

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

December 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 twentieth period (December 2011) 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 27th November to 6th December 2011. The total number of respondents achieved was 7,343.

Calculation of Indices and Benchmarking

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

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

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

Calculation of Indices and Benchmarking

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

Calculation of Indices and Benchmarking

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

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

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

Current Period Values for CCI & ECI by Country, July 2007

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

Current Period Values for CCI & ECI by Country, October 2007

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

Current Period Values for CCI & ECI by Country, January 2008

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

Current Period Values for CCI & ECI by Country, May 2008

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

Current Period Values for CCI & ECI by Country, July 2008

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

Current Period Values for CCI & ECI by Country, November 2008

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

Current Period Values for CCI & ECI by Country, February 2009

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

Current Period Values for CCI & ECI by Country, May 2009

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

Current Period Values for CCI & ECI by Country, August 2009

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

Current Period Values for CCI & ECI by Country, December 2009

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

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

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

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

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

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

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

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

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

Current Period Values for CCI & ECI by Country, March 2011

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

Current Period Values for CCI & ECI by Country, June 2011

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

Current Period Values for CCI & ECI by Country, September 2011

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

Current Period Values for CCI & ECI by Country, December 2011

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

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

	Algeria		Bahrain		Egypt		Kuwait		Lebanon	
	April, 07	Dec, 11	April, 07	Dec, 11	April, 07	Dec, 11	April, 07	Dec, 11	April, 07	Dec, 11
Achieved Sample Size	415	695	101	34	1635	2279	711	122	696	204
CEI	288.2	276.4	273.3	276.5	259.1	308.2	297.5	275.4	217.2	209.8
PCI	103.9	85.8	91.1	79.4	90.6	62.0	104.5	77.9	67.5	63.7
CCI	637.3	600.1	597.0	541.2	573.6	557.7	634.5	538.5	428.9	415.2
ECI	605.8	505	567.3	476	598.5	531	635	498	490.1	452

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

	Morocco		Qatar		KSA		Syria		UAE	
	April, 07	Dec, 11	April, 07	Dec, 11	April, 07	Dec, 11	April, 07	Dec, 11	April, 07	Dec, 11
Achieved Sample Size	112	499	382	136	2095	553	200	269	2069	561
CEI	275.0	290.8	303.4	295.6	305.6	287.3	268	219.3	296.4	255.8
PCI	84.8	65.3	107.6	69.1	98.1	77.4	76	40.5	99.2	76.8
CCI	582.1	563.3	671.7	577.2	651.6	568.5	560.5	387.7	634.4	505.9
ECI	552.7	540	711.3	601	651.6	567	549.5	460	660.8	474

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

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 58 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 58 months**.

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

Index	Algeria	Bahrain	Egypt	Kuwait	Lebanon	Morocco	Qatar	KSA	Syria	UAE
CEI	2.3	9.4	1.5	-1.1	-9.8	5.5	0.6	0.7	-4.8	-7.1
PCI	4.4	7.6	-6.6	-3.9	-10.4	4.6	-13.8	0.0	-12.0	-6.8
CCI	2.3	8.6	-3.0	-3.3	-12.9	3.5	-2.8	-1.9	-7.4	-9.1
ECI	0.6	-6.7	-0.3	-1.0	-1.6	5.4	6.2	2.4	3.2	-5.7

What do the Indices Indicate?

Comparison of Dec '11 with Previous Period Sept '11

- The following comparison has been done wherever relevant with the previous period of September 2011.
- **UAE, sees a significant dip across all the indices.**
- Lebanon also sees some dip across all indices, particularly CCI.
- Egypt loses out the 3 points gain from the last wave.
- Qatar sees the largest dip in PCI since the previous wave.

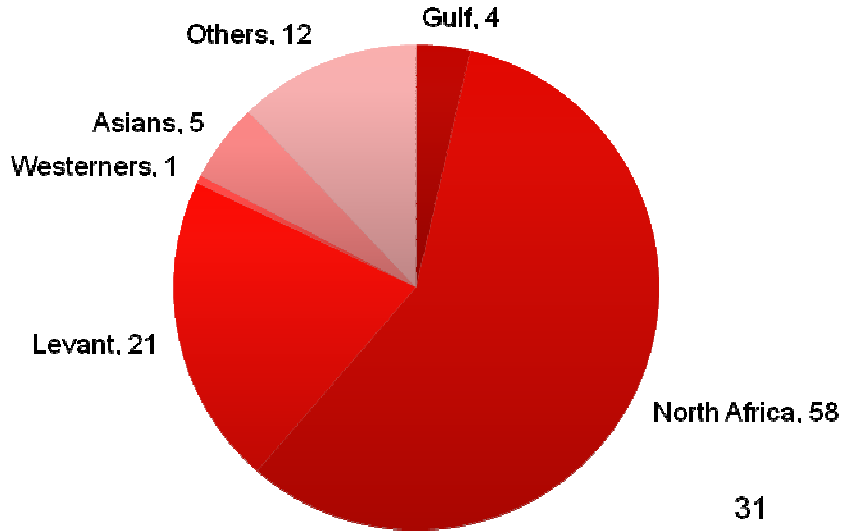
What does this Mean for the UAE?

- Consumer Confidence in the UAE sees a significant drop in comparison to the past wave. dip in the current wave.
- Respondents in the UAE continue to anticipate some improvement in their personal financial situation in the future.
- 43% of the respondents have positive expectations regarding the country's future economy and financial conditions. Another 22% feel that it would remain the same.
- 39% of the respondents are of the opinion that now is not a good time to buy consumer durables.
- 40% say that the current period is a bad time for business. However, 41% 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. 47% opine that there are very few jobs available in the market.
- Low to moderate satisfaction with current compensation reported by the residents. 33% claim low satisfaction with job security.

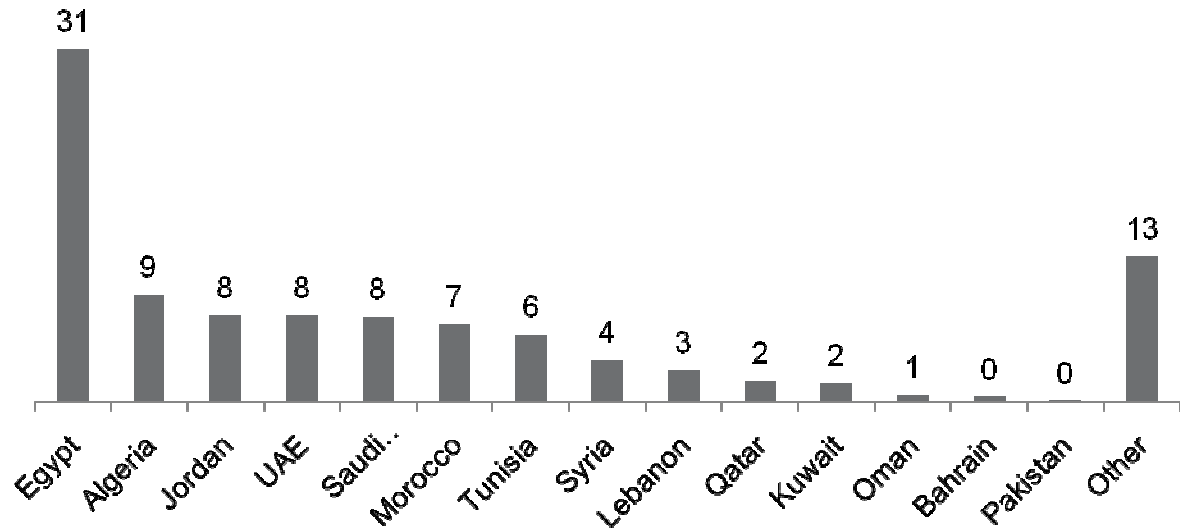
RESPONDENT PROFILE

Respondent profile – Country

Nationality Groups



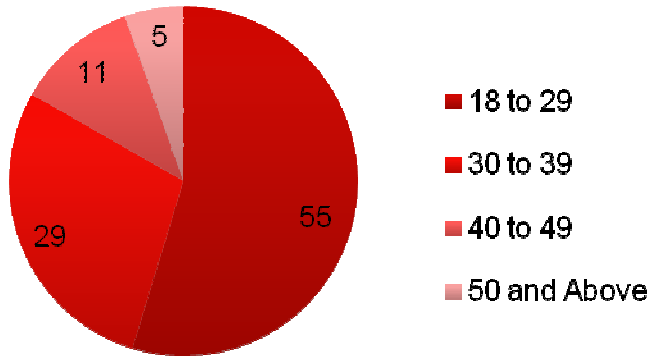
Country of Residence



Base: Total Sample – N= 7,343

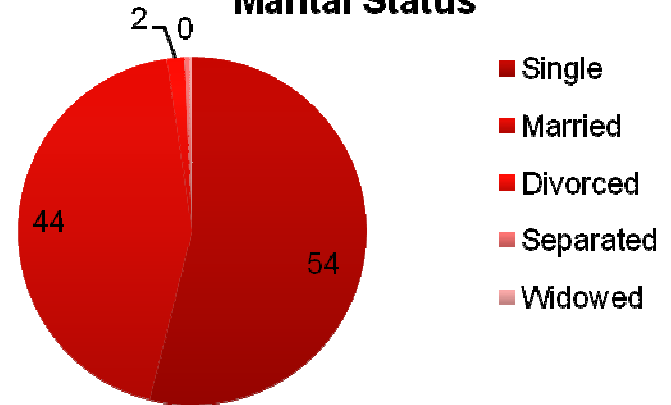
Respondent profile - Personal

Age group



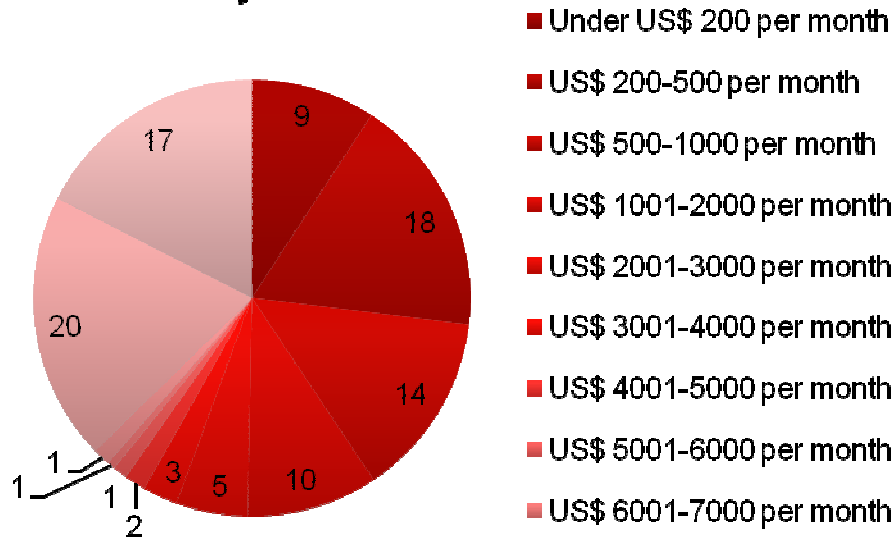
Base: Total Sample – N= 7,343

Marital Status



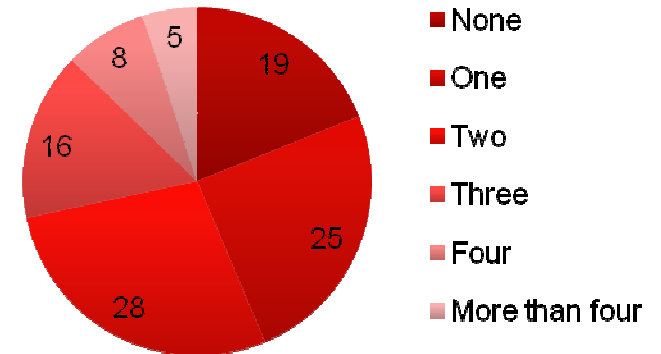
Base: Total Sample – N= 7,343

Monthly Personal Income



Base: Total Sample – N= 7,343

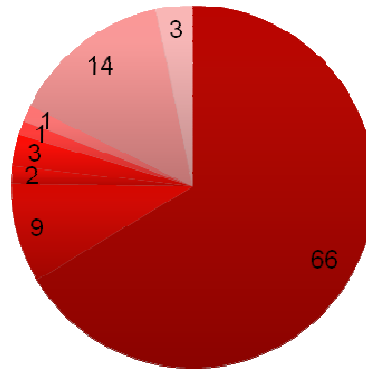
No. of children



Base: Married/ used to be married– N= 3,385

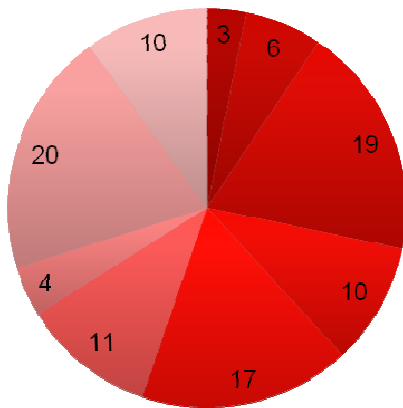
Respondent profile - Organizational

Work Status



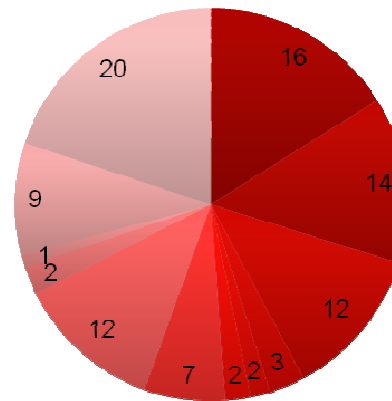
- Working full time (30 or more hours per week)
- Working part time (8 to 29 hours per week)
- Working part time (Less than 8 hours a week)
- Full time student
- Retired
- Full-time home-maker or housewife
- Unemployed
- Other

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= 7,343

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?

- Only 26% of the total respondents in this wave feel that their personal financial situation is better than last year.
- Sentiments towards country's economy further decline, coming down from 27% in the last wave to 23% in this wave.
- 39% 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	7343	695	34	2279	562	122	204	499	47	9	136	553	269	434	561
Financial															
Better	26	37	26	28	18	27	17	18	36	22	26	36	21	17	20
Same	34	33	41	32	33	34	37	43	32	33	42	31	26	41	38
Worse	33	18	18	33	43	32	42	30	30	22	23	25	48	33	36
Don't know	7	11	15	7	6	7	3	9	2	22	9	8	4	9	6
Country's economy															
Better	23	32	6	27	12	20	11	35	32	11	30	25	10	18	22
Same	29	40	41	26	35	34	40	35	38	11	37	26	13	27	34
Worse	34	13	29	34	41	30	44	15	26	44	21	31	55	45	32
Don't know	13	15	24	13	12	17	5	15	4	33	12	18	22	10	12
Consumer Behaviour															
Good time to buy	15	26	18	13	11	14	13	15	23	11	10	17	11	13	16
Neutral time to buy	27	22	32	30	26	39	33	22	32	44	39	31	15	21	38
Bad time to buy	51	40	38	51	58	36	50	50	34	44	41	40	71	60	39
Don't know	8	12	12	7	5	11	4	13	11	0	10	12	3	7	6

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?

- Less than a quarter of respondents (23%) feel that the current period is good for business. 40% opine that it is not good. 28% in the UAE claim it is a Neutral period.
- With regards to employment 54% of the respondents claim there are a 'very few' jobs available. This sentiment is strongest in Jordan (64%) followed by Tunisia (61%) and Lebanon (61%).

