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

July 2011

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 eighteenth period (June 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 1st June to 17th July 2011. The total number of respondents achieved was 7,245.

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
- Current period's value calculated for April 2007 is fixed as the base period value
- The base period of the index is set as April 2007 and the value of the index at this period is 100
- The index has a point of scale ranging from 0 to 200
- There are two sub-indexes of CCI:
 - † Consumer Expectation Index (CEI)
 - † Propensity to Consume/Spend Index (PCI)
- The CEI is calculated from questions 2 and 4
- The PCI is calculated using only the fifth question
- The methodology for calculating both these sub-indexes is the same as used for calculating CCI
- Current period's value calculated for April 2007 is fixed as the base period value
- CCI and its sub-indexes will be calculated separately for each country

Calculation of Indices and Benchmarking

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

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

Base Period Value for:	Algeria	Egypt	Kuwait	Lebanon	Qatar	KSA	Syria	UAE
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	277.1	262.2	303.1	254.3	285.8	210.5	279.7	282.7	250.2	287.7	285.8	249.7	293.6	278.7
PCI	89.6	79.3	59.4	61.4	87.7	63.8	68.8	81.7	93.9	94.2	81.2	57.5	56.1	87.1
CCI	603.7	524.4	556.6	478.5	593.2	421.7	558.4	599.0	523.7	604.5	580.8	470.2	527.4	571.7
ECI	512.8	457.3	541.6	439.9	525.9	452.0	525.4	576.0	488.2	622.1	547.3	505.5	545.9	509.1

Current Period Values for CCI & ECI by Country, of April 2007 & June 2011

	Algeria		Bahrain		Egypt		Kuwait		Lebanon	
	April, 07	Jun, 11	April, 07	Jun, 11	April, 07	Jun, 11	April, 07	Jun, 11	April, 07	Jun, 11
Achieved Sample Size	415	376	101	82	1635	2207	711	162	696	152
CEI	288.2	277.1	273.3	262.2	259.1	303.1	297.5	285.8	217.2	210.5
PCI	103.9	89.6	91.1	79.3	90.6	59.4	104.5	87.7	67.5	63.8
CCI	637.3	603.7	597.0	524.4	573.6	556.6	634.5	593.2	428.9	421.7
ECI	605.8	512.8	567.3	457.3	598.5	541.6	635	525.9	490.1	452.0

Current Period Values for CCI & ECI by Country, of April 2007 & June 2011

	Morocco		Qatar		KSA		Syria		UAE	
	April, 07	Jun, 11	April, 07	Jun, 11	April, 07	Jun, 11	April, 07	Jun, 11	April, 07	Jun, 11
Achieved Sample Size	112	413	382	154	2095	865	200	181	2069	607
CEI	275.0	279.7	303.4	287.7	305.6	285.8	268	249.7	296.4	278.7
PCI	84.8	68.8	107.6	94.2	98.1	81.2	76	57.5	99.2	87.1
CCI	582.1	558.4	671.7	604.5	651.6	580.8	560.5	470.2	634.4	571.7
ECI	552.7	525.4	711.3	622.1	651.6	547.3	549.5	505.5	660.8	509.1

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

What do the Indices Indicate?

Comparison of December 2010 with Base Period April 07

- Since the base period for the Consumer and Employee Confidence Survey was pegged in April 2007, all subsequent indice calculations would be comparable to this period.
- An index of > 100 means the confidence for the current period (in this case, Jun '11) 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 52 months since the base period, the indices across all countries have experienced a slide with the exception of the PCI in **Lebanon**.
- **UAE** showcases some drop in the across the indices in the region.
- Therefore, **all of the 10 countries** measured against the base period showed a **dip** rather than rise in confidence in the **last 52 months**.

Differences in Index by Country – June 2011 compared to March 2011

Index	Algeria	Bahrain	Egypt	Kuwait	Lebanon	Morocco	Qatar	KSA	Syria	UAE
CEI	0.1	0.4	2.9	-2.0	-7.8	1.5	-7.3	-4.8	-9.4	-4.1
PCI	8.4	6.7	-7.0	2.5	-8.9	7.0	13.9	-0.4	-17.1	2.8
CCI	2.4	0.0	4.9	1.1	-8.8	3.5	-1.2	-4.7	-11.7	-2.6
ECI	-0.8	-17.8	1.7	0.6	-1.3	-1.6	6.2	-3.4	-4.0	-2.7

What do the Indices Indicate?

Comparison of June '11 with Previous Period March '11

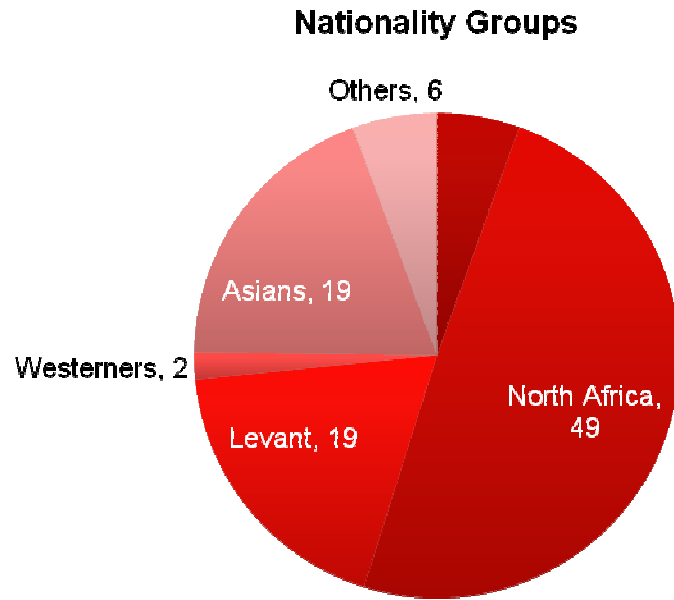
- The following comparison has been done wherever relevant with the previous period of December 2010.
- **UAE, sees a dip across the indices except the PCI.**
- Syria sees significant dips across all the indices.
- Egypt sees an increase in the consumer confidence with an increase of 4 points.
- Bahrain, Morocco and Qatar had seen a large dip in the PCI in the previous wave, which now has improved.

What does this Mean for the UAE?

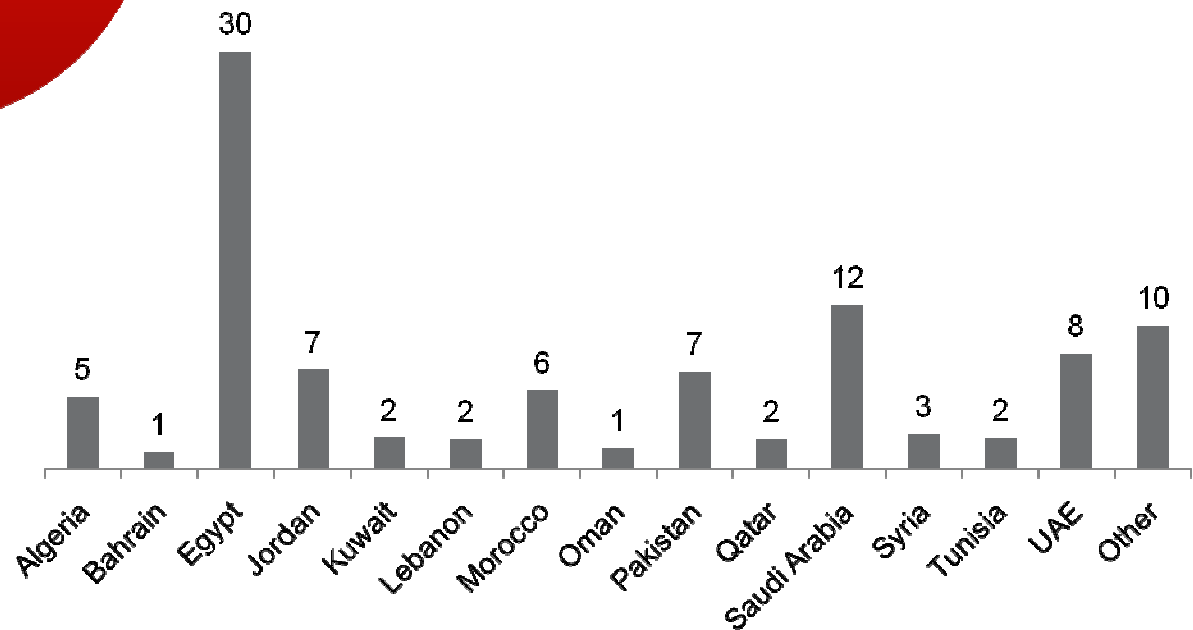
- Consumer Confidence in the UAE sees a slight dip in the current wave.
- Respondents in the UAE continue to anticipate some improvement in their personal financial situation in the future.
- 51% of the respondents have positive expectations regarding the country's future economy and financial conditions.
- 35% say that the current period is a bad time for business. However, 53% say this would improve in a year's time.
- 30% say that it is a bad time to buy consumer goods and 62% say that salaries are not keeping pace with the inflation.
- 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.
- Low to moderate satisfaction with current compensation reported by the residents.

Respondent Profile

Respondent profile – Country



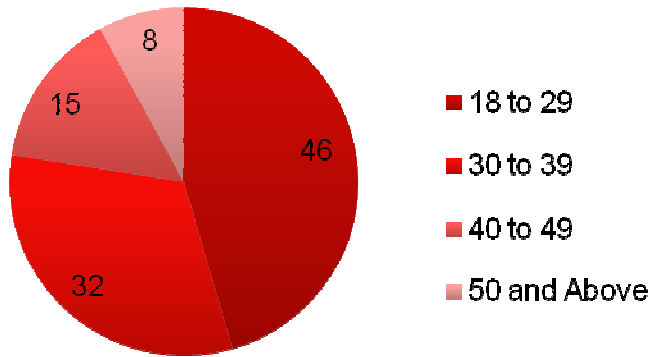
Country of Residence



Base: Total Sample – N= 7,245

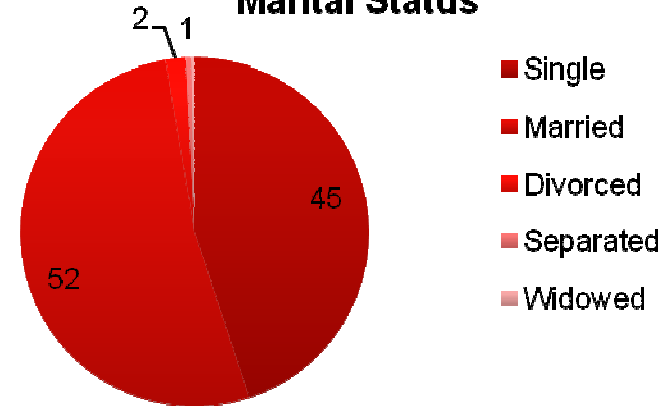
Respondent profile - Personal

Age group



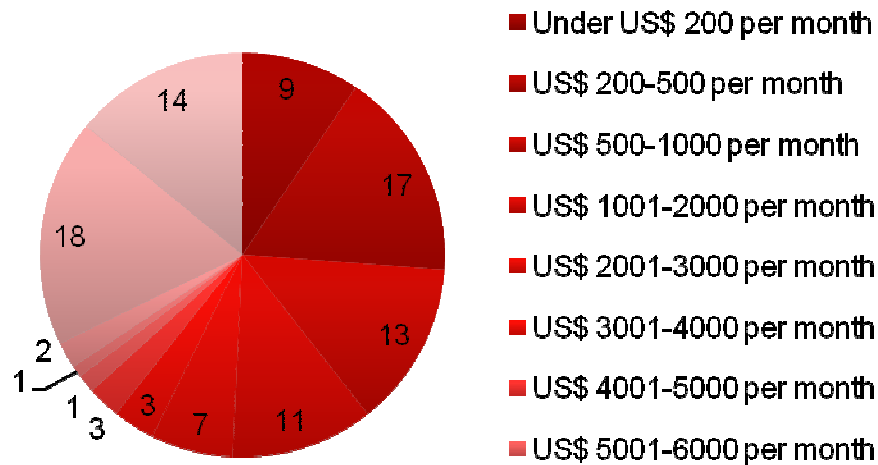
Base: Total Sample – N= 7,245

Marital Status



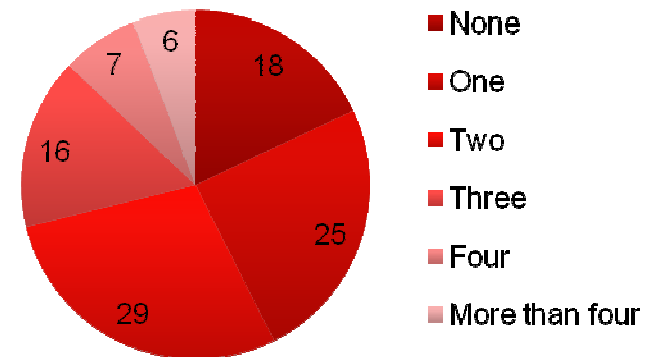
Base: Total Sample – N= 7,245

Monthly Personal Income



Base: Total Sample – N= 7,245

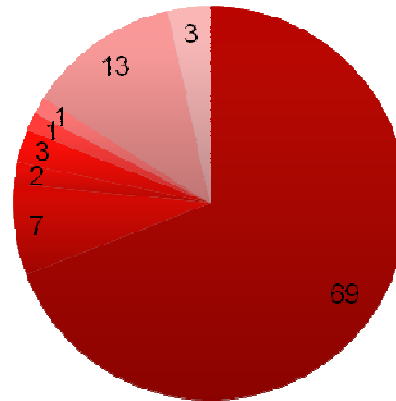
No. of children



Base: Married/ used to be married– N= 3,989

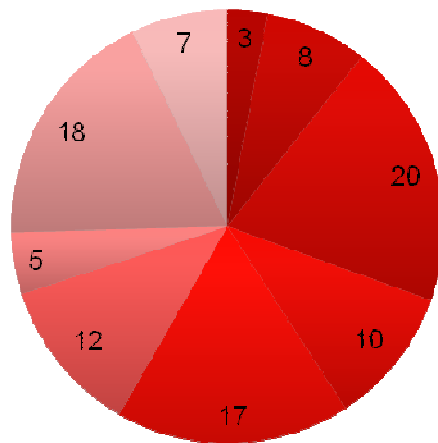
Respondent profile - Organizational

Work Status



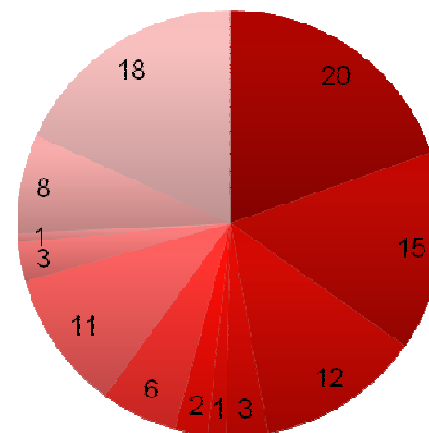
- Working full time (30 or more hours per week)
- Working part time (8 to 29 hours per week)
- Working part time (Less than 8 hours a week)
- Full time student
- Retired
- Full-time home-maker or housewife
- Unemployed
- Other

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= 7,245

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 29% of the total respondents feel that their personal financial situation is better than last year.
- 31% of the total respondents feel that their country's economy has worsened compared to last year. Those in Lebanon are the most negative about it.
- Only 17% in the UAE say now is 'good 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	7245	376	82	2207	521	162	152	413	104	510	154	865	181	157	607
Financial															
Better	29	38	27	28	20	33	22	26	38	34	33	33	25	29	25
Same	34	35	39	32	32	38	33	34	36	33	40	36	31	34	38
Worse	30	19	29	33	44	22	37	31	20	27	24	23	41	30	30
Don't know	7	9	5	8	4	6	8	9	7	5	3	7	3	8	7
Country's economy															
Better	29	36	21	33	19	35	12	34	37	17	34	31	21	20	32
Same	27	36	33	18	34	27	28	31	30	29	39	29	23	27	34
Worse	31	17	35	34	33	27	50	20	19	45	21	28	42	41	22
Don't know	13	11	11	15	14	11	11	15	14	9	6	12	14	11	12
Consumer Behaviour															
Good time to buy	16	27	15	12	14	22	9	18	17	17	18	17	15	14	17
Neutral time to buy	34	24	46	29	26	35	40	21	38	47	51	37	20	19	47
Bad time to buy	42	37	35	53	53	35	45	49	36	23	24	36	57	58	30
Don't know	8	13	4	6	7	8	5	11	10	14	7	9	7	9	7

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?

