

Middle East Jobs Index

April 2010

Objective

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

Calculation of Indices and Benchmarking

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

Calculation of Indices and Benchmarking

- The index is calculated according to the following formula:
- $\text{Index Value} = (\text{Current period value} / \text{Base period value}) * 100$
- Current period's value for each question is calculated as = $((\text{Number of optimistic answers} - \text{Number of pessimistic answers}) / \text{Achieved sample}) * 100) + 100$
- Current period values for each question are summed up to obtain current period's value for the overall index
- Current period's value calculated for October 2009 would be fixed as the base period value
- The base period of the index is set as October 2009 and the value of the index at this period is 100
- The index has a point of scale ranging from 0 to 200
- The JI is calculated from questions 1 and 2
- The HEI is calculated using only the second question
- Current period's value calculated for October 2009 is fixed as the base period value
- JI and HEI would be calculated separately for each country

Demographic Background & Methodology

Age and Gender:

Adult males and females

Aged 18 plus years

Country of Residence

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

Levant: Lebanon, Syria, Jordan

North Africa: Egypt, Morocco, Algeria, Tunisia

Subcontinent: Pakistan*

*low sample for current wave

Methodology:

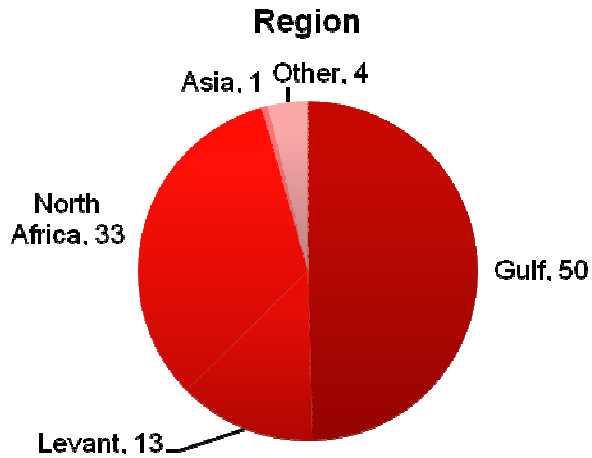
Online data collection was done between 30th March to 19th April 2010. Out of the total sample of 3,300 respondents, the number of working respondents achieved was 3,086 out.

Summary

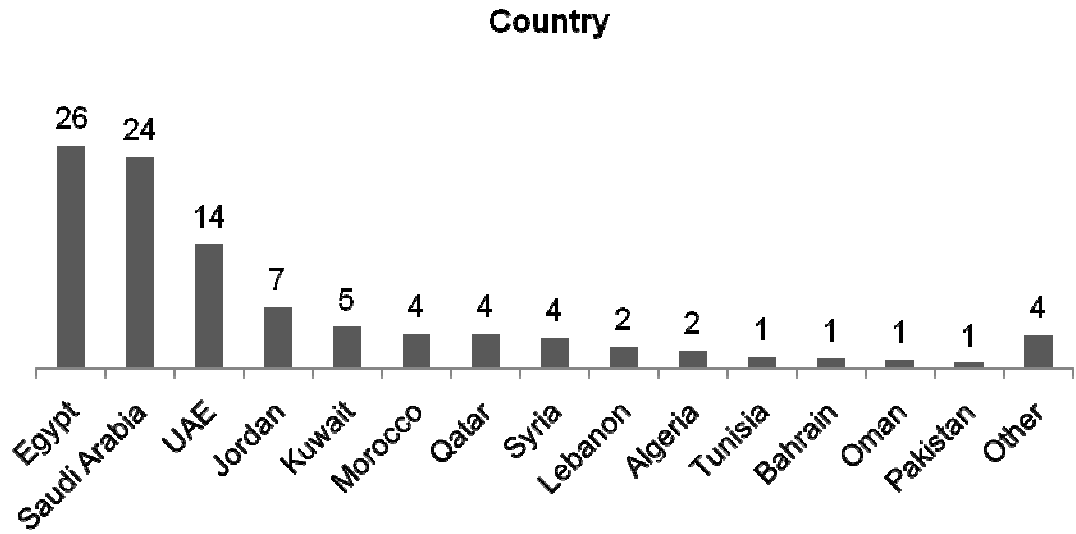
- Current situation: 27% of the respondents indicated that they would definitely hire in the next 3 months.
- Indicative Future Trend: 70% of the respondents claimed they will hire in a year's time. 30% said they would definitely hire in the next 12 months. Another 40% said they would probably hire.
- Hiring expectancy has a similar trend across all the countries.
- Hiring expectations of large scale local organizations for the next one year continue to be relatively higher than other sectors.
- In comparison to other positions, organizations are on the lookout for people to fill in the lower executive level positions like Junior executives(38%), Executives(32%) and Coordinator(27%)
- The key skill sets that are in demand are Communication Skills (66%), Team ability (54%), Overall personality(44%) .
- UAE(47%) is at the top rank followed by KSA(46%) on the country's overall attractiveness. Qatar (38%) takes the third place.
- At an industry level, 'telecom' (39%) followed by 'banking/finance' (38%) and 'construction' (30%) are perceived to attract and retain the top talent.