Total / Country of residence	Total	Algeria	Bahrain	Egypt	Jordan	Kuwait	Lebanon	Morocco	Oman	Pakistan	Qatar	Saudi Arabia	Syria	Tunisia	UAE
Base Size	7343	695	34	2279	562	122	204	499	47	9	136	553	269	434	561
Business Conditions															
Good time	23	36	18	16	17	17	20	30	26	22	37	38	12	24	17
Neutral time	28	25	24	28	28	36	30	31	38	22	35	27	15	27	36
Bad time	40	21	47	50	44	36	43	23	23	44	16	23	67	40	40
Don't know	10	18	12	6	12	11	7	16	13	11	12	12	6	9	7
Employment															
Plenty available	10	12	12	7	5	18	7	8	17	11	28	29	7	3	12
Not many available	33	33	35	34	28	36	27	35	34	22	31	30	28	34	37
Very few available	54	51	47	56	64	40	61	53	43	67	30	35	58	61	47
Don't know	4	4	6	3	3	6	4	4	6	0	11	6	7	2	4

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?

- 23% of those who are currently employed claim that there are more employees 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, Lebanon and UAE

Total / Country of residence	Total	Algeria	Bahrain	Egypt	Jordan	Kuwait	Lebanon	Morocco	Oman	Pakistan	Qatar	Saudi Arabia	Syria	Tunisia	UAE
Working Base Size	5884	519	30	1865	434	105	172	304	41	4	121	454	240	321	482
Number of employees															
More employees	23	34	30	18	18	30	17	24	32	25	44	36	22	23	24
Same number	29	34	27	28	29	26	40	32	20	50	20	23	25	29	27
Fewer employees	32	14	30	38	36	33	28	23	24	25	21	22	47	24	41
Don't know	16	19	13	17	16	10	16	21	24	0	16	19	6	24	9
Salary vis-a-vis Cost of Living															
Increased more than cost of living	4	6	7	3	1	5	4	6	7	0	7	6	4	4	4
Increased similar to cost of living	19	25	30	20	12	15	13	19	20	25	21	25	20	17	17
Not kept pace with cost of living	67	55	60	68	76	74	76	61	59	75	63	54	72	65	71
Don't know	10	13	3	9	11	6	8	14	15	0	9	14	5	14	8

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	7343	695	34	2279	562	122	204	499	47	9	136	553	269	434	561
Financial															
Will be better	50	49	53	54	42	50	43	43	47	44	54	57	47	45	43
Will remain the same	12	10	15	9	14	18	20	12	17	33	17	10	7	12	22
Become worse	7	5	9	5	11	7	15	6	9	11	4	5	13	5	8
Don't know	32	36	24	32	33	25	22	39	28	11	25	28	34	39	26
Country's Economy															
Will be better	48	43	44	67	26	44	22	58	45	22	60	50	29	53	40
Will remain the same	14	22	24	7	22	25	24	15	17	33	10	15	5	9	22
Become worse	19	11	12	9	32	12	39	4	17	33	15	15	44	16	19
Don't know	19	25	21	17	20	19	16	24	21	11	15	20	22	21	19

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	7343	695	34	2279	562	122	204	499	47	9	136	553	269	434	561
Business Conditions															
Will be better	52	43	38	70	30	57	32	56	34	44	60	56	37	60	41
Will remain the same	16	21	24	10	23	11	27	15	34	44	17	17	9	11	28
Become worse	13	8	15	6	25	13	26	4	15	0	8	10	33	12	13
Don't know	19	28	24	14	22	19	15	24	17	11	15	16	21	17	17
Employment															
There will be more jobs available	37	24	24	56	16	35	19	37	36	11	49	41	32	38	28
There will be same number of jobs available	23	30	21	17	30	23	27	27	19	11	15	23	15	29	30
There will be fewer jobs available	22	22	32	11	34	24	39	11	26	33	20	22	31	16	27
Don't know/Can't say	18	23	24	16	19	18	15	25	19	44	17	14	22	17	15

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 (27%) 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	5884	519	30	1865	434	105	172	304	41	4	121	454	240	321	482
Prospects															
High	16	21	23	14	12	14	18	20	22	0	16	15	20	19	13
Neutral	34	28	23	40	32	34	35	27	39	50	45	37	24	27	41
Low	40	38	40	37	45	43	41	35	29	50	28	35	50	37	39
Don't know	11	14	13	9	10	9	6	17	10	0	12	14	6	17	7
Career Growth															
High	21	23	10	20	14	17	16	25	27	0	23	27	21	26	14
Neutral	32	27	40	36	29	40	36	24	32	50	42	34	25	24	40
Low	39	38	40	36	51	36	38	37	37	25	27	32	50	40	40
Don't know	8	13	10	7	7	7	9	14	5	25	7	7	5	11	5

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(38%) claim high job security.
- 82% 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	5884	519	30	1865	434	105	172	304	41	4	121	454	240	321	482
Job Security															
High	28	29	17	26	28	26	31	31	27	25	31	31	38	31	21
Neutral	33	27	43	37	31	33	33	24	39	75	42	35	28	26	39
Low	30	30	27	30	33	30	28	30	22	0	16	24	28	29	33
Don't know	10	14	13	8	9	11	8	15	12	0	12	10	6	14	7
Compensation															
High	8	10	13	9	5	7	9	12	7	0	8	8	8	6	7
Neutral	30	21	30	37	23	28	28	20	34	50	47	32	27	25	36
Low	52	55	47	46	62	61	53	52	54	50	35	46	61	54	50
Don't know	10	14	10	9	9	5	10	17	5	0	10	13	5	16	7

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 25% 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, 49% 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	7343	695	34	2279	562	122	204	499	47	9	136	553	269	434	561
Vehicle															
Yes	25	29	35	21	24	34	28	23	40	33	36	34	17	17	25
No	57	51	50	60	59	49	56	55	51	56	41	51	67	65	62
Don't know	17	20	15	19	16	16	16	21	9	11	23	15	15	18	13
Types of vehicle															
Plan to buy base	1856	203	12	476	137	42	57	117	19	3	49	189	47	75	139
New	49	59	25	55	27	45	54	45	47	67	53	52	60	48	44
Used	46	38	67	41	69	48	42	48	53	33	47	43	38	47	47
Don't know	5	3	8	5	4	7	4	7	0	0	0	5	2	5	9

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 (64%) of respondents not interested in making any investment property. Within UAE, 70% 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	7343	695	34	2279	562	122	204	499	47	9	136	553	269	434	561
Property															
Yes	18	21	15	18	9	20	11	19	28	22	26	23	16	11	14
No	64	59	68	64	76	64	75	58	60	56	54	58	70	75	70
Don't know	18	20	18	18	15	16	13	22	13	22	20	19	15	15	16
Types of property															
Plan to buy base	1318	145	5	410	51	24	23	97	13	2	36	127	42	47	78
New	66	50	40	76	67	71	78	59	54	50	67	69	71	72	64
Lived in	24	39	60	17	22	21	17	32	31	50	19	20	24	21	23
Don't know	9	11	0	7	12	8	4	9	15	0	14	11	5	6	13

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	7343	695	34	2279	562	122	204	499	47	9	136	553	269	434	561
Desktop or Laptop	28	35	21	26	21	25	23	33	36	22	29	27	30	25	24
Furniture	18	24	6	13	14	16	19	22	28	11	21	22	15	21	19
LCD or Plasma Television	11	12	3	8	7	11	13	12	13	0	18	13	9	9	14
Air Conditioner	17	21	21	16	13	20	14	19	21	33	18	17	13	14	20
Digital Camera	8	12	6	5	7	11	6	13	11	11	12	9	6	7	9
Refrigerator	10	12	9	10	8	8	11	8	13	11	10	9	4	11	6
Washing Machine	8	10	6	6	6	7	6	11	13	11	9	8	5	7	7
Vacuum Cleaner	4	4	3	2	4	3	4	8	2	0	6	4	3	3	3
Home Theatre System	5	4	3	4	6	11	5	6	9	0	9	7	3	3	6
Cooking Range	3	5	0	2	3	3	3	7	6	0	6	4	2	4	2
Normal Colour Television	4	3	9	3	3	7	4	4	11	0	9	6	4	2	8
DVD or VCD Recorder or Player	4	7	0	2	3	7	3	6	4	0	5	4	1	3	7
Clothes Dryer	3	5	0	2	2	6	4	6	6	0	6	6	3	3	4
Normal or Digital Camcorder	2	2	3	1	2	2	1	4	4	0	4	3	1	2	3
Video Recorder or Player	1	2	0	1	1	2	0	2	4	0	2	1	1	1	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 21% 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	5884	519	30	1865	434	105	172	304	41	4	121	454	240	321	482
Number of employees															
Optimistic	21	27	20	20	15	21	15	27	20	0	33	28	14	26	17
Neutral	33	27	23	37	32	34	41	24	34	25	31	33	26	25	38
Pessimistic	27	22	30	24	34	27	27	21	32	0	18	19	47	23	31
Don't know	20	24	27	19	18	18	17	29	15	75	18	20	13	26	15
Staffing requirements															
Optimistic	19	24	17	19	13	15	12	21	15	25	25	21	17	22	15
Neutral	33	21	23	39	32	39	44	27	20	25	33	34	26	28	39
Pessimistic	27	28	30	22	36	29	30	21	44	0	24	23	41	25	26
Don't know	21	27	30	19	19	17	15	30	22	50	18	22	16	25	20

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.

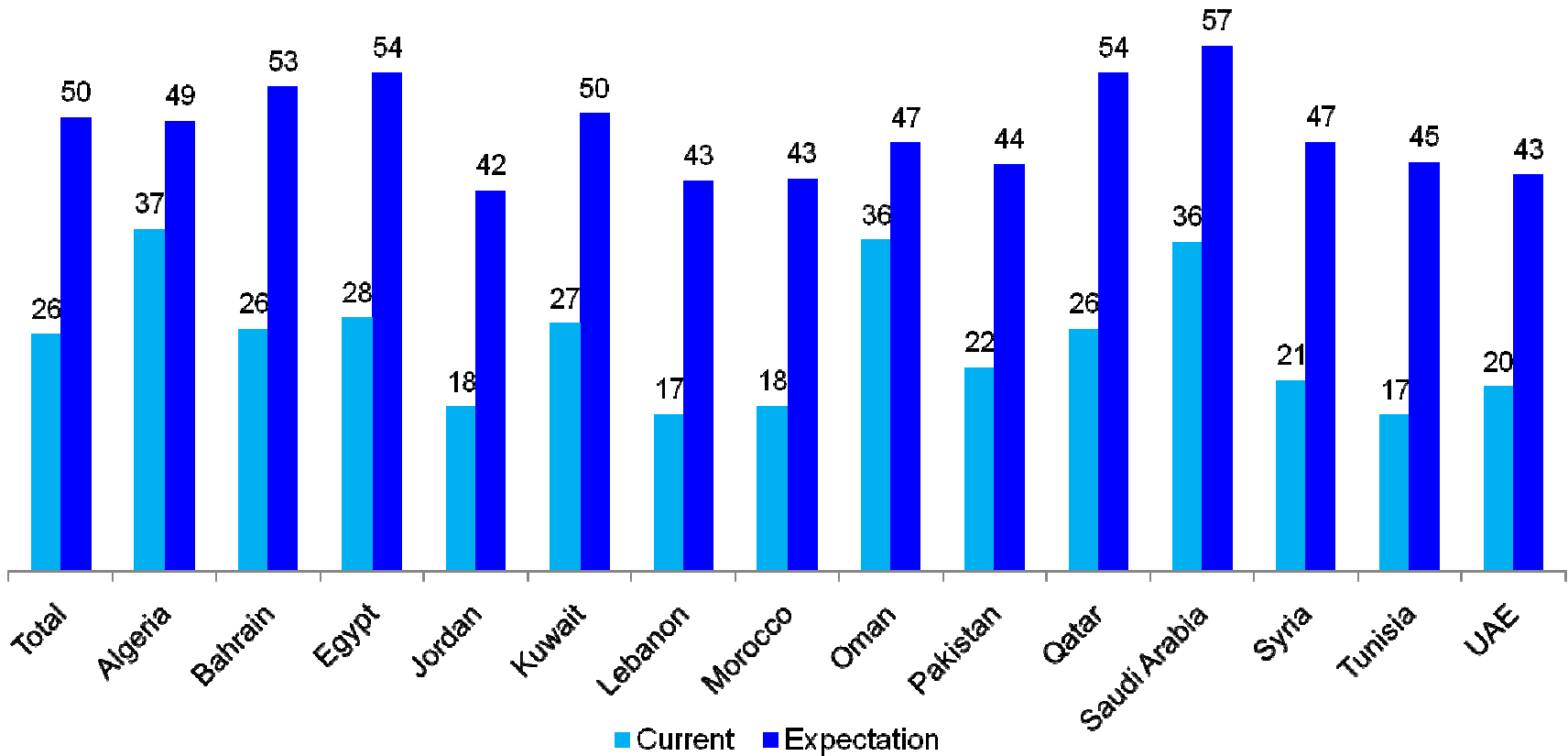
Total / Country of residence	Total	Algeria	Bahrain	Egypt	Jordan	Kuwait	Lebanon	Morocco	Oman	Pakistan	Qatar	Saudi Arabia	Syria	Tunisia	UAE
Working Base Size	5884	519	30	1865	434	105	172	304	41	4	121	454	240	321	482
Inflation/Rise in cost of living															
Positive	18	13	17	20	13	23	15	19	12	25	25	25	13	18	18
Neutral	20	19	27	23	19	15	14	16	24	0	26	20	16	12	28
Negative	39	35	23	35	47	38	49	33	41	0	28	32	52	39	37
Don't know	12	16	17	12	11	14	11	14	12	75	10	13	9	16	9
No Impact	12	17	17	11	11	10	10	18	10	0	12	11	11	16	9
Cost of real estate (rental or purchase)															
Positive	15	11	10	16	10	20	13	18	20	0	22	21	9	17	16
Neutral	20	15	37	23	18	21	17	15	22	25	25	18	16	11	34
Negative	35	36	23	31	43	31	42	32	32	25	27	35	43	32	30
Don't know	13	17	17	12	12	14	10	15	20	50	13	13	12	17	11
No Impact	18	21	13	19	17	13	16	20	7	0	12	13	20	23	9

APPENDIX

By COUNTRY OF RESIDENCE

Appraisal of Personal Financial Situation – (Better option)

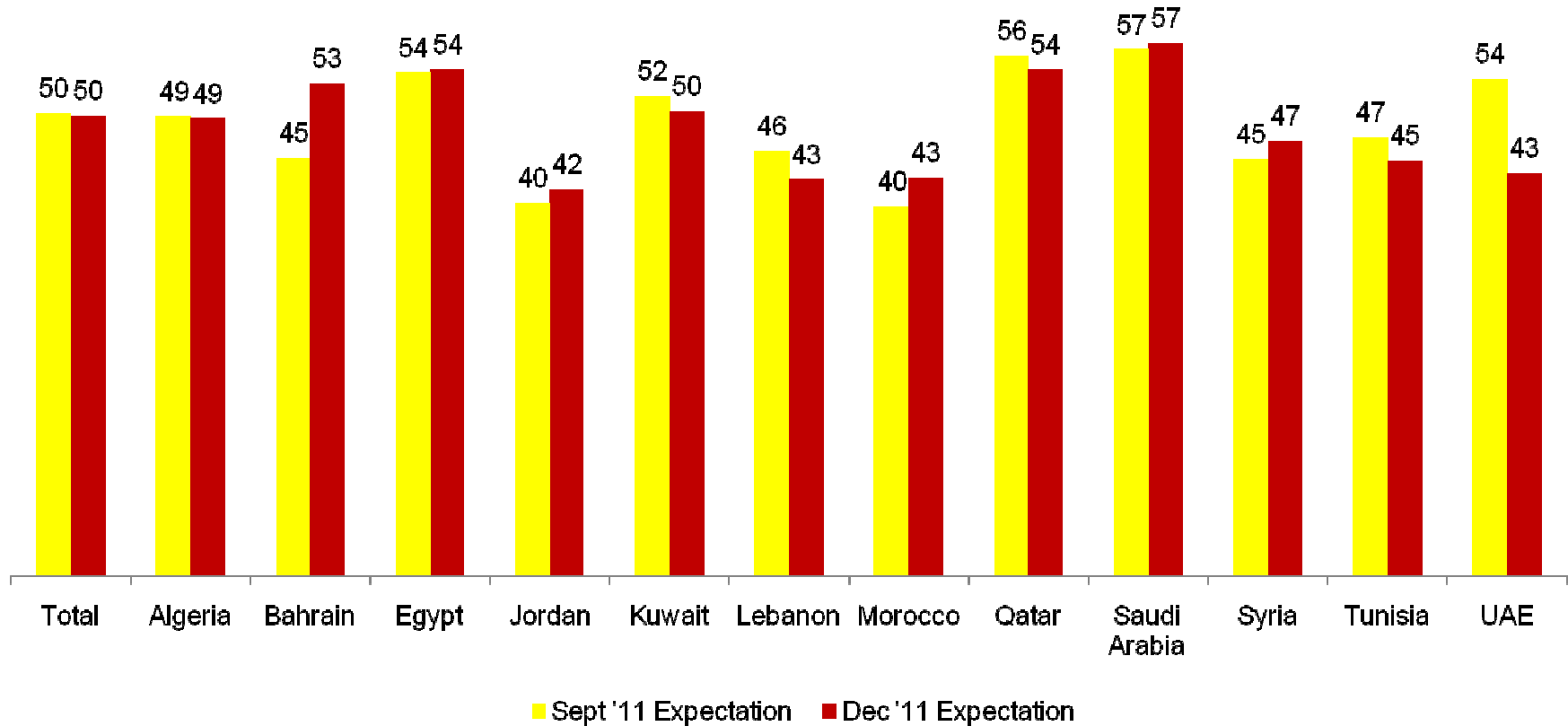
- As always all countries are optimistic in their anticipation of future changes in their financial situation.



