



2020 Expatriate Purchase Patterns Survey

In order to deliver the most accurate costs of living reports, Mercer collects data on expatriate purchase patterns on a bi-annual basis. As COVID-19 changes the patterns and habits of shopping as we speak, we would like to be ready for the future and be able to conduct pricing which are as close as possible to the real expatriate consumer experience.

Therefore in the 2020 Expatriate Purchase Patterns Survey we will ask you where you most typically shop for selected the goods and what kind of services are relevant for calculating the actual costs of living in your assignment location.

Please take **15-20 minutes** to fill in the 2020 Expatriate Purchase Patterns Survey. Your responses to this survey will help us to ensure that we are taking your purchasing patterns into account.

Please kindly respond by **March 31, 2021**.

Please click [here](#) to see the Terms and Conditions details.

Respondent's profile

1. Gender:

- Female
- Male
- Other
- I prefer not to answer

2. Where do you reside?

If the **City** of your residence is not listed, please select "**Other**" at the end of the Country dropdown list.

Country

City/town

▼ Afghanistan ... Other ~ Please specify in the next question

If you don't see your City in the Drop-down list, please write it below:

2.1. What is the main currency you use in your everyday life in your current place of residence?

Please note that your selected currency will be referred to as **Local Currency** in further questions

▼ AED ... ZWL

3. How many years have you spent in this location?

- Less than 1 year
- 1 year
- 2-5 years
- 6-10 years
- More than 10 years

4. What is your family status while on assignment in the current location?

- Unaccompanied (single)
- Accompanied by spouse/partner only
- Accompanied by child/children only
- Accompanied by spouse/partner and child/children

4.1. How many children live with you?

▼ 1 ... More than 5

5. Which country do you consider to be your home country irrespective of your formal citizenship?

▼ Afghanistan ... Other

Please specify your home country (irrespective of your formal citizenship):

Outlets & Services

Information provided in this section of the survey will help understand expatriate shopping habits:

- a) determine how you usually shop for various categories of products,
- b) determine which retail outlets are mostly frequented by expatriates in your location for purchase of everyday products,
- c) determine your preferences for hairdresser services,
- d) determine the quality of mobile phone services,
- e) determine your purchase patterns for newspapers and magazines.

1. Please think of various categories of products which you purchase while living abroad. How do you typically (most often) shop for specific categories of such products?

	Not purchased	Local in-store	Home country in-store	Local online (home delivery or click&collect)	Other / Other country
Everyday products (e.g. food)		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cigarettes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Alcoholic Beverages	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Small Appliances (e.g. shaver, hair dryer, vacuum cleaner)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Large Appliances
(e.g. washing machine,
dryer,
refrigerator)

Cookware
(Pots & Pans)

Linens /
towels

Clothing

Shoes

Prescription
Medications

Non-
prescription
Medications

Electronics
(e.g. game
console, TV,
DVD)

Computer
Supplies &
Software

Sporting
Goods

Children's
Toys

Please specify the location:

Everyday products (e.g. food)	
Cigarettes	
Alcoholic Beverages	
Small Appliances (e.g. shaver, hair dryer, vacuum cleaner)	
Large Appliances (e.g. washing machine, dryer, refrigerator)	
Cookware (e.g. Pots & Pans)	
Linens / towels	
Clothing	
Shoes	
Prescription Medications	
Non-prescription Medications	
Electronics (e.g. game console, TV, DVD)	
Computer Supplies & Software	
Sporting Goods	
Children's Toys	

Everyday shopping

1. Please provide up to five names of stores where you buy everyday products (groceries, personal hygiene products, household detergents, etc.).

To find a store, **start typing the name**. To select an option, please **click on it once**.

If you don't see the names of your stores in the list, please select options "**Other**".

9 to 7

...

Zovk

Other #1

1.1. Please specify the names of Other Outlets:

Other #1 _____

2. Please indicate whether you do your shopping in the selected stores in-store, online or both.

If you do your shopping online, please indicate the website in the designated field.

	How do you do your shopping?			Please provide name of the website
	In-store only	Online only	Both In-Store and Online	
9 to 7	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Zovk	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	

3. How much do you pay on average per month for home delivery of everyday products?

Please provide the amounts in your Local Currency.

If you enjoy free delivery, please input 0.

