

# The Middle East Consumer Confidence Index Survey

December 2010

# Objective

- To understand perceptions and attitudes of Middle Eastern consumers regarding the economy of their countries, their personal financial and job situation, their likelihood to purchase and invest and the employment market in general.
- Four indices will be extrapolated from these findings on a regular quarterly basis for which the findings of this analysis serve as the sixteenth period (December 2010) after the base period in April 2007
- These are the:
  - Consumer Confidence Index (CCI)
  - Consumer Expectation Index (CEI)
  - Propensity to Consume/Spend Index (PCI)
  - Employee Confidence Index (ECI)

## Project Background

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

# Demographic Background & Methodology

- **Age and Gender:**  
Adult males and females  
Aged 18 plus years
- **Nationalities:**  
GCC Arabs, North Africans, Levant, Western Expats & Asians
- **Country of Residence**  
GCC: UAE, KSA, Kuwait, Oman, Qatar, Bahrain  
Levant: Lebanon, Syria, Jordan  
North Africa: Egypt, Morocco, Algeria, Tunisia  
Subcontinent: Pakistan
- **Methodology:**  
Online data collection was done between 15<sup>th</sup> November to 16<sup>th</sup> December 2010. The total number of respondents achieved was 10,468.

# 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:
  - 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
  - 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
  - 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
  - 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
  - How would you rate the current period as a time to buy consumer durable goods such as television, refrigerator, computer, furniture or vehicles or property?
    - a) Good time, b) Neutral time, c) Bad time, d) Don't know/Can't say

# Calculation of Indices and Benchmarking

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

# Calculation of Indices and Benchmarking

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

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

Base Period Value for:	Algeria	Egypt	Kuwait	Lebanon	Qatar	KSA	Syria	UAE
<b>Achieved Sample Size</b>	<b>415</b>	<b>1635</b>	<b>711</b>	<b>696</b>	<b>382</b>	<b>2095</b>	<b>200</b>	<b>2069</b>
<b>CEI</b>	288.2	259.1	297.5	217.2	303.4	305.6	268.0	296.4
<b>PCI</b>	103.9	90.6	104.5	67.5	107.6	98.1	76.0	99.2
<b>CCI</b>	637.3	573.6	634.5	428.9	671.7	651.6	560.5	634.4
<b>ECI</b>	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
<b>Achieved Sample Size</b>	1745	162	1708	1165	876	387	658	149	741	338	2442	228	220	1335
<b>CEI</b>	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
<b>PCI</b>	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
<b>CCI</b>	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
<b>ECI</b>	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
<b>Achieved Sample Size</b>	669	137	2045	955	614	222	1427	102	1093	400	2303	149	114	2100
<b>CEI</b>	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
<b>PCI</b>	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
<b>CCI</b>	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
<b>ECI</b>	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
<b>Achieved Sample Size</b>	455	153	2688	613	483	239	1371	84	437	401	2243	143	127	1418
<b>CEI</b>	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
<b>PCI</b>	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
<b>CCI</b>	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
<b>ECI</b>	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
<b>Achieved Sample Size</b>	279	97	1360	419	193	119	944	86	495	199	1038	104	103	774
<b>CEI</b>	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
<b>PCI</b>	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
<b>CCI</b>	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
<b>ECI</b>	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
<b>Achieved Sample Size</b>	370	93	1375	379	135	144	435	99	329	131	1143	168	146	584
<b>CEI</b>	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
<b>PCI</b>	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
<b>CCI</b>	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
<b>ECI</b>	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
<b>Achieved Sample Size</b>	498	103	1740	750	204	192	650	166	602	179	861	468	164	770
<b>CEI</b>	265	227	228	223	282	255	273	283	241	279	262	268	271	261
<b>PCI</b>	88	76	72	62	84	85	70	86	91	85	81	67	78	85
<b>CCI</b>	578	470	472	427	569	515	547	587	506	583	539	534	552	537
<b>ECI</b>	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
<b>Achieved Sample Size</b>	663	103	2924	670	244	191	617	115	755	204	1570	429	241	527
<b>CEI</b>	258	257	229	224	261	201	276	303	239	290	262	265	261	274
<b>PCI</b>	77	83	71	63	83	70	78	103	90	91	81	68	68	88
<b>CCI</b>	551	532	474	429	542	416	559	646	505	600	542	532	558	551
<b>ECI</b>	478	487	472	422	521	436	523	582	499	563	528	479	501	509

# Current Period Values for CCI & ECI by Country, of April 2007 & December 2010

	Algeria		Bahrain		Egypt		Kuwait		Lebanon	
	April, 07	Dec, 10	April, 07	Dec, 10	April, 07	Dec, 10	April, 07	Dec, 10	April, 07	Dec, 10
<b>Achieved Sample Size</b>	<b>415</b>	<b>663</b>	<b>101</b>	<b>103</b>	<b>1635</b>	<b>2924</b>	<b>711</b>	<b>244</b>	<b>696</b>	<b>191</b>
<b>CEI</b>	288.2	258	273.3	257	259.1	229	297.5	261	217.2	201
<b>PCI</b>	103.9	77	91.1	83	90.6	71	104.5	83	67.5	70
<b>CCI</b>	637.3	551	597.0	532	573.6	474	634.5	542	428.9	416
<b>ECI</b>	605.8	478	567.3	487	598.5	472	635	521	490.1	436

# Current Period Values for CCI & ECI by Country, of April 2007 & December 2010

	Morocco		Qatar		KSA		Syria		UAE	
	April, 07	Dec, 10	April, 07	Dec, 10	April, 07	Dec, 10	April, 07	Dec, 10	April, 07	Dec, 10
<b>Achieved Sample Size</b>	112	617	382	204	2095	1570	200	429	2069	527
<b>CEI</b>	275.0	276	303.4	290	305.6	262	268	265	296.4	274
<b>PCI</b>	84.8	78	107.6	91	98.1	81	76	68	99.2	88
<b>CCI</b>	582.1	559	671.7	600	651.6	542	560.5	532	634.4	551
<b>ECI</b>	552.7	523	711.3	563	651.6	528	549.5	479	660.8	509



## 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

# 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 44 months since the base period, the indices across all countries have experienced a slide with the exception of the PCI in **Lebanon**.
- **Egypt, Algeria, Kuwait and Saudi Arabia** showcased highest level of drop in the across the indices in the region- especially on the PCI.
- Therefore, **all of the 10 countries** measured against the base period showed a **dip** rather than rise in confidence in the **last 44 months**.

## Differences in Index by Country – December 2010 compared to September 2010

Index	Algeria	Bahrain	Egypt	Kuwait	Lebanon	Morocco	Qatar	KSA	Syria	UAE
CEI	-2.6	10.9	0.5	-7.2	-24.7	1.1	3.5	-0.1	-1.1	4.4
PCI	-11.0	8.0	-1.0	-1.3	-22.8	8.9	16.8	-0.5	1.2	3.4
CCI	-4.1	10.4	0.4	-4.3	-23.1	2.1	9.4	0.4	-0.4	2.2
ECI	-2.5	9.3	1.9	-3.6	-13.3	2.9	0.8	0.5	0.3	3.4



## What do the Indices Indicate?

### Comparison of December '10 with Previous Period September '10

- The following comparison has been done wherever relevant with the previous period of September 2010.
- **Lebanon** has the largest dips across indices when compared to the previous wave of September 2010.
- Noticeable gains can be observed in **Bahrain** and **Qatar**.

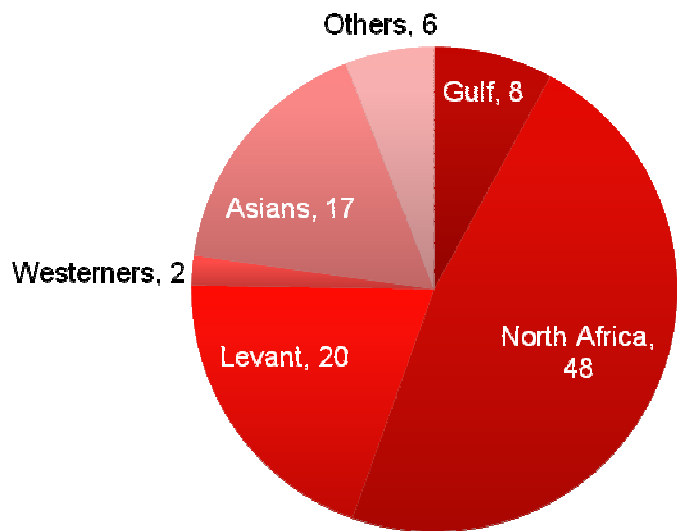
## What does this Mean for the UAE?

- Consumer Confidence in the UAE continues to see stability in the current wave with a relatively positive outlook.
- Respondents in the UAE continue to anticipate some improvement in their personal financial situation in the future.
- 47% of the respondents have positive expectations regarding the country's economy and financial conditions in the future but are unsure about the current period.
- Respondents have positive expectations when it comes to future personal financial position.
- Majority of respondents believe that finding a job is difficult in the UAE in the current situation.
- Job Security seems to be stabilizing. However, satisfaction with compensation is still low.
- 65% claim that salaries are not keeping pace with the rising cost of living.

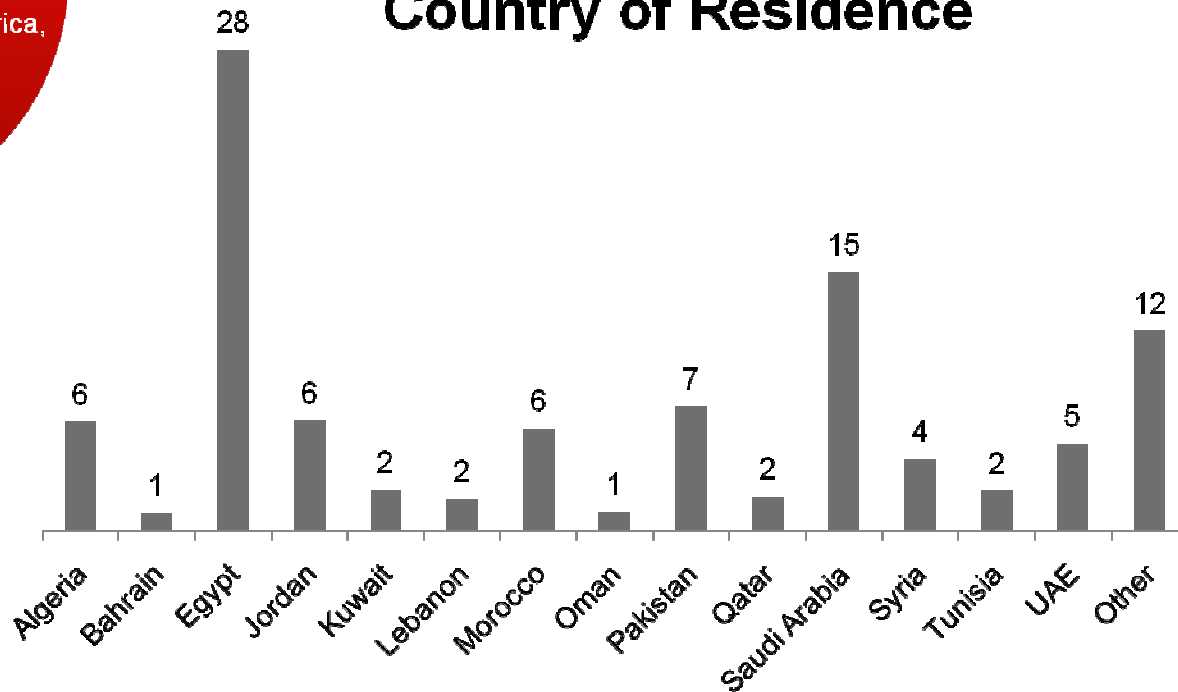
# RESPONDENT PROFILE

# Respondent profile – Country

## Nationality Groups



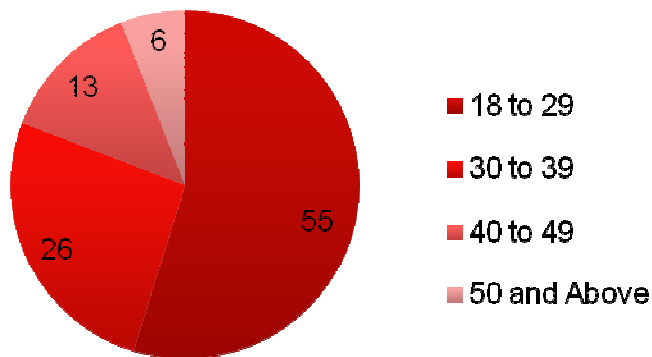
## Country of Residence



Base: Total Sample – N= 10,468

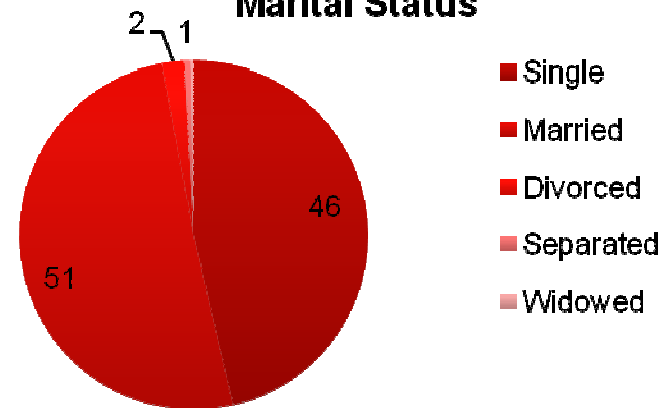
# Respondent profile - Personal

## Age group



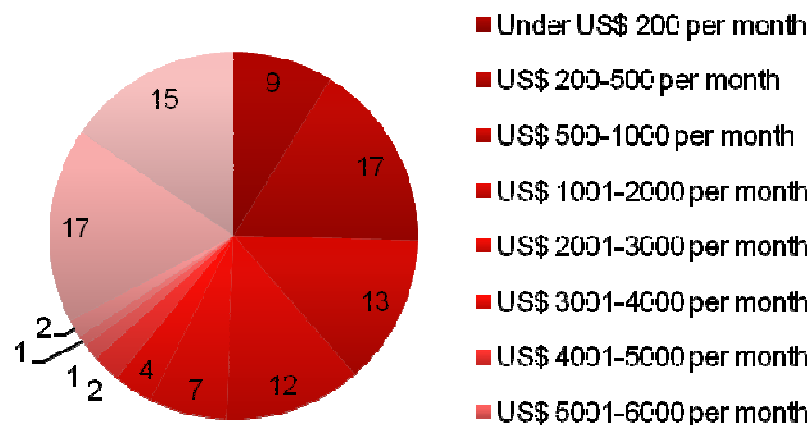
Base: Total Sample – N= 10,468

## Marital Status



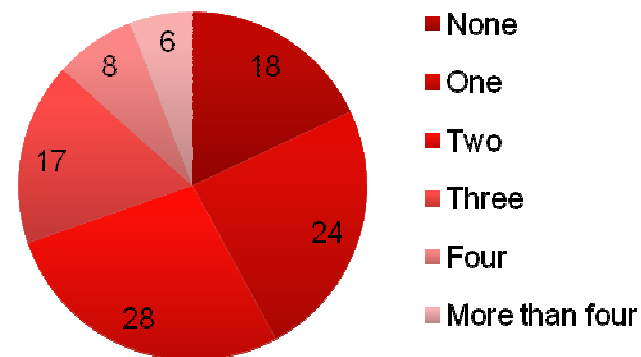
Base: Total Sample – N= 10,468

## Monthly Personal Income



Base: Total Sample – N= 10,468

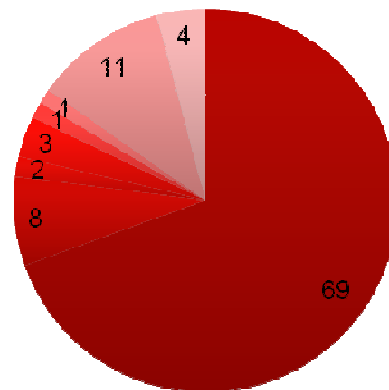
## No. of children



Base: Married/ used to be married– N= 5,612

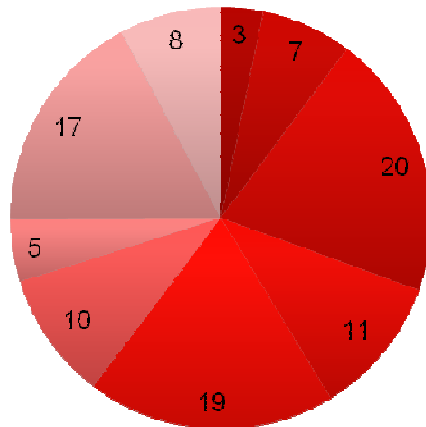
# Respondent profile - Organizational

## Work Status



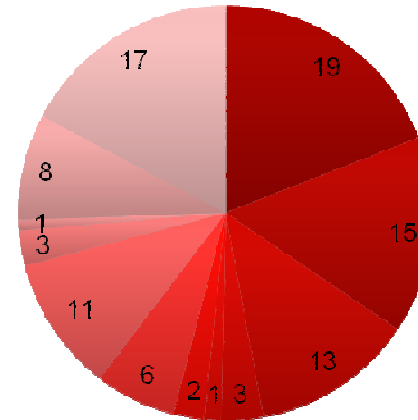
- Working full time (30 or more hours per week)
- Working part time (8 to 29 hours per week)
- Working part time (Less than 8 hours a week)
- Full time student
- Retired
- Full-time home-maker or housewife
- Unemployed
- Other

## 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= 10,468

# Appraisal of Present Situation – 1/3

- 34% of the total respondents feel that their personal financial situation is the same as last year. Respondents in Jordan feel most that their financial position has worsened.
- 33% of the total respondents feel that their country's economy has worsened compared to last year. Those in Pakistan and Lebanon are the most negative about it.

