

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

March 2012

Objective

- To understand perceptions and attitudes of Middle Eastern consumers regarding the economy of their countries, their personal financial and job situation, their likelihood to purchase and invest and the employment market in general.
- Four indices will be extrapolated from these findings on a regular quarterly basis for which the findings of this analysis serve as the 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 30th Jan. to 14th February 2012. The total number of respondents achieved was 9,324.

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, March 2012

Values for Dec, 2011	Algeria	Bahrain	Egypt	Jordan	Kuwait	Lebanon	Morocco	Oman	Pakistan	Qatar	KSA	Syria	Tunisia	UAE
Achieved Sample Size	715	45	2570	571	162	161	493	104	367	153	890	191	360	730
CEI	273.4	262.2	288.7	212.1	282.1	194.4	283.6	301.0	272.5	293.5	287.2	184.3	297.2	264.5
PCI	82.8	95.6	62.6	59.4	92.0	67.7	66.5	83.7	100.0	89.5	83.5	36.6	53.6	87.1
CCI	588.3	537.8	522.9	404.2	564.8	391.3	553.1	602.9	574.7	587.6	585.3	313.6	534.7	544.2
ECI	515	384	520	417	504	452	546	585	522	582	568	429	530	496

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

	Algeria		Bahrain		Egypt		Kuwait		Lebanon	
	April, 07	March, 12	April, 07	March, 12	April, 07	March, 12	April, 07	March, 12	April, 07	March, 12
Achieved Sample Size	415	715	101	45	1635	2570	711	162	696	161
CEI	288.2	273.4	273.3	262.2	259.1	262.2	297.5	282.1	217.2	194.4
PCI	103.9	82.8	91.1	95.6	90.6	95.6	104.5	92.0	67.5	67.7
CCI	637.3	588.3	597.0	537.8	573.6	537.8	634.5	564.8	428.9	391.3
ECI	605.8	515	567.3	384	598.5	520	635	504	490.1	452

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

	Morocco		Qatar		KSA		Syria		UAE	
	April, 07	March, 12	April, 07	March, 12	April, 07	March, 12	April, 07	March, 12	April, 07	March, 12
Achieved Sample Size	112	493	382	153	2095	890	200	191	2069	730
CEI	275.0	283.6	303.4	293.5	305.6	287.2	268	184.3	296.4	264.5
PCI	84.8	66.5	107.6	89.5	98.1	83.5	76	36.6	99.2	87.1
CCI	582.1	553.1	671.7	587.6	651.6	585.3	560.5	313.6	634.4	544.2
ECI	552.7	546	711.3	582	651.6	568	549.5	429	660.8	496

Indices by Country - July 2007

Index	Algeria	Egypt	Kuwait	Lebanon	Qatar	KSA	UAE
CEI	101.4	100.8	99.0	108.9	101.2	100.7	99.2
PCI	103.5	102.8	101.2	99.7	100.5	103.8	103.6
CCI	103.7	101.2	100.9	106.4	99.6	100.9	99.4
ECI	102.9	101.6	98.6	107.1	102.7	102.7	99.2

Indices by Country - October 2007

Index	Algeria	Egypt	Kuwait	Lebanon	Qatar	KSA	UAE
CEI	98.2	97.7	96.1	95.6	94.7	91.5	93.3
PCI	86.1	95.0	88.8	100.4	88.8	85.0	94.6
CCI	95.4	96.7	96.0	99.2	91.6	88.9	93.4
ECI	102.6	98.9	96.9	101.2	93.4	93.7	95.2

Indices by Country - January 2008

Index	Algeria	Egypt	Kuwait	Qatar	KSA	UAE
CEI	90.2	84.5	83.9	92.7	86.3	93.0
PCI	82.1	90.2	87.7	93.8	82.5	107.9
CCI	86.7	84.0	84.8	88.6	82.3	95.8
ECI	92.1	96.5	90.3	97.0	95.8	102.8

Indices by Country - May 2008

Index	Algeria	Bahrain	Egypt	Kuwait	Lebanon	Morocco	Qatar	KSA	Syria	UAE
CEI	91.5	92.2	78.4	84.5	95.0	92.7	81.4	82.1	78.9	87.1
PCI	80.7	97.6	77.9	77.8	89.5	82.8	83.6	83.2	72.7	90.1
CCI	89.0	91.2	75.7	82.2	94.0	87.4	82.0	79.4	73.9	86.5
ECI	97.4	106.5	93.7	95.1	107.2	105.9	94.9	94.7	100.1	99.1

Indices by Country - July 2008

Index	Algeria	Bahrain	Egypt	Kuwait	Lebanon	Morocco	Qatar	KSA	Syria	UAE
CEI	88.5	88.1	76.8	84.2	97.7	85.5	83.7	80.2	89.2	77.2
PCI	78.7	98.6	74.7	84.6	102.7	71.1	84.1	79.4	90.1	84.4
CCI	86.3	86.3	73.9	85.2	102.0	79.7	81.7	77.3	85.3	78.3
ECI	91.0	100.7	89.7	94.3	100.8	98.5	93.6	93.9	105.6	94.0

Indices by Country - November 2008

Index	Algeria	Bahrain	Egypt	Jordan	Kuwait	Lebanon	Morocco	Oman	Qatar	KSA	Syria	Tunisia	UAE
CEI	82.7	91.5	84.1	85.5	84.7	119.0	93.2	96.5	87.1	82.9	90.2	93.9	77.1
PCI	78.1	80.2	83.6	78.0	76.2	122.6	77.0	74.8	76.0	70.9	100.4	69.0	76.4
CCI	82.0	88.1	81.9	82.0	81.9	127.5	86.8	88.5	82.9	77.3	90.3	88.1	74.9
ECI	92.7	98.4	91.8	89.2	90.6	106.9	100.6	94.6	88.4	89.9	107.4	104.9	82.0

Indices by Country - February 2009

Index	Algeria	Egypt	Kuwait	Lebanon	Morocco	Qatar	KSA	Syria	UAE
CEI	85.5	81.2	70.0	113.6	90.8	77.6	79.7	88.3	64.8
PCI	80.5	82.9	68.4	128.6	74.5	75.9	76.9	82.2	64.2
CCI	83.5	77.5	65.2	119.5	83.2	74.0	76.4	80.6	59.9
ECI	92.5	84.3	71.1	107.7	95.2	75.4	83.4	96.5	64.0

Indices by Country - May 2009

Index	Algeria	Bahrain	Egypt	Kuwait	Lebanon	Morocco	Qatar	KSA	Syria	UAE
CEI	83.3	94.2	88.1	87.3	115.0	91.5	84.5	87.7	93.2	82.5
PCI	76.6	85.4	85.7	76.3	123.9	77.7	72.1	1.3	87.4	76.8
CCI	81.2	86.2	82.4	79.3	122.8	83.5	77.9	82.9	88.6	75.7
ECI	93.7	86.5	87.2	82.2	107.5	97.6	76.2	6.2	99.5	72.1

Indices by Country - August 2009

Index	Algeria	Bahrain	Egypt	Kuwait	Lebanon	Morocco	Qatar	KSA	Syria	UAE
CEI	87.3	99.3	94.3	94.2	115.0	95.2	92.8	90.8	98.6	91.2
PCI	71.5	85.7	88.9	87.4	126.9	79.5	81.5	82.6	89.8	90.0
CCI	83.8	91.2	90.2	89.3	122.2	90.2	86.9	86.3	94.2	85.0
ECI	92.4	92.7	88.8	89.0	105.5	101.0	86.7	88.3	109.1	78.1

Indices by Country - December 2009

Index	Algeria	Bahrain	Egypt	Kuwait	Lebanon	Morocco	Qatar	KSA	Syria	UAE
CEI	97.7	97.2	95.4	92.4	122.5	92.7	93.8	91.3	97.1	87.6
PCI	85.4	112.4	88.0	79.9	124.1	75.5	75.3	84.8	91.7	80.0
CCI	95.6	93.2	91.2	86.5	126.9	85.2	86.2	87.3	92.8	80.2
ECI	99.6	87.8	93.5	85.5	107.0	95.6	80.1	88.9	101.7	76.7

Indices by Country - March 2010

Index	Algeria	Bahrain	Egypt	Kuwait	Lebanon	Morocco	Qatar	KSA	Syria	UAE
CEI	89.5	103.7	96.1	92.0	108.3	99.2	90.6	87.8	96.2	89.9
PCI	74.2	103.0	88.2	76.4	108.3	76.8	80.8	82.4	101.2	91.3
CCI	85.1	95.1	90.5	87.4	114.8	91.4	85.9	84.9	93.3	84.6
ECI	91.2	89.9	89.0	83.3	101.2	100.0	76.7	86.1	101.5	75.9

Indices by Country - June 2010

Index	Algeria	Bahrain	Egypt	Kuwait	Lebanon	Morocco	Qatar	KSA	Syria	UAE
CEI	95.1	95.6	91.2	89.9	118.6	99.0	89.8	84.8	95.1	89.7
PCI	71.0	103.9	79.8	75.1	116.2	93.0	83.0	78.7	96.3	85.2
CCI	89.0	93.5	85.0	83.4	122.4	95.3	87.6	81.7	92.0	84.2
ECI	84.1	89.5	81.2	75.9	101.5	92.2	79.0	80.6	82.1	71.7

Indices by Country - September 2010

Index	Algeria	Bahrain	Egypt	Kuwait	Lebanon	Morocco	Qatar	KSA	Syria	UAE
CEI	92.1	83.1	87.9	94.9	117.2	99.3	92.1	85.8	100.0	88.0
PCI	85.1	83.1	79.4	80.7	126.5	83.1	78.9	83.0	88.3	85.3
CCI	90.6	78.7	82.2	89.7	120.1	93.9	86.8	82.8	95.3	84.7
ECI	81.4	76.5	77.0	85.6	102.3	91.7	81.0	80.5	86.9	73.6

Indices by Country - December 2010

Index	Algeria	Bahrain	Egypt	Kuwait	Lebanon	Morocco	Qatar	KSA	Syria	UAE
CEI	89.5	94.0	88.4	87.7	92.5	100.4	95.6	85.7	98.9	92.4
PCI	74.1	91.1	78.4	79.4	103.7	92.0	95.7	82.5	89.5	88.7
CCI	86.5	89.1	82.6	85.4	97.0	96.0	96.2	83.2	94.9	86.9
ECI	78.9	85.8	78.9	82.0	89.0	94.6	81.8	81.0	87.2	77.0

Indices by Country - March 2011

Index	Algeria	Bahrain	Egypt	Kuwait	Lebanon	Morocco	Qatar	KSA	Syria	UAE
CEI	96.1	95.5	114.1	98.1	104.7	100.2	102.2	98.4	102.6	98.1
PCI	77.9	80.3	72.5	81.4	103.4	74.0	73.6	83.1	92.7	85.0
CCI	92.3	87.8	92.2	92.4	107.1	92.4	91.2	93.9	95.6	92.7
ECI	85.4	98.5	88.8	82.2	93.5	96.7	81.3	87.4	96.0	79.8

Indices by Country - June 2011

Index	Algeria	Bahrain	Egypt	Kuwait	Lebanon	Morocco	Qatar	KSA	Syria	UAE
CEI	96.2	95.9	117.0	96.1	96.9	101.7	94.8	93.5	93.2	94.0
PCI	86.3	87.0	65.5	83.9	94.5	81.1	87.5	82.7	75.6	87.8
CCI	94.7	87.8	97.0	93.5	98.3	95.9	90.0	89.1	83.9	90.1
ECI	84.6	80.6	90.5	82.8	92.2	95.1	87.5	84.0	92.0	77.0

Indices by Country - September 2011

Index	Algeria	Bahrain	Egypt	Kuwait	Lebanon	Morocco	Qatar	KSA	Syria	UAE
CEI	93.6	91.8	117.5	93.7	106.4	100.3	96.8	93.3	86.6	93.4
PCI	78.1	79.6	75.0	78.4	104.7	72.4	78.0	78.8	65.3	84.2
CCI	91.8	82.0	100.3	88.2	109.8	93.3	88.7	89.1	76.6	88.9
ECI	82.8	90.7	89.1	79.5	93.8	92.4	78.4	84.7	80.5	77.4

Indices by Country - December 2011

Index	Algeria	Bahrain	Egypt	Kuwait	Lebanon	Morocco	Qatar	KSA	Syria	UAE
CEI	95.9	101.2	118.9	92.6	96.6	105.7	97.4	94.0	81.8	86.3
PCI	82.6	87.2	68.4	74.5	94.4	77.0	64.2	78.9	53.3	77.4
CCI	94.2	90.6	97.2	84.9	96.8	96.8	85.9	87.2	69.2	79.7
ECI	83.4	84.0	88.8	78.5	92.2	97.8	84.6	87.1	83.8	71.8

Indices by Country - March 2012

Index	Algeria	Bahrain	Egypt	Kuwait	Lebanon	Morocco	Qatar	KSA	Syria	UAE
CEI	94.9	96.0	111.4	94.8	89.5	103.1	96.7	94.0	68.8	89.2
PCI	79.7	104.9	69.1	88.0	100.3	78.4	83.2	85.1	48.2	87.8
CCI	92.3	90.1	91.2	89.0	91.2	95.0	87.5	89.8	56.0	85.8
ECI	85.0	67.8	86.9	79.3	92.1	98.9	81.8	87.1	78.0	75.1

What do the Indices Indicate?

Comparison of March 2011 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 62 months since the base period, the indices across all countries have experienced a dips and gains at various time periods.
- **UAE** showcases some drop across the indices in the region.
- Therefore, **9 of the 10 countries** measured against the base period showed a **dip** rather than rise in confidence in the **last 62 months**.

Differences in Index by Country – March 2012 compared to December 2011

Index	Algeria	Bahrain	Egypt	Kuwait	Lebanon	Morocco	Qatar	KSA	Syria	UAE
CEI	-1.0	-5.2	-7.5	2.2	-7.1	-2.6	-0.7	0.0	-13.1	2.9
PCI	-2.8	17.7	0.7	13.5	5.9	1.4	19.0	6.2	-5.1	10.4
CCI	-1.9	-0.6	-6.1	4.1	-5.6	-1.7	1.5	2.6	-13.2	6.0
ECI	1.5	-16.2	-1.9	0.8	-0.1	1.1	-2.8	0.0	-5.7	3.3

What do the Indices Indicate?

Comparison of Mar '12 with Previous Period Dec '11

- The following comparison has been done wherever relevant with the previous period of September 2011.
- **UAE, sees an improvement across all the indices.**
- Qatar sees a significant increase in the PCI.
- Syria followed by Egypt see a great dip in the consumer confidence.
- All GCC countries with the exception of Bahrain see an increase in the CCI.

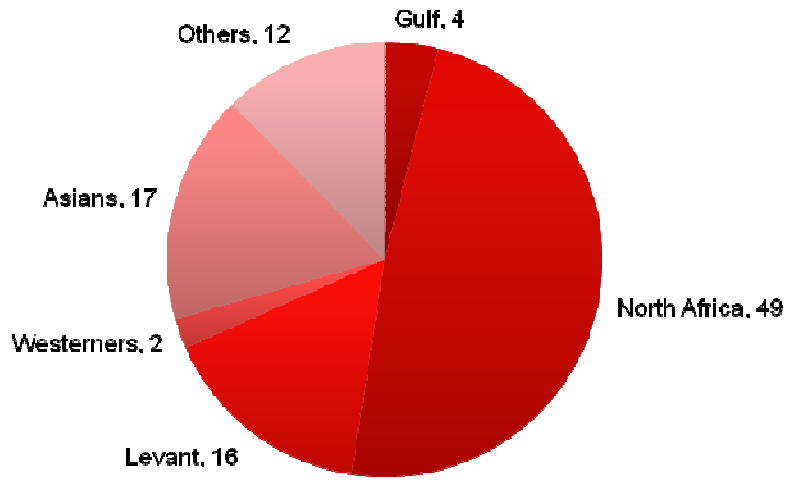
What does this Mean for the UAE?

- Consumer Confidence in the UAE sees a slight raise in comparison to the past wave.
- Respondents in the UAE continue to anticipate some improvement in their personal financial situation in the future.
- 45% of the respondents have positive expectations regarding the country's future economy and financial conditions. Another 22% feel that it would remain the same.
- 31% of the respondents are of the opinion that now is not a good time to buy consumer durables.
- 33% say that the current period is a bad time for business. However, 46% 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. 43% opine that there are very few jobs available in the market.
- Low to moderate satisfaction with current compensation reported by the residents. 34% claim low satisfaction with job security.
- 70% are also claim that salaried are not keeping pace with the cost of living.

