

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

November 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 fourth period (October 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\*\*

\*\* Extremely Low Sample: Results would be indicative only

## Methodology:

Online data collection was done between 30th September to 14th October 2012. The total number of respondents achieved was 10,094.

# 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: April 2007	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
<b>Achieved Sample Size</b>	703	130	2606	789	755	261	2517	111	401	2568	156	194	2029
<b>CEI</b>	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
<b>PCI</b>	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
<b>CCI</b>	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
<b>ECI</b>	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
<b>Achieved Sample Size</b>	494	83	2563	608	456	190	854	78	246	1312	120	164	1253
<b>CEI</b>	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
<b>PCI</b>	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
<b>CCI</b>	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
<b>ECI</b>	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, 2012	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, 2012	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, 2012	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, October 2012

Values for Oct, 2012	Algeria	Bahrain	Egypt	Jordan	Kuwait	Lebanon	Morocco	Oman	Pakistan	Qatar	KSA	Syria	Tunisia	UAE
Achieved Sample Size	615	104	3233	837	300	257	500	108	27	239	1412	190	338	1107
CEI	256.9	250.0	287.8	194.7	276.7	201.9	262.6	282.4	248.1	280.8	274.1	181.6	249.7	269.4
PCI	84.1	73.1	70.9	60.5	80.0	65.8	61.6	89.8	100.0	85.4	84.9	29.5	58.9	89.5
CCI	554.6	513.5	559.2	381.7	560.7	405.1	495.8	599.1	544.4	584.5	567.9	285.3	466.6	564.7
ECI	493.3	409.6	518.0	422.1	485.7	446.3	512.4	530.6	529.6	596.7	544.8	382.6	516.9	513.9

## Current Period Values for CCI & ECI by Country, of April 2007 & October 2012

	Algeria		Bahrain		Egypt		Kuwait		Lebanon	
	April, 07	Oct, 12	April, 07	Oct, 12	April, 07	Oct, 12	April, 07	Oct, 12	April, 07	Oct, 12
<b>Achieved Sample Size</b>	415	615	101	104	1635	3233	711	300	696	257
<b>CEI</b>	288.2	256.9	273.3	250.0	259.1	287.8	297.5	276.7	217.2	201.9
<b>PCI</b>	103.9	84.1	91.1	73.1	90.6	70.9	104.5	80.0	67.5	65.8
<b>CCI</b>	637.3	554.6	597.0	513.5	573.6	559.2	634.5	560.7	428.9	405.1
<b>ECI</b>	605.8	493.3	567.3	409.6	598.5	518.0	635	485.7	490.1	446.3

## Current Period Values for CCI & ECI by Country, of April 2007 & October 2012

	Morocco		Qatar		KSA		Syria		UAE	
	April, 07	Oct, 12	April, 07	Oct, 12	April, 07	Oct, 12	April, 07	Oct, 12	April, 07	Oct, 12
<b>Achieved Sample Size</b>	<b>112</b>	<b>500</b>	<b>382</b>	<b>239</b>	<b>2095</b>	<b>1412</b>	<b>200</b>	<b>190</b>	<b>2069</b>	<b>1107</b>
<b>CEI</b>	275.0	262.6	303.4	280.8	305.6	274.1	268	181.6	296.4	269.4
<b>PCI</b>	84.8	61.6	107.6	85.4	98.1	84.9	76	29.5	99.2	89.5
<b>CCI</b>	582.1	495.8	671.7	584.5	651.6	567.9	560.5	285.3	634.4	564.7
<b>ECI</b>	552.7	512.4	711.3	596.7	651.6	544.8	549.5	382.6	660.8	513.9



## 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

## Indices by Country – October 2012

Index	Algeria	Bahrain	Egypt	Kuwait	Lebanon	Morocco	Qatar	KSA	Syria	UAE
CEI	89.1	91.5	111.1	93.0	93.0	95.5	92.5	89.7	67.8	90.9
PCI	80.9	80.2	78.3	76.6	97.4	72.6	79.3	86.5	38.8	90.2
CCI	87.0	86.0	97.5	88.4	94.4	85.2	87.0	87.2	50.9	89.0
ECI	81.4	72.2	86.6	76.5	91.1	92.7	83.9	83.6	69.6	77.8

## What do the Indices Indicate?

### Comparison of October 2012 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 72 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 72 months**.

## Differences in Index by Country – October 2012 to August 2012

Index	Algeria	Bahrain	Egypt	Kuwait	Lebanon	Morocco	Qatar	KSA	Syria	UAE
CEI	-3.9	-4.1	-4.2	1.0	6.8	-0.9	-0.9	-4.1	-9.6	-0.7
PCI	0.0	-26.0	-6.2	-9.0	-14.9	-4.4	1.6	-3.3	-3.6	1.1
CCI	-3.6	-8.6	-4.8	-0.1	4.2	-2.6	-0.3	-4.7	-9.1	1.6
ECI	-1.3	-15.0	-3.1	-5.6	0.8	1.0	4.4	-5.0	-10.2	4.2



## What do the Indices Indicate?

### Comparison of Oct '12 with Previous Period Aug '12

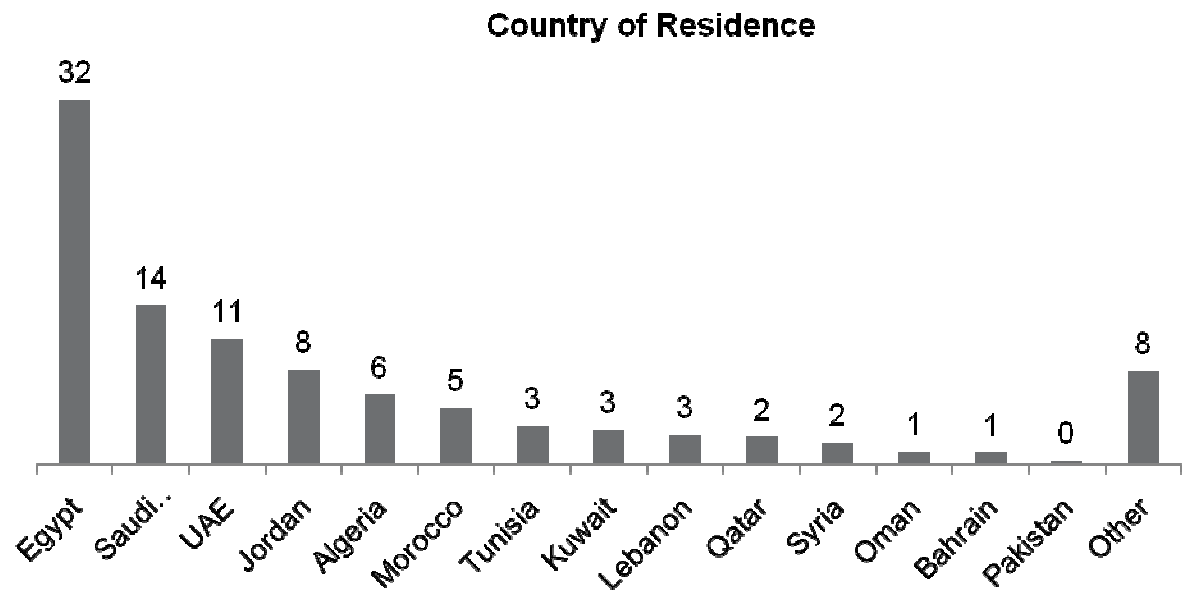
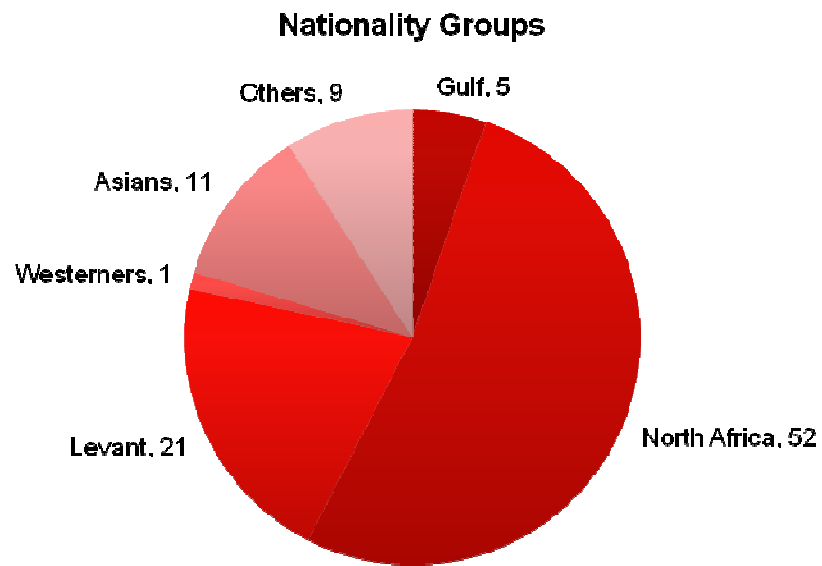
- The following comparison has been done wherever relevant with the previous period of May 2012.
- **UAE, sees some improvement across most of the indices in comparison to the last wave except the CEI.**
- Syria also sees a dip across all indices in comparison to the last wave..
- Lebanon sees some improvement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

## What do UAE respondents think?

- 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 26% of the total respondents in this wave feel that their personal financial situation is better than last year. 27% opine that it is worse. 49% are optimistic about their future personal financial situation.
- 47% of the respondents have positive expectations regarding the country's future economy and financial conditions. Another 22% feel that it would remain the same.
- 27% of the respondents are of the opinion that now is not a good time to buy consumer durables.
- 25% say that the current period is a bad time for business. However, 52% 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. 38% opine that there are very few jobs available in the market.
- Low to moderate satisfaction with current compensation reported by the residents. 34% claim low satisfaction with job security.
- 66% also claim that salaries are not keeping pace with the cost of living.

# Respondent profile

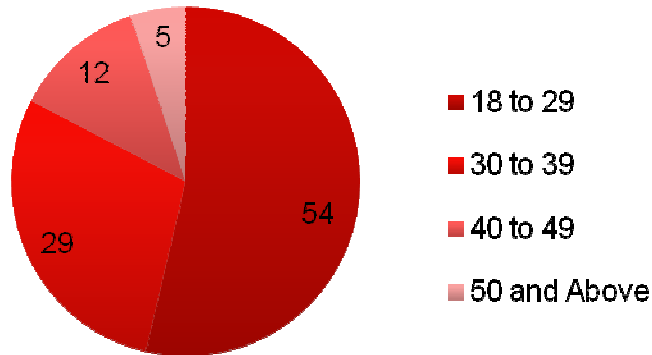
# Respondent Profile – Country



Base: Total Sample – N= 10,094

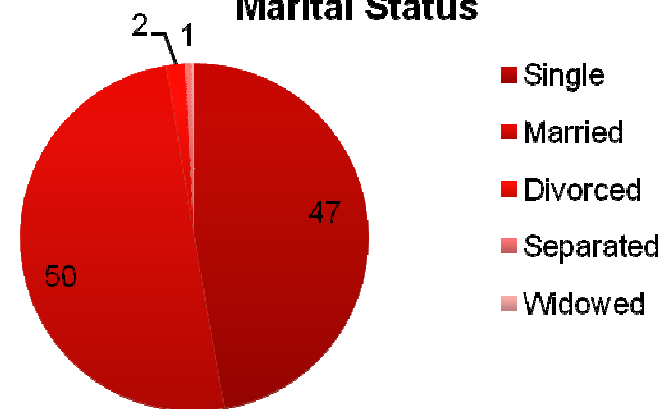
# Respondent profile - Personal

### Age group



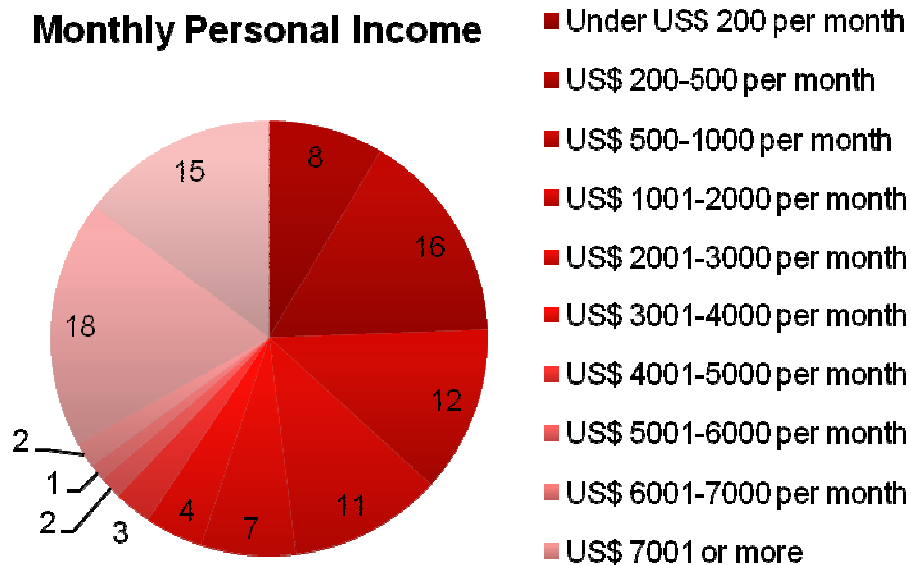
Base: Total Sample – N= 10,094

### Marital Status



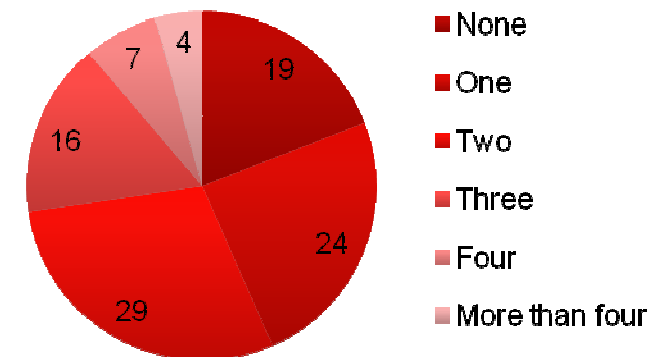
Base: Total Sample – N= 10,094

### Monthly Personal Income



Base: Total Sample – N= 10,094

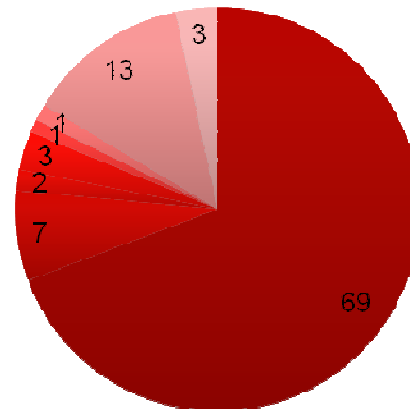
### No. of children



Base: Married/ used to be married– N= 5,327

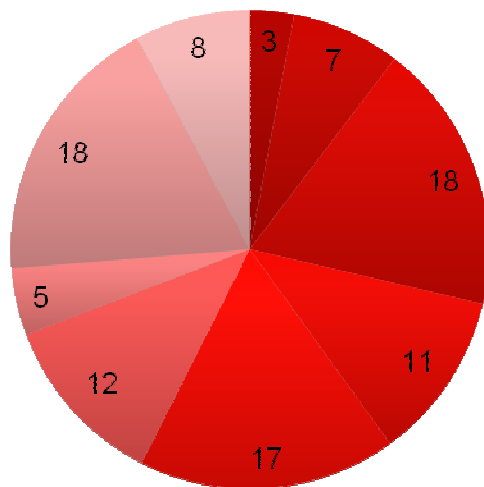
# Respondent profile - Organizational

### Work Status



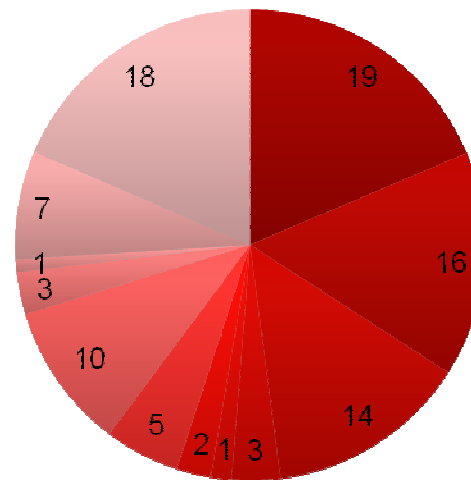
- Working full time (30 or more hours per week)
- Working part time (8 to 29 hours per week)
- Working part time (Less than 8 hours a week)
- Full time student
- Retired
- Full-time home-maker or housewife
- Unemployed
- Other

### 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= 10,094

## Appraisal of Present Situation – 1/3

- Only 26% of the total respondents in this wave feel that their personal financial situation is better than last year.
- Just over a quarter (27%) of the respondents feel optimistic about the current economy of their country.
- 43% claim now is a '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	10094	615	104	3233	837	300	257	500	108	27	239	1412	190	338	1107
Financial															
Better	26	30	20	27	18	32	20	17	30	22	31	34	8	18	26
Same	35	35	40	34	34	34	35	38	39	33	38	36	21	42	39
Worse	32	23	27	31	44	29	42	35	25	26	24	24	69	33	27
Don't know	7	12	13	8	5	4	3	11	6	19	6	6	2	7	8
Country's economy															
Better	27	29	25	34	8	25	11	19	37	37	36	29	5	20	32
Same	30	34	34	28	27	38	32	34	38	22	30	31	17	24	34
Worse	34	22	28	28	56	24	52	30	15	37	25	30	70	48	24
Don't know	10	15	13	10	8	13	5	16	10	4	9	10	8	8	9
Consumer Durables															
Good time to buy	15	24	13	15	11	12	10	13	17	37	13	18	7	13	16
Neutral time to buy	35	21	38	33	32	50	42	22	52	15	51	40	14	26	49
Bad time to buy	43	40	39	44	51	32	44	52	27	37	28	34	78	54	27
Don't know	8	14	10	8	6	6	5	13	5	11	8	8	1	7	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. 34% opine that it is not good. 43% 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 Syria (64%) followed by Jordan and Lebanon (62% each).