Total / Country of residence	Total	Algeria	Bahrain	Egypt	Jordan	Kuwait	Lebanon	Morocco	Oman	Pakistan	Qatar	Saudi Arabia	Syria	Tunisia	UAE
<b>Base Size</b>	<b>10468</b>	<b>663</b>	<b>103</b>	<b>2924</b>	<b>670</b>	<b>244</b>	<b>191</b>	<b>617</b>	<b>115</b>	<b>755</b>	<b>204</b>	<b>1570</b>	<b>429</b>	<b>241</b>	<b>527</b>
<b>Financial</b>															
Better	28	32	21	31	17	28	16	22	30	31	31	31	28	23	25
Same	34	39	38	31	32	39	44	39	39	30	37	35	34	40	35
Worse	30	21	29	29	46	25	34	29	23	30	26	28	33	30	34
Don't know	8	8	12	8	5	7	6	11	9	9	6	6	5	7	7
<b>Country's economy</b>															
Better	23	27	28	15	14	23	9	30	43	21	35	27	26	27	30
Same	32	37	25	29	32	37	37	37	33	24	32	32	36	41	35
Worse	33	23	28	42	44	27	46	17	10	46	19	29	22	17	24
Don't know	13	13	18	14	10	14	8	16	15	9	14	12	16	15	12
<b>Consumer Behaviour</b>															
Good time to buy	18	20	17	15	14	16	13	19	28	20	21	18	16	17	20
Neutral time to buy	34	24	40	32	28	44	41	27	34	38	40	37	30	23	41
Bad time to buy	40	43	35	44	51	33	42	41	24	31	30	37	48	49	32
Don't know	9	13	8	9	8	7	4	13	14	11	9	8	6	10	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

- At an overall level, respondents are split on whether the current period is good for business or not. GCC countries, with the exception of Saudi Arabia and Oman, think it is neutral to bad.
- 48% respondents across all the countries feel that there are very few jobs available. This sentiment is felt most by respondents in Jordan and Lebanon.

Total / Country of residence	Total	Algeria	Bahrain	Egypt	Jordan	Kuwait	Lebanon	Morocco	Oman	Pakistan	Qatar	Saudi Arabia	Syria	Tunisia	UAE
<b>Base Size</b>	<b>10468</b>	<b>663</b>	<b>103</b>	<b>2924</b>	<b>670</b>	<b>244</b>	<b>191</b>	<b>617</b>	<b>115</b>	<b>755</b>	<b>204</b>	<b>1570</b>	<b>429</b>	<b>241</b>	<b>527</b>
<b>Business Conditions</b>															
Good time	27	39	21	23	16	26	14	32	41	16	36	37	26	28	19
Neutral time	32	24	33	32	29	37	42	27	31	34	36	32	36	24	36
Bad time	30	22	34	34	43	28	37	24	19	43	18	21	28	31	38
Don't know	11	15	12	11	12	9	6	17	9	7	10	10	10	16	7
<b>Employment</b>															
Plenty available	13	11	12	10	6	14	6	12	17	9	24	23	10	6	16
Not many available	34	33	30	35	29	43	31	30	32	36	39	35	34	42	36
Very few available	48	53	50	51	62	40	61	54	47	50	30	37	51	47	43
Don't know	4	3	8	4	3	4	2	5	3	5	7	5	5	5	5

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

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



# Appraisal of Present Situation – 3/3

- UAE ranks highest on reduced number of employees (43%) compared to last year.
- 63% of the respondents agreed salaries are not keeping pace with cost of living. Those in Lebanon and Jordan are complaining the most.

Total / Country of residence	Total	Algeria	Bahrain	Egypt	Jordan	Kuwait	Lebanon	Morocco	Oman	Pakistan	Qatar	Saudi Arabia	Syria	Tunisia	UAE
Working Base Size	10468	663	103	2924	670	244	191	617	115	755	204	1570	429	241	527
<b>Number of employees</b>															
More employees	27	27	22	26	19	30	21	23	43	28	35	35	23	18	21
Same number	30	33	33	27	31	27	35	30	30	34	29	27	33	36	27
Fewer employees	29	19	34	33	32	29	28	22	11	27	25	25	25	23	43
Don't know	15	21	11	15	17	14	16	25	15	11	11	12	18	23	9
<b>Salary vis-a-vis Cost of Living</b>															
Increased more than cost of living	5	4	6	3	2	9	3	5	8	11	2	5	3	4	5
Increased similar to cost of living	19	19	14	18	11	23	12	13	21	21	21	22	21	18	18
Not kept pace with cost of living	63	60	65	69	72	56	74	54	50	60	67	60	66	59	65
Don't know	13	17	16	11	15	13	11	29	22	8	10	14	10	20	13

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

- Across all countries, people are optimistic about their personal financial situation in the near future.
- Oman and Qatar are more optimistic of the country's economic health in the near future.

Total / Country of residence	Total	Algeria	Bahrain	Egypt	Jordan	Kuwait	Lebanon	Morocco	Oman	Pakistan	Qatar	Saudi Arabia	Syria	Tunisia	UAE
<b>Base Size</b>	<b>10468</b>	<b>663</b>	<b>103</b>	<b>2924</b>	<b>670</b>	<b>244</b>	<b>191</b>	<b>617</b>	<b>115</b>	<b>755</b>	<b>204</b>	<b>1570</b>	<b>429</b>	<b>241</b>	<b>527</b>
<b>Financial</b>															
Will be better	49	46	47	48	44	49	34	43	58	58	50	52	49	43	50
Will remain the same	14	13	19	11	14	16	23	11	10	18	17	16	13	15	17
Become worse	8	6	12	7	11	8	13	5	3	10	5	7	7	5	9
Don't know	29	35	22	34	31	27	31	42	29	14	29	25	32	38	25
<b>Country's Economy</b>															
Will be better	35	37	44	25	27	42	14	46	59	28	55	42	39	35	47
Will remain the same	20	24	22	17	19	19	29	19	14	21	19	19	19	29	24
Become worse	26	19	21	37	36	23	35	9	11	37	10	24	16	12	14
Don't know	19	21	13	22	18	16	22	26	16	14	16	15	26	24	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

- Qatar and Oman feel business conditions will be better next year.
- Qatar expects the highest improvement in employment opportunities. Oman, UAE, KSA and Kuwait are optimistic too while Pakistan, Lebanon, Jordan, Egypt and Algeria hold a pessimistic view.

Total / Country of residence	Total	Algeria	Bahrain	Egypt	Jordan	Kuwait	Lebanon	Morocco	Oman	Pakistan	Qatar	Saudi Arabia	Syria	Tunisia	UAE
<b>Base Size</b>	<b>10468</b>	<b>663</b>	<b>103</b>	<b>2924</b>	<b>670</b>	<b>244</b>	<b>191</b>	<b>617</b>	<b>115</b>	<b>755</b>	<b>204</b>	<b>1570</b>	<b>429</b>	<b>241</b>	<b>527</b>
<b>Business Conditions</b>															
Will be better	44	46	49	36	34	52	29	51	62	38	66	50	45	49	54
Will remain the same	23	24	22	23	23	24	36	18	16	26	14	22	23	20	23
Become worse	15	8	16	20	24	9	15	6	9	22	5	12	12	10	10
Don't know	18	23	14	20	19	15	20	25	14	15	15	15	20	20	13
<b>Employment</b>															
Will be better	26	21	26	20	19	34	15	28	36	18	52	34	27	24	36
Will remain the same	27	33	28	27	29	29	35	28	29	25	20	27	30	31	26
Become worse	30	25	31	36	37	23	37	19	19	41	14	27	21	29	22
Don't know	16	20	15	17	16	14	13	25	17	15	14	12	22	16	15

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

- Most countries report neutral to low satisfaction with career prospects and career growth within current organisations.

Total / Country of residence	Total	Algeria	Bahrain	Egypt	Jordan	Kuwait	Lebanon	Morocco	Oman	Pakistan	Qatar	Saudi Arabia	Syria	Tunisia	UAE
Working Base Size	8665	525	88	2531	539	217	161	412	97	584	184	1332	374	187	453
<b>Prospects</b>															
High	16	17	18	16	11	16	12	17	21	18	15	17	15	22	15
Neutral	38	28	36	40	35	42	37	28	42	47	36	39	33	27	39
Low	37	42	38	37	45	34	40	36	20	29	40	37	45	36	38
Don't know	9	13	8	7	9	7	11	18	18	6	9	7	7	14	8
<b>Career Growth</b>															
High	21	23	19	21	14	18	18	24	27	24	21	22	21	26	19
Neutral	35	24	31	37	31	42	30	25	31	42	36	36	30	20	37
Low	37	44	39	37	48	35	43	35	34	29	36	38	44	40	39
Don't know	7	9	11	6	7	5	9	16	8	5	7	4	6	14	6

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 Oman, Syria and Tunisia continue to claim high job security.
- However, Syria and Tunisia along with Jordan and Algeria are most dissatisfied about current compensation.

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>	<b>8665</b>	<b>525</b>	<b>88</b>	<b>2531</b>	<b>539</b>	<b>217</b>	<b>161</b>	<b>412</b>	<b>97</b>	<b>584</b>	<b>184</b>	<b>1332</b>	<b>374</b>	<b>187</b>	<b>453</b>
<b>Job Security</b>															
High	28	30	26	26	29	29	27	29	40	23	27	27	36	34	26
Neutral	34	26	35	36	30	33	29	28	33	40	36	35	25	27	31
Low	30	30	32	32	32	31	32	26	13	29	30	32	32	24	36
Don't know	8	14	7	6	9	8	11	17	13	7	7	7	6	15	7
<b>Compensation</b>															
High	9	8	14	8	5	9	6	10	10	17	9	10	6	8	8
Neutral	34	20	32	37	24	41	30	21	41	34	39	37	30	21	39
Low	48	59	50	47	62	43	52	49	37	42	42	44	56	58	45
Don't know	9	14	5	8	8	6	12	20	11	7	10	8	8	13	8

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

- 58% of the respondents don't plan to purchase a vehicle.
- Of those who do plan to purchase one, 53% 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
<b>Base Size</b>	10468	663	103	2924	670	244	191	617	115	755	204	1570	429	241	527
<b>Vehicle</b>															
Yes	27	31	18	23	28	29	24	24	36	32	33	31	21	19	26
No	58	51	68	60	56	54	60	53	53	58	54	56	61	65	60
Don't know	16	18	14	17	16	17	17	22	11	10	12	14	18	16	14
<b>Types of vehicle</b>															
<b>Plan to buy base</b>	2788	208	19	675	189	71	45	151	41	239	68	480	90	46	136
New	53	58	42	56	28	45	38	43	68	49	38	54	59	41	55
Used	42	36	58	38	69	52	49	48	24	46	56	40	34	46	40
Don't know	6	6	0	6	3	3	13	9	7	6	6	6	7	13	5

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 property. Within UAE, 70% say they would not be buying any property.
- Of those wishing to purchase a property, majority(64%) 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
<b>Base Size</b>	<b>10468</b>	<b>663</b>	<b>103</b>	<b>2924</b>	<b>670</b>	<b>244</b>	<b>191</b>	<b>617</b>	<b>115</b>	<b>755</b>	<b>204</b>	<b>1570</b>	<b>429</b>	<b>241</b>	<b>527</b>
<b>Property</b>															
Yes	20	21	14	18	10	21	19	18	30	24	25	26	16	15	18
No	64	61	69	65	77	59	66	59	48	65	58	57	65	71	70
Don't know	16	18	17	17	13	19	15	23	23	11	17	17	19	14	12
<b>Types of property</b>															
<b>Plan to buy base</b>	<b>2116</b>	<b>139</b>	<b>14</b>	<b>534</b>	<b>64</b>	<b>52</b>	<b>36</b>	<b>111</b>	<b>34</b>	<b>180</b>	<b>51</b>	<b>410</b>	<b>68</b>	<b>35</b>	<b>95</b>
New	64	60	71	69	59	60	47	62	65	56	71	64	69	57	68
Lived in	26	29	21	22	27	29	33	24	15	39	18	24	22	34	22
Don't know	10	11	7	9	14	12	19	14	21	5	12	12	9	9	9

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

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

# Purchase of Electronic Appliances

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

Total / Country of residence	Total	Algeria	Bahrain	Egypt	Jordan	Kuwait	Lebanon	Morocco	Oman	Pakistan	Qatar	Saudi Arabia	Syria	Tunisia	UAE
<b>Base Size</b>	<b>10468</b>	<b>663</b>	<b>103</b>	<b>2924</b>	<b>670</b>	<b>244</b>	<b>191</b>	<b>617</b>	<b>115</b>	<b>755</b>	<b>204</b>	<b>1570</b>	<b>429</b>	<b>241</b>	<b>527</b>
Desktop or Laptop	29	35	22	26	27	27	25	33	35	35	26	28	35	25	26
Furniture	19	24	22	15	15	24	15	23	16	20	24	24	17	17	22
Digital Camera	12	12	15	10	9	15	9	13	13	18	17	12	9	10	16
LCD or Plasma Television	16	17	15	14	14	24	14	17	23	13	17	19	14	17	18
Washing Machine	9	13	9	5	7	13	7	12	7	12	9	10	8	12	9
Air Conditioner	12	14	12	12	10	7	12	10	10	15	6	13	11	9	5
Refrigerator	9	12	10	6	8	9	7	11	8	12	7	9	6	9	8
DVD or VCD Recorder or Player	5	6	9	3	3	6	4	7	3	6	6	5	6	4	6
Vacuum Cleaner	5	3	4	5	6	9	5	5	6	6	7	7	6	2	5
Normal Colour Television	5	9	6	3	4	5	2	6	4	11	2	4	5	7	4
Home Theatre System	5	3	7	3	3	9	3	3	7	5	7	8	6	1	6
Cooking Range	5	7	6	2	4	9	3	6	4	8	4	4	2	5	6
Clothes Dryer	4	6	5	2	3	6	5	5	2	8	5	5	1	4	3
Normal or Digital Camcorder	2	2	2	1	1	5	1	4	1	3	3	1	2	2	4
Video Recorder or Player	2	3	3	1	1	3	0	3	1	3	2	2	2	1	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

- Oman and Algeria are slightly more optimistic about growth in the number of employees in their organization while Jordan holds the most pessimistic view on this.
- 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
<b>Working Base Size</b>	<b>8665</b>	<b>525</b>	<b>88</b>	<b>2531</b>	<b>539</b>	<b>217</b>	<b>161</b>	<b>412</b>	<b>97</b>	<b>584</b>	<b>184</b>	<b>1332</b>	<b>374</b>	<b>187</b>	<b>453</b>
<b>Number of employees</b>															
Optimistic	22	29	26	19	16	24	20	25	33	20	28	26	22	17	22
Neutral	35	25	36	37	33	35	35	21	27	45	33	36	33	26	36
Pessimistic	24	23	19	25	34	24	27	23	16	11	23	23	25	28	28
Don't know	19	24	18	18	17	18	18	32	24	23	16	15	20	30	15
<b>Staffing requirements</b>															
Optimistic	19	23	18	16	15	20	19	26	33	20	24	20	20	21	19
Neutral	36	27	39	38	39	40	36	19	29	40	40	36	35	21	42
Pessimistic	24	27	22	26	29	19	26	21	20	15	22	28	28	29	24
Don't know	20	24	22	20	18	21	19	34	19	25	14	17	17	28	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
<b>Working Base Size</b>	<b>8665</b>	<b>525</b>	<b>88</b>	<b>2531</b>	<b>539</b>	<b>217</b>	<b>161</b>	<b>412</b>	<b>97</b>	<b>584</b>	<b>184</b>	<b>1332</b>	<b>374</b>	<b>187</b>	<b>453</b>
<b>Inflation/Rise in cost of living</b>															
Positive	20	15	19	20	11	26	16	20	18	28	29	21	18	13	17
Neutral	20	14	22	18	19	20	18	16	24	21	20	20	17	15	25
Negative	38	38	40	38	51	34	47	33	38	27	33	40	39	35	37
Don't know	11	15	15	11	10	10	8	17	12	11	10	9	12	14	13
No Impact	11	19	5	12	8	10	11	15	8	12	9	10	14	23	8
<b>Cost of real estate (rental or purchase)</b>															
Positive	17	12	13	15	11	19	16	16	20	18	21	19	13	11	17
Neutral	20	13	20	18	20	27	17	17	22	29	22	19	18	17	25
Negative	35	38	40	33	44	29	40	31	37	25	36	41	35	28	36
Don't know	12	14	16	12	11	10	10	17	13	13	9	9	12	17	12
No Impact	17	23	11	21	14	14	16	18	8	15	11	12	23	28	10

