

Middle East Job Index

July 2010

Objective

- To gauge perceptions of job availability and hiring.
- To identify trends in the Middle East Job market.
- To provide an understanding of the required key skill sets and qualifications.

Calculation of Indices and Benchmarking

- The indices which concentrate on measuring Job market are the :
- Jobs Index (JI)
- Hiring Expectancy Index(HEI)
- It aims to measure the potential opportunities that are present in the market.
- The Jobs Index is composed of the following two questions:
 1. Will you be hiring in the next 3 months either for your organization or for your clients if you are in the recruitment field or an HR consultant?
 2. With regard to your future expectations, do you think you will be hiring in a year's time from now either for your organization or for your clients if you are in the recruitment field or an HR consultant? – this question measures the HEI.

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 October 2009 would be fixed as the base period value
- The base period of the index is set as October 2009 and the value of the index at this period is 100
- The index has a point of scale ranging from 0 to 200
- The JI is calculated from questions 1 and 2
- The HEI is calculated using only the second question
- Current period's value calculated for October 2009 is fixed as the base period value
- JI and HEI would be calculated separately for each country

Demographic Background & Methodology

Age and Gender:

Adult males and females

Aged 18 plus years

Country of Residence

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

Levant: Lebanon, Syria, Jordan

North Africa: Egypt, Morocco, Algeria, Tunisia

Subcontinent: Pakistan

*low sample for current wave

Methodology:

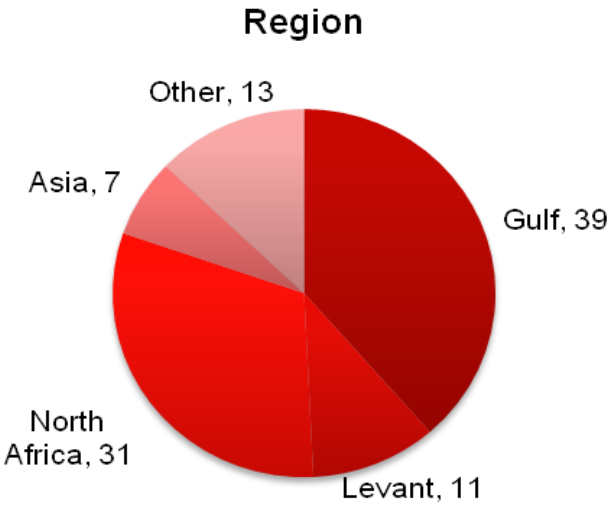
Online data collection was done between 23rd June to 18th July 2010. Out of the total sample of 2,763 respondents, the number of working respondents achieved was 2,599.

Summary

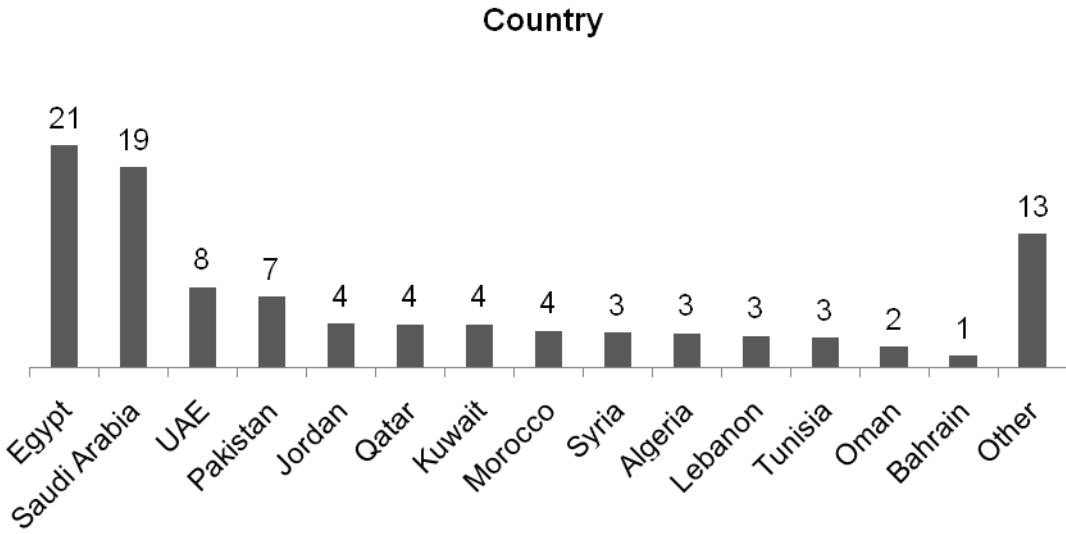
- Current hiring expectancy is consistent with the previous wave with 28% of respondents claiming to hire in the next 3 months.
- Indicative future trends: 67% of the respondents claim they will hire in a year's time. 31% they will definitely hire in the next 12 months. Another 36% said they would probably hire.
- Future hiring expectancy is consistent across all countries.
- 46% of all those indicated that they would hire in the next 3 months said they were looking to hire for less than 5 positions.
- Similar to the previous wave, organizations are on the lookout for people to fill in lower executive positions like Junior Executive (34%) and Executive (27%).
- Companies are in search of commerce and management graduates. Apart from qualifications, the key skill sets that are most sought for in candidates are Good Communication Skills-Arabic & English (53%), ability to perform as a Team player (49%).
- KSA (46%) is at the top spot followed by UAE (44%) on the country's overall attractiveness.
- On the Industry level, Banking (36%) followed by Telecom (35%) are perceived to attract and retain the top talent.