- At an overall level, over a third of the respondents (35%) are say that the current period is bad for business.
- 48% of the total respondents feel that there are very few jobs available. This sentiment is felt most by respondents in Syria, Jordan and Lebanon.

Total / Country of residence	Total	Algeria	Bahrain	Egypt	Jordan	Kuwait	Lebanon	Morocco	Oman	Pakistan	Qatar	Saudi Arabia	Syria	Tunisia	UAE
Base Size	7245	376	82	2207	521	162	152	413	104	510	154	865	181	157	607
Business Conditions															
Good time	24	39	11	20	19	23	13	28	37	18	30	37	14	23	19
Neutral time	32	27	45	27	25	36	36	29	29	39	42	32	20	27	39
Bad time	35	18	41	45	46	33	45	27	24	35	21	20	59	41	35
Don't know	9	16	2	8	9	7	6	16	11	8	6	11	6	10	7
Employment															
Plenty available	13	12	9	8	4	16	8	11	22	9	31	27	9	8	15
Not many available	34	36	40	35	32	37	36	34	34	36	34	31	24	43	37
Very few available	48	49	48	53	62	41	55	50	38	49	29	36	59	45	43
Don't know	5	3	4	4	3	6	1	5	7	5	7	6	8	5	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?

- Overall, 31% say there same number of employees as last year.
- 64% of the respondents state that salaries are not keeping pace with cost of living.

Total / Country of residence	Total	Algeria	Bahrain	Egypt	Jordan	Kuwait	Lebanon	Morocco	Oman	Pakistan	Qatar	Saudi Arabia	Syria	Tunisia	UAE
Working Base Size	5925	284	72	1824	411	152	126	267	95	407	140	733	157	122	518
Number of employees															
More employees	27	37	25	20	19	33	18	25	49	30	49	38	21	21	26
Same number	31	33	32	31	33	31	37	25	23	35	25	28	28	33	29
Fewer employees	28	17	40	33	33	25	34	26	21	25	20	22	32	26	39
Don't know	13	13	3	15	16	11	10	24	6	11	6	12	18	20	7
Salary vis-a-vis Cost of Living															
Increased more than cost of living	6	9	4	4	2	7	4	4	11	8	9	7	10	7	7
Increased similar to cost of living	23	29	14	22	14	24	17	18	32	26	29	24	23	18	24
Not kept pace with cost of living	64	54	76	67	74	64	71	66	49	61	56	60	59	62	62
Don't know	8	8	6	8	10	5	7	12	8	4	7	8	9	13	6

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?

- Half of the sample is of the sentiment that their personal finances will become better in a year's time.
- Egypt shows 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	7245	376	82	2207	521	162	152	413	104	510	154	865	181	157	607
Financial															
Will be better	51	50	49	52	40	49	43	46	48	62	52	55	44	53	49
Will remain the same	13	11	18	8	16	15	13	11	13	16	18	14	16	8	16
Become worse	7	6	10	6	9	5	18	6	9	8	6	7	9	3	9
Don't know	29	32	23	34	35	30	26	38	31	14	23	24	31	37	26
Country's Economy															
Will be better	53	46	44	68	44	54	24	51	56	29	56	53	40	59	51
Will remain the same	14	20	21	6	16	12	20	16	12	24	18	14	8	5	22
Become worse	16	13	21	11	20	13	38	11	13	33	14	15	25	16	13
Don't know	17	21	15	16	20	20	18	22	20	15	12	18	27	20	14

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?

- Better business conditions in the next year is a common sentiment shared across the region.
- Qatar expects the highest improvement in employment opportunities. North African countries like Egypt and Algeria show higher optimism compared to the GCC.

Total / Country of residence	Total	Algeria	Bahrain	Egypt	Jordan	Kuwait	Lebanon	Morocco	Oman	Pakistan	Qatar	Saudi Arabia	Syria	Tunisia	UAE
Base Size	7245	376	82	2207	521	162	152	413	104	510	154	865	181	157	607
Business Conditions															
Will be better	56	50	45	70	45	56	34	51	51	39	64	55	45	67	53
Will remain the same	17	19	23	7	19	20	22	18	15	31	18	19	13	6	23
Become worse	11	8	21	7	17	10	16	9	12	19	5	10	18	10	9
Don't know	17	23	11	15	20	15	28	22	22	11	14	16	24	17	15
Employment															
There will be more jobs available	40	30	32	54	32	29	17	36	39	21	60	38	41	45	34
There will be same number of jobs available	23	30	28	16	28	24	30	27	13	25	16	24	18	23	26
There will be fewer jobs available	22	21	27	13	27	26	34	18	31	42	13	25	19	10	25
Don't know/Can't say	15	19	13	16	13	21	19	20	17	12	10	13	22	22	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?

- Most countries report neutral to low satisfaction with career prospects and career growth within current organisations. Respondents from Jordan (51%) are least 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	5925	284	72	1824	411	152	126	267	95	407	140	733	157	122	518
Prospects															
High	17	18	14	19	11	22	13	16	25	18	18	17	18	16	13
Neutral	40	33	44	38	35	42	41	32	42	47	50	42	31	34	46
Low	35	39	38	35	45	33	41	36	28	32	28	34	42	38	36
Don't know	7	10	4	7	9	3	5	16	4	3	4	7	9	13	4
Career Growth															
High	22	22	14	24	13	25	10	25	25	22	23	25	22	21	19
Neutral	35	27	38	35	31	39	44	25	32	40	46	35	24	30	37
Low	37	42	43	35	51	34	40	39	37	33	26	35	46	37	39
Don't know	6	9	6	5	4	3	6	12	6	5	4	6	8	12	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 Oman, Syria and Tunisia continue to claim higher job security compared to other countries.

Total / Country of residence	Total	Algeria	Bahrain	Egypt	Jordan	Kuwait	Lebanon	Morocco	Oman	Pakistan	Qatar	Saudi Arabia	Syria	Tunisia	UAE
Working Base Size	5925	284	72	1824	411	152	126	267	95	407	140	733	157	122	518
Job Security															
High	28	36	17	27	26	29	23	24	33	24	34	27	35	34	26
Neutral	35	29	36	36	28	36	43	24	36	38	37	36	23	30	38
Low	30	22	42	30	38	30	26	34	22	30	25	30	32	22	30
Don't know	8	13	6	6	8	6	8	17	9	8	4	7	10	15	6
Compensation															
High	10	8	8	9	6	12	10	11	23	12	16	12	15	9	9
Neutral	35	23	33	39	29	36	34	25	33	37	38	33	30	29	36
Low	47	60	54	44	57	47	50	50	38	45	41	48	47	50	48
Don't know	8	10	4	8	8	5	6	14	6	6	4	7	8	12	6

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 28% of the total respondents are planning to purchase a new vehicle in the next one year. Respondents of KSA show highest intent.
- Of those who do plan to purchase one, 52% 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	7245	376	82	2207	521	162	152	413	104	510	154	865	181	157	607
Vehicle															
Yes	28	36	20	24	22	40	32	26	26	30	32	35	26	24	29
No	57	50	60	59	60	49	59	55	52	61	55	51	63	63	56
Don't know	15	15	21	17	18	12	10	19	22	9	14	14	11	13	15
Types of vehicle															
Plan to buy base	2051	134	16	530	116	64	48	106	27	155	49	299	47	38	176
New	52	68	88	52	36	47	42	46	56	48	61	54	55	47	49
Used	43	28	13	44	59	48	52	49	41	48	31	41	40	50	45
Don't know	5	4	0	4	5	5	6	5	4	3	8	5	4	3	6

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 (64%) of respondents not interested in making any investment property. Within UAE, 67% say they would not be buying any property.
- Of those wishing to purchase a property, majority(64%) are likely to opt for a new one.

Total / Country of residence	Total	Algeria	Bahrain	Egypt	Jordan	Kuwait	Lebanon	Morocco	Oman	Pakistan	Qatar	Saudi Arabia	Syria	Tunisia	UAE
Base Size	7245	376	82	2207	521	162	152	413	104	510	154	865	181	157	607
Property															
Yes	20	27	26	17	10	24	21	19	25	20	24	28	23	20	19
No	64	56	62	66	74	60	68	62	58	69	62	57	69	59	67
Don't know	15	17	12	17	16	16	11	19	17	11	14	15	8	21	15
Types of property															
Plan to buy base	1484	103	21	381	54	39	32	77	26	103	37	239	41	32	114
New	64	62	57	67	67	64	69	62	58	61	68	65	59	69	58
Lived in	24	25	29	22	19	21	19	26	27	32	19	21	24	25	29
Don't know	12	13	14	11	15	15	13	12	15	7	14	14	17	6	13

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	7245	376	82	2207	521	162	152	413	104	510	154	865	181	157	607
Desktop or Laptop	28	37	32	26	24	29	24	28	20	30	32	30	25	27	25
Furniture	19	23	21	14	20	19	22	25	33	18	23	22	23	16	23
LCD or Plasma Television	17	23	16	15	15	19	20	17	26	14	19	22	14	20	19
Air Conditioner	14	22	12	14	12	7	18	10	16	17	11	16	14	15	7
Digital Camera	13	17	18	9	8	12	12	13	16	19	14	14	10	19	18
Refrigerator	10	15	12	5	7	7	7	15	11	15	12	12	10	12	11
Washing Machine	9	15	9	5	8	8	11	12	13	12	10	11	8	11	10
Vacuum Cleaner	5	5	7	4	7	6	8	6	9	5	8	8	6	0	6
Home Theatre System	5	4	6	2	4	5	3	4	8	6	6	9	6	1	7
Cooking Range	5	9	4	2	3	6	4	7	8	7	5	6	6	3	6
Normal Colour Television	5	10	2	2	4	3	4	8	6	11	5	4	3	8	3
DVD or VCD Recorder or Player	4	8	5	2	3	6	5	8	5	5	6	5	6	3	5
Clothes Dryer	4	6	5	2	4	3	4	6	5	7	5	5	3	4	3
Normal or Digital Camcorder	2	3	1	1	2	3	1	3	5	3	3	2	3	1	2
Video Recorder or Player	2	5	1	0	2	1	1	4	6	5	3	2	1	3	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 24% 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	5925	284	72	1824	411	152	126	267	95	407	140	733	157	122	518
Number of employees															
Optimistic	24	29	14	21	16	32	19	26	41	21	29	29	21	30	25
Neutral	36	31	40	37	37	36	34	21	32	44	46	36	31	25	38
Pessimistic	23	21	36	25	29	23	30	26	13	15	13	20	31	18	23
Don't know	17	18	10	18	18	10	17	27	15	20	13	16	17	28	13
Staffing requirements															
Optimistic	20	26	13	20	17	24	16	21	18	18	26	19	25	23	20
Neutral	38	29	39	37	35	45	37	29	45	45	42	39	25	39	40
Pessimistic	23	22	35	23	32	18	27	22	22	15	18	27	29	15	26
Don't know	19	23	14	19	17	13	20	28	15	22	14	16	20	23	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 region.
- The cost of real estate is still creating a feeling of negativity in all countries.

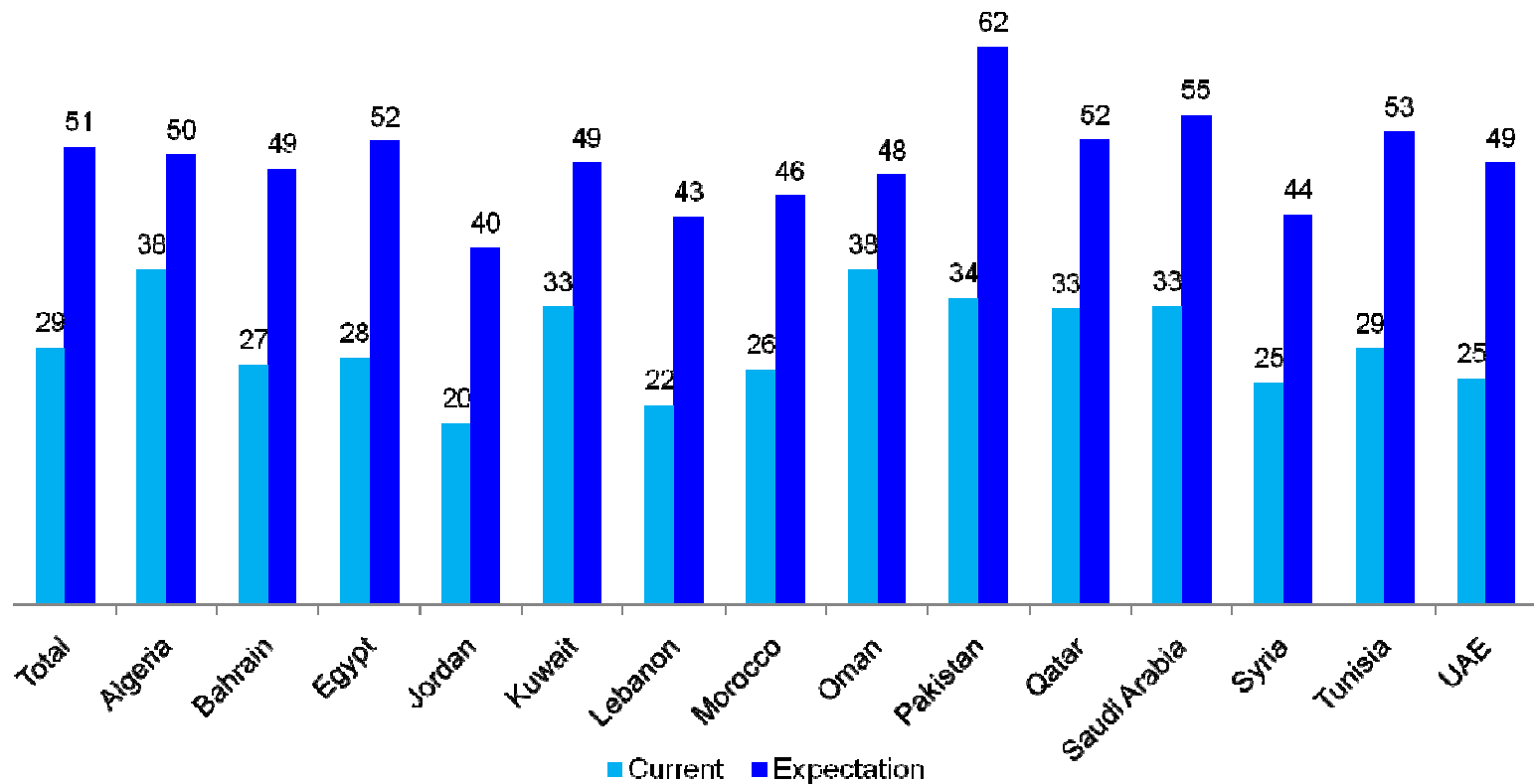
Total / Country of residence	Total	Algeria	Bahrain	Egypt	Jordan	Kuwait	Lebanon	Morocco	Oman	Pakistan	Qatar	Saudi Arabia	Syria	Tunisia	UAE
Working Base Size	5925	284	72	1824	411	152	126	267	95	407	140	733	157	122	518
Inflation/Rise in cost of living															
Positive	22	22	14	22	13	20	9	21	24	30	26	20	16	19	21
Neutral	22	22	26	22	20	23	19	17	27	25	21	21	22	18	26
Negative	35	30	39	33	49	41	46	31	28	29	36	38	36	25	34
Don't know	11	12	14	11	8	9	15	10	11	9	9	11	8	16	13
No Impact	11	14	7	13	10	7	11	20	9	7	8	10	18	21	6
Cost of real estate (rental or purchase)															
Positive	18	14	11	17	11	18	14	13	24	24	21	18	15	18	19
Neutral	22	21	31	22	20	26	23	16	25	28	28	19	20	16	26
Negative	33	34	35	29	44	36	35	34	31	27	36	40	32	27	33
Don't know	12	13	17	11	11	11	13	14	9	13	8	11	11	17	12
No Impact	16	18	7	21	14	11	14	23	11	9	8	12	22	22	10

Appendix

By Country Of Residence

Appraisal of Personal Financial Situation – (Better option)

