

# Sri Lanka Opinion Tracker Survey

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## SLOTS Consumer Confidence Survey

*Methodology for tracking consumer sentiment in Sri Lanka*

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## About the IHP Sri Lanka Opinion Tracker

The IHP Sri Lanka Opinion Tracker Survey (SLOTS) was launched to track public experience and opinion during the recovery from COVID-19. It is run by the Institute for Health Policy (IHP), which is an independent, non-partisan research centre based in Colombo, Sri Lanka. The SLOTS lead investigator is Dr Ravi Rannan-Eliya of IHP, who was trained in public opinion polling at Harvard University, and who has conducted numerous opinion surveys over three decades.

SLOTS interviews representative samples of Sri Lankan adults each month by telephone to gather their current views and situation. All interviews include a core set of common questions, with additional rotating sets of other questions that examine issues of topical importance. The survey is made possible by the generous funding support of the Neelan Tiruchelvam Trust, The Asia Foundation, and others. The survey has an omnibus design, and the Institute welcomes sponsorship to continue the survey, to add new questions, or to undertake tailored analyses of the data. Potential sponsors should contact the Institute for further details.

SLOTS respondents consist of a mix of respondents reached by random digit dialing of mobile numbers, and others coming from a national panel of respondents who have agreed to be re-interviewed, and who were previously recruited using random selection. As with any survey, bias can arise from the sampling design and non-response, which means that respondents are not representative of the underlying population. To adjust for this, unless otherwise noted, all reported estimates and analyses use data that have been weighted to ensure that they are representative of the national adult population. This weighting process uses propensity weighting and iterative proportional fitting (raking) to match the national population according to gender, age, ethnicity, religion, socioeconomic ranking, education, sector, and geographical location.

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# **SLOTS Consumer Confidence Survey**

## *Methodology for tracking of consumer sentiment in Sri Lanka*

### **Why are we doing this?**

Consumer confidence surveys—surveys of consumer’s perceptions of current family and economic conditions as well as their perceptions about future trends—provide a high-level perspective on changes in public wellbeing, and in many countries, as diverse as India and the United States, have also proved to be a good future indicator of business and economic growth.

Currently, few consumer confidence surveys are being conducted and published in Sri Lanka on a regular basis, notably the NielsenIQ Consumer Confidence Index, and a new internet-based survey launched by the Central Bank of Sri Lanka. Whilst both surveys have their strengths, particularly corporate and institutional backing that ensures their sustainability, both have three limitations. The first is that they rely on non-representative samples of the Sri Lankan public or consumer—the NielsenIQ survey covers only the three most developed provinces, and the new Central Bank survey is likely to be skewed towards better-off consumers since participation in internet surveys is biased towards more affluent, younger, and more urban consumers. Whilst such biases in favour of better-off consumers may not matter if the objective is to track consumer demand, since these consumers do account for most of the overall purchasing power of Sri Lankan consumers, they make both surveys less useful as barometers of conditions in the whole population. Other limitations are that neither can report rapid changes in consumer sentiment that occur in the space of days or weeks, and neither have open data policies that facilitate sharing of data with local researchers.

The SLOTS and the related Sri Lanka Health and Ageing Survey (SLHAS), which is a national health focused longitudinal survey, provide a platform that can address these three limitations, as long as the two surveys are collecting data. In combination, both surveys can generate nationally representative data, both interview respondents on a daily basis, and both are covered by Open Data policies that will release data to other local researchers in time. The two surveys also provide the means to experiment with potential methodologies, which may benefit future consumer confidence surveys in Sri Lanka. So since late August 2021, both the SLOTS and SLHAS have been asking some respondents questions related to consumer sentiment, which we are using to construct several measures of consumer confidence in line with global best practice.

### **Sample design**

The SLOTS Consumer Confidence Survey utilizes data from both the SLOTS national phone survey, which is a random digit dial (RDD) phone survey of mobile numbers, and the SLHAS Wave 2 survey, which is a follow-up phone survey of mobile and landline numbers of a high quality, nationally representative sample of Sri Lankan adults who were recruited from all parts of Sri Lanka and interviewed face-to-face in 2019. As both source surveys use phone interviews, they tend to reach a larger cross-section of the public than an internet survey. The SLOTS RDD sample tends to be skewed towards men, and more affluent, better-educated, younger, and more urban adults. The overall SLHAS panel is well balanced by gender, age, education, and location, and to ensure

representativeness over time, each monthly sample of SLHAS respondents is selected to be representative of the overall SLHAS panel.