April 2010

Respondent Profile – Personal



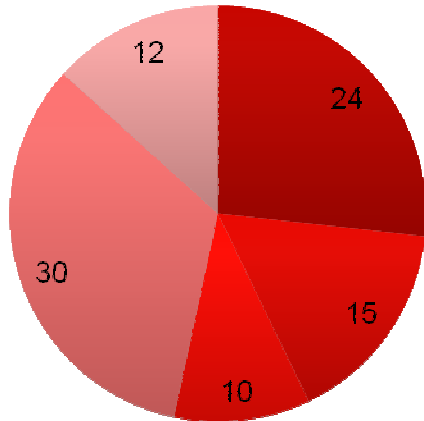
Base: Total Sample – N= 3,300



Base: Total Sample – N= 3,300

Respondent Profile

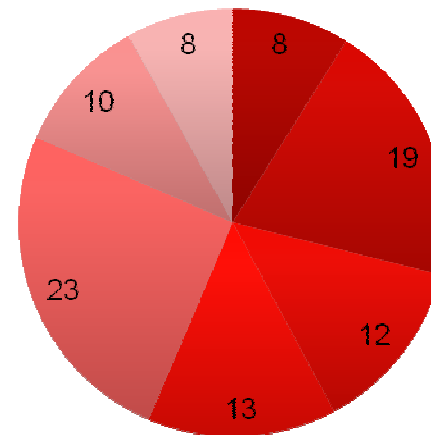
Sector



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

Base: Total Sample – N= 3,300

Seniority



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

Base: Total Sample – N= 3.300

Past and Current Period Values

Base period value for Current Hiring by Country, October 2009

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

Current period value for Current Hiring by Country, January 2010

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

Current period value for Current Hiring by Country, April 2010

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

Base period value for Hiring Expectancy by Country, October 2009

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

Current period value for Hiring Expectancy by Country, January 2010

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

Current period value for Hiring Expectancy by Country, April 2010

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