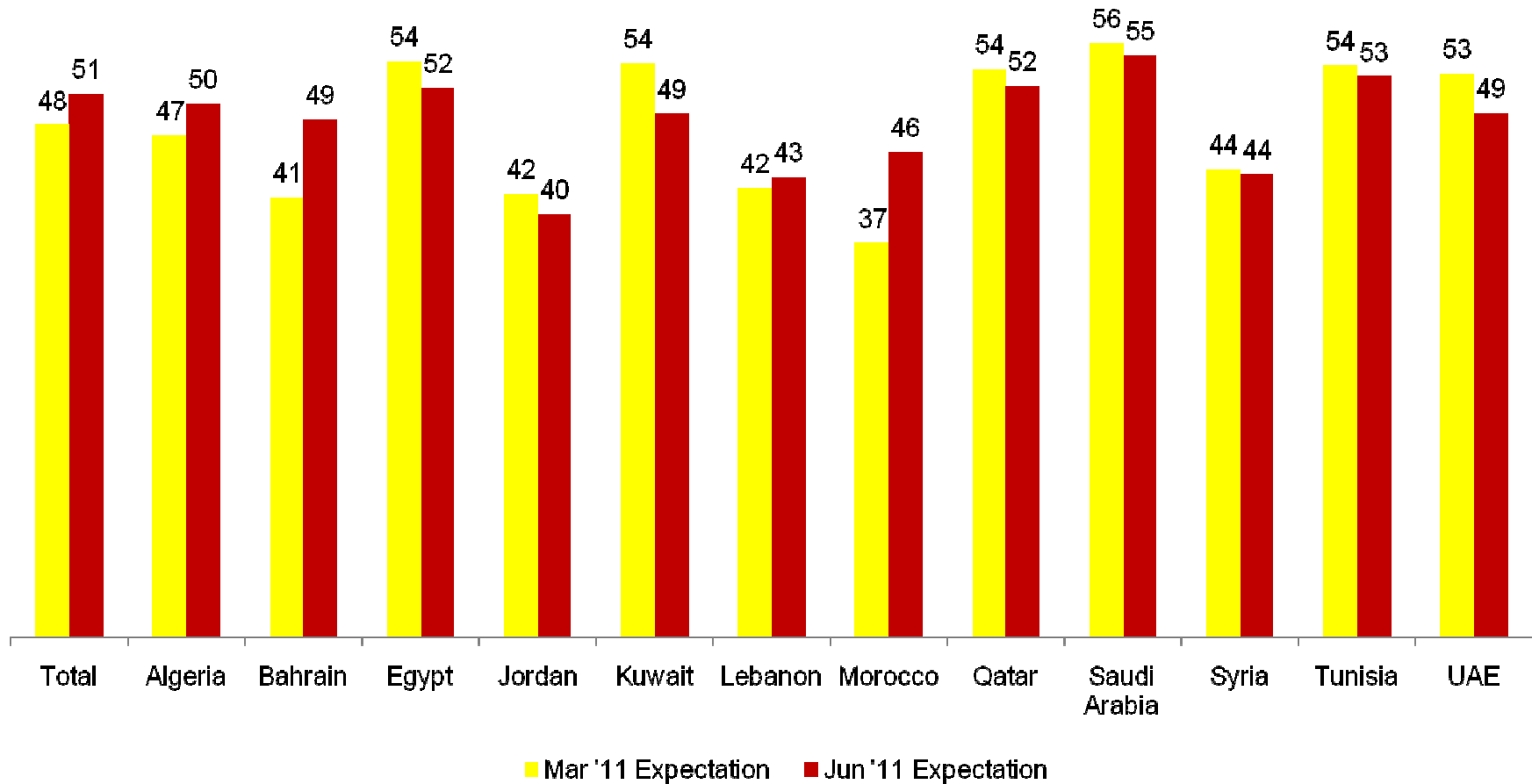
- As always all countries are optimistic in their anticipation of future changes in their financial situation.



Base: Total Sample – N= 7,245

Appraisal of Personal Financial Situation – (Better option)

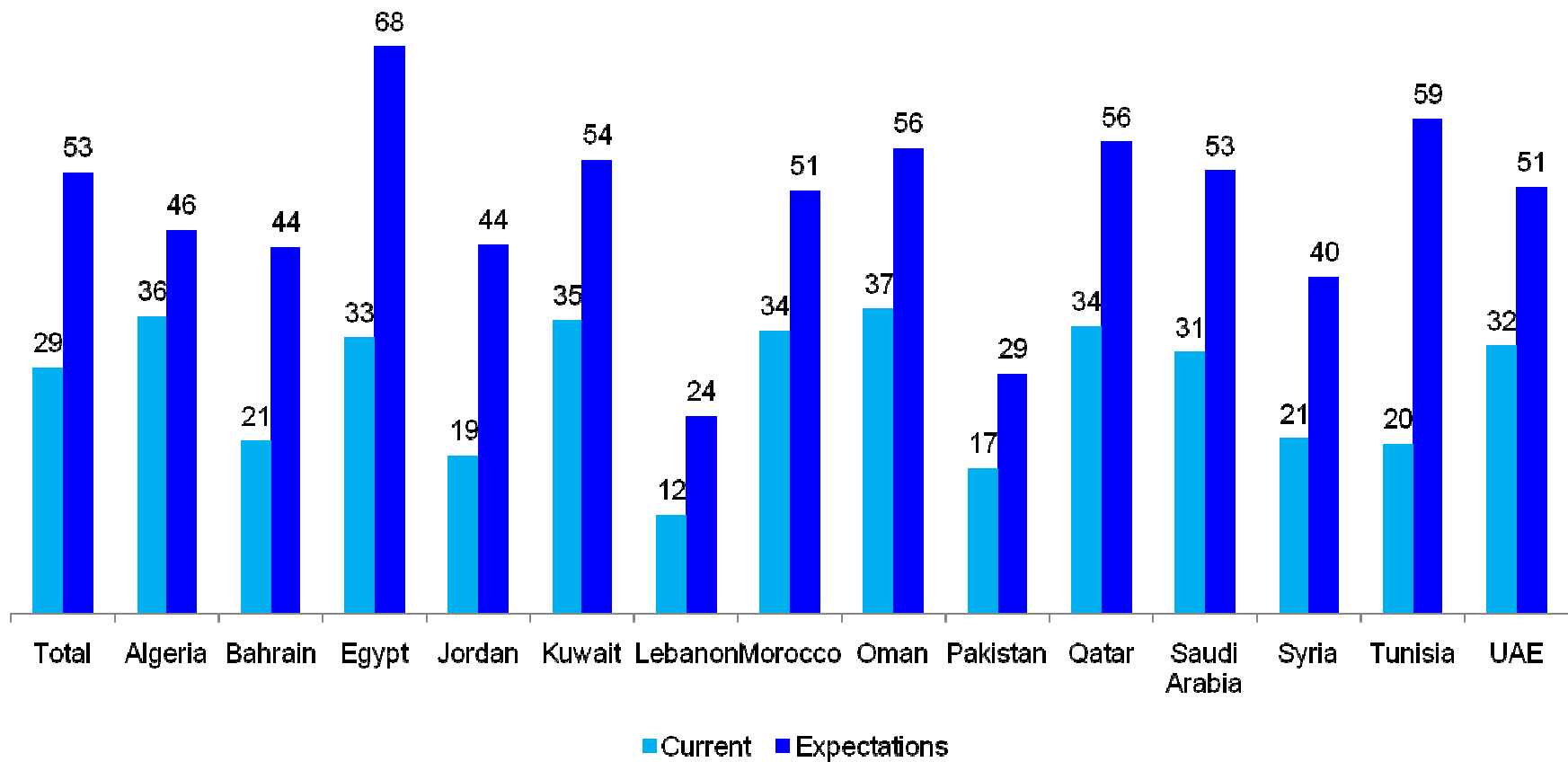
- Most of the countries have a more positive outlook for the future compared to the previous wave, except Kuwait.



Base: Total Sample: Mar '11= 8,079 and Jun '11=7,245

Appraisal of Country's Economy – (Better option)

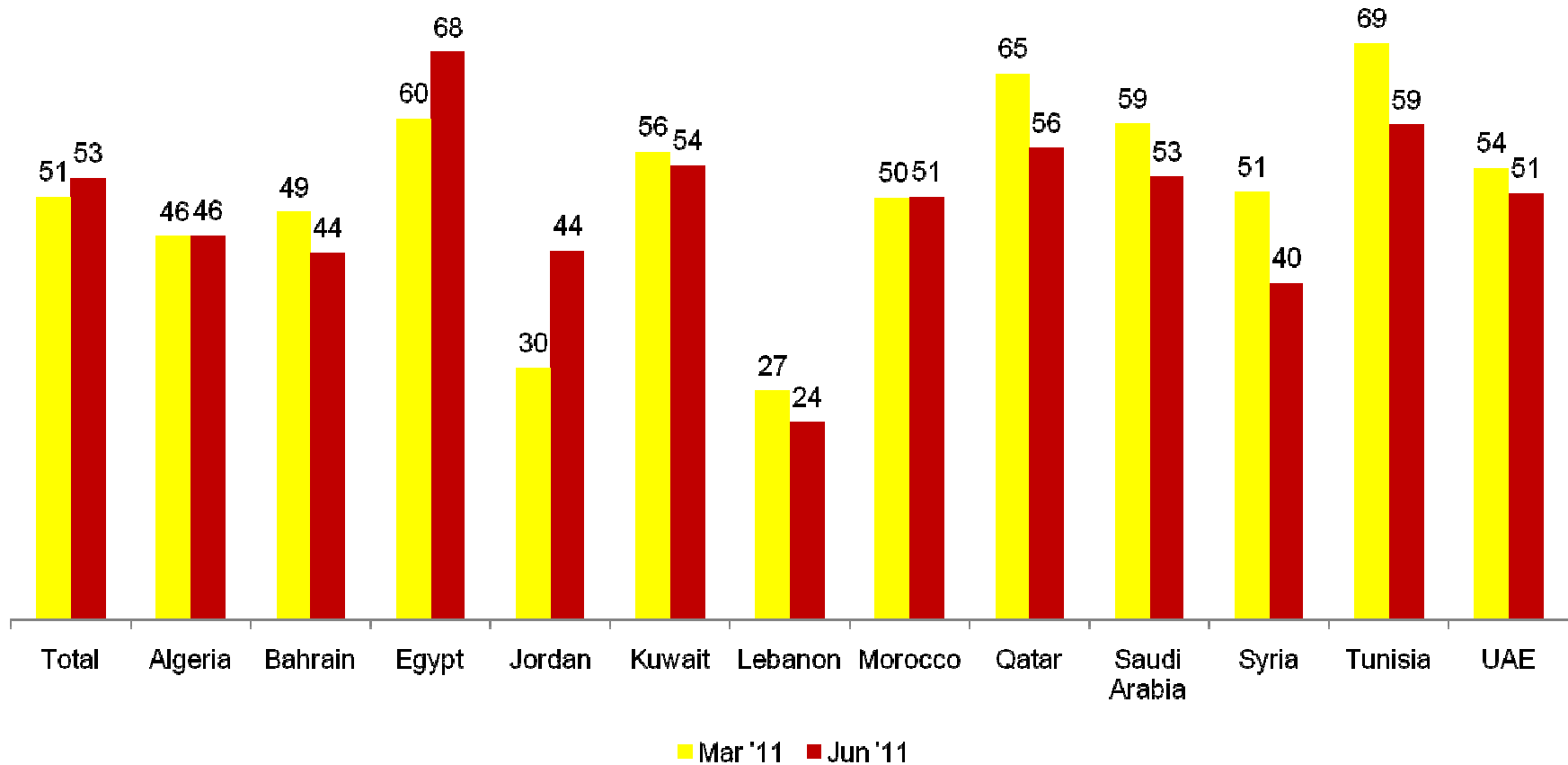
- All of the countries are optimistic about the country's economy in the future, particularly Egypt and Tunisia.



Base: Total Sample – N= 7,245

Appraisal of Country's Economy – (Better option)

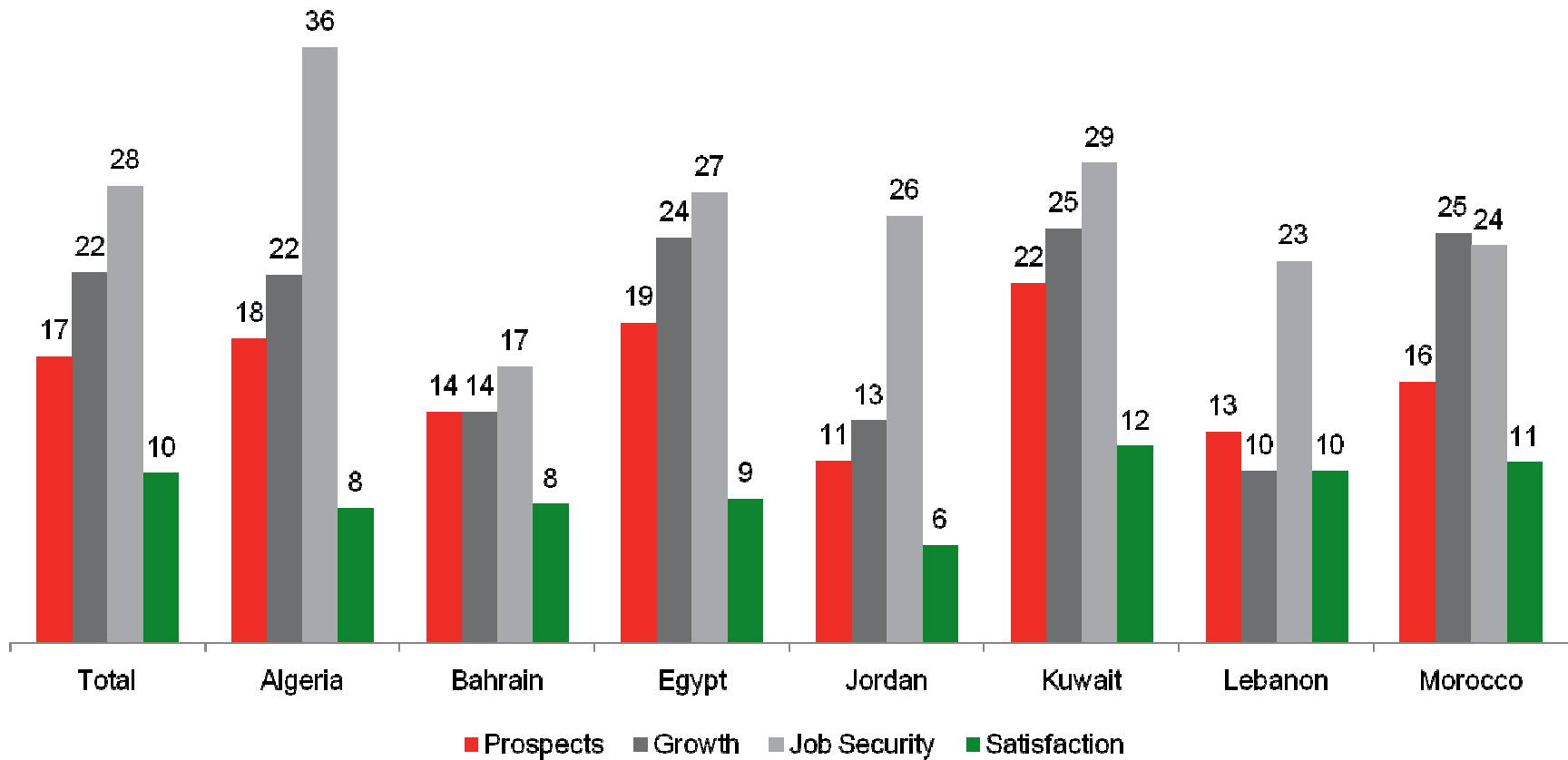
- Respondents have are optimistic about their country's future economic health.



