

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

May 2012



## Objective

- To understand perceptions and attitudes of Middle Eastern consumers regarding the economy of their countries, their personal financial and job situation, their likelihood to purchase and invest and the employment market in general.
  
- Four indices will be extrapolated from these findings on a regular quarterly basis for which the findings of this analysis serve as the twenty second period (May 2012) after the base period in April 2007
  
- These are the:
  - Consumer Confidence Index (CCI)
  - Consumer Expectation Index (CEI)
  - Propensity to Consume/Spend Index (PCI)
  - Employee Confidence Index (ECI)

## Project Background

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

# Demographic Background & Methodology

## Age and Gender:

Adult males and females

Aged 18 plus years

## Nationalities:

GCC Arabs, North Africans, Levant, Western Expats & Asians

## Country of Residence

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

Levant: Lebanon, Syria, Jordan

North Africa: Egypt, Morocco, Algeria, Tunisia

Subcontinent: Pakistan\*\*

\*Low sample: Results would be indicative only.

\*\* Extremely Low Sample

## Methodology:

Online data collection was done between 18th April. to 7th May 2012. The total number of respondents achieved was 10,138.

## ^ 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
<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
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
<b>Achieved Sample Size</b>	494	83	2563	608	456	190	854	78	246	1312	120	164	1253
<b>CEI</b>	246.4	226.5	210.3	219.9	208.1	246.8	249.6	243.6	235.4	243.7	236.7	278.0	192.0
<b>PCI</b>	83.6	77.1	75.1	75.8	71.5	86.8	63.2	92.3	81.7	75.5	62.5	79.3	63.7
<b>CCI</b>	532.4	454.2	444.4	458.7	413.4	512.6	484.5	528.2	496.7	498.0	451.7	550.6	379.9
<b>ECI</b>	560.3	444.6	504.3	498.7	451.5	527.9	525.9	507.7	536.2	543.6	530.0	561.6	422.7

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

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



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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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



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

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

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

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

## Current Period Values for CCI & ECI by Country, March 2012

Values for 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, May 2012

Values for Dec, 2011	Algeria	Bahrain	Egypt	Jordan	Kuwait	Lebanon	Morocco	Oman	Pakistan	Qatar	KSA	Syria	Tunisia	UAE
Achieved Sample Size	625	68	3393	826	224	250	779	116	17	234	1219	244	403	939
CEI	268.3	235.3	286.9	214.0	280.8	206.4	277.0	311.2	223.5	276.5	280.5	179.9	278.2	269.4
PCI	85.3	76.5	66.5	62.0	85.3	74.4	68.7	93.1	111.8	86.8	83.4	29.1	51.4	86.0
CCI	576.3	500.0	531.3	423.7	565.6	415.6	545.2	644.0	547.1	573.9	576.6	325.8	506.5	554.0
ECI	493.0	433.8	518.6	429.9	497.3	459.2	524.1	562.1	488.2	586.3	560.5	370.9	526.6	482.7

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

	Algeria		Bahrain		Egypt		Kuwait		Lebanon	
	April, 07	May, 12	April, 07	May, 12	April, 07	May, 12	April, 07	May, 12	April, 07	May, 12
<b>Achieved Sample Size</b>	415	625	101	68	1635	3393	711	224	696	250
<b>CEI</b>	288.2	268.3	273.3	235.3	259.1	286.9	297.5	280.8	217.2	206.4
<b>PCI</b>	103.9	85.3	91.1	76.5	90.6	66.5	104.5	85.3	67.5	74.4
<b>CCI</b>	637.3	576.3	597.0	500.0	573.6	531.3	634.5	565.6	428.9	415.6
<b>ECI</b>	605.8	493.0	567.3	433.8	598.5	518.6	635	497.3	490.1	459.2

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

	Morocco		Qatar		KSA		Syria		UAE	
	April, 07	May, 12	April, 07	May, 12	April, 07	May, 12	April, 07	May, 12	April, 07	May, 12
<b>Achieved Sample Size</b>	112	779	382	234	2095	1219	200	244	2069	939
<b>CEI</b>	275.0	277.0	303.4	276.5	305.6	280.5	268	179.9	296.4	269.4
<b>PCI</b>	84.8	68.7	107.6	86.8	98.1	83.4	76	29.1	99.2	86.0
<b>CCI</b>	582.1	545.2	671.7	573.9	651.6	576.6	560.5	325.8	634.4	554.0
<b>ECI</b>	552.7	524.1	711.3	586.3	651.6	560.5	549.5	370.9	660.8	482.7

## Indices by Country - July 2007

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

## Indices by Country - October 2007

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



## Indices by Country - January 2008

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

## Indices by Country - May 2008

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

## Indices by Country - July 2008

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

## Indices by Country - November 2008

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

## Indices by Country - February 2009

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

## Indices by Country - May 2009

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

## Indices by Country - August 2009

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

## Indices by Country - December 2009

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



## Indices by Country - March 2010

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

## Indices by Country - June 2010

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

## Indices by Country - September 2010

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

## Indices by Country - December 2010

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

## Indices by Country - March 2011

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

## Indices by Country - June 2011

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

## Indices by Country - September 2011

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

## Indices by Country - December 2011

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



## Indices by Country - March 2012

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

## Indices by Country – May 2012

Index	Algeria	Bahrain	Egypt	Kuwait	Lebanon	Morocco	Qatar	KSA	Syria	UAE
CEI	93.1	86.1	110.7	94.4	95.0	100.7	91.1	91.8	67.1	90.9
PCI	82.1	84.0	73.4	81.6	110.2	81.0	80.6	85.0	38.3	86.7
CCI	90.4	83.7	92.6	89.2	96.9	93.7	85.4	88.5	58.1	87.3
ECI	81.4	76.5	86.7	78.3	93.7	94.8	82.4	86.0	67.5	73.1

## 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 indices calculations would be comparable to this period.
- An index of  $> 100$  means the confidence for the current period (in this case, May '12) is higher than that in April 2007.
- Conversely, an index of  $< 100$  indicates a dip in confidence compared to that in April 2007.
- Countries which had a period of high confidence during April 2007 would need to match or exceed those levels of optimism for a better score whereas countries who were pessimistic in April 2007 probably have a slightly easier task of reducing the negativity or returning to normal circumstances for generating a higher score.
- Over the last 66 months since the base period, the indices across all countries have experienced a dips and gains at various time periods.
- **UAE** showcases some drop across the indices in the region.
- Therefore, **all 10 countries** measured against the base period showed a **dip** rather than rise in confidence in the **last 66 months**.

## ^ Differences in Index by Country – May 2012 to March 2012

Index	Algeria	Bahrain	Egypt	Kuwait	Lebanon	Morocco	Qatar	KSA	Syria	UAE
CEI	-1.8	-9.9	-0.7	-0.4	5.5	-2.4	-5.6	-2.2	-1.6	1.7
PCI	2.4	-21.0	4.3	-6.4	9.9	2.5	-2.6	-0.1	-9.9	-1.1
CCI	-1.9	-6.3	1.5	0.1	5.7	-1.4	-2.0	-1.3	2.2	1.5
ECI	-3.6	8.7	-0.2	-1.0	1.6	-4.0	0.7	-1.1	-10.5	-2.0

## What do the Indices Indicate?

### Comparison of May '12 with Previous Period Mar '12

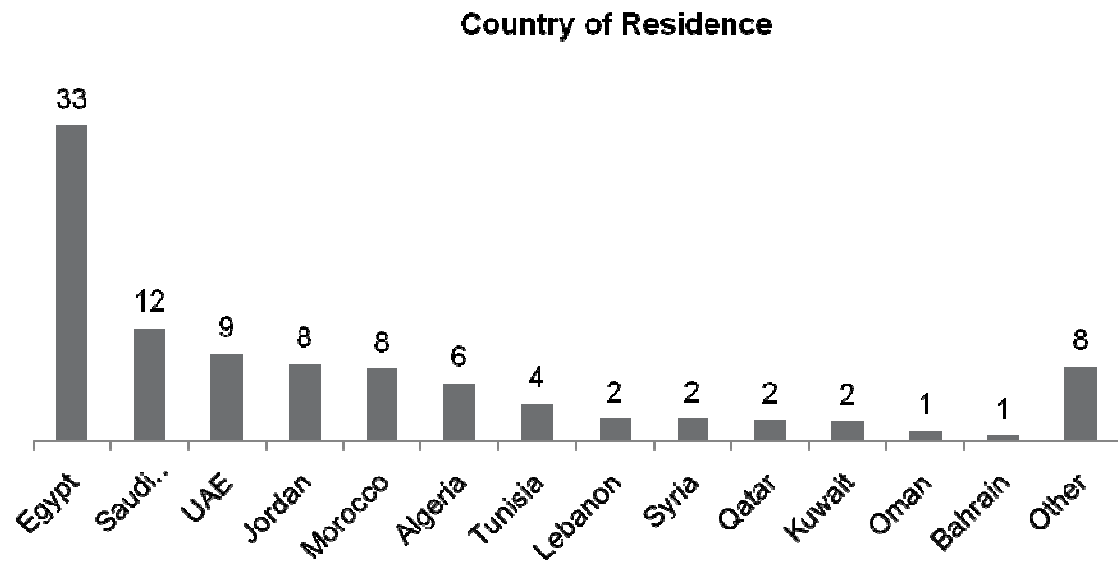
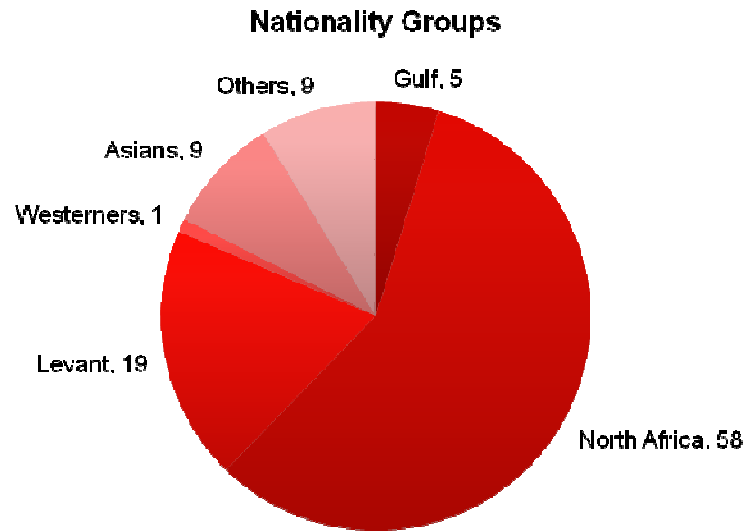
- The following comparison has been done wherever relevant with the previous period of September 2011.
- **UAE, sees some improvement across all the CEI and CCI. However the PCI and ECI see a minor dip.**
- Syria sees a drop across 3 out of the 4 indices.
- Lebanon sees an improvement across all indices.

## 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.
- Only 27% of the total respondents in this wave feel that their personal financial situation is better than last year. 31% opine that it is worse.
- 45% of the respondents have positive expectations regarding the country's future economy and financial conditions. Another 16% feel that it would remain the same.
- 45% of the respondents are of the opinion that now is not a good time to buy consumer durables.
- 38% say that the current period is a bad time for business. However, 51% 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 is reported by the residents. 51% claim low satisfaction with job security.
- 67% respondents also claim that salaries are not keeping pace with the cost of living.

# ^ Respondent profile

## Respondent profile – Country

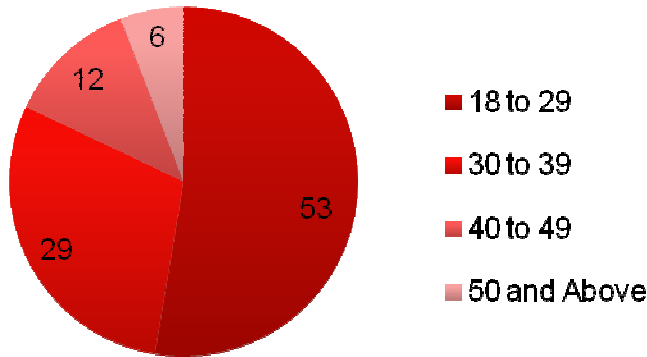


Base: Total Sample – N= 9,324



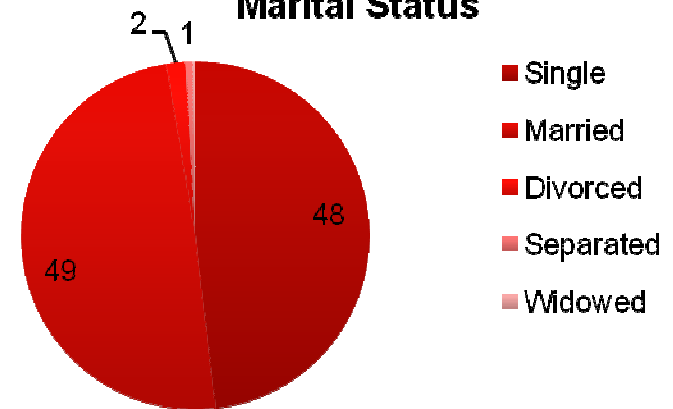
# Respondent profile - Personal

### Age group



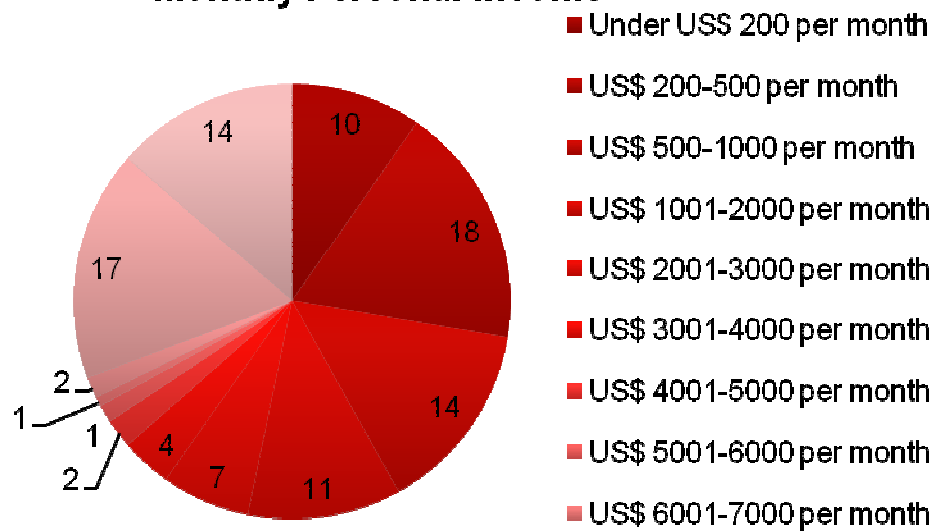
Base: Total Sample – N= 10138

### Marital Status



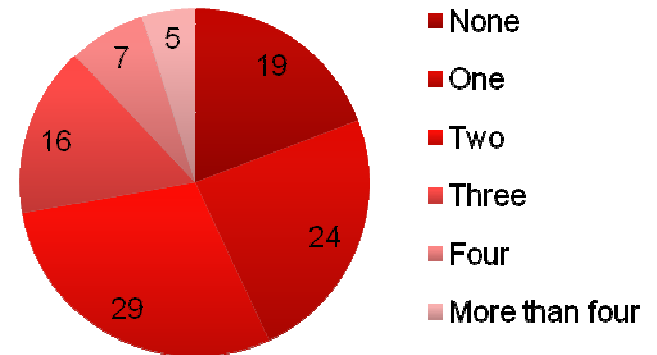
Base: Total Sample – N= 10138

### Monthly Personal Income



Base: Total Sample – N= 10138

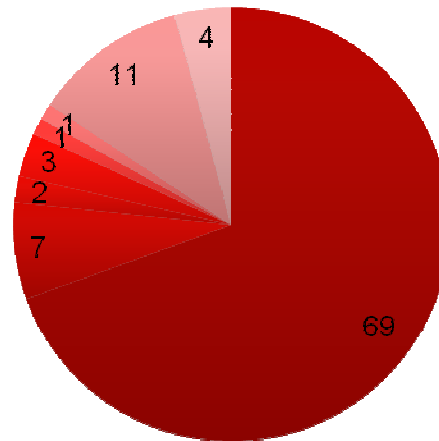
### No. of children



Base: Married/ used to be married– N= 5257

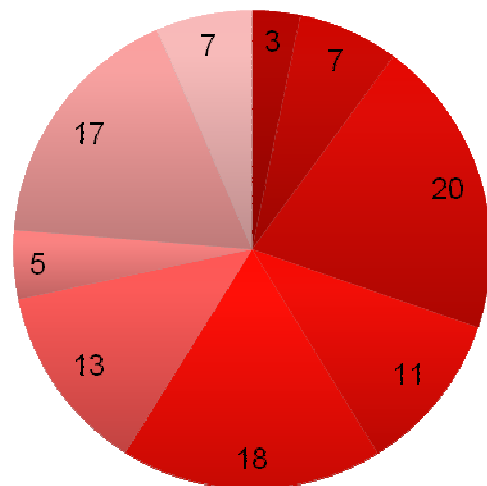
# Respondent profile - Organizational

### Work Status



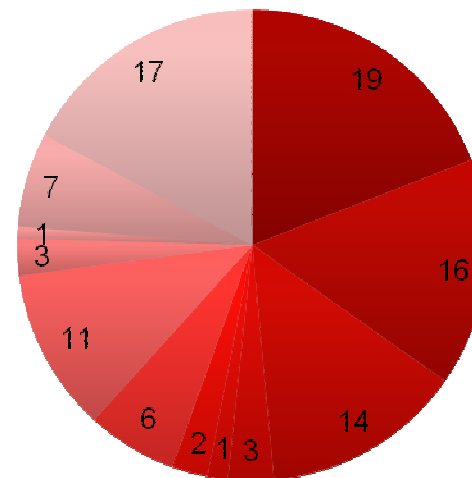
- Working full time (30 or more hours per week)
- Working part time (8 to 29 hours per week)
- Working part time (Less than 8 hours a week)
- Full time student
- Retired
- Full-time home-maker or housewife
- Unemployed
- Other