Base period value for Jobs Index by Country, October 2009

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

Current period value for Jobs Index by Country, January 2010

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

Current period value for Jobs Index by Country, April 2010

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

Indices

Hiring Expectancy Indices – January 2010

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

Hiring Expectancy Indices – April 2010

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

Jobs Indices – January 2010

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

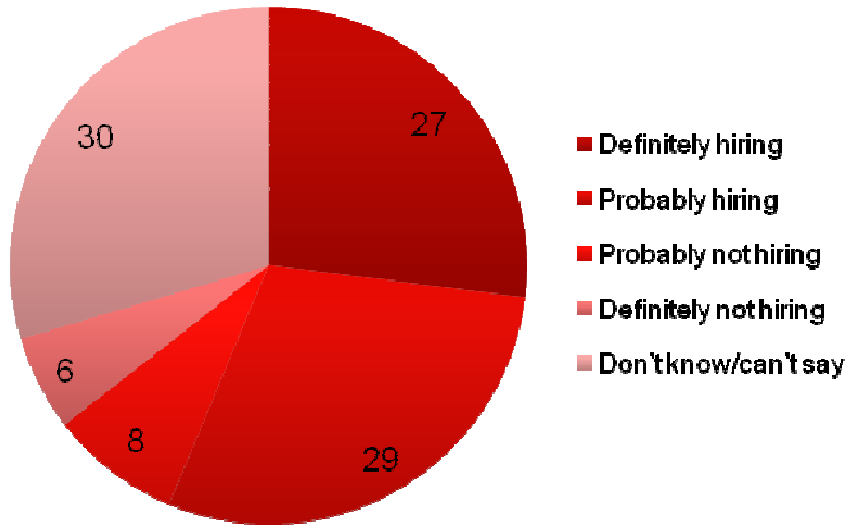
Jobs Indices – April 2010

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

Report

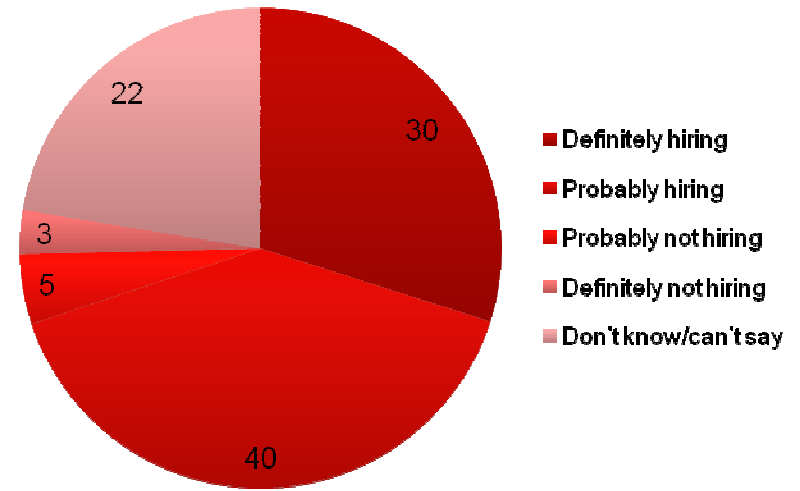
Hiring Expectancy – Overall

Next 3 Months



Base: Those Working – N= 3,086

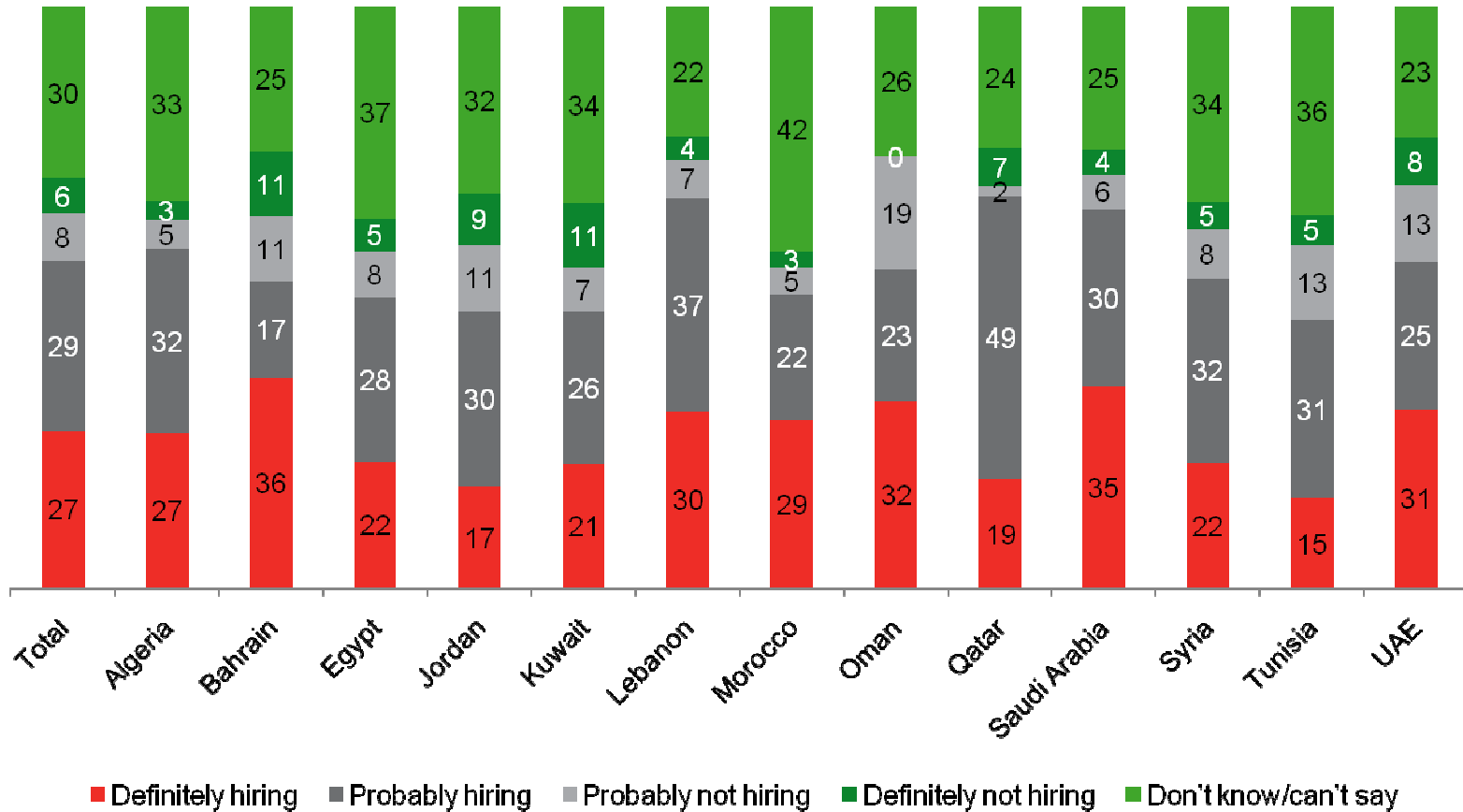
Next 12 Months



Base: Those Working – N= 3,086

Current Hiring Expectancy – By Country

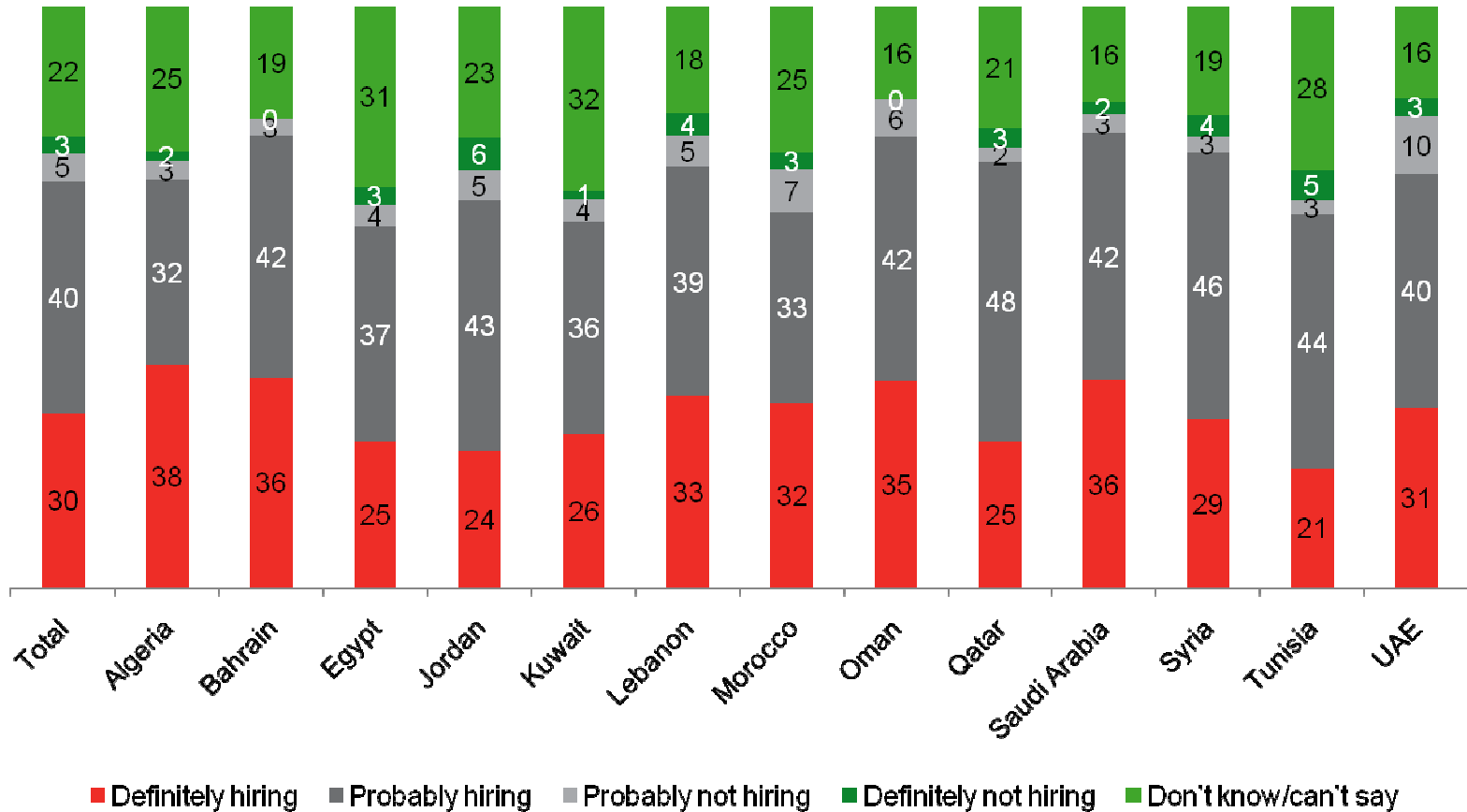
Will you be hiring in the next 3 months either for your organisation or for your clients if you are in the recruitment field or an HR consultant?