RESPONDENT PROFILE

Respondent Profile – Personal



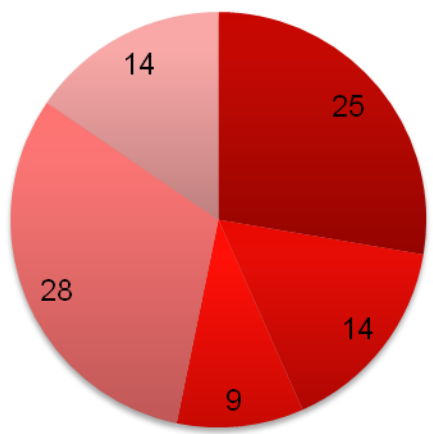
Base: Total Sample – N= 2,763



Base: Total Sample – N= 2,763

Respondent Profile

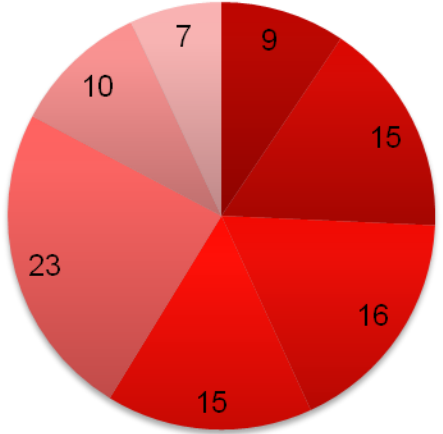
Sector



- Private sector - MNC
- Private sector - Large Local Co.
- Private sector - Small/Medium Local Co.
- Private sector - Other
- Public/government/Semi/Quasi/Charity

Base: Total Sample – N= 2,763

Seniority



- CEO/President/Chairman/Owner/Self employed
- Director or Senior Manager
- Professional [i.e. requiring specific professional qualifications]
- Middle manager
- Junior manager/team leader
- Executive with no managerial responsibilities
- Clerical

Base: Total Sample – N= 2,763

Past and Current Period Values

Base period value for Current Hiring by Country, October 2009

Base period Value for:	Total	Algeria	Bahrain	Egypt	Jordan	Kuwait	Lebanon	Morocco	Oman	Pakistan	Qatar	Saudi Arabia	Syria	Tunisia	UAE
Achieved Sample size	5084	174	79	1438	295	258	134	143	65	43	216	999	158	92	742
Current Hiring	129	134	113	126	124	131	140	119	136	133	131	137	131	133	123

Current period value for Current Hiring by Country, January 2010

Base period Value for:	Total	Algeria	Bahrain	Egypt	Jordan	Kuwait	Lebanon	Morocco	Oman	Pakistan	Qatar	Saudi Arabia	Syria	Tunisia	UAE
Achieved Sample size	3698	123	35	912	216	167	73	125	49	10	126	1035	81	93	539
Current Hiring	129	130	140	125	123	132	134	133	136	125	125	138	130	132	117

Current period value for Current Hiring by Country, April 2010

Base period Value for:	Total	Algeria	Bahrain	Egypt	Jordan	Kuwait	Lebanon	Morocco	Oman	Pakistan	Qatar	Saudi Arabia	Syria	Tunisia	UAE
Achieved Sample size	3698	123	35	912	216	167	73	125	49	10	126	1035	81	93	539
Current Hiring	130	136	128	125	117	122	140	134	124	138	138	142	127	115	126

Current period value for Current Hiring by Country, July 2010

Base period Value for:	Total	Algeria	Bahrain	Egypt	Jordan	Kuwait	Lebanon	Morocco	Oman	Pakistan	Qatar	Saudi Arabia	Syria	Tunisia	UAE
Achieved Sample size	2599	81	28	559	105	108	82	75	51	185	113	502	86	76	208
Current Hiring	131	144	154	124	116	134	134	133	142	142	134	129	120	125	126

Base period value for Hiring Expectancy by Country, October 2009

Base period Value for:	Total	Algeria	Bahrain	Egypt	Jordan	Kuwait	Lebanon	Morocco	Oman	Pakistan	Qatar	Saudi Arabia	Syria	Tunisia	UAE
Achieved Sample size	5084	174	79	1438	295	258	134	143	65	43	216	999	158	92	742
HE	146	153	146	144	145	147	147	141	162	138	144	154	147	145	141

Current period value for Hiring Expectancy by Country, January 2010

Base period Value for:	Total	Algeria	Bahrain	Egypt	Jordan	Kuwait	Lebanon	Morocco	Oman	Pakistan	Qatar	Saudi Arabia	Syria	Tunisia	UAE
Achieved Sample size	3698	123	35	912	216	167	73	125	49	10	126	1035	81	93	539
HE	144	144	141	141	139	143	145	145	145	135	142	153	143	146	133

Current period value for Hiring Expectancy by Country, April 2010

Base period Value for:	Total	Algeria	Bahrain	Egypt	Jordan	Kuwait	Lebanon	Morocco	Oman	Pakistan	Qatar	Saudi Arabia	Syria	Tunisia	UAE
Achieved Sample size	3086	60	36	802	212	151	76	107	31	20	123	761	107	39	448
HE	144	150	154	138	137	140	145	139	150	150	145	152	147	137	140

Current period value for Hiring Expectancy by Country, July 2010

Base period Value for:	Total	Algeria	Bahrain	Egypt	Jordan	Kuwait	Lebanon	Morocco	Oman	Pakistan	Qatar	Saudi Arabia	Syria	Tunisia	UAE
Achieved Sample size	2599	81	28	559	105	108	82	75	51	185	113	502	86	76	208
HE	143	153	161	137	137	148	148	138	154	152	149	144	147	136	136

Base period value for Jobs Index by Country, October 2009

Base period Value for:	Total	Algeria	Bahrain	Egypt	Jordan	Kuwait	Lebanon	Morocco	Oman	Pakistan	Qatar	Saudi Arabia	Syria	Tunisia	UAE
Achieved Sample size	5084	174	79	1438	295	258	134	143	65	43	216	999	158	92	742
JI	275	288	258	271	270	278	287	260	298	271	275	291	278	278	264

Current period value for Jobs Index by Country, January 2010

Base period Value for:	Total	Algeria	Bahrain	Egypt	Jordan	Kuwait	Lebanon	Morocco	Oman	Pakistan	Qatar	Saudi Arabia	Syria	Tunisia	UAE
Achieved Sample size	3698	123	35	912	216	167	73	125	49	10	126	1035	81	93	539
Jl	273	274	281	266	262	275	279	278	281	260	266	291	273	278	250

Current period value for Jobs Index by Country, April 2010

Base period Value for:	Total	Algeria	Bahrain	Egypt	Jordan	Kuwait	Lebanon	Morocco	Oman	Pakistan	Qatar	Saudi Arabia	Syria	Tunisia	UAE
Achieved Sample size	3086	60	36	802	212	151	76	107	31	20	123	761	107	39	448
JI	274	286	282	263	254	262	286	273	274	288	283	294	274	253	266

Current period value for Jobs Index by Country, July 2010

Base period Value for:	Total	Algeria	Bahrain	Egypt	Jordan	Kuwait	Lebanon	Morocco	Oman	Pakistan	Qatar	Saudi Arabia	Syria	Tunisia	UAE
Achieved Sample size	2599	81	28	559	105	108	82	75	51	185	113	502	86	76	208
JI	274	297	314	261	253	282	281	271	296	295	283	273	267	261	262