### 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

## Appraisal of Present Situation – 1/3

- Only 27% of the total respondents in this wave feel that their personal financial situation is better than last year.
- Less than a quarter (23%) of the respondents feel optimistic about the current economy of their country.
- 45% claim 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	10138	625	68	3393	826	224	250	779	116	17	234	1219	244	403	939
Financial															
Better	27	37	19	27	21	30	22	20	36	29	35	36	14	18	25
Same	34	33	51	32	35	37	31	37	37	29	35	38	23	39	39
Worse	31	21	22	34	39	22	41	32	20	12	22	21	58	37	30
Don't know	7	9	7	7	6	11	6	11	7	29	8	5	5	5	6
Country's economy															
Better	23	30	22	22	13	22	8	28	39	24	29	27	11	32	27
Same	32	33	32	31	32	35	30	38	39	18	29	33	27	26	39
Worse	35	23	31	37	47	31	54	17	16	29	31	29	51	36	25
Don't know	11	14	15	11	8	12	8	16	7	29	11	11	11	6	9
Consumer Behaviour															
Good time to buy	16	28	10	15	12	19	12	16	19	24	19	18	7	12	16
Neutral time to buy	32	19	51	31	32	39	43	23	40	41	44	40	13	21	48
Bad time to buy	45	42	34	48	50	33	38	47	26	12	32	35	77	61	30
Don't know	7	11	4	6	7	9	6	14	16	24	5	8	3	5	6

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

- Less than a quarter of respondents (23%) feel that the current period is good for business. 38% opine that it is not good. 43% in the UAE claim it is a Neutral period.
- With regards to employment 50% of the respondents claim there are a ‘very few’ jobs available. This sentiment is strongest in Syria (67%) followed by Jordan (57%) .

Total / Country of residence	Total	Algeria	Bahrain	Egypt	Jordan	Kuwait	Lebanon	Morocco	Oman	Pakistan	Qatar	Saudi Arabia	Syria	Tunisia	UAE
Base Size	10138	625	68	3393	826	224	250	779	116	17	234	1219	244	403	939
Business Conditions															
Good time	23	38	10	17	18	24	18	24	40	24	36	38	9	31	19
Neutral time	30	23	43	28	31	36	37	28	33	24	32	34	16	27	43
Bad time	38	23	41	48	44	29	40	31	16	29	22	20	71	31	32
Don't know	9	15	6	6	7	11	5	17	11	24	9	9	5	11	6
Employment															
Plenty available	12	14	4	8	6	15	5	8	24	6	32	32	4	3	15
Not many available	34	34	44	33	34	41	39	35	37	24	32	32	25	44	36
Very few available	50	47	47	56	57	37	50	54	35	35	29	31	67	51	43
Don't know	4	5	4	3	3	7	6	3	3	35	7	6	4	2	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

- 27% of those who are currently employed claim that there are more employees compared to last year.
- Majority (67%) are of the opinion that salaries are not keep pace with cost of living. This is highly expressed by people of Syria, Tunisia and Lebanon.

Total / Country of residence	Total	Algeria	Bahrain	Egypt	Jordan	Kuwait	Lebanon	Morocco	Oman	Pakistan	Qatar	Saudi Arabia	Syria	Tunisia	UAE
Working Base Size	8394	482	57	2859	670	201	211	507	108	16	207	1076	218	291	821
Number of employees															
More employees	27	37	9	21	22	31	18	21	44	6	42	44	9	24	29
Same number	29	32	49	29	33	26	36	35	23	50	26	24	26	30	27
Fewer employees	32	16	33	38	31	34	34	23	22	19	25	22	54	29	37
Don't know	12	15	9	11	14	9	12	21	11	25	8	11	11	17	7
Salary vis-a-vis Cost of Living															
Increased more than cost of living	5	5	2	4	3	6	4	5	12	6	8	8	2	1	5
Increased similar to cost of living	21	24	19	21	15	20	19	22	27	25	27	27	9	14	21
Not kept pace with cost of living	67	63	74	68	74	69	71	60	52	44	57	59	86	73	69
Don't know	7	7	5	7	8	4	6	13	9	25	8	7	3	12	5

Q. How does the current number of employees in your organisation compare with that last year?

Q. Compared to the situation of last year, has your salary kept pace with the cost of living?

## Expectations for the Year Hence – 1/2

- 49% are of the sentiment that their personal finances will become better in a year's time.
- Interestingly Oman shows 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	10138	625	68	3393	826	224	250	779	116	17	234	1219	244	403	939
Financial															
Will be better	49	48	37	52	43	54	44	44	60	24	51	56	29	47	49
Will remain the same	14	14	32	10	15	19	20	10	15	29	19	15	14	14	20
Become worse	8	6	7	6	11	5	12	5	2	0	6	6	20	6	10
Don't know	29	32	24	32	31	22	23	40	23	47	24	23	38	33	20
Country's Economy															
Will be better	45	42	32	56	22	49	17	46	63	29	50	48	20	54	46
Will remain the same	16	21	18	11	21	21	25	16	13	12	16	20	9	11	25
Become worse	21	16	26	15	40	17	42	9	10	29	18	18	49	16	16
Don't know	18	22	24	18	17	13	16	29	14	29	17	15	22	19	14

Q. In what way do you think your (and family's) financial position would change in a year's time?

Q. In what way do you think your country's economy would change in a year's time?

## Expectations for the Year Hence – 2/2

- Understandably, better business conditions in the next year are expected by all the countries.
- Qatar followed by Egypt expect the highest improvement in employment opportunities.

Total / Country of residence	Total	Algeria	Bahrain	Egypt	Jordan	Kuwait	Lebanon	Morocco	Oman	Pakistan	Qatar	Saudi Arabia	Syria	Tunisia	UAE
Base Size	10138	625	68	3393	826	224	250	779	116	17	234	1219	244	403	939
Business Conditions															
Will be better	51	44	46	62	29	51	29	48	60	35	59	55	27	59	48
Will remain the same	19	22	25	12	25	29	35	18	21	12	22	22	16	13	27
Become worse	13	11	16	10	27	8	17	8	5	29	6	9	35	9	12
Don't know	17	24	13	16	18	12	19	26	14	24	12	14	22	20	13
Employment															
There will be more jobs available	37	24	10	49	17	27	13	32	41	12	56	42	20	44	35
There will be same number of jobs available	25	36	41	21	31	27	34	26	28	24	19	25	15	27	27
There will be fewer jobs available	23	22	35	15	39	29	38	17	18	35	14	23	39	13	27
Don't know/Can't say	15	18	13	16	13	17	15	24	13	29	11	10	25	16	12

Q. In what way do you expect business conditions to change in a year's time?

Q. In what way do you expect availability of employment to change in a year's time?

## Satisfaction with Career

- Neutral to low satisfaction with career prospects and career growth within current organisations reported. Respondents from KSA (27%) are highly satisfied with career growth.

Total / Country of residence	Total	Algeria	Bahrain	Egypt	Jordan	Kuwait	Lebanon	Morocco	Oman	Pakistan	Qatar	Saudi Arabia	Syria	Tunisia	UAE
Working Base Size	8394	482	57	2859	670	201	211	507	108	16	207	1076	218	291	821
Prospects															
High	16	20	11	16	15	14	17	17	21	25	18	18	11	16	14
Neutral	38	32	46	42	36	44	40	29	43	31	41	39	22	32	40
Low	40	41	40	37	42	38	37	37	28	25	35	38	61	40	42
Don't know	6	7	4	5	7	4	7	17	8	19	6	5	5	12	4
Career Growth															
High	21	24	19	21	16	19	19	23	22	13	22	27	11	26	15
Neutral	35	27	39	38	31	43	39	27	36	38	41	36	27	28	39
Low	39	40	40	37	48	34	37	36	33	25	32	33	56	35	42
Don't know	6	8	2	5	4	4	5	13	8	25	5	5	6	10	4

Q. How would you rate your satisfaction with your current job and career prospects?

Q. How would you rate your satisfaction with career growth in your current organisation?



# Satisfaction with Career

- Residents of Syria and Jordan claim lowest job security.
- 85% 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	8394	482	57	2859	670	201	211	507	108	16	207	1076	218	291	821
Job Security															
High	26	26	19	26	27	25	27	29	26	19	25	26	28	31	22
Neutral	35	30	46	37	30	39	35	27	43	25	42	39	29	34	36
Low	32	33	32	31	37	30	32	27	26	38	29	30	37	24	36
Don't know	7	11	4	6	5	5	6	17	6	19	5	5	6	11	6
Compensation															
High	9	8	5	9	8	7	9	10	10	6	9	11	5	6	9
Neutral	34	21	35	39	30	38	35	23	37	31	39	37	24	24	36
Low	51	63	60	46	56	51	51	50	45	38	46	47	66	59	52
Don't know	7	8	0	6	6	4	5	17	7	25	6	6	5	11	4

Q. How would you rate your satisfaction with job security in your current organisation?

Q. How would you rate your satisfaction with your current compensation (including salary, allowances and other benefits)?

## Investment in Vehicle

- Only 27% of the total respondents are planning to purchase a new vehicle in the next one year. Respondents of Oman show highest intent.
- Of those who do plan to purchase one, 51% claim they would purchase a brand new one.

Total / Country of residence	Total	Algeria	Bahrain	Egypt	Jordan	Kuwait	Lebanon	Morocco	Oman	Pakistan	Qatar	Saudi Arabia	Syria	Tunisia	UAE
Base Size	10138	625	68	3393	826	224	250	779	116	17	234	1219	244	403	939
Vehicle															
Yes	27	34	15	24	26	30	24	29	41	35	37	32	13	18	27
No	58	51	68	61	60	58	61	49	47	53	55	55	73	67	63
Don't know	15	15	18	16	14	12	14	22	11	12	8	13	14	15	11
Types of vehicle															
Plan to buy base	2746	215	10	798	217	68	61	224	48	6	86	394	31	72	252
New	51	62	40	57	34	50	51	44	48	67	52	51	61	53	44
Used	44	33	40	39	62	44	46	50	44	33	40	43	35	42	49
Don't know	5	5	20	4	5	6	3	6	8	0	8	6	3	6	8

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, 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	10138	625	68	3393	826	224	250	779	116	17	234	1219	244	403	939
Property															
Yes	21	26	25	19	14	27	18	21	31	35	29	26	12	11	19
No	64	59	63	65	73	60	69	56	53	53	60	60	75	73	69
Don't know	15	15	12	16	13	13	13	23	16	12	11	14	13	16	12
Types of property															
Plan to buy base	2101	161	17	660	113	61	46	164	36	6	67	318	29	44	177
New	65	59	53	69	56	67	67	66	69	67	66	64	59	68	57
Lived in	23	27	35	20	31	18	22	21	19	0	19	24	21	20	30
Don't know	12	14	12	11	13	15	11	12	11	33	15	12	21	11	14

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
Base Size	10138	625	68	3393	826	224	250	779	116	17	234	1219	244	403	939
Desktop or Laptop	26	33	19	25	23	25	23	31	28	35	32	27	20	22	27
Furniture	19	23	10	14	18	16	14	22	27	6	23	22	13	20	24
Digital Camera	12	15	10	10	10	17	12	14	19	6	19	14	11	11	15
LCD or Plasma Television	19	24	13	18	16	19	16	19	26	24	21	21	12	15	20
Washing Machine	9	13	3	5	9	9	6	12	13	6	12	12	3	10	11
Air Conditioner	13	21	4	15	10	9	14	8	11	18	14	15	8	14	8
Refrigerator	9	14	4	6	8	9	4	13	10	12	11	11	7	7	10
DVD or VCD Recorder or Player	4	5	1	3	4	3	6	6	6	0	5	5	3	2	4
Vacuum Cleaner	5	5	3	4	8	6	3	6	10	0	4	8	3	3	7
Normal Colour Television	3	8	0	2	2	4	2	6	1	6	3	3	2	4	4
Home Theatre System	4	3	6	3	3	8	3	3	4	6	8	9	4	2	8
Cooking Range	4	8	4	2	5	6	3	4	3	6	5	7	4	4	7
Clothes Dryer	4	6	0	2	5	5	2	5	5	6	3	6	2	3	3
Normal or Digital Camcorder	2	2	1	1	1	0	1	3	3	12	3	2	0	1	3
Video Recorder or Player	1	3	0	1	0	2	2	4	1	0	2	2	1	1	1

Q. Can you please tell us which of the following are you planning to invest in the next 6 months?

# Expectations of Growth in Organization

- Only 22% of respondents are optimistic about growth in the number of employees in their organization.
- All nations are mostly neutral about their organisations being able to keep up with staffing.

Total / Country of residence	Total	Algeria	Bahrain	Egypt	Jordan	Kuwait	Lebanon	Morocco	Oman	Pakistan	Qatar	Saudi Arabia	Syria	Tunisia	UAE
Working Base Size	8394	482	57	2859	670	201	211	507	108	16	207	1076	218	291	821
Number of employees															
Optimistic	22	27	9	21	18	18	21	27	33	13	22	30	10	26	21
Neutral	35	27	60	39	35	45	36	21	37	56	41	38	25	27	38
Pessimistic	26	26	19	26	30	24	27	24	15	6	22	21	51	21	26
Don't know	16	20	12	15	17	12	16	28	15	25	15	11	15	25	14
Staffing requirements															
Optimistic	19	22	7	19	17	16	16	22	24	6	18	21	11	20	18
Neutral	37	29	49	40	37	43	42	24	43	50	44	40	25	34	41
Pessimistic	27	29	23	24	31	27	24	23	22	6	23	27	43	24	27
Don't know	17	20	21	17	15	13	18	31	11	38	14	12	21	23	15

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

Q. Growth in number of employees

Q. Keeping up with staffing requirements

# Expectations of Market Economy

- Similar to the previous wave, inflation continues to generate a negative outlook across the board.
- The cost of real estate is still creating a feeling of negativity in all countries.

