

A comprehensive picture of Qatar using Survey Data

Report on SESRI's Omnibus surveys from 2017, 2018, and 2019

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Acknowledgements

This book presents the comprehensive highlights of the 2017, 2018 and 2019 Omnibus surveys in Qatar, which mark the eighth, ninth and tenth in the series of Omnibus studies carried out by the Social and Economic Survey Research Institute (SESRI) of Qatar University. SESRI is grateful to the hundreds of Qatari nationals and resident expatriates who gave their valuable time to answer detailed questions on a variety of important subjects and to all of its interviewers and supervisors who administered the fieldwork over the years.

An omnibus survey is one in which several different topics are combined into one questionnaire and fielded together. The Social and Economic Survey Research Institute is responsible for any errors or omissions in this report. Questions may be directed to the Social and Economic Survey Research Institute, P.O. Box 2713, Qatar University, Doha, Qatar. SESRI can also be reached at sesri@qu.edu.qa, or via the World Wide Web at: <http://www.qu.edu.qa/sesri/>.

This series of Omnibus studies was supported by Qatar University/SESRI funding. Interpretations of any findings herein are solely the responsibility of the authors.

Introduction

The Social & Economic Survey Research Institute (SESRI) is an independent research organization at Qatar University. Since its inception in 2008, it has developed a strong survey-based infrastructure in order to provide high quality survey data for planning and research in the social and economic sectors. The data are intended to inform planners and decision-makers as well as the academic community.

Over the years, the government has shaped its public policies, budgets, and strategic plans to diversify the economy, and reduce its dependence on the natural gas and oil based linear economy. In 2008, the Qatar National Vision 2030 was designed to focus on progress in the following areas: human, social, economic, and environmental development. As such, Qatar has experienced significant shifts in population composition, economic development, and educational access in the last twenty years. Hence, it is essential to understand how society responds to such underlying societal changes. In 2010, SESRI began conducting Omnibus surveys to provide baseline and subsequent trend information on social, economic, and cultural attitudes, as well as to measure the values and beliefs of Qataris, both nationals and expatriates. Accordingly, the main objective of this research has been to inform policy and practices while also contributing towards measuring the overall goals outlined in the Qatar National Vision 2030.

Each Omnibus survey interviews a large and representative sample of Qatari citizens, resident expatriates and labourers. The surveys were planned and executed in accordance with the strictest ethical and scientific principles (QU-IRB 339-E/14). Respondents were assured that each study was voluntary and that their answers would be confidential and presented in an aggregate format. Over the years, the focus of each study varied. Taken together, the research conducted during this time frame encapsulates residents' satisfaction with public services, attitudes regarding societal gender roles, cultural attitudes, social media, perceptions of the blockade of Qatar, safety and security concerns as well as sleep patterns among citizens and residents of Qatar. This book presents some findings from the surveys completed in 2017, 2018 and 2019.

In 2017, the study focused on several topics of importance to Qatari society, including psychological distress, attitudes and behaviours related to gender in education, domestic and public life, abuse and social media, political values and attitudes, e-government services, charities and charitable donations, traffic, and labour issues. In 2018, the study covered subjects pertaining to private tutoring, attitudes towards gender roles and decision-making, as well as public awareness of the residency laws and a comprehensive assessment of the blockade of Qatar. More recently, in 2019, the survey primarily studied the satisfaction of Qatari citizens and residents with respect to public services, gender defined roles, the implications of the Qatar blockade, and sleeping patterns and associated problems.

Forthcoming reports on the Omnibus studies as well as topics pertaining to social, economic, and cultural areas in Qatar and the region can be found at www.sesri.qu.edu.qa. We welcome your questions and comments, which can be directed to sesri@qu.edu.qa.

Professor Kaltham Al-Ghanim
Director of the Social and Economic Survey Research Institute

ANNUAL OMNIBUS SURVEY

Executive Summary Report

2017

This Executive Summary presents the highlights of the 2017 Omnibus survey, the fourth in a series of Omnibus surveys since 2010. The surveys were carried out by the Social and Economic Survey Research Institute (SESRI) of Qatar University. Each Omnibus survey interviews a large and representative sample of Qatari citizens, resident expatriates and laborers. In these surveys, we asked a number of questions covering several topics of importance to Qatari society, including their attitudes and behaviors related to media; political values and attitudes; gender; charities and charitable donations; traffic; and laborers. The survey was designed and carried out in accordance with the highest scientific and ethical standards. Respondents were assured that their answers would be confidential and presented in an aggregate format. This project was fully funded by the Social and Economic Survey Research Institute (SESRI) at Qatar University. The findings made herein are solely the responsibility of the authors.

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I. PSYCHOLOGICAL DISTRESS

Psychological distress is the term used to describe a range of anxio-depressive symptoms that impact an individual's level of functioning. It is widely regarded as an indicator of the mental health status in public health and as an outcome measure in clinical trials and intervention studies. The Kessler Psychological Distress Scale (K-6) is a widely used measure for psychological distress. Originally developed by Kessler et al., (2002) as both a 10-item (K-10) and 6-item (K-6) scale, both have shown equal psychometric properties. Multiple studies across a wide variety of sub-samples have concluded the effectiveness of K-6 as a screening measure and indicator of distress severity [1, 2]. Given the K-6's brevity and consistency, it is favored when screening for mood and anxiety disorders. In addition, the scale has been widely used as a screener and a measure of severity of impact for mental health problems. The applicability and utility of the measure among Middle Eastern populations has not been tested for the 6-item (K-6) version.

Using a 30-day reference period, respondents are asked to rate on a 5 point Likert type scale how often they've felt: *nervous*, *hopeless*, *restless/fidgety*, *so sad that nothing could cheer them up*, *that everything was an effort*, and *worthless*. The 5 point Likert-type scale responses are the following: "none of the time" - scores 1, "a little of the time" - scores 2, "some of the time" - scores 3, "most of the time" - scores 4, and "all of the time" - scores 5.

Table 1-1: Psychological distress scale

During the past 30 days, how often did you feel...?					
	All of the time	Most of the time	Some of the time	A little of the time	None of the time
...nervous?	1	2	3	4	5
...hopeless?	1	2	3	4	5
...restless or fidgety	1	2	3	4	5
...so depressed that nothing could cheer you up?	1	2	3	4	5
...that everything was an effort?	1	2	3	4	5
...worthless?	1	2	3	4	5

An Italian study concluded that it is not known at this time the best point of separation for the Arabic-speaking population

The K-6 is usually scored from 0 to 24 with each of the six questions rescaled and reverse coded from 1 to 5 to 4 to 0 and then summed. A clinical calibration study conducted in the U.S showed that a cut point on 13+ on the K6 is the optimal cut point for assessing the prevalence of SMI in the national population, where "optimal" means equalizing false positives and false negatives [3]. Different cut offs were reported in different cultures – for example, an Italian study found the appropriate cut off was 7 [4]. Currently, there is no known best cut off for Arabic speaking populations.

The incorporation of this scale in the Omnibus questionnaire will allow inform us on the general characteristics of Qatari and white collar populations in terms of psychological distress. Furthermore,

analysis will allow us to look at differences across gender and inform future research directions for improving mental health in Qatar.

K-6 Psychometric Properties

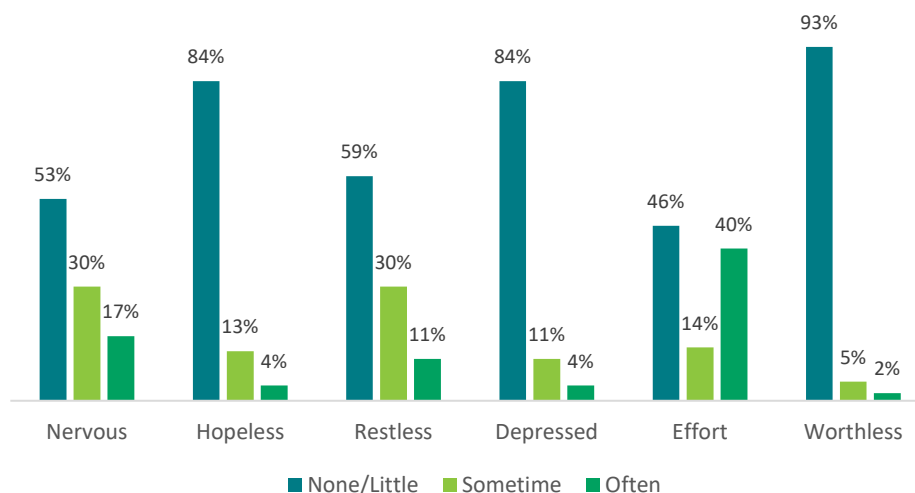
Although not shown here, the psychometric analysis conducted as part of exploring the factor validity of the K-6 scale in this population supported a two second-order factor structure, namely depression and anxiety, underlying a single higher-order construct of psychological distress. Items loading on the depression factor were feeling depressed or sad, hopelessness, worthlessness, and feeling that everything is an effort. The latter can be viewed as a symptom of mental fatigue. Items loading on the anxiety factor were mainly nervousness and restlessness. The Cronbach alpha coefficient for the entire six-item scale was 0.68.

K-6 Psychological Distress Symptoms

The K-6 asks individuals to rate on a 5 point Likert scale how often in the last 30 days they have felt: *nervous*, *hopeless*, *restless/fidgety*, *depressed or sad that nothing could cheer them up*, *that everything was an effort*, and *worthless*. For reporting purposes, the responses *none* & *a little of the time* along with *most* & *all of the time* were collapsed respectively, resulting in three response categories: none/little, sometime, and often.

The figure below shows the distribution of each symptom as a proportion of the entire sample. Approximately 40% of the sample expressed feeling like *everything was an effort* often, a proxy measure of fatigue. It is important to highlight that 17% and 11% of the sample also expressed feeling *nervous* and *restless* often. Additionally, 4% of the sample reported feeling depressed or hopeless often, while only small proportion reported feeling worthless often (2%).

Figure 1-1: Distribution of each symptom of psychological distress as a percentage of the entire sample



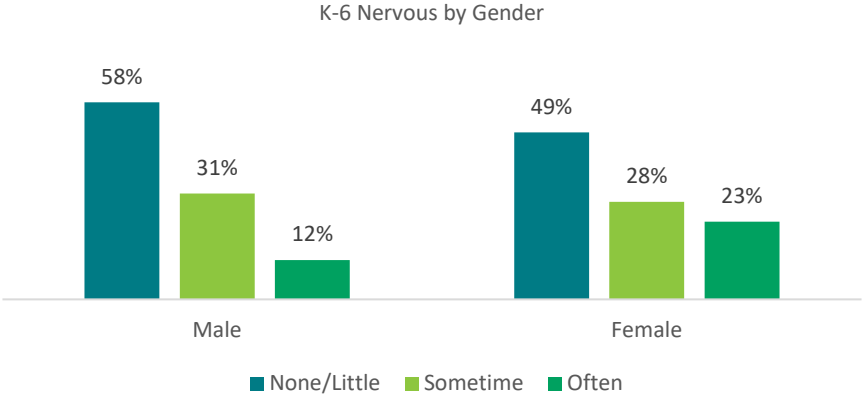
K-6 Symptoms by Gender

Examining the distribution of the six symptoms by gender, a Chi square χ^2 analysis was conducted to determine if the relationship between each symptom by gender was significant.

Symptoms of Anxiety

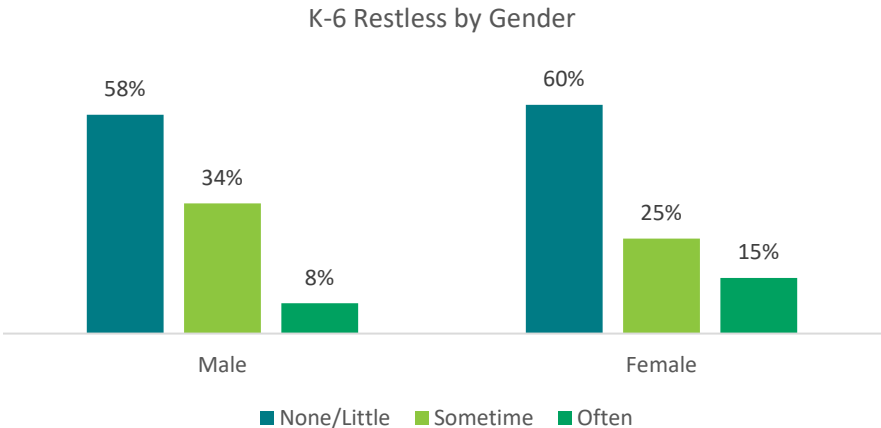
In terms of anxiety-related symptoms, the proportions of men and women were significantly different in terms of the symptom nervousness ($\chi^2= 64.1$, degree of freedom=4, $P=0.000$) with significantly lower proportions of males (12%) reporting experiencing nervousness often compared to females (23%). This is shown in the figure below.

Figure 1-2: Distribution of the stress symptom width by gender on the K-6 scale



Similarly, significantly higher proportion of females (15%) reported experiencing feeling restless often compared to 8% of the males ($\chi^2 = 46.7$, degrees of freedom=4, $P=0.000$).

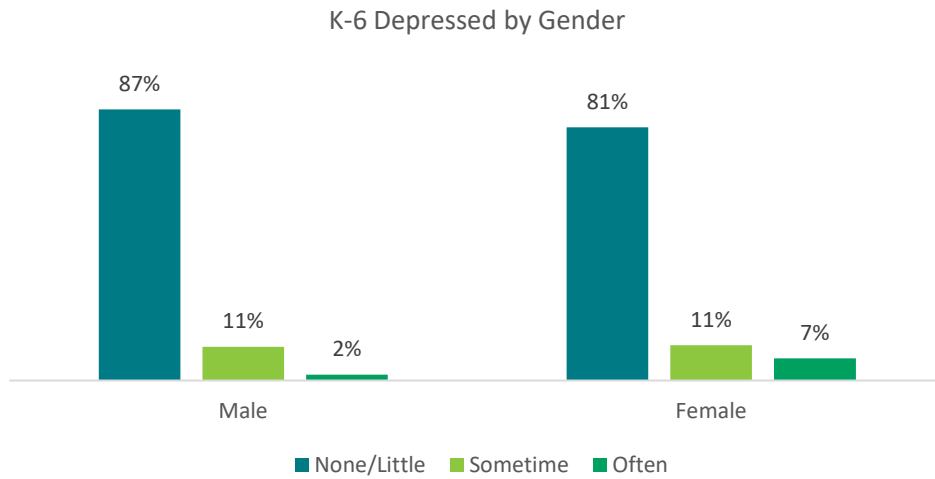
Figure 1-3: Distribution of restlessness by gender on the K-6 scale



Symptoms of Depression

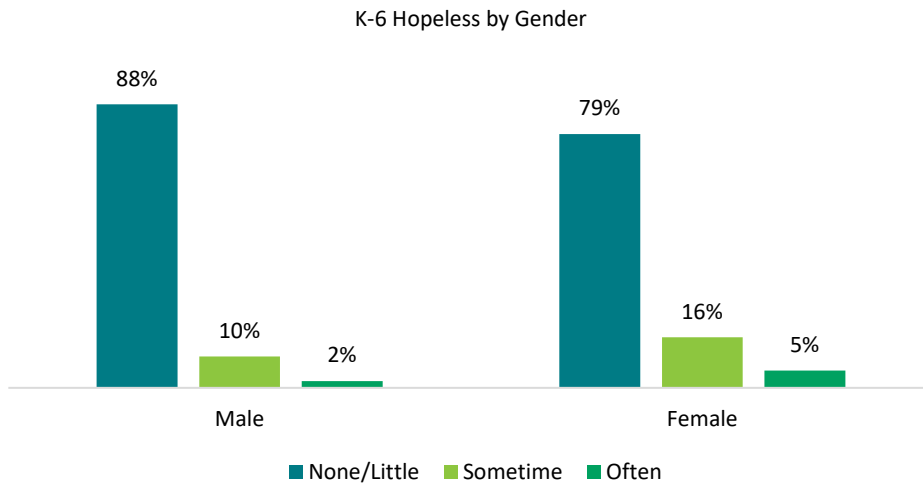
As shown from the figure below, significantly higher proportion of females (7%) reported feeling depressed or sad than males (2%), $\chi^2= 32.9$, degrees of freedom=4, $P= 0.0002$.

Figure 1-4: Distribution of the depression symptom by gender on the K-6 scale



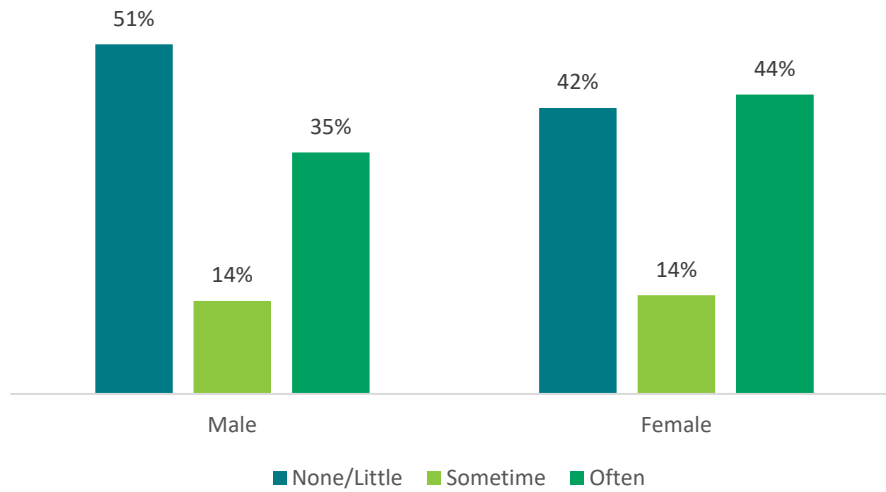
The proportions of male and female were significantly different in terms of feeling hopeless. The distribution in the figure below shows 5% of females reported experiencing hopelessness often compared to 2% of males ($\chi^2 = 41.1$, degrees of freedom=4, $P = 0.000$).

Figure 1-5: Distribution of hopelessness symptom by gender on the K-6 scale



The results showed the proportions of men and women were significantly different in terms of the symptom everything was an effort ($\chi^2 = 25.4$, degrees of freedom=4, $P=0.006$). The distribution in the figure below shows 44% of females reported experiencing this symptom compared to 35% of males.

Figure 1-6: Distribution of “Everything is an Effort” by Gender on the K-6 scale



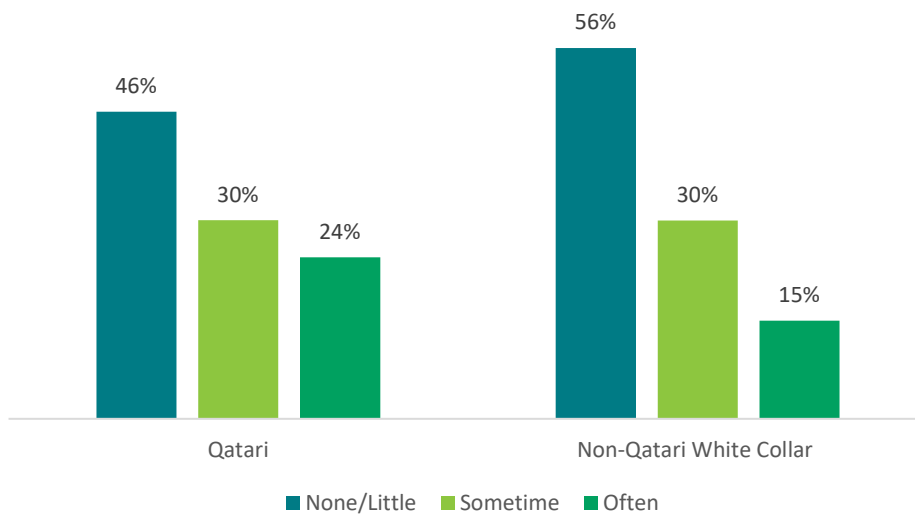
K-6 Symptoms by Nationality

It is important to look at the distribution of the six symptoms by nationality, comparing Qataris with non-Qataris. Chi square analysis was conducted to determine if the relationship between each symptom by nationality was significant.

Symptoms of Anxiety

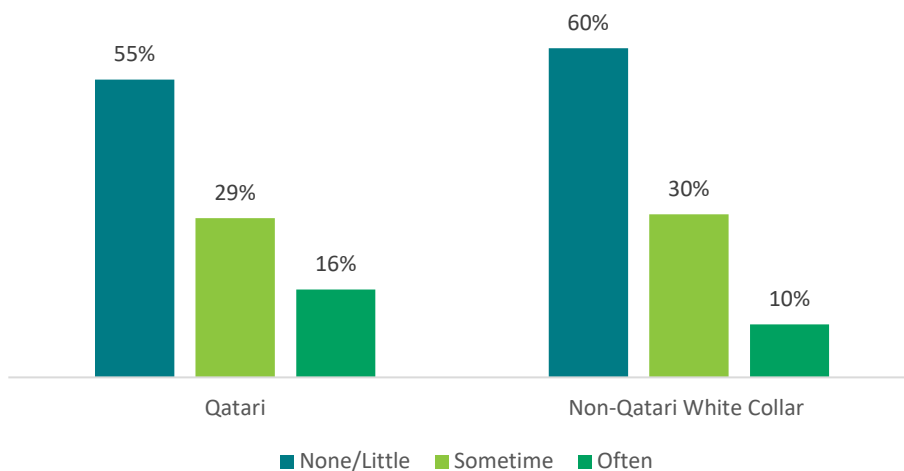
The proportions of Qatari and non-Qatari were significantly different in terms of the symptom nervousness with 24% of Qataris reporting experiencing nervousness often compared to 15% of non-Qataris ($\chi^2 = 21.1$, degrees of freedom=4, $P=0.0016$).

Figure 1-7: Distribution of Nervousness by nationality on the K-6 scale



Similarly, 16% of Qataris reported experiencing restlessness often compared to 10% of non-Qataris ($\chi^2 = 11.8$, degrees of freedom=4, $P=0.041$). The distribution for this symptom across nationality is shown in the figure below.

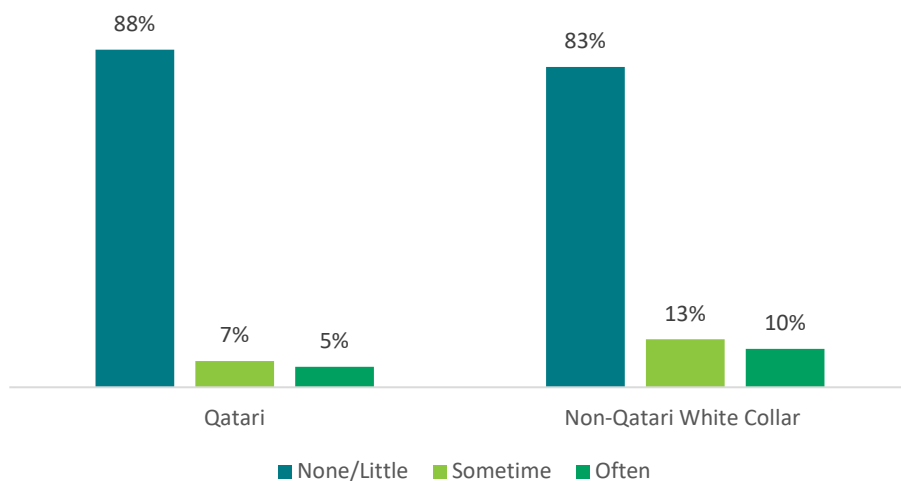
Figure 1-8: Distribution of restlessness by nationality on the K-6 scale



Symptoms of Depression

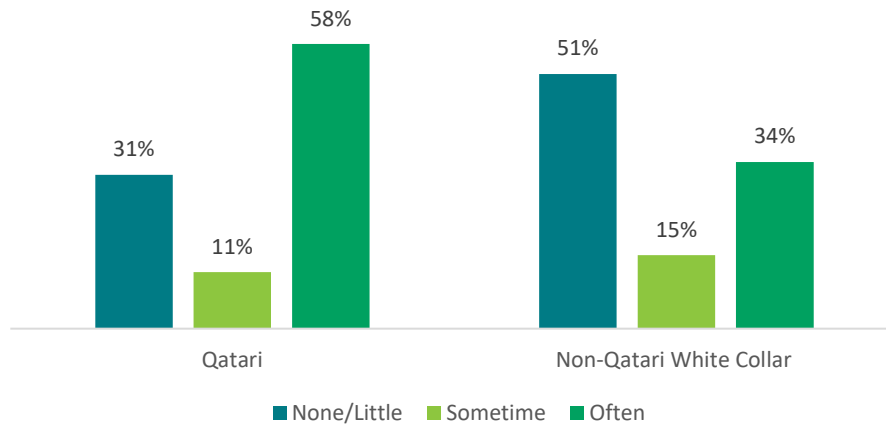
An opposite pattern emerged for depressive symptoms. The results showed significantly higher proportion of non-Qataris (15.0%) compared to Qataris (10.0%) reported feeling depressed often ($\chi^2 = 11.6$, degrees of freedom=4, $P=0.030$) as shown in the figure below.

Figure 1-9: Distribution of depression by nationality on the K-6 scale



However, 58% of Qataris reported experiencing often feeling like everything is an effort compared to 34% non-Qataris ($\chi^2 = 63.5$, degrees of freedom=4, $P=0.000$) as shown in the figure below.

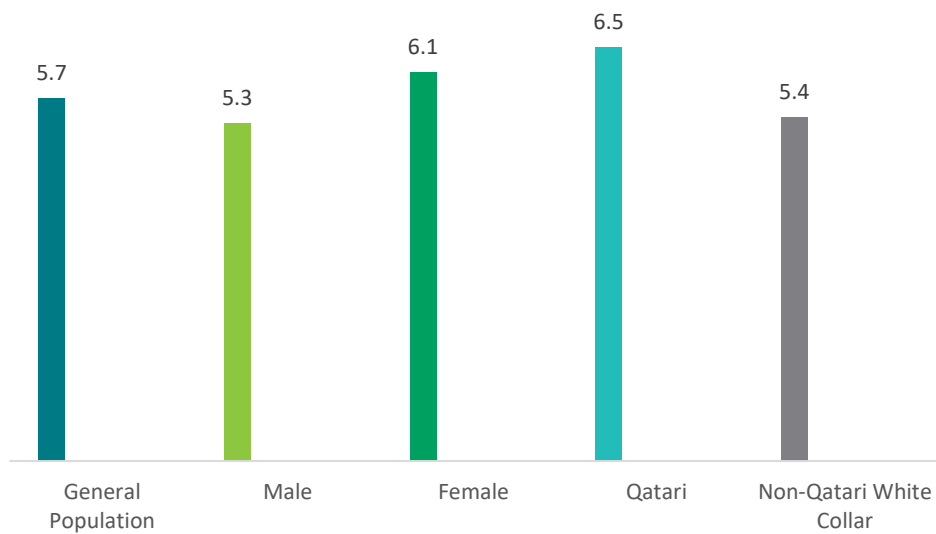
Figure 1-10: Distribution of “Everything is an Effort” by Nationality on the K-6 scale



Composite K-6 Score

As shown below, the mean composite score for the entire sample was 5.7 (SE=0.15). The mean composite K-6 score was lower for male (M= 5.3, SE=0.17) than female participants (M= 6.1, SE=0.24). Additionally, the mean composite score was higher for Qatari (M= 6.5, SE=0.22) compared to Non-Qatar participants (M=5.4, SE=0.18).

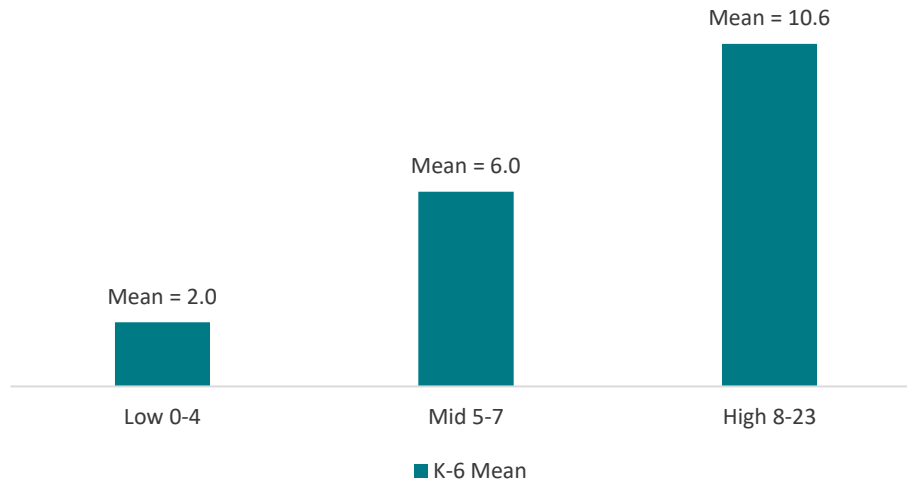
Figure 1-11: Distribution of Mean K-6 score by different population subgroups



K-6 Dichotomous Cut-off

The figure below shows the mean K6 score within the distribution of low, middle, and high levels of the composite scores.

Figure 1-12: Distribution of Mean Composite K-6 Score by Low, Middle, or High Score Levels

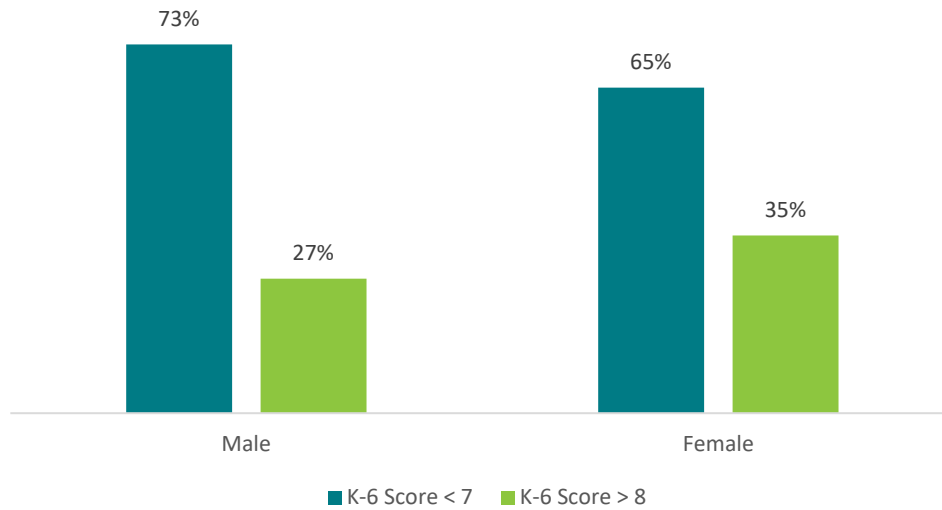


Based on the results shown in the figure above, the K-6 was further dichotomized using a cut off score of 8 and above to designate those as psychologically distressed. These individuals score in the top tertile of the K-6 score who may require further clinical assessment.

Using this cut off, we can estimate the weighted 30-day prevalence of psychological distress in the household population of Qatar to be 31.0% with corresponding 95% confidence Intervals ranging from 27.9 to 34.4.

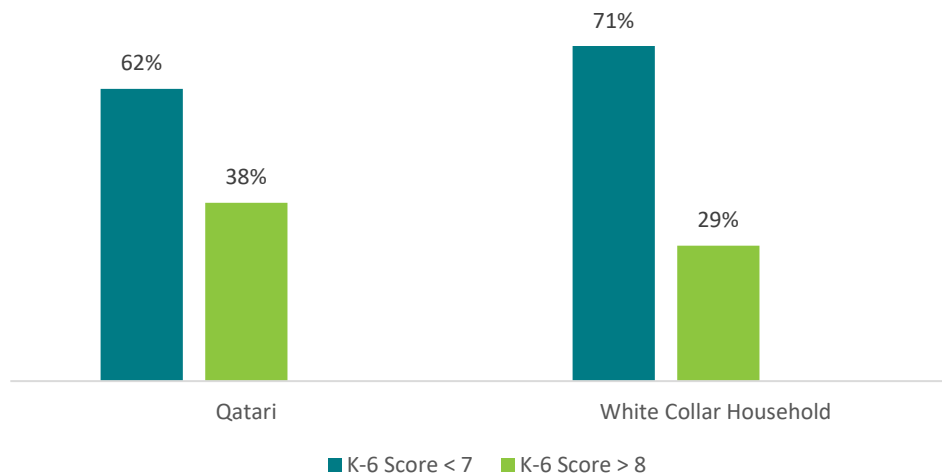
Consistent with previous findings, the figure below shows that significantly higher proportion of females (35%) were psychologically distressed compared to males (27%), $\chi^2= 11.4$, degrees of freedom=4, $P= 0.01$.

Figure 1-13: Distribution of Dichotomous K-6 Score by Gender



Similarly, significantly higher proportions of Qataris were psychologically distressed (38%) than non-Qataris (29%), $\chi^2 = 9.7$, degrees of freedom=4, $P = 0.004$.

Figure 1-14: Distribution of Dichotomous K-6 Score by Nationality



Evidence of Convergent and Divergent Validity

In order to obtain some evidence of convergent and divergent validity for the dichotomous cut-off of 8.0 or more on the K-6 scale, reported below some correlations between the designation of psychological distress status based on this cut-off and variables that are theoretically known to be positively and negatively associated with the status of being psychological distressed.

K-6 and Childhood Trauma

As expected, the designation of a participant as psychologically distressed based on a score of 8 or higher on the K-6 scale was positively associated with different reported experiences of traumatic events in childhood. All of these correlations were significant at the 1% level after Bonferroni adjustment with the exception of parental divorce or separation during childhood ($r=0.062$, $P=0.057$). The Pearson correlation coefficient for the association between experiencing death of a very close friend or family member during childhood and a current score of 8 or higher on the K-6 was 0.158. The following pairwise correlation coefficients were obtained between a score of 8 or higher on the K-6 and other traumatic events including: experiencing a rather “scary” event as a child that the participant continued thinking about it for years afterwards ($r= 0.222$), getting beaten by a close family member or a friend as a child ($r= 0.162$), and experiencing other type of physical or emotional abuse ($r=0.214$). Interestingly, as high as 22.2% of individuals who reported experiencing some sort of physical or emotional abuse during childhood also scored 8 or higher on the K-6 compared to 7.7% of those who reported experiencing the same traumatic event, but scoring less than 8 on the K-6 (Design-based $F(1, 1327) = 38.9788$, $P=0.0000$).

K-6 and Social Anxiety

Also as predicted, the designation of a participant as psychologically distressed based on a score of 8 or higher on the K-6 scale was also positively associated with various questions related to social anxiety including: feeling very uncomfortable in social situations involving unfamiliar people ($r=0.130$), feeling uneasy talking to do not know well ($r=0.207$), feeling very anxious when meeting people for the first time ($r=0.171$), and avoiding places or events where there are a lot of people ($r=0.117$). All of these correlations were significant at the 1% level after Bonferroni adjustment with the exception of tendency to stay in the background during social occasions ($r= 0.039$, $P =0.285$).

K-6 and Quality of Life

The quality of life index administered as part of the Omnibus questionnaire measures the level of satisfaction with life on a 10-point scale with 0 point denoting “very unsatisfied” and 10 point denoting “very satisfied”. As expected, examining the correlation between this scale and a participant’s designation as psychologically distressed based on a score of 8 or higher on the K-6 scale showed an inverse association. In fact the mean life satisfaction score for those who scored 8 and above on the K-6 scale was 7.9 compared to a mean life satisfaction score of 8.4 for those who scored less than 8 on the K-6 scale. These differences in the mean scores were determined to be statistically significant using the design adjusted Wald test [$F(1, 1329) = 11.21$, $Prob > F =0.0008$].

K-6 and Happiness in Life

Another construct that was inversely associated with a score of 8 or higher on the K-6 scale was the general life happiness 4-point Likert scale (reverse coded to 1”Not happy at all”, 2” Not happy”, 3”Generally happy”, and 4 “Generally very happy”). In fact, the mean happiness in life score was 3.1 for those who scored 8 and above on the K-6 scale compared to mean score of 3.4 for those who scored less than 8 on the K-6 scale. Using the design adjusted Wald test, these differences in the mean scores were found to be statistically significant [$F(1,1333) = 21.01$, $Prob > F = 0.0000$].

Conclusion & Future Direction

In this section of the Omnibus, we were able to estimate for the first time the 30-day prevalence of psychological distress in Qatar's household population. This was achieved using a reliable and valid six-item scale (the Kessler-6) that is currently widely used in household surveys around the world. The utility of this scale stems from its use as a first-stage screening instrument for the identification of individuals who may be at higher risk for severe mental illness in the non-clinical population. Subsequently, these individuals may benefit from further clinical follow-up, evaluation, and help. The prevalence estimated here in Qatar is comparable to estimates reported to date in the U.S and some European countries. However, unlike these countries, the cut off used here was largely data-driven without any calibration using clinical expertise or judgement. As such the results presented here should be interpreted with extreme caution. Clinical judgment is considered the gold-standard method for identification of individuals who may be at higher risk or are currently suffering from moderate to severe mood and anxiety-related disturbances. Notwithstanding this major limitation, we were still able to replicate some widely reported findings in other populations around the world using this cut off. Namely, females tend to report higher psychological distress than males including higher anxiety and depressive symptoms. Furthermore, those who were psychologically distressed in the past 30 days were significantly more likely to report exposure to traumatic experiences in childhood, lower quality of life, lower happiness with their life situation (on average), and higher levels of social anxiety that may disrupt daily functioning. Furthermore, the significantly higher prevalence of psychological distress in the Qatari compared to Non-Qatari population subgroups present policy makers with an important information for prioritizing resources and focusing future work related to promotion of mental health, prevention of mental illness, and leadership role in destigmatizing mental illness among Qataris. We hope that the results from this section of the omnibus will lay the groundwork for future community- and clinically-based studies in the field of mental health.

II. GENDER ATTITUDES

In the last twenty years, Qatar has experienced significant shifts in population composition, economic development, and educational access. It is essential to understand how society responds to such underlying societal changes. In order to accomplish this, SESRI has conducted a series of Omnibus surveys, beginning in 2010, to provide baseline and subsequent trend information on the social, economic, and cultural attitudes, values and beliefs of the population. Each Omnibus survey interviews a large and representative sample of Qatari citizens and resident expatriates. The survey was designed and carried out in accordance with the highest scientific and ethical standards. Respondents were assured that their answers would be confidential and presented in an aggregate format. This project was fully funded by the Social and Economic Survey Research Institute (SESRI) at Qatar University. The findings made herein are solely the responsibility of the authors.

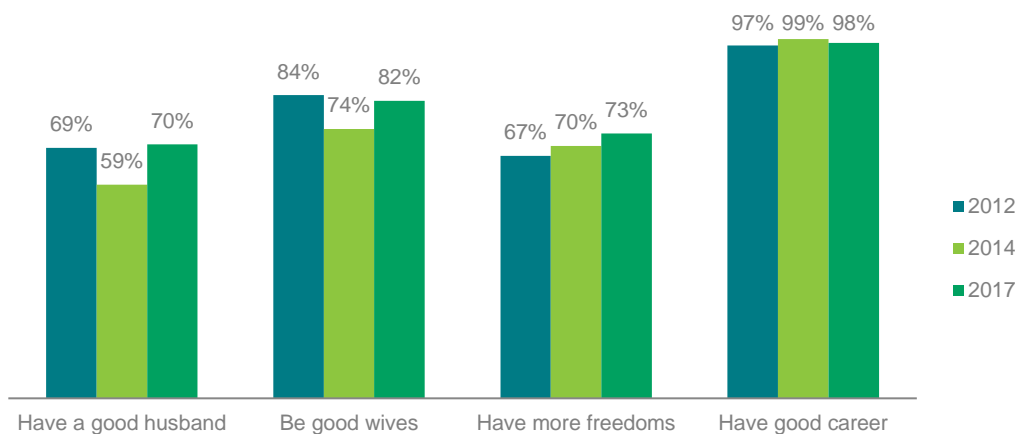
In 2017, the Omnibus survey included a number of sections related to politics, gender, health, services satisfaction, and charitable giving. Results in this report are specific to the gender section of the survey. Readers interested in knowing about results from other sections should refer to the appropriate report. More specifically, this report discusses public opinion about women's education and gender roles in both the domestic and public spheres. It draws comparisons from previous Omnibus surveys conducted in 2012 and 2014 where relevant and adds a new section that discusses social media usage and its relationship to gender attitudes. Details of the survey methodology can be found in the last section of the report.

Education

The education of women is more valued for the job market than for the marriage market

Respondents were asked the extent of their agreement with statements about the importance of education for women in matters such as: improving marriage prospects, securing a better career, gaining more freedom, and becoming a better mother or wife. Figure 2-1 details their responses by survey years.

Figure 2-1: Proportion of Respondents who agreed on each statement, by survey years



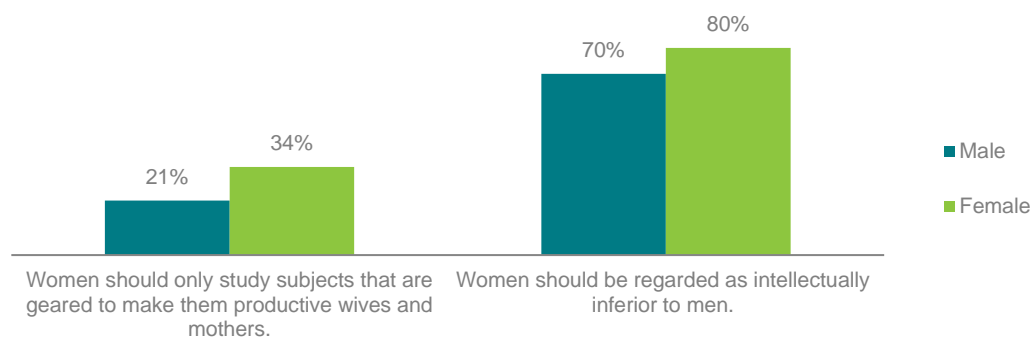
In 2017, the majority of respondents agreed that women's education has important benefits for the women. Around (70%) of respondents agreed or strongly agreed that education can be helpful in improving the

marriage market, while an overwhelming majority of respondents (98%) agreed or strongly agreed that education can help women to have good careers. This pattern remained almost the same between 2012 (97%) and 2014 (99%). Around 73 percent of respondents strongly agreed that female education can lead to more freedom for women; compared to 67 percent in 2012 and 70 percent in 2014. When asked whether education helps women in performing their traditional roles (as mothers and wives) (82%) of respondents agreed.

On the other hand, only about one-quarter (26%) of respondents disagreed with the statement about whether women should only study subjects that are geared to make them the best and most productive wives and mothers. This means that women’s education can help them to perform better in their traditional roles (as mothers and wives) and in fact, perhaps there is a demand for such education.

Whereas, both male and female respondents strongly disagreed that women should be regarded as intellectually inferior to men. Gender differences were predictable, yet male and female respondents were consistently negative about the inferiority statement. Figure 2-2 details respondents’ responses by gender.

Figure 2-2: The proportion of respondents who disagreed on each statement, by gender



Overall, the majority of respondents agreed that women’s education is most beneficial for securing a better career and gaining more freedom. While perceived benefits of education for the marriage market and women’s traditional roles (as mothers and wives) remained the same over the study periods.

Women in Domestic Life

Attitudes about Marriage and Children

Respondents were asked the extent of their agreement with statements about gender issues as follows:

1. A man and woman should be allowed to meet each other after their marriage engagement to get to know each other (even if under the supervision of a guardian).
2. Husband and or husband’s family alone should decide the number of children a couple should have.

Overall, the majority of respondents hold positive attitudes toward gender roles both with the first statement, which is positively framed, and with the second statement, which is negatively framed. Around 80% of respondents were in strong agreement with the statement that “a man and woman should be allowed to

meet each other after their marriage engagement to get to know each other (even if under the supervision of a guardian).”

When asked whether husband and or husband’s family alone should decide the number of children a couple should have, 86 percent of respondents disagreed. In 2012, a positively framed statement was asked as follows: “Husband and wife together should decide the number of children a couple should have”, and 89 percent of Qataris agreed. This proportion increased only slightly to 91 percent in 2014. Agreement with the negatively framed statements is thought to denote traditional attitudes. However, here we see that the proportion respondents who support traditional gender roles is decreasing between survey waves.

Attitudes about Wife Beating

Qataris and Expatriates disagree with wife beating

To assess participants’ attitudes toward wife beating, both Qatari and white-collar expatriate respondents were asked several questions pertaining to the subject.

The majority of Qatari and white-collar expatriate respondents strongly disagreed with the statement ‘religion allows wife beating under certain conditions’, 64 percent and 74 percent respectively (Figure II-I). It is important to note that when looking at this same statement, there were differences between male and female respondents in both the Qatari and white-collar expatriate population groups. Three-quarters of female respondents disagreed with the statement (regardless of their household type), while half of Qatari males disagreed, and 70 percent of white-collar expatriate males disagreed with the same statement.

When comparing the 2017 findings with a previous survey conducted in 2014, it is important to note that there is statistically significant findings ($p < 0.00$). There has been a decrease in agreement with this statement across household types, regardless of respondent gender, education level, marital status or age. In 2014, when respondents were asked about their opinion on the same statement, more than a half of Qataris (57%) agreed and two-fifth (39%) of white-collar expatriates agreed (Figure 2-4).

Figure 2-3: Religion allows wife beating under certain conditions, 2017

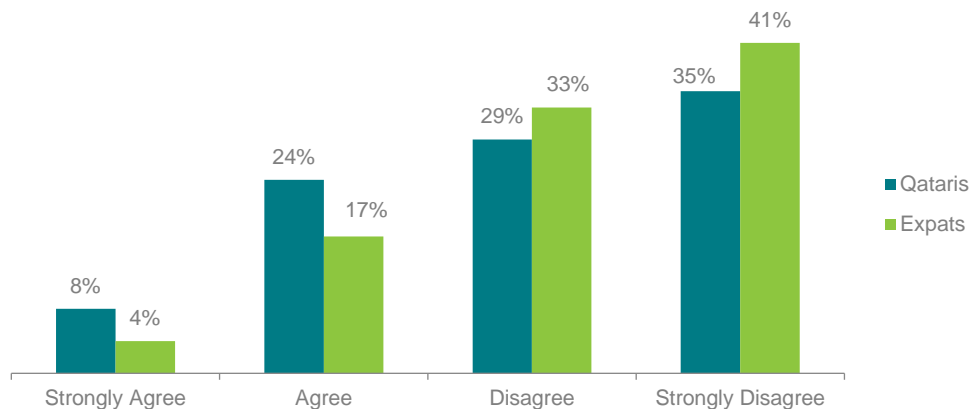
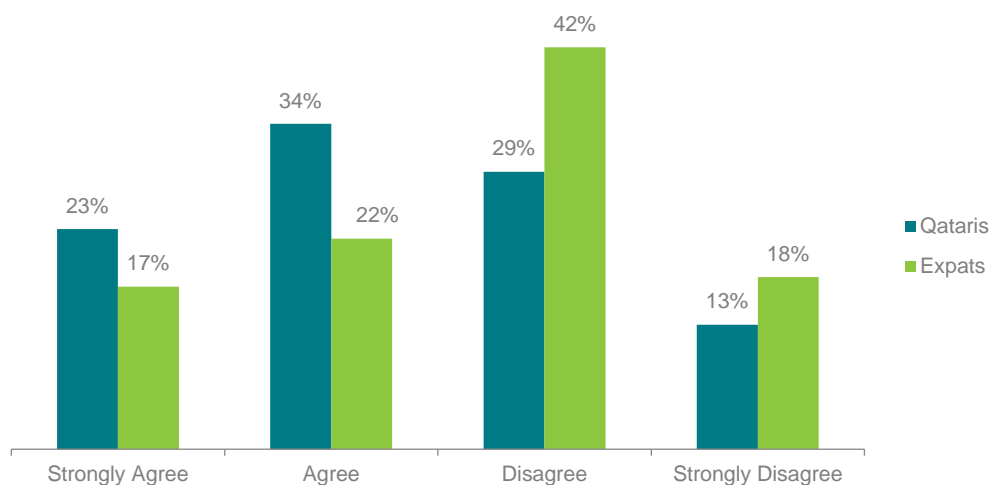


Figure 2-4: Religion allows wife beating under certain conditions, 2014



Majority of men and women reject wife beating

To assess further, assess women’s and men’s attitudes toward wife beating, the 2017 Omnibus, as in past rounds of the survey (2012 and 2014), probed respondents about the issue by giving them several scenarios to capture their view. Six scenarios were presented to the Qatari and white-collar expatriate respondents (males and females) for their opinions:

- if wife visits friends without telling him
- if wife visits relatives without telling him
- if wife neglects children
- if wife shows disrespect for husband,
- if wife shows disrespect for parents’ in-law

In the 2017 Omnibus data, about one-fifth of the Qatari male respondents justified wife beating for at least three of the scenarios. Showing disrespect for husband was the most common reason for both women and men (Qataris and white-collar expatriates) as a justification for wife beating, followed by showing disrespect for parents-in-law and neglecting children. Overall, the proportion of justifying wife beating was higher among male respondents than among female respondents.

