

Opinion Leaders' Panel 2002

BaseLine Report

Research Study Conducted for the
Government of Trinidad & Tobago

July - August 2002

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Introduction

Background and objectives

This volume contains the report of the baseline survey of the Opinion Leaders Panel, carried out by MORI with fieldwork carried out by HHB & Associates on behalf of the Government of Trinidad & Tobago. Detailed computer tables providing results by specified sub-groups of the Panel has been provided in a separate volume.

The Opinion Leaders' Panel was set as part of the Modernising Government programme in Trinidad & Tobago. The purpose of this research is to provide evidence about the views of citizens of Trinidad & Tobago, to be used to inform decisions taken about public services.

This baseline represents the first stage in an on-going process, whereby the Panel can be used to improve the dialogue between citizens and Government, so that the Government is aware of the priorities of residents, and take that into account when trying to improve service delivery.

Methodology

Sampling

Sampling for the Opinion Leaders' Panel was carried out by the Central Statistical Office (CSO) who have provided the following details of how it was carried out:

The methodology employed for this survey followed the survey design for the CSO Labour Force Survey. The CSO Labour Force Survey is a cluster survey in which households are selected in two stages.

At the first stage, Enumeration Districts (EDD), which are small geographic areas, are selected with probability proportional to 'size' (PPS). The measure of size used is the number of households. At the second stage, households are selected with probability inversely proportional to size (PPS⁻¹).

This pps-pps¹ design is intended to select approximately five households in each selected ED in the Island of Trinidad and approximately three households in each selected ED in the Island of Tobago. However, because of growth in EDD over time, one anticipates that larger number of households will be selected in order to maintain the fixed probability of 1 in 120 households being selected in the case of Trinidad and 1 in 75 households in the case of Tobago. Furthermore, it is to be noted that the sample is self-weighted within each Island Stratum, that is, each household has approximately the same chance of being selected within each Island Stratum.

The sample generated by the above procedure is approximately 2,800 households. The sample is stratified by and proportionately allocated to Cities, Boroughs and Regional Corporations, in the case of Trinidad, and by Parishes or combination of Parishes in the case of Tobago.

The sample of households drawn for the Survey of Public Service was generated from the sample of EDD, which were selected for the Labour Force Survey conducted during the first quarter of 2002. However, to avoid returning to households already visited during the Labour Force Survey (that is to say, to avoid respondents' burden), households were selected using different random starts within each selected ED.

Response Rates

Interviews were carried out face-to-face, in home, between 15th July – 29th August 2002. 2,747 successful interviews were completed. The overall response rate was sixty-nine percent (69%). A preliminary analysis of the data was done when the achieved sample was 2,500. This showed under representation of young adults aged 18-24.

The Young Persons Booster

At this stage the remaining sample was restricted to young persons in this age category. The method used to select this "booster" was essentially the same as for the main sample. The ED maps provided by the CSO were used to select households using the provided skipping interval. Within each household only eligible persons aged 18-24 were listed and the person selected was based on the Kish grid.

Weighting

Given that the young persons booster consisted of less than 300 persons, the impact on the overall sample was not significant enough to avoid weighting. Indeed on detailed examination of the demographic profile of the sample, it was found that the sample was also unrepresentative in terms of race.

Weights were based on the data from the 1990 census since details from the 2000 census were unavailable at the time of the survey.

For purposes of analysis a compound weighting scheme was devised which combined the age and race population data. The weights applied were as follows:

AGE	RACE		
	African	Indian	Other
18-24	1.505974	1.641616	3.189326
25-34	1.159574	1.264016	2.455726
35-44	0.700594	0.763696	1.483706
45-54	0.587148	0.640032	1.243452
55-64	0.643438	0.701392	1.362662
65+	0.659026	0.718384	1.395674

Volume layout

After this introduction and an executive summary, this report considers the following issues:

- Quality of life, community involvement and local priorities
- National priorities
- Public service delivery – the image of public services, usage and satisfaction ratings, contact and complaints handling
- Priorities for improving the health of the nation
- Community safety and perceptions of crime
- Government performance

Presentation and interpretation of the data

It should be remembered that a sample and not the entire population of Trinidad & Tobago has been interviewed. In consequence, all results are subject to sampling tolerances, which means that not all differences are statistically significant. In general, results based on the full sample are subject to a confidence interval of ± 2 percentage points. A guide to statistical reliability is appended.

Where percentages do not sum to 100, this may be due to computer rounding, the exclusion of “don’t know” categories, or multiple answers. Throughout the volume, an asterisk (*) denotes any value less than half a per cent but greater than zero.

In the report, reference is made to “net” figures. This represents the balance of opinion on attitudinal questions, and provides a particularly useful means of comparing the results for a number of variables. In the case of a “net satisfaction” figure, this represents the percentage satisfied on a particular issue or service less the percentage dissatisfied. For example, if a service records 40% satisfied and 25% dissatisfied, the “net satisfaction” figure is +15 points.

It is also worth emphasising that the survey deals with citizens' **perceptions** at the time the survey was conducted **rather than with facts** and these may not accurately reflect the level of services actually being delivered.

Acknowledgements

MORI would like to thank Jacqui Wilson, Permanent Secretary, and Gillian Macintyre, Deputy Permanent Secretary, at the Ministry of Public Administration and Information and Louis Bertrand and the team at HHB & Associates for their help in developing this project. In particular, we would like to thank all the 2,747 citizens of Trinidad & Tobago who gave up their time to take part in this survey and to tell us their views.

Publication of data

As the Government of Trinidad & Tobago has engaged MORI to undertake an objective programme of research, it is important to protect the interests of both organisations by ensuring that it is accurately reflected in any press release or publication of findings. As part of our standard Terms and Conditions of Contract, the publication of the findings of this research is therefore subject to advance approval of MORI. Such approval will only be refused on the grounds of inaccuracy or misrepresentation.

Executive Summary

Quality of Life

- The overwhelming majority, eight in ten (82%), of the adult population of Trinidad & Tobago, are satisfied with their neighbourhood as a place to live, including nearly half, 47%, who say they are *very* satisfied. It is high across all demographic groups – particularly older residents, and Indo-Trinidadians. The proportion *very* satisfied is highest in Couva/Tabaquite/Talparo and Penal/Debe (58% and 57%), but lower in Sangre Grande and Arima (31% and 33%).
- T&T citizens are also more likely to think that the area in which they live has got better over the last three years than got worse, by 26% to 18%, although half think it has remained the same.
- Overall, the peace and quiet, their neighbours, and the convenience and accessibility of their local area is what residents find most attractive about their local neighbourhood.
- On the other hand, environmental issues (poor drainage – though note that the fieldwork was undertaken in the rainy season, road works, street lighting), lack of facilities for young people, drugs and high unemployment are seen as the worst aspects of their local area. Again, there are variations here across different corporations.
- Following on from this, better maintenance of the area, facilities for young people, better and more street lighting and more and better jobs are seen as the top priorities for local improvement.

Community Involvement and Activism

- Despite relatively high levels of satisfaction with the area, community involvement is low, with two-thirds saying that they do not feel very involved in their local community. Similarly, seven in ten do not take part in any community or voluntary activities. Among those who do take part in community or voluntary work, religious activities feature most strongly (9%).
- In contrast, the proportion of residents who say they have voted in a General Election in recent years is high (74%). Other forms of social and political activism do not score so highly though, with encouraging others to vote (14%) and helping on fund raising drives (10%) the next most popular.

National Priorities

- MORI often finds that residents view their local priorities differently to their national priorities, and Trinidad & Tobago is no exception. While local priorities centre around street-scene issues, facilities for young people and jobs, crime is clearly perceived to be the most important issue facing the country as a whole. It is spontaneously mentioned by over half of all respondents, rising to six in ten of Indo-Trinidadians.
- Other important issues facing the country are seen as HIV/AIDS (particularly among young people), unemployment, and drug abuse, all cited by at least a quarter.

The Image of Public Services

- The qualitative research carried out at the beginning of this project demonstrated an image of public services as slow, inefficient, and with poor customer service. This pattern is confirmed by results from this survey. The top two descriptions of public services are *'slow'* and *'poor service'*, each picked out by 27%. *'Unsatisfactory'*, *'inadequate'*, *'underfunded'* and *'impolite'* are also all in the top ten.
- On the other hand, people are less willing to criticise the individuals who work in public services – as also shown in the later results on customer contact. *'Friendly'*, *'keen to help'*, and *'hardworking'* are all picked out by at least one person in six.
- As with their local neighbourhood, most people (44%) think that public services have stayed the same over the last five years. Among those who think they have changed, marginally more think that they have got worse (26%) than got better (22%).
- Importantly, there are few significant demographic differences in attitudes to public services, suggesting that there is a strong degree of consensus towards public services across the country.
- Most T&T citizens say they get most of their information about public services from television, newspapers and radio – these are also the channels they say they tend to prefer.
- However, awareness of the status of local services is varied. While two in three, 68%, say they know that refuse collection is provided by their local authority, only a quarter, 25% and 28% respectively, can say the same for upkeep of cemeteries and playgrounds. On the other hand, MORI often finds that members of the general public are less interested in the **process** of service provision than the **quality** of service delivery. A possibility for future research might be to ask how well informed citizens feel about the services they can access.

Contact with Public Services

- The most frequently contacted public services are the utilities – T&TEC, TSTT, TTPost and WASA – and face-to-face is the most popular method (used by 65%, compared with 21% who used a telephone).
- Among people who have contacted a public service in the last year, a clear majority (over three-quarters) found the staff *helpful, easy to get hold of, able to deal with the problem and interested in it, and efficient*. The speed of dealing with the problem received most complaints (21% were critical), but still 72% thought that the staff were *quick in dealing with the problem*.
- People were also mostly satisfied with the final outcome of their enquiry; the most common cause for the 17% who were not was again the length of time it took to deal with the problem.
- Other than emergency services (health care and police), and community centres, there is little demand for opening hours to be extended to 24x7. Where there is demand for longer opening hours, it tends to be for weekday evenings (again especially for community centres) or for Saturday provision (particularly for making utility bill payments).
- In terms of contacting public services to make a payment, the most popular options are again face-to-face, in a one-stop-shop (45%), or to leave it as it is (40%). Only one in eleven say they would like to make payments by debit card/Linux or by a credit card, although this is slightly higher among members in the AB social classes – professionals and managers.

Complaints handling

- Complaints handling, unlike other types of contact, receives less positive ratings – discussions in the focus groups also suggest that many people do not bother complaining to public services because they feel that it would be a *'waste of time'*, and they are not sure how.
- Of the 42% of Panel Members who have made a complaint in the last year, 43% were satisfied, compared with 49% who were dissatisfied, including 36% who were *very dissatisfied*. Again, criticisms focused on the fact that the problem was never resolved, and on the length of time taken to deal with the problem.
- Similarly, clear majorities think that *'you need a lot of determination to get something done about a complaint'*, and that *'most public services don't take complaints seriously'*. Furthermore, opinion is divided on whether public services are ready to listen to complaints, and whether they are better at listening to complaints that they were a few years ago.

Service delivery

- As is usually the case, users of public services tend to be more positive about them than the public as a whole. They have had more recent and direct experience of them, are more likely to have an opinion about the service, and are (often) more likely to express that opinion positively. The data discussed below is based on recent users (or people who have had recent contact) of the services (within the last year).
- T&TEC and TTPost are the most positively regarded public services, with over eight in ten users satisfied. Many other services also receive high levels of satisfaction (over seven in ten) – emergency services, the other utilities (WASA and TSTT), education (primary, secondary, tertiary and adult), libraries, and transport (the airport and PTSC). In most cases, there is also a relatively high proportion of users who say that they are *very* satisfied.
- Community centres, and the fire service, receive slightly lower levels of satisfaction, though with still over half their users satisfied with the service they receive.
- There is, however, a small number of services that do not receive very high levels of satisfaction from users, and instead receive the highest levels of criticism. Facilities for young people receive a lower rating, with 53% satisfied and 25% dissatisfied. Satisfaction is also low among people who have had recent contact with the NHA – 46% satisfied versus 27% dissatisfied.
- The Police and hospitals receive the highest levels of *dissatisfaction* – both 39%, including just under a quarter *very* dissatisfied. This is despite the perceived importance of crime and health issues (especially AIDS) facing the country. Furthermore, while we have found elsewhere the people with recent contact with the police tend to be dissatisfied, it is more unusual for health services to get such high levels of dissatisfaction among users – it would seem that the ‘gratitude effect’ a patient has for the hospital that cures his or her illness does not appear to be very strong here.
- Again, there are few significant demographic differences in ratings of public services, although there are some variations by area (however, it should be noted that base sizes at the regional corporation level are often very small, particularly when looking at users, so differences are often not significant).

