



Stenden University Qatar

Research Seminar 2

Dr. Nada Abdelkader Benmansour

Policy Analyst

The Social & Economic Survey Research Institute, SESRI

Qatar University

Satisfaction with public services in Qatar: Qataris versus expatriate's perspective

Abstract

Dissatisfaction with basic public services such as health, education, transport, electricity and other types of government services grew in many MENA countries in the years prior to the Arab Spring. In these countries, life satisfaction was very low and, people in Egypt, Jordan, Libya, Morocco, Tunisia and Yemen, were among the least happy people in the world. Living in Qatar, one of the world's highest per capita incomes countries, does not secure life satisfaction as the relation between income and life satisfaction is more complex than it seems. Qatar has also one of the fastest population growth and highest migrant population. In this context, this analysis aims to assess the level of satisfaction with public services and life satisfaction in Qatar, for citizens and non-citizens and to empirically test which are the associated factors.

Biography

Dr. Nada Abdelkader Benmansour, received her PhD in Economics from the University of Paris 1 La Sorbonne in 2008. Her research areas are Economics of Public Services, New Public Management, Public Services, Quality, Public Private Partnerships (PPP). Before joining the SESRI, Dr. Nada was involved in an NPRP research project titled "Qatarization, the Human Resource Challenge", as project manager and research associate. She was lecturer in economics and management in Tunisia.

Date: 01 June 2016 (4-5pm)

Venue: Room 200, Stenden University Qatar