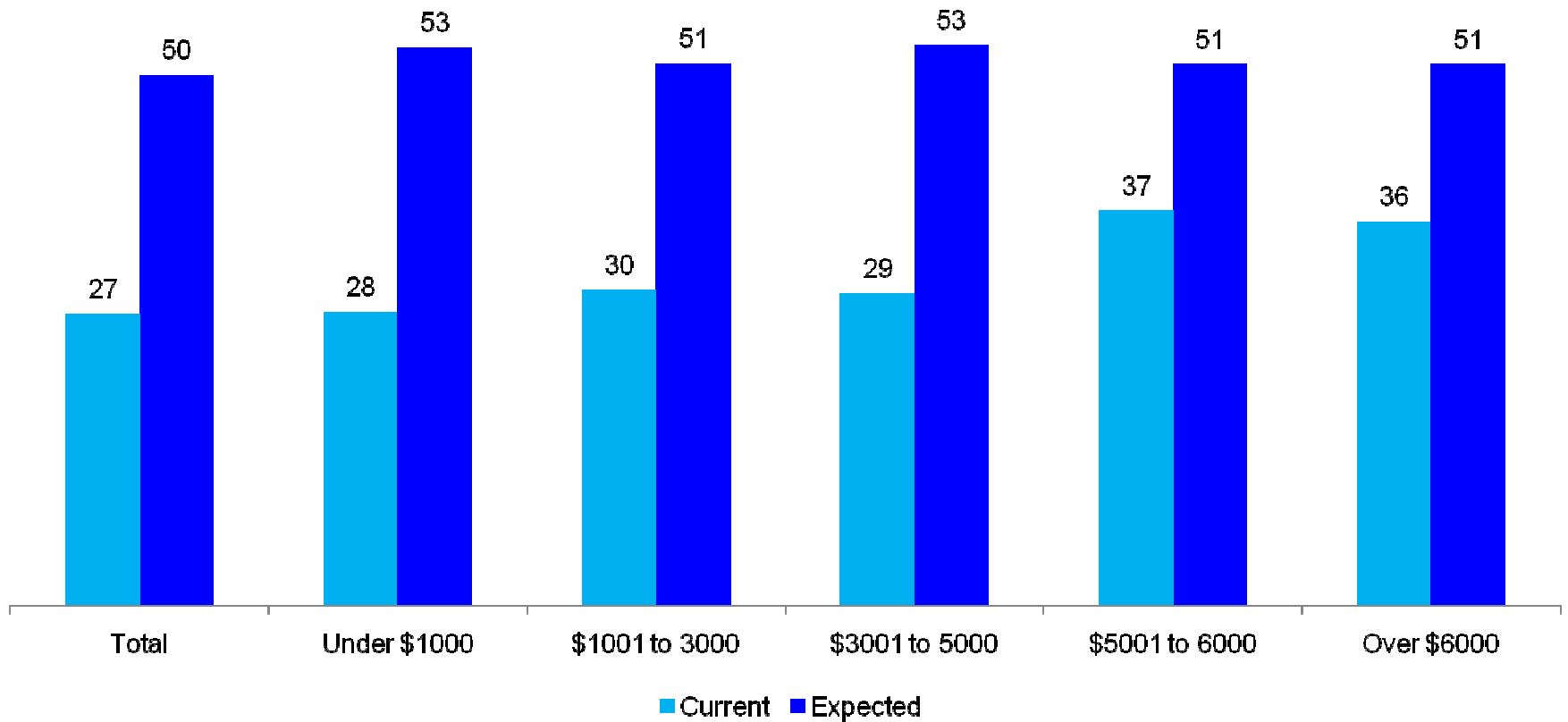
Appraisal of Personal Financial Situation – (Better Option)