E-Government

- Only one in 50 (2%) of Trinidad & Tobago citizens use the internet to find out about public services. One in five say they have access to a PC or the Internet, either at home or at work. Access is much lower among older members of the public and those in social class DE.

- Among those who do have access to the internet, half use it at least two-to-three times a week.

Health Priorities

- Access to health care and education are seen as the two most important priorities for improving the health of the country, identified by half of all people. Unemployment and reducing poverty are also felt to be key.
- In line with the national priorities facing the country, two-thirds of people select HIV/AIDS as the most important issue for the Government to tackle, particularly among young people, Afro-Trinidadians, and the middle-classes.
- Drug misuse – an issue which many think is a problem in their area – is chosen by 38%, while a quarter pick teenage pregnancy (especially young people) and cancer.

Community Safety

- Crime is seen as the top priority facing the country, and a significant proportion (35% - higher among women, older residents, and Indo-Trinidadians) say they feel unsafe walking alone in their area after dark, or never leave their house.
- In home and during the day is a different matter, with 90% saying they feel safe walking around in their area during the day, and 76% saying they feel safe at home alone after dark (though this still leaves a quarter of the population who feel unsafe in their own homes).
- The national *perception* of crime is also one of an issue that is not getting any better. While 13% say they feel more safe than three years ago, nearly a third, 31%, say they feel less safe, and 52% say things are about the same. The general perception of the level of crime is the biggest reason why people feel unsafe, as well as drugs related problems (again) and robberies and assaults. Linked to the local street-scene issues mentioned above, 15% say lack of street lighting makes them feel unsafe.
- Drug abuse and drug dealing, burglaries and house-breaking, poor street lighting, and people hanging around in the streets (linked to the issues of unemployment and lack of facilities) are seen as the key crime-related problems. Drug related problems are particularly mentioned by young people and those living in Port of Spain and San Juan/Laventille, where there is also significant concern about burglaries and house-breaking.
- Fifteen per cent admit to being a victim of crime over the last year, across all sub-groups (highest among the middle classes). Burglary is the most common experience, also particularly among people in social

classes AB, and those living in Port of Spain and San Juan/Laventille (reflecting their concern about this issue above).

- While most people who have been a victim of crime have reported it to the police, **46% have not reported at least one incident** (though it should be noted that this does not correspond to an equivalent number of non-reported crimes – some people will have been the victim of more than one crime, and reporting rates will be different for different types of crime, though the base sizes here are small).
- The most common reasons for not reporting a crime to the police is because the victim did not think they would be taken seriously (20%), because they felt it was not important enough (14%), or because they felt the item stolen or damaged was not important enough (10%).

Government Performance

- Unlike attitudes to public services, there are clear demographic differences in the ratings of the Government. Overall, a third (34%) say they are satisfied with the way the Government is running the country (rising to around half of Afro-Trinidadians, those over 65 years, and people living in Port of Spain and Princes Town).
- On the other hand, 46% say they are dissatisfied, especially Indo-Trinidadians (58%), young people (53% of those aged 18-24), and people living in Chaguanas (57%), Penal/Debe (61%) and Siparia (55%).
- Spontaneous recall for the pledges made by the Government after the December 2001 election is high, with 75% of people able to recall at least one of them. In particular, the pledges made on education and pensions are cited by around half, particularly those who directly benefited from them – 56% of 18-24 year olds recall the education pledge, and 64% of those aged 65+ recall the pensions pledge. The other pledges are some way behind, with the next highest – schools – recalled by only 16%.
- So far, among those who can recall each pledge, at least three-quarters think the Government has been successful in achieving what it set out to in pensions, education, and schools – the most widely recalled of the pledges. On the other hand, a majority those who can recall the pledge feel that the Government has been unsuccessful in achieving what it set out to in crime (64%), jobs (54%), and health (51%). Given the importance placed on these issues as national and local priorities, this perhaps should indicate an area for action, especially when considered alongside the relatively low satisfaction ratings received by the police and hospitals mentioned earlier.

- A similar pattern emerges when people are asked how confident they are that the Government will achieve the pledge by the end of 2003. Among those who can recall each pledge, confidence is high for dealing with pensions, schools and education, but significantly lower for health, jobs and crime.

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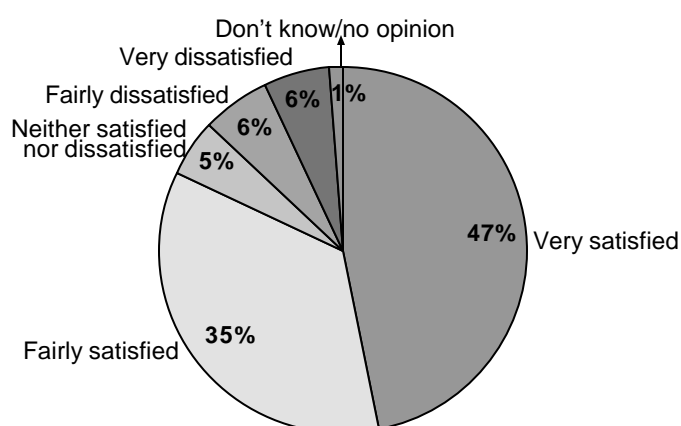
Quality of Life

Attitudes towards local neighbourhood

Satisfaction with the local neighbourhood as a place to live is high. Over four in five (82%) people are satisfied - including around half who *feel very satisfied* - while one in eight (12%) feel dissatisfied.

Attitudes Towards Local Neighbourhood

Q Can you tell me how satisfied or dissatisfied you are with this neighbourhood as a place to live?



Base: 2,747 adults, aged 18+, interviewed 15th July - 29th August 2002

Source: MORI

This balance of opinion is consistently high across all key subgroups, and is highest among people aged 55+ (88%) and Indo-Trinidadians (85%).

Results also indicate that levels of satisfaction vary across the country: being highest in the areas of Princes Town and Couva/Tabaquite/Talparo – where there is a higher profile of Indo-Trinidadian residents in these areas – but lowest in San Juan/Laventille and Port of Spain¹.

¹ Please note that the small base sizes within some of the regional areas mean that caution is needed in interpreting the data. The results presented here – and throughout the rest of this report – must, therefore, be seen as indicative only. For those interested in the regional detail, the tables have full information as to sample size and findings from which statistical reliance calculations can easily be made.

Q Can you tell me how satisfied or dissatisfied you are with this neighbourhood as a place to live?			
<i>Base: All respondents (2,747)</i>	Satisfied	Dissatisfied	Net satisfied
	%	%	±
Total	82	12	+70
Regional/Corporation area			
Princes Town	88	11	+77
Couva/Tabaquite/Talparo	86	11	+75
San Fernando	85	7	+78
Rio Claro/Mayaro*	85	11	+74
Penal/Debe	84	9	+75
Tobago*	84	13	+71
Chaguanas Borough	83	10	+73
Siparia	82	12	+70
Point Fortin Borough*	81	10	+71
Diego Martin	81	13	+68
Arima Borough*	80	17	+63
Tunapuna/Piarco	80	12	+68
Sangre Grande	79	11	+68
San Juan/Laventille	78	15	+63
Port of Spain	75	16	+59

**NB: Please note that the base size of these areas is small (<100). Results should be seen as indicative only.*

Source: MORI

Getting better or worse?

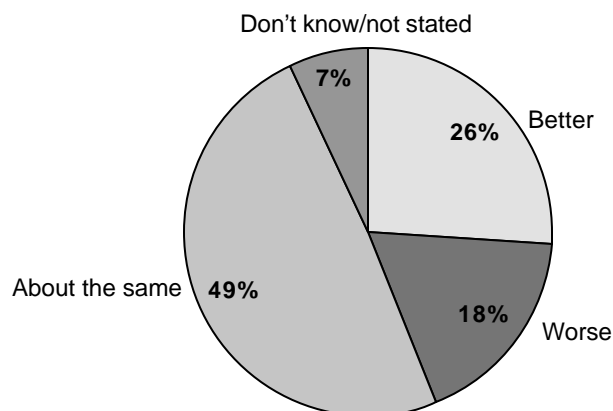
Reflecting results obtained in focus group research conducted as part of this project, survey findings indicate that opinion is divided on the issue of whether the quality of life in local neighbourhoods has got better or worse over the last few years.

Overall, the dominant view is that there has been no change. This pattern is broadly shared across all subgroups, although it is especially prominent among the over 65s (56%) and those living in the areas of Diego Martin (56%) and Sangre Grande (62%).

Among those who feel that their neighbourhood has changed the mood is broadly positive: a quarter feel that things have got better, while around one in six say things have deteriorated.

Getting Better or Worse

Q Would you say this neighbourhood, as a place to live, has got better, worse or remained about the same during the last 3 years?



Base: 2,747 adults, aged 18+, interviewed 15th July - 29th August 2002

Source: MORI

Reflecting levels of satisfaction with their local neighbourhood as a whole, Indo-Trinidadians are more likely than other groups to feel that recent improvements have been made (29%). Related to this, satisfaction is also highest among Hindus (33%), while this view is more widespread in the areas of Penal/Debe (34%) and Siparia (35%).

In contrast, those in professional/managerial occupations are more likely to feel that things have got worse (social class AB: 23%), as do those living in Port of Spain (26%).

What is good about the local neighbourhood?

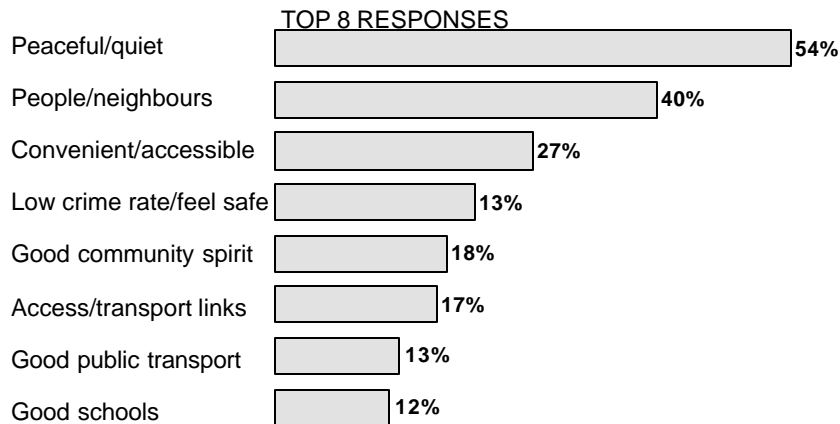
Confirming results from the focus groups preceding the survey, the **peacefulness** of the area and the **neighbourliness** of local people are most often cited as the positive attributes about their local area.

This is followed by **convenience/accessibility** – a view particularly widespread among ABs – those in professional and managerial occupations - (36%) - a **low crime rate** and **good community spirit**. This latter attribute is especially salient among those aged over 65 years (25%) and Indo-Trinidadians (22%).

Around one in six also cite **good schools** and **good public transport**.

What is Good About Local Neighbourhood

Q What would you say are the good things about your neighbourhood?



Base: 2,747 adults, aged 18+, interviewed 15th July - 29th August 2002

Source: MORI

While this pattern is broadly reflected across all key subgroups, findings indicate regional differences in the extent to which area attributes are identified by residents.