Q. Inflation/Rise in cost of living

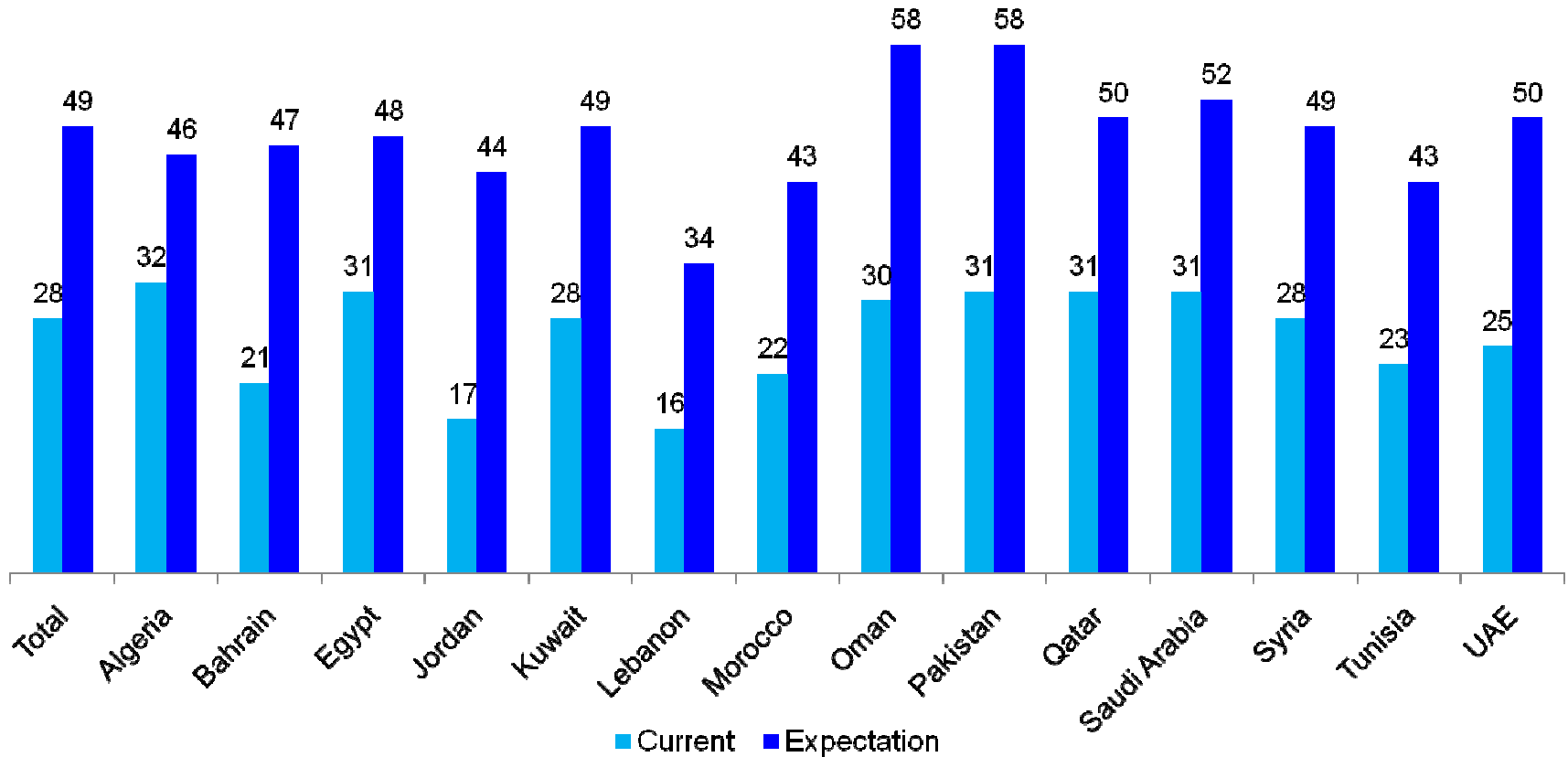
Q. Cost of real estate (rental or purchase)

# APPENDIX

# By COUNTRY OF RESIDENCE

# Appraisal of Personal Financial Situation – (Better option)

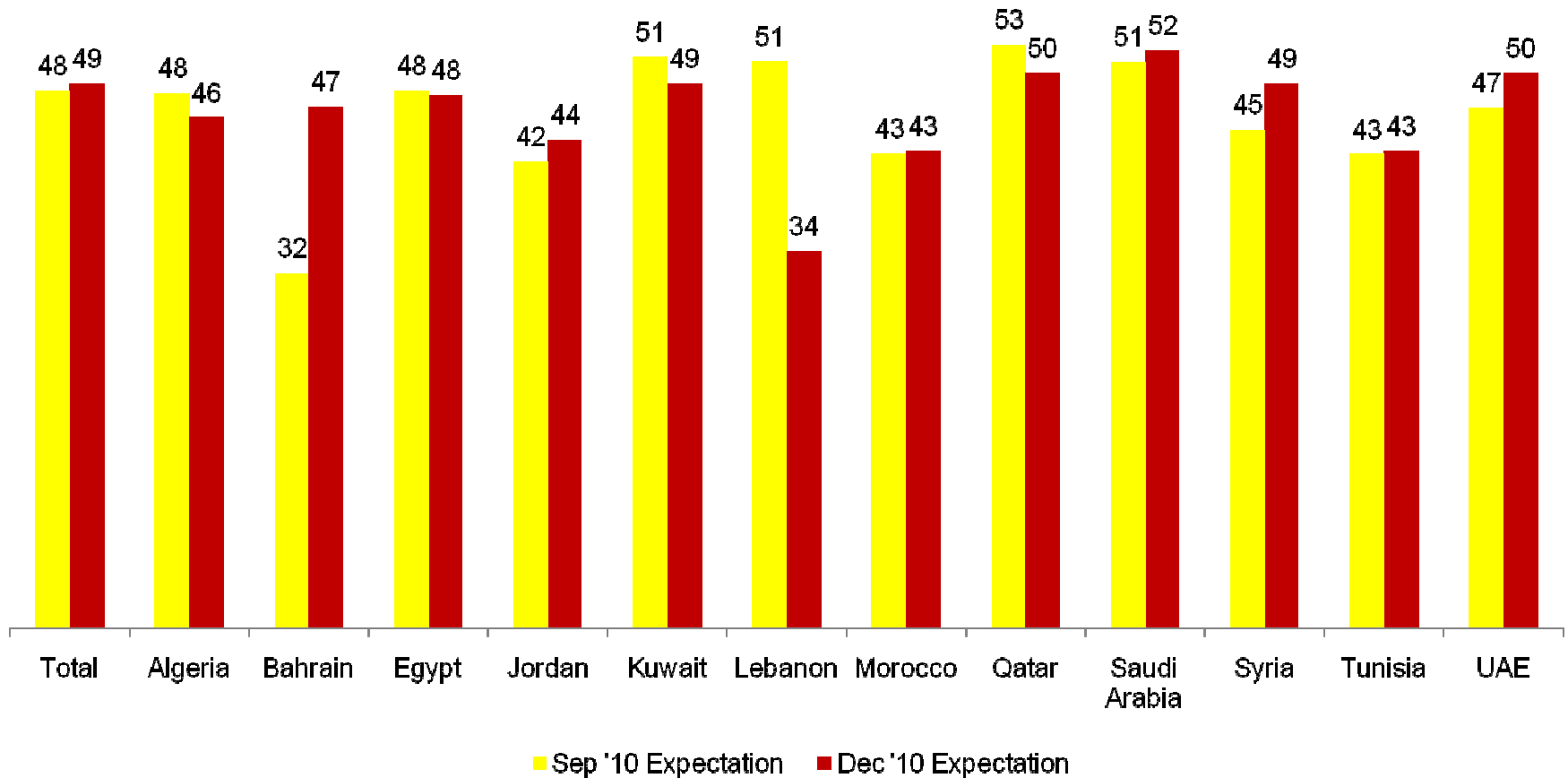
- All countries are optimistic in their anticipation of future changes in their financial situation.



Base: Total Sample – N= 10,468

# Appraisal of Personal Financial Situation – (Better option)

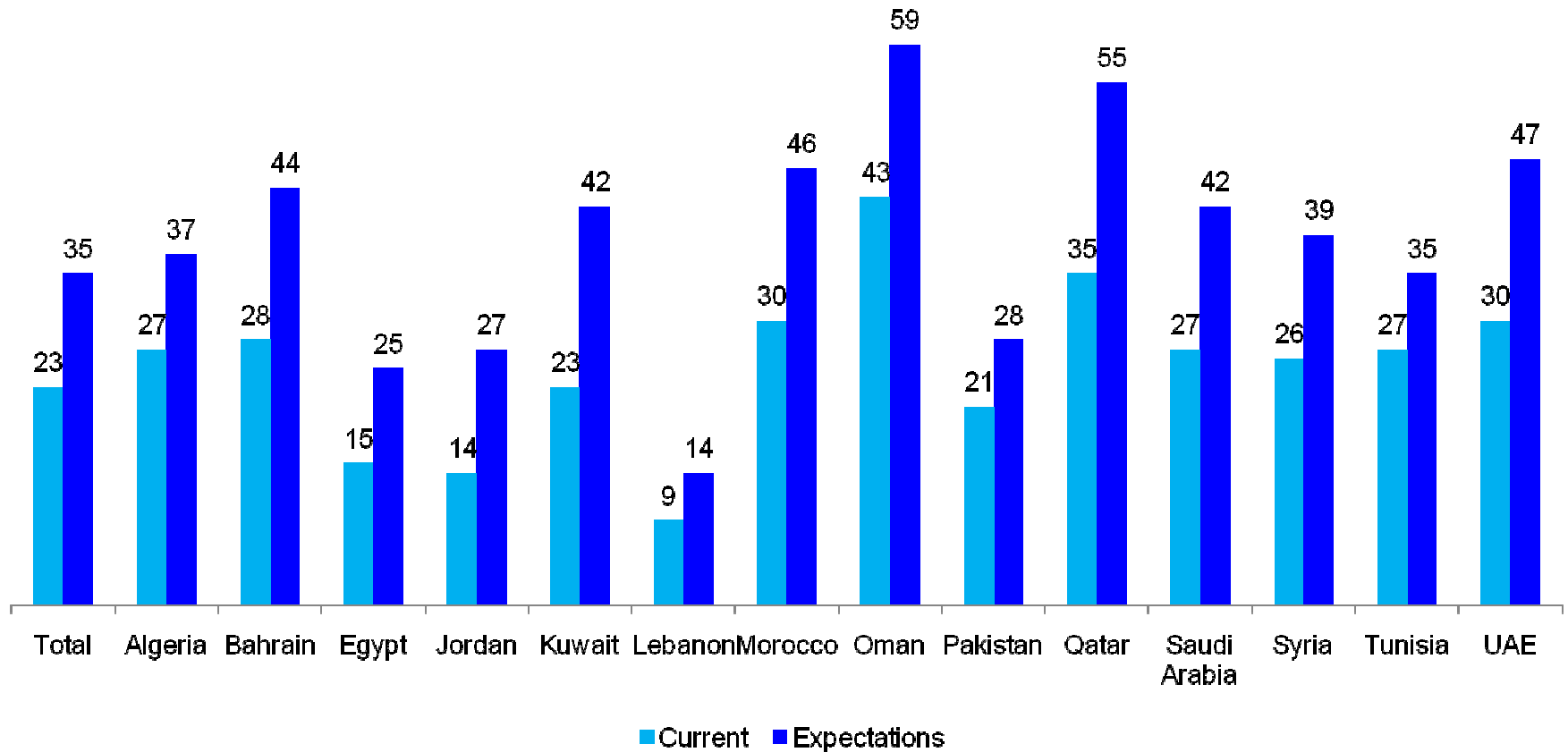
- A negative sentiment in Lebanon with a drop in expectations regarding the future.



Base: Total Sample: Sept '10=8,528 and Dec '10= 10,468

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

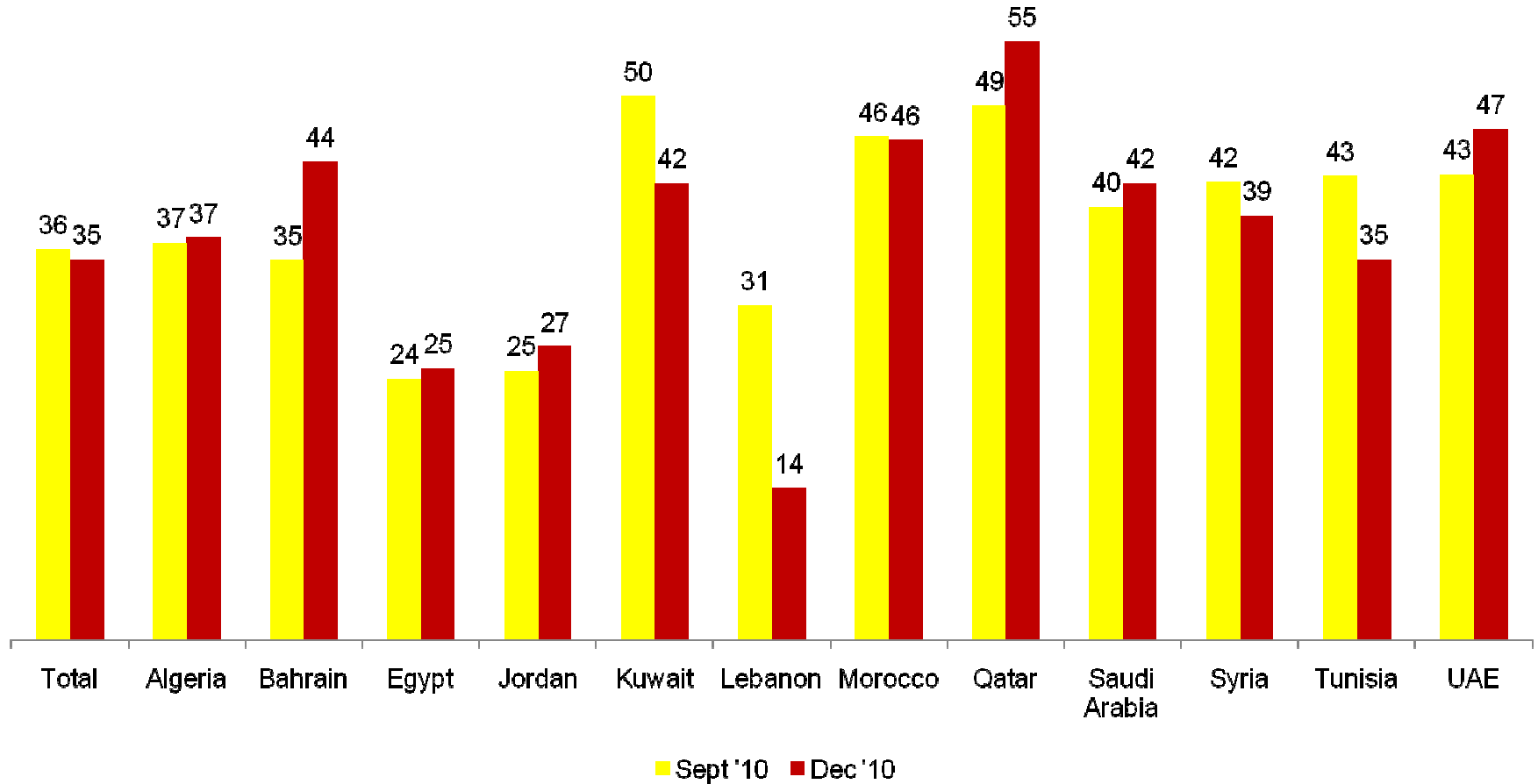
- All of the countries are optimistic about the country's economy in the future, particularly Oman and Qatar.



Base: Total Sample – N= 10,468

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

- Lebanon, Kuwait and Tunisia see a drop in future expectations regarding country's economy as compared to last wave's expectation.