Table 2-1: Percentage of men and women who justified wife beating, 2012-2017

Statements	2017		2014		2012	
	Qataris %	Expats %	Qataris %	Expats %	Qataris %	Expats %
If wife visits friends without telling him	9	4	5	4	8	n/a
If wife visits relatives without telling him	6	4	4	2	5	n/a
If wife neglects children	16	8	15	9	16	n/a
If wife shows disrespect for husband	24	15	27	15	29	n/a
If wife shows disrespect for parents in-law	18	12	21	10	22	n/a

The data does not show a significant change in the way respondents reacted to the scenarios when comparing their responses from the different Omnibus surveys. However, it is important to note that levels of agreement with wife beating justification overall has been decreasing, showing statistical significance ($p < 0.00$) between 2012 and 2014, and 2014 and 2017 for the reason of showing disrespect for husband. Between 2012 and 2014, the percent of respondents agreeing with the statement slightly decreased from 22 percent to 21 percent, while between 2014 and 2017 it decreased yet again, from 21 percent to 18 percent (see Table II-I).

Women in Public Life

In the 2017 Omnibus, as in past Omnibus surveys, a number questions asked respondents about their views on women in public life. The survey included two attitude questions about status of men and women in society and community leadership. This section also presents responses to questions about female mobility, attempting to understand what they should and should not do without permission from a male relative.

Attitudes about Women in Society

In the past three Omnibus surveys, carried out in 2012, 2014, and 2017, respondents were asked how much they agreed with the statement “Men and women should share equal status in society”. Results show that the vast majority of respondents agreed that men and women should share equal status in society.

The majority of respondents across years agree that men and women should share equal status in society

Figure 2-5: Level agreement with the positively framed statement “Men and women should share equal status in society”

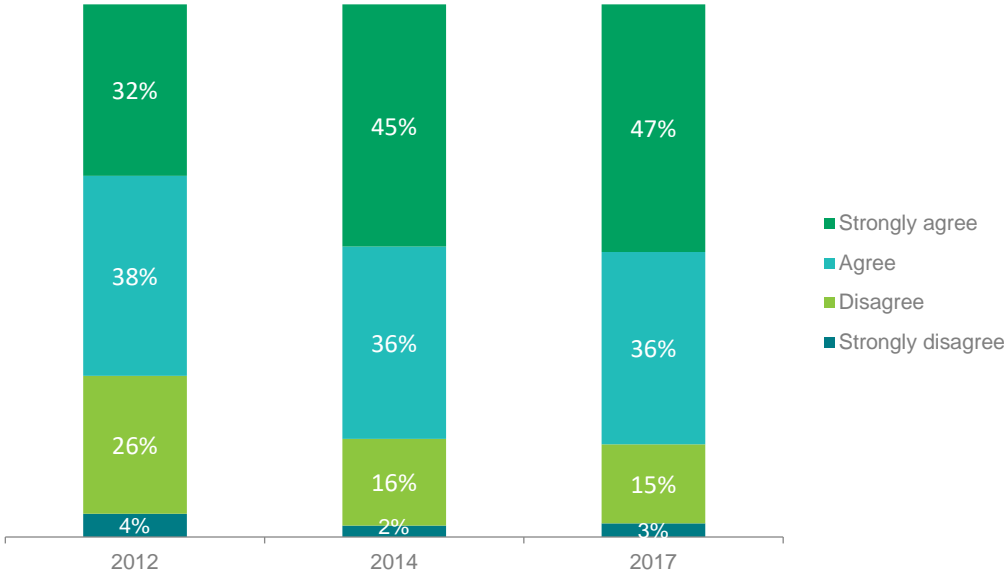


Figure III-I shows that levels of support for woman's equality in society increased significantly ($p < 0.00$) between 2012 and 2014, but not between 2014 and 2017. Between 2012 and 2014, the percent of respondents strongly agreeing with the statement increased from 32 percent to 45 percent, while between 2014 and 2017 it increased from 45 to 47 percent.

The expats expressed more agreement than Qataris and gap increases across years

Figure 2-6: Percentage of respondents who strongly agree or agree that men and women should share equal status in society by respondent nationality

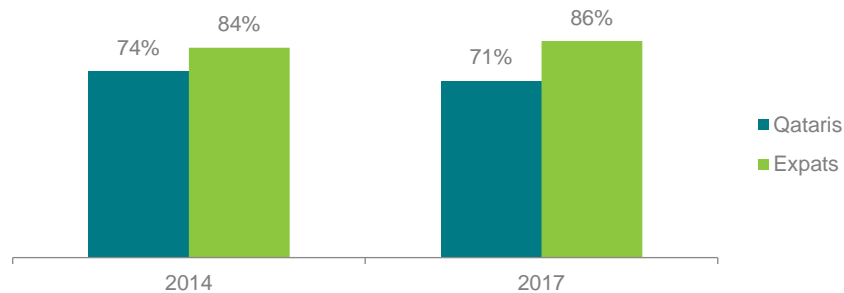


Figure 2-6 compares Qatari respondents with resident expatriates who represent a diverse set of national backgrounds, as described in the demographic section. Support for the equality of women is strong among both groups, and slightly higher among expatriates in both years ($p < 0.00$). Furthermore, the gap between the proportion of Qataris and expatriates who support societal equality increased slightly between 2014 and 2017, from a difference of ten percentage points to a difference of 15 percentage points.

Female respondents expressed more agreement than males, among both Qataris and expats in 2017

Figure 2-7: Percentage of respondent who strongly agree or agree that men and women should share equal status in society by respondent gender in 2017

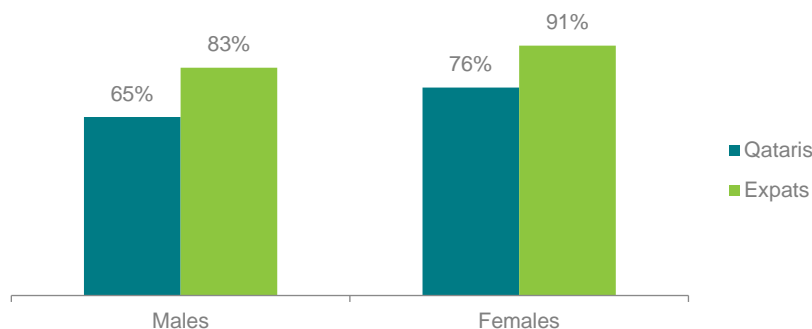


Figure 7-2 focuses on data from the most recent 2017 and demonstrates, unsurprisingly, that female respondents have higher levels of support for gender equality in society, across both Qatari nationals

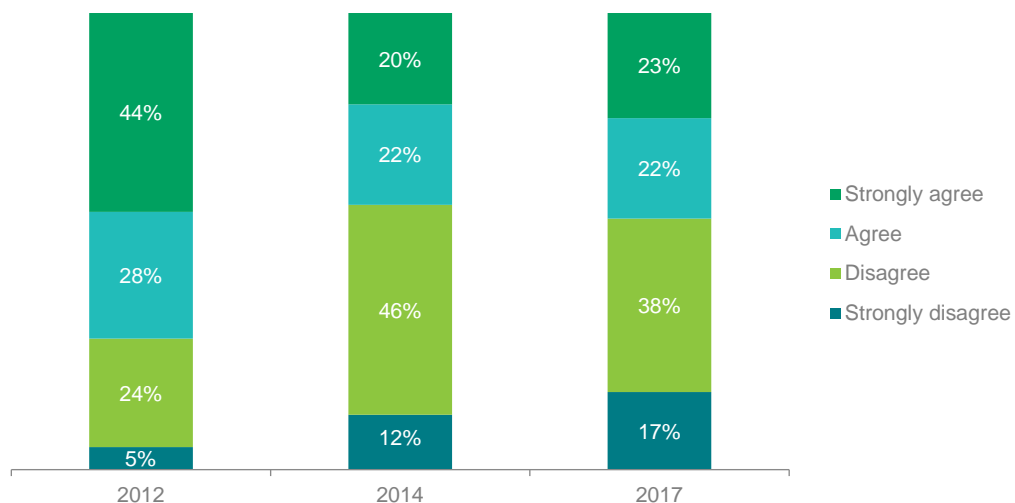
($p < 0.00$) and expatriates ($p < 0.05$). Notably, 44 percent of expatriate males selected the strongly agree category, whereas only 19 percent of Qatari males did the same ($p < 0.00$).

Another question asked respondents their level of agreement with the statement “The leadership of the community should be only in the hands of men”. This is a negatively framed statement such that those who disagree with the statement would be implying that women do have a role to play in the leadership of the community.

Sometimes survey responses are impacted by social desirability bias, meaning that participants tend to give the responses that they think are the most socially acceptable. This issue can manifest itself in a tendency to agree a statement regardless of its implications. This may partially explain why so many respondents want women to share equal status in society, while relatively fewer rejected a negative statement about community leadership.

Respondents increasingly disagree that the leadership of the community should be only in the hands of men

Figure 2-8: Level agreement with the negatively framed statement “The leadership of the community should be only in the hands of men.”



As the figure above demonstrates, support for women as community leaders (disagreement with the statement) increased significantly between 2012 and 2014 ($p < 0.00$), with the proportion of respondents who disagreed increasing from 29 percent to 58 percent from 2014. There was no statistically significant change between 2014 and 2017, with 55 percent of respondents disagreeing.

The expats expressed more disagreement and thus support for women in community leadership in 2017

Figure 2-9: Level of agreement with statement that community leadership should be only in the hands of men, by respondent nationality in 2017

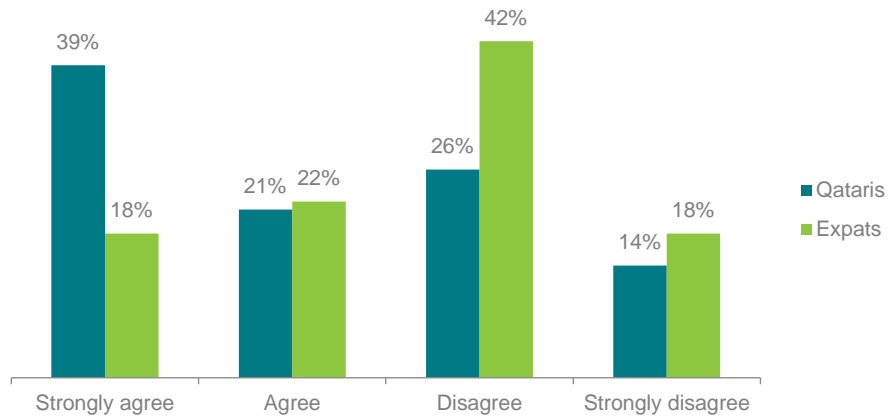
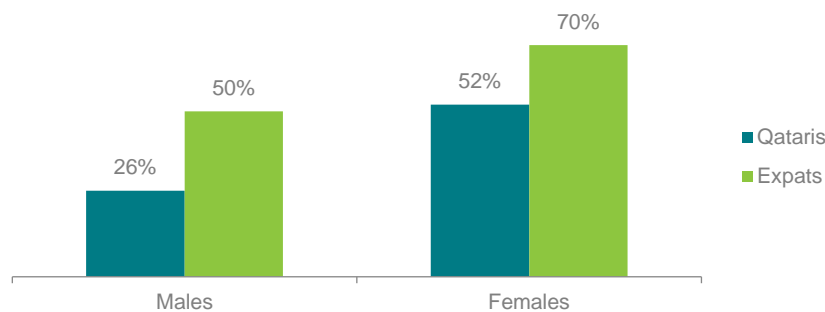


Figure 9-2 focuses on 2017 data, showing that levels of agreement differ widely between Qataris and expatriates, with expatriates being more likely to disagree ($p < 0.00$). Almost 40 percent (39%) of Qataris strongly agreed with the idea that community leadership should be exclusively in the hands of men, while only 18 percent of expatriates said the same. On the other hand, 42 percent of expatriates disagreed with statement while only 26 percent of Qataris said the same.

Figure III-VI again focuses on 2017 data across gender. As with the statement about equal status in society, more female respondents rejected the idea of exclusively male community leadership. Only one out of four Qatari males rejected the statement (26%), while over half of Qatari females (52%) said the same. Similarly, for expatriates, one out of two male respondents disagreed (or strongly disagreed) with the statement, compared to almost three-quarters (70%) of female expatriates.

Female respondents expressed more disagreement than males, among both Qataris and expats in 2017

Figure 2-10: Percentage of respondent who strongly disagree or disagree that community leadership should be only in the hands of men by respondent gender in 2017

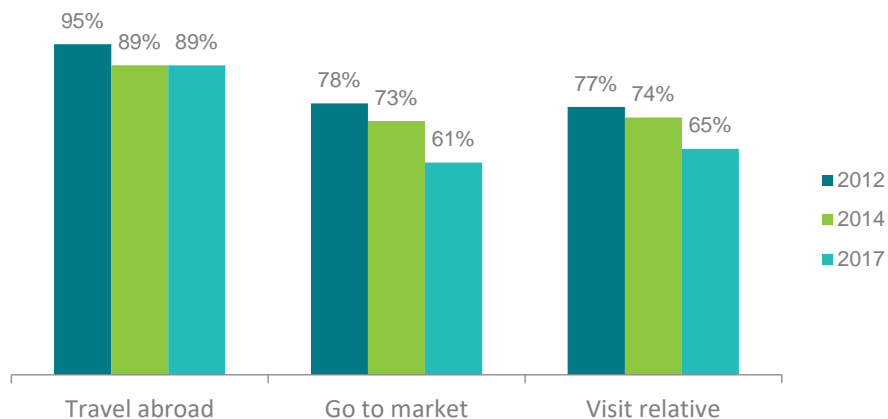


Female Mobility

The gender section of the Omnibus also included questions about female mobility. Respondents were asked whether or not the female members of their household have to ask for their husbands' or senior family members' permission to do a number of activities, including traveling abroad, going to a supermarket, and visiting the homes of relatives.

Female mobility is increasing across years and fewer women need permission to go to the market or visit a relative.

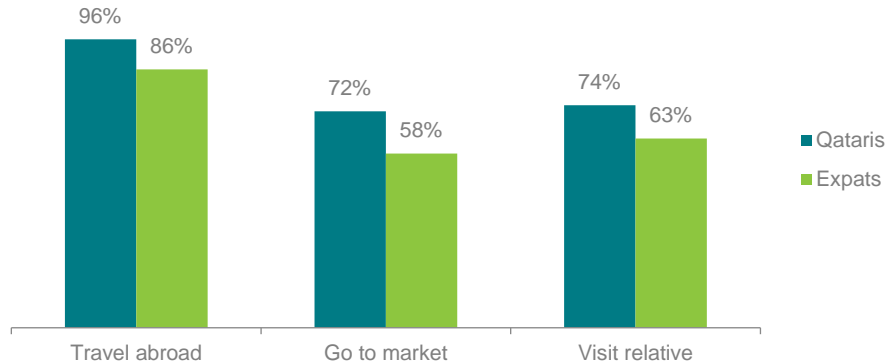
Figure 2-11: Proportion of respondent who said that females in their household



The above figure demonstrates that fewer households in Qatar are restricting the mobility of women, particularly for common activities such as visiting a relative or going to the market. For traveling abroad, significantly fewer ($p < 0.00$) respondents reported such restrictions in 2014 (89%) than in 2012 (95%), though the percentage did not change between 2014 and 2017 (89%). For going to the supermarkets (such as Al Meera), the percentage of households reporting restrictions on grocery shopping decreased from 78 percent in 2012, to 73 percent in 2014 ($p < 0.05$), to 61 percent in 2017 ($p < 0.00$). Similarly, restrictions on visiting the home of a relative decreased from 77 percent in 2012, to 74 percent in 2014, to 65 percent in 2017 ($p < 0.00$). Though this is a positive trend, the majority of respondents still report restricted movements for females in their household.

Fewer expats report restricted mobility for females in 2017.

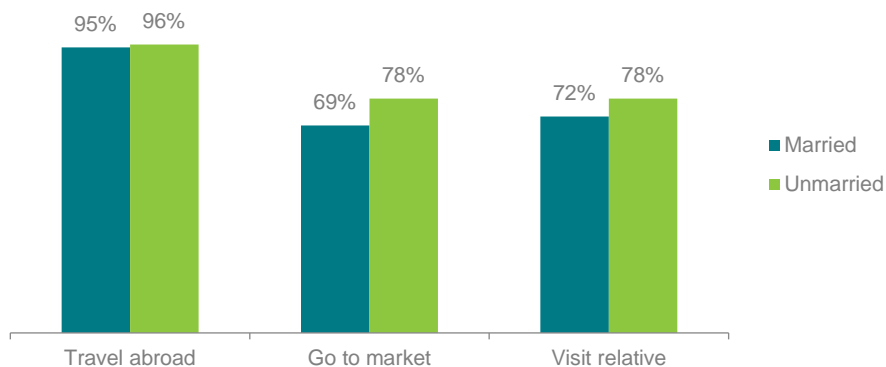
Figure 2-12: Proportion of respondent who said that females in their household need permission in 2017 by respondent nationality



In the figure above, more Qataris than expats reported that their household restricts the movements of women. Traveling abroad is still widely restricted among both expats and Qataris, although there are questions about what how the respondent has conceptualized “asking permission” in this particular question. Asking permission could be understood as involving many actions, ranging from a cursor notification of travel plans for safety concerns, to asking for access to one’s passports and other necessary travel documents which are held exclusively by a male family member. In contrast, for other items, “asking permission” most likely entails a straightforward verbal communication, not involving legal documents or written consent.

Married Qataris are less likely to report that females need permission to leave the house in 2017.

Figure 2-13: Proportion of respondent who said that females in their household need permission in 2017 by marital status



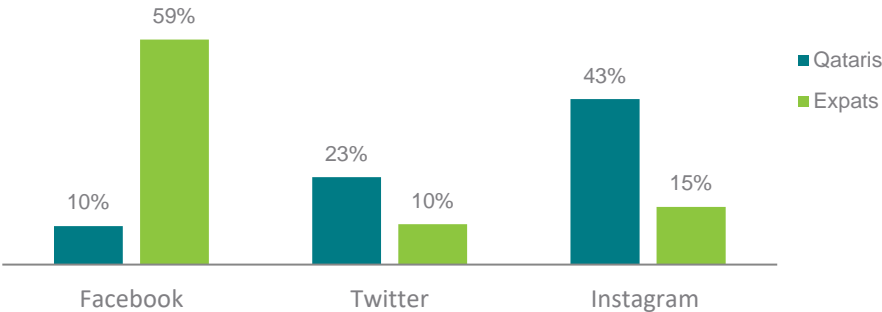
This figure demonstrates that slightly fewer married Qataris report that females in their household need permission to leave the house for common destinations such as supermarkets and visiting relatives. In particular, 69 percent married respondents reported that females need permission to shop for groceries, while 78 percent of respondents who are not currently married (widowed, divorced, or never married) said the same. This difference is only marginally significant (p=0.08) at conventional levels.

Social Media

Expatriates were more likely to access social media as compared to Qataris

The majority (57%) of Qatar residents reported daily access to at least one type of social media (Instagram, Facebook, or/and Twitter). Expatriates (63%) were significantly more likely to access at least one platform of social media daily as compared to Qataris (52%). Data presented in Figure IV-I show that access to each social media platform was significantly different between Qataris and expatriates. Almost half the population (47%) access Facebook on a daily basis, however a significantly higher percentage of expatriates (59%) reported daily access to Facebook as compared to only 10% of Qataris who reported similar access. Such a difference in the frequency of Facebook access was also reported in the year 2014, where 48% of expatriates reported daily use of Facebook as compared to only 12% of Qataris. Contrary to Facebook use, daily Twitter access is significantly higher among Qataris (23%) as compared to expatriates (10%). This is comparable to Twitter use in the year 2014, whereby 22% of Qataris and 10% of expatriates reported daily use. Similarly, significantly more Qataris than expatriates reported daily access of Instagram (43% Qataris vs 15% expatriates).

Figure 2-14: Daily access to social media by Qataris and expatriates, 2017



Younger, male or/and highly educated residents were significantly more likely to access social media

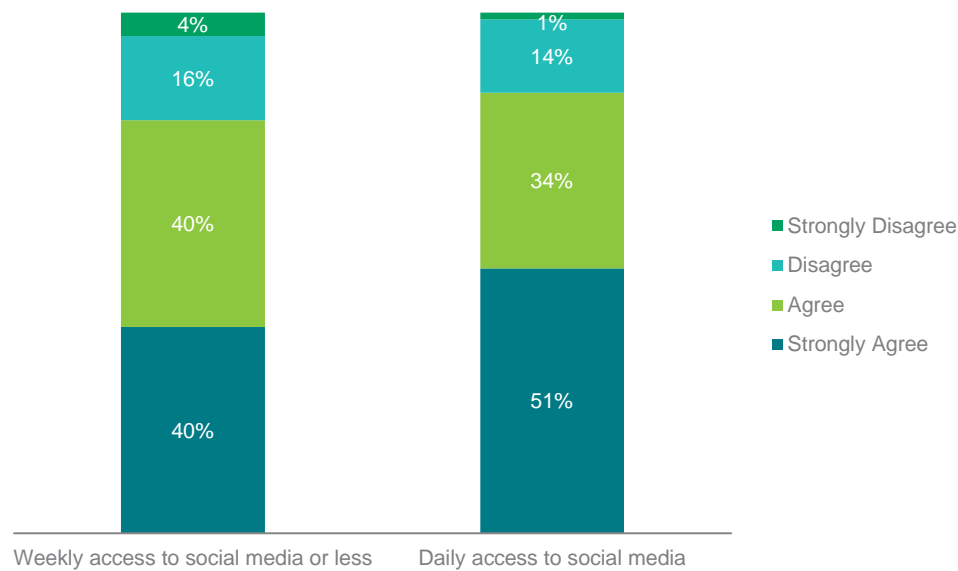
Access to social media was significantly different among the genders, different age groups and different educational levels of residents. Regarding age, younger residents were significantly more likely to access social media. The overwhelming majority (77%) of Qatari residents aged 18-30 years reported daily access to at least one social media platform, as compared to 68% of residents 31-40 years old, 57% of residents 41-40 years old, and 39% of residents over 51 years old. As for gender, males (64%) were significantly more like to daily access to at least one type of social media as compared to females (57%). Finally, attainment of higher education seemed to be positively and significantly associated with daily access to social media. The majority of residents with graduate degrees (62%), residents with post-secondary

degrees (68%), and those with secondary degrees (59%) reported daily access to at least one social media platform, as compared to 32% of those with less than secondary degrees.

Access to social media was associated with gender attitudes

Higher frequency of social media use seemed to be significantly associated with some gender attitudes displayed by the participants. Higher social media use was positively and significantly associated with gender equity statements regarding the status of women in the society. For example, those who reported using at least one type of social media daily were more likely to agree that “Men and women should share equal status in the society” (Figure 15-2). Similarly, residents with higher social media access also were significantly less likely to agree that “The leadership of the community should only be in the hands of men”. Higher social media access was also associated with the statement “Women should only study subjects that are geared to make them the best and most productive wives and mothers”.

Figure 2-15: Daily access of social media was positively and significantly associated with agreeing to the statement, “Men and women should share equal status in the society”



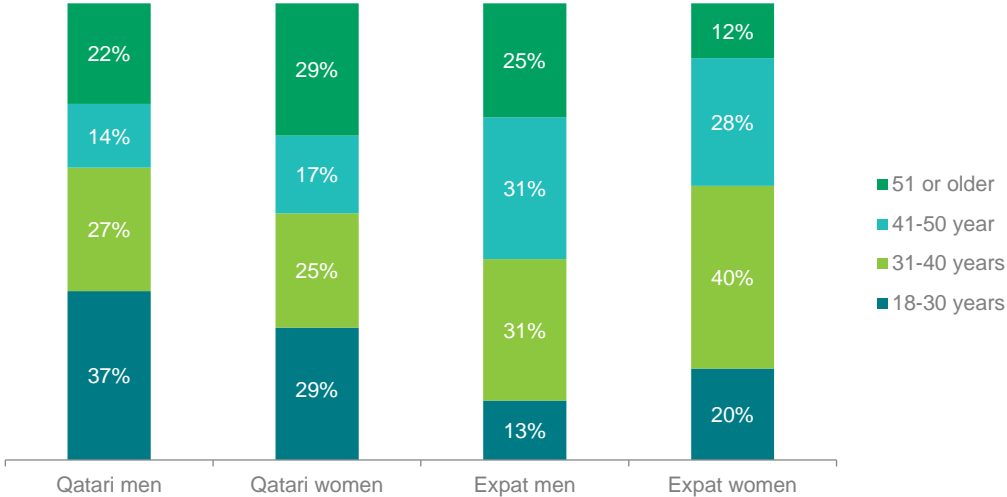
Gender Attitudes and Demographics

In the 2017 Omnibus, a number of general questions were used to obtain demographic information from respondents. This section presents responses to those questions across years where data permit. Demographic information has been presented throughout the report, alongside specific gender attitudes and beliefs.

After weighting, the sample included equal amounts of male and female respondents (50 percent each). The sample included 637 Qatari nationals and 719 expatriate residents of Qatar. After weighting, this corresponds to 25 percent Qataris and 75 percent expatriates. Qataris are oversampled relative to the total population of residents, to allow for across group comparisons. Across the sample, 81 percent of respondents were currently married while 19 percent were never married, divorced, or separated.

Qatari women are slightly older than men in the sample, but expatriate men are older

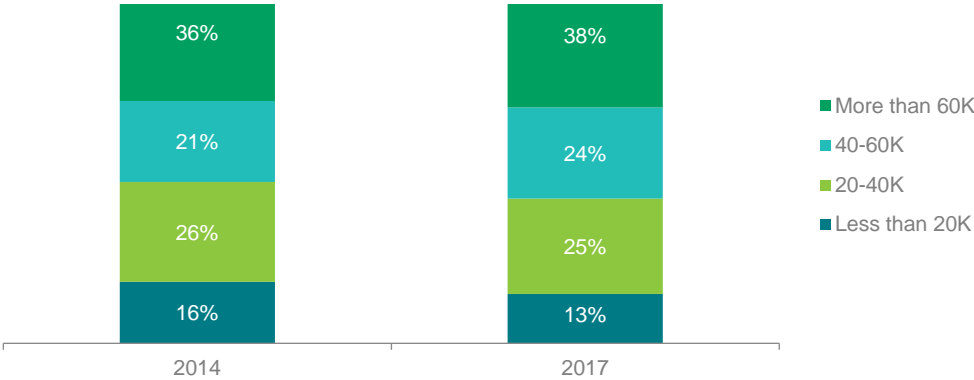
Figure 2-16: Age of sample respondents in 2017 by gender and nationality



The figure above shows the percent of respondents in five different age categories. Notably, both Qatar males and females are older than their expatriate counterparts. This is due to the fact that most remain in Qatar for the duration of their career, but do not retire in Qatar. In terms of differences between women and men, Qatari women are slightly older ($p < 0.05$), while expatriate women are slightly younger than expatriate men ($p < 0.00$).

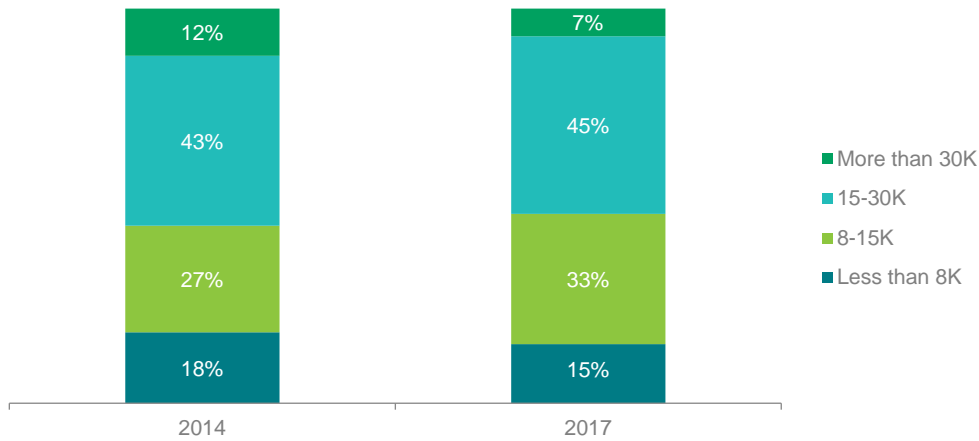
Qatari income is similar across categories between 2014 and 2017, while expat income has decreased slightly.

Figure 2-17: Monthly household income of Qatari respondents in 2014 and 2017



The second figure shows that the Qataris sampled in 2017 gave similar self-reported estimates of household monthly incomes to those sampled in 2014. Across both years, a plurality of respondents reported an income of 60 thousand Qatari Riyals or more per month.

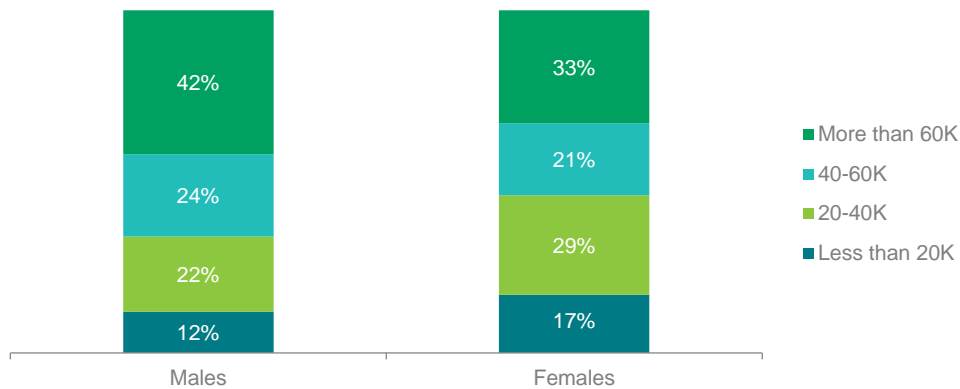
Figure 2-18: Monthly household income of expatriate respondents in 2014 and 2017



While expatriate incomes were very similar across categories between 2017 and 2017, the average income decreased slightly between the samples ($p < 0.01$). In both years, the plurality of respondents in the sample reported making between 15 and 30 thousand Qatari Riyals per month.

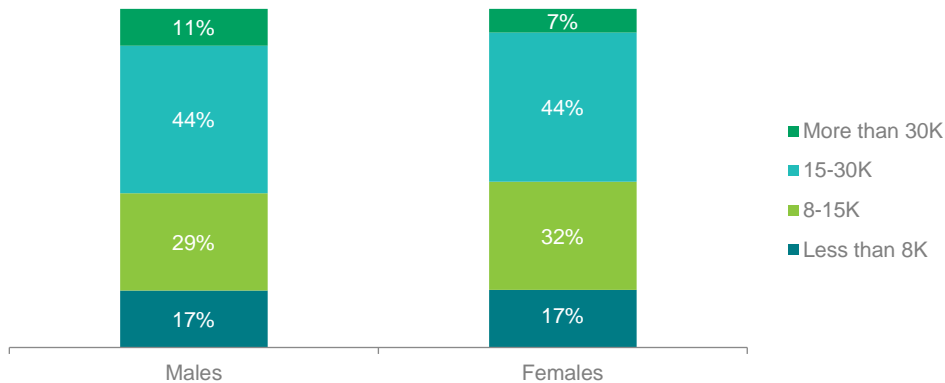
Qatari females report lower household incomes than men; expat females report the same household income as males in 2017

Figure 2-19: Monthly household income of Qatari respondents by gender in 2017



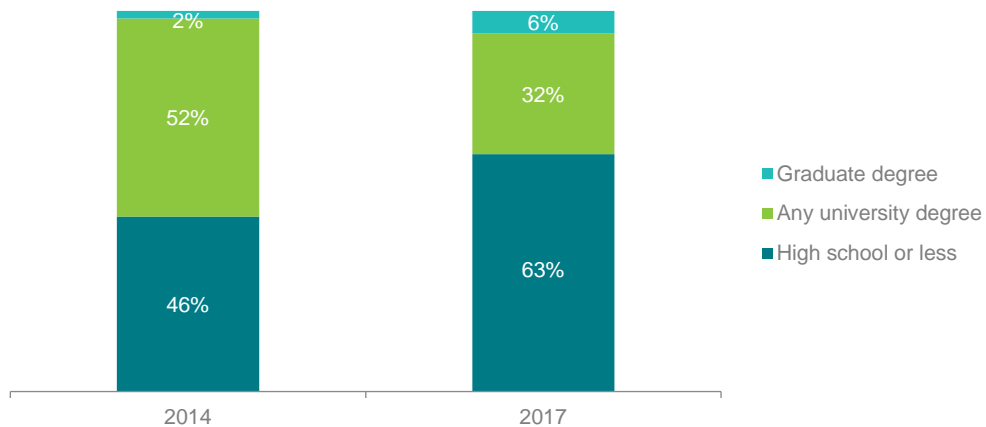
Interestingly, significantly fewer Qatari females reported monthly household incomes in the highest category ($p < 0.05$). However, the figure below shows there is no corresponding gender gap in reporting for expatriate females, whose estimates of household income closely mirror those of their male counterparts.

Figure 2-20: Monthly household income of expatriate respondents by gender in 2017



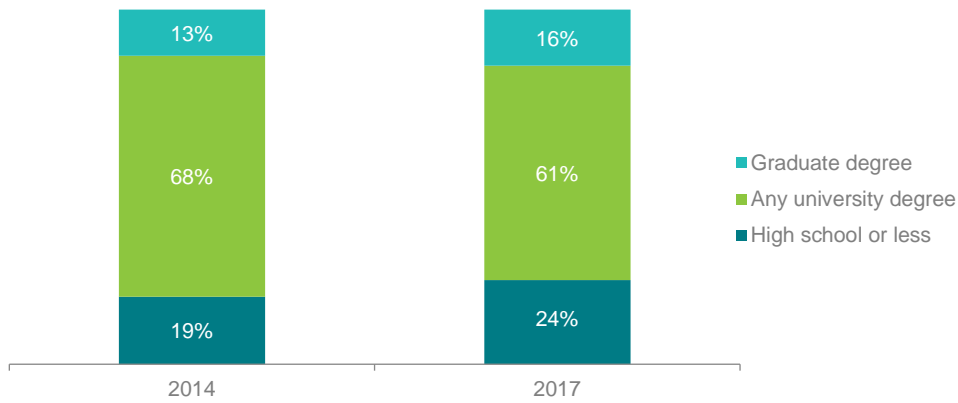
More Qataris have graduate degree in 2017 sample

Figure 2-21: Education levels of Qataris in 2014 and 2017



The figure above shows that the percentage of Qataris with a graduate degree increased between the 2014 and 2017. However, the 2017 sample included significantly fewer respondents with a college degree ($p < 0.00$). This difference likely owes to varying response rates between years, rather than a decrease in the population value of education.

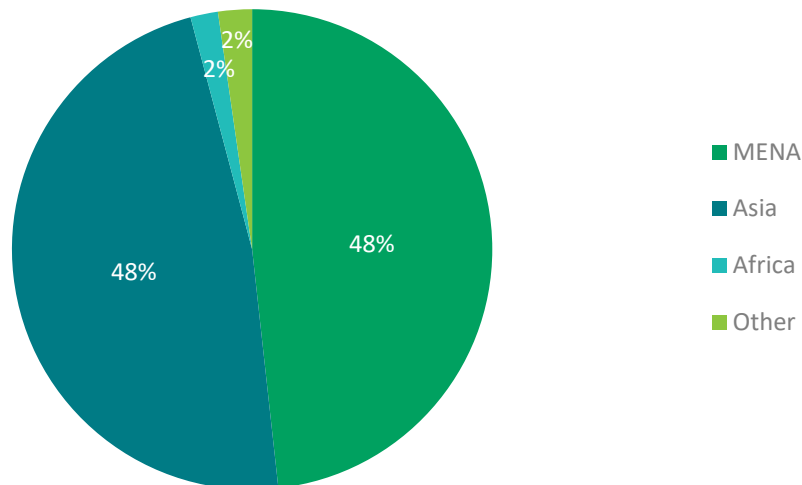
Figure 2-22: Education levels of expatriate respondents in 2014 and 2017



The average level of expatriate education also decreased slightly across years, but the difference is smaller and only weakly significant ($p=0.043$).

Expatriates come from countries in the MENA region or Asia

Figure 2-23: Nationality of expatriate respondents in 2017



The graph above demonstrates that around half of the expatriates (48%) in the sample hold a nationality from another country in the Middle East or North Africa region, with the largest nationality in this group being Egyptians. An equal amount (48%), come from Asia, with largest group holding Indian nationality. A much smaller amount (2%) come from sub-Saharan Africa, and other nations, such as those in Europe or North America, make up the remaining 2 percent of the survey sample.

III. POLITICAL VALUES AND ATTITUDES

The 2017 Omnibus survey featured a section on the political values and attitudes of Qataris and white-collar expatriates. It included, among others, questions about respondents' interest in politics, top national priorities, confidence in state institutions, and views regarding Qatar's rapid economic development. Nearly all of the questions in the 2017 survey were also fielded in previous Omnibus surveys, allowing for examination of trends over the period 2011-2017.

Political interest has decreased, but remains higher among Qataris than among expatriates

SESRI has gauged political interest among Qatari citizens and residents using a standard survey item since 2011. When asked to describe their degree of interest in local and regional politics, just below half (49%) of Qataris and a minority (31%) of white-collar expatriate residents report being either "very interested" or "somewhat interested" in 2017. This result represents an overall decrease in political interest, and a departure from the trend of growing interest in politics seen between 2011 and 2014. Over this period, the proportion of Qataris who reported being "very interested" or "somewhat interested" in politics grew from 56% to 70%, and the figure for white-collar expatriates grew from 46% to 53%. By contrast, from 2014 to 2017 the proportions of Qataris and white-collar expatriates who say they are "not at all" interested in local or regional politics increased significantly ($p < 0.05$) to 34% and 48%, respectively.

Table 3-1: Political Interest among Qataris

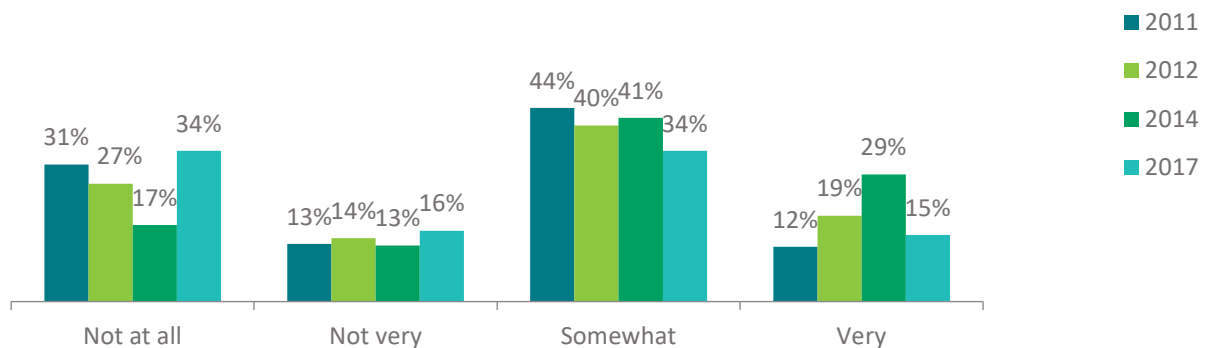
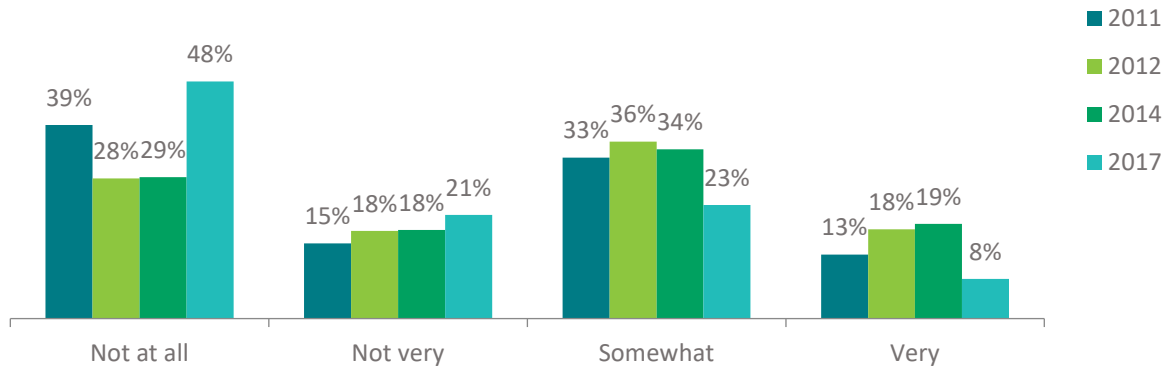


Figure 3-1: Political Interest among expatriates



Maintaining order remains top national priority

When asked in 2017 to select among four national goals, 82% of Qataris and nearly three-fourths of white-collar expatriates (73%) identified “maintaining order” as their top priority for Qatar. “Fighting rising prices” was the second most common response, at 12% for Qataris and 13% for white-collar expatriates, respectively. “Protecting freedom of opinion” and “giving people more say in important decisions” were less commonly cited in 2017. These results are depicted in Figures 3 and 4.

These results highlight several important changes and trends. First, the proportions of Qataris and expatriates who view “maintaining order” as the top national priority continue to grow. In 2011, only 37% of Qataris and 45% of expatriates chose this option as the paramount national goal, but these figures have increased significantly since then. Second, 2017 is the first year recorded by the Omnibus in which there is no statistically significant difference between the proportions of Qataris and white-collar expatriates who cite “fighting rising prices” as Qatar’s top priority. In 2012 and 2014, expatriates were around twice as likely as Qataris to choose this option. Conversely, in 2011 Qataris were significantly more likely ($p < 0.05$) than expatriates to choose combating inflation as Qatar’s most important goal. Lastly, the period of 2011-2017 witnessed a significant decrease in the proportions of Qataris and white-collar expatriates who cite “fighting rising prices” as the country’s top priority. In 2011, 47% of Qataris and 40% of expatriates chose this option, but by 2017 those figures had dropped to a mere 12% and 13%, respectively.

Figure 3-2: Top National Priorities among Qataris

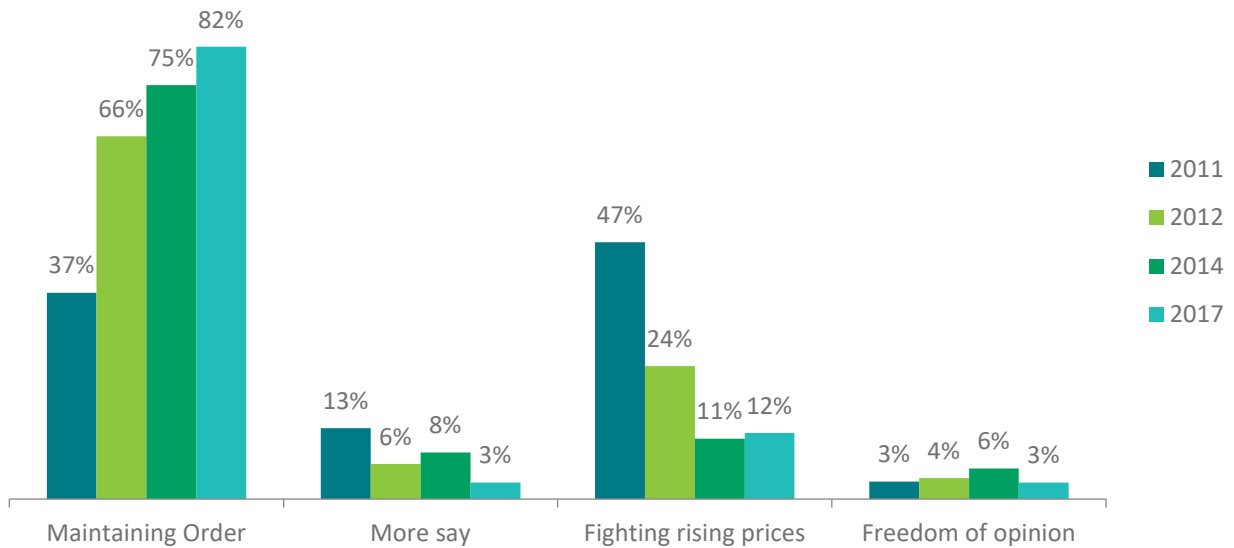
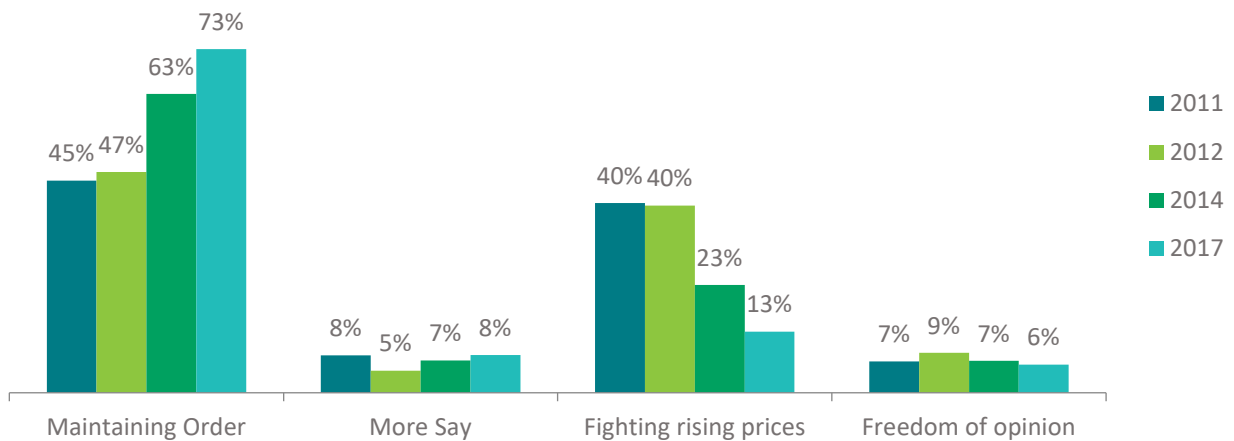


Figure 3-3: Top National Priorities among expatriates

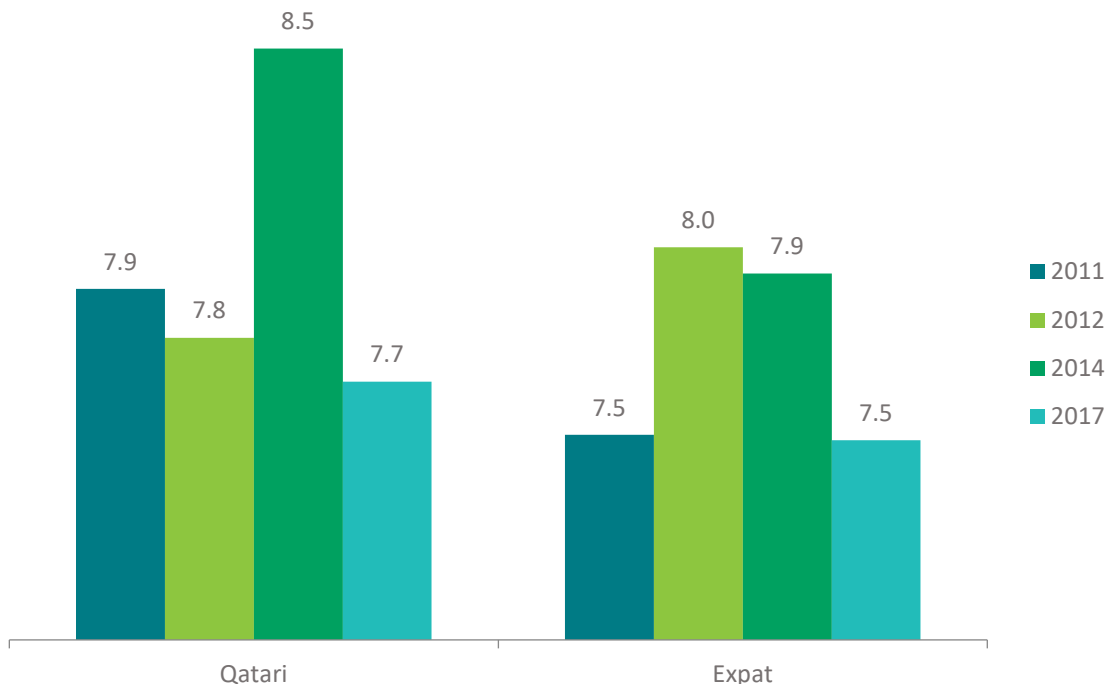


Importance of democracy has decreased among Qataris and expatriates

Since 2011, the Omnibus survey has asked Qatari and white-collar expatriates to rate how important it is to them to live in a country that is governed democratically. The responses were measured on a scale from one to ten, where one is “not at all important” and ten is “absolutely important”. Figure 5 displays the average level of importance for Qataris and white-collar expatriates. From 2014 to 2017, there was a significant

decrease ($p < 0.05$) in the importance of democracy for both groups, the drop among Qataris being especially large. However, it should be noted that the average importance of democracy among Qataris in 2014 was uniquely high, and the averages in 2011 and 2012 are not significantly different than that in 2017. Therefore, the decrease in the importance of democracy seen among Qataris from 2014 to 2017 may not signal a trend of decreasing importance of democracy, but rather a return to normal levels, with 2014 being an exceptional year. In addition, there was no statistically significant difference between Qataris and white-collar expatriates regarding the importance of democracy in 2017.