In combination, both surveys conduct 10–30 interviews a day that include the relevant consumer sentiment questions. Since September 2021, phone interviews have been conducted daily, seven days a week, in Sinhala, Tamil and English. Both surveys collect (or in the case of the SLHAS Wave 2 have access to) a core set of data about respondent characteristics, such as age, gender, ethnicity, region, and education, and these are used to ensure any results are nationally representative. The core data collected, which includes ownership of key household assets, are also used to rank respondents by their current socioeconomic status relative to the overall population, by triangulation with data collected by the SLHAS in 2019 and changes in ownership in the nationally representative SLHAS panel since 2019.

## Survey questions

Following a review of global best practice and other well regarded national surveys, including the US Conference Board and Michigan Consumer Sentiment Surveys, and official surveys conducted by the Reserve Bank of India and Eurostat, we ask five questions about personal finances, and country economic conditions. Their wordings are also aligned to the extent possible with a multicountry internet daily survey conducted by Morning Consult to allow for potential cross-country comparisons.

**1. Personal Finances – Current Conditions:** *Is the financial\* situation of your household today better, the same, or worse than a year ago?*

**2. Personal Finances – 12-Month Expectations:** *In a year's time, do you expect the financial\* situation of your household to be better, the same, or worse?*

**3. Economic Conditions – 12-Month Expectations:** *In the next 12 months, do you think that the general condition of the economy will improve, stay the same or get worse?*

**4. Economic Conditions – 5-Year Expectations:** *Over the next 5 years, do you think Sri Lanka's economy will improve, stay the same or get worse?*

**5. Buying Conditions – Current Buying Conditions:** *Think about the big things people buy for their homes—such as furniture, a fridge, a TV, and things like that. Generally, do you think now is a good or bad time for people to buy such things, or neither good nor bad?*

\*The original wording of these questions omitted the word “financial”, but since late October 2021 has specified that the question is referring to their financial situation.

## Consumer sentiment indices




Responses to the five questions are combined to compute three indices of consumer sentiment:

1. Index of Consumer Sentiment (ICS)
2. Index of Consumer Expectations (ICE)
3. Index of Current Conditions (ICC)

The ICS is the overall measure combining results of all five questions; the ICE measures consumers' expectations of their future household financial conditions and the country's economic condition; and the ICC reflects consumers' views of their current household financial conditions and of current buying conditions for large household goods.

All three indices rely on the net scores of the five individual questions. For a given question, the net score equals the percentage of positive values minus the percentage of negative values plus 100. The Index of Consumer Sentiment (ICS) is the average of all five net scores; the Index of Consumer Expectations (ICE) is the average of the net scores of questions 2, 3 and 4; and the Index of Current Conditions (ICC) is the average of the net scores of questions 1 and 5.

## How we combine survey questions to assess consumer sentiment

			Index of Cons. Sentiment (ICS)	Index of Cons. Expectations (ICE)	Index of Currer Conditions (ICC)
 Personal Finances	Current Conditions: Is the financial situation of your household today better, the same, or worse than a year ago?	<input type="checkbox"/> Better <input type="checkbox"/> Same <input type="checkbox"/> Worse <input type="checkbox"/> Refused/Don't know	+ % Pos. - % Neg. + 100		+ % Pos. - % Neg. + 100
	12-Month Expectations: In a year's time, do you expect the financial situation of your household to be better, the same, or worse?	<input type="checkbox"/> Better <input type="checkbox"/> Same <input type="checkbox"/> Worse <input type="checkbox"/> Refused/Don't know	+ % Pos. - % Neg. + 100	+ % Pos. - % Neg. + 100	
 Business Conditions	12-Month Expectations: In the next 12 months, do you think that the general condition of the economy will improve, stay the same or get worse?	<input type="checkbox"/> Improve <input type="checkbox"/> Stay the same <input type="checkbox"/> Get worse <input type="checkbox"/> Refused/Don't know	+ % Pos. - % Neg. + 100	+ % Pos. - % Neg. + 100	
	5-Year Expectations: Think further ahead. Over the next 5 years, do you think Sri Lanka's economy will improve, stay the same or get worse?	<input type="checkbox"/> Improve <input type="checkbox"/> Stay the same <input type="checkbox"/> Get worse <input type="checkbox"/> Refused/Don't know	+ % Pos. - % Neg. + 100	+ % Pos. - % Neg. + 100	
 Buying Conditions	Current Buying Conditions: Think about the big things people buy for their homes—such as furniture, a fridge, a TV, and things like that. Generally, do you think now is a good or bad time for people to buy such things, or neither good nor bad?	<input type="checkbox"/> Good time <input type="checkbox"/> Neither good time nor bad time <input type="checkbox"/> Bad time <input type="checkbox"/> Refused/Don't know	+ % Pos. - % Neg. + 100		+ % Pos. - % Neg. + 100
			avg.	avg.	avg.
			ICS	ICE	ICC