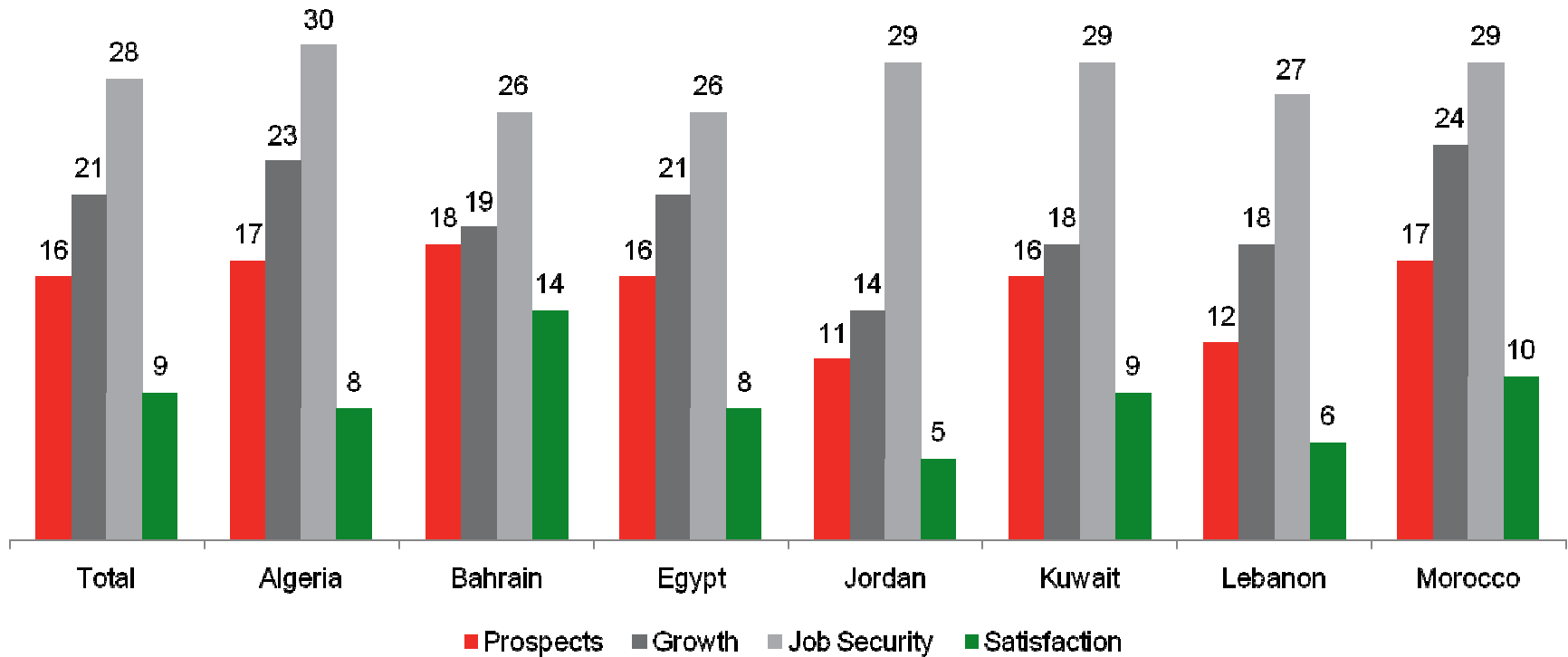


Base: Total Sample: Sept '10= 8,528 and Dec '10= 10,468



# Appraisal of Career - (High Satisfaction Option)

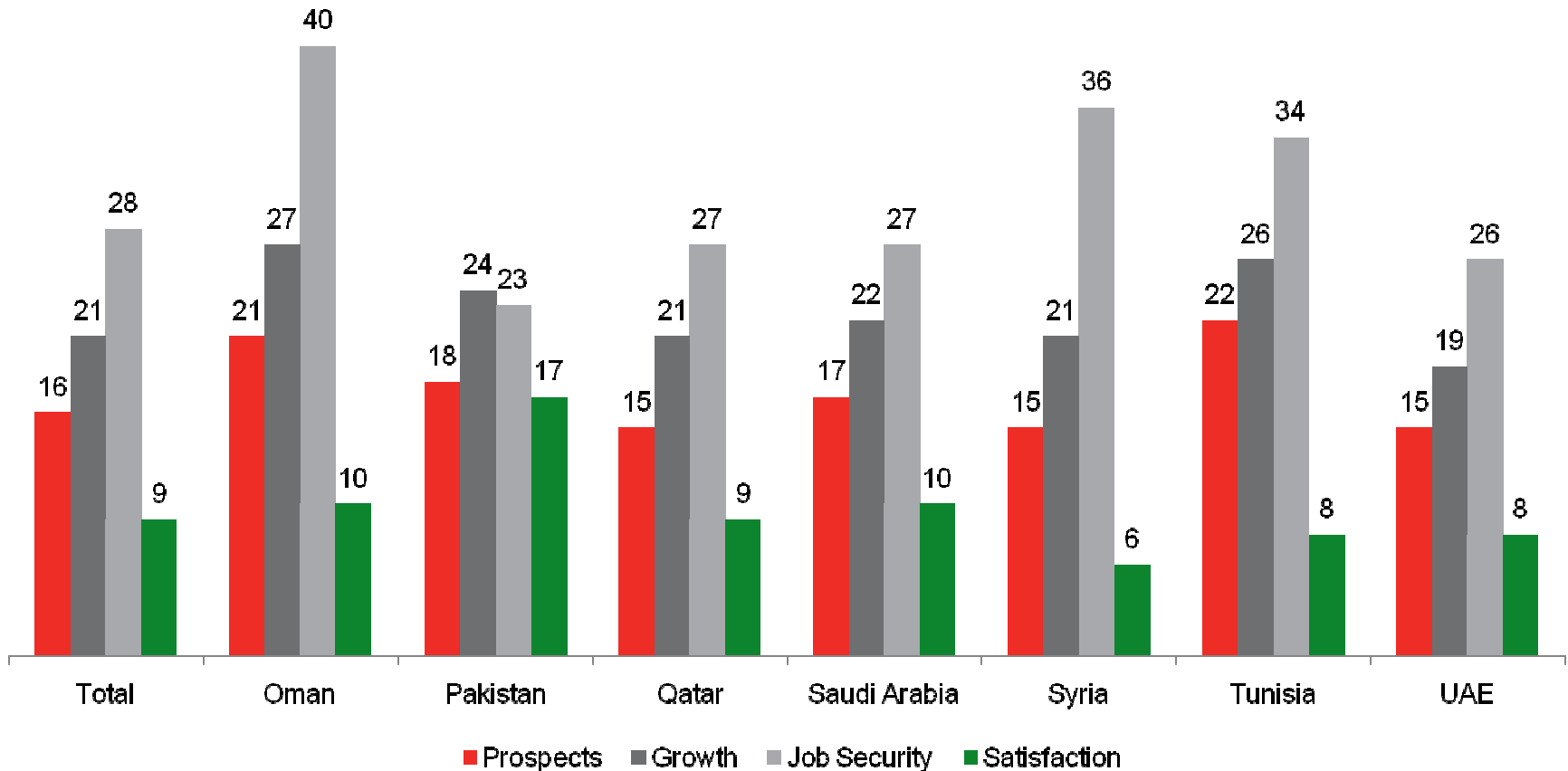
- Overall, low levels of satisfaction with current compensation.



Base: Total Working Sample – N= 8,665

# Appraisal of Career - (High Satisfaction Option)

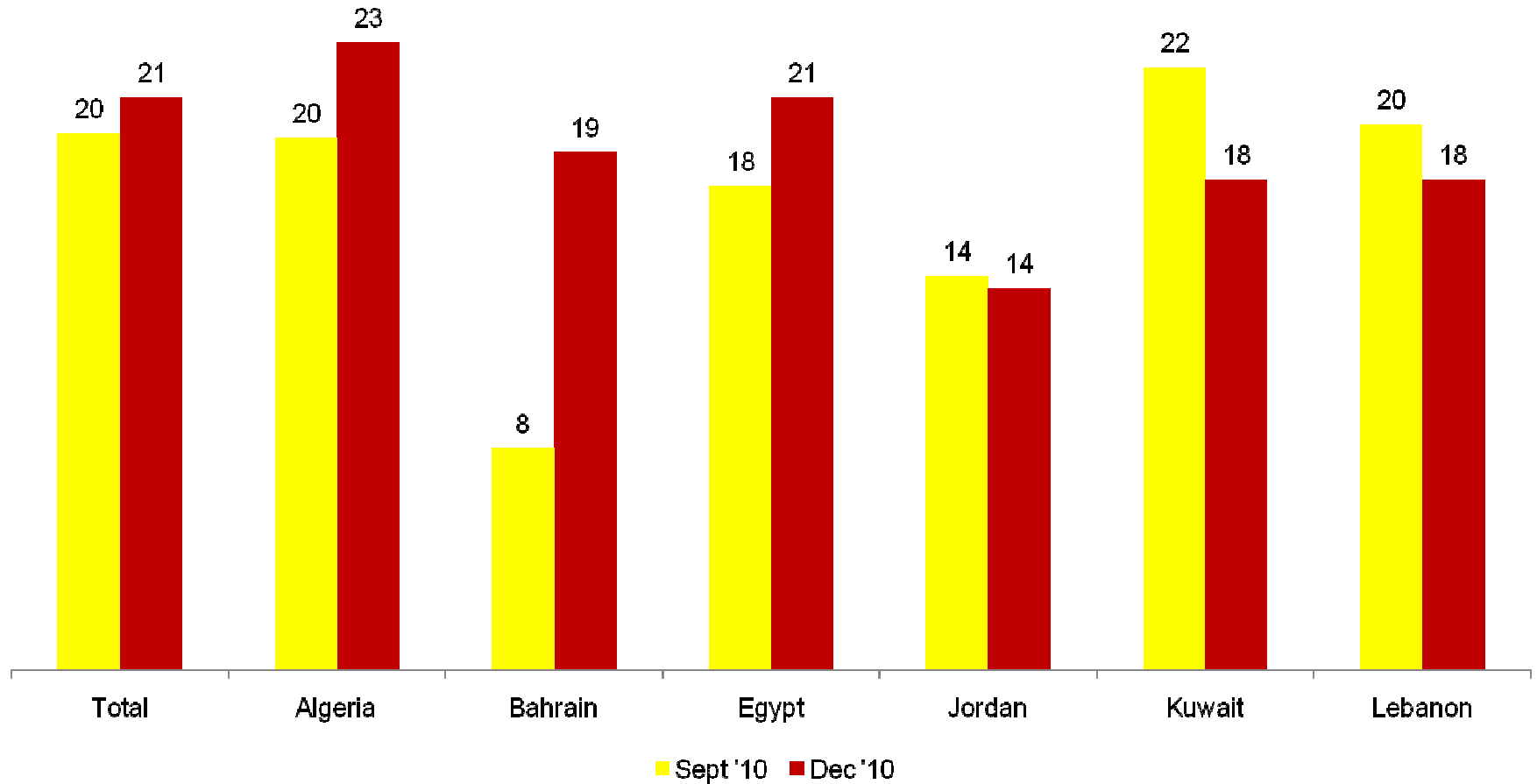
- Oman , Syria and Tunisia exhibit high levels of satisfaction regarding job security.



Base: Total Working Sample – N= 8,665

## Appraisal of Career - (High Satisfaction Option)

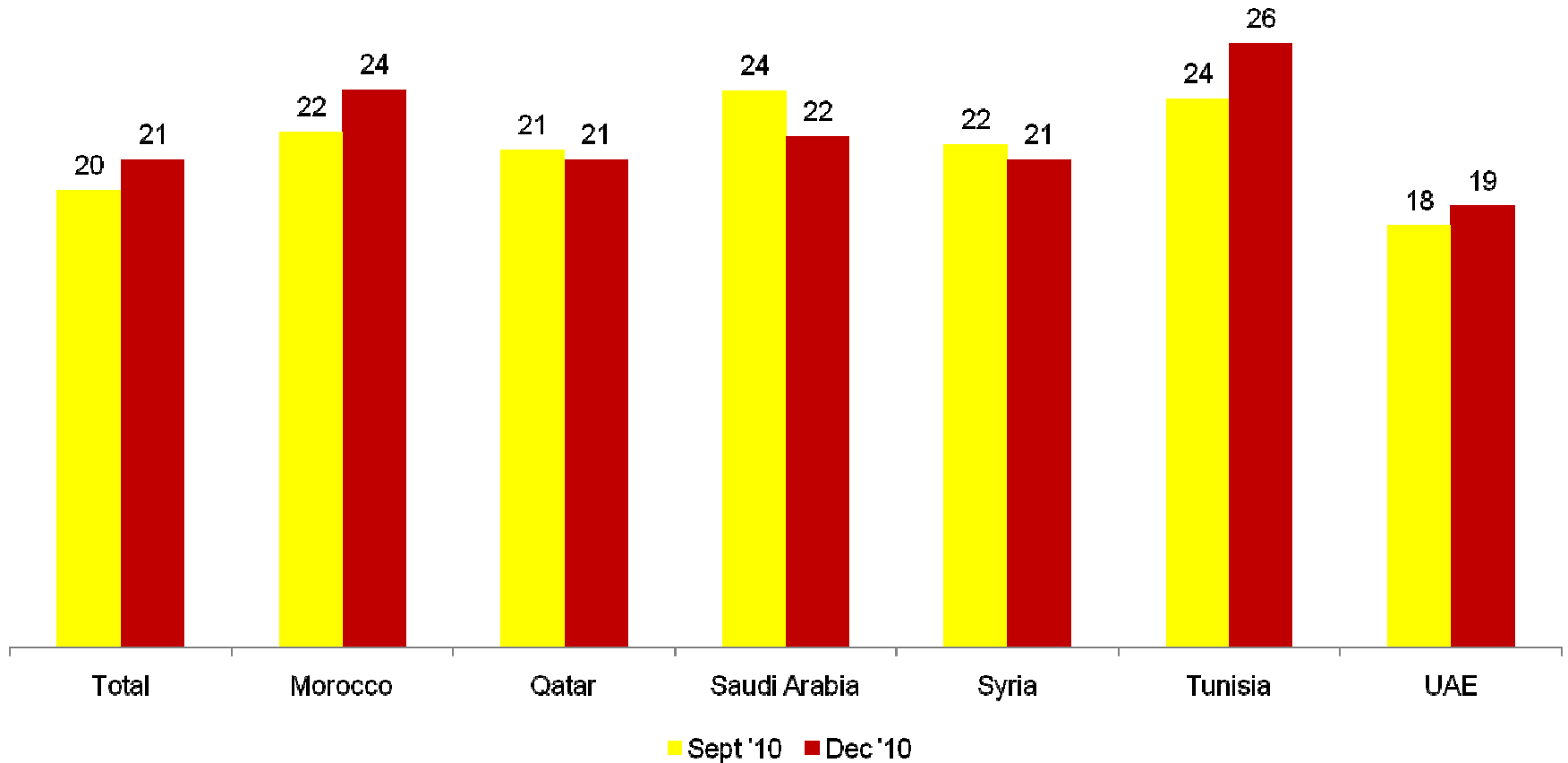
- Kuwait and Lebanon see a slight dip regarding future career growth expectations.



Base: Total Working Sample: Sept '10= 6,987 and Dec '10= 8,665

## Appraisal of Career - (High Satisfaction Option)

- Optimism is on the increase in Tunisia.