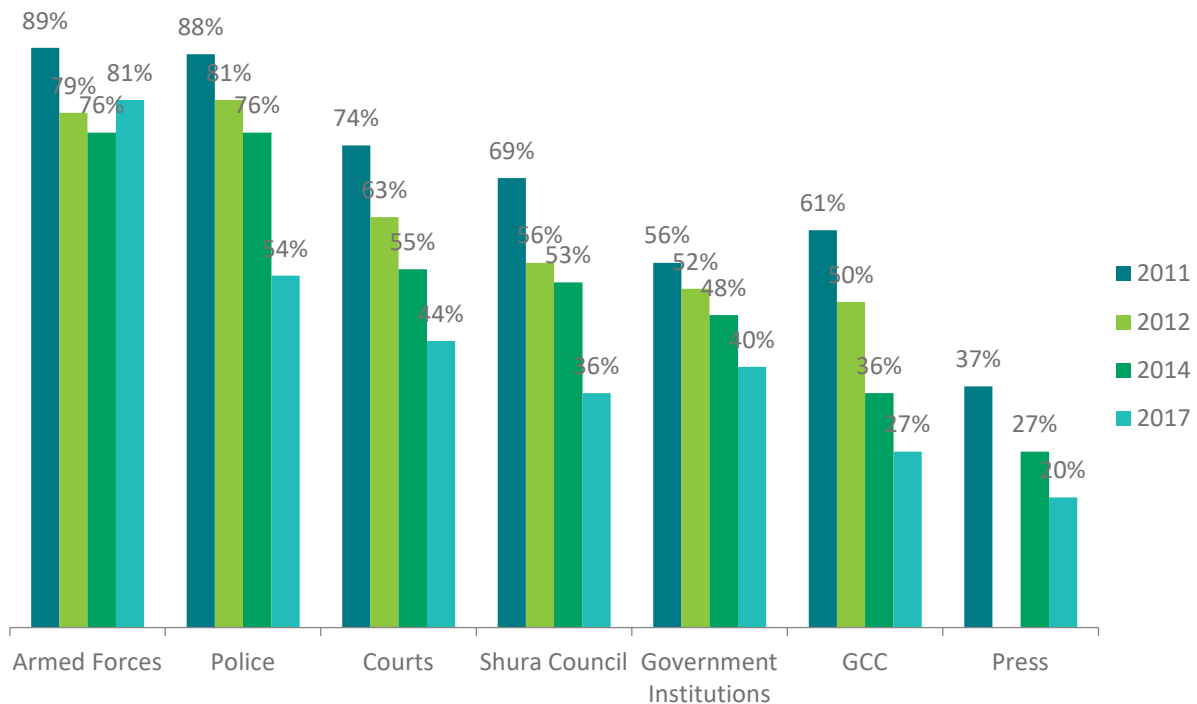
Figure 3-4: Average importance of Democracy



Police and armed forces garner highest confidence, though overall confidence has declined for nearly all institutions

The 2017 Omnibus survey asked Qatari respondents to rate their confidence in a number of important national institutions, and Figure 3-6 reports the proportion of Qataris who said they had a “great deal of confidence” in a given institution. The responses reveal two major trends. First, the armed forces and police are associated with the highest levels of confidence in all years. Second, confidence in all institutions except the armed forces has decreased dramatically since 2014. For example, although the police still garner the second highest level of confidence overall, the proportion of respondents who report having “a great deal of confidence” in the police has decreased significantly ($p < 0.000$) from 76% in 2014 to 54% in 2017. Confidence in the Shura Council has also decreased by a particularly large margin, from 53% in 2014 to 36% in 2017. What’s more, this trend of decreasing confidence in nearly every national institution has been observed since 2012. Survey results also reveal that the press consistently receives the lowest confidence ratings (though there is no data for confidence in the press from 2012), and that confidence in the armed forces did not change significantly between 2014 and 2017.

Figure 3-5: Confidence in Important National Institutions among Qataris

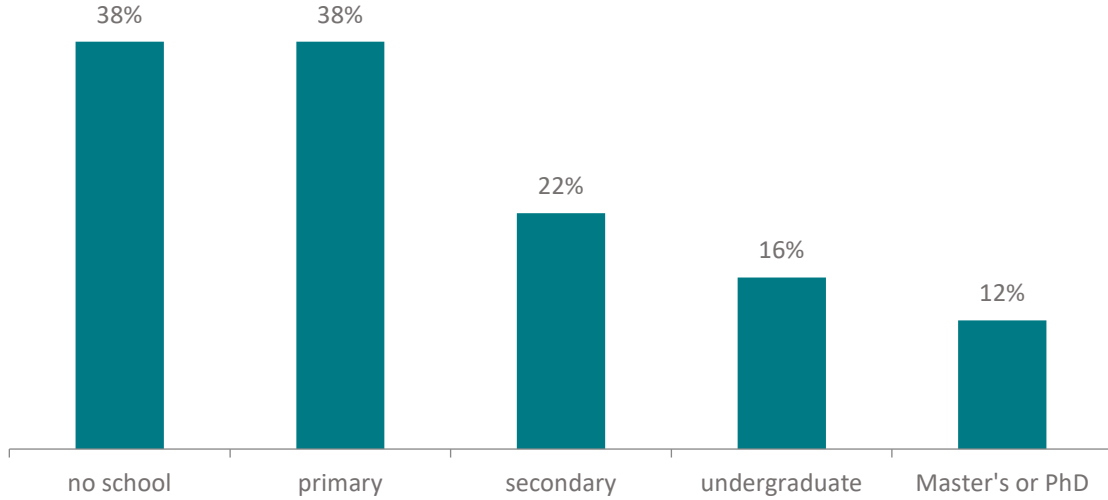


This report will now examine how confidence in the courts, the Shura Council, and government institutions varies according to demographic factors. Researchers took the average of the separate confidence levels reported for these three institutions in order to create a single value showing each respondent’s confidence in aggregate. These specific institutions were selected because they represent the judicial, legislative, and executive capacities of the government, and therefore capture a wide range of state functions. While the armed forces may also be considered an arm of the executive branch, confidence ratings for the armed forces in Qatar and across the Arab world are exceptionally high,¹ and therefore are not well suited for an analysis of variation between subpopulations.

Education has a significant impact on Qatari respondents’ confidence in the courts, the Shura Council, and government institutions. According to survey results, Qatari citizens with higher levels of education tend to have less confidence in this set of institutions. For example, 38% of Qatari respondents with only a primary school education report having “a great deal of confidence” in these institutions, but this figure drops to 22% among Qatari respondents who completed secondary school but did not attend university. Qataris with a Master’s degree or PhD have the least confidence in these institutions, with only 12% of this group reporting “a great deal of confidence” in them. (There is no significant difference between the confidence levels reported by Qataris with a bachelor’s degree and those who completed secondary school but did not attend university). Figure 7 shows the proportions of Qatari respondents, separated by education level, that report having a “great deal of confidence” in the courts, the Shura Council, and government institutions.

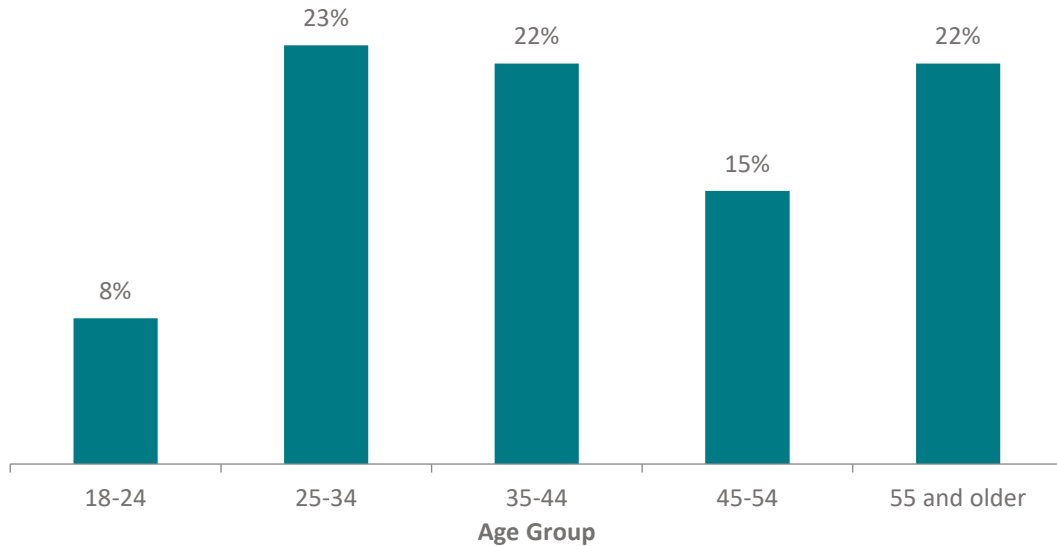
¹ Arab Barometer Country Reports, 2012-2017. <http://www.arabbarometer.org/country-report>

Figure 3-6: Proportion of Qataris reporting “a great deal of confidence” in selected national institutions, by education level



Age also has a significant effect on Qatari respondents' confidence in the courts, the Shura Council, and government institutions. The 2017 Omnibus survey found that Qatari citizens between the ages of 18 and 24 have significantly ($p < 0.05$) less confidence in these institutions than older citizens. Only 8% of Qataris in the 18-24 age group report having “a great deal” of confidence in these three institutions, compared to figures ranging from 15% to 23% for all other age groups, and 20% overall. Results from previous Omnibus surveys reveal a similar relationship between age and confidence in the courts, Shura Council, and government institutions. In 2012 and 2014, Qatari respondents in the 55 and older age group had significantly ($p < 0.05$) more confidence in these three national institutions than Qatari respondents in any other age group. While this finding differs from that in the 2017 survey, both results suggest that older Qatari citizens tend to have more confidence in these national institutions than younger citizens. Figure 8 shows the proportion of Qatari respondents in different age groups that have “a great deal of confidence” in the courts, the Shura Council, and government institutions.

Figure 3-7: Proportion of Qataris reporting “a great deal of confidence” in selected national institutions, by age group



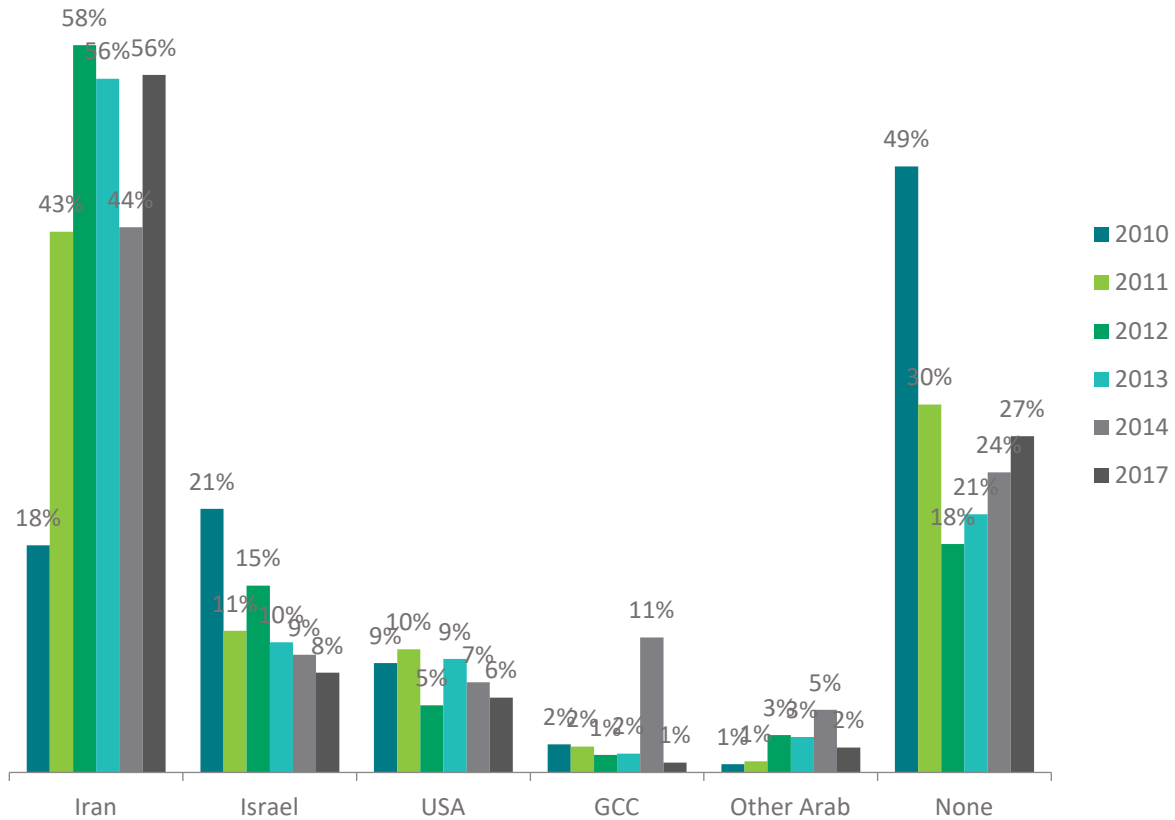
Qataris continue to perceive Iran as greatest nation-state challenge

Since 2010, the Omnibus and other SESRI surveys have asked Qataris to name the country that they feel “poses the greatest challenge to the security and stability” of each of the following: The Arab world, the Gulf region, and finally Qatar in particular. The past seven years have seen marked shifts in the threat perceptions among Qataris with respect to the final question about external challenges to Qatar’s own security and stability.

Iran remains the most commonly cited nation-state challenge, garnering 56% of all valid responses in 2017. Iran has been the most popular response to this question since 2011 that is in the post-Arab Spring period, despite some changes in the exact proportion of Qataris giving this answer. For example, from 2013 to 2014, the proportion of responses naming Iran dropped from 56% to 44%. While this decrease is notable, Iran remained the most common choice by a significant margin.

The perceived challenge posed by other GCC countries also has changed over the last several years. As of May 2017, only 1% of respondents named a fellow GCC member as the greatest challenge to Qatar’s stability. From 2010 to 2013, this figure was similarly small, ranging from 1% to 2%. However, in 2014 this proportion jumped to 11%, a dramatic increase from previous levels. This spike in threats perceived from other GCC states in 2014 was likely linked to the withdrawal of some GCC ambassadors from Qatar in 2014 amid a diplomatic dispute. Notably, then, by 2017 views about the challenge posed by other GCC states returned to typical, low levels, but one expects that this result would be different had the 2017 Omnibus survey been fielded after the onset of the now-ongoing economic blockade launched by several GCC members against Qatar.

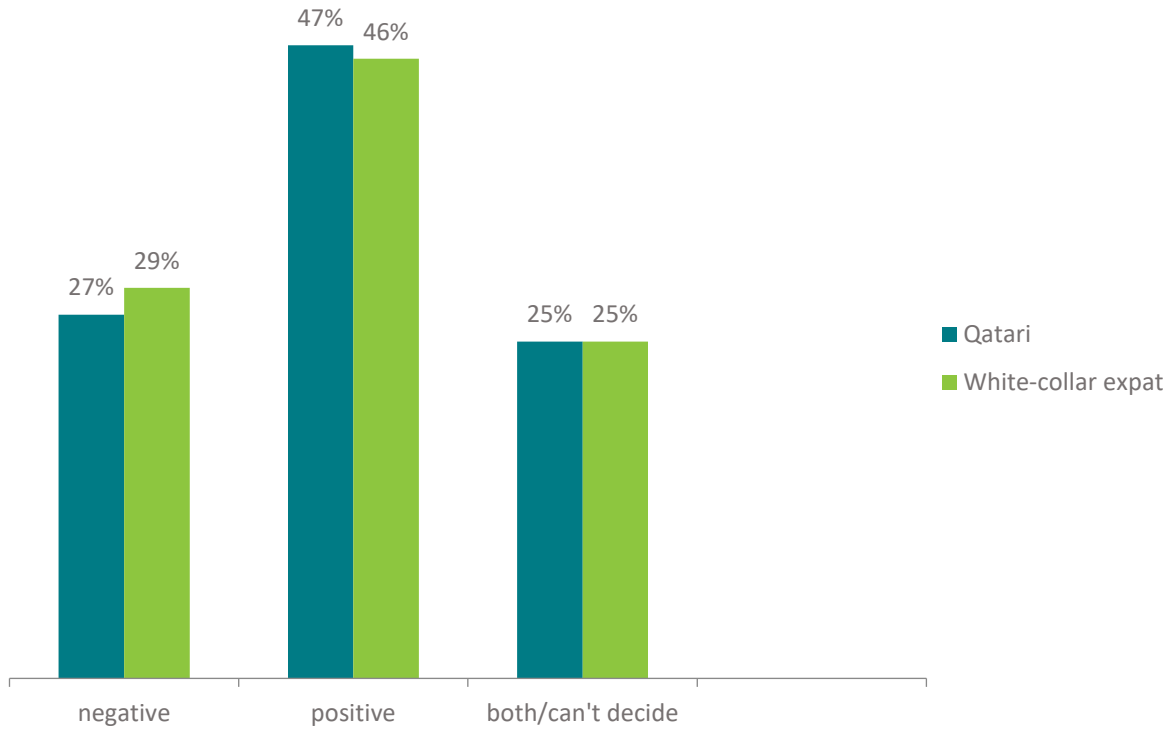
Figure 3-8: Countries Posing “Greatest Challenge” to the Security and Stability of Qatar



Qataris and white-collar expatriates have similar views on Qatar’s rapid development

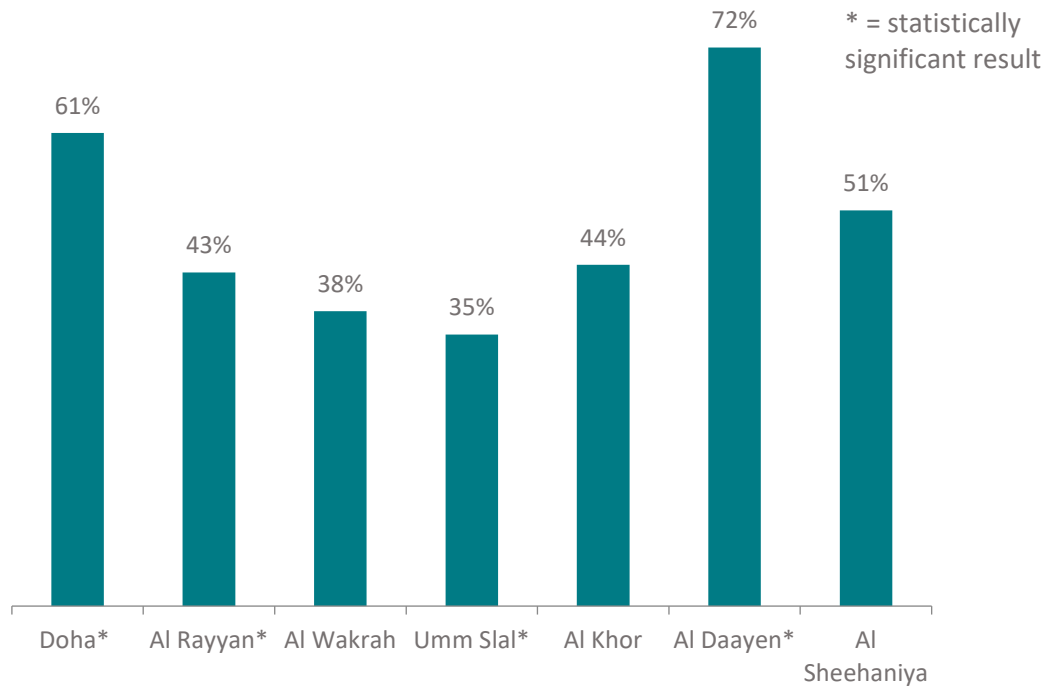
The 2017 Omnibus survey included a new question that asked Qataris and white-collar expatriates to select between the following two statements about Qatar’s rapid social and economic development: (1) “Qatar’s rapid development has brought too much traffic congestion, labor trouble, and dependence on expatriates and immigrants. It would be better if Qatar developed more slowly” or (2) “Qatar’s rapid development has raised living standards, increased international recognition, and brought significant advances in education, employment, and many other areas. No change in the pace and scope of development in Qatar is needed.” (While being asked to choose, respondents could also volunteer that they agreed with both statements or couldn’t choose between them.) The results for Qataris and white-collar expatriates are strikingly similar, and reveal a largely positive view of Qatar’s development strategy. Only 27% of Qataris and 29% of expatriates expressed reservations about the pace and scope of Qatar’s development, whereas 47% of Qataris and 46% of expatriates felt that the positives of development outweighed the negatives and that no change is needed. Another 25% of respondents from both groups said that they agree with both statements or can’t choose between them. Notably, there is no statistically significant difference between the proportion of Qatari citizens and white-collar expatriates that selected any response option.

Figure 3-9: Views on Qatar's rapid social and economic develop among Qataris and expatriates



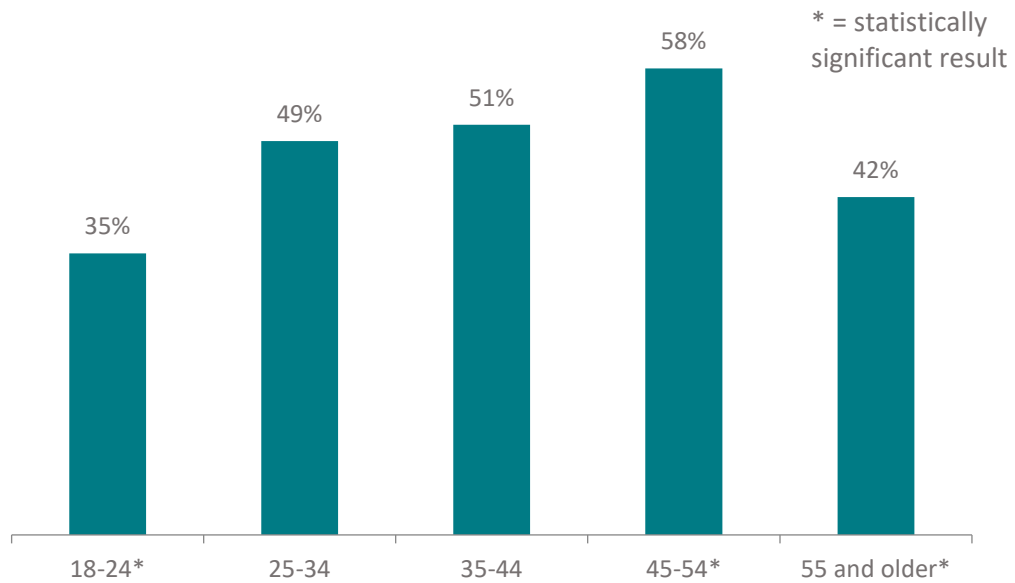
However, among Qatari citizens, views towards Qatar's development differ significantly between municipalities. Survey results reveal that Qataris living in Doha and Al Daayen hold significantly ($p < 0.05$) more positive views about Qatar's rapid development than Qataris living in Al Rayyan or Umm Slal. 72% of Qataris in Al Daayen and 61% of those in Doha view the country's development as positive, whereas in Al Rayyan and Umm Slal that figure drops to 43% and 35%, respectively. These differences may stem from the different impacts, pace, and progress of development in different parts of the country. The views of Qatari respondents in Al Wakrah, Al Khor, and Al Sheehaniya did not significantly differ from the views of Qatari respondents in other municipalities. Figure 11 displays the proportion of Qatari respondents in various municipalities that report positive views of the country's development.

Figure 3-10: Proportion of Qatari citizens that view development as positive, by municipality



Age also has an important impact on how Qatari citizens view the country's rapid development. Qatari respondents between the ages of 45 and 54 years old express significantly ($p < 0.05$) more positive views about Qatar's social and economic changes than those in the 18-24 or 55 and older age groups (responses of Qatari citizens aged 25-44 did not differ significantly from any group). 58% of respondents aged 45-54 years old describe the country's development as positive, whereas only 35% of respondents aged 18-24 years old and 42% of those 55 and older express the same view. This disparity in views may be driven by differences in how various generations have experienced Qatar's economic development. Figure 12 shows the proportion of Qatari respondents in different age groups that report positive views of the country's development.

Figure 3-11: Proportion of Qatari citizens that view development as positive, by age group



Notably, household income does not significantly impact how Qatari respondents' view the country's rapid development. This finding suggests that Qatari citizens' views of social and economic change in Qatar are not based on the personal financial benefit that this change may have brought, but rather on experiences with larger shifts in Qatari society. For example, Qataris who view the development as positive may do so because they see the increased international recognition or educational opportunities that have accompanied this development as very beneficial to the country. Conversely, those who hold negative views of development may do so because they see extensive construction or dependence on expatriates as detriments to Qatari society that outweigh the economic benefits of development.

IV. MEASURING SATISFACTION OF E-GOVERNMENT AND TRANSPARENCY IN THE STATE OF QATAR

Using the Internet, governments can gain huge benefits in terms of savings in their national expenditure, dissemination of public information, and provision of services in more efficient and effective ways than were previously possible. Consequently, e-Government has become a global phenomenon. Governments, both in the developed and developing world, are making significant investments in order to gain more efficient, open and interactive government. However, the general public's acceptance of e-Government has lagged behind expectations in many parts of the world. Governments worldwide are now embracing Web 2.0 technologies to increase the adoption of their e-Government systems, by further opening up their systems and transactions towards more transparent and participative government.

The e-Government initiative in Qatar started back in year 2000 with moderate adoption rates so far. In order to achieve more transparent, effective and accountable government, the Qatari e-Government portal started opening up some of its information by embracing new tools of communication using latest Web 2.0 Technologies. This part of Qatar's University Omnibus Study strives to understand these changes and its implications on the actual usage of "*Hukoomi*", the e-Government portal in Qatar.

This report is based on results from the Omnibus survey which was conducted by the Social and Economic Survey Research Institute (SESRI) in June 2017. The survey collected data on 637 Qatari households and 719 white-collar expatriate households.

The survey consisted of 12 main questions that were divided in three main themes and aspects of e-Government systems. The results of that survey is further explored and explained in the following sections.

Satisfaction with e-government

This part presents the findings of the first three questions where respondents were asked to assess their general satisfaction about the Qatar's e-Government system and its accomplishments since its inception in 2000 with the aim to offer many public services online via Qatar's e-Government portal, and becoming a fully integrated, paperless government.

Most respondents are very satisfied with Qatar's e-government system

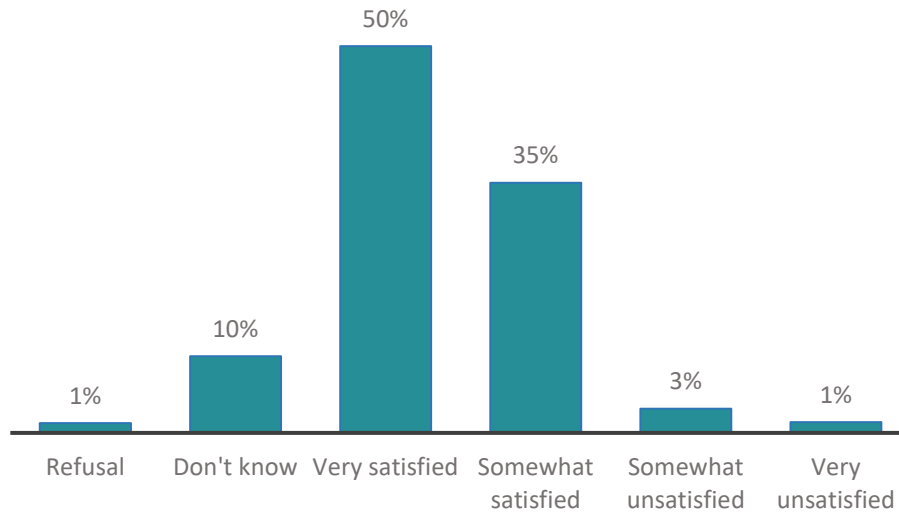
As can be seen from Table 4-1, the highest category of respondents answered to that question confirming that they (Very satisfied) by frequency (691) percentage (50%), but the lowest category (Refusal) by frequency (18) percentage (1%).

Table 4-1: Frequencies and percentages for satisfaction extent with Qatar's e-Government system

Variable	Categories	Frequency	Percent
	Refusal	18	1
	Don't know	137	10
	Very satisfied	691	50
	Somewhat satisfied	448	35
	Somewhat unsatisfied	43	3
	Very unsatisfied	19	1
	Total	1356	100.0

The results of the first question can be depicted as follows in the figure 1, which clearly indicates a high rate of satisfaction levels among the respondents of the survey that of almost 85% between being very satisfied and somewhat satisfied.

Figure 4-1: Extent of satisfaction with Qatar’s e-Government system



Respondents depend greatly on Qatar’s e-government

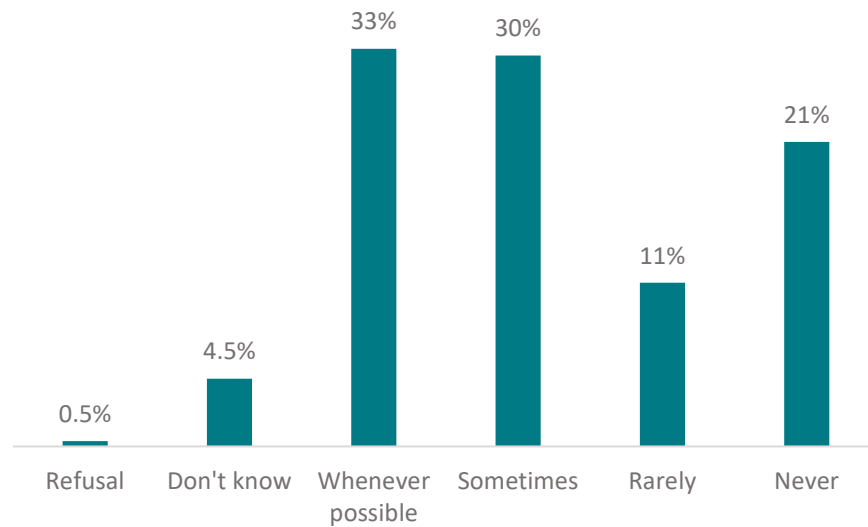
To assess the efficiency of the e-government system, participants were asked how much they relied on it. Table 4-2 below indicates that users in Qatar use online services offered by the e-Government system moderately with percentages reaching almost 60 percent. The data in the table below indicates that most of the study sample using these online services is (Whenever) possible (33%), and (Sometimes) (30%).

Table 4-2: Frequencies and percentages to assess the user adoption of the e-Government system

Variable	Categories	Frequency	Percent
	Refusal	6	0.5
	Don't know	69	4.5
	Whenever possible	405	33
	Sometimes	398	30
	Rarely	167	11
	Never	311	21
	Total	1356	100.0

Furthermore, the results can also be depicted as follows in the next figure.

Figure 4-2: The efficiency and the user adoption of the e-Government system



“Metrash” the most used service from all other E-government services

Respondents were asked to name the main government online services from “Hukoomi” portal that they mostly use, and the answers of the first open-ended question in this survey is explained as follows.

The majority of respondents indicate that the mostly used government online services are “Metrash” and all other services related and delivered by the Ministry of Interior (MOI) in the state of Qatar. Those services were mentioned in more than one version and example such as renewing residency permits, visa services, traffic violations, visa tracking, exit permit services, and *Metrash* in general. For example, the answer of one participant was visa renewal and visa services, while another respondent’s answer was ‘exit permit services’.

Some other respondents also mention Municipality services as well, health care services and even Kahramaa services such as paying electricity and water bills. The answers again came in different versions. For instance, regarding the health card renewal, one participant answered ‘health care service’, while another answered ‘medical card renewal, and also renewal of medical health card’.

The role of social media and mobile applications

Most participants prefer modern means of communication to request government services

For the purpose of facilitating, many government agencies have recently begun to interact with their audience through some platforms and social media (such as Twitter, Facebook and others) and began to provide their services through smart phone applications (such as *Metrash* and *Baladiya*). Respondents were asked about their use of these devices whether it is to communicate or to request government services.

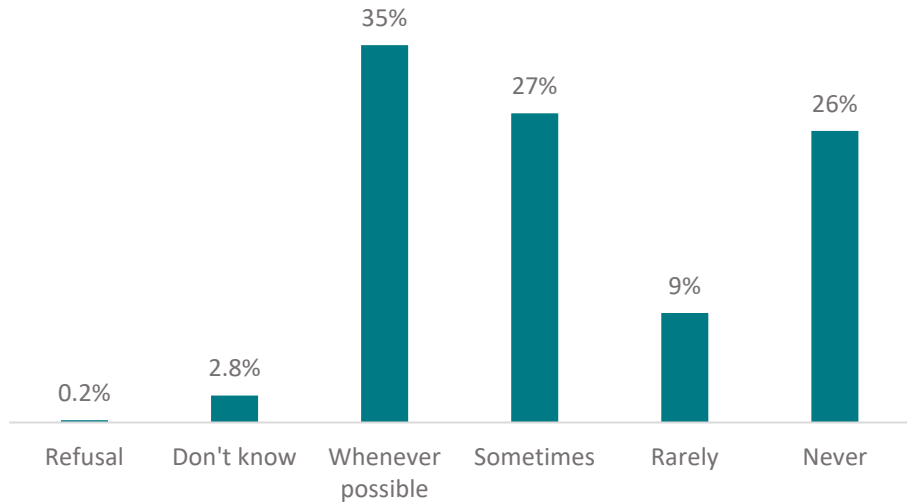
Table 4-3 depicts by numbers the frequencies for (which degree do you use these new ways of communication?) question, the highest category is (Whenever possible) by frequency (459) percentage (35%), but the lowest category (Refusal) by frequency (3) percentage (0.2%).

Table 4-3: Frequencies and percentages for using new ways of communication

Variable	Categories	Frequency	Percent
	Refusal	3	0.2
	Don't know	32	2.8
	Whenever possible	459	35
	Sometimes	375	27
	Rarely	133	9
	Never	354	26
	Total	1356	100.0

Another representation of the received responses can be seen in the following figure:

Figure 4-3: Degree of use new ways of communication



Mobile phone apps are the best

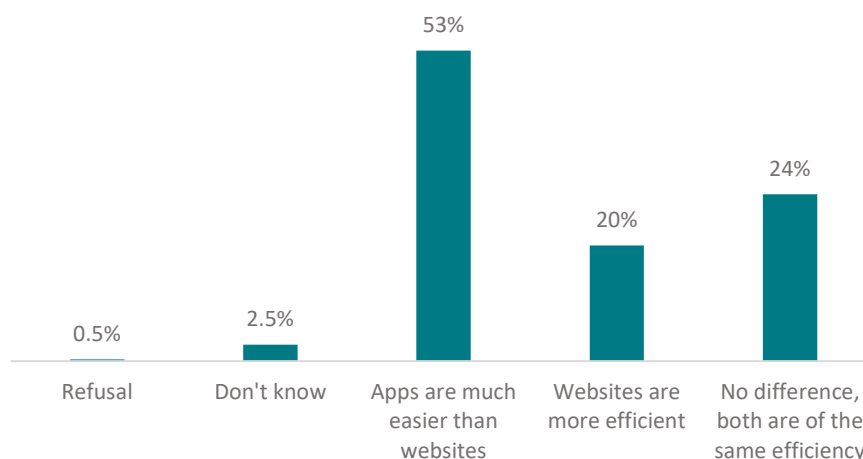
Respondents were asked how they preferred phone applications to websites. Table 4-4 shows that respondents prefer using these Mobile applications more than or rather than using regular websites, the highest category (Apps are much easier than websites) by frequency (689) percentage (53%), but the lowest categories (Refusal) by frequency (4) percentage (0.5%).

Table 4-4: Frequencies and percentages for using Mobile applications more than using regular websites

Variable	Categories	Frequency	Percent
	Refusal	4	0.5
	Don't know	37	2.5
	Apps are much easier than websites	689	53
	Websites are more efficient	256	24
	No difference, both are of the same efficiency	370	20
	Total		100.0

Another representation of the received responses can be seen in the following figure:

Figure 4-4: The extent of using Mobile applications over the regular websites



“Metrash” app is the most widely used government phone application

Regarding the most important government mobile applications, participants were asked about the most important governmental mobile applications used (for example, Metrash, Baladiya, etc.) The participants’ responses were extracted and analyzed for naming the main government mobile applications that they most often use, and the majority of responses indicates that the mostly used government mobile application by far are Metrash application offered by the Ministry of Interior. The second one is the Baladiya application with moderate frequency. Again those responses existed in many versions. For example, the answer of one participant for that question was Metrash 2; another answer was ‘Baladiya and Metrash’.

Facebook and Twitter applications are at the top of the list of most commonly used social networking programs

After “Metrash” being on top of the list of government mobile applications, participants were asked about the main social networking programs that are often used to communicate with any government agency (Twitter, Facebook, Instagram etc).The participants’ responses were extracted and analyzed for naming

the main social media platform that they prefer to interact with the government by, and the majority of responses indicates that the mostly used social media programs by far are Facebook and Twitter applications. Other applications such as Instagram, and WhatsApp were also mentioned, however in very moderate frequencies.

Government transparency and the way forward

Participants prefer having government information in the e-government system rather than having general electronic services only

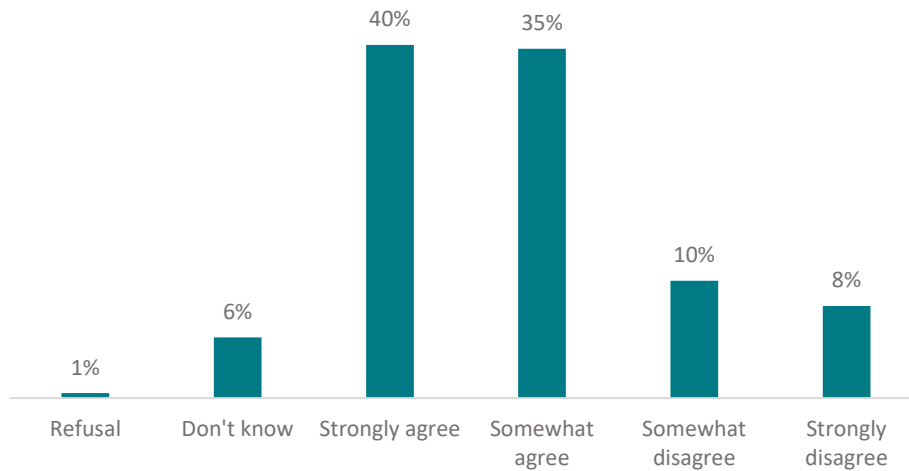
Research indicates that the rate of e-government system usage in Qatar is very low. Accordingly, participants were asked whether they agreed that it would be better to provide more government information and increase government transparency rather than providing electronic services that may not be used. Table 5 shows that respondents prefer by far (more than 70% of 1356 respondents) the provision of government information and the disclosure of internal government knowledge rather than merely providing online services that may or may not be utilized that often.

Table 4-5: Frequencies and percentages of providing government information and increase government transparency over online services

Variable	Categories	Frequency	Percent
	Refusal	7	1
	Don't know	84	6
	Strongly agree	490	40
	Somewhat agree	484	35
	Somewhat disagree	163	10
	Strongly disagree	128	8
	Total	1356	100.0

Another representation of the received responses can be seen in the following figure:

Figure 4-5: Provision of government information in e-Government system



Increased government openness improves the relationship between the government and all users of its services

To gain a better understanding of government transparency, respondents were asked about their agreement with this statement: “Do you agree that disclosing more government information to increase government transparency would, not only increase the openness in the government procedures and regulations, but it will also have a positive impact on the government-citizen relationship by enhancing the trust in the government? “

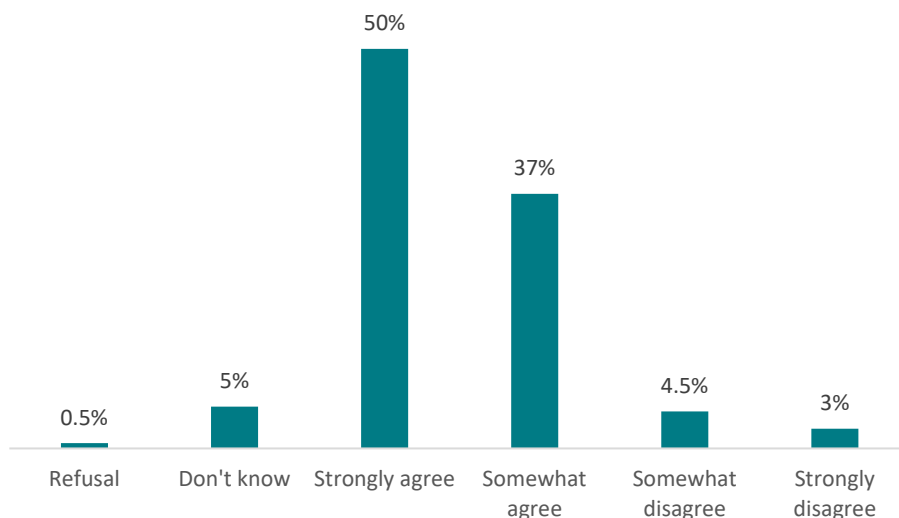
Table 4-6 shows that respondents reemphasize (by dominant frequency of almost 85% with only 8% of disagreement) that their relationship with government will be impacted much more positively if more government information is being disclosed to the public. Thus, there is a high need to increase the openness in the government for a better government-public relationship.

Table 4-6: Frequencies and percentages to impact the government-citizen relationship by disclosing more government information

Variable	Categories	Frequency	Percent
	Refusal	9	0.5
	Don't know	75	5
	Strongly agree	714	50
	Somewhat agree	456	37
	Somewhat disagree	67	4.5
	Strongly disagree	35	3
	Total	1356	100.0

Another representation of the received responses can be seen in the following figure:

Figure 4-6: Government's-information disclosure impact on government-public's relationship



The vast majority of respondents would like to know government information related to traffic accidents and their location

When participants were asked to name the main government information that they would like it to be disclosed by the government, the majority of responses indicates that the mostly needed government information is that related to traffic accidents as well as to medical information such as success rates of medical surgeries/operations, and so on. Other information such as tendering process was also mentioned in moderate frequencies. Some respondents even mentioned “all information” as they say the government is required to disclose everything to its citizens.

Participants generally support implementing more transparency laws

Most countries of the world signed the United Nation’s Convention against Corruption, including Qatar and all GCC countries (140 out of 181 UN state members). Qatar has signed and ratified that convention in 2007, however Qatar does not implement some Transparency Laws till now, such as Freedom of Information. Respondents were asked if they agree that implementing such laws would increase the level of transparency and the openness in the country.

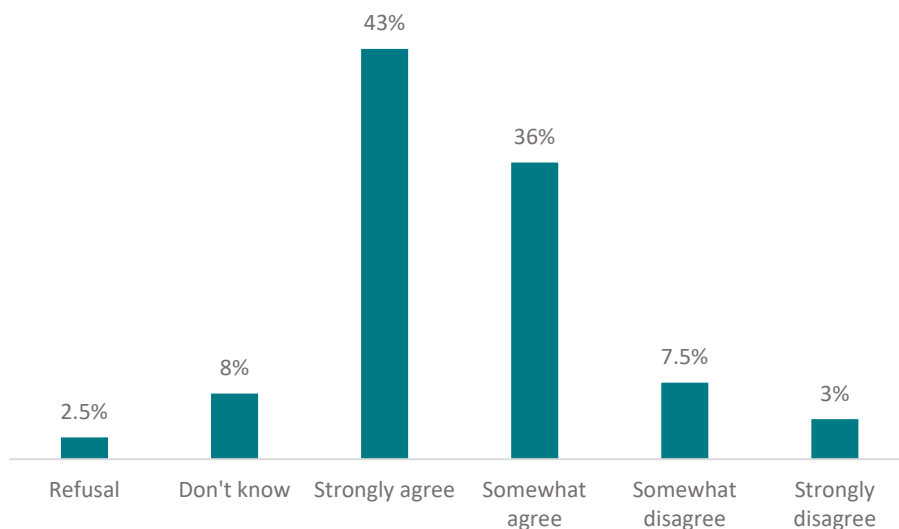
Table 4-7 shows that there is a high tendency and agreement on the above question as respondents in general are in favour of implementing more transparency laws that would abide the government to be more disclosed. The highest category is (Strongly agree) by a frequency of (611) percentage (43%), and the lowest category (Refusal) by frequency (32) percentage (2.5%).

Table 4-7: Frequencies and percentages of implementing laws related to the UN's Convention against Corruption

Variable	Categories	Frequency	Percent %
	Refusal	32	2.5
	Don't know	97	8
	Strongly agree	611	43
	Somewhat agree	442	36
	Somewhat disagree	114	7.5
	Strongly disagree	60	3
	Total		100.0

Another representation of the received responses can be seen in the following figure:

Figure 4-7: Preference of implementing laws related to the UN's Convention against Corruption



Participants generally support implementing more transparency laws

To assess people's perceptions of Qatar's financial disclosure law², participants were asked whether they agreed that the application of this law would increase the level of transparency and openness in the country.

Table 8 shows that there is a high tendency and agreement as respondents in general are in favour of implementing laws such as Financial Disclosure Laws because of both its importance and the positive impact it will have by increasing the trust level of the government. The highest category (Strongly agree) by frequency (582) percentage (37%), but the lowest category (Refusal) by frequency (37) percentage (3%).

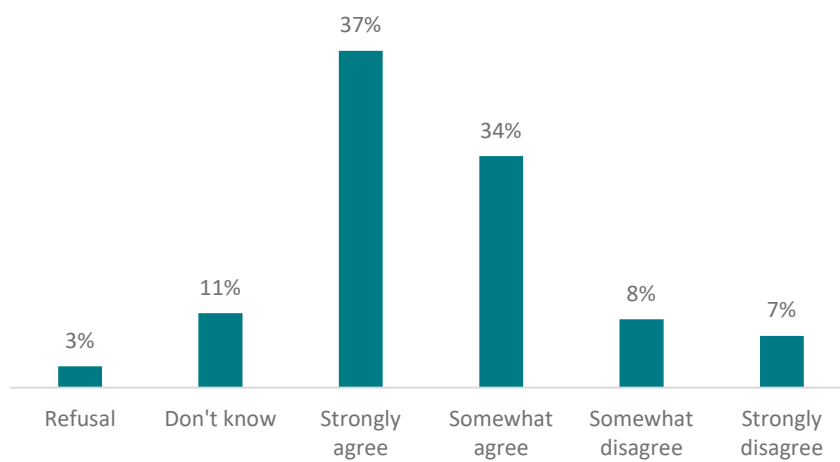
² Kuwait has recently promulgated the Financial Disclosure Act and implemented it through clear rules and regulations binding on all public sector employees.

Table 4-8: Frequencies and percentages to implementing laws in the Law of Financial Disclosure

Variable	Categories	Frequency	Percent
	Refusal	37	3
	Don't know	129	11
	Strongly agree	582	37
	Somewhat agree	400	34
	Somewhat disagree	118	8
	Strongly disagree	90	7
	Total		100.0

Another representation of the received responses can be seen in the following figure:

Figure 4-8: Implementing laws in the Law of Financial Disclosure



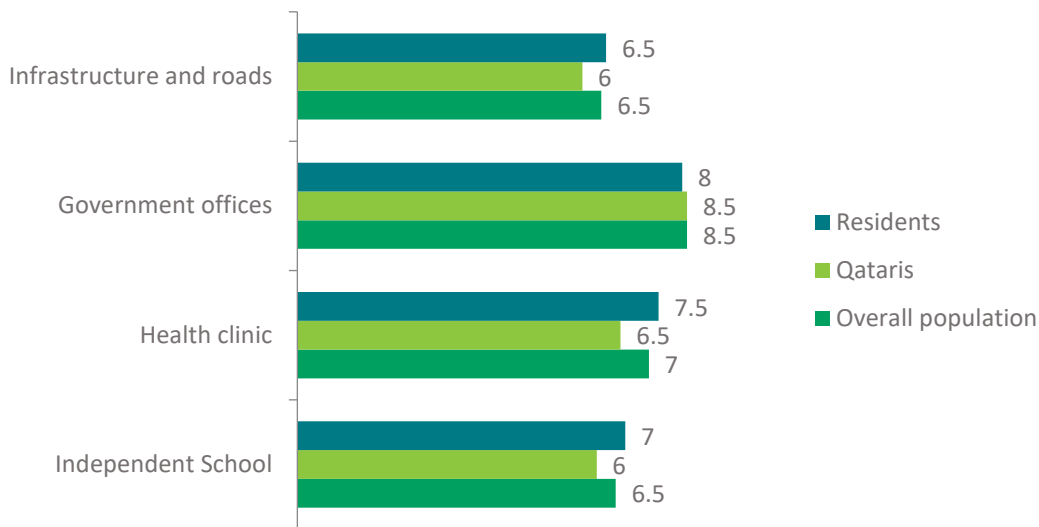
V. SATISFACTION OF CITIZENS AND EXPATRIATES OF LOCAL PUBLIC SERVICES IN 2017

Satisfaction with public services

Residents are more satisfied with their local public services than Qataris

Respondents were asked to rate the public services available in their neighbourhood on a scale from 0 to 10, where 0 means not at all satisfied and 10 means totally satisfied with the service overall. We asked them about public services that most of the population interacts with: the K-12 education system, the health clinics, the government offices (Immigration, Traffic department, etc.), and infrastructure and roads. Figure 5-1 details their responses by public service and by nationality.