Total / Country of residence	Total	Algeria	Bahrain	Egypt	Jordan	Kuwait	Lebanon	Morocco	Oman	Pakistan	Qatar	Saudi Arabia	Syria	Tunisia	UAE
Working Base Size	8394	482	57	2859	670	201	211	507	108	16	207	1076	218	291	821
Inflation/Rise in cost of living															
Positive	19	18	19	21	10	19	10	17	31	25	23	22	9	16	20
Neutral	21	16	28	22	20	27	21	15	22	25	25	25	13	16	29
Negative	39	38	33	35	52	36	52	35	31	25	35	36	59	41	33
Don't know	10	11	11	10	9	6	5	16	11	19	7	8	7	11	10
No Impact	11	17	9	11	9	12	11	17	5	6	11	9	11	16	9
Cost of real estate (rental or purchase)															
Positive	16	13	12	16	9	17	11	15	25	25	15	21	10	13	18
Neutral	22	15	26	23	19	28	23	15	26	19	33	21	17	19	31
Negative	36	40	37	32	47	32	45	36	25	25	30	36	45	35	29
Don't know	11	11	12	11	9	10	8	16	15	25	8	10	8	12	11
No Impact	16	21	12	19	16	13	13	18	9	6	14	12	21	21	11

Q. Inflation/Rise in cost of living

Q. Cost of real estate (rental or purchase)

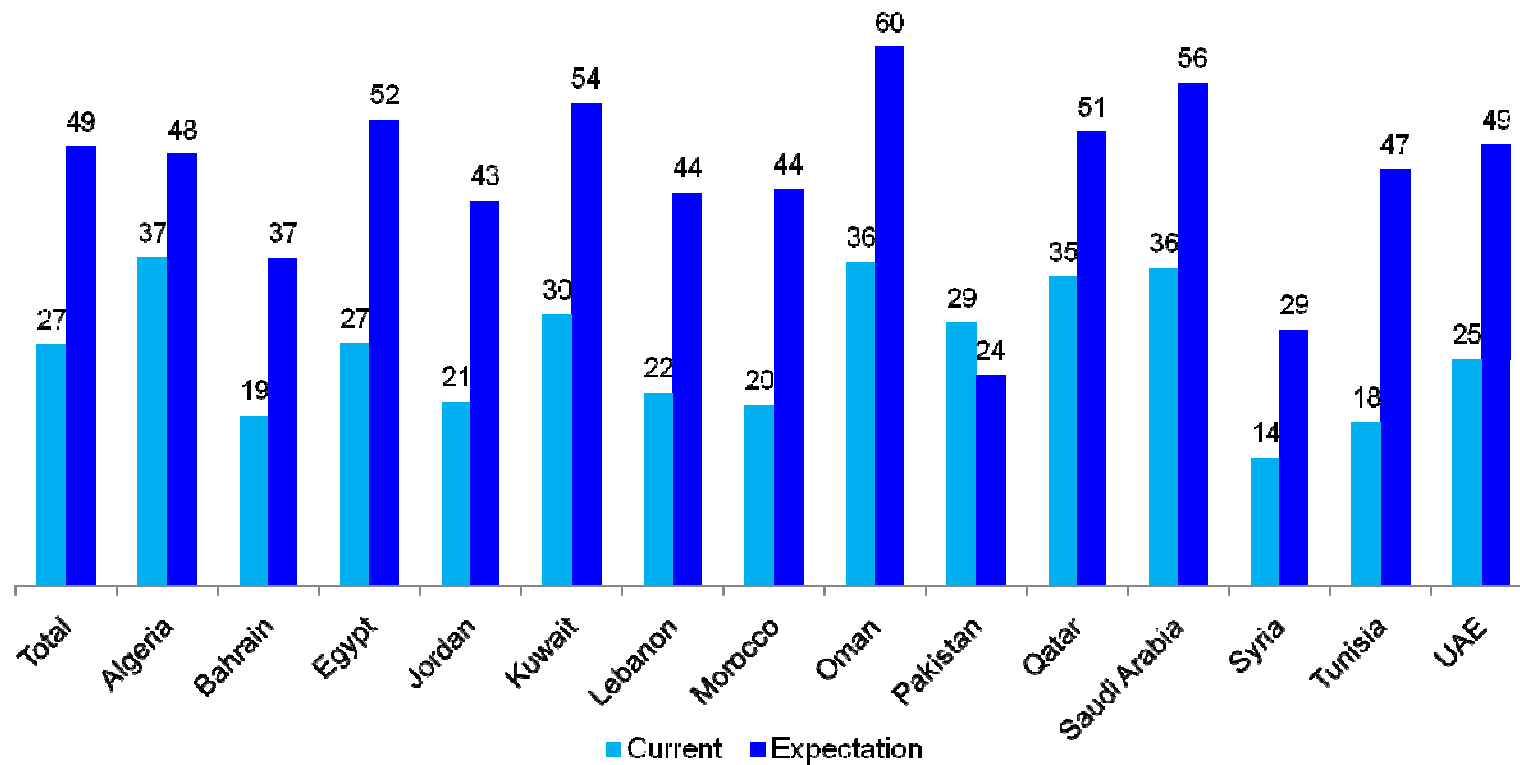
# Appendix

^ By country of residence



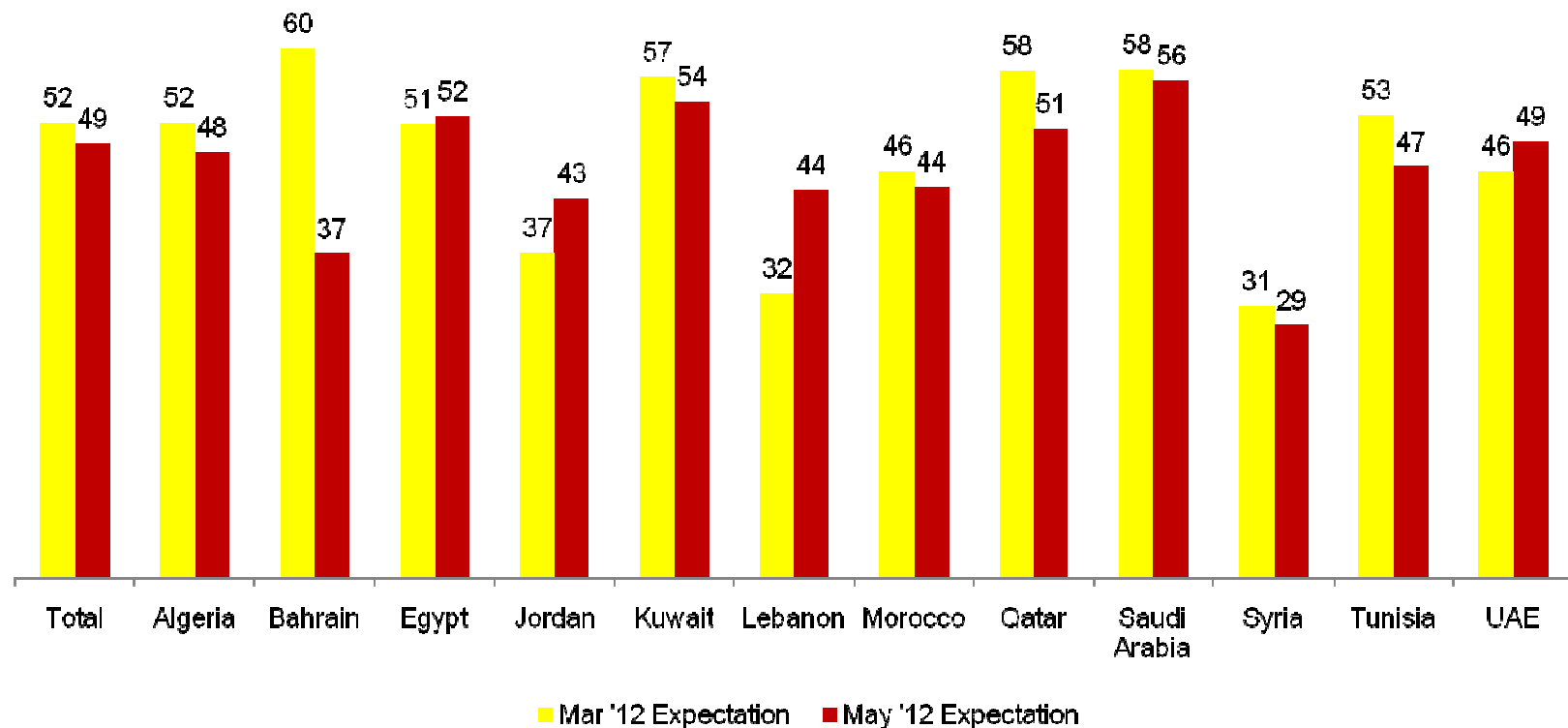
## Appraisal of Personal Financial Situation – (Better option)

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



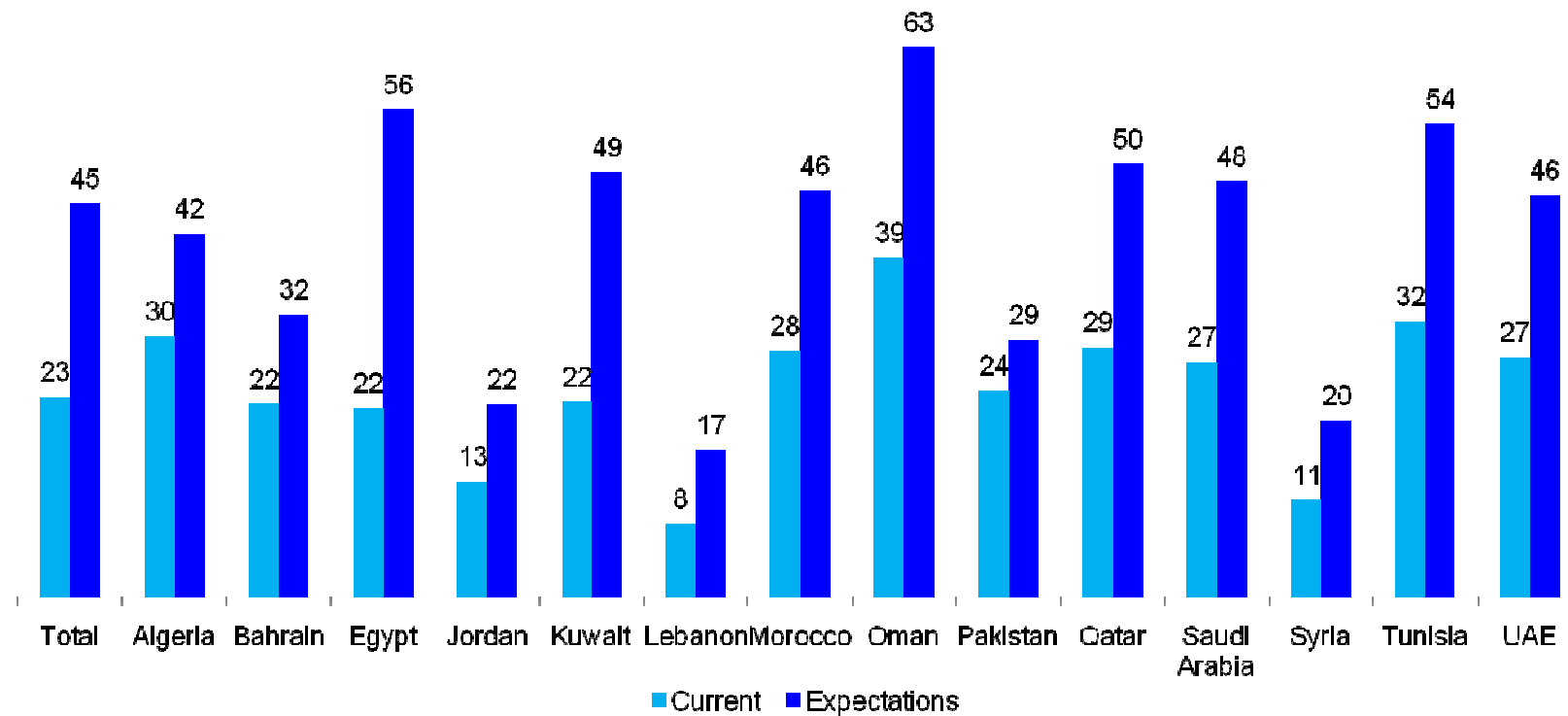
## Appraisal of Personal Financial Situation – (Better option)

- Most of the countries have a slight negative outlook for the future compared to the previous wave.