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## Weighting

Since the SLOTS RDD sample plus individuals in the SLHAS panel who can be reached by phone are not representative of the overall adult population, responses must be weighted to minimize bias and all results appropriately adjusted. Adjustment is also needed to account for non-responses and refusals to answer each question, which has typically averaged 1–20% depending on the question.

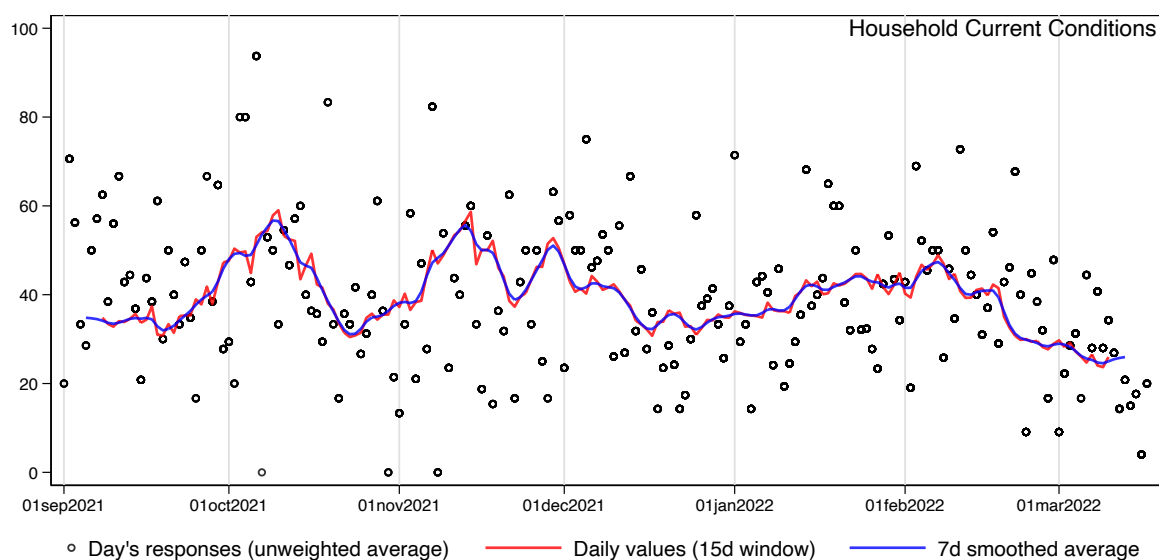
To do this, we use propensity weighting and iterative proportional fitting (raking) in two successive steps to match each analysed sample to the national population according to gender, age, ethnicity, religion, socioeconomic ranking, education, sector, and geographical location. Reference data for these characteristics are sourced from official publications plus internal estimates generated from the SLHAS Wave 1 survey in 2019.

The composition of the monthly samples by key characteristics, and their weighted distribution is given in the Appendix tables.

## Smoothing

As our daily samples are too small to allow for robust weighting or to prevent substantial random variation from day to day, we pool responses from the previous 7 days and subsequent 7 days to generate daily estimates. The responses from this rolling 15-day window are weighted as described above to generate daily values that approximate the national adult population. For month-specific estimates, we pool all data from that month. To further eliminate noise when reporting the daily trend, we smooth the daily weighted index values with a 7-day window that uses the estimates for each day and for the three previous and three subsequent days. This applies a gaussian filter to give greater weight to the current day and days closer to that day. The panel below illustrates the impact of this smoothing procedure on the raw daily averages.