Figure 5-1: Mean levels of satisfaction by public service and by nationality



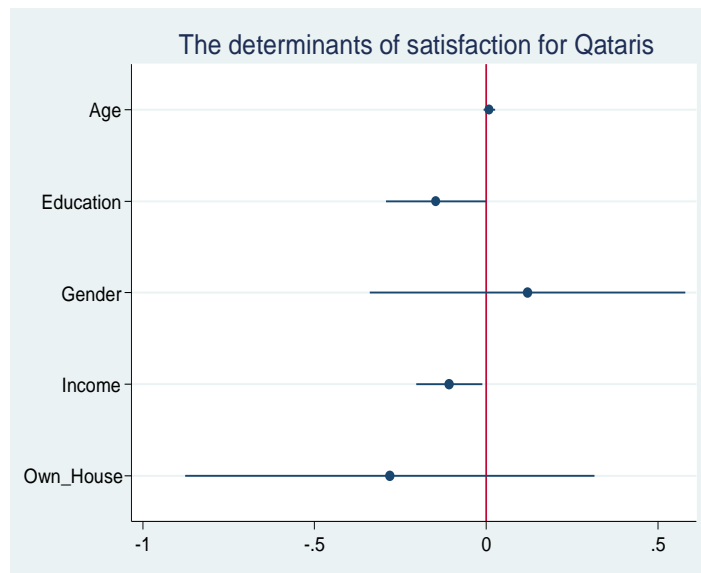
In 2017, Qataris and residents hold positive perceptions of local government offices. The mean level of satisfaction with these services for the overall population is 8. Lowest levels of satisfaction are reported for infrastructure (6) and roads and independent schools (6.5). For these two public services, Qataris are significantly less satisfied than residents ($p < 0.05$). In general, residents hold more positive perceptions of public services than the Qataris. This result is consistent with McGivern (1999) and Ali, Nikoloski and Reka (2015) who found an important difference between citizens and non-citizens regarding the quality of the healthcare system in Qatar, with non-citizens being significantly more satisfied.

The literature shows that users' attitudes are affected by some service-related and some non-service related factors such as the socio-economic characteristics of the respondent. As for the non-service related factors, the most significant effects are those generated by race, age and socio-economic status (Brown and Coulter, 1983; Stipak, 1977).

The data here allow us to determine the users' related drivers of satisfaction to understand the low rating of the public services by the citizens. We try to identify the drivers of satisfaction using a regression model presented in Figure I-II. The results show a statistically significant effect for education and income. The more educated and the higher their income is the less satisfied citizens will be with the public services. Age is not found to be a predictor of the satisfaction and women tend to be more satisfied than men.

The data allow us to determine the users' related drivers of satisfaction but do not provide details on the service-related factors. This information can be given by more specific – service conducted – citizens'/users surveys.

Figure 5-2: Drivers of satisfaction for Qataris

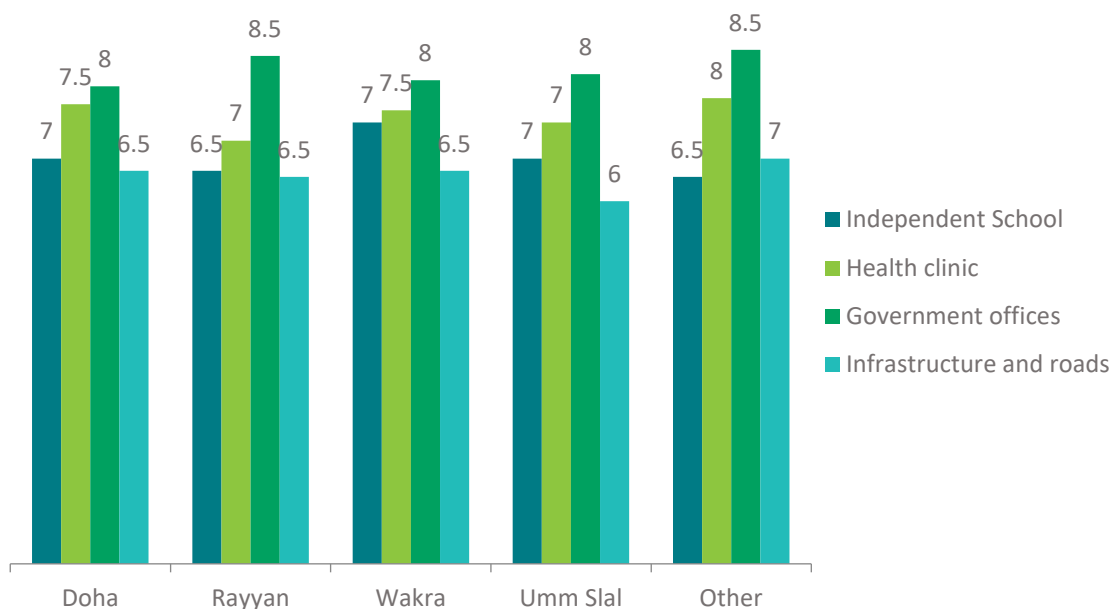


Heterogeneous levels of satisfaction by municipality

Citizen's satisfaction surveys show citizens satisfaction with the service quality and show the different levels of satisfaction in different geographic areas (Stipak, 1979) or among different types of population. In the above section we analyse the satisfaction with the different services and among different types of population. In this section, we analyse the satisfaction in different geographic areas. It helps tracking the quality among the areas and comparing the levels of satisfaction expressed by the population in the different municipalities and reallocating the public spending accordingly.

The data show that whereas the pattern of the satisfaction by public service is generally consistent, the variation by municipality is more heterogeneous. Figure 5-3 details respondents' responses by municipality.

Figure 5-3: Mean levels of satisfaction by municipality



The data show that there is no municipality where citizens and/or residents are overall more or less satisfied with all public services compared to other municipalities. The dispersion is rather heterogeneous with relative satisfaction levels varying between each municipality. The common pattern is that the government offices receive the highest satisfaction ratings across all the municipalities and the health clinics receive the second-highest ratings. Al Rayyan is where the government services are the most satisfying (8.5) and Doha the least satisfying (8). Doha is where the health clinics are the most satisfying (7.5) and Al Rayyan the least satisfying (7). Al Wakra is where the independent schools are the most satisfying (7) and Al Rayyan the least satisfying (6.5). Umm Slal is where infrastructure and roads are the least satisfying, while they are slightly more satisfying in Al Rayyan (6.5), Al Wakra (6.5) and Doha (6.5).

The data show discrepancies between the municipalities and provide information on how to potentially reallocate the public budget in order to reach homogenous quality of public services among all the municipalities.

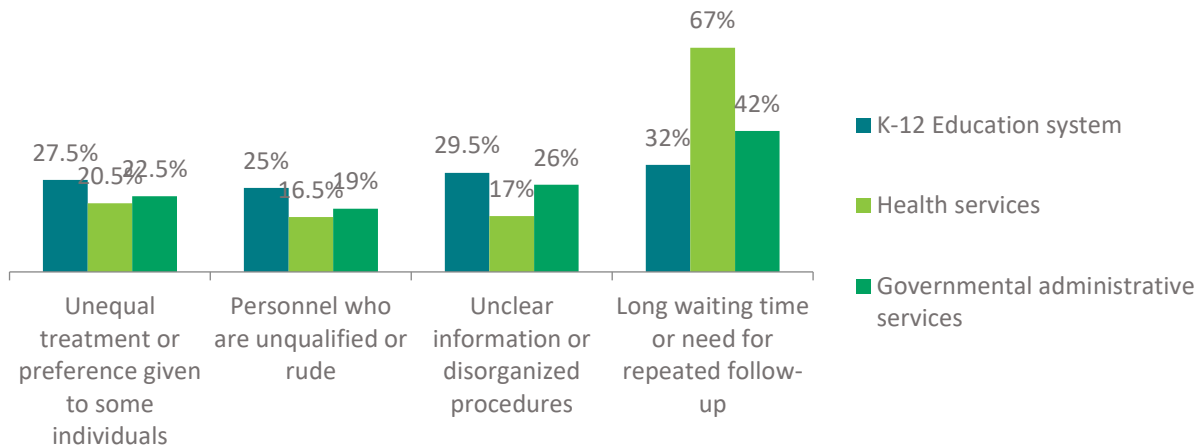
The most encountered problems

The idea behind the citizen's satisfaction surveys is that they provide an external measure of the service effectiveness and show the citizen satisfaction with the overall quality of the service or with specific service dimensions (Kelly and Swindell, 2002). In this section we analyse the data related to citizen's perceptions towards specific service dimensions.

When dealing with the K-12 education system, health centres, and governmental services, respondents were asked to say whether or not they have experienced any of the four potential problems: (1) unequal treatment or preference given to some individuals, (2) personnel who are unqualified or rude, (3) unclear information or disorganized procedures, (4) long waiting time or need for repeated follow-up.

Figure I-IV shows that overall, the most commonly cited problem for all three public services is “long waiting time or need for repeated follow-up”. Health services receive the highest proportion of citations of this problem. Almost 70% of the respondents said they experienced long waiting time or need for repeated follow-up when dealing with health services. The second most cited problem is “unclear information or disorganized procedures”. Almost 30% of the respondents cited it for K-12 Education system and 26% cited it for governmental services.

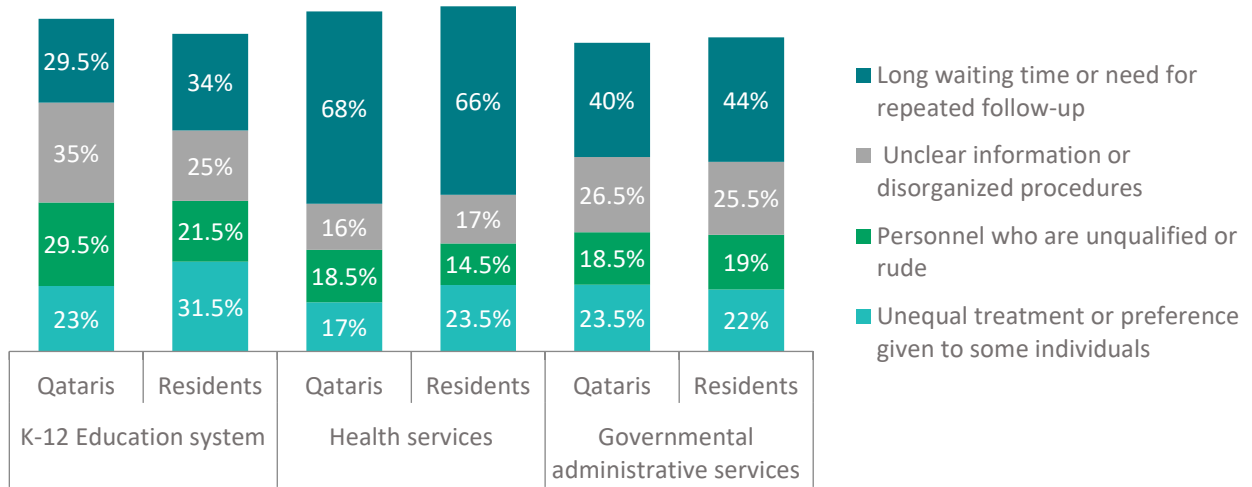
Figure 5-4: Most cited problems by public service



The data allows us to assess respondent’s perceptions of the most encountered problems by public service and by nationality.

The figure below shows that “long waiting time or need for repeated follow-up” is significantly the most cited problem. It is reported in the highest proportions for health services and almost equally cited by both Qataris (68%) and residents (66%). For the K-12 education system, the most cited problem for Qataris is “unclear information or disorganized procedures” (35%) while it is “long waiting time or need for repeated follow-up” for residents (34%). For governmental services, almost the same proportions of Qataris and residents said they experienced “long waiting time or need for repeated follow-up” while it is slightly higher for residents (44%) than for Qataris (40%).

Figure 5-5: Most cited problem by public service by nationality



Citizen satisfaction and the role of *wasta*

It is known that instead of engaging directly with the state, citizen and residents in MENA countries may act through *wasta* (World Bank, 2014). In the 2017 Omnibus, we asked respondents about their potential network, hypothesizing that the existence of such a network would affect the level of satisfaction with public services. We asked respondents if they go themselves when dealing with some public services or if they send someone on their behalf. The figure below shows that around 36% of Qataris send someone on their behalf when dealing with public services. Only 12.5% of the residents send someone.

Figure 5-6: Dealing with the public sector: who goes?

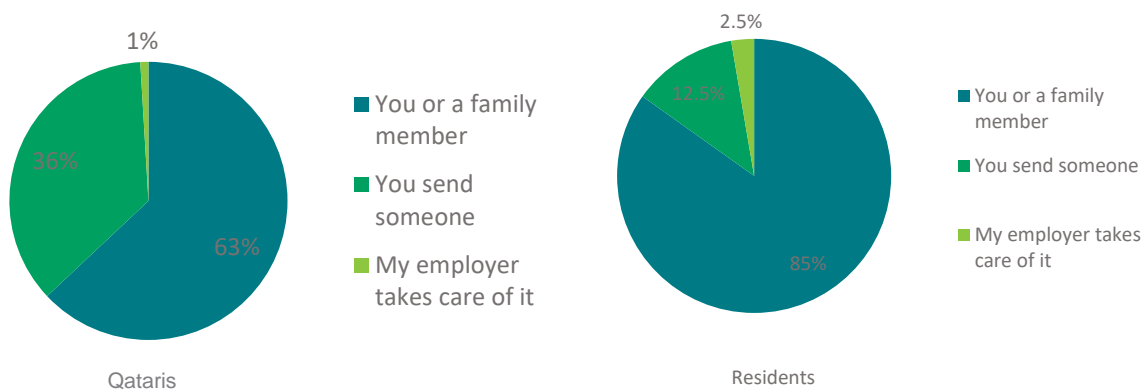
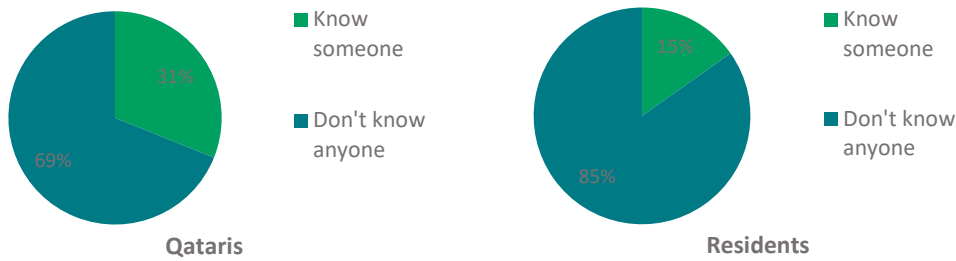


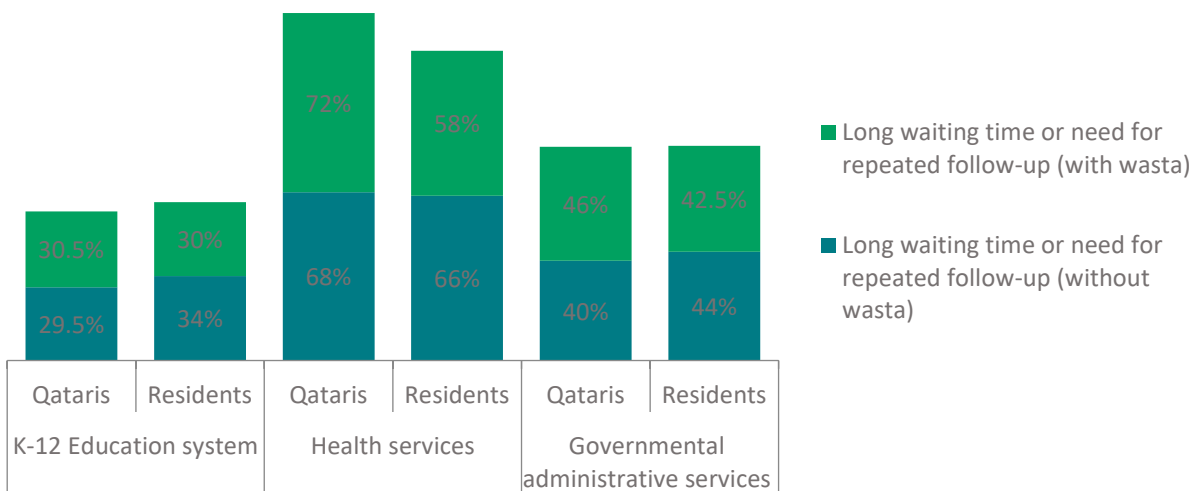
Figure 5-7: Dealing with the public sector: do you know someone?



Then, respondents were asked if they know someone who is able to help or if they do not have these types of contacts. The data show (figure 5-7) that 31% of the Qataris know someone who is able to help and about 15% of the residents know someone who is able to help.

We expect people who know someone to be more satisfied with the public services than people who don't have these kinds of connections. Interestingly, knowing someone seems to reduce dissatisfaction for residents, but not for Qataris. In fact, knowing someone seems to increase the dissatisfaction for the Qataris. The figure below shows the levels of satisfaction for Qataris and residents depending on whether they know someone who can help or not. Because "long waiting time or need for repeated follow-up" is the most commonly cited problem when engaging with public services, the frequency with which the problem is reported is the metric used to measure how knowing someone affects satisfaction. The data show that the proportion of Qataris (72%) who know someone cited the "long waiting time or need for repeated follow up" as a problem with the health services is higher than the proportion of those who don't know someone (68%). The trend is the same for the other public services. Conversely, for residents, the wasta positively impacts their level of satisfaction as those who know someone were less dissatisfied than those without the same connections. For the health services, 66% of the residents without connections cited the "long waiting time or need for repeated follow up" as a problem compared to 58% of those having connections.

Figure 5-8: The impact of Wasta on the level of dissatisfaction

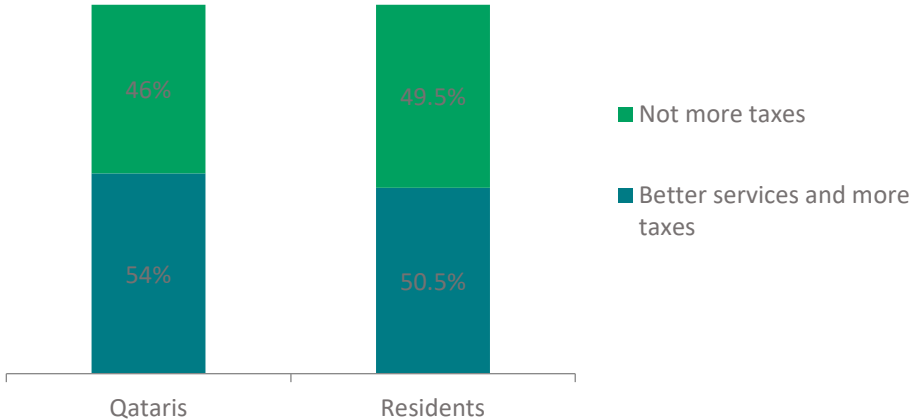


Satisfaction and quality of life

Better public services or no additional taxes

There are different opinions about the proper balance between taxation and public services provided by the state. We asked respondents if they would rather have better services provided by the state even if it means they have to pay more taxes or if they would rather not have to pay taxes even if it means poorer services. Figure 5-9 details respondents' responses by nationality

Figure 5-9: Better public services or no additional taxes



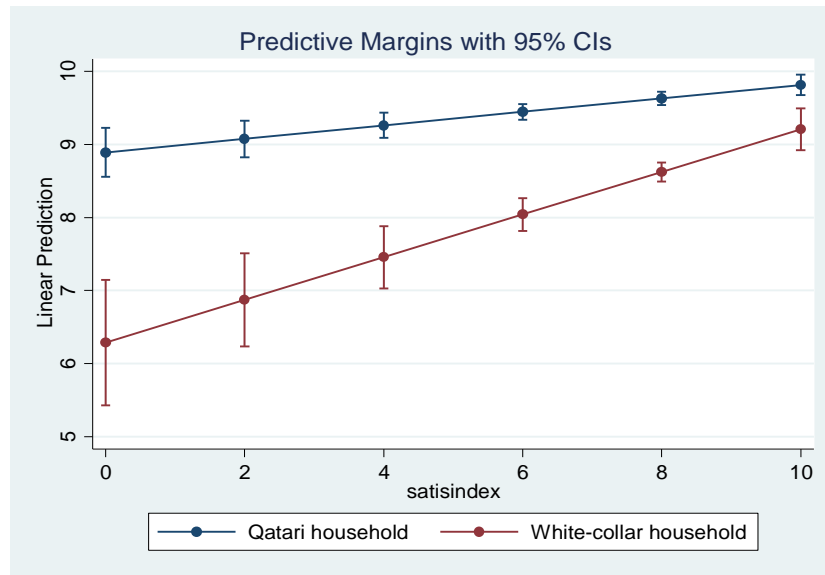
As shown in the figure above, the proportion of Qataris willing to pay more taxes and have better public services (54%) is slightly higher than those not willing to pay more taxes (46%). Also, slightly more Qataris than residents said they were willing to pay more taxes and have better public services.

Satisfaction and quality of life

In general, citizens and residents tend to be more satisfied with the quality of life if they are satisfied with the quality of public services. This finding is consistent with previous studies (Rose and Newton, 2010). We asked respondents to rate Qatar as a place to live, using a scale from 1 to 10, where 1 represents the worst possible place in which to live and 10 represents the best possible place.

The findings show that, for residents, there is a strong relationship between satisfaction with public services and quality of life (figure 5-10). Conversely, the effect is weaker for citizens, for when as there seems to be no relationship between their satisfaction with public services and their quality of life. This may be due to a patriotic feeling on the part of citizens and a more critical view by non-citizens, who might be more concerned with interesting professional and financial opportunities than with the quality of life.

Figure 5-10: Satisfaction and quality of life



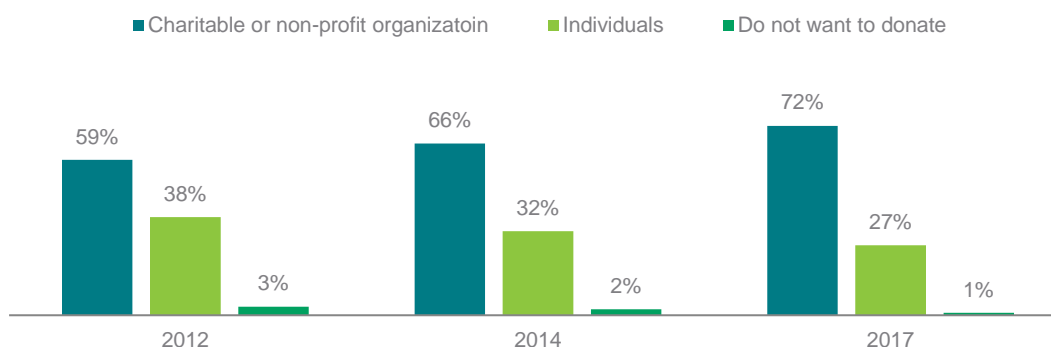
VI. CHARITIES AND CHARITABLE DONATIONS

Qatar is well known for the many efforts of its charity organizations both at home and abroad. There are about 20 charitable and non-profit organizations in Qatar that play an important role in various relief and poverty reduction efforts around the world. During the current crisis where KSA, UAE, Bahrain and Egypt imposed a blockade on Qatar and justifying that by claiming it supports terrorism for example, the charity section in Qatar was falsely accused by the blockading countries of being related to financing terrorism, resulting in logistical and public relations challenges to the sector. In order to identify the views and practices of the Qatari society with regard to donation and charity organizations, Qataris and expatriates were asked several questions about their assessment of the performance of charity and non-profit organizations, and their personal behavior when they donate.

Qataris and expatriates prefer to donate to charity organizations rather than to individuals

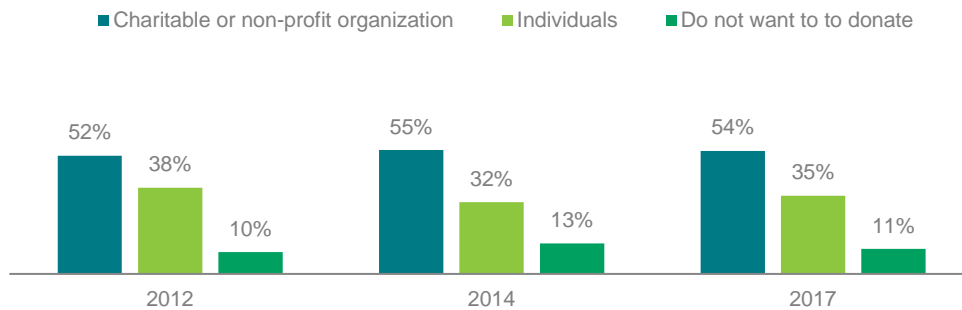
Respondents were asked whether they prefer to donate to a charitable or non-profit organization or to individuals directly. The results of the two previous surveys showed that the majority of Qatari respondents prefer to donate to a charitable or non-profit organization in both survey years. In 2012, the percentage was 59 percent, in 2014 it increased to 66 percent and in 2017 it increased to 72 percent. Between 3 and 4 out of ten Qataris preferred to donate directly to individuals in 2012 (38%), 2014 (32%) and 2017 (27%). Those who chose “do not want to donate” option were no more than 3 percent in the three years.

Figure 6-1: Would you prefer to donate to charitable or non-profit organization or to individuals directly? (Qataris)



When it comes to expatriates, the results showed similar patterns throughout the years, with 52 percent in 2012, 55 percent in 2014 and 54 percent in 2017 preferring to donate through charitable or non-profit organizations and 38 percent in 2012, 32 percent in 2014 and 35 percent in 2017 to individuals directly. However, a notably higher percentage of expatriates (10% for 2012, 13% for 2014 and 11% for 2017) chose the “do not want to donate” option showing that while most expatriates preferred to donate to institutions as Qataris, they were more likely to not donate all together.

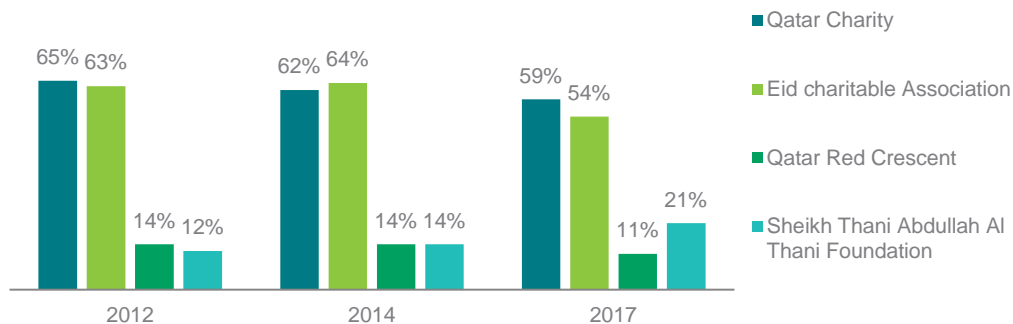
Figure 6-2: Would you prefer to donate to charitable or non-profit organization or to individuals directly? (Expatriates)



Qatar Charity and Eid charitable Association remain the most known charities in Qatar

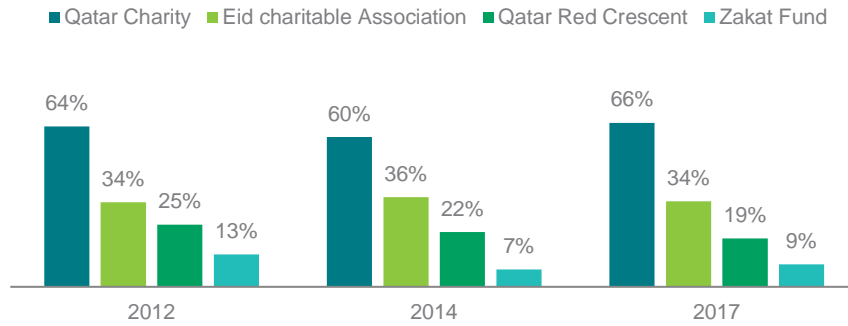
Qataris were asked about their familiarity with charities and non-profit organizations in the three studies conducted between 2012 and 2017. The four most widely known charities were: Qatar Charity (65%, 62% and 59%), Eid Charitable Association (63%, 64% and 54%), Qatar Red Crescent ranked second in both 2012 and 2014 surveys (14% in both 2012 and 2014). However, it fell to third place after the increased recognition of Sheikh Thani Bin Abdullah Al Thani Foundation for Humanitarian Services (Raf) throughout the years to share second place with the Red Crescent in 2014 and surpassing it in 2017 (12% in 2012, 14% in 2014 and 21% in 2017). However, it is unfortunate that RAF was closed down by the benefactor due to pressure resulting from the false accusations by the blockading countries.

Figure 6-3: Could you name the charities and non-profit organizations that you have heard of? (Qataris)



The results for expatriates showed that, respectively in 2012, 2014 and 2017 Qatar Charity was identified by 64 percent, 60 percent, and 66 percent of respondents. Eid Charitable Association was recognized respectively by 34 percent, 36 percent, and 34 percent. Qatar Red Crescent was recognized by 25 percent, 22 percent, and 19 percent. And Zakat Fund by 13 percent, 7 percent, and 9 percent. The results show that expatriate’s recognition of Qatari charities remains relatively stable, with the exception of The Red Crescent’s recognizability decreasing from 25 to 19 percent.

Figure 6-4: Could you name the charities and non-profit organizations that you have heard of? (Expatriates),



Less than fifth of respondents are involved in charities and non-profit organizations' activities

Respondents were asked about their involvement in activities of charities and non-profit organizations in two separate questions. The first question was about volunteering for a charity or a non-profit organization during the twelve months prior to the study. In 2014 18 percent of Qataris and 15 percent of expatriates reported that they have volunteered during the time period in question, participation decreased in 2017 to 14 percent for Qataris and 9 percent for expatriates.

Secondly, respondents were asked about attending activities held by a charity or a non-profit organization in the same period. In regards to this questions, 14 percent of Qataris and 13 percent of expatriates reported that they attended at least one such activity during that period in 2014. In the 2017 survey the results show a slight decrease to 12 percent of Qataris and 9 percent of expatriates (Figure 6-6).

Figure 6-6: Volunteering in Charity Organizations in 2014 (Reporting Yes)

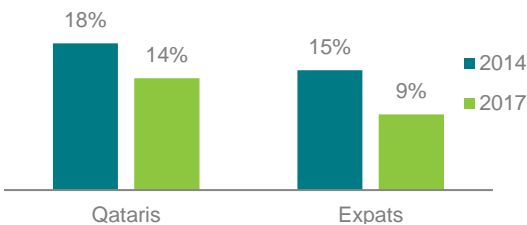
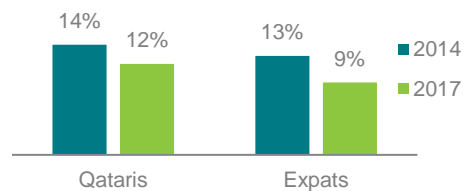


Figure 6-5: Involvement in Charity Organizations' Activities in 2014 (Reporting Yes)

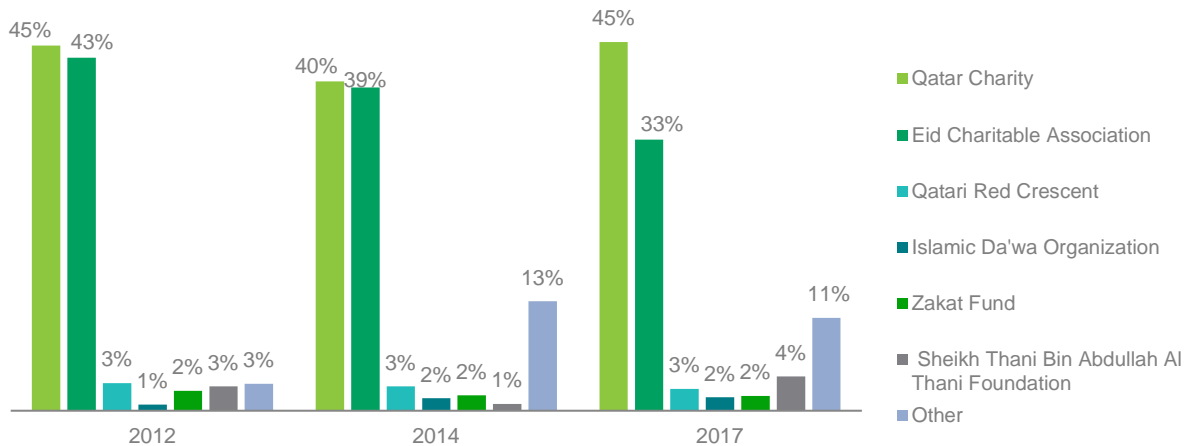


Majority of respondents prefer donating to Qatar Charity and Eid charitable Association

Qatari respondents were asked which organization they prefer to donate to. The results showed that Qatar Charity had the highest preference rate among the charities throughout the years of the study, between 40 and 45 percent of respondents reported favoring it, while Eid Charitable Association came in close second with 43 percent in 2012, 39 percent in 2014, and 33 percent in 2017. As the results show, the preference

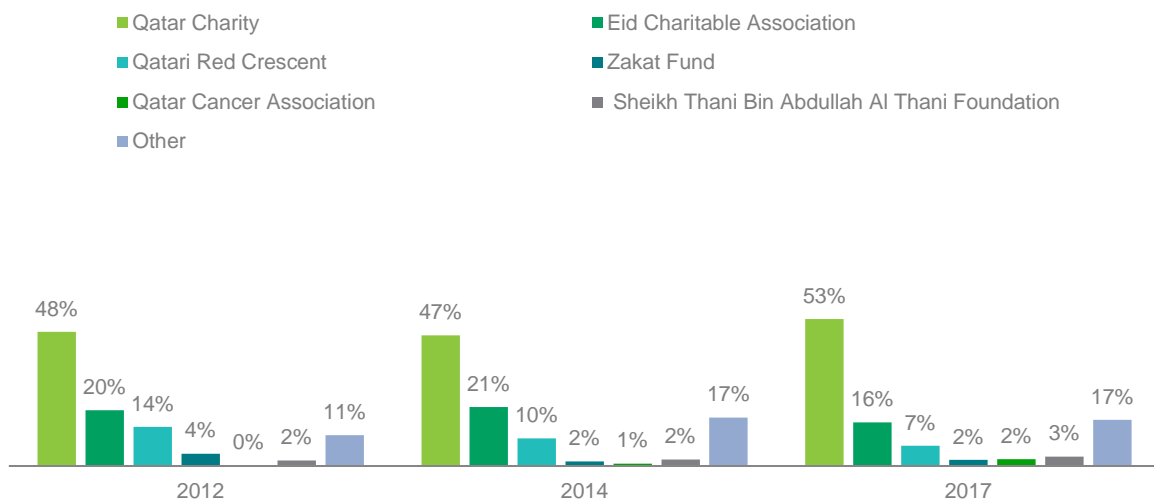
of Eid charity has decreased notably between 2012 and 2017. None of the remaining organizations received more than 4 percent in both surveys.

Figure 6-7: Of the charities you mentioned which one do you prefer the most to donate to? (Qataris)



The results for expatriates showed that Qatar Charity is still the most preferred organization to donate to, with 48 percent in 2012, 47 percent in 2014, and 53 percent in 2017. Eid Charitable Association had almost the same result in both years 2012 and 2014 (20% and 21% respectively) with a decline to 16 percent in 2017. Eid Charity was also second here, however with only a fifth of respondents choosing it, a considerably lower percentage than Qataris. Qatar Red Crescent came in third in both surveys, however a decrease in those choosing it was observed from 14 percent in 2012 to 10 percent in 2014 and 7 percent in 2017. No other organization was selected by more than percent of Qataris.

Figure 6-8: Of the charities you mentioned which one do you prefer the most to donate to? (Expatriates)

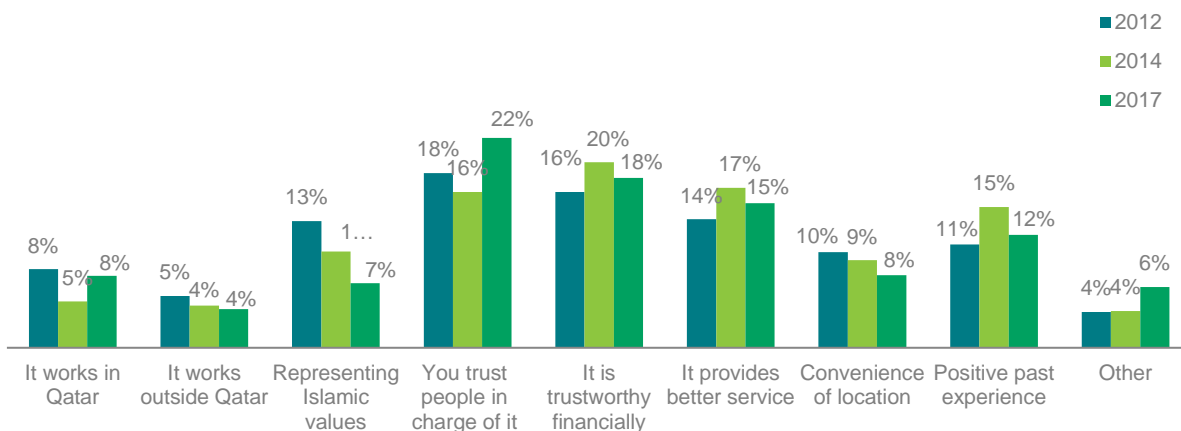


Trust is the most important factor for Qataris and expatriates when selecting the charity organization for donation

Regarding the main reasons for favoring an organization among Qatari respondents, financial trust and trusting the people in charge of the charitable organizations were the main two reasons reported by participants. The choice “it is trustworthy financially” had the second highest percentage in 2017 (18%) as compared to being the highest in 2014 (20%), while in 2012 it was also the second (16%). While the first main reason for favoring an organization was about the trust-worthiness of the people in charge of the charitable organizations as it was reported by a fifth of respondents compared to 16 percent of Qataris in 2014 and 18 percent in 2014.

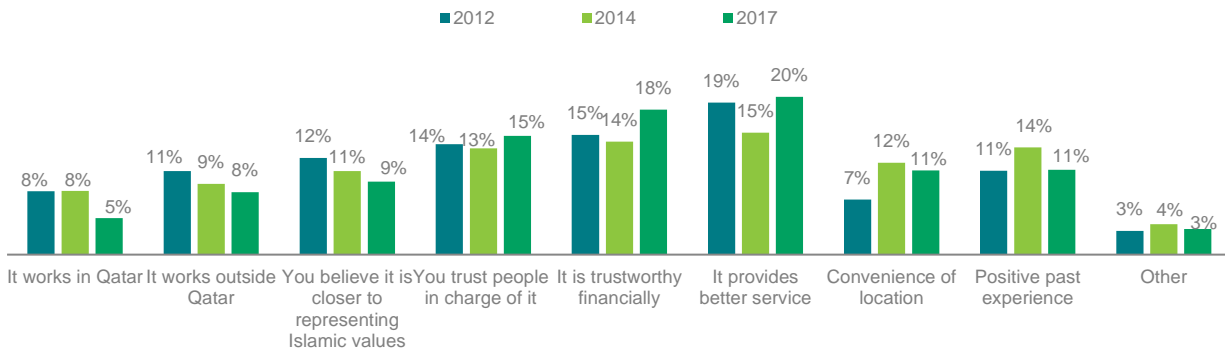
The remaining reasons had varying percentages ranging from 4 percent to 17 percent. For example, some Qatari respondents chose organizations based on providing better services and sharing positive experiences in the past, representing Islamic values, or for other reasons. The least selected criteria included the convenience of the location and whether the organization works inside or outside of Qatar.

Figure 6-9: What is the main reason for favoring this organization? (Qataris)



The results of expatriates showed that providing better services remains the most important reason for favoring a charity with 20 percent choosing it in 2017 compared to 15 percent in 2014 and 19 percent in 2012. The “financially trustworthy” choice came second, increasing from 15 percent in 2012 and 14 percent in 2014 to 18 percent in 2017. The remaining choice were close to follow with between 14 percent and 11 percent. The results for this variable show that Qataris and expatriates favor organizations for various reasons, with no strong support for one reason over the others.

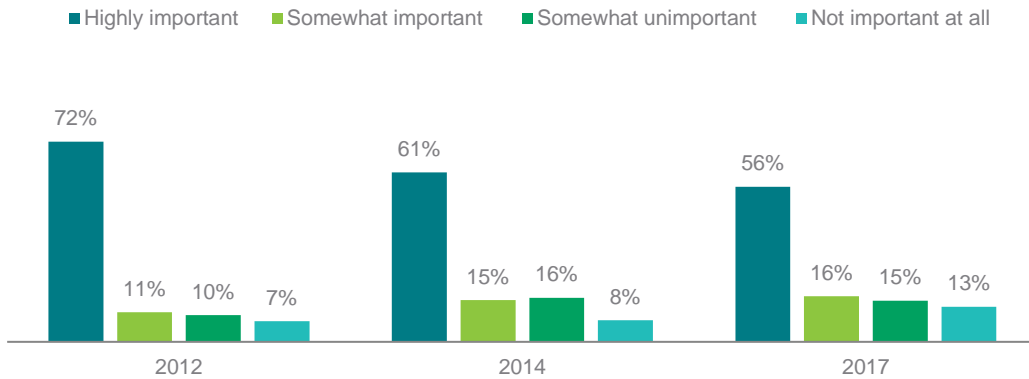
Figure 6-10: What is the main reason for favoring this organization? (Expatriates)



A decline in importance of the religion of the recipient of donations in Qataris society

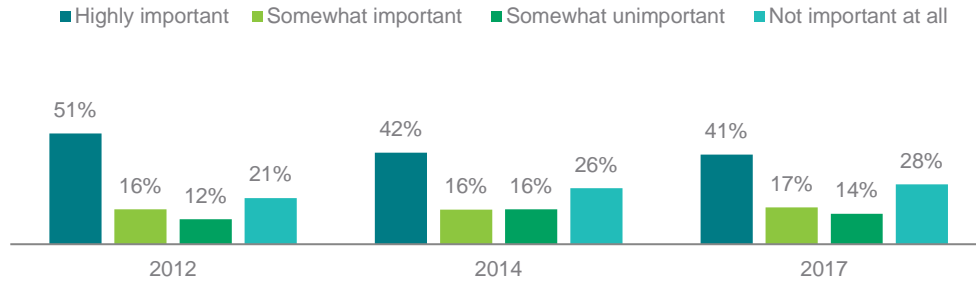
Participants were asked the following question: “How important is it for you that the recipient of your donation is a Muslim?” Most of Qataris respondents considered it important for them that the beneficiary of their donations be Muslim. The results show that there is a gradual decrease in the importance of the recipient of the donation being a Muslim. In 2012, 72 percent said it was highly important, compared to 61% in 2014, and 56% in 2017.

Figure 6-11: How important to you is it for the recipient of your donation to be Muslim? (Qataris)



When it comes to expatriates, they have also previously shown a preference for the recipient of their donation being a Muslim. In 2012, 51 percent said that it was highly important, this declined to 42 percent in 2014 and 41 percent in 2017. Compared with Qatari participants, expatriates placed less importance on the religion of the recipients, also the decline was less apparent in the importance of religion of recipient.

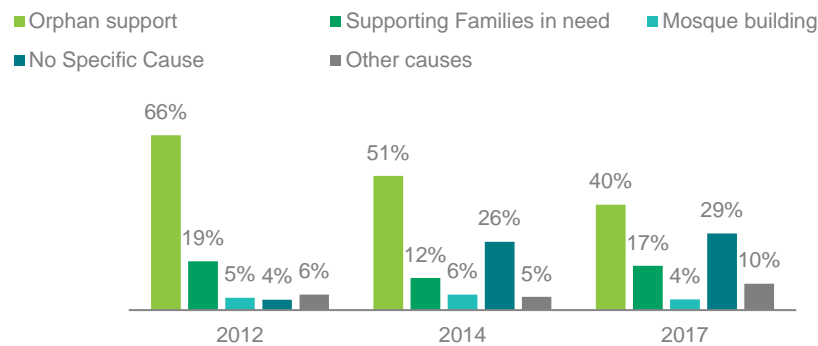
Figure 6-12: How important to you is it for the recipient of your donation to be Muslim? (Expatriates)



Of all donation areas, orphan care receives most of the donation

Participants were also asked about the charitable causes which they prefer to support. The preferred area for Qatari respondents was orphan support, with a majority of respondents selecting this cause in 2012, 2014, and 2017 (66%, 51% and 40% respectively). It is noted that there is a considerable consistent decline in choosing this cause. “Supporting families in need” was second with 18 percent in 2012, 12 percent in 2014, and 17 percent in 2017. Notably, in 2012 those choosing the “no specific cause” option were only 4 percent, this increased in 2014 to 26 percent, and 29 percent in 2017.

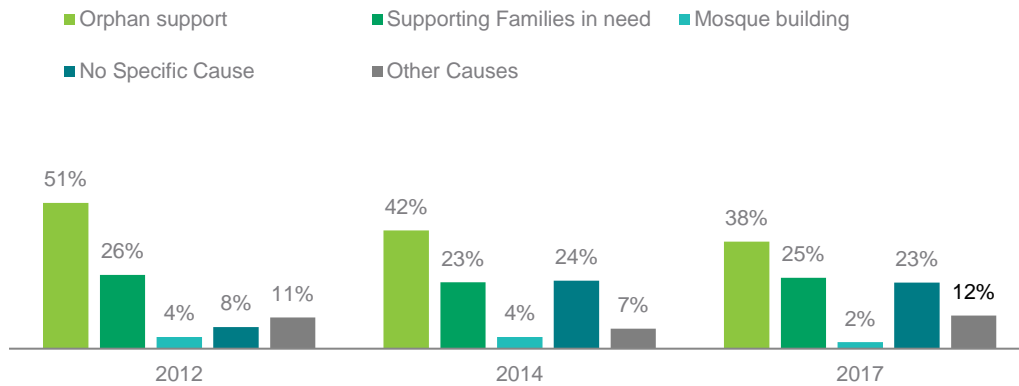
Figure 6-13: When donating, what is your most preferred cause? (Qataris)



Orphan support was also the most favored cause for expatriates. In 2012, 51 percent of expatriates selected orphan support, while in 2014 the percentage decreased to 42 percent and to 38 percent in 2017, similar to the pattern shown by Qataris. “Supporting families in need” received 26 percent in 2012, 23 percent in 2014, and 25 percent in 2017. Eight percent of the expatriates said they had no preference in causes in 2012, in 2014 the percentage increased to 24 percent, and 23 percent in 2017.

The increase in those choosing “no specific cause” option from 4 percent in 2012 to 26 and 29 percent in later studies is most likely due to a slight change in wording of that option between the two surveys in the Arabic questionnaire. In 2012 the option read was “I do not have” and in 2014 and 2017 it read “I do not have a specific cause”.

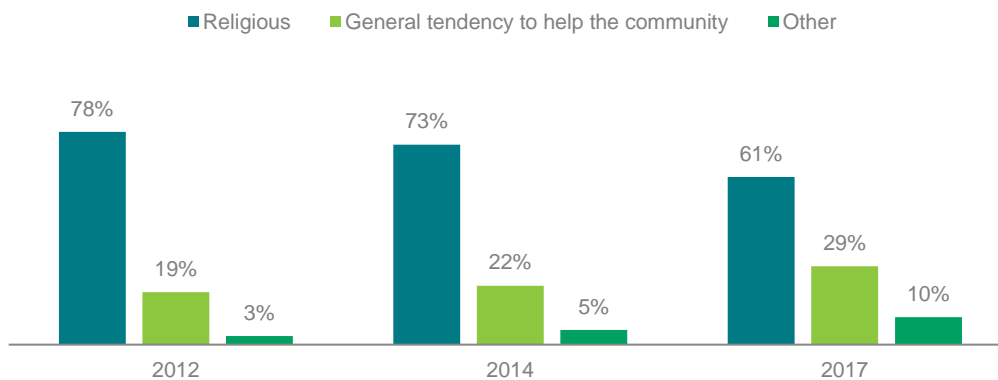
Figure 6-14: When donating, what is your most preferred cause? (Expatriates)



A decline in the percentage of those driven mainly by religion in their charitable donations

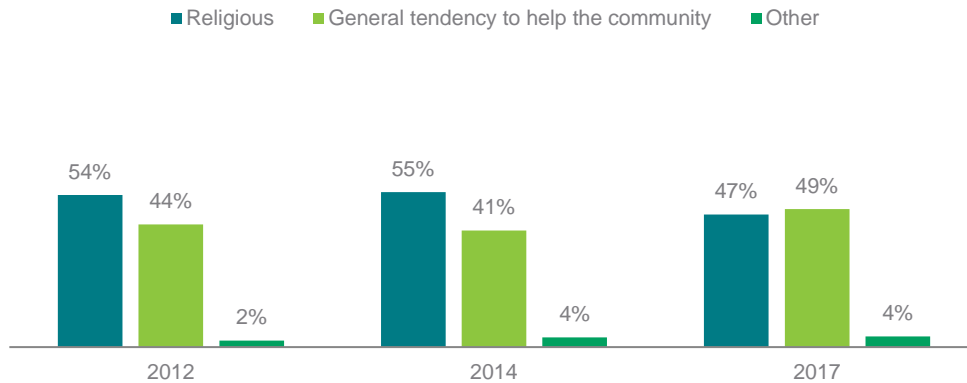
In the same vein, Qataris were asked about the main motive behind donating. “When you give a donation do you consider the main drive behind doing so religious or a general tendency to help the community?” The results showed the majority of Qataris donating for religious reasons in all years, however, there is a considerable decline as 78 percent said the main motive was religion; in 2014 it was 73 percent, and 61 percent in 2017. When it comes to donating as a result of a general tendency to help the community, around one in five Qataris chose it as the main motive for donating in 2012 (19%) and 2014 (22%) increasing to 29 percent in 2017.