Base: Total Sample: Mar '11= 8,079 and Jun '11=7,245

Appraisal of Career - (High Satisfaction Option)

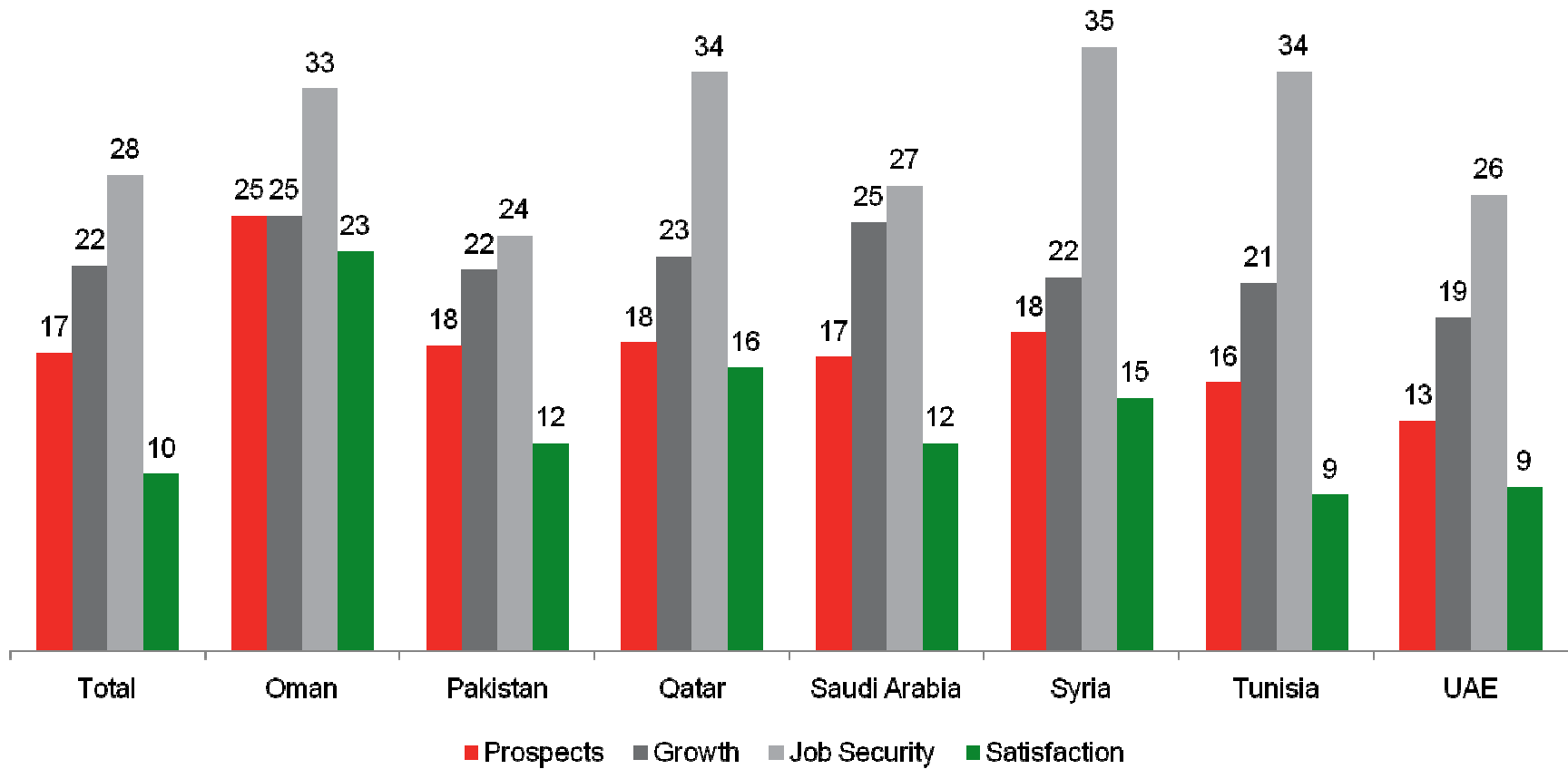
- Low levels of satisfaction with current compensation is a continuing sentiment in the region.



Base: Total Working Sample – N= 5,925

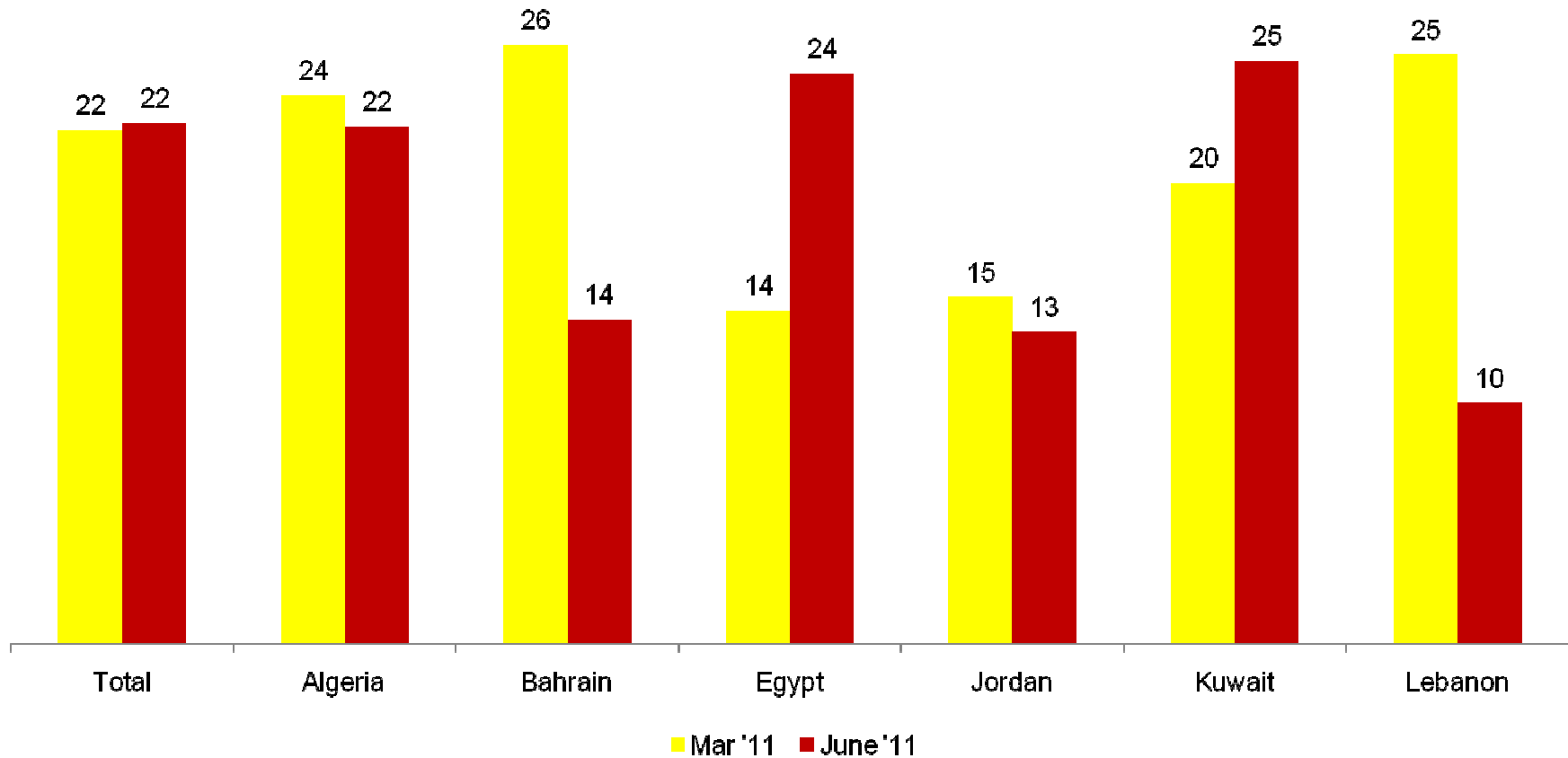
Appraisal of Career - (High Satisfaction Option)

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



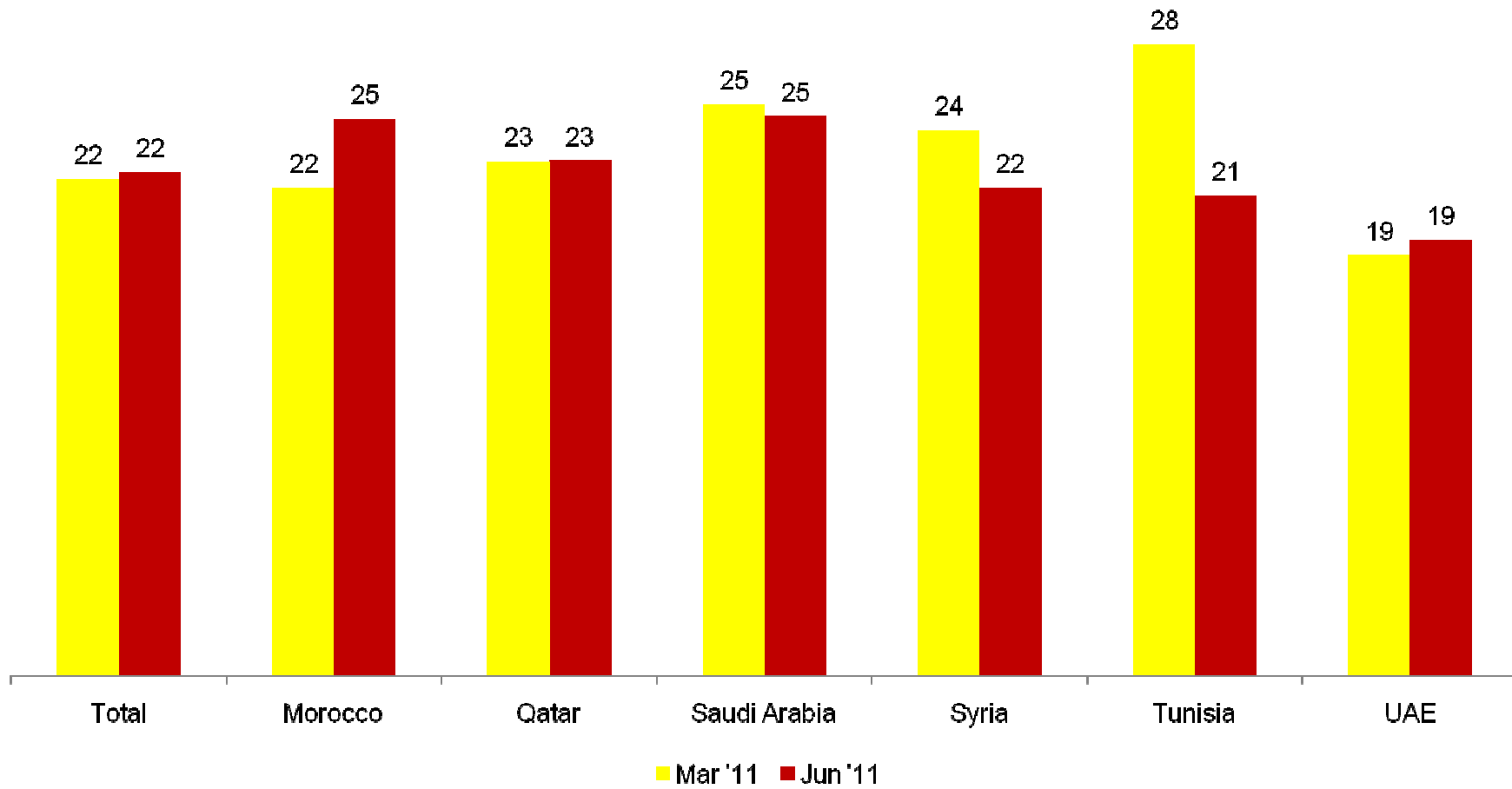
Base: Total Working Sample – N= 5,925

Appraisal of Career - (High Satisfaction Option)



Base: Total Working Sample: Mar '11=6,215 and Jun '11= 5,925

Appraisal of Career - (High Satisfaction Option)

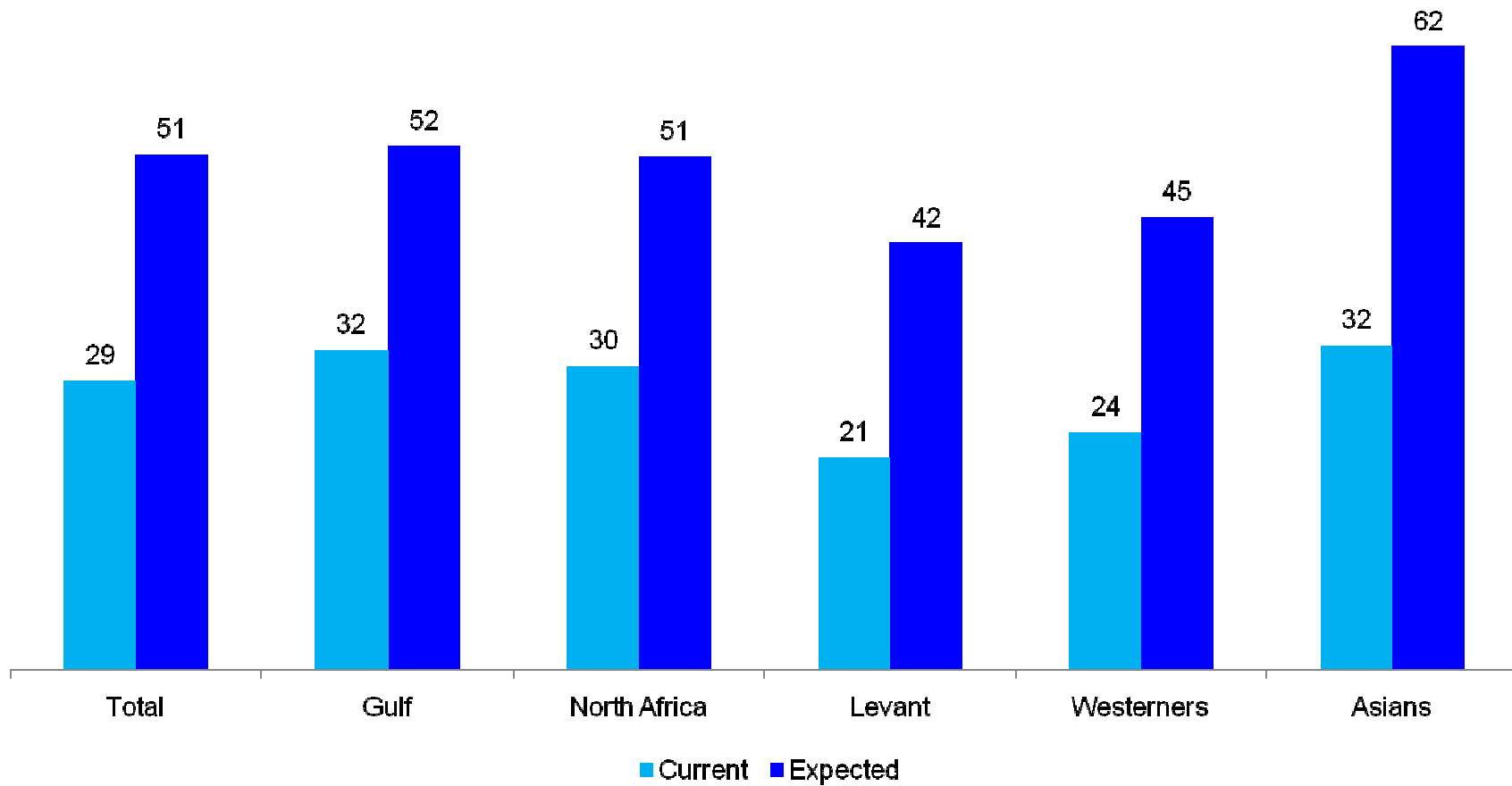


Base: Total Working Sample: Mar '11=6,215 and Jun '11= 5,925

By Nationality

Appraisal of Personal Financial Situation – (Better Option)

