The FIFA World Cup Qatar 2022™ Survey: Perceptions and Attitudes of Qatari Citizens and Residents

Findings from the Computer Assisted Telephone Surveys
Conducted Pre- and Post-Games

Executive Report

2023

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This report presents some important highlights from two FIFA World Cup Qatar 2022™ surveys conducted by Qatar University's Social and Economic Survey Research Institute (SESRI) to measure the perceptions and attitudes of Qatari citizens and residents towards the games. The studies involved a large and representative probability sample of Qatari citizens as well as higher- and lower-income expatriates. Surveys were conducted pre- and post-games by telephone.

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This report presents the main findings from two FIFA World Cup Qatar 2022™ surveys and draws comparisons between the pre- and post-games responses.

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Prof. Kaltham Al-Ghanim, director of the Social and Economic Research Institute and the project's lead principal investigator, continuously supported and facilitated the project's progress, participated in preparing the research instrument, and reviewed all reports related to the research project. Prof. Abdoulaye Diop, Head of Research at SESRI and principle investigator for the project, oversaw the overall study. Dr. Noora Lari, Head of the Policy Department acted as a co-investigator for the project. John Lee Holmes, Unit Head of CATI Operations, and Mr. Abdulrahman Rahmany were in charge of recruiting and training interviewers, as well as supervising the process of data collection. Survey Research IT Projects Manager Anis Miladi was responsible for preparing the programming script for data collection and entry.

Dr. Kien Trung Le, Associate Research Professor, conducted the sampling and provided valuable assistance with the data analysis and the methods report. Research assistants Hend Al-Sulaiti, Haneen Alqassass, Fahmida Ahmed, Noor Al-Thani, Semsia Jatic, Aisha Al-Hamadi, Catalina Petcu, Maitha Al-Naimi, Noor Al-Emadi, and Lina Bader analyzed the data and participated in the drafting of the initial report. Engi El-Maghraby was the project manager and was involved in all phases of the project.

The Social and 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

Since its inception in 2008 as an independent research organization at Qatar University, the Social and Economic Survey Research Institute (SESRI) has developed a strong survey-based infrastructure. The Institute regularly provides high-quality survey data for planning and research in the social and economic sectors. In this regard, the information provided in this report is intended to inform wider strategic planning and decision-making.

The FIFA World Cup 2022, which was awarded to Qatar in December 2010, was the first FIFA World Cup hosted in the Middle East. The tournament was held from November 21 to December 18, 2022, and had the most geographically compact footprint in the tournament's history since the inaugural single-stadium event of 1930. With all stadiums within 50 kilometers of the center of Doha, spectators and players alike spent less time traveling, and this hosting concept also offered opportunities to centralize the provision of many services and facilities.

Hosting the FIFA World Cup represented a historical milestone and symbolic achievement for Qatar, serving as a catalyst for the realization of Qatar's long-term development goals as laid out in the Qatar National Vision 2030 and the National Development Strategy, 2018–2022. The global football event had major implications for local communities, infrastructure development, and service provision. Such implications included the employment and training of thousands of workers and volunteers, the transportation of hundreds of thousands of fans, and the protection of people's health and safety throughout the tournament. The scale and complexity of the tournament posed both significant opportunities and risks for all of those involved.

This report presents the public attitudes and perceptions of Qatari nationals as well as higher- and lower-income expatriates ("expats") towards the 2022 FIFA World Cup held in Qatar. The results show the evolution of general public perceptions before and after the games and may provide guidance to interested stakeholders for further elaborations and analyses.

Results are based on survey data derived from two waves of interviews: one survey completed before (November 1 – 17, 2022) and another after (January 15 – February 11, 2023) the FIFA World Cup in Qatar. Each wave consisted of independently drawn samples to provide two demographically representative datasets with a final target of roughly 2100 nationals and expatriates above 18 years of age, and aiming for 700 respondents from each of the sub-population groups: Qatari citizens, higher-income, and lower-income expatriate residents. In all, nine different languages were used to interview respondents (English, Arabic, Urdu, Hindi, Malayalam, Nepalese, Tagalog/Filipino, Bengali, and Tamil) such that, where possible, respondents were interviewed in their mother tongue.

The design of the two FIFA World Cup surveys allows for a comparative analysis and a thorough investigation of perceptions and their evolution during these pre- and post-games intervals. The findings of this report shed light on public sentiments and key factors shaping public opinion toward the 2022 FIFA World Cup. These include consumer behavior and, in particular, how different segments of the public consumed information about the World Cup, including the main platforms of information and the sources of preference for each group. In addition, the survey instruments measure the main concerns and their motivational underpinnings as understood by the public. The third area measured is the public's willingness to take part in World Cup programs or be part of teams of volunteers before and during the tournament. A fourth factor entails the perceived positive and negative impacts of hosting the FIFA World Cup in Qatar. Finally, the surveys assessed perceptions as to how the FIFA World Cup affected businesses in Qatar.

As Qatar rapidly transforms into a hub of social and economic activity, this study represents an opportunity to examine and assess the implications of the FIFA World Cup for the State of Qatar in diverse aspects of life, society, and the economy.

The report is structured as follows:
- Section 1 describes the demographic composition of the surveys' respondents.
- Section 2 examines attitudes towards the FIFA World Cup Qatar 2022™ as well as respondents' perceptions with respect to volunteering. This section includes topics such as interest in football in general, expected in-stadium attendance of the games, motives for not attending the games and Fun Zone activities, determinants of volunteering and not volunteering during the World Cup, and post-World Cup customer satisfaction towards various aspects (e.g., security, food, accessibility, *Hayya* card, etc.).
- Section 3 looks at the respondents' perceptions of the long-term effects of hosting the FIFA World Cup 2022 in Qatar, mainly examining the most important positive and negative impacts perceived by respondents.
- Section 4 focuses on respondents' perceptions regarding the positive and negative implications of the FIFA World Cup Qatar 2022™ on the business sector in Qatar.

The report concludes with a summary of the results presented under these sections, accompanied by relevant recommendations extrapolated from our analysis of the data.

II. DEMOGRAPHIC CHARACTERISTICS OF RESPONDENTS

This section provides a summary of the personal and social characteristics of respondents who participated in the two surveys. As mentioned above, the target sample was 700 respondents from each of the three subpopulations during both waves, for a total of 4,200 respondents. The actual realized sample consisted of 5,339 respondents for both waves of the study (pre- and post-games). For the first wave (pre-games), SESRI interviewers conducted telephone interviews in November 2022, three weeks prior to the start of the FIFA World Cup. The first wave consisted of 2,701 respondents, of whom 915 were Qatari nationals, 962 were higher-income expatriates, and 824 were lower-income expatriates. The second wave (post-games) was conducted from mid-January to mid-February 2023, approximately a month following the unprecedented mega event. The post-games study consisted of 2,638 respondents, of whom 900 were Qatari nationals, 898 were higher-income expatriates, and 840 were lower-income. Overall, the sample characteristics of the pre- and post-games surveys were similar; see Table.

Gender of respondents

The proportions of Qatari male and female respondents were nearly equal (49% and 51%, respectively). Higher-income expatriate respondents were 69 percent male and 31 percent female, while lower-income expatriates were 90 percent male and 10 percent female. The proportion of males and females was similar across both waves of the study.

Nationality of respondents

The distribution of respondents based on their nationalities indicates that respondents from India, the Philippines, and Egypt constituted the majority of higher-income expatriate respondents, making up approximately 45 percent in both the pre- and post-games phases of the survey. While the majority of lower-income respondents in both waves of the survey (67 %) were from India, Bangladesh and Nepal. Notably, Indian nationals comprised the largest segment of participants in both the higher-income and lower-income expatriate groups (25% and 29% respectively). The following figures (See Figure II-I & Figure II-II) shows the proportions of participants across various reported nationalities. The 'other' category encompasses nationalities such as Sudan, Jordan, Bangladesh, Pakistan, Syria, Lebanon, Palestine, Tunisia, Sri Lanka, Yemen, Nepal, the United Kingdom, Iran, Nigeria, Morocco, Kenya, Canada, and Saudi Arabia.

Figure II-I: Nationality of high-income expatriate respondents

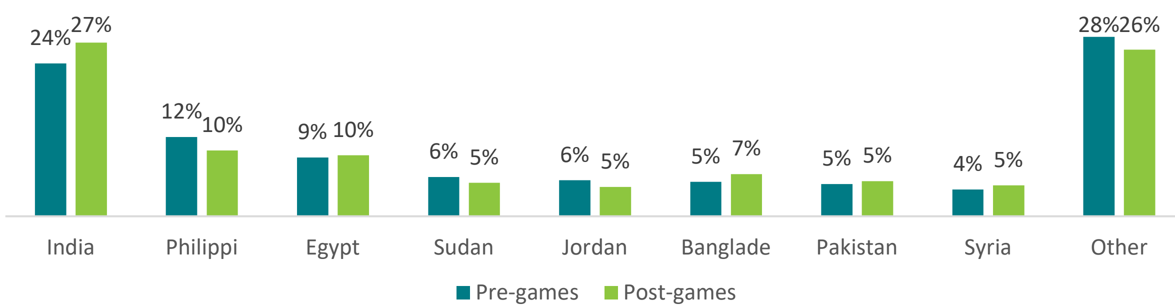
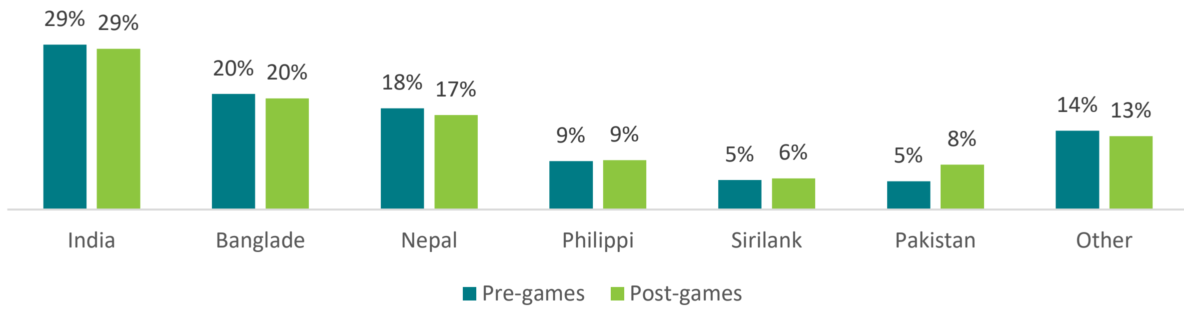


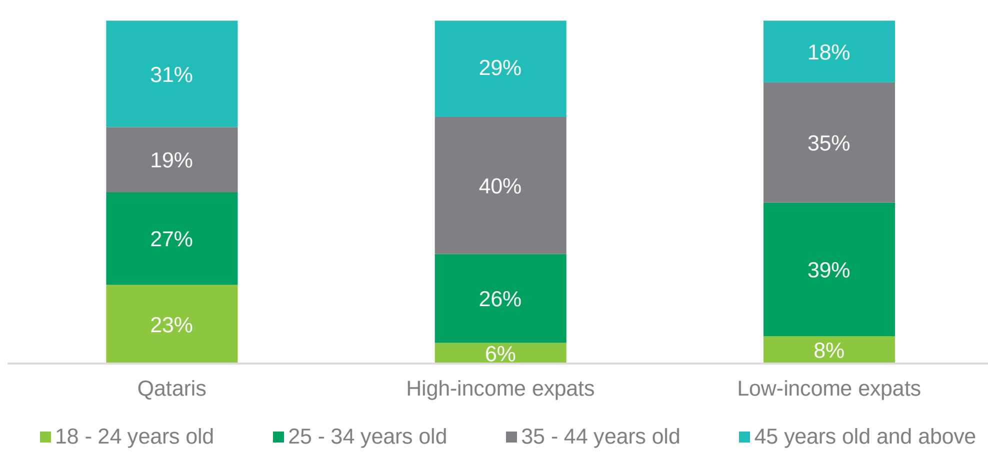
Figure II-II: Nationality of lower-income expatriate respondents



Age of respondents

The distribution of respondents by age group was consistent and similar for both waves. The mean age of the respondents was 38 years old. With regard to Qataris, about one-third (31%) belong to the age group 45 years and older, while the younger age group (18–24) accounted for 23 percent of Qataris. As for higher-income expatriates, the largest age group were those between 35 and 44 years old, making up 40 percent of respondents. For lower-income expatriates, almost three-quarters of the respondents were between 25 and 44 years of age. (Figure II-III.)

Figure II-III: Age groups, by respondent type



Marital status and number of children

At the time of the surveys, the majority of all respondents were married (73%) and about one-quarter had never been married (24%). More respondents in the Qatari subpopulation (31%) than in the other two subpopulations (higher-income 19%, lower-income 26%) reported having never been married. The distribution of respondents by marital status was similar for both waves of the study. (See Figure II-IV.) Note that the "other" marital status category combines those who are currently divorced, widowed or separated.

The majority of respondents in all three sub-populations reported having children (90%). With the exception of those who had never been married, respondents were asked whether they had children under the age of 18. The majority of respondents within the three groups reported having children under the age of 18 years old. Nearly half (49%) of Qataris, 77 percent of higher-income expatriates, and 82 percent of lower-income expatriates said they have 1 to 3 children under the age of 18. In addition, less than one-third of Qatari respondents (29%) said they have four or more children under the age of 18. (See Figure II-V.)

Figure II-IV: Marital status, by type of respondent

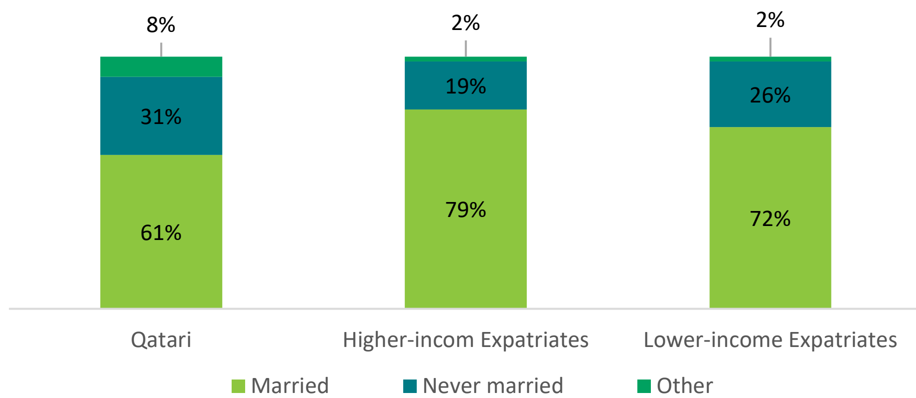
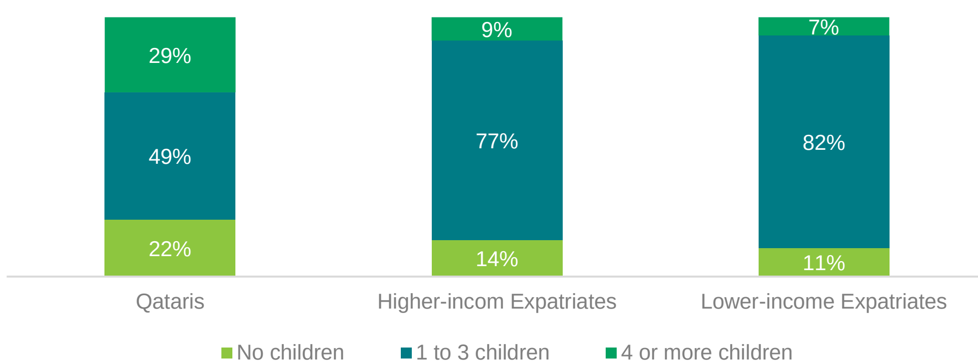


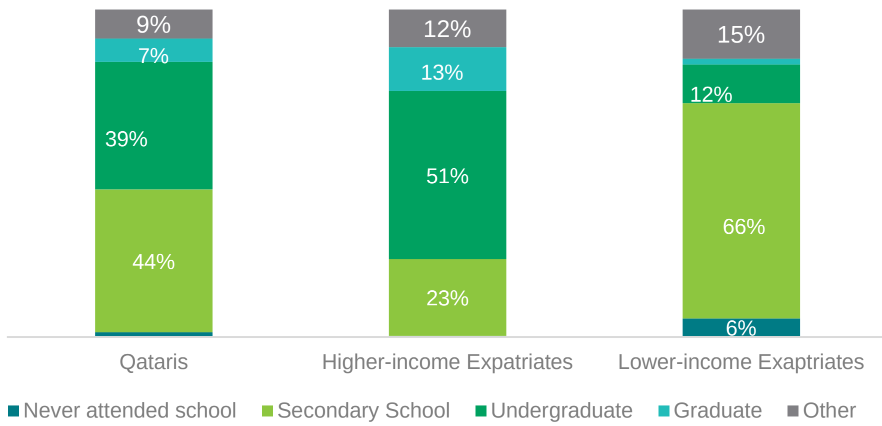
Figure II-V: Respondents with children under 18 years of age



Respondents' level of education

The respondents were also asked to indicate the highest level of education they had completed. Overall, the results reveal that 45 percent of Qatari respondents had completed high school or less, compared to 72 percent of lower-income and 23 percent of higher-income expatriates. Among Qatari respondents, 39 percent have an undergraduate degree, whereas those with a graduate degree or higher represent 7 percent. Higher-income expatriates account for the group comprising the majority of respondents holding an undergraduate or graduate degree (51% and 13%, respectively). Lower-income expatriates with undergraduate degrees represented 12 percent of their subgroup. (See Figure II-VI.)