Q	What would you say are the good things about the neighbourhood?			
<i>Base: All respondents (2,747)</i>	Peaceful	The People	Accessible	Low crime
Top 4 - % mentioned				
	%	%	%	%
Total	54	40	27	21
Corporation area				
Point Fortin Borough*	70	40	20	22
Siparia	65	40	11	37
San Fernando	64	46	27	20
Princes Town	62	45	27	21
Chaguanas Borough	59	39	35	31
Rio Claro/Mayaro*	59	46	16	33
Arima Borough*	57	42	23	18
Couva/Tabaquite/Talparo	56	46	25	20
Penal/Debe	55	38	19	17
Diego Martin	54	42	24	20
Sangre Grande	54	27	31	22
Port of Spain	49	36	36	12
Tunapuna/Piarco	49	39	38	22
Tobago*	49	29	17	26
San Juan/Laventille	44	38	31	13

**NB: Please note that the base size of these areas is small (<100). Results should be seen as indicative only.*

Source: MORI

When asked to spontaneously identify the “good” things about their local neighbourhood, only a small minority of people (4%) say they are unable to identify any positive attributes at all.

What is seen to be bad about the local neighbourhood?

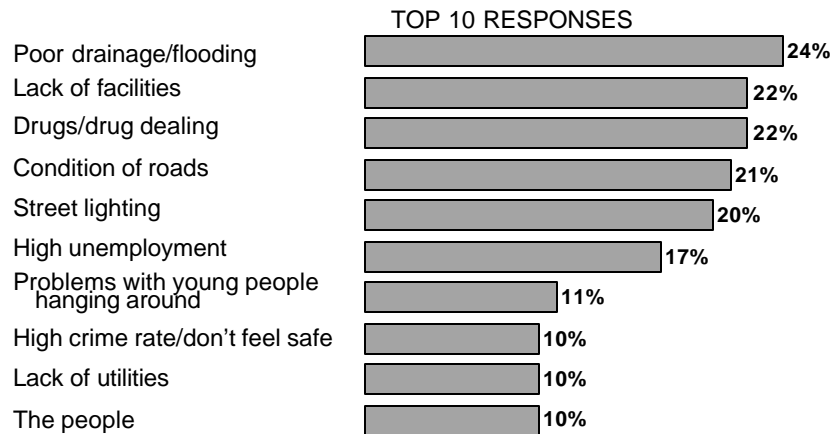
Among those who spontaneously mention negative attributes, environmental issues are uppermost in residents' minds – with between one in four and one in five citing **poor drainage/flooding**, **poor condition of roads**, and **street lighting**. **Lack of utilities** also emerges as a salient issue, being identified by one in ten.

Community facilities and community safety issues also feature prominently – around two in five cite **drugs/drug dealing** – rising to a quarter among the 18-24 age group (26%) - and the **lack of facilities for young people/children**. Related to this, one in six residents also highlight **high unemployment** as a bad thing about their local neighbourhood.

The **problem of young people hanging around** and **high crime rates** emerge as concerns, although the proportion spontaneously citing these issues is lower.

What is Bad About Local Neighbourhood

Q What would you say are the bad things about the neighbourhood?



Base: 2,747 adults, aged 18+, interviewed 15th July - 29th August 2002

Source: MORI

Once again, there is a great deal of consensus among People on the key issues facing their neighbourhood, although differences at a regional level are evident. People living in Sangre Grande, for example, are more likely to cite most of these issues, especially road works and street lighting.

Q What would you say are the good things about the neighbourhood?					
<i>Base: All respondents (2,747)</i>					
Top 5 - % mentioned	Poor drainage	Drugs	Facilities for young people	Road - works	Street lighting
	%	%	%	%	%
Total	24	22	22	21	20
Corporation area					
Sangre Grande	38	17	32	37	40
San Fernando	36	21	13	21	18
Penal/Debe	36	9	13	21	20
Siparia	36	19	24	25	17
Chaguanas Borough	34	23	20	16	17
Arima Borough*	32	33	32	26	26
Tunapuna/Piarco	24	32	21	23	29
Couva/Tabaquite/Talparo	23	19	18	14	14
Rio Claro/Mayaro*	21	13	35	22	20
Princes Town	20	18	12	23	16
Point Fortin Borough*	15	20	14	21	16
Diego Martin	14	24	23	24	16
San Juan/Laventille	14	24	25	17	18
Port of Spain	10	32	29	13	14
Tobago*	7	9	24	13	3

**NB: Please note that the base size of these areas is small (<100). Results should be seen as indicative only.*

Source: MORI

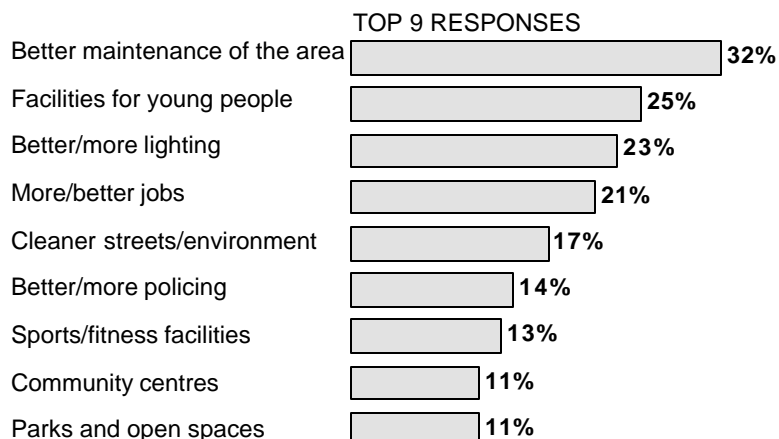
When probed on the “bad” things about their local neighbourhood, around one in seven (14%) feel unable to identify any specific problems.

Priorities for improvement

The top priorities for neighbourhood improvement strongly reflect panel members' views on the "bad" things about their area – with the local environment, employment, and local facilities all emerging as strong concerns.

Priorities for Improvement in Local Area

Q Can you think of any improvements to facilities or services that are most needed in your neighbourhood?



Base: 2,747 adults, aged 18+, interviewed 15th July - 29th August 2002

Source: MORI

There is broad agreement on the priorities facing their local neighbourhood – although facilities for young people and more/better jobs are more frequently cited by those aged 18-24 (28% and 25% respectively) and Afro-Trinidadian residents (31% and 25% respectively). Results also indicate differences in residents' priorities at a regional level (see table overleaf).

Q Can you think of any improvements to facilities or services that you feel are most needed in your particular neighbourhood?				
<i>Base: All respondents (2,747)</i>				
Top 4 - % mentioned	Better maintenance of area	Facilities for young	Better/more lighting	Better/more jobs
	%	%	%	%
Total	32	25	23	21
Corporation area				
Princes Town	44	18	19	26
San Fernando	43	17	19	4
Penal/Debe	38	14	25	12
Chaguanas Borough	36	21	23	11
Sangre Grande	36	35	37	42
Port of Spain	35	34	18	34
Diego Martin	33	32	23	23
San Juan/Laventille	33	27	26	19
Siparia	31	35	17	35
Rio Claro/Mayaro*	30	24	21	21
Couva/Tabaquite/Talparo	27	23	22	14
Arima Borough*	26	32	24	23
Tunapuna/Piarco	26	22	26	27
Point Fortin Borough*	24	13	26	4
Tobago*	13	29	15	9

**NB: Please note that the base size of these areas is small (<100). Results should be seen as indicative only.*

Source: MORI

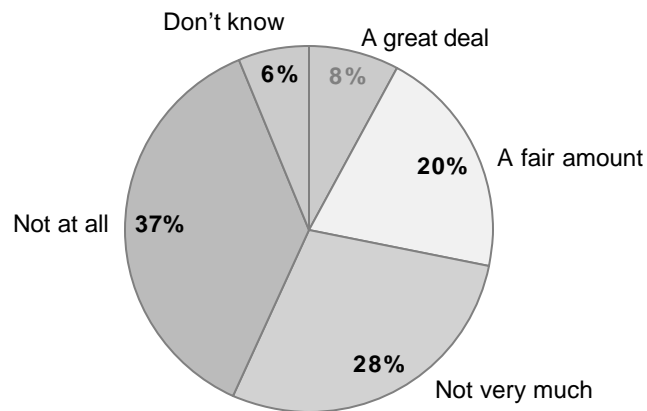
Community involvement

Levels of involvement

Feelings of community involvement are relatively low. While around one in four feel involved in their local community, twice as many disagree with this view (28% versus 65% respectively), including over a third who say that they feel *not at all* involved.

Levels of Involvement

Q How involved do you feel in the local community?



Base: 2,747 adults, aged 18+, interviewed 15th July - 29th August 2002

Source: MORI

Feelings of involvement are highest among women (31%) and, mirroring higher levels of satisfaction with their local neighbourhood, Indo-Trinidadian (33%) residents. Related to this latter finding, levels of involvement are also highest among Muslim (37%) residents, and those living in the areas of Princes Town and Couva/Tabaquite/Talparo (both 43%).

In contrast, those living in Port of Spain, Tunapuna/Piarco and Sangre Grande (77%, 78% and 78%) are more likely to say that they do not feel involved.

Community and voluntary activities

Overall, seven in ten (70%) report they do not take part in any community/voluntary activity – a finding which may, at least to some extent, explain the relatively low levels of community involvement reported by Panel members.

Among those who do take part in community/voluntary work, **religious activities** feature most strongly.

Q	<i>Which, if any, of these community voluntary activities are you involved in?</i>	
	<i>Base: All respondents (2,747)</i>	<i>%</i>
	Religious activities	9
	Residents organisations	4
	Charity work	4
	Arts or sports activities	4
	Playgroups or other children's activities	3
	Voluntary work with young people	3
	Voluntary work with elderly people	1
	Activities in support of the environment	1
	Voluntary work with people with disabilities	*
	Animal Welfare	*
	Anti-Crime or Victims Support	*
	Elected Councillor	*
	Trustee of a public body	*
	Other	2
	None of these	70

Source: MORI

Social and community activism

In contrast to rather low levels of participation in community/voluntary programmes, around four in five (80%) have taken part in at least one broader social or community activity.

Among this group, **voting in a General Election** (74%) is, by some considerable margin, the most widely reported activity. This is followed by **encouraging someone outside their family to vote** (14%).

While one in ten have **helped in fund raising drives** (10%), the remaining activities are reported by 5% or fewer residents.

Q Have you done any of the things on this list within the last two or three years?	
<i>Base: All respondents (2,747)</i>	<i>%</i>
Voted in a General Election	74
Urged someone outside my family to vote	14
Helped on fund raising drives	10
Urged someone to get in touch with a local Councillor	5
Presented my views to a local MP	4
Made a speech before organisation/group	4
Been elected an officer of an organisation or club	4
Urged someone to get in touch with an MP	3
Used the law to enforce my rights	3
Written a letter to a newspaper	2
Taken an active part in a political campaign	2
Presented my views to a Senator	1
Involved in a civic cause or activity	1
Stood for public office	*
None of these	20

Source: MORI

This pattern is repeated across all resident subgroups, although it is noteworthy that older residents aged 55+ and Indo-Trinidadians (both 79%) are more likely to say that they have recently voted. In contrast, levels of reported voting are lower among the 18-24 age group (65%).

Awareness of community programmes

Awareness of the community programmes asked about in this survey is high: Most people say that they have heard of at least one of the programmes covered.

By some considerable margin, **YTEPP** is the most widely recognised programme, followed by **On the Job Training** – especially among the 18-24 age group (89% and 50% respectively).

Forty-three percent have also heard of the **Civilian Conservation Corps**, rising to over half among Afro-Trinidadians (51%) and those living in Port of Spain (61%).

A quarter have heard of the **Community Education Programme**, rising to a third among San Fernando residents (35%).

Q Which, of the following programmes have you heard about?

<i>Base: All respondents (2,747)</i>	<i>%</i>
YTEPP	83
On the Job Training	45
Civilian Conservation Corps	43
Community Education Program	25
GAPP	18
Craft/export Centres	15
None of these	0

Source: MORI

National Priorities

By some margin, **crime** is seen as the most important issue facing Trinidad & Tobago at the moment. Overall, this issue is cited by over half of all residents, rising to six in ten (60%) among Indo-Trinidadian residents.