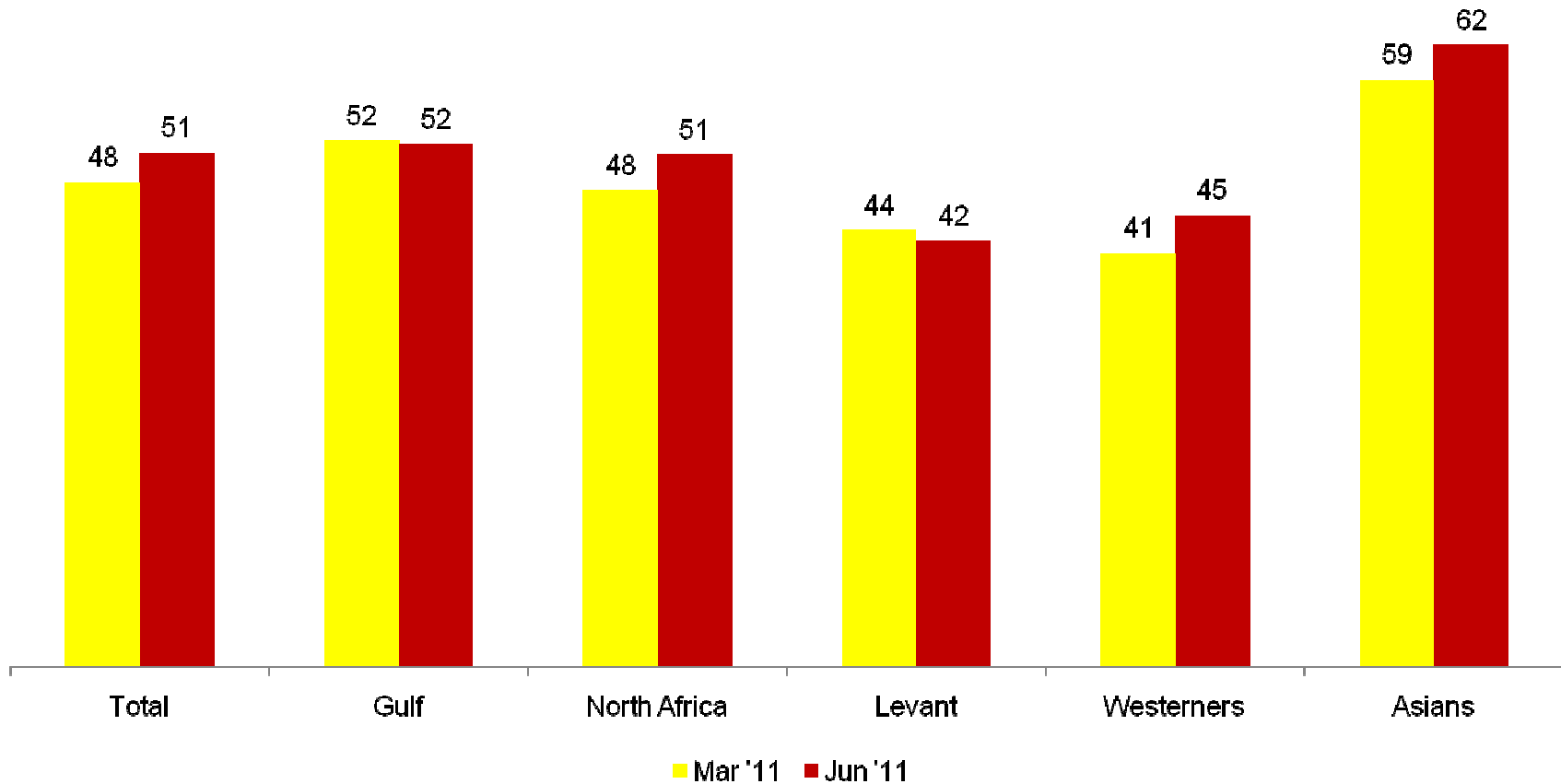
- The optimism for change in personal financial situation is positive across all nationalities, led by Asians followed by Gulf Nationals.



Base: Total Sample – N= 7,245

Appraisal of Personal Financial Situation – (Better Option)

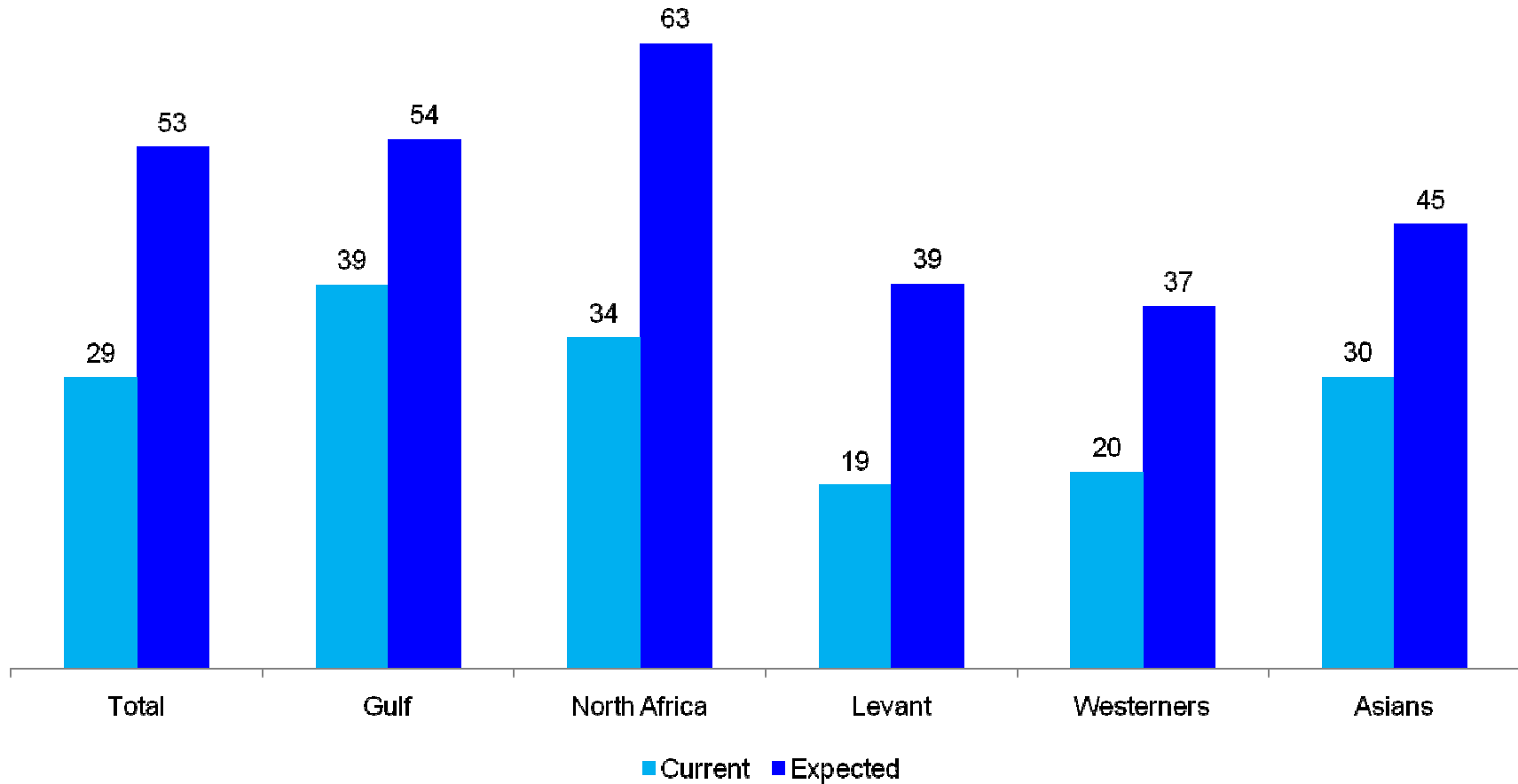
- Future expectations across nationality groups are slightly higher than the previous wave.



Base: Total Sample: Mar '11=8,079 and Jun'11=7,245

Appraisal of Country's Economy – (Better Option)

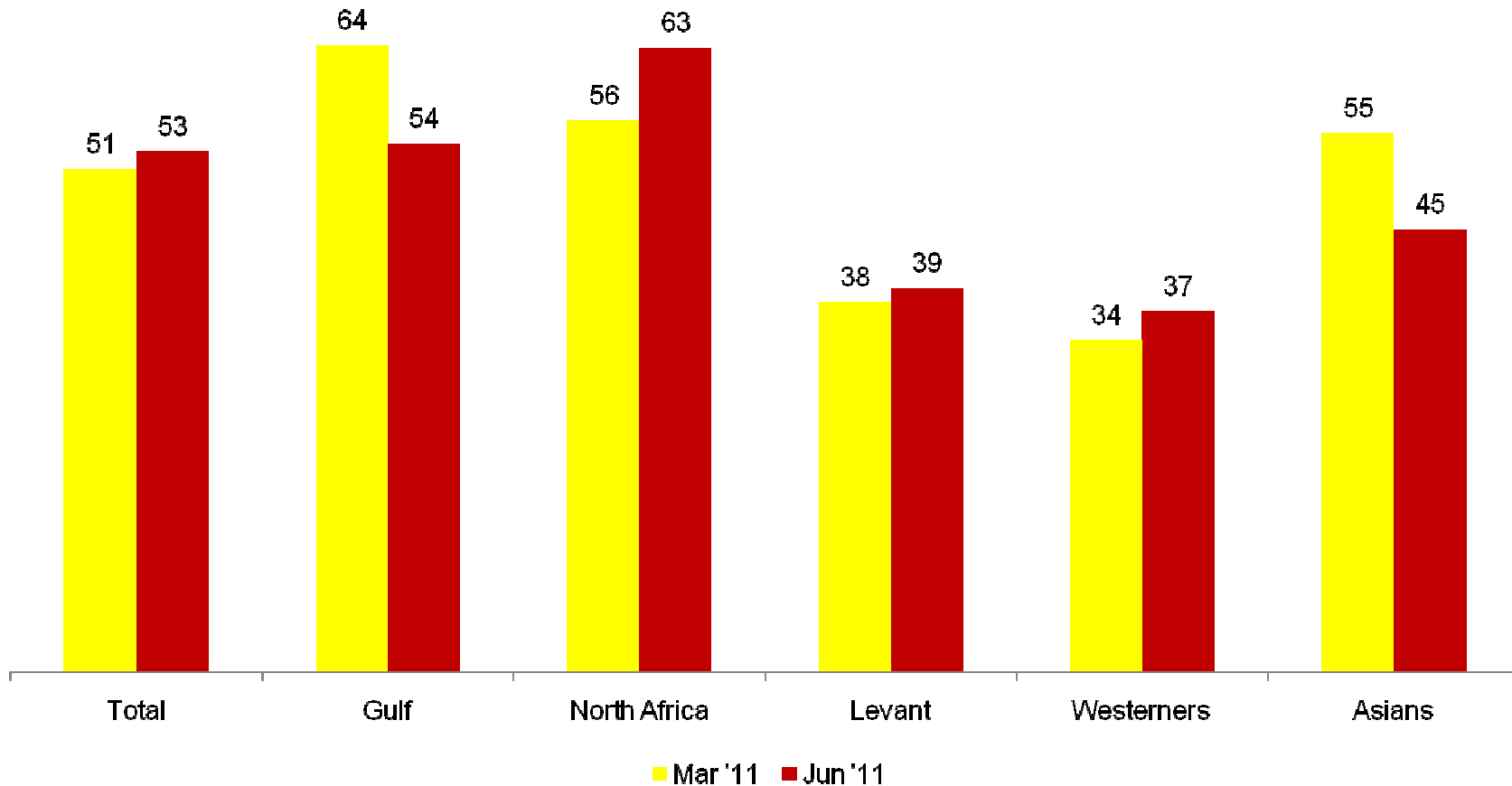
- Asians are the most optimistic about future expectations for their country's economy.



Base: Total Sample – N= 7,245

Appraisal of Country's Economy – (Better Option)

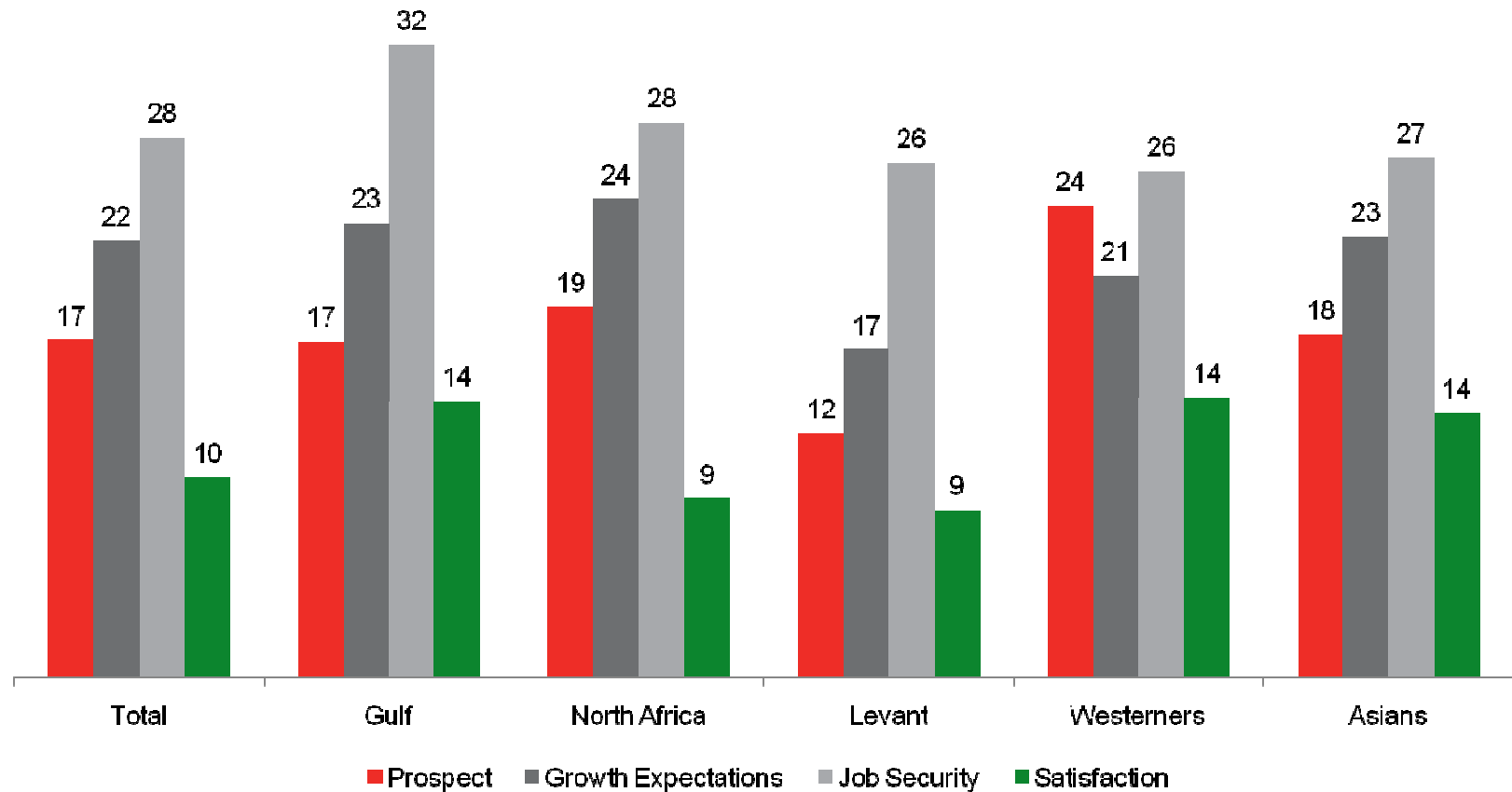
- Future expectation of improvements in country's economy are better than the previous wave.