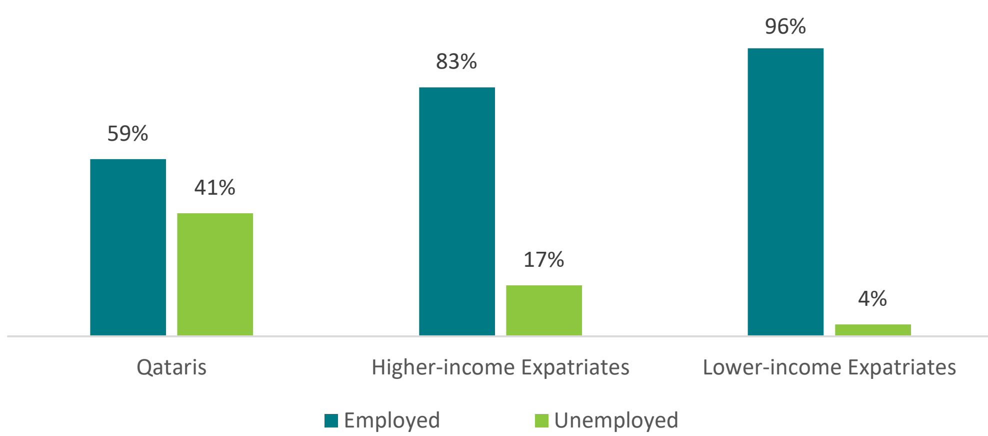
Figure II-VI: Level of education, by respondent type



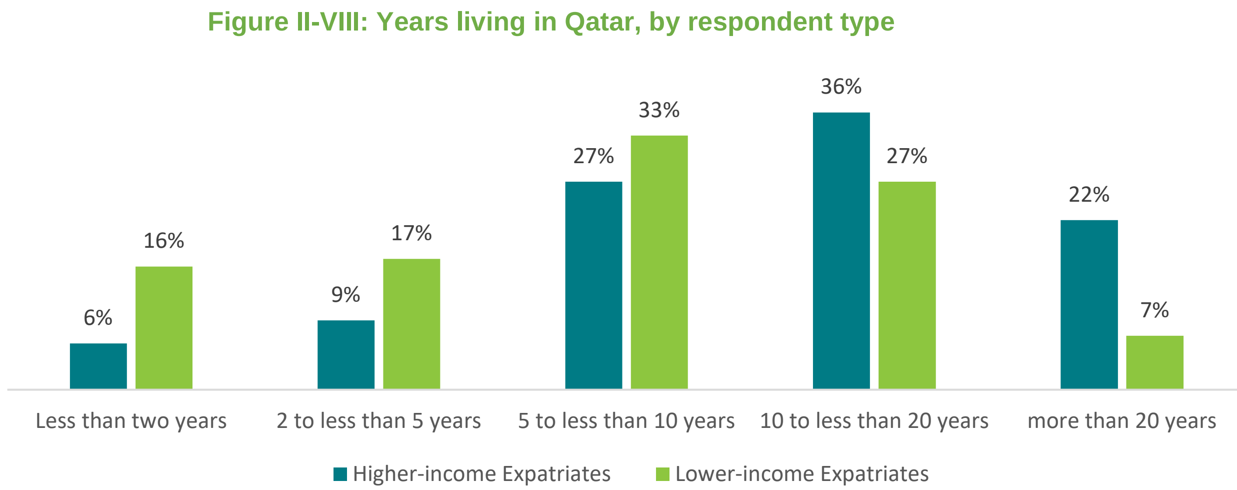
Employment status

Regarding the employment status of respondents, around two-thirds of Qataris (59%) reported being employed. The majority of both higher-income and lower-income expatriate respondents reported being employed: 83 percent and 96 percent, respectively. (See Figure II-VII.)

Figure II-VII: Employment status, by respondent type

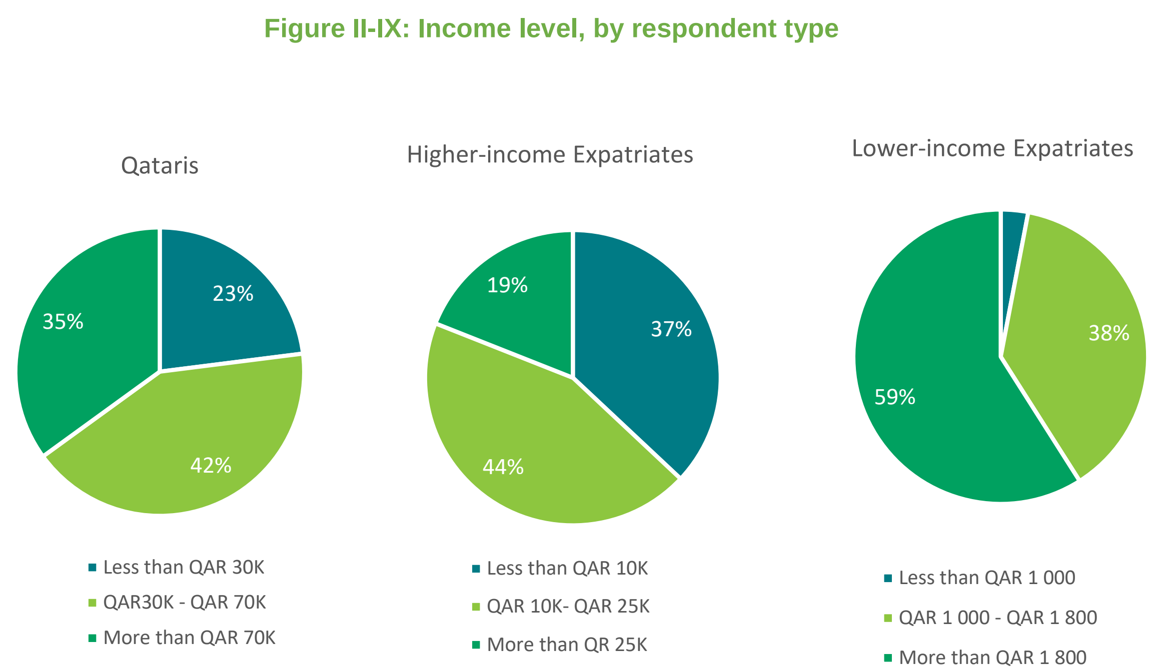


Both higher- and lower-income expatriates were also asked about their length of stay in Qatar. The majority of higher-income respondents lived in Qatar between 5 and 20 years (84%). Almost one-third of higher-income respondents (27%) lived in Qatar for 5 years but less than 10 years, and slightly more than one-third (36%) lived in Qatar between 10 and less than 20 years. Half of lower-income expatriate respondents reported living in Qatar between 2 and 10 years (50%), while almost one-fifth of the low-income expatriate respondents (16%) lived in Qatar for less than 2 years. (See Figure II-VIII.)



Income

With respect to income, more than three-quarters of Qatari respondents (77%) stated a monthly income of QAR 30,000 or more. Less than half (44%) of higher-income expatriates reported that their monthly income was between QAR 10,000 and QAR 25,000, while the majority of lower-income expatriates (59%) reported earning an income of more than QAR 1,800. (See Figure II-IX.)



Proximity to stadiums

In the post-game wave of the survey, the respondents were asked about the proximity of their current residence to the FIFA World Cup stadiums. The majority of Qataris and higher-income expatriates reported that they lived near a FIFA World Cup stadium — 60 percent and 65 percent, respectively. Almost half of lower-income respondents (47%) reported that they lived near a stadium. Those who reported living near the stadiums were further probed about how close their place of residence was to a stadium, and the majority of them reported that they lived one to five kilometers away from a stadium (53%). Less than 10 percent of respondents reported that they lived less than a kilometer away from a stadium.

Figure II-X How close to stadium do you live? By respondent type

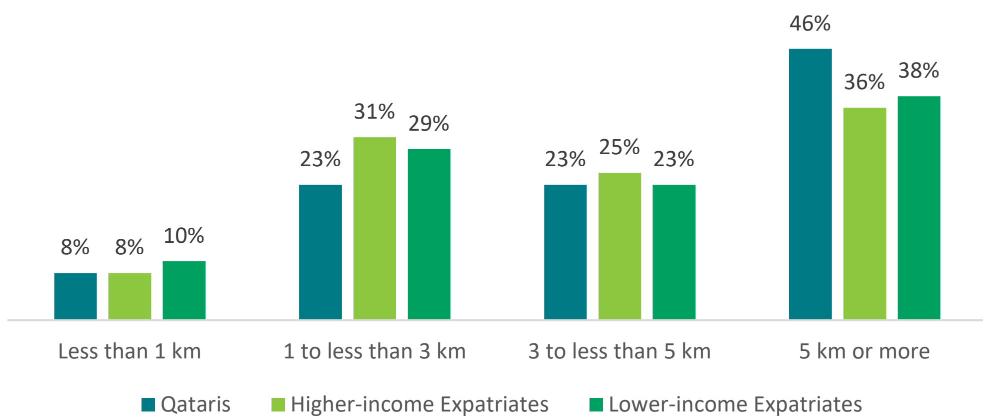


Table II-I Demographics Characteristics of respondents

	% Qataris		%Higher-income expatriates		%Lower-income expatriates	
	Pre	Post	Pre	Post	Pre	Post
Age group (in years)						
18-24	23	23	6	6	7	8
25-34	27	27	26	26	38	41
35-44	19	19	40	39	37	32
45 or older	31	31	28	29	18	19
Gender						
Male	49	49	69	70	90	90
Female	51	51	31	30	10	10
Marital status						
Never married	31	31	19	18	25	27
Currently married	61	60	78	80	73	72
Other (Divorced/separated / widowed)	8	9	3	2	2	1
Educational status						
Never attended school	1	2	1	0	5	6
Secondary school	43	44	23	24	67	65
Undergraduate degree	40	38	53	49	10	13
Graduate degree	7	7	13	14	2	1
Other (vocational, post-secondary diploma)	9	9	10	13	16	15
Employment status						
Employed	59	59	83	83	96	95
Unemployed	41	41	17	17	4	5

III. Attitudes towards and participation in the FIFA World Cup Qatar 2022

In Qatar, sports have taken center stage in the country's social and political agenda since the early 2000s. Over the past two decades, it has staged a wide range of regional and international sports events, most notably the Asian Games in 2006[1]. In addition, the state has aimed to increase domestic participation and volunteerism in sports events. Across both waves, respondents were asked how interested they are in football. Prior to the World Cup, 82 percent of respondents were interested in football. This increased slightly during the World Cup to 83 percent. Prior to the World Cup, lower-income expatriates showed more interest in football at 86 percent in comparison to Qatari citizens (65%) and higher-income expatriates (81%). In the second wave, interest among expatriates, including higher-income respondents (85%) and Qatari citizens (70%) increased, but decreased among lower-income respondents to 84 percent. Across both waves, there was a significant increase in female interest in football. Prior to the World Cup, 68 percent of female respondents stated they were interested in the sport, and this increased after the tournament to 77 percent.

In the next set of questions, respondents were asked similar questions across two waves. In the first wave, conducted before the start of the World Cup, respondents were asked if they participated in several activities such as watching, playing, and following football news 'in the past 12 months'. In the second wave, conducted directly after the World Cup, respondents were posed the same series of questions, but the timeframe was indicated as 'during' the tournament.

In the first wave, respondents were asked how often they attended in-stadium football matches. A majority of respondents (68%) never attended a football match, while 3 percent stated that they attended at least once a week. Prior to the World Cup, 23 percent of respondents indicated they had not watched football on TV 'in the last 12 months'. Almost half of respondents (47%) stated that they watched football a few times per year. Among the three groups, 12 percent of Qatari citizens said they watched football daily, which is slightly higher than their higher- and lower-income expatriate counterparts at 10 percent and 9 percent respectively. Looking at gender differences, 11 percent of male respondents watched football daily on TV, a little more than double that of their female counterparts (4%). By age, we observe the youngest subgroup (18-24 years) as more likely to watch football. Among this group, only 17 percent stated that they did not watch football 'in the last 12 months,' compared to 24 percent of respondents aged 25-34 years, and 24 percent of 35-44 year olds, and 19 percent of respondents 45 years and older. Among Qatari nationals, almost three quarter of female respondents (77%) rarely watched football on TV in contrast to roughly one-third (38%) of their male counterparts, who rarely watched on television. There is likewise a significant difference in gender among non-Qatari residents, where 62 percent of female respondents who rarely watched on TV compared to 45 percent of males who were occasional viewers.

In the second wave, respondents were asked how often they watched football on television during the World Cup. As expected, the numbers are higher, but the proportions are

[1] Reiche, Danyel. "Investing in sporting success as a domestic and foreign policy tool: the case of Qatar." *International journal of sport policy and politics* 7, no. 4 (2015): 489-504.

comparable to the first wave among population subgroups. In all, 67 percent of Qataris, 64 percent of higher-income expatriates, and 60 percent of lower-income expatriates watched football on a daily basis during the World Cup. Lower-income expatriates were the least likely of the three subgroups to watch football, and 13 percent stated they did not watch football at all on TV during the World Cup. This latter is much higher than the non-viewing reported by Qataris (3%) and higher-income expatriates (6%). Moreover, during the World Cup, there was a significant increase in female viewership in comparison to the first wave of the survey. Overall, 57% of female respondents claimed that they watched football at least once a day during the World Cup.

Moving from television watching to online viewing of football matches, the survey results indicate that prior to the World Cup almost ten percent of lower-income expatriates (9%) watched football online daily. This is comparable to the 6 percent of higher-income expatriates, and both groups reported daily online viewing rates that were double the 4 percent of Qatari citizens. The proportions roughly corresponded to the second wave, where 53 percent of lower-income expatriates stated they watched football online daily during the World Cup in comparison to 41 percent of higher-income expatriates and 22 percent of Qatari citizens. Moreover, in the first wave, respondents aged 18-24 were more likely to watch football online daily at 12 percent, whereas the oldest age group, individuals who were 45 years of age and older, were the least likely to watch football online at 4 percent.

Looking at online viewing in terms of its absence, we observed in the first wave that 59 percent of Qatari citizens said they never watched football online. This compares to 40 percent of higher-income expatriates and only 27 percent of lower-income expatriates. As expected, these figures decreased somewhat during the World Cup, such that 50 percent of Qatari citizens indicated no online football viewing during the World Cup, compared to 34 percent of higher-income expatriates and 24 percent of lower-income expatriates.

In terms of gender differences, only 9 percent of men and 2 percent of women indicated watching football daily online during wave 1. Among Qataris, these figures were 6 percent of male citizens and 2 percent of females. During the World Cup, the figures rose to 23 percent of Qatari males saying they watched football online on a daily basis. Qatari female interest also shifted significantly upward to 21 percent of daily viewing online.

Prior to the World Cup, 22 percent of respondents stated that they followed football news daily within the last 12 months. On a daily basis, higher-income expatriates (26%) were most likely to follow football news, followed by lower-income expatriates and then Qatari nationals (20% and 19%, respectively). Although all groups' interest was higher during the World Cup, higher-income expatriates maintained a somewhat higher interest in the sport, with 61 percent stating they followed football news at least once a day during the World Cup. This is followed closely by 57 percent of lower-income expatriates indicating daily news interest and 53 percent of Qatari citizens.

Prior to the World Cup, male respondents' interest in following football news on a daily basis was roughly three times that of their female counterparts (25% versus 8%). This divergence was even more evident among Qatari citizens, in which 37 percent of female respondents did not follow football news at all for 12 months prior to the World Cup compared to 18 percent of male citizens. During the World Cup, 59 percent of male respondents indicated that they now followed football news at least once a day, compared to 52 percent of their female counterparts. Again, the survey shows that female interest in the sport increased substantially during the World Cup. Interest among non-Qatari female respondents (57%) was marginally higher than that of Qatari female respondents (47%) when it came to following football news.

In the first wave 91 percent of respondents agreed that they never volunteered in football events. Similarly, the majority of respondents (66% of Qatari citizens, 60% of high-collar expatriates and 68% of lower-income expatriates) have not played football in the last 12 months before the World Cup. Marital status has somewhat of an impact in that 6 percent of never-married respondents play football daily in comparison to only 2 percent of married. Prior to the World Cup, 84 percent of female respondents stated that they have not played football in the last 12 months, whereas 61 percent of their male counterparts agreed to this statement. Among Qataris, 80 percent of female respondents stated that they have not played football in comparison to 52 percent of male nationals. Furthermore, it is evident that more respondents who have children (70%) reported they hadn't played football in the past 12 months prior to the World Cup, in comparison to 54 percent of respondents who do not have children.

During the World Cup itself, self-reported football playing decreased. Thus, 84 percent of respondents reported they did not play football at all at this time. This is comparable among all three groups, as 82 percent of Qatari citizens and high-income expatriates, as well as 85 percent of low-income expatriates, indicated they did not play football. The period of the World Cup at one month was shorter than the 12 months specified in the question for wave one. However, as we have seen, following football news and watching football increased during this shorter period. Among female respondents, (90 percent agreed that they did not play football during this month, which is marginally higher than male respondents (82%). From the youngest respondents (18-24 years), 5 percent said that they were playing daily. This is marginally higher than the other age groups, and among the oldest respondents (45 years and over), only 1% agreed to playing football daily.

