

# Consumer Confidence Survey

## Results Q2 2013

# Demographics

Table 1: Gender (in percentage)

|               | 2012  |       |       |       | 2013  |       |
|---------------|-------|-------|-------|-------|-------|-------|
|               | Q1    | Q2    | Q3    | Q4    | Q1    | Q2    |
| <b>Gender</b> |       |       |       |       |       |       |
| <b>Male</b>   | 41.5  | 47.3  | 41.5  | 45.1  | 47.2  | 44.8  |
| <b>Female</b> | 58.5  | 52.8  | 58.5  | 54.9  | 52.8  | 55.2  |
|               | N=400 | N=400 | N=400 | N=384 | N=400 | N=400 |

Table2: Region where respondents live (in percentage)

| Region             | 2012  |       |       |       | 2013  |       |
|--------------------|-------|-------|-------|-------|-------|-------|
|                    | Q1    | Q2    | Q3    | Q4    | Q1    | Q2    |
| <b>Noord</b>       | 21.0  | 20.5  | 26.0  | 25.0  | 29.8  | 28.3  |
| <b>Oranjestad</b>  | 25.0  | 32.3  | 24.8  | 31.0  | 25.3  | 28.5  |
| <b>Paradera</b>    | 11.8  | 7.5   | 7.8   | 6.8   | 8.8   | 7.3   |
| <b>San Nicolas</b> | 21.8  | 20.3  | 22.0  | 19.8  | 19.8  | 18.5  |
| <b>Santa Cruz</b>  | 8.8   | 9.3   | 7.8   | 7.8   | 5.5   | 9.3   |
| <b>Savaneta</b>    | 10.5  | 10.3  | 11.5  | 9.4   | 11.1  | 8.    |
|                    | N=399 | N=399 | N=399 | N=383 | N=400 | N=399 |

## Demographics

**Table 3: Age group (in percentage)**

| 2012          |        |        | 2012      |        |       | 2013  |       |
|---------------|--------|--------|-----------|--------|-------|-------|-------|
| Age group     | Q1     | Q2     | Age group | Q3     | Q4    | Q1    | Q2    |
| 18-25         | 20.0   | 16.8   | 18-19     | 3.8    | 2.1   | 4.5   | 4.5   |
| 26-30         | 10.5   | 10.8   | 20-24     | 10.5   | 8.9   | 9.5   | 13.5  |
| 31-35         | 9.3    | 13.8   | 25-29     | 8.5    | 11.7  | 9.8   | 11.0  |
| 36-40         | 8.0    | 13.0   | 30-34     | 9.8    | 13.0  | 9.3   | 10.5  |
| 41-50         | 16.8   | 17.8   | 35-39     | 15.5   | 9.1   | 10.0  | 9.0   |
| 51-59         | 18.8   | 14.5   | 40-44     | 11.0   | 12.2  | 14.0  | 8.8   |
| 60 and higher | 16.8   | 13.5   | 45-49     | 12.3   | 11.5  | 14.8  | 10.8  |
|               |        |        | 50-54     | 11.3   | 9.4   | 12.8  | 11.5  |
|               |        |        | 55-59     | 5.5    | 6.0   | 6.5   | 6.8   |
|               |        |        | 60-64     | 5.0    | 7.0   | 5.0   | 6.0   |
|               |        |        | 65+       | 6.8    | 9.1   | 3.8   | 7.8   |
|               | N= 400 | N= 400 |           | N= 400 | N=384 | N=399 | N=400 |