Figure 6-15: When you give a donation do you consider the main drive behind doing so religious or a general tendency to help the community? (Qataris)



Religious motivation has declined as a major motivation among expatriates who donate to charities. The percentages of respondents selecting the “religious” motive and “general tendency to help the community” motive did not change much between 2012 and 2014, while in 2017 religious motives ranked second after a general tendency to help others as seen in figure IV-16. In 2012, 54 percent of expatriates said they were motivated by religious reasons, this slightly increased to 55 percent in 2014 while it decreased to 47 percent in 2017. The general tendency to help the community motive option got a significant percentage with 44 percent in 2012, declining to 41 percent in 2014, and increasing again to 49 percent in 2017.

Figure 6-16: When you give a donation do you consider the main drive behind doing so is religious or a general tendency to help the community? (Expatriates)



VII. SAMPLE DESIGN

Sampling is the process of selecting a sample of elements from the sampling frame to conduct a survey. It plays a critical part in any survey process since the ability to make any valid inference to the population, which is the target of the investigation, relies upon a rigorous sample design. In the following, we discuss issues related to the sample design used in this survey.

Sampling frame and target population

The first component in the design is the sampling frame. It is a list that can be used to identify all elements of the target population. In this survey, the target population includes people who are 18 years or older and live in residential housing units in Qatar during the survey reference period. The target population excludes those who live in institutions such as army barracks, hospitals, dormitories, and prisons. The sampling frame was developed by SESRI with the assistance from the Qatar Electricity and Water Company (Kahramaa). In this frame, all housing units in Qatar are listed with information about the housing address and information to identify if residents in the housing units belong to Qataris, expatriates, or laborers. Like other countries in the Arab Gulf region, there are two distinct groups of population in Qatar: the Qatari nationals and the non-Qatari laborers. The latter group is also composed of two distinct groups: the expatriates and the laborers. The former group usually lives in household units while the latter group usually lives in labor camps. In this survey, the target population includes all groups: Qataris, expatriates, and laborers.

Sample design for Qataris and expatriates

The state of Qatar is divided into seven administrative municipalities. Each municipality contains a number of zones and each zone is divided into several blocks. In the frame, there are 72 zones and 320 blocks. To assure representation of population in zones, proportionate stratified sampling is used whereby each zone is considered one stratum. Proportionate allocation means that the sample in each stratum is selected with the same probabilities of selection. However, we know from previous surveys that the response rates vary across zones. Therefore, over-sampling is used to make up for the lower response rates in certain zones. Inside zones, housing units are ordered by geographic location in order to permit well distributed sampling

of housing units in different areas. A systematic sample is separately constructed for Qataris and expatriates. The basic idea of systematic sampling is to select housing units by taking every k th unit in the frame, where k is called the sampling step which is the whole number part of the ratio between the frame size and the sample size. The systematic sampling implies proportionate stratification as a block containing a given percentage of Qatari or expatriate housing units in the frame would be represented by the same percentage of the total number of sampled units.

Sample design for laborers

Based on the information about the number of people in the labor camps, the frame for laborers is divided into strata and proportionate stratified sampling is used to draw separate samples from these strata. Proportionate sampling ensures that the proportion of people in each stratum is the same between the frame and the sample. To randomly select laborers, a multi-stage design is employed. Each unit or camp is considered as a primary sampling unit and each room in the camp is considered as a secondary sampling unit. In the first stage, the camp is selected with probability proportionate to its size (or PPS). This gives an equal chance selection for laborers while allows the same number of people being chosen from each camp for each stratum. In the second stage after selecting camps, the room is selected with circular systematic sampling. As laborers from the same country tend to live in adjacent rooms, the selection of rooms by systematic method help reduce the chance of selecting people from one country, hence increase the variation in sampled people's characteristics. Finally, one person in each room is randomly selected.

Data weights

The final weights in the data are constructed from three components: the base weights reflecting the sample selection probability; the adjustment factors to account for the non-response; and the calibration to make the survey results in line with the population numbers. Besides, weight trimming is also used since highly variable weights can introduce undesirable variability in statistical estimates.³

Base weights

These weights are the inverse of the selection probability of the unit in the sample. Because of the systematic sampling in each zone, each unit in the zone is self-weighted. That means all housing units in the same zone have the same chance of being selected and the weights are given by this formula:

$$W_{\text{base}}^{\text{housing unit}} = 1/p$$

where $W_{\text{base}}^{\text{housing unit}}$ is the base weight for the housing unit, p is the probability of selection.

However, these base weights can vary across zones due to oversampling to account for different non-responses.

³ Weight trimming can reduce variance but increase bias in the statistical estimates. Therefore, weight trimming should only be applied to cases with very large values of weights. The goal is to reduce the overall mean squared errors. Further details can be seen in this paper: *Potter, F. (1990). A Study of Procedures to Identify and Trim Extreme Sampling Weights. Proceedings of the Section on Survey Research Methods, American Statistical Association, 1990, 225-230.*

Adjustment factors for non-response

If the responding and non-responding units are essentially similar with respect to the key subjects of the investigation, the base weights can be adjusted to account for the non-response by this formula:

$$W^{\text{housing unit}} = \alpha W_{\text{base}}^{\text{housing unit}}$$

where α is called the adjustment factor for non-response which is based on the propensity that a sampled unit is likely to respond to the survey.⁴

Weight calibration

The weights are also calibrated to make results in line with the population estimates. This calibration can help reduce the effect from non-response and under-coverage of the sampling frame. SESRI uses “raking” method in the calibration to adjust the weights of the cases in the sample so that the proportions of the adjusted weights on certain characteristics agree with the corresponding proportions for the population.

Questionnaire development

The questionnaire is designed to collect all necessary information related to the study. The questions were initially designed in English and then translated into different languages by professional translators. After the translation, the translated versions were carefully checked by researchers who are fluent in both English and other languages. Next, the questionnaire was tested internally within SESRI. This allows the project team to learn whether respondents were able to understand and answer the questions, and to identify important concerns that affect responses to the questions.

After making necessary changes to the questionnaire based on this internal pre-test, the survey was programmed into CAPI (Computer Assisted Personal Interview) system using the software BLAISE. After debugging the program, a face to face pre-test on a small number of housing units was conducted. This pretest gives valuable information to refine question wording, response categories, introductions, transitions, interviewer instructions, and interview length. Based on this information, the final version of the questionnaire was created and then programmed into CAPI for the fieldwork.

Survey Administration

The survey was administered in CAPI mode. CAPI is a computer assisted data collection method for replacing paper-and-pen methods of survey data collection and usually conducted at the home or business of the respondent using a portable personal computer such as a notebook/laptop.

Each interviewer received an orientation to the CAPI system, participated in a training program covering fundamentals of CAPI interviewing and standard protocols for administering survey instruments, and practice time on the laptop computers. During the period of data collection, the management used a monitoring system to ensure that questions were asked appropriately and the answers were recorded accurately.

⁴ This weighting process is usually called propensity weighting. A good discussion of this process can be found in Varedian M. and G. Forsman (2003), “Comparing propensity score weighting with other weighting methods: A case study on Web data” In Proceedings of the Section on Survey Statistics, American Statistical Association; 2003, CD-ROM

SESRI is strongly committed to the idea that knowledge of interviewing techniques and field procedures should be supplemented with the basics of survey research to reinforce the necessity for quality data collection. This includes an on-going interviewer training, strong interviewer support during the field production, and an effective system for supervisors to monitor and evaluate interviewer activities.

Data Management

After the data collection, all individual interviews were merged and saved in a single BLAISE data file. This dataset was then cleaned, coded and saved in STATA formats for analysis. After weighting the final responses to adjust for probability of selection and non-response, the data were analyzed using STATA, the statistical software for the social sciences, where both univariate, bivariate and multivariate analyses were performed.

ANNUAL OMNIBUS SURVEY

Executive Summary Report

2018

The Social & Economic Survey Research Institute (SESRI) is an independent research organization at Qatar University. Since its inception in 2008, it has developed a strong survey-based infrastructure in order to provide high quality survey data for planning and research in the social and economic sectors. The data are intended to inform planners and decision makers as well as the academic community.

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INTRODUCTION

The Social & Economic Survey Research Institute (SESRI) is an independent research organization at Qatar University. Since its inception in 2008, it has developed a strong survey-based infrastructure in order to provide high quality survey data for planning and research in the social and economic sectors. The data are intended to inform planners and decision makers as well as the academic community.

In the last twenty years, Qatar has experienced significant shifts in population composition, economic development, and educational access. It is essential to understand how society responds to such underlying societal changes. In order to accomplish this, SESRI has conducted a series of Omnibus surveys, beginning in 2010, to provide baseline and subsequent trend information on the social, economic, and cultural attitudes, values and beliefs of the population. This executive summary presents some highlights of these surveys. Details of the survey methodology can be found in the last section of the report.

EXPERIENCE WITH PRIVATE TUTORING

Private tutoring, also referred to as ‘shadow education’ is a booming business in Qatar with a range of alternatives on offer, including one-to-one, small group or large class tutoring. However, the use of private tutoring in Qatar has been given very scanty attention so far and the only published studies known to have treated this subject are two surveys conducted by the Social and Economic Survey Research Institute (SESRI) at Qatar University: the Qatar Education Study 2012¹ and the Qatar Education Study 2015². These two studies provide a general, albeit cursory, account of the phenomenon of private tutoring in the country.

Drawing on these two QES studies (i.e., SESRI 2012, 2016) and the results derived from them, this part of the present 2018 Omnibus Survey aims to provide an extended examination of the use of private tutoring in Qatar. A review of the existing literature on the topic provided insights that informed the present study’s questions. To probe different aspects of private tutoring in Qatar, questions were addressed to both Qatari and expatriate parents to see what their views and opinions are on the use of private tutoring. This section of the report presents results concluded from respondents’ answers to these questions.

Independent schools remain a prime educational destination for Qatari parents

Respondents were first asked about the type of school their children attend and results reveal contrasting enrolment patterns for Qatari and expatriate children. More specifically, the majority of Qatari parents (87%) reported they send their children to Independent (public) schools, which are government-funded and gender-segregated, with separate schools for boys and girls. Many expatriate families from Arab countries also send their children to these schools. By contrast, a very small percentage of Qatari parents (8%) stated their child goes to private international schools.

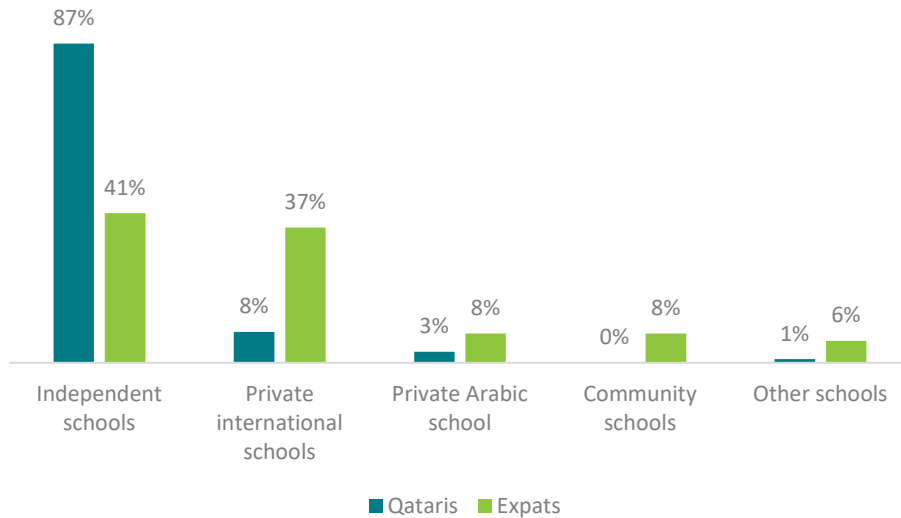
The results also show that 41% of expatriate parents reported enrolment of their children in Independent schools. It is to be noted here an important number of expatriates from Arab countries also attend these schools. A similar enrolment rate (37%) is also reported for the number of expatriate children attending private international schools. These schools follow the curriculum of a foreign country or a general international curriculum and are generally attended by children of expatriates from different nationalities (American, British, Canadian, French, etc. These results are presented in Figure I-1 below.

According to the results, an additional 8% of expatriate families indicated they send their children either to private Arabic schools or community schools. Whereas the former type uses the curriculum of an Arab country (Egypt, Tunisia, Sudan, etc.), the latter are sponsored by the embassy of a specific country, follow the curriculum of the embassy’s country and are intended to serve nationals of that country (for example, India, Pakistan, Philippines).

¹ The Social & Economic Survey Research Institute (SESRI). (2012). *Qatar education study 2012: Student motivation and parental involvement*. Doha, Qatar: Social and Economic Survey Research Institute, Qatar University. retrieved from [http://sesri.qu.edu.qa/static_file/qu/research/SESRI/documents/Publications/12/Qatar%20Education%20Study%202012%20\(Students%E2%80%99%20Motivation%20&%20Parental%20Participation\).pdf](http://sesri.qu.edu.qa/static_file/qu/research/SESRI/documents/Publications/12/Qatar%20Education%20Study%202012%20(Students%E2%80%99%20Motivation%20&%20Parental%20Participation).pdf)

² The Social & Economic Survey Research Institute (SESRI). (2016). *Qatar education study 2012: Student motivation and parental involvement*. Doha, Qatar: Social and Economic Survey Research Institute, Qatar University. Retrieved from http://sesri.qu.edu.qa/static_file/qu/research/SESRI/documents/Publications/16/Students'%20Motivation%20and%20Parental%20Participation%20Report%20AR.pdf

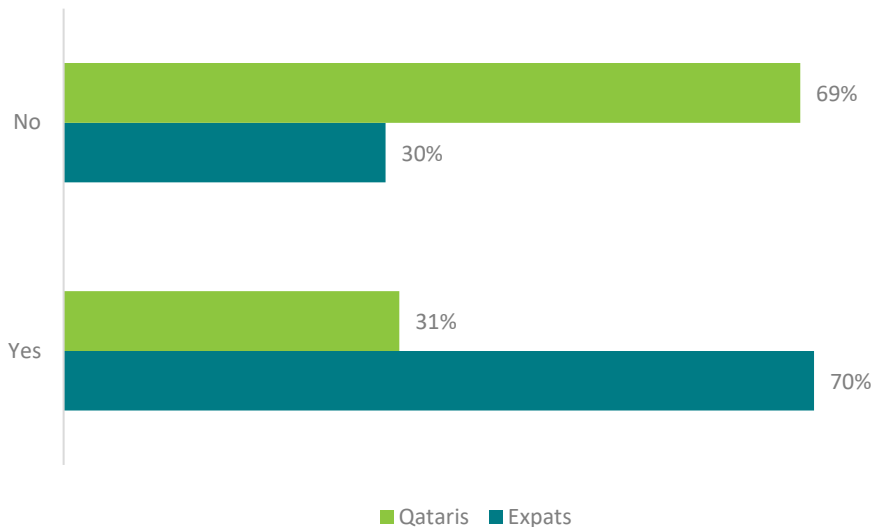
Figure I-1: Distribution of child enrollment, by school type and nationality



The majority of Qatari families hire a private tutor for their children

Respondents were then asked whether they have ever used private tutoring for their children. The results reveal that while the majority of Qatari parents (70%) reported having hired a private tutor, this was not the case for expatriate parents. Conversely, however, the results show that a 69% majority of expatriate parents indicated they have never used private tutoring for their children. Figure I-2 below displays these results.

Figure I-2: Use of private tutoring, by nationality

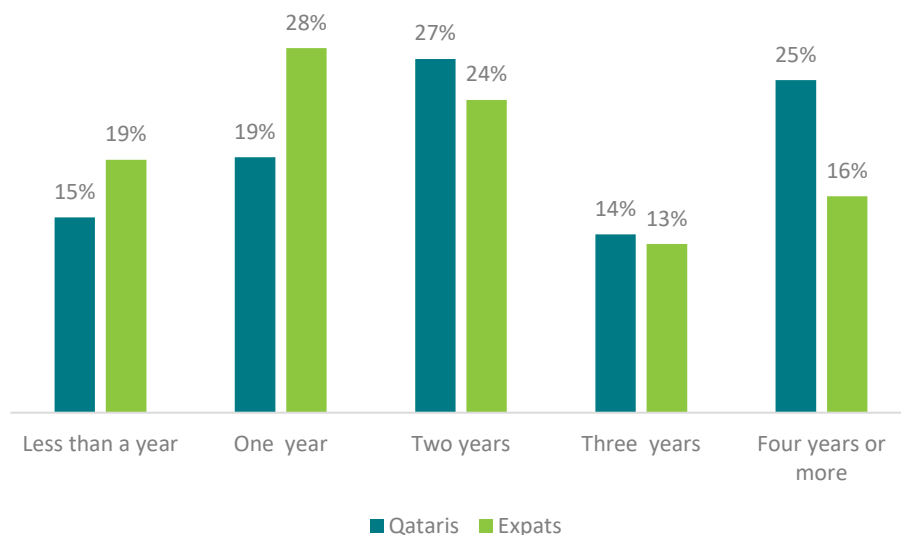


Respondents who reported having used private tutoring for their children were also asked about the approximate number of years they have been using a private tutor. As Figure I-3 demonstrates, the results reveal that just over a quarter of Qatari parents (27%) said they have been using private tutoring for two

years, followed by those who indicated they have done so for four or more years (25%). Around a fifth (19%) pointed out they have been using private tutors for one year.

By contrast, while 28% of expatriate parents stated they have been using private tutoring for one year, an additional proportion of 24% reported doing the same for two years (24%). Moreover, around a fifth of expatriate parents (19%) stated they have been using a private tutor for their children for less than a year.

Figure I-3: Use of private tutoring, by number of years and nationality



Improving children’s academic performance at school is a key predictor of private tutoring use in Qatar

To know about the factors that drive families to turn to private tutoring for their children, respondents were given a list of six different reasons and were asked to choose any they were applicable to them. Based on the results, the desire to enhance their children’s chances of getting high grades at school is the most common reason that Qatari parents cited for using a private tutor for their children (40%). In addition, one-third of the Qatari parents (33%) reported getting their children to prepare for exams as their most important reason for hiring a private tutor. Comparatively fewer parents cited “struggling with a specific subject” (14%), “pressure to get into top schools, colleges and universities” (4%) or other reasons.

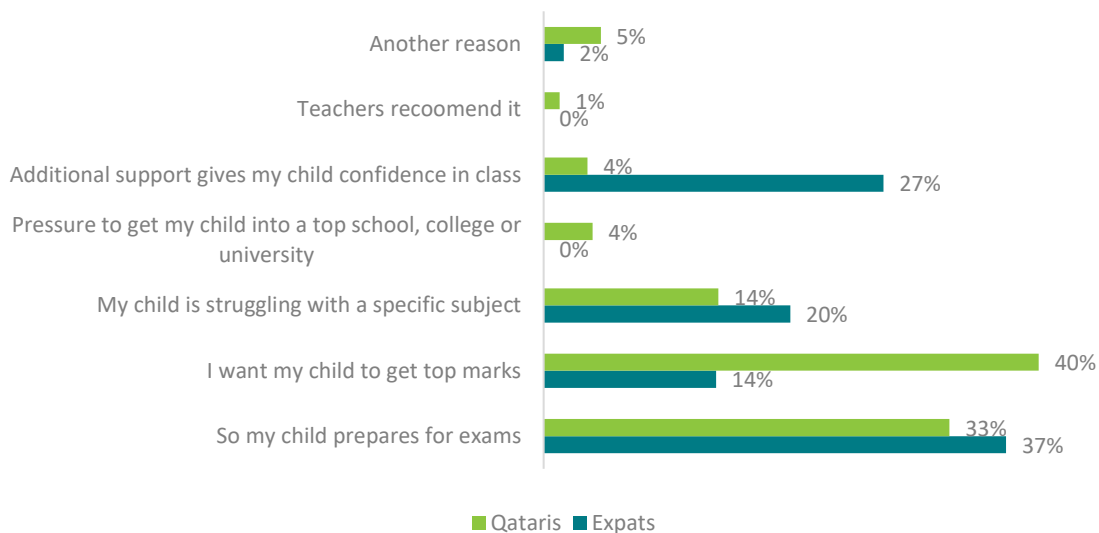
The results further reveal that among expatriate parents, the two most common reasons for hiring a private tutor for their children are “to prepare for an exam” (37%) and “additional support gives my child confidence in the classroom” (27%). A smaller proportion of one fifth of expatriate parents (20%) stated that they seek the assistance of private tutors because their children were “struggling with specific subjects.” A comparatively lower percentage of expatriate parents (14%) indicated they wanting their children to get high grades at school urged them to resort to private tutors. Figure I-4 demonstrates a summary of these results.

Overall, while there are clear differences between the responses of Qatari parents and those offered by their expatriate counterparts’ regarding the factors that drive them to hire a private tutor, the responses

given by the two groups appear to indicate that preparing for exams remains a prime predictor of their use of private tutoring. Put together, however, could these results be taken to also imply that parental dissatisfaction with their children’s current schools and the academic instruction these schools offer?

Aside from the reasons discussed here, it is possible that parents’ reasons for using private tutoring could point to certain areas of schooling that require more focused attention in future research. This is especially the case given the nature of the current education market in Qatar, which continues to fuel fierce competition among various schools vying to attract and recruit prospective students.

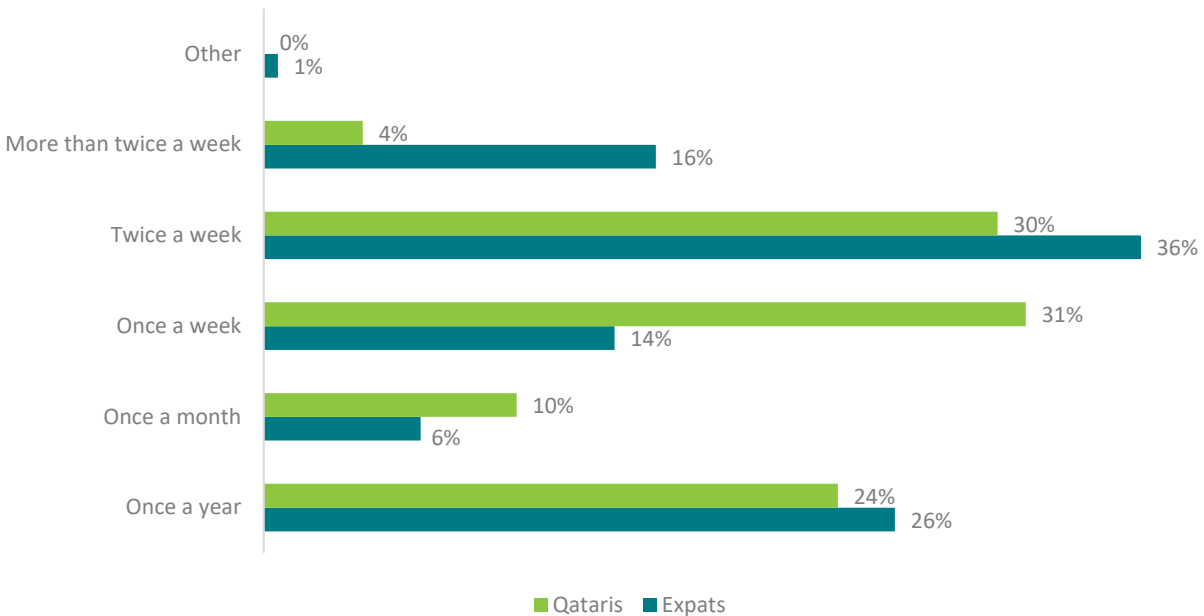
Figure I-4: Reasons for parental use of private tutoring



In response to the question “How often do you or would you use a private tutor?” the answers given by Qatari and expatriate parents reveal different frequency patterns. As can be seen from Figure I-5, Qataris and expatriates tend to use private tutoring to varying degrees. Thus, 36% of Qatari parents reported using a private tutor twice weekly, as compared to 30% of their expatriate counterparts. The results also show that around a third of expatriate parents (31%) indicated they use private tutoring for their children once a week, in contrast to a comparatively lower percent of Qatari parents (14%) who reported hiring private tutors once weekly.

Interestingly, around a fifth of parents from the two groups reported using private tutoring for their children once yearly during exams (i.e., 26% Qatari and 24% expatriate parents). In general, besides wanting to boost children’s chances of getting good grades in class, the need for extra help when preparing for exams appears to be another important driver of parental decisions to hire private tutors.

Figure I-5: Frequency of using private tutoring



Families use private tutoring mainly for science subjects and English

Elsewhere in the questionnaire, parents were asked about the school subjects they use private tutoring for. This study focused on private tutoring only for subjects that are already covered in formal schooling in Qatar. Overall, the results show that many families hire private tutors to get support with the subjects that their children take at school. Situations may arise when parents worry that their children are falling behind at school.

Some of the problems children encounter could be related to homework assignments being routinely completed badly, or struggling to understand materials studied in class. In such cases, many parents enlist extra help from private tutors before these problems get out of hand. After all, teachers cannot give every child in the classroom the attention she or he deserves. As such, private tutoring can be very useful in identifying a child's weaknesses and taking the necessary proactive measures to address problems that she or he may have.

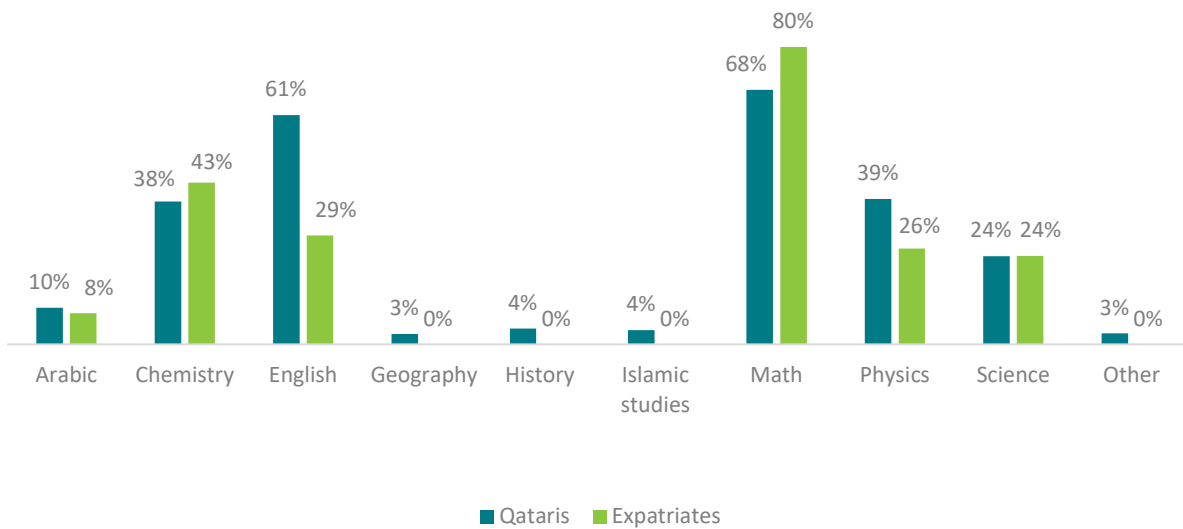
Looking at the results shows that mathematics is the subject that parents hire private tutors for the most. It is clear that a majority of Qatari (68%) and expatriate (80%) parents reported hiring private mathematics tutors for their children. Chemistry came in the second rank as a school subject parents use private tutors for (i.e., 38% of Qataris and 43% of expatriates). An additional 39% of Qatari and 26% of expatriate parents cited physics as the third most common school subject they use private tutors for. Interestingly, Qatari parents seem to be more likely to use a private tutor for English (61%), as compared to 29% of expatriate parents. Moreover, around a quarter (24%) of both Qatari and expatriate parents reported hiring private tutors for the science subject.

In contrast, the results disclose that private tutoring is not really popular among the two respondent groups for non-scientific subjects, namely Arabic, geography, history and Islamic studies. Combined, the results drawn from respondents' answers reveal an interesting pattern. Both Qatari and expatriate families tend to

use private tutoring mainly for scientific subjects (i.e., mathematics, chemistry and physics) as well as English.

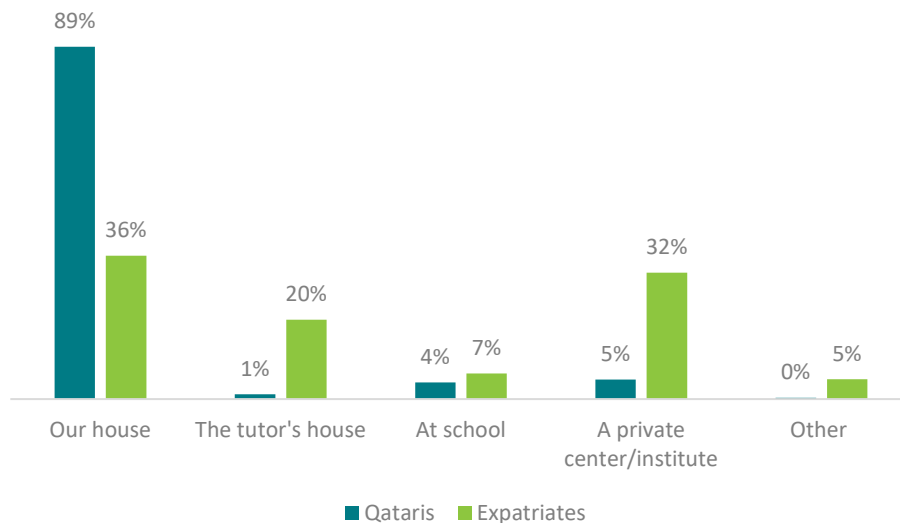
In the context of Qatar, parental expectations for their children to perform well at school are very high. However, the performance of Qatar’s students in the Trends in International Mathematics and Science Study (TIMSS) and the Programme for International Student Assessment (PISA) – two major large-scale international assessments used to evaluate student performance in mathematics and science – is still very poor. Score results from TIMSS in 2007, 2011 and 2015 revealed poor test scores achieved by Qatar’s students; similar findings were achieved from PISA in 2006, 2009, 2012, and 2015.

Figure I-6: Use of Private Tutoring, by Subject and Nationality



To better understand the nature of private tutoring in Qatar, respondents were also asked about where private tutoring sessions usually take place. As Figure I-7 demonstrates, the results disclose a very interesting pattern. On the one hand, a large majority of Qatari parents (89%) stated that their children’s private tutoring sessions take place in their own houses; very few (5%) cited school or a private centre/institute as places for private tutoring classes. On the other hand, however, the responses of expatriate parents appear to be unevenly distributed. As reported by these respondents, private tutorials take place in the tutee’ own house (36%), a private centre/institute (32%), or the tutor’s house (20%).

Figure I-7: Place where private tutoring takes place



Respondents were also asked about the degree to which they find private tutoring lessons effective in improving the academic performance of their children. Interestingly, the results point to general agreement between the two groups of respondents. Indeed, perceptions of the effectiveness of private tutoring in enhancing children’s academic performance are as positive among Qatari parents as they are among their expatriate counterparts. As Figure I-8 shows, 97% of Qatari parents find private tutoring very effective (68%) or somewhat effective (29%) in improving the academic attainment of their children. A similar proportion of expatriate parents (97%) find private tutoring very effective (49%) or somewhat effective (48%).

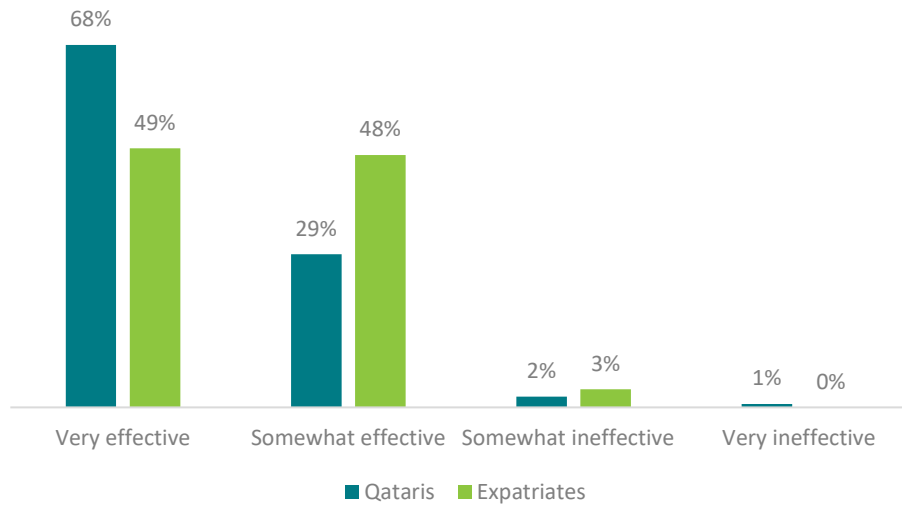
Results published in a policy brief based on the Qatar Education Study 2015 (Stepney, 2016)³ reveal that around a third of high school students in Qatar hire a private tutor to get support with homework assignments and exams, to outperform peers or to score better than other students. Despite the ban imposed on it by law in Qatar, the practice of private tutoring is widespread and largely unregulated. Quoting a senior official in the Ministry of Education and Higher Education, *The Peninsula* – a daily English language newspaper published in Doha, Qatar – reported that the Ministry “has employed inspectors with judicial powers to catch people offering private tuition, in violation of the law” (Mohamed, 2017)⁴. The Ministry has begun to crack down on private tutors, but “Neither an existing government ban on private tuition nor the introduction of “enrichment classes” in schools has stopped parents from seeking the service of private tutors to help secure high scores for their children. And the fees have shot up due to high demand.” (Rao, 2017)⁵.

³ Stepney, E. (2016). Shadow education: Private tutoring and education reform (Policy Brief No. 7. Doha, Qatar: The Social and Economic Survey Research Institute (SESRI). Retrieved from <http://www.qu.edu.qa/global/sesri/Shadow-Brief-Eng-Final.pdf>

⁴ Mohamed, S. (2017, January 24). Ministry gets tough against private tutors; Common summer vacation for all schools. *The Peninsula*. Retrieved from <https://www.thepeninsulaqatar.com/article/24/01/2017/Ministry-gets-tough-against-private-tutors-Common-summer-vacation-for-all-schools>

⁵ Rao, A. P. (2017, April 02). Demand high for private tuition despite curbs. *The Peninsula*. Retrieved from <https://www.thepeninsulaqatar.com/article/02/04/2017/Demand-high-for-private-tuition-despite-curbs>

Figure I-8: Perceptions of the effectiveness of private tutoring



ATTITUDES TOWARD GENDER ROLES AND DECISION MAKING

Rapid socioeconomic development in Qatar in the last few decades has brought many changes to the traditional lives and values of the Qatari people, especially regarding the lives of Qatari women. As per Qatar's Fourth National Human Development Report: Realizing Qatar National Vision 2030, several programmes in education, health, employment and leadership have been established to ensure greater gender equality and women's empowerment, and women's lives have improved. It was evident in the report that although gender equality was achieved in terms of education and health, work still needs to be done in terms of gender equality in employment and political empowerment. For a patriarchal society like Qatar, this is a challenging objective. To develop an effective policy to implement this objective, it is important to have a better understanding of attitudes of Qatari people with regard to gender roles. In this section, we examine Qatari attitudes toward some key aspects of gender roles in terms of decision-making capabilities, leadership positions and holding important roles in society using survey data. The results of our analyses are described below.

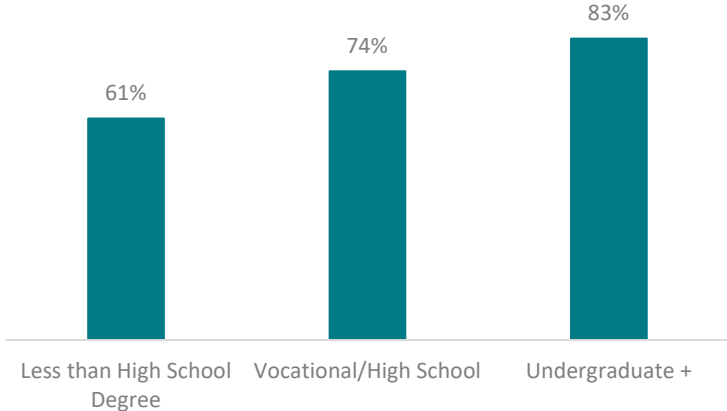
Male respondents expressed more agreement than females to a man having the final word about decisions in the home

To assess the participants' attitudes toward gender roles and decision making, these individuals were asked a series of questions about the subject under study. A majority of both Qatari male and female respondents agreed with the statement that "a man should have the final word about decisions in the home" (69% and 59%, respectively). This was quite surprising, especially regarding the women, since this assertion is a clear reflection of a patriarchal or male-dominated society's mode of thinking, which is currently rejected by much of the world's population.

Women are no longer tolerating violence to keep the family together

The respondents were also asked how much they agree with the statement that "a woman should tolerate domestic violence to keep the family together." Notably, the findings include a statistically significant relationship between levels of agreement with this statement and the participants' education. Most respondents with undergraduate or higher degrees strongly disagreed with this assertion (83%) compared to respondents with vocational, high school, or other diplomas (74%). In addition, 61% of the participants who had no high school degree disagreed with the statement (Figure II-1). Though unfortunate, the toleration of family-related violence among less-educated segments of society is not surprising. The findings reflect the present condition of patriarchal societies in which women with less education are heavily dependent on their spouses. Thus, the vulnerable condition of these wives leads them to tolerate violence more readily than their more independent counterparts.

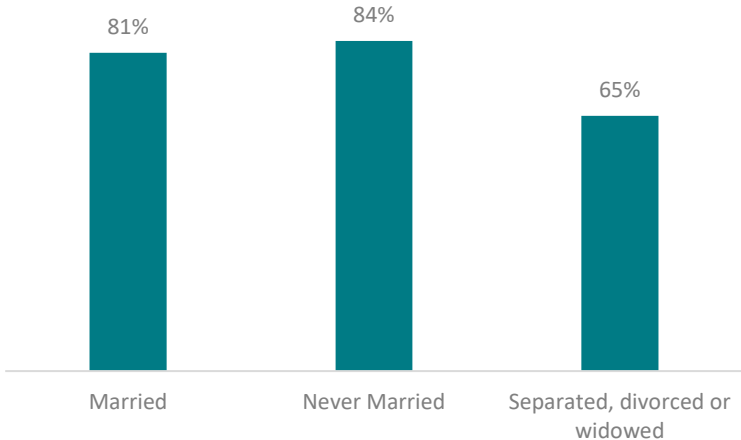
Figure II-9 Disagreement level for, "A woman should tolerate domestic violence to keep the family together" based on education level



Divorced and separated respondents were more likely to reject male engagement in caring for children or other domestic work

When the respondents were asked whether they think that “it is shameful when men engage in caring for children or other domestic work,” the data show that a statistically significant connection exists between the participants’ level of agreement with this assertion and their marital status, regardless of their age, gender, or education. According to Figure II-2 below, respondents who had never been married make up the majority of participants who disagreed with the statement (84%). However, a significant number of married participants also disagreed (81%). The number of respondents who were listed as “other” in terms of marital status—including divorced, separated and widowed respondents—and who disagreed (65%) is quite large compared with those who agreed (35%). The exact causes of this tendency are quite difficult to identify given that the percentage of participants who were married or had never married and supported this assertion is higher than that of those who disagreed. Other factors, including gender, could have influenced the results, and the respondents come from a patriarchal society in which such notions are still widely accepted.

Figure II-10 Disagreement level for, "It is shameful when men engage in caring for children or other domestic work" based on marital status

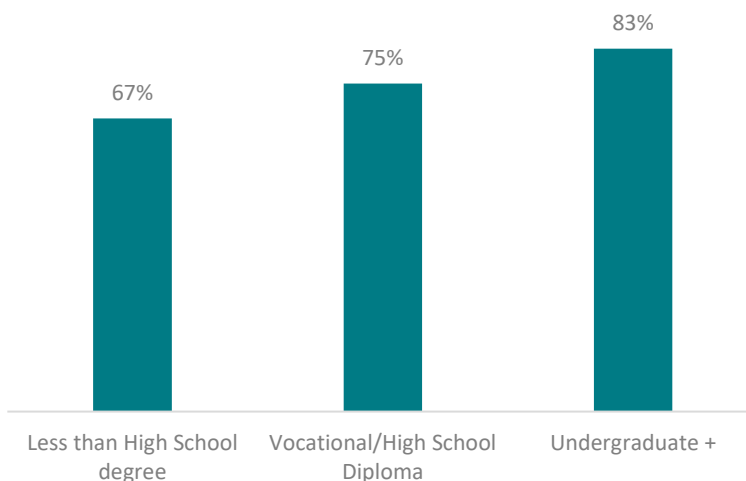


The participants were also asked how much they agreed with the statement that “a husband should not have friends of the opposite sex.” As expected, most men surveyed disagreed with the assertion (41%), while most women agreed with it (68%). This finding can be largely attributed to, among other issues, insecurity, a lack of trust, and infidelity on the part of husbands.

Respondents that are more educated are more likely to disagree about men exercising guardianship over their female relatives

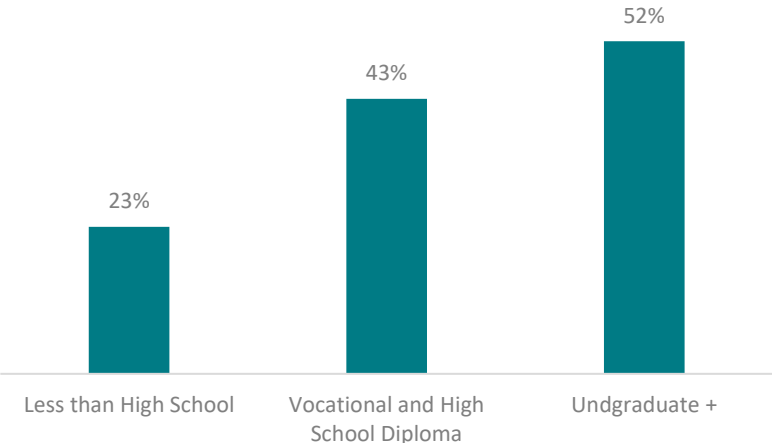
Figure II-3 below shows, unsurprisingly, that most respondents agreed with the statement that “it is a man’s duty to exercise guardianship over his female relatives.” This result is quite consistent across genders, and a positive correlation was found with the participants’ education levels. Evidently, the longer these individuals had spent in schools, the more they disagreed with the above assertion. Those with undergraduate or higher degrees are less likely to agree with the statement (67%) compared to those who have vocational, high school, or other diplomas (75%) and who had not completed high school (83%). The opposite (i.e., disagreement) is also true (17%, 25%, and 33%, respectively). These findings confirm that education contributes to empowerment and lower dependency levels, so patriarchal notions such as women relying on men become somewhat outdated once women can also attend to their own needs and those of close relatives.

Figure II-11 Agreement level for, "It is a man's duty to exercise guardianship over his female relatives." based on education level



Another question asked the participants to what extent they agreed with the statement: “boys are responsible for their sisters’ behavior, even if they are younger than their sisters.” Similarly, to the previous statement, the results were consistent. The intensity of agreement increased with the individuals’ levels of education, and the degree of disagreement rose with a decrease in the respondents’ education ranging from less than high school, to vocational, high school or other diplomas to undergraduate degrees (77%, 57%, and 48% for agreement, respectively, and 23%, 43%, and 52% for disagreement) (see Figure II-4 below).

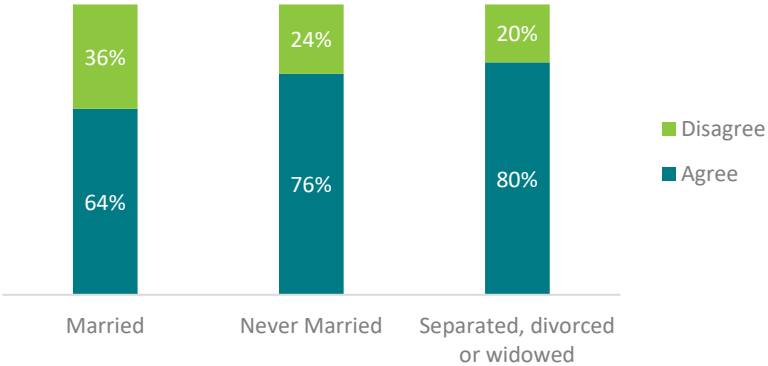
Figure II-12 Disagreement level for, “Boys are responsible for their sisters’ behavior, even if they are younger than their sisters.” based on education level



Women have the same freedom to access social media accounts as men

Notably, the statement that “women should have the same freedom to access social media accounts as men do” produced two statistically significant findings. This assertion supports women’s rights, so most female respondents were expected to agree as opposed to male respondents (74% vs. 64%). The number of those who disagreed was lower in both categories (36% and 26% for male and female respondents, respectively) compared to those who agreed. The impact of marital status was quite consistent since most participants agreed with the statement, but the group that most concurred with it were respondents who had never been married (76%). Married respondents were evidently insecure about this freedom, so most of them disagreed (36%) (Figure II-5 below). Moreover, different age groups could be playing a role here as younger respondents would be less likely to be married and more attached to social media freedom. Surprisingly, age has not influenced the results.

Figure II-13 Level of agreement, "Women should have the same freedom to access social media accounts as men", based on marital status



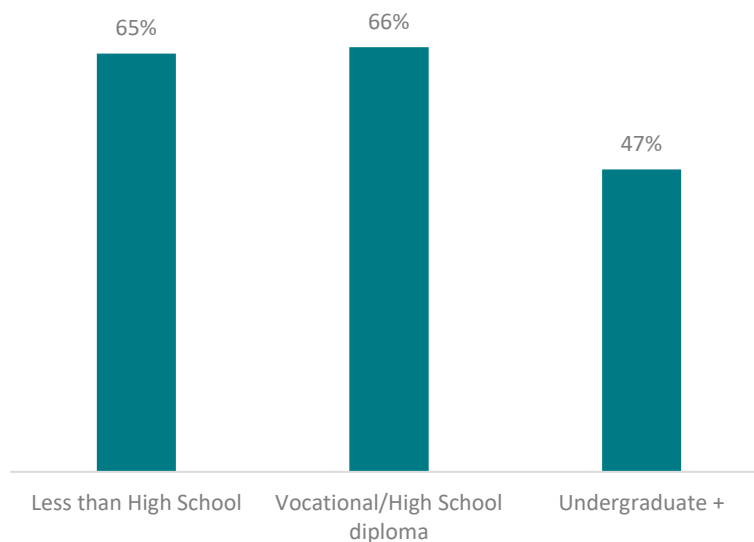
Attitudes toward women in leadership positions

Majority of respondents agree that there should be more women in positions of political authority

The gender section of the Omnibus also included questions about the participants' reactions to statements about women in leadership positions. When asked whether "there should be more women in positions of political authority," (47%) of all male respondents agreed with this statement, whereas (59%) of the female participants agreed. The findings clearly highlight that more women than men support this assertion. The difference in the percentages is, however, quite small, implying that Qatari society is quite liberal in this area.

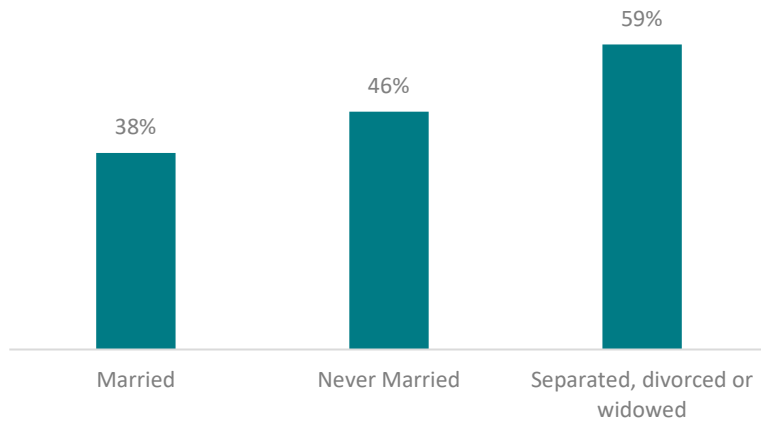
The respondents were also asked about the statement: "women are too emotional to be leaders." Figure II-6 shows that participants with lower education levels (i.e. who had no high school or hold vocational, high school or diploma) are more conservative. Their thoughts reveal a male-dominated society, an aspect made evident by the present results in which most of these individuals agreed with this assertion (65% and 66%, respectively). The higher the respondents' education is, the smaller the number of individuals who agreed with the statement, including (47%) for people with university degrees.