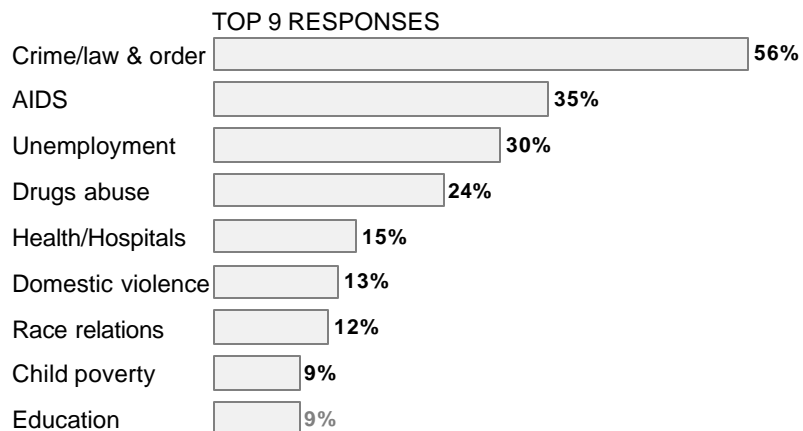
High levels of concern are also expressed about **HIV/AIDS** (especially among the 18-24 year old age group, 45%) – **unemployment** and **drug abuse**.

Between one in six and one in eight also identify **health/hospitals**, **domestic violence** and **race relations**.

The remaining issues asked about in this survey are identified by fewer than one in ten.

National Priorities

Q What do you see as most/other important issues facing Trinidad & Tobago today?



Base: 2,747 adults, aged 18+, interviewed 15th July - 29th August 2002

Source: MORI

There is broad agreement on the priorities facing the country today. However, results indicate variations in the extent to which these issues are salient across the country.

Q What in your opinion is the most important issue facing Trinidad & Tobago today?				
Q What do you see as other important issues facing Trinidad & Tobago today?				
<i>Base: All respondents (2,747)</i>				
Top 4 - % mentioned	Crime	AIDS	Unemployment	Drug abuse
	%	%	%	%
Total	56	35	30	24
Corporation area				
Penal/Debe	68	15	31	9
Couva/Tabaquite/Talparo	67	26	29	17
San Fernando	66	18	33	16
Diego Martin	63	40	26	23
Siparia	62	32	43	26
Port of Spain	61	43	34	23
Rio Claro/Mayaro*	61	18	23	17
Chaguanas Borough	58	25	33	19
San Juan/Laventille	57	29	34	26
Arima Borough*	56	41	30	39
Point Fortin Borough*	48	17	40	21
Tunapuna/Piarco	46	50	21	34
Princes Town	45	40	29	16
Tobago*	45	46	34	23
Sangre Grande	39	63	24	35

**NB: Please note that the base size of these areas is small (<100). Results should be seen as indicative only.*

Source: MORI

Public Service Delivery

Describing public services

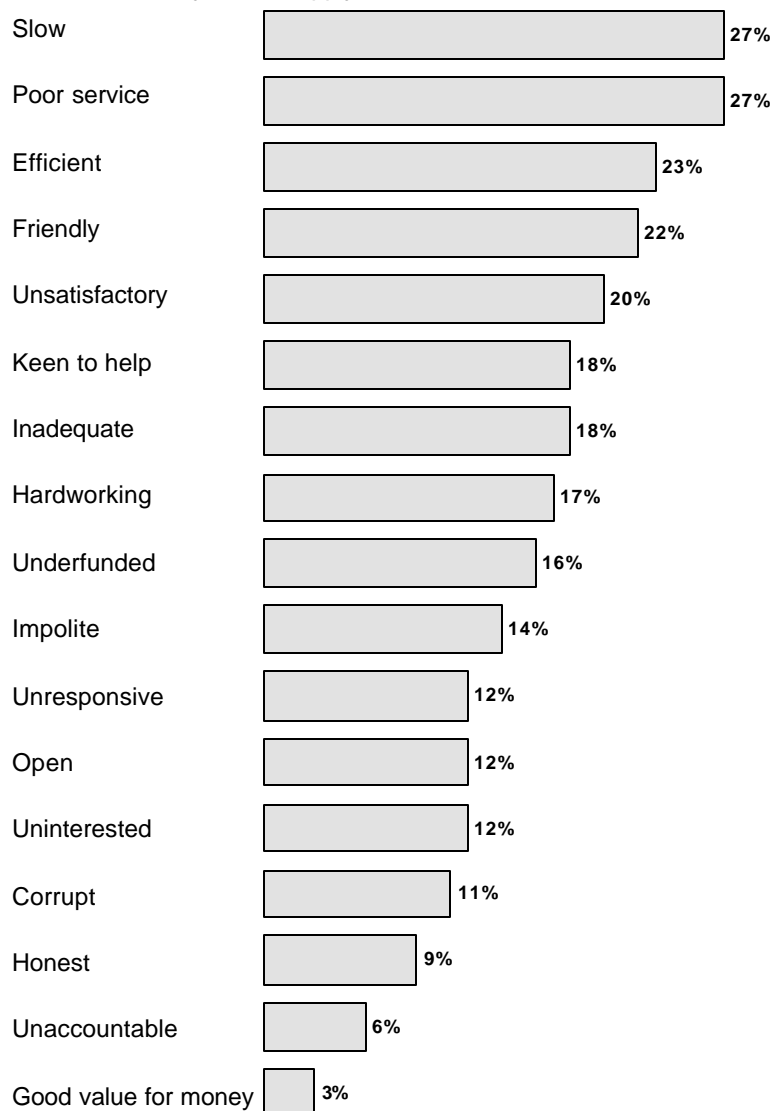
The dominant image of public services in people's minds present a mixed picture. On the one hand, service delivery is viewed in broadly negative terms – with **slow, poor service, unsatisfactory, inadequate** and **under-funded** being perceived as among the best descriptions of current provision.

However, people are also positive about many aspects of the service, particularly those reflecting the quality of service provided by staff - **efficient, friendly, keen to help** and **hardworking** are all descriptions in the top ten.

Results are in line with findings from the focus groups which found that residents' experience of the quality of customer care provided by public services compares poorly with that of the private sector. Indeed, it is worth noting that only 3% of residents feel that public services provide **good value for money**.

Describing Public Services

Q These are some words that people have used to describe public services (like schools or hospitals). Please read through the list and tell me the ones you think apply.



Base: 2,747 adults, aged 18+, interviewed 15th July - 29th August 2002

Source: MORI

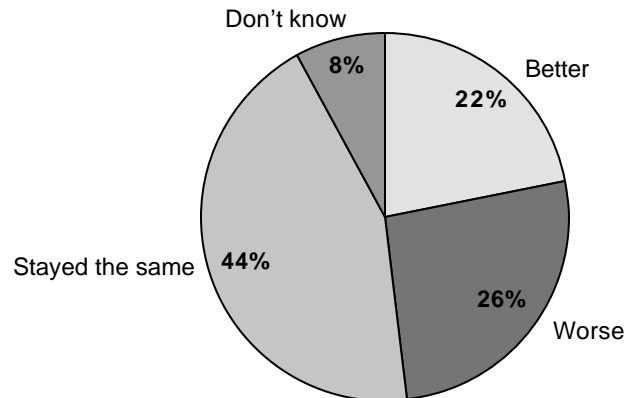
Getting better or worse?

As with attitudes towards their local neighbourhood, opinion is divided on whether the quality of public services has improved or declined over the last few years.

Overall, around two in five feel that services have stayed the same. However, among those who feel that services have changed, residents are split - a quarter feel that things have got worse, rising to one in three among those living in Princes Town (34%) - while marginally fewer believe that things have improved.

Getting Better or Worse?

Q Do you think public services have got better or worse over the last five years, or have they stayed the same?



Base: 2,747 adults, aged 18+, interviewed 15th July - 29th August 2002

Source: MORI

Contact with public services

As could be expected, public utilities are the most widely used services. Within the last year, four in five say they have contacted/used **T&TEC**, while between two in three and three in four have used **TSTT**, the **postal service** and **WASA**.

Around a third have contacted/used **airports** and **hospitals**, while two in five or more have used **primary schools**, **secondary schools**, **libraries**, and **facilities for young people**.

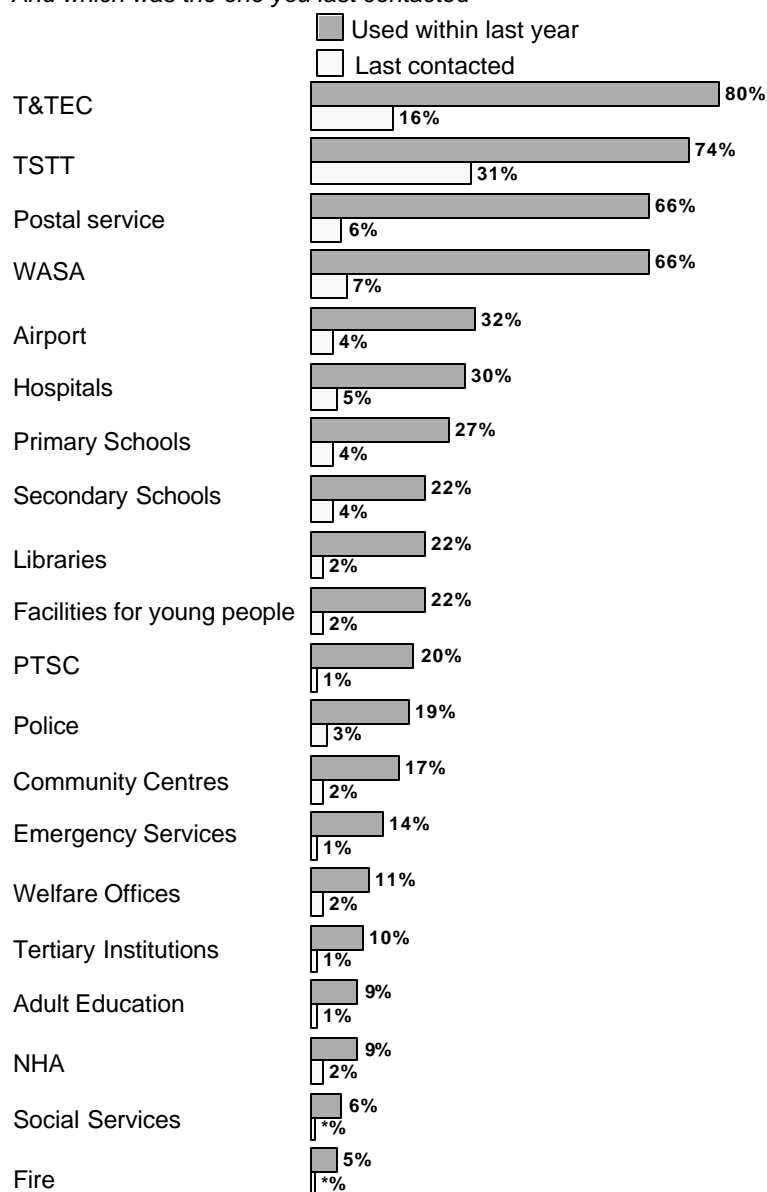
Marginally fewer contacted/used the **Police**, **PTSC** and **community centres**, while the remaining services are used by around one in ten or fewer people.

When people are asked to identify which service they have contacted *most recently*, this pattern of contact is broadly repeated.

Contact with Public Services

Q How frequently, if at all, do you or members of your household use/contact each of the following services?

Q And which was the one you last contacted



Base: 2,747 adults, aged 18+, interviewed 15th July - 29th August 2002

Source: MORI

By some considerable margin, face-to-face contact **in person** is the most frequently used method of getting in touch with public services, followed by **telephone** contact – a pattern which is repeated across all resident subgroups.

Q <i>How did you last get in contact with [last public service contacted]?</i>	
<i>Base: All respondents (2,7847)</i>	<i>%</i>
In person	65
By telephone	21
Through someone else	6
In writing	1
Through a Councillor	*
By fax	*
Other	1
Don't know/Not stated	5
<i>Source: MORI</i>	

Comments made by residents in the focus group component of the project indicate that the most important reason why face-to-face methods are widely preferred is that residents' feel it is the only way to get in touch with the correct person, and that it allows them to gauge the extent to which staff are taking their request seriously.

Demand for extended opening hours

For most of the public services asked about in this survey, there is little demand for dramatically extending opening hours.

As the chart overleaf shows, aside from the emergency services of the **Police**, **Health Centres** and – albeit to a far lesser degree – **Community Centres** there is little demand for services to be made accessible 24 hours a day. Indeed, a strong majority feel that most of the services covered in this survey should remain as they are.