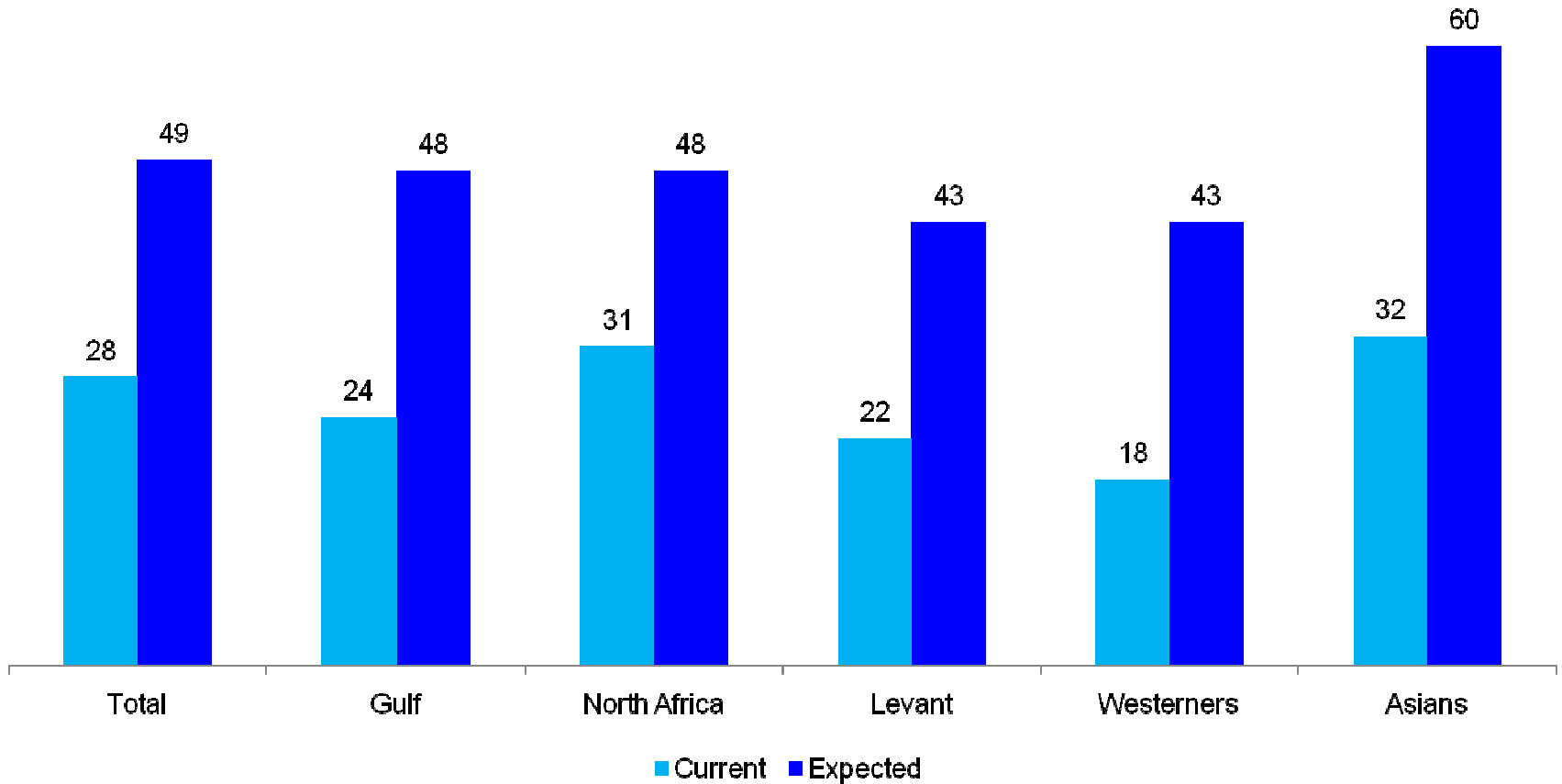


Base: Total Working Sample: Sept '10= 6,987 and Dec '10= 8,665

# BY NATIONALITY

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

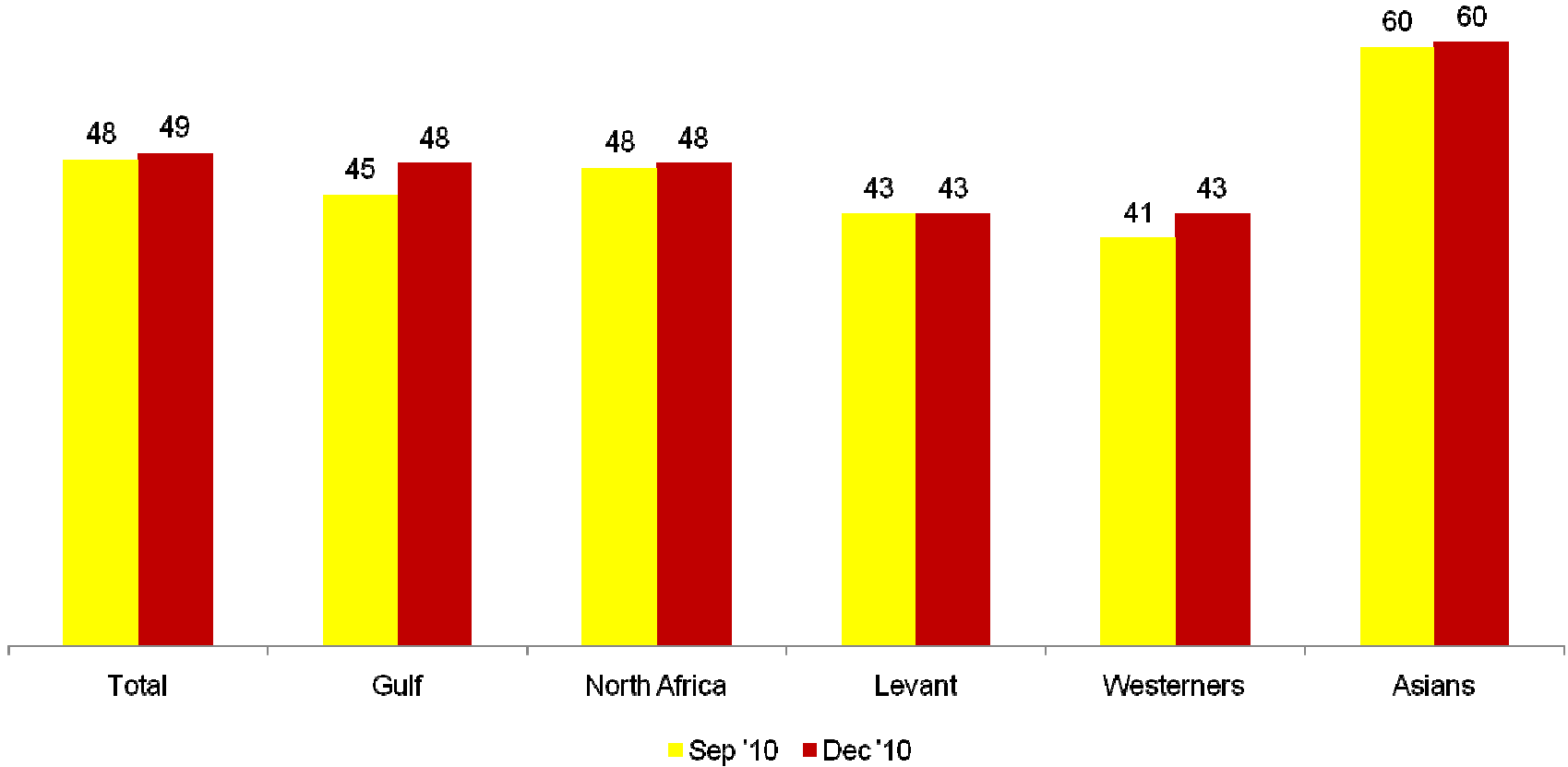
- The optimism for change in personal financial situation is positive across all nationalities, led by Asians.



Base: Total Sample – N= 10,468

# Appraisal of Personal Financial Situation – (Better Option)

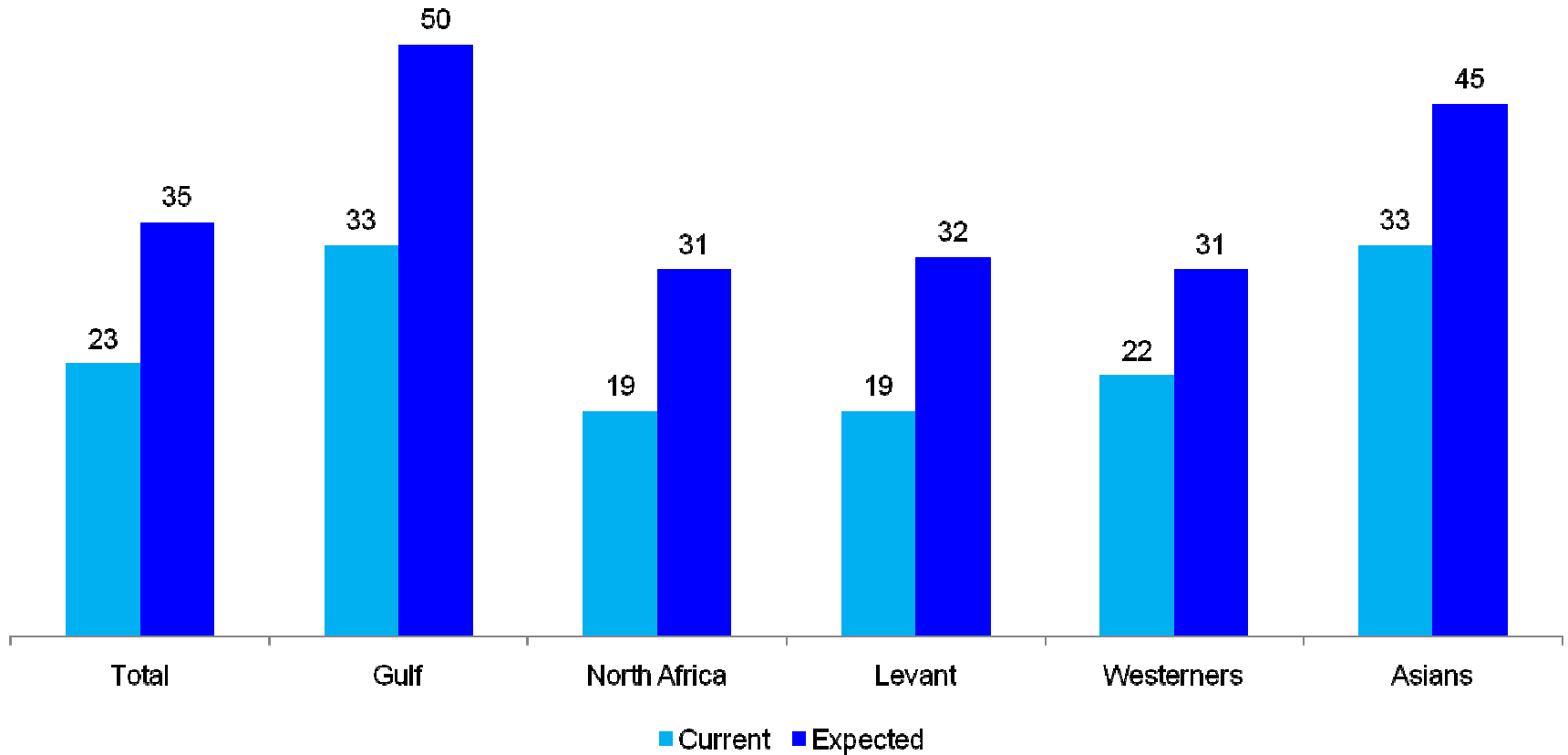
- Future expectations across nationality groups are similar to those of the previous wave.



Base: Total Sample: Sept '10=8,528 and Dec '10= 10,468

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

- GCC nationals are the most optimistic about future expectations for their country's economy.

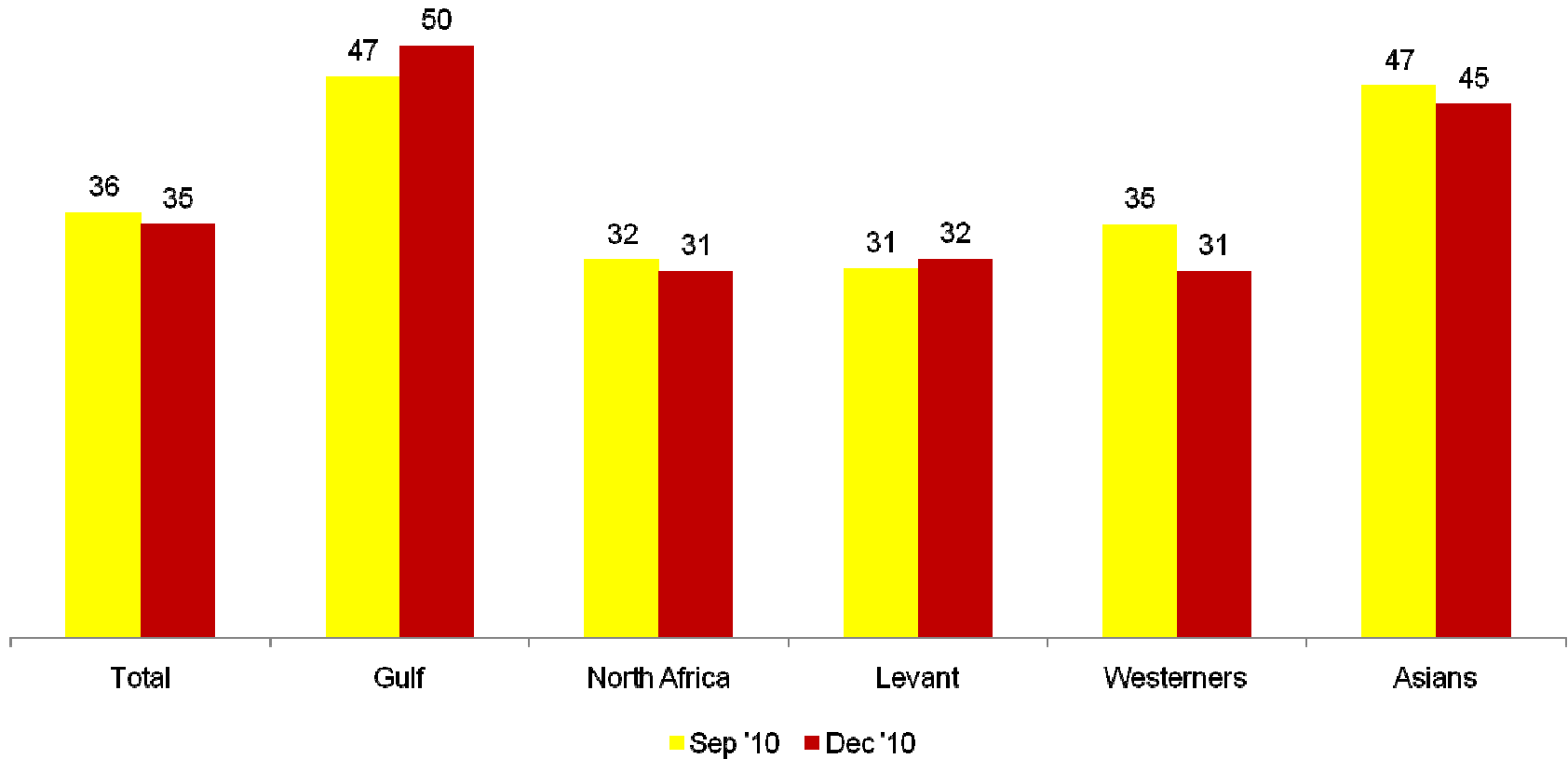


Base: Total Sample – N= 10,468



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

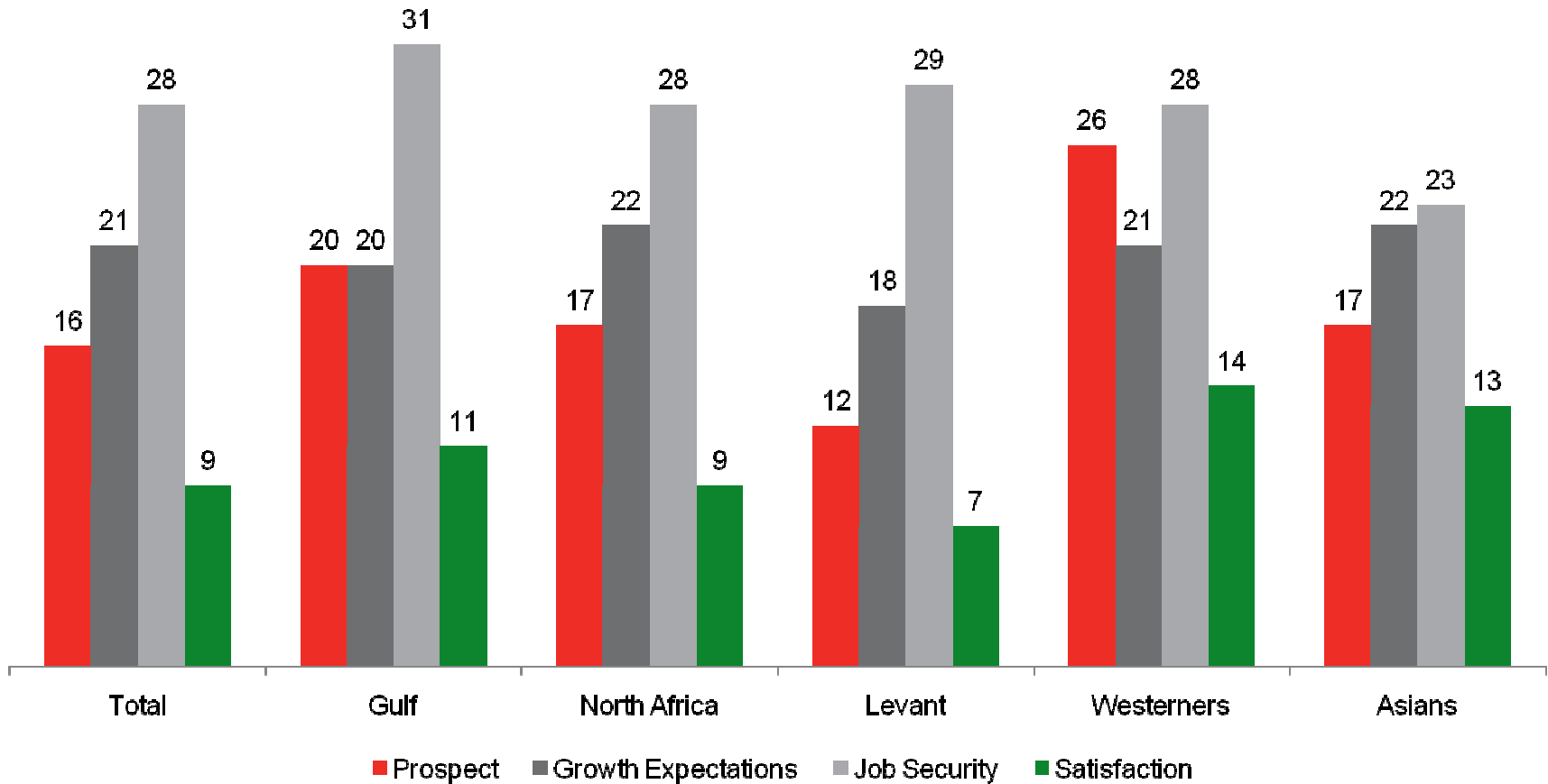
- Future expectation of improvements in country's economy are somehow consistent compared to the previous wave.