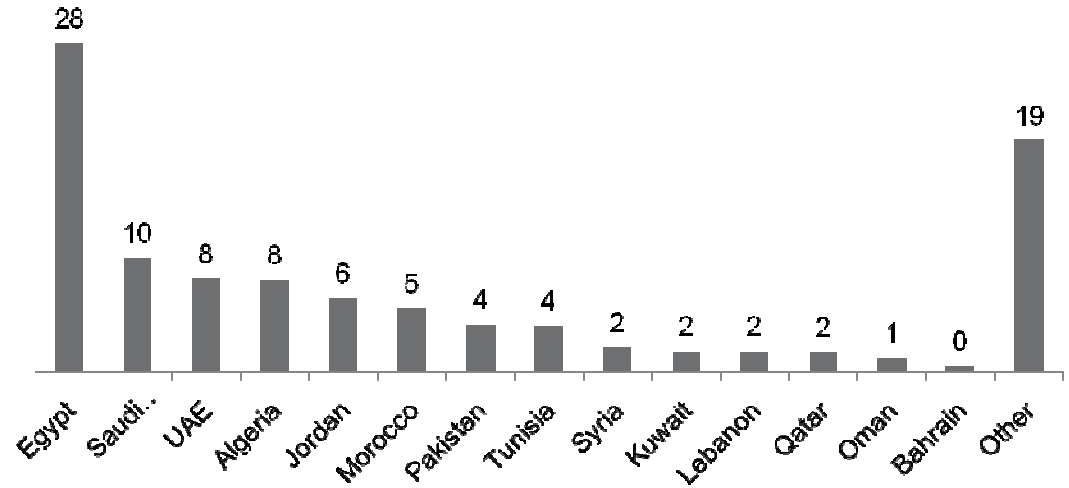
RESPONDENT PROFILE

Respondent profile – Country

Nationality Groups



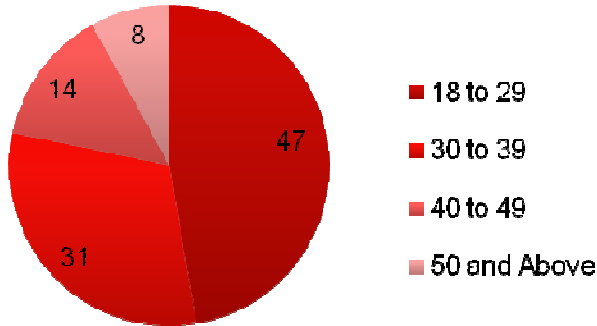
Country of Residence



Base: Total Sample – N= 9,324

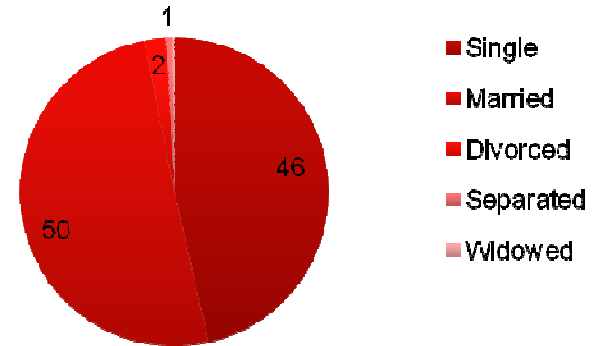
Respondent profile - Personal

Age group



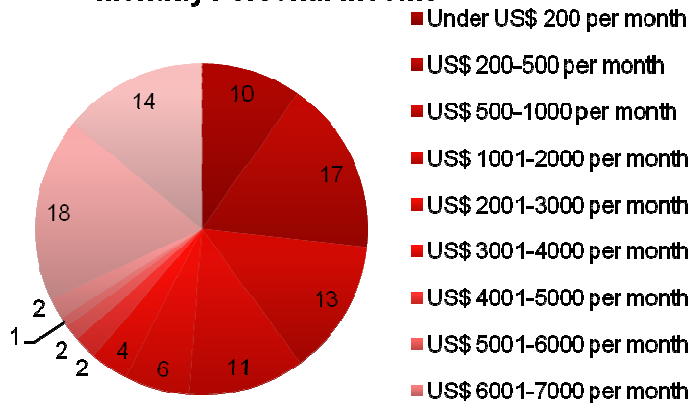
Base: Total Sample – N= 9,324

Marital Status



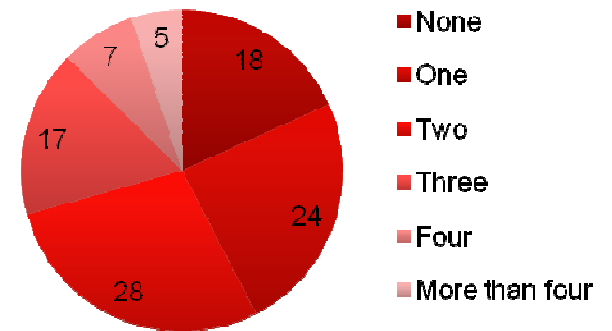
Base: Total Sample – N= 9,324

Monthly Personal Income



Base: Total Sample – N= 9,324

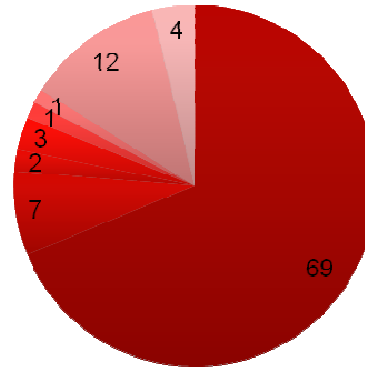
No. of children



Base: Married/ used to be married– N= 4,992

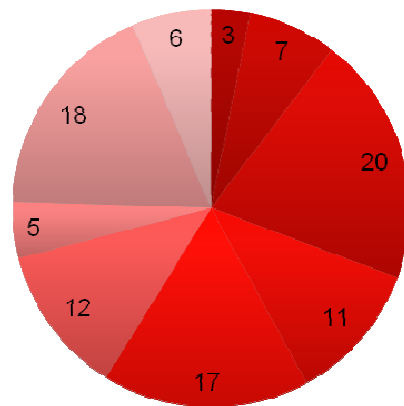
Respondent profile - Organizational

Work Status



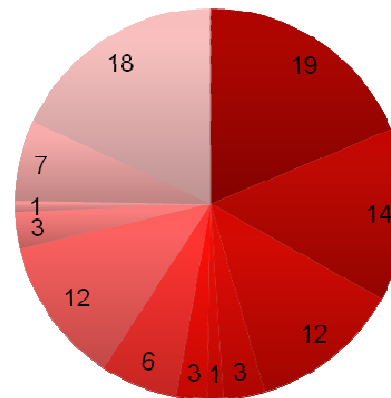
- Working full time (30 or more hours per week)
- Working part time (8 to 29 hours per week)
- Working part time (Less than 8 hours a week)
- Full time student
- Retired
- Full-time home-maker or housewife
- Unemployed
- Other

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= 9,324

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.
- Only a quarter (25%) of the respondents feel optimistic about the current economy of their country.
- 43% 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	9324	715	45	2570	571	162	161	493	104	367	153	890	191	360	730
Financial															
Better	26	37	29	24	15	24	16	23	35	36	29	36	15	22	24
Same	36	36	40	34	35	43	38	38	38	34	34	33	28	40	43
Worse	31	19	27	35	46	28	41	31	24	21	26	25	53	33	28
Don't know	7	8	4	7	4	6	5	9	3	9	10	6	3	5	5
Country's economy															
Better	25	33	24	22	13	25	5	28	34	25	28	32	5	28	27
Same	30	36	20	28	29	31	37	39	35	28	31	29	14	32	34
Worse	35	18	47	39	49	31	51	17	26	38	27	28	74	33	29
Don't know	11	13	9	11	10	12	7	16	6	9	14	11	8	7	10
Consumer Behaviour															
Good time to buy	16	24	24	13	12	23	7	15	17	22	18	19	7	12	18
Neutral time to buy	33	23	38	31	27	36	48	23	43	47	44	37	17	23	45
Bad time to buy	43	41	29	50	53	31	40	48	34	22	29	36	71	58	31
Don't know	8	12	9	6	7	9	5	14	6	9	9	8	5	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. 37% opine that it is not good. 41% in the UAE claim it is a Neutral period.
- With regards to employment 49% of the respondents claim there are a 'very few' jobs available. This sentiment is strongest in Syria (67%) followed by Jordan (62%) .

Total / Country of residence	Total	Algeria	Bahrain	Egypt	Jordan	Kuwait	Lebanon	Morocco	Oman	Pakistan	Qatar	Saudi Arabia	Syria	Tunisia	UAE
Base Size	9324	715	45	2570	571	162	161	493	104	367	153	890	191	360	730
Business Conditions															
Good time	23	35	11	15	16	30	13	27	36	19	28	41	5	30	19
Neutral time	31	26	27	28	27	27	33	26	27	36	41	31	20	29	41
Bad time	37	21	58	51	47	33	47	33	27	40	22	19	70	34	33
Don't know	8	17	4	6	11	10	7	15	11	5	9	9	5	7	7
Employment															
Plenty available	13	13	7	8	5	20	6	9	32	13	27	33	1	6	16
Not many available	33	33	20	32	31	36	37	34	33	42	35	31	27	35	37
Very few available	49	50	62	55	62	38	52	53	33	42	30	30	67	56	43
Don't know	4	5	11	4	2	6	4	4	3	3	7	6	5	3	5

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?

- 26% of those who are currently employed claim that there are more employees compared to last year.
- Majority (66%) are of the opinion that salaries are not keep pace with cost of living. This is highly expressed by people of Kuwait, Lebanon, Jordan 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	7645	559	41	2115	440	145	142	332	97	291	135	773	161	255	628
Number of employees															
More employees	26	35	22	19	18	30	24	23	42	30	39	43	14	18	28
Same number	32	32	34	32	37	30	37	33	31	38	24	27	27	33	30
Fewer employees	29	14	37	36	32	31	28	22	19	21	25	20	49	28	35
Don't know	12	19	7	13	13	8	11	21	8	12	12	10	10	21	8
Salary vis-a-vis Cost of Living															
Increased more than cost of living	5	4	5	3	2	5	4	8	10	10	10	6	1	4	5
Increased similar to cost of living	22	30	15	22	13	21	17	17	31	24	23	26	12	18	20
Not kept pace with cost of living	66	56	80	69	76	72	73	64	53	62	61	59	80	65	70
Don't know	7	10	0	7	9	2	7	11	6	4	6	9	7	14	5

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?

- 52% 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	9324	715	45	2570	571	162	161	493	104	367	153	890	191	360	730
Financial															
Will be better	52	52	60	51	37	57	32	46	62	67	58	58	31	53	46
Will remain the same	13	11	22	10	17	13	24	11	23	13	16	13	10	10	22
Become worse	8	5	7	7	15	8	16	5	3	8	9	7	20	4	9
Don't know	27	32	11	32	31	22	29	38	13	12	18	22	39	34	23
Country's Economy															
Will be better	47	42	36	59	25	49	14	52	53	37	54	54	24	58	45
Will remain the same	15	20	20	9	19	15	33	15	24	24	18	15	6	11	22
Become worse	20	15	27	15	35	15	37	9	11	24	10	18	50	9	17
Don't know	18	23	18	18	21	21	16	25	13	15	18	14	21	23	16

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 and Tunisia 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	9324	715	45	2570	571	162	161	493	104	367	153	890	191	360	730
Business Conditions															
Will be better	52	49	36	63	30	58	28	51	51	50	52	56	30	63	46
Will remain the same	17	18	29	11	18	18	29	15	22	25	24	19	13	11	27
Become worse	14	10	18	10	29	8	26	6	14	13	7	12	36	8	15
Don't know	17	23	18	16	22	16	17	28	13	12	18	13	21	18	13
Employment															
There will be more jobs available	38	24	29	53	16	38	13	37	35	26	46	43	26	47	31
There will be same number of jobs available	23	33	9	17	28	23	32	24	29	27	22	23	16	22	25
There will be fewer jobs available	24	24	40	14	36	20	40	13	26	33	18	24	35	12	29
Don't know/Can't say	16	19	22	16	20	19	16	27	11	14	14	11	23	19	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 Qatar(30%) 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	7645	559	41	2115	440	145	142	332	97	291	135	773	161	255	628
Prospects															
High	17	21	12	15	11	12	15	20	27	16	21	19	13	20	15
Neutral	39	30	22	40	35	46	37	27	40	54	45	39	33	26	44
Low	38	37	63	40	47	39	41	38	27	24	30	35	50	40	35
Don't know	7	12	2	6	7	3	8	16	6	6	4	7	4	15	5
Career Growth															
High	22	26	12	21	15	17	21	28	26	18	30	23	14	24	18
Neutral	35	26	34	36	29	41	28	27	40	45	35	38	34	25	36
Low	37	39	51	38	51	40	44	30	30	31	30	34	49	42	40
Don't know	6	9	2	5	5	2	7	15	4	6	6	5	3	9	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(32%) claim high job security.
- 84% 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	7645	559	41	2115	440	145	142	332	97	291	135	773	161	255	628
Job Security															
High	28	35	15	26	25	23	30	33	29	26	19	30	34	32	22
Neutral	35	26	44	35	33	42	39	23	40	41	44	36	32	25	38
Low	30	26	39	33	36	34	24	26	24	28	29	28	29	31	34
Don't know	7	12	2	6	5	1	7	18	7	6	8	5	5	12	6
Compensation															
High	10	12	7	9	6	8	9	13	14	10	14	10	8	8	9
Neutral	35	23	37	37	27	37	32	22	38	45	34	37	29	29	39
Low	49	55	56	48	60	53	53	49	40	41	44	47	55	49	47
Don't know	7	10	0	6	7	2	6	16	7	4	7	6	8	13	4

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 27% of the total respondents are planning to purchase a new vehicle in the next one year. Respondents of Oman show highest intent.
- Of those who do plan to purchase one, 55% 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	9324	715	45	2570	571	162	161	493	104	367	153	890	191	360	730
Vehicle															
Yes	27	33	22	20	24	30	22	30	39	35	34	33	11	18	25
No	58	48	69	64	59	56	66	50	52	55	52	55	75	67	63
Don't know	15	18	9	16	17	14	11	20	9	10	14	12	14	16	12
Types of vehicle															
Plan to buy base	2516	238	10	513	139	49	36	147	41	129	52	292	21	64	186
New	55	64	30	53	27	33	42	45	46	49	52	59	57	58	53
Used	40	30	70	41	68	63	53	43	44	47	44	37	43	36	44
Don't know	5	6	0	6	5	4	6	12	10	5	4	4	0	6	3

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 (63%) of respondents not interested in making any investment property. Within UAE, 69% say they would not be buying any property.
- Of those wishing to purchase a property, majority (65%) are likely to opt for a new one.

Total / Country of residence	Total	Algeria	Bahrain	Egypt	Jordan	Kuwait	Lebanon	Morocco	Oman	Pakistan	Qatar	Saudi Arabia	Syria	Tunisia	UAE
Base Size	9324	715	45	2570	571	162	161	493	104	367	153	890	191	360	730
Property															
Yes	22	26	24	17	12	23	13	23	34	25	30	28	16	14	17
No	63	55	64	67	74	69	75	55	57	65	58	58	68	72	69
Don't know	15	19	11	16	14	9	12	22	10	10	12	14	16	14	13
Types of property															
Plan to buy base	2047	186	11	442	71	37	21	111	35	92	46	251	31	50	127
New	65	60	45	73	49	65	57	63	77	60	70	66	68	76	65
Lived in	24	30	36	18	32	27	33	27	17	27	20	22	23	16	25
Don't know	11	10	18	10	18	8	10	10	6	13	11	13	10	8	9

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	9324	715	45	2570	571	162	161	493	104	367	153	890	191	360	730
Desktop or Laptop	29	38	22	26	26	28	23	33	26	37	24	29	28	28	27
Furniture	21	25	16	14	16	20	14	25	19	22	24	27	20	18	22
Digital Camera	13	16	20	10	8	14	12	15	13	17	18	14	7	9	16
LCD or Plasma Television	18	23	11	16	16	17	15	23	25	17	22	23	12	12	18
Washing Machine	10	12	7	5	7	14	4	14	9	13	12	13	5	9	10
Air Conditioner	12	14	13	11	7	7	7	9	13	11	10	15	8	9	7
Refrigerator	9	13	4	6	6	11	4	15	11	10	10	13	5	7	10
DVD or VCD Recorder or Player	4	7	0	2	4	4	3	8	1	5	3	5	2	3	4
Vacuum Cleaner	6	6	4	4	6	7	4	4	7	5	6	11	5	4	8
Normal Colour Television	4	6	0	2	2	6	2	7	4	9	3	3	4	6	3
Home Theatre System	5	5	9	2	3	7	2	3	7	5	9	9	4	3	8
Cooking Range	5	9	7	2	3	9	1	6	8	7	10	8	0	3	7
Clothes Dryer	4	6	4	2	3	4	2	6	3	7	5	7	1	3	5
Normal or Digital Camcorder	2	3	4	1	3	2	1	3	4	3	3	2	1	2	3
Video Recorder or Player	2	3	2	0	1	1	1	3	1	3	2	3	1	2	2

Expectations of Growth in Organization

Thinking specifically about your organization, are you optimistic or pessimistic about each of the following for the next 3 months?