Base: Total Sample – N= 7,343

Appraisal of Personal Financial Situation – (Better option)

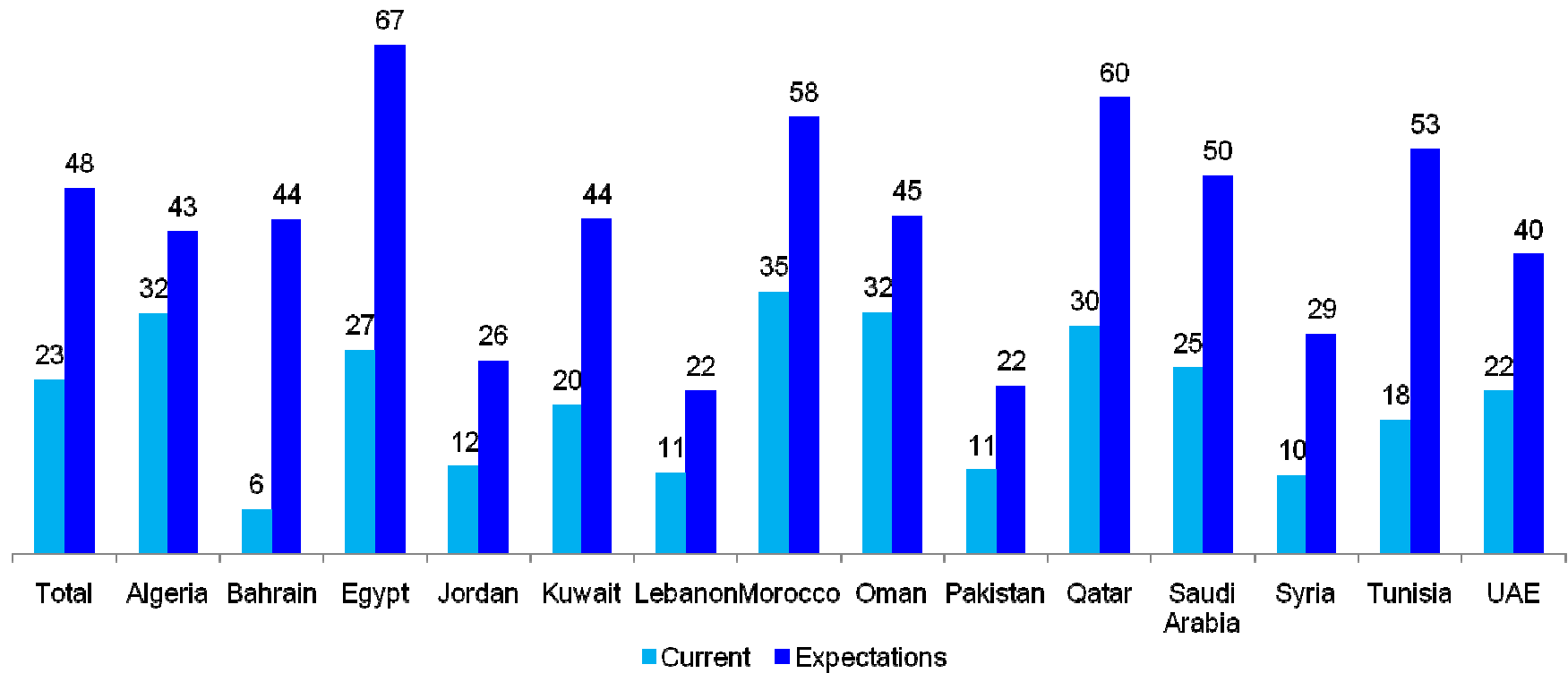
- Most of the countries have a more positive outlook for the future compared to the previous wave, with the exception of the UAE.



Base: Total Sample: Sept=7,864 and Dec=7,343

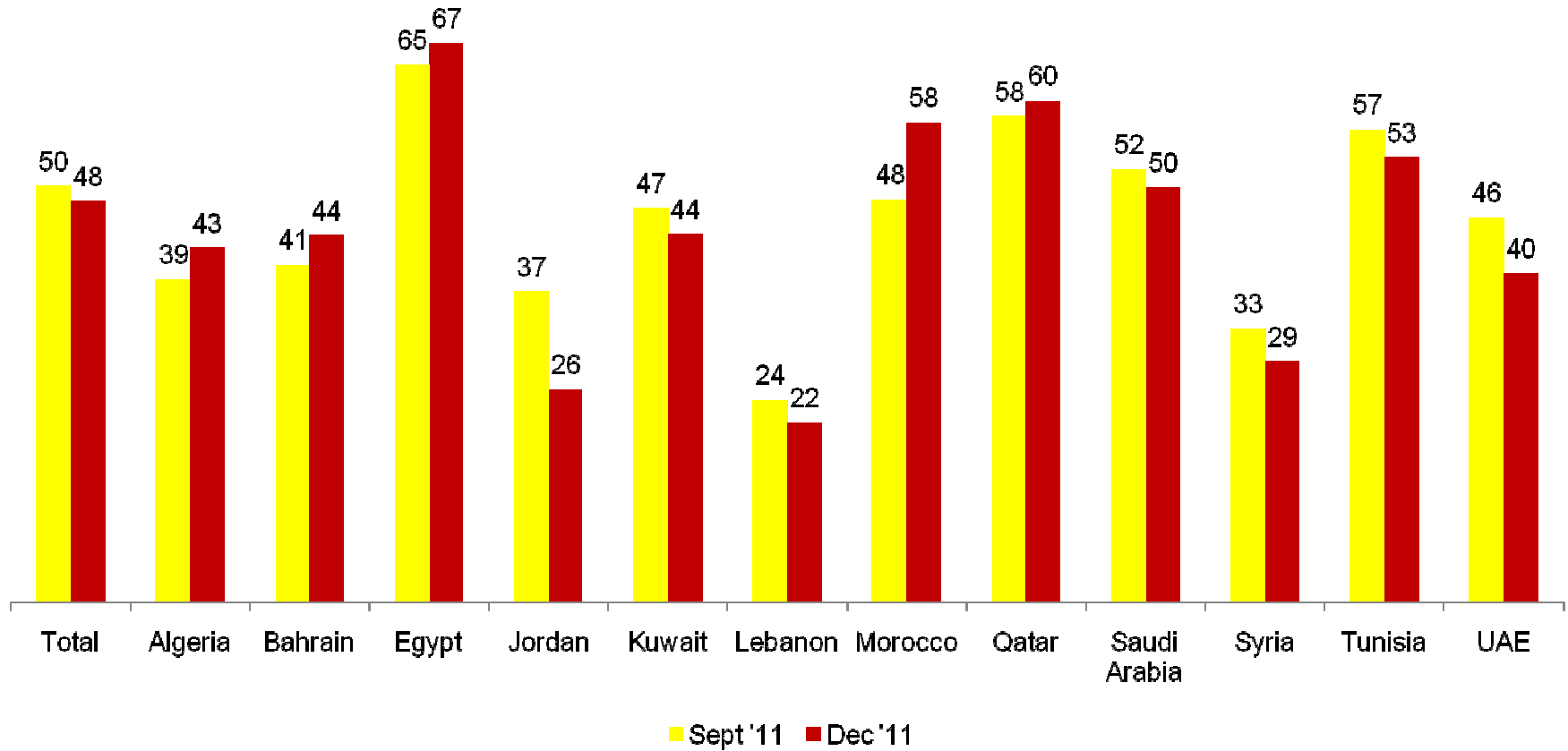
Appraisal of Country's Economy – (Better option)

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



Base: Total Sample – N= 7,343

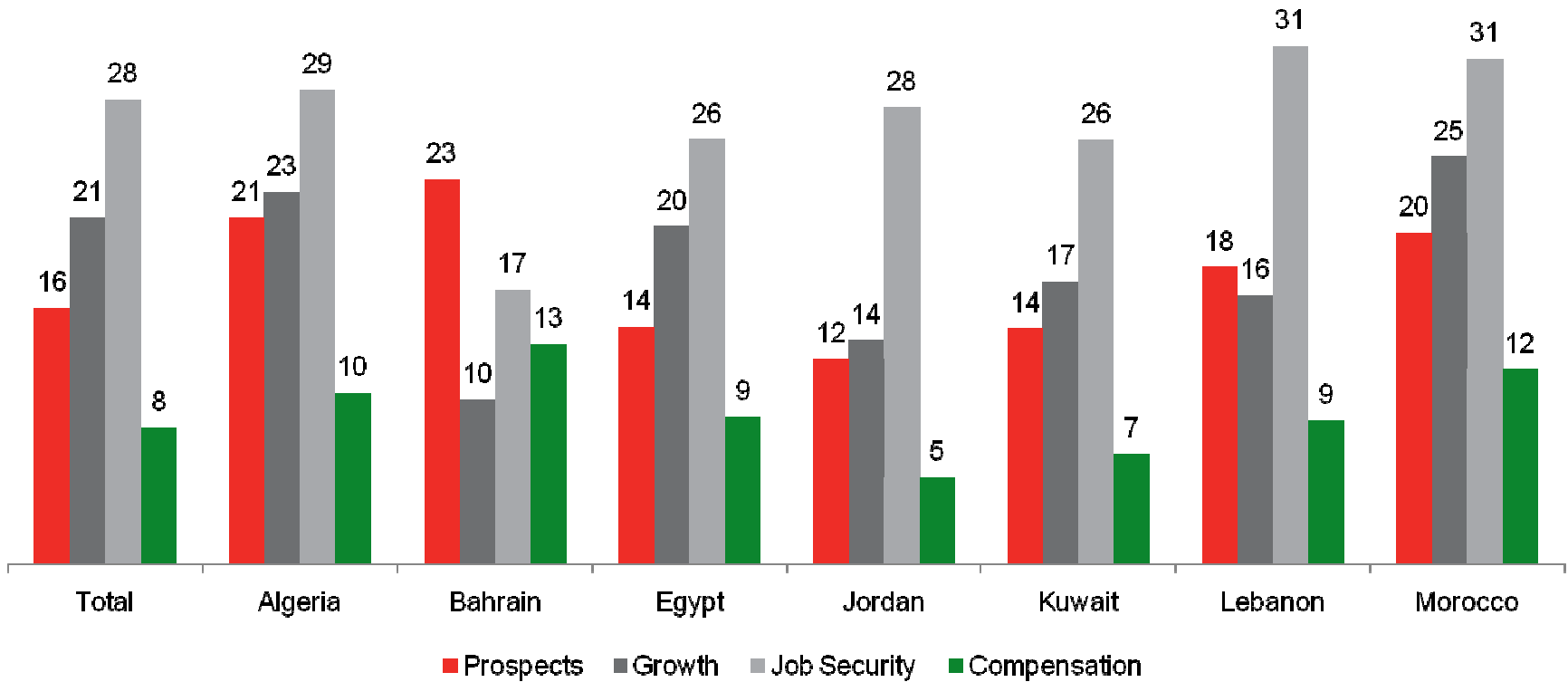
Appraisal of Country's Economy – (Better option)



Base: Total Sample: Sept=7,864 and Dec=7,343

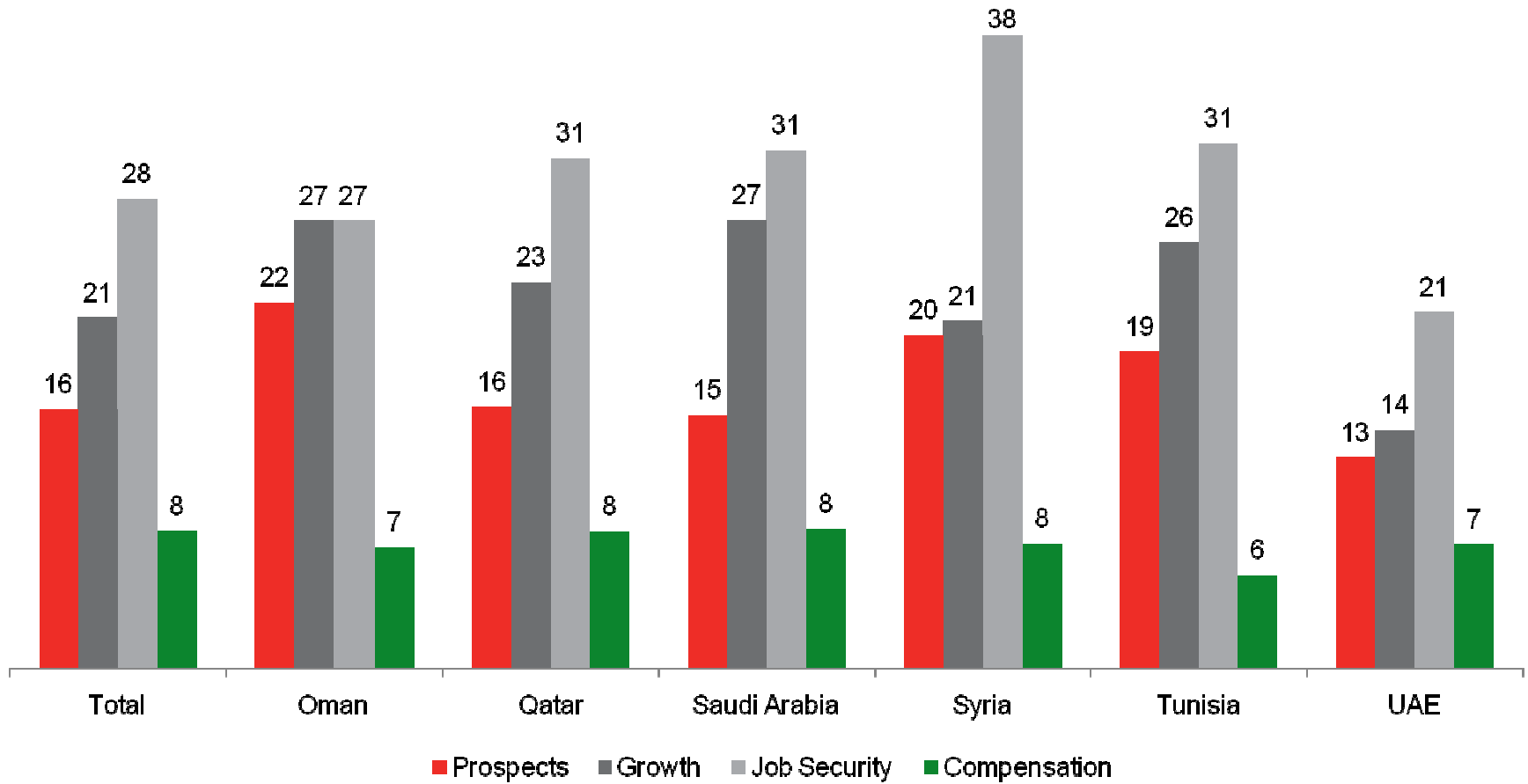
Appraisal of Career - (High Satisfaction Option)