Base: Total Sample: Sept '10=8,528 and Dec '10= 10,468

# Appraisal of Career - (High Satisfaction Option)

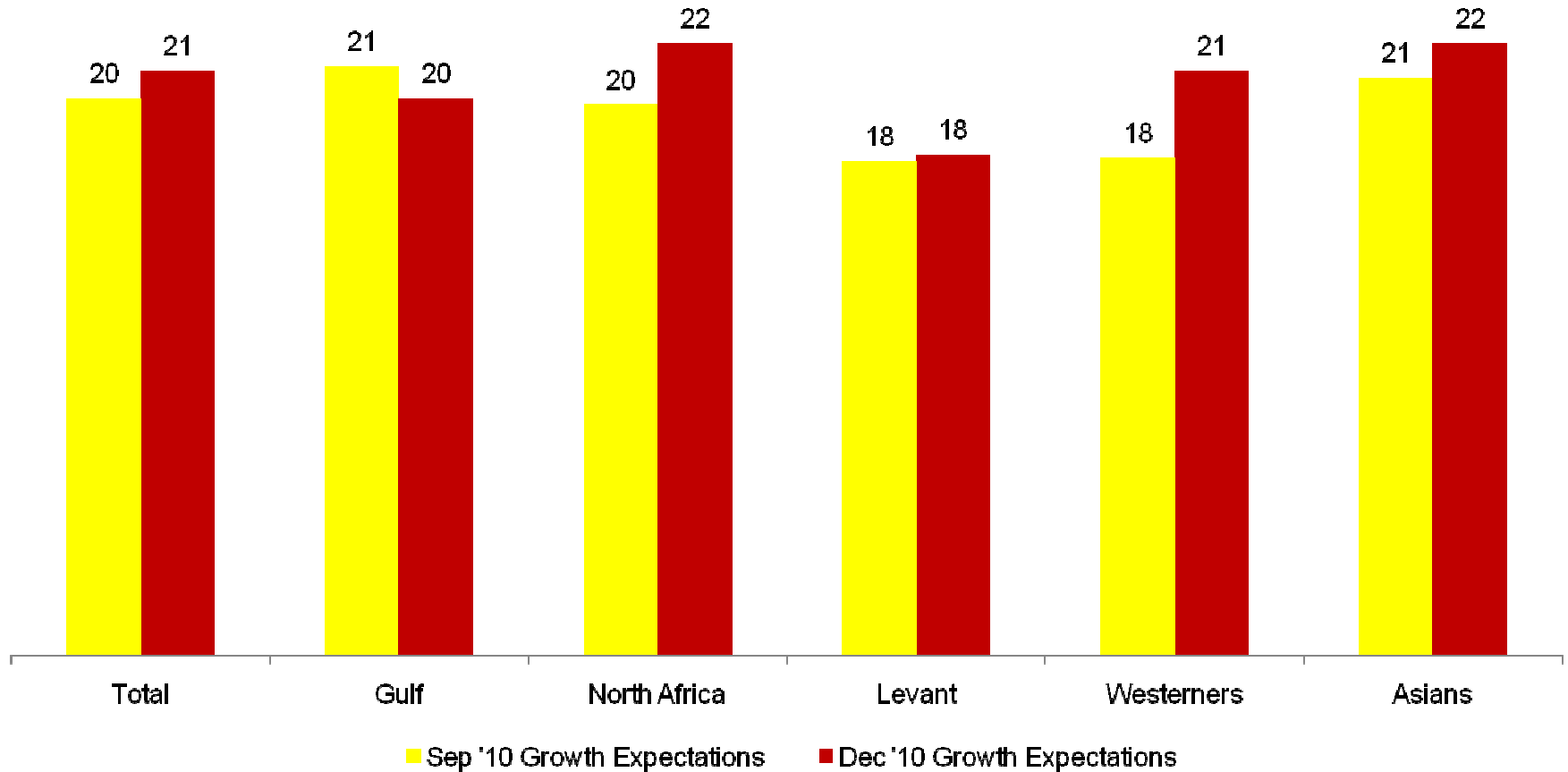
- GCC nationals continue to report highest job security levels.



Base: Total Working Sample – N= 8,665

## Appraisal of Career - (High Satisfaction Option)

- An overall improvement in expectations for the future of their job especially.

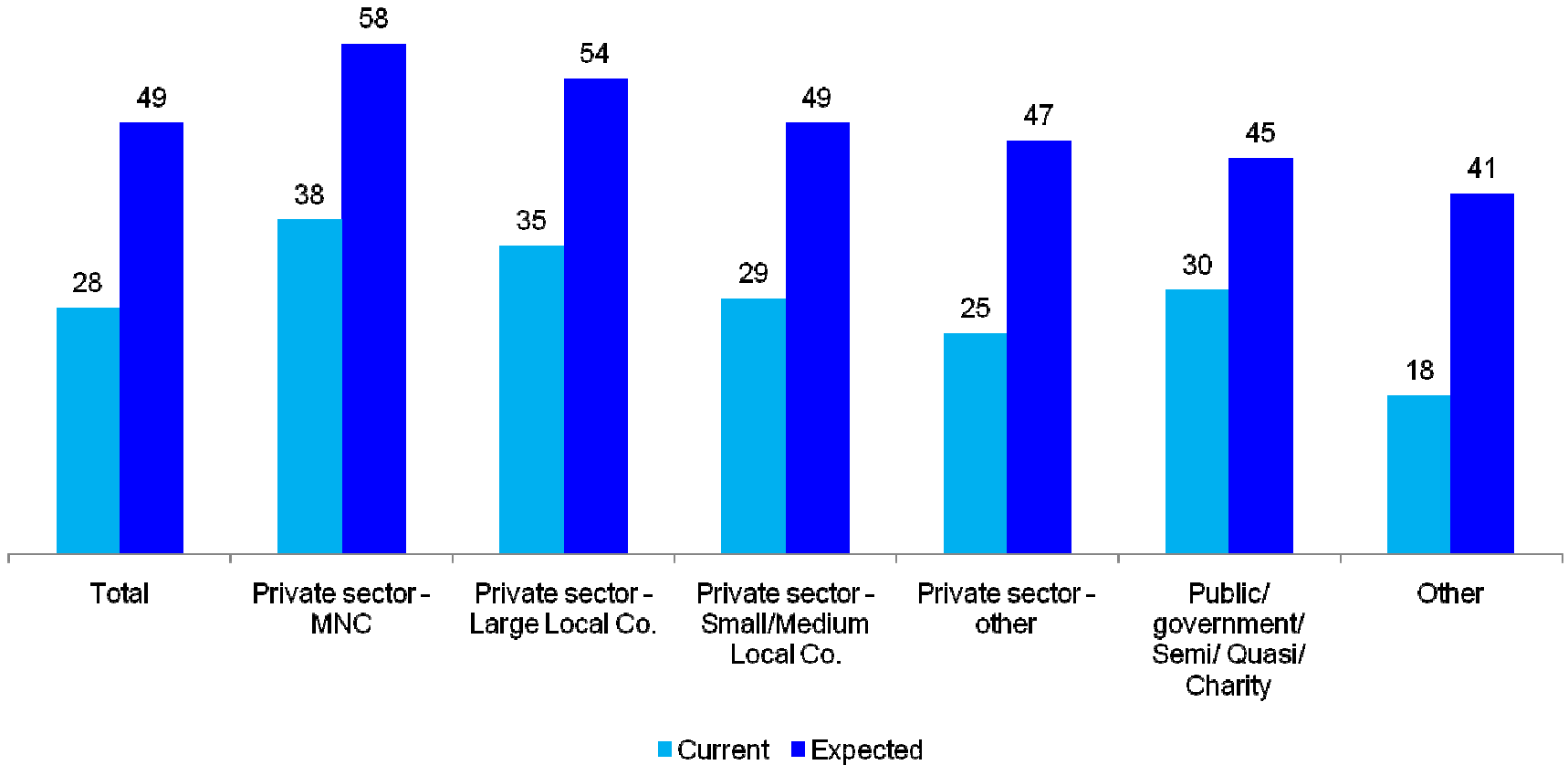


Base: Total Working Sample: Sept '10=6,987 and Dec 10= 8,665

# BY ORGANISATIONAL SECTOR

# Appraisal of Personal Financial Situation - (Better Option)

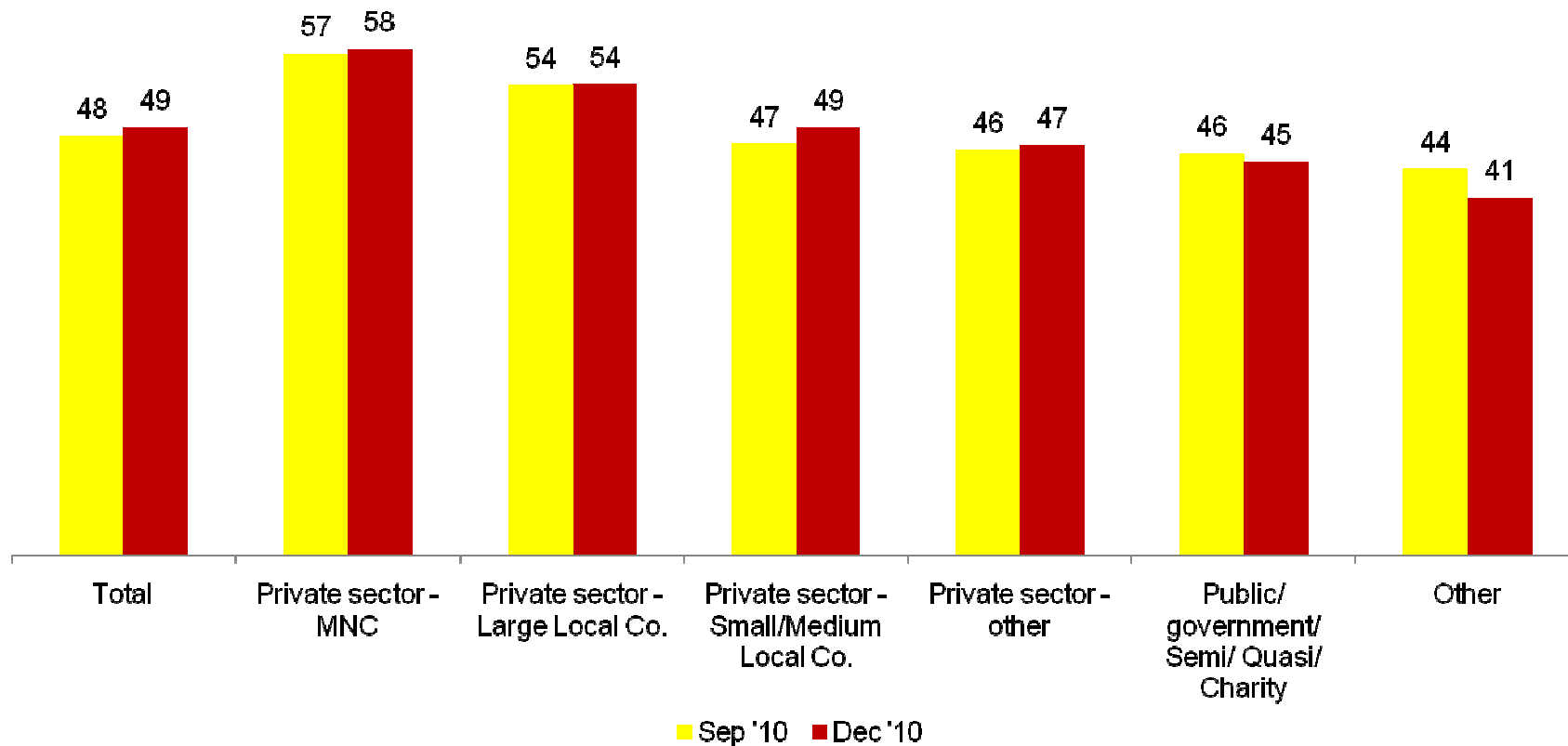
- Regardless of the work sector, respondents expect their financial situation to improve in the near future.



Base: Total Sample – N= 10,468

# Appraisal of Personal Financial Situation - (Better Option)

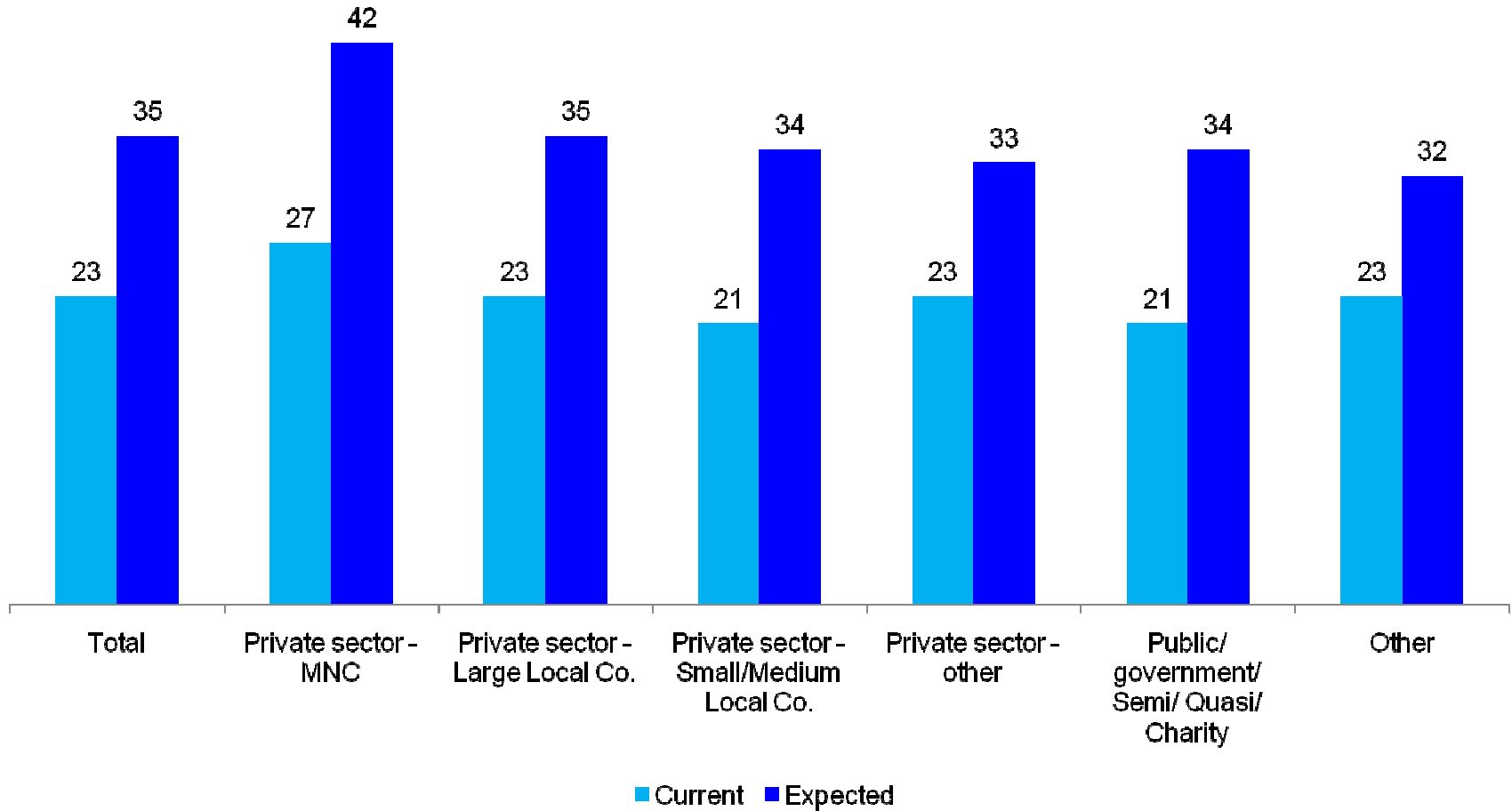
- Similar patterns to last wave.