Q. Growth in number of employees

Q. Keeping up with staffing requirements

- Only 23% 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	7645	559	41	2115	440	145	142	332	97	291	135	773	161	255	628
Number of employees															
Optimistic	23	30	5	20	15	20	21	30	25	22	34	30	11	25	23
Neutral	36	28	49	37	36	45	29	23	45	46	36	39	28	24	37
Pessimistic	24	18	34	26	31	23	34	18	18	15	18	19	47	23	26
Don't know	17	24	12	16	18	12	16	28	12	18	13	12	14	29	13
Staffing requirements															
Optimistic	20	25	12	18	15	18	20	26	26	20	26	23	14	22	17
Neutral	37	30	34	39	33	41	32	24	41	43	36	40	24	27	40
Pessimistic	25	22	39	25	34	26	31	22	20	17	22	24	43	22	27
Don't know	18	24	15	18	18	15	16	28	13	20	16	13	19	30	15

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.

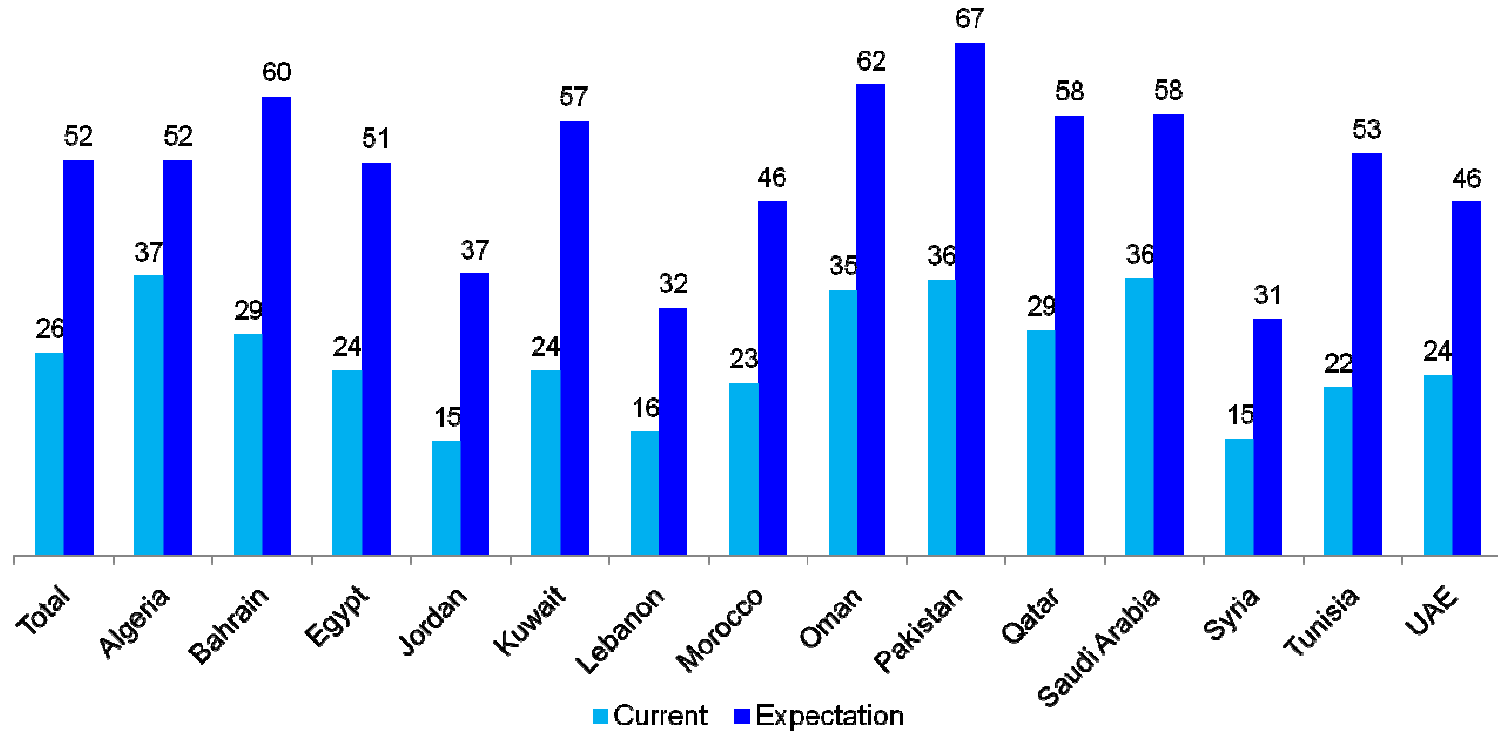
Total / Country of residence	Total	Algeria	Bahrain	Egypt	Jordan	Kuwait	Lebanon	Morocco	Oman	Pakistan	Qatar	Saudi Arabia	Syria	Tunisia	UAE
Working Base Size	7645	559	41	2115	440	145	142	332	97	291	135	773	161	255	628
Inflation/Rise in cost of living															
Positive	21	17	22	21	15	21	15	20	21	31	22	21	12	16	20
Neutral	22	17	22	23	15	28	16	16	20	25	23	25	12	18	26
Negative	38	34	27	37	50	35	57	34	37	28	38	35	60	38	36
Don't know	10	12	15	10	9	12	3	14	11	7	7	10	6	12	10
No Impact	10	19	15	10	11	4	9	16	11	9	10	8	10	15	9
Cost of real estate (rental or purchase)															
Positive	17	14	12	14	12	20	11	14	14	22	19	19	9	14	17
Neutral	23	15	32	23	23	30	18	15	29	32	24	23	17	17	29
Negative	35	38	32	33	40	30	44	37	37	24	37	39	46	34	30
Don't know	11	13	12	11	13	12	8	15	8	10	11	9	9	12	12
No Impact	15	20	12	19	13	8	19	19	11	12	9	10	19	24	11

APPENDIX

By COUNTRY OF RESIDENCE

Appraisal of Personal Financial Situation – (Better option)

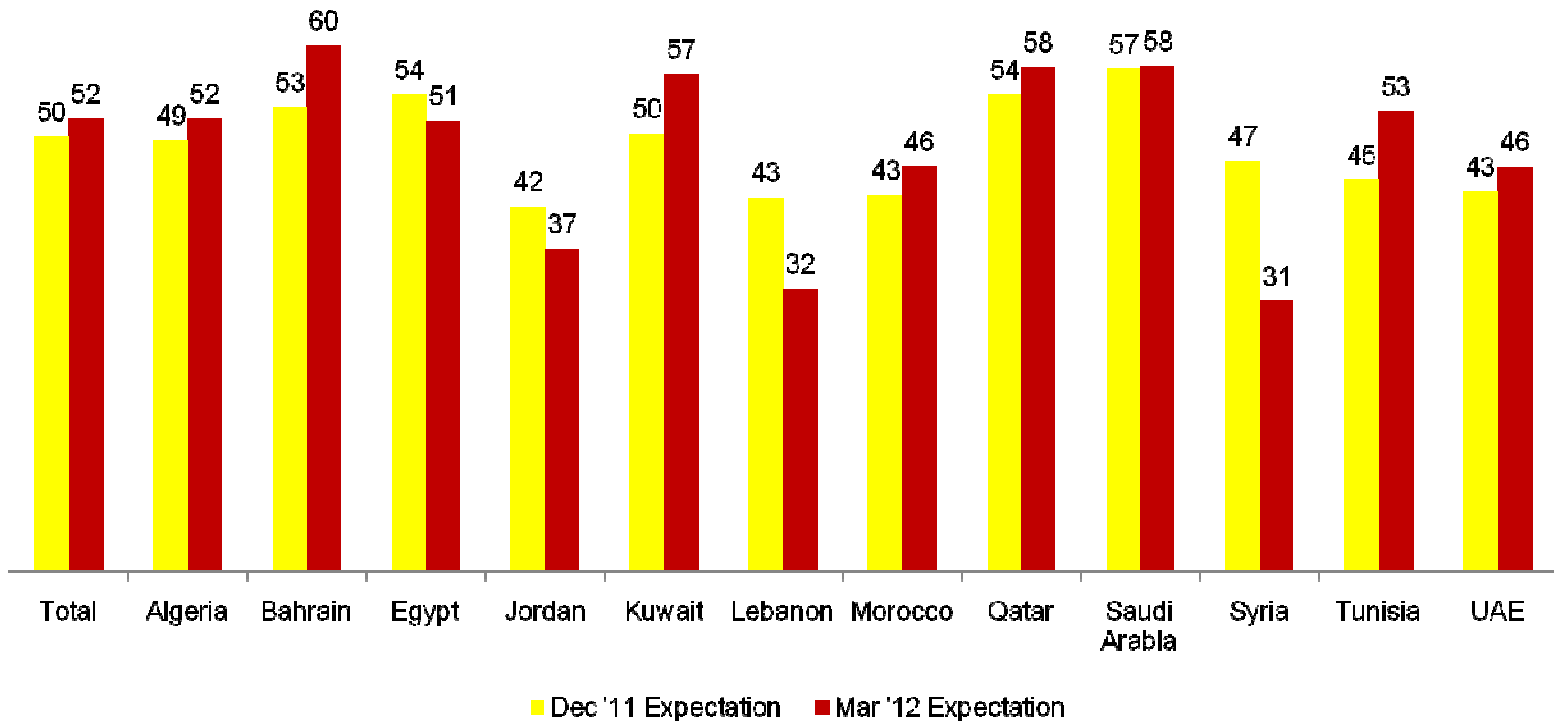
- As always all countries are optimistic in their anticipation of future changes in their financial situation.



Base: Total Sample – N= 9,324

Appraisal of Personal Financial Situation – (Better option)

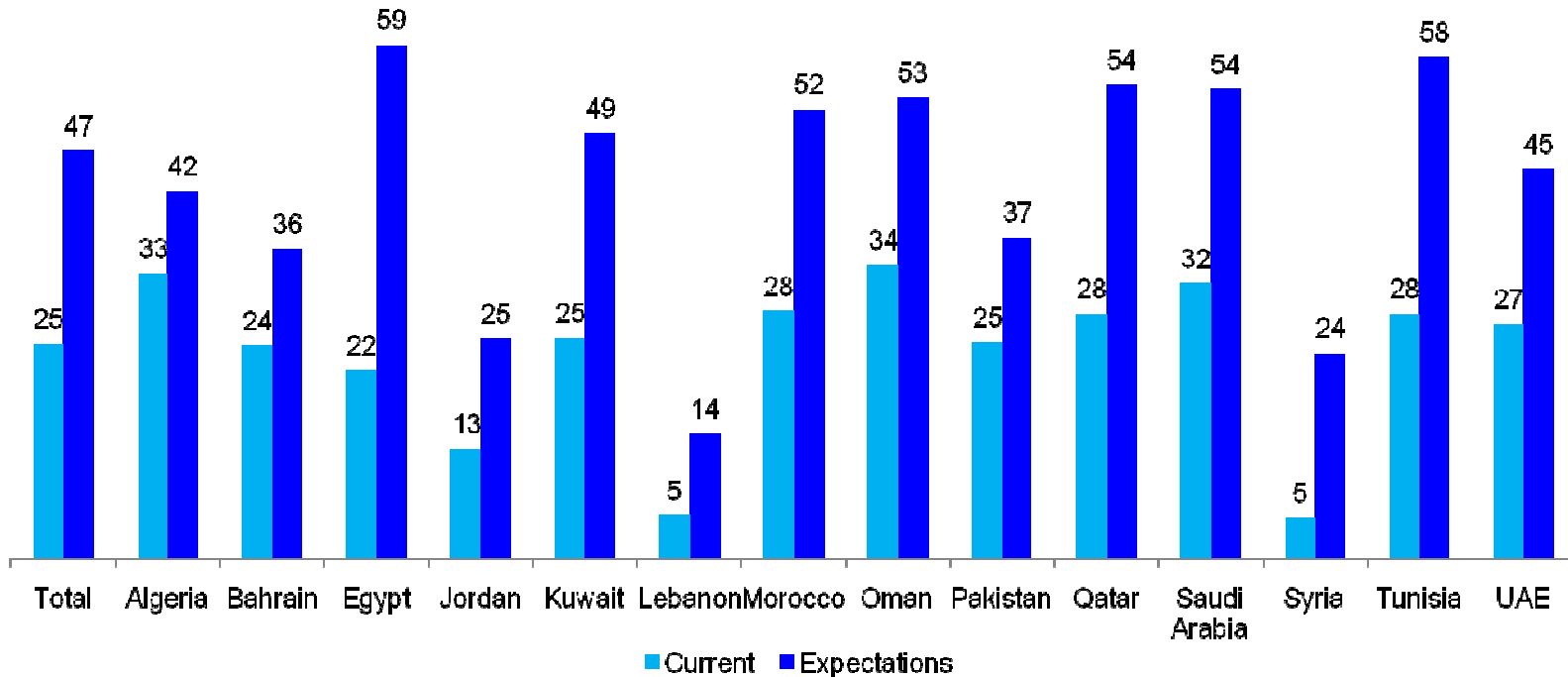
- Most of the countries have a more positive outlook for the future compared to the previous wave, with the exception of the Lebanon and Syria.



Base: Total Sample: Dec '11=7,343 and Mar '12=9324

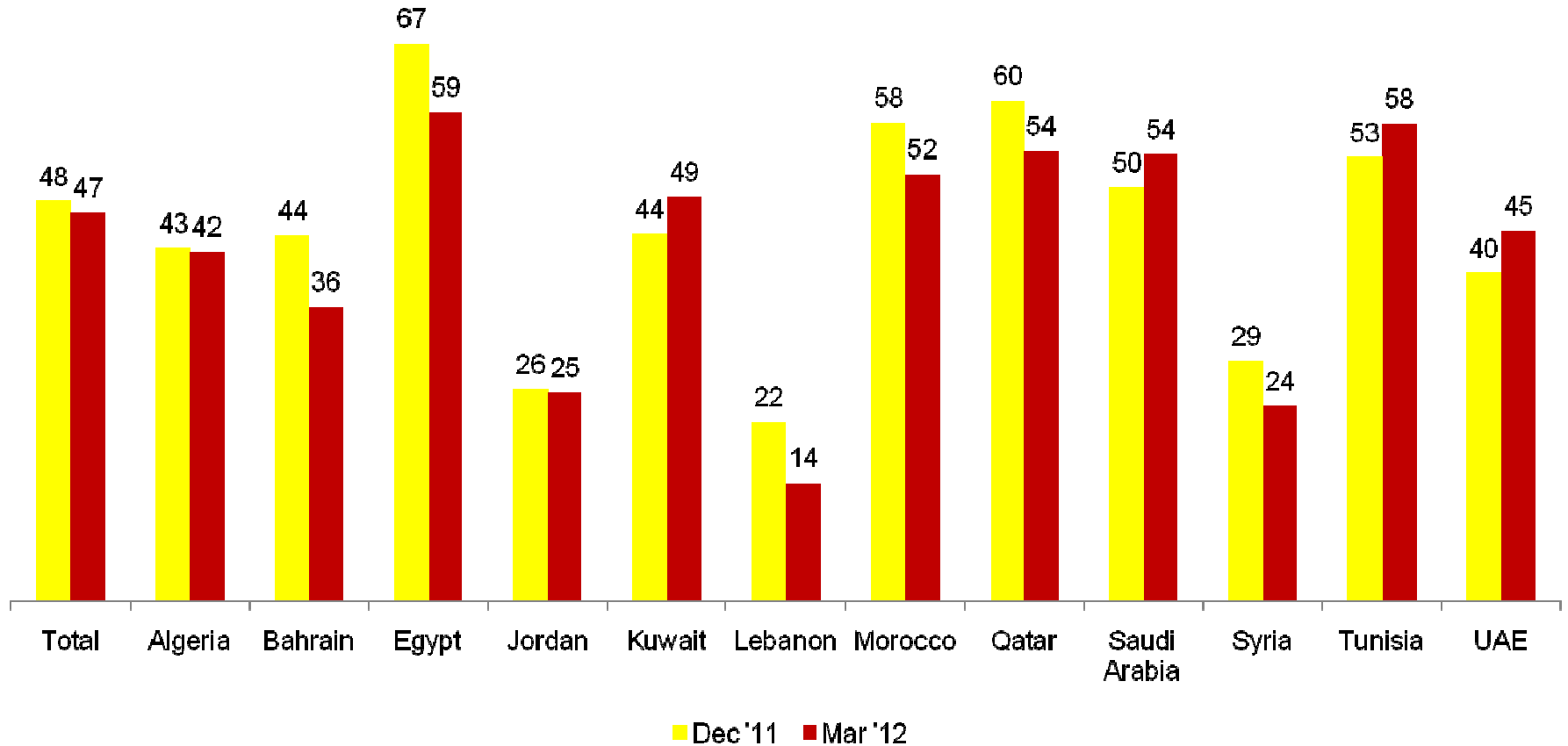
Appraisal of Country's Economy – (Better option)