### Impact of smoothing of daily responses



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## Reporting

Overall, the adjusted scores range from 0 to 200, with values above 100 indicating consumers are experiencing better conditions or have positive expectations, whilst scores below 100 indicate they feel worse off or expect worse conditions in future.

Because of the need to pool responses 7-days ahead, updated daily values are available after a 10-day delay to allow for data processing, but monthly estimates are available within two business days after the end of each month.

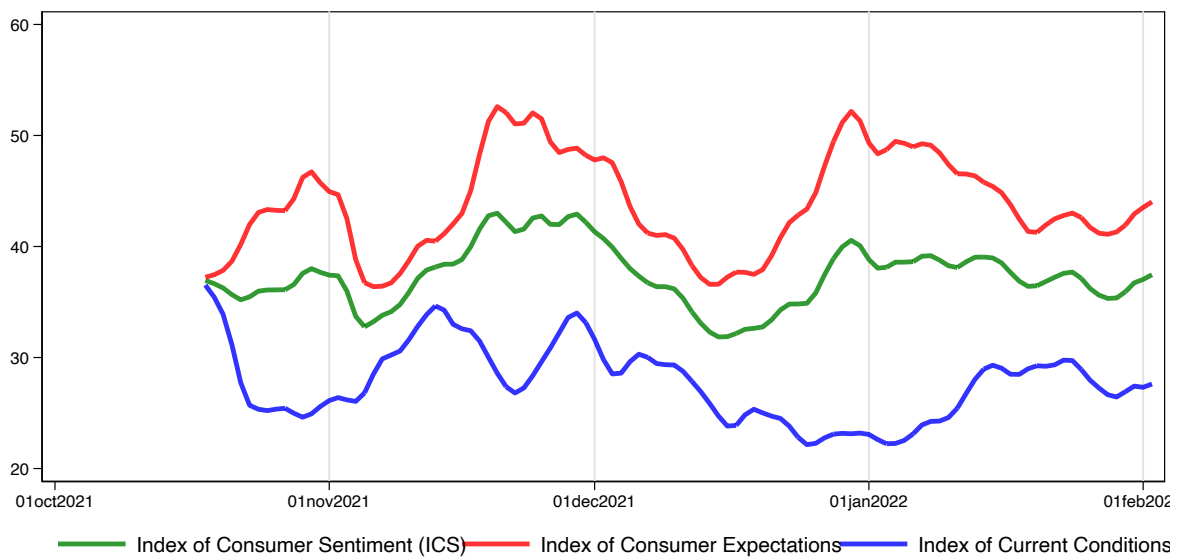
We plan to publicly release updated results every few weeks. Detailed tabulations and daily results can be made available to interested sponsors on request.

## Sample Trends

Since SLOTS started collecting consumer sentiment data in September 2021, overall sentiments about current conditions and expectations about future conditions have been consistently negative, with all question responses averaging less than 100. As questions 4 and 5 were only asked from October 2021, trends in the three main overall indices are only available from mid-October, but as with the component questions, these have also remained consistently negative since that time, as illustrated below.

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### SLOT Consumer Confidence Main Index Trends, October 2021–February 2022



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## Question 5– Current Buying Conditions