Figure II-14 Agreement level for, "Women are too emotional to be leaders" based on educational level



In terms of marital status, married respondents largely supported (62%) this assertion, especially the men, probably because they had had first-hand experience with women in their domestic roles as wives. Thus, their answers were based on real experiences as compared with their unmarried counterparts. The "other" group—mostly comprised of divorced, separated or widowed respondents—may have views based on a different, more defined perspective than that of their married counterparts. The percentages of disagreement were as follows: 38% for married, 46% for never married and 59% for those who are divorced, separated or widowed (see Figure II-7).

Figure II-15 Disagreement level for, "Women are too emotional to be leaders" based on marital status



Married female respondents more likely to agree that women should leave politics to men

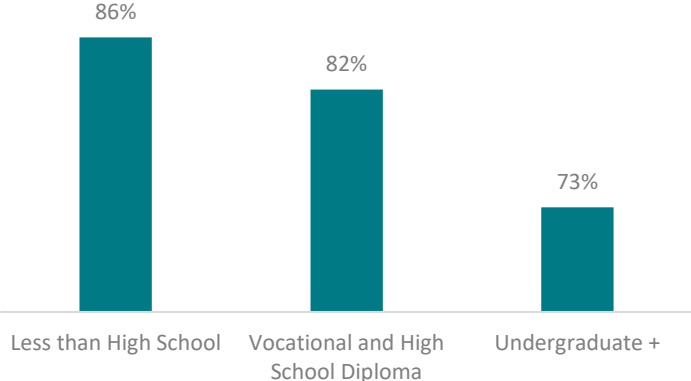
The participants were also asked whether “women should leave politics to men.” The number of those who disagreed compared to those who agreed was quite high, showing that these individuals are liberal-minded on this topic (51% for married, 56% for never married, and 73% for separated, divorced or widowed). Nonetheless, fewer married people agreed, confirming that these men and women still conform somewhat more closely to a traditional way of thinking than their single counterparts do. In addition, more married females agreed with the above statement than those who had never been married and the other group, showing that married respondents have more traditional values (52%) as compared to the remaining two groups (34% and 24%, respectively). Another explanation could be that married respondents may have more domestic responsibilities and thus less time to keep with politics.

Both male and female respondents supported the adoption of a quota system, which guarantees a fixed proportion of places for women in government

When the participants were asked how much they agree that “Qatar should adopt a quota system that guarantees a fixed proportion of places for women in government,” the data show statistically significant differences between genders and education groups. Regarding gender, more female respondents agreed with the statement (85%) than men did (72%). However, the percentage of both participants was high, implying that women’s rights are supported by both genders.

Surprisingly, the respondents with no high school appeared to be more likely to agree with guaranteeing a fixed proportion of places for women in government, compared with those with a high school or other diplomas (82%) and those with undergraduate or higher degrees (73%). This means that the most educated people disagree with the above assertion (27%) despite this being a notion that is common in elite groups in other societies around the world. These findings may suggest that those who go on to higher education are mostly men, who are more prone to rejecting this statement. Another explanation could be that more educated respondents are less likely to just agree based on social desirability bias (see Figure II-8 below).

Figure II-16 Agreement level for the idea of having a quota system to guarantee a fixed proportion of places for women in government positions, based on educational level



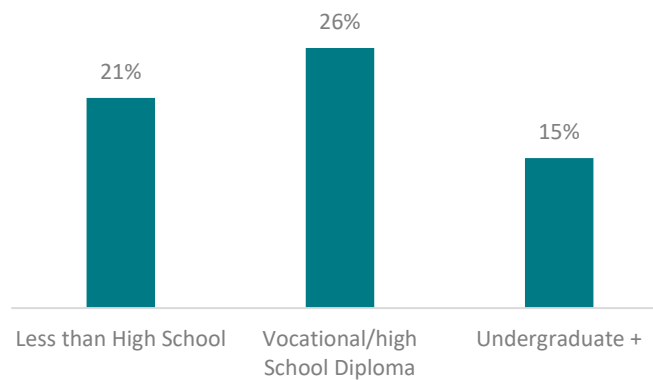
Attitudes about women holding important roles in society

Attainment to higher education is correlated with supporting women membership to Shura Council and being government ministers

The participants were also asked how much they agree with women holding important roles in the society such as becoming members of the Shura Council, government ministers, a prime minister, police officers, leaders of professional organizations, and religious leaders.

Figure II-9 reveals to what extent the respondents agreed that “women can be members of the Shura Council.” The respondents with an undergraduate or higher degree are more likely to agree with this statement (85%) as compared to those with no high school diploma (79%) or high school and other diplomas (74%). Nonetheless, a significant number of participants with no high school diploma or vocational, high school, or other diplomas rejected the above assertion (21% and 26%, respectively). Presumably, the respondents with less education do not understand what these public roles actually entail, and individuals with university degrees are likely to benefit more from women on the council.

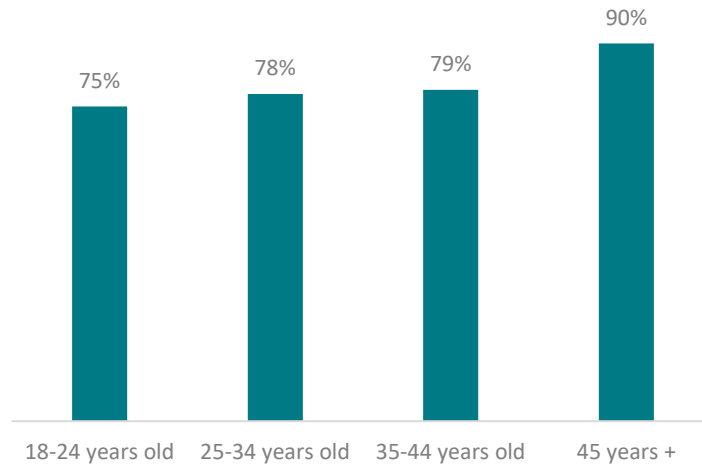
Figure II-17 Disagreement level for, "Women can be members of the Shura Council" based on educational level



When asked whether “women can be government ministers,” 80% of the participants with undergraduate or higher degrees, 75% of those with no high school diploma, and 70% of those with vocational, high school, or other diplomas had a positive response to this assertion. Regarding gender, more women than men agreed with the statement (53% vs. 41%), implying that most men still refuse to allow women to take on more important roles in a society that is moving away from patriarchal values.

Similarly, respondents were also asked to react to the assertion that “women can work as police officers.” In terms of age groups, as the individuals’ age increases so does the number of participants wanting women to become police officers. The overwhelming majority (90%) of respondents aged over 45 years old agreed with this compared to 79% of those 35–44 years old, 78% of the 25–34-year-old group, and 75% of those aged 18–24 years old. These findings may indicate that greater empowerment and confidence come with age (see Figure II-10 below).

Figure II-18 Agreement level for, "Women can work as police officers", based on age

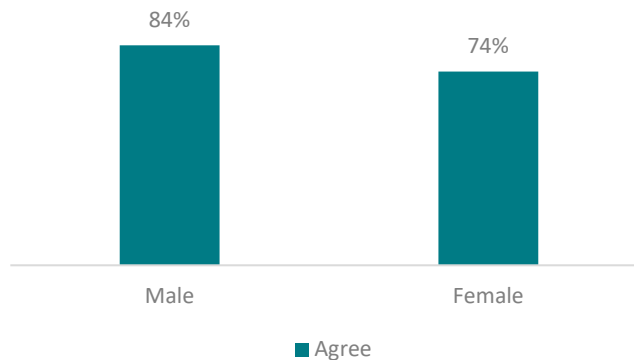


The participants were also asked whether “women can be leaders of professional organizations.” Female respondents were more likely (87%) to agree to this statement compared with males (77%). This implies that men are no longer as adamant about their former conventional stance regarding women.

Women can be leaders of professional organizations and religious leaders

Finally, when the participants reacted to the assertion that “women can be religious leaders, but not imams or priests,” the number of male respondents who agreed was lower than that of females (74% vs. 84%). However, this percentage greatly exceeds that of males who disagreed (26%), implying that, even though public religious roles may seem quite absurd in a formerly male-dominated society, most men are now willing to give women some opportunities (see Figure II-11 below).

Figure II-19 Agreement level for, "Women can be religious leaders, but not imams or priests", based on gender



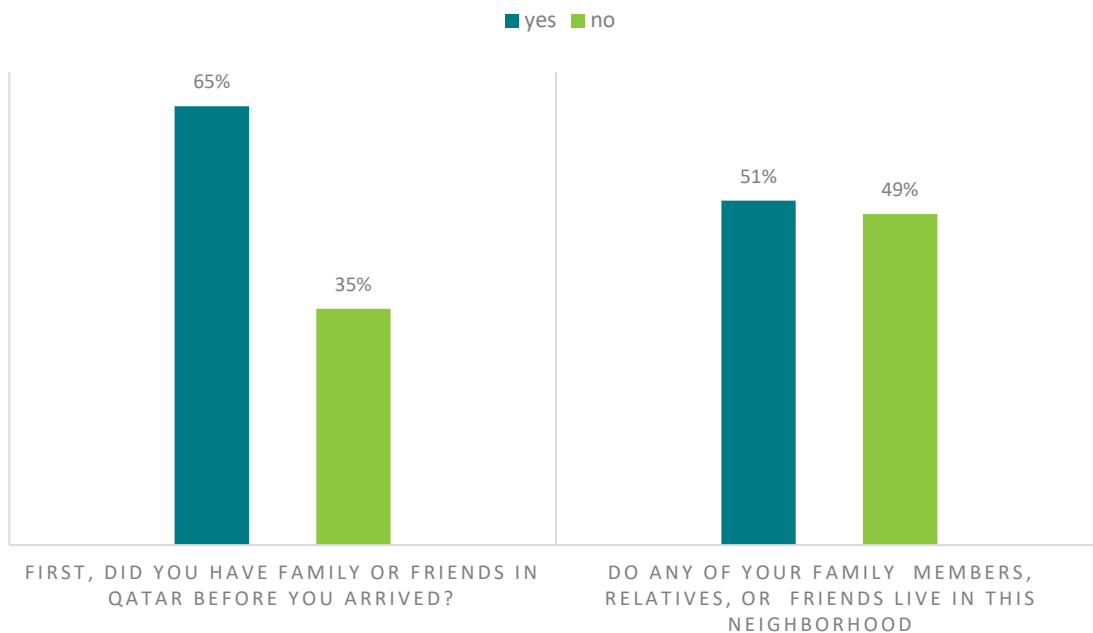
Impact of Social Relationships On the decision to migrate to Qatar

In this section we examine the extent to which white collar expatriates feel integrated into the Qatari community, and whether social relationships played a role in their decision to make Qatar their home. The results of our analyses are described below.

To assess the participants' sense of belonging, respondents were asked a series of questions about their life in Qatar, specifically, about their family and friends and their level of satisfaction with their social life in Qatar.

To explore whether social relationships affected their decision to migrate to Qatar, respondents were asked to indicate if they had family members or friends in Qatar before they arrived. Almost two-third (64 %) of respondents stated that they had a family member or friend in Qatar prior to their arrival, where (35%) stated the contrary(Figure III-1). This also corresponds to the respondents' answers when they were asked "if any of their family members, relatives, or friends live in the same neighbourhood", half of them (50%) stated that they did indeed live with a relative, family or friend in the same neighbourhood. (Figure III-1).

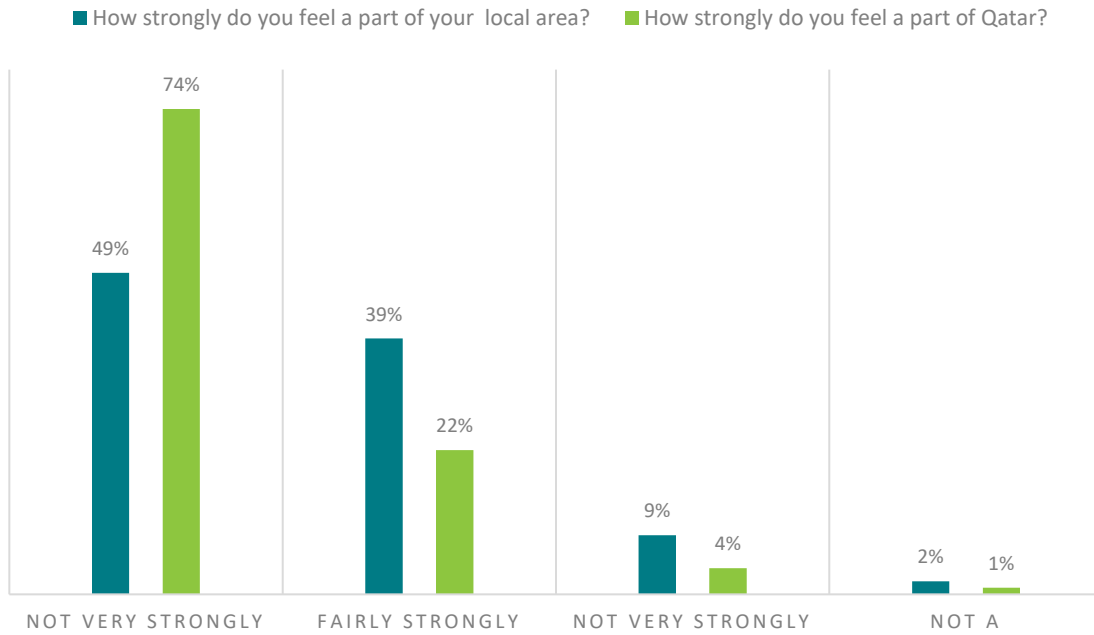
Figure III-20: Social capital Affects the decision to migrate to Qatar and live in the neighborhood



Association to the local area and Qatar

When respondents were asked, "how strongly do you feel part of Qatar and part of your local area", three quarters of respondents stated that they felt part of Qatar (75%) and the other half of respondents (50%) stated that they very strongly feel part of local area, while (22 %) of respondents mentioned that they fairly strongly felt part of Qatar. (Figure III-2)

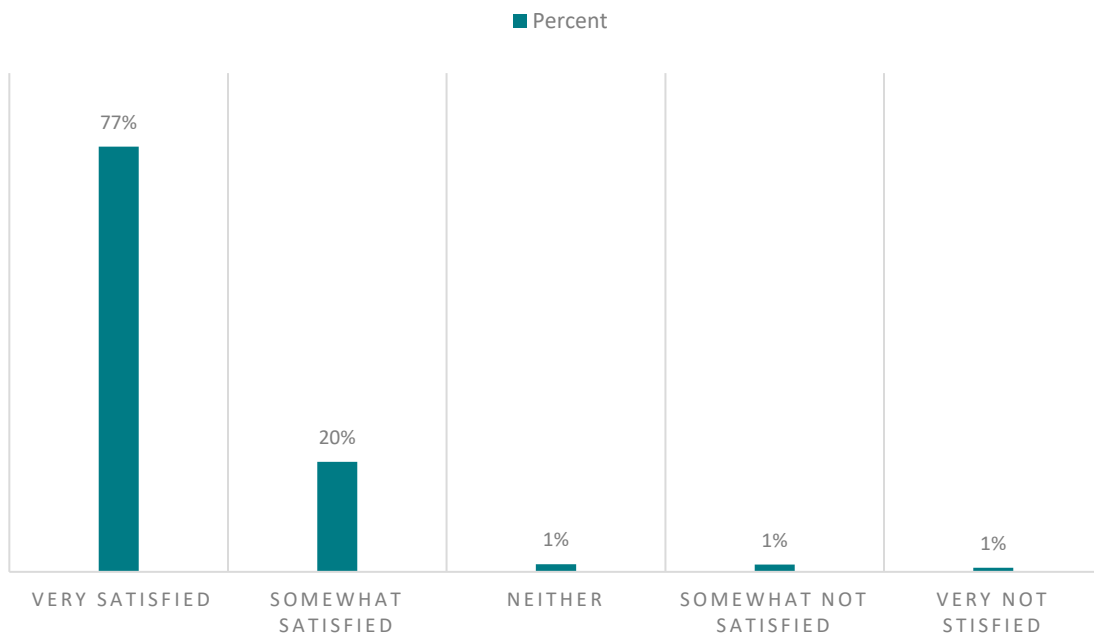
Figure III-21 FEELING PART of Qatar and local area



Satisfaction with living in local area

Figure III-3, displays that 79% of respondents are very satisfied living in their local area while 21% of respondents stated that they are somewhat satisfied.

Figure III-22 How satisfied are you living in this local area?



Involvement in community events

To further gauge respondents' integration into the Qatari community, we asked them several questions pertaining to their involvement in community events. Table 1, showed two-thirds of white-collar respondents (67%) never volunteer in an event, and 44% never attend community meetings in their local area, whereas 26% stated that they attend meetings a few times a year and 12% stated that they attend community meeting weekly.

Table 1: Attend community meetings

	Weekly	Monthly	Every few months	A few times a year	Never
Attend events in your local community	12.5	16.8	12.8	26.3	31.6
Attend community meeting	12.6	13.6	12.1	17.7	44.0
Volunteer in your in your local community	2.9	6.5	8.0	18.8	63.8
Volunteer somewhere	2	4	5.2	22	66.8

PERMANENT RESIDENCY

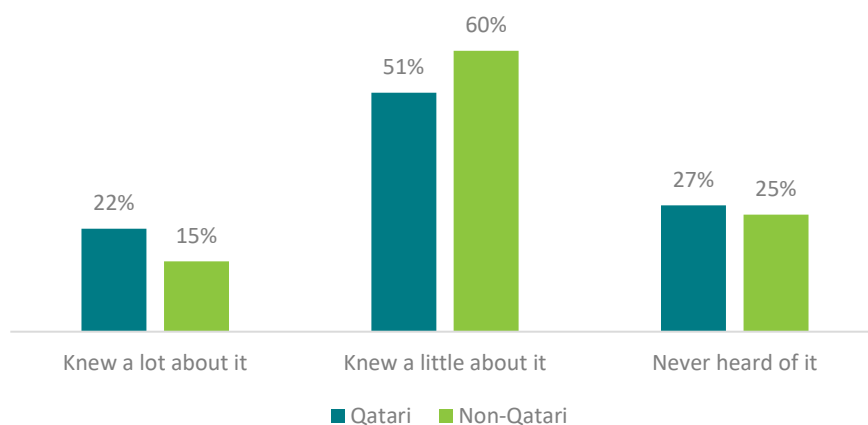
In May 2018, the State of Qatar approved a Draft Law on Permanent Residency that would extend the possibility of permanent residency to several categories of non-Qataris. These newly eligible groups include “the children of a Qatari woman married to a non-Qatari, as well as those who offered valuable services to the country and people with special capacities that the country needs.”⁶ As per the draft law, holders of the permanent residency card can access free education and healthcare and have the right to own property and engage in some business activities without a Qatari partner. They would also have priority after Qataris for government jobs. (This draft law has since been formally issued as Law No. 10 of 2018 on Permanent Residency.)

In light of this policy change, the 2018 Omnibus Survey included a section to gauge the attitudes of Qataris and expatriates toward the draft law. The survey measured public support both in general and with regard to specific categories of people who would become eligible for permanent residency. The survey also asked non-citizens about their interest in potentially applying for permanent residency and to self-evaluate their degree of eligibility for the status.

Public Knowledge of the Draft Law

Public knowledge of the draft legislation on permanent residency is mixed. On the one hand, only around 25% of respondents said that they had never heard of the law prior to the survey, as illustrated in Figure IV-1. However, even fewer respondents—just 22% of Qataris and 15% of non-Qataris—reported knowing “a lot” about the draft law. A majority of both groups responded that they knew “a little” about the draft law prior to the survey. In all, the results show a lack of public familiarity with the details of the legislation.

Figure IV-23: Knowledge of Permanent Residency Law, by nationality



Qatari and Expat Views toward the Draft Law

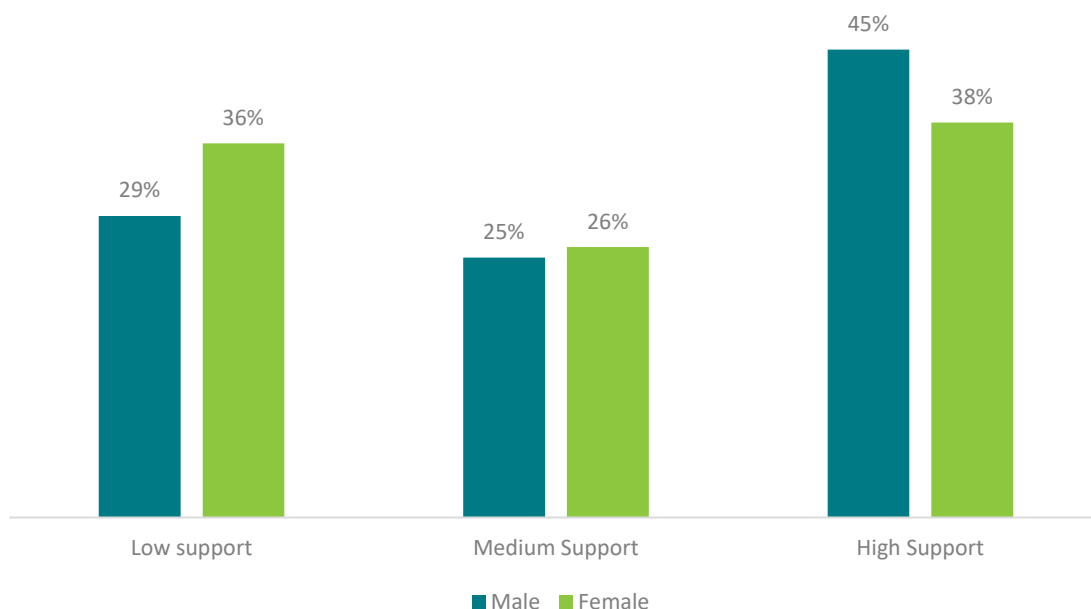
To measure public attitudes toward the draft law, survey respondents were read a short description of the provisions of the law and then were asked the extent to which they believed that granting permanent residency to non-Qataris was a “good idea” or “bad idea.” Answers were recorded on a scale from 0 to 10, where 0 means a “very bad idea” and 10 means a “very good idea.” Overall, 41% of citizens gave the draft

⁶ “Advisory Council approves draft law on permanent residency,” Qatar News Agency, 29 May 2018.

law the highest possible rating—i.e., 10 out of 10—which we label “high support.” Another 26% of Qataris give an evaluation of 8 or 9, which we label “medium support.” Finally, 33% of citizens offer a score of 7 or below, which we call “low support.”⁷

Figure IV-2 shows the perceptions of Qataris toward the permanent residency law according to gender. Clear from the figure is a significant difference in opinion based on gender, with male Qataris relatively more supportive of the draft law than female Qataris. For instance, whereas 45% of male citizens report highly supportive views of the law, only 38% of female citizens say the same. Similarly, 29% of male Qataris fall in the lowest category of support, compared to 36% of females. This difference is significant at a high level of statistical confidence ($p = 0.036$).

Figure IV-24: Qatari Attitudes toward Permanent Residency Law, by gender



Expatriate Views of and Interest in Permanent Residency Law

A final goal of the survey was to understand the views of non-Qatari residents of Qatar who might become eligible for permanent residency under the draft law. Overall, almost three-quarters of Arab and Western expats rate the policy as 10/10, compared to just 41% of Qataris as reported already. Half of all Arab expats and two-thirds of Western expats rate themselves at the highest category of eligibility. Only 8 of 444 respondents (less than 2%) who consider themselves eligible are children of Qatari mothers. The rest are evenly split between those who think they have “special skills” and those who think they have performed “special services” for the state. When asked to say how interested they would be in applying for permanent

⁷ These categories represent the quartiles of the continuous (0-10) measure.

residency, 65% of all expats rate their interest at 10/10. This is even higher for Arab expats, at 71% (Figure IV-3)

Maintaining order remains top national priority

The permanent residency section also included one trend question that has been included in the Omnibus Survey since 2011. This question concerns national priorities. When asked to choose between different goals for the country, 71% of Qataris and 65% of expatriates identify “maintaining order” as their top national priority in 2018. “Preserving cultural identity” was the second most common response, at 15% of Qataris and 17% of expatriates. “Fighting rising prices” and “giving people more say in important decisions” were the least cited in 2018 (Figure IV-4)

It is important to note that “preserving cultural identity” was included among the goals for the first time in 2018, replacing “protecting freedom of opinion.” This helps explain the increase in the proportion of respondents selecting this option in 2018 relative to previous years.

Figure IV-25: Top national priorities among Qataris

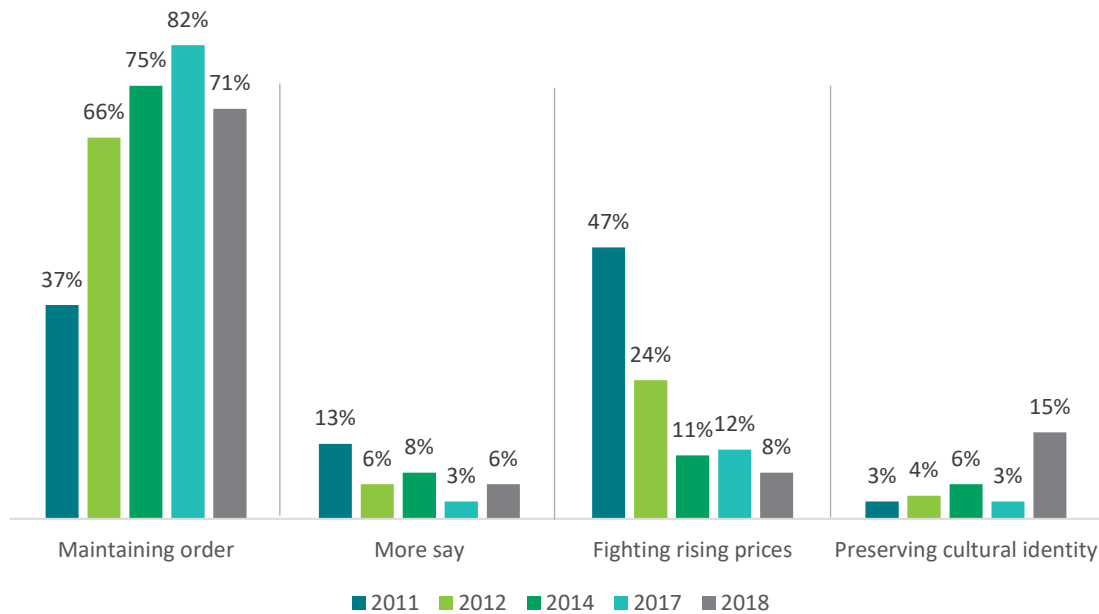
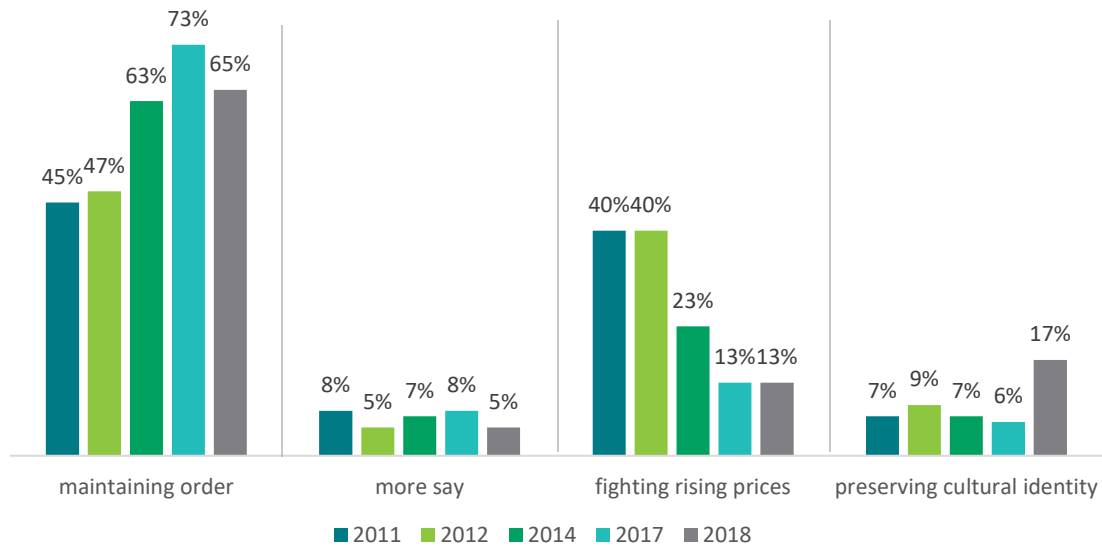


Figure IV-26: Top national priorities among Expatriates



Qatar against the Blockade

This report is part of the 2018 Omnibus survey conducted during April – May 2018 by the Social and Economic Survey Research Institute (SESRI), which is a follow-up wave for the previous 2017 study. The current study aims to explore changes in political, economic, social trends, attitudes, and developments surrounding the crisis to draw conclusions and provide recommendations for decision makers in Qatar. Unlike the previous 2017 study which focused solely on Qatari respondents, this study analyzes the implications of the blockade for both Qatari citizens and expatriate residents. The findings are compared to previous studies conducted by SESRI during the period from 2010 to 2018 through trend analysis, in order to understand the attitudes of Qataris and expatriates with respect to time. Data was collected using computer-assisted personal interviewing (CAPI), with the sample consisting of 1,502 respondents (733 Qataris and 769 expatriates). Overall, most findings on the attitudes of Qatari respondents from this study correspond closely to those of the previous wave (Blockade 2017). Comparison between Qataris and expatriates reveals that there are some notable differences in attitudes.⁸

Legal Implications

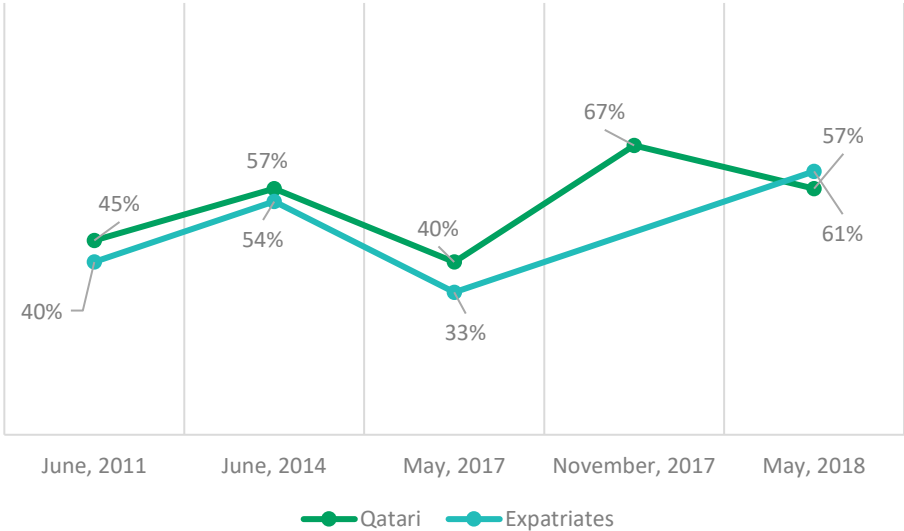
⁸ Trend analysis and comparison were based on the following studies (the dates indicate the data collection period):

- The Gulf Cooperation Council Single Currency Survey (December 2010)
- The 2011 Omnibus (June 2011)
- The 2014 Omnibus (June 2014)
- The 2017 Omnibus (May 2017)
- Qatar against the Blockade (November 2017)

The respondents were asked about their opinion towards political conflicts and political participation through elected parliaments. The results show that majority (77%) of Qataris agrees either strongly or somewhat that “political conflicts do not deteriorate rapidly when there is democratic participation through elected parliaments in countries where conflicts arise”, while 14% of them disagree with that statement. Expatriate respondents reported similar opinions, with majority stating that they agree (78%) whereas (7%) disagree with the same statement.

Respondents were also asked to express their view on the importance of living in a democratic country by rating it on a scale from 1 to 10, where number 1 indicates “Not important at all” and number 10 indicates “Definitely important”. When comparing previous studies conducted by SESRI from June 2011 to November 2017 we find the percentage of Qataris who gave the highest rating (10) was consistently slightly higher than expatriates shown in (Figure V-1). However, results of the current study (May 2018) recorded a slightly higher percentage of expatriates (61%) compared to Qataris (57%) who rated importance of living in a democratic country with number.

Figure V-27: The Percentage of Respondents Who Gave Highest Rating (10) to the Importance of Living in A Democratic Country

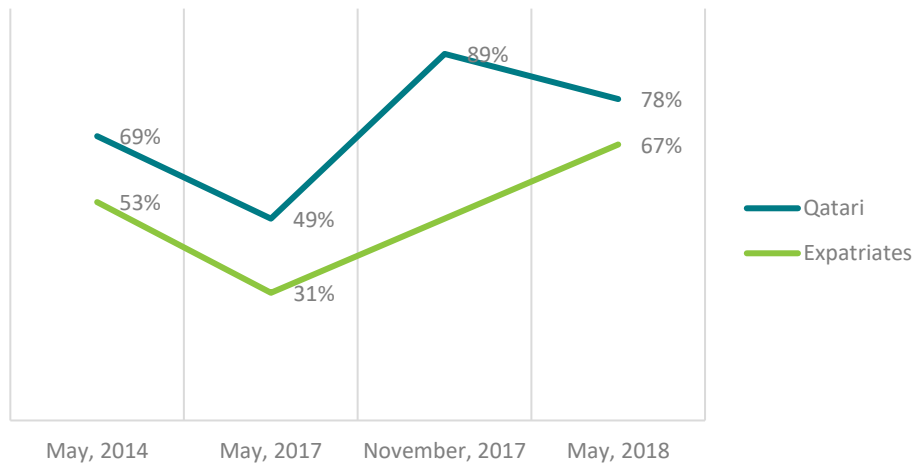


Political Implications

The results show that the blockade of Qatar remains the most important issue facing Qatar according to respondents. Percentage of Qataris who considered the blockade as the main issue increased from 81% in November 2017 to 89% in the current study (May 2018) as for expatriates, the percentage was 77%.

In terms of interest in local and regional politics, Qataris expressed higher level of interest than the expatriates did. Comparing study findings before and after the blockade shows that the percentage of Qataris interested in local and regional politics increased from 49% in May 2017 (before the crisis) to 89% in November 2017, only to slightly decrease again to 78% in May 2018 (Figure V-2).

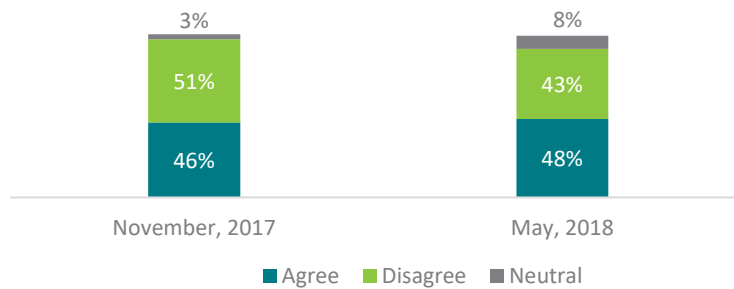
Figure V-28: Qataris and Expatriates Who Are Interested In



According to the results, the percentages of Qataris and expatriates who believe that Qatar should achieve full independence from regional alliances were close together, representing about half the respondents in each group. However, when comparing the results of Qataris between the November 2017 and the current May 2018 studies, a decrease of 16% becomes evident. As for respondents' levels of agreement with the statement "Qatar should search for new alliances with regional powers", the results suggest that the percentage of Qataris (85%) who agree is slightly higher than expatriates (84%). This indicates a lack of trust of both Qataris and expatriates in the existing alliances. On the other hand, the increase in percentage of Qataris who disagree that Qatar should seek new alliances has doubled between November 2017 and May 2018 to reach 7%, though still representing a minority opinion.

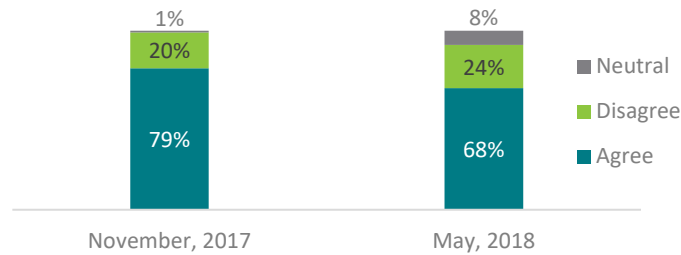
When asked about their views on whether Qatar should do what is necessary to return to normal relations in the GCC, expatriates were more likely to express agreement with this view, compared to Qatari respondents (67% of expatriates as opposed to 48% of Qataris). Comparing findings on Qatari respondents between November 2017 and May 2018, the results reveal that there is no change in the percentage of those who agree that Qatar should do what is necessary to return to normal relations. While there was an 15% decrease in the proportion of Qataris who disagree with the above position (from 51% in November 2017 to 36% in May 2018), the percentage of those who responded with "Neutral" increased by 5% during the same period (Figure V-3). The support of almost half (46%) of Qataris for such a reconciliatory position could be due to the long duration of the crisis and its negative implications both socially and psychologically, which came about as a result of various human rights violations that impact social relations and economic interests.

Figure V-29: Statement of "Qatar should do what is necessary to return to normal relations in the GCC"



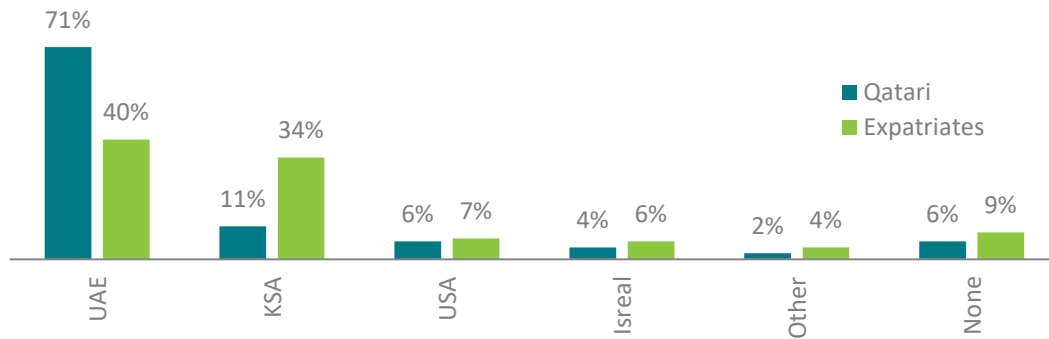
With regards to respondents' level of agreement with the statement that "Al Jazeera channel serves Qatar's interests on a large scale", Qataris and expatriates reported quite similar positions. More than half of Qataris and expatriates expressed agreement, while about a quarter disagrees with the above statement. When comparing November 2017 and May 2018 findings of Qatari respondents, a slight change is observed; there was a noted decrease in percentage of respondents who agree and an increase of those who disagree that Al Jazeera channel serves Qatar's interests on a large scale (Figure V-4). This position can be contextualized by Al Jazeera's significant role throughout the crisis in portraying the Qatari narrative. It also indicates a general acceptance of the official support of Al Jazeera network and a belief in its role in promoting Qatari interests.

Figure V-30: "The Al Jazeera channel serves Qatar's interests on a large scale" (Qatari)



As for the respondents' opinions on the most threatening country to the stability and security of Qatar, the results show an increase in percentage of Qataris who view the UAE as the greatest threat, from 66% in November 2017 to 71% in the current study (May 2018). The UAE was also considered by 40% of expatriates as the most threatening country to Qatar. Second most frequently mentioned country was the KSA, viewed as the most threatening to Qatar by only 11% of Qataris and 34% of expatriates (Figure V-5). Furthermore, half of respondents (Qataris and expatriates) indicated that they still consider the KSA as the "elder sister" of Qatar, despite its leading role in the blockade crisis. Such views could be partially explained by the long-standing cultural ties between many Qatari and Saudi tribes, while the same does not necessarily apply to the UAE.

Figure V-31: The Most Threatening Country to the Stability and Security of Qatar (May 2018)



It is worth mentioning that the results from previous studies conducted by SESRI prior to the blockade (in 2011, 2014 and 2017) showed Iran as the most threatening country to Qatar for almost one third of Qataris, compared to 17% or less expatriates. As for the biggest ally country of Qatar at present, Turkey emerged in the forefront, with nearly 70% of both Qataris and expatriates mentioning it as such. Kuwait ranked second, mentioned by 26% of Qataris and 12% of expatriates, followed by Oman with merely 3% of both Qataris and expatriates stating that it is the biggest ally for Qatar presently.

As for respondents' views on Qatar's membership in the GCC, the results reveal that there is a greater tendency among expatriates than there is among Qataris to consider Qatar's membership in the GCC as positive (84% and 70% respectively). Although percentage of Qataris who view Qatar's membership as negative has declined from 26% in November 2017 to 13% in May 2018, the percentage of Qataris who reported that it is "Neither Good nor Bad" has increased from 8% to 17% during the same period (Figure V-6). In this regard, when comparing these results with previous studies conducted by SESRI, we find that the percentage of Qataris who reported their strong attachment to the GCC declined from 66% in December 2010 to 21% in May 2018 (Figure V-7).

Figure V-32: Views on Qatar's Membership in the GCC

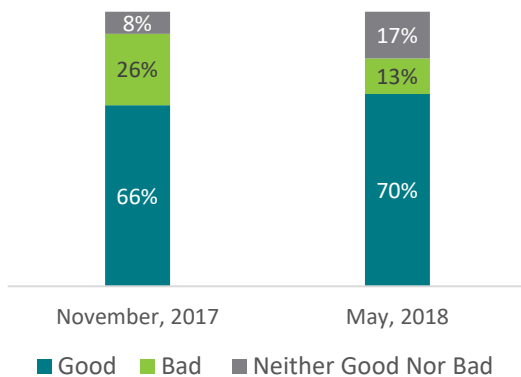
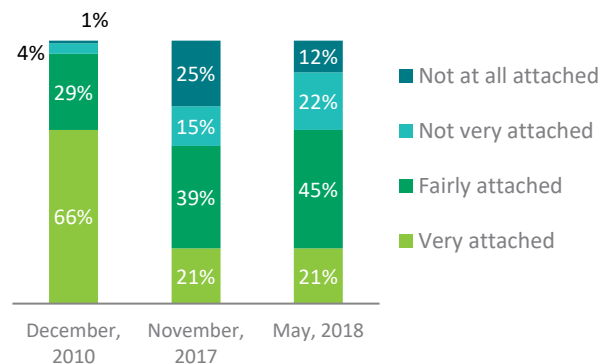


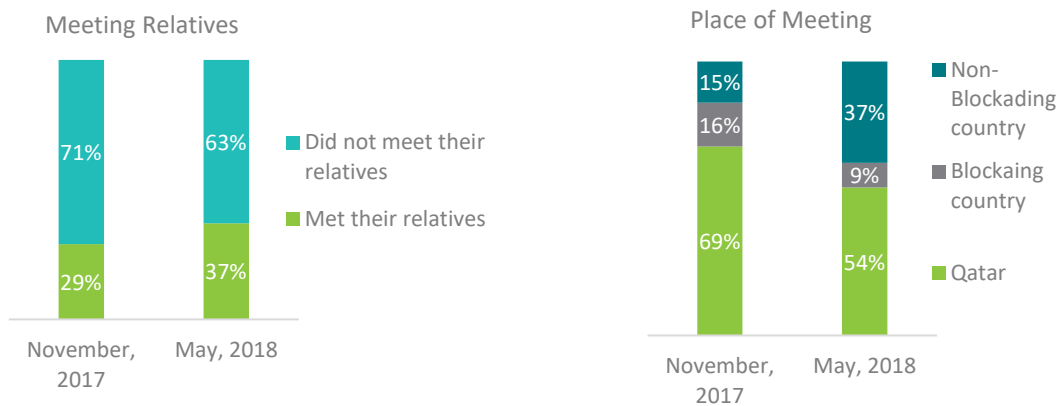
Figure V-33: Qataris' Attachment to the GCC



Social Implications

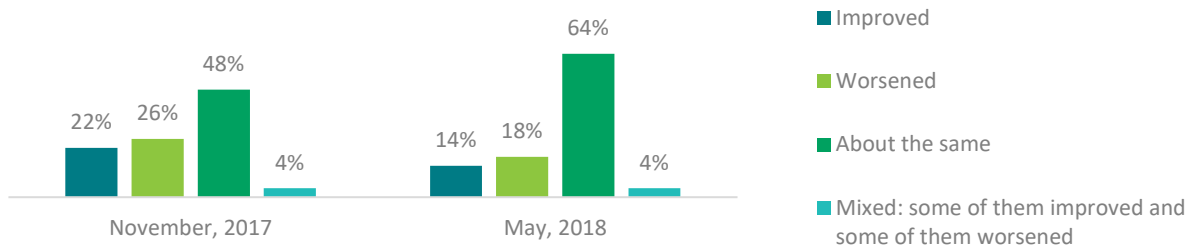
This study also measured the social impact of the crisis on intra-gulf family relations. The results suggest that there is a profound impact on families that spreads across borders of Qatar and the blockading countries. More than three-quarters of Qataris (78%) and more than half of expatriates (62%) reported that they have relatives in the blockading countries. Between November 2017 and May 2018, a slight increase is noted in the percentage of Qataris who were able to meet with their relatives from the blockading countries (from 29% to 37%). In addition, a significant increase was observed in percentage of Qataris who met with their relatives in non-blockading countries from 15% to 37%, while at the same time there was a significant decrease in percentage of Qataris who met their relatives in Qatar from 69% to 54% during the same study period. In addition, the percentage of Qataris who met their relatives in the blockading countries declined by almost half (from 16% to 9% between November 2017 and May 2018) (Figure V-). This could be attributed to the illegal measures imposed by blockading countries to prevent Qataris from crossing their borders, in addition to the recent imposition of a fine on those who travel to Qatar. Furthermore, families began to identify the easiest ways to meet which seems to be in a neutral country. As for expatriates, more than half of them (62%) reported that they have relatives in the blockading countries, with 3 out of every 10 stating that they have met their relatives from the blockading countries and only 5% did not communicate with their relatives. Furthermore, 12% of expatriates reported that their relationship with relatives living in the blockading countries had worsened throughout the blockade. As for Qataris, there is a noted decrease of those who did not communicate with their relatives from blockading countries over the study period (from 11% in November 2017 to 6% in May 2018).

Figure V-8: The Ability Meet their Relatives at the Blockading Countries and Place of Meeting



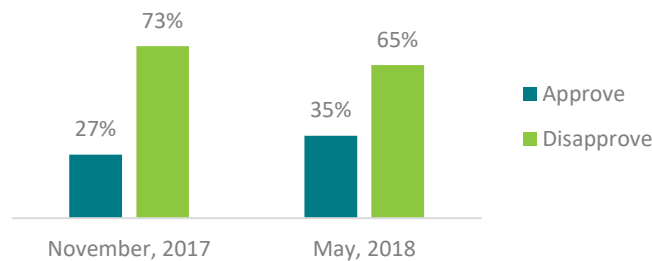
Concerning the nature of relationships between Qataris and their relatives from the blockading countries, the majority of Qatari respondents show an increase stability in their relationship with relatives with 64% stating that their relationship stayed about the same in comparison to 48% in November 2017. It is also worth noting a drop among those whose relationship has worsened over the study period (from 26% to 18%). As for the percentage of Qataris whose relationship has improved with their relatives a decrease from 22% to 14% during the study period is observed (Figure V-8).

Figure V-34: The Nature of Relationship with Relatives at the Blockading Countries (Qataris)



Respondents were asked to what extent they accept visiting blockading countries for tourism after the blockade ends. The results show that while there is a slight increase in percentage of Qataris who are willing to visit blockading countries (from 27% to 35% between November 2017 and May 2018), more than half of them (65%) still report an unwillingness to do so (Figure V-9). It is expected that there will be a decrease in hard positions as tensions are reduced. The results, however, indicate that rejection is still high among Qataris, pointing to a long-term impact on relationships between GCC countries at societal level, hence creating a necessity to encourage domestic tourism venues.

Figure V-35: To which extent Qataris approve visiting the blockading countries after the Blockade Ends.