Where demand exists, the preference of residents' is for services to be extended to weekday evenings or for services provided on a Saturday – a preference that applies to most of the services asked about in this survey.

Q *I would like you to tell me whether you think the service should be available 24 hours a day and seven days a week, or during extended opening hours on week day evenings, for example until 10pm, or on Saturdays or Sundays, or for opening hours to remain the same as they are?*

	24x7	Weekd ay evening s	Saturda y	Sunday	Remain the same
<i>Base: All respondents (2,747)</i>	%	%	%	%	%
Health Centres	69	6	5	1	16
Police	65	1	1	*	30
Community Centres	21	21	7	4	31
Registrar General	17	12	10	1	51
Libraries	13	10	9	7	48
TTPost	10	9	11	1	64
Immigration	9	12	14	1	55
T&TEC bill payments	9	12	19	1	56
TSTT bill payments	8	12	18	2	56
WASA bill payments	7	11	17	1	56
Inland Revenue	4	11	10	1	60
Licensing Office	4	14	15	2	56

Source: MORI

Customer care

Among people who have contacted a public service via telephone or in person within the last year, ratings of the quality of customer care are high - with a strong majority rating the way in which their enquiry was dealt with positively. It should be noted, however, that these results will be skewed towards people who have recently contacted T&TEC and TSTT.

Over four in five rate staff as **helpful** (84%) - while around one in eight disagree with this view (12%). A similarly high proportion also feel that it is **easy to get hold of the right person** (81% versus 15%).

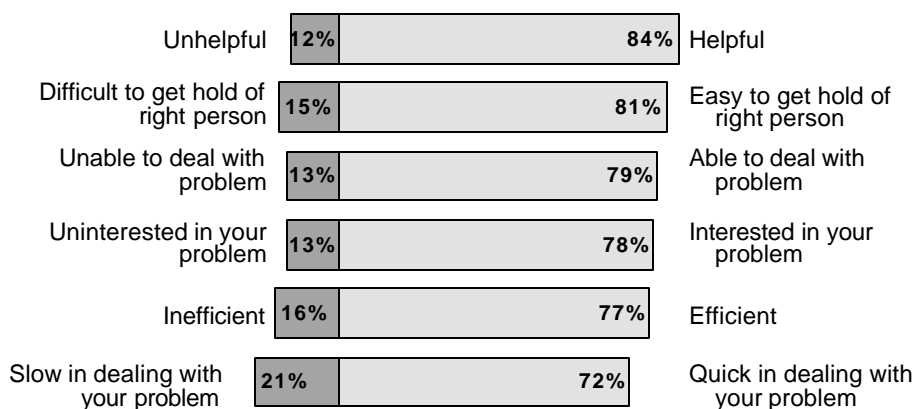
High ratings are also given to staff for their **ability to deal with problems** (79%), their **interest in the enquiry** (78%) and **efficiency** (77%).

However, while ratings for the **speed** with which staff deal with requests or problems are still high (72%), public services are less well regarded on this measure. Indeed, reflecting peoples' descriptions of public services overall and their perceptions of the quality of complaints handling processes, around two in five rate them negatively on this measure. That this is a key issue among residents also finds support from the results of the qualitative element of this research programme.

Customer Care

Q When you contacted that service, did you find the staff there....?

Q Was it simple or difficult to get hold of the right person?



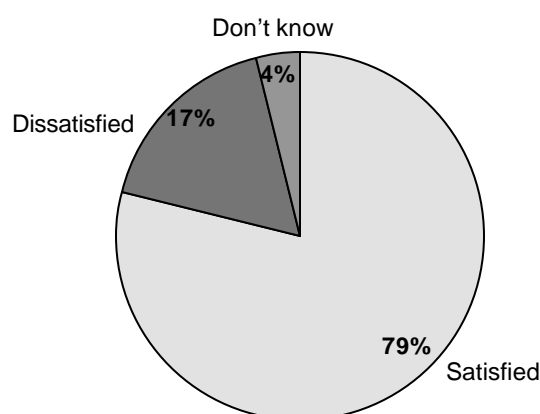
Base: All who have contacted public service (2,369)

Source: MORI

Mirroring the generally high ratings for specific aspects of customer care, four in five (79%) say that they are satisfied with the **final outcome** of their enquiry, while one in six feel dissatisfied (17%).

Satisfaction with Final Outcome

Q Were you satisfied or dissatisfied with the final outcome?



Base: All who have contacted public service (2,369)

Source: MORI

Among those who are dissatisfied with the final outcome of their enquiry, **the time it takes for their problem to be dealt with** emerges as a key reason for holding this view – again, speed of service is an issue.

Q Why do you say that? [Dissatisfied with final outcome of enquiry/problem]

Base: All dissatisfied with final outcome (412)	%
It took a long time to deal with my enquiry	50
Passed from one department to the other	17
Had to give personal details on more than one occasion	13
Personal details were lost	3
Passed from one organisation to another (e.g. from Police to the local Council)	3
Other	24
None of these	4
Don't know	5

Source: MORI

Complaints handling

Frequency of complaints

As the focus groups conducted as part of the project also highlight, not all residents who would like to complain actually follow through and do so. The perception that doing so would be a “waste of time” and a lack of information of how to do so are cited as key reasons among residents.

Within this survey, over two in five (46%) have made a complaint to at least one of the public service organisations asked about in this survey.

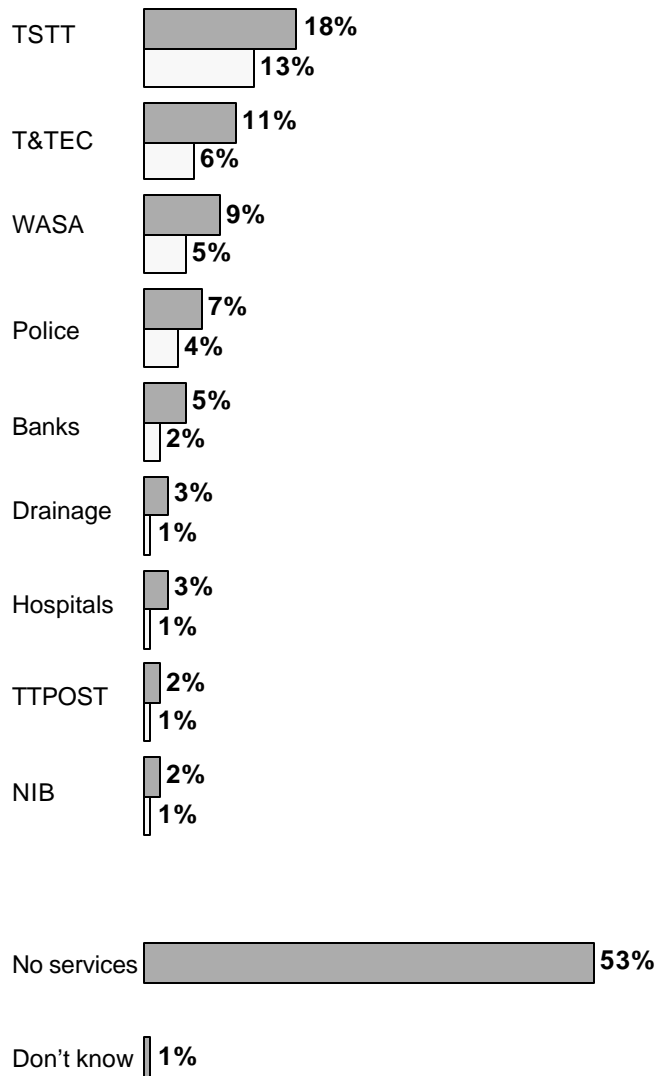
Among this group, utilities feature prominently again, with **TSTT**, **T&TEC** and **WASA** being the most frequently cited organisations people have complained to.

Frequency of Complaints

Q Have you made a complaint to any of the following organisations in the last year?

Q Which did you make a complaint to most recently?

Top 9 ■ Last year □ Most recently



Base: 2,747 adults, aged 18+, interviewed 15th July - 29th August 2002

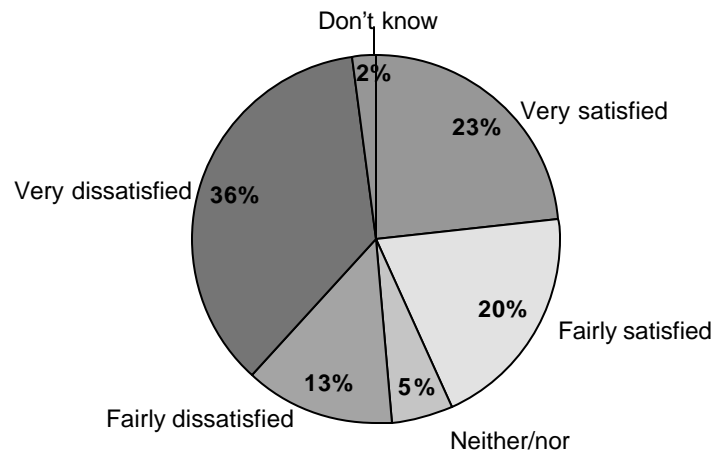
Source: MORI

Satisfaction with complaints handling

Around two in five (43%) of those who have complained to a public service organisation within the last year are satisfied with the way in which their complaint was handled. These are, however, outweighed by the proportion who feel dissatisfied (49%), including a third who feel *very dissatisfied*.

This balance of opinion is reflected across all key resident subgroups.

Satisfaction with Complaints Handling
Q How satisfied or dissatisfied were you with the way in which your complaint was handled?



Base: All who have complained within last year (1,169)

Source: MORI

Key reasons cited by those who are dissatisfied with the way in which their complaints were handled centre on the effectiveness and time it takes to resolve complaints.

Q *Why do you say you were dissatisfied with the way in which your complaint was handled?*

Base: All dissatisfied with the way most recent complaint was handled (570)

	%
Problem was never resolved	29
Time taken to resolve problem too long	18
Complaint not handled appropriately	6
No action was ever taken	6
Staff seemed uninterested in problem	4
Service company never fixed problem	4
Unable to contact right person	3
Bills under query had to be paid, after which no refund was made	3
Staff were uncooperative	3
Service was unacceptable	3
Bill irregularities never rectified	2
Staff were insulting	1
Length of time on hold on phone too long	1
Provided wrong information	1
Bribes and dishonesty	1
Other	7
Don't know/Not stated	20

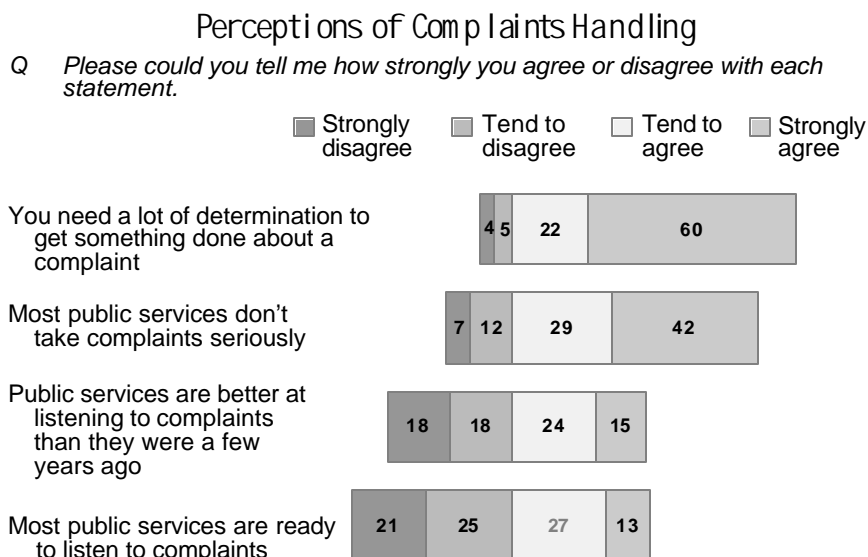
Source: MORI

Perceptions of complaints handling

Reflecting peoples' perceptions of the quality and timeliness of customer care and complaints handling, over four in five (82%) complainants agree with the statement that **you need a lot of determination to get something done about a complaint**, including 60% who *strongly agree*.