In the first wave (Table III-I), the three subgroups were asked about the likelihood that they would attend football games during the World Cup. In response, 73 percent of higher-income expatriates stated that they were more likely to attend football matches, which is substantially higher than lower-income expatriates and Qatari citizens, for whom only 50 percent and 44 percent agreed with the statement, respectively. Among Qatari respondents, 59 percent of males, compared to only 30 percent of female respondents, were likely to attend a football match. On the other hand, 41 percent of Qatari male respondents, in comparison to 70 percent of Qatari female respondents, were not likely to attend a match. In general, non-Qataris were more likely to attend football matches, as 76 percent of male respondents and 64 percent of female respondents stated that they were likely to attend a football match.

Furthermore, in the second wave, the three subgroups were asked whether they attended in-stadium football matches. Only 27 percent of respondents – including 10 percent of Qatari citizens, 52 percent of higher-income expatriates and 38 percent of lower-income expatriates – attended football matches during the World Cup. Among the Qatari respondents, 43 percent of men, in comparison to 19 percent of women, attended at least one match. This difference was less substantial among non-Qataris, in which 50 percent of men and 42 percent of women attended at least one match.

Table III-II: Attending a football match, by subpopulation.

Subpopulation	WAVE 1: % Saying likely to attend football match	WAVE 2: % saying attended football match
Qataris	44%	31%
High-income expatriates	73%	47%

Low-income expatriates	50%	17%
Overall	57%	27%

It is normal that more people say they will attend an event than actually do, for all sorts of practical and psychological reasons. Among the three subpopulations residing in Qatar, the percentage drop was highest among low-income expatriates (50% to 17%), followed by high-income expatriates (73% to 47%) and then Qataris (44%to 31%). Both waves also asked about expected and experienced barriers to attendance.

Table III-III: Perceived barriers to attending football matches at the 2022 World Cup

	Qataris	Higher-income expatriates	Lower-income expatriates
Price of the tickets	1%	13%	18%
There were no tickets available	4%	13%	21%
Crowdedness at the stadiums	22%	7%	2%
Not interested in the FIFA World Cup games	27%	19%	6%
Cultural reasons	10%	1%	0%
Fear of infection from COVID-19 or similar pandemic	1%	0%	0%
Busy with job	12%	22%	46%
Travelling during the FIFA World Cup 2022	3%	9%	3%
Family responsibilities/commitments	8%	7%	1%
Other	12%	9%	3%

In the first wave (Table III-II), respondents were asked about the perceived significant reasons that would prevent them from attending a football match. Qatari respondents (12%) were least likely to cite their job as preventing them from attending. Conversely, 46 percent of lower-income expatriates stated that their job was the reason they would not be able to attend. Among higher-income expatriates, only 22 percent stated that they would not be able to attend a match due to their job.

In the second wave (Table III-III), respondents were asked about the actual reasons that stopped them from attending the match. With respect to Qatari respondents, 15 percent indicated that they did not attend a football match because of their job. Over half (55%) of lower-income expatriates and 36 percent of higher-income expatriates stated that their job was the reason they were not able to attend a match. For all groups, work as a reason was higher in actuality than expected in wave 1 as a barrier to attendance.

A notable difference between citizens and expatriates is that 10 percent of Qatari respondents cited cultural reasons as the most significant reason they would not attend a match, and, in the post-FIFA survey, 8 percent again reported this as a barrier. Conversely, only 1 percent of higher-income expatriates and no lower-income expatriates reported cultural reasons for non-attendance in both waves.

Table III-IV : Actual barriers to attending football matches at the 2022 World Cup

	Qataris	Higher-income expatriates	Lower-income expatriates

Price of the tickets	3%	10%	18%
There were no tickets available	8%	15%	13%
Crowdedness at the stadiums	18%	7%	1%
Not interested in the FIFA World Cup	17%	8%	4%
Cultural reasons	8%	1%	0%
Fear of infection from COVID-19 or similar pandemic	1%	1%	0%
Busy with job	15%	36%	55%
Travelling during the FIFA World Cup	5%	9%	6%
Family responsibilities/commitments	9%	9%	1%
Other	16%	4%	2%

It has been widely reported that the proximity of the venues facilitated attending more matches than in prior World Cups. In looking at this issue among citizens and residents, it is apparent that many attended multiple matches. Among the three groups, most respondents (32% of Qatari citizens, 38% of higher-income expatriates, and 67% of lower-income expatriates) attended at least one football match. Over ten percent of Qatari citizens (12%) attended 10 matches or more, in comparison to 4 percent of higher-income expatriates and 3 percent of lower-income expatriates. In terms of age, 45 percent of respondents that were 24 years old or younger attended only one football match. On the other hand, 6 percent of respondents that were 45 years old or older attended more than 10 football matches, the majority of which were higher-income expatriates (50%), followed equally by Qatari citizens and lower-income expatriates (25% each). Overall, 90 percent of respondents (91% of Qataris, 89% of higher-income expatriates, and 91% of lower-income expatriates) were satisfied with their in-stadium experience.

TRANSPORTATION

Different types of public and private modes of transportation were available for the residents and visitors attending the FIFA World Cup Qatar 2022™. All modes of transportation throughout the hosting period of the World Cup were used to facilitate movement throughout the country and between stadiums during the games. Shuttle buses (Metrolink), Metrorail, and a Tram service in Lusail were the main public transportation options available. In fact, these services were free during the period of the games. However, if private transportation was preferred, attendees needed to consider the cost of parking associated with personal cars or the cost of taxis or limousine services.

Table III-IV demonstrates respondents' preferred type of transportation to and from the matches during the FIFA World Cup Qatar 2022™. The majority of Qataris (86%) used a personal car as their mode of transportation, while about two-thirds of higher-income expatriates (61%) and lower-income expatriates (64%) took the metro. Qataris' second-most mentioned mode of transportation during the World Cup was the metro (32%). For higher-income expatriates, slightly more than half (52%) chose a personal car as their most frequently used mode of transportation. Also among higher-income expatriates, those earning more than QAR 25,000 monthly were using their personal car (72%) significantly more compared to those earning QAR 10,000-25,000 (53%) or less than QAR 10,000 (34%) monthly income. Among lower-income expatriates, the personal car was the second-most chosen mode (28%) of transportation to the venue.

Table III-V Which type of transportation did you use to get to these events?

	% Qataris	% Higher-income Expatriates	% Lower-income Expatriates
Personal Car	86	52	28
Taxi / Limousine / Driver	1	6	12
Metro	32	61	64
Shuttle Bus (Metrolink)	6	13	8
Other	3	3	5

Expatriates with higher incomes who have lived in Qatar for a shorter period were using a taxi or limousine at higher rates. For example, those living in Qatar for 2 to less than 5 years were higher users of these services (16%) compared to those residing for 5 to less than 10 years (5%), 10 to less than 20 years (2%), or over 20 years (7%). Likewise, lower-income expatriates who have lived in Qatar for 5 to less than 10 years were using a taxi or limousine (22%), significantly more than their counterparts. In addition, lower-income expatriates who reported residing away from the World Cup stadiums (3 to 5 km away) were significantly more likely to use the taxi or limousine (26%), compared to those who resided closer to or far from the stadiums (9% for 5 km or more and 3% for 1 to less than 3 km, respectively).

Marital status for higher-income respondents appears to have a mild impact on metro use, with never-married respondents using the metro as their most preferred mode of transportation at higher rates (69%) compared to married respondents (60%) and respondents with other marital statuses (24%). Higher-income expatriates earning less than QAR 10,000 monthly were using the metro as their mode of transportation (72%) more frequently compared to 64 percent of those earning (10,000 to 25,000 QAR monthly and 46 percent form who earn more than 25,000 QAR per month. Among lower-income respondents, education also had an impact. Those with an undergraduate level of education used the metro significantly more (89%) than those with high school (59%), or those never attending school (40%). Lower-income expatriates who lived in Qatar for less than 2 years used the metro more (80%) than their counterparts who lived in the country for 2 to 4 years or 5 to 9 years or 10 to 19 years (54%, 53%, and 74% respectively). Employed, higher-income expatriates used the metro more (65%) than their unemployed peers (43%).

The Metrolink is a shuttle bus that provides another means of transportation along designated stops, some of which are near metro entrances. Never-married lower-income expatriates reported using the Metrolink (19%) more than married respondents (4%). Among higher-income expatriates, significant results were found based on time in the country and employment status. Those who reported living in Qatar for 2 to less than 5 years were using the Metrolink (22%) significantly more than other higher-income expatriates who lived in the country longer. That time frame corresponds with the system's main construction and its coming online. Employed, higher-income expatriates used the Metrolink more than their unemployed peers (15% versus 4%).

Among Qatari nationals, education was a factor in the use of the shuttle bus (Metrolink). Those with vocational or diploma degrees used the Metrolink significantly more (19%) than those with high school or less (2%) or, conversely, those with an academic education such as an undergraduate degree (5%) or graduate studies (12%). Qatari respondents with lower monthly family income were using the Metrolink at higher rates. More precisely, 14 percent of those earning less than QAR 30,000 reported Metrolink usage, in contrast to 9 percent of those earning more than QAR 70,000 monthly.

Satisfaction with the above-mentioned types of transportation was relatively high for most respondents using all of the various modes of transportation to reach the stadium. The overwhelming majority of respondents indicated satisfaction with using the Metrolink shuttle bus (100% of Qataris and lower-income expatriates and 97% of higher-income expatriates). Similarly, the experience of using a metro or a personal car satisfied the majority of all respondents from all three subgroups. A taxi, limousine, or driver had the lowest satisfaction ratings among the modes of transportation for Qataris (70%) and higher-income expatriates (83%), whereas the personal car was given a relatively lower rating (94%) by lower-income expatriates (see Table III-V).

With respect to proximity to a stadium, among higher-income expatriates, there was a small satisfaction difference between those using the metro and living further away from a venue (99%) versus those living nearer to the venue (93%). Among Qatari nationals, 100% satisfaction was found for those who lived farther away from stadiums (3km or more).

Among lower-income expatriates, a significant difference was observed in satisfaction ratings between the individuals based on their time in the country. Those living in Qatar for a longer duration were more satisfied using a taxi or limousine (100% of those residing for "5 to less than 10 years" and for "10 to less than 20 years"), compared to only 63 percent of those residing in Qatar for less than two years.

Table III-VI: Satisfaction rating for the overall experience of using different types of transportations to reach the stadium

	% Qataris	% Higher-income Expatriates	% Lower-income Expatriates
Personal Car	95	92	94
Taxi / Limousine / Driver	70	83	98
Metro	97	98	99
Shuttle Bus (Metrolink)	100	97	100

Table III-VI below shows the respondents' ratings of the different logistical aspects of the FIFA World Cup. Overall, the vast majority of all respondents rated most of the items highly. During survey administration, the statements about each were randomized to minimize any item order effects. Respondents were told the response scales as "very satisfied", "somewhat satisfied", "somewhat dissatisfied", "very dissatisfied", or they could volunteer the unread option of neutral. In comparison for subgroup analysis, the items are dichotomized into satisfied and dissatisfied to look for significant differences. We will discuss subgroup differences within each in the order presented in the table below.

Overall, it can be mentioned that virtually all respondents in each subgroup (99%) were satisfied with the security at the venues as well as the overall organization of the World Cup. Similarly, the majority of respondents indicated high satisfaction levels with the ease of access to the stadiums, to their seats and to fan zones. Compared to other aspects of the events, food and beverage availability received relatively lower ratings. However, even here a strong majority indicated they were “satisfied” (92% of lower-income expatriates, 87% of Qataris, and 86% of higher-income expatriates).

With respect to marital status, both married and never-married higher-income expatriates were significantly more satisfied with the security at the venues (99%) compared to other marital statuses (87%). Among the higher-income expatriates, there was significant subgroup variation by language group. Among lower-income expatriates, women respondents were more satisfied with the availability of food (99%) compared to their men (91%). Looking at subgroup variance among Qatari respondents, those with a high school degree or less were significantly satisfied with the food offered at the venues (94%) compared to their peers in other education categories. Additionally, unemployed Qataris were significantly more satisfied with the food and beverage availability at the FIFA stadiums (92%) than those who were employed (83%).

The Hayya card was a special form of ID issued by the State of Qatar to people entering Qatar for the FIFA World Cup. Citizens, residents and international visitors who were ticket holders used it to access the stadiums, metro and bus transportation services. We asked respondents their level of satisfaction and found that higher-income expatriates were by far the most satisfied (96%) with the card. Within those higher-income expatriates, subgroups who were most satisfied (both at 98%) with the Hayya card included those who completed undergraduate studies and those earning more than QAR 25,000 monthly.

Concerning the overall organization of the World Cup, numerous demographic variables revealed significant differences within all subgroups, such as marital status, level of education, number of years living in Qatar, and number of children under the age of 18. All of the major subpopulations, Qataris, higher- and lower-income income expatriates expressed 99% satisfaction. Therefore, while there are some differences within the subgroups, they are all still reflecting high satisfaction. A similar attitudinal patterns noticed with the other services mentioned in this section.

Older, higher-income expatriates were significantly more satisfied with the ease of access to the stadium compared to their younger peers. Specifically, nearly all of those aged 45 and above (98%) and aged 35-44 (97%) stated their satisfaction, compared to 91 percent of those aged 25-34. Also among higher-income expatriates, those earning less (98% of those earning less than QAR 10,000 and 97% of those earning QAR 10,000-25,000 monthly) tended to be more satisfied with the ease of access to the stadiums than the highest income subgroup, individuals earning more than QAR 25,000 (91%).

Among low-income expatriates, as one might expect, those living near the FIFA World Cup stadiums expressed universal satisfaction with access to these stadiums (100%) which was somewhat more than their counterparts living farther away (96%). Males within this subpopulation were significantly more satisfied with the ease of access to the stadiums (98%) than females (86%). These males were also more satisfied (99%) with the access to their seats in the FIFA stadiums compared to females (90%).

Regarding the ease of access to fan zones among higher-income expatriates, the results found that males were significantly more satisfied (95%) compared to females (89%). Higher-income expatriates with high school or less education were more satisfied (99% compared to 92% for under graduate, 85% for graduate). Finally, those living near one of the FIFA World Cup stadiums were more satisfied with the fan zones (95%), compared to their peers residing further away (89%).

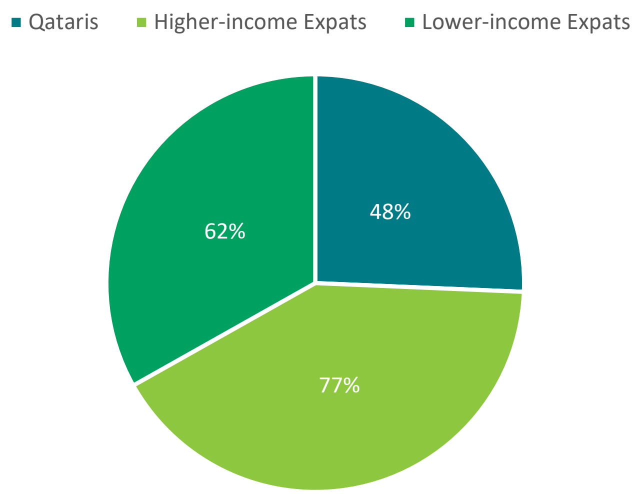
Table III-VII: How satisfied were you with the following aspects of the FIFA World Cup?

	% Qataris	% Higher-income expatriates	% Lower-income expatriates
Security at the venues	99	99	99
Food and beverage availability	87	86	92
Use of Hayya card	88	96	87
The overall organization of the World Cup	99	99	99
Ease of access to the stadiums	98	96	98
The ease of access to your seats in these stadiums	98	98	99
Ease of access to fan zones	94	93	95

The above table reflects the actual reported satisfaction with attendance by wave 2 respondents post-FIFA World Cup Qatar 2022™. Note that wave 1 respondents were also asked about the likelihood of attending such activities before the games, and it is interesting to go back and review their expected behavior for these same events, including fan zones, fan festivals, and desert camps. As we saw in reports of expected attendance at the games before the World Cup versus actual reported attendance after the games (Figure III-I) the numbers decline as to who actually attends. However, among those attending the matches and associated activities, satisfaction is quite high. In general, reported differences in satisfaction are among subgroups that all report high overall satisfaction.

Before the games, we found that Qatari nationals reported a lower likelihood of attending (48%) these activities compared to higher- (77%) and lower-income expatriates (62%). Among Qataris, male respondents were significantly more likely to attend these fan zone activities (54%), compared to females (42%). Employed Qatari citizens expressed their likelihood of attending the fan zone activities (52%), significantly more than unemployed respondents (42%). Moreover, the data shows some variance among expatriates from higher and lower-income categories by educational level. Specifically, among higher-income respondents, 87 percent of those who completed graduate studies were likely to attend the FIFA activities, compared to 78 percent of those who completed undergraduate studies and 71 percent of those with a high school diploma or less. On the other hand, among lower-income expatriates, those who finished an undergraduate degree (79%) were more likely to attend activities compared to those who finished high school (64%) or less or those who never attended school (36%). Finally, lower-income expatriates whose monthly income was higher were significantly more likely to attend such activities compared to those earning less (67% of those earning more than QAR 1,800 versus 56% among those earning QAR 1,000-1,800).