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



Base: Total Sample – N= 9,324

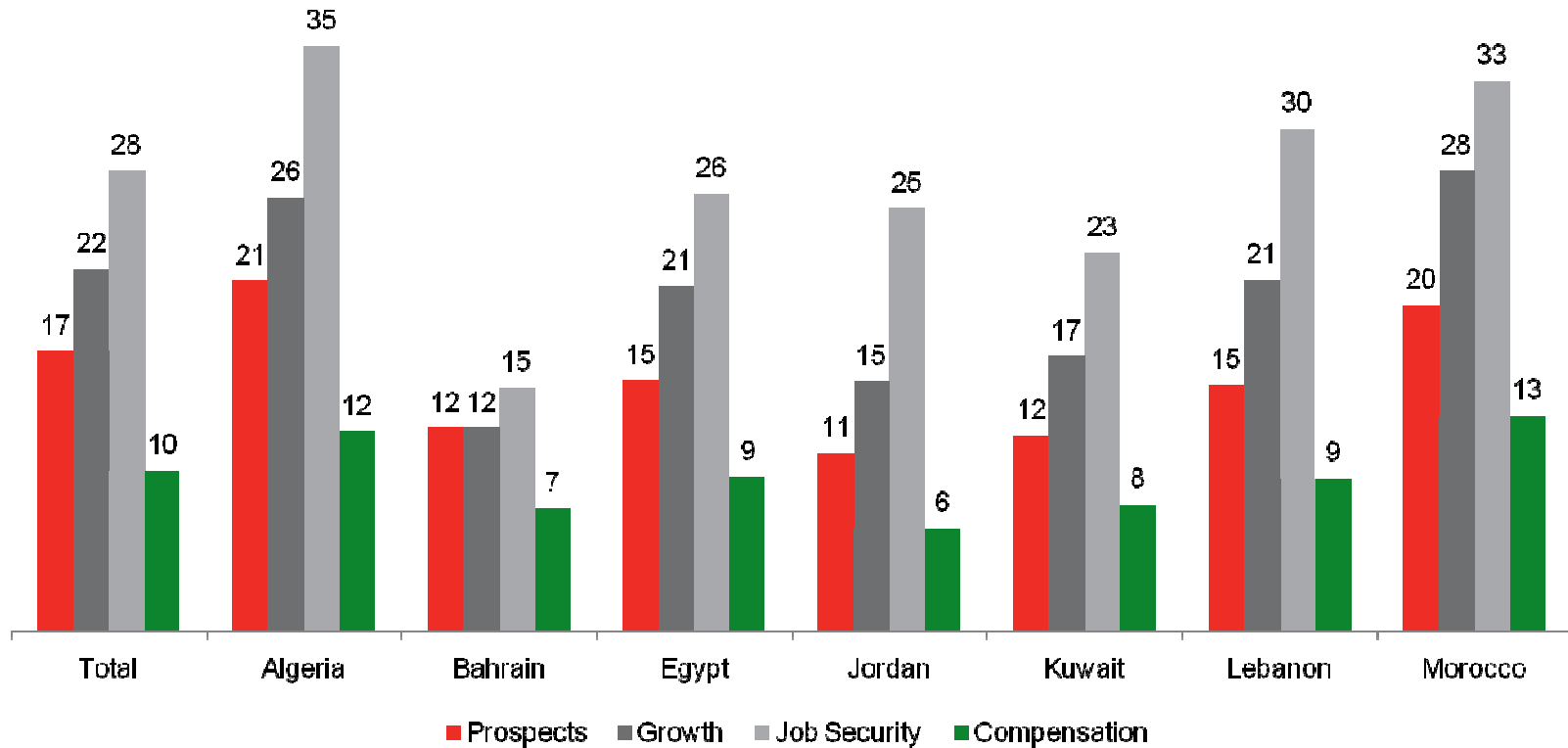
Appraisal of Country's Economy – (Better option)



Base: Total Sample: Dec=7,343 and Mar '12= 9324

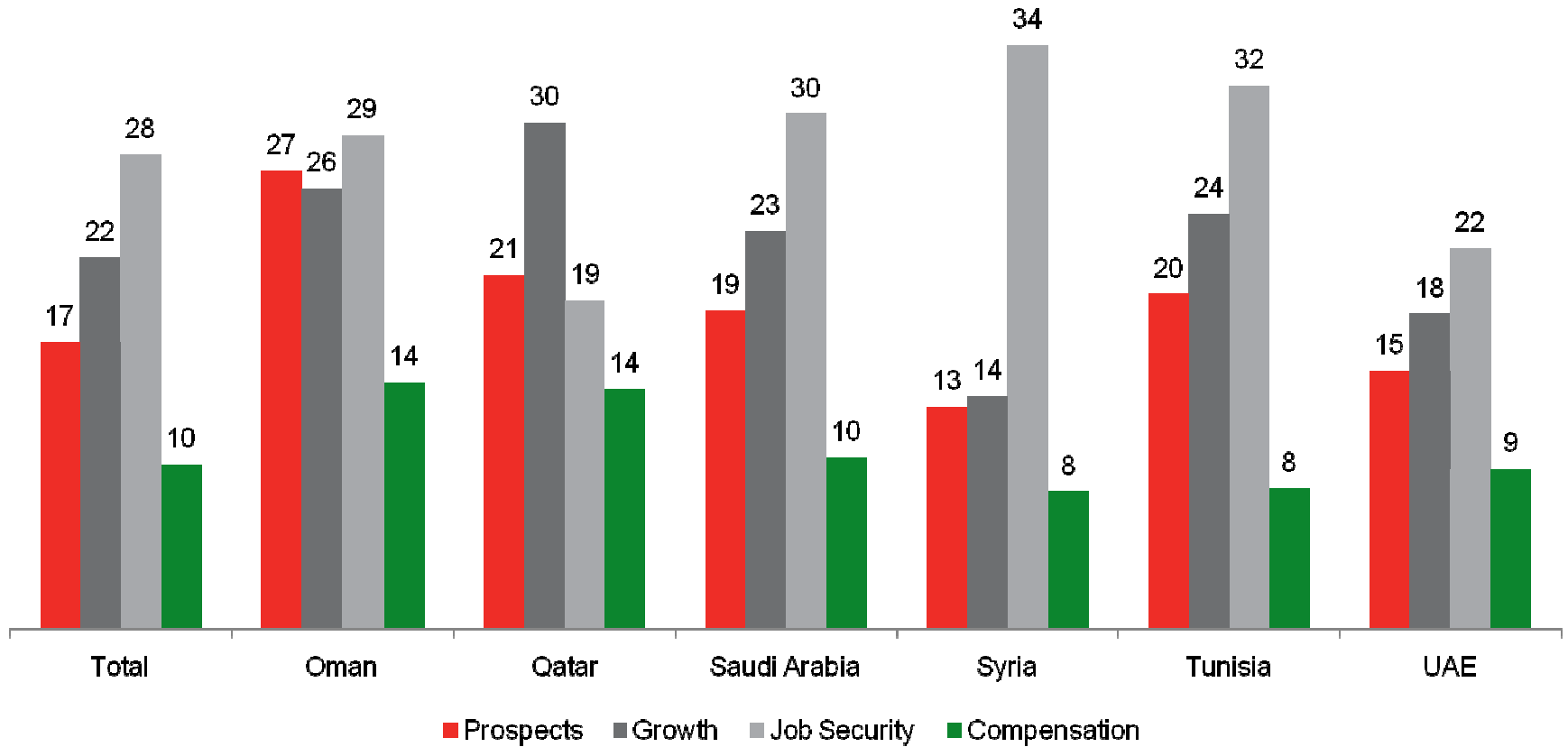
Appraisal of Career - (High Satisfaction Option)

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



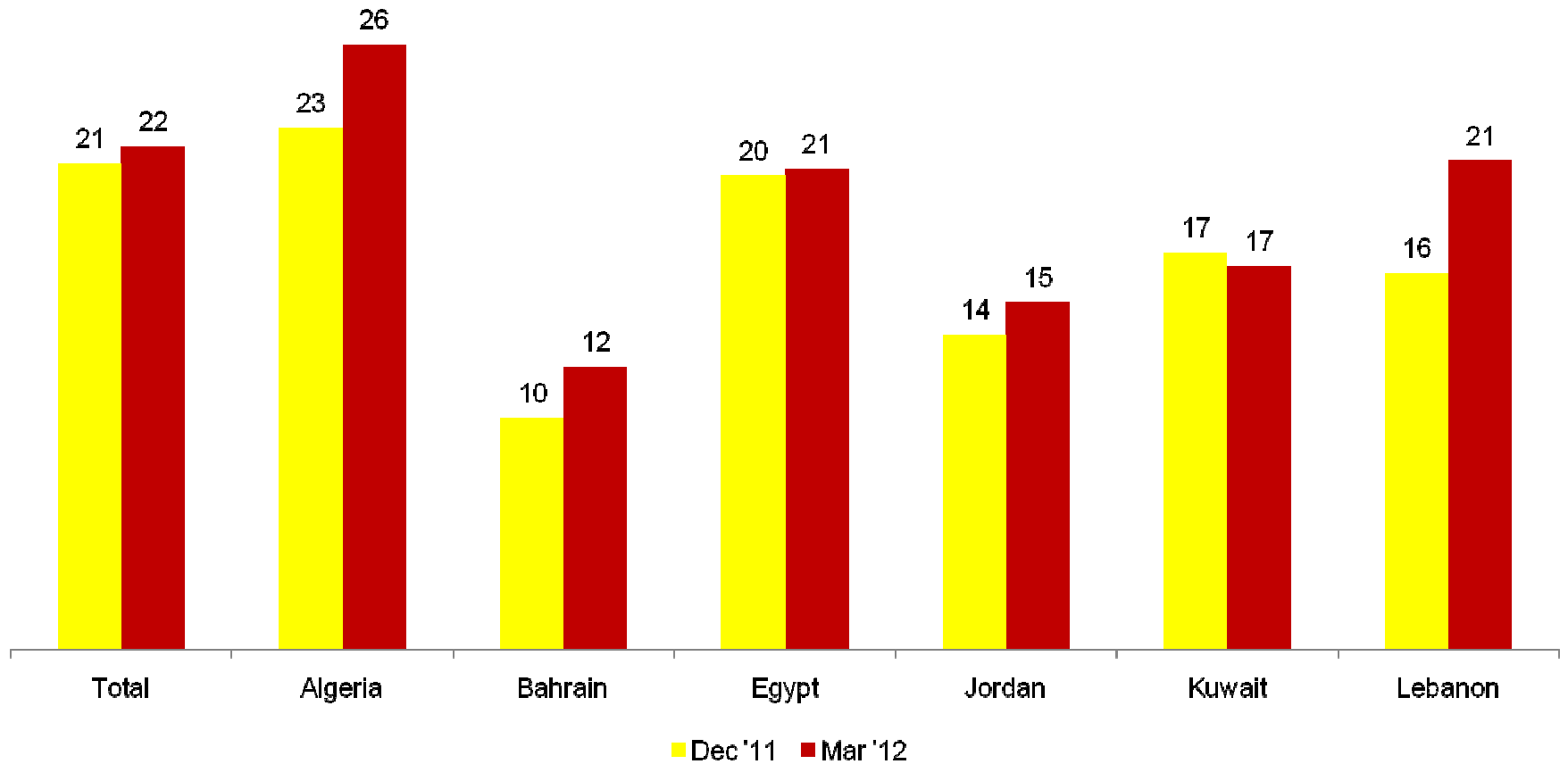
Base: Total Working Sample – N= 7.645

Appraisal of Career - (High Satisfaction Option)



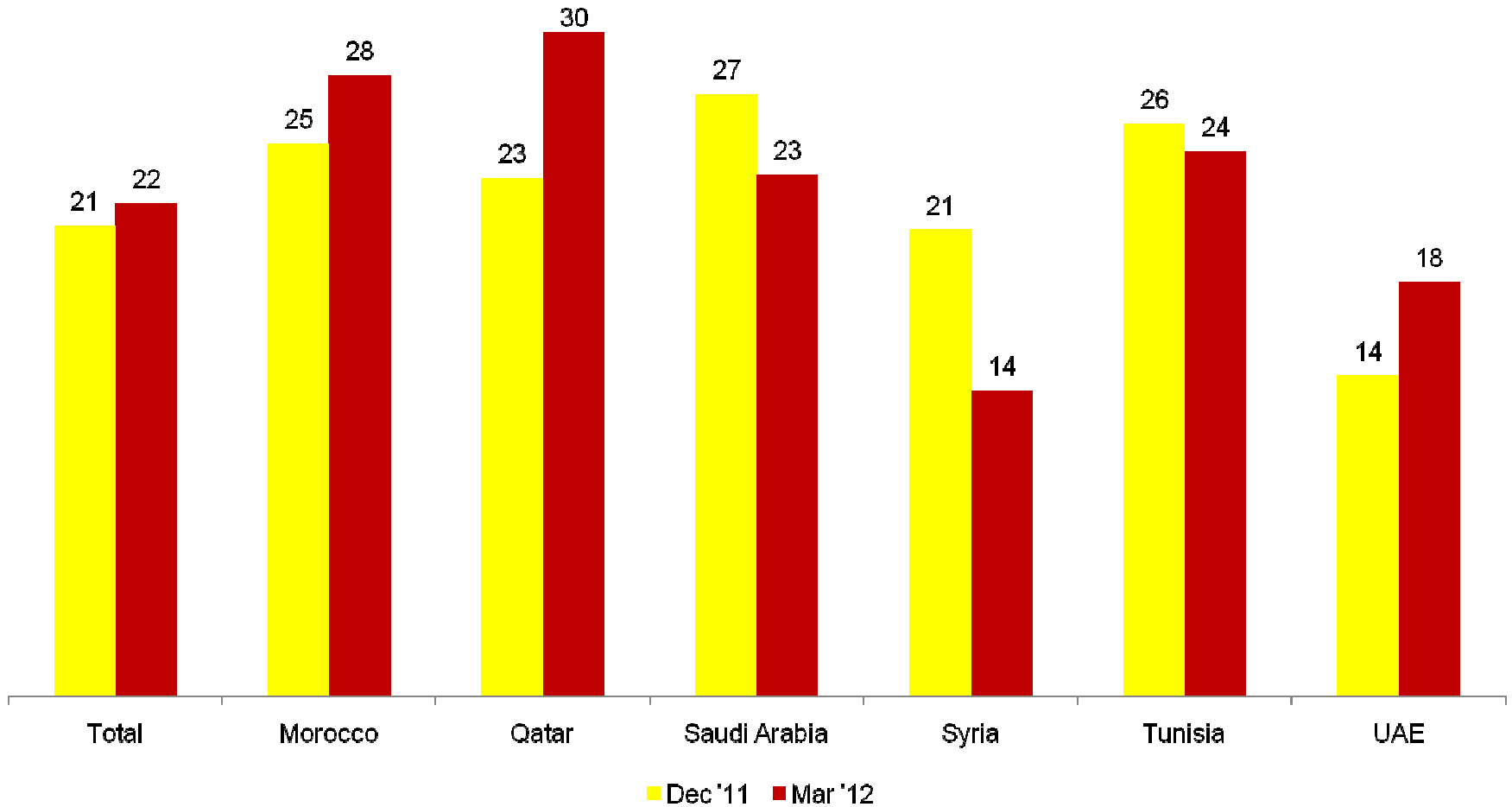
Base: Total Working Sample – N= 7,645

Appraisal of Career - (High Satisfaction Option)



Base: Total Working Sample: Dec '11=5,884 and Mar '12= 7,645

Appraisal of Career - (High Satisfaction Option)