INDICES

Hiring Expectancy Indices – January 2010

Base period Value for:	Total	Algeria	Bahrain	Egypt	Jordan	Kuwait	Lebanon	Morocco	Oman	Pakistan	Qatar	Saudi Arabia	Syria	Tunisia	UAE
Achieved Sample size	3698	123	35	912	216	167	73	125	49	10	126	1035	81	93	539
HEI	98.6	94.1	96.6	97.9	95.9	97.3	98.6	102.8	89.5	97.8	98.6	99.4	97.3	100.7	94.3

Hiring Expectancy Indices – April 2010

Base period Value for:	Total	Algeria	Bahrain	Egypt	Jordan	Kuwait	Lebanon	Morocco	Oman	Pakistan	Qatar	Saudi Arabia	Syria	Tunisia	UAE
Achieved Sample size	3698	123	35	912	216	167	73	125	49	10	126	1035	81	93	539
HEI	98.5	98.0	105.6	95.9	94.5	95.3	98.9	98.8	92.6	108.7	100.8	98.9	100.1	94.6	99.1

Hiring Expectancy Indices – July 2010

Base period Value for:	Total	Algeria	Bahrain	Egypt	Jordan	Kuwait	Lebanon	Morocco	Oman	Pakistan	Qatar	Saudi Arabia	Syria	Tunisia	UAE
Achieved Sample size	2599	81	28	559	105	108	82	75	51	185	113	502	86	76	208
HEI	97.9	100.1	110.1	95.0	94.6	100.8	100.4	97.9	95.0	110.3	103.6	93.5	100.1	93.9	96.2

Jobs Indices – January 2010

Base period Value for:	Total	Algeria	Bahrain	Egypt	Jordan	Kuwait	Lebanon	Morocco	Oman	Pakistan	Qatar	Saudi Arabia	Syria	Tunisia	UAE
Achieved Sample size	3698	123	35	912	216	167	73	125	49	10	126	1035	81	93	539
JI	99.3	95.1	108.9	98.2	97.0	98.9	97.2	106.9	94.3	95.9	96.7	100.0	98.2	100.0	94.7

Jobs Indices – April 2010

Base period Value for:	Total	Algeria	Bahrain	Egypt	Jordan	Kuwait	Lebanon	Morocco	Oman	Pakistan	Qatar	Saudi Arabia	Syria	Tunisia	UAE
Achieved Sample size	3698	123	35	912	216	167	73	125	49	10	126	1035	81	93	539
JI	99.7	99.2	109.3	97.1	94.0	94.1	99.5	105.0	92.0	106.1	103.0	101.1	98.5	90.9	100.7

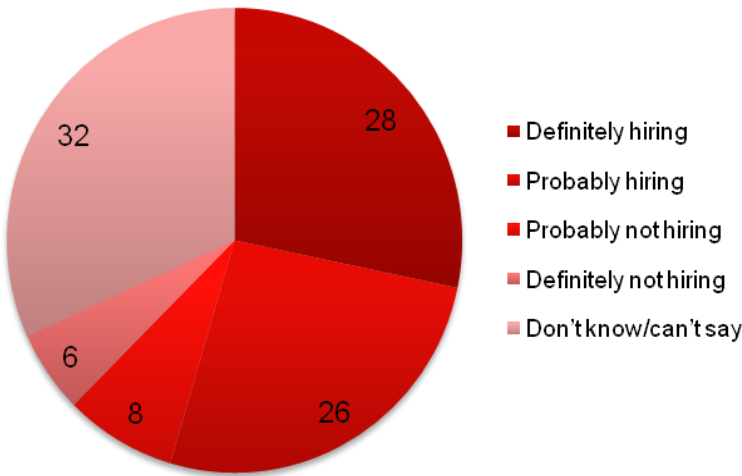
Jobs Indices – July 2010

Base period Value for:	Total	Algeria	Bahrain	Egypt	Jordan	Kuwait	Lebanon	Morocco	Oman	Pakistan	Qatar	Saudi Arabia	Syria	Tunisia	UAE
Achieved Sample size	2599	81	28	559	105	108	82	75	51	185	113	502	86	76	208
JI	99.5	103.1	121.8	96.3	93.8	101.6	97.9	104.4	99.4	108.7	102.8	94.0	96.2	94.0	99.1