Figure III-XI: Likelihood of attending activities such as fan zones, fan festivals, desert camps during the FIFA World Cup Qatar 2022™

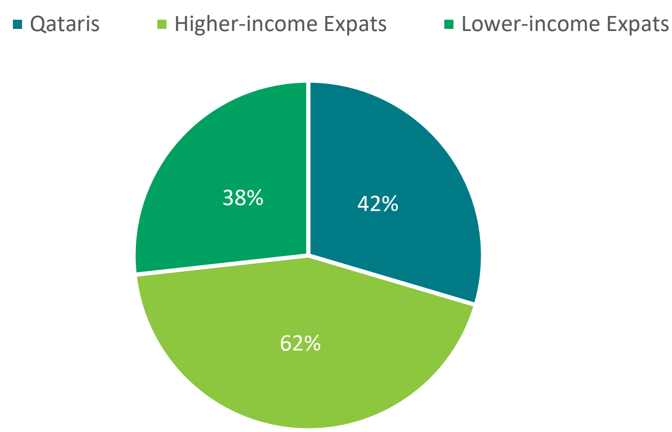


In the second wave of the survey (post-World Cup), Qatari nationals and expatriates were asked whether they attended World Cup activities, which in the questionnaire were broadly described to include elements such as fan zones, fan festivals, and desert camps. While about half of Qatari nationals (48%) stated before the World Cup their likelihood of attending these activities, 42 percent of those asked during wave 2 said that they actually did so (Figure III-II). Similarly, for higher-income expatriates, attendance at such activities post-games (38%) was lower than the anticipated likelihood reported in pre-games (77%). On the other hand lower-income expatriates attendance at such activities post and pre the games stayed the same (62%).

It is worth noting that marital status was associated with variable levels of event attendance for Qataris and lower-income expatriates but not very much for higher-income expatriates. Never-married Qatari respondents (49%) attended these events at higher levels than those who were married (38%). Similarly, never-married, lower-income expatriates attended at higher rates (45%) compared to their married peers (35%). For higher-income expatriates, the differences were marginal (63%, for never married compared to 62% for married). With respect to respondents' age, results show significant differences between the age groups and attending activities related to the World Cup across Qatari nationals and expatriates. Specifically, 51 percent of Qatari nationals, aged 18-24 reported their attendance to the activities during the World Cup, while about 44 percent of both age groups aged 25-34 and 35- 44 beside 34 percent of older respondents reported attending those activities. Similarly, younger respondents from higher and lower-expatriates reported significant higher percentage of attending the FIFA World Cup activities (69% of 25-34 years old of higher-income and 44% of the same age group of lower-income expatriates, respectively), compared to their older counterparts (53% of higher-income and 28% of lower-income expatriates aged 45 and above, respectively).

Among higher-income expatriates, female respondents attended the activities at higher rates (67%) than males (59%). Looking at educational level among all expatriates, those who had an undergraduate degree (69% of higher-income and 54% of lower-income expatriates) had the highest level of attendance compared to other levels of education. Among lower-income expatriates, those at a higher monthly income level were more likely to attend the activities. More specifically, almost half of those earning more than QAR 1,800 (45%) confirmed their attendance at these activities in contrast to those at lower earnings levels: 28 percent for those earning QAR 1,000 -1,800, and 22 percent for those earning less than QAR 1,000 monthly. Finally, the data also showed that Qataris and lower-income expatriates who resided near one of the World Cup stadiums were more likely to attend activities related to the FIFA games.

Figure III-XII: Attending activities such as fan zones, fan festivals, and desert camps during the FIFA World Cup Qatar 2022™



Respondents from both waves who said that it is not likely that they attend the activities at the fan zones, fan festivals, and desert camps during the FIFA World Cup Qatar 2022™ were asked about their most important reasons for not doing so. Qatari nationals cited the crowdedness of the stadium (26% in the pre-games sample and 28% in the post-games) and being busy with jobs (17% pre-games and 19% post-games) as most important. For expatriates, both higher-income (39% in pre-games and 45% in post-games) and lower-income expatriates (75% in pre-games and 77% in post-games) mentioned being busy with their jobs during the FIFA World Cup games (see Table III-VII). Bivariate analysis showed significant differences across the three subgroups (Qataris, higher- and lower-income expatriates) between the most important reason for not attending the World Cup's activities, pre- and post-games, and all demographic variables. These demographic variables encompassed gender, marital status, level of education, age, employment status, number of children under the age of 18, income, the number of years living in Qatar, and the distance from their houses to the FIFA stadiums.

Table III-VIII: Most important reason for not attending the activities such as fan zones, fan festivals, desert camps during the FIFA World Cup Qatar 2022™

Reasons	Qatari nationals		Higher-income expatriates		Lower-income expatriates	
	Pre	Post	Pre	Post	Pre	Post
Crowdedness of the stadiums	26%	28%	13%	13%	1%	3%
Not interested in the FIFA world cup games	15%	11%	10%	6%	9%	4%

Traffic	2%	2%	2%	1%	0%	0%
Culturally inappropriate behavior	8%	5%	2%	1%	0%	1%
Fear of infection from covid-19 or similar pandemic	2%	2%	0%	1%	0%	0%
Busy with job	17%	19%	39%	45%	75%	77%
Traveling during the FIFA world cup 2022	4%	7%	9%	14%	3%	8%
Family responsibilities/commitments	12%	10%	10%	9%	3%	2%
Do not have Hayya card	2%	1%	1%	2%	1%	4%
health conditions	6%	7%	5%	3%	0%	0%
Busy with studying	3%	3%	2%	2%	1%	0%
Other	4%	4%	6%	3%	7%	1%

SPECIAL NEEDS

Respondents were satisfied with the accessibility services

The post-games survey used a five-point scale to measure respondents' satisfaction with the accessibility facilities by first asking all the respondents if they used any of the facilities during the 2022 FIFA World Cup events. As shown in Table III-VIII, only 4 percent of Qataris and 2 percent of the higher- and lower-income expatriates have used the accessibility services during the tournament events.

Table III-IX: Have you used any of the accessibility facilities at the World Cup events?

	Qataris	Higher-income expatriates	Lower-income expatriates
Yes	4%	2%	2%
No	96%	98%	98%

With respect to satisfaction among all respondents (citizens and residents) who used the accessibility facilities, 82 percent were very satisfied and 18 percent were somewhat satisfied. Looking at usage by age, almost half the respondents using the accessibility facilities were between 35 and 44 years old (40%), followed by the respondents above 45 years old (28%), and then those between 25 and 34 years old (19%).

AVAILABILITY OF INFORMATION

Respondents were satisfied with the availability of information about the events during the tournament

As shown in Table III-IX, the majority of the expatriate residents were satisfied with the availability of information about the different events during the World Cup.

Table III-X: How satisfied were you with the availability of information about the different events that took place during the World Cup?

	Qataris	Higher-income expatriates	Lower-income expatriates

Satisfied	91%	95%	92%
Dissatisfied	5%	3%	3%
Did not attend any of the events	4%	2%	5%

Also, majority of the respondents who were between the ages 25-44 years (34%) were satisfied with the information availability, while the remaining age groups of 18-24, and 45+ followed (9%, and 23%).

VOLUNTEERING FOR FIFA WORLD CUP

More higher-income expatriates had registered to volunteer in the World Cup events

Table III-XI: Volunteering in the FIFA World Cup

			Qataris	Higher-income expatriates	Lower-income expatriates
Pre FIFA	Are you registered to volunteer during the upcoming FIFA?	Yes	7%	13%	8%
		No	93%	87%	92%
Post FIFA	Did you volunteer in the FIFA World Cup?	Yes	5%	7%	5%
		No	95%	93%	95%

As illustrated in Table III-X,-based on the results from the pre and post FIFA survey, a significant majority did not sign up to volunteer for the tournament. Moreover, there is a significant drop in the respondents who had signed up for volunteering in the higher income expatriates in comparison to Qatari's and lower-income expatriates. Of those that had signed up to volunteer in the tournament, three fourths of the volunteers were male (i.e. 82% were male, and 18% were female).

Love for the sport/football motivated respondents to volunteer for the FIFA World Cup

Table III-XII: What is the most important reason for volunteering in the FIFA World Cup?

Reasons	Qataris	Higher-income expatriates	Lower-income expatriates	Total
Love of sport/football	1%	19%	29%	23%
The event is exciting/mega-event/big event in history	9%	24%	8%	15%
I like helping people	13%	8%	19%	14%
National pride/show a good image of Qatar	44%	13%	10%	14%
It is my duty/obligation as part of this society	14%	13%	8%	11%
Others	11%	9%	7%	8%
To make connections/network/job opportunities	3%	5%	6%	5%
To make friends/meet more people	0%	4%	7%	5%

To experience world cup/ for experience	2%	3%	1%	2%
Someone said we might get paid	0%	0%	2%	1%
To show a good image of Muslims to the world	2%	2%	0%	1%
To get tickets	0%	0%	1%	1%

In the post-FIFA survey, reasons for volunteering were captured as 'top of mind' responses from respondents that had volunteered in the tournament. Table III-XI presents the reasons given by respondents after the World Cup for their interest in volunteering for the World Cup. The top five reasons (which represented a majority of the respondents) were as follows: their love for sport or football (23%), that the event is exciting or historically important (15%), they like helping people (14%), expressing national pride or showing a good image of Qatar to the world (14%), or that they consider it a duty or obligation to society (11%). Observing the reasons by respondent type, highlight the following: for Qataris the primary reason for volunteering is related to national pride; for the lower-income expatriates (15%) and higher-income expatriates, love for the sport was the primary reason for their participation in the FIFA volunteer program.

Respondents that were busy with school work or studies refrained from volunteering

Table III-XIII: What is the most important reason you are not volunteering in the FIFA World Cup?

Reasons	Pre-FIFA	Post-FIFA
Busy with school work/ study	38%	45%
I don' t have free time	25%	21%
I was not aware of the registration process	11%	8%
I don't like to volunteer in general	5%	2%
Others	5%	3%
Busy with family obligations	4%	6%
Travel plans/will be out of the country during the games	2%	6%
Unable due to health issues/ disability	2%	2%
Registration process too complicated	2%	1%
My manager/ sponsor doesn' t really support this effort	2%	1%
Age factor	1%	1%
I don' t have experience	1%	1%
I was not here during registration time	1%	0%
I prefer paid work	1%	0%

Applied but did not get in/ not selected	0%	3%

Subsequently, both the pre and post FIFA study investigated the reason for the respondents to not sign up for the tournament as presented in Table III-XII. Once again, the reasons for not volunteering were captured as ‘top of mind’ responses from respondents that did not volunteer in the tournament. Between both survey periods, i.e. before and after the World Cup, majority of respondents were unable to volunteer in the tournament because they were busy with school work or studies (38% Pre-FIFA, and 45% Post-FIFA) and they didn’t have free time to do so (25% Pre-FIFA and 21% Post-FIFA).

IV. Perceptions about the long-term impacts of hosting the FIFA World Cup Qatar 2022™

POTENTIAL IMPACT

Respondents were asked to think about the three most important positive impacts of Qatar hosting this event. Results for the pre- and post-FIFA studies point to important differences in how respondents ranked these outcomes. Table IV-I presents summary statistics for these positive impact categories, with a comparison between the period before the World Cup and after hosting the games. Before the games, ‘improve Qatar’s image or reputation worldwide’ (29%) and ‘increase pride in the country’ (16%) were the two most commonly reported examples of the first chosen positive impact. Another 18 percent of respondents cited ‘improve Qatar’s image or reputation worldwide’ and ‘develop tourism’ as the second most important positive outcomes. The same question series was asked after the FIFA World Cup, and ‘improve Qatar’s image or reputation worldwide’ continued to be the first and second most important positive impacts (30% and 20%, respectively). This was followed by ‘promote Qatari and Islamic culture,’ which was reported as the first and second most important by 23 percent and 15 percent, respectively. As for the third most important positive impact, the highest percentage (15%) cited ‘develop tourism’. Note that only ten percent of respondents mentioned that the World Cup would have no positive impact. The option ‘none’ in the tables for the second or third impact has a different connotation than for the first. For the first impact, it means that the respondent says there was nothing positive. Respondents who chose this moved on without naming any positive impacts. However, for the second or third impact, it meant ‘no more things to mention’ and so the interview moves on as soon as ‘none’ is selected.

Table IV-XIV: Perceived most important positive impacts of hosting the World Cup in Qatar 2022

	1st		2nd		3rd	
	Pre	Post	Pre	Post	Pre	Post
Increase pride in the country	16%	12%	10%	9%	7%	9%
Promote the Qatari and Islamic culture	8%	23%	9%	15%	9%	9%
Improve Qatar’s image/ reputation worldwide	29%	30%	18%	20%	13%	9%
Increase investment	5%	1%	9%	4%	8%	4%
Create employment opportunities	2%	3%	4%	5%	7%	6%
Develop tourism	14%	10%	18%	10%	15%	14%
Increase trade for local businesses	3%	1%	5%	3%	6%	3%
Increase the availability of public services (health, transport, security)	0%	2%	2%	4%	3%	5%
Improve infrastructure (roads, health facilities, stadiums, housing)	6%	8%	7%	11%	8%	11%
Increase environmental awareness and conservation	0%	0%	0%	1%	1%	1%
Other	7%	4%	9%	10%	12%	11%
None	10%	6%	9%	8%	12%	17%

The tables below present summary statistics for the importance of different positive impact categories for each respondent type, with a comparison between the period before and after hosting the games (see Table IV-II, Table IV-III, and Table IV-IV). Pre-FIFA World Cup, we notice a similar pattern between Qataris, higher-income expatriates, and lower-income expatriates, with ‘improve Qatar’s image or reputation worldwide’ being the most commonly reported as the first most important positive impact (34%, 32%, and 26%, respectively). Thereafter, the categories ‘improve Qatar’s image or reputation worldwide’ (17%) and ‘develop tourism’ (17%) were the two most commonly reported outcomes selected by Qataris as the second most important. Higher-income expatriates also cited ‘improve Qatar’s image or reputation worldwide’ (17%) as the second most important, while lower-income expatriates chose ‘develop tourism’ (20%).

Following the FIFA World Cup games, the majority of Qataris (45%) indicated ‘promote Qatari and Islamic culture’ as the first important positive impact. Similar to before the games, higher- and lower-income expatriates selected ‘Improving Qatar’s image or reputation worldwide’ (36% and 27%, respectively) as the first most important positive impact from hosting. For the second most important positive impact, Qataris, higher-income expatriates, and lower-income expatriates all reported ‘improving Qatar’s image or reputation worldwide’ and ‘promoting Qatari and Islamic culture,’ with a small variation in the percentages between each respondent type. Finally, ‘developing tourism’ was the most mentioned for the third positive impact post-FIFA.

Table IV-XV: Perceived most important positive impacts of hosting the World Cup in Qatar 2022 (Qataris)

	1st		**2nd**		**3rd**	
	Pre	Post	Pre	Post	Pre	Post
Increase pride in the country	10%	3%	5%	6%	8%	12%
Promote the Qatari and Islamic culture	16%	45%	16%	23%	14%	9%
Improve Qatar’s image/ reputation worldwide	34%	31%	17%	27%	13%	9%
Increase investment	9%	2%	15%	5%	10%	6%
Create employment opportunities	0%	0%	0%	0%	1%	2%
Develop tourism	9%	5%	17%	10%	14%	16%
Increase trade for local businesses	1%	0%	2%	1%	4%	2%
Increase the availability of public services (health, transport, security)	0%	1%	2%	1%	2%	2%
Improve infrastructure (roads, health facilities, stadiums, housing)	9%	6%	10%	10%	7%	11%
Increase environmental awareness and conservation	0%	0%	0%	0%	0%	1%
Other	6%	4%	10%	10%	11%	12%
None	4%	3%	5%	6%	15%	16%

Table IV-XVI: Perceived most important positive impacts of hosting the World Cup in Qatar 2022 (Higher-Income expatriates)

	1st		**2nd**		**3rd**	
	Pre	Post	Pre	Post	Pre	Post
Increase pride in the country	12%	9%	8%	9%	6%	10%

Promote the Qatari and Islamic culture	14%	29%	12%	17%	11%	8%
Improve Qatar’s image/ reputation worldwide	32%	36%	17%	17%	13%	10%
Increase investment	5%	1%	11%	4%	8%	4%
Create employment opportunities	1%	1%	4%	5%	5%	5%
Develop tourism	17%	8%	16%	12%	16%	15%
Increase trade for local businesses	3%	0%	4%	3%	5%	2%
Increase the availability of public services (health, transport, security)	1%	2%	1%	4%	3%	5%
Improve infrastructure (roads, health facilities, stadiums, housing)	6%	6%	9%	10%	9%	14%
Increase environmental awareness and conservation	0%	0%	0%	0%	1%	1%
Other	7%	6%	13%	14%	16%	15%
None	2%	3%	5%	3%	7%	12%

Table IV-XVII: Perceived most important positive impacts of hosting the World Cup in Qatar 2022 (Lower-Income expatriates)

	1st		2nd		3rd	
	Pre	Post	Pre	Post	Pre	Post
Increase pride in the country	18%	15%	11%	10%	7%	8%
Promote the Qatari and Islamic culture	4%	17%	6%	13%	7%	10%
Improve Qatar’s image/ reputation worldwide	26%	27%	18%	20%	13%	9%
Increase investment	4%	2%	6%	3%	9%	4%
Create employment opportunities	3%	4%	6%	5%	8%	6%
Develop tourism	13%	11%	20%	9%	14%	14%
Increase trade for local businesses	3%	1%	6%	4%	7%	3%
Increase the availability of public services (health, transport, security)	0%	2%	2%	4%	4%	6%
Improve infrastructure (roads, health facilities, stadiums, housing)	6%	9%	6%	12%	7%	8%
Increase environmental awareness and conservation	0%	0%	0%	1%	1%	1%
Other	6%	4%	7%	8%	9%	9%
None	15%	9%	12%	10%	15%	20%

Turning to the measurement of perceived negative impact or outcomes for Qatar from hosting the 2022 FIFA World Cup, respondents were asked to think about the three most important in both the pre- and post-FIFA studies. Table IV-V presents the summary statistics for the importance of different negative impact categories, with a comparison between the period prior to hosting the games and after the games. Before the games, the most commonly reported answer was ‘none,’ at 46 percent, and it rose to 57 percent after the games concluded. As mentioned earlier, the option ‘none’ in the tables for the second or third has a different connotation than for the first. For the first impact, it meant that the respondent says there was nothing negative, and the survey moves to the next section. However, for the second or third impact, it meant ‘no more,’ so the interview moves on as soon as ‘none’ is selected.