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



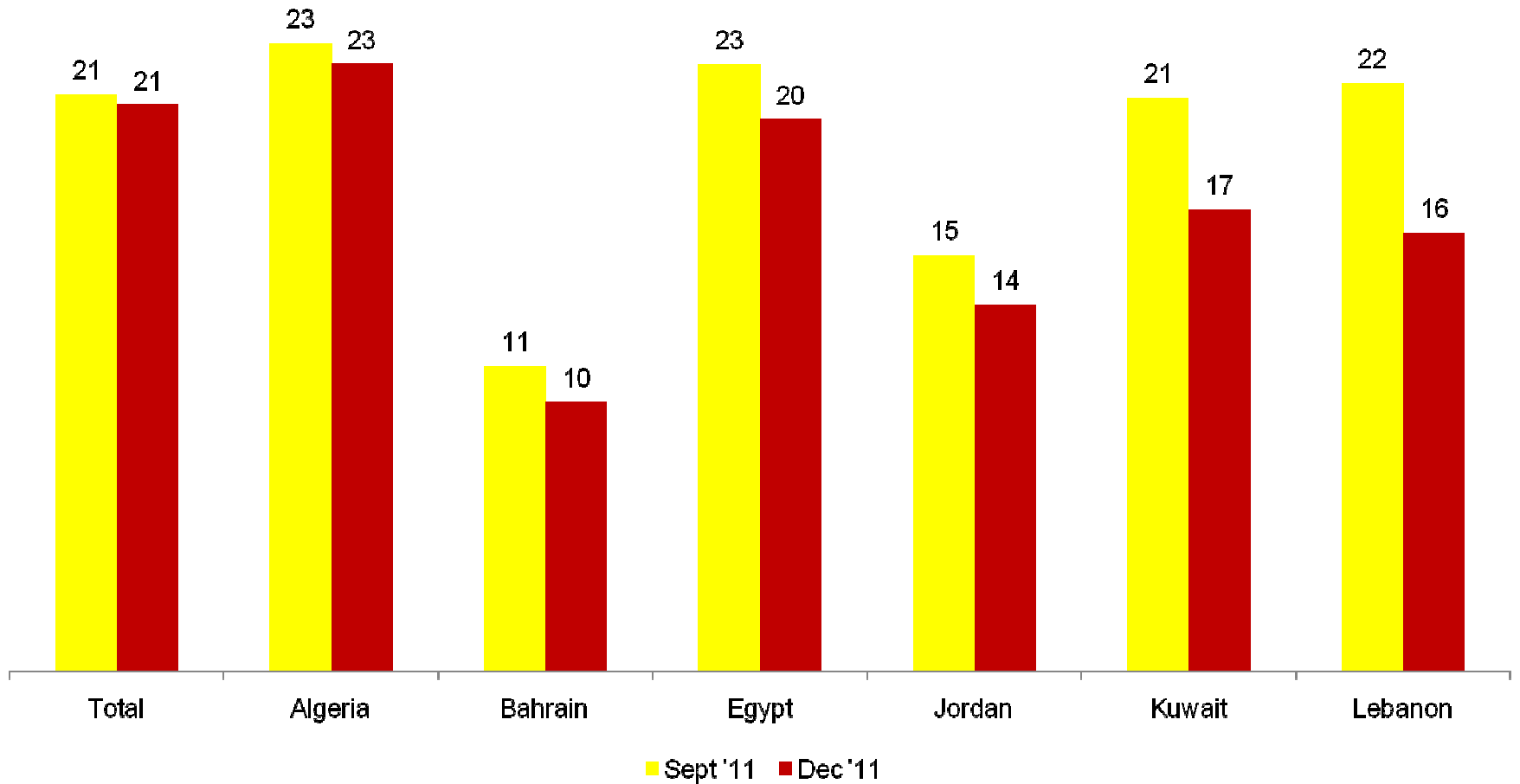
Base: Total Working Sample – N= 5,884

Appraisal of Career - (High Satisfaction Option)



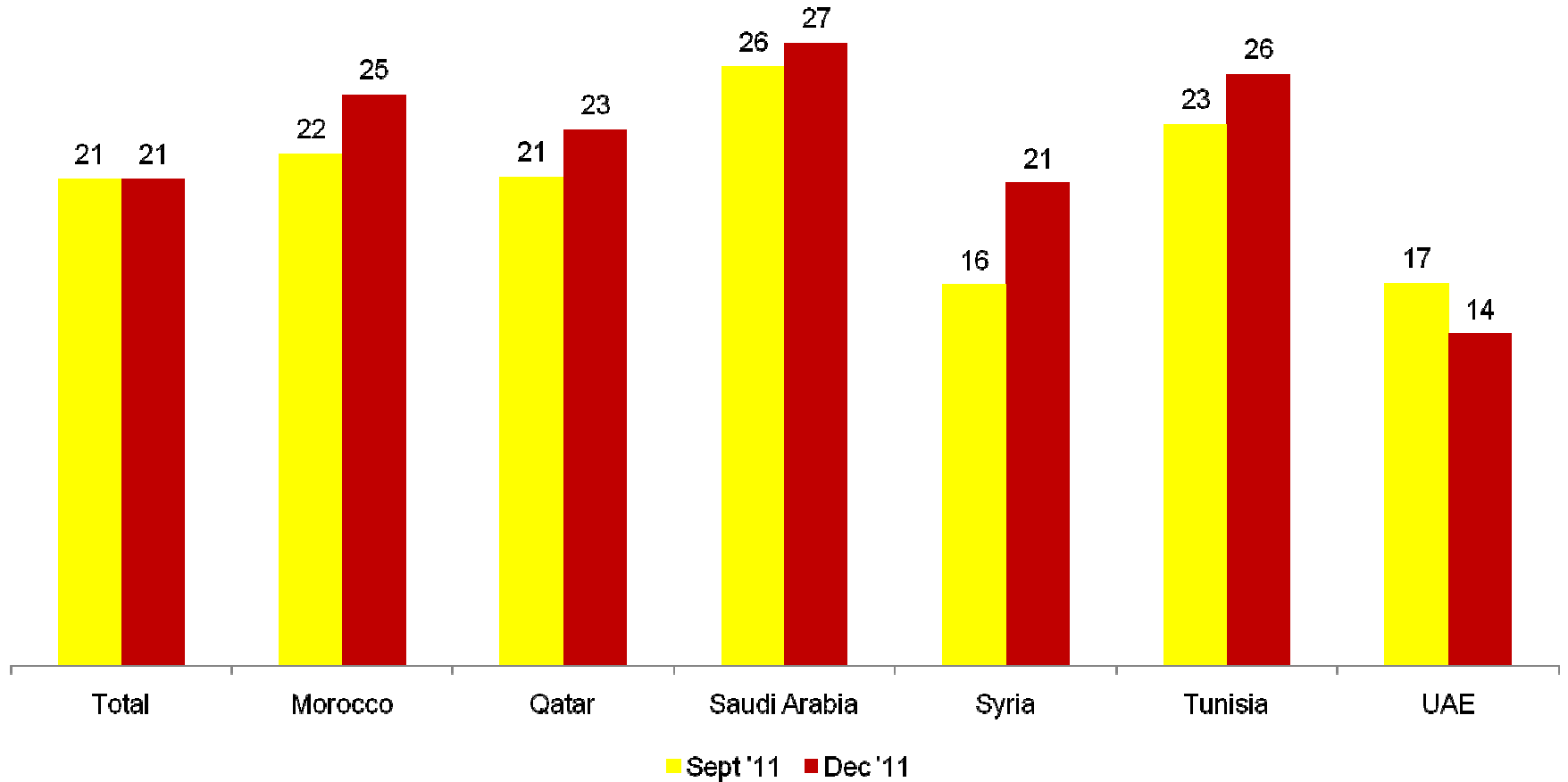
Base: Total Working Sample – N= 5,884

Appraisal of Career - (High Satisfaction Option)



Base: Total Working Sample: Sept '11= 6,365 and Dec '11=5,884

Appraisal of Career - (High Satisfaction Option)

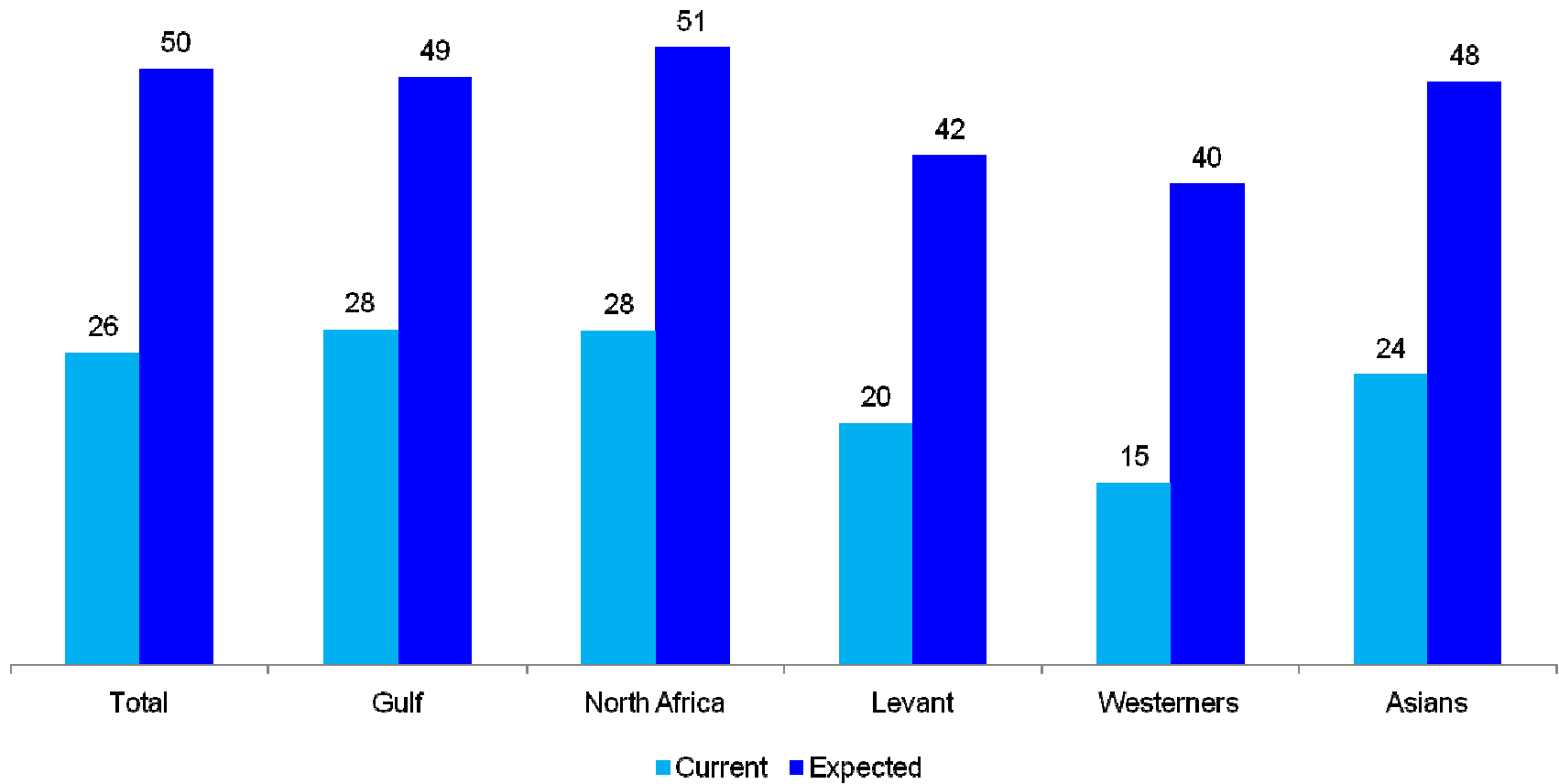


Base: Total Working Sample: Sept '11= 6,365 and Dec '11=5,884

BY NATIONALITY

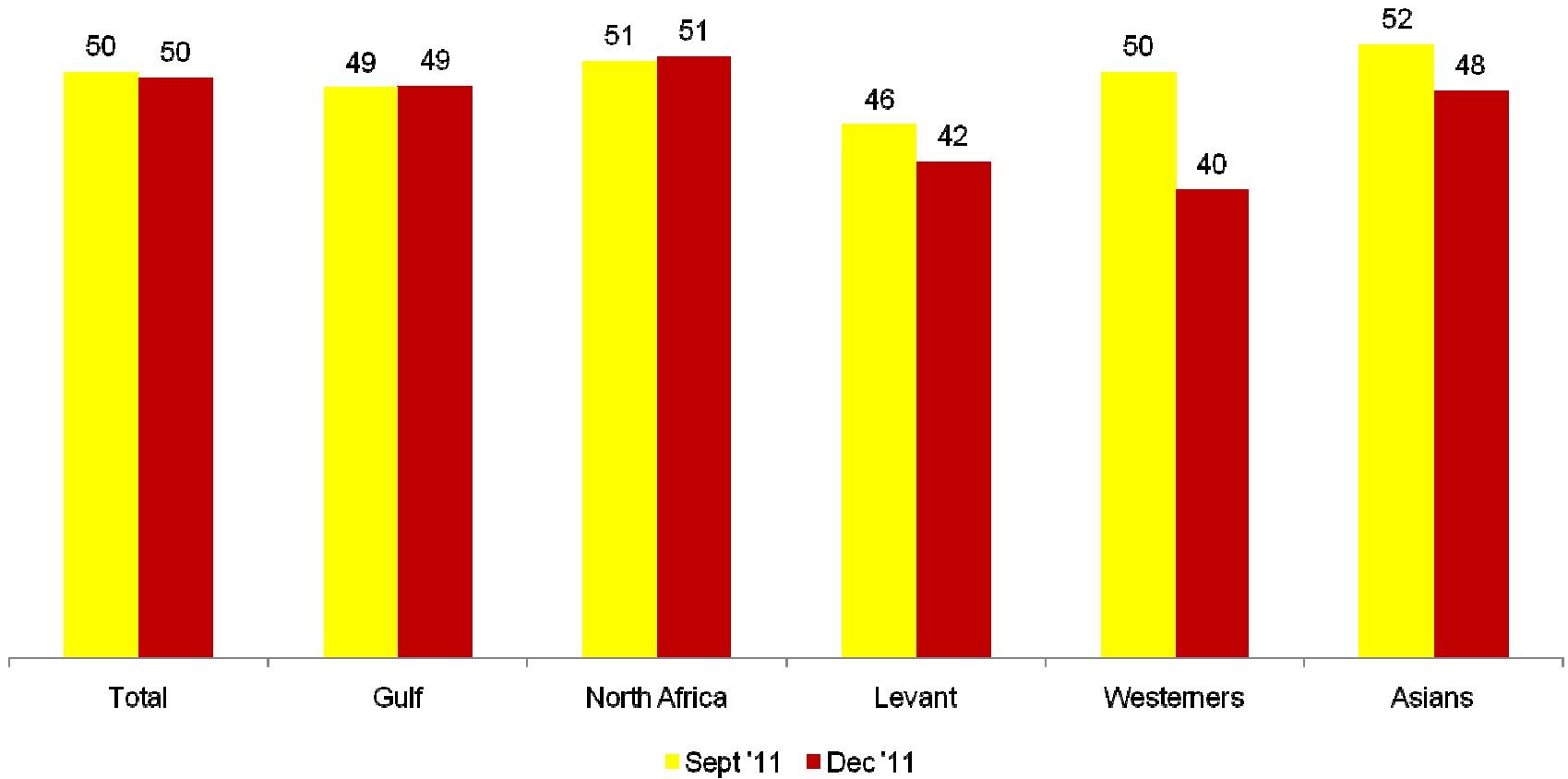
Appraisal of Personal Financial Situation – (Better Option)