Base: Total Sample: Mar '11=8,079 and Jun'11=7,245

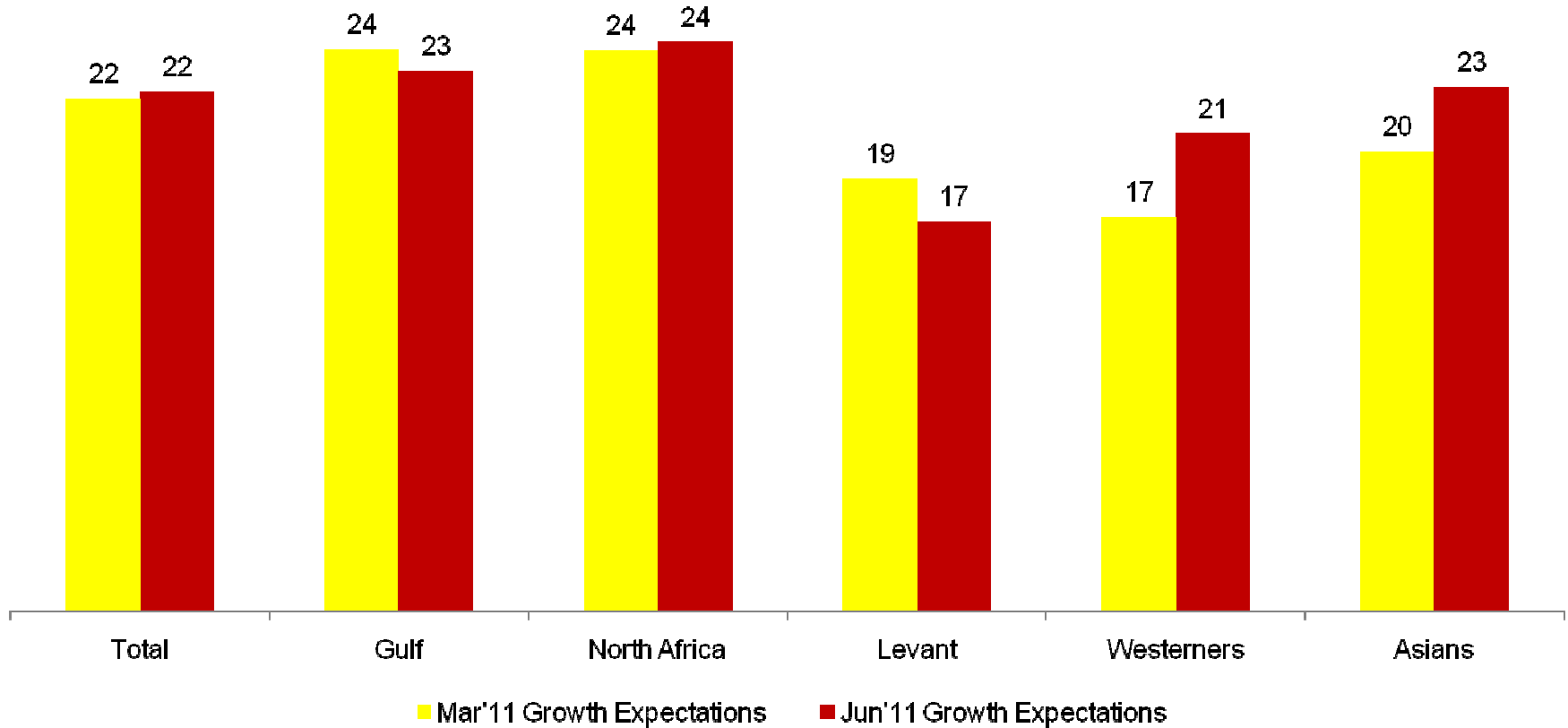
Appraisal of Career - (High Satisfaction Option)

- GCC nationals continue to report highest job security levels.



Base: Total Working Sample – N= 5,925

Appraisal of Career - (High Satisfaction Option)

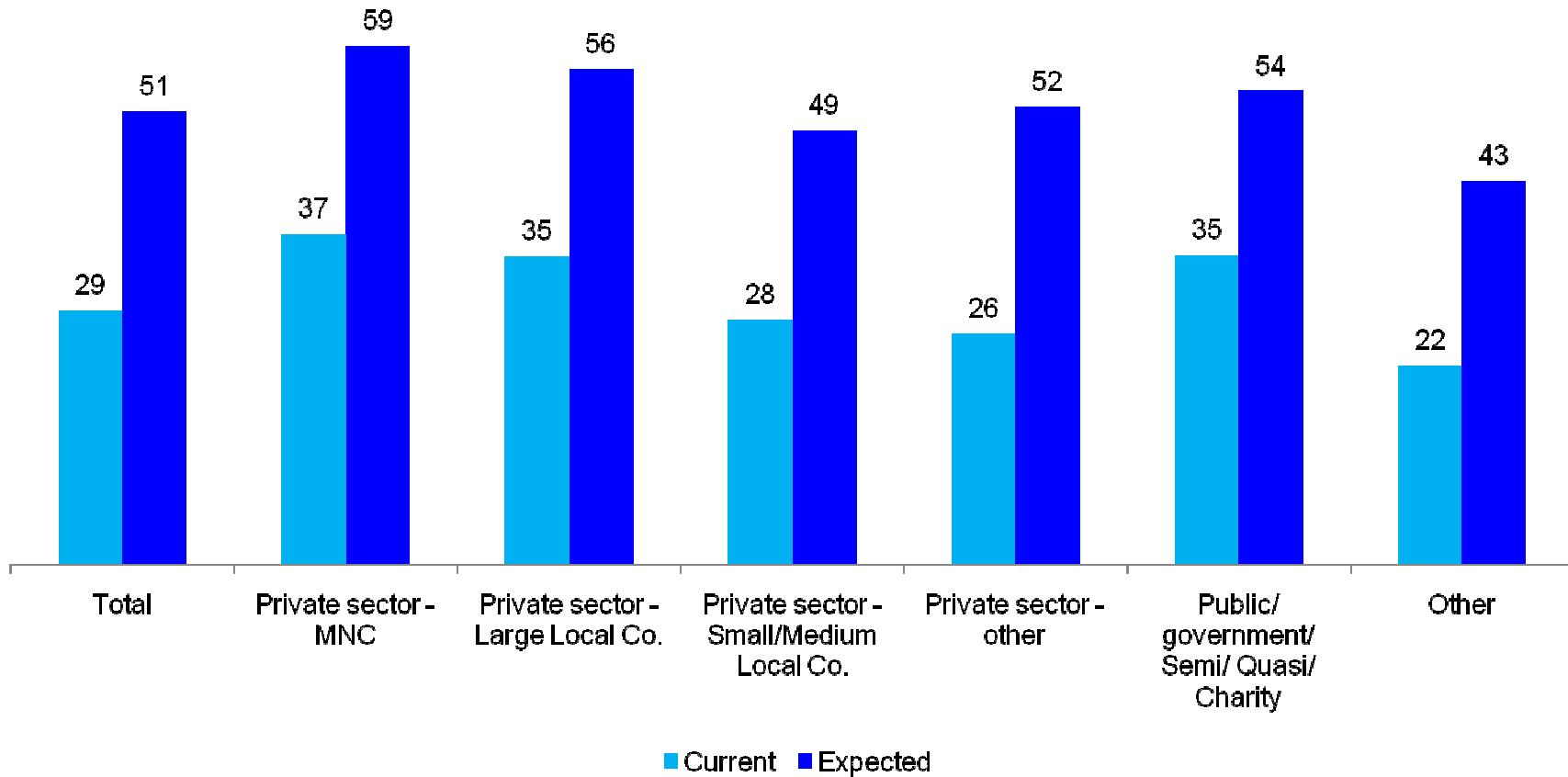


Base: Total Working Sample: Mar'11= 6,215 and Jun '11= 5,925

By Organizational Sector

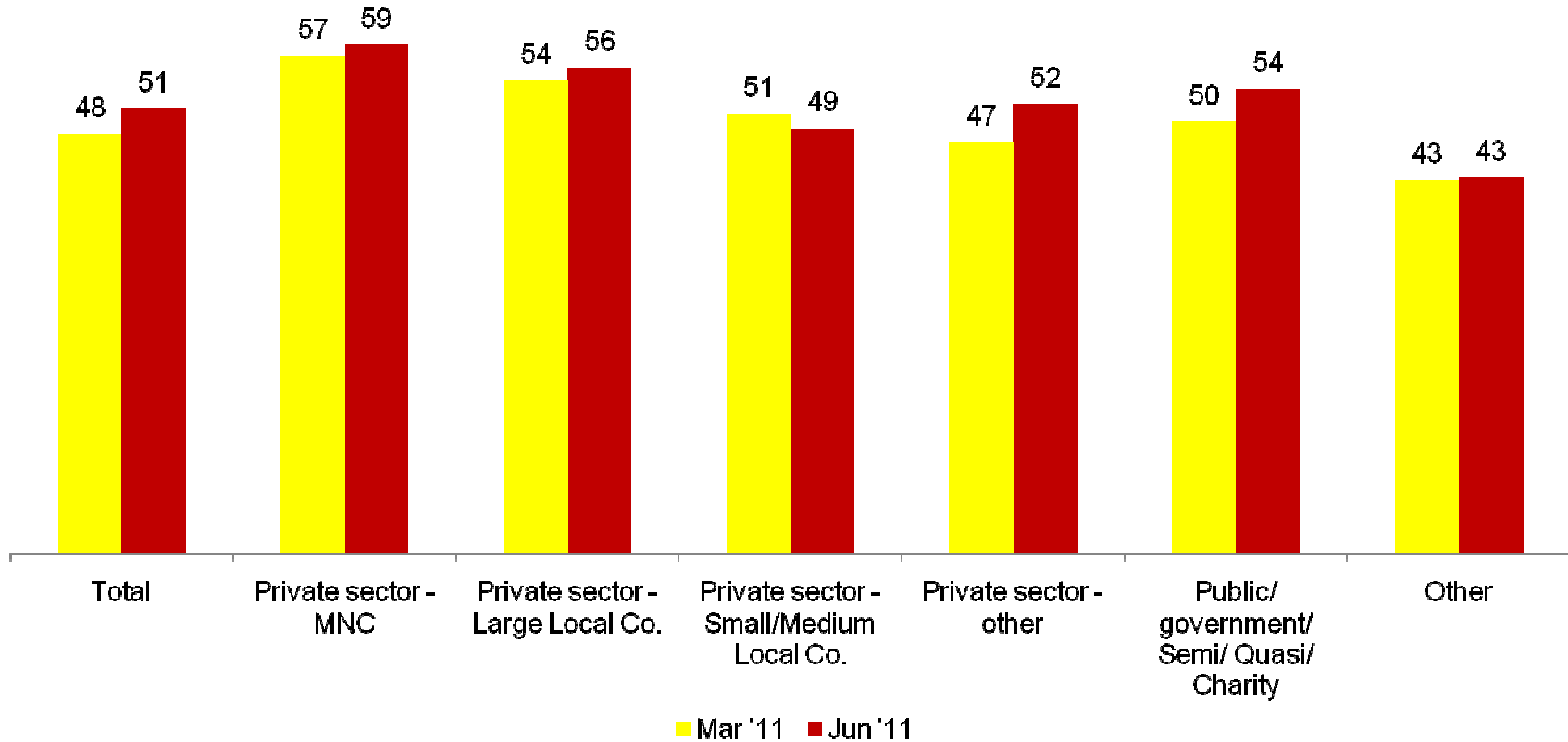
Appraisal of Personal Financial Situation - (Better Option)

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



Base: Total Sample – N= 7,245

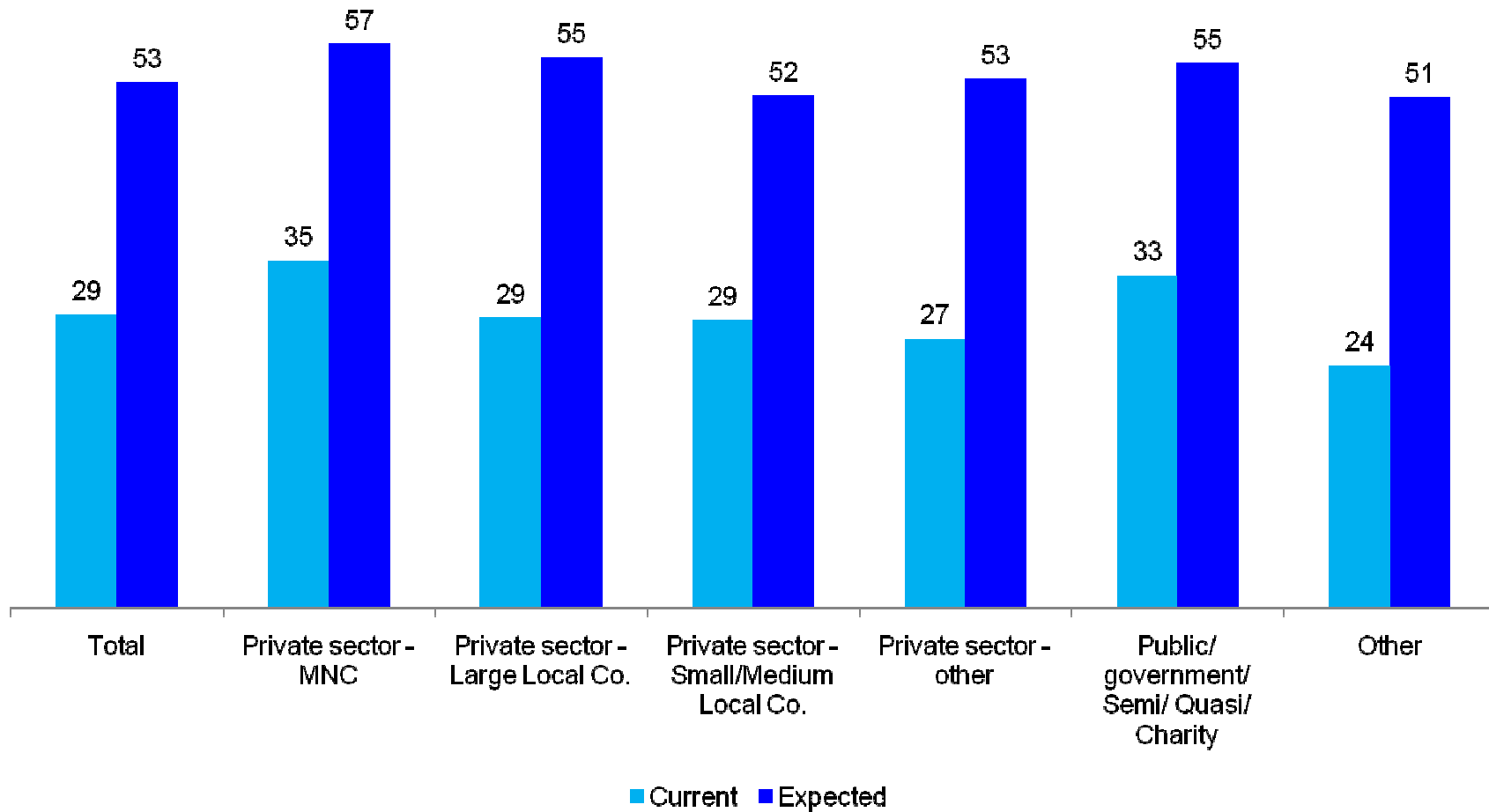
Appraisal of Personal Financial Situation - (Better Option)



Base: Total Sample: Mar '11=8,079 and Jun '11=7,245

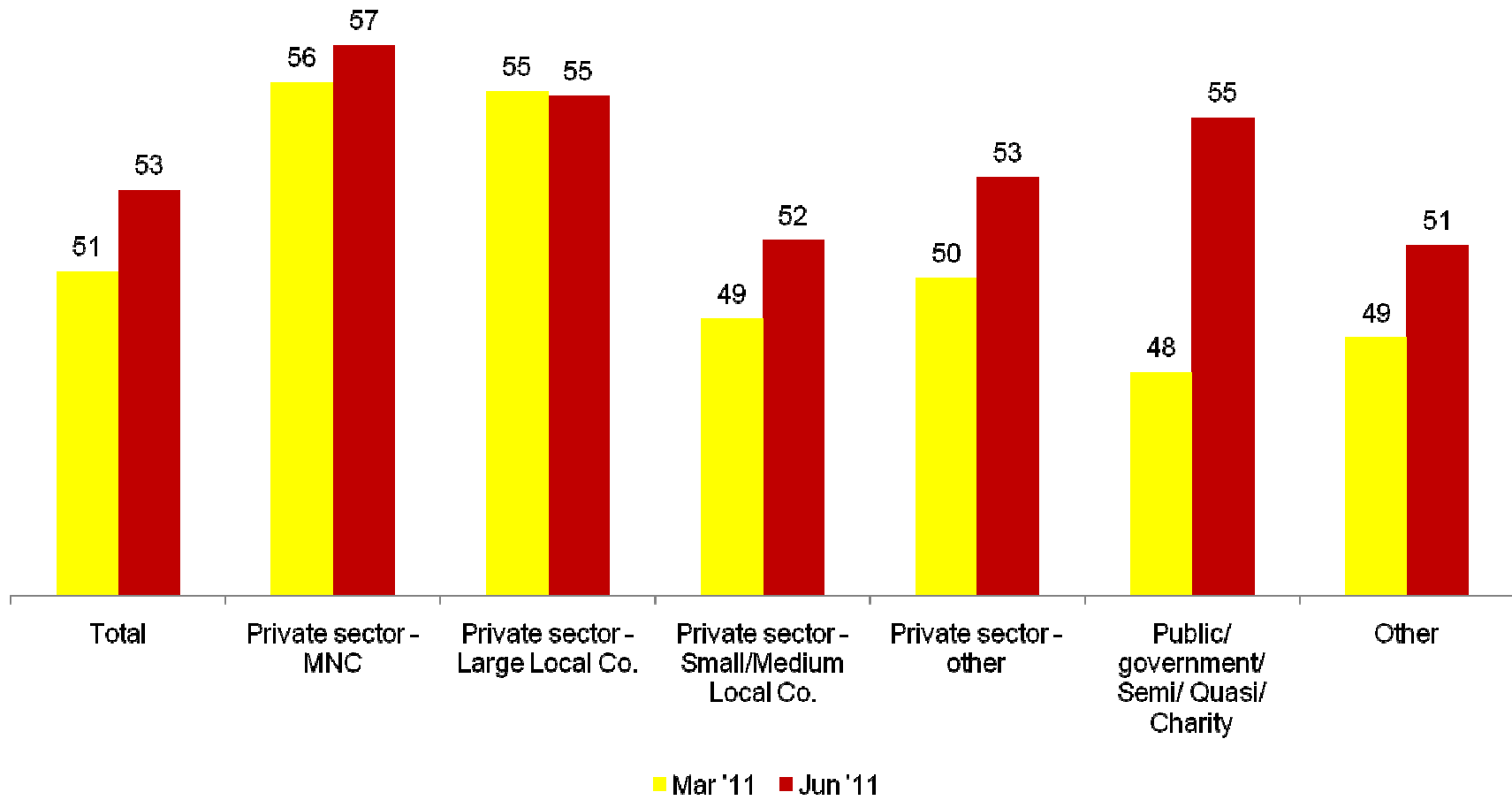
Appraisal of Country's Economy – (Better Option)