Looking at the second highest impact from answers given prior to the games, 15 percent of respondents mentioned ‘increased traffic congestion’ as the first and 14 percent as the second most important. An ‘increase in the cost of living in Qatar’ (13%) was cited as the third most important negative impact. After the games, the percentage of respondents who believed that hosting the World Cup had no negative impact increased. This was followed by an ‘increase in the cost of living in Qatar', which 10 percent of respondents named as the first most important negative impact. This cost of living increase was cited by 16 percent as the second and by another 16 percent as the third most important negative impact.

Table IV-XVIII: Perceived most important negative impacts of hosting the World Cup in Qatar 2022

	1st		2nd		3rd	
	Pre	Post	Pre	Post	Pre	Post
Increase crime rate	2%	0%	4%	0%	3%	1%
Cause vandalism and property damage	2%	0%	4%	0%	3%	0%
Increase traffic congestion	15%	4%	14%	6%	10%	5%
Increase property prices	1%	4%	5%	8%	7%	12%
Increase cost of living in Qatar	4%	10%	12%	16%	13%	16%
Loss of job opportunities	4%	9%	6%	10%	7%	8%
Increase spread of covid-19 or other similar pandemics	3%	0%	3%	1%	4%	0%
Poor working conditions of blue-collar workers	6%	4%	4%	9%	3%	6%
Increase littering	0%	0%	1%	0%	0%	1%
Increase air pollution	0%	0%	1%	0%	1%	0%
Increase noise pollution	0%	0%	0%	0%	2%	0%
Negative effect of other cultures	8%	3%	7%	3%	5%	1%
Other	10%	8%	13%	10%	13%	10%
None	46%	57%	26%	37%	29%	40%

The three tables below (Table IV-VI, Table IV-VII, and Table IV-VIII) present summary statistics for the importance of different negative impact categories for each respondent type, with a comparison between the period before hosting the games and after hosting the games. Results prior to the World Cup show differences in how each respondent type perceives the negative impact of hosting the games in Qatar. 'Negative effects of other cultures' (29%) and 'increase traffic congestion' (24%) were the two most commonly reported by Qataris. For their second most important negative impact, 21 percent of Qataris mentioned that there would be a 'negative effect of other cultures'. Among higher-income expatriates, the idea that 'there will not be a negative impact' was indicated by one-third (33%) before the World Cup. Next most frequently named among higher-income expatriates was 'increased traffic congestion' (selected first by 22% and second by 18%). More than half of lower-income expatriates (57%) said that 'there will not be a negative impact'. The second most frequently named item by them was 'increased cost of living' as a negative impact.

After the World Cup, the percentage of respondents who cited that 'there was not a negative impact' increased for all three respondent subpopulations. This was especially true for Qataris, where this 'none' response dramatically rose from 21 percent to 51 percent. It moderately increased from 33 percent to 49 percent among higher-income expatriates. Finally, it saw a smaller increase from an already high 57 percent to 63 percent among lower-income expatriates.

Table IV-XIX: Perceived most important negative impacts of hosting the World Cup in Qatar 2022 (Qataris)

	1st		2nd		3rd	
	Pre	Post	Pre	Post	Pre	Post
Increase crime rate	4%	0%	7%	0%	10%	1%
Cause vandalism and property damage	6%	1%	12%	1%	6%	0%
Increase traffic congestion	24%	9%	15%	8%	12%	6%
Increase property prices	1%	5%	1%	7%	1%	3%
Increase cost of living in Qatar	1%	8%	3%	10%	5%	8%
Loss of job opportunities	0%	1%	0%	1%	1%	2%
Increase spread of covid-19 or other similar pandemics	3%	0%	2%	0%	3%	0%
Poor working conditions of blue-collar workers	0%	0%	1%	0%	0%	0%
Increase littering	0%	0%	0%	0%	1%	0%
Increase air pollution	0%	0%	1%	0%	1%	0%
Increase noise pollution	0%	0%	1%	1%	1%	1%
Negative effect of other cultures	29%	12%	21%	11%	12%	6%
Other	11%	13%	13%	16%	15%	20%
None	21%	51%	23%	45%	32%	53%

Table IV-XX: Perceived most important negative impacts of hosting the World Cup in Qatar 2022 (higher-income)

	1st		2nd		3rd	
	Pre	Post	Pre	Post	Pre	Post
Increase crime rate	2%	0%	3%	0%	3%	0%
Cause vandalism and property damage	2%	0%	3%	1%	3%	0%
Increase traffic congestion	22%	4%	18%	4%	12%	6%
Increase property prices	2%	10%	6%	12%	8%	9%
Increase cost of living in Qatar	6%	16%	10%	18%	12%	10%
Loss of job opportunities	3%	6%	2%	8%	3%	10%
Increase spread of COVID-19 or other similar pandemics	4%	0%	4%	0%	4%	0%
Poor working conditions of blue-collar workers	3%	2%	2%	5%	4%	5%
Increase littering	0%	0%	2%	0%	1%	1%
Increase air pollution	0%	0%	1%	0%	1%	0%
Increase noise pollution	0%	0%	0%	0%	1%	1%
Negative effect of other cultures	11%	3%	7%	2%	6%	0%
Other	12%	10%	17%	10%	15%	12%
None	33%	49%	25%	40%	27%	46%

Table IV-XXI: Perceived most important negative impacts of hosting the World Cup in Qatar 2022 (lower-income)

	1st		2nd		3rd	
	Pre	Post	Pre	Post	Pre	Post
Increase crime rate	1%	0%	3%	0%	0%	1%

Cause vandalism and property damage	1%	1%	2%	0%	1%	0%
Increase traffic congestion	9%	4%	10%	6%	6%	5%
Increase property prices	1%	1%	5%	6%	9%	17%
Increase in cost of living in Qatar	3%	6%	16%	16%	16%	22%
Loss of job opportunities	6%	12%	12%	14%	14%	7%
Increase spread of COVID-19 or other similar pandemics	2%	0%	3%	1%	3%	0%
Poor working conditions of blue-collar workers	9%	5%	6%	14%	4%	8%
Increase littering	0%	0%	1%	0%	0%	1%
Increase air pollution	0%	0%	1%	0%	2%	1%
Increase noise pollution	1%	0%	0%	1%	3%	0%
Negative effect of other cultures	2%	2%	3%	1%	2%	0%
Other	8%	6%	10%	8%	10%	6%
None	57%	63%	28%	33%	30%	32%

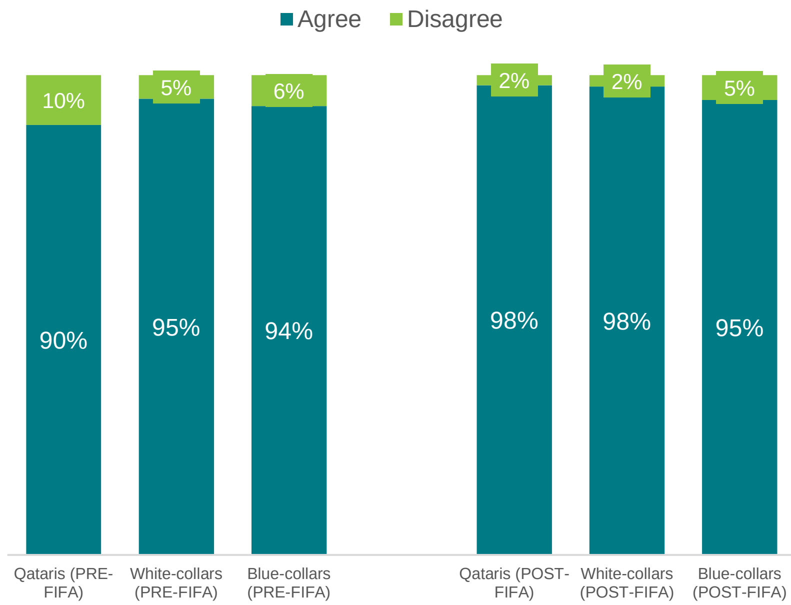
Majority of the respondents agreed that hosting the World Cup Qatar 2022 has a greater positive impact than a negative impact

Prior to the FIFA World Cup, respondents were asked if the positive impact of hosting the FIFA World Cup Qatar 2022™ would be greater than the negative impact. Using a five-point Likert scale going from strongly agree to strongly disagree with the neutral option not read to respondents (selected if volunteered), a majority of the respondents either strongly or somewhat agreed that the positive impact would be greater than the negative (90% Qataris, 95% higher-income, and 94% lower-income expatriates) (see Figure IV-I). Among Qataris, male respondents were significantly more likely to agree that hosting the FIFA World Cup in Qatar would have a greater positive than negative impact (92%), compared to their female counterparts (87%).

Among the higher-income expatriates, respondents from older age groups (98% of those aged 35-44 and 97% of those 45 and above) were significantly more likely to express agreement compared to their younger counterparts (93% of those aged 25-34). Furthermore, those with higher education levels were more likely to express their agreement (91% of those with high school education or less, 95% of undergraduate degree holders, 99% of those with graduate degrees or more, and 99% of others (diploma holders and vocational)).

The same questions were asked again after the World Cup, and positive results increased slightly from an already high baseline. An overwhelming majority of Qatari nationals (98%), higher-income expatriates (98%), and lower-income expatriates (95%) agreed that hosting the FIFA World Cup Qatar 2022™ would have a greater positive than negative impact (see Figure IV-I). Married, lower-income expatriates were significantly more likely to agree that the 2022 FIFA World Cup would have a greater positive impact (96%) compared to those who never married or were in the "other" (divorced, separated, and widowed) grouping (91% for both). Furthermore, those lower-income expatriates who had lived in Qatar for 10 years (but less than 20 years) were more likely to express their agreement (97%) compared to those who had been in Qatar for less time (95% of those living in Qatar for 5 years to less than 10 years, 88% of those in Qatar for 2 years to less than 5 years, and 95% of those in Qatar for less than 2 years).

Figure IV-XIII: Respondents' agreement level that the positive impacts from hosting the FIFA World Cup Qatar 2022™ are greater than any negative impacts



Respondents generally feel the 2022 World Cup has benefitted Qatar

The survey also utilized a five-point Likert scale to measure participants' agreement with a series of statements that reflected both positive and negative impacts of hosting the 2022 FIFA World Cup in Qatar (Table IV-IX and Table IV-X). Results indicate that respondents generally agreed that the event brought about several benefits and had a mainly positive impact on the country. The majority of Qatari nationals and higher- and lower-income expatriates agreed that hosting the event had improved the quality of life for residents and citizens (78%, 83%, and 89%, respectively).

An overwhelming majority of Qatari nationals, as well as both higher- and lower-income expatriates (99% each), concurred that hosting this mega sporting event improved Qataris image worldwide. Similarly, a near-unanimous consensus was observed among participants, with 98 percent of respondents in each subgroup agreeing that hosting the World Cup had a positive impact on the tourism infrastructure within the country. Most respondents also agreed that hosting the 2022 World Cup promoted Arab and Islamic culture to the world (99% Qataris, 97% higher-income expatriates, and 96% lower-income expatriates).

Similarly, the majority of respondents expressed agreement that the World Cup served to promote sporting activities within the country, with rates of 95 percent, 96 percent, and 98 percent among Qatari nationals, higher-income expatriates, and lower-income expatriates, respectively. Among Qataris, female respondents were significantly more likely to agree that sports activities were promoted (97%), compared to their male counterparts (93%).

Furthermore, a substantial proportion of respondents recognized that hosting the World Cup event led to increased business opportunities and investments (86% of Qataris, 86% of higher-income expatriates, and 87% of lower-income expatriates). Among Qataris, respondents from older age groups were significantly more likely to express agreement compared to their younger counterparts (92% of those aged 45 and above and 82% of those aged 18-24).

According to the majority of respondents from all three subgroups, hosting the World Cup provided more employment opportunities (81% of Qataris, 84% of higher-income expatriates, and 80% of lower-income expatriates). Among lower-income expatriates, older respondents were significantly more likely to agree compared to younger respondents. More specifically, 90 percent of those aged 45 and above expressed agreement, while 78 percent of individuals aged 25-34 and 79 percent of those aged 35-44 held the same view.

The act of hosting global sporting events, such as the FIFA World Cup, can be seen as a stimulus for improving a nation's public services and advancing its infrastructure. These significant outcomes are widely recognized as tangible legacies of mega sports events. As presented in Table IV-IX, a vast majority of Qataris (98%), expatriates with higher income (97%), and those with lower income (95%) have acknowledged the enhancement of public services and infrastructure following Qatar's hosting of the 2022 World Cup.

The survey results indicate that Qatari respondents showed the highest level of receptiveness towards the idea that hosting the World Cup led to improved working and living conditions for migrant workers, with 89 percent of them holding this view. The second and third groups in agreement were expatriates with higher income, with 80 percent, and those with lower income, with 79 percent, respectively. It is worth noting that among higher-income expatriates, male respondents were significantly more likely to agree with the notion of improved conditions for migrant workers (83%), compared to females (73%). Additionally, expatriates with higher income who have resided in Qatar for a longer duration of time were more likely to agree with the notion of improved migrant workers conditions (90% of those residing for over 20 years, compared to 80% of those residing between 5 and 20 years, and 74% of those residing for less than 5 years). Furthermore, younger expatriates with higher income demonstrated a higher likelihood of agreement: among individuals aged 25-34, 26 percent expressed agreement, compared to 19 percent for those aged 35-44 and 15 percent for those aged 45 and above. Higher-income expatriates held the strongest view that the hosting of the World Cup personally benefited them (66%), followed by Qatari respondents (59%), and expatriates with lower income (52%). Among lower-income expatriates, those earning more than QAR 1,800 monthly were significantly more likely to agree that the World Cup benefitted them personally (57%), compared to those earning less (44% among both the QAR 1,000-1,800 and less than QAR 1,000 income groups). Married, higher-income expatriates were significantly more likely to agree that the event hosting benefitted them personally (69%) compared to those who were never married (59%). In addition, both higher- and lower-income expatriates who reported residing in the proximity of World Cup stadiums (less than 5 km away) were significantly more likely to state that hosting the event personally benefited them (69% and 66%, respectively), compared to those who resided further away from the stadiums (60% and 45%, respectively).

Table IV-XXII: Perceived positive impacts of the 2022 World Cup

	Qataris	Higher-income expatriates	Lower-income expatriates
Improved the quality of life of citizens & residents	78%	83%	89%
Promoted the Arab and Islamic culture to the world	99%	97%	96%

Improved the working and living conditions of migrant workers in Qatar	89%	80%	79%
Promoted sport activities in the country	95%	96%	98%
Provided more employment opportunities	81%	84%	80%
Improved the provision of public services and infrastructures	98%	97%	95%
Increased business opportunities and investments	86%	86%	87%
Improved Qatar's image worldwide	99%	99%	99%
Improved the tourism infrastructure (e.g., hotels, attractions)	98%	98%	98%
Benefitted you personally	59%	66%	52%

Respondents were also asked to express their extent of agreement with several statements highlighting the potential negative impacts of hosting the 2022 FIFA World Cup. Table IV-X reveals that a noteworthy proportion of Qataris, as well as both higher- and lower-income expatriates, acknowledged that hosting the event caused an increase in property prices in Qatar (72%, 81%, and 75%, respectively). Further analysis indicates that Qatari respondents who lived farther away from the World Cup stadiums (5 kilometers or more) were significantly more likely to agree that property prices increased, with 76 percent holding this view, compared to those who resided in closer proximity to the stadiums (67%).

Qatari respondents were the least likely to agree that hosting the World Cup led to an increase in cost of living (62%), while both higher- and lower-income expatriates expressed a higher level of agreement (each at 75%). On a closer examination within subgroups, it was observed that Qatari female respondents were significantly more likely to agree that the cost of living had increased (67%) compared to their male counterparts (57%). Among higher-income expatriates, those with higher monthly family incomes were significantly more likely to agree that the cost of living had increased as a result of the World Cup hosting. More specifically, 81 percent of those earning more than QAR 25,000 expressed agreement, in contrast to 70 percent of those earning less than QAR 10,000.