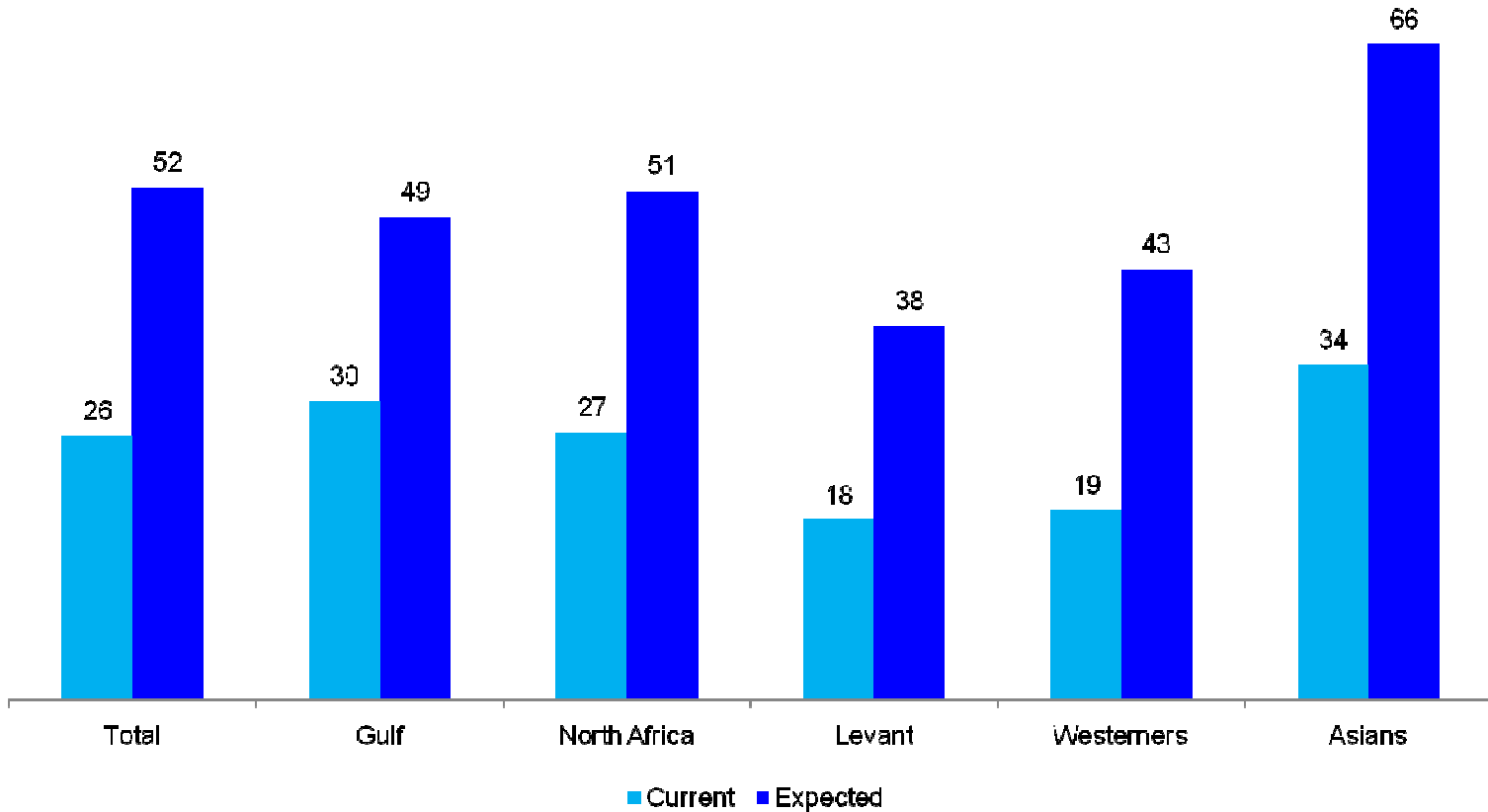


Base: Total Working Sample: Dec '11=5,884 and Mar '12= 7,645

BY NATIONALITY

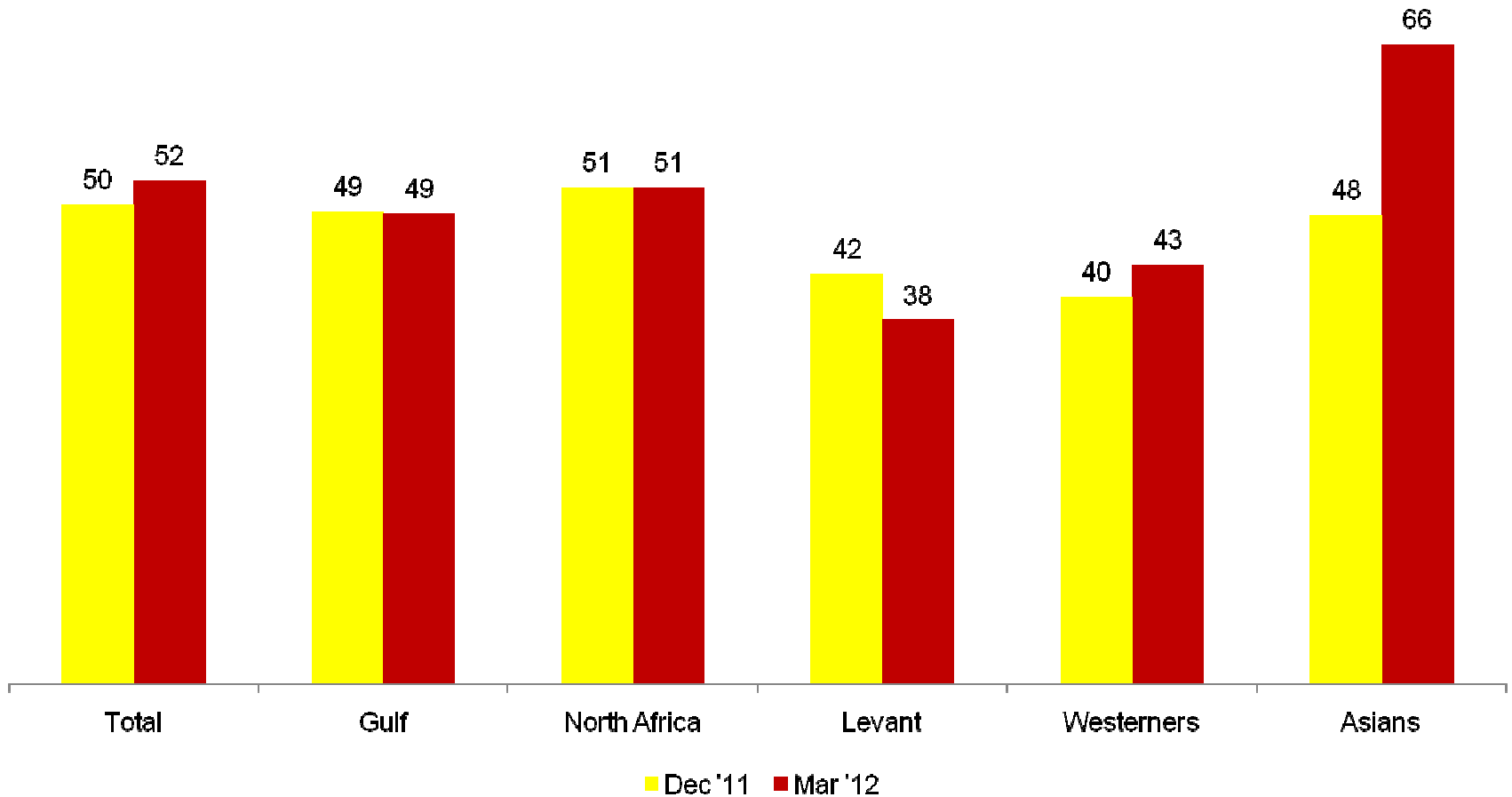
Appraisal of Personal Financial Situation – (Better Option)

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



Base: Total Sample – N= 9,324

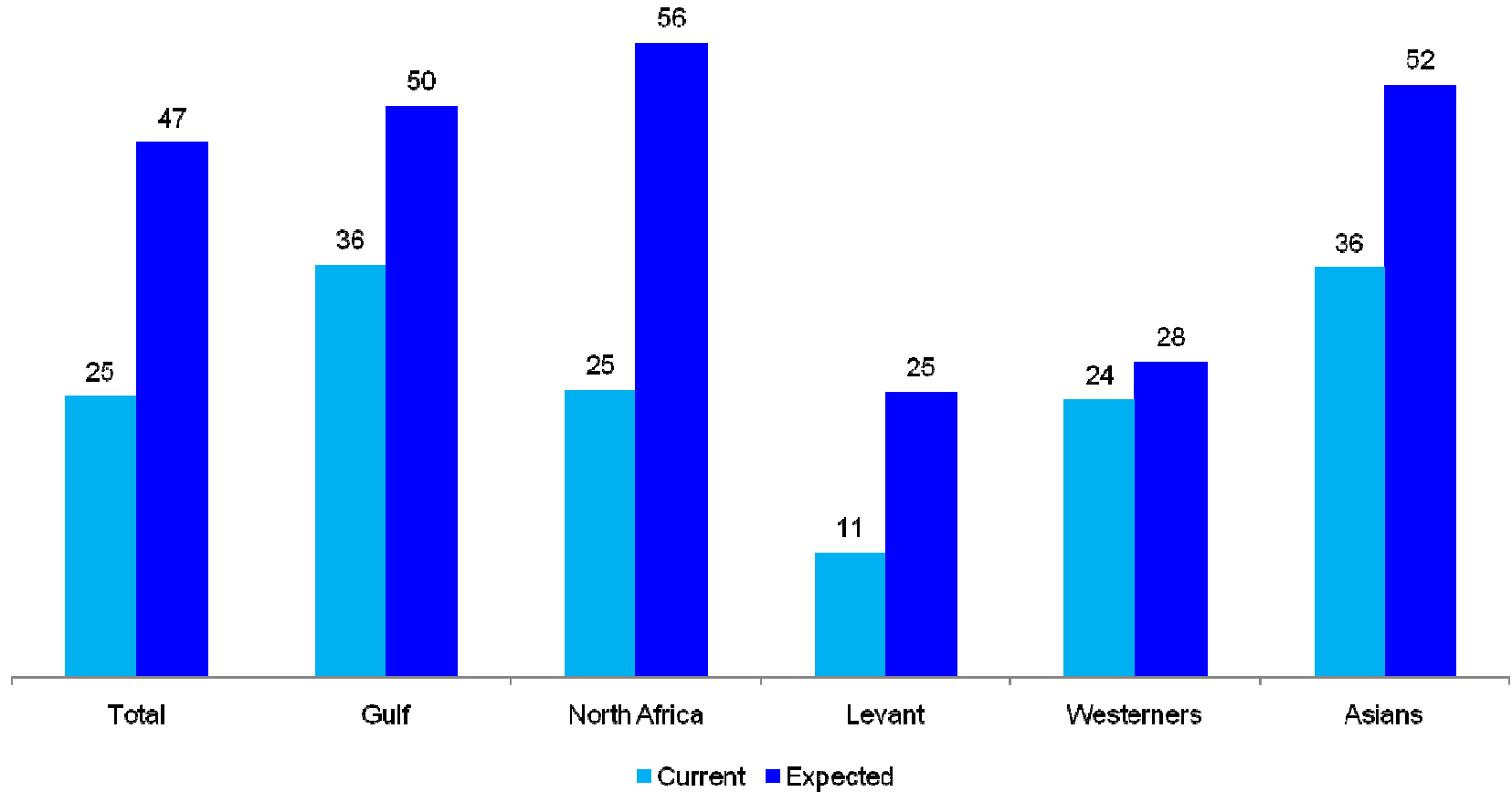
Appraisal of Personal Financial Situation – (Better Option)



Base: Total Sample: Dec '11=7,343 and Mar '12=9,324

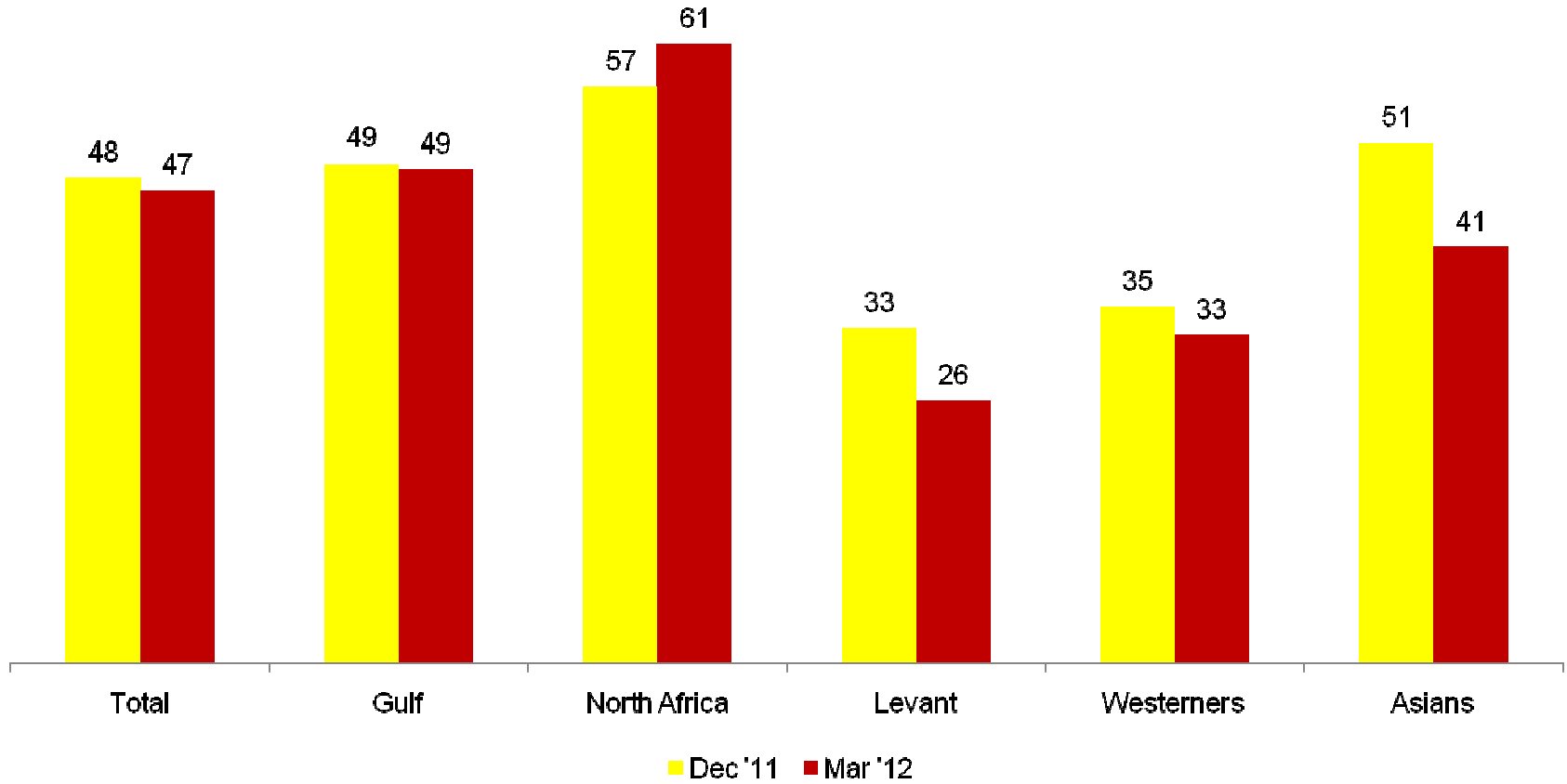
Appraisal of Country's Economy – (Better Option)

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



Base: Total Sample – N= 9,324

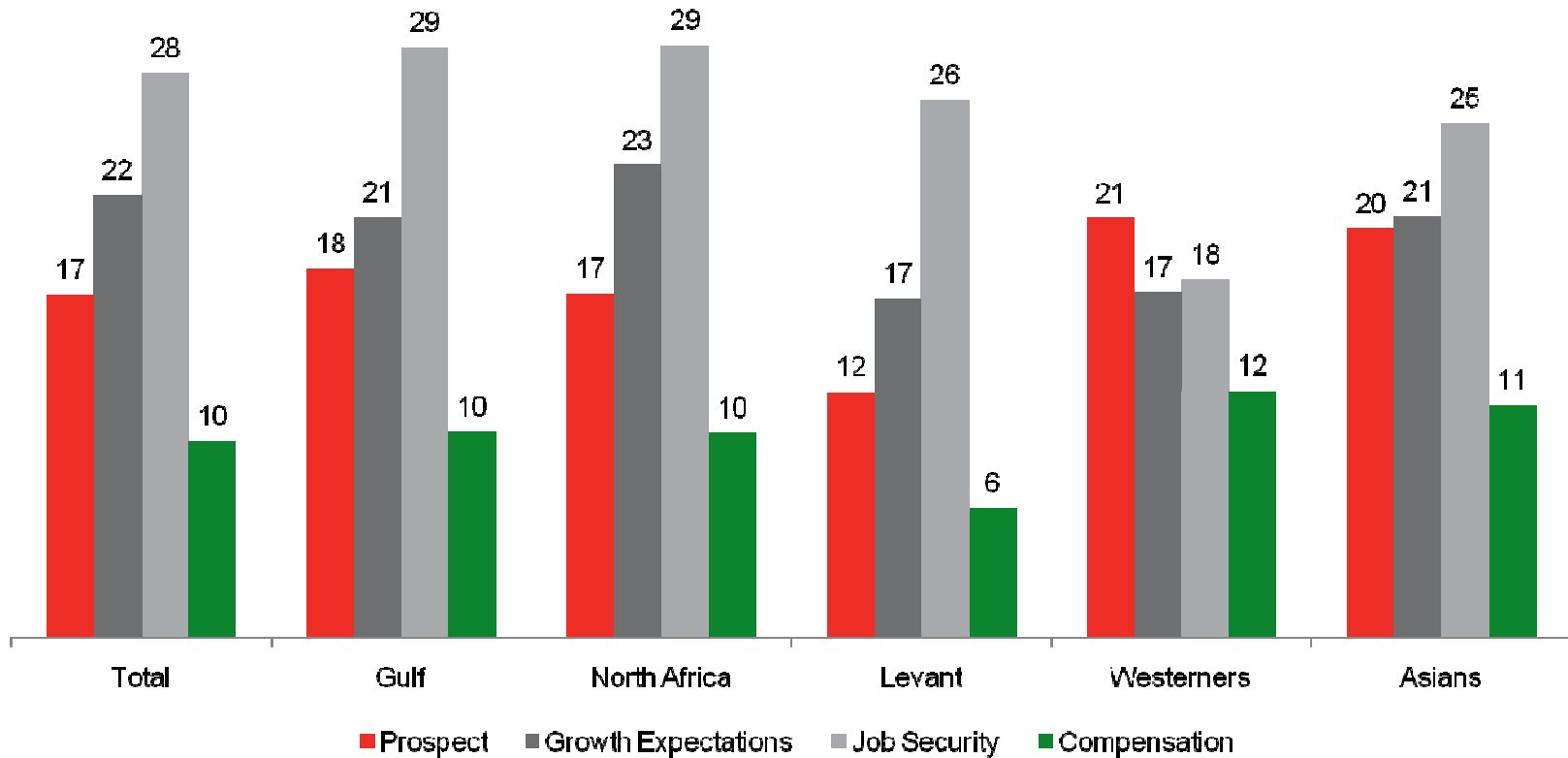
Appraisal of Country's Economy – (Better Option)