Base: Those Working – N= 3,086

Future Hiring Expectancy – By Country

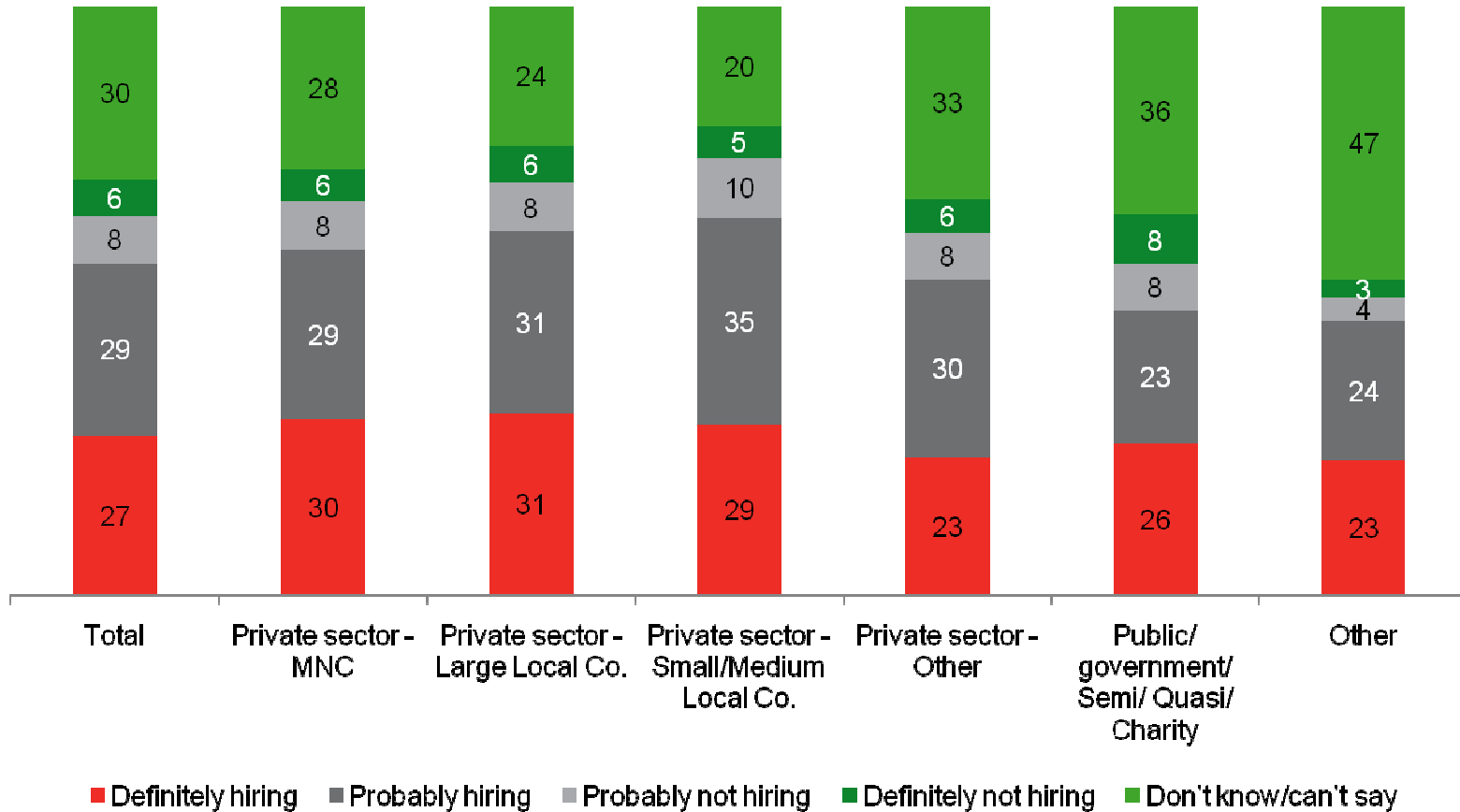
With regard to your future expectations, do you think you will be hiring in a year's time from now either for your organisation or for your clients if you are in the recruitment field or an HR consultant?



Base: Those Working – N= 3,086

Current Hiring Expectancy – By Sector

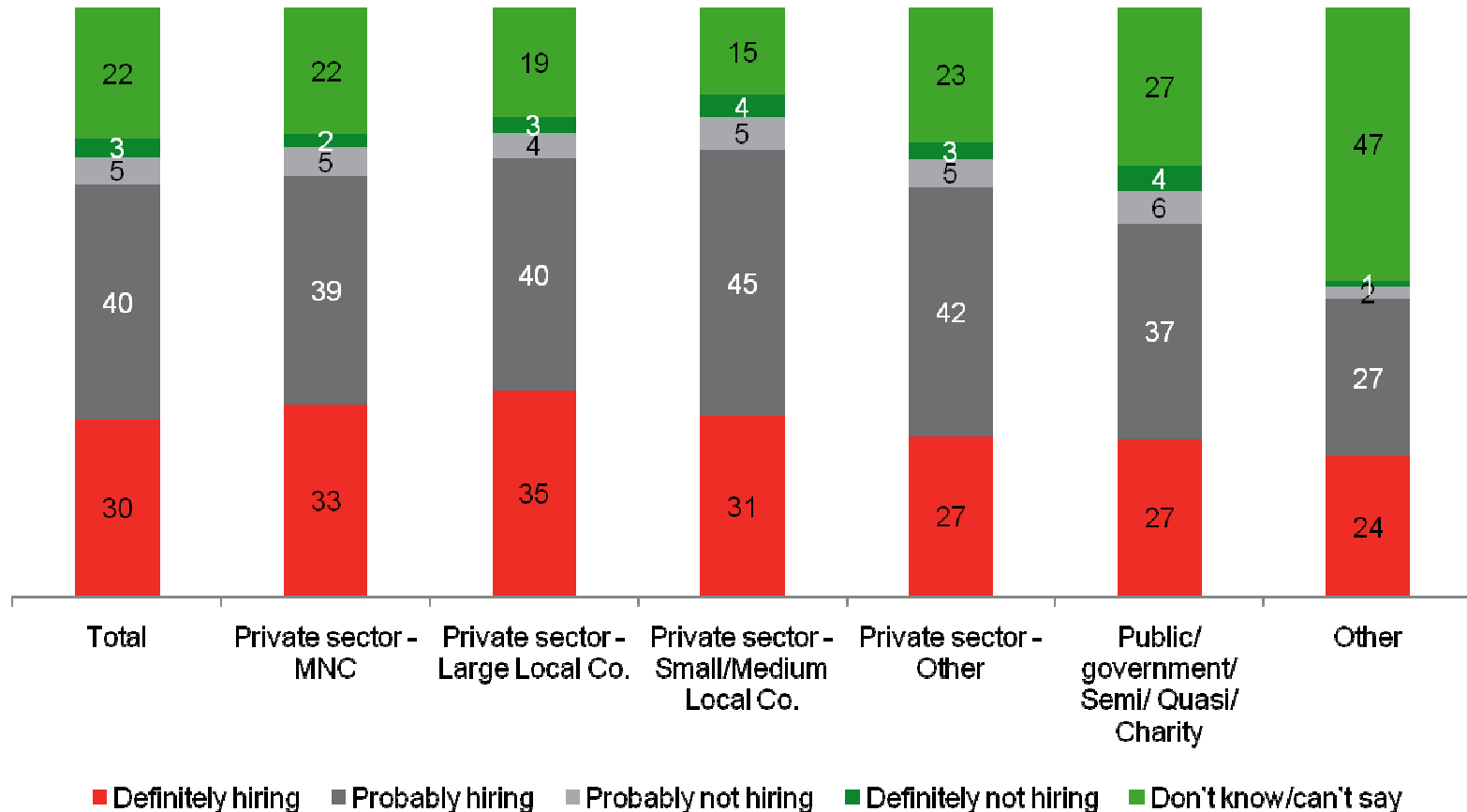
Will you be hiring in the next 3 months either for your organisation or for your clients if you are in the recruitment field or an HR consultant?