**Table 4: Highest level of education (in percentage)**

| 2012                        |        |         |       |       | 2013  |       |
|-----------------------------|--------|---------|-------|-------|-------|-------|
| Education                   | Q1     | Q2      | Q3    | Q4    | Q1    | Q2    |
| Less than primary education | 1.6    | 5.3     | 2.4   | 2.8   | 2.1   | 1.8   |
| Primary education           | 10.5   | 11      | 19.0  | 13.1  | 10.8  | 10.1  |
| EPB,LTS                     | 12.6   | 13.1    | 13.5  | 10.3  | 11.1  | 7.0   |
| MAVO,MULO                   | 25.5   | 25.4    | 15.6  | 17.5  | 25.1  | 24.5  |
| MAO,MTS,EPI                 | 18.1   | 16.6    | 13.2  | 19.5  | 18.3  | 22.7  |
| HAVO                        | 9.4    | 10.2    | 7.9   | 9.2   | 9.0   | 10.8  |
| VWO                         | 1.0    | 1.9     | 3.4   | 2.5   | 2.1   | 2.3   |
| HBO or higher               | 21.3   | 16.6    | 24.9  | 25.1  | 21.4  | 20.9  |
|                             | N= 381 | N = 374 | N=378 | N=379 | N=378 | N=388 |

## Demographics

| Table 5: Nationality (in percentage) |        |        |       |       |       |       |
|--------------------------------------|--------|--------|-------|-------|-------|-------|
| 2012                                 |        |        |       | 2013  |       |       |
| Nationality                          | Q1     | Q2     | Q3    | Q4    | Q1    | Q2    |
| Dutch                                | 84.5   | 79.7   | 79.3  | 79.9  | 84.0  | 92.0  |
| Colombian                            | 6.5    | 8.5    | 4.5   | 4.9   | 5.5   | 2.0   |
| Dominican                            | 1.8    | 1.3    | 3.5   | 2.9   | 3.8   | 1.3   |
| Venezuelan                           | 1.3    | 3.8    | 3.0   | 3.4   | 1.8   | 2.0   |
| Other                                | 6.1    | 6.9    | 8.6   | 8.8   | 5.1   | 2.3   |
|                                      | N= 400 | N= 399 | N=400 | N=384 | N=400 | N=399 |

| Table 6: Activity status (in percentage) |       |       |       |       |       |       |
|------------------------------------------|-------|-------|-------|-------|-------|-------|
| 2012                                     |       |       |       | 2013  |       |       |
| Status                                   | Q1    | Q2    | Q3    | Q4    | Q1    | Q2    |
| Full time worker                         | 55.0  | 57.5  | 62.0  | 57.6  | 68.8  | 62.3  |
| Part time worker                         | 8.3   | 11.5  | 10.3  | 9.4   | 8.3   | 5.5   |
| Self employed                            | 2.0   | 5.5   | 6.5   | 6.0   | 4.8   | 3.5   |
| Contract worker                          | 3.0   | 2.0   | 1.8   | 3.9   | 1.8   | 1.8   |
| Homemaker                                | 3.5   | 3.5   | 2.8   | 3.6   | 1.8   | 3.0   |
| Retired                                  | 13.0  | 9.8   | 8.0   | 11.2  | 6.0   | 11.3  |
| Student                                  | 11.3  | 6.0   | 5.3   | 6.3   | 6.8   | 10.8  |
| Unemployed                               | 3.3   | 3.3   | 2.8   | 2.1   | 1.8   | 2.0   |
|                                          | N=400 | N=400 | N=400 | N=384 | N=400 | N=400 |

## Demographics

| Table 7: Gross monthly income distribution (in percentage) |      |      |      |       |      |                 |      |
|------------------------------------------------------------|------|------|------|-------|------|-----------------|------|
| 2012                                                       |      |      |      | 2013  |      | 2013            |      |
| Income category                                            | Q1   | Q2   | Q3   | Q4    | Q1   | Income category | Q2   |
| 1,600 or less                                              | 40.9 | 42.8 | 37.3 | 28.4  | 33.2 | 1,700 or less   | 28.0 |
| 1,601 - 2,500                                              | 19.3 | 22.8 | 19.0 | 24.9  | 22.6 | 1,701 - 2,500   | 20.5 |
| 2,501 - 3,000                                              | 12.5 | 15   | 14.3 | 17.5  | 15.6 | 2,501 - 3,000   | 12.8 |
| 3,001 - 4,000                                              | 11.3 | 7.5  | 10.5 | 11.1  | 12.8 | 3,001 - 4,000   | 14.5 |
| 4,001 - 5,000                                              | 5.8  | 5.8  | 8.3  | 6.1   | 9.5  | 4,001 - 5,000   | 11.8 |
| 5,001 - 7,000                                              | 5.8  | 3.8  | 5.5  | 6.4   | 4.3  | 5,001 - 7,000   | 8.5  |
| 7,001 or more                                              | 4.6  | 2.6  | 5.1  | 5.5   | 2.1  | 7,001 or more   | 4.0  |
| N= 399 N=400 N=400 N=377                                   |      |      |      | N=398 |      | N=400           |      |