Base: Total Sample: Sept '10=8,528 and Dec '10= 10,468

# Objective

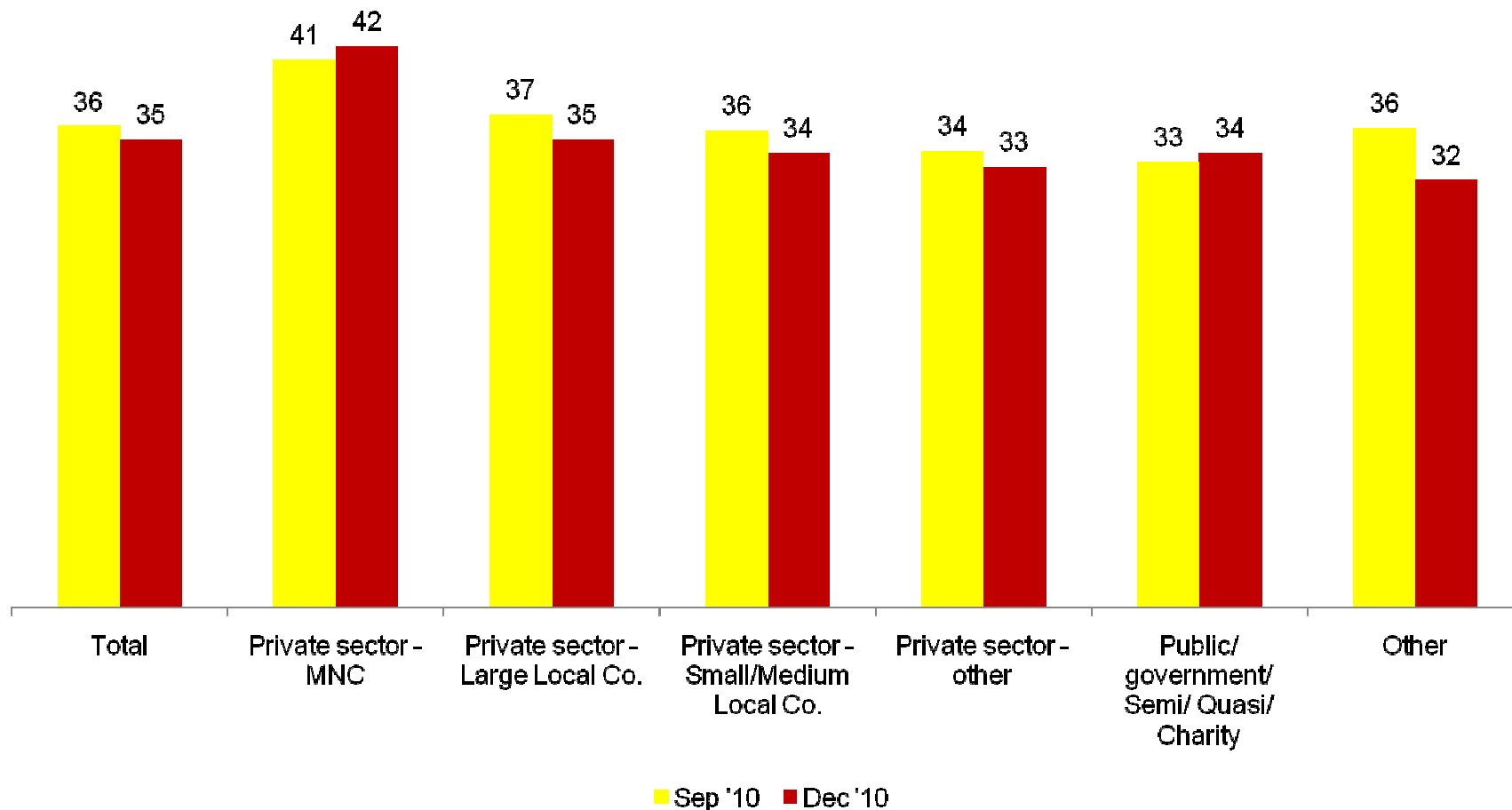
- People across all sectors feel that there will be a positive change in the country's economy in the future.



Base: Total Sample – N= 10,468

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

- Compared to the last wave, there has been a slight drop (except for the Private Sector, MNC) in how people perceive their country's economy.

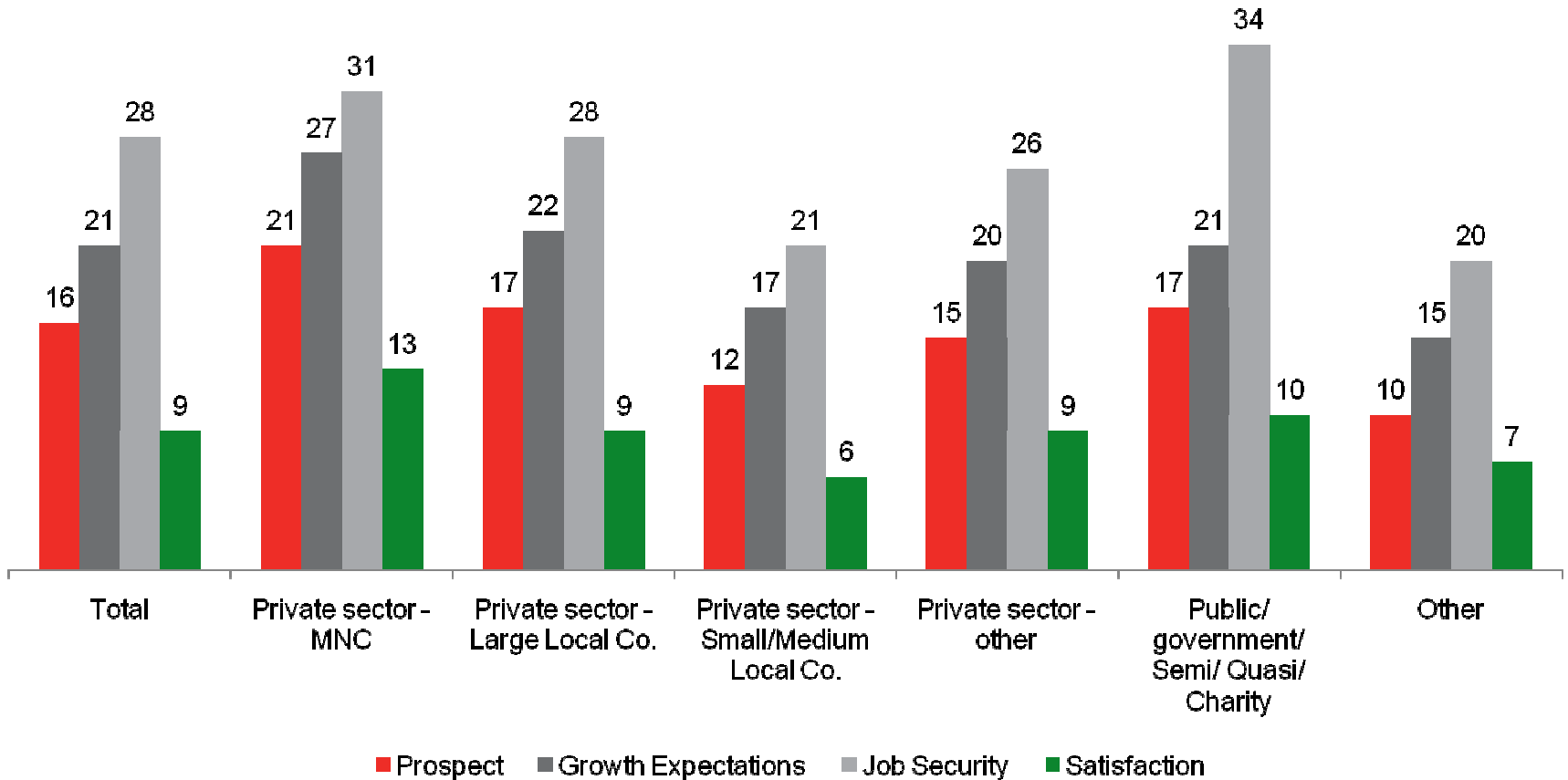


Base: Total Sample: Sept '10=8,528 and Dec '10= 10,468



# Appraisal of Career - (High Satisfaction Option)

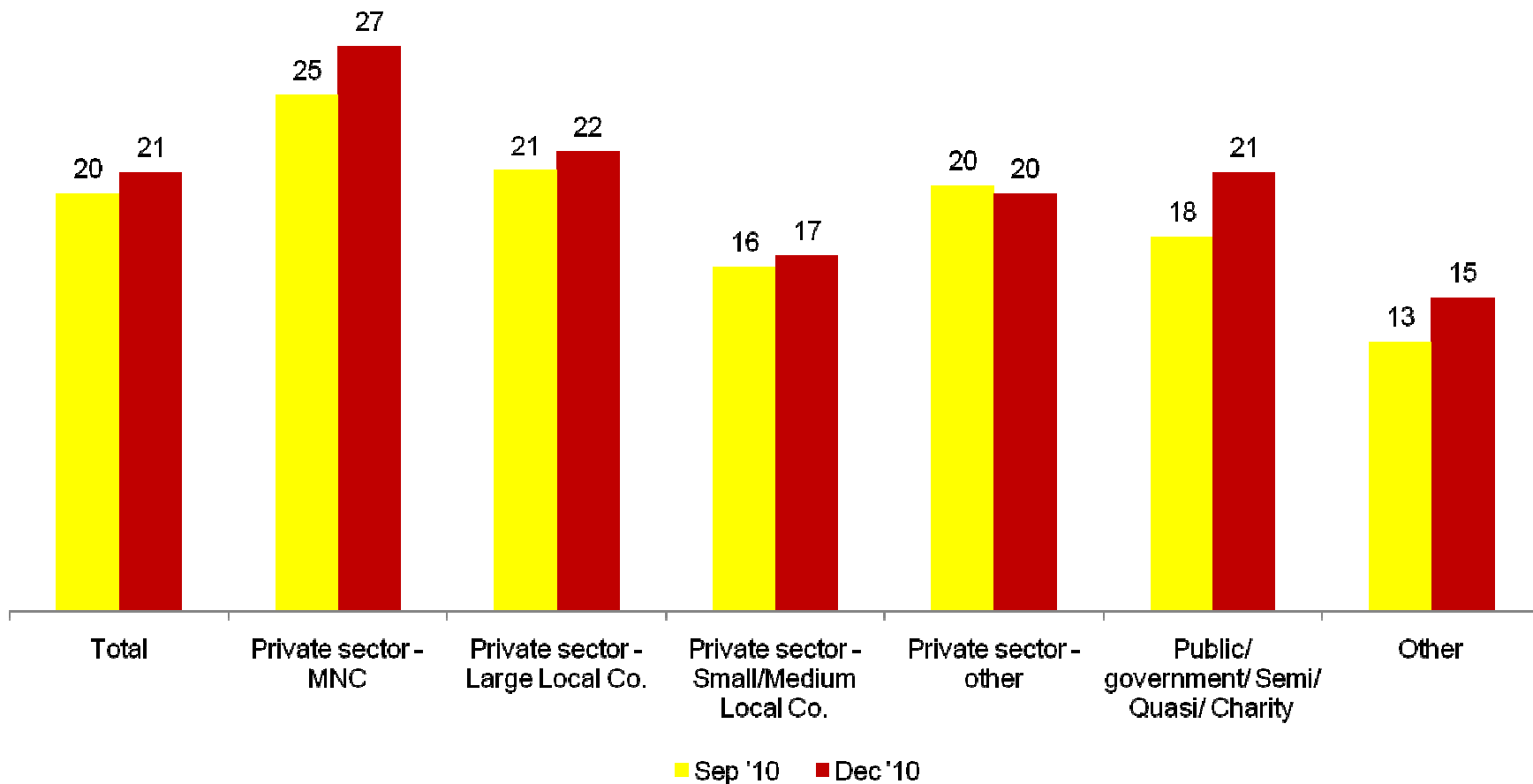
- Job security is highest in the public / semi govt / charity sectors.



Base: Total Working Sample – N= 8,665

# Appraisal of Career - (High Satisfaction Option)

- Positive expectations for career growth across all sectors.

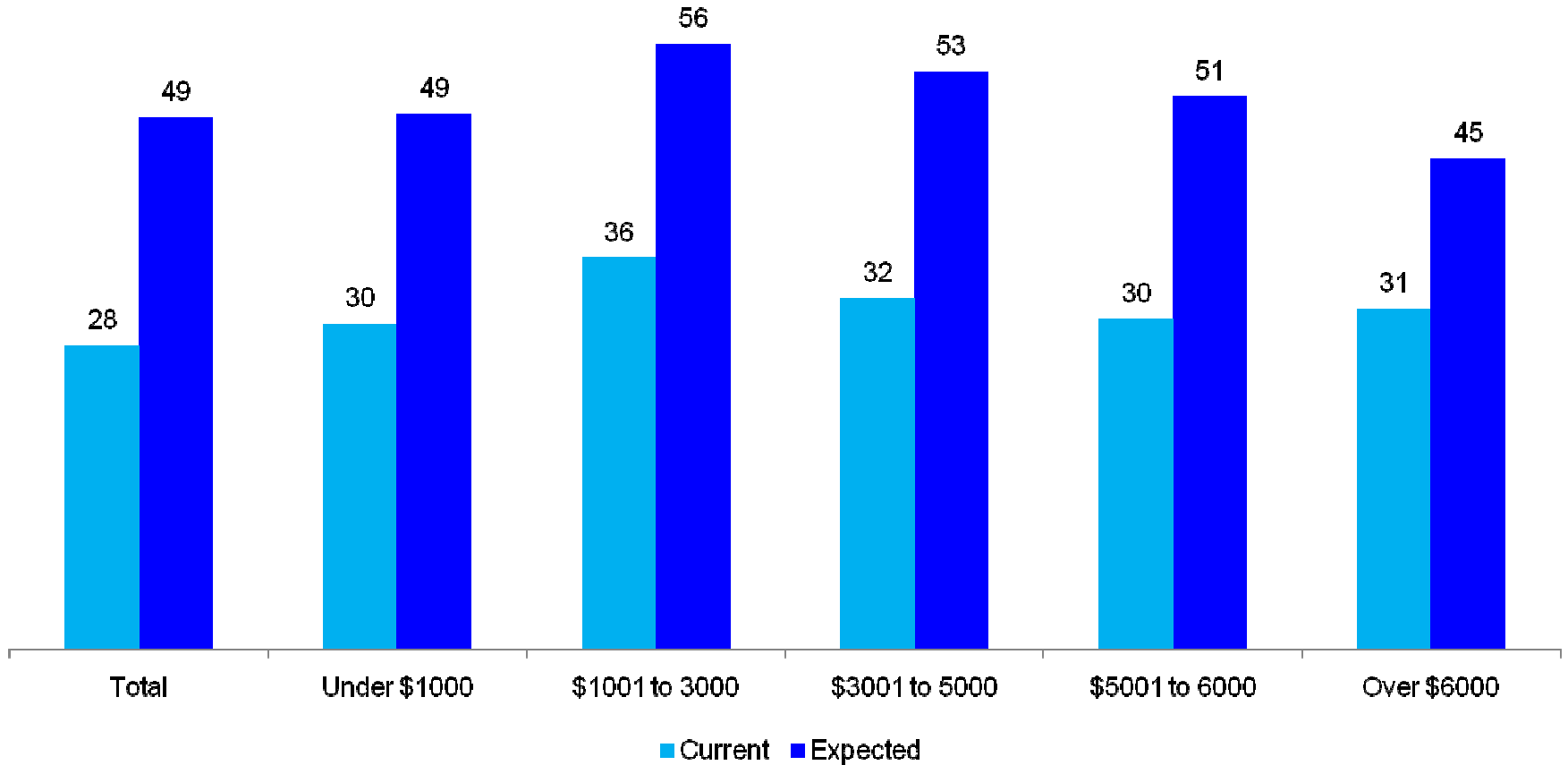


Base: Total Working Sample : Sep'10=6,987 and Dec '10= 8,665

**BY INCOME**

# Appraisal of Personal Financial Situation – (Better Option)

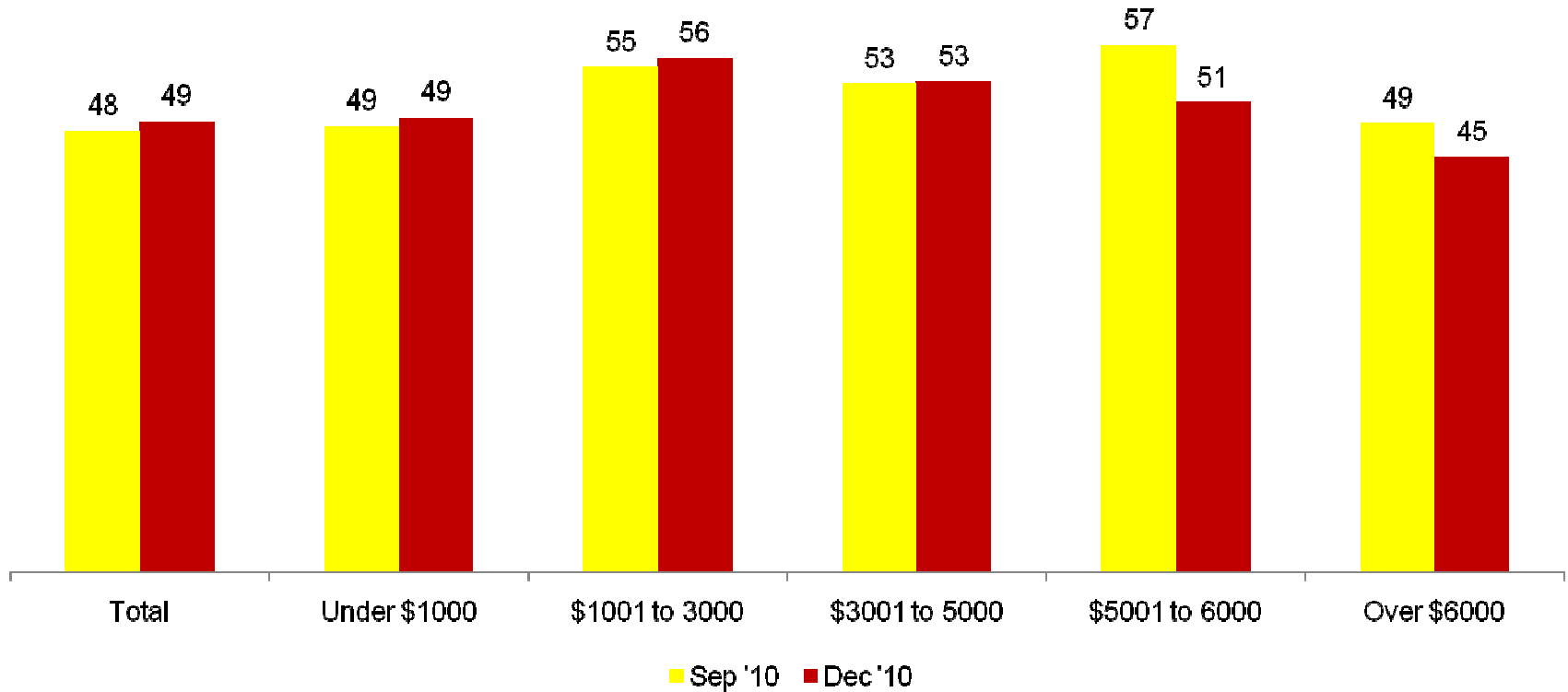
- All income groups are positive about their financial situation improving in the near future.