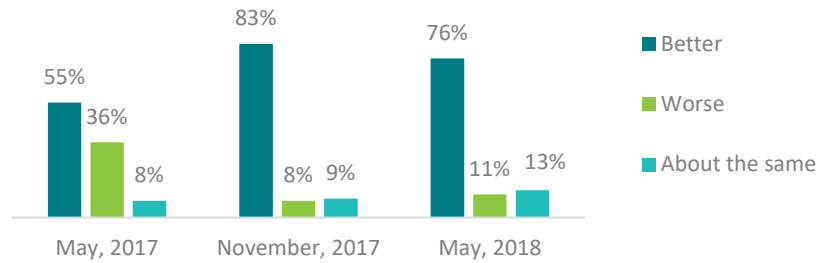


Economic Implications

In general, when comparing the results between November 2017 and May 2018 among Qataris only, there is a slight decrease in proportion of Qataris who hold positive perceptions towards the Qatari economy and a slight increase in their approval level of visiting blockading countries, as well as willingness to purchase products or use services originating from these countries.

Respondents were also asked about their perceptions towards local conditions of business and commerce in Qatar. In May 2018, the results show that about a third (32%) of expatriates held negative perceptions, while almost three-quarters (76%) of Qataris reported that business and trade conditions are better than they were a year ago (Figure V-10). Overall, findings indicate that expatriates are more pessimistic than Qataris are about the business environment in Qatar. This may be because almost half of expatriates are private sector employees (51%) which, compared to the government sector, is more affected by business and trade conditions. In addition, expatriates express higher levels of concern about the lack of information regarding crisis-related conditions.

Figure V-36: Perceptions about Business & Trade Conditions Currently



As for product availability in the local market, almost all Qatari respondents (98%) reported that products were available, which remains unchanged from November 2017. In terms of product prices, around 60% of expatriates reported products being expensive compared to 27% of Qataris.

In terms of respondents' attitudes, the results show a slight decrease in percentage of Qataris who avoided purchasing products or using services of blockading countries between November 2017 and May 2018, but the percentage still remains high (70%) (Figure V-12). Further analysis reveals that more than 30% of Qataris who are very attached to the GCC and about 60% of those who have the desire to visit blockading countries reported that they would accept buying products or using their services after the blockade ends (Figure V-13).

Figure V-37: Avoiding buying Products or Using Services of Blockading Countries Since the Beginning of Blockade

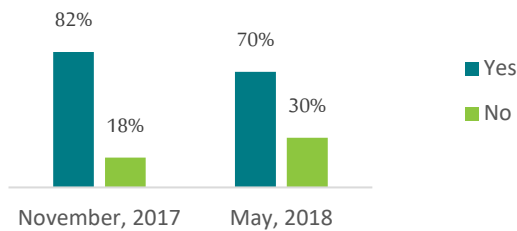
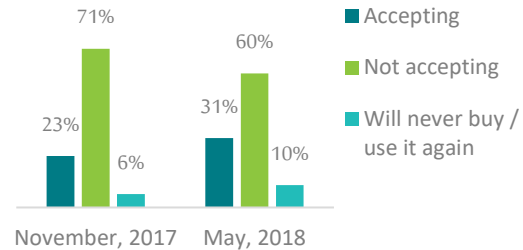


Figure V-38: Accepting Buying Products or Using Services of Blockading Countries after the Blockade Ends



On the legal side, high interest in public participation continues despite overcoming the initial shock of the crisis, noting that there is a limited reduction in interest between the two waves of the study. A previous study conducted by SESRI found a similarly remarkable increase in public participation in 2014, during the withdrawal of ambassadors by the KSA, Bahrain and the UAE from Qatar, which confirms the impact of regional crises on political awareness and the desire for popular participation in Qatar.

On the political side, the results reveal a consensus between Qataris and expatriates on Qatar's complete independence from regional alliances, as well as their perceptions of the role of the Al Jazeera channel in serving Qatar's interests and perceiving Turkey as the current biggest ally of Qatar. On the other hand, Qatari respondents had a higher tendency to pay attention to local and regional politics, and to consider the UAE as the biggest threat to Qatar. It should be noted that the results of previous studies carried out by SESRI prior to the blockade showed Iran as the biggest threat to Qatar (for almost a third of Qataris), while this was not the case in the current study. This finding does not necessarily imply a shift in attitudes towards Iran, as much as it reflects the current political climate and Qataris' view of the blockading countries as the current biggest threat.

On the other hand, there was a higher tendency for expatriates to express agreement with the statement that "Qatar should do what is necessary to return to normal relations in the GCC". They also showed higher tendency to consider Qatar's membership in the GCC as a positive thing. As for attachment to the GCC, a significant decrease was observed in the percentage of Qataris who reported their strong attachment to the GCC during the period before and after the blockade. In addition, Qataris differentiate between their feelings about Qatar's presence in the GCC and their affiliation with it.

On the social side, the results show that the repercussions worsen with the continuation of the blockade for both Qataris and expatriates. There is a noted rise in the percentage of Qataris who reported meeting their families from blockading countries in a third, neutral country, while the percentage of Qataris who communicated with their relatives from the blockading countries decreased by a half between November 2017 and May 2018. One out of 10 expatriates reported that their relationship with relatives in the blockading countries has worsened after the blockade. In terms of the extent to which Qataris accept visiting the blockading countries after the crisis ends, the results show that a large percentage of them disapproves visiting those countries for reasons aside from family and religion.

Finally, in terms of perceptions of local market conditions in comparison with the previous year, the results showed that expatriates are more pessimistic compared to Qataris. However, majority of both Qataris and expatriates indicated the availability of products in the local market. When it comes to prices, expatriates had a higher tendency to report that products in the local market are expensive, while half of Qataris reported that only some products are expensive. As for attitudes towards products and services from blockading countries, Qataris reported a tendency to avoid purchasing or using such products and services.

METHODOLOGY

Sample design

Sampling is the process of selecting a sample of elements from the sampling frame to conduct a survey. It plays a critical part in any survey process since the ability to make any valid inference to the population, which is the target of the investigation, relies upon a rigorous sample design. In the following, we discuss issues related to the sample design used in both surveys.

Sampling frame and target population

The first component in the design is the sampling frame. It is a list that can be used to identify all elements of the target population. In this survey, the target population includes people who are 18 years or older and live in residential housing units in Qatar during the survey reference period. The target population excludes those who live in institutions such as army barracks, hospitals, dormitories, prisons. The sampling frame was developed by SESRI with the assistance from the Qatar Electricity and Water Company (Kahramaa). In this frame, all housing units in Qatar are listed with information about the housing address and information to identify if residents in the housing units belong to Qataris, expatriates, or labor migrants. Like other countries in the Arab Gulf region, there are two distinct groups of population in Qatar: the Qatari nationals and the non-Qatari migrants. The latter group is also composed of two distinct groups: the white-collar migrant workers, usually called expatriates and the blue-collar migrant workers, usually called labor migrants. In this survey, the target population only include Qataris and expatriates population.

Sample design

The state of Qatar is divided into seven administrative municipalities. Each municipality contains a number of zones and each zone is divided into several blocks. In this survey, housing units in each zone are ordered by geographic location in order to permit well distributed sampling of housing units in different areas. A systematic sample is separately constructed for Qataris and expatriates. The basic idea of systematic sampling is to select housing units by taking every k th unit in the frame, where k is called the sampling step which is the whole number part of the ratio between the frame size and the sample size. The systematic sampling implies proportionate stratification as a block containing a given percentage of Qatari or expatriate housing units in the frame would be represented by the same percentage of the total number of sampled units. Based on previous surveys, we know the response rates vary across zones. Therefore, over-sampling is used to make up for the lower response rates in certain zones.

In this survey, only one person 18 years or older in each household is selected for the interview. SESRI develops its own selection method to fit the Islamic culture in Qatar.⁹ The method can be summarized as follows. First, the interviewer asks the informant (the first household adult contacted by interviewers) for the number of adults 18 years or older in the household. Conditional on the answer to this question, different within-household schemes are utilized:

Number of adults is 1: the informant is de facto selected to complete the interview.

Number of adults is 2: randomly select between the informant and the other adult.

⁹ Details of this method and its advantages over other methods can be found in Le, T. Kien, J. M. Brick, A. Diop, D. Alemadi. 2013. "Within Household Sampling Conditioning on Household Size." *International Journal of Public Opinion Research*. Vol 25: 1.

Number of adults is 3: randomly select the informant 33 percent of the time. If the informant is not selected, randomly select between the younger and the older of the other two adults.

Number of adults is 4: randomly select the informant 25 percent of the time. If the informant is not selected, randomly select between the youngest, the oldest, and the second oldest among the other three adults.

Number of adults is 5 or more: ask the informant a second question about the number of males in the household. Randomly sample either a male or female. If the number of adults of the sampled sex is less than 4, apply the selection method for 2 or 3 adult households. If the number is 4 or more, ask the informant to list the names of all adults in the selected gender and randomly choose one.

This selection method yields a valid probability sample. All adult members in the household have the same chance of being sampled, and the probability of selecting each adult in the household is equal to the inverse of the number of adults regardless of the household size.

Sample size, non-response, and sampling error

Since Qataris account for a small portion of the population, proportionate sampling would give a relatively small number of Qataris in the sample, resulting in low precision for studies using the Qatari group alone. Also, the Qatari group is more heterogeneous than the other two groups in terms of individual and household characteristics (e.g., age, household size and income), so the sample requirement for the Qatari group should be larger than that of the other groups to achieve the same level of precision. For these reasons, the Qatari group is over-sampled (relatively to other population groups) by disproportionate sampling in this survey. The following table shows the results of the last contact between interviewers and sampled units in the survey.

Table 2 Responses by groups

Responses	Households
Completed	1502
Not completed	2031
Eligible	755
Ineligibles	520
Unknown	756
Response rate (<i>RR1</i>)	49.8%
Response rate (<i>RR2</i>)	52.3%

On the basis of table 2, response rates are calculated. We report two response rates. First, the raw response rate is the ratio between the number of completes or partials and total sample sizes after excluding ineligibles: $RR1 = \frac{C}{C+E+UE}$ where C is the number of completes or partials, E is the number of eligible responses, and UE is the number of unknown eligibility. Second, the adjusted response rate is $RR2 =$

$\frac{C}{C+E+eUE}$ where e is the estimated proportion of eligibilities which is given by this expression $e = \frac{C+E}{C+E+IE}$ where IE is the number of ineligibles.

In the survey, there are 1502 completed household interviews with 733 Qataris and 769 expatriates. The corresponding maximum sampling error for a percentage is +/- 4.4 and 4.1 percentage points for Qataris and expatriates, respectively. The calculation of these sampling errors takes into account the design effects (i.e., the effects from weighting, stratification, and clusters). One possible interpretation of the sampling error is: if the survey is conducted 100 times using the exact same procedure, the sampling errors would include the "true value" in 95 out of the 100 surveys. Note that the sampling error can be calculated in this survey since the sample is based on a sampling scheme with known probabilities.

Weighting

The final weights in the data are constructed from three components: the base weights reflecting the sample selection probability; the adjustment factors to account for the non-response; and the calibration to make the survey results in line with the population numbers. Besides, weight trimming is also used since highly variable weights can introduce undesirable variability in statistical estimates.¹⁰

Base weights

These weights are the inverse of the selection probability of the unit in the sample. Because of the systematic sampling, all housing units of the same population group (Qataris or expatriates) in the same zone have the same chance of being selected and the weights are given by this formula:

$$W_{base}^{housing\ unit} = 1/p$$

where $W_{base}^{housing\ unit}$ is the base weight for the housing unit, p is the probability of selection.

These base weights for Qataris are lower than those of expatriates due to the oversampling of Qataris. The base weights are then adjusted by the number of eligible persons in the household to arrive at person level base weights:

$$W_{base}^{person} = k * W_{base}^{housing\ unit}$$

where k is the number of eligible persons in the household.

Adjustment factors for non-response

If the responding and non-responding units are essentially similar with respect to the key subjects of the investigation, the base weights can be adjusted to account for the non-response by this formula:

$$W^{person} = \alpha W_{base}^{person}$$

¹⁰ Weight trimming can reduce variance but increase bias in the statistical estimates. Therefore, weight trimming should only be applied to cases with very large values of weights. The goal is to reduce the overall mean squared errors. Further details can be seen in this paper: *Potter, F. (1990). A Study of Procedures to Identify and Trim Extreme Sampling Weights. Proceedings of the Section on Survey Research Methods, American Statistical Association, 1990, 225-230.*

where α is called the adjustment factor for non-response which is based on the propensity that a sampled unit is likely to respond to the survey.¹¹

Weight calibration

The weights are also calibrated to make results in line with the population estimates. This calibration can help reduce the effect from non-response and under-coverage of the sampling frame. SESRI uses “raking” method in the calibration to adjust the weights of the cases in the sample so that the proportions of the adjusted weights on certain characteristics agree with the corresponding proportions for the population.

QUESTIONNAIRE DEVELOPMENT AND SURVEY ADMINISTRATION

Questionnaire development

The questionnaire is designed to collect all necessary information related to the study. The questions were initially designed in English and then translated into Arabic by professional translators. After the translation, the translated versions were carefully checked by researchers who are fluent in both English and Arabic. Next, the questionnaire was tested internally inside SESRI. This allows the project team to learn whether respondents were able to understand and answer the questions, and to identify important concerns that affect responses to the questions.

After making necessary changes to the questionnaire based on this internal pre-test, the survey was programmed into CAPI (Computer Assisted Personal Interview) system using the software BLAISE. After debugging the program, a face to face pre-test on a small number of housing units was conducted. This pretest gives valuable information to refine question wording, response categories, introductions, transitions, interviewer instructions, and interview length. Based on this information, the final version of the questionnaire was created and then programmed into CAPI for the fieldwork.

Survey Administration

The survey was administered in CAPI (Computer Assisted Personal Interview) mode. CAPI is a computer assisted data collection method for replacing paper-and-pen methods of survey data collection and usually conducted at the home or business of the respondent using a portable personal computer such as a notebook/laptop.

Each interviewer received an orientation to the CAPI system, participated in a training program covering fundamentals of CAPI interviewing and standards protocols for administering survey instruments, and practice time on the computers (laptops). During the period of data collection, the management used a monitoring system to ensure that questions were asked appropriately and the answers were recorded accurately.

SESRI is strongly committed to the idea that knowledge of interviewing techniques and field procedures should be supplemented with the basics of survey research to reinforce the necessity for quality data collection. This includes an on-going interviewer training, a strong interviewer support during the field

¹¹ This weighting process is usually called propensity weighting. A good discussion of this process can be found in Varedian M. and G. Forsman (2003), “Comparing propensity score weighting with other weighting methods: A case study on Web data” In Proceedings of the Section on Survey Statistics, American Statistical Association; 2003, CD-ROM

production, and an important monitoring system and equipment that allow supervisors to monitor and evaluate interviewer activities.

Data Management

After the data collection, all individual interviews were merged and saved in a single BLAISE data file. This dataset was then cleaned, coded and saved in STATA formats for analysis. After weighting the final responses to adjust for probability of selection and non-response, the data were analysed using STATA, the statistical software for the social sciences, where both univariate, bivariate and multivariate analyses were performed.

ANNUAL OMNIBUS SURVEY 2019

Section Summary Report

December 2019

The Social & Economic Survey Research Institute (SESRI) is an independent research organization at Qatar University. Since its inception in 2008, it has developed a strong survey-based infrastructure in order to provide high quality survey data for planning and research in the social and economic sectors. The data are intended to inform planners and decision makers as well as the academic community.

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I. INTRODUCTION

The Social & Economic Survey Research Institute (SESRI) is an independent research organization at Qatar University. Since its inception in 2008, it has developed a strong survey-based infrastructure in order to provide high quality survey data for planning and research in the social and economic sectors. The data are intended to inform planners and decision makers as well as the academic community.

In the last twenty years, Qatar has experienced significant shifts in population composition, economic development, and educational access. It is essential to understand how society responds to such underlying societal changes. In order to accomplish this, SESRI has conducted a series of Omnibus surveys, beginning in 2010, to provide baseline and subsequent trend information on the social, economic, and cultural attitudes, values and beliefs of the population. This executive summary presents some highlights of the surveys in topics pertaining to satisfaction with public services, societal gender roles, public perception of the blockade, and sleep patterns of the citizens and residents of Qatar. Details of the survey methodology can be found in the last section of the report.

II. SATISFACTION WITH PUBLIC SERVICES

In an environment of economic restraint, public service organizations rely on feedback from their users to make effective decisions about their services. In most OECD countries, public sector organizations and services monitor, on a regular basis, citizen satisfaction with public services in order to assess the impact of reforms and identify areas that need further actions.

“Qatar has, over the years, engaged in a series of reforms that aim to modernize its public sector with a focus on increasing the efficiency of public services and optimizing the sector’s value creation, as part of the country’s National Development Strategy 2011-2016” (NDS 2011-2016).

Two years after the blockade was imposed on Qatar, citizens’ and expatriates’ satisfaction is even more critical to the country as it will reinforce their confidence in the government. Indeed, research in public administration explain the relationship between institutional performance and citizen confidence. According to them, confidence in the government is a consequence of the citizens’ experience with public service delivery. In addition, generally citizens and expatriates tend to be more satisfied with the quality of life if they are satisfied with the quality of public services delivered by the government.

In this context, the purpose of this section is to analyse and compare citizens’ and expatriates’ satisfaction with the main public services provided by the ministries and other government agencies in Qatar. The focus is on citizens’ and expatriates’ satisfaction with public services delivery in K-12 education system, health care services, government services and infrastructure and roads. This report is based on results from SESRI surveys: Qatar Quarterly Survey 2015, Omnibus 2017 and Omnibus 2019.

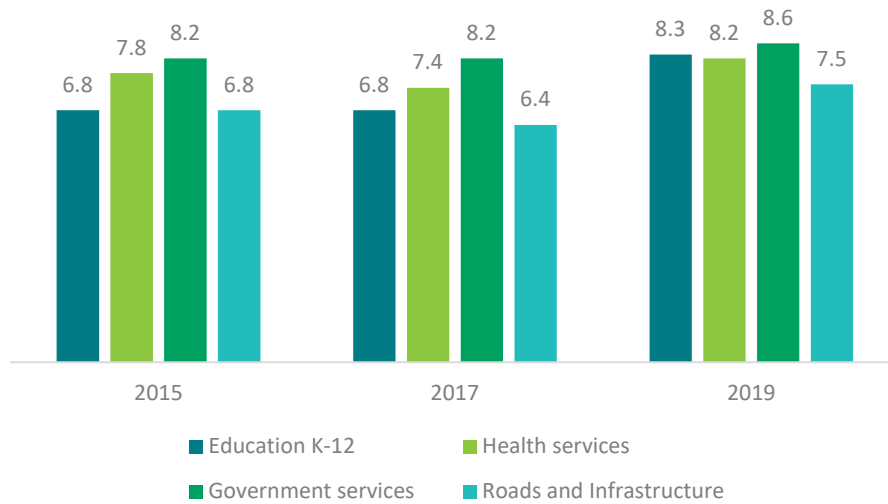
Increased levels of satisfaction with public services from 2015 to 2019

To understand citizens’ and expatriates’ perception on the quality of the public services delivered to them by the government, respondents were asked to rate their level of satisfaction with public services on a scale from 0 to 10, where 0 means not at all satisfied and 10 means totally satisfied with the service overall. We asked them about public services that most of the population interacts with such as K-12 education system, health care services, government offices such as immigration or traffic department, and infrastructure and roads.

To gain better insights into respondents’ overall level of satisfaction with all the public services, we create an index of satisfaction combining the mean level of satisfaction for each public service. The results show that, overall satisfaction is the highest in 2019 (8.1) compared to 2015 (7.4) and 2017 (7.2).

Breaking the results down by public service, the data reveal that users hold consistently positive perceptions of government services (Figure I-1). The mean level of satisfaction with these services is 8.2 in 2015 and 2017 and 8.6 in 2019. Similarly, users reported consistently the lowest level of satisfaction with roads and infrastructure from 2015 to 2019 (6.8 in 2015, 6.4 in 2017, and 7.5 in 2019). Interestingly, the perception of K-12 education system shifted from negative to positive from 2015 to 2019 (from 6.8 in 2015 to 8.3 in 2019).

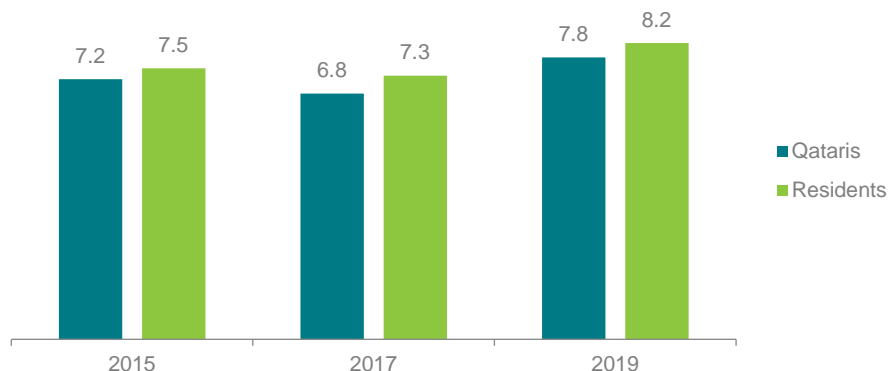
Figure I-1 Distribution of overall satisfaction with public services, by year



Expatriates are more satisfied with their local public services than Qataris

Examining the satisfaction by nationality gives us a very interesting perspective. As shown in Figure I-2, overall, Qataris are consistently less satisfied than expatriates. In general, expatriates hold more positive perceptions of the public services provided by the government while Qataris are more critical. In 2015, the reported mean level of overall satisfaction for Qataris is 7.2 and after two years it decreased to reach 6.8 but it increased again in 2019 (7.8). The same situation goes for expatriates overall satisfaction with the services. In 2015, the mean level of satisfaction for expatriates is 7.5, it decreases to reach 6.8 in 2017, and reaches again 8.2 in 2019.

Figure I-2 Distribution of overall satisfaction with public services, by nationality



Female are more satisfied with education than male

While the pattern of satisfaction by nationality is overall consistent, the variation by gender is more heterogeneous. The figure below details respondents' level of satisfaction by gender. Examining male and

females' responses, the data shows that females always tend to have higher satisfaction than males with the education system. In 2015 and 2019 females were slightly less satisfied than males with health and government services. Interestingly, even though roads and infrastructure sector has improved for both genders over the years, still males are overall less satisfied with the services than females.

Table I-1 Distribution of overall satisfaction with public services, by gender

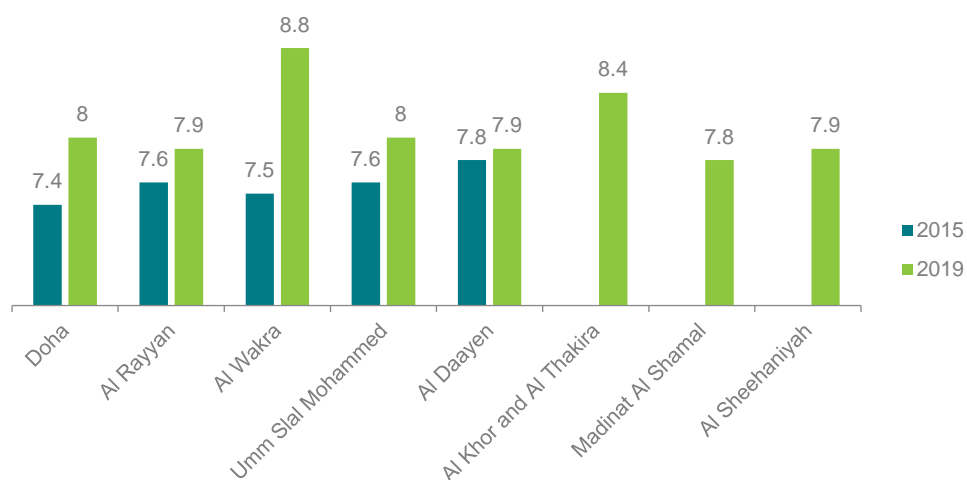
	2015		2017		2019	
	Male	Female	Male	Female	Male	Female
Education	6.7	6.8	6.5	6.9	8.2	8.3
Health	7.8	7.7	7.3	7.4	8.2	8.1
Government services	8.3	8.2	8.1	8.2	8.6	8.5
Roads and infrastructure	6.7	7	6.3	6.5	7.5	7.6

Satisfaction by municipality

To gain better insights into respondents' level of satisfaction by municipality, respondents were asked to indicate in which municipality they live.

The results reveal that there seems to be a significant improvement in respondent satisfaction from 2015 to 2019 by municipality (Figure I-3). Comparing the municipalities together, there is a clear and positive shift from 2015 to 2019 in all the public services. However, Al Wakra, has the most significant increase among all of them from a mean level of satisfaction of 7.5 to 8.8 from 2015 to 2019. On the other hand, Al Daayen has almost no change from 2015 to 2019.

Figure I-3 Mean level of satisfaction, by municipality by year



The results reveal that in 2019, government services seem to be the most satisfying public service in almost all the municipalities. The least satisfying public services are roads and infrastructure and health in almost all the municipalities.

Respondents living in Al Wakra seem to be overall satisfied with all the public services. Government services is significantly the highest in Al Wakra with a mean level of satisfaction of 9, followed by K-12 education system with a mean level of satisfaction of 8.8. Roads is the least satisfying public service in Al Wakra (8.7).

Al Daayen and Madinat Al Shamal are the municipalities where respondents are the least satisfied with the public services. Their rating is the lowest in these two municipalities.

Table I-2 Mean level of satisfaction, by municipality by public sector, in 2019

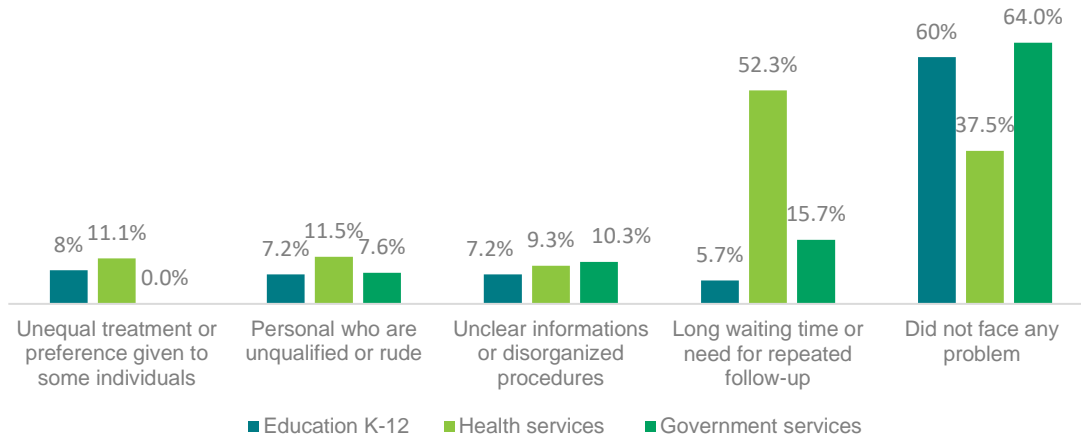
	Education K-12	Health	Government services	Roads
Doha	8.3	8.2	8.4	7.6
Al Rayyan	8.2	7.9	8.6	7
Al Wakra	8.8	8.6	9	8.7
Umm Slal Mohammed	8.5	8.1	8.8	6.7
Al Daayen	8	7.7	8.2	7.6
Al Khor and Al Thakira	8.5	8.1	9	7.8
Madinat Al Shamal	7	7.8	8.2	8.3
Al Sheehaniyah	8.2	7.3	8.5	7.7

The most encountered problems

To gain an alternative perspective on the most encountered problems users' might experience when dealing with public services, we asked respondents to say whether they have experienced any of the four potential problems: (1) unequal treatment or preference given to some individuals, (2) personnel who are unqualified or rude, (3) unclear information or disorganized procedures, (4) long waiting time or need for repeated follow-up, (5) did not face any problem.

Overall, as shown in the figure below, the most commonly cited problem for all three public services is "long waiting time or need for repeated follow-up" specially with the health services. In addition, government services show that "unclear information or disorganized procedures" is the second problem that encountered by respondents with slightly low percentage of 10.3%. Furthermore, according to the respondents, "personal who are unqualified or rude" comes as the second problem with 11.5% for the health services sector. Interestingly, high proportions of respondents said they did not face any problem when dealing with government services (64%) and education (60%). Consistently, only around 37% said they did not face any problem with health care services. This result questions the quality of the services provided by the health care services in the country.

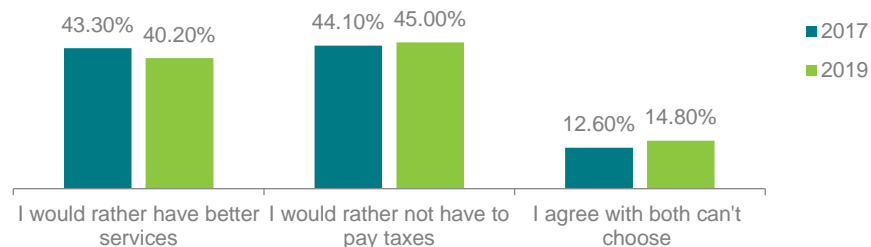
Figure I-4 Most cited problems by public service



Satisfaction and quality of life

There are different opinions about the proper balance between taxation and public services provided by the state. We asked respondents if they would rather have better services provided by the state even if it means they have to pay more taxes or if they would rather not have to pay taxes even if it means poorer services. The data show that from 2017 to 2019, the proportion of respondents willing to pay more taxes and have better public services slightly decreased (from 43.3% to 40.2%) and those not willing to pay more taxes slightly increased (from 44.1% to 45%) (Figure I-5).

Figure I-5 Better public services or no additional taxes, by year



With respect to nationality variation, as shown in Table I-3, the proportion of Qataris willing to pay more taxes and have better public services remains higher than expatriates both in 2017 and 2019. They are 47.6% Qataris and 41.9% expatriates in 2017 and 48.3% Qataris and 37.5% expatriates in 2019. Therefore, higher proportions of both Qataris and expatriates are not willing to pay more taxes in 2019 compared to

2017. Specifically, the shift is 46.7% of Qataris in 2019 compared to 41.8% in 2017; while it is 46.7% of expatriates in 2019 compared to 44.9% in 2017.

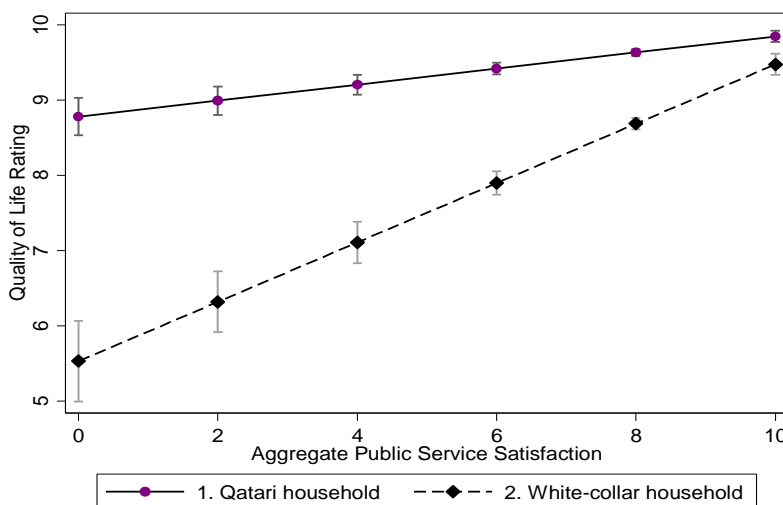
Table I-3 Better public services or no additional taxes, by nationality

	2017		2019	
	Qataris	Residents	Qataris	Residents
I would rather have better services	47.60%	41.90%	48.30%	37.50%
I would rather not have to pay taxes	41.80%	44.90%	46.70%	46.7%
I agree with both can't choose	10.60%	13.30%	11.80%	15.80%

In general, studies show that citizens and expatriates tend to be more satisfied with the quality of life if they are satisfied with the quality of public services. To gain more insight into the quality of life rating, we asked respondents to rate Qatar as a place to live, using a scale from 1 to 10, where 1 represents the worst possible place in which to live and 10 represents the best possible place.

The breakdown by nationality reveals that for expatriates, there is a strong relationship between satisfaction with public services and quality of life (Figure I-6). Conversely, the effect is weaker for citizens, for when there seems to be no relationship between their satisfaction with public services and their quality of life. This may be due to a patriotic feeling on the part of citizens and a more critical view by non-citizens, who might be more concerned with interesting professional and financial opportunities than with the quality of life.

Figure I-6 Satisfaction and quality of life



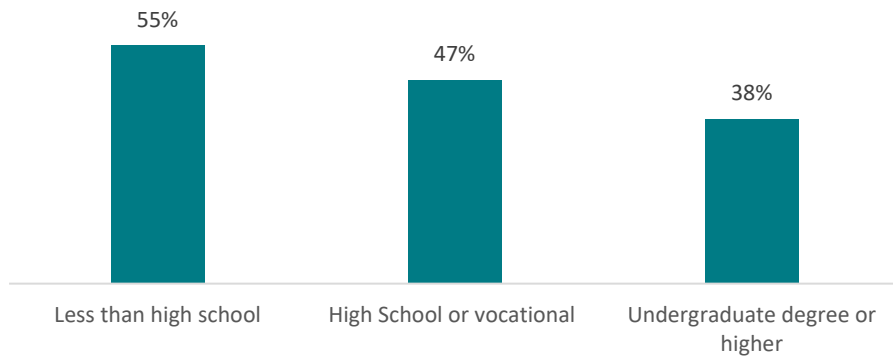
III. GENDER ROLES

Over the past several years, the State of Qatar has introduced a number of initiatives to strengthen family cohesion and improve women’s lives. Qatari society is adapting to the impacts of modernization, and family dynamics and gender roles are changing due to the country’s rapid economic growth and social transitions. It is important to better understand how Qatari people are adjusting to these social changes while maintaining important moral and traditional values. Therefore, this section examines Qatari attitudes toward key aspects of gender roles, authority, marital/spousal relationships, and divorce patterns. The results of these analyses are described below. The respondents were asked to respond to several statements to gauge their attitudes towards gender roles.

The more educated respondents slightly disagreed that a woman’s most important role is in the home.

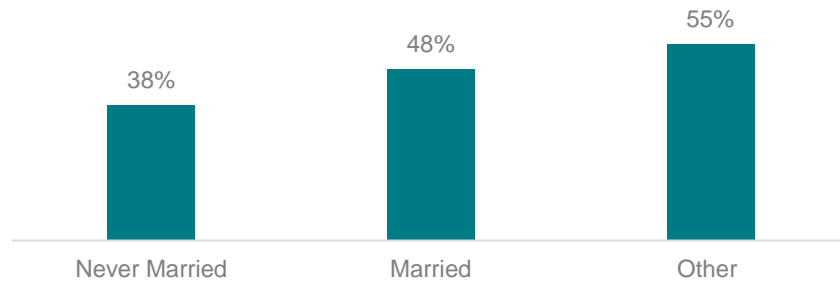
The first statement about gender values was, “A woman’s most important role is to take care of the home and cook for the family”. Forty-five percent of all the respondents agreed with this statement. However, agreement with this statement decreased among respondents with a higher level of education. More than half (55%) of the respondents who agreed to this statement had less than a high school degree; compared to 38 percent of respondents with an undergraduate degree or higher agreed with it.

Figure II-1: Agreement level for, "A woman’s most important role is to take care of the home and cook for the family", based on education level



Marital status also played a role in responses to this question. Those who had never been married were less likely to agree with the statement, 38 percent agreed. Respondents who were married or listed as “other” in terms of marital status—probably widowed or divorced—were more likely to agree with this statement, 48 percent and 55 percent, respectively.

Figure II-2: Agreement level for, "A woman's most important role is to take care of the home and cook for the family ", based on marital status



Most men and women (69% and 60%, respectively) agreed with the statement: "Man should have the final word about decisions in the home." An overwhelming majority of respondents (90%) disagreed with the statement: "A man needs to be tough". Older respondents were more likely to agree with the statement, with the highest age of agreement being the 35-44 year olds at 13 percent.

The majority of the respondents agreed that males should exercise guardianship over their female counterparts.

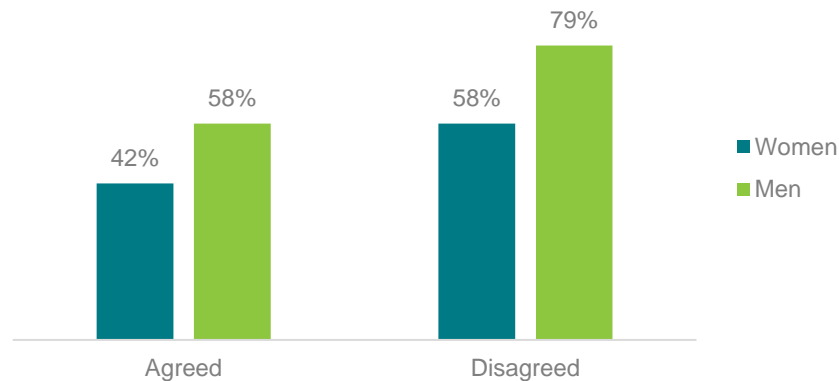
Most of the respondents 89 percent agreed with the statement "It is a man's duty to exercise guardianship over his female relatives". More respondents agreed with this statement compared to the 2018 survey 66 percent. The findings of the 2019 survey are quite consistent across all socio-demographic levels (age, gender, marital status, and level of education).

Another question stated: "Boys are responsible for their sisters' behaviour, even if they are younger than their sisters." Seventy-four percent of respondents with less than high school agreed; 75 percent of those with vocational, high school or other diplomas and 60 percent of those with undergraduate degrees or higher agreed. A similar pattern occurred with gender; 74 percent of men agreed and 62 percent of women agreed with this statement.

Gender and Authority Measure

Several questions assessed respondents' attitudes towards gender and authority measures. Gender and age significantly affected agreement with the statement: "The people I look up to most are women." More than two-fifths of women (42%) agreed with this statement; 21 percent of men agreed (See Figure II-3) Around 39 percent of respondents aged 18–24 years old and 35-44 years old category agreed with this statement. Level of education correlated negatively with the statement, "I would feel more comfortable if the pilot of an airplane I was traveling on were male." As the level of education increased, agreement with this statement decreased.

Figure II-3 Agreement level for, "The people I look up to are women", based on gender



There was a statistically significant connection between age and agreement with the statement: “In general, I would rather my boss at work to be a man not a woman.” Respondents aged 25 to 34 were most likely to agree with this statement; 77 percent of this age group agreed. Respondents aged 18 to 24 were least likely to agree with this statement; 52 percent of this group agreed with it.

More than three-fifths of the respondents would rather have a male surgeon if they had an operation.

Respondents with less education were more likely than those with more education to agree with the statement, “If I were having a serious operation, I would have more confidence in a male surgeon”. Almost three-fourths (73%) of respondents without a high school education agreed with this statement, while 55 percent of those with an undergraduate degree of higher agreed. Few respondents (19%) agreed with the statement: “When it comes to politics, I would rather vote for women than for men”. However, men were less likely than women to agree with this statement, 14 percent and 24 percent, respectively.

Respondents were also asked whether they agreed with the statement: “In general, women make better leaders than men do”. Again, most respondents disagreed with this statement, and men were less likely than women to agree with it, 12 percent and 22 percent, respectively.

The majority of the respondents would rather have a male being in charge than a female.

The majority (79%) of respondents agreed with the statement “In general, I feel more comfortable when a man (vs. a woman) is in charge”. There was a statistically significant negative correlation with level of education and agreement with this statement; respondents that are more educated were less likely to agree. Respondents with less than a high school degree were most likely to agree with this statement, 87 percent; 78 percent of respondents with vocational, high school, or other diplomas agreed. Three-quarters (75%) of respondents with undergraduate degrees or higher agreed with this statement.

The Ambivalent Sexism Inventory (ASI)

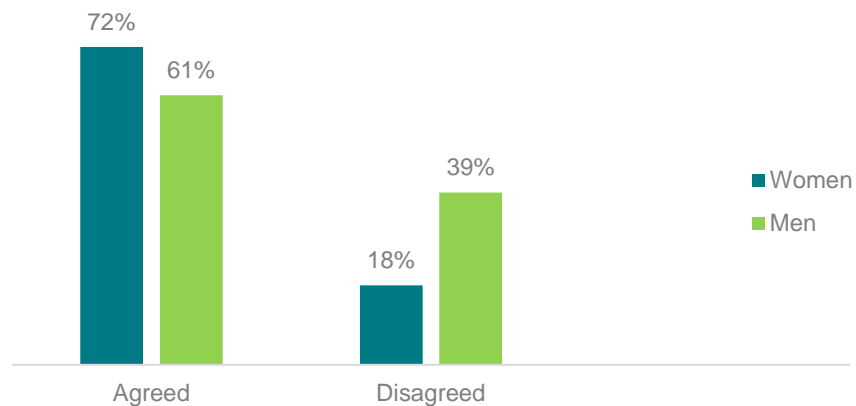
The Ambivalent Sexism Inventory (ASI) was first theorized by Peter Glick and Susan T. Fiske in their article, "The Ambivalent Sexism Inventory: Differentiating Hostile and Benevolent Sexism". Hostile sexism indicates more prejudice towards women, while benevolent sexism showcases a sexist positive tone, such as traditional gender roles or traditional ideas of how women should behave as positive in nature, but indicate male-dominance as the norm. The discussion below reveals more about the patriarchal society in Qatar.

The significant results of the ASI indicated varying viewpoints along the sexism spectrum. For instance, we compared respondents' genders with the level of agreement with the statement, "Many women have a quality of purity that few men possess" and found a somewhat significant differences. More men respondents disagreed (39%) with the statement compared to the women respondents, 28 percent.

There was also a somewhat significant difference when we associated the statement, "Women should be cherished and protected by men" with regards to the respondent's level of education. Respondents from the following categories, "less than high school", "vocational, high school, or other diplomas, and "undergraduate or higher degrees" strongly agreed with the statement, 97 percent, 98 percent, and 93 percent, respectively.

Moreover, we found a significant difference when we associated the statement, "Most women fail to appreciate fully all that men do for them" with the respondents' gender and marital statuses. Women respondents agreed more with the statement than men, 72 percent and 61 percent, respectively (See Figure IV). The married respondents that agreed with the statement were 63 percent, the unmarried respondents were 50 percent, and the respondents in the "other" category, were 55 percent. This result indicates the effects of a patriarchal society.

Figure II-4: Agreement level for, "Most women fail to appreciate fully all men do for them ", based on gender



Married respondents strongly agreed with statements addressing how a man ought to have a woman he adores and how men are complete without a woman

We found a somewhat significant difference between the statement “Every man ought to have a woman whom he adores” and the levels of education of the respondents. Those with less than high school degrees agreed the most, 88 percent with the statement—followed by those with vocational, high school, or other diplomas degrees (78%) and finally, those with undergraduate or higher degrees were 74 percent. With regard to marital status, there was also a high agreement rate with the statement (83% for married, 71% for unmarried, and 74% for the “other” category of the widowed and divorced).

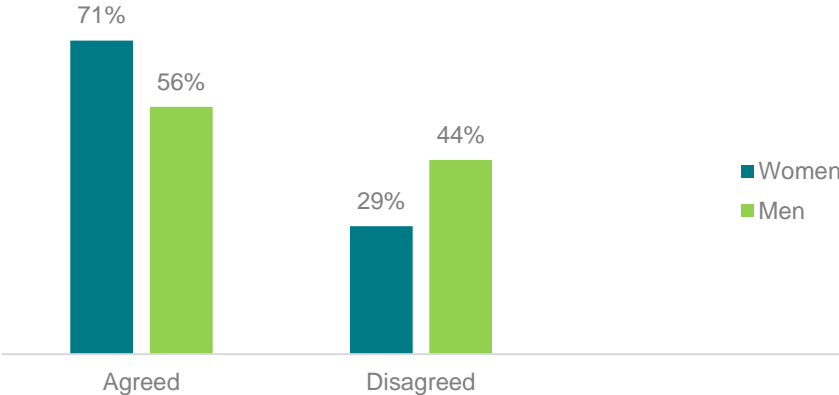
In addition, the married respondents, the unmarried, and those in “other” categories, strongly agreed with the statement “Men are complete without women” (80%, 67% and 73%, respectively). The statement, “When women lose to men in a fair competition, they typically complain about being discriminated against”, when compared with marital status showed statistical significance. Sixty-five percent of those who were married agreed, while 58 percent of unmarried respondents agreed, and 46 percent of those in the “other” category agreed with the statement.

Male respondents were split on moral sensibility and demands of feminists

The result of the statement, “Women, compared to men, tend to have a superior sense of moral sensibility” showed statistical significance when compared with gender. Interestingly, (57%) of men respondents agreed with the statement and 43 percent disagreed, while 72 percent of women respondents agreed with the statement, and 28 percent disagreed. As regards the level of education, 77 percent of the respondents with “less than high school degrees” agreed with the statement, followed by the respondents with “vocational, high school, or other diplomas” (60%), and respondents with “undergraduate or higher degrees” (61%).

The statement “Feminists are making entirely reasonable demands of men” was significant when compared with gender. About 56 percent of men respondents agreed with the statement, while 44 percent disagreed. About 71 percent of women respondents agreed with the statement, while 29 percent disagreed (See Figure II-5).

Figure II-5: Agreement level for, "Feminists are making entirely reasonable demands of men ", based on gender



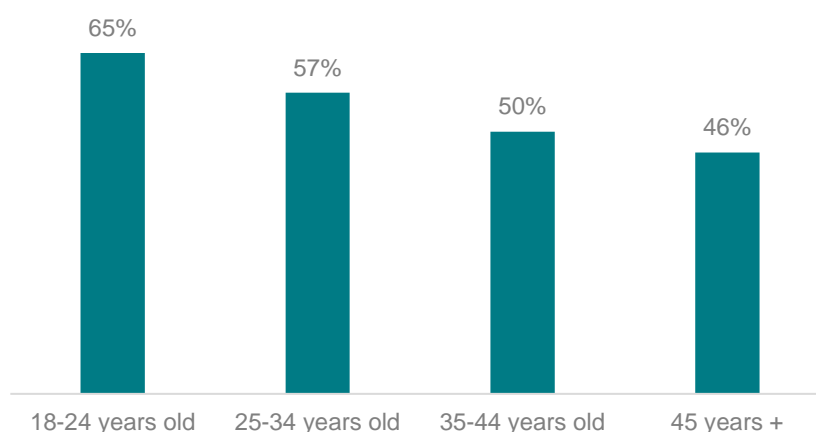
The statement, “Women, as compared to men, tend to have a more refined sense of culture and good taste”, also showed statistical significance when compared with the genders of the respondents. Both men

and women respondents agreed with the statement, 73 percent and 83 percent, respectively. This is positive but furthers the stereotype of the woman as the typical caregiver.

Spousal Relationships and Divorce Patterns

To develop training and educational programs for married couples and to reduce the divorce rate in the state of Qatar, it is essential to measure respondents' marital satisfaction and to identify the most important reasons why some married people seek divorce. Accordingly, the respondents were asked to state some reasons if they were to consider divorce. The respondents who had never been married were instructed to imagine how likely they would be to divorce for particular reasons if they had been married for two years and did not have children. Figure II-6 shows that young respondents increasingly agree that they would seek divorce if they and their spouses grow apart. As age increased, levels of agreement declined. A large majority (65%) of the respondents 18–24 years old agreed with this statement, compared to 57 percent of those 25–34 years old, 50 percent of those 35–44 years old, and 46 percent of those age 45 years and older.

Figure II-6: Agreement level for seeking divorce if respondents and their spouses, "grow apart", based on age



Exposure to physical violence would prompt the respondents to seek divorce.

Regarding whether exposure to physical violence would prompt the respondents to ask for divorce, statistically significant results emerged for marital status and age. In terms of marital status, 93 percent of the respondents who had never been married agreed with this statement, as did a significant number of the married respondents (82%). In contrast, agreement with the statement was high (89%) among the respondents in the category of "other" marital status who probably were widowed or divorced. Levels of agreement were also related to age; agreeing with this statement were (89%) of the respondents 18–24 years old, 90 percent of those 25–34 years old, 77 percent of those 35–44 years old, and 83 percent of those age 45 years and older.

Attainment of higher education was correlated with seeking divorce over personality differences and financial problems.

Significant correlations emerged between educational level and likelihood of divorcing over several issues. For instance, the respondents with less than high school education appeared to be likely to disagree that

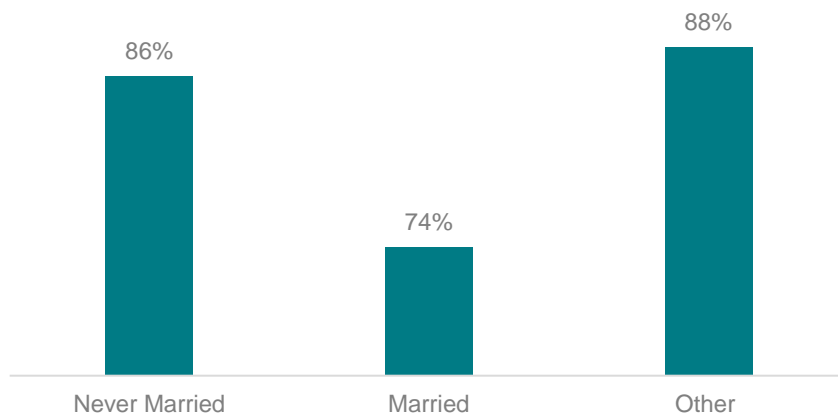
they would divorce because of personality differences (65%), compared to with vocational, high school, or other diplomas (60%) and those with undergraduate or higher degrees (51%). At the same time, 71 percent of the respondents with less than high school education disagreed that they would ask for divorce if their spouses spent time with friends outside the home, compared to (56%) of those with vocational, high school, or other diplomas and 56 percent of those with undergraduate or higher degrees. In addition, levels of agreement to divorcing over financial problems or issues increased along with the respondents' educational attainment, with agreement among 23 percent of the respondents with less than high school education, 34 percent of the respondents with vocational, high school, or other diplomas and 36 percent of those with undergraduate or higher degrees.