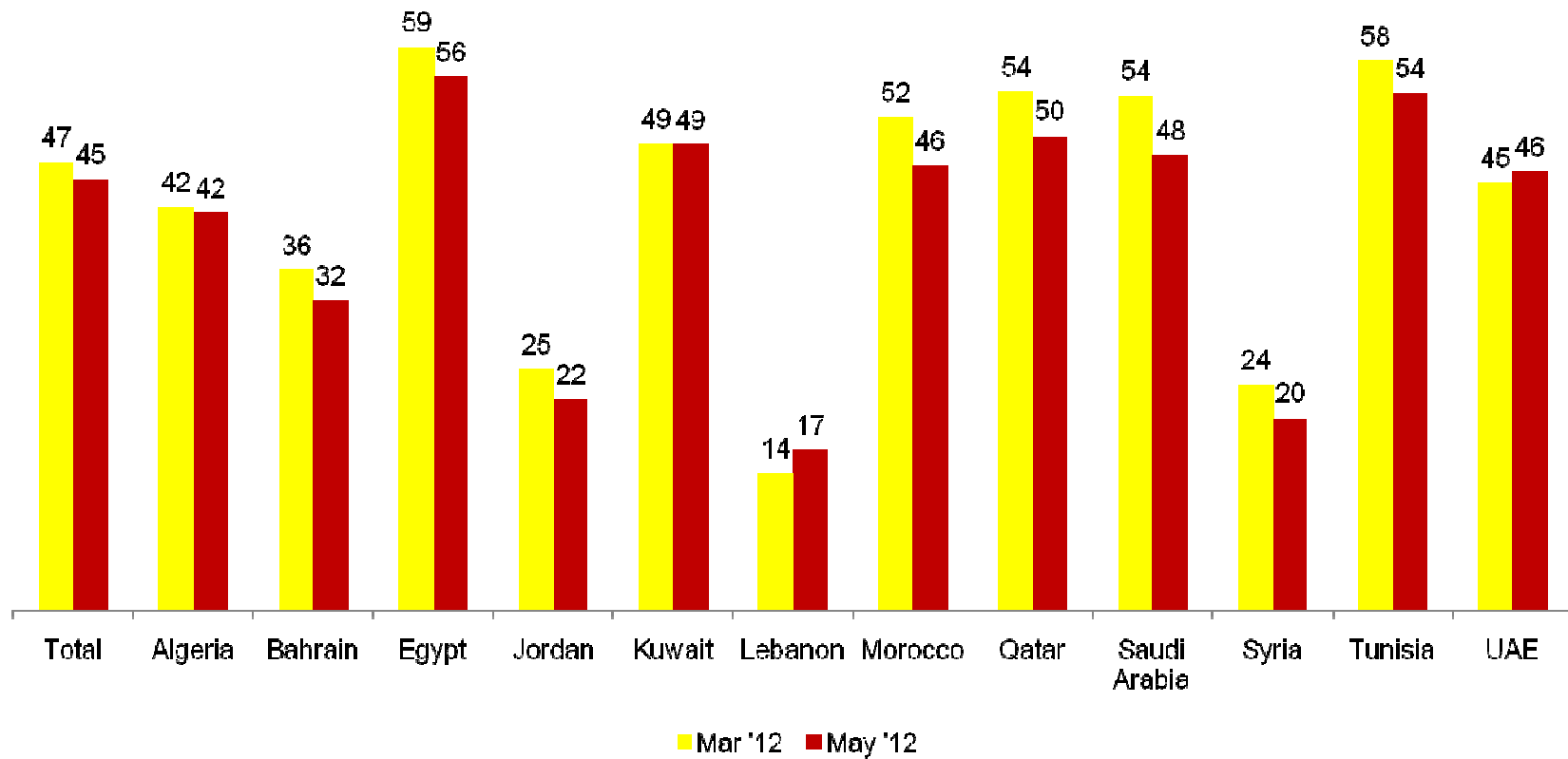


## Appraisal of Country's Economy – (Better option)

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

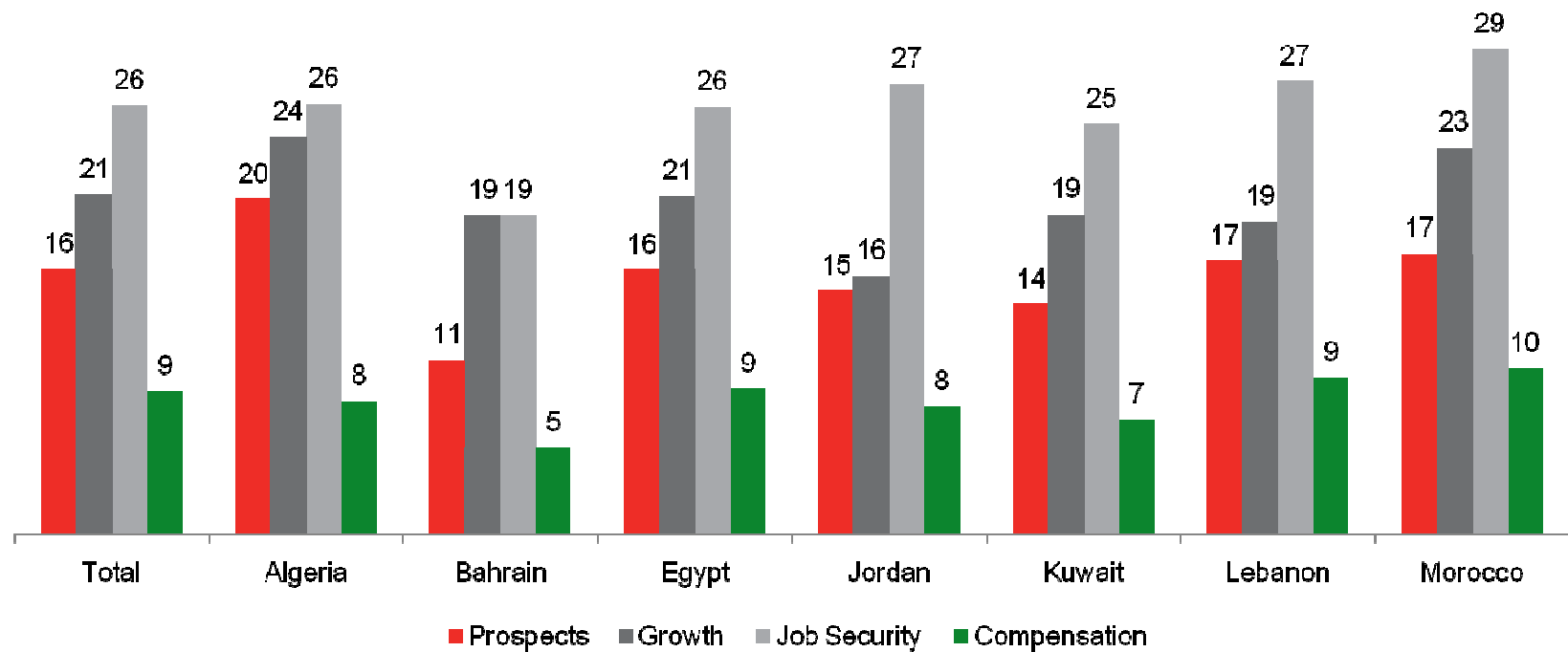


## Appraisal of Country's Economy – (Better option)

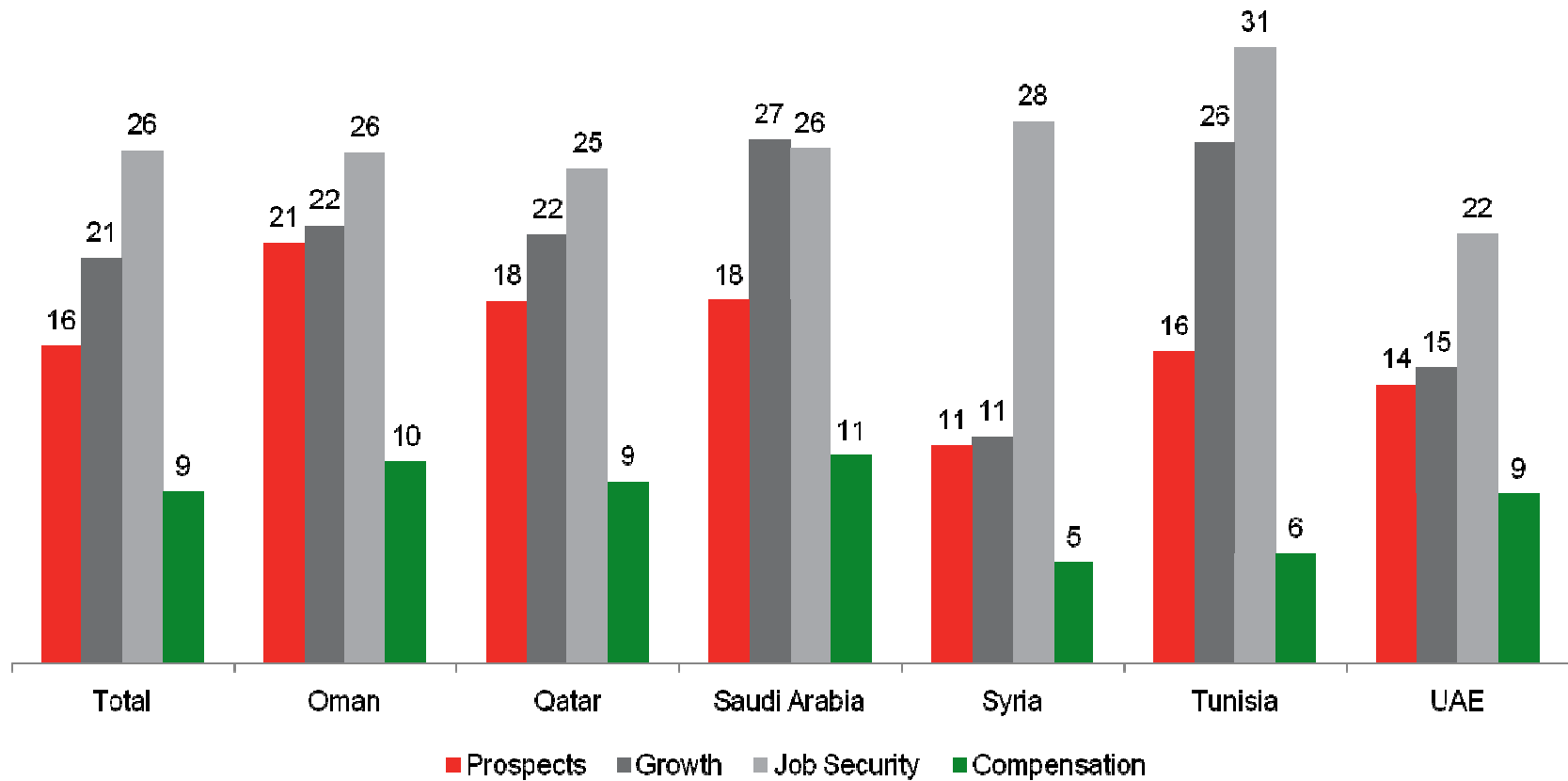


## Appraisal of Career - (High Satisfaction Option)

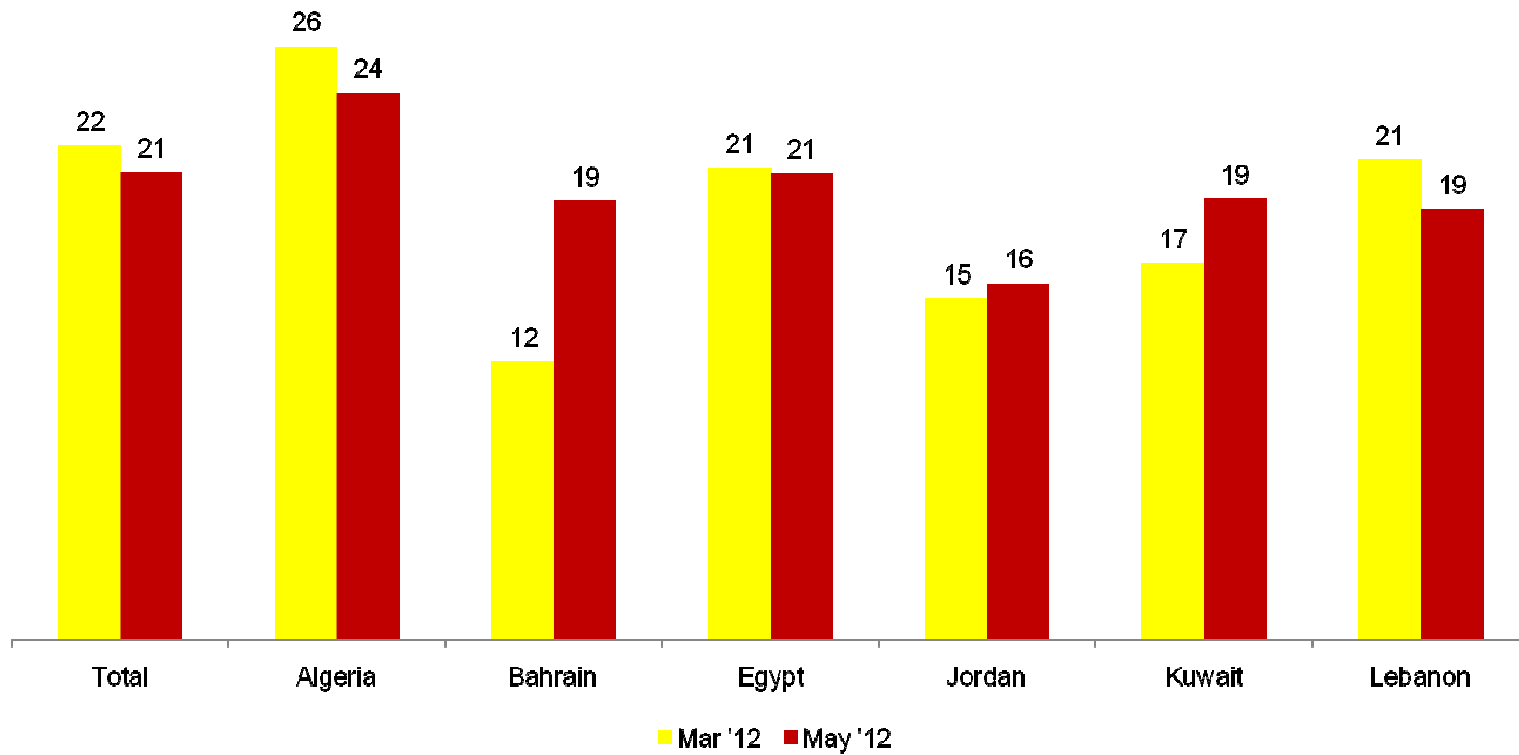
- Low levels of satisfaction with current compensation is a continuing sentiment in the region.



## Appraisal of Career - (High Satisfaction Option)

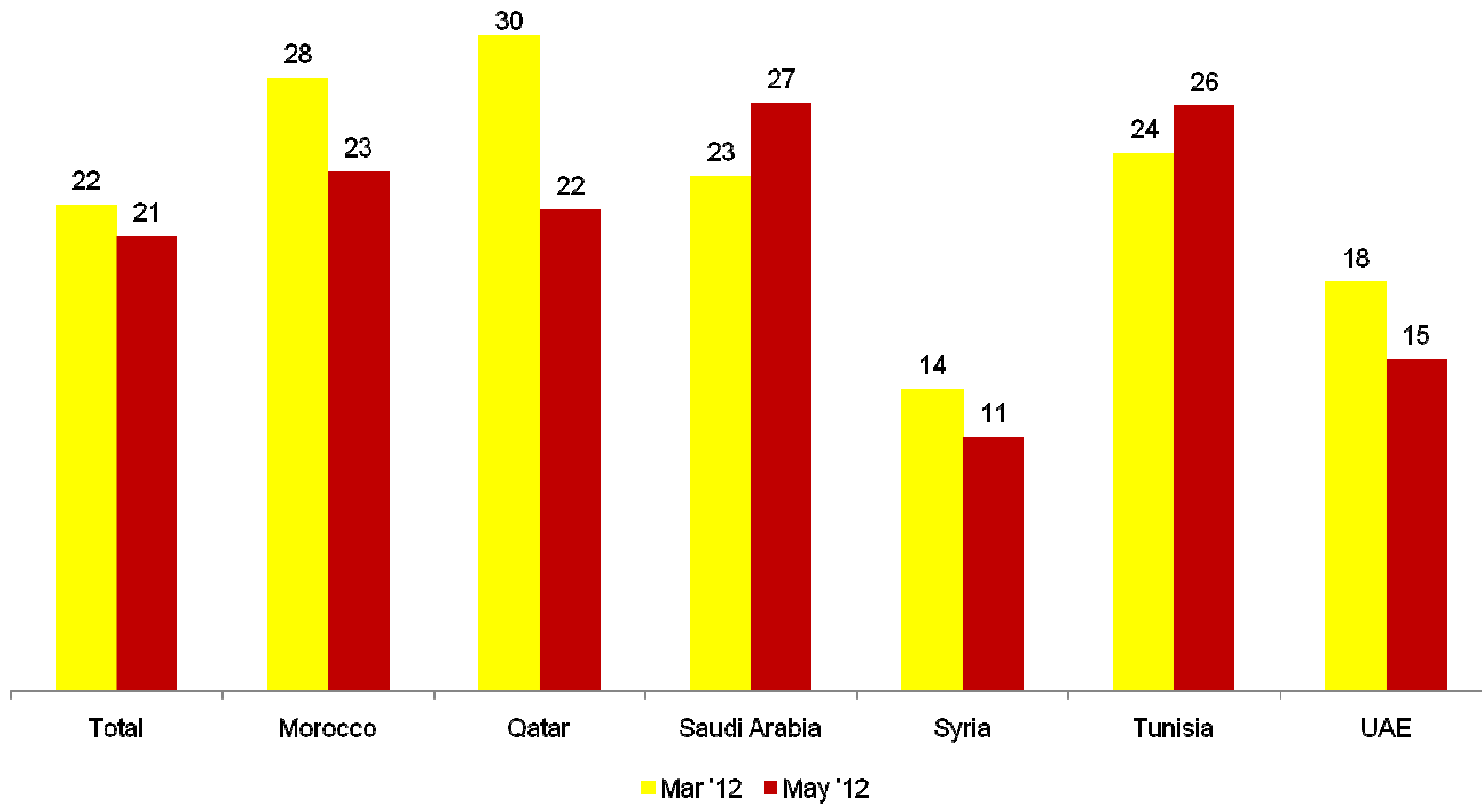


## Appraisal of Career - (High Satisfaction Option)



Base: Total Working Sample: Mar '12= 7,645 and May '12 = 8394

## Appraisal of Career - (High Satisfaction Option)



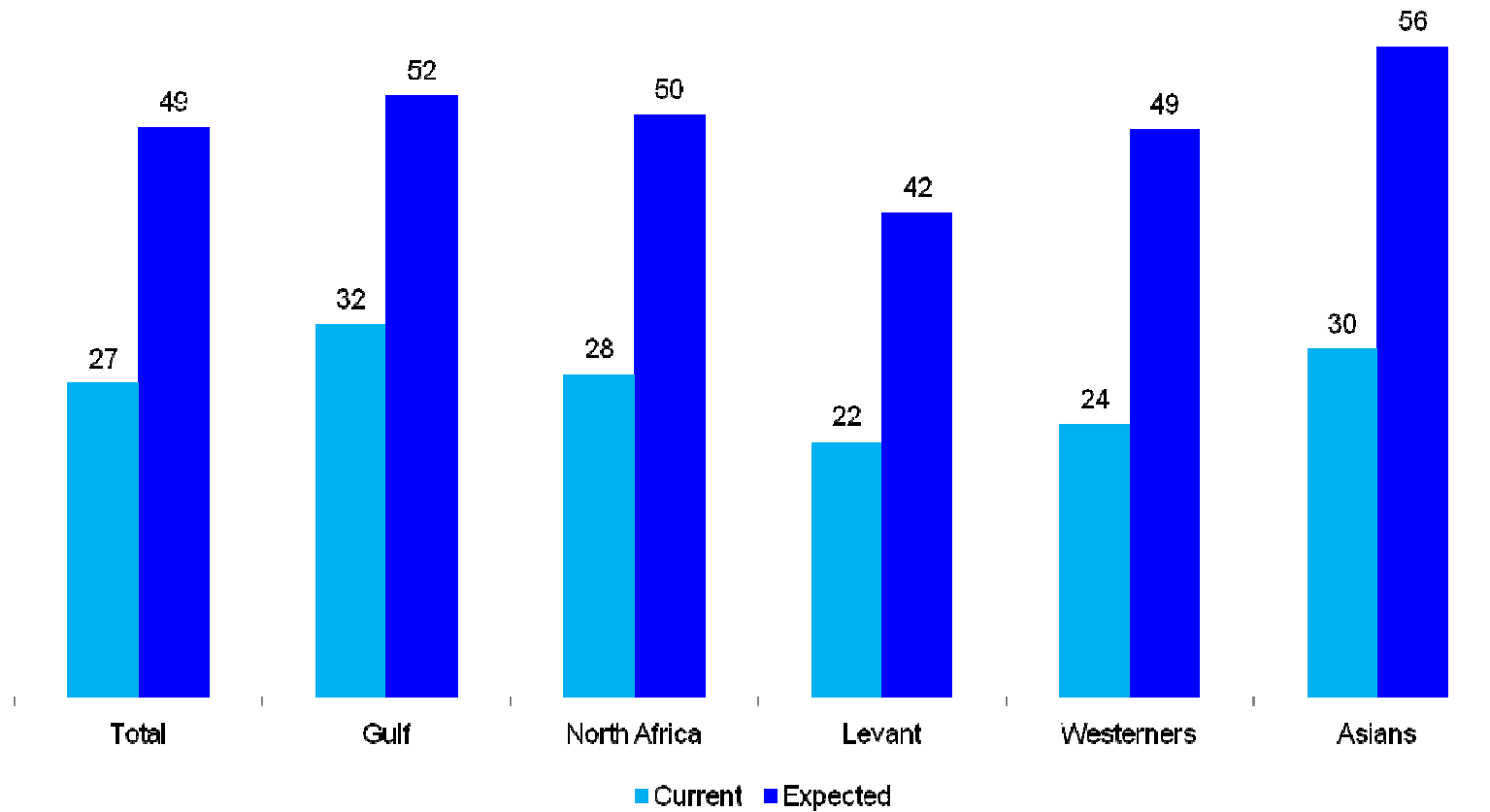
Base: Total Working Sample: Mar '12= 7,645 and May '12=8394