Base: Those Working – N= 3,086

Future Hiring Expectancy – By Sector

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

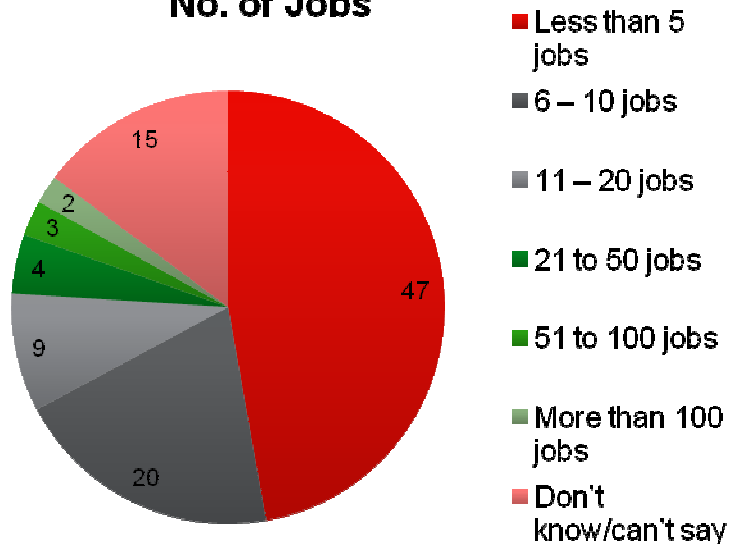


Base: Those Working – N= 3,086

Availability of Jobs & Required Positions

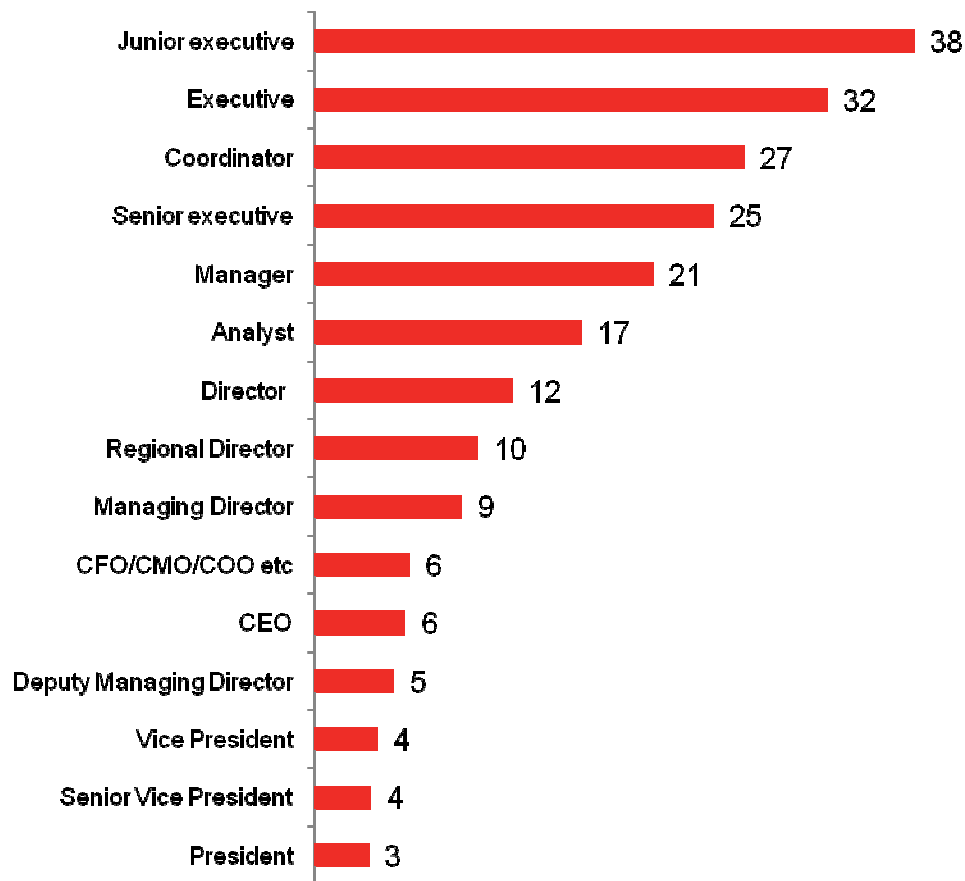
1. Please indicate the approximate number of jobs you would be hiring for in the next 3 months
2. Which of the following career levels/positions would you be hiring for in the next 3 months?