Total / Country of residence	Total	Algeria	Bahrain	Egypt	Jordan	Kuwait	Lebanon	Morocco	Oman	Pakistan	Qatar	Saudi Arabia	Syria	Tunisia	UAE
Base Size	10094	615	104	3233	837	300	257	500	108	27	239	1412	190	338	1107
Business Conditions															
Good time	26	40	10	25	15	20	12	25	34	33	26	40	5	25	24
Neutral time	32	22	34	31	28	45	36	27	37	22	42	31	16	32	43
Bad time	34	24	46	36	47	29	47	32	21	37	23	21	75	34	25
Don't know	9	14	11	7	10	6	4	15	7	7	9	8	4	9	7
Employment															
Plenty available	14	13	9	9	6	17	4	9	19	26	32	30	4	7	20
Not many available	33	30	30	35	29	35	32	33	39	44	33	32	28	37	36
Very few available	49	52	57	52	62	46	62	55	36	30	29	32	64	53	38
Don't know	4	5	5	4	3	2	3	3	6	0	7	5	4	3	6

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

- 27% of those who are currently employed claim that there are more employees compared to last year.
- Majority (69%) are of the opinion that salaries did not keep pace with the cost of living. This is highly expressed in Syria and Jordan.

Total / Country of residence	Total	Algeria	Bahrain	Egypt	Jordan	Kuwait	Lebanon	Morocco	Oman	Pakistan	Qatar	Saudi Arabia	Syria	Tunisia	UAE
<b>Working Base Size</b>	8228	470	87	2622	654	269	213	299	104	24	207	1241	168	231	948
<b>Number of employees</b>															
More employees	27	31	18	23	19	28	22	17	35	25	42	40	8	24	31
Same number	28	31	34	28	30	32	40	32	34	33	24	23	17	27	28
Fewer employees	32	15	40	35	36	31	28	26	19	38	28	25	65	29	35
Don't know	13	22	7	14	15	9	10	25	13	4	7	12	10	19	7
<b>Salary vis-a-vis Cost of Living</b>															
Increased more than cost of living	5	6	1	4	4	5	2	4	4	17	6	5	4	4	6
Increased similar to cost of living	18	20	24	18	11	21	27	17	22	38	22	22	7	12	22
Not kept pace with cost of living	69	62	70	69	77	71	65	64	65	46	67	66	86	69	66
Don't know	8	12	5	9	8	3	6	15	9	0	5	7	4	15	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

- 49% 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	10094	615	104	3233	837	300	257	500	108	27	239	1412	190	338	1107
Financial															
Will be better	49	45	42	52	37	56	45	44	53	44	54	55	33	49	49
Will remain the same	14	14	24	11	16	14	18	13	18	26	17	17	11	13	18
Become worse	9	5	11	6	15	8	17	7	7	11	8	7	21	9	10
Don't know	28	37	23	31	32	23	20	37	22	19	21	21	36	28	24
Country's Economy															
Will be better	44	36	41	57	18	43	18	41	48	44	53	46	19	36	47
Will remain the same	16	21	22	10	18	25	23	19	21	11	19	20	5	15	22
Become worse	22	19	23	15	46	14	44	15	11	30	19	20	50	26	17
Don't know	17	24	13	17	18	18	14	25	19	15	9	14	26	23	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 in 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	10094	615	104	3233	837	300	257	500	108	27	239	1412	190	338	1107
Business Conditions															
Will be better	50	43	40	62	26	47	27	47	54	52	53	53	26	48	52
Will remain the same	19	23	28	13	22	26	31	17	21	15	23	22	12	21	23
Become worse	14	10	18	10	31	9	26	10	15	22	11	11	39	13	10
Don't know	17	23	13	15	22	18	17	26	10	11	13	14	23	18	14
Employment															
There will be more jobs available	34	22	20	46	15	31	13	25	33	30	54	37	24	28	37
There will be same number of jobs available	26	32	28	22	27	29	33	28	30	26	21	28	15	32	27
There will be fewer jobs available	24	27	42	16	42	27	39	23	26	41	14	23	39	21	22
Don't know/Can't say	16	19	10	17	16	13	14	24	11	4	10	12	21	18	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.

Total / Country of residence	Total	Algeria	Bahrain	Egypt	Jordan	Kuwait	Lebanon	Morocco	Oman	Pakistan	Qatar	Saudi Arabia	Syria	Tunisia	UAE
Working Base Size	8228	470	87	2622	654	269	213	299	104	24	207	1241	168	231	948
Prospects															
High	15	19	7	15	15	15	20	16	19	21	21	17	13	19	14
Neutral	37	28	40	41	30	42	35	30	38	42	46	38	27	29	41
Low	40	40	45	36	46	41	39	36	38	33	30	38	55	36	40
Don't know	8	12	8	8	9	3	6	18	6	4	3	6	5	15	5
Career Growth															
High	20	25	14	20	18	18	20	18	20	25	22	21	13	25	18
Neutral	35	24	31	36	29	38	37	37	44	38	46	39	27	29	37
Low	40	41	47	38	47	41	36	32	34	33	30	36	57	35	41
Don't know	6	10	8	5	6	3	8	13	2	4	1	4	4	10	5

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.
- 83% 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	8228	470	87	2622	654	269	213	299	104	24	207	1241	168	231	948
Job Security															
High	25	32	21	24	27	23	26	27	33	29	24	27	23	29	22
Neutral	35	24	34	37	30	36	34	29	38	33	43	36	33	32	38
Low	33	30	38	33	37	36	31	28	24	25	29	32	42	26	34
Don't know	7	14	7	7	6	5	9	16	5	13	4	5	3	13	5
Compensation															
High	9	11	5	8	8	11	6	9	11	8	13	11	6	8	10
Neutral	33	17	29	37	27	37	38	27	38	33	38	37	28	28	39
Low	50	57	60	46	58	49	49	49	49	54	45	46	61	49	47
Don't know	8	15	7	9	7	3	7	15	2	4	4	6	5	15	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 27% of the total respondents are planning to purchase a new vehicle in the next year. Respondents in KSA show highest intent.
- Of those who do plan to purchase a vehicle, 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	10094	615	104	3233	837	300	257	500	108	27	239	1412	190	338	1107
Vehicle															
Yes	27	32	26	23	26	28	21	30	25	37	28	32	11	21	30
No	58	52	63	60	60	55	66	51	63	56	60	54	77	65	57
Don't know	15	17	12	17	14	18	12	19	12	7	12	14	12	14	13
Types of vehicle															
Plan to buy base	2715	194	27	742	216	83	55	150	27	10	67	457	21	72	327
New	51	59	41	57	38	33	53	36	44	20	45	59	48	50	49
Used	43	36	56	37	56	64	44	57	52	80	51	36	43	39	45
Don't know	6	6	4	6	6	4	4	7	4	0	4	5	10	11	6

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 (64%) of respondents not interested in making any investment in property. In the UAE, 67% 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	20	24	19	19	12	21	17	21	31	11	27	27	12	15	20
No	64	56	69	65	74	64	72	55	63	81	62	58	76	70	67
Don't know	15	19	12	16	14	15	11	24	6	7	10	15	12	15	12
Types of property															
Plan to buy base	2068	150	20	601	102	62	43	103	34	3	65	380	23	49	223
New	65	61	60	69	69	77	63	59	59	67	68	62	61	63	64
Lived in	24	28	25	19	19	16	19	29	26	33	31	22	22	29	28
Don't know	12	11	15	11	13	6	19	12	15	0	2	16	17	8	8

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 in 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	10094	615	104	3233	837	300	257	500	108	27	239	1412	190	338	1107
Desktop or Laptop	25	30	21	25	24	24	18	28	26	41	27	27	22	20	26
Furniture	19	24	22	14	16	21	17	22	25	19	23	25	13	19	23
Digital Camera	12	15	10	10	10	11	12	14	11	26	18	13	5	12	15
LCD or Plasma Television	17	19	18	16	15	16	12	17	17	15	21	19	13	14	18
Washing Machine	9	14	4	5	8	6	5	15	8	15	12	11	5	10	11
Air Conditioner	12	17	9	14	12	6	11	9	6	15	13	14	7	11	7
Refrigerator	8	13	8	5	7	5	5	13	12	15	10	10	6	8	9
DVD or VCD Recorder or Player	3	5	3	2	4	2	3	8	3	4	2	3	2	4	4
Vacuum Cleaner	5	5	6	4	7	6	4	4	11	15	9	8	3	3	6
Normal Colour Television	3	8	2	2	3	2	2	8	6	22	3	4	1	5	2
Home Theatre System	5	3	7	3	3	7	3	3	6	7	11	9	3	4	10
Cooking Range	5	8	8	2	4	5	4	6	6	7	6	7	2	2	8
Clothes Dryer	4	5	3	2	3	4	3	8	7	19	6	5	1	5	5
Normal or Digital Camcorder	2	1	1	1	2	2	1	3	2	4	4	2	2	3	3
Video Recorder or Player	2	2	4	1	2	1	1	4	3	11	2	2	1	2	2

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 22% 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	8228	470	87	2622	654	269	213	299	104	24	207	1241	168	231	948
Number of employees															
Optimistic	22	26	16	20	16	15	18	23	27	33	26	28	8	22	25
Neutral	35	27	43	37	32	43	37	25	37	42	40	37	24	29	40
Pessimistic	26	21	24	27	36	23	32	24	25	8	20	21	52	23	23
Don't know	17	25	17	17	16	18	13	28	12	17	14	14	15	27	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	8228	470	87	2622	654	269	213	299	104	24	207	1241	168	231	948
Inflation/Rise in cost of living															
Positive	18	15	20	19	11	19	16	20	20	29	24	21	12	15	20
Neutral	21	18	29	22	19	19	18	15	29	25	28	23	14	18	28
Negative	39	34	29	37	54	40	47	32	35	17	33	36	61	39	35
Don't know	10	13	11	10	9	12	8	17	9	17	5	10	7	12	9
No Impact	11	21	11	12	8	10	10	15	8	13	10	11	7	17	8
Cost of real estate (rental or purchase)															
Positive	16	13	13	15	10	15	15	14	19	29	22	19	12	14	18
Neutral	22	14	30	22	17	19	20	16	35	29	30	21	15	19	29
Negative	36	36	33	30	46	41	42	31	34	13	33	37	53	31	32
Don't know	11	14	13	12	10	10	8	18	5	17	6	9	7	11	11
No Impact	16	23	11	20	17	16	14	20	8	13	9	14	14	25	10

Q. Inflation/Rise in cost of living

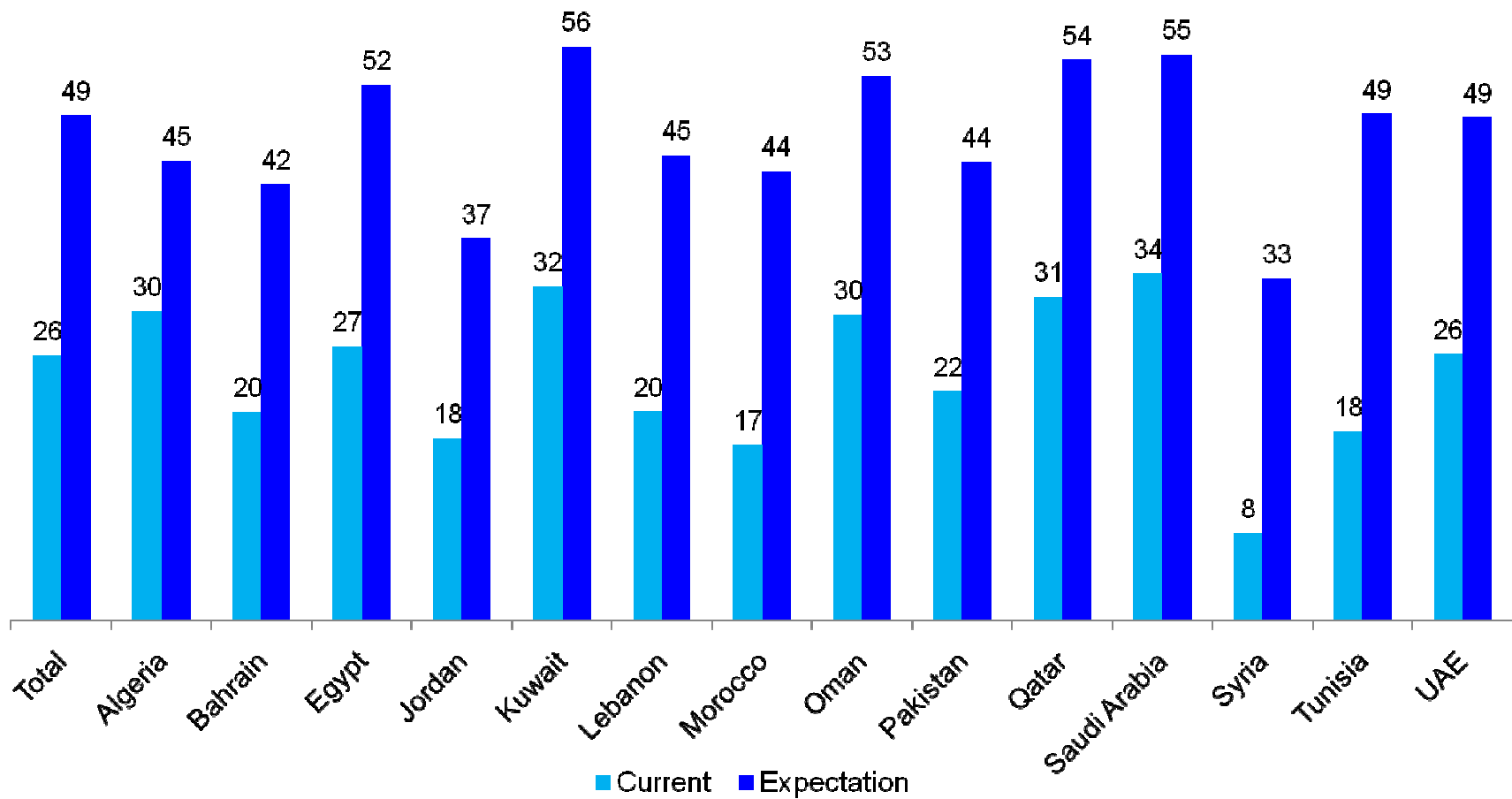
Q. Cost of real estate (rental or purchase)