Base: Total Sample: Jun '11=7,245 and Sept '11=7,864

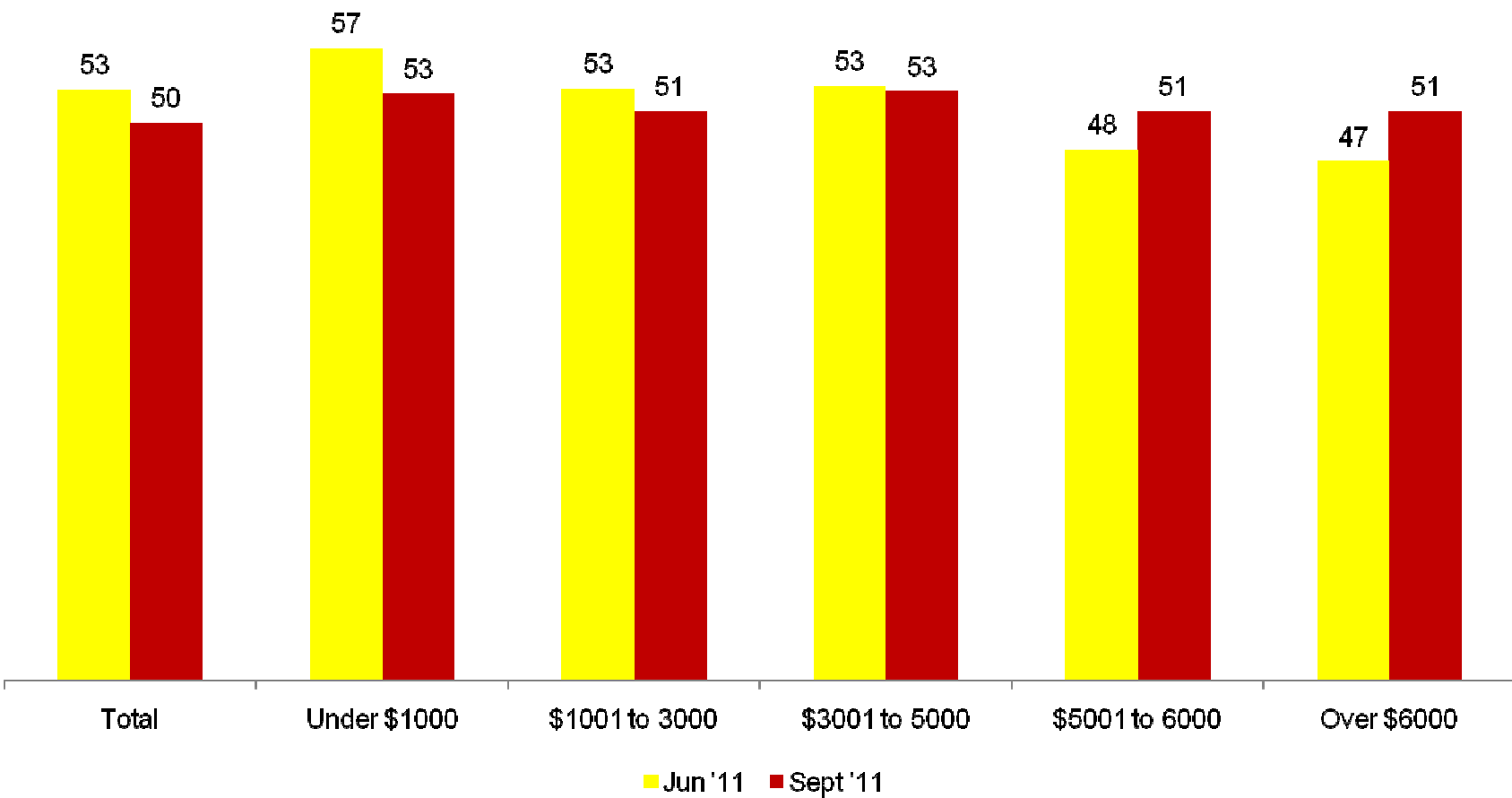
Appraisal of Country's Economy – (Better Option)