No. of Jobs



Base: Those hiring in next 3 months– N= 1,737

Levels/ Positions



Base: Those hiring in next 3 months– N= 1,737

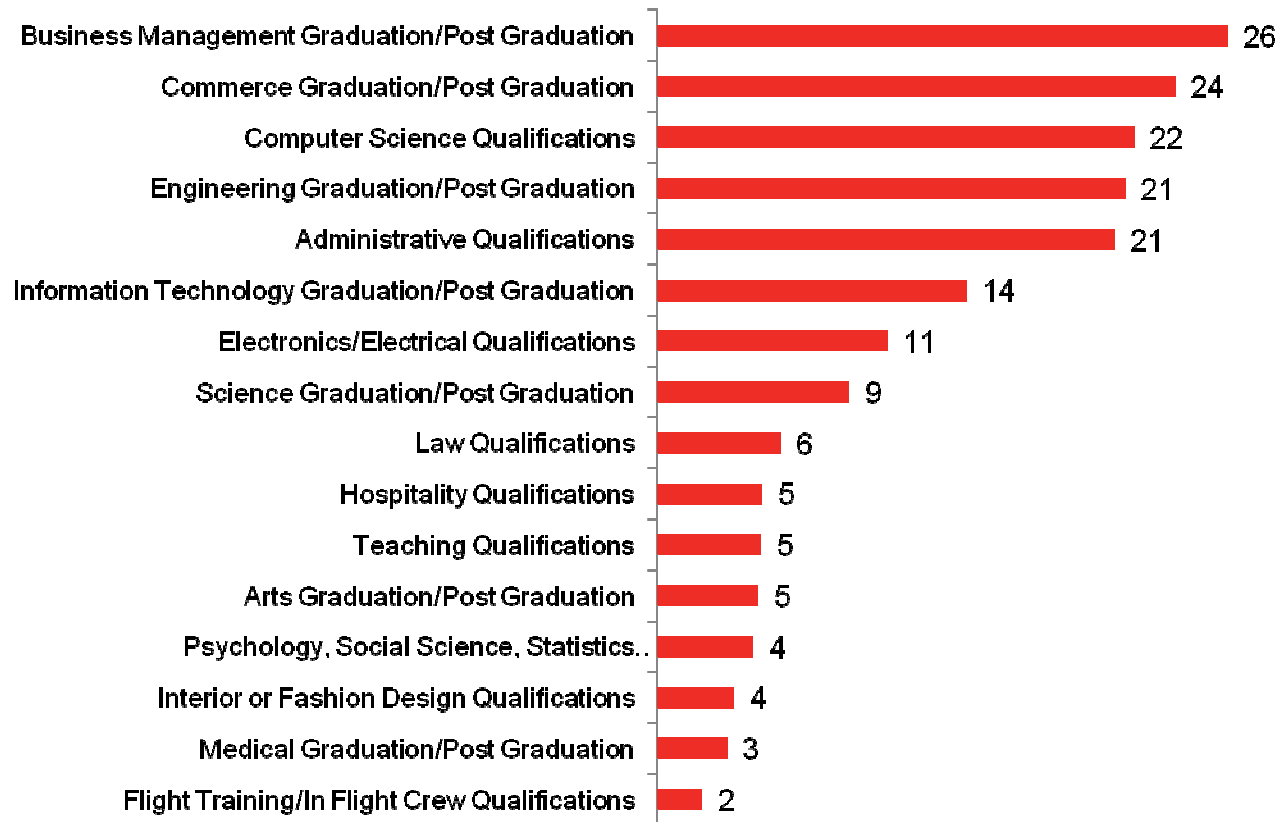
Availability of Jobs – By Country

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

No. of Jobs	Total	Algeria	Bahrain	Egypt	Jordan	Kuwait	Lebanon	Morocco	Oman	Qatar	Saudi Arabia	Syria	Tunisia	UAE
Base: Those Hiring in 3 months	1737	35	19	400	101	72	51	54	17	83	496	57	18	251
Less than 5 jobs	47	54	42	49	56	44	45	39	24	45	46	58	39	45
6 – 10 jobs	20	17	32	17	18	19	22	20	24	25	23	16	22	18
11 – 20 jobs	9	6	5	7	5	8	12	13	18	7	9	9	11	12
21 to 50 jobs	4	0	11	4	2	1	4	6	12	4	6	2	0	6
51 to 100 jobs	3	3	0	3	2	0	2	6	0	4	2	2	11	3
More than 100 jobs	2	0	5	2	0	1	6	2	6	1	2	0	0	3

Qualifications

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



Base: Those Working – N= 3,086

Qualifications – By Country 1/2

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

No. of Jobs	Total	Algeria	Bahrain	Egypt	Jordan	Kuwait	Lebanon	Morocco	Oman	Qatar	Saudi Arabia	Syria	Tunisia	UAE
Base:	3086	60	36	802	212	151	76	107	31	123	761	107	39	448
Business Management Graduation/ Post Graduation	26	32	36	21	29	23	41	28	29	24	28	32	21	26
Commerce Graduation/ Post Graduation	24	27	22	31	13	23	22	22	19	19	22	26	13	19
Computer Science Qualifications	22	30	22	23	17	21	22	22	23	19	25	28	28	17
Engineering Graduation/ Post Graduation	21	35	25	20	15	18	18	15	26	31	21	14	15	29
Administrative Qualifications	21	32	31	15	22	19	20	22	19	24	24	32	15	22
Information Technology Graduation/ Post Graduation	14	18	25	13	11	15	16	20	19	11	15	14	15	14

Qualifications – By Country 2/2

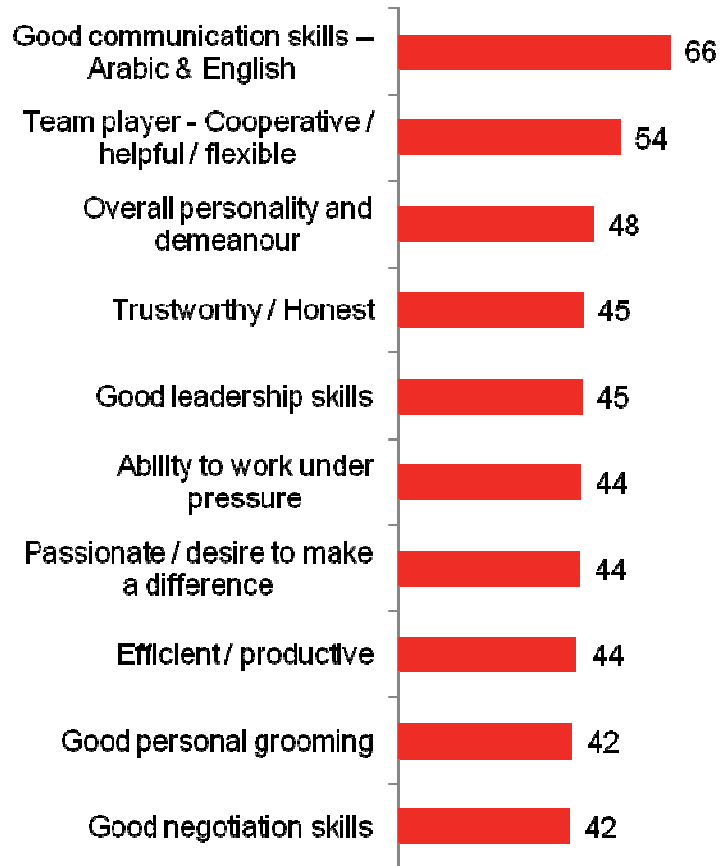
What are the educational and academic qualifications you emphasize on nowadays when looking for suitable candidates?