In terms of traffic congestion and parking availability, the number of respondents in each subgroup who believed that such negative effects had occurred remained under half, with agreement rates ranging from 43 percent among Qataris and higher-income expatriates, respectively, to 44 percent among lower-income expatriates. Among Qatari respondents, a significant difference was observed between the unemployed and employed individuals. Namely, those who were unemployed were more likely to agree that there was an increase in traffic congestion and reduced parking availability compared to those who were employed at the time of the survey, with rates of 52 percent and 38 percent, respectively. Additionally, age played a role in all three subgroups, with younger respondents displaying a significantly higher likelihood of agreeing that hosting the World Cup event led to an increase in traffic congestion and a reduction in parking availability.

Finally, respondents expressed the least agreement with the notion that hosting the World Cup had disrupted their daily lives, with only 11 percent of Qataris, 14 percent of higher-income expatriates, and 19 percent of lower-income expatriates expressing such a view. Qatari respondents who were employed were more likely to agree that the World Cup event had disrupted their daily lives compared to those who were unemployed (13% versus 7%). Additionally, male Qataris were more likely to agree with this sentiment compared to females (15% versus 7%), as were Qataris from younger age groups (18% of 18-24 year olds compared to 8% of those aged 45 and above). Similarly, younger respondents from both the higher and lower-income expatriate subgroups were significantly more likely to agree that their everyday lives were disrupted (20% of higher-income and 23% of lower-income 25-34 year olds, respectively), compared to their older counterparts (11% of higher-income and 8% of lower-income expatriates aged 45 and above, respectively).

Lastly, Qatari and higher-income expatriate respondents who reported not having children were significantly more likely to report that the World Cup event disrupted their everyday lives, with agreement rates of 20 percent and 23 percent, respectively. In contrast, those respondents who reported having children had much lower agreement rates, with only 8 percent of Qataris and 12 percent of higher-income expatriates reporting that their everyday lives were disrupted by the event.

Table IV-XXIII: Perceived negative impacts of the 2022 World Cup

	Qataris	Higher-income expatriates	Lower-income expatriates
Increased the cost of living in Qatar	62%	75%	75%
Disrupted your everyday life	11%	14%	19%
Increased traffic congestion and reduced available parking	43%	43%	44%
Caused property prices in Qatar to increase	72%	81%	75%

PERCEIVED IMPACTS OF HOSTING FIFA WORLD CUP

Almost all respondents believe that Qatar successfully hosted the 2022 FIFA World Cup

Shortly after the 2022 FIFA World Cup, the respondents were asked about their perceptions on several items related to hosting the FIFA World Cup in Qatar (Table IV-XI). The vast majority of participants agreed that the public behavior of fans attending the World Cup was respectful of local Qatari culture, with this perception being more prevalent among higher-income expatriates (97%), compared to lower-income participants (94%), and Qataris (93%). Among all the respondents, 96% of males and 93% of females agreed that the fans' behavior was respectful of local culture. Within the subgroups, fewer lower-income female participants (87%) and Qatari female respondents (91%) agreed with the statement compared to higher-income female respondents (98%). All the participants without children below 18 years old (100%) perceived the fans' behavior to have been respectful, whereas around 96% of respondents with one or more children below 18 years shared this perception. Interestingly, a lesser proportion of young respondents (89%) age 18-24 perceived the fans' behavior as respectful compared to respondents above 45 years old (98%). In terms of marital status, all the divorced (100%) and widowed (100%) respondents agreed with the statement, whereas 96% of married, 93% of never married, and 91% of separated participants agreed.

Table IV-XXIV: Perceived impacts of hosting the 2022 World Cup in Qatar

	Qataris	Higher-Income Expatriates	Lower-Income Expatriates
Public behavior of fans attending the World Cup was respectful of local Qatari culture	93%	97%	94%

Qatar successfully hosted the FIFA World Cup	100%	99%	99%
Overall, the World Cup did not benefit Qatar	9%	11%	21%
The World Cup benefited neighboring countries more than it benefitted Qatar	37%	53%	67%
The industry that I currently work in benefitted from hosting the FIFA World Cup in Qatar	71%	74%	79%
Local transport routes were not sufficient to cope with increased congestion	17%	25%	34%

All Qatari nationals (100%) and almost all higher- and lower-income expatriates (99% each) concurred that Qatar successfully hosted the FIFA World Cup. Concerning the perceived lack of benefits after hosting the FIFA World Cup, only 9% of Qataris and 11% of higher-income expatriates agreed that overall the World Cup did not benefit Qatar, whereas a higher proportion of lower-income expatriates (21%) expressed their perception that generally there were no benefits following hosting the World Cup in Qatar. Married respondents (16%), as well as widowed (19%), separated (16%), and never-married (19%), were significantly more likely to agree that the event did not benefit Qatar overall, compared to those divorced (2%). In addition, the participants who reported residing in the proximity of World Cup stadiums were less likely (16%) to believe that hosting the event did not benefit Qatar, compared to those residing further away (18%). Moreover, younger participants aged 18-24 expressed a lower likelihood of agreement with a lack of benefits from hosting the World Cup in Qatar, compared to those aged 25-34 (19%), as well as those aged 35-44 (11%) and above 45 years old (14%).

A significant majority of lower-income expatriates (67%) held the opinion that the World Cup benefited neighboring countries more than Qatar itself, followed by the majority of higher-income expatriates (53%), and 37 percent of Qataris. More male participants (63%) than female (45%) shared the perception that the World Cup benefitted neighboring countries more than the host country. Furthermore, an overwhelming proportion of respondents that never attended school (73%) agreed with the statement, compared to only 49 percent of participants with graduate studies. Young respondents aged 18-24 (36%) were less likely to perceive that the World Cup benefitted more neighboring countries, compared to those aged 25-34 (64%), as well as those aged 35-44 (55%) and above 45 years old (52%).

According to the majority of respondents from all three subgroups, the hosting of the World Cup benefitted the industry that they work in (71% of Qataris, 74% of higher-income expatriates, and 79% of lower-income expatriates). Male respondents were more likely to agree that hosting the World Cup benefitted their work industries (78%) compared to their female counterparts (70%). The respondents who reported being married were significantly more likely to agree that the World Cup had positively affected their work industries (77%) compared to participants who reported being separated (58%). In addition, respondents holding a high school diploma (79%) were more likely to report post-World Cup benefits within their work sectors than participants with graduate diplomas (69%).

In terms of the availability of local transport routes and traffic congestion during the FIFA World Cup, the number of respondents in each subgroup who believed that local transport routes were not sufficient to cope with increased congestion remained under half (17% Qataris, 25% high income expatriates, and 34% lower-income expatriates). Nevertheless, a significantly higher agreement rate with the statement was reported by the lower-income expatriates (34%), who definitely perceived a deficit in the local transport routes to minimize traffic congestion, compared to the higher-income expatriates (25%) and Qataris (17%). A significant difference was observed with respect to employment status. Namely, those who were employed were more likely to agree that the local transport routes were not sufficient to cope with increased congestion (31%), compared to the unemployed respondents (21%). Additionally, age played a role in all three subgroups, with younger respondents aged 18-24 displaying a significantly lesser likelihood of agreeing that there was a deficit in local transport routes (19%), compared to those belonging to the age subgroups of 25-34 (34%), 35-44 (27%), and above 45 (24%).

V. Perceptions about the implications of the FIFA World Cup Qatar 2022™ on businesses

Mega-events like the FIFA World Cup usually have an effect on various sectors of the country, including the business sector. Evidence so far with respect to the 2022 games in Qatar suggests they had a positive impact on Qatar's economy, including the business sector, as it increased revenue generation. SESRI was interested in learning the perceptions of business owners on these concerns. Thus, the study included a section for business owners to draw out their perceptions of the impact of the FIFA World Cup Qatar 2022™ on their businesses before and after the World Cup. This section sheds light on the main points regarding Qatar's businesses, including the number of business owners, the number of startup businesses, business sectors, and size, as well as perceived positive and negative impacts of the FIFA World Cup 2022 on their businesses and, finally, whether respondents rented their properties or not.

Owning or partnering in a business

Table V-I Percentage of Business owner's pre and post-World Cup

Business owner	Pre-World Cup (%)	Post-World Cup (%)	Total (%)
Yes	9	8	8
No	91	92	92
Total	100	100	100

The first question in this section asked all respondents who were either higher- income expatriates or Qatari citizens about whether they were either owners of or partners in a business. The results indicated that for the pre-World Cup survey around 9 percent of respondents reported they were business owners or partners in a business, and (8%) of the respondents said the same in the post-World Cup study (Table V-I). For this report, the term entrepreneur will be used to refer to this subgroup within the sample that either owns or partners in a business according to their self-reported data.

In both the pre- and post-World Cup studies, significant differences can be found when looking at businesses with respect to respondent subpopulation and gender. Qataris have a higher percentage (13%) than higher-income expatriates (7%) when it comes to owning a business or being a partner in one. Additionally, 11 percent of males own a business or are partners in one, compared to only 4 percent of females.

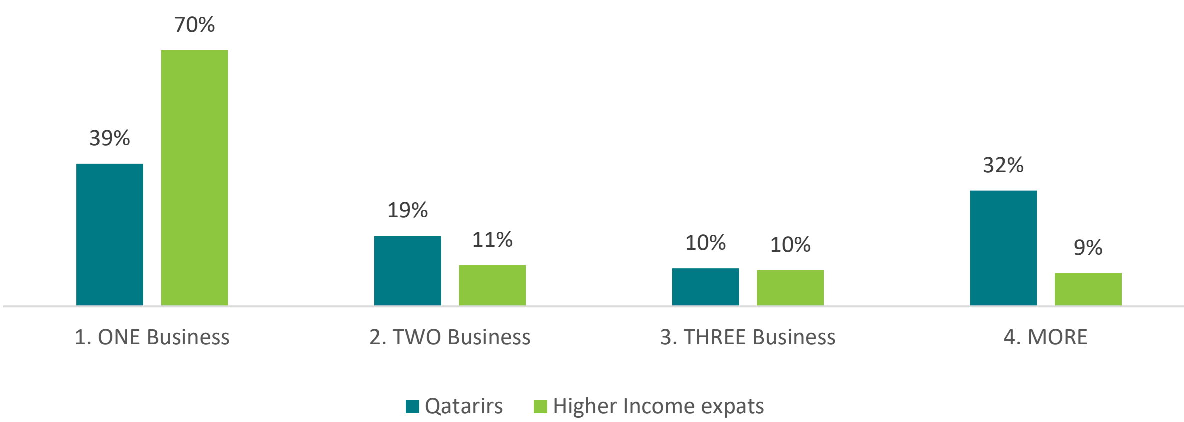
Number of Businesses owned

Table V-II Number of Businesses pre and post FIFA World Cup

Business owner	Pre-World Cup (%)	Post-World Cup (%)	Total (%)
One Business	59	58	59
Two Business	17	10	14
Three Business	11	10	10
More than three businesses	13	22	17
Total	100	100	100

This subsample of entrepreneurs was asked a follow-up question about the number of businesses they own or partner in. A majority of them reported owning or being a partner in one business in the study conducted before (59%) and a similar percentage reported (58%) owning or partnering in one business after the World Cup. Additionally, 22 percent reported having more than three businesses after the World Cup, compared to only 13 percent who reported this prior to the games (Table V-II).

Figure V-I Number of Businesses owned by respondents



Once again, a significant difference was found between Qataris and expatriates on this issue of the number of businesses. As shown in Figure V-I a majority of expatriates have one business or partner in one (70%) compared to 39 percent of Qataris. A majority of Qataris are divided between having one business (39%) or more than three businesses (32%).

Interestingly, a significant difference was found among higher-income expatriate entrepreneurs before and after the World Cup. These expatriates reported higher percentages with respect to more than three businesses owned after the FIFA World Cup (16%) compared to before the games (4%). However, the percentage of Qataris remained almost the same during the pre- (31%) and post- (32%) FIFA World Cup.

Furthermore, the findings showed that there was a significant difference between the number of businesses owned by males before and after the games. While the number of males owning or being partners in one business remained almost the same before (59%) and after (57%) the World Cup, the percentage with more than three businesses almost doubled over the period, from 14 percent to 26 percent. Since the percentage of males before the World Cup reporting two businesses (18%) or three businesses (10%) declined compared to reporting after the event (down to 9% and 8%, respectively), it seems likely the increases came from there.

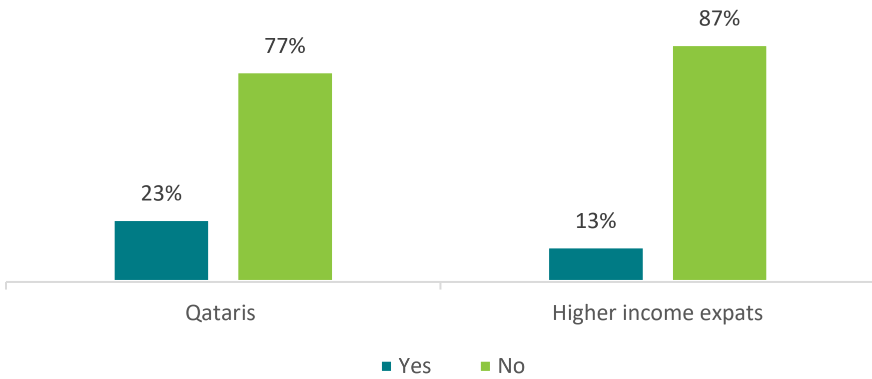
Business sector

Table V-III: Distribution of the Business sectors pre and post-FIFA World Cup

	Pre-World Cup (%)	Post-World Cup (%)
Construction	23	20
Food	17	18
Real estate	9	11
Retail	9	12
Entertainment	1	2
Sports/fitness	2	4
Hospitality and tourism	6	6
Financial services	2	3
Technology	3	4
Education	1	0
Health care	3	2
Security	0	2
Media	1	3
Automotive/transportation	8	9
Cosmetology, beauty salon	3	1
Consulting	1	3
Marketing	4	1
Maintenance	4	0
Electricity	2	0
Trading	1	2
Total	100	100

To understand the distribution of businesses by sector pre- and post-FIFA World Cup, the study asked respondents to indicate the type of sector in which their “most profitable” business operated. Note that this does not mean the business was profitable per sector, only that it was the most profitable that they had at the time of the question. This was simply a method to focus attention for those owning or partnering in more than one. The findings (Table V-III) concluded that the construction sector was the highest before (23%) and after the World Cup (20%), followed by the food sector (pre- at 17%, post- at 18%), retail (pre- at 9%, post- at 12%), real estate (pre- at 9%, post- at 11%), transportation (pre- at 8%, post- at 9%), and hospitality and tourism (pre-at 6% , post-at 6%). While 25 percent of other sectors such as security, entertainment, sports/fitness, financial services, media, health care, education, and technology had minor changes before and after the World Cup.

Figure V-II Percentage of Food sector between Qataris and Higher-income expatriates



Among this subpopulation of entrepreneurs that owns or partners in businesses, the sector (again, reporting their “most profitable” business if more than one) that showed a significant difference between Qatari and higher-income expatriate entrepreneurs was the food sector, in which 23 percent of Qataris reported having a business compared to only 13 percent of higher-income expatriates (Figure V-II). Moreover, a significant difference was found when comparing Qataris’ reported food businesses before and after the World Cup. The reported number of businesses in the food sector decreased after the World Cup by around 11percent. That is, the percentage of Qataris who named a business in the food sector before the FIFA World Cup was 28 percent and decreased to 17 percent in the study conducted after the games.

Starting up a Business during the World Cup period

It was anticipated that the FIFA World Cup might be a good opportunity for entrepreneurs to start up a business due to its positive impact on gaining revenues. For this reason, the survey tried to capture the number of business owners that started their businesses “within the FIFA World Cup 2022 period” (as understood by the respondent[2]). The responses indicate that within the subpopulation of entrepreneurs, around 7 percent said they started a business within that period. Specifically, around 12 percent of Qatari entrepreneurs started a business during the World Cup preparation period compared to 4 percent of higher-income expatriate entrepreneurs.