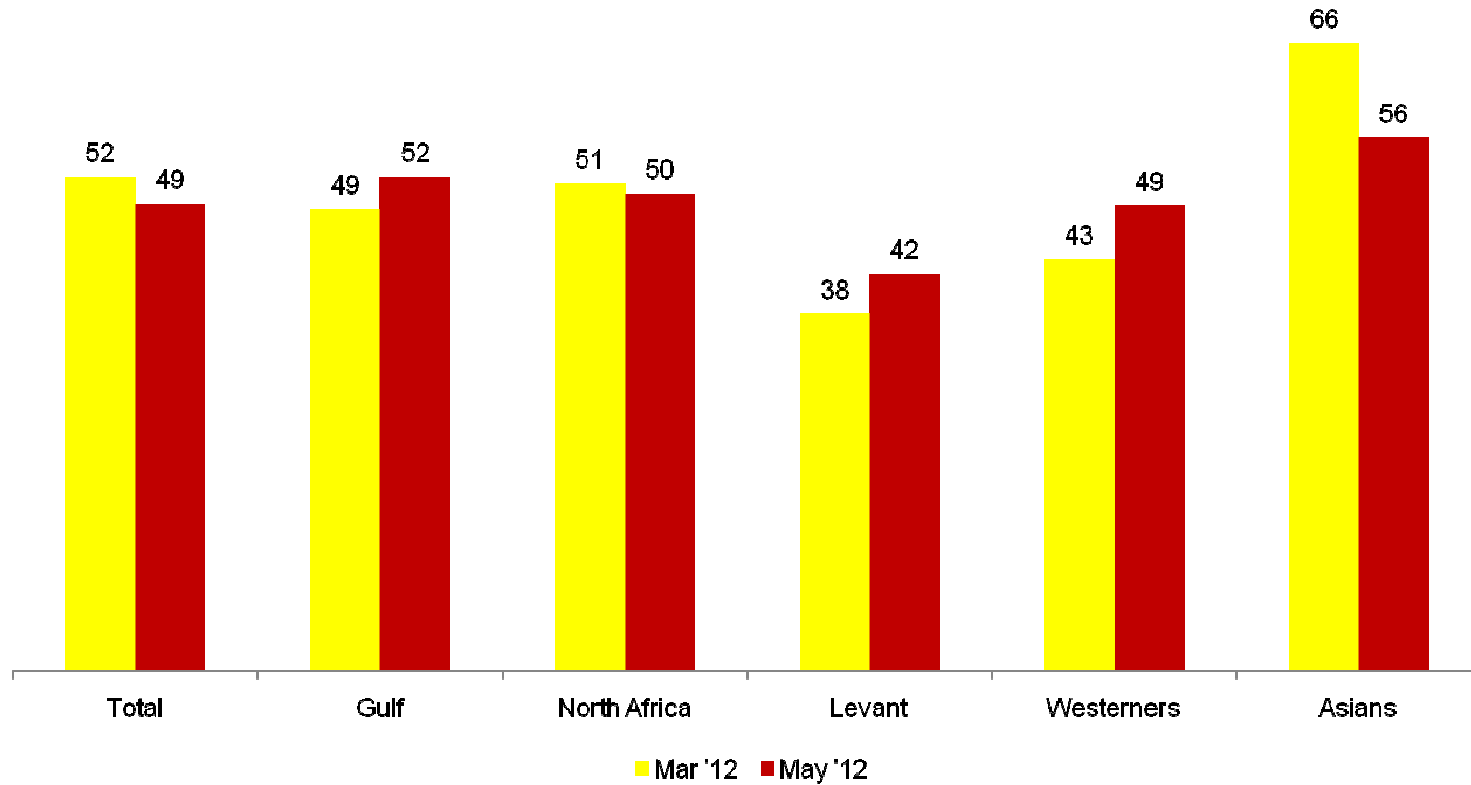
# ^ By Nationality

## 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.



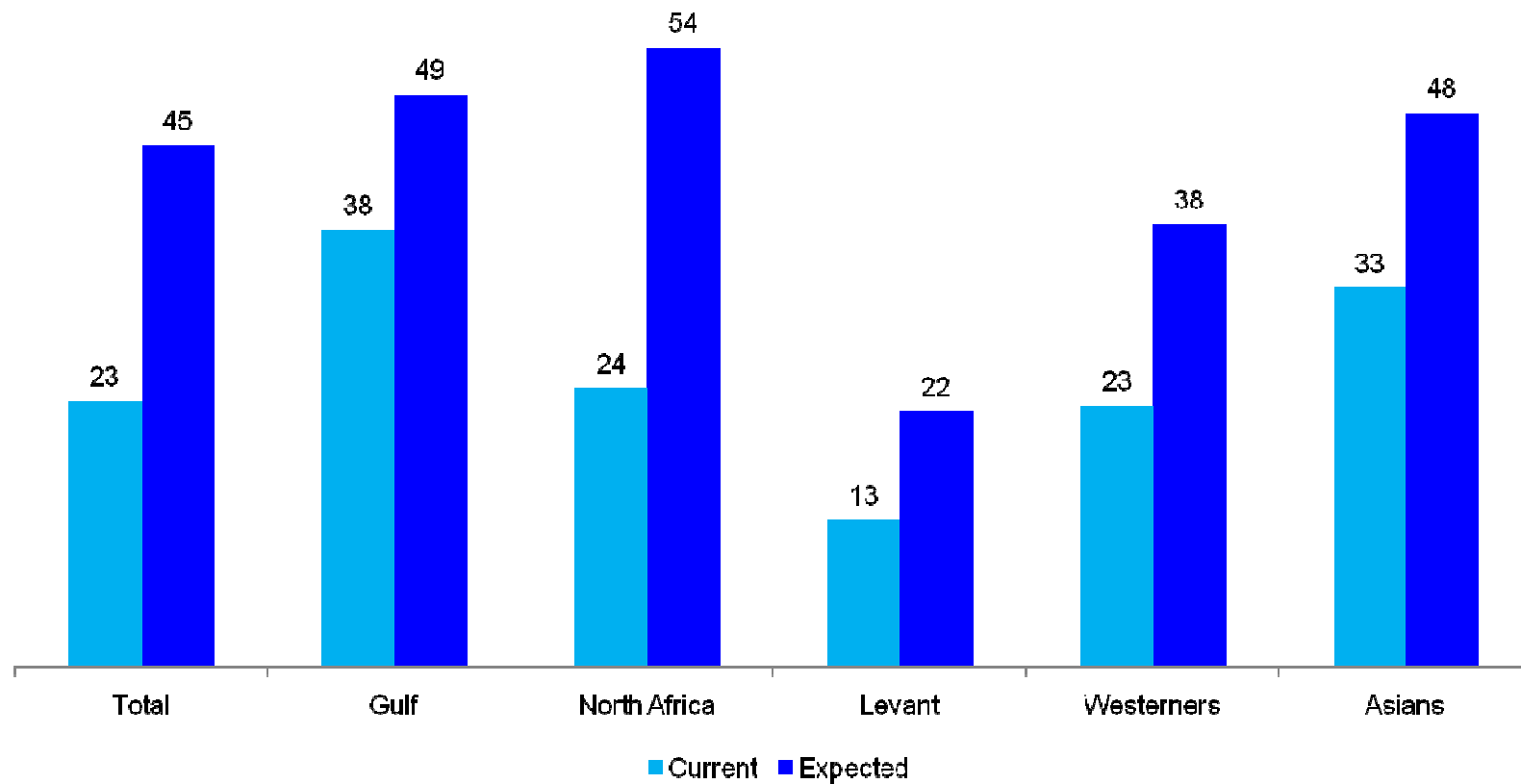
## Appraisal of Personal Financial Situation – (Better Option)



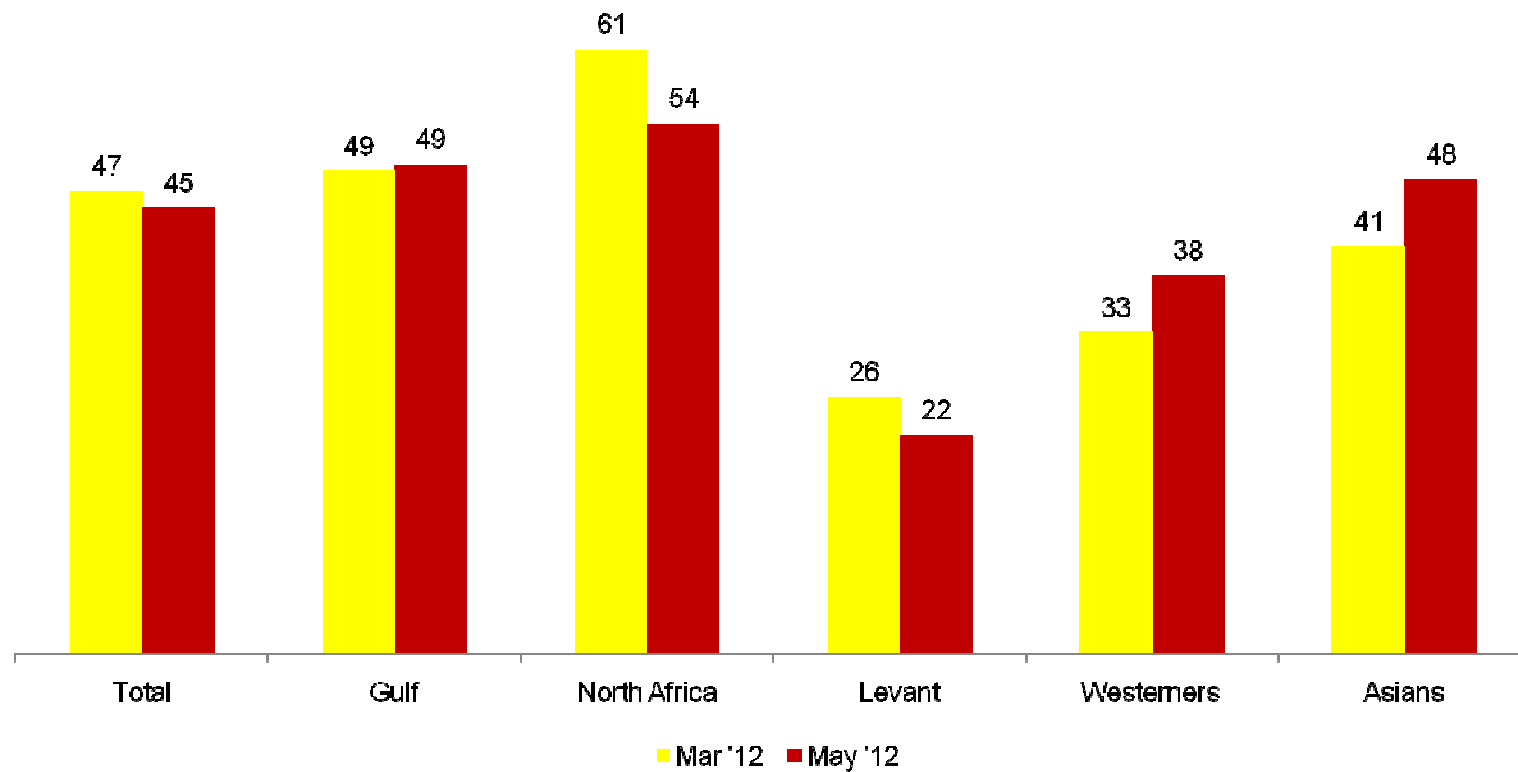
Base: Total Sample: Mar '12=9,324 and May '12=10138

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

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



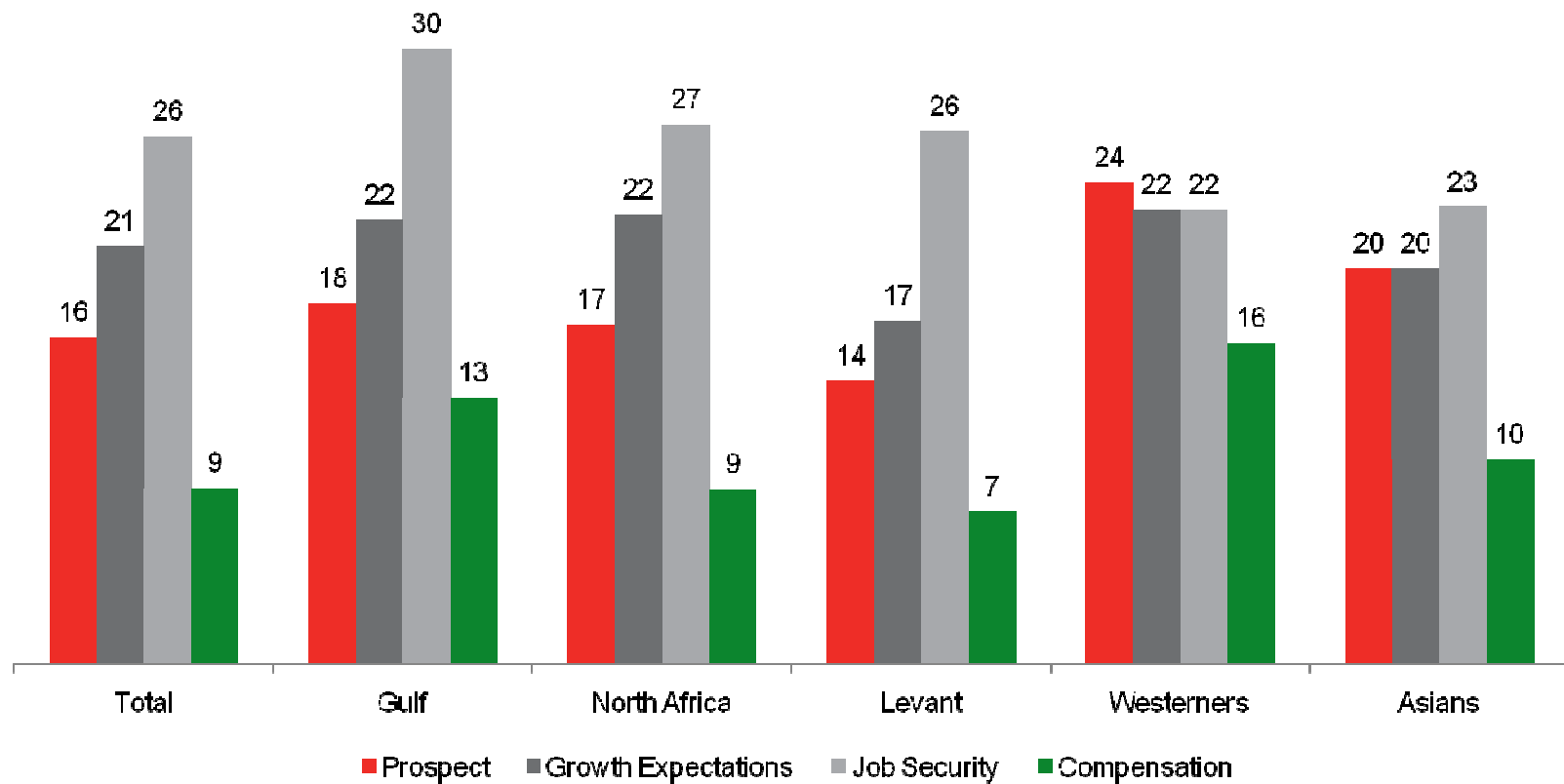
## Appraisal of Country's Economy – (Better Option)