# Appendix

Appendix

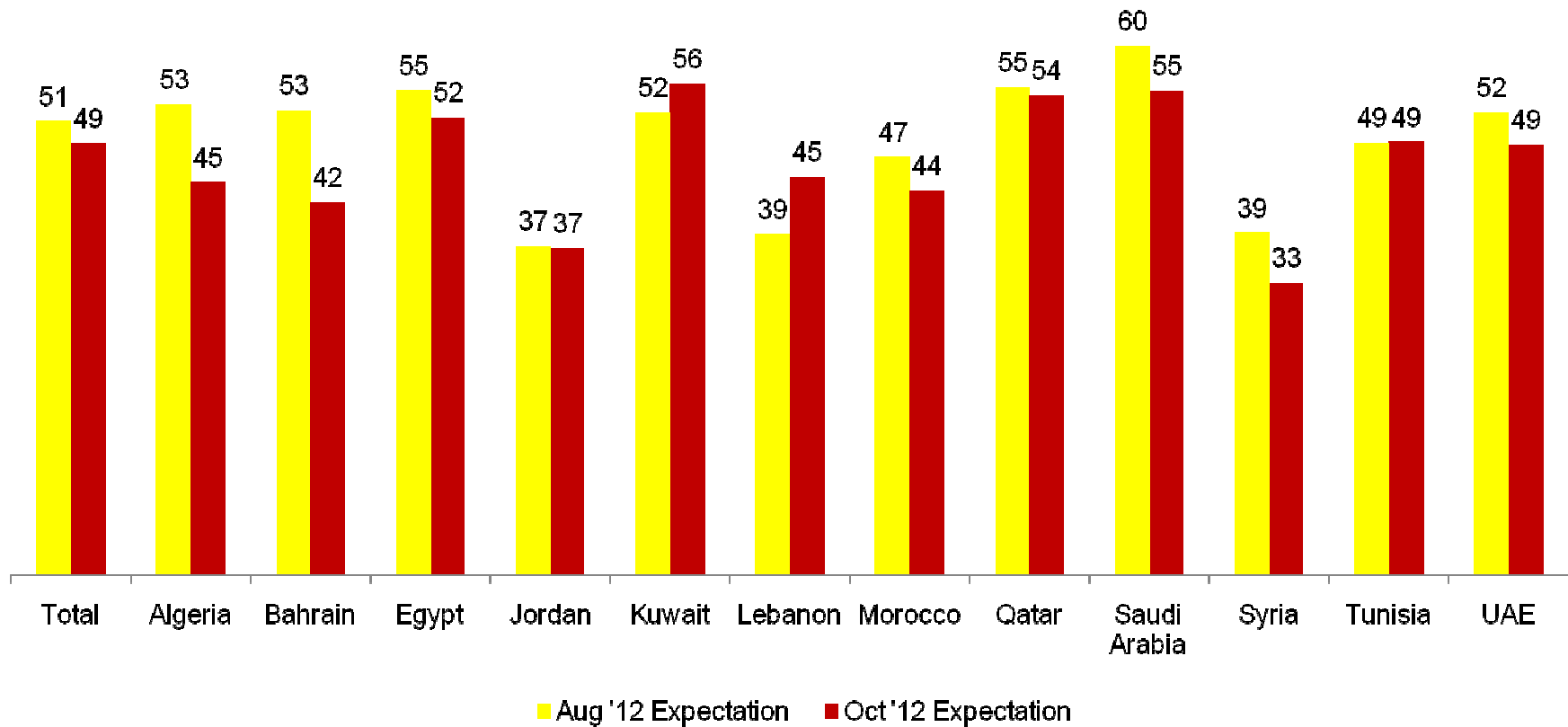
# By country of residence

## Appraisal of Personal Financial Situation – (Better option)



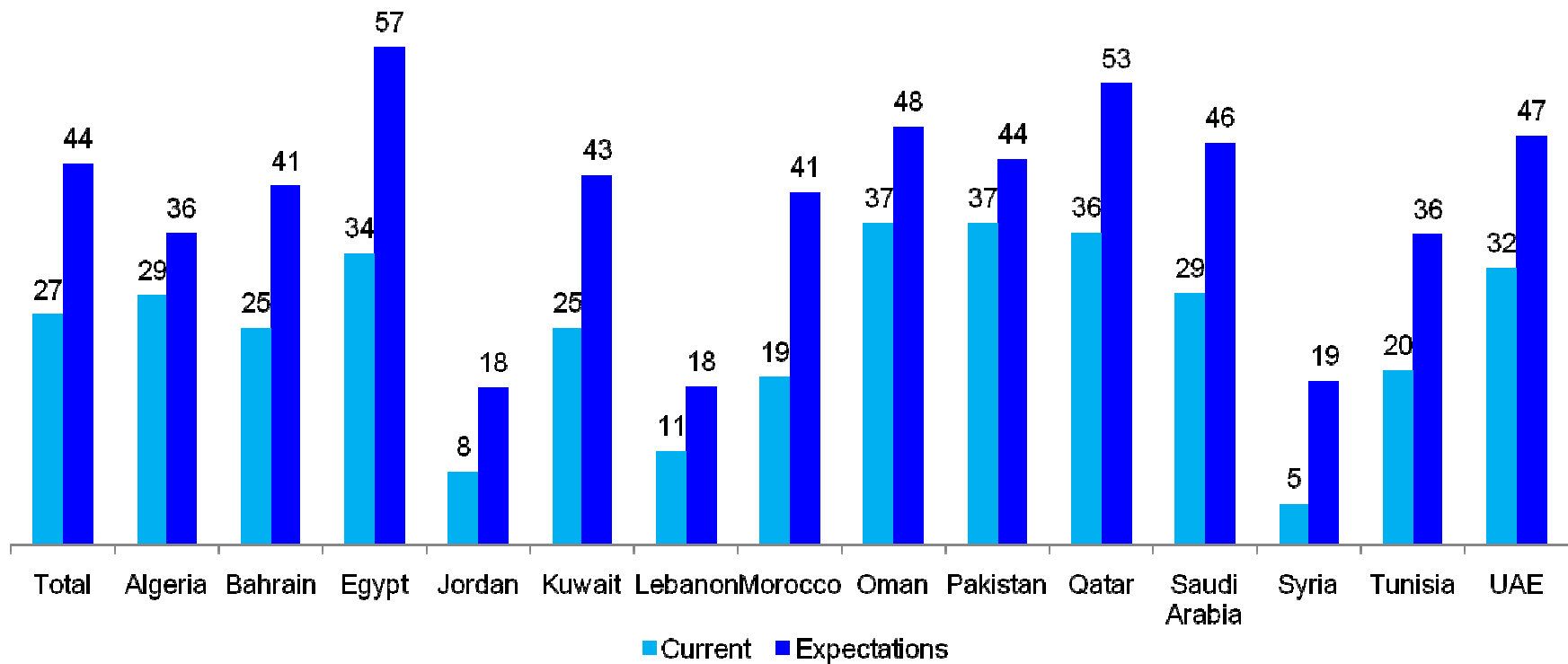
Base: Total Sample – N= 10,094

## Appraisal of Personal Financial Situation – (Better option)



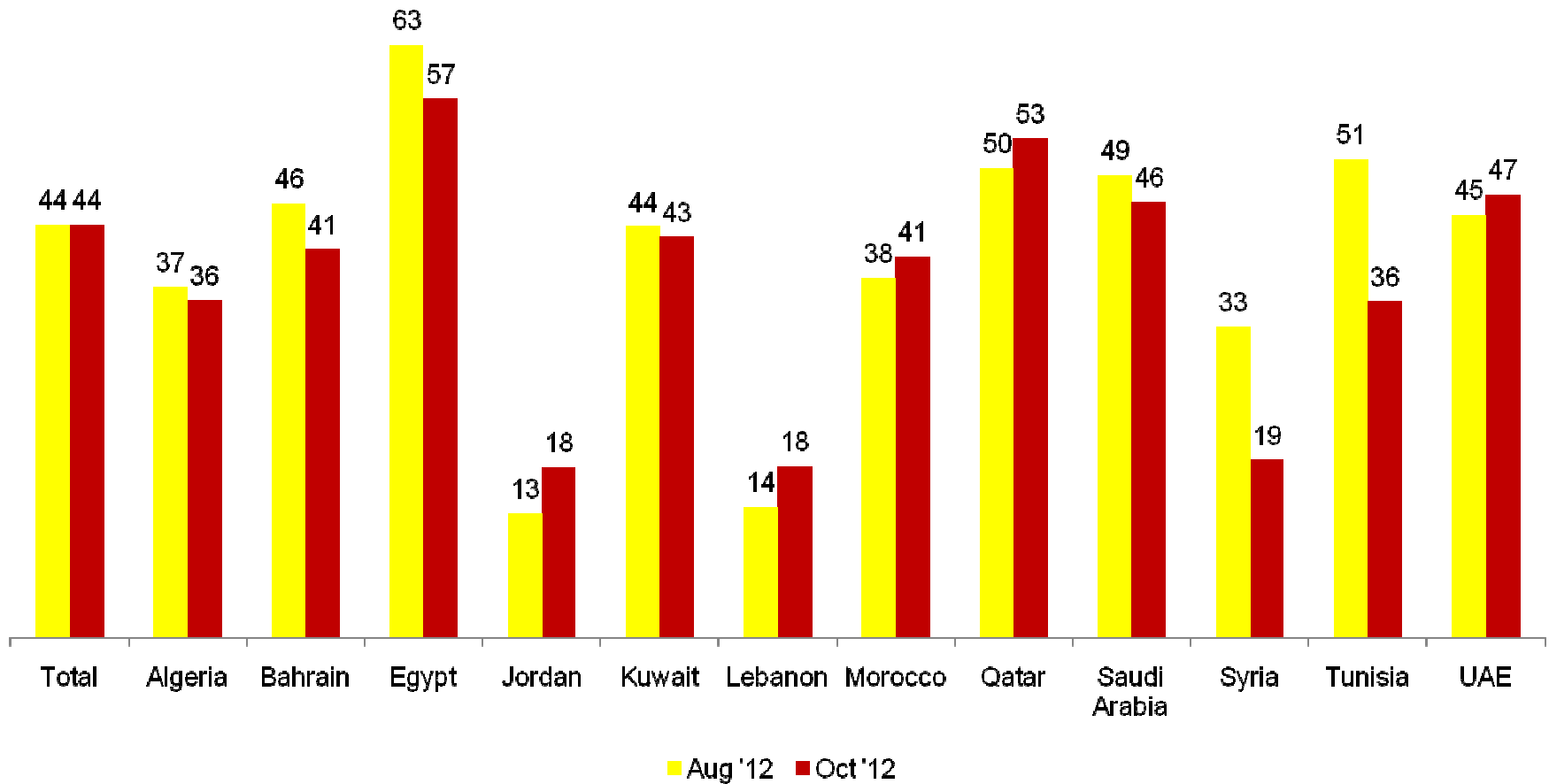
Base: Total Sample: May '12= Aug '12=7,421 and Oct '12=10,094

## Appraisal of Country's Economy – (Better option)



Base: Total Sample – N= 10,094

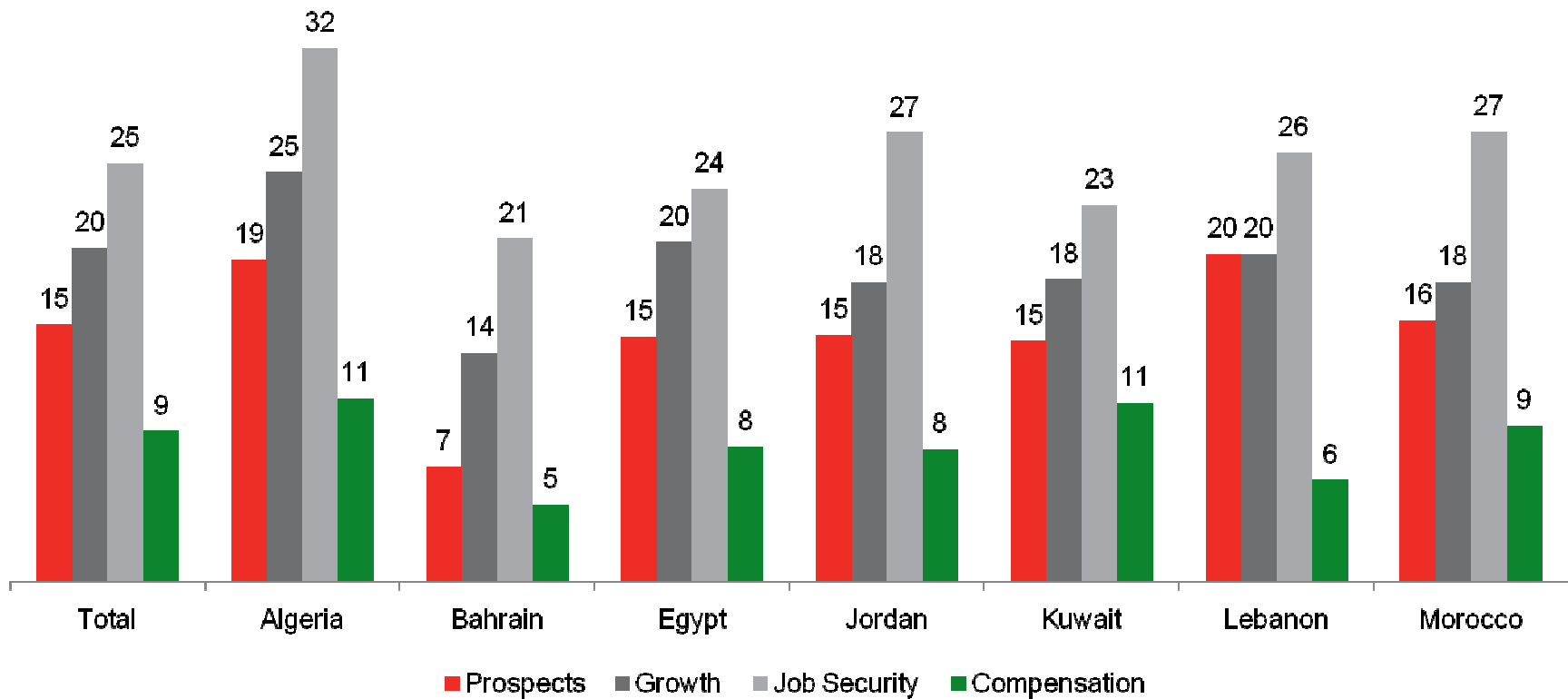
## Appraisal of Country's Economy – (Better option)