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



Base: Total Sample – N= 7,343

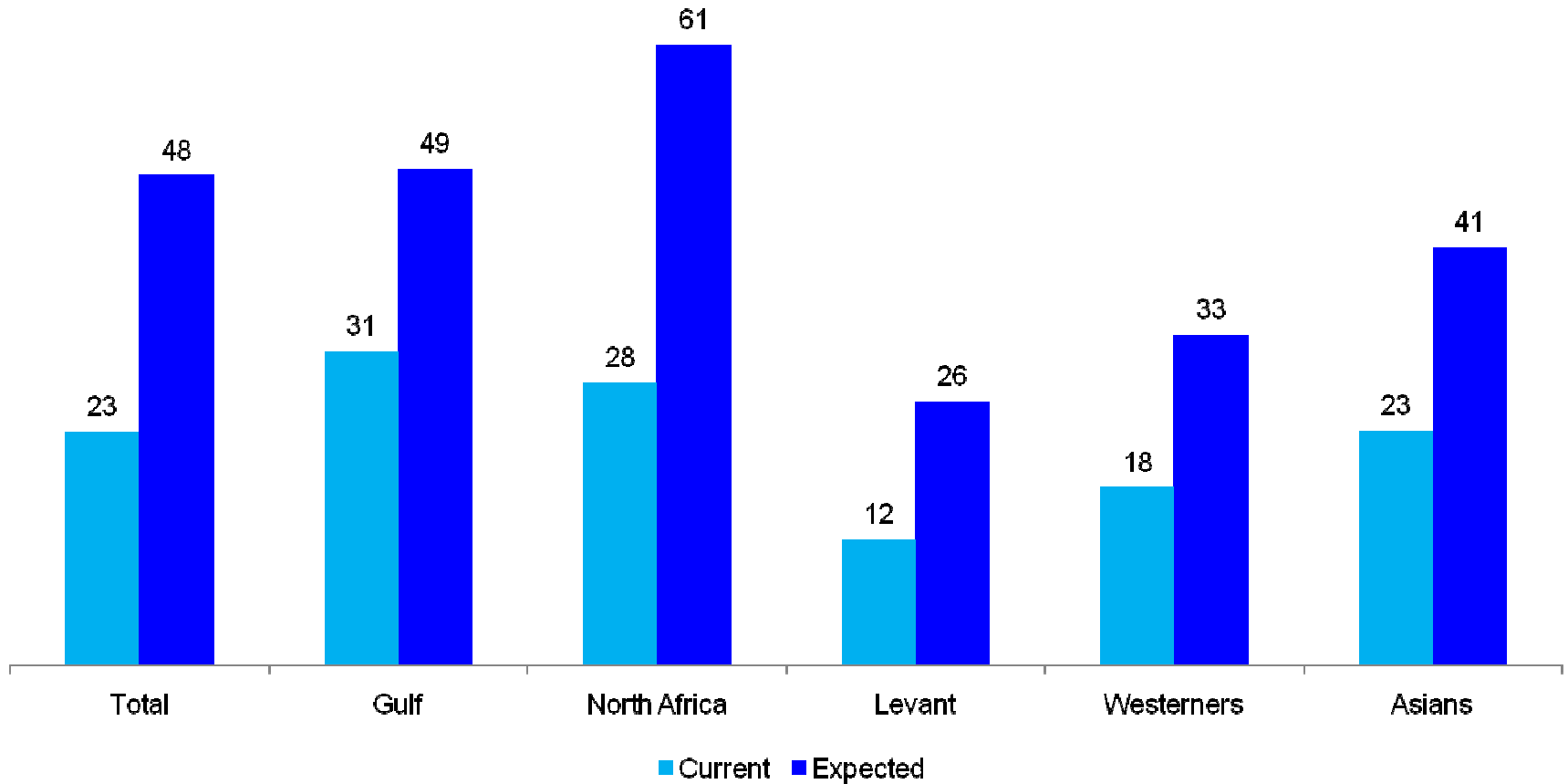
Appraisal of Personal Financial Situation – (Better Option)



Base: Total Sample: Sept'11=7,864 and Dec '11=7,343

Appraisal of Country's Economy – (Better Option)

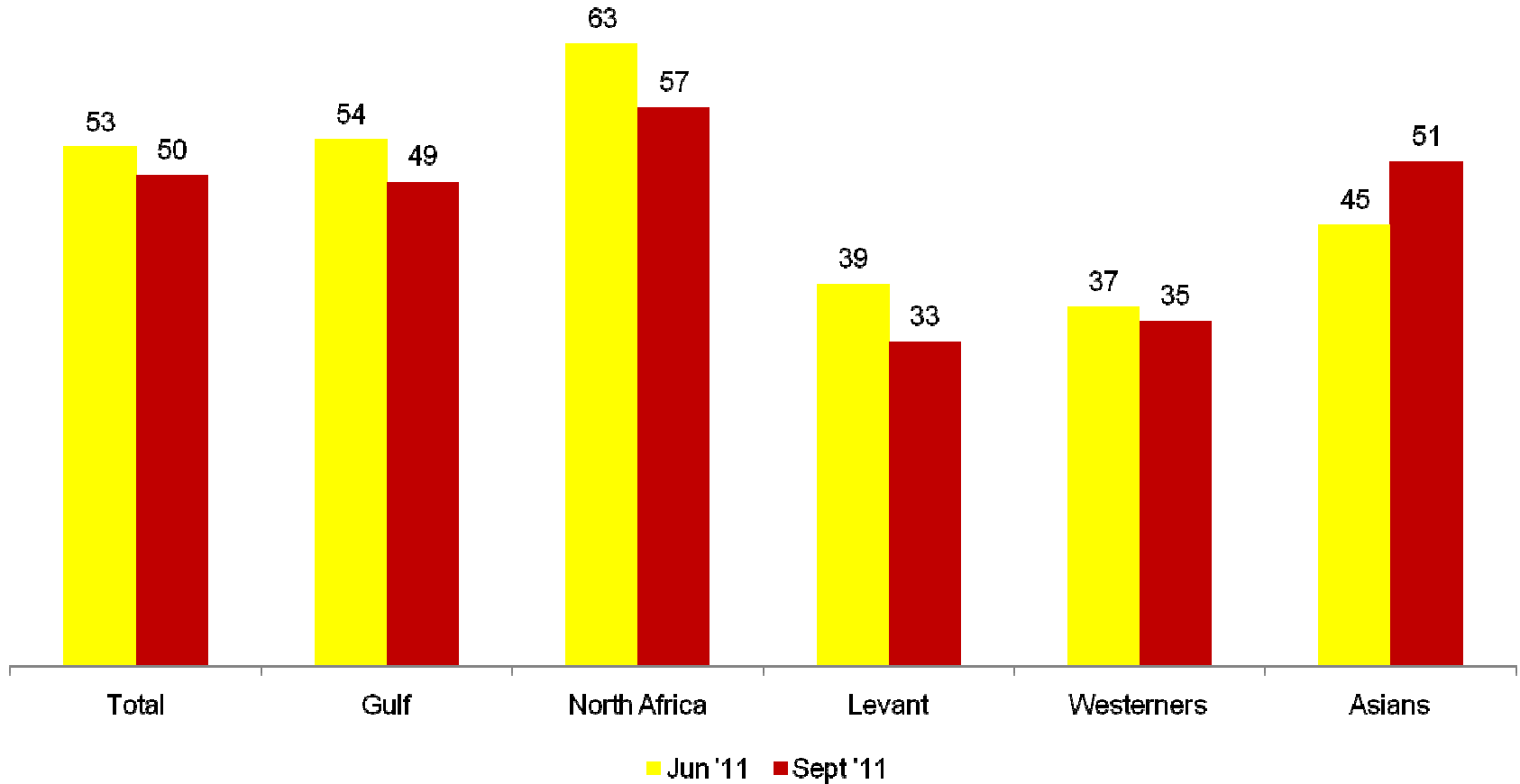
- North Africans are the most optimistic about future expectations for their country's economy.



Base: Total Sample – N= 7,343

Appraisal of Country's Economy – (Better Option)

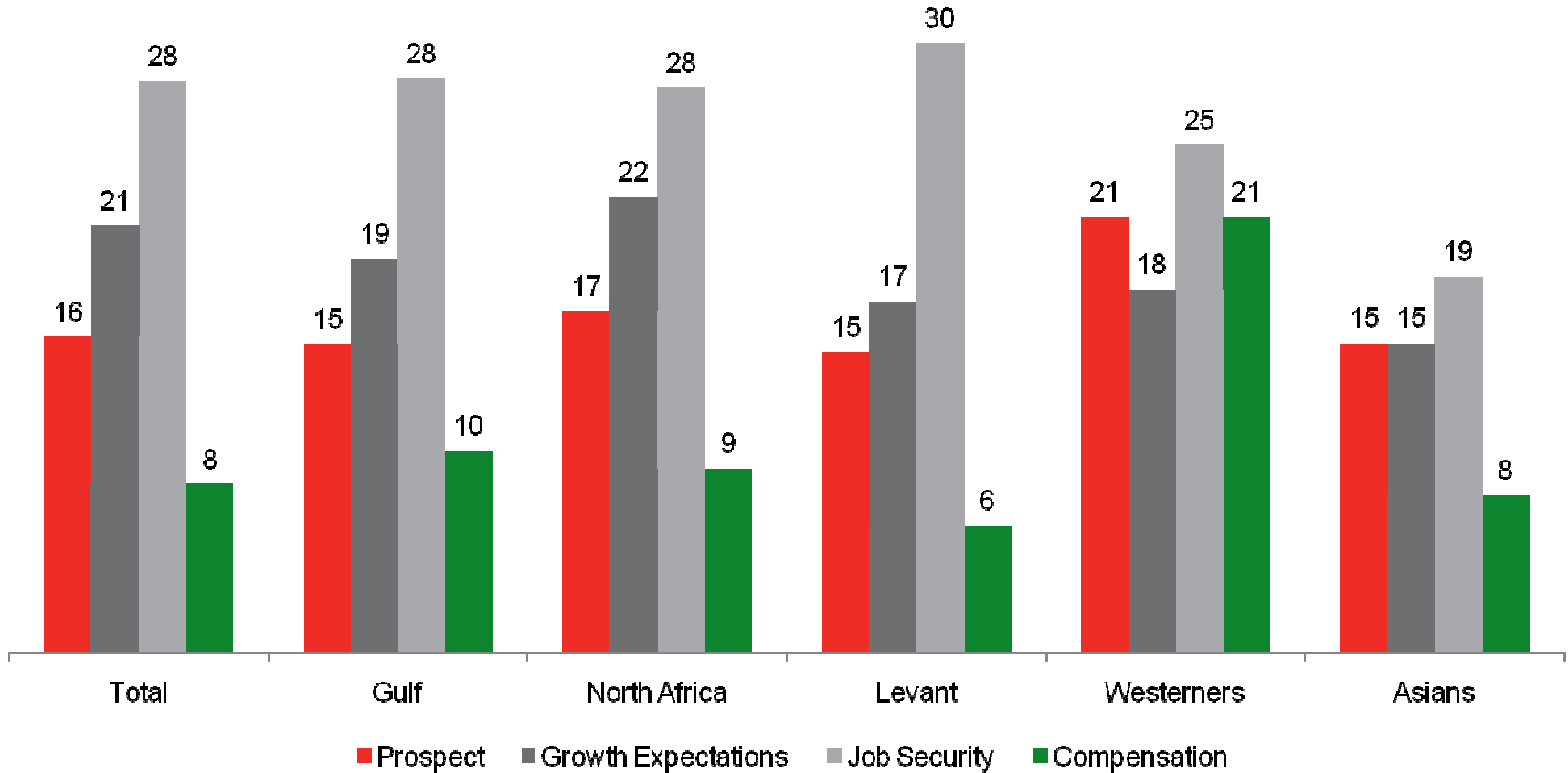
- Future expectation of improvements in country's economy are better than the previous wave.



Base: Total Sample: Sept'11=7,864 and Dec '11=7,343

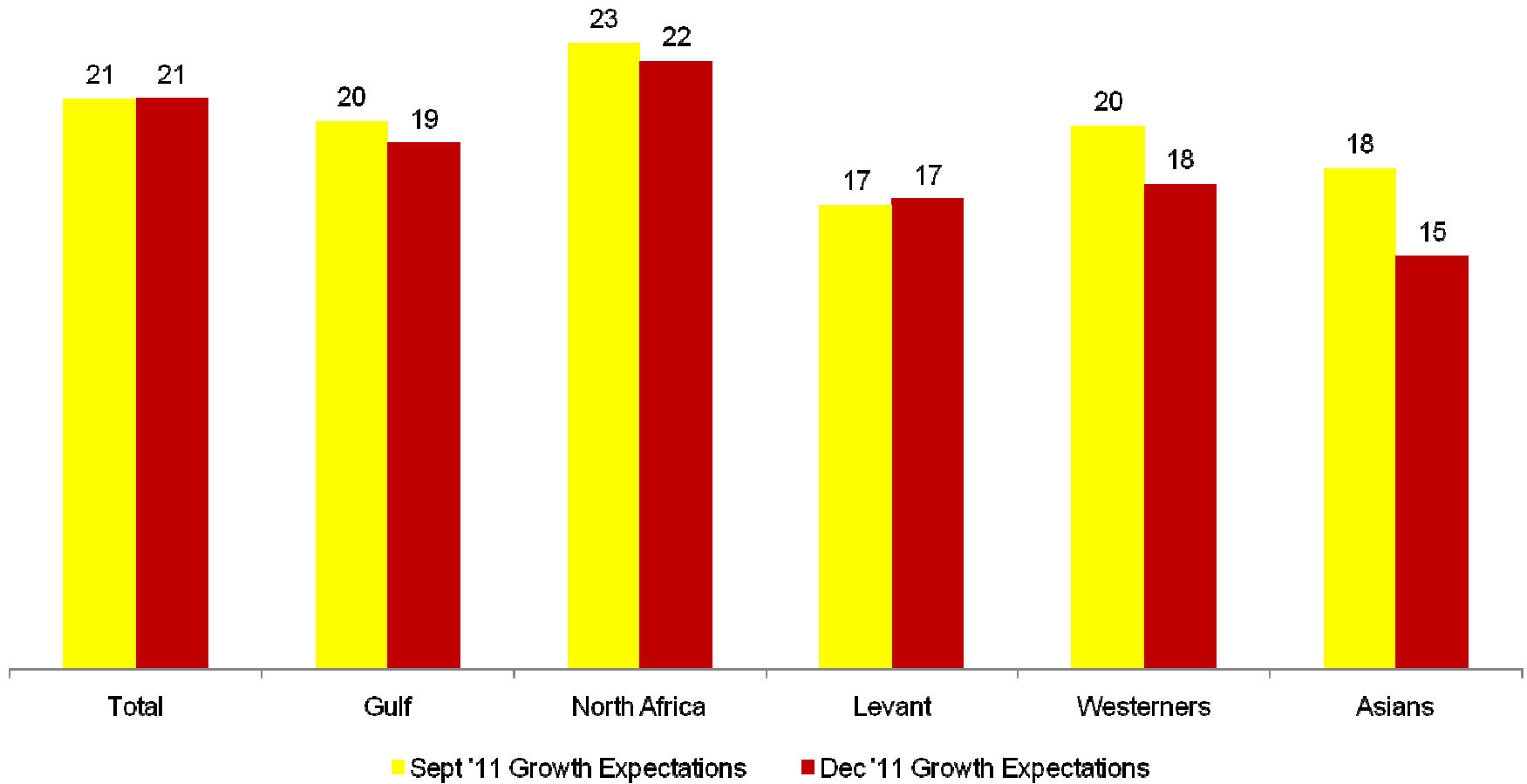
Appraisal of Career - (High Satisfaction Option)

- GCC nationals continue to report highest job security levels.