[2] In Arabic this was rendered as:" هل بدأت عملك خلال فترة كأس العالم لكرة القدم 2022؟"

Figure V-III Starting up a business within how many businesses the respondents have

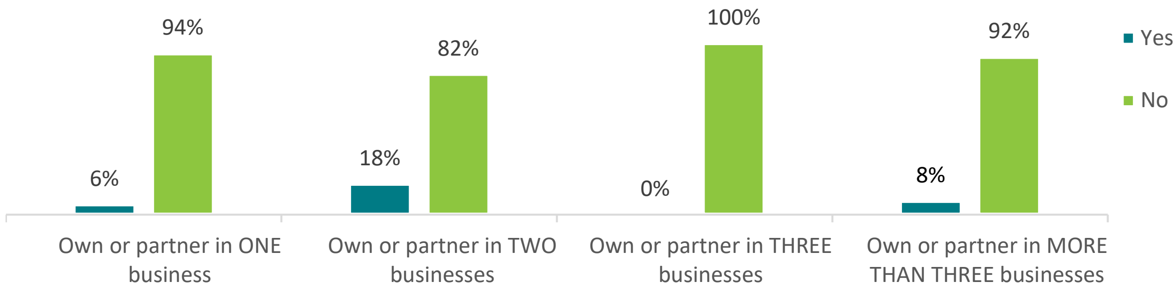
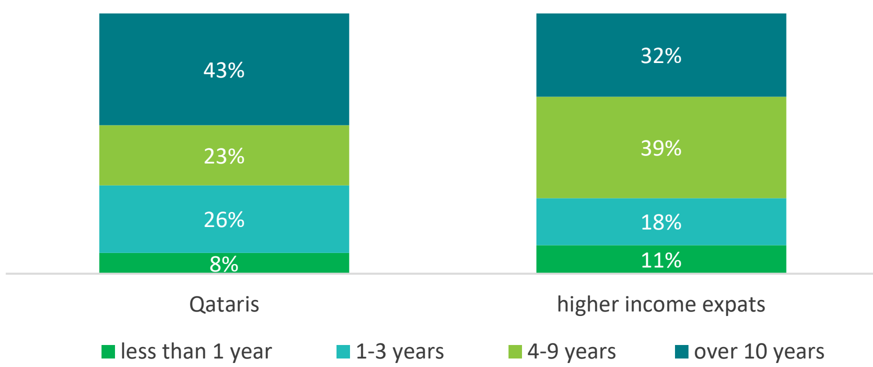


Figure V-III shows that during this FIFA World Cup preparation period, around 6 percent of entrepreneurs who have one business started up a business, 18 percent who reported two businesses started up a business, and (8%) with more than three businesses started up a business.

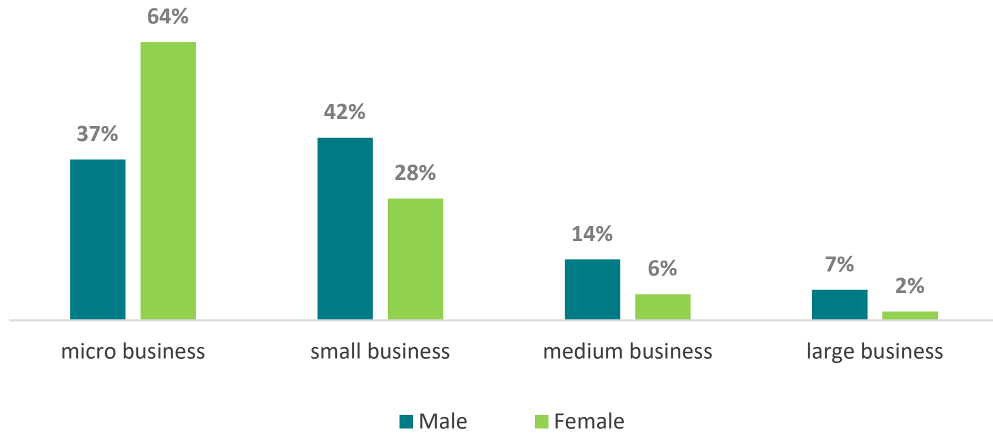
The length of the business

Figure V-IV How long has your business been in operation?



This study also investigated the number of years that the respondents' businesses had been operating. This finding was significant among different types of respondents and showed relatively similar patterns in results from before and after the FIFA World Cup. As Figure V-IV indicates, 43 percent of the entrepreneur subset of Qatari respondents have been running at least one business for over 10 years, compared to 32 percent of their high-income expatriate peers. In addition, almost one-quarter (23%) of Qatari respondents started their businesses between 4 and 9 years prior, compared to 39 percent of high-income expatriates within this same period of time (4 to 9 years).

Figure V-V The distribution of the Business sizes by gender



In assessing the size of these businesses, respondents were asked to determine the number of employees currently working full time within their business. Again, for those with more than one business, they were asked to reference their "most profitable" business. For analysis, the businesses were then divided into four size categories: a micro business defined as having between 1 and 9 full-time employees; a small business with between 10 and 49; a medium-sized enterprise employing between 50 and 249; and a large business with 250 or more full-time employees.

The findings indicated that most of the businesses are either micro (41%) or small-sized (40%) operations, followed by medium (12%) and large businesses (6%). Moreover, a significant correlation was found between business size and gender. The findings presented in Figure V-V indicate that the majority of female entrepreneurs usually operate micro-sized businesses (64%), compared to 37 percent for males. A plurality of males reported operating small businesses (42%), compared to 28 percent of females.

Renting properties

Table V-IV Rented any properties during the FIFA World Cup 2022

Type of property	Percent
Farm	2
Car	10
House / Apartment	66
Others	22
Total	100

With FIFA Qatar 2022, Qatar tourism provided a process whereby residents of the State of Qatar could rent out their properties to the tournament fans. Respondents were asked in the post-games questionnaire whether they had leased their property for the FIFA World Cup Qatar 2022™. We found that the vast majority of the respondents (96% of Qataris and 98% of higher-income expatriates) did not rent properties for international guests attending the World Cup. Those leasing were asked about the type of property rented. As seen in Table V-IV, 66 percent of these respondents indicated a house or apartment, 22 percent said “other” (which included cabins and hotels), 10 percent a car, and 2 percent a farm.

POTENTIAL IMPACT

This section describes the views of the entrepreneurial subpopulation on the positive and negative impacts of the FIFA World Cup Qatar 2022™ on their own businesses. The question series was asked of respondents in both surveys, before and after the games.

Positive impact pre and post-FIFA

Respondents were asked to identify the three most important positive impacts that hosting the FIFA World Cup 2022 had on their businesses. As with the prior question asked of all respondents, it was a ‘top of mind’ style question in which the respondent reacted to the general question and then an interviewer coded from nine general impact categories plus ‘Other’ and ‘None.’ Interviewers verified with the respondent that the coding choice was accurate. The results show significant differences between waves (before and after the hosting). The tables below (Table V-V) illustrate the most important positive impacts of the FIFA World Cup Qatar 2022™ as reported by this entrepreneurial subset of survey respondents. Note that the option ‘none’ in the tables for the second or third impact has a different connotation than for the first. For the first impact, it means that the respondent said there was nothing positive. However, for the second or third impact, it meant ‘no more,’ so the interview moves on to the next section after this option is selected.

Prior to the start of the World Cup, these respondents reported the greatest immediate beneficial impact on their business to be a "increase in profits" (39%). However, after the games, more than half (53%) reported that there was no positive impact on their business. Nevertheless, the decrease in expectations did not apply to everyone. Therefore, for the second most important positive impact, respondents selected “expanding the business” (12% pre-, 15% post-). The third important positive impact most frequently named was “increase international business exposure,” which rose from 12 percent pre-FIFA to 15 percent in the post-FIFA study. Finally, the category of “employing more people” for the pre-event FIFA World Cup 2022 went from being selected as the third positive impact by 9 percent in the survey before FIFA to 15 percent selecting it after the games’ conclusion.

Table V-V: The most important positive impacts on business by hosting the FIFA World Cup Qatar 2022™ reported by entire entrepreneurial subsample

	% Impact 1		% Impact 2		% Impact 3	
Wave	Pre	Post	Pre	Post	Pre	Post
expanding the business	28	13	12	15	10	6
increase in profits	39	19	29	15	7	3
employing more people	3	1	9	6	9	15
offering additional (new) types of services	3	1	3	2	7	6
gaining more publicity	2	1	9	5	8	3

increase in business awareness	1	2	4	0	1	7
increase international business exposure	4	2	6	7	12	3
promotion and marketing opportunity	6	3	7	2	9	13
increased investment	1	1	5	1	8	4
None	10	53	14	41	27	33
Other	3	4	2	6	2	7
Total	100	100	100	100	100	100

The next two tables (Table V-VI & Table V-VII) filter the results to illustrate differences between Qatari citizens and expatriate entrepreneurs. First, looking at Qatari entrepreneurs, a plurality (44%) identified “increase in profits” as the most important positive impact expectation for their business before FIFA, but this assessment dropped to 29 percent after the games concluded. Indeed, in the post-games study, over half (51%) of Qatari entrepreneurs’ said they had no positive impact expectations. The second most frequently nominated impacts were “expanding the business” and “increased international business exposure”. According to the findings, the third most important positive impact that respondents expected the event would have on their business was "potential for promotion and marketing," with 13 percent before and 22 percent after the FIFA games.

Table V-VI: The most important positive impacts on business by hosting the FIFA World Cup Qatar 2022™ reported by Qatari entrepreneurs

	% Impact 1		% Impact 2		% Impact 3	
Wave	Pre	Post	Pre	Post	Pre	Post
1.expanding the business	18	7	16	15	13	10
2.increase in profits	44	29	11	14	7	7
3.employing more people	3	1	9	2	9	12
4.offering additional (new) types of services	2	1	4	6	6	-
5.gaining more publicity	3	-	9	6	8	5
6.increase in business awareness	1	2	3	-	3	4
7.increase international business exposure	2	-	9	11	7	7
8.promotion and marketing opportunity	6	3	14	5	13	22
9.increased investment	2	2	4	4	5	9
10.None	13	51	19	29	28	18
11.Other	6	4	2	8	1	6
Total	100	100	100	100	100	100

Among high-income expatriate entrepreneurs, 37 percent saw “increase in profits” as the first impact on their businesses before the FIFA World Cup, while over half (55%) shifted towards the more pessimistic view that the games would have no positive impact after the World Cup. The expatriates appeared to be overall more pessimistic before and after the games than their Qatari counterparts in the business community. For the second positive impact, “expanding the business” was mentioned by 11 percent before and 13 percent after the close of FIFA. For the third positive impact before the games, an “increase in international business exposure” was expected by 14 percent, but afterward expectations for the third impact shifted to "employing more people" (18%) and offering additional services (10%).

Table V-VII: The most important positive impacts on business by hosting the FIFA World Cup Qatar 2022™ reported by higher-income expatriate entrepreneurs

	% Impact 1		% Impact 2		% Impact 3	
Wave	Pre	Post	Pre	Post	Pre	Post
1.expanding the business	33	16	11	13	8	2
2.increase in profits	37	13	38	16	7	-
3.employing more people	2	-	9	9	9	18
4.offering additional (new) types of services	4	1	2	-	8	10
5.gaining more publicity	1	2	9	4	8	2
6.increase in business awareness	1	2	4	-	-	9
7.increase international business exposure	6	3	5	4	14	-
8.promotion and marketing opportunity	6	3	4	-	7	6
9.increased investment	-	-	5	-	10	-
10.None	8	55	11	49	26	46
11.Other	2	5	2	5	2	7
Total	100	100	100	100	100	100

Negative impact pre and post-FIFA

Table V-VIII: The most important negative impacts on business by hosting the FIFA World Cup Qatar 2022™ reported by entire entrepreneurial subsample

	% Impact 1		% Impact 2		% Impact 3	
Wave	Pre	Post	Pre	Post	Pre	Post
increase in competition among businesses	7	2	2	2	3	7
increase in price of supplies	4	3	7	4	4	16
increase in price of labor	3	4	3	3	10	-
shortage of supplies	6	2	7	4	3	8
increase in inspections	2	0	1	-	4	2
difficult physical accessibility to business/shop due to crowdedness	15	9	7	5	1	-
business will encounter additional expenses	3	2	9	6	9	16
None	35	48	47	62	50	39
Other	9	7	6	4	5	9
Work stopped	5	9	5	3	5	-
Extra working hours /pressure at work, workers	2	2	0.3	1	-	1
logistics issues (visa completion, customs, delays)	4	4	3	3	5	2
Decrease in demand/sales that could lead to market stagnation	5	8	3	3	1	-
Total	100	100	100	100	100	100

Turning now to three possible negative impacts before and after the FIFA World Cup, the same methodology was used to query the entrepreneurial subset of our study sample. As before, the option 'None' in the tables for the second or third impact has a different connotation than it does for the first. For the first impact, it meant that the respondent reported there was "no negative impact". However, for the second or third impact, it meant, in effect, 'no more,' so the interviewer should move on. The next three tables and discussions present these results, starting with the full entrepreneurial subset of the sample (Qatari citizens and high-income expatriates who own or partner with others in businesses) and then filtering to focus on Qataris alone and then high-income expatriates.

A plurality of respondents in both pre- and post-World Cup studies indicated they expected no negative impact (36% before and 48% after) on their business. Also mentioned was a concern that there could be "difficult[y in] physical accessibility to business . . . to crowdedness," which was mentioned before FIFA as a first negative impact by 14 percent and a second by 7 percent. This concern dropped to nine percent and five percent, respectively, after FIFA. In addition, there are concerns that persisted before and after related to work stoppages (5% before and 9% after) and a perhaps related issue of decreased demand (5% before and 8% after).

For the second negative impact, concerns were expressed that their "business will encounter additional expenses" (9% before and 6% after). This concern was named by an additional nine percent as their third negative impact and rose to 16 percent after FIFA. Another third negative impact nominated by ten percent of respondents before the games was an "increase in the price of labor," which dropped out as a concern after FIFA. Instead, post-FIFA supply shortages and price increases were named as the third impact. Specifically, an "increase in prices of supplies" (16%), a "shortage of supplies (8%), and "encountering additional expenses on the business" (16%).

In a mirror image of the positive impact results, 36 percent of these entrepreneurial respondents before FIFA said they expected "no negative impact," and this rose to almost half of the businesses (48%) after the World Cup ended. This suggests that the event's organization and procedures succeeded in reducing the negative impact on businesses in general.

Table V-IX: The most important negative impacts on business by hosting the FIFA World Cup Qatar 2022™ reported by Qatari entrepreneurs

	% Impact 1		% Impact 2		% Impact 3	
Wave	Pre	Post	Pre	Post	Pre	Post
increase in competition among businesses	8	5	5	1	2	-
increase in price of supplies	4	3	5	11	5	5
increase in price of labor	2	5	4	-	8	-
shortage of supplies	6	2	9	2	4	5
increase in inspections	2	1	2	-	6	4
difficult physical accessibility to business/shop due to crowdedness	13	6	12	6	1	-
business will encounter additional expenses	1	1	5	7	7	17
None	37	59	37	51	46	58
Other	10	4	9	4	9	8
Work stopped	1	4	4	4	6	-
Extra working hours /pressure at work, workers	5	1	1	-	-	3
logistics issues (visa completion, customs, delays)	8	4	4	10	5	-
Decrease in demand/sales that could lead to market stagnation	3	5	3	4	1	-
Total	100	100	100	100	100	100

Qatari citizen entrepreneurs' perceptions changed the most after the FIFA World Cup, as before the games. Slightly more than one-third (37%) of Qataris reported there would be no negative impact, but after the games, 59 percent of them stated that there was no negative impact. In addition, prior to the games, 13 percent worried about difficulties in "physical access to [their] business due to crowdedness," and this decreased by half after the World Cup (6%). In addition, 17 percent mentioned "additional expenses" as a concern.

Finally, Qatari entrepreneurs also reported many responses that were typed as "other" text responses that were post-coded, and these included such concerns as the difficulties in dealing with customers due to language barriers and a generalized worry about having a clear vision of the future.

Table V-X: The most important negative impacts on business by hosting the FIFA World Cup Qatar 2022™ reported by higher-income expatriate entrepreneurs

	% Impact 1		% Impact 2		% Impact 3	
Wave	Pre	Post	Pre	Post	Pre	Post
increase in competition among businesses	7	-	-	3	4	12
increase in price of supplies	5	4	8	-	3	24
increase in price of labor	3	3	3	4	11	-
shortage of supplies	5	2	6	5	3	9
increase in inspections	1	-	-	-	2	-
difficult physical accessibility to business/shop due to crowdedness	16	11	4	4	-	-
business will encounter additional expenses	4	2	11	6	11	15
None	35	41	52	68	54	26
Other	8	9	5	3	3	11
Work stopped	7	12	6	3	4	-
Extra working hours /pressure at work, workers	1	2	-	1	-	-
logistics issues (visa completion, customs, delays)	2	4	2	-	5	3
Decrease in demand/sales that could lead to market stagnation	6	10	2	3	-	-
Total	100	100	100	100	100	100

A plurality of higher-income expatriates thought there would be no negative impact on their businesses before the World Cup (35%), and this rose to 41 percent after games the concluded. Of note, looking across all three impacts before the World Cup, 17 percent mention an "increase in the price of labor" as a worry. However, again across all three impact mentions, this dropped by over half in the post-FIFA study. So, when it came to the second impacts pre the games, high-income expatriate entrepreneurs echoed Qatari entrepreneurs in worrying more about the idea that "business will encounter additional expenses" (11%) tandem with supply cost increases (8%) and supply shortages(6%). These persisted as steady and even increasing worries post-FIFA.

VI. METHODOLOGY

Introduction

The "FIFA World Cup Qatar 2022™ Survey: Perceptions and Attitudes of Qatari Citizens and Residents" was conducted in two waves, before and after the FIFA World Cup, which took place in Qatar from November 20 to December 18, 2022. Each wave entailed calling a representative (wireless or cellular) sample of residents and citizens living in Qatar from the SESRI call center. It is important to note that while both samples were representative, they were independent of each other; this was not a panel study. The first wave was completed before the World Cup started, from November 6 to 19, 2022. The second wave took place after the World Cup concluded, spanning from January 18 to February 12, 2023. SESRI has a depth of experience conducting probability and finite population sample surveys, with face-to-face methods initiated in 2010 and telephone-based studies starting in 2013.