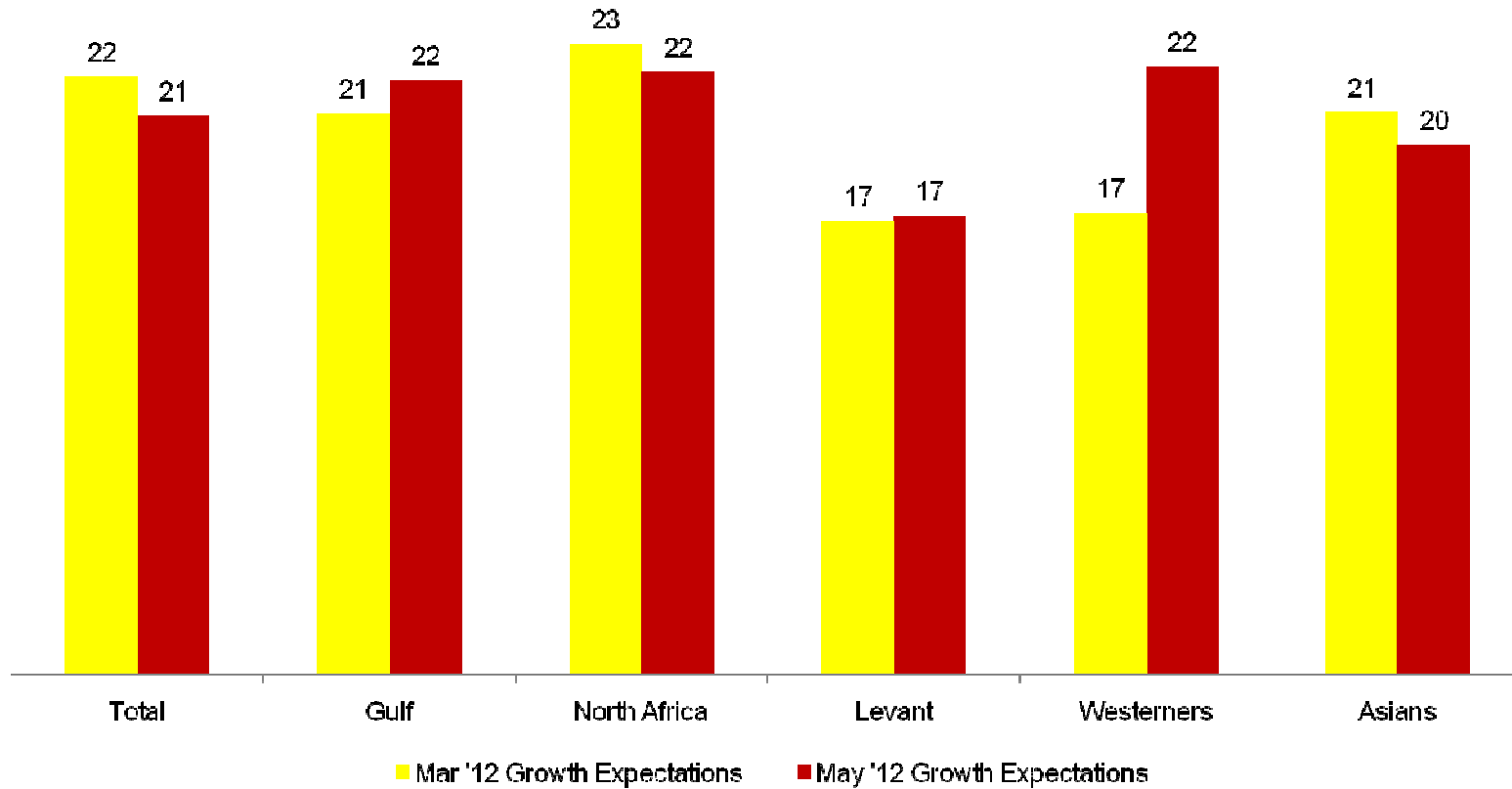
Base: Total Sample: Mar '12=9,324 and May '12= 10138

## Appraisal of Career - (High Satisfaction Option)

- GCC nationals continue to report highest job security levels.



## Appraisal of Career - (High Satisfaction Option)



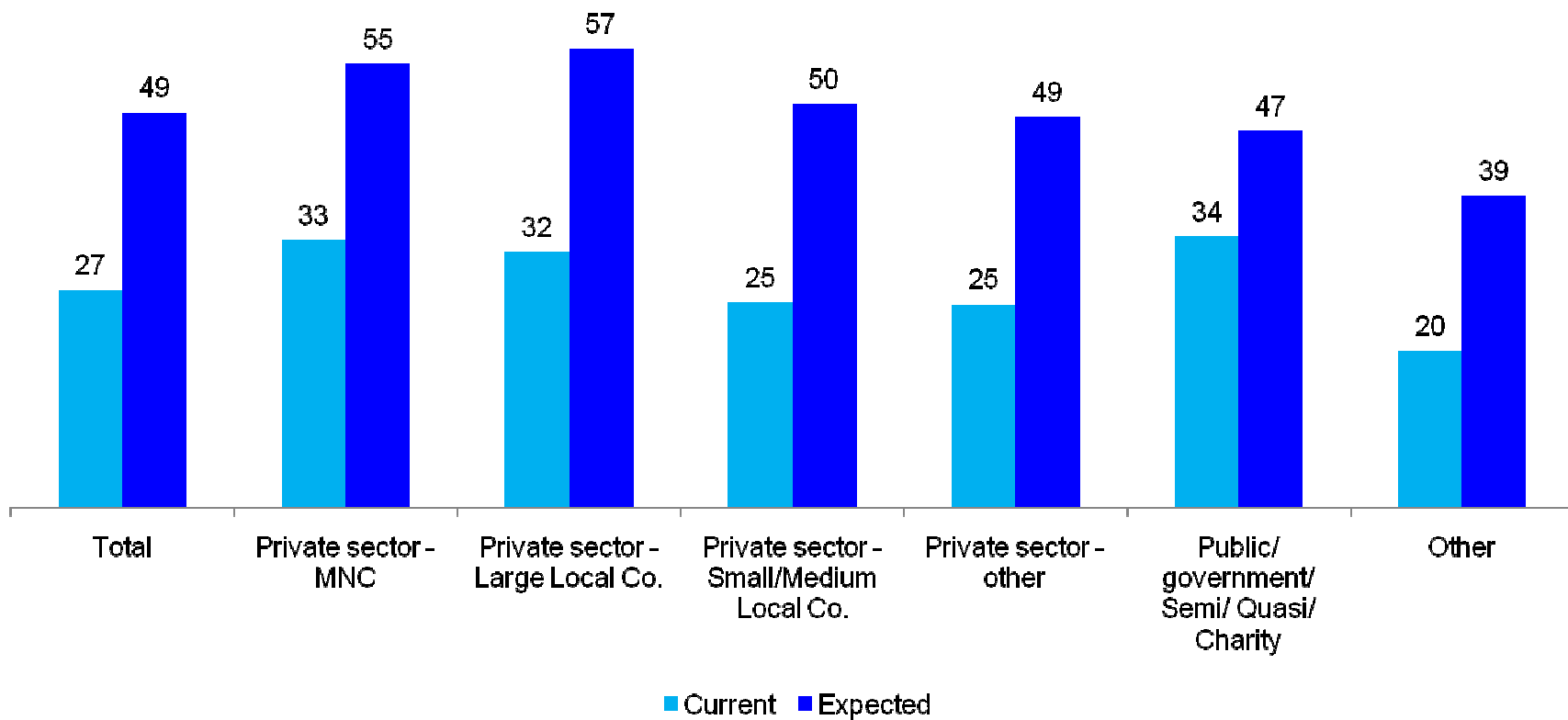
Base: Total Working Sample: Mar '12=7,645 and May '12=8394

^ By organizational sector

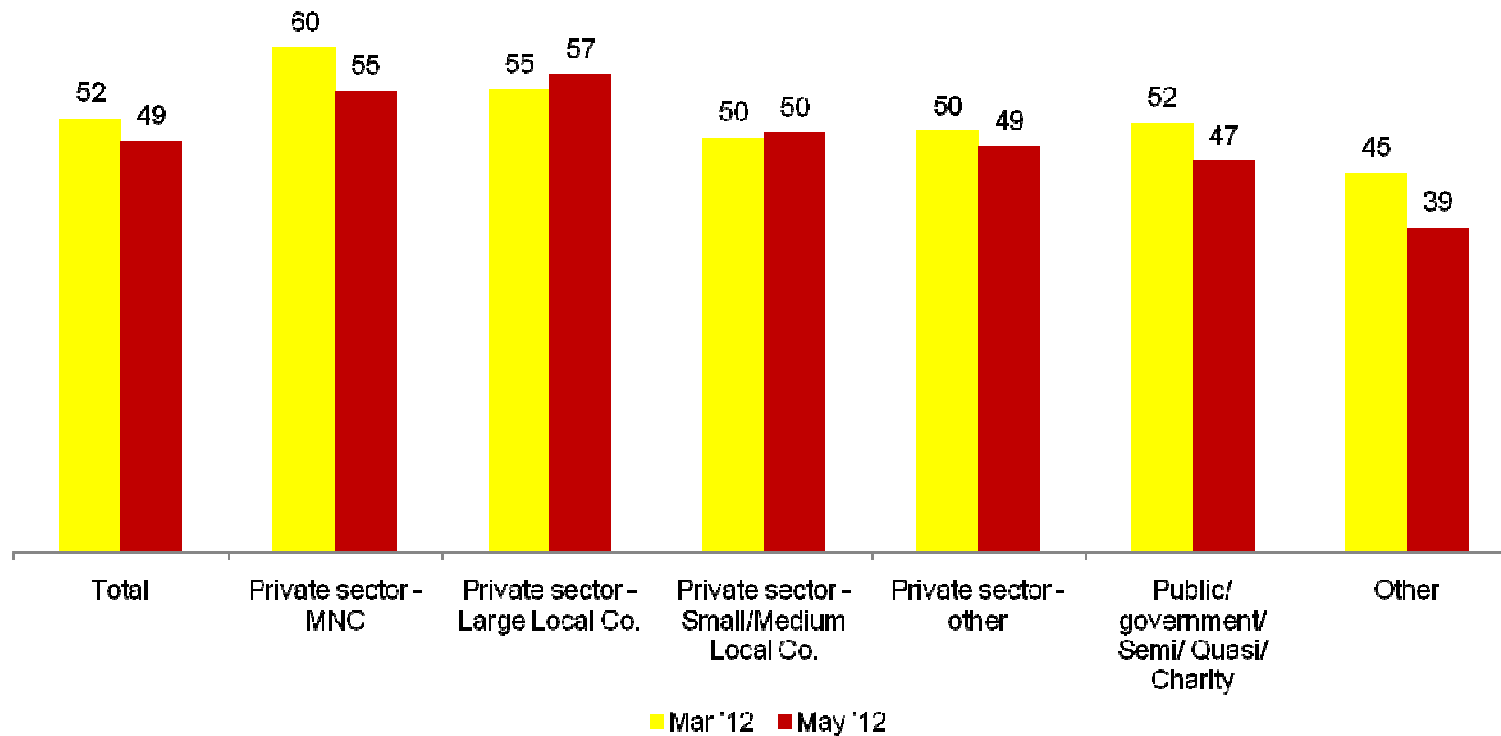


## Appraisal of Personal Financial Situation - (Better Option)

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



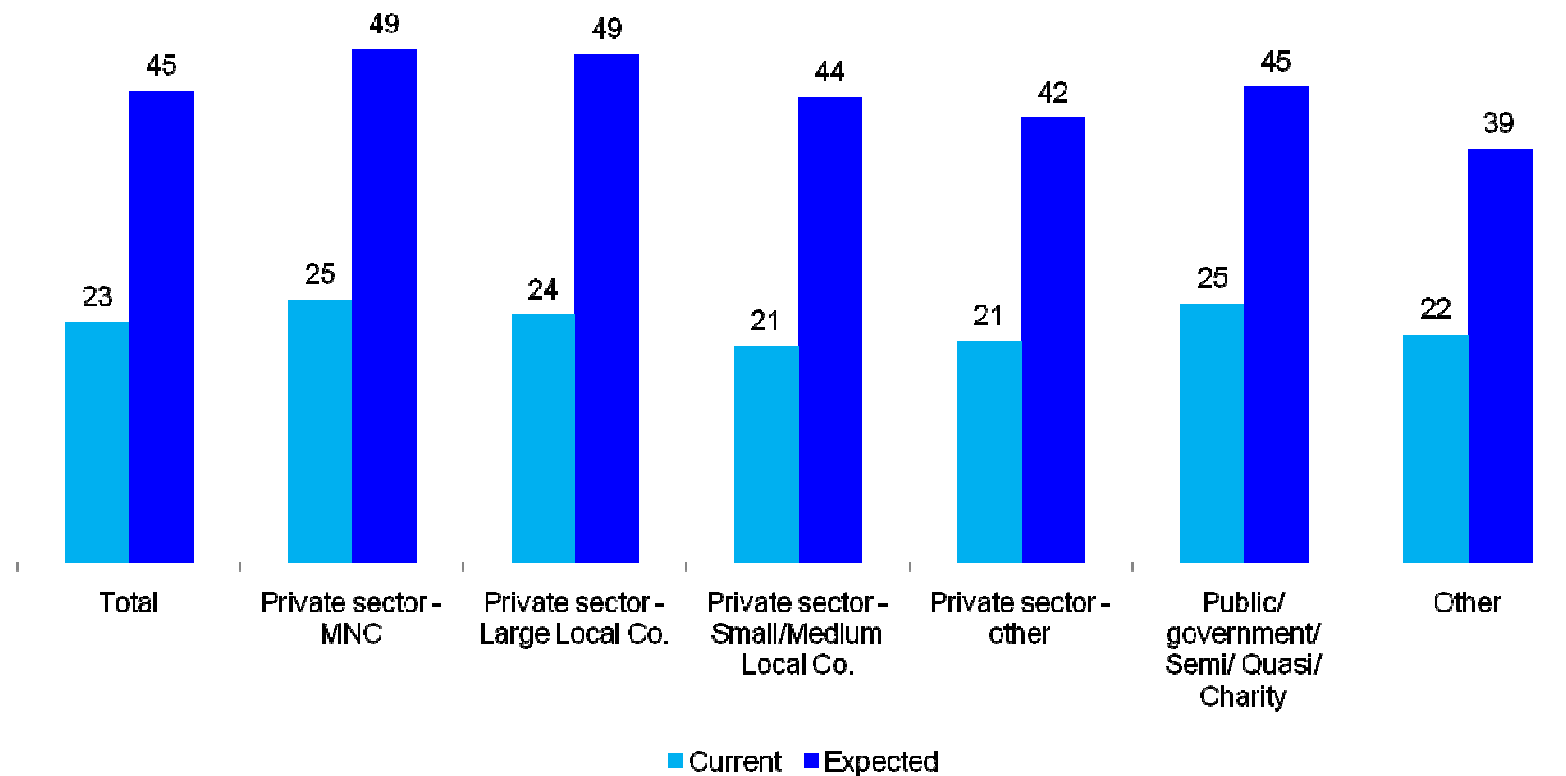
## Appraisal of Personal Financial Situation - (Better Option)