Base: Total Working Sample – N= 5,884

Appraisal of Career - (High Satisfaction Option)

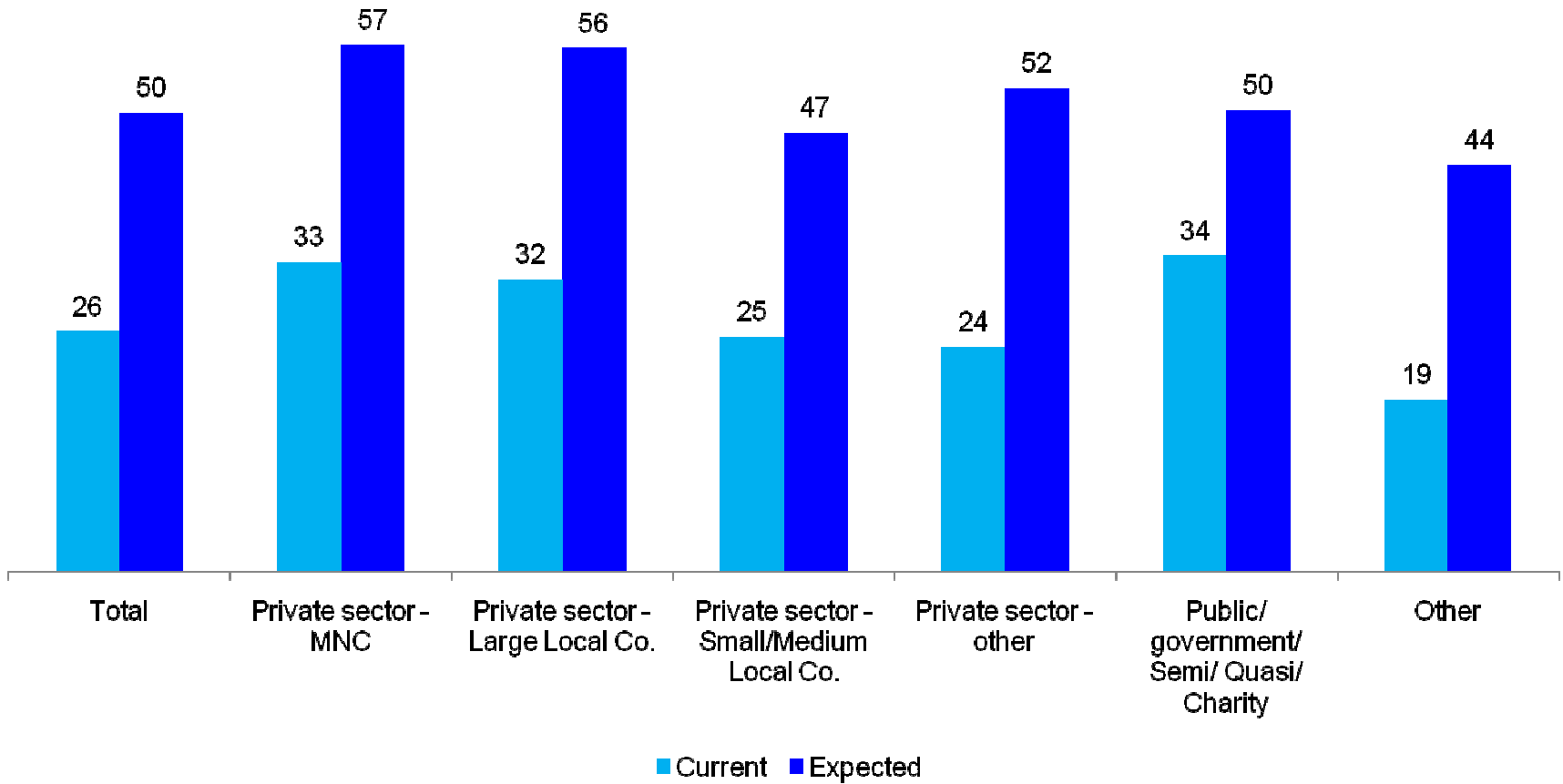


Base: Total Working Sample: Sept '11=6,365 and Dec '11=5,884

BY ORGANISATIONAL SECTOR

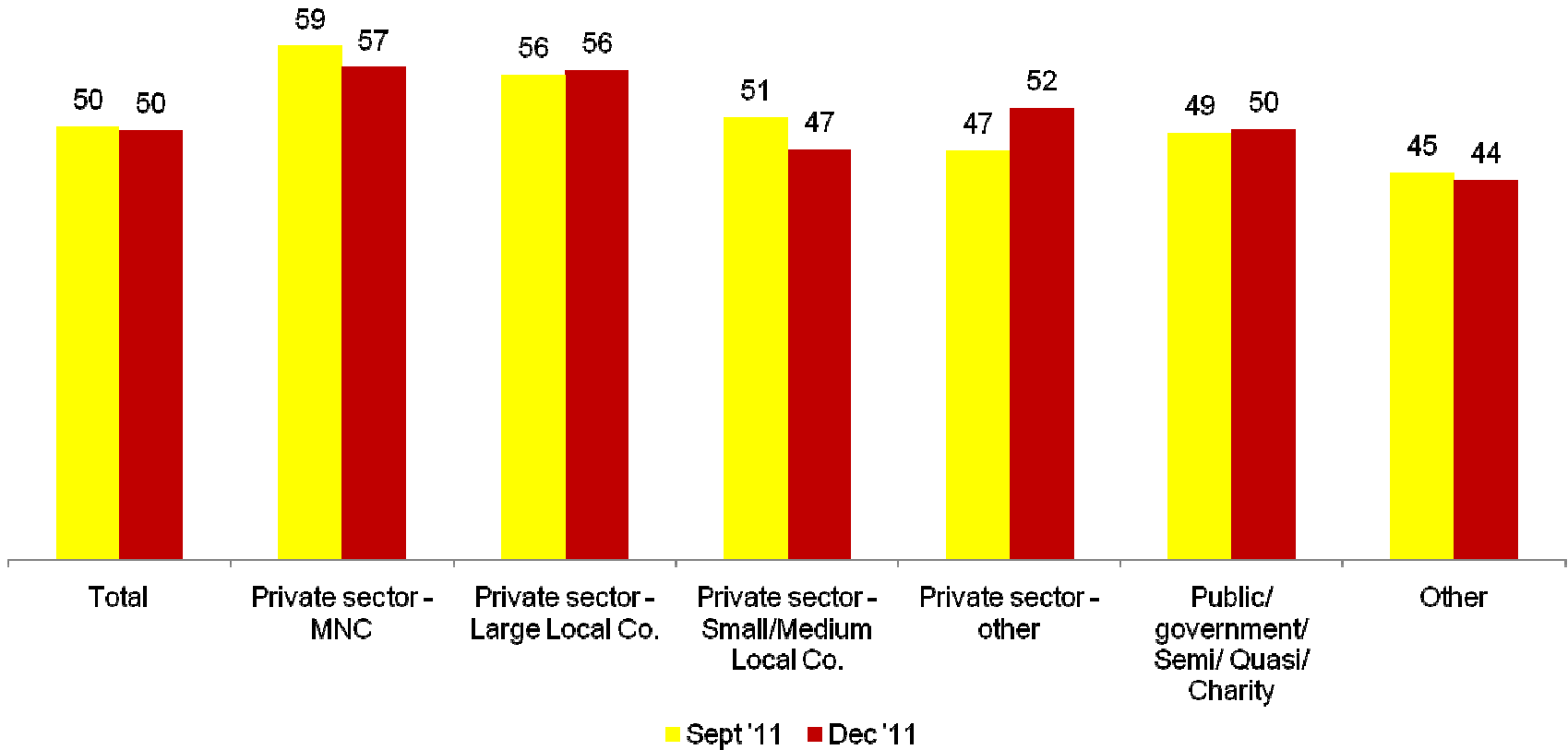
Appraisal of Personal Financial Situation - (Better Option)

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



Base: Total Sample – N= 7,343

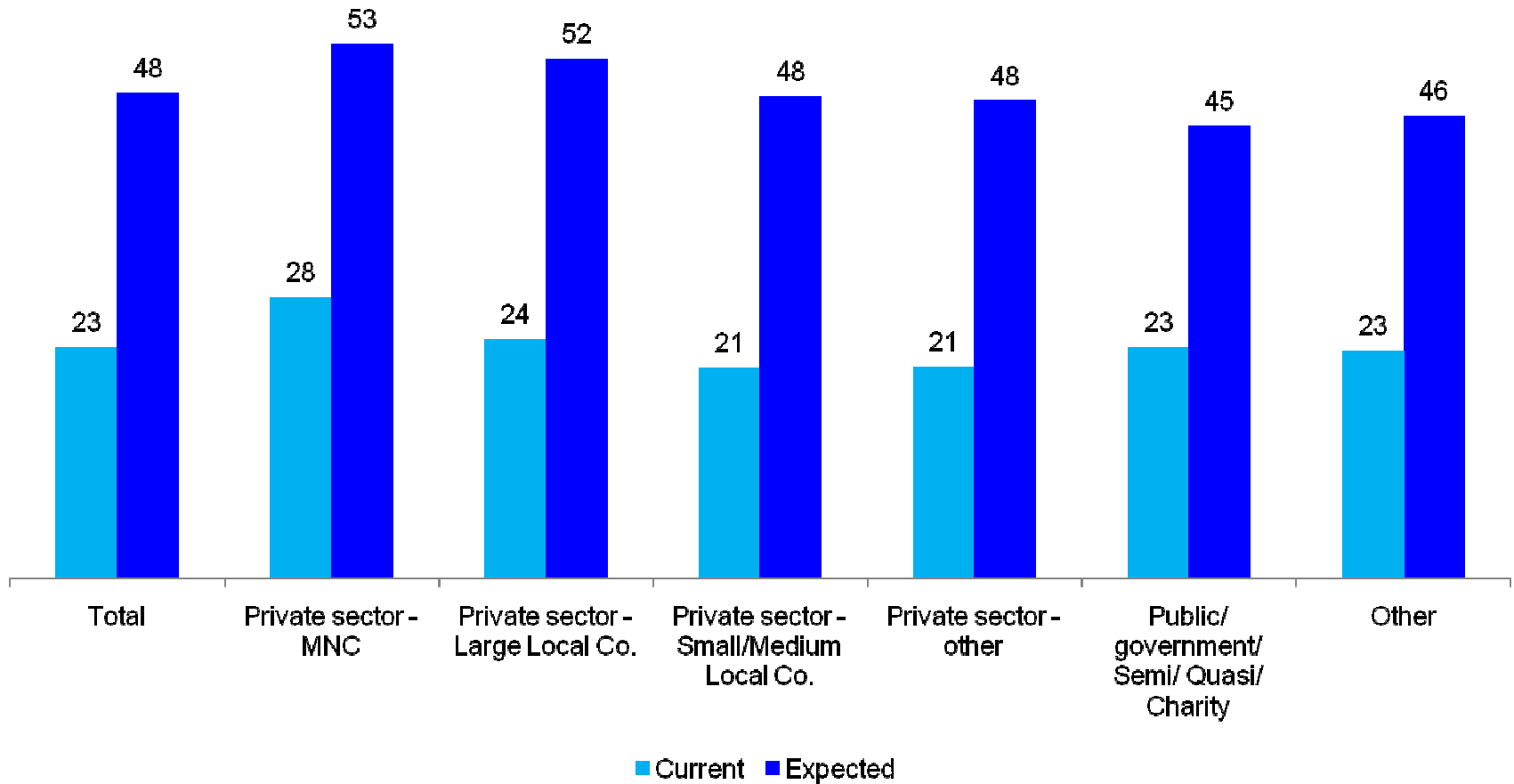
Appraisal of Personal Financial Situation - (Better Option)



Base: Total Sample: Sept '11=7,864 and Dec '11=7,343

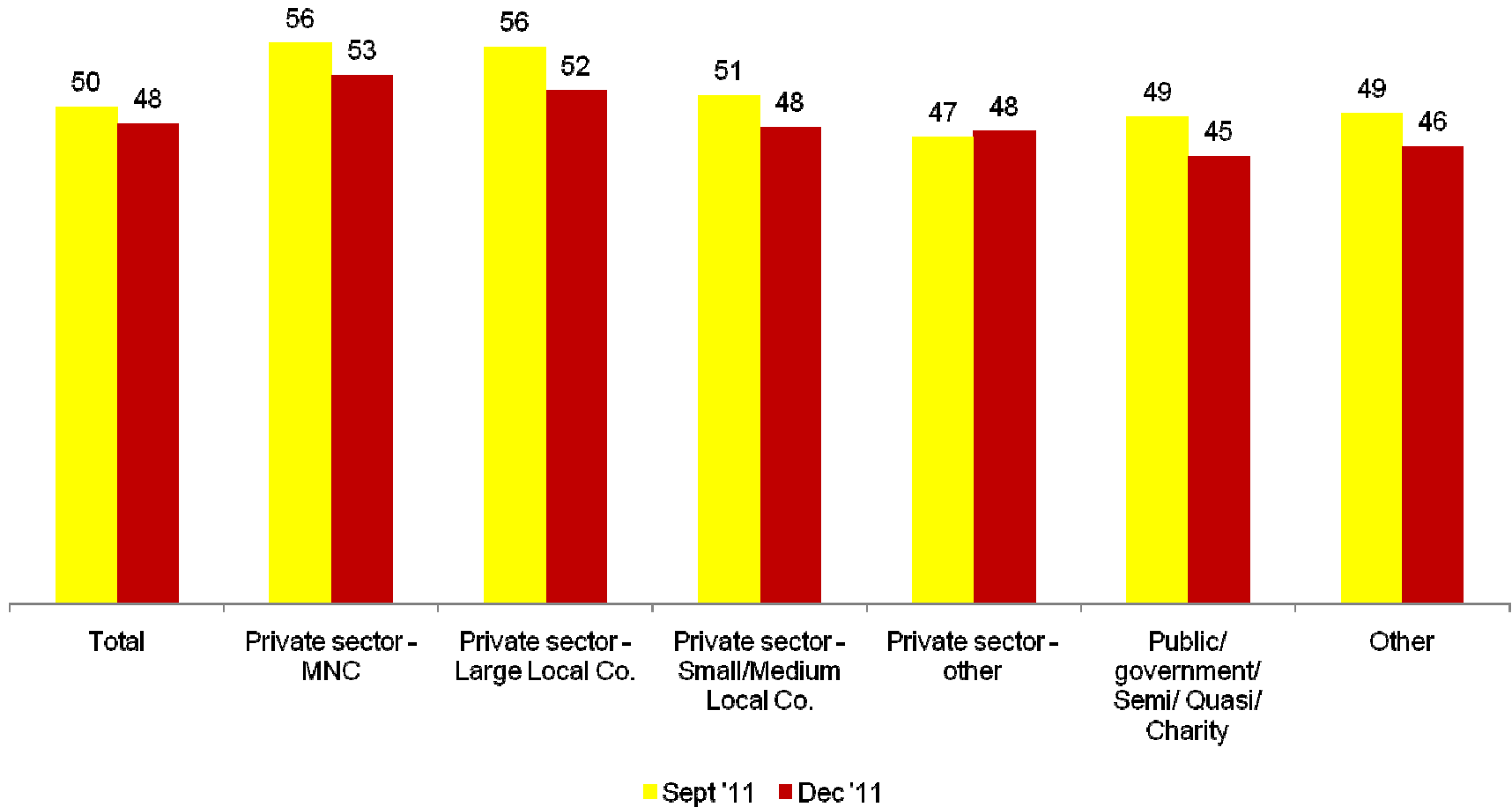
Appraisal of Country's Economy – (Better Option)