This section of the report an overview of the sample's background, detailing its design and the final disposition of all cases. Additionally, it covers data weighting, questionnaire development, translation, survey administration, and data management.

Background

Like other countries in the Arab Gulf region, Qatar's population is divided into three distinct groups: Qatari nationals, white-collar expatriates, and blue-collar expatriates. The "white collar" expatriate group encompasses individuals typically engaged in professional, managerial, teaching, or administrative roles, usually in an office, cubicle, or other administrative settings. In contrast, the "blue collar" group consists of labor migrants working in construction, security, customer service, public-facing sales, transportation, household assistance (where they live with a family), or other service-oriented jobs. White-collar expatriates generally have higher educational qualifications and receive higher salaries and better benefits compared to the blue-collar group. Legal stipulations, mainly related to income, often prevent blue-collar workers from bringing their families to Qatar. They are much more likely to live in group quarters, shared accommodations, or at their employer's residence.

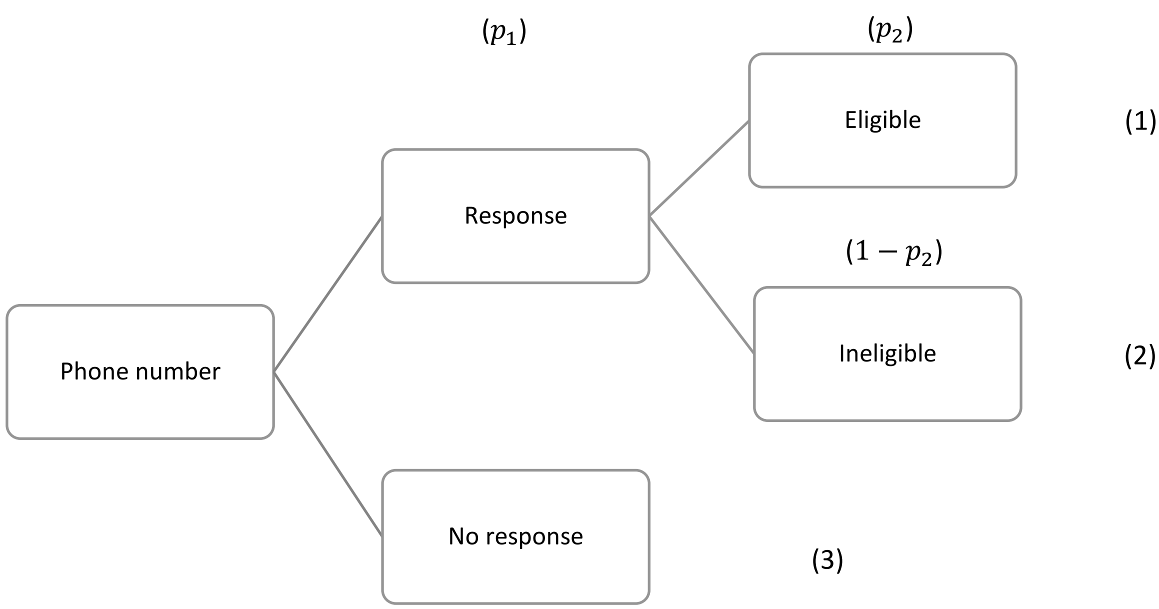
In Qatar, a vast majority (98%) of adults have access to at least one cell phone, irrespective of their work-related status or living arrangements. Accordingly, a wireless sample survey is expected to provide excellent coverage for this target population.[3] Working with local cell phone providers in Qatar, SESRI has developed a cell phone frame suitable for the survey. The target sample for both waves included Qatari nationals as well as white-collar and blue-collar expatriates. A further screener ensured that all participants were 18 years of age or older and resided in Qatar during the survey reference period. The survey was conducted using a Computer Assisted Telephone Interviewing (CATI) system.

Sample design

[3] This number is based on a face-to-face Omnibus survey conducted by SESRI in 2019.

In a phone survey, the result (or disposition) of dialing a phone number can be described in two stages. The initial stage determines whether we receive a response or no response (e.g., non-working or disconnected numbers, immediate hang-up, or refusal) from the dialing. In the second stage, a phone number with a response can be identified as eligible or ineligible (nonresident or less than 18 years old), as shown in
Figure VI-I.

Figure VI-I: Dialing result (phone number states and probabilities)



As illustrated in Figure VI-I, there are three possible states for a phone number. A phone number can be (1) an eligible person for the survey, (2) an ineligible person, or (3) a phone number with no response. Since we do not know the state of a phone number prior to the survey (prior to dialing), the sampling process is conducted while the state of the phone number is unknown. Accordingly, simple random sampling (SRS) can be quite inefficient and associated with high survey costs, as a large number of sampled phone numbers may end up in ineligible or no-response states.

Based on the sampling literature originally developed to target rare populations (e.g., racial or ethnic minorities, low-income households),[4] SESRI has developed a sampling process to

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[4] Waksberg, J. et al. 1997. Geographic-based oversampling in demographic surveys of the United States. *Survey Methodology*.

Sanchez, N. et al. 2009. Health care utilization, barriers to care, and hormone usage among male to female transgender persons in New York City. *Medical Journal of Public Health*.

address the aforementioned challenges. First, using previous phone surveys in which the states of the phone numbers have been identified after dialing, we apply a two-stage (or nested) set of logistic regressions corresponding to Figure VI-I. In the first-stage regression, the dependent variable is response or no-response, and in the second-stage regression, the dependent variable is eligible or ineligible. For both regression stages, the independent variables are derived from auxiliary information. Following these regressions, the probabilities p_1 and p_2 in

Figure VI-I can be calculated as follows: $p_i = \frac{e^{x_i \beta_i}}{1+e^{x_i \beta_i}}$

Where i is 1 or 2, x_i is a vector of independent variables, and β_i is a vector of estimated coefficients from the nested logistic regressions.

The probability for each state will be the product of these two probabilities; that is, $p_1 p_2$ for eligible, $p_1(1-p_2)$ for ineligible, and $1-p_1$ for non-response. Since the independent variables are derived from the auxiliary information, these probabilities can be extrapolated to all phone numbers in the frame. In other words, for every phone number in the frame, we can calculate its probability of belonging to state 1, 2, or 3.

Next, using these probabilities, we divide the frame into five strata in descending order of probability. The first stratum includes phone numbers that are most likely to be eligible, while the last stratum consists of phone numbers that are least likely to be eligible (most likely including ineligibles and no-responses).

Finally, we constructed a disproportionate stratified sample from these strata. The disproportionate allocation is important to achieve efficiency, whereby a higher sampling fraction is applied to the stratum with a higher probability of eligibility. With this allocation, we can reduce the survey cost, as the sample is more likely to contain eligible phone numbers. In fact, we can achieve an optimal allocation of the sample into these strata by solving the optimization problem, in which the objective function is the variance of an estimated mean $Var(\bar{Y})$ and the constraint is the survey cost. The optimal sampling fraction derived from this optimization is:

$$f_h \propto \sqrt{\frac{P_h}{P_h(c-1)+1}}$$

Where P_h is the proportion of the eligible phone numbers in stratum h, and c is the ratio of the data collection cost for eligible phone numbers to that of the ineligible phone numbers. Further

Chen, S. and G. Kalton. 2010. Geographic oversampling for race/ethnicity using data from the 2010 US population census. *Journal of Survey Statistics and Methodology*.

Elliott, M. et al. 2013. Using indirect estimates based on name and census tract to improve the efficiency of sampling matched ethnic couples from marriage license data. *Public Opinion Quarterly*.

Kim, J., et al. 2014. Surname Sampling: Reevaluating Kim Sampling in Korea and the United States. *Field Method*.

details of this optimization problem and its solution can be found in Kalton (2009), Chen and Kalton (2010), and Barron et al. (2015).[5]

Questionnaire development

The survey instrument or questionnaire encompasses the questions, their corresponding response options, eligibility screeners, guidelines for interviewers, and programming instructions. Programming instructions include eligibility criteria, the questionnaire's logical flow ("skip logic"), randomization requirements, and specifications for metadata and paradata collection.

The eligibility instructions define which cases participate in the survey and the questions they receive. This determination is based on specific questions concerning citizenship, residency, age, and income. For this study, eligibility-screening questions excluded those who were neither legal residents of Qatar nor citizens. They also excluded anyone under 18 years of age. An income threshold of 4,000 QAR (around $1100 USD) distinguished white-collar (higher-income) from blue-collar (lower-income) expatriate residents. This cut-off amount was chosen based on SESRI's past research, which showed it to be an effective predictor aligned with income segments identified in SESRI's face-to-face studies and other demographic sources of information.[6] At the end of the questionnaire, respondents were asked about the number of cell phones they had, as this factor is used for sample weighting given its impact on selection probability.

In addition to the screeners, the substantive research and demographic questions were initially designed in English and then translated into Arabic and seven other languages: Urdu, Hindi, Malayalam, Nepalese, Tagalog/Filipino, Bengali, and Tamil, by professional translators. Following the translation, a team of researchers, interviewers, and supervisors reviewed the translated versions. This check ensured that the translations were consistent with the original and with each other, as well as properly matched to the expected socioeconomic and educational level of the target populations. The process also aimed to maintain concept equivalence between languages and minimize the use of idiomatic expressions. As part of the validation process, the questionnaires undergo internal testing within SESRI. This step enables

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[5] Kalton, G. 2009. Methods for oversampling rare subpopulations in social surveys. *Survey Methodology*.

Chen, S. and G. Kalton. 2010. Geographic oversampling for race/ethnicity using data from the 2010 US population census. *Journal of Survey Statistics and Methodology*.

Barron, M. et al. 2015. Using auxiliary sample frame information for optimum sampling of rare population. *Journal of Official Statistics.*

[6] For more information on the characteristics of the lower-income migrant labor population based on a large-scale SESRI face-to-face survey, see Andrew Gardner, Silvia Pessoa, Abdoulaye Diop, Kaltham Al-Ghanim, Kien Le Trung and Laura Harkness, "A Portrait of Low-Income Migrants in Contemporary Qatar." *Journal of Arabian Studies* 3.1 (June 2013), pp. 1–17. http://dx.doi.org/10.1080/21534764.2013.806076

the project team to determine if respondents can understand and answer the questions, and it helps identify concerns that might influence the responses.

After making any necessary adjustments to the questionnaire based on the internal pretest, SESRI's IT unit programmed the survey instrument into a CATI (Computer Assisted Telephone Interviewing) system using the Blaise software developed by Statistics Netherlands. Teams of research assistants and experienced interviewers debugged the program and, once ready, we conducted a pretest on a smaller sample. A pretest provides valuable information to refine question wording, response categories, introductions, transitions, interviewer instructions, and interview length. All of these procedures were done for both waves of the study. Based on results from each pretest, the final versions of the two questionnaires were created and programmed into CATI for the fieldwork.

Survey Administration

SESRI is strongly committed to equipping interviewers with proper interviewing techniques, field procedures, and an understanding of the fundamentals of academic survey research. This comprehensive training ensures the highest quality of data collection. We achieve this through continuous interviewer training, robust support during field production, strict adherence to quality through monitoring protocols, and real-time evaluation of interviewing activities using advanced technology. Every interviewer receives general training on standard, fully structured academic interviewing protocols,[7] hands-on training on effective use of the CATI system, and project-specific preparation before each survey. These sessions delve into academic survey research interviewing fundamentals, standard protocols for administering case dispositions, and incorporate practical phone interview exercises.

Throughout the data collection phase, SESRI's call center implements a stringent monitoring protocol. This includes supervisory oversight in the calling lab, audio and video monitoring, and statistical analysis of interviewer behavior using both survey data and paradata collected on interviewer behavior (time per question, movement within the questionnaire, path and branching behavior, disposition selection). These measures help ensure that questions are asked appropriately and responses are accurately recorded by interviewers.

For this study, SESRI CATI Lab adopted a graduated increase in attempts approach when calling the phone numbers from the sample. This means every number in the initial sample receives one attempt before interviewers make a second attempt, continuing the pattern up to eight times for each number. To maximize the likelihood of reaching respondents, the CATI system is programmed to distribute calls across various times and days for each case. For phone numbers that result in break-offs or soft refusals, dedicated interviewers try to contact

[7] These procedures are outlined comprehensively in Patricia A. Gwartney, *The Telephone Interviewer's Handbook: How to Conduct Standardized Conversations*. Jossey-Bass, 2007)

them up to two more times, with 99-hour intervals in between, to convert them to completed interviews

The calling dispositions table provides a summary of the final status and the calculated response rate for all dialed phone numbers during each survey, encompassing both samples.

Table VI-I: Calling dispositions

Disposition	Pre World Cup	Post World Cup
Completed	2701	2638
Not completed	8449	8553
Eligible	3976	3459
Ineligible	3742	4194
Unknown eligibility	731	900
Raw response rate (RR1)	36.5%	37.6%
Adjusted response rate (RR2)	37.8%	39.7%

Using the information summarized in Table VI-I, and following the standardized coding and interpretation procedures for different calling dispositions as set by the American Association for Public Opinion Research (AAPOR, 2016), we calculated the response rates.[8] 'Completed responses' denote those who finished the entire survey questionnaire. Incomplete survey interviews were divided into three categories: eligible cases (or "eligibles"), ineligible cases (or "ineligibles"), and cases of unknown eligibility (termed "unknowns").

Eligible cases comprise Qatari nationals and expatriate residents who either refused to participate or agreed to an appointment that was not subsequently fulfilled upon follow-up. Individuals who completed part of the interview were also included in this category. Ineligible cases include those under 18 years of age or individuals not legally residing in Qatar, such as visitors or tourists. The 'unknowns' category consists of phone numbers that received no answer and individuals who immediately refused to participate, with interviewers unable to determine their eligibility.

We report two response rates in the last two rows of Table VI-I. First, the raw response rate is the ratio between the number of completions and the total sample size after excluding ineligibles: $RR1 = \frac{C}{C+E+UE}$ where C is the number of completions, E is the number of eligible responses, and UE represents the number of cases with unknown eligibility. Second, the adjusted response rate is given by $RR2 = \frac{C}{C+E+eUE}$ where e is the estimated proportion of

[8] For simplicity, we label these as RR1 and RR2 but they correspond to AAPOR RR2 and RR4, respectively. See AAPOR Standard Definitions 9th edition (2016) https://aapor.org/wp-content/uploads/2022/11/Standard-Definitions20169theditionfinal.pdf

eligible cases. This proportion is calculated using the expression $e = \frac{C+E}{C+E+IE}$ where IE stands for the number of ineligible cases.

In Table VI-I, which presents the numbers of completions, the maximum sampling error for a percentage is 2.4% for the pre World Cup survey and 2.5% for the post World Cup survey. The calculation of this sampling error takes into account the design effect. One possible interpretation of the sampling error for both studies suggests that, if we conducted the surveys 100 times using the exact same procedure, the sampling error would include the "true value" in 95 out of 100 surveys. It is important to note that the sampling error can be calculated for these two surveys since the samples are based on a sampling scheme with known probabilities.

Calculation of data weights

After data collection, we calculate a weight for each completed response. There are three components in this calculation: (1) the base weights reflecting the sample selection probability; (2) adjustment factors to account for non-response; and (3) calibration to align survey results with population parameters. Additionally, we employ weight trimming to prevent highly variable weights from introducing undesirable variability into statistical estimates.[9]

First, the base weights are calculated as the inverse of the selection probability of the unit in the sample. Due to the disproportionate sampling as described in the sample design, the selection probabilities are necessary to ensure unbiasedness in the analysis.

$$W_{base} = 1/p$$

Where W_{base} represents the base weight for the phone number, and p denotes the probability of selection.

Second, assuming 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 using this formula:

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

Where $\propto$ is called the adjustment factor for non-response, which is derived from the propensity that a sampled unit is likely to respond to the survey.[10]

[9] 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 for the 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.*

[10] We use propensity weighting to adjust for the non-response. A good discussion of this method can be found in Varedian M. and G. Forsman (2003), "Comparing propensity score weighting with other

Third, we use calibration to align the survey results with the population parameters. This calibration helps reduce effects from non-response and under-coverage of the sampling frame. SESRI uses a “raking” method in the calibration to adjust the weights of completed responses. This ensures that the proportions of the adjusted weights on certain characteristics (such as marital status, gender, and age groups) agree with the corresponding proportions in the population.

Data Management

After data collection, all individual interviews were merged and saved into a single BLAISE data file. In compliance with the standards set by the Institutional Review Board (IRB) Committee at Qatar University and the best practices in academic survey research, we removed all identifying information, such as telephone numbers, from the dataset to preserve confidentiality. We then cleaned, coded and converted this anonymized dataset into the STATA (Statistical Software for Data Science) format. Having weighted the final responses to adjust for probability of selection and non-response as detailed above, we undertook univariate, bivariate, and multivariate analyses.

SESRI’s data is safeguarded by our dedicated IT unit in collaboration with Qatar University’s Information Technology Services (ITS). Moreover, the data resides securely on Qatar University servers, managed by the university’s data security specialists. SESRI is an ISO 9001:2015 Quality Management Standards-compliant organization.

weighting methods: A case study on Web data” In Proceedings of the Section on Survey Statistics, American Statistical Association; 2003, CD-ROM.