Base: Total Sample: Dec '11=7,343 and Mar '12=9,324

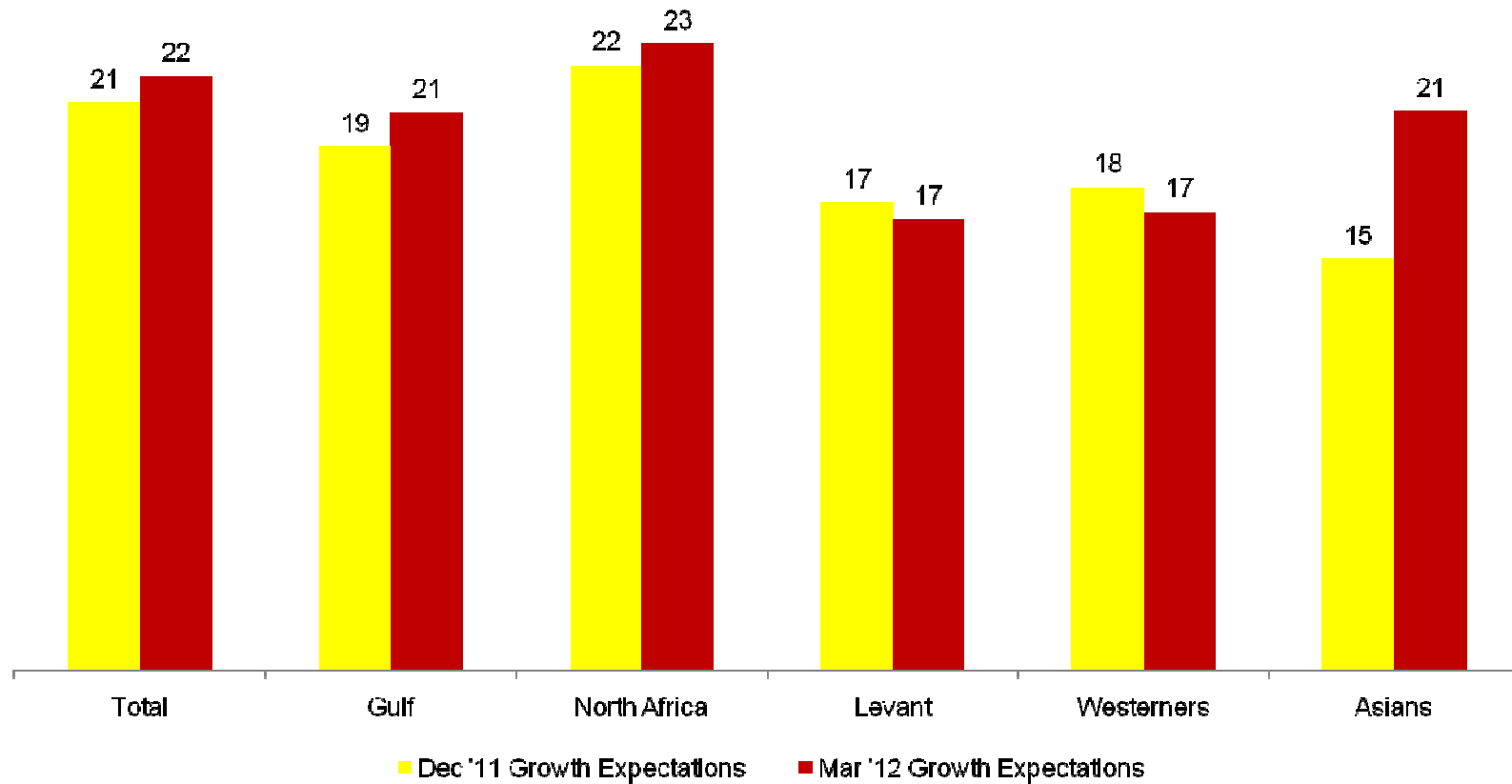
Appraisal of Career - (High Satisfaction Option)

- GCC nationals continue to report highest job security levels.



Base: Total Working Sample – N= 7,645

Appraisal of Career - (High Satisfaction Option)

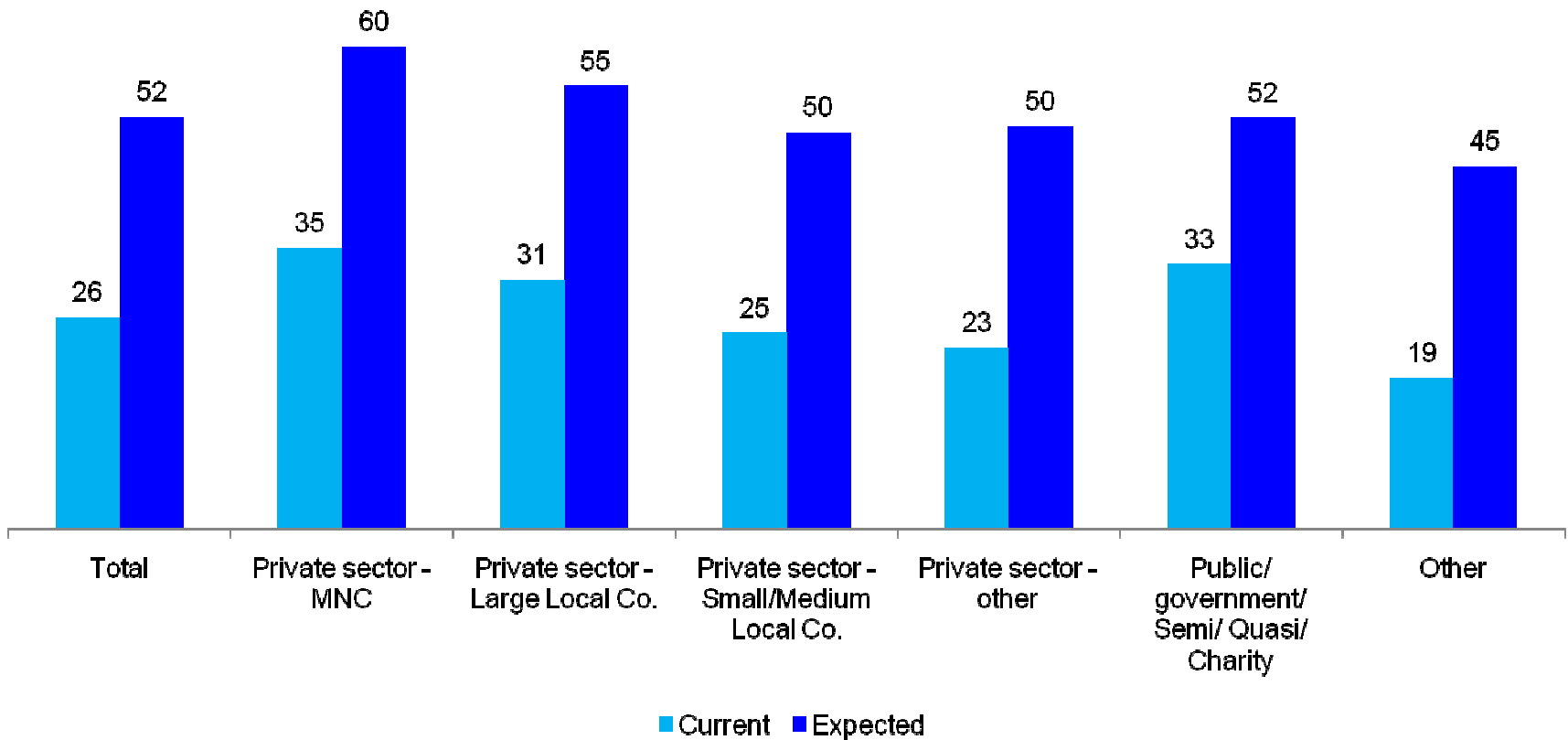


Base: Total Working Sample: Dec '11=5,884 and Mar '12=7,645

BY ORGANISATIONAL SECTOR

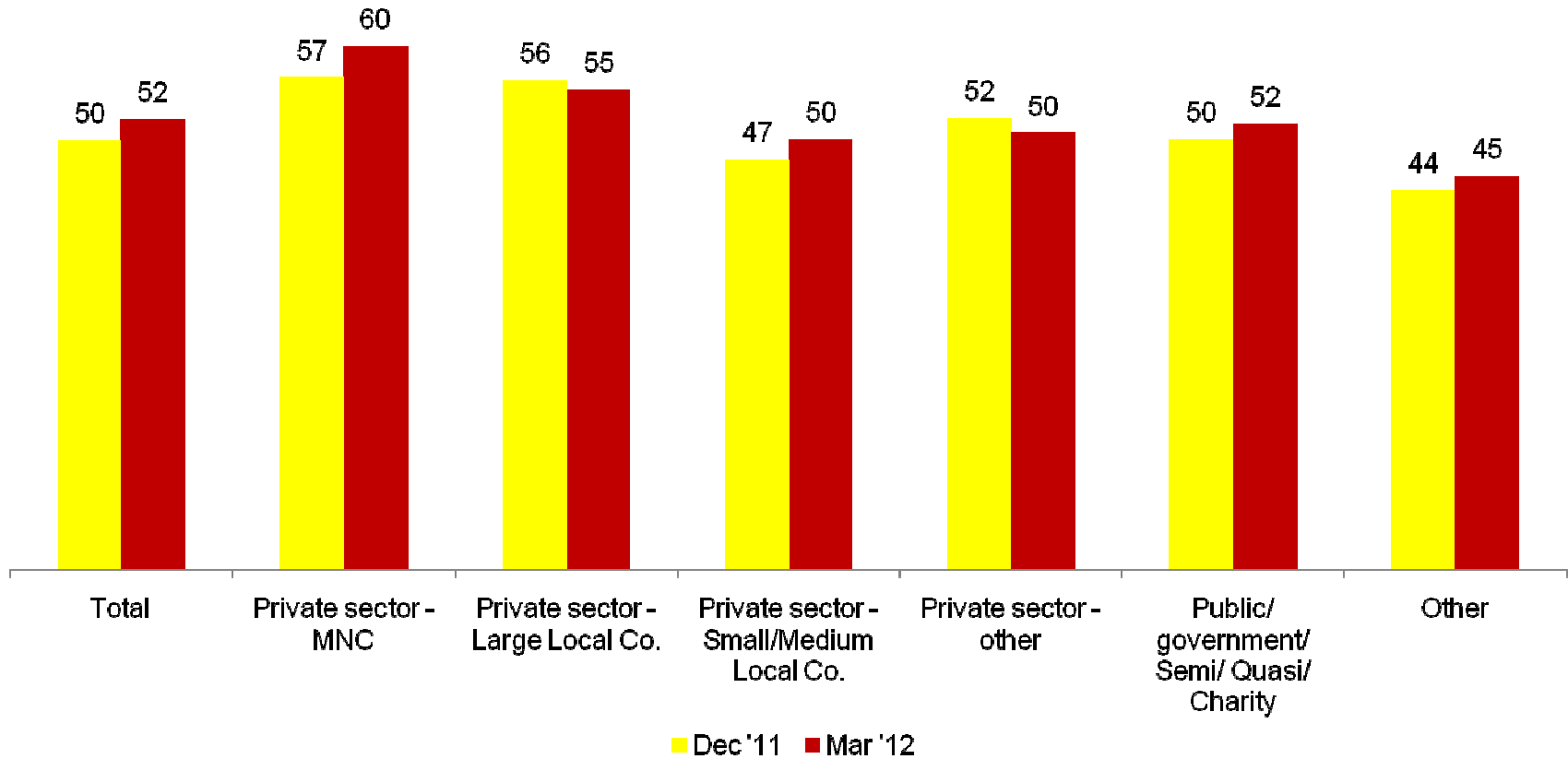
Appraisal of Personal Financial Situation - (Better Option)

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



Base: Total Sample – N= 9,324

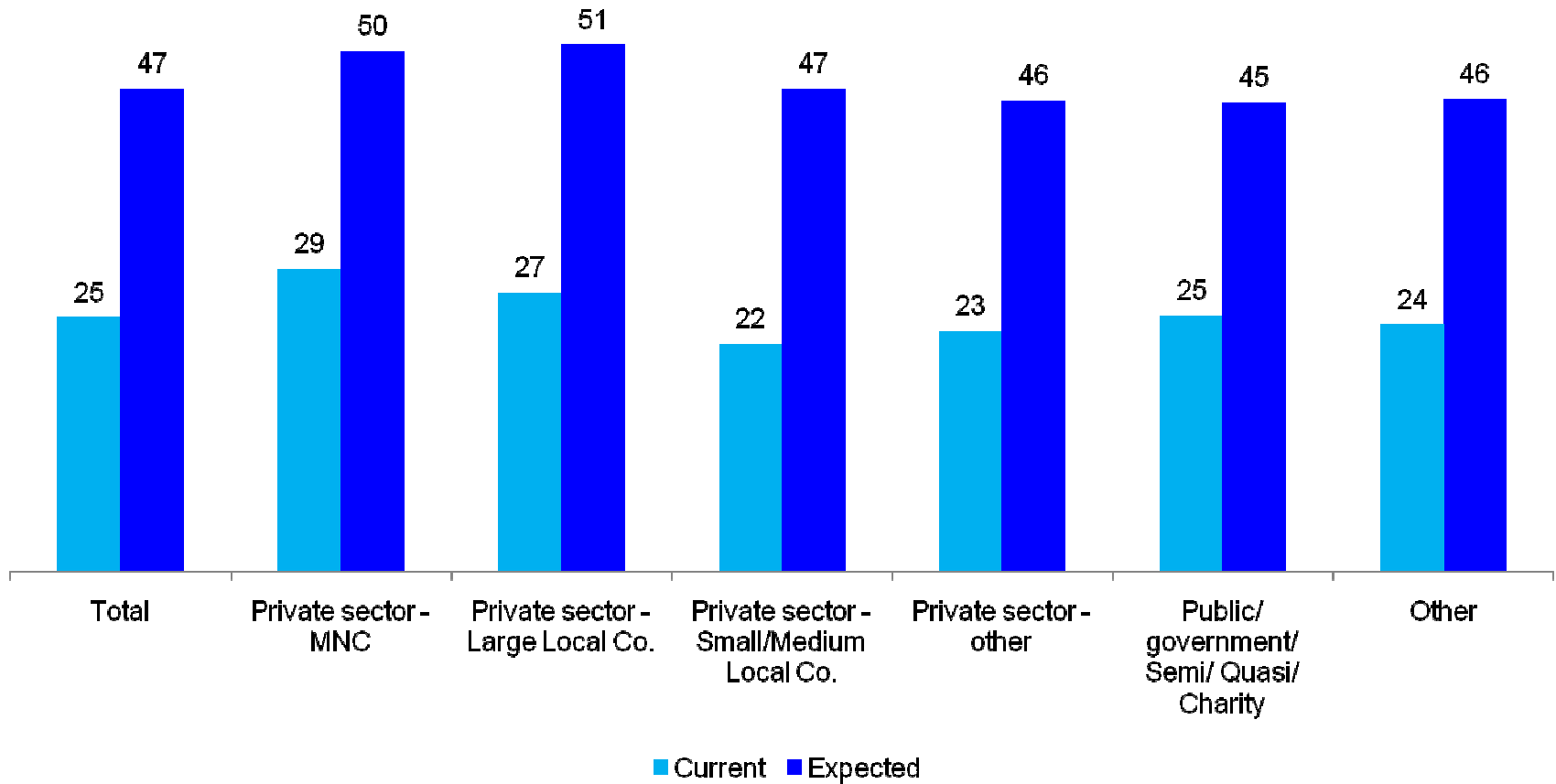
Appraisal of Personal Financial Situation - (Better Option)