A similarly high proportion (71%) also agree that **most public services don't take complaints seriously**, while around one in five (19%) disagree with this view.

Opinion is, however, evenly divided on the whether **public services are ready to listen to complaints** (40% agree versus 46% disagree) and whether **public services are better at listening to complaints that they were a few years ago** (39% versus 36% respectively).



Base: All who have complained in last year (1,169)

Source: MORI

The balance of opinion on each of these complaints handling issues is consistent among all key resident subgroups – suggesting a high degree of agreement on the need for public services to improve this aspect of service delivery.

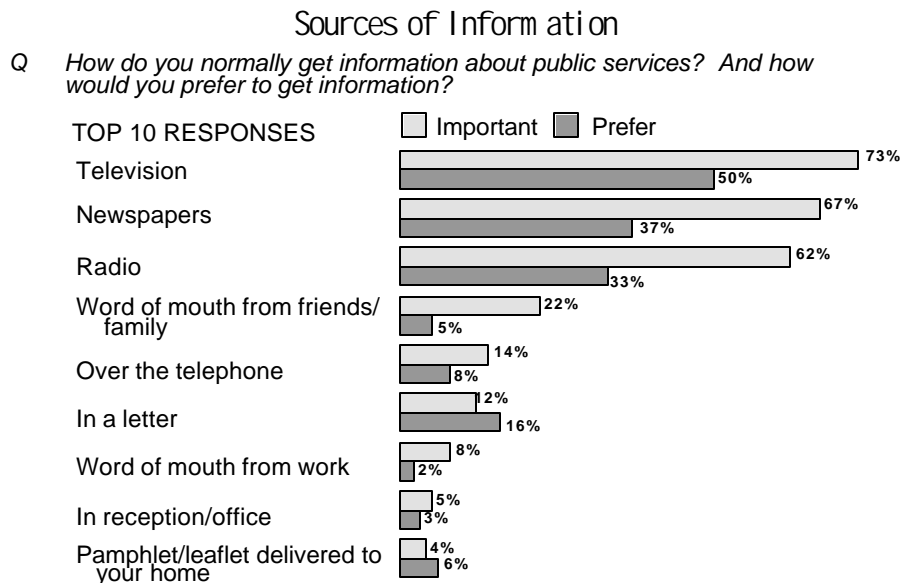
Information provision

Television is the most widely used source of information about public services, followed by **newspapers** and **radio**.

This pattern of use is shared by all residents, although it is important to note that television is more widely used in Tunapuna/Piarco (80%) than residents as a whole. Likewise, radio is more frequently cited by those living in Sangre Grande (72%).

One in five also rely on word of mouth from **friends/family**, while around one in eight say that they get their information via the **telephone** and **letters** delivered to their home.

The sources of information most frequently used broadly match their preferences, indicating that there are few gaps in the *methods* of information provision. Future waves of research may wish to consider this issue in more detail, by also assessing public ratings of both the *quantity* and *quality* of public service information



Base: 2,747 adults, aged 18+, interviewed 15th July - 29th August 2002

Source: MORI

At present, only a small minority (2%) of residents currently use – or say they would prefer to use – the internet to find out about public services. As the tables below highlight, this finding is explained by low levels of access to new forms of electronic communication, including the internet.

Q Which of the following statements apply to you and your household?	
<i>Base: All respondents (2,747)</i>	<i>%</i>
I/we have a personal computer (pc) at home with a modem	13
I/we have a personal computer (pc) at home without a modem	3
I personally use a personal computer or lap-top at work or at my place of study	4
I/we are connected to the Internet at home	7
I personally use the Internet at work or at my place of study	5
I have my own e-mail address either at home, at work, or at my place of study	5
None of these	76
Don't know	3

Source: MORI

Q In which of the following locations, if any, do you currently access the internet?	
<i>Base: All respondents (2,747)</i>	<i>%</i>
In my own home	11
Where I work	6
An internet café or shop	5
In another person's home	4
At school, college, University or other educational or training facility	2
A public library	1
A government office (e.g. the local council)	*
A community/voluntary organisation	*
Other	*
Don't have access to the internet	21
None of these	46
Don't know	11

Source: MORI

As is often the case, as elsewhere, older members of the public and those in social class DE are less likely to have access to electronic forms of communication (87% and 89% respectively), and so are more likely to be excluded from the internet (95% and 91% respectively).

It is also important to note that survey results also indicate wide differences in access to new forms of electronic communication across the country.

Q Which of the following statements apply to you and your household? [Access to pc/laptop/internet/e-mail]	
<i>Base: All respondents (2,747)</i>	None of these
Total	76%
Corporation area	
Tobago*	61
San Fernando	62
Diego Martin	65
Port of Spain	68
San Juan/Laventille	71
Chaguanas Borough	73
Point Fortin Borough*	73
Arima Borough*	76
Tunapuna/Piarco	76
Princes Town	78
Couva/Tabaquite/Talparo	81
Penal/Debe	81
Siparia	82
Sangre Grande	94
Rio Claro/Mayaro*	97

**NB: Please note that the base size of these areas is small (<100). Results should be seen as indicative only.*

Source: MORI

However, among those currently with access to the internet, results do indicate quite high frequency of use – two in three say that they use the internet at least once a week, including 30% who say they do so every day.

Q <i>And how often do you use the internet?</i>	
<i>Base: All with internet access (504)</i>	<i>%</i>
Every day	30
Two or three times a week	25
At least once a week	13
At least once a month	15
Less than once per month	11
Don't know	6

Source: MORI

Preferred methods for service payment

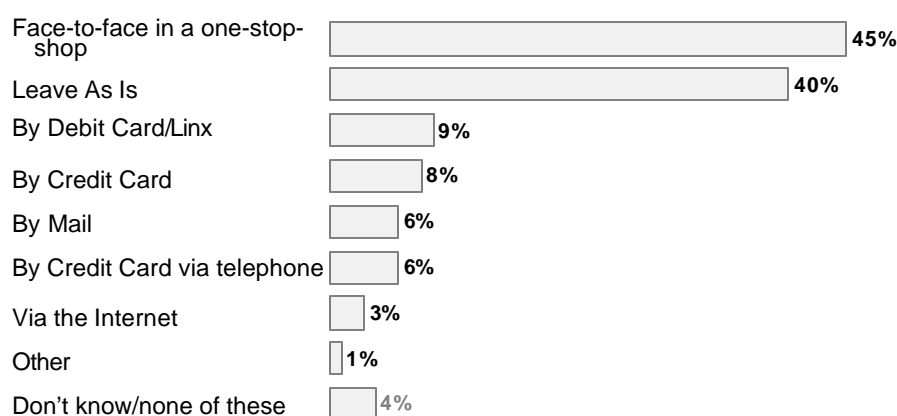
In line with peoples' preferences for contacting public services, the most preferred method for making service payments is **face-to-face in a one stop shop**. In addition, marginally fewer would like the available methods to **remain as they are** at present.

This pattern of preference is consistent across all key resident subgroups, although the face-to-face method is more frequently cited by those living in Chaguanas (58%), Port of Spain (57%), and Couva/Tabaquite/Talparo (55%).

Current methods are more likely to be preferred by those living in San Fernando (51%), Sangre Grande (56%) and Siparia (52%).

Preferred Methods for Service Payment

Q How would you prefer to pay for a service, such as Drivers' Licences or Birth Certificates?



Base: 2,747 adults, aged 18+, interviewed 15th July - 29th August 2002

Source: MORI

Around one in eleven would prefer to make payments by **Debit Card/Linx** (9%) and **Credit Card** (8%) – rising to around one in eight among members of social class AB (13% and 14% respectively), who are more likely to have access to these.

A small minority say they would prefer to make payments by mail or the internet. As outlined above, this latter finding can be explained by low levels of internet access among residents at the present. On this basis, it will clearly be important to monitor this issue over time as/when access increases among the population, although this is probably not a priority at present.

Service satisfaction

Utilities

Utility services, which are the most widely used of all public services asked about in this survey, are also among the most positively regarded services.

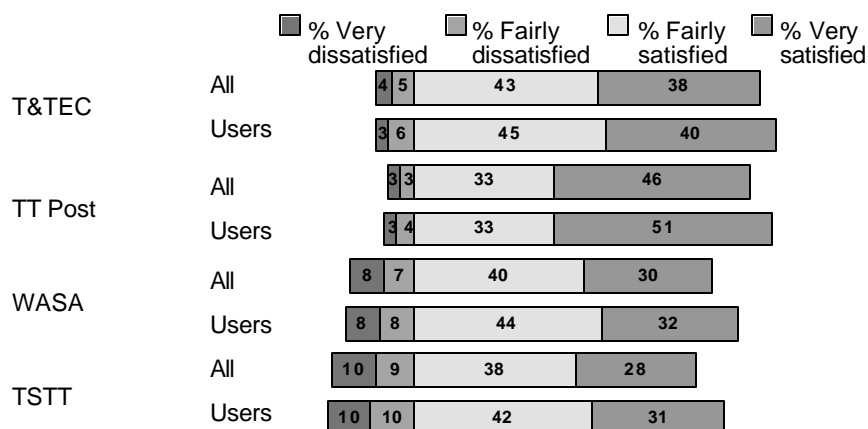
Overall, around four in five are satisfied with **T&TEC** (81%) and **TTPOST** (79%), while fewer than one in ten feel dissatisfied (9% and 6% respectively).

Two in three or more also rate **WASA** (70%) and **TSTT** positively (66%), although it is important to note that levels of dissatisfaction are higher for these services (15% and 19% respectively).

As is usually the case, ratings among recent service users are higher than the population as a whole, though differences are slight because most of the population uses these services regularly anyway.

Satisfaction with Utilities

Q I would like you to tell me how satisfied or dissatisfied you are with the quality of each.



Base: 2,747 adults, aged 18+, interviewed 15th July - 29th August 2002
Base: All users

Source: MORI

Levels of satisfaction across key demographic subgroups – at an aggregate and user level – are in line with those for the country as a whole. However results indicate that there are wide regional variations in service ratings, particularly for WASA and TSTT.

Q	How satisfied or dissatisfied are you with the quality of each of the following?			
<i>Base: All respondents (2,747)</i>	T&TTEC	TTPOST	WASA	TSTT
% Satisfied	%	%	%	%
Total	81	79	70	66
Corporation area				
Point Fortin Borough*	86	72	62	80
San Fernando	84	78	69	71
Diego Martin	84	77	67	73
Couva/Tabaquite/Talparo	84	84	73	63
Penal/Debe	84	88	71	63
Tobago*	84	86	62	69
Port of Spain	83	85	74	64
San Juan/Laventille	83	81	71	65
Tunapuna/Piarco	82	67	81	63
Sangre Grande	81	74	55	63
Princes Town	81	80	62	63
Chaguanas Borough	78	83	77	69
Siparia	78	78	61	67
Arima Borough*	74	70	70	56
Rio Claro/Mayaro*	73	70	38	62

**NB: Please note that the base size of these areas is small (<100). Results should be seen as indicative only.*

Source: MORI

Police and emergency services

Reflecting the lower levels of use of these services among residents as a whole, a relatively high proportion of residents are unable to express an opinion on the **Police, Emergency Services** and **Fire Services** (16%, 27% and 37% respectively).

Among those who do, satisfaction is highest for Emergency Services: around six in ten rate the service positively, (47%), while one in nine feel dissatisfied (11%).

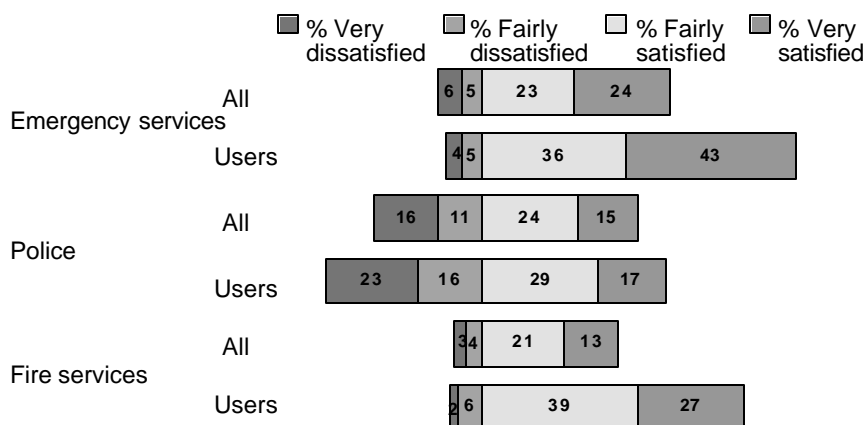
Overall, around two in five are satisfied with the Police (39%), while one in three rate the Fire Services (34%) positively. It is noteworthy, however, that the proportion of residents who are critical of the Police is higher (27% versus 7% respectively).