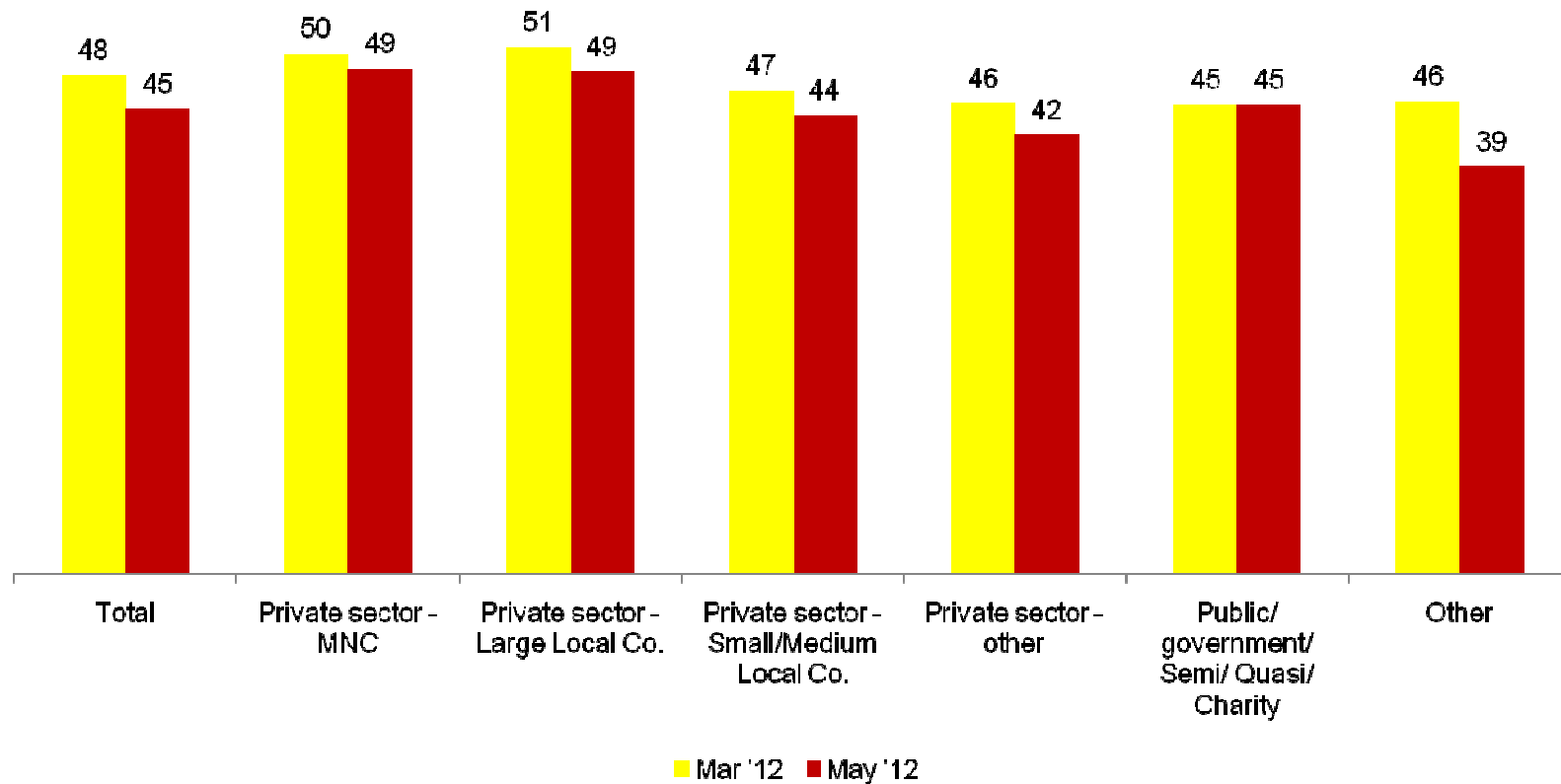
Base: Total Sample: Mar '12=9,324 and May '12=10,138

## 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.



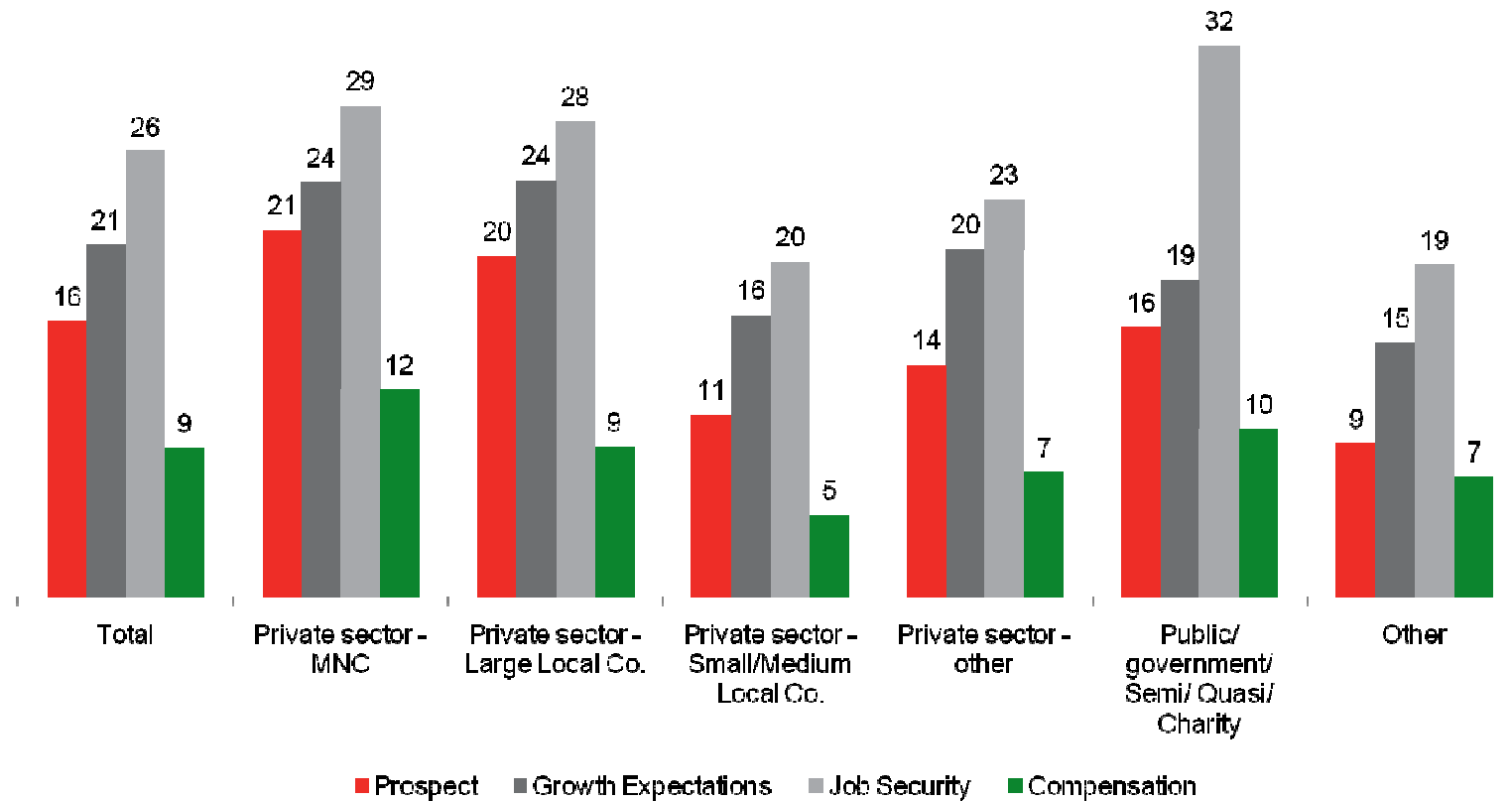
## Appraisal of Country's Economy – (Better Option)



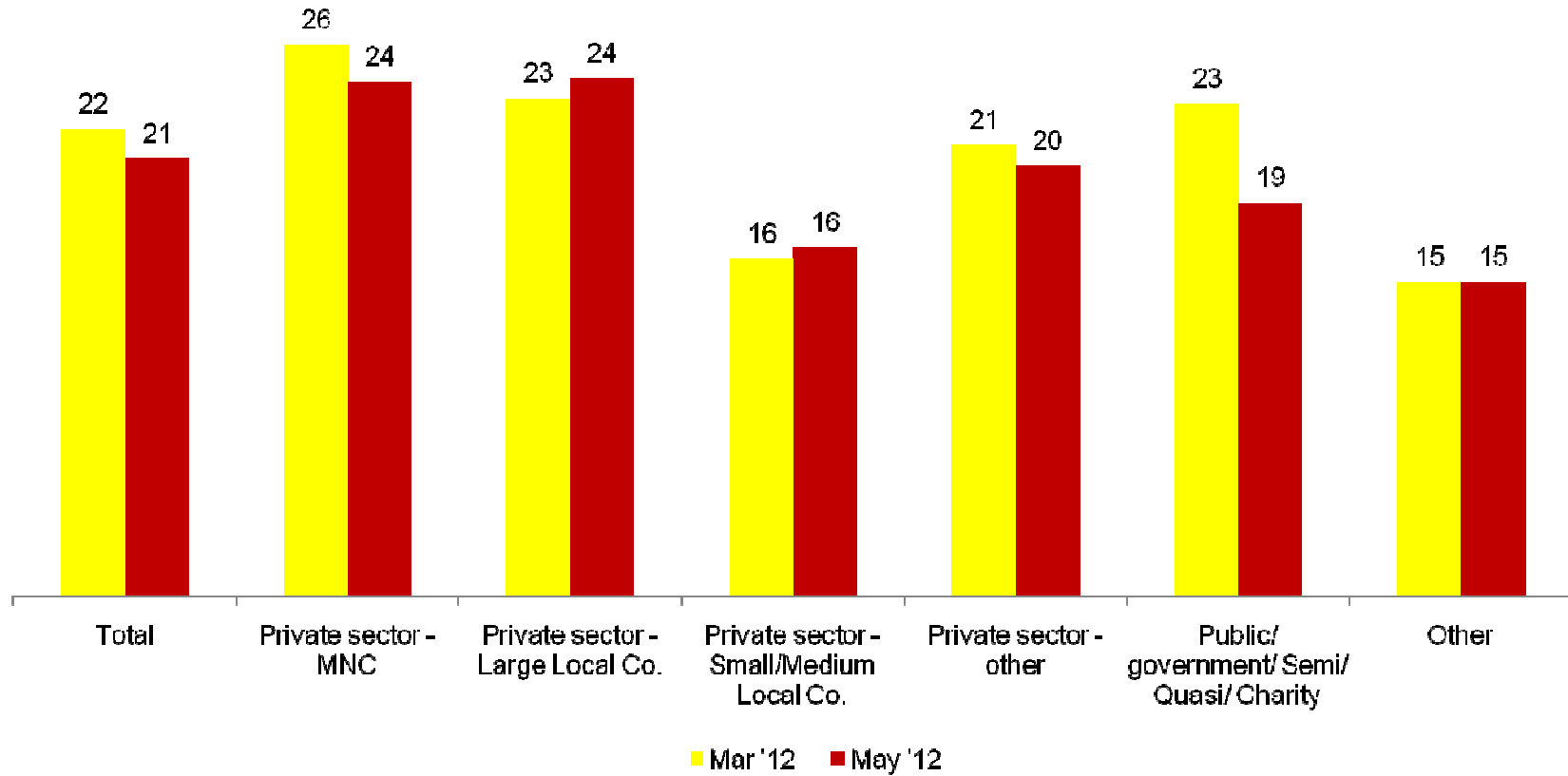
Base: Total Sample: Mar '12= 9,324 and May '12=10138

## Appraisal of Career - (High Satisfaction Option)

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



## Appraisal of Career - (High Satisfaction Option)

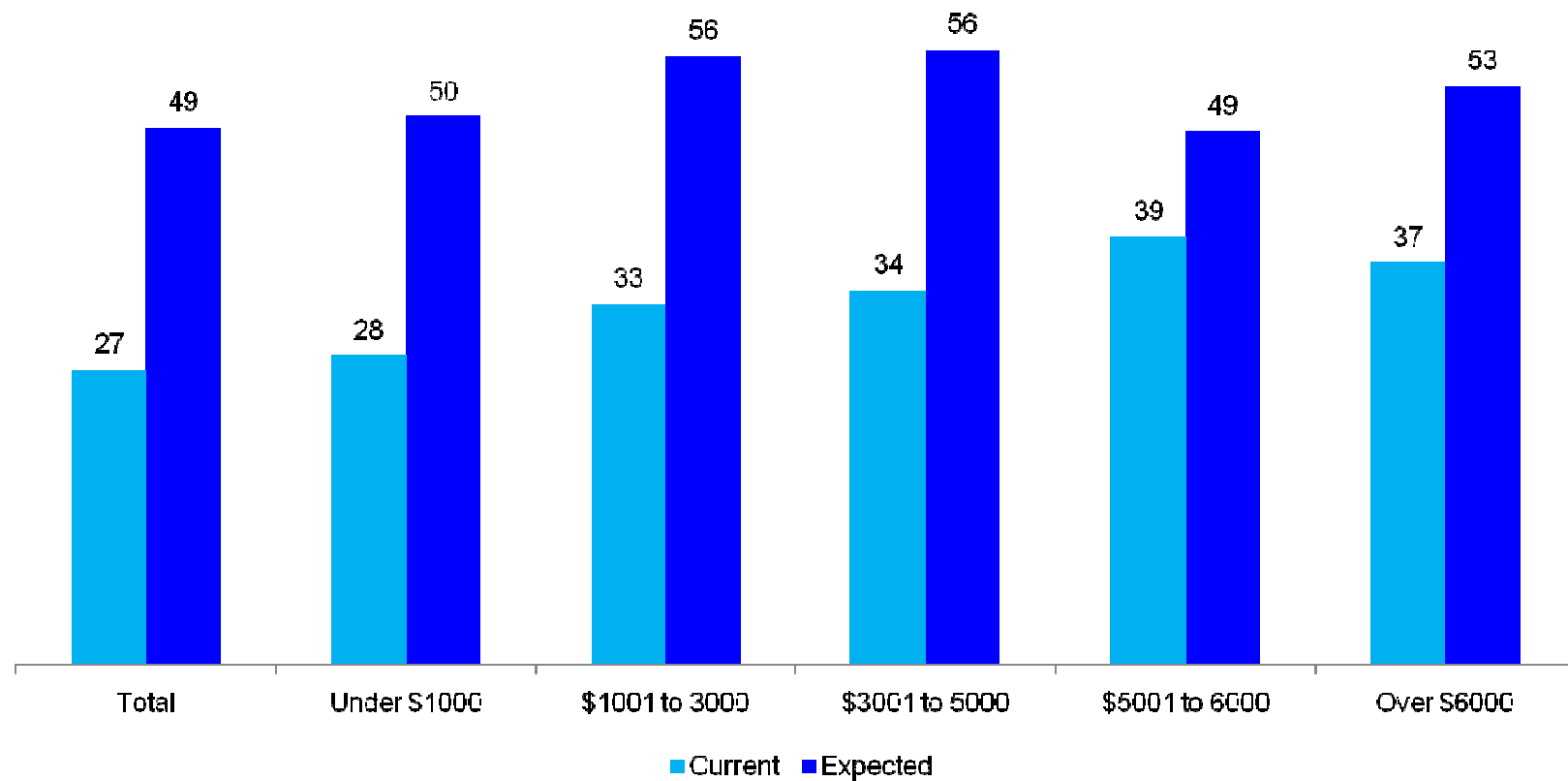


Base: Total Working Sample : Mar '12=7,645 and May '12= 10138

^ By income

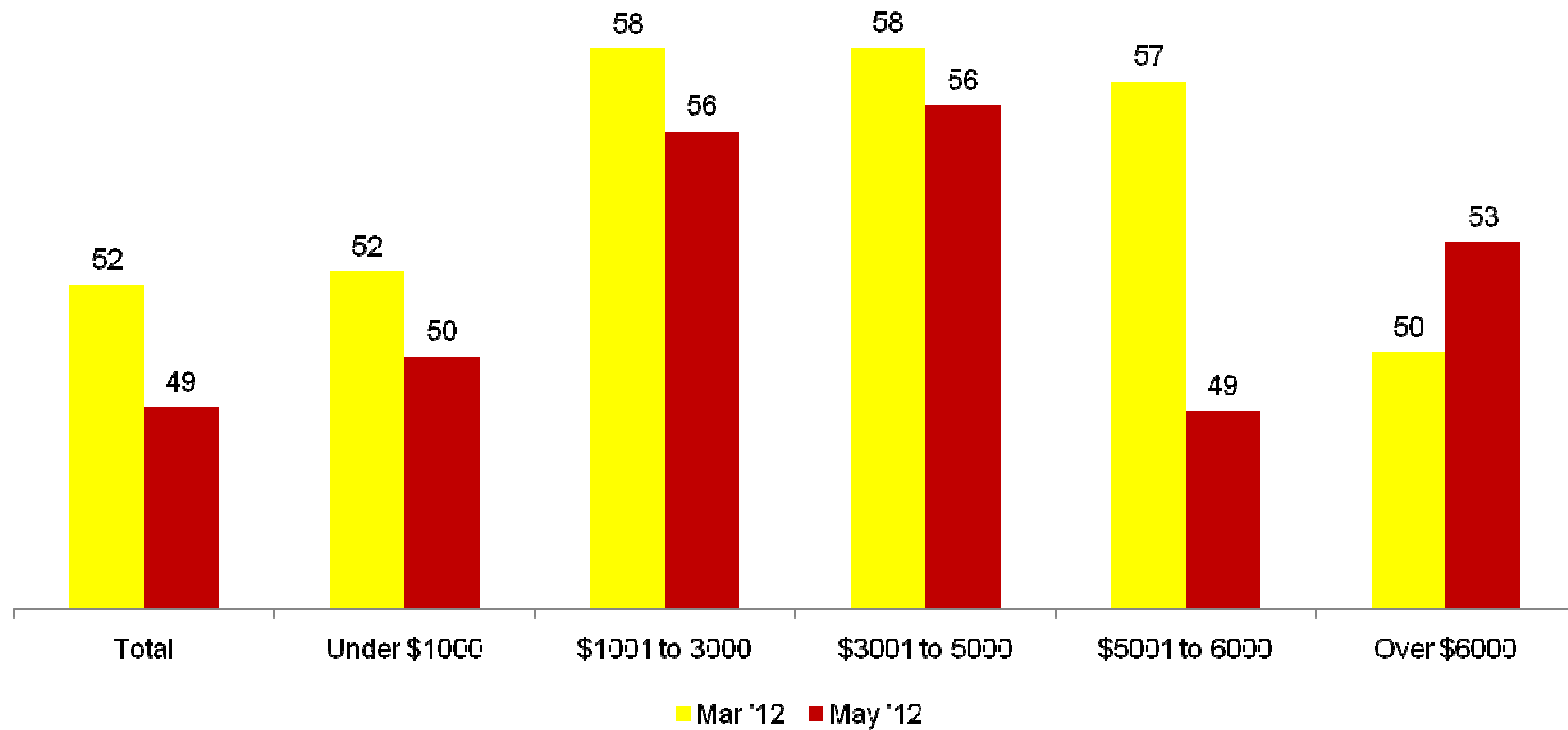
## Appraisal of Personal Financial Situation – (Better Option)