Base: Total Sample: Dec '11=7,343 and Mar '12=9,324

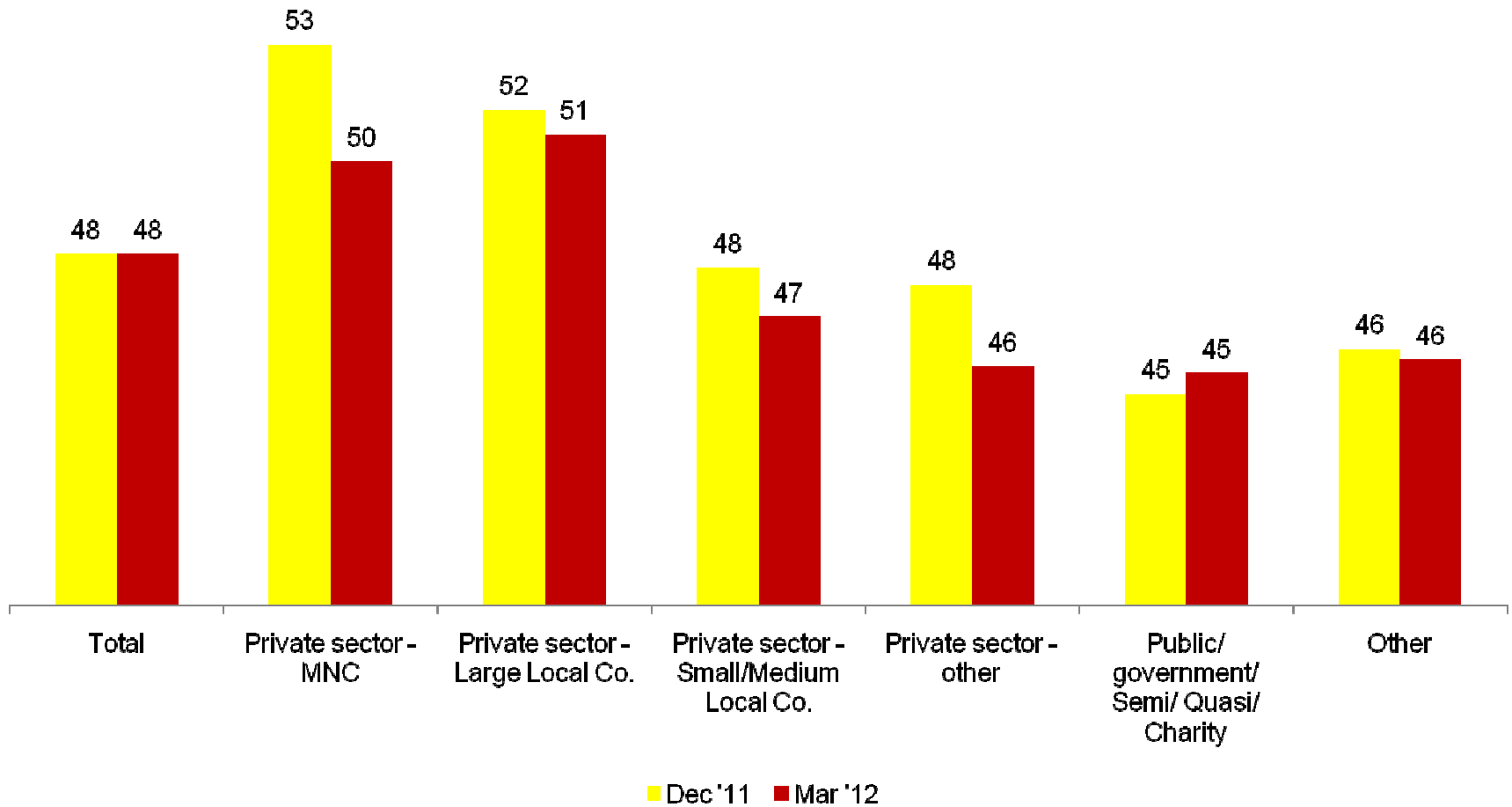
Appraisal of Country's Economy – (Better Option)

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



Base: Total Sample – N= 9,324

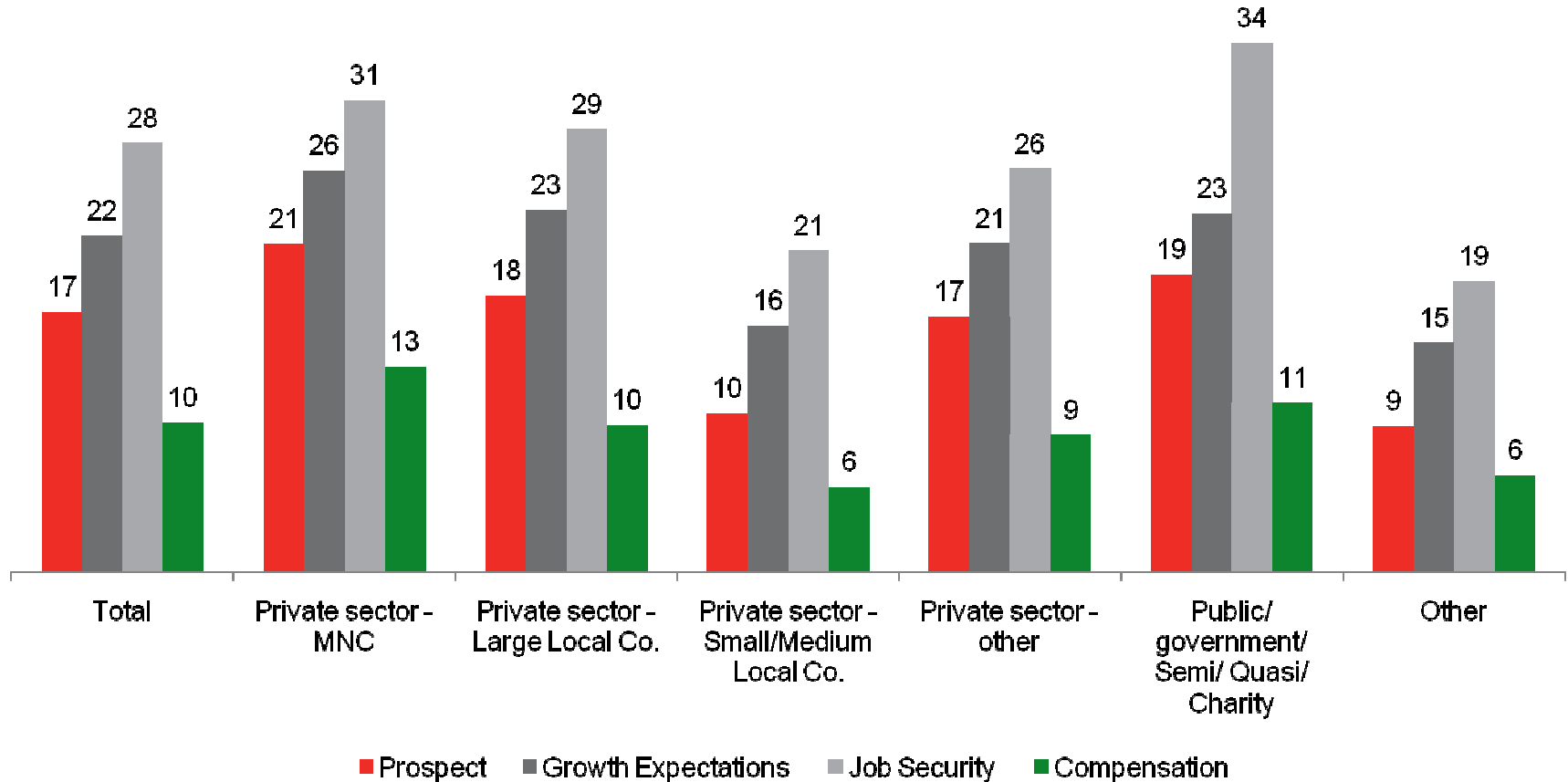
Appraisal of Country's Economy – (Better Option)



Base: Total Sample: Dec'11=7,343 and Mar '12= 9,324

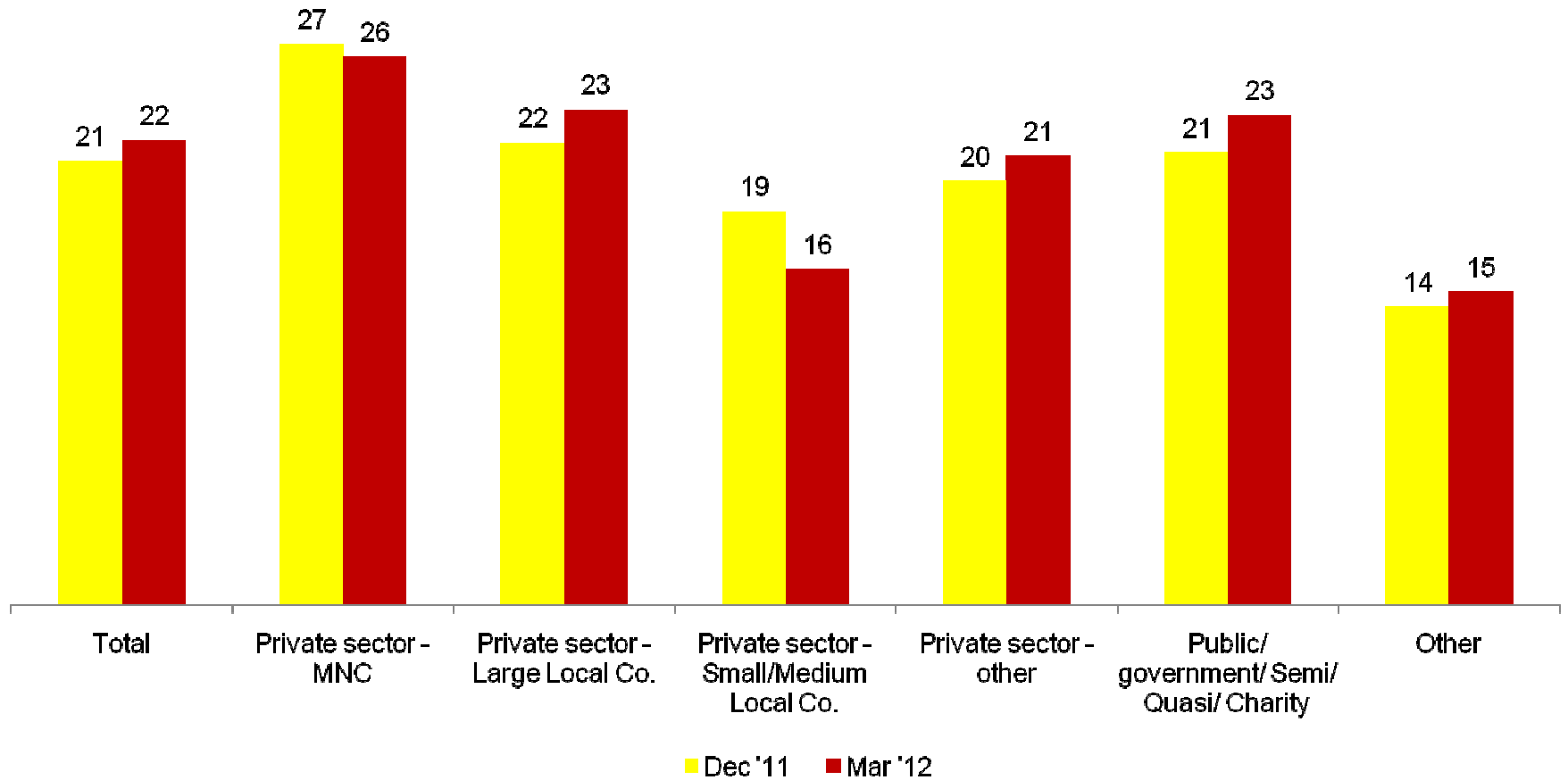
Appraisal of Career - (High Satisfaction Option)

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



Base: Total Working Sample – N= 7,645

Appraisal of Career - (High Satisfaction Option)

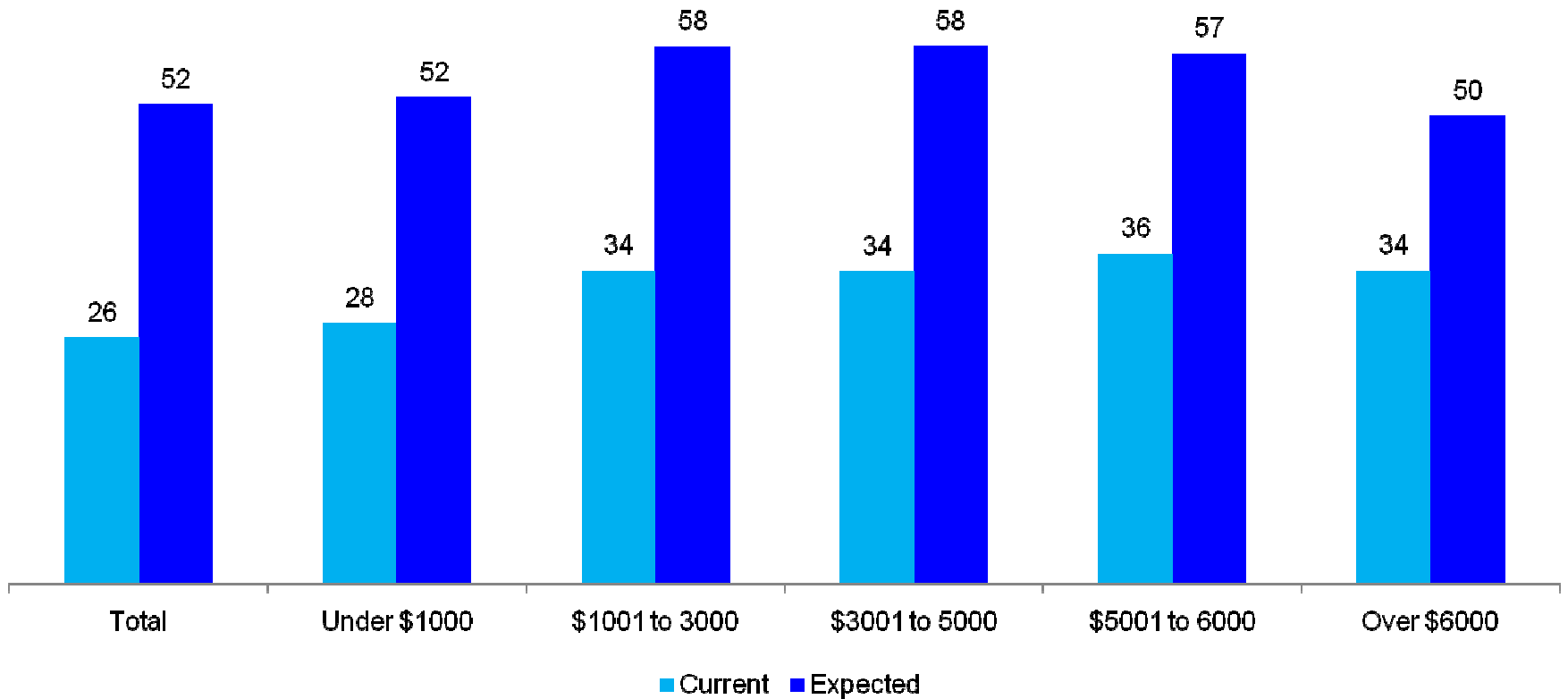


Base: Total Working Sample : Dec'11=5,884 and Mar '12=7,645

BY INCOME

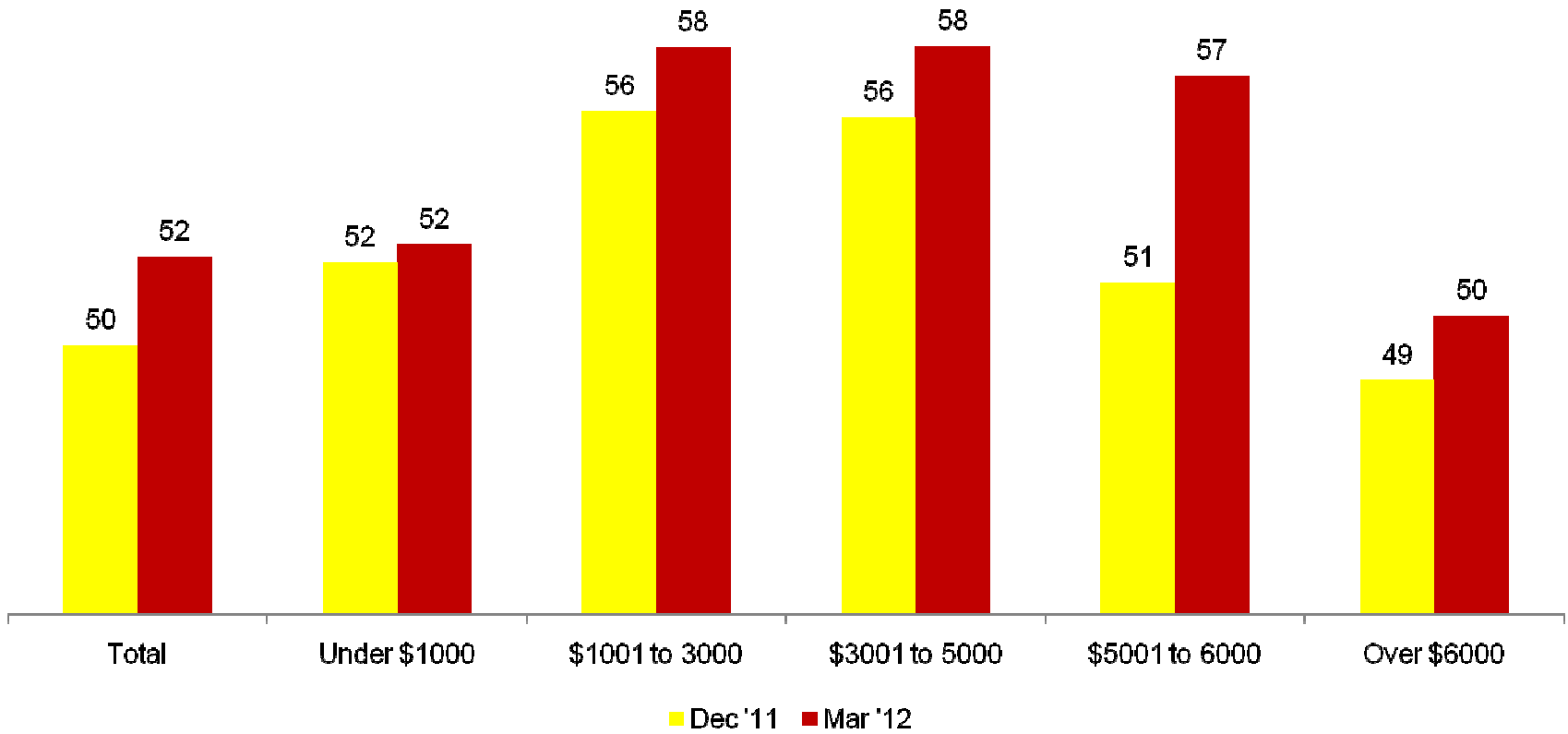
Appraisal of Personal Financial Situation – (Better Option)