Base: Total Sample – N= 10,468

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

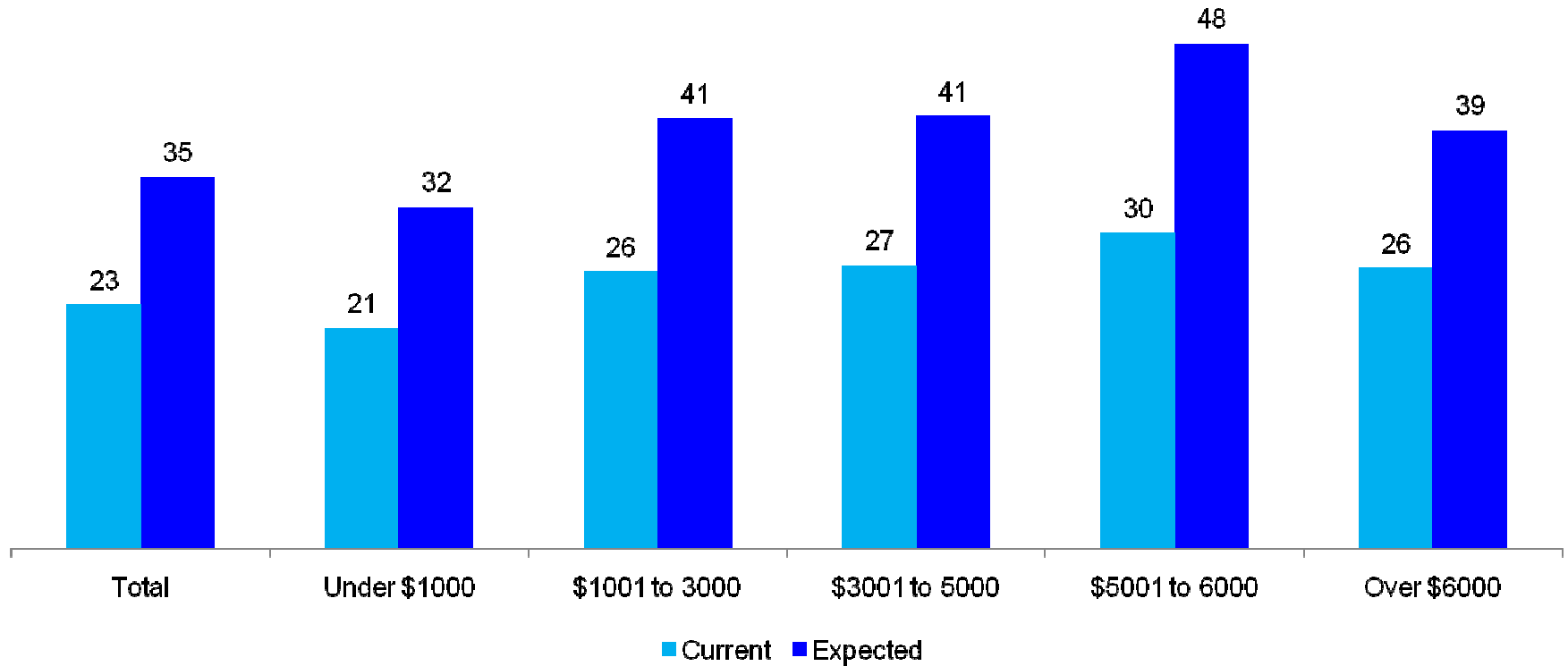
- Apart from those who earn \$5001 +, perceptions about personal financial situations is similar to the last wave



Base: Total Sample: Sept '10=8,528 and Dec '10= 10,468

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

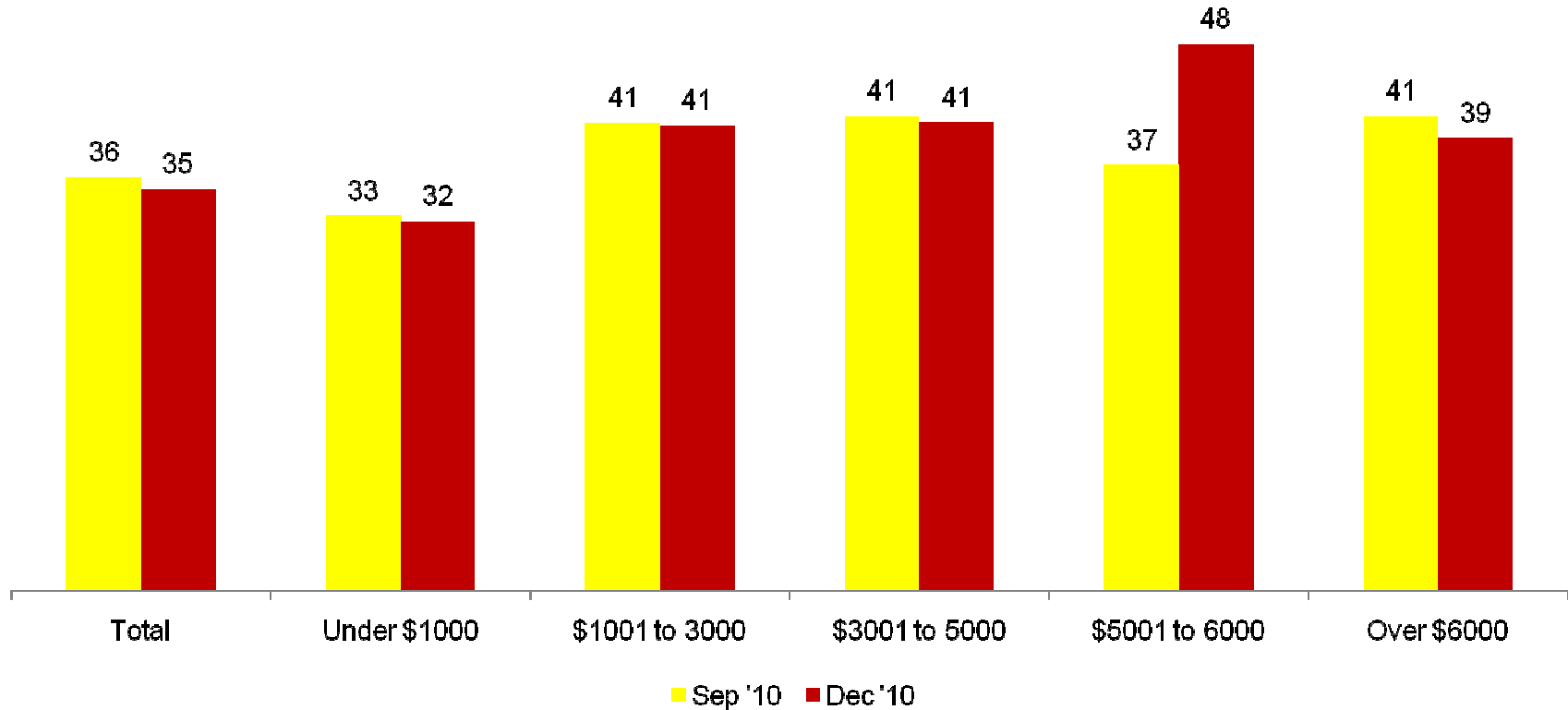
- Future expectations for country's economy are optimistic across the different income groups.



Base: Total Sample – N= 10,468

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

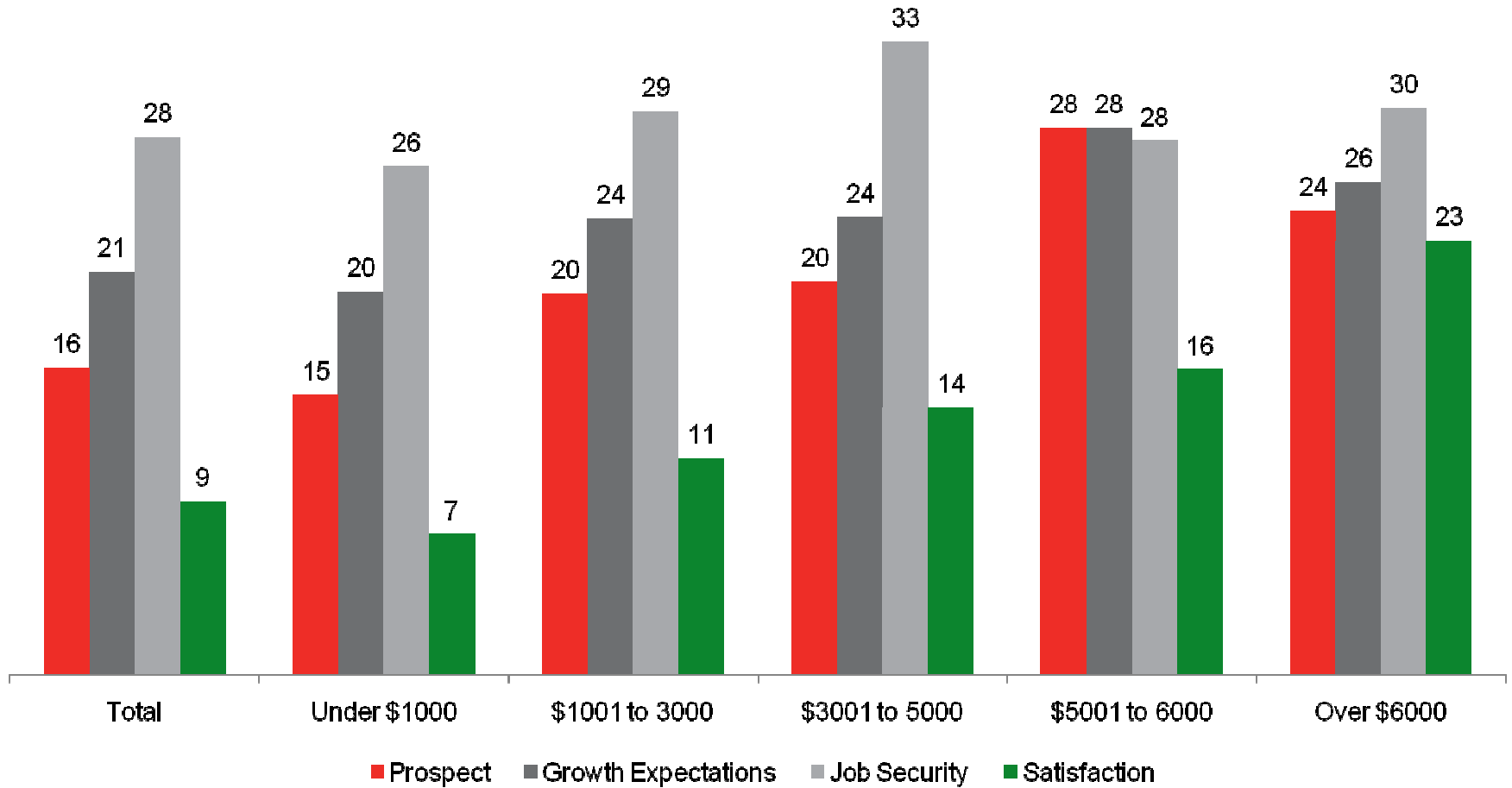
- Apart from those who earn \$5001 – 6000, respondents feel similarly about their country's economy compared to last wave.



Base: Total Sample: Sept '10=8,528 and Dec '10= 10,468

# Appraisal of Career - (High Satisfaction Option)

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

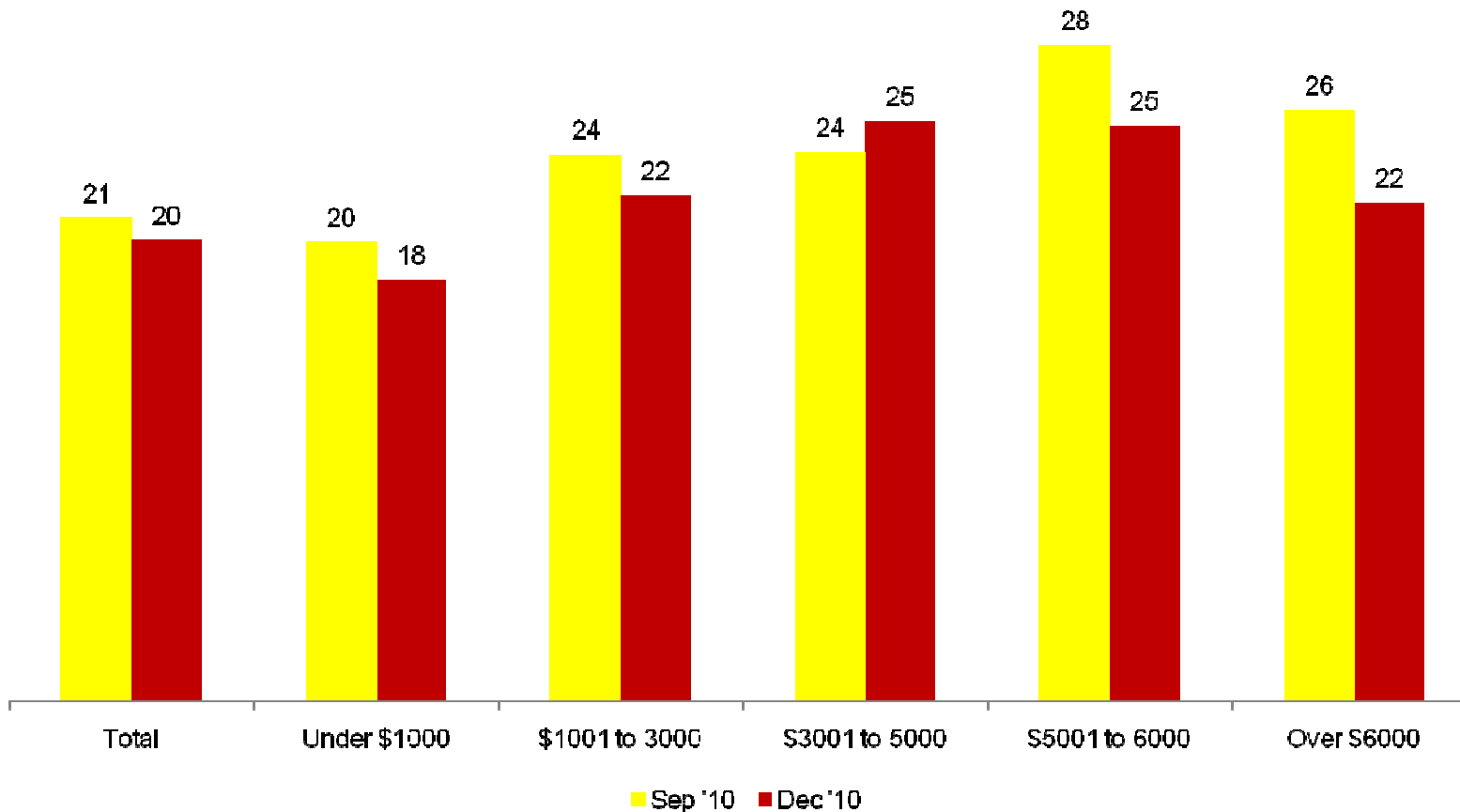


Base: Total Working Sample – N= 8,665



## Appraisal of Career - (High Satisfaction Option)

- Overall, respondents were more optimistic about career growth in the last wave (except for those who earn \$3001 - 5000).



Base: Total Working Sample= Sep '10= 6,987 and Dec '10= 8,665

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