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



Base: Total Sample – N= 7,245

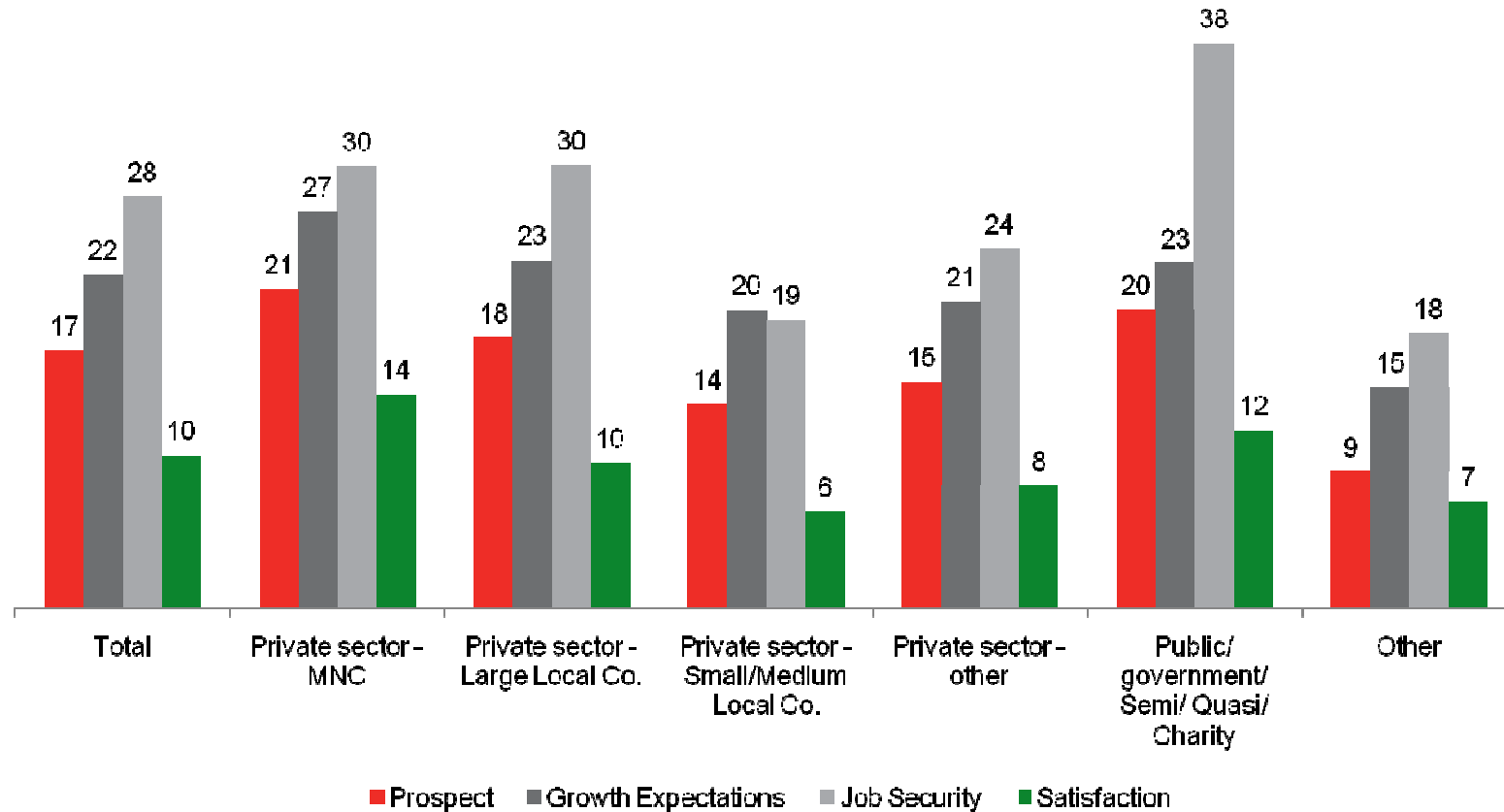
Appraisal of Country's Economy – (Better Option)



Base: Total Sample: Mar '11= 8,079 and Jun'11=7,245

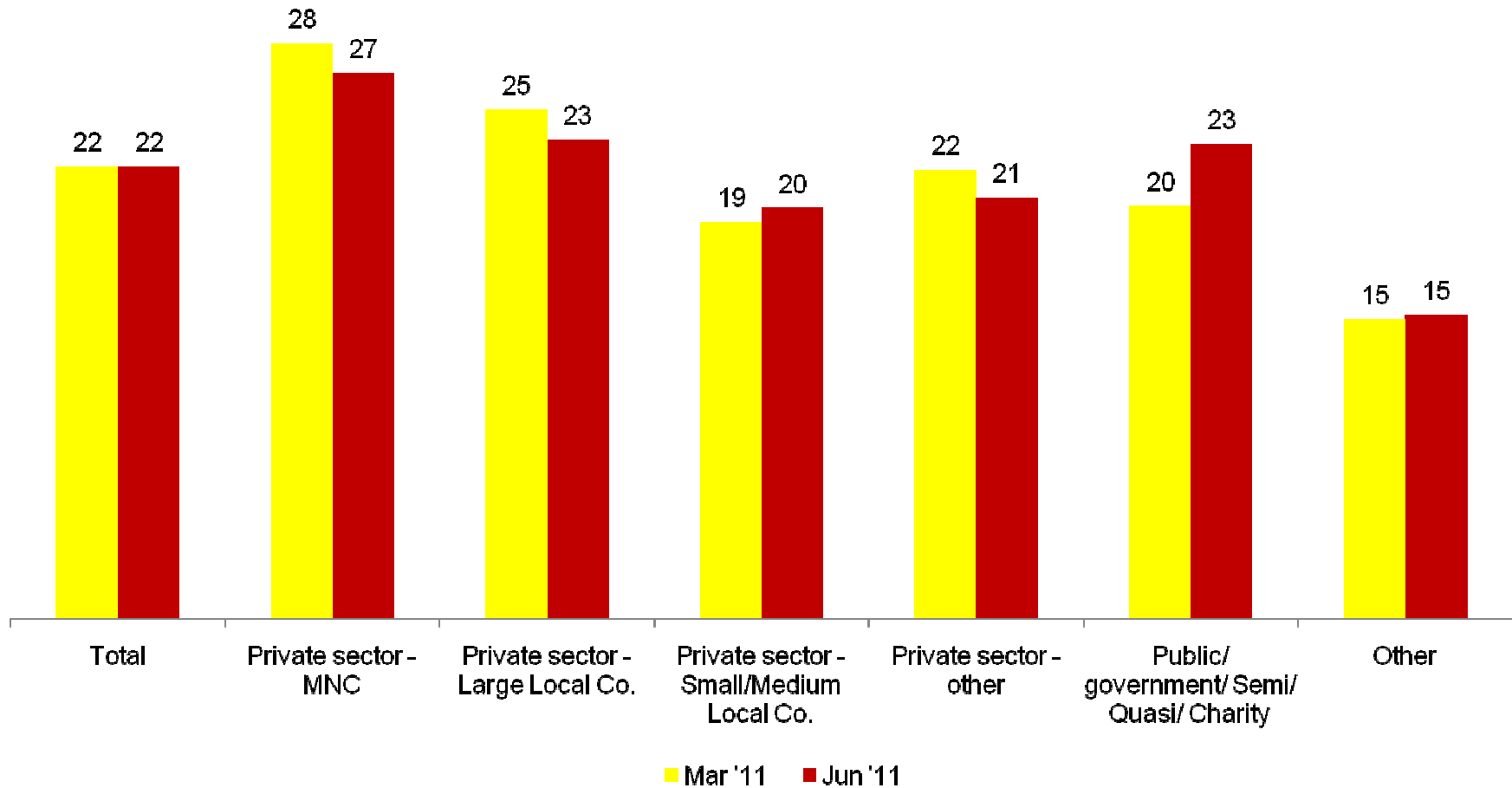
Appraisal of Career - (High Satisfaction Option)

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



Base: Total Working Sample – N= 5,925

Appraisal of Career - (High Satisfaction Option)



Base: Total Working Sample : Mar '11= 6,215 and Jun'11= 5,925

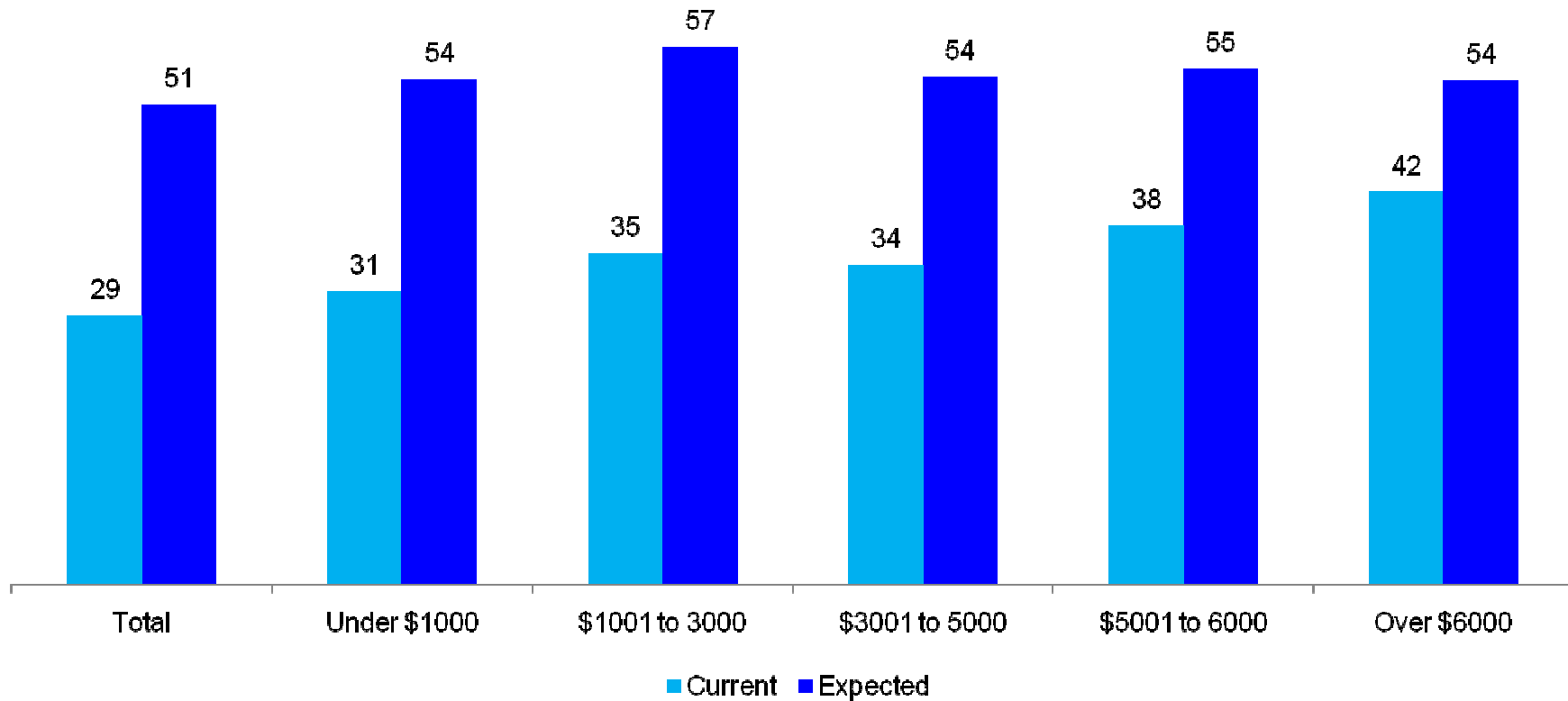
By Income

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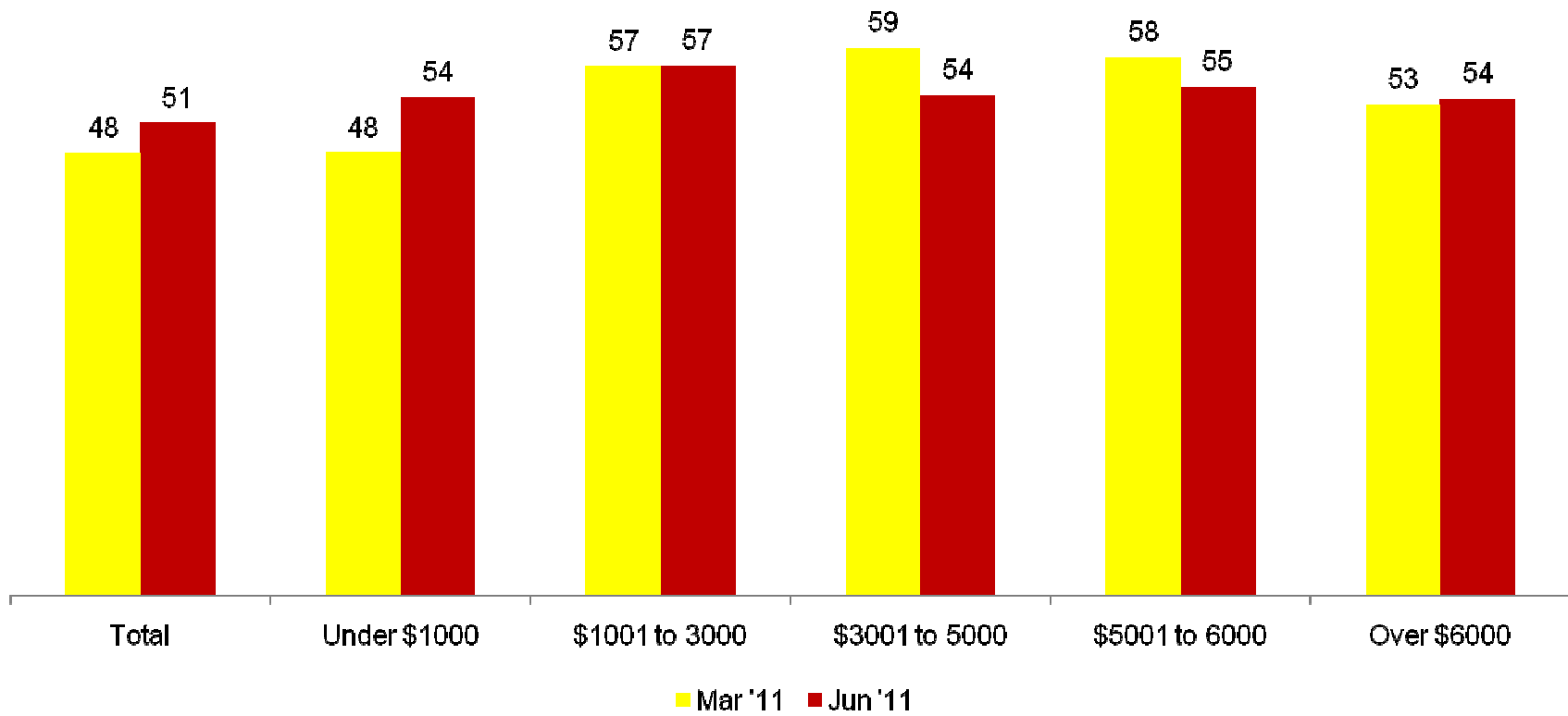
Appraisal of Personal Financial Situation – (Better Option)