	Please specify the amount in (local currency)
9 to 7	
Zovk	

4. When shopping in-store at any of the outlets mentioned above, are you able to make contactless payments?

	Yes	No	I don't know
9 to 7	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Zovk	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

5. Based on your perception of the prices, the following store's exclusivity (prestige, cleanliness etc.), and popularity among expatriates, please specify if you consider this store:

	Lower-end less expensive, less exclusive and/or less popular	Medium-range	Higher-end more expensive, exclusive and popular
9 to 7	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Zovk	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Hairdresser services

1. Do you use hairdresser and/or barber services in you assignment location?

- Yes
- No

1.1. Please specify which type of the hairdresser outlets listed below is the closest to the place where you go most often in the assignment location:

- Regular hair salon** (no additional services other than hair cut/hair dying)
- Hair salon and spa** (including additional services such as skin, beauty and nails care)
- Specialty salon** (e.g. Afro hair salon)
- Retail outlet hair salon** (e.g. express cuts available in the shopping malls)
- Barber shop and hair salon** designated for male customers
- Barber shop** (only beard care)
- None of the above, please explain:

Phone and Internet services

1. In general, how would you describe the quality (e.g. stability of connection, voice quality) of the phone services (domestic and international calls) in the assignment location:

	Very good	Good	Average/Acceptable	Bad	Very bad	Hard to say
Landline telephone	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cell phone	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

2.1. Please describe the issues you face when using the telephone/cell phone services in the assignment location.

3. In general, how would you describe the quality (e.g. stability, speed) of the Internet in the assignment location:

- Very good
- Good
- Average/Acceptable
- Bad
- Very bad
- Hard to say

3.1. Please describe the issues you face when using the internet services in the assignment location.

Newspaper and magazines

1. Please answer the following questions:

	Yes	No
Do you purchase international English-language newspapers or magazines in the assignment location (e.g., New York Times, The Economist, Newsweek, Wall Street Journal, etc.)?	<input type="radio"/>	<input type="radio"/>
Do you purchase other foreign-language (not the language of the assignment location) newspapers or magazines?	<input type="radio"/>	<input type="radio"/>
Do you have a digital subscription for international newspapers or magazines?	<input type="radio"/>	<input type="radio"/>

Transportation

1. Please think of all the all the times when you have to get somewhere within the location where you currently live during a typical month. How many of these trips take place using the following means of transportation?

The total should equal to 100%. If you do not use some of these means of transportation, please enter 0.

	Please indicate %
Private or company car with chauffeur/driver	
Private or company car without chauffeur/driver	
Taxi / Uber	
Subway / Metro	
Bus	
Other means (e.g. by foot, by bike, etc.)	
Total	100%

2. Do you consider traffic congestion during last year (the amount of traffic, traffic jams, number of cars) to be currently worse (more traffic) or better (less traffic) than in previous year ?

- Much better
- Better
- Same
- Worse
- Much worse
- Hard to say

2.1. Please explain why, in your opinion, the traffic in your assignment location became worse:

2.1. Please explain why, in your opinion, the traffic in your assignment location became better:

Accommodation

Please think of the place where you currently live while on assignment abroad. We will ask

a) a few general questions,
and then some more specific regarding:

- b) utilities' usage,
- c) security and
- d) other costs.

Accommodation - General

1. In which district / part of city do you currently live?

2. Would you consider this a typically expatriate district / area in your location?

- Yes
- No
- I do not know

3. In what type of accommodation do you currently live?

- Apartment
- Serviced apartment (housekeeping and utilities included in the rent)
- House

4. What is the size of your current accommodation?

Please provide your best estimate.

	Size of the accommodation	Metrics
Apartment		▼ m2 ... ft2
Serviced apartment (housekeeping and utilities included in the rent)		▼ m2 ... ft2
House		▼ m2 ... ft2

5. How many bedrooms does your accommodation have?

▼ 1 ... 5 or more

6. How would you assess the quality (technical conditions of the building) of housing in your current location?

- Very good
- Good
- Average/acceptable
- Bad
- Very bad
- Hard to say

6.1. What issues do you observe?

Accommodation - Utilities

Please have a look at your bill for utilities (water, gas, electricity, etc.) *(this part is not mandatory) and provide your best estimate for the utilities use on a weekly, monthly or annual basis.