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



Base: Total Sample – N= 7,343

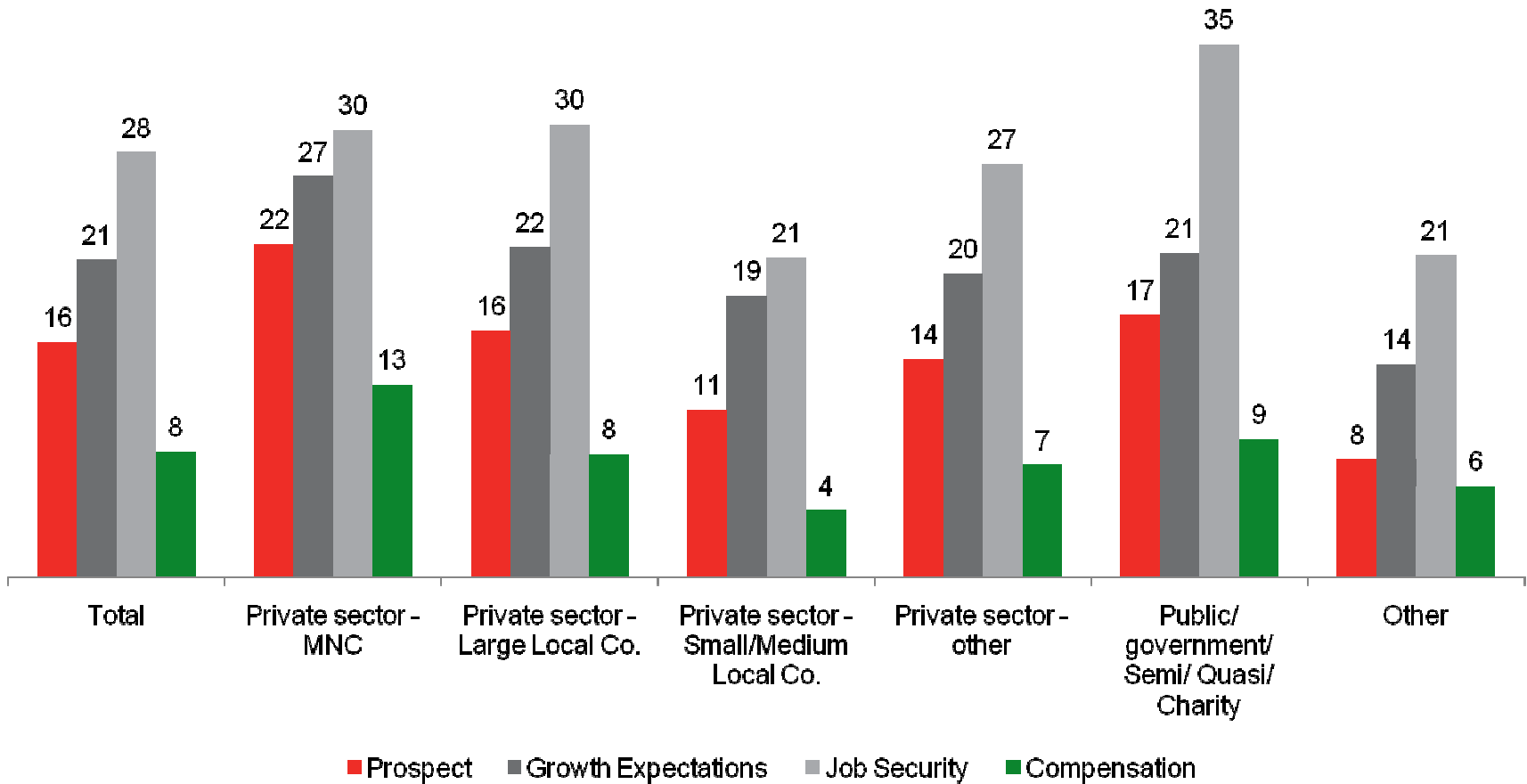
Appraisal of Country's Economy – (Better Option)



Base: Total Sample: Sept '11=7,864 and Dec'11=7,343

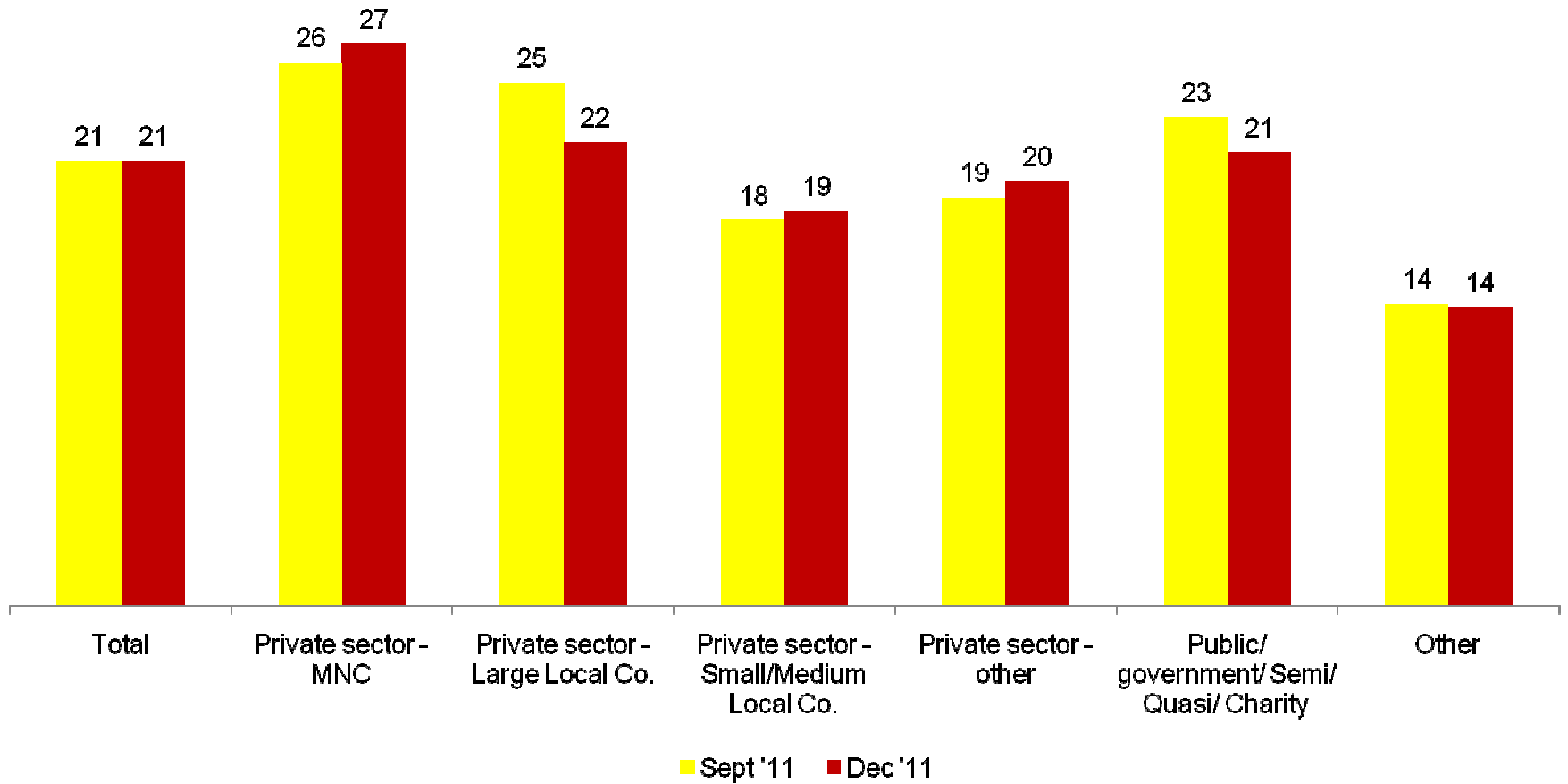
Appraisal of Career - (High Satisfaction Option)

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



Base: Total Working Sample – N= 5,884

Appraisal of Career - (High Satisfaction Option)

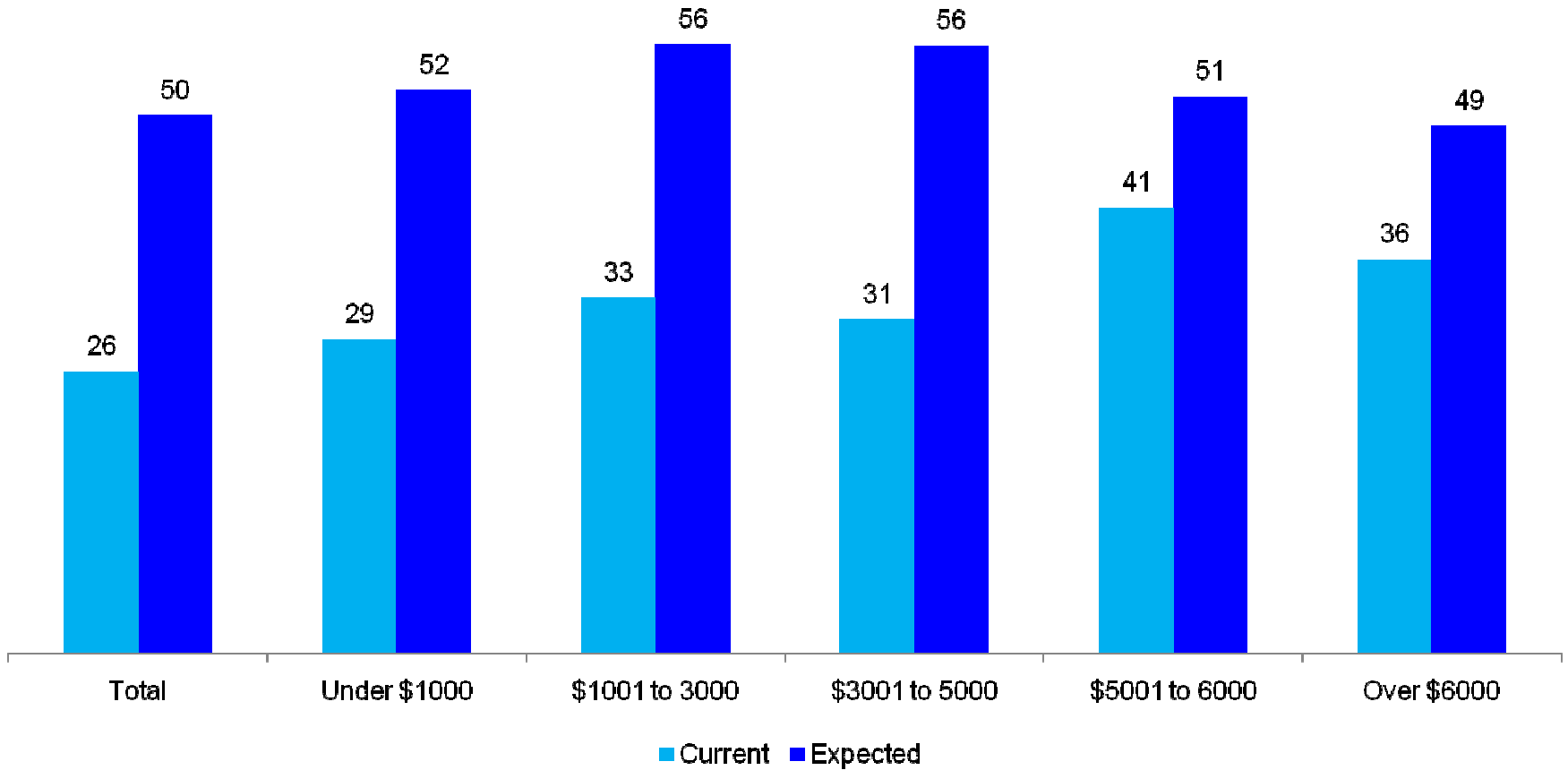


Base: Total Working Sample : Sept '11=6,365 and Dec'11=5,884

BY INCOME

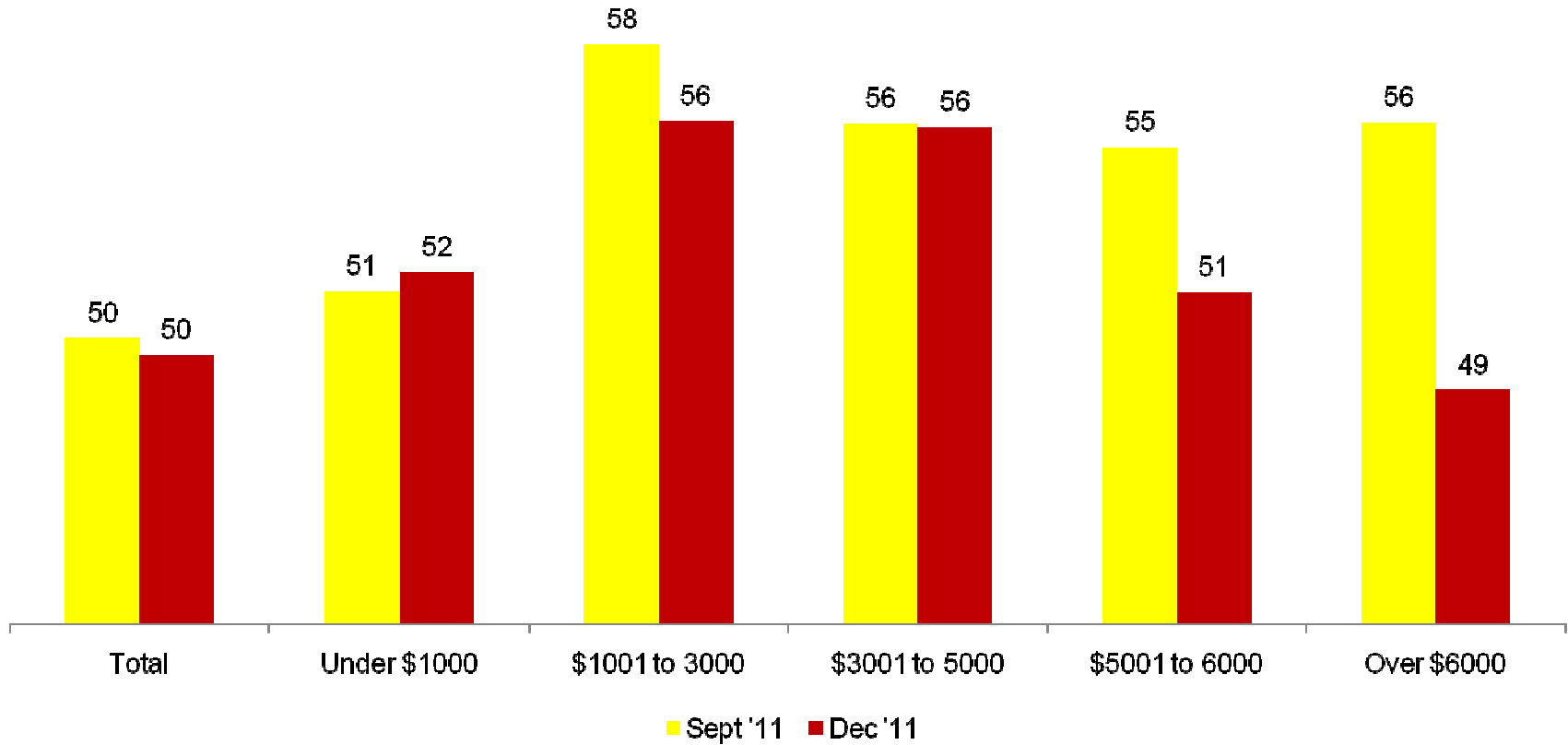
Appraisal of Personal Financial Situation – (Better Option)