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



Base: Total Sample – N= 7,245

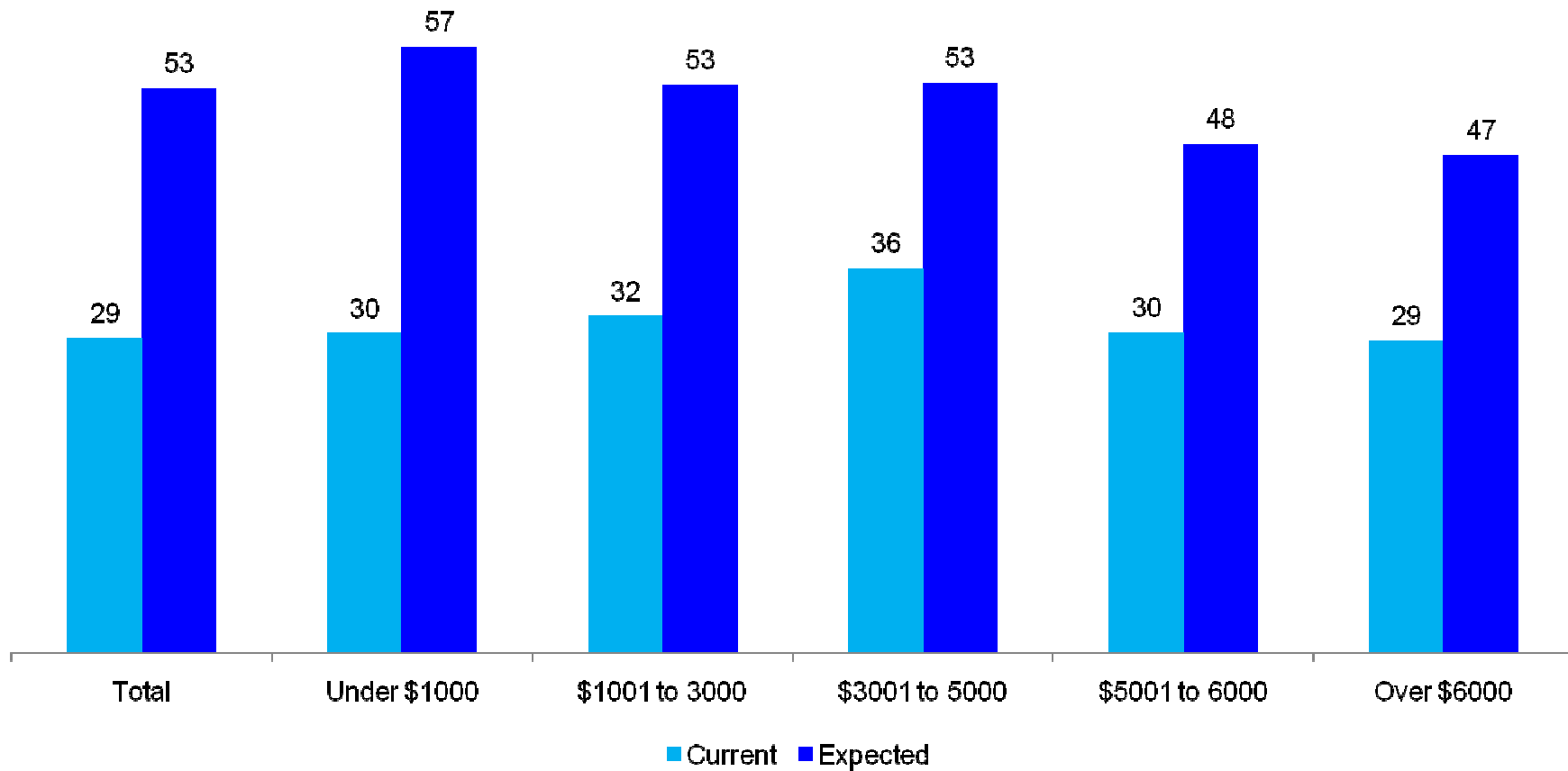
Appraisal of Personal Financial Situation – (Better Option)



Base: Total Sample: Mar '11=8,079 and Jun '11=7,245

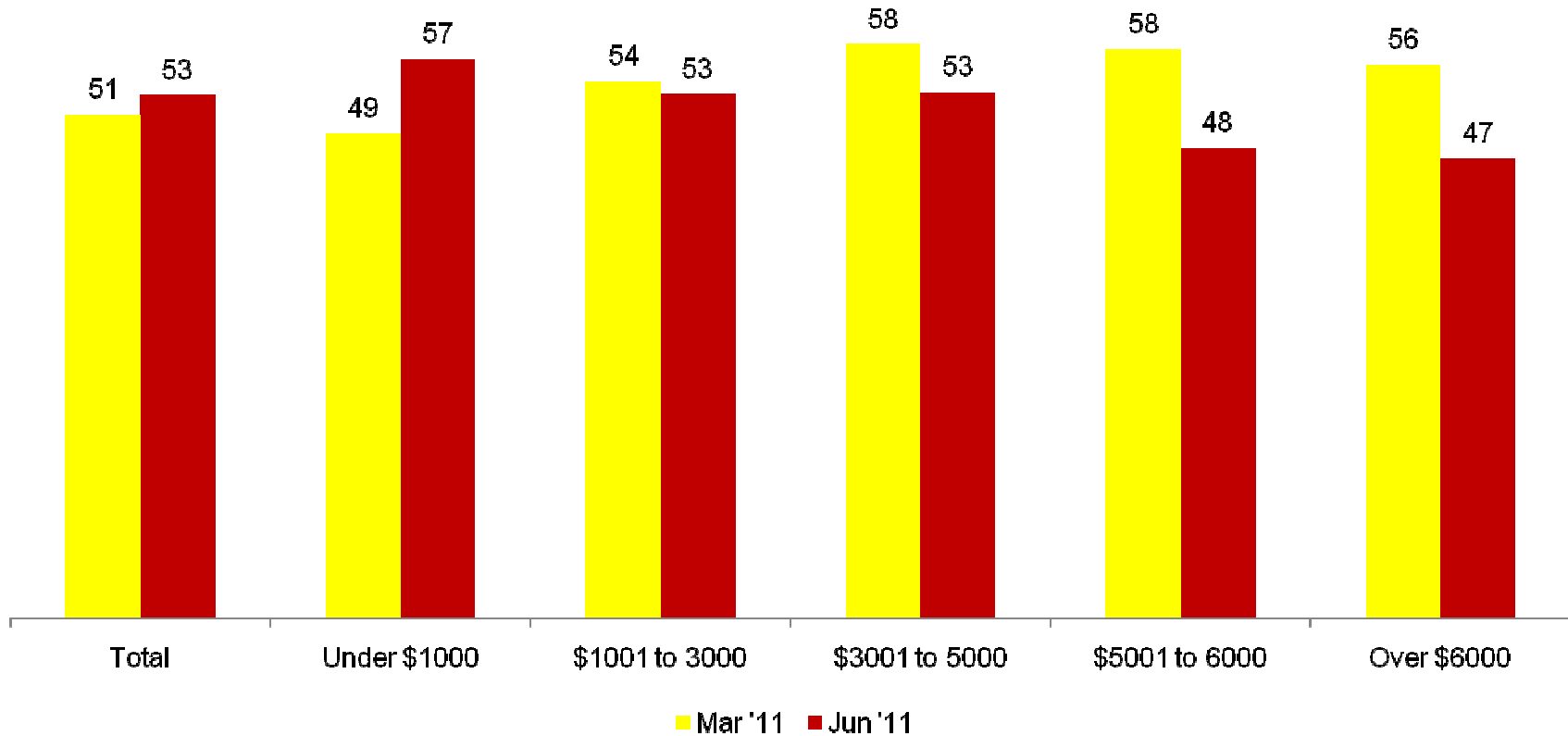
Appraisal of Country's Economy – (Better Option)

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



Base: Total Sample – N=7,245

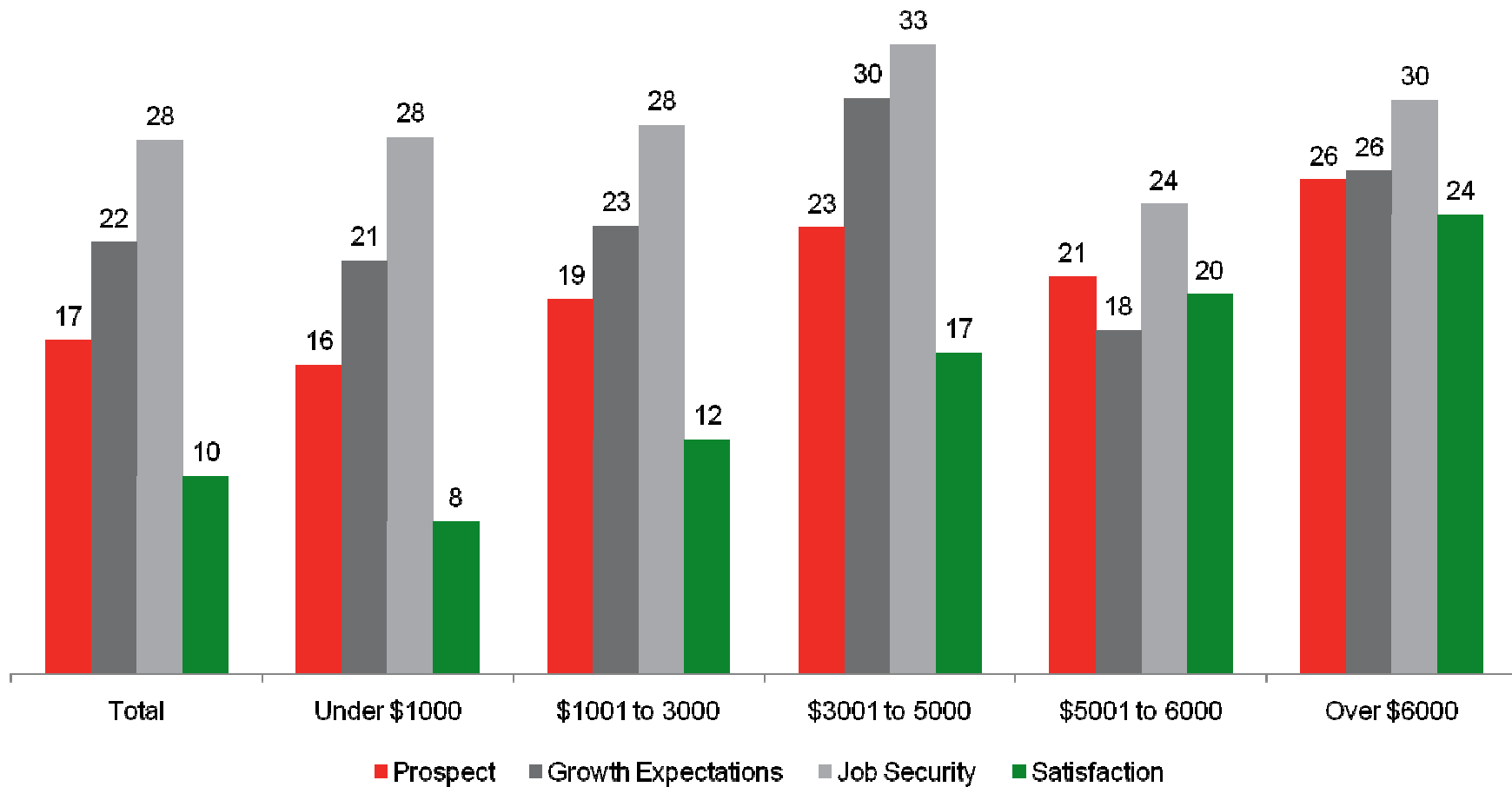
Appraisal of Country's Economy – (Better Option)



Base: Total Sample: Mar '11=8,079 and Jun'11=7,245

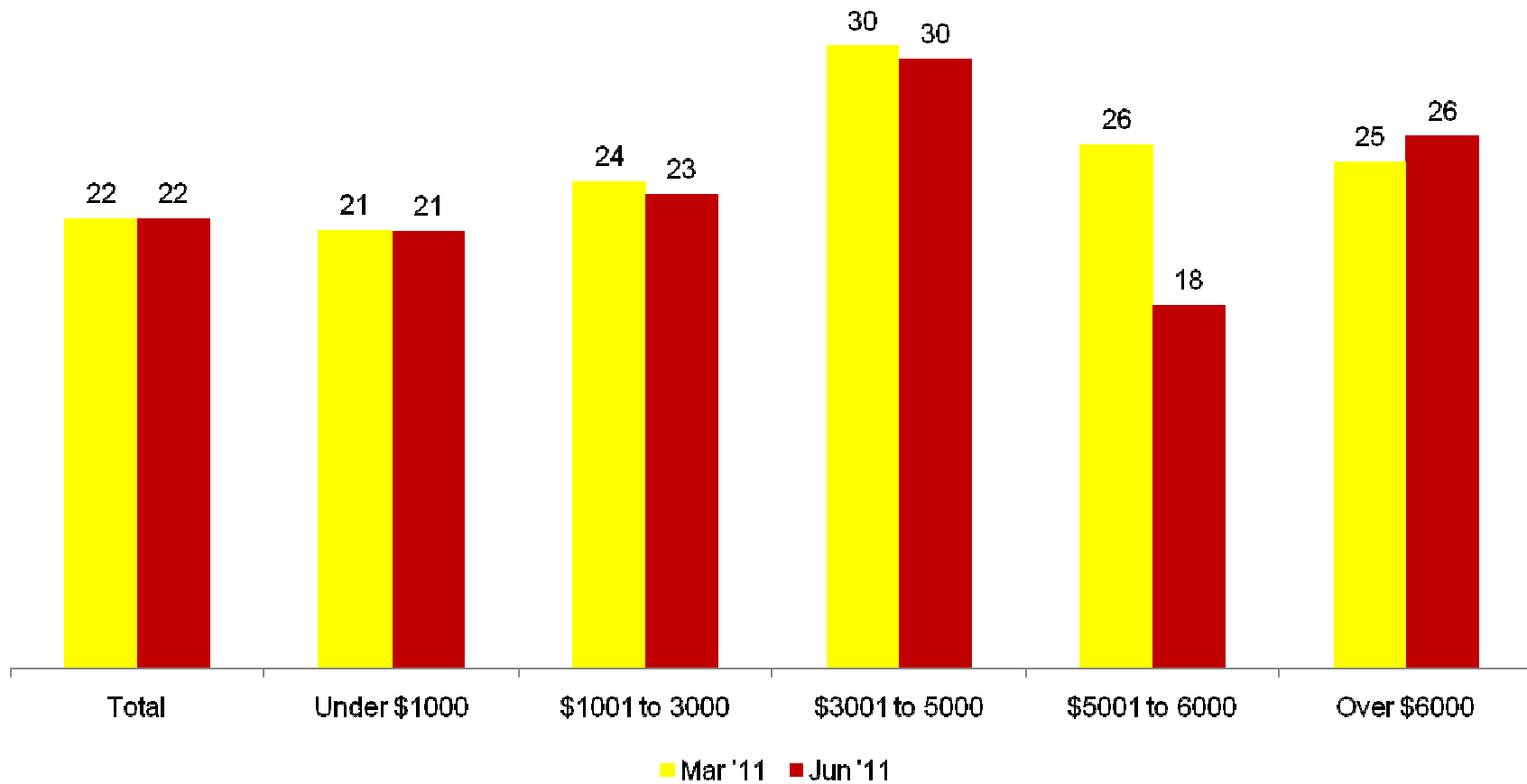
Appraisal of Career - (High Satisfaction Option)

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



Base: Total Working Sample – N= 5,925

Appraisal of Career - (High Satisfaction Option)



Base: Total Working Sample= Mar '11= 6,215 and Jun'11= 5,925

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