As could be expected, services are considerably more well regarded among recent service users: around four in five (79%) are satisfied with Emergency Services, while two thirds (66%) feel likewise about Fire Services.

Results for the Police, however, continue to be mixed: while the proportion of users who are satisfied is higher (46%) than people overall, so too is the proportion who rate the service negatively (39%).

Satisfaction with Police and Emergency Services

Q I would like you to tell me how satisfied or dissatisfied you are with the quality of each.



Base: 2,747 adults, aged 18+, interviewed 15th July - 29th August 2002
Base: All users

Source: MORI

The balance of opinion is broadly consistent across demographic subgroups, although there are differences at a regional level.

Q How satisfied or dissatisfied are you with the quality of each of the following?

Base: All respondents (2,747)

	Emergency Services	Police	Fire Services
% Satisfied	%	%	%
Total	47	39	34
Corporation area			
Siparia	61	53	44
Point Fortin Borough*	57	61	42
Princes Town	56	41	24
Tobago*	55	40	50
San Juan/Laventille	54	51	47
Couva/Tabaquite/Talparo	53	45	36
San Fernando	50	43	40
Chaguanas Borough	49	47	34
Port of Spain	48	50	36
Penal/Debe	48	39	32
Tunapuna/Piarco	40	27	31
Sangre Grande	39	11	20
Diego Martin	37	32	28
Rio Claro/Mayaro*	37	37	17
Arima Borough*	30	11	19

*NB: Please note that the base size of these areas is small (<100). Results should be seen as indicative only.

Source: MORI

Transport services

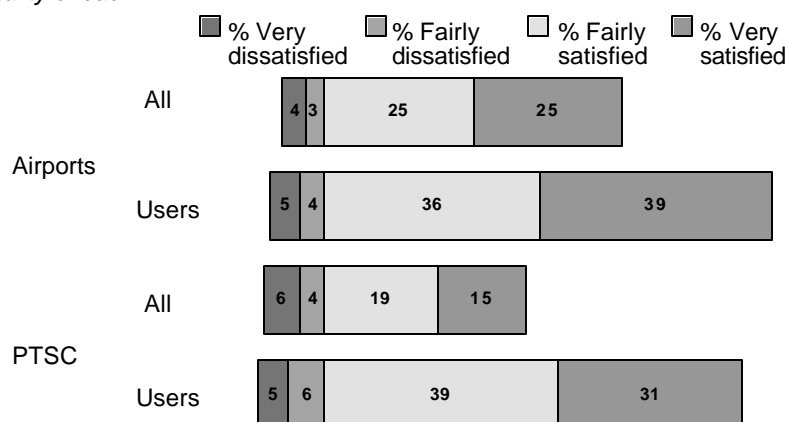
Once again, a sizeable proportion of residents feel unable to rate **Airport** and **PTSC** services (27% and 38% respectively), reflecting a lower level of service use.

However, half of all residents say that they are satisfied with Airport services (50%), while a third rate PTSC services (34%) positively. Overall, one in ten or fewer say that they are dissatisfied with these transport services (7% and 10% respectively).

When looking at the views of residents who have used these two transport services over the last year, levels of satisfaction rise considerably: three in four positively rate the Airport (75%), while a similarly high proportion feel satisfied with PTSC (70%).

Satisfaction with Transport Services

Q I would like you to tell me how satisfied or dissatisfied you are with the quality of each.



Base: 2,747 adults, aged 18+, interviewed 15th July - 29th August 2002
Base: All users

Source: MORI

Again, while levels of satisfaction are consistent among resident subgroups, differences are apparent across the country at a regional level.

Q How satisfied or dissatisfied are you with the quality of each of the following?		
<i>Base: All respondents (2,747)</i>	Airport	PTSC
% Satisfied	%	%
Total	50	34
Corporation area		
Tobago*	64	56
Tunapuna/Piarco	59	35
Arima Borough*	56	40
Sangre Grande	56	16
San Fernando	55	41
Port of Spain	53	48
Diego Martin	53	35
Couva/Tabaquite/Talparo	47	31
San Juan/Laventille	46	36
Chaguanas Borough	43	30
Point Fortin Borough*	43	40
Princes Town	43	34
Rio Claro/Mayaro*	41	5
Siparia	40	44
Penal/Debe	37	30

**NB: Please note that the base size of these areas is small (<100). Results should be seen as indicative only.*

Source: MORI

Education services

Mirroring levels of service use among residents, the proportion of people who feel unable to rate each of the education services asked about in this service is high – ranging from around one in five for Primary Schools (20%) to around half for Adult Education (48%).

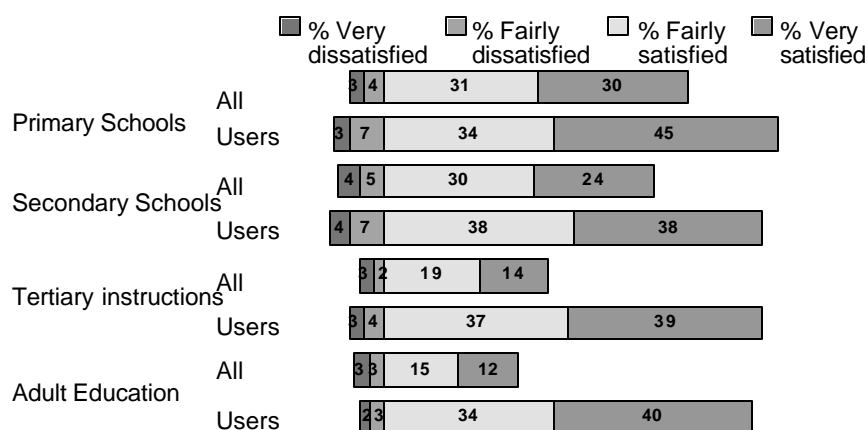
Among residents as a whole, satisfaction is highest for **Primary Schools** and **Secondary Schools** – with a strong majority rating these services positively (61% and 54% respectively).

Between a third and a quarter are also satisfied with **Tertiary Institutions** and **Adult Education** (33% and 27% respectively).

Ratings among service users are significantly higher than residents as a whole – with over three in four residents feeling satisfied with each education service, including around two in five or more who feel *very satisfied*

Satisfaction with Education Services

Q I would like you to tell me how satisfied or dissatisfied you are with the quality of each.



Base: 2,747 adults, aged 18+, interviewed 15th July - 29th August 2002
Base: All users

Source: MORI

Service ratings are generally higher among residents aged 18-24 years – a finding which is likely to reflect higher service use and recent experience among this group. In addition, results also indicate variations across the country at a regional level, though again these should be interpreted with some caution – particularly as they may reflect differences in usage (and in those not expressing an opinion).

Q How satisfied or dissatisfied are you with the quality of each of the following?				
<i>Base: All respondents (2,747)</i>				
	Primary schools	Secondary schools	Tertiary institutions	Adult education
% Satisfied	%	%	%	%
Total	61	54	33	27
Corporation area				
Sangre Grande	75	63	47	31
Tunapuna/Piarco	68	58	47	30
Princes Town	67	58	24	19
San Juan/Laventille	65	57	36	32
Arima Borough*	64	66	54	40
Rio Claro/Mayaro*	63	48	3	15
Siparia	61	53	24	27
Port of Spain	59	55	28	22
Tobago*	58	63	46	29
Chaguanas Borough	57	50	26	28
Couva/Tabaquite/Talparo	57	50	28	24
Point Fortin Borough*	56	55	17	19
Diego Martin	53	46	31	26
Penal/Debe	53	48	22	13
San Fernando	48	43	17	21

**NB: Please note that the base size of these areas is small (<100). Results should be seen as indicative only.*

Source: MORI

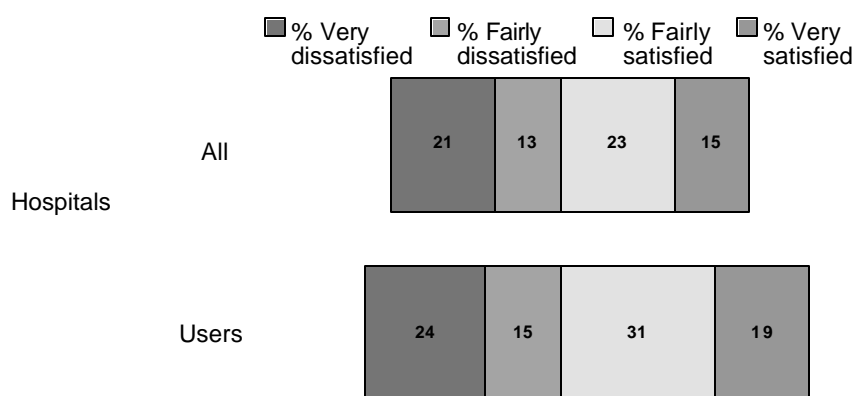
Health services

Opinion is evenly divided among all residents in their rating of **Hospitals**: around two in five rate the service positively (38%), while a third feel dissatisfied (34%).

Among recent service users, levels of satisfaction rise to half (50%); however, it is important to note that around two in five users are dissatisfied with the quality of service provided (39%), including 24% who are *very dissatisfied*.

Satisfaction with Health Services

Q I would like you to tell me how satisfied or dissatisfied you are with the quality of each.



Base: 2,747 adults, aged 18+, interviewed 15th July - 29th August 2002
Base: All users

Source: MORI

Again, while there are few variations in residents' ratings of hospitals – overall and among users – results indicate quite wide differences in levels of service satisfaction across the country.

Q How satisfied or dissatisfied are you with the quality of each of the following?

Base: All respondents (2,747)

Hospitals

%

Total	38
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Corporation area

Rio Claro/Mayaro*	58
Couva/Tabaquite/Talparo	51
San Juan/Laventille	46
Princes Town	46
Chaguanas Borough	43
Port of Spain	41
Siparia	41
Point Fortin Borough*	40
Tobago*	38
Penal/Debe	36
Sangre Grande	35
Diego Martin	31
Arima Borough*	25
San Fernando	23
Tunapuna/Piarco	23

**NB: Please note that the base size of these areas is small (<100). Results should be seen as indicative only.*

Source: MORI

Community facilities and amenities

Again, reflecting lower levels of use of these services, around two in four residents are unable to express an opinion on the quality of local **Libraries, facilities of young people** or **Community Centres** (38%, 38% and 39% respectively).

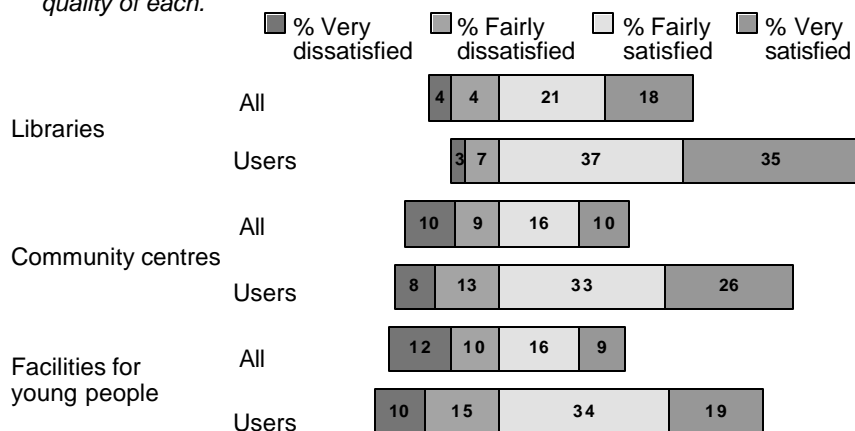
Among those who do, levels of satisfaction are highest for libraries – with two in five rating the service positively (39%), and one in twelve (8%) feeling dissatisfied.