REPORT

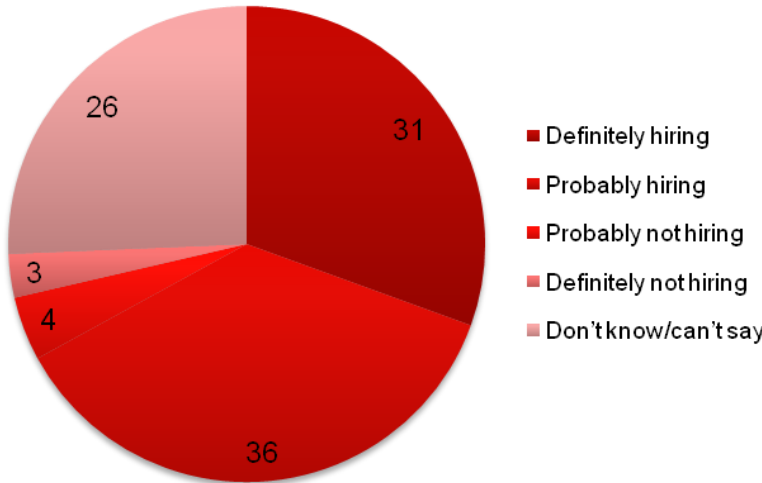
Hiring Expectancy – Overall

Next 3 Months



Base: Those Working – N= 2,599

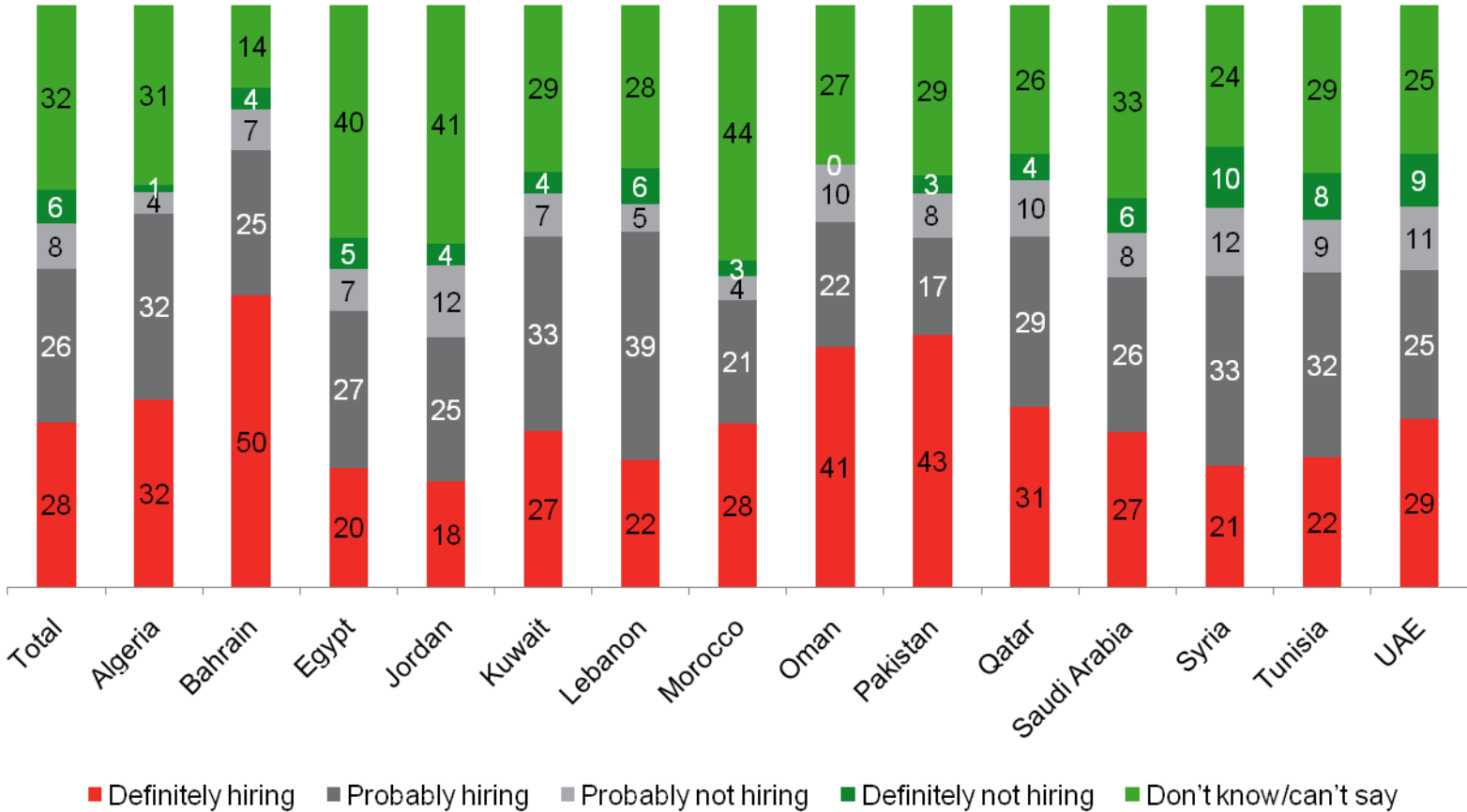
Next 12 Months



Base: Those Working– N= 2,599

Current Hiring Expectancy – By Country

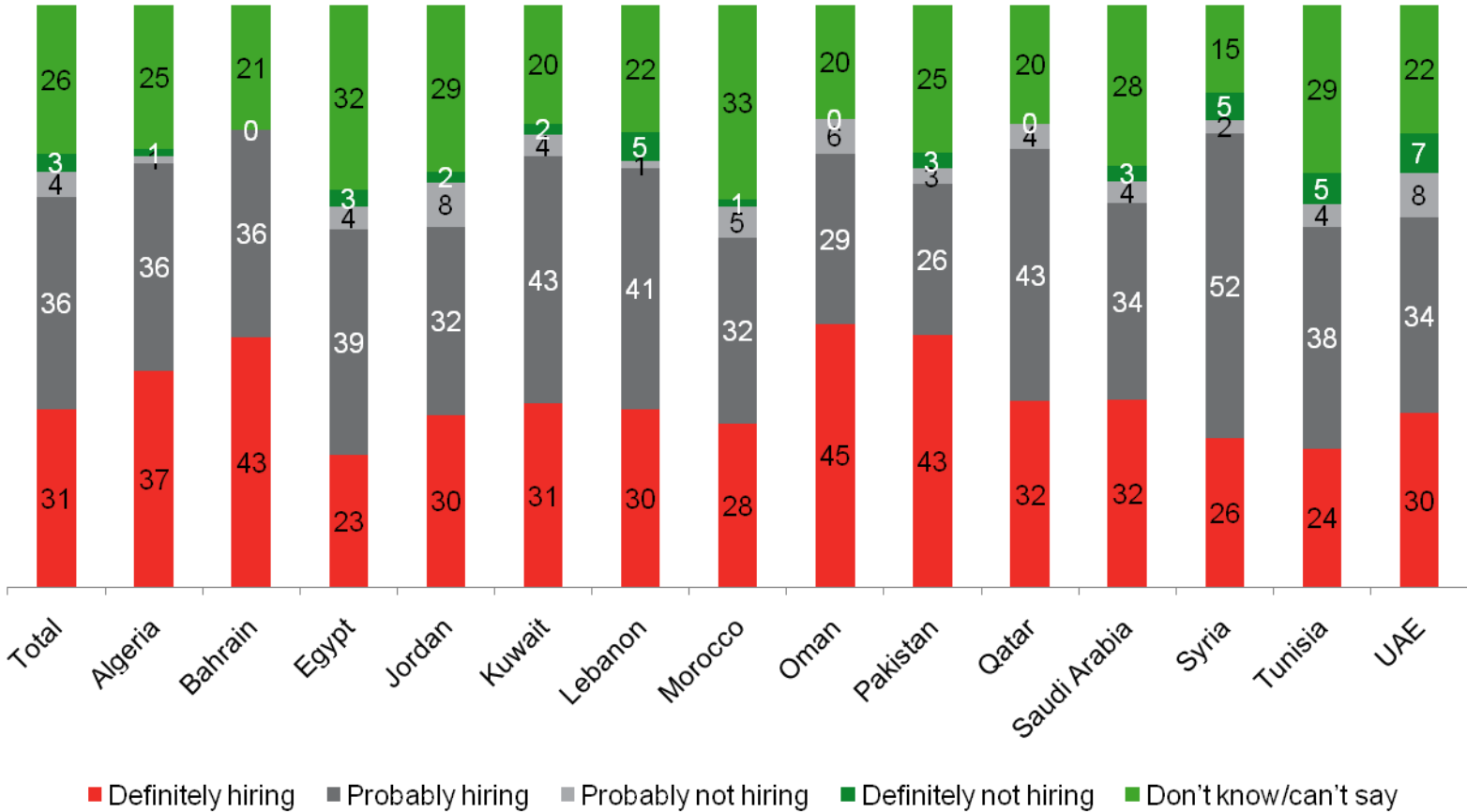
Will you be hiring in the next 3 months either for your organisation or for your clients if you are in the recruitment field or an HR consultant?