		Oct-21			Nov-21			Dec-21			Jan-22			Feb-22			Mar-22		
		N	Nw	%	N	Nw	%	N	Nw	%	N	Nw	%	N	Nw	%	N	Nw	%
<b>Total</b>		37	37	100.0	440	440	100.0	677	677	100.0	803	803	100.0	672	672	100.0	430	430	100.0
<b>Sex</b>	Male	22	26	70.2	231	207	47.0	349	317	46.9	395	376	46.8	318	333	49.6	232	211	49.0
	Female	15	11	29.8	209	234	53.1	328	363	53.7	408	434	54.0	354	338	50.3	198	220	51.1
<b>Age (years)</b>	18-29	7	15	39.6	57	101	23.0	70	147	21.7	86	175	21.7	72	136	20.0	42	93	21.7
	30-39	10	5	14.3	88	93	21.1	111	145	21.4	118	176	21.9	96	146	21.7	66	94	21.9
	40-49	6	7	18.2	94	84	19.0	152	131	19.4	173	155	19.4	151	134	20.0	94	82	19.0
	50-59	4	3	7.4	80	73	16.6	129	115	17.0	161	136	17.0	129	118	17.5	90	72	16.8
	60-69	7	2	5.3	68	54	12.3	122	83	12.2	141	99	12.3	117	80	12.0	74	52	12.2
	70-79	3	6	15.3	47	26	6.0	80	44	6.6	104	51	6.3	87	44	6.5	52	28	6.5
	80+	0	0	0.0	6	9	2.1	13	15	2.1	20	17	2.1	20	14	2.1	12	9	2.1
<b>Ethnicity</b>	Sinhala	23	34	91.7	324	342	77.7	472	515	76.1	582	608	75.7	496	510	75.9	277	324	75.4
	SL Tamil	3	1	2.3	82	43	9.7	134	74	10.9	133	92	11.5	118	76	11.3	94	49	11.4
	Estate Tamil	1	1	1.5	7	16	3.7	21	28	4.1	15	33	4.1	14	27	4.0	12	17	4.0
	Muslim	10	2	4.4	21	37	8.5	43	63	9.3	57	72	9.0	41	57	8.5	42	39	9.1
	Other	0	0	0.0	6	2	0.4	7	1	0.1	6	4	0.5	3	2	0.3	5	1	0.2
<b>Province</b>	WP	8	9	25.3	111	132	30.0	140	187	27.7	195	230	28.6	154	198	29.5	100	129	30.1
	CP	6	8	22.5	68	56	12.7	88	88	12.9	101	106	13.2	84	88	13.2	47	53	12.2
	SP	5	5	13.8	65	53	12.0	95	89	13.1	95	102	12.7	87	90	13.5	59	54	12.5
	NP	1	0	1.0	45	22	5.1	84	35	5.2	82	42	5.2	79	34	5.0	68	21	5.0
	EP	4	1	2.4	33	32	7.3	64	49	7.3	67	53	6.6	48	46	6.9	33	29	6.8
	NWP	2	2	4.4	29	54	12.3	56	79	11.7	66	94	11.7	55	86	12.8	26	50	11.7
	NCP	3	8	20.5	29	27	6.2	41	43	6.4	53	53	6.6	55	25	3.8	24	28	6.5
	Uva	2	1	2.2	25	28	6.3	37	42	6.2	54	51	6.3	46	35	5.3	27	28	6.5
	Sab	6	3	7.9	35	37	8.4	72	68	10.1	90	79	10.0	64	68	10.1	46	38	8.8
<b>Sector</b>	Urban	10	3	8.2	136	84	19.0	218	130	19.1	269	155	19.3	234	123	18.3	189	75	17.5
	Rural	27	34	91.8	304	357	81.1	459	551	81.4	534	654	81.5	438	548	81.6	241	355	82.6
<b>SES Quintile</b>	Poorest	5	3	8.9	67	84	19.1	127	141	20.8	134	168	20.9	142	143	21.2	87	88	20.5
	Lower middle	5	12	32.2	79	83	19.0	132	135	19.9	143	171	21.3	125	142	21.1	101	90	21.0
	Middle	11	6	15.6	81	91	20.7	118	138	20.3	160	165	20.5	134	122	18.1	77	85	19.7
	Upper middle	4	3	9.0	96	90	20.6	151	139	20.5	183	166	20.6	134	142	21.1	75	82	19.1
	Richest	12	13	34.3	117	92	20.8	149	129	19.0	183	141	0.0	137	124	18.4	90	85	19.8
<b>Computer &amp; Internet access</b>	No	20	25	67.1	248	264	60.0	419	418	61.7	535	562	70.0	465	436	64.8	291	264	61.4
	Yes	15	11	30.4	186	171	38.9	248	255	37.6	254	236	29.3	201	232	34.6	136	162	37.7

Note: N = Unweighted number of respondents; Nw = Weighted number of respondents.