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



Base: Total Sample – N=7,864

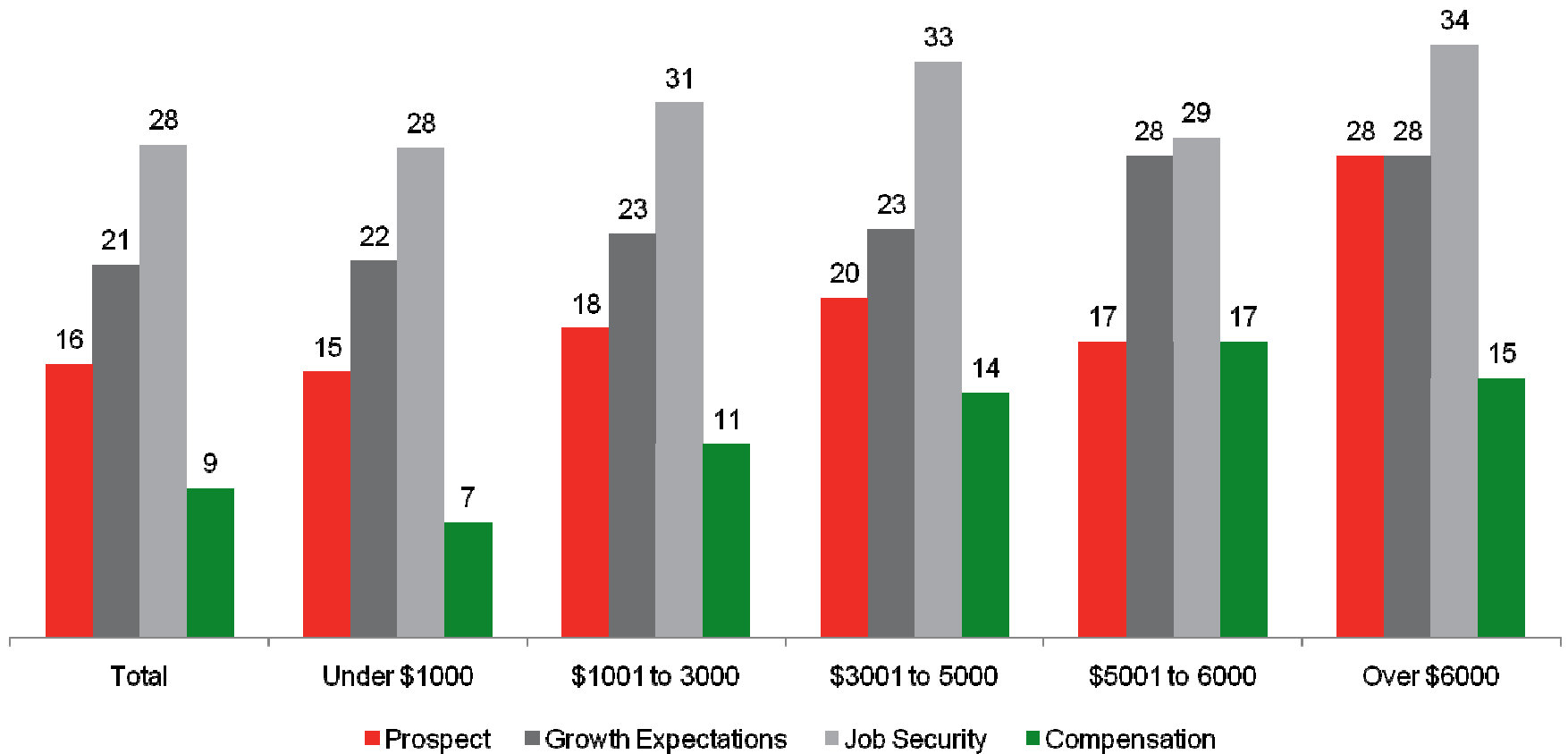
Appraisal of Country's Economy – (Better Option)