Base: Those Working – N= 2,000

Future Hiring Expectancy – By Country

With regard to your future expectations, do you think you will be hiring in a year's time from now either for your organisation or for your clients if you are in the recruitment field or an HR consultant?



Current Hiring Expectancy – By Sector

Will you be hiring in the next 3 months either for your organisation or for your clients if you are in the recruitment field or an HR consultant?



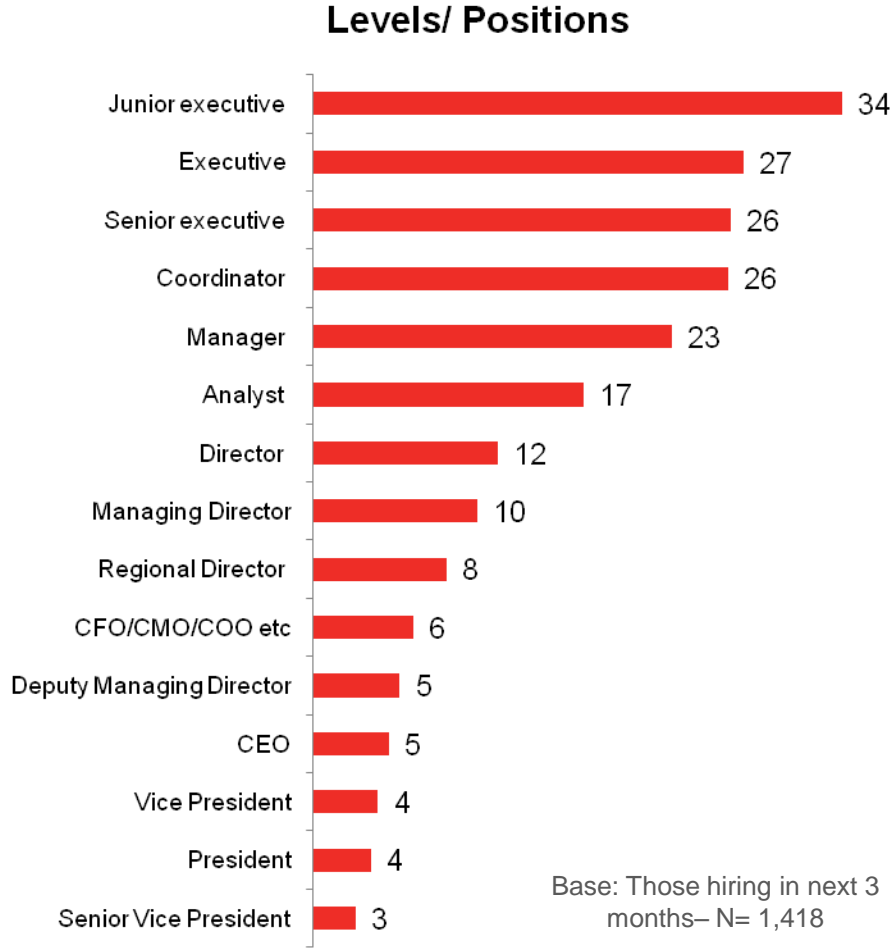
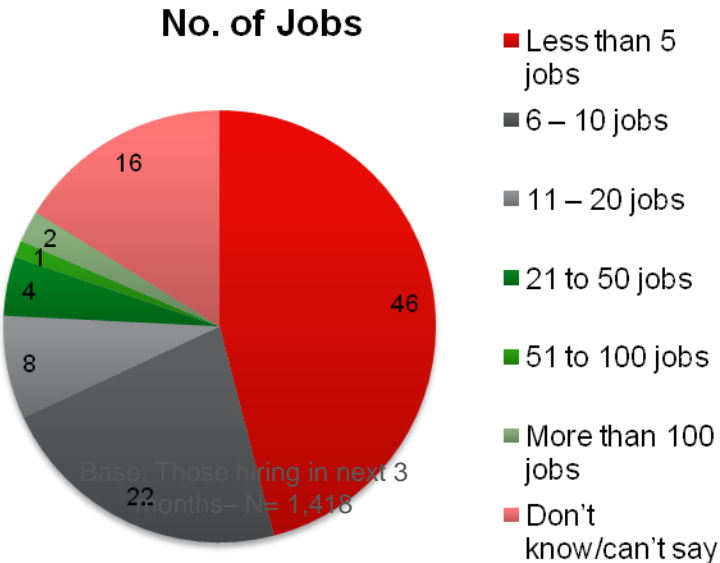
Future Hiring Expectancy – By Sector

With regard to your future expectations, do you think you will be hiring in a year's time from now either for your organisation or for your clients if you are in the recruitment field or an HR consultant?



Availability of Jobs & Required Positions

- Please indicate the approximate number of jobs you would be hiring for in the next 3 months
- Which of the following career levels/positions would you be hiring for in the next 3 months?