Levels of agreement about divorcing a spouse incapable of handling responsibility also increased with education level, with agreement of 79 percent among those with undergraduate or higher degrees, 70 percent of those with vocational, high school, or other diplomas and 68 percent of those with less than high school education. The results on the issue of frequent arguing and fighting showed similar patterns in education level, with agreement among 73 percent of those with undergraduate degrees, 71 percent of those with vocational, high school, or other diplomas, and 60 percent of those with less than high school education.

The unmarried respondents were more likely to seek divorce if their spouses displayed a lack of respect and appreciation.

Regarding a lack of respect and appreciation, 78 percent of the respondents who had never been married would seek divorce if their spouses displayed a lack of respect and appreciation. The same was reported by 62 percent of the married respondents and 68 percent of the respondents who probably were widowed or divorced. In addition, seeking divorce because of demeaning and insulting behavior, a statistically significant connection emerged between the respondents' levels of agreement and marital status as well. More respondents who had never been married agreed with the statement (86%) than married respondents (74%), while 88 percent of respondents listed as "other" in terms of marital status agreed (See Figure II-7).

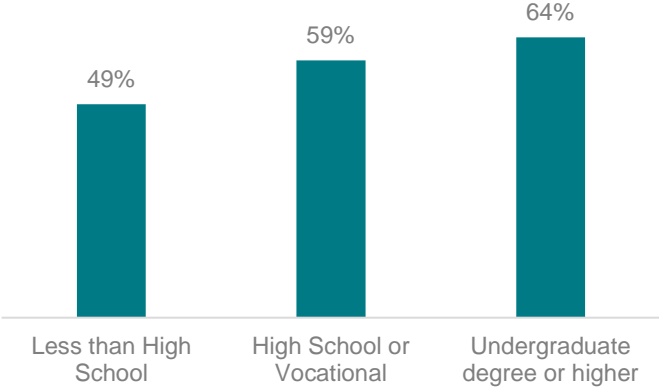
Figure II-7: Agreement level for seeking divorce because of demeaning and insulting behaviour, based on marital status



Young and educated respondents were likely to seek divorce if they were not happy in a marriage.

A positive correlation existed between age and divorce for sexual problems, with agreement among (74%) of the respondents aged 18–24 years old, 62 percent of those 25–34 years old, 61 percent of those 35–44 years old, and 56 percent of those age 45 years and older. Moreover, the majority of young respondents agreed with the statement that they would seek divorce if they were not happy in marriage. The results seem to display a greater level of inconsistency across age quite consistent across age groups, with agreement expressed by 72 percent of the respondents 18–24 years old, 59 percent of those 25–34 years old, 60 percent of those 35–44 years old, and 49 percent of those age 45 years and older. For the same statement, levels of agreement rose with respondents' education level: (64%) among those with undergraduate or higher degrees, 59 percent among those with vocational, high school, or other diplomas, and 49 percent among those had not completed high school. Attainment to higher education is correlated with seeking divorce over non-happiness in marriage (see Figure II-8).

Figure II-8: Agreement level for seeking divorce if participants were, "not happy in marriage ", based on educational level



The statement about disagreements on what to spend money produced two statistically significant findings related to marital status and education. Regarding marital status, 71 percent of the married respondents and of 71 percent of respondents listed as "other"—probably widowed or divorced—disagreed but 56 percent of the respondents who had never been married disagreed with the same statement. Similarly, the respondents with lower education levels (less than high school degrees or vocational, high school, or other diplomas) were more likely to disagree with this assertion, 77 percent and 66.2 percent, respectively). Disagreement decreased among the respondents who had undergraduate or higher degrees, 61 percent.

IV. BLOCKADE

This section aims to explore changes in political and economic trends, attitudes, and developments surrounding the blockade crisis to draw conclusions and provide recommendations for decision makers in Qatar. It is essential to note that the 2017 study focused solely on Qatari respondents, however, the 2018 study as well as the current study, analyze the implications of the blockade for both Qatari citizens and expatriate residents.

The respondents were asked about their opinion towards political conflicts and political participation through elected parliaments. The results show that majority (74%) of Qataris agree that, “political conflicts do not deteriorate rapidly when there is democratic participation through elected parliaments in countries where conflicts arise”, while 10% of them disagree with that statement. Expatriate respondents reported similar opinions, with the majority (71%) stating that they agree, whereas (8%) disagree with the same statement¹. Respondents were also asked to express their view on the importance of living in a democratic country by rating it on a scale from 1 to 10, where number 1 indicates, “Not important at all” and number 10 indicates, “Definitely important”. When comparing previous studies conducted by SESRI from June 2011 to May 2019, we find that the percentage of Qataris who gave the highest rating (10) was consistently slightly higher than expatriates during the period except in May 2018. In this study, more than half of Qataris (54%) rated importance of living in a democratic country with number 10 (Figure III-1).

Figure III-1 Percentage of respondents who gave highest rating (10) to the importance of living in a democratic country



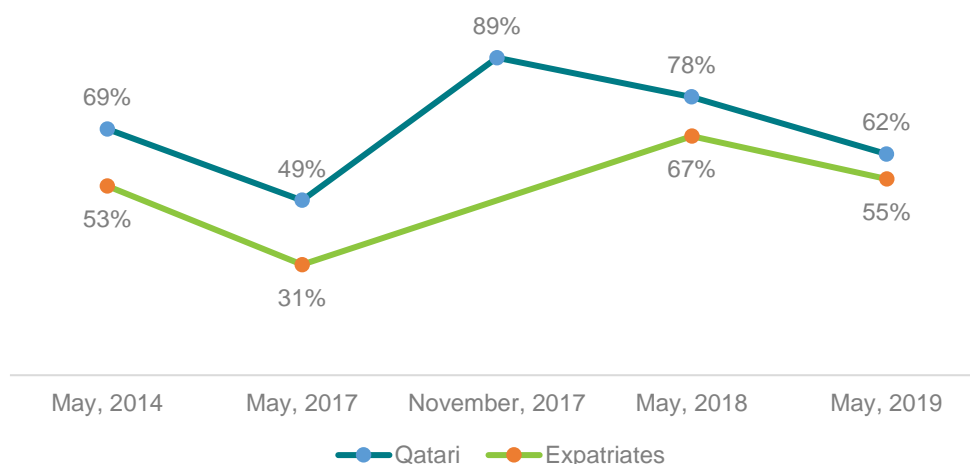
The results show that the blockade of Qatar remains the most important issue facing Qatar according to respondents. Seventy four percent of Qataris considered the blockade as the main issue facing Qatar, which has dropped from the previous years; it was 81% in November 2017 and 89% in May 2018. As for expatriates, the percentage also dropped from 77% in May 2018 to 54% in May 2019.

¹ The remaining percentage is for those who selected “Neither agree nor disagree” (16% for Qatari and 21% for Expatriates).

Since the beginning of the blockade crisis, Qatar’s government took a number of actions to deal with the crisis. In that context, respondents have been asked how they are satisfied with the State of Qatar’s handling of the blockade. The results show that majority of Qataris and expatriates are satisfied with the State of Qatar’s responding to the blockade crisis (98% of Qataris and 94% of expatriates).

In terms of interest in local and regional politics, Qataris expressed higher level of interest than did expatriates. Comparing findings from before and after the blockade reveals that the percentage of Qataris interested in local and regional politics increased from 49% in May 2017 (before the crisis) to 89% in November 2017, however, it decreased again to 78% in 2018 and to 62% in 2019 (Figure III-2).

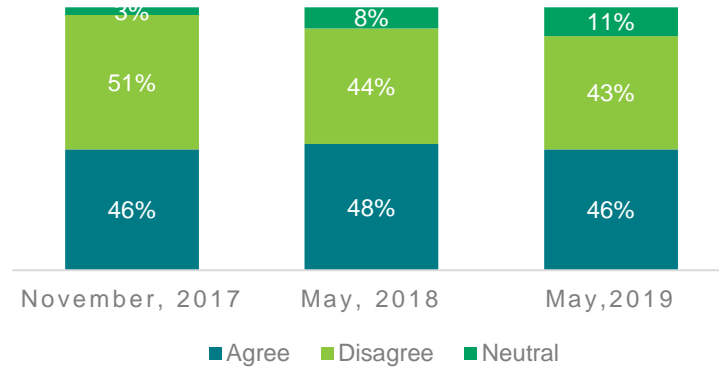
Figure III-2 Qataris and expatriates who are interested in



According to the results, more than half of the respondents (59% of Qataris and 51% of expatriates) believe that Qatar should achieve full independence from regional alliances (compared to 77% and 55% of Qataris in November 2017 and May 2018). As for respondents’ levels of agreement with the statement that “Qatar should search for new alliances with regional powers”, the results suggest that both Qataris (81%) and expatriates (84%) show high agreement with the statement. This indicates a lack of trust among Qataris and expatriates towards the existing alliances. On the other hand, the percentage of Qataris who disagree that Qatar should seek new alliances has increased slightly from 7% in the previous study to reach 10%, though still representing a minority opinion.

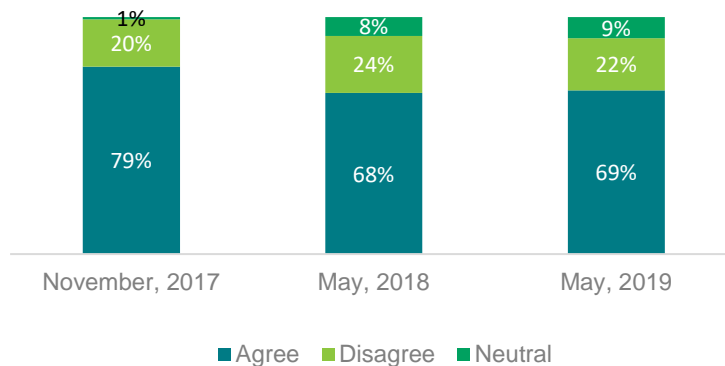
When asked about their views on whether Qatar should do what is necessary to return to normal relations in the GCC, expatriates were more likely to express agreement with this view, compared to Qatari respondents (68% of expatriates as opposed to 46% of Qataris). Comparing findings on Qatari respondents between November 2017 and May 2019, the results reveal that there is no change in the percentage of those who agree that Qatar should do what is necessary to return to normal relations. While there was a continuous decrease in the proportion of Qataris who disagree with the above statement (51% in November 2017, 44% in May 2018, and 43% in May 2019), the percentage of those who responded with “Neutral” increased slightly during the same period (Figure III-3). The support of almost half of Qatari respondents for such a reconciliatory position could be due to the long duration of the crisis and its negative implications both socially and psychologically. This has come about as a result of various human rights violations that impacts social relations and economic interests.

Figure III-3 Statement of "Qatar should do what is necessary to return to normal relations in the GCC"



With regards to respondents' level of agreement with the statement that, "Al Jazeera channel serves Qatar's interests on a large scale", Qataris and expatriates reported quite similar positions. More than half of the Qataris and expatriates expressed their agreement, while about a quarter of respondents disagree with the above statement. When comparing Qataris views towards the above statement, their responses varied over the years. Furthermore, the percentage of those who disagree that "Al Jazeera channel serves Qatar's interests" did not exceed 25% (Figure III-4). This position can be contextualized by Al Jazeera's significant role throughout the crisis in portraying the Qatari narrative. It also indicates a general acceptance of the official support of Al Jazeera network and a belief in its role in promoting Qatari interests.

Figure III-4 "The Al Jazeera channel serves Qatar's interests on a large scale"

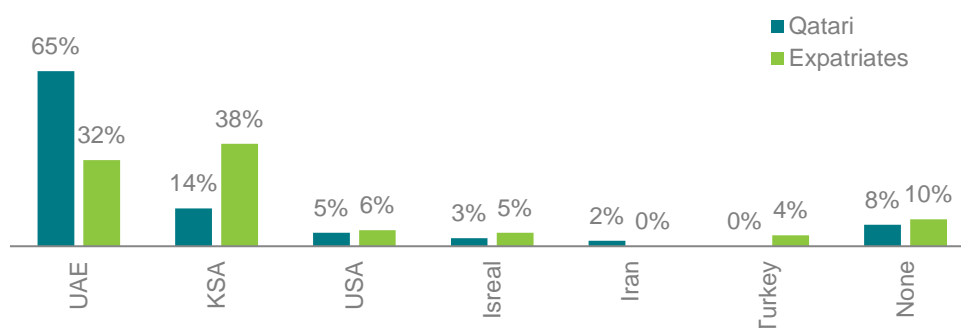


As for the respondents' opinions on the country that threatens the stability and security of Qatar the most: in general, UAE is viewed as the strongest threat, followed by KSA then USA. When comparing the results of this study with previous study conducted in May 2018, the results show a decrease in percentage of

Qataris and expatriates who view the UAE as the greatest threat to Qatar (for Qataris, the percentage decreases from 71% to 65%. For expatriates, the percentage decreases from 40% to 32%). The second most frequently mentioned country was the KSA, viewed as the most threatening to Qatar by only 14% of Qataris and 38% of expatriates (Figure 5). As for Iran and Turkey, 2% of Qataris view Iran as a threat to Qatar compared to almost 0% of expatriates, while 4% of expatriates view Turkey as a threat to Qatar compared to almost 0% of Qataris. There's slight decrease in the percentage of Qataris and expatriates who view Israel as a threat to Qatar and represent a small percentage (3% of Qataris and 5% of expatriates) (Figure III-5).

Furthermore, 41% of Qataris and 49% of expatriates indicated that they still consider the KSA as the “elder sister of Qatar”, despite its leading role in the blockade crisis, which has dropped from the previous year (49% for Qataris, as opposed to 54% for Expatriates). The slight decrease of views towards KSA as the “elder to sister of Qatar” could be explained by the recent political events that portray KSA in a negative light (For instance, KSA’s involvement in Jamal Khashoggi’s death), and thus altered respondents’ attitudes towards KSA.

Figure III-5 The most threatening country to the stability and security of Qatar



It is worth mentioning that the results from previous studies conducted by SESRI prior to the blockade (in 2011, 2014 and 2017) indicated Iran as the most threatening country to Qatar for almost one third of Qataris, compared to 17% or less expatriates. As for the biggest ally country of Qatar at present, Turkey emerged in the forefront, with nearly 60% of both Qataris and expatriates mentioning it as such. Kuwait ranked second, mentioned by 23% of Qataris and 15% of expatriates, followed by Oman with merely 3% of Qataris and 8% expatriates stating that it is the biggest ally for Qatar presently.

As for respondents’ views on Qatar’s membership in the GCC, the results reveal that there is a greater tendency among expatriates than there is among Qataris to consider Qatar’s membership in the GCC as positive (81% and 66% respectively). Although percentage of Qataris who view Qatar’s membership as negative has changed from 26% in November 2017 to 13% in May 2018, to 17% in 2019. The percentage of Qataris who reported that the membership is “Neither Good nor Bad” has increased from 8% in November 2017 to 17% in May 2018 and stayed the same (17%) in 2019 (Figure III-6). In this regard, when comparing these results with previous studies conducted by SESRI, we find that the percentage of Qataris who reported their strong attachment to the GCC declined from 66% in December 2010 to 20% in May 2019 (Figure III-7).

Figure III-6 Views on Qatar's membership in the GCC

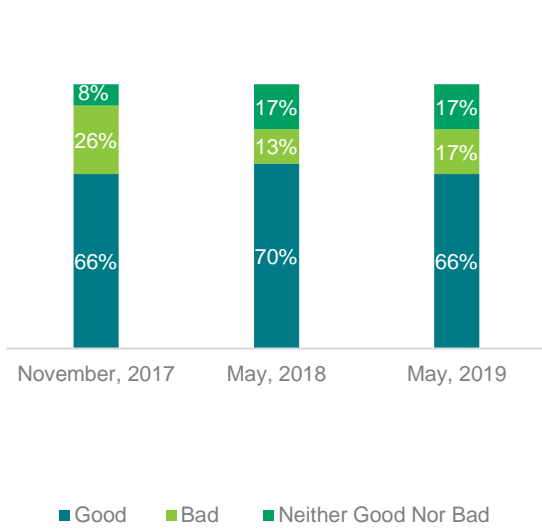
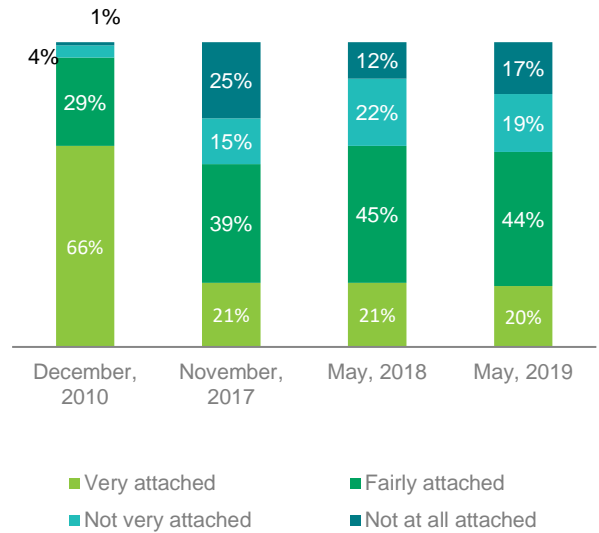


Figure III-7 Attachment to the GCC



In general, the percentage of Qataris who are “Very attached” to Qatar, GCC, Arab or Islamic are higher compared to expatriates. Qataris are attached to the Islamic world more than the Arab world (71% and 41% respectively). Comparing Qataris’ attachment to the GCC and the Arab world, the results show that Qataris are attached to the Arab world more attachment to the GCC (Figure III-8).

Figure III-8 Attachment to Qatar, GCC, Arab World and Islamic World



In terms of respondents’ attitudes towards blockading countries’ products, the results show that there is approximately no change in the percentage of Qataris who avoided purchasing products or using services

of blockading countries between May 2018 and May 2019, but the percentage is considered high (70%) (Figure III-9). As for accepting buying products or services of blockading countries after the blockade ends, half of Qataris stated that they would not accept buying their products or services, while about one third of Qataris would accept buying their products or services. Half of those Qataris who would accept buying their products or services (i.e., 31%) are very attached to the GCC.

Figure III-9 Avoiding buying products or using services of blockading countries since the beginning of blockade

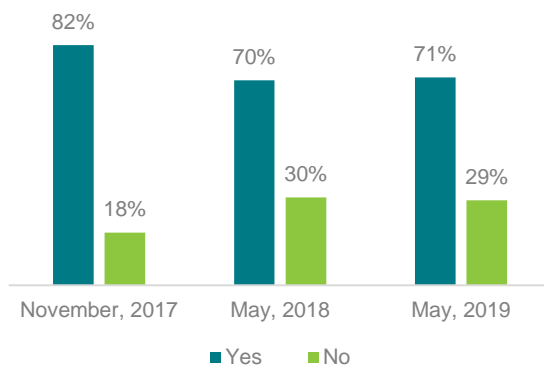
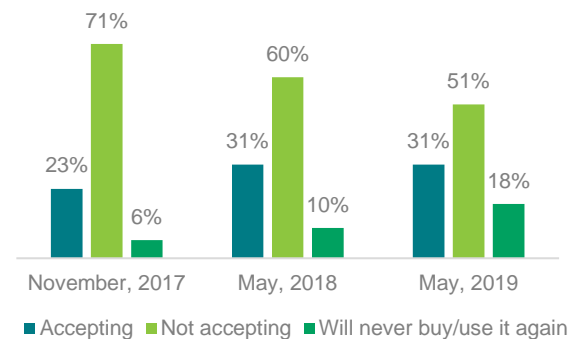


Figure III-10 Accepting buying products or using services of blockading countries after the blockade ends



V. HEALTH

Sleep is one of the fundamental human needs required to maintain individual's physical and mental health. Most existing guidelines in relation to health and sleep recommend between 7 and 9 hours of sleep per day in adults. Poor sleep can be characterized by reduced sleep duration that falls below recommended guidelines and/or poor sleep quality with or without concomitant sleep disorder. Sleep quality is measured using subjective reports of continuity and restfulness of sleep including the extent that one experiences disturbances during sleep.

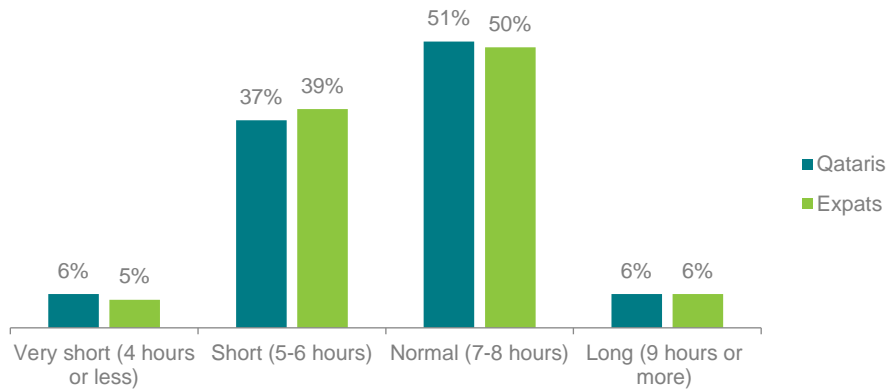
Sleep problems or disturbances are broad phenomena that span the full spectrum from symptoms to sleep disorders including circadian rhythm disturbances, excessive daytime sleepiness, and insomnia. Sleep problems are associated with poorer health, increased rate of road accidents, lower productivity, and work absenteeism. To date, little is known about the association between sleep problems especially insomnia and poor health in the general population of Qatar. This section will shed light on the topic.

Sleep

Respondents were asked several questions about their sleeping habits in the past month while the survey was conducted. When asked how many hours they slept at night, the average hours of sleep for Qataris were 6.64 with corresponding 95% confidence intervals ranging from 6.52 to 6.77. In contrast, the average hours of sleep of expatriates were 6.71 with corresponding 95% confidence Intervals ranging from 6.59 to

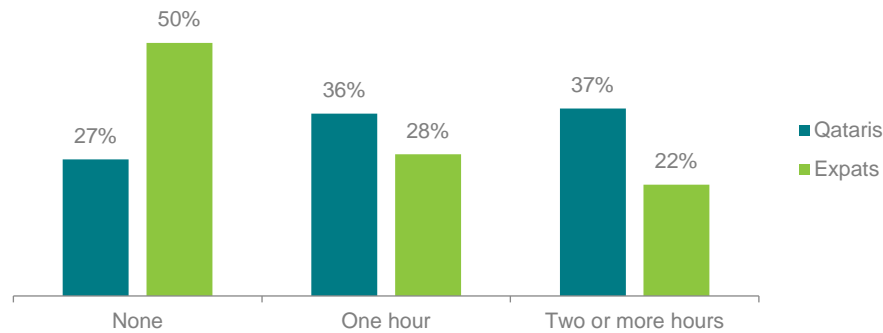
6.84 with no significant difference between them ($P=0.46$). The distribution of nighttime sleep duration is shown in the figure below.

Figure IV-1 Distribution of sleep duration at night, by nationality



Respondents were also asked how many hours of sleep they got during daytime. Higher proportions of expatriates reported not sleeping during the day (50%) compared to Qatari (27%).

Figure IV-2 Distribution of sleep duration during daytime, by nationality



Insomnia and the Sleep condition Indicator

Insomnia is a predominant complaint of dissatisfaction with sleep quantity or quality associated with marked disturbances in sleep onset (delayed ability to fall asleep), sleep maintenance, and early awakenings.

The Sleep Condition Indicator (SCI) is an 8-item screening tool to evaluate insomnia according to clinical criteria in the Diagnostic Statistical Manual 5th Edition (DSM-5) where higher scores represent better sleep. Each item is scored on a 5-point scale (0–4), the possible total score ranges from 0 to 32 as shown in the table below. The SCI average score for Qataris was 26.34 whereas expatriate’s average score was 27.27, with expatriates scoring significantly higher on the SCI than Qataris ($P=0.004$).

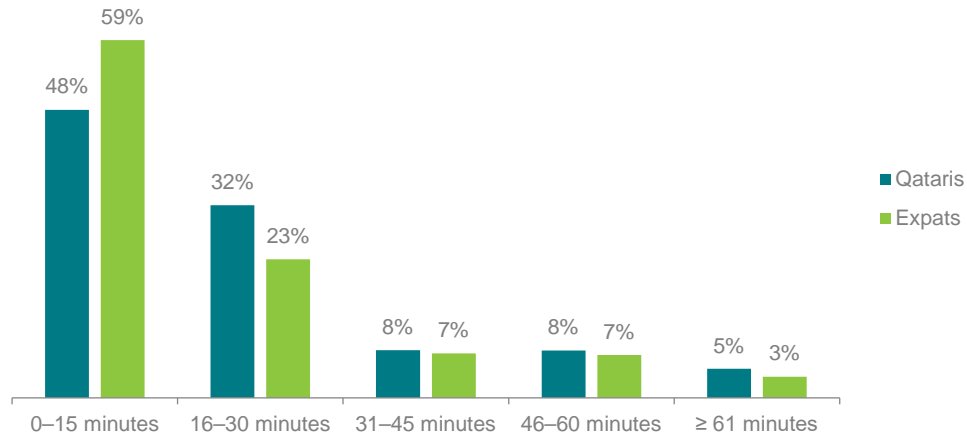
Table IV-1 Sleep condition indicator

Item	Score				
	4	3	2	1	0
Thinking about a typical night in the last month...					
How long does it take you to fall asleep?	0–15 min	16–30 min	31–45 min	46–60 min	≥ 61 min
If you wake up during the night, how long are you awake for in total?	0–15 min	16–30 min	31–45 min	46–60 min	≥ 61 min
How many nights a week do you have a problem with your sleep?	0–1	2	3	4	5–7
How would you rate your sleep quality?	Very good	Good	Average	Poor	Very poor
Thinking about the past month, to what extent has poor sleep...					
Affected your mood, energy, or relationships?	Not at all	A little	Some-what	Much	Very much
Affected your concentration, productivity, or ability to stay awake?	Not at all	A little	Some-what	Much	Very much
Troubled you in general?	Not at all	A little	Some-what	Much	Very much
Finally...					
How long have you had a problem with your sleep?	I don't have a problem or less than 1 month	1–2 months	3–6 months	7–12 months	More than one year

Specific aspects of sleep

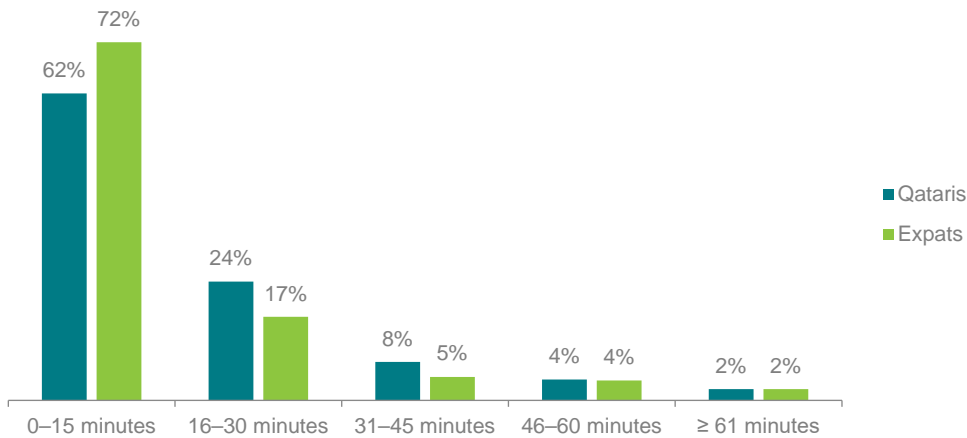
When respondents were asked how long it takes them to fall asleep or sleep latency, a smaller proportion of Qataris (48%) reported that it took them 0-15 minutes to fall asleep when compared to expatriates (59%). Higher proportion of Qataris (5%) took 61 minutes or more to fall sleep compared to expatriates (3%) and these differences were statistically significant ($p < 0.01$).

Figure IV-3 Time to fall asleep, by nationality



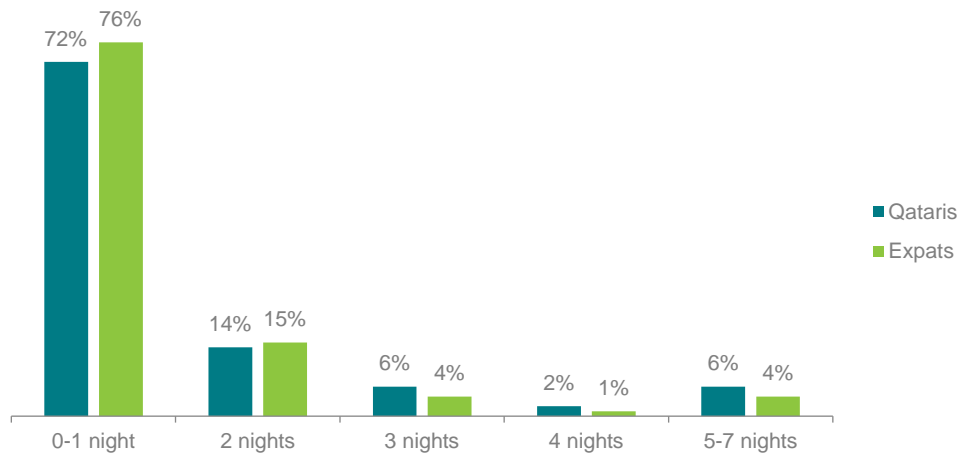
In addition, respondents were asked if they wake up at night and how long they stayed up in total after waking up. Both Qataris and expatriates reported the same percentage (4%) of staying up for around 40 to 60 minutes, and (2%) for 61 minutes or more. However, a lower proportion of Qataris reported that they stay up for 0-15 minutes (62%) compared to expatriates (72%).

Figure IV-4 Total amount of awake time during the night, by nationality



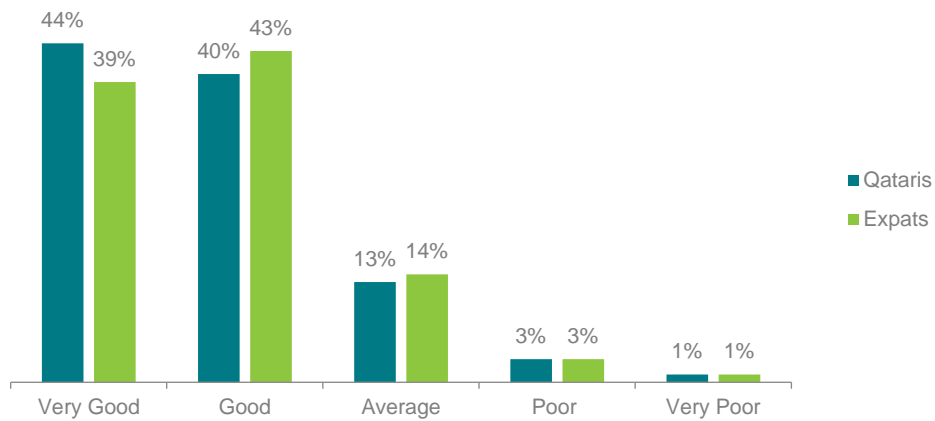
Higher proportions of Qataris reported having problems with their sleep for 5 to 7 nights during the week (6%) compared to expatriates (4%). However, a large number of the respondents reported having no problems at all or only for one night during the week (72% for Qataris, 76% for expatriates).

Figure IV-5 Number of nights (per week) with sleep problems, by nationality



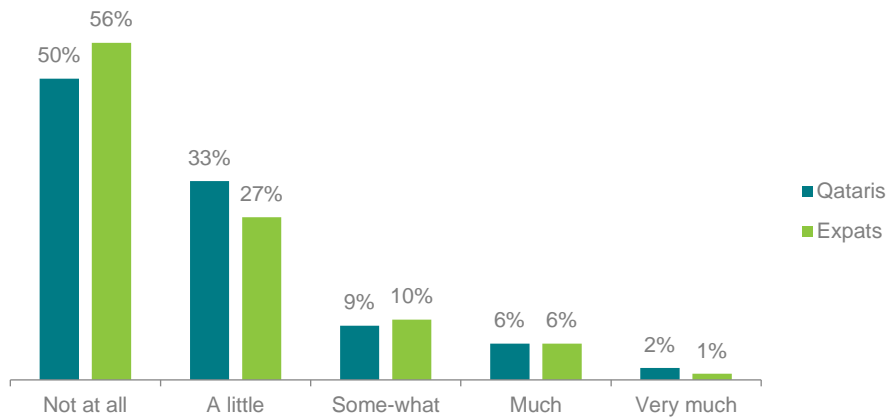
Respondents were asked to rate their sleep quality, in response to this question (44%) of Qataris reported having a very good sleep quality, compared to (39%) of expatriates. However, these differences were not statistically significant.

Figure IV-6 Quality of sleep, by nationality



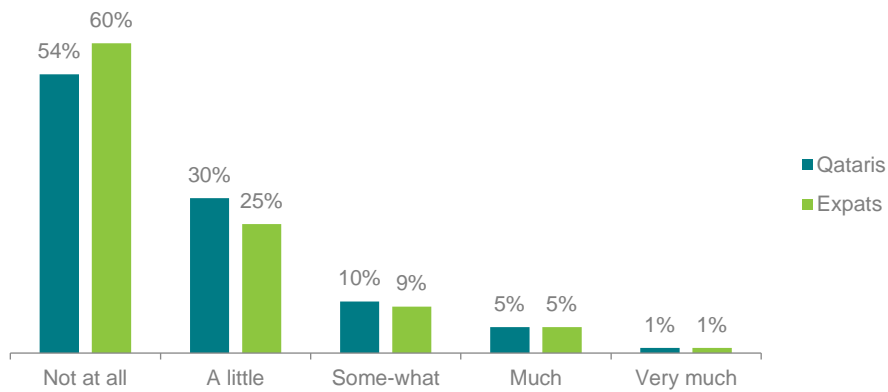
With regards to the effect of poor sleep on respondent's mood, energy or relationships lower proportion of Qataris reported that poor sleep effected them (50%) compared to expatriates (56%) as shown in the below figure.

Figure IV-7 Effect of poor sleep on mood, energy or relationships, by nationality



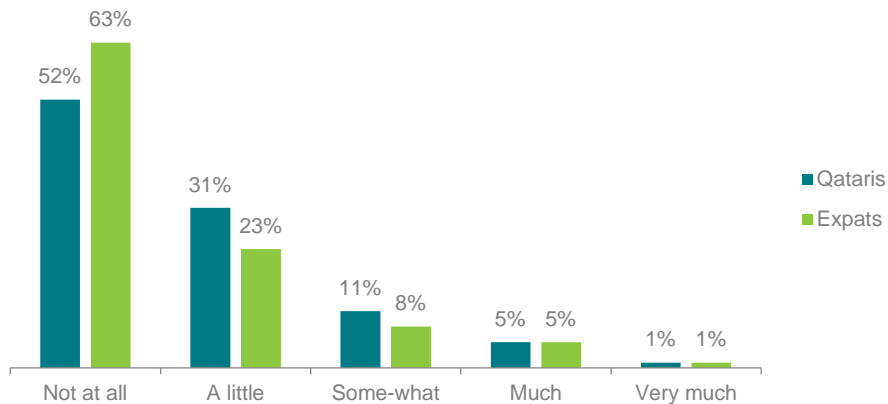
Similarly, lower proportion of Qataris (54%) reported that poor sleep effected their concentration, productivity, or ability to stay awake compared to expatriates (60%).

Figure IV-8 Effect of poor sleep on concentration, productivity, or ability to stay awake by nationality



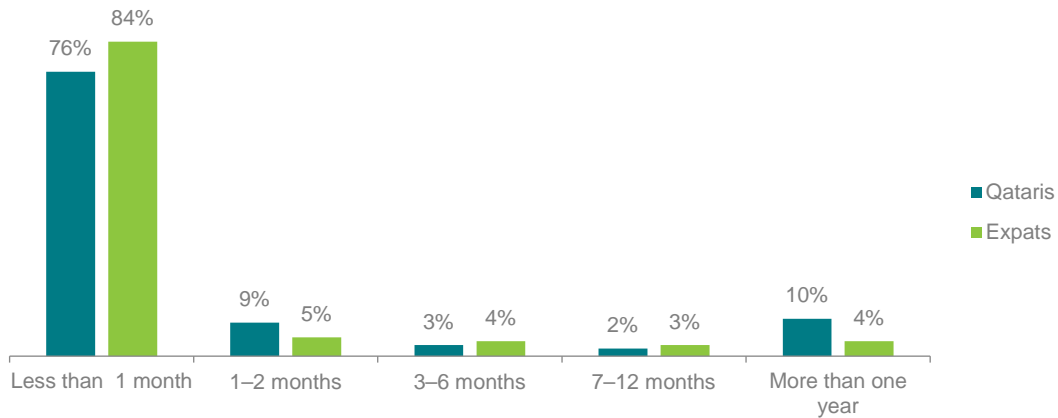
Lower proportions of Qataris perceived that poor sleep troubled them in general (52%) compared to expatriates (63%).

Figure IV-9 Troubled by poor sleep in general, by nationality



When respondents were asked how long they have had a problem with their sleep, lower proportions of Qataris reported not at all or less than a month (76%) compared to expatriates (84%). However higher proportions of Qataris than expatriates reported having sleep problems for more than a year (10% versus 4.0%) ($p < 0.001$).

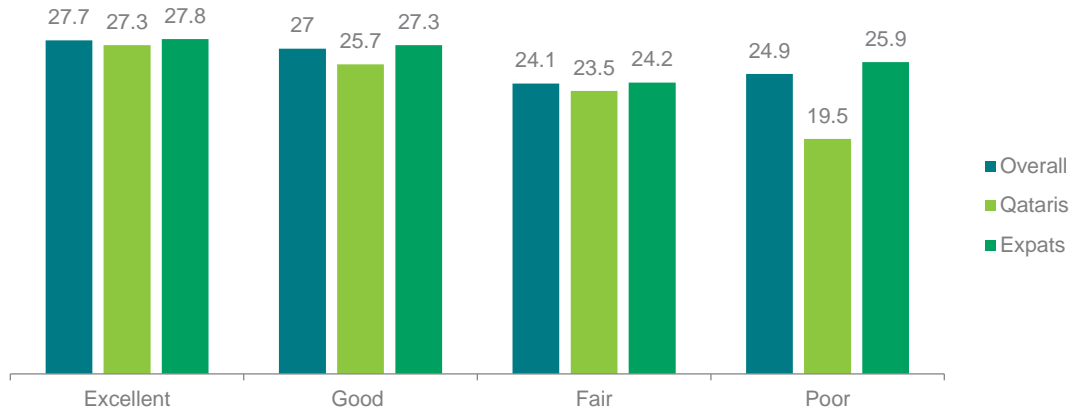
Figure IV-10 Duration of sleep problems, by nationality



Sleep and poor perceived health

With regard to sleep and health perception, overall there was a significant association between the average SCI score and health perception with higher scores on the SCI or better sleep being associated with better perceived health ($p < 0.001$). This association was statistically significant for Qataris ($p < 0.001$) as well as for expatriates ($p < 0.01$).

Figure IV-11 Average SCI score and perception of health, by nationality



VI. METHODOLOGY

Sample design

Sampling is the process of selecting a sample of elements from the sampling frame to conduct a survey. It plays a critical part in any survey process since the ability to make any valid inference to the population, which is the target of the investigation, relies upon a rigorous sample design. In the following, we discuss issues related to the sample design used in both surveys.

Sampling frame and target population

The first component in the design is the sampling frame. It is a list that can be used to identify all elements of the target population. In this survey, the target population includes people who are 18 years or older and live in residential housing units in Qatar during the survey reference period. The target population excludes those who live in institutions such as army barracks, hospitals, dormitories, prisons. The sampling frame was developed by SESRI with the assistance from the Qatar Electricity and Water Company (Kahramaa). In this frame, all housing units in Qatar are listed with information about the housing address and information to identify if residents in the housing units belong to Qataris, expatriates, or labor migrants. Like other countries in the Arab Gulf region, there are two distinct groups of population in Qatar: the Qatari nationals and the non-Qatari migrants. The latter group is also composed of two distinct groups: the white-collar migrant workers, usually called expatriates and the blue-collar migrant workers, usually called labor migrants. In this survey, the target population only include Qataris and expatriates population.

Sample design

The state of Qatar is divided into seven administrative municipalities. Each municipality contains a number of zones and each zone is divided into several blocks. In this survey, housing units in each zone are ordered by geographic location in order to permit well distributed sampling of housing units in different areas. A systematic sample is separately constructed for Qataris and expatriates. The basic idea of systematic sampling is to select housing units by taking every k th unit in the frame, where k is called the sampling step which is the whole number part of the ratio between the frame size and the sample size. The systematic sampling implies proportionate stratification as a block containing a given percentage of Qatari or expatriate housing units in the frame would be represented by the same percentage of the total number of sampled units. Based on previous surveys, we know the response rates vary across zones. Therefore, over-sampling is used to make up for the lower response rates in certain zones.

In this survey, only one person 18 years or older in each household is selected for the interview. SESRI develops its own selection method to fit the Islamic culture in Qatar.² The method can be summarized as follows. First, the interviewer asks the informant (the first household adult contacted by interviewers) for the number of adults 18 years or older in the household. Conditional on the answer to this question, different within-household schemes are utilized:

Number of adults is 1: The informant is de facto selected to complete the interview.

Number of adults is 2: Randomly select between the informant and the other adult.

² Details of this method and its advantages over other methods can be found in Le, T. Kien, J. M. Brick, A. Diop, D. Alemadi. 2013. "Within Household Sampling Conditioning on Household Size." *International Journal of Public Opinion Research*. Vol 25: 1.

Number of adults is 3: Randomly select the informant 33 percent of the time. If the informant is not selected, randomly select between the younger and the older of the other two adults.

Number of adults is 4: Randomly select the informant 25 percent of the time. If the informant is not selected, randomly select between the youngest, the oldest, and the second oldest among the other three adults.

Number of adults is 5 or more: Ask the informant a second question about the number of males in the household. Randomly sample either a male or female. If the number of adults of the sampled sex is less than 4, apply the selection method for 2 or 3 adult households. If the number is 4 or more, ask the informant to list the names of all adults in the selected gender and randomly choose one.

This selection method yields a valid probability sample. All adult members in the household have the same chance of being sampled, and the probability of selecting each adult in the household is equal to the inverse of the number of adults regardless of the household size.

Sample size, non-response, and sampling error

Since Qataris account for a small portion of the population, proportionate sampling would give a relatively small number of Qataris in the sample, resulting in low precision for studies using the Qatari group alone. Also, the Qatari group is more heterogeneous than the other two groups in terms of individual and household characteristics (e.g., age, household size and income), so the sample requirement for the Qatari group should be larger than that of the other groups to achieve the same level of precision. For these reasons, the Qatari group is over-sampled (relatively to other population groups) by disproportionate sampling in this survey. The following table shows the results of the last contact between interviewers and sampled units in the survey.

Table V-1 Responses by groups

Responses	Households
Completed	1611
Not completed	1850
Eligible	851
Ineligibles	367
Unknown	632
Response rate (RR1)	52.1%
Response rate (RR2)	53.5%

On the basis of Table V-1, response rates are calculated. We report two response rates. First, the raw response rate is the ratio between the number of completes or partials and total sample sizes after excluding ineligibles: $RR1 = \frac{C}{C+E+UE}$ where C is the number of completes or partials, E is the number of eligible responses, and UE is the number of unknown eligibility. Second, the adjusted response rate is $RR2 = \frac{C}{C+E+eUE}$ where e is the estimated proportion of eligibilities which is given by this expression $e = \frac{C+E}{C+E+IE}$ where IE is the number of ineligibles.

In the survey, there are 1611 completed household interviews with 803 Qataris and 808 expatriates. The corresponding maximum sampling error for a percentage is +/- 3.86 and 3.81 percentage points for Qataris and expatriates, respectively. The calculation of these sampling errors takes into account the design effects (i.e., the effects from weighting, stratification, and clusters). One possible interpretation of the sampling error is: if the survey is conducted 100 times using the exact same procedure, the sampling errors would include the "true value" in 95 out of the 100 surveys. Note that the sampling error can be calculated in this survey since the sample is based on a sampling scheme with known probabilities.

Weighting

The final weights in the data are constructed from three components: the base weights reflecting the sample selection probability; the adjustment factors to account for the non-response; and the calibration to make the survey results in line with the population numbers. Besides, weight trimming is also used since highly variable weights can introduce undesirable variability in statistical estimates.³

Base weights

These weights are the inverse of the selection probability of the unit in the sample. Because of the systematic sampling, all housing units of the same population group (Qataris or expatriates) in the same zone have the same chance of being selected and the weights are given by this formula:

$$W_{base}^{housing\ unit} = 1/p$$

Where $W_{base}^{housing\ unit}$ is the base weight for the housing unit, p is the probability of selection.

These base weights for Qataris are lower than those of expatriates due to the oversampling of Qataris. The base weights are then adjusted by the number of eligible persons in the household to arrive at person level base weights:

$$W_{base}^{person} = k * W_{base}^{housing\ unit}$$

Where k is the number of eligible persons in the household.

Adjustment factors for non-response

If the responding and non-responding units are essentially similar with respect to the key subjects of the investigation, the base weights can be adjusted to account for the non-response by this formula:

$$W_{base}^{person} = \alpha W_{base}^{person}$$

Where α is called the adjustment factor for non-response which is based on the propensity that a sampled unit is likely to respond to the survey.⁴

³ Weight trimming can reduce variance but increase bias in the statistical estimates. Therefore, weight trimming should only be applied to cases with very large values of weights. The goal is to reduce the overall mean squared errors. Further details can be seen in this paper: Potter, F. (1990). A Study of Procedures to Identify and Trim Extreme Sampling Weights. Proceedings of the Section on Survey Research Methods, American Statistical Association, 1990, 225-230.

⁴ This weighting process is usually called propensity weighting. A good discussion of this process can be found in Varedian M. and G. Forsman (2003), "Comparing propensity score weighting with other weighting methods: A case study on Web data" In Proceedings of the Section on Survey Statistics, American Statistical Association; 2003, CD-ROM

Weight calibration

The weights are also calibrated to make results in line with the population estimates. This calibration can help reduce the effect from non-response and under-coverage of the sampling frame. SESRI uses “raking” method in the calibration to adjust the weights of the cases in the sample so that the proportions of the adjusted weights on certain characteristics agree with the corresponding proportions for the population.

Questionnaire Development and Survey Administration

Questionnaire Development

The questionnaire is designed to collect all necessary information related to the study. The questions were initially designed in English and then translated into Arabic by professional translators. After the translation, the translated versions were carefully checked by researchers who are fluent in both English and Arabic. Next, the questionnaire was tested internally inside SESRI. This allows the project team to learn whether respondents were able to understand and answer the questions, and to identify important concerns that affect responses to the questions.

After making necessary changes to the questionnaire based on this internal pre-test, the survey was programmed into CAPI (Computer Assisted Personal Interview) system using the software BLAISE. After debugging the program, a face-to-face pre-test on a small number of housing units was conducted. This pretest gives valuable information to refine question wording, response categories, introductions, transitions, interviewer instructions, and interview length. Based on this information, the final version of the questionnaire was created and then programmed into CAPI for the fieldwork.

Survey Administration

The survey was administered in CAPI (Computer Assisted Personal Interview) mode. CAPI is a computer assisted data collection method for replacing paper-and-pen methods of survey data collection and usually conducted at the home or business of the respondent using a portable personal computer such as a notebook/laptop.

Each interviewer received an orientation to the CAPI system, participated in a training program covering fundamentals of CAPI interviewing and standard protocols for administering survey instruments, and practice time on the computers (laptops). During the period of data collection, the management used a monitoring system to ensure that questions were asked appropriately and the answers were recorded accurately.

SESRI is strongly committed to the idea that knowledge of interviewing techniques and field procedures should be supplemented with the basics of survey research to reinforce the necessity for quality data collection. This includes an on-going interviewer training, a strong interviewer support during the field production, and an important monitoring system and equipment that allow supervisors to monitor and evaluate interviewer activities.

Data Management

After data collection, all individual interviews were merged and saved in a single BLAISE data file. This dataset was then cleaned, coded and saved in STATA format for analysis. After weighting the final

responses to adjust for probability of selection and non-response, the data were analyzed using STATA, the statistical software for the social sciences, where both univariate, bivariate and multivariate analyses were performed.