Base: Total Sample: Jun'11=7,245 and Sept '11=7,864

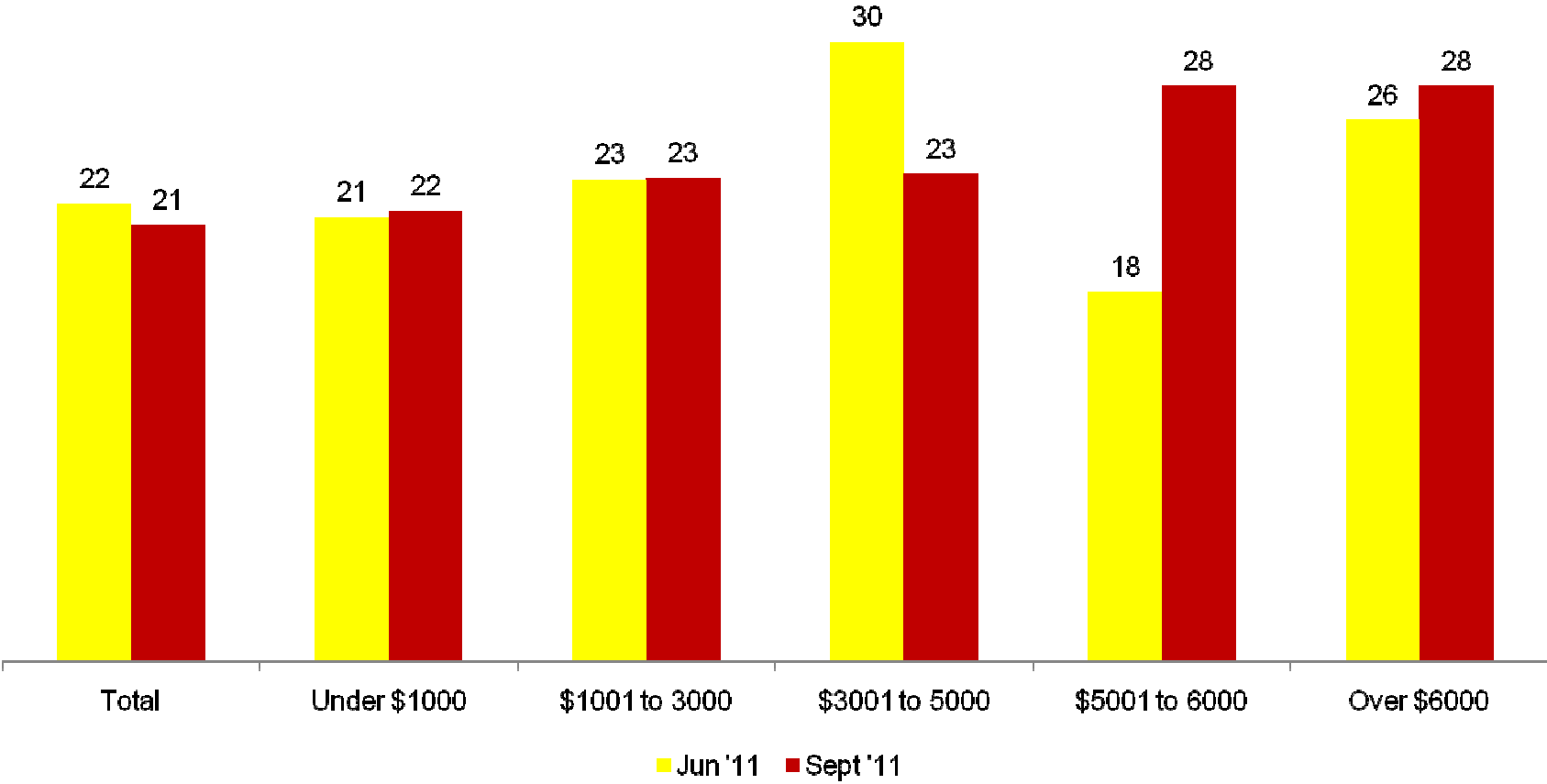
Appraisal of Career - (High Satisfaction Option)

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



Base: Total Working Sample – N= 6,365

Appraisal of Career - (High Satisfaction Option)



Base: Total Working Sample= Jun'11= 5,925 and Sept '11=6,365

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