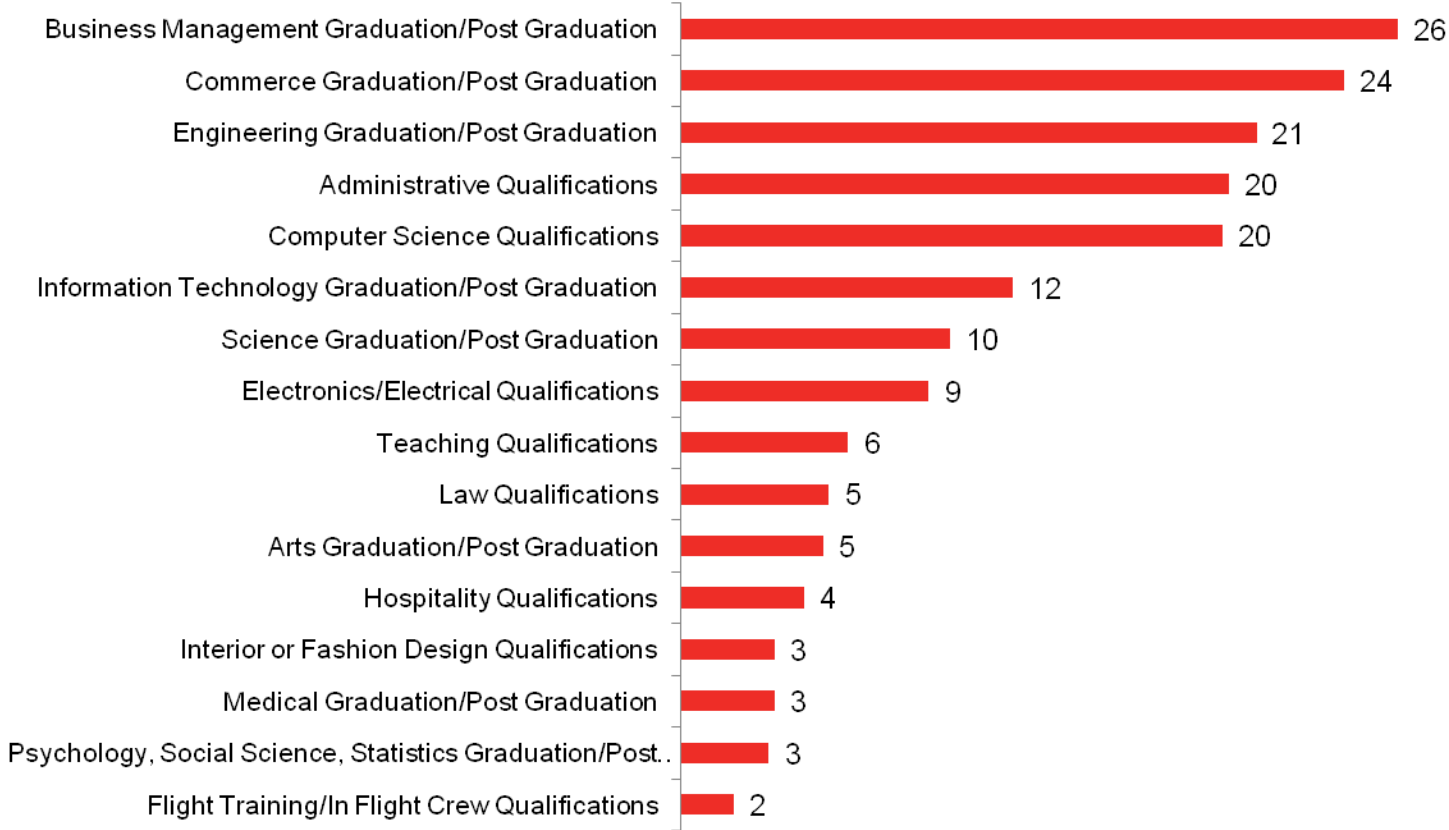
Availability of Jobs – By Country

Please indicate the approximate number of jobs you would be hiring for in the next 3 months

No. of Jobs	Total	Algeria	Bahrain	Egypt	Jordan	Kuwait	Lebanon	Morocco	Oman	Pakistan	Qatar	Saudi Arabia	Syria	Tunisia	UAE
Base: Those Hiring in 3 months	1418	52	21	265	45	65	50	37	32	111	68	267	46	41	113
Less than 5 jobs	46	40	41	50	51	46	48	43	41	45	48	48	43	41	43
6 – 10 jobs	22	19	14	19	24	23	24	19	16	24	16	20	28	34	26
11 – 20 jobs	8	10	5	6	4	3	18	11	0	2	12	9	9	2	12
21 to 50 jobs	4	2	5	4	7	8	2	5	13	6	1	4	2	2	4
51 to 100 jobs	1	4	0	0	0	2	0	0	0	3	0	3	2	2	0
More than 100 jobs	2	4	0	1	0	0	2	3	3	4	0	3	0	5	4

Qualifications

What are the educational and academic qualifications you emphasize on nowadays when looking for suitable candidates?



Qualifications – By Country 1/2

What are the educational and academic qualifications you emphasize on nowadays when looking for suitable candidates?

Qualification	Total	Algeria	Bahrain	Egypt	Jordan	Kuwait	Lebanon	Morocco	Oman	Pakistan	Qatar	Saudi Arabia	Syria	Tunisia	UAE
Base:	2599	81	28	559	105	108	82	75	51	185	113	502	86	76	208
Business Management Graduation/ Post Graduation	26	30	39	20	13	27	39	27	20	30	27	28	23	32	24
Commerce Graduation/ Post Graduation	24	25	25	30	14	24	16	24	12	29	24	24	26	30	17
Engineering Graduation/ Post Graduation	21	23	4	19	10	22	22	17	27	17	28	21	20	16	26
Administrative Qualifications	20	17	18	16	22	26	29	20	6	15	23	22	22	26	16
Computer Science Qualifications	20	28	14	22	21	20	18	21	10	16	19	20	29	16	13
Information Technology Graduation/ Post Graduation	12	21	18	11	9	6	16	16	16	11	17	10	14	12	11

Qualifications – By Country 2/2

What are the educational and academic qualifications you emphasize on nowadays when looking for suitable candidates?

Qualification	Total	Algeria	Bahrain	Egypt	Jordan	Kuwait	Lebanon	Morocco	Oman	Pakistan	Qatar	Saudi Arabia	Syria	Tunisia	UAE
Base:	2599	81	28	559	105	108	82	75	51	185	113	502	86	76	208
Science Graduation/ Post Graduation	10	12	7	7	6	8	9	12	2	17	13	6	3	24	9
Electronics/ Electrical Qualifications	9	9	11	8	4	11	9	11	10	6	10	10	14	7	9
Teaching Qualifications	6	10	4	4	8	4	9	9	6	8	12	4	2	16	7
Law Qualifications	5	14	11	8	1	5	7	7	2	2	6	4	9	9	3
Arts Graduation/ Post Graduation	5	5	7	4	1	6	4	4	4	12	8	2	2	4	7
Hospitality Qualifications	4	4	4	5	3	6	9	1	6	3	6	3	1	7	3

Skills & Experience

1. Which of the following requirements / factors do you MOST look for in a candidate?
2. What experience are you ideally looking for?