| Table 8: Years living in Aruba (in percentage) |      |      |      |             |      |      |
|------------------------------------------------|------|------|------|-------------|------|------|
| 2012                                           |      |      |      | 2013        |      |      |
| Years                                          | Q1   | Q2   | Q3   | Q4          | Q1   | Q2   |
| 5 or less                                      | 8.0  | 7.0  | 7.0  | 8.6         | 7.0  | 3.5  |
| 6 - 10                                         | 5.3  | 7.0  | 10.5 | 14.6        | 8.5  | 10.0 |
| 11 - 20                                        | 20.4 | 22.8 | 21.3 | 21.1        | 21.0 | 14.8 |
| 21 - 30                                        | 25.9 | 22.8 | 17.8 | 13.0        | 19.5 | 24.0 |
| 31 or more                                     | 40.5 | 40.5 | 43.5 | 42.7        | 44.0 | 47.8 |
| N= 398 N= 400 N=400 N=384                      |      |      |      | N=400 N=400 |      |      |

# Consumer Confidence

| Table 9: Personal financial position now vs. 6 months ago (in percentage) |      |      |      |      |      |      |
|---------------------------------------------------------------------------|------|------|------|------|------|------|
| 2012                                                                      |      |      |      |      | 2013 |      |
| Perception                                                                | Q1   | Q2   | Q3   | Q4   | Q1   | Q2   |
| Worse                                                                     | 34.3 | 38.0 | 25.3 | 25.8 | 17.0 | 20.5 |
| Same                                                                      | 40.5 | 42.3 | 60.5 | 38.9 | 46.3 | 50.8 |
| Better                                                                    | 24.3 | 18.5 | 13.3 | 33.9 | 36.3 | 26.8 |
| Don't know                                                                | 1.0  | 1.3  | 1.0  | 1.3  | 0.5  | 2.0  |

| Table 10: Personal financial position 6 months from now vs. now (in percentage) |      |      |      |      |      |      |
|---------------------------------------------------------------------------------|------|------|------|------|------|------|
| 2012                                                                            |      |      |      |      | 2013 |      |
| Perception                                                                      | Q1   | Q2   | Q3   | Q4   | Q1   | Q2   |
| Worse                                                                           | 22.3 | 18.5 | 17.3 | 13.8 | 9.5  | 13.5 |
| Same                                                                            | 37.3 | 31.3 | 37.3 | 47.4 | 48.0 | 47.5 |
| Better                                                                          | 34.0 | 39.0 | 37.8 | 30.2 | 33.8 | 30.5 |
| Don't know                                                                      | 6.5  | 11.3 | 7.8  | 8.6  | 8.8  | 8.5  |

# Consumer Confidence

**Table 11: Business and Economic condition now vs. 6 months ago (in percentage)**

|            |  | 2012 |      |      |      | 2013 |      |
|------------|--|------|------|------|------|------|------|
| Perception |  | Q1   | Q2   | Q3   | Q4   | Q1   | Q2   |
| Worse      |  | 58.3 | 51.0 | 45.5 | 36.3 | 24.0 | 31.0 |
| Same       |  | 24.5 | 29.0 | 37.0 | 32.4 | 33.5 | 42.5 |
| Better     |  | 14.5 | 17.8 | 14.0 | 26.6 | 40.0 | 22.0 |
| Don't know |  | 2.8  | 2.3  | 3.5  | 4.7  | 2.5  | 4.5  |