Base: Total Sample: August '12 =7,421 and Oct' 12= 10,094

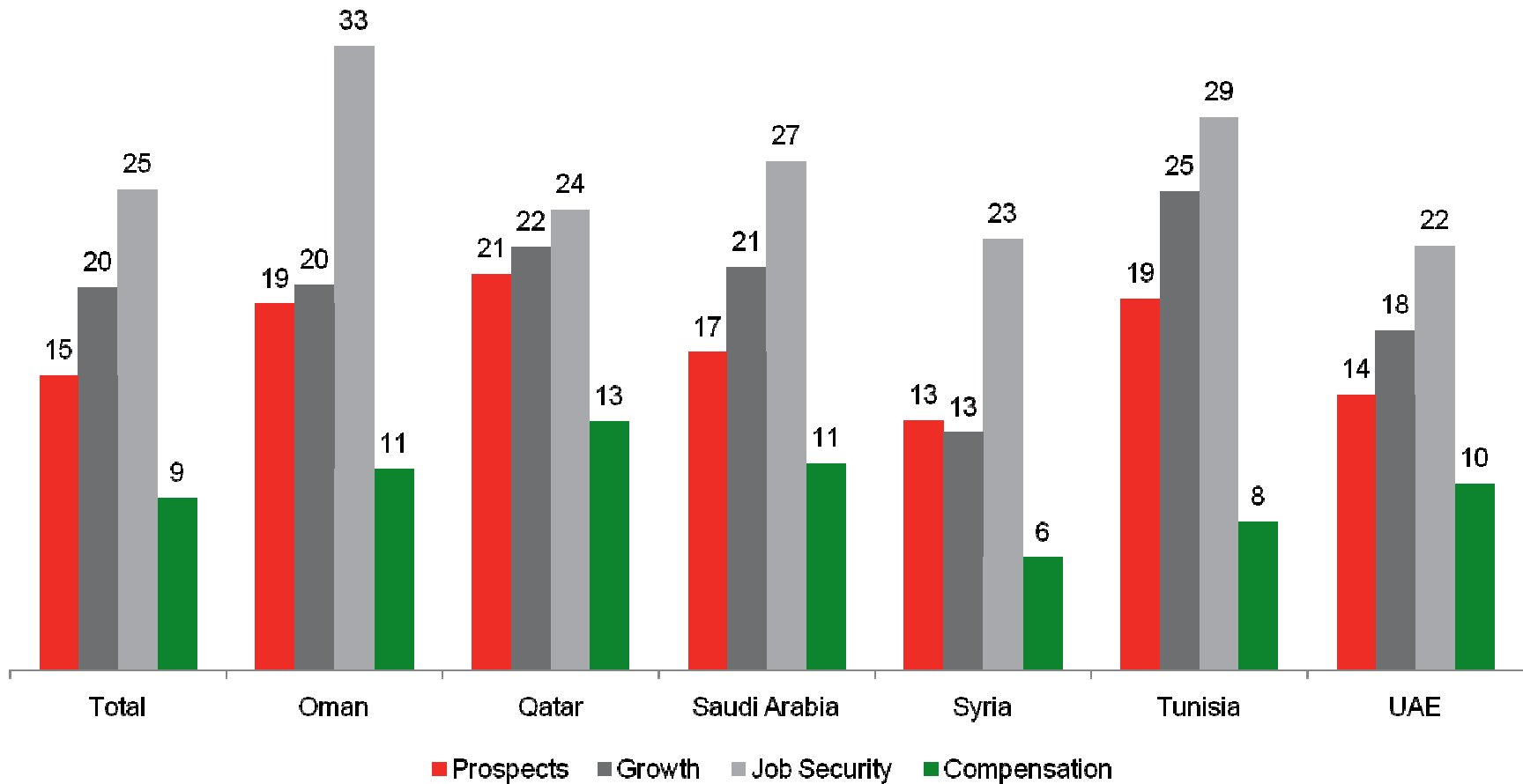


## Appraisal of Career - (High Satisfaction Option)



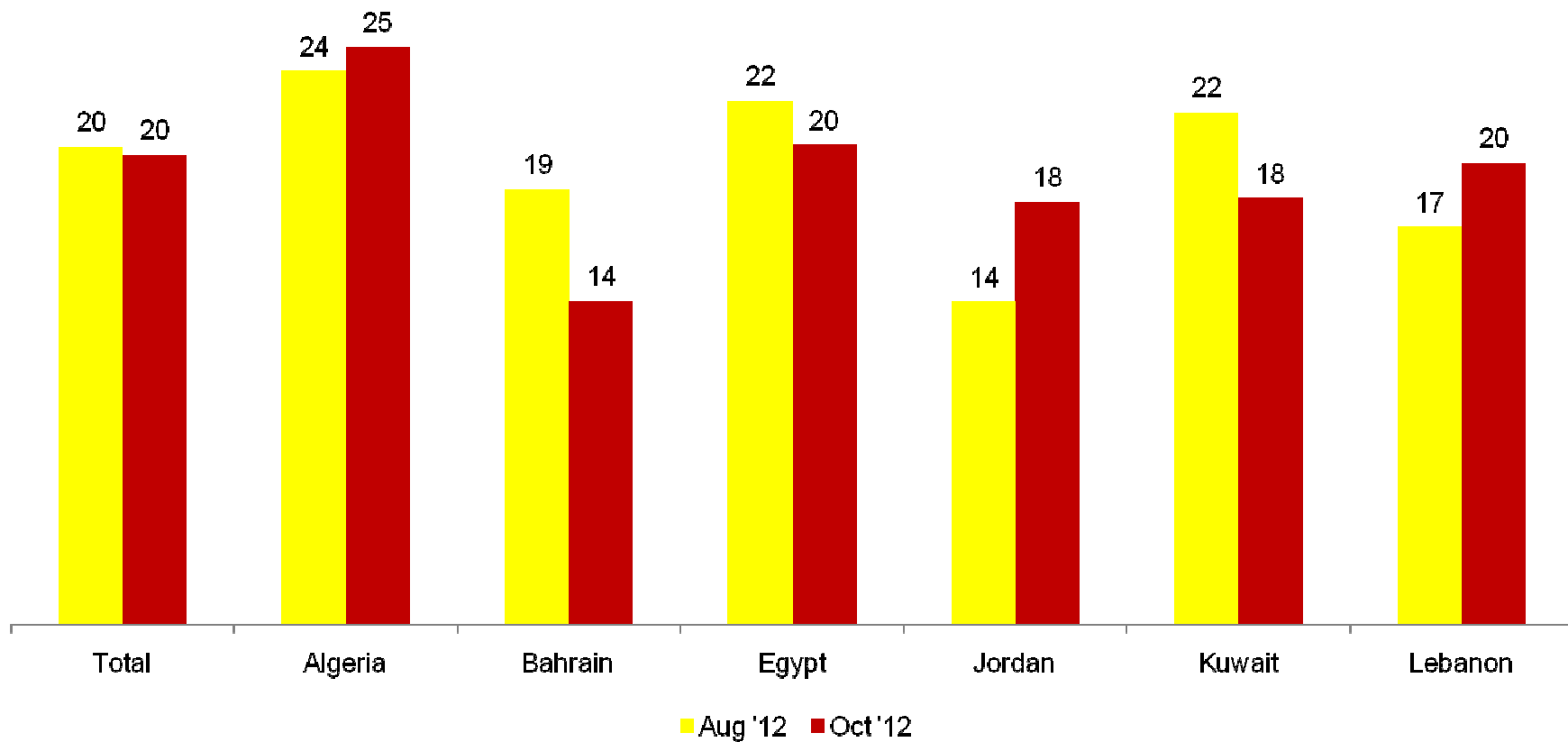
Base: Total Working Sample – N= 8,228

## Appraisal of Career - (High Satisfaction Option)



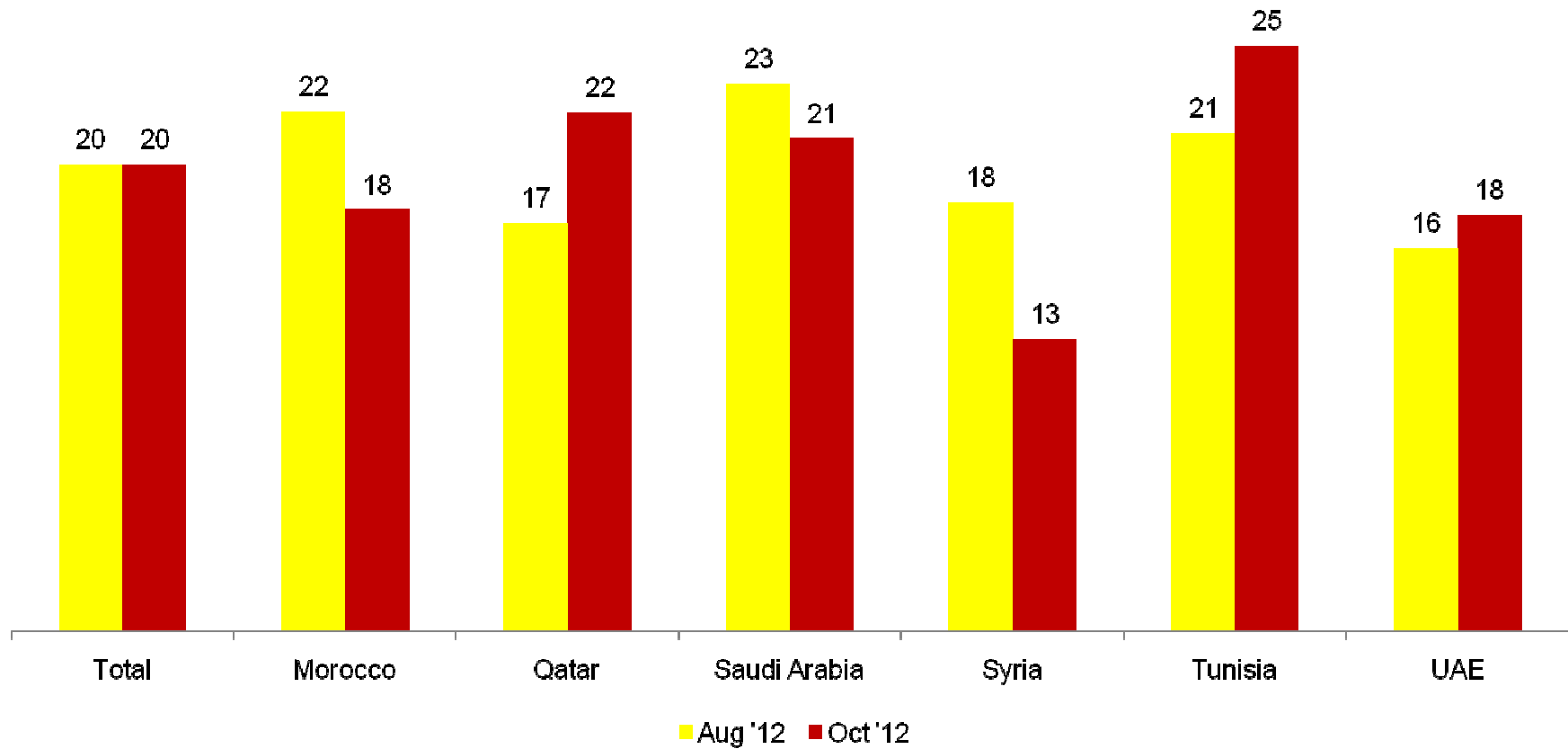
Base: Total Working Sample – N= 8,228

## Appraisal of Career - (High Satisfaction Option)



Base: Total Working Sample : Aug '12=6,171 and Oct '12=8,228

## Appraisal of Career - (High Satisfaction Option)

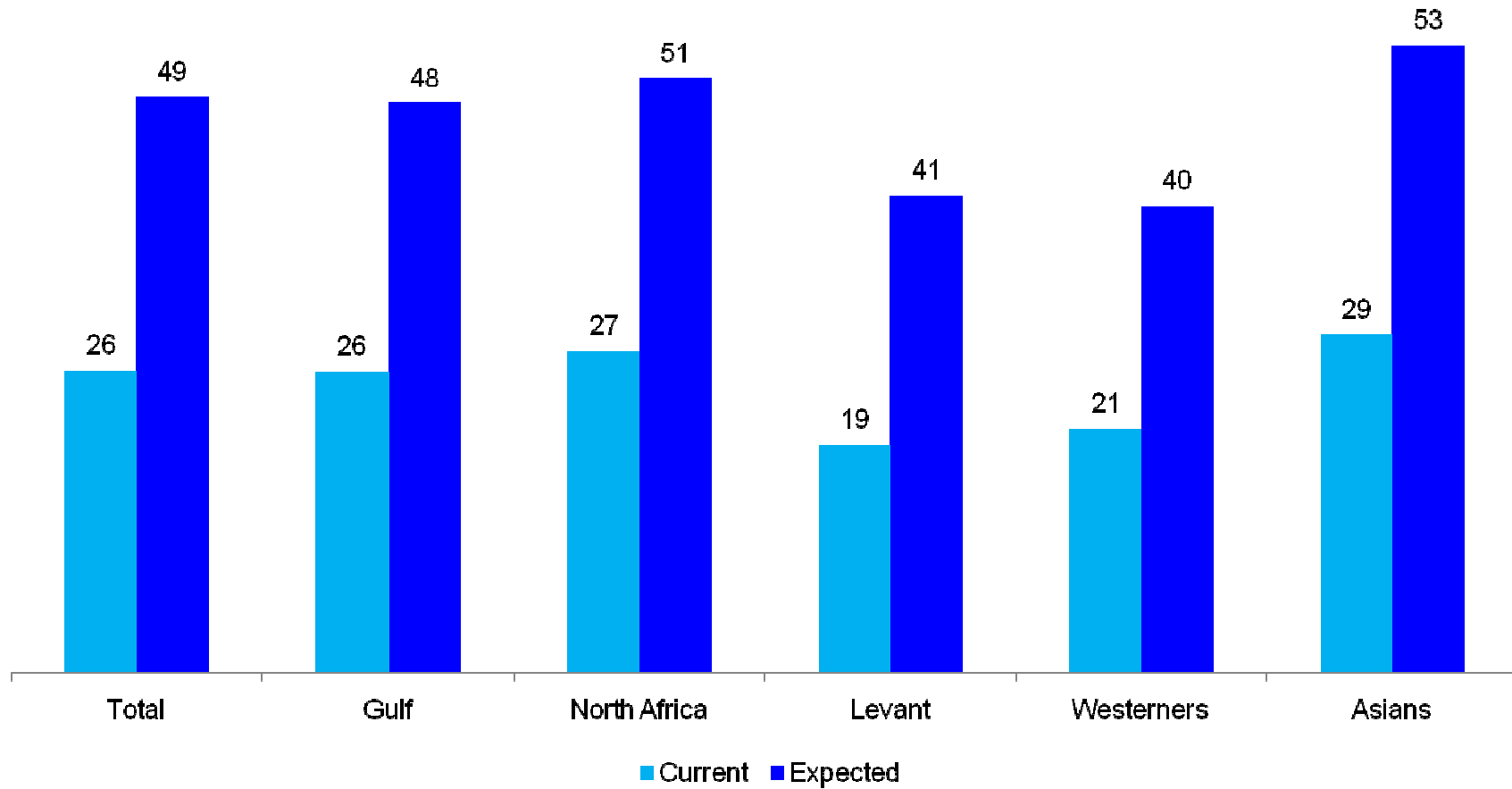


Base: Total Working Sample : Aug '12=6,171 and Oct '12=8,228