No. of Jobs	Total	Algeria	Bahrain	Egypt	Jordan	Kuwait	Lebanon	Morocco	Oman	Qatar	Saudi Arabia	Syria	Tunisia	UAE
Base:	3086	60	36	802	212	151	76	107	31	123	761	107	39	448
Electronic s/Electrical Qualifications	11	15	11	9	8	7	13	12	19	9	12	15	10	11
Science Graduation /Post Graduation	9	12	8	7	5	13	14	18	3	14	7	5	15	10
Law Qualifications	6	15	3	8	2	4	8	10	3	8	4	9	8	3
Hospitality Qualifications	5	2	8	4	5	5	9	11	3	7	2	6	3	8
Teaching Qualifications	5	2	6	4	5	7	5	8	6	7	4	4	10	5
Arts Graduation /Post Graduation	5	3	11	4	4	7	7	5	0	7	3	6	3	6

Skills & Experience

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

Skills



Experience



Base: Those Working – N= 3,086

Skills – By Country 1/2

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

No. of Jobs	Total	Algeria	Bahrain	Egypt	Jordan	Kuwait	Lebanon	Morocco	Oman	Qatar	Saudi Arabia	Syria	Tunisia	UAE
Base:	3086	60	36	802	212	151	76	107	31	123	761	107	39	448
Good communication skills – Arabic & English	66	33	67	67	75	70	50	19	81	65	80	73	23	63
Team player - Cooperative / helpful / flexible	54	38	61	55	61	48	64	45	58	59	55	54	46	54
Overall personality and demeanor	48	40	53	47	54	42	39	44	55	38	53	54	38	43
Trustworthy / Honest	45	42	53	44	54	39	51	44	42	39	45	54	44	45
Good leadership skills	45	35	61	44	52	42	45	32	42	46	47	40	26	47
Ability to work under pressure	44	47	56	46	44	44	49	28	65	38	44	43	21	49

Skills – By Country 2/2

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

No. of Jobs	Total	Algeria	Bahrain	Egypt	Jordan	Kuwait	Lebanon	Morocco	Oman	Qatar	Saudi Arabia	Syria	Tunisia	UAE
Base:	3086	60	36	802	212	151	76	107	31	123	761	107	39	448
Passionate / desire to make a difference	44	43	47	44	53	34	43	47	42	32	51	53	36	38
Efficient / productive	44	33	61	41	50	44	39	36	48	45	46	40	44	42
Good personal grooming	42	32	39	45	47	40	37	28	42	28	48	48	36	37
Good negotiation skills	42	45	56	41	44	42	49	38	42	35	44	47	36	39
Creative	39	38	53	40	44	40	46	36	26	32	39	34	41	35

Experience – By Country 1/2

What experience are you ideally looking for?

No. of Jobs	Total	Algeria	Bahrain	Egypt	Jordan	Kuwait	Lebanon	Morocco	Oman	Qatar	Saudi Arabia	Syria	Tunisia	UAE
Base:	3086	60	36	802	212	151	76	107	31	123	761	107	39	448
Managerial – ability to manage a team	41	50	44	37	40	41	43	40	48	39	42	45	46	40
Computer skills	33	38	25	36	34	33	26	22	35	27	33	39	28	29
Sales and Marketing	32	20	25	30	30	32	32	30	26	21	38	40	23	32
Mid level experience (3 to 7 years)	25	25	36	21	25	22	25	18	29	28	28	24	15	28
Administrative	24	32	17	21	19	22	24	15	35	24	28	22	21	27

Experience – By Country 2/2

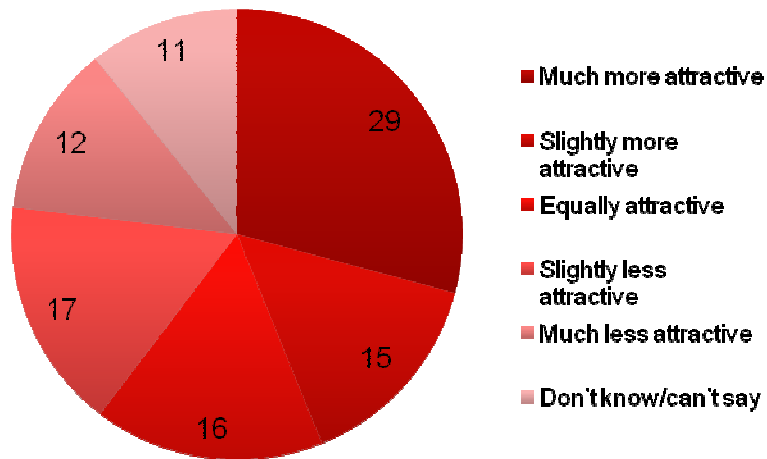
What experience are you ideally looking for?

No. of Jobs	Total	Algeria	Bahrain	Egypt	Jordan	Kuwait	Lebanon	Morocco	Oman	Qatar	Saudi Arabia	Syria	Tunisia	UAE
Base:	3086	60	36	802	212	151	76	107	31	123	761	107	39	448
Public speaking/Giving Presentations	19	25	22	23	22	20	12	15	13	10	21	19	21	15
Engineering	19	28	19	17	15	15	12	10	29	30	20	12	26	23
Senior level experience (7 to 10 years)	15	20	17	12	15	11	20	17	26	21	16	9	5	22
Junior level experience (less than 3 years)	15	13	17	18	18	11	22	7	19	13	14	8	5	15
Secretarial	12	17	6	9	9	16	11	14	16	13	12	10	13	14

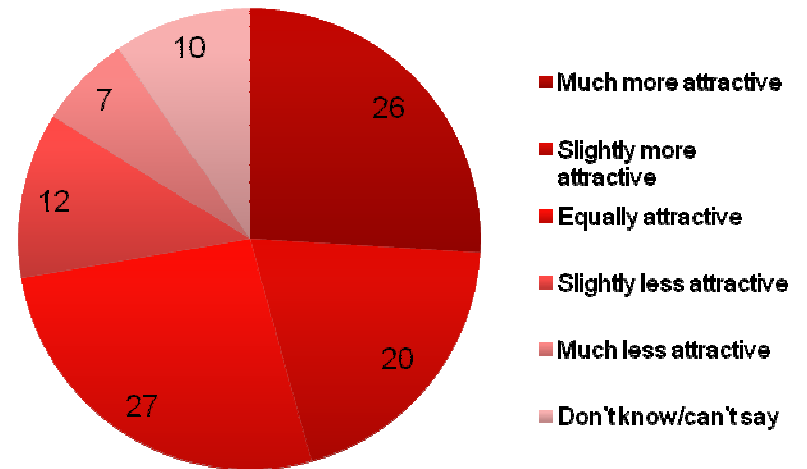
Country & Industry Attractiveness – Overall