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



Base: Total Sample – N= 9,324

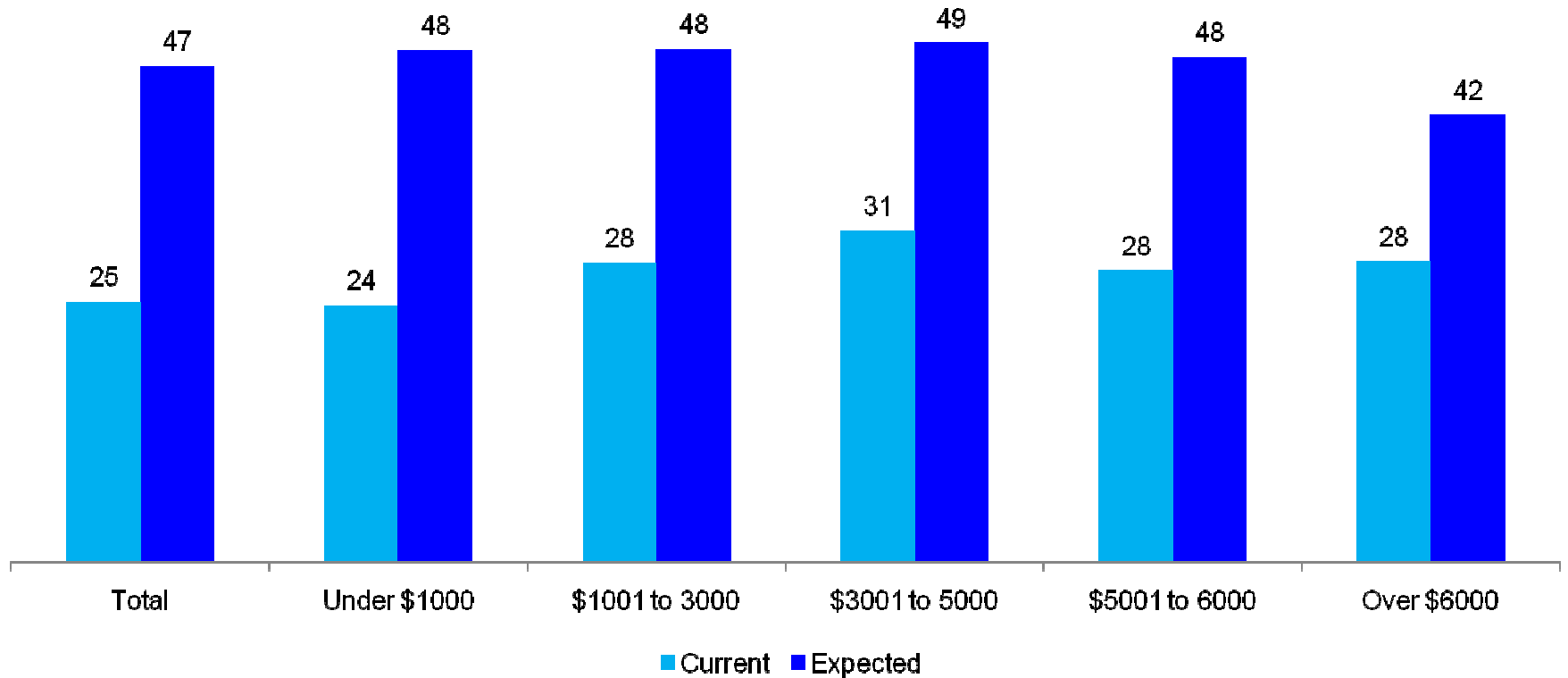
Appraisal of Personal Financial Situation – (Better Option)



Base: Total Sample: Dec '11=7,343 and Mar '12=9,324

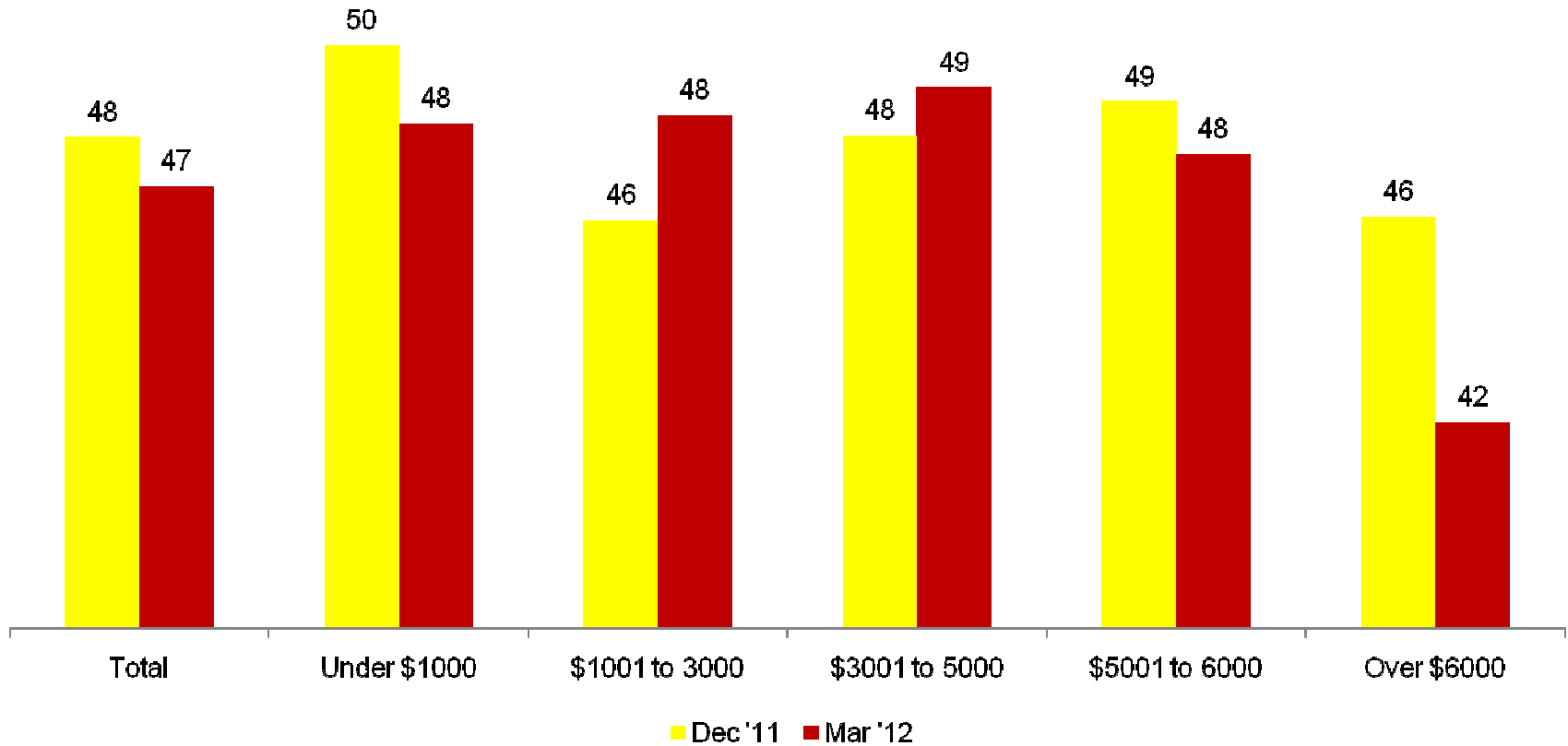
Appraisal of Country's Economy – (Better Option)

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



Base: Total Sample – N=9,324

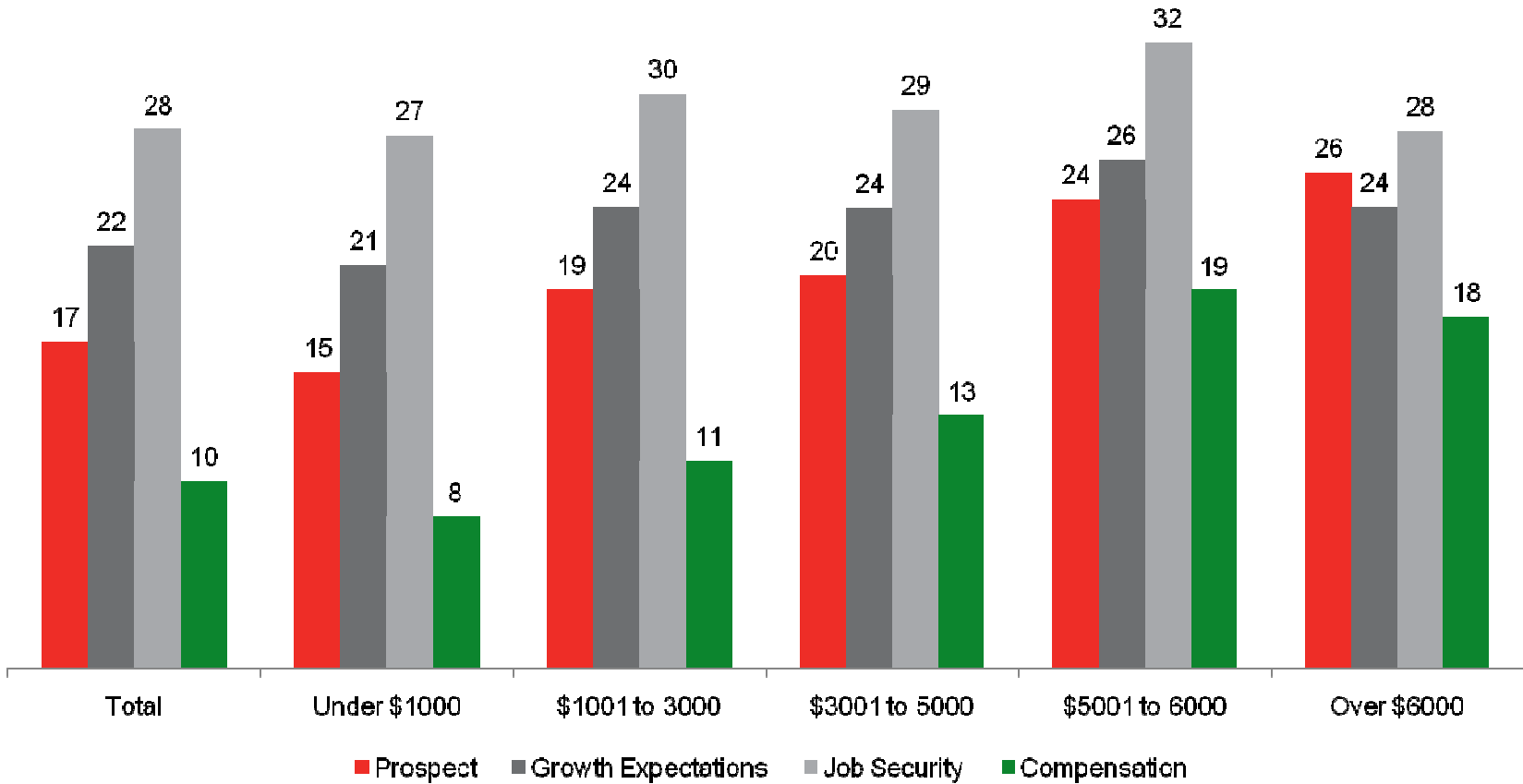
Appraisal of Country's Economy – (Better Option)



Base: Total Sample: Dec '11=7,343 and Mar '12= 9,324

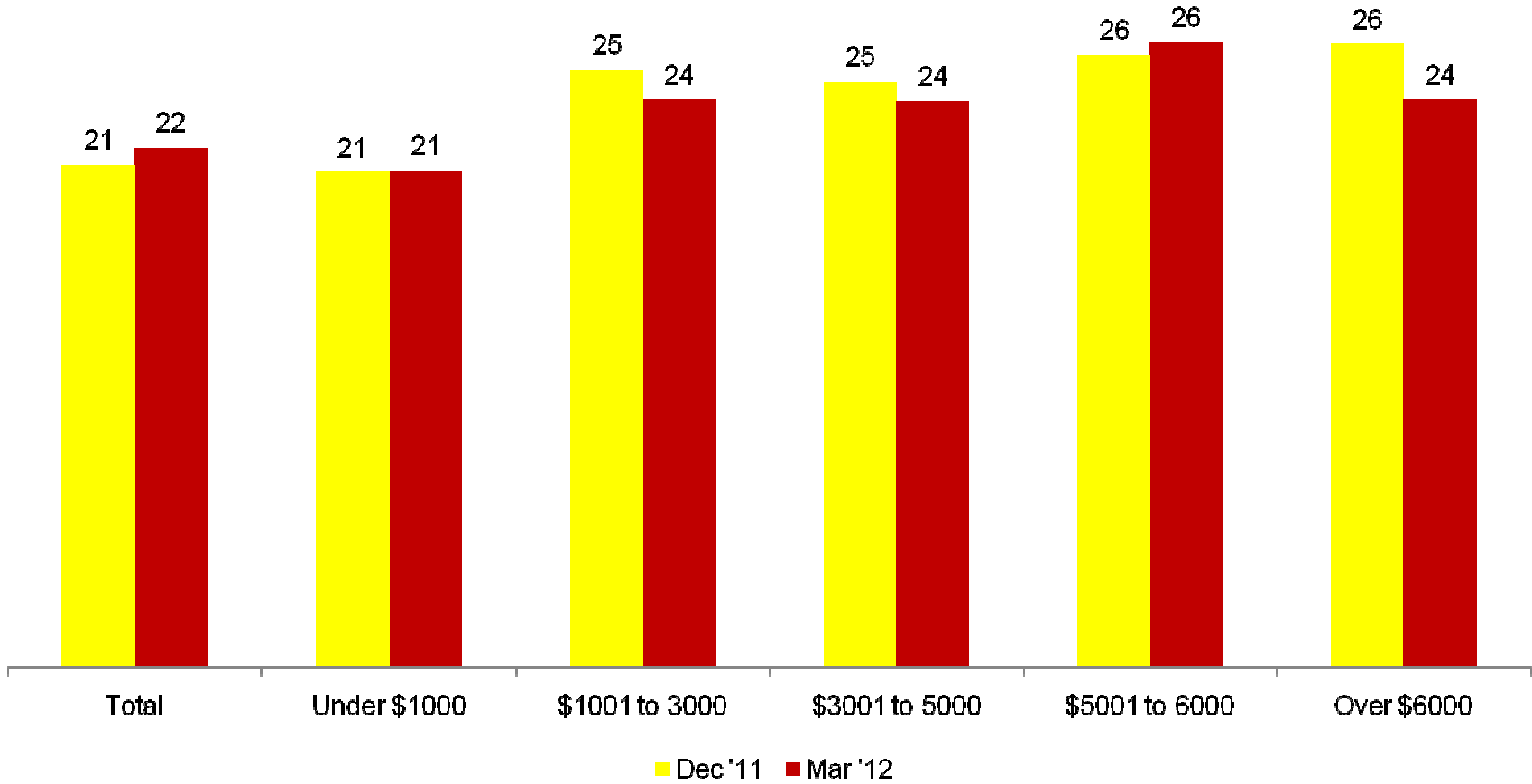
Appraisal of Career - (High Satisfaction Option)

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



Base: Total Working Sample – N= 7,645

Appraisal of Career - (High Satisfaction Option)



Base: Total Working Sample= Dec'11=5,884 and Mar '12= 7,645

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