Appendix

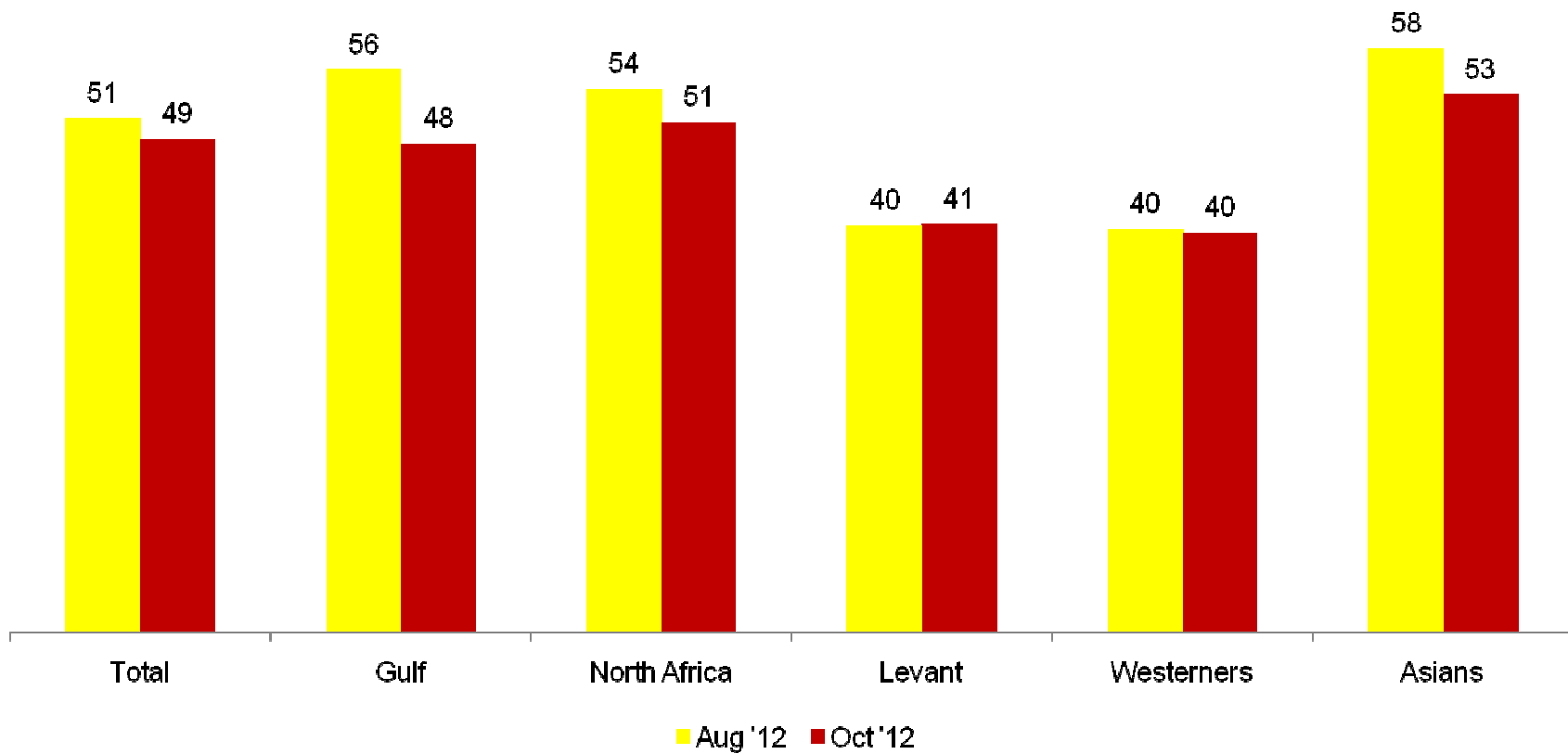
# By nationality

## Appraisal of Personal Financial Situation – (Better Option)



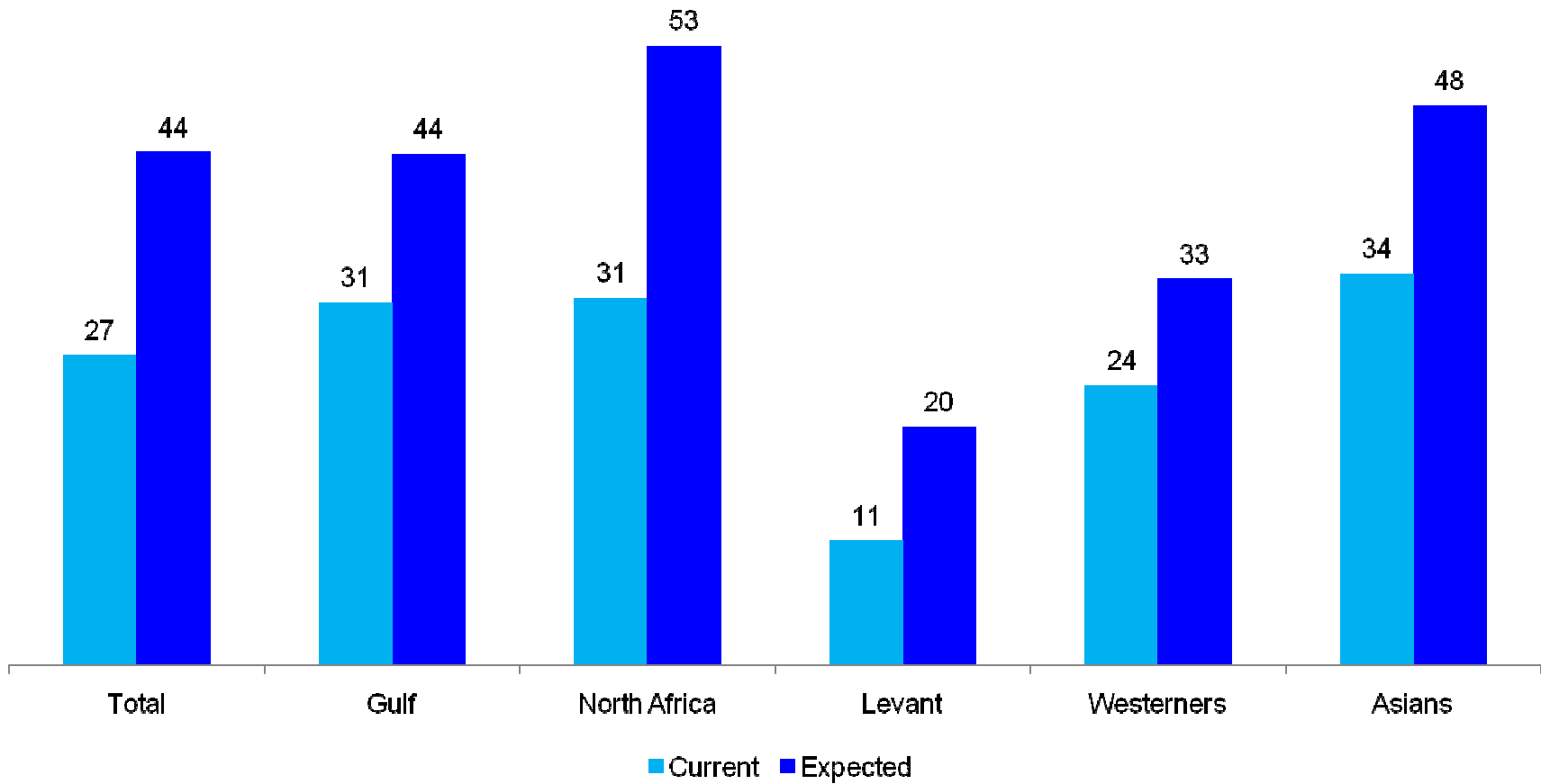
Base: Total Sample – N= 10094

## Appraisal of Personal Financial Situation – (Better Option)



Base: Total Sample: Aug '12=7,421 and Oct '12=10094

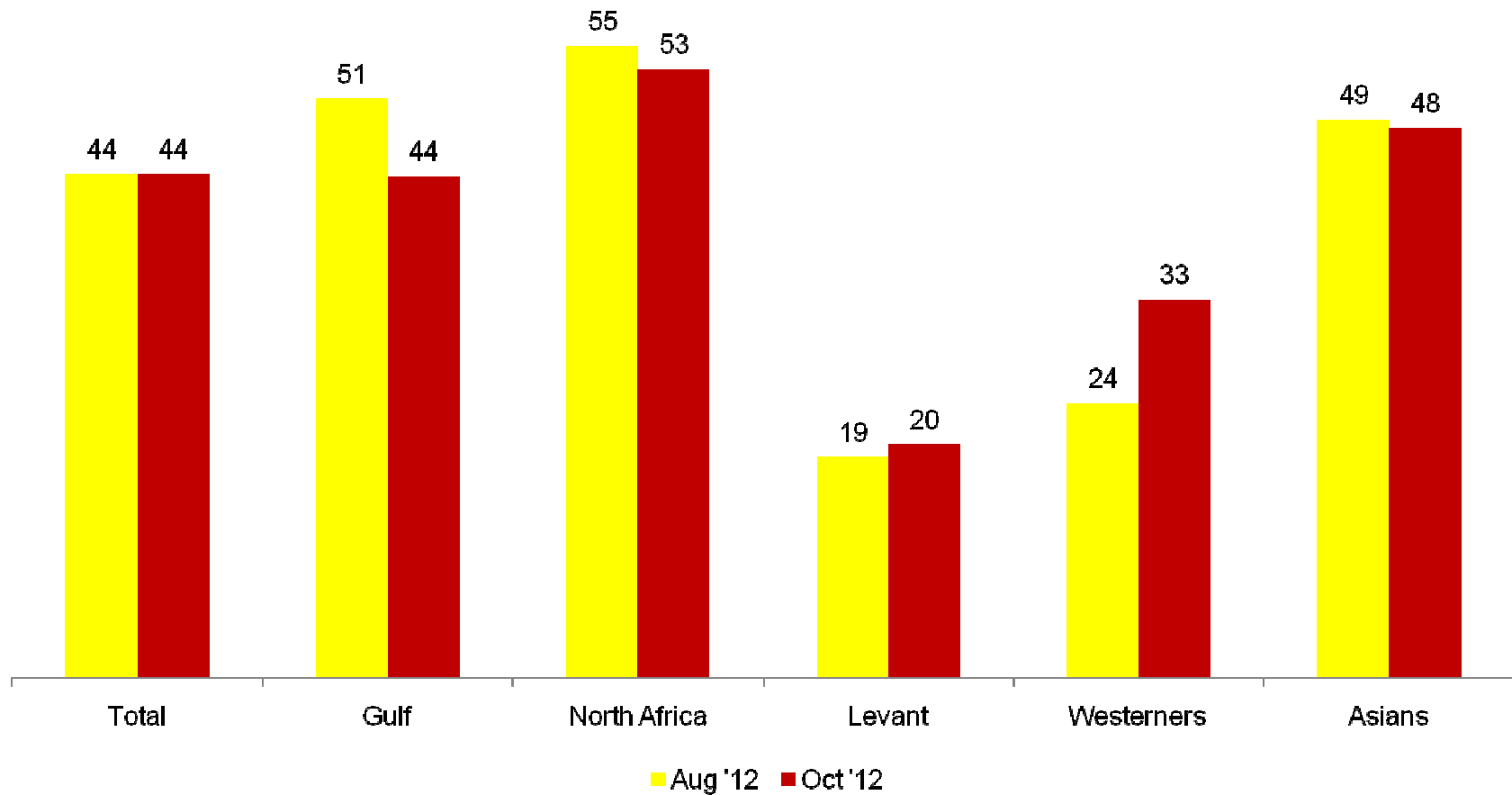
## Appraisal of Country's Economy – (Better Option)



Base: Total Sample – N= 10094

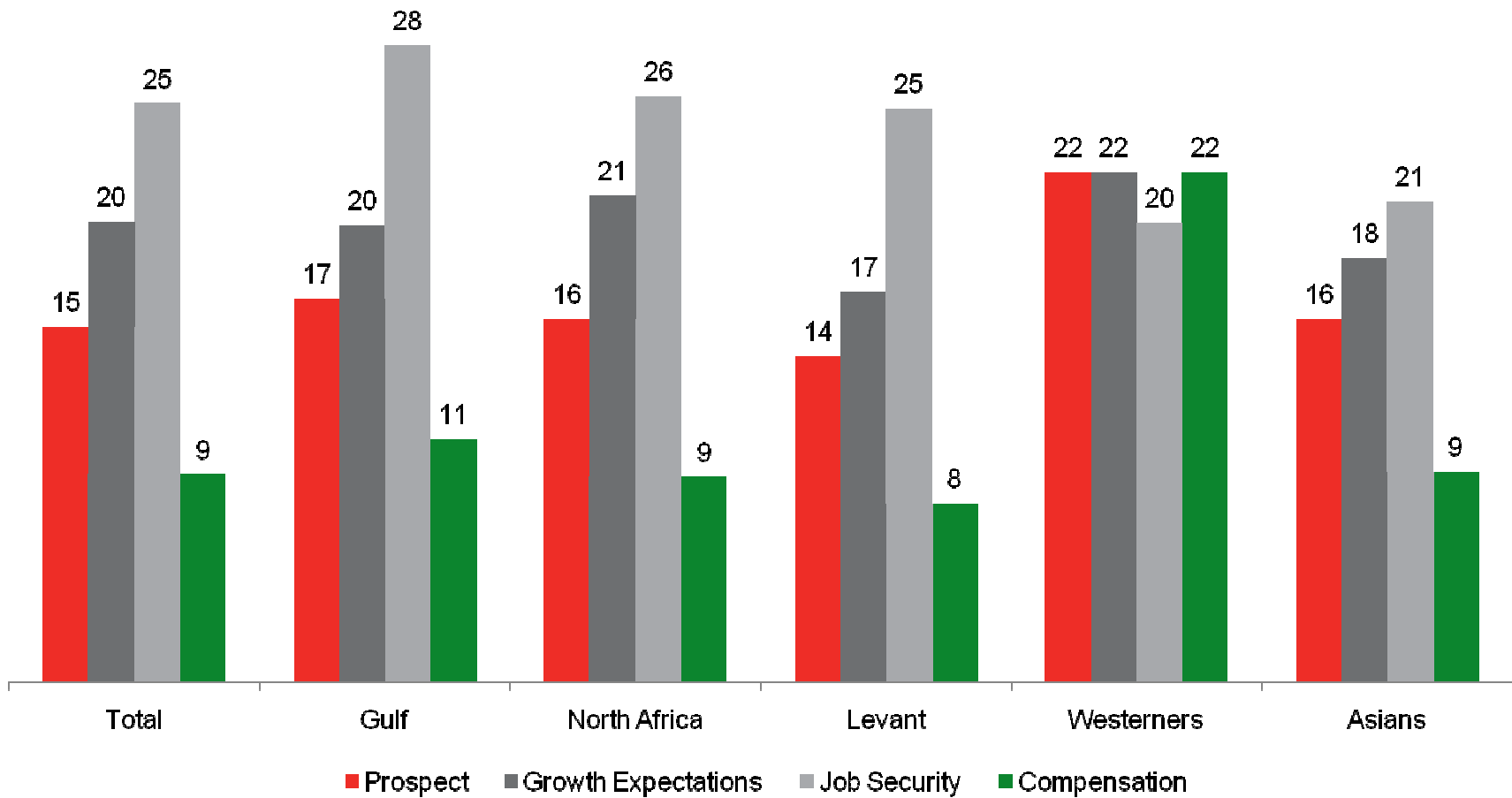


## Appraisal of Country's Economy – (Better Option)



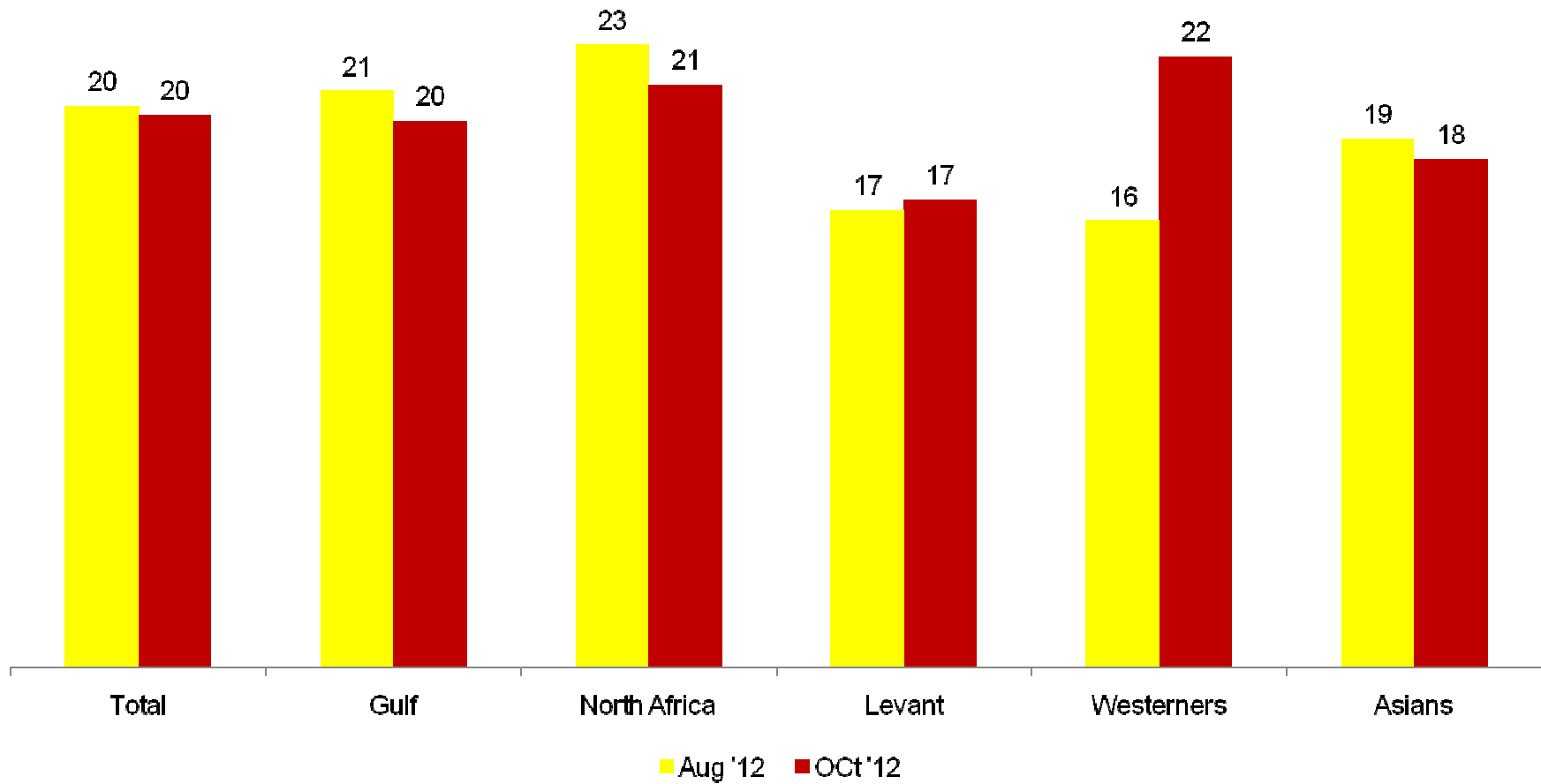
Base: Total Sample: Aug '12=7,421 and Oct '12=10094