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





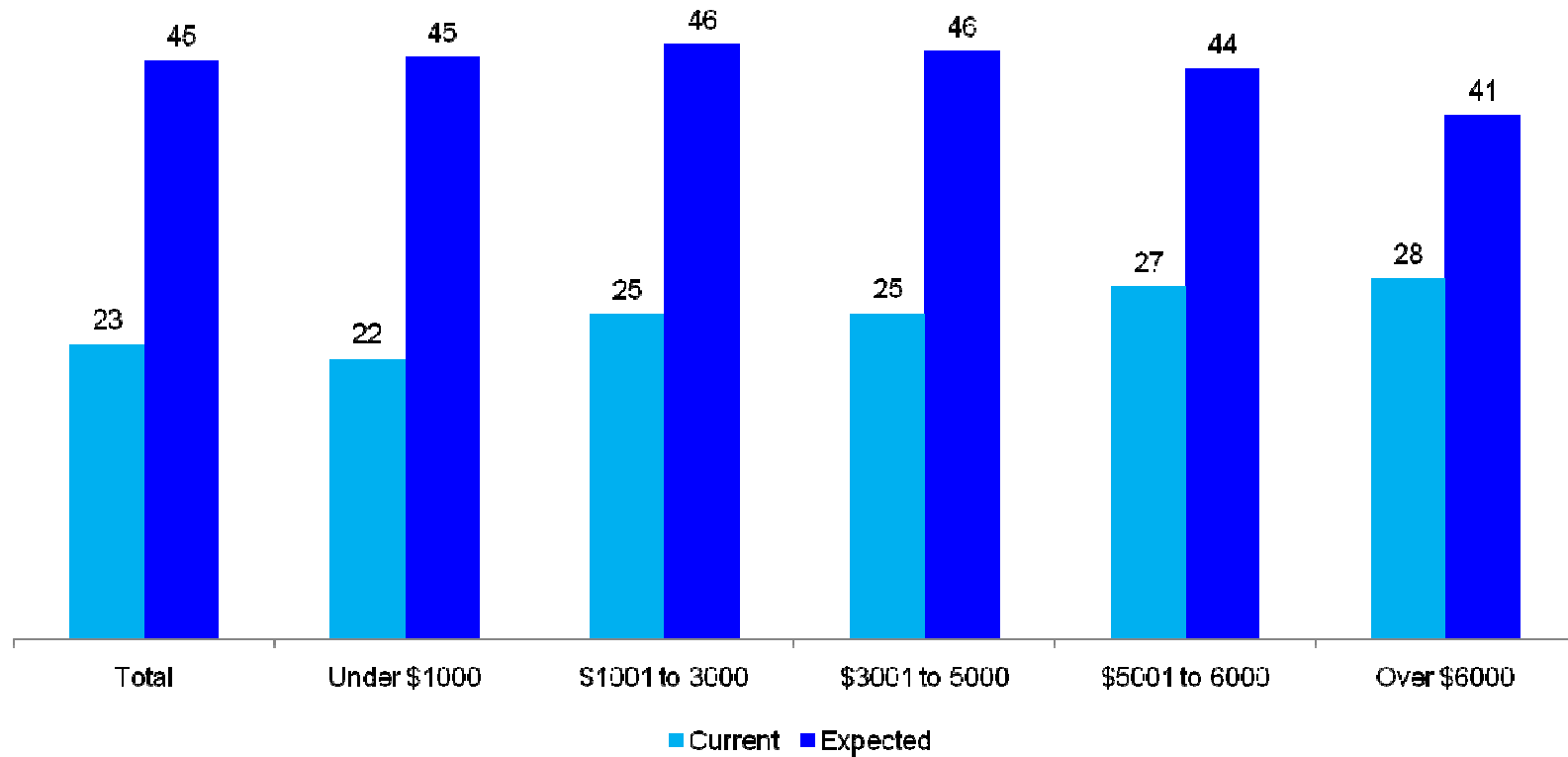
## Appraisal of Personal Financial Situation – (Better Option)



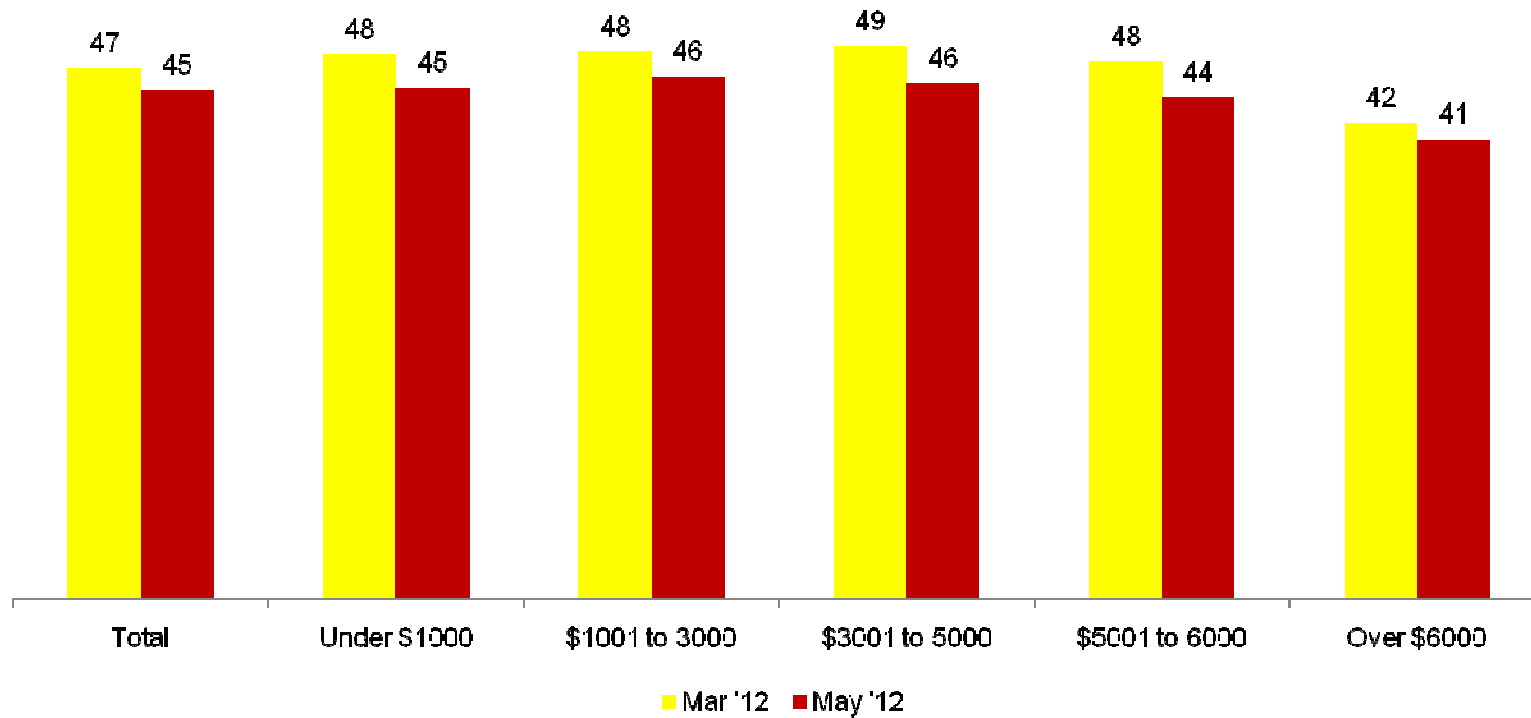
Base: Total Sample: Mar '12=9,324 and May '12 = 10138

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

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



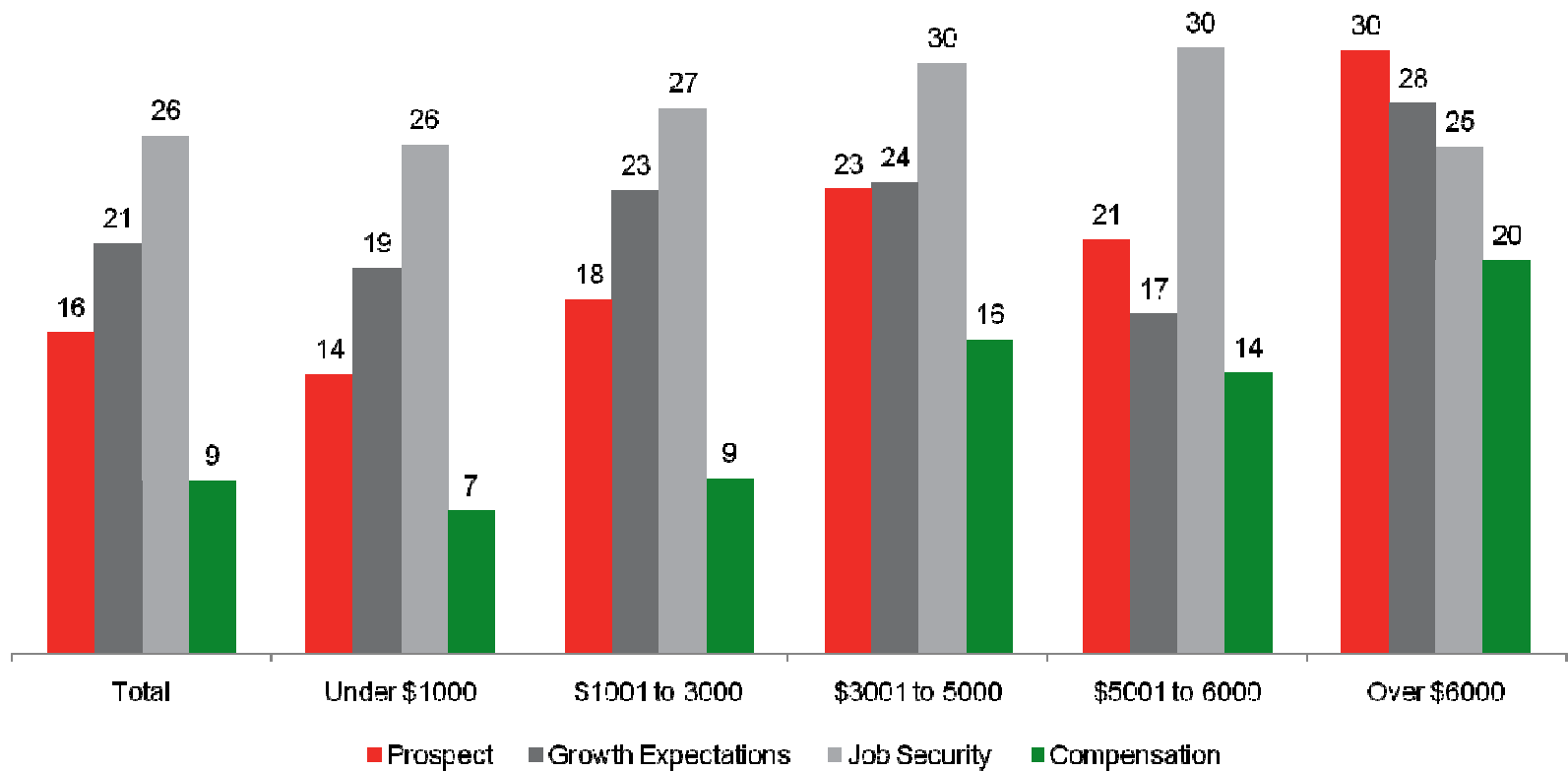
## Appraisal of Country's Economy – (Better Option)



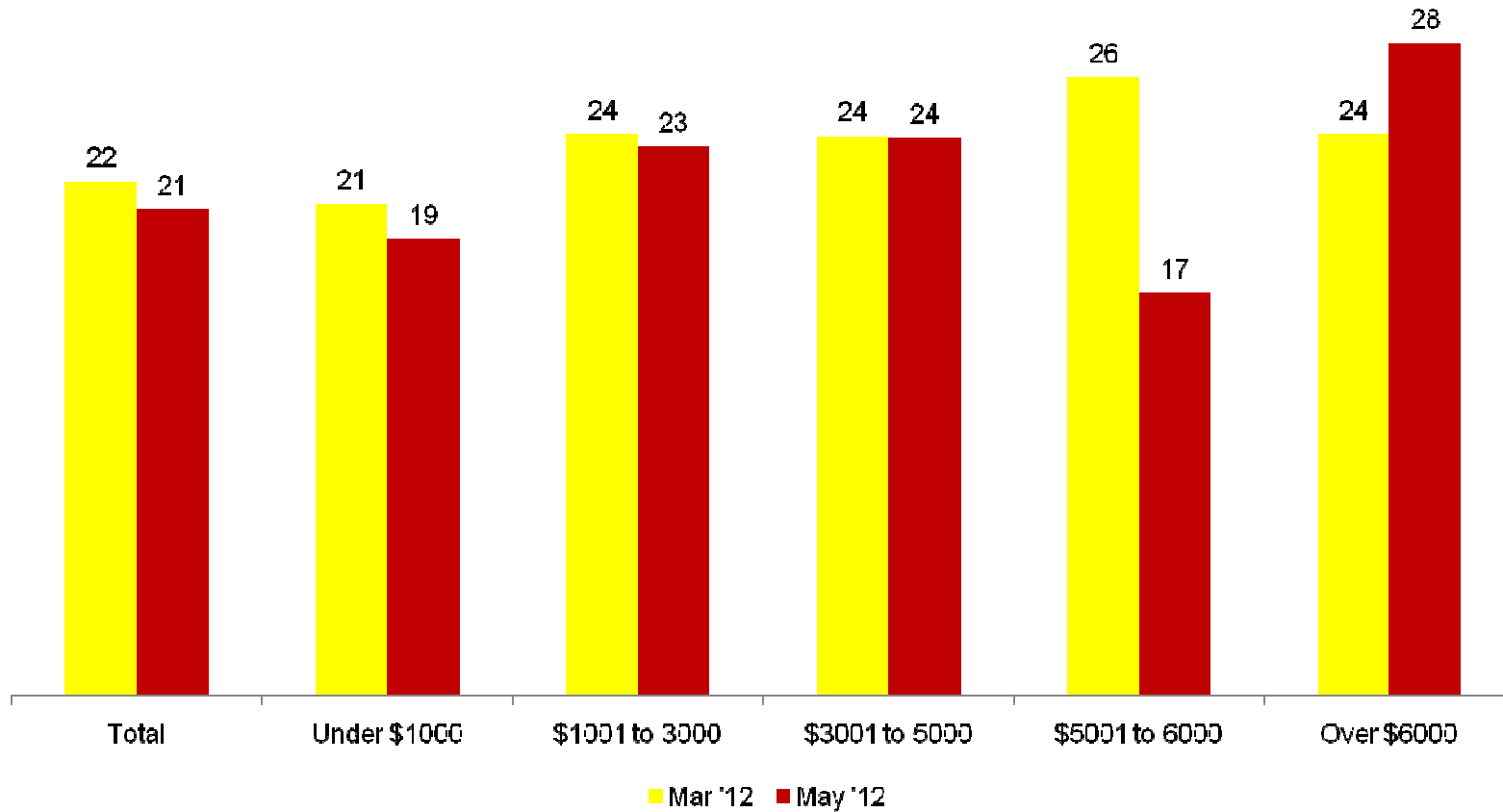
Base: Total Sample: Mar '12= 9,324 and May '12= 10138

## Appraisal of Career - (High Satisfaction Option)

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



## Appraisal of Career - (High Satisfaction Option)



Base: Total Working Sample= Mar '12= 7,645 and May '12= 8394

 **Thank you**