1. How much electricity does your household use?

	Please provide the amount	Frequency
Electricity		▼ per week ... per month

2. How much gas and water does your household use?

	Please provide the amount	Frequency	Units
Gas		▼ per week ... per month	▼ kWh ... cylinder

	Please provide the amount	Frequency	Units
Water		▼ per week ... per month	▼ m3 ... l

3. If you have any knowledge, among expatriates at your location, what is the most common energy source for space heating?

- Electricity
- Natural gas (from the network)
- Natural gas (bottle/canister)
- Other, please specify:

- I do not know

4. On average, how many months per year do you need to use:

Space heating	
Space cooling (air conditioning)	

5. Did you experience any interruptions to electricity/water supply while on assignment/during last year?

- No**, almost never or very rarely
- Yes, but only **a few times a year**
- Yes, **every month or almost every month**
- Yes, **every week or almost every week**
- Yes, **every day or almost every day**
- It depends on the season

5.1. On average, how many times a month did the interruptions occur?

5.1. On average, how many times a week did the interruptions occur?

6. Do you use an electric generator?

- Yes
- No

6.1. What costs do you need to cover for using the electric generator?

Select all that apply.

- Purchase of generator
- Rent of generator
- Maintenance
- Cost of fuel
- I pay no additional costs, all is included in rent

6.2. Please specify:

	Cost in (local currency)	Frequency
Purchase of generator		▼ per month ... one-time
Rent of generator		▼ per month ... one-time
Maintenance		▼ per month ... one-time
Cost of fuel		▼ per month ... one-time

7. Do you use a water tank?

- Yes
- No

Accommodation – Security

1. Are there any specific neighborhoods/areas in your location which you think should be avoided because of safety issues?

- Yes, please specify the neighborhood:

- No

2. What security issues, in your opinion, are expatriates facing in your current assignment location?

- Risk of burglaries
- Risk of thefts
- Risk of physical assault
- Other, please specify: -----
- None

3. Do you have any of the following security system solutions at home?

Please select all that apply.

- Alarm System
- Unarmed Guards
- Armed Guards
- Enclosed Compound
- Other, please specify: -----
- No, I don't have any security system at home

3.1. Please indicate the average monthly cost in your Local Currency:

	Average monthly cost in (local currency)
Alarm System	
Unarmed Guards	
Armed Guards	
Enclosed Compound	
Other, please specify:	

Accommodation – Other costs

1. What additional fees other than rent do you pay for in connection to your current accommodation?

Select all that apply.

- Parking
- Maintenance
- Internet fee
- Local property or other accommodation-related taxes
- Other, please specify: _____
- None

2. Please indicate the average monthly cost in your Local Currency:

If the cost is included in the rent or you do not pay for it due to other reasons, please input "0".

	Average monthly cost in (local currency)
Parking	
Maintenance	
Internet fee	
Local property or other accommodation-related taxes	

3. Do you employ cleaning help?

- Yes
- No

3.1. What is their type of employment?

- Part-time
 - Full-time live-out
 - Full-time live-in
 - Other (please specify):
-

3.2. On which basis do you pay for cleaning help?

- Hourly
 - Daily
 - Weekly
 - Monthly
 - Other (please specify):
-

3.3. How much do you pay for cleaning help?

	Please indicate pay	Currency
Cleaning help		▼ Local Currency ... GBP

4. Do you employ a babysitter?

- Yes
- No

4.1. What is their type of employment?

- Part-time
- Full-time live-out
- Full-time live-in
- Other (please specify):

4.2. On which basis do you pay for the babysitter?

- Hourly
- Daily
- Weekly
- Monthly
- Other (please specify):

4.3. How much do you pay for the babysitter?

	Please indicate pay	Currency
Babysitter		▼ Local Currency ... GBP

5. How would you describe the quality of the household maintenance and repair services in your current location?

- Very good
- Good
- Average/acceptable
- Bad
- Very bad
- Hard to say

5.1. Please select which of the issues you encounter using the household maintenance and repair services.

Select all that apply.

- Difficulties finding the services
- Language barrier
- Reliability
- Shortage of supplies
- Delays
- Overall poor quality of the services
- Other, please specify: _____

If you have any additional comments regarding your current living condition in the assignment location or any other aspect of your life as an expat, please add them here:

Thank you for completing the survey!

Please click the [Submit](#) button to submit your data and view a [summary of your responses](#). You may then print or download your summary as a [PDF](#) document.