## Appraisal of Career - (High Satisfaction Option)



Base: Total Working Sample – N= 8228

## Appraisal of Career - (High Satisfaction Option)

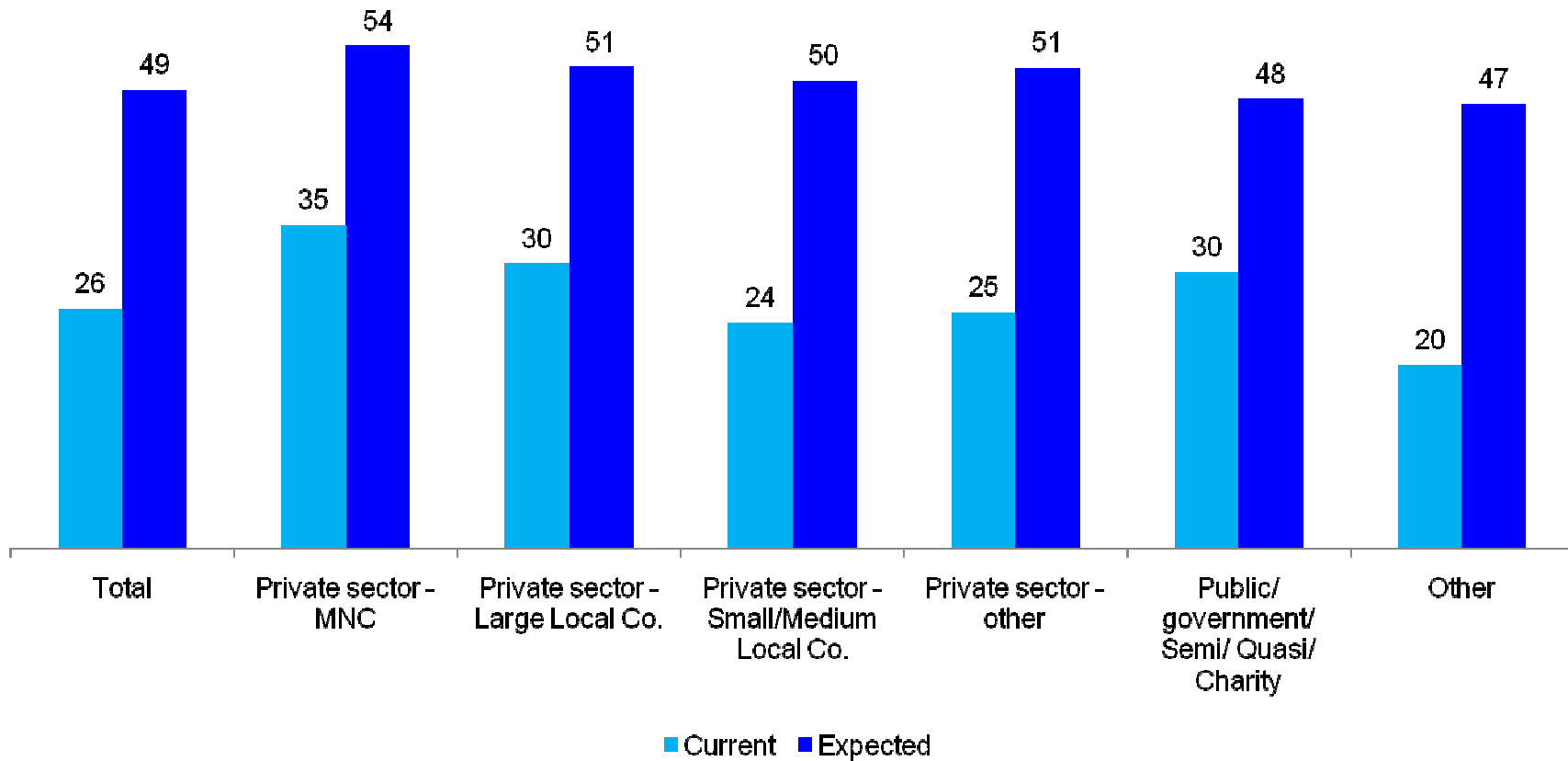


Base: Total Working Sample: Aug '12= 6,171 and Oct '12=8228

Appendix

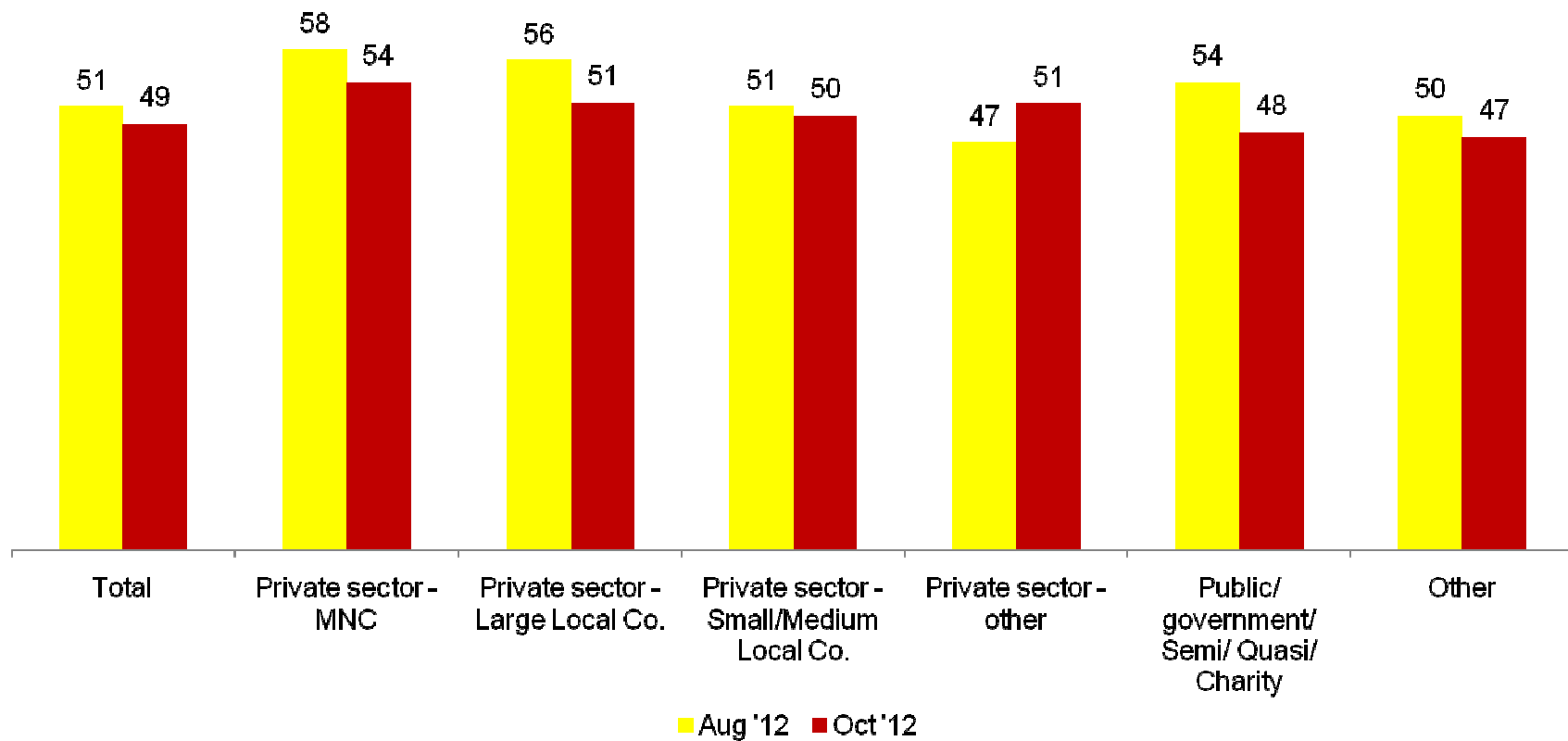
# By organizational sector

## Appraisal of Personal Financial Situation - (Better Option)



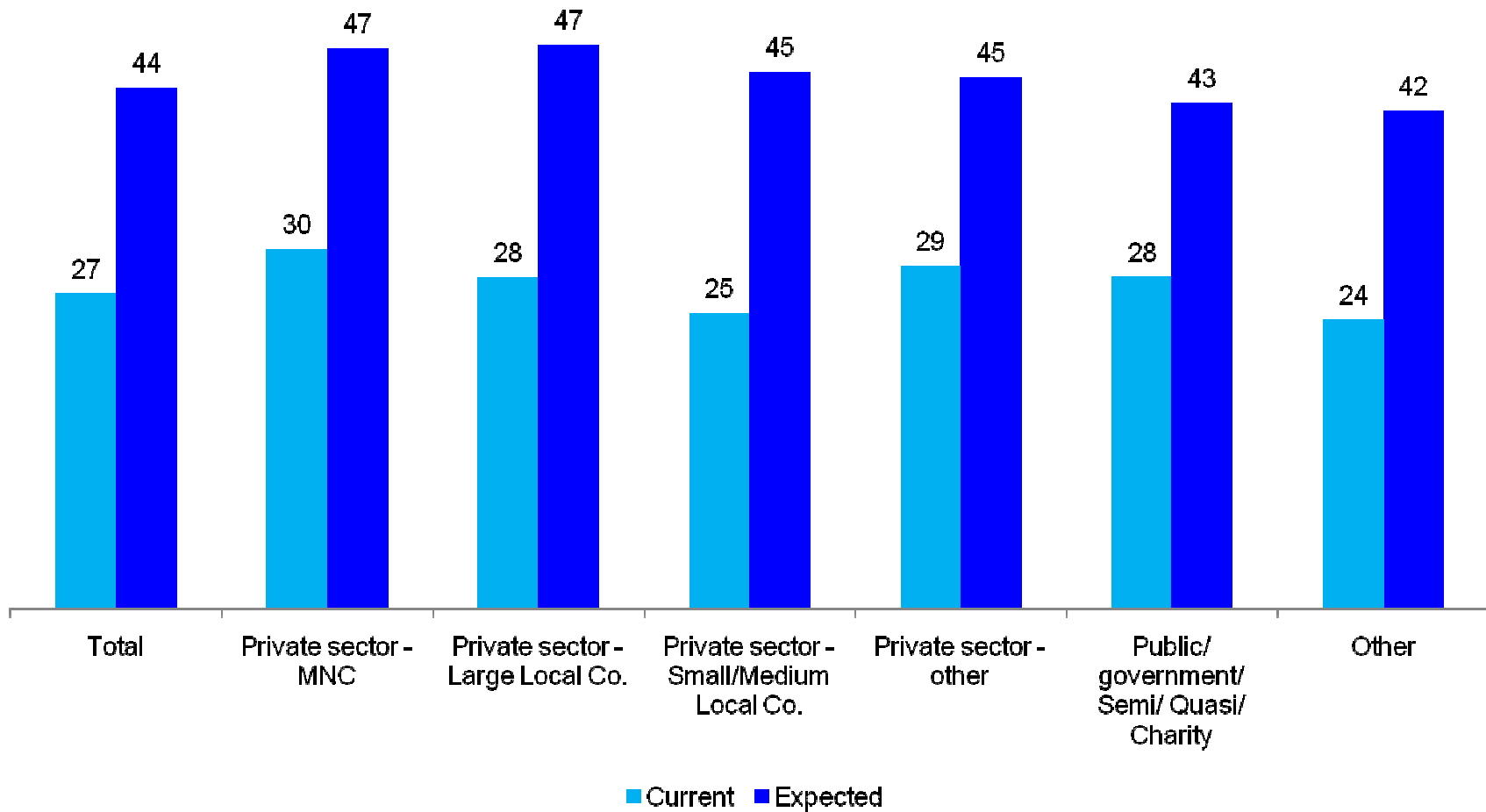
Base: Total Sample – N= 10,094

## Appraisal of Personal Financial Situation - (Better Option)



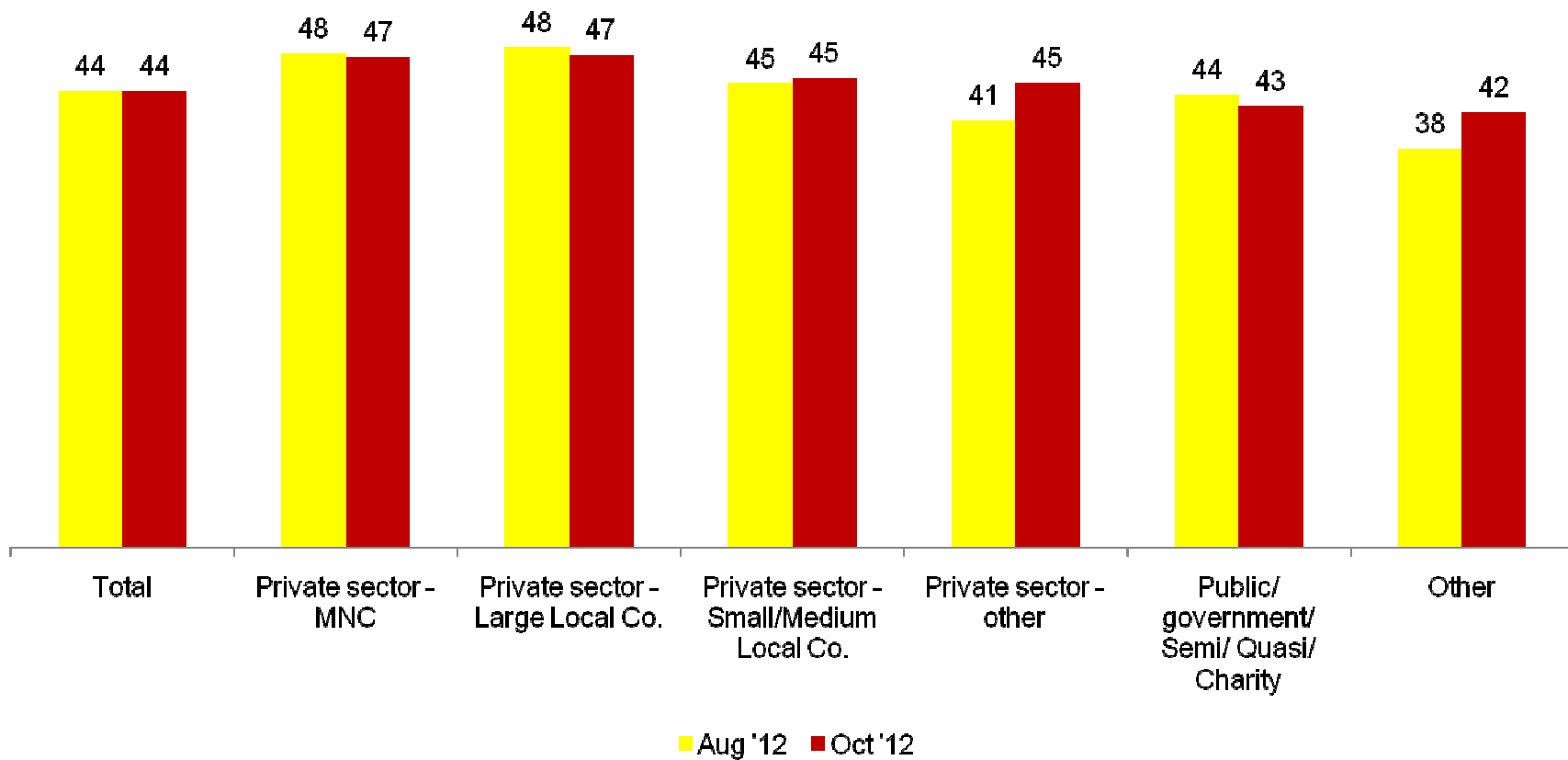
Base: Total Sample: Aug '12= 7,421 and Oct '12=10,094