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



Base: Total Sample – N= 7,343

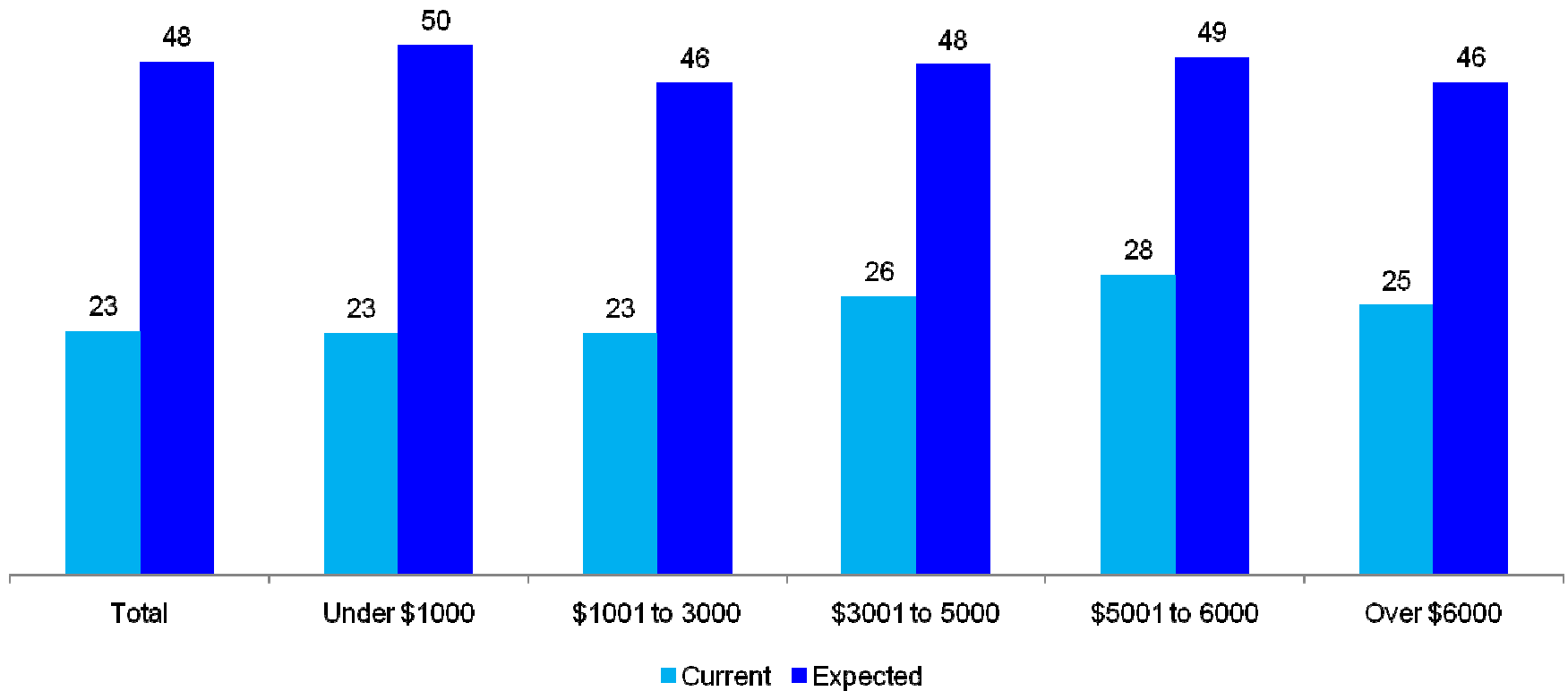
Appraisal of Personal Financial Situation – (Better Option)



Base: Total Sample: Sept '11=7,864 and Dec '11=7,343

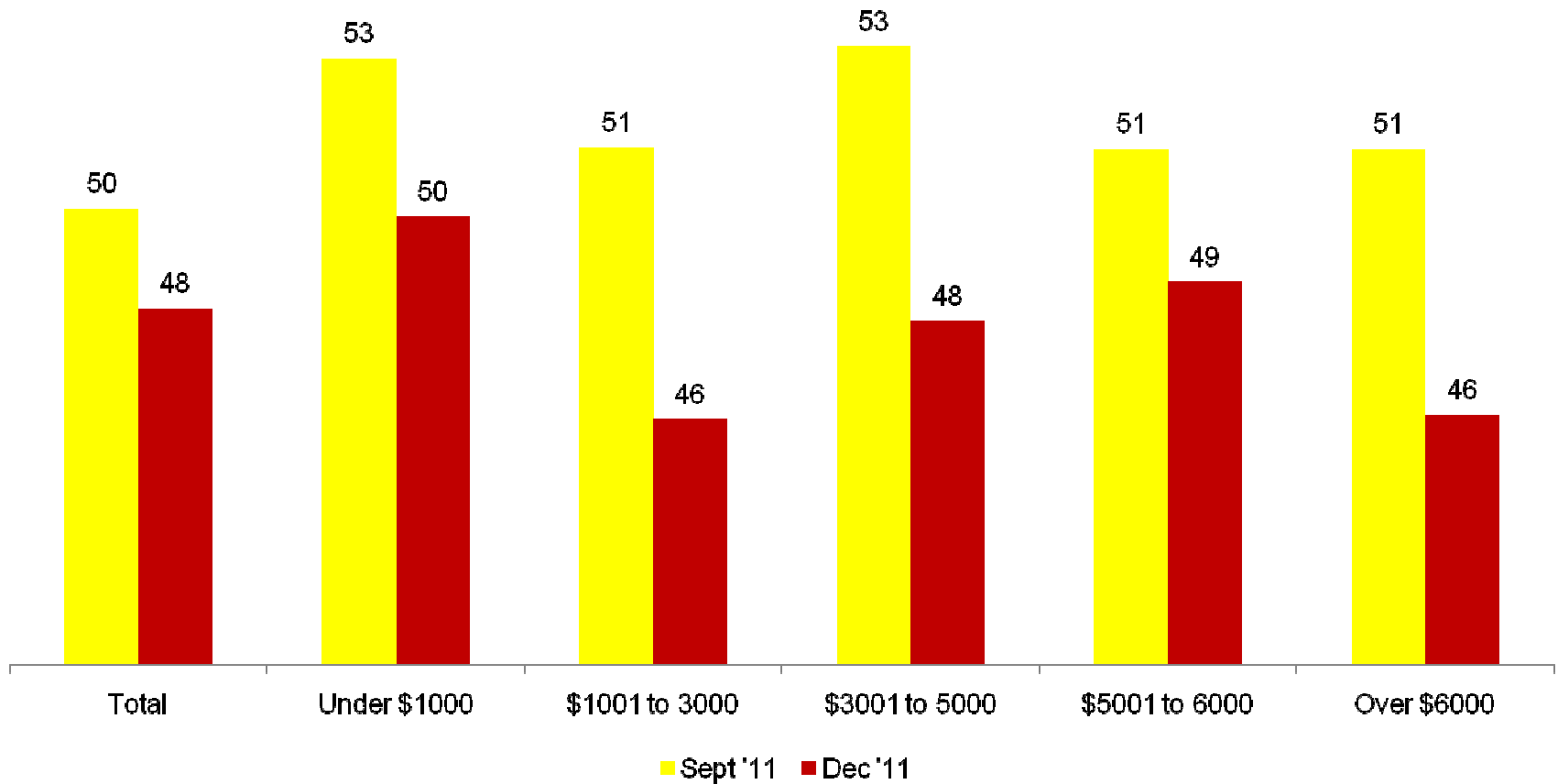
Appraisal of Country's Economy – (Better Option)

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



Base: Total Sample – N=7,343

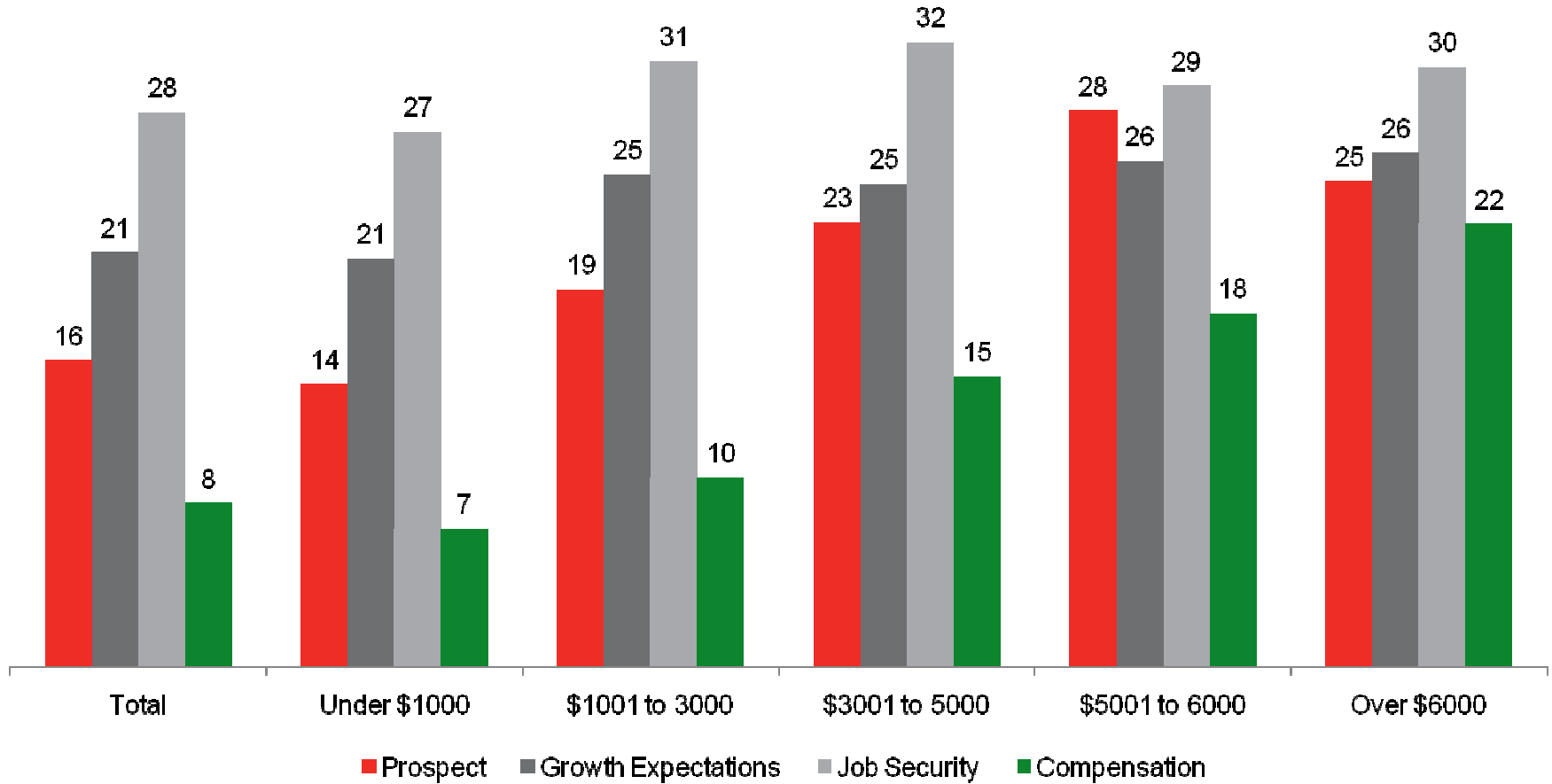
Appraisal of Country's Economy – (Better Option)



Base: Total Sample: Sept '11=7,864 and Dec '11=7,343

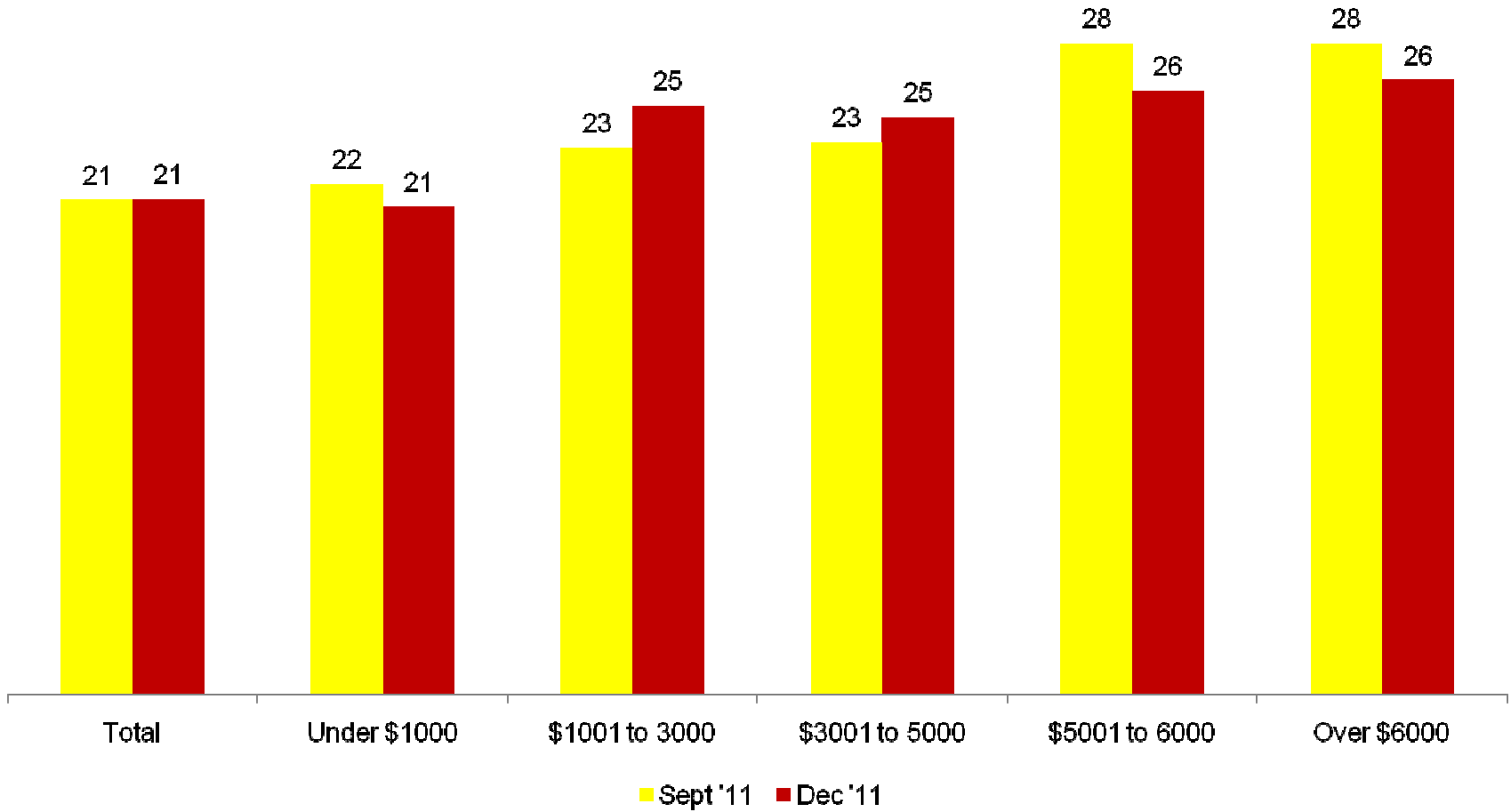
Appraisal of Career - (High Satisfaction Option)

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



Base: Total Working Sample – N= 5,884

Appraisal of Career - (High Satisfaction Option)



Base: Total Working Sample= Sept '11=6,365 and Dec'11=5,884

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