**Table 12: Business and Economic conditions 6 months from now vs. now (in percentage)**

|            |  | 2012 |      |      |      | 2013 |      |
|------------|--|------|------|------|------|------|------|
| Perception |  | Q1   | Q2   | Q3   | Q4   | Q1   | Q2   |
| Worse      |  | 33.3 | 21.5 | 23.0 | 18.0 | 14.0 | 25.6 |
| Same       |  | 29.3 | 29.3 | 28.5 | 42.6 | 43.3 | 35.6 |
| Better     |  | 29.3 | 37.0 | 34.8 | 27.4 | 32.0 | 24.3 |
| Don't know |  | 8.3  | 12.3 | 13.8 | 12.0 | 10.8 | 14.5 |

# Consumer Confidence

| Table 13: Government financial position now vs. 6 months ago (in percentage) |      |      |      |      |      |      |
|------------------------------------------------------------------------------|------|------|------|------|------|------|
| 2012                                                                         |      |      |      |      | 2013 |      |
| Perception                                                                   | Q1   | Q2   | Q3   | Q4   | Q1   | Q2   |
| Worse                                                                        | 32.0 | 34.0 | 26.1 | 25.8 | 22.3 | 38.3 |
| Same                                                                         | 29.5 | 26.8 | 37.6 | 27.3 | 36.3 | 31.8 |
| Better                                                                       | 22.0 | 20.3 | 22.6 | 36.7 | 32.5 | 22.8 |
| Don't know                                                                   | 16.5 | 19.0 | 13.8 | 10.2 | 9.0  | 7.3  |

| Table 14: Government financial position 6 months from now vs. now (in percentage) |      |      |      |      |      |      |
|-----------------------------------------------------------------------------------|------|------|------|------|------|------|
| 2012                                                                              |      |      |      |      | 2013 |      |
| Perception                                                                        | Q1   | Q2   | Q3   | Q4   | Q1   | Q2   |
| Worse                                                                             | 23.5 | 17.0 | 18.8 | 15.6 | 13.5 | 33.0 |
| Same                                                                              | 29.5 | 27.0 | 30.3 | 41.1 | 37.8 | 31.3 |
| Better                                                                            | 26.5 | 28.8 | 31.0 | 28.1 | 25.8 | 22.0 |
| Don't know                                                                        | 20.5 | 27.3 | 20.0 | 15.1 | 23.0 | 13.8 |

# Consumer Confidence

**Table 15: Job expectations now vs. 6 months ago (in percentage)**

| 2012       |      |      |      |      | 2013 |      |
|------------|------|------|------|------|------|------|
| Perception | Q1   | Q2   | Q3   | Q4   | Q1   | Q2   |
| Harder     | 64.5 | 62.3 | 59.8 | 61.2 | 65.5 | 50.0 |
| Same       | 15.8 | 17.5 | 24.8 | 19.0 | 19.0 | 28.0 |
| Easier     | 7.8  | 9.0  | 4.3  | 9.1  | 8.5  | 12.0 |
| Don't know | 12.0 | 11.3 | 11.3 | 10.7 | 7.0  | 10.0 |

**Table 16: Job expectations 6 months from now vs. now (in percentage)**

| 2012       |      |      |      |      | 2013 |      |
|------------|------|------|------|------|------|------|
| Perception | Q1   | Q2   | Q3   | Q4   | Q1   | Q2   |
| Harder     | 48.3 | 36.5 | 48.9 | 52.9 | 57.0 | 44.0 |
| Same       | 23.8 | 24.8 | 22.6 | 27.1 | 25.3 | 24.8 |
| Easier     | 12.3 | 16.3 | 13.3 | 8.3  | 9.0  | 14.0 |
| Don't know | 15.8 | 22.5 | 15.3 | 11.7 | 8.8  | 17.3 |

**Table 17: Price expectations (in percentage)**

| 2012       |      |      |      |      | 2013 |      |
|------------|------|------|------|------|------|------|
| Perception | Q1   | Q2   | Q3   | Q4   | Q1   | Q2   |
| Higher     | 82.3 | 69.3 | 64.8 | 67.2 | 73.5 | 54.8 |
| Same       | 14.0 | 21.8 | 25.0 | 22.7 | 20.5 | 39.3 |
| Lower      | 1.8  | 3.3  | 6.3  | 5.2  | 3.0  | 1.8  |
| Don't know | 2.0  | 5.8  | 4.0  | 4.9  | 3.0  | 4.3  |