Skills



Experience



Base: Those Working– N= 2,599

Skills – By Country 1/2

Which of the following requirements / factors do you MOST look for in a candidate?

Skills	Total	Algeria	Bahrain	Egypt	Jordan	Kuwait	Lebanon	Morocco	Oman	Pakistan	Qatar	Saudi Arabia	Syria	Tunisia	UAE
Base:	2599	81	28	559	105	108	82	75	51	185	113	502	86	76	208
Good communication skills – Arabic & English	53	28	54	67	74	69	45	12	61	17	59	70	62	21	59
Team player - Cooperative / helpful / flexible	49	42	50	55	49	60	49	37	41	45	63	47	44	33	49
Good leadership skills	45	36	50	44	54	48	37	31	35	57	58	42	42	26	43
Trustworthy / Honest	44	41	46	46	40	44	51	41	35	49	52	44	45	39	45
Overall personality and demeanour	43	48	43	50	50	50	34	41	27	34	45	48	43	28	38
Ability to work under pressure	41	27	57	46	47	41	44	21	29	41	54	38	27	21	40

Skills – By Country 2/2

Which of the following requirements / factors do you MOST look for in a candidate?

Skills	Total	Algeria	Bahrain	Egypt	Jordan	Kuwait	Lebanon	Morocco	Oman	Pakistan	Qatar	Saudi Arabia	Syria	Tunisia	UAE
Base:	2599	81	28	559	105	108	82	75	51	185	113	502	86	76	208
Good personal grooming	40	30	36	45	50	47	29	20	27	39	47	44	41	21	40
Efficient / productive	40	36	39	42	43	35	41	35	37	36	40	41	36	33	39
Good negotiation skills	39	37	50	42	36	42	37	40	27	41	48	37	36	30	36
Passionate / desire to make a difference	39	41	36	46	47	37	39	35	27	24	35	45	43	38	34
Creative	36	23	46	37	42	40	35	33	41	43	39	33	35	29	38

Experience – By Country 1/2

What experience are you ideally looking for?

Experience	Total	Algeria	Bahrain	Egypt	Jordan	Kuwait	Lebanon	Morocco	Oman	Pakistan	Qatar	Saudi Arabia	Syria	Tunisia	UAE
Base:	2599	81	28	559	105	108	82	75	51	185	113	502	86	76	208
Managerial – ability to manage a team	41	46	46	37	42	39	40	44	25	56	39	40	42	38	33
Computer skills	31	38	36	33	33	32	26	23	24	38	33	27	31	20	27
Sales and Marketing	29	22	39	32	23	31	27	20	31	21	27	34	37	24	25
Administrative	25	28	36	19	28	31	28	24	24	39	35	22	14	24	26
Mid level experience (3 to 7 years)	21	21	14	22	26	21	27	12	16	18	22	23	23	17	24

Experience – By Country 2/2

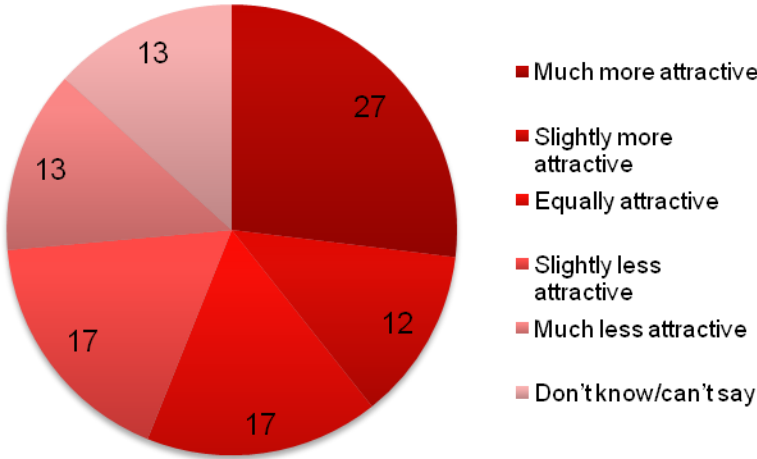
What experience are you ideally looking for?

Experience	Total	Algeria	Bahrain	Egypt	Jordan	Kuwait	Lebanon	Morocco	Oman	Pakistan	Qatar	Saudi Arabia	Syria	Tunisia	UAE
Base:	2599	81	28	559	105	108	82	75	51	185	113	502	86	76	208
Engineering	21	17	25	18	10	17	16	16	24	22	29	22	20	16	26
Public speaking/ Giving Presentations	17	15	14	19	22	20	7	11	12	20	19	20	14	11	14
Senior level experience (7 to 10 years)	15	25	21	11	10	20	13	23	20	18	21	14	9	16	17
Junior level experience (less than 3 years)	13	10	14	17	16	10	13	8	8	10	12	15	13	12	15
Very Senior level experience, Department Head or Director (More than 10 years)	12	10	0	14	12	15	16	15	6	7	8	11	9	16	11

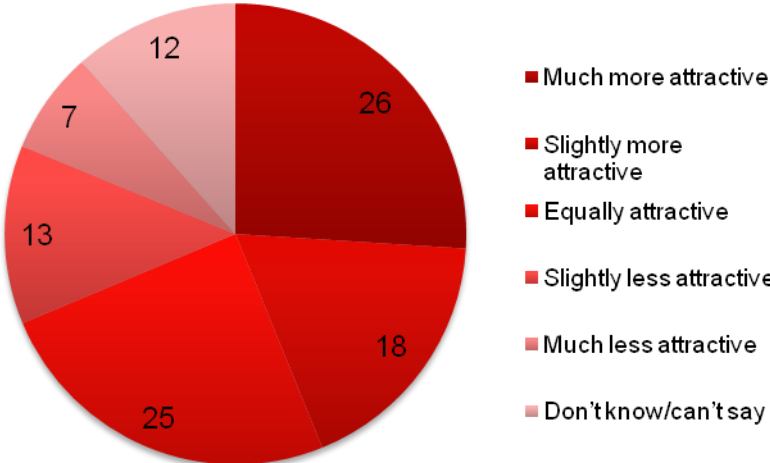
Country & Industry Attractiveness – Overall

1. How attractive is your country of residence as a job market in comparison to other Middle East countries?
2. How attractive is your industry as a potential employer in comparison to other businesses?