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

Country



Industry



Base: Total Sample – N= 3,300

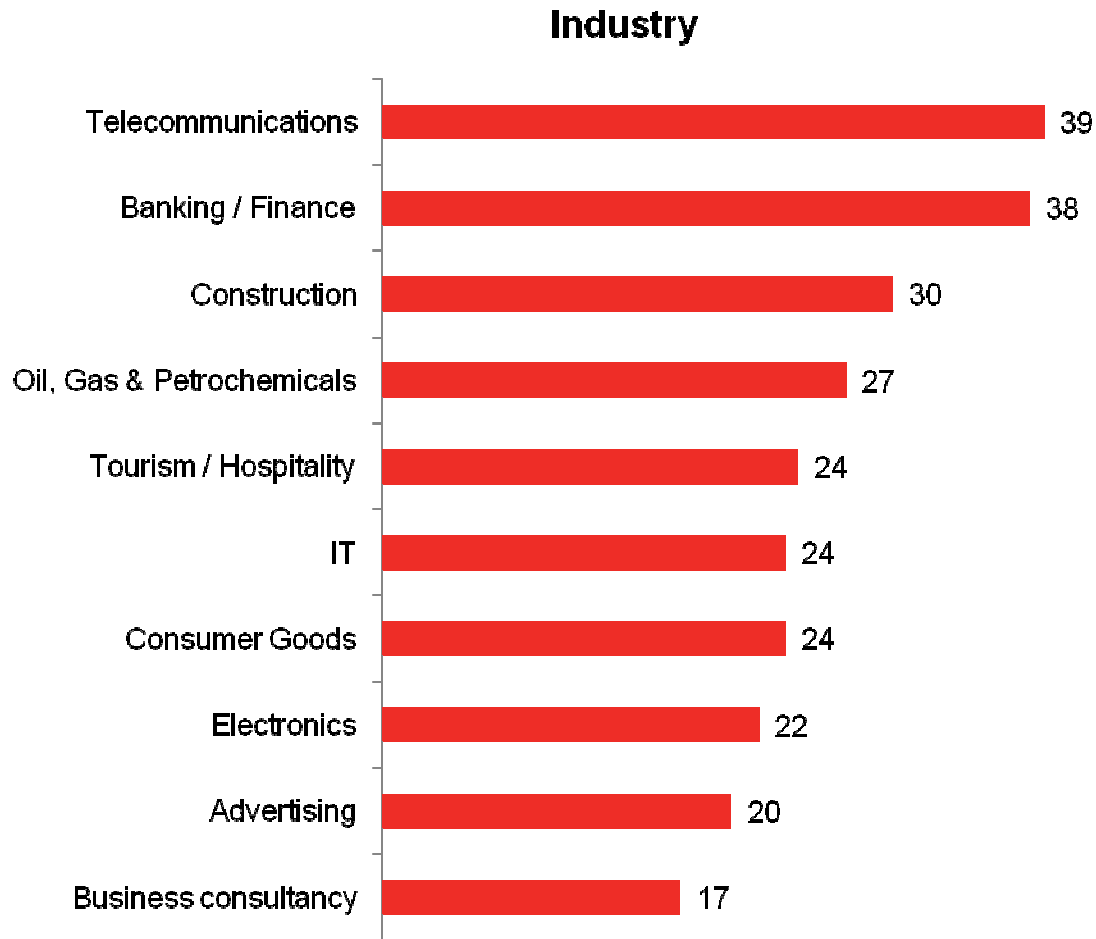
Country Attractiveness

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

No. of Jobs	Total	Algeria	Bahrain	Egypt	Jordan	Kuwait	Lebanon	Morocco	Oman	Qatar	Saudi Arabia	Syria	Tunisia	UAE
Base	3300	66	36	853	232	157	80	131	32	130	806	117	41	475
Much more attractive	29	17	17	16	13	22	33	16	13	38	46	9	20	47
Slightly more attractive	15	12	19	10	11	17	13	7	19	19	19	14	7	20
Equally attractive	16	18	33	15	19	24	14	18	28	22	15	15	24	14
Slightly less attractive	17	26	14	24	28	15	23	15	28	9	9	32	15	7
Much less attractive	12	14	6	22	19	6	11	20	9	4	3	17	20	4
Don't know/can't say	11	14	11	13	11	15	8	24	3	8	7	13	15	8

Most Attractive Industries

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



Base: Total Sample – N= 3,300

Most Attractive Industries – By Country

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

No. of Jobs	Total	Algeria	Bahrain	Egypt	Jordan	Kuwait	Lebanon	Morocco	Oman	Qatar	Saudi Arabia	Syria	Tunisia	UAE
Base: All	3300	66	36	853	232	157	80	131	32	130	806	117	41	475
Telecommunications	39	29	47	45	34	29	26	35	50	26	44	45	37	31
Banking / Finance	38	26	50	37	39	39	48	27	41	34	42	53	24	30
Construction	30	52	17	26	22	27	35	34	28	42	31	36	17	34
Oil, Gas & Petrochemicals	27	44	25	30	6	33	9	8	44	45	29	21	15	33
Tourism / Hospitality	24	18	28	35	26	18	31	40	28	12	14	33	29	23

Most Attractive Industries – By Country 2/2

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

No. of Jobs	Total	Algeria	Bahrain	Egypt	Jordan	Kuwait	Lebanon	Morocco	Oman	Qatar	Saudi Arabia	Syria	Tunisia	UAE
Base: All	3300	66	36	853	232	157	80	131	32	130	806	117	41	475
Consumer Goods	24	29	17	25	23	27	18	30	25	12	26	24	20	20
IT	24	27	28	19	33	28	20	33	22	17	24	31	24	22
Electronics	22	20	19	27	21	23	13	25	19	7	24	33	17	15
Advertising	20	12	42	26	19	21	34	21	9	12	18	21	12	17
Business consultancy	17	17	25	12	20	17	21	18	13	18	22	19	15	18

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