# Consumption habits

| Table 18: Buying a car is (in percentage) |      |      |      |      |      |      |
|-------------------------------------------|------|------|------|------|------|------|
| 2012                                      |      |      |      |      | 2013 |      |
| Perception                                | Q1   | Q2   | Q3   | Q4   | Q1   | Q2   |
| Unsuitable                                | 64.8 | 71.8 | 66.8 | 64.8 | 68.3 | 65.0 |
| Unsure                                    | 12.8 | 9.5  | 13.5 | 14.1 | 8.5  | 14.3 |
| Suitable                                  | 22.5 | 18.8 | 19.8 | 21.1 | 23.3 | 20.8 |

| Table 19: Buying some major appliance is (in percentage) |      |      |      |      |      |      |
|----------------------------------------------------------|------|------|------|------|------|------|
| 2012                                                     |      |      |      |      | 2013 |      |
| Perception                                               | Q1   | Q2   | Q3   | Q4   | Q1   | Q2   |
| Unsuitable                                               | 51.5 | 57.5 | 49.8 | 51.0 | 50.5 | 51.8 |
| Unsure                                                   | 22.3 | 13.3 | 16.0 | 15.9 | 16.8 | 17.5 |
| Suitable                                                 | 26.3 | 29.3 | 34.3 | 33.1 | 32.8 | 30.8 |

| Table 20: Going on vacation is (in percentage) |      |      |      |      |      |      |
|------------------------------------------------|------|------|------|------|------|------|
| 2012                                           |      |      |      |      | 2013 |      |
| Perception                                     | Q1   | Q2   | Q3   | Q4   | Q1   | Q2   |
| Unsuitable                                     | 49.5 | 52   | 50.5 | 41.9 | 38.5 | 46.3 |
| Unsure                                         | 15.3 | 15.8 | 16.5 | 18.2 | 10.3 | 13.8 |
| Suitable                                       | 35.3 | 32.3 | 33.0 | 39.8 | 51.3 | 40.0 |

# Consumption habits

| Table 21: Taking out a loan is (in percentage) |      |      |      |      |      |      |
|------------------------------------------------|------|------|------|------|------|------|
|                                                | 2012 |      |      |      | 2013 |      |
| Perception                                     | Q1   | Q2   | Q3   | Q4   | Q1   | Q2   |
| Unsuitable                                     | 67.3 | 67.3 | 68.5 | 66.1 | 64.0 | 68.3 |
| Unsure                                         | 16.3 | 16.0 | 16.5 | 15.6 | 12.8 | 13.3 |
| Suitable                                       | 16.5 | 16.8 | 15.0 | 18.2 | 23.3 | 18.5 |

| Table 22: Taking out a mortgage is (in percentage) |      |      |      |      |      |      |
|----------------------------------------------------|------|------|------|------|------|------|
|                                                    | 2012 |      |      |      | 2013 |      |
| Perception                                         | Q1   | Q2   | Q3   | Q4   | Q1   | Q2   |
| Unsuitable                                         | 74.8 | 69.8 | 68.0 | 71.3 | 76.3 | 77.8 |
| Unsure                                             | 11.8 | 15.8 | 13.0 | 14.9 | 11.5 | 12.0 |
| Suitable                                           | 13.5 | 14.5 | 19.0 | 13.8 | 12.3 | 10.3 |

# Consumer Confidence Index

| Indices                   | 2012 |       |       |       | 2013  |      |
|---------------------------|------|-------|-------|-------|-------|------|
|                           | Q1   | Q2    | Q3    | Q4    | Q1    | Q2   |
| Consumer Confidence index | 96.2 | 96.7  | 96.8  | 97.7  | 98.5  | 96.9 |
| Present situation index   | 95.6 | 95.4  | 95.5  | 98.5  | 100.1 | 97.7 |
| Expectation index         | 99.0 | 101.2 | 100.6 | 100.3 | 101.3 | 99.1 |
| Consumption habits index  | 95.5 | 95.2  | 95.7  | 96.2  | 96.5  | 95.6 |
| Price expectation index   | 90.4 | 90.9  | 91.8  | 91.4  | 90.8  | 90.6 |