Country



Industry



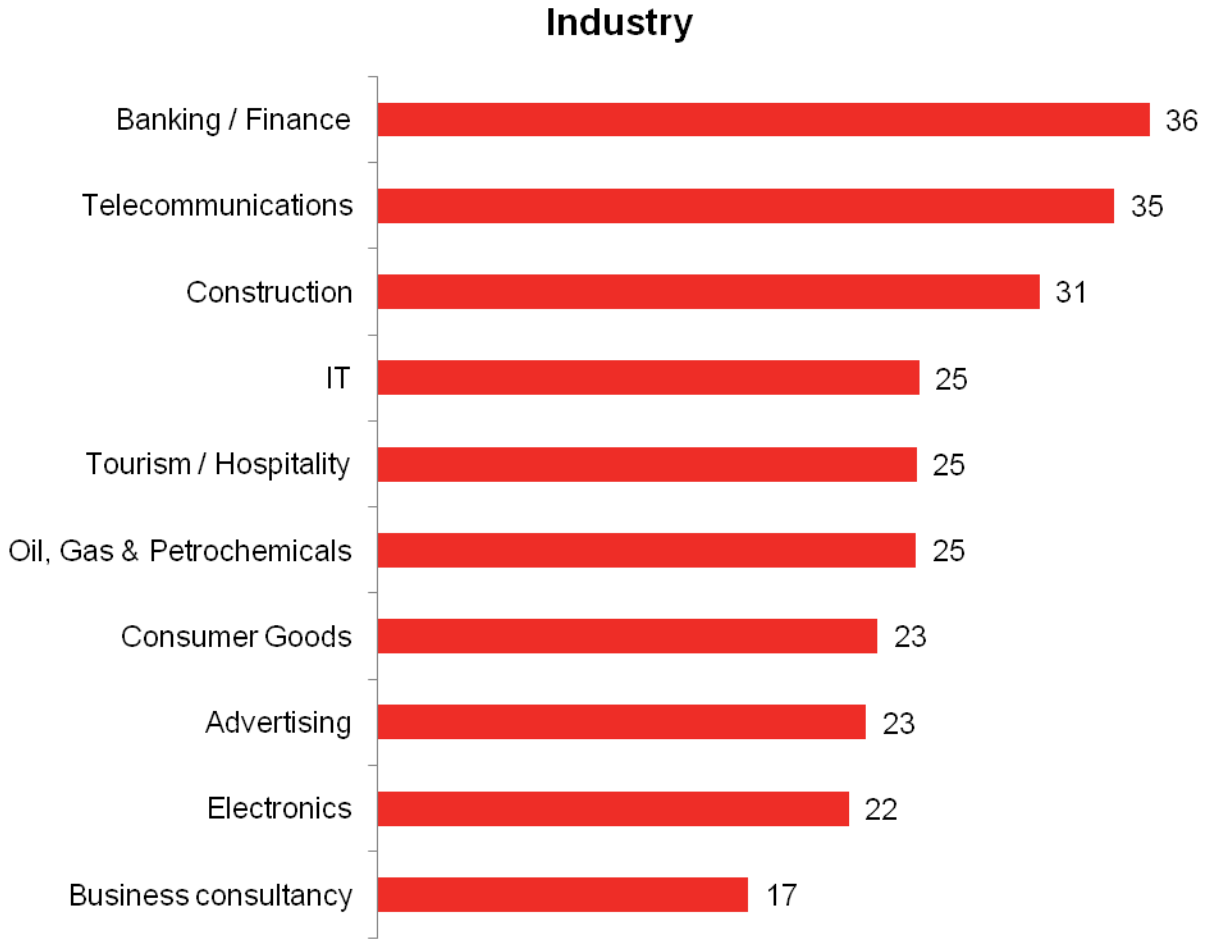
Country Attractiveness

How attractive is your country of residence as a job market in comparison to other Middle East countries?

No. of Jobs	Total	Algeria	Bahrain	Egypt	Jordan	Kuwait	Lebanon	Morocco	Oman	Pakistan	Qatar	Saudi Arabia	Syria	Tunisia	UAE
Base	2599	81	28	559	105	108	82	75	51	185	113	502	86	76	208
Much more attractive	27	17	16	16	13	32	21	24	15	12	34	46	16	28	44
Slightly more attractive	12	10	16	7	6	14	11	13	13	7	25	17	13	9	22
Equally attractive	17	17	23	15	19	23	13	19	38	16	19	14	18	10	11
Slightly less attractive	17	23	16	25	26	17	23	13	24	28	9	9	18	24	7
Much less attractive	13	16	6	20	23	6	15	10	4	24	3	5	20	14	5
Don't know/can't say	13	18	23	17	14	8	17	21	7	12	10	10	14	15	12

Most Attractive Industries

Which industries would you say are attracting / retaining the top talent in your country of residence today?



Base: Total Sample – N= 2,763

Most Attractive Industries – By Country

Which industries would you say are attracting / retaining the top talent in your country of residence today?

No. of Jobs	Total	Algeria	Bahrain	Egypt	Jordan	Kuwait	Lebanon	Morocco	Oman	Pakistan	Qatar	Saudi Arabia	Syria	Tunisia	UAE
Base: All	2763	90	31	592	117	115	84	97	55	189	116	534	93	79	215
Banking / Finance	36	24	45	35	39	38	42	35	36	47	38	31	51	39	39
Telecommunications	35	33	42	43	23	26	21	38	29	42	33	35	38	32	30
Construction	31	43	35	25	22	30	31	35	31	28	46	31	34	27	35
IT	25	26	26	19	26	27	29	34	24	32	22	22	30	23	24
Tourism / Hospitality	25	18	13	38	25	18	35	36	36	10	19	14	39	41	26

Most Attractive Industries – By Country 2/2

Which industries would you say are attracting / retaining the top talent in your country of residence today?

No. of Jobs	Total	Algeria	Bahrain	Egypt	Jordan	Kuwait	Lebanon	Morocco	Oman	Pakistan	Qatar	Saudi Arabia	Syria	Tunisia	UAE
Base: All	2763	90	31	592	117	115	84	97	55	189	116	534	93	79	215
Oil, Gas & Petrochemicals	25	39	23	30	8	33	4	7	36	35	41	23	11	14	33
Consumer Goods	23	26	26	27	24	24	20	27	15	22	17	25	28	18	21
Advertising	23	18	26	27	17	20	35	28	13	31	21	20	26	19	21
Electronics	22	17	23	28	22	30	14	25	16	10	22	24	28	18	18
Business consultancy	17	14	19	14	9	29	19	13	16	17	22	17	15	20	20

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