## Appraisal of Country's Economy – (Better Option)



Base: Total Sample – N= 10094

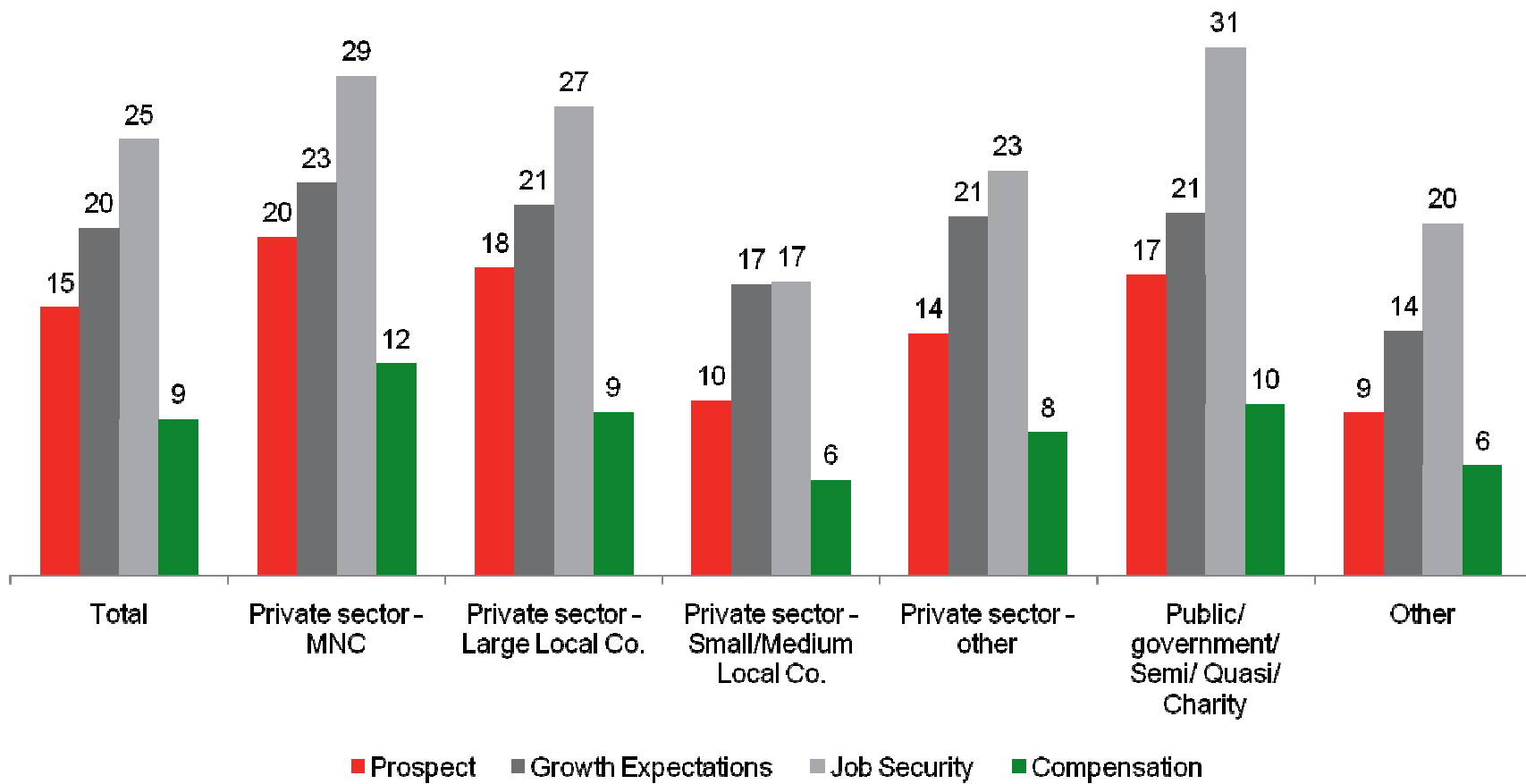
## Appraisal of Country's Economy – (Better Option)