In contrast, a quarter are satisfied with facilities for young people (25%) and Community Centres (26%), while a fifth are critical of provision (19% and 22% respectively).

Levels of satisfaction with each of the services is significantly higher among recent service users than residents overall.

Satisfaction with Community Facilities and Amenities

Q I would like you to tell me how satisfied or dissatisfied you are with the quality of each.



Base: 2,747 adults, aged 18+, interviewed 15th July - 29th August 2002
Base: All users

Source: MORI

As with other services, results suggest that there are quite wide regional variations in satisfaction with these services across the country.

Q How satisfied or dissatisfied are you with the quality of each of the following?

Base: All respondents (2,747)

	Libraries	Facilities for young people	Community Centres
% Satisfied	%	%	%
Total	39	25	26
Corporation area			
Tunapuna/Piarco	45	29	27
Arima Borough*	44	26	26
San Juan/Laventille	44	28	25
Sangre Grande	44	36	33
San Fernando	43	18	17
Port of Spain	42	23	26
Princes Town	42	21	29
Point Fortin Borough*	41	34	25
Tobago*	39	19	40
Diego Martin	38	23	28
Siparia	38	18	21
Couva/Tabaquite/Talparo	32	25	30
Penal/Debe	30	21	19
Rio Claro/Mayaro*	26	18	24
Chaguanas Borough	24	24	22

*NB: Please note that the base size of these areas is small (<100). Results should be seen as indicative only.

Source: MORI

Welfare services, housing and social services

Again, reflecting relatively low levels of service use among residents, over half are unable to express a view on **Welfare Offices**, **NHA** and **Social Services** (51%, 54% and 54% respectively).

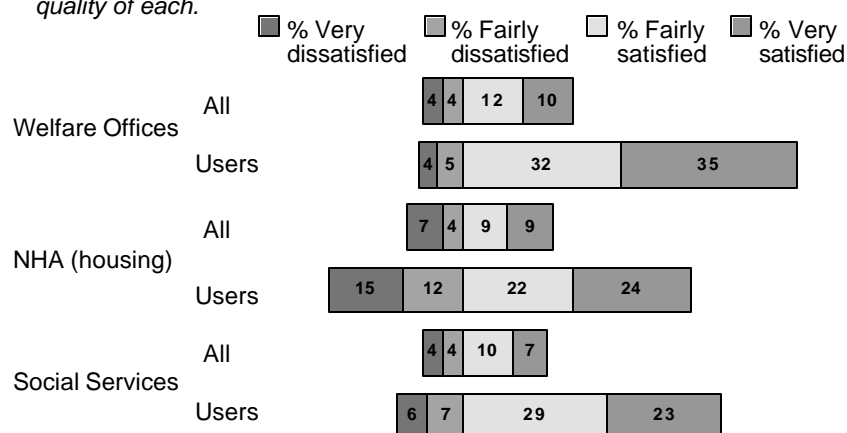
Among those who do provide an answer, between one in five and one in six feel satisfied, while around one in ten are dissatisfied.

As could be expected, levels of satisfaction are considerably higher among service users than residents as a whole. Two in three (67%) users are satisfied with Welfare Offices, while around one in ten are dissatisfied (9%).

Around half rate Social Services positively (52%) and NHA (46%), although it is important to also note that users are particularly critical of the NHA (27%).

Satisfaction with Welfare Services, Housing & Social Services,

Q I would like you to tell me how satisfied or dissatisfied you are with the quality of each.



Base: 2,747 adults, aged 18+, interviewed 15th July - 29th August 2002

Base: All users

Source: MORI

This balance of opinion is consistent across key demographic areas - as on many other services - while differences are evident at a regional level, again though, bases are small, and this may reflect differences in usage/no opinion.

Q How satisfied or dissatisfied are you with the quality of each of the following?

Base: All respondents (2,747)

	Welfare Offices	Social Services	NHA
% Satisfied	%	%	%
Total	22	17	18
Corporation area			
San Juan/Laventille	27	21	25
Rio Claro/Mayaro*	26	7	5
Princes Town	26	16	6
Tunapuna/Piarco	24	23	25
Port of Spain	23	19	19
Siparia	23	18	4
Couva/Tabaquite/Talparo	22	16	16
Arima Borough*	20	19	26
Chaguanas Borough	20	20	18
Diego Martin	20	16	18
Penal/Debe	20	13	10
Tobago*	19	19	25
Point Fortin Borough*	16	12	4
Sangre Grande	13	9	29
San Fernando	11	6	5

*NB: Please note that the base size of these areas is small (<100). Results should be seen as indicative only.

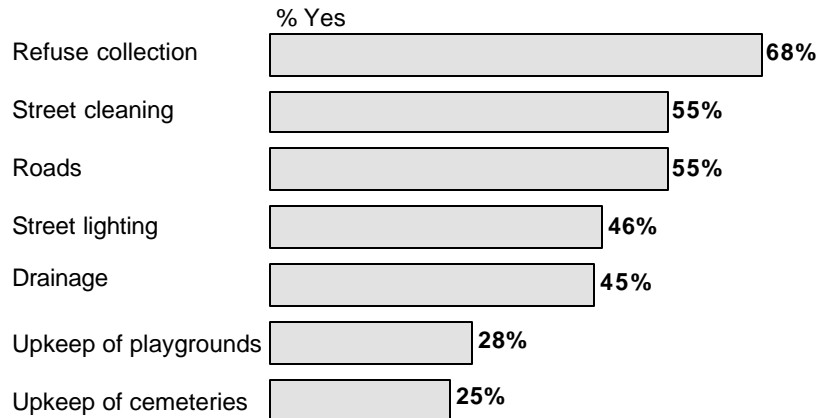
Source: MORI

Knowledge of local services

Knowledge of what services are provided by local authorities is patchy – with awareness highest for refuse collection (68%) and lowest for the upkeep of cemeteries (25%).

Knowledge of Local Services

Q As far as you know what services are provided by your local authority?



Base: 2,747 adults, aged 18+, interviewed 15th July - 29th August 2002

Source: MORI

Knowledge of local services are broadly consistent across key demographic subgroups, although there are wide variations by corporation area.

Q	As far as you know, what services are provided by you local authority?						
<i>Base: All respondents</i>	Refuse	Roads	Street cleaning	Street lighting	Drainage	Play- grounds	Cemete- ries
% Yes	%	%	%	%	%	%	%
Total	68	55	55	46	45	28	25
Corporation area							
Rio Claro/Mayaro*	80	58	60	59	52	51	43
Port of Spain	76	52	66	38	35	16	13
Diego Martin	76	45	49	38	38	24	17
Siparia	76	60	65	46	55	31	30
Princes Town	71	61	45	37	48	29	34
San Fernando	70	64	51	47	53	31	31
Arima Borough*	70	60	65	56	48	29	39
Tunapuna/Piarco	70	66	64	53	58	42	42
Penal/Debe	69	66	57	55	52	28	25
San Juan/Laventille	66	51	56	41	41	15	9
Sangre Grande	66	50	54	55	42	35	47
Point Fortin Borough*	63	77	71	52	73	46	32
Chaguanas Borough	60	51	39	45	39	20	15
Couva/Tabaquite/Talparo	60	44	46	39	32	18	13
Tobago*	59	76	74	61	67	40	33

*NB: Please note that the base size of these areas is small (<100). Results should be seen as indicative only.

Source: MORI

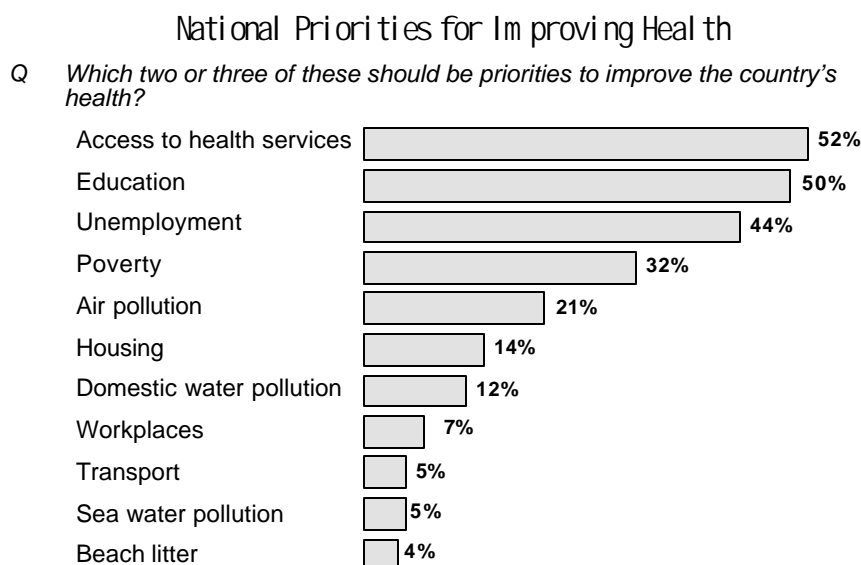
Health Priorities

National priorities for improving health

Access to health care and **education** are identified as the most important priorities for improving the overall health of the country, issues cited by around half.

While these issues are a priority for all they are especially salient among those in social class AB (61% say access) and residents aged 18-24 years (58% choose education).

This is followed by **unemployment** and **poverty**, while around one in five nominate **air pollution**.



Base: 2,747 adults, aged 18+, interviewed 15th July - 29th August 2002

Source: MORI

There is a high degree of consensus among residents in their perception of health priorities, although results further illustrate differences at a regional level.

Q Which two or three of the following, if any, should in your opinion be priorities to improve the country's health overall					
<i>Base: All respondents</i>					
Top 5 - % mentioned	Access to health services	Educ- tion	Unem- ploid- ment	Poverty	Air pollution
	%	%	%	%	%
Total	52	50	44	32	21
Corporation area					
Siparia	63	52	45	40	21
Port of Spain	59	62	40	27	26
Point Fortin Borough*	59	77	58	30	9
Couva/Tabaquite/Talparo	58	48	49	27	22
Diego Martin	57	49	33	32	15
San Juan/Laventille	57	43	41	38	30
Chaguanas Borough	56	48	44	35	23
San Fernando	53	53	40	35	37
Tunapuna/Piarco	53	48	45	32	16
Princes Town	49	54	40	27	13
Rio Claro/Mayaro*	43	53	61	31	32
Tobago*	43	59	33	32	44
Arima Borough*	42	47	40	23	11
Penal/Debe	42	44	52	35	24
Sangre Grande	22	53	48	33	3

**NB: Please note that the base size of these areas is small (<100). Results should be seen as indicative only.*

Source: MORI

Important issues for Government to tackle

Reflecting the priority which **HIV/AIDS** has among local residents, this issue is identified as the most important health-related issue that the government should tackle (66%). While this view is shared by all residents, it is especially prominent among those aged 18-24 (72%), members of social class AB and C1 (both 71%) and Afro-Trinidadian residents (72%)

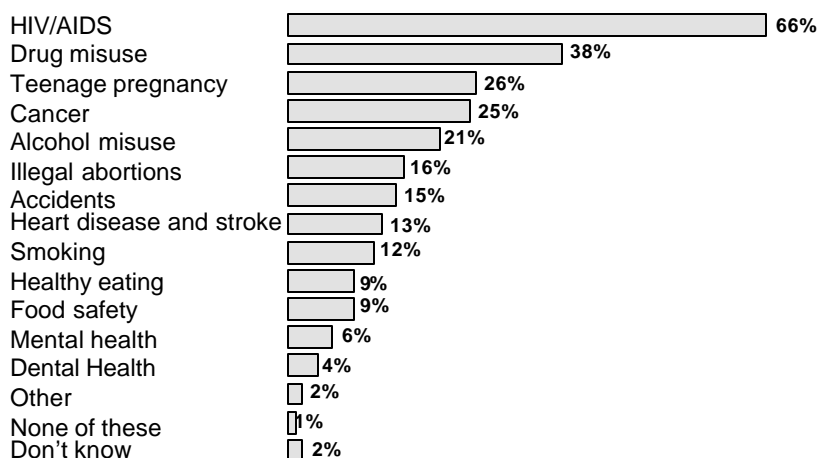
Drug