Base: Total Sample: Aug '12=7,421 and Oct '12=10094

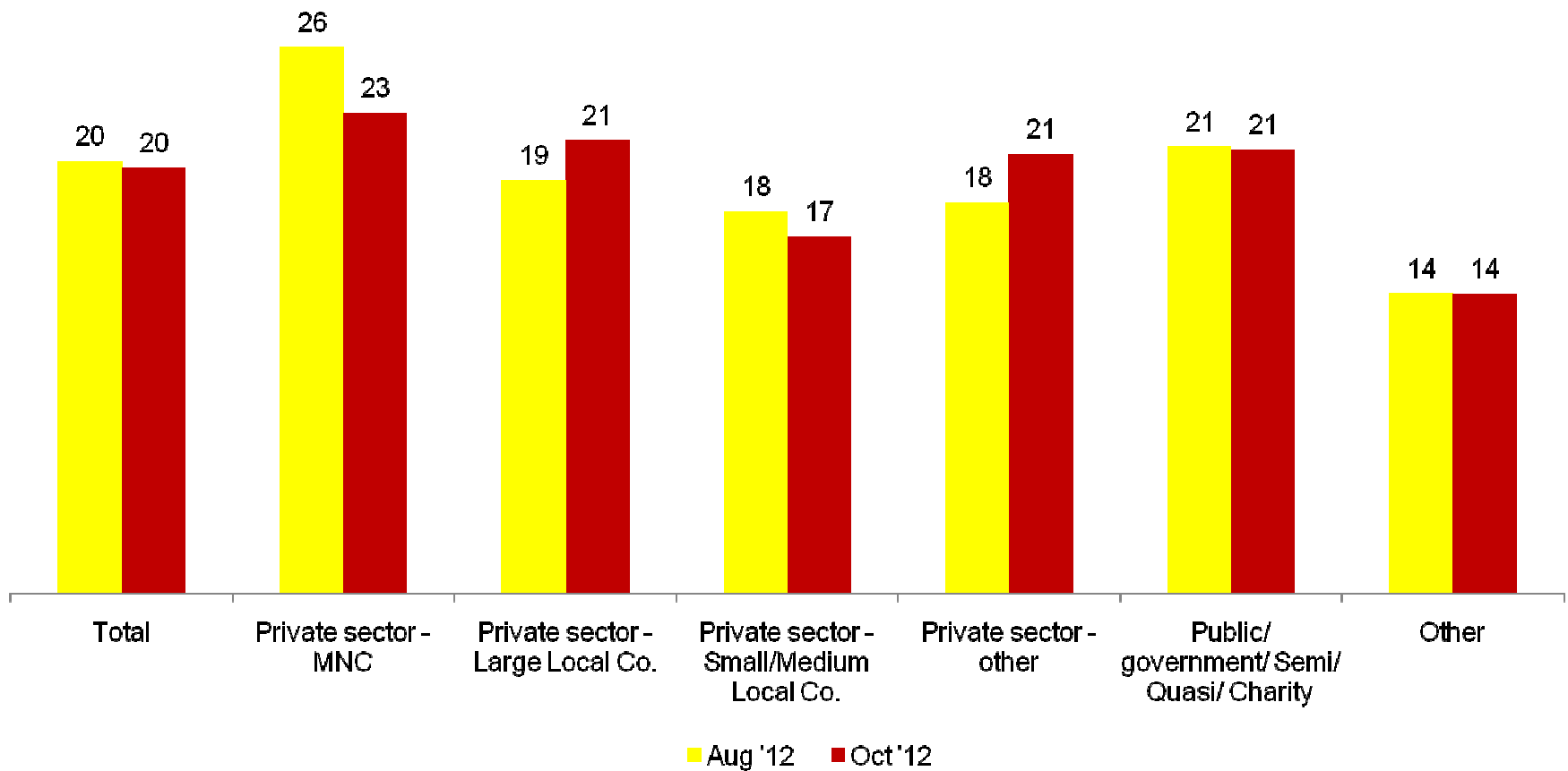


## Appraisal of Career - (High Satisfaction Option)



Base: Total Working Sample – N= 8,228

## Appraisal of Career - (High Satisfaction Option)

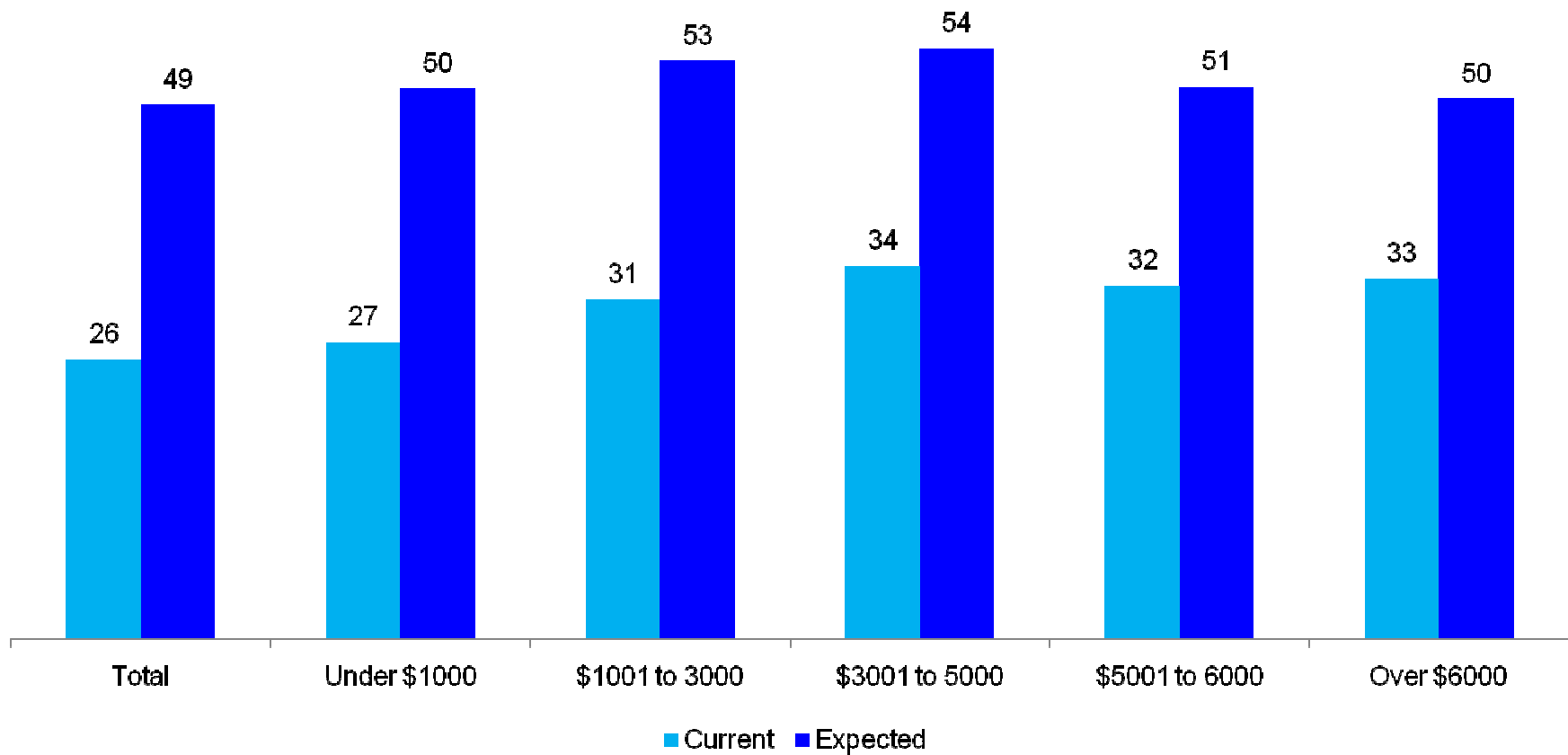


Base: Total Working Sample : Aug '12=6,171 and Oct '12=8228

Appendix

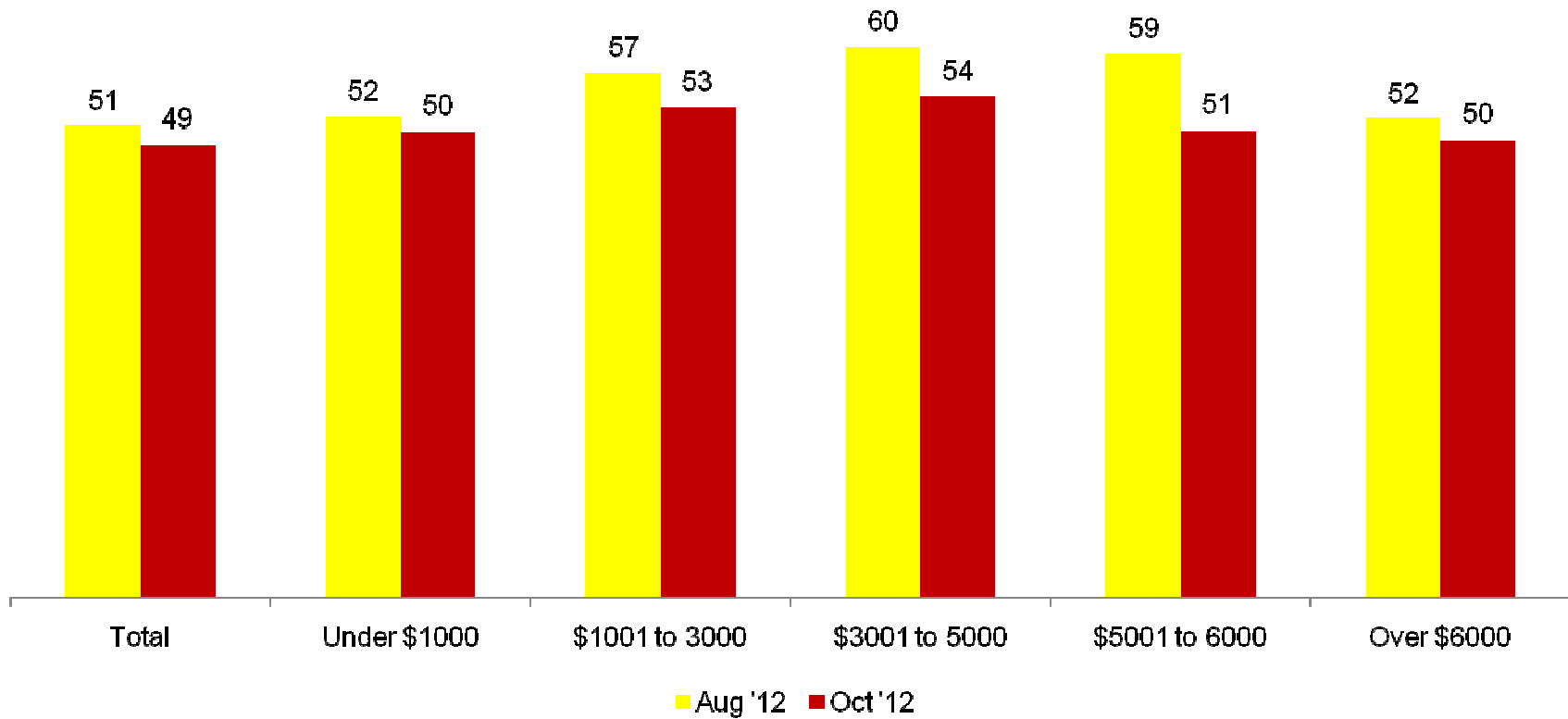
# By income

## Appraisal of Personal Financial Situation – (Better Option)



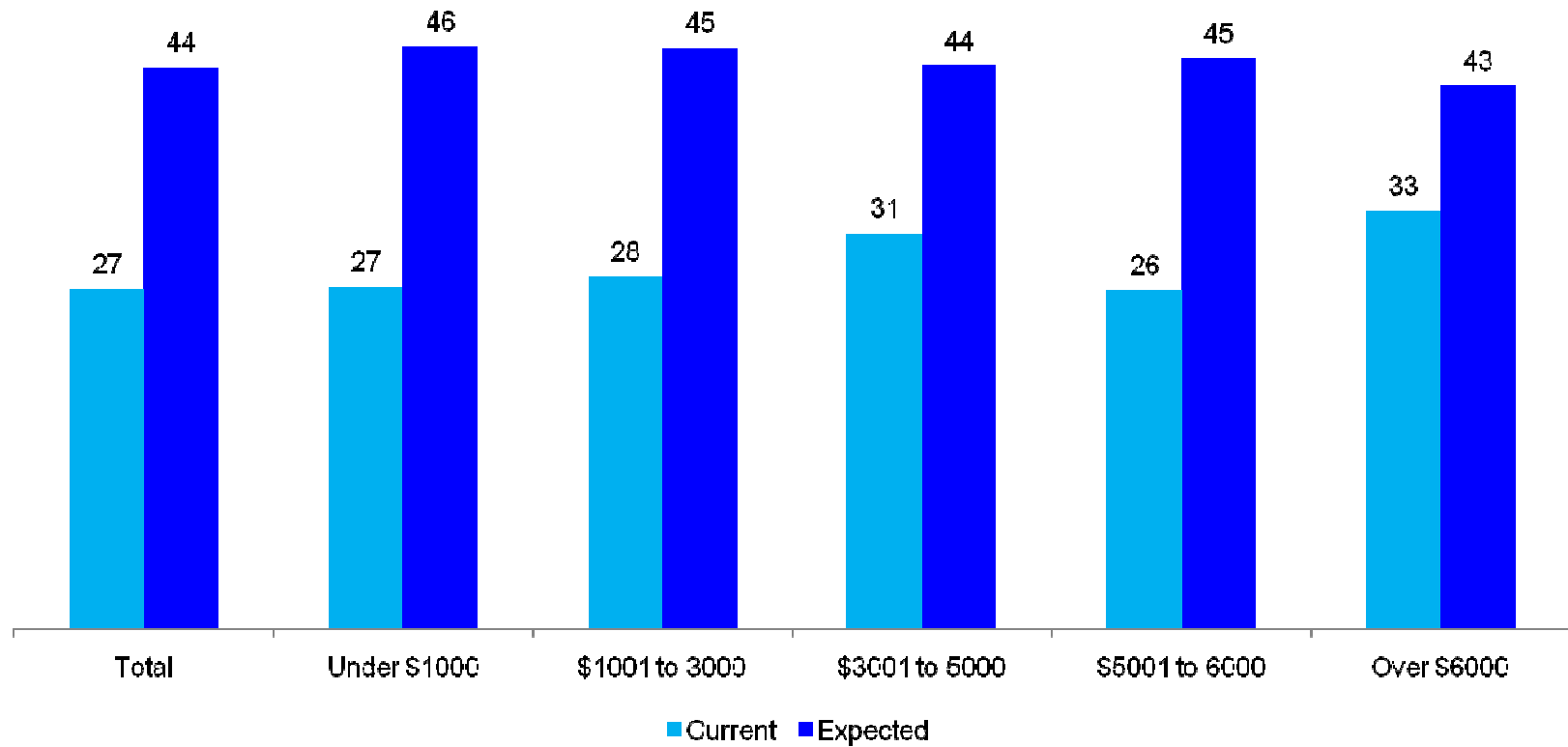
Base: Total Sample – N= 10094

## Appraisal of Personal Financial Situation – (Better Option)



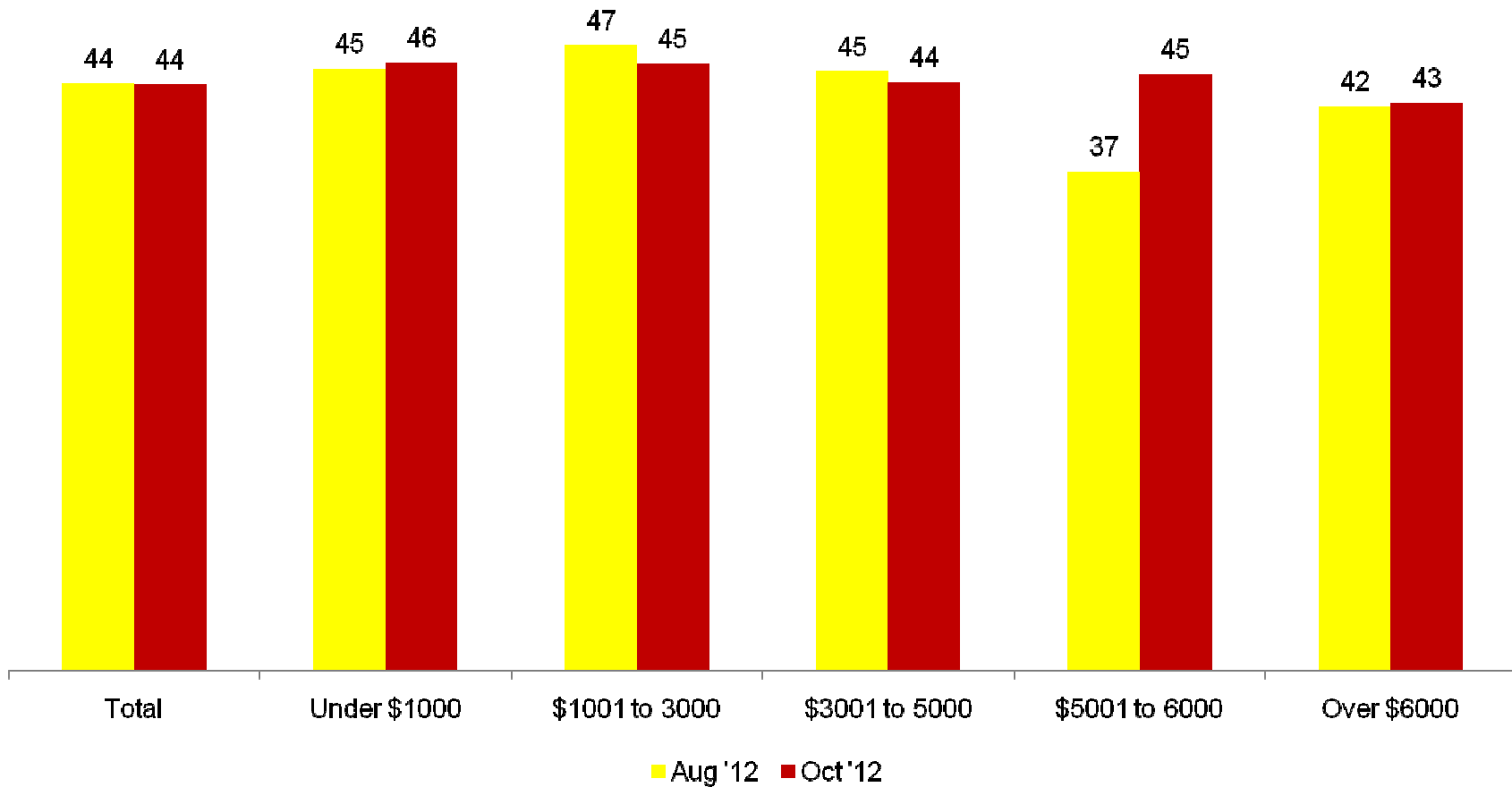
Base: Total Sample: Aug '12=7,421 and Oct '12=10,094

## Appraisal of Country's Economy – (Better Option)



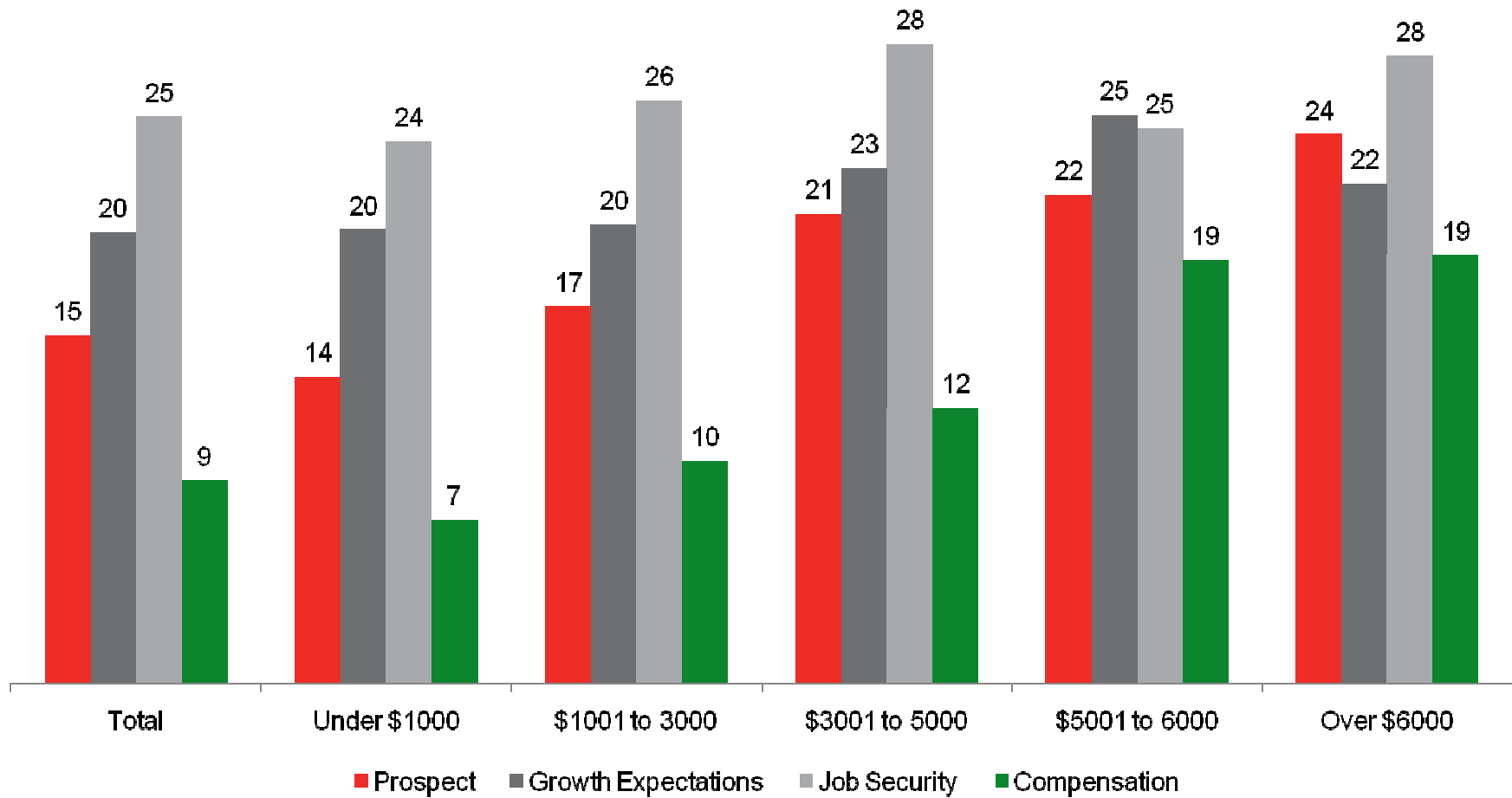
Base: Total Sample – N=8228

## Appraisal of Country's Economy – (Better Option)



Base: Total Sample: Aug '12=7,421 and Oct '12=10,094

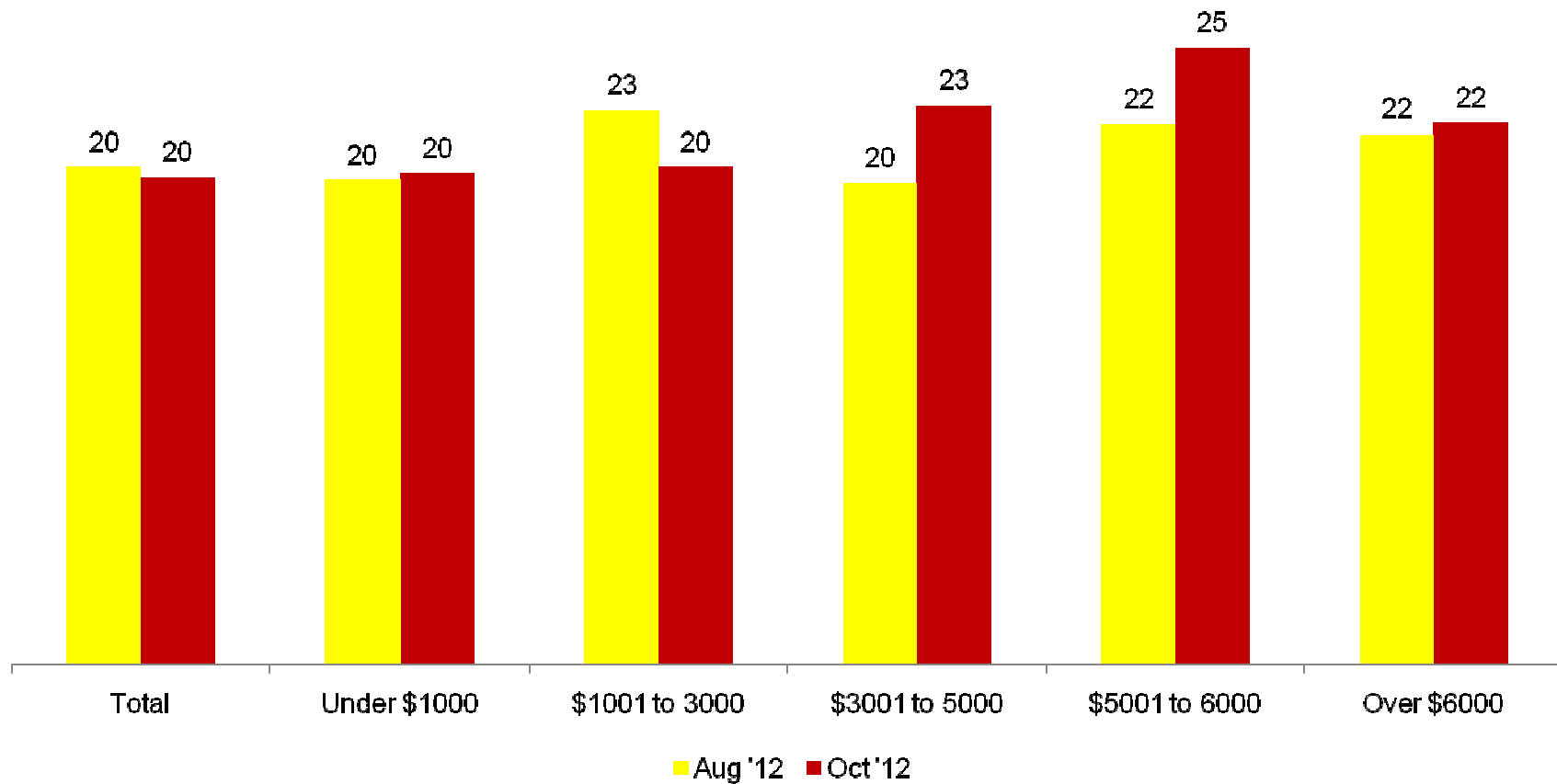
## Appraisal of Career - (High Satisfaction Option)



Base: Total Working Sample – N= 8228



## Appraisal of Career - (High Satisfaction Option)



Base: Total Working Sample= Aug '12=6171 and Oct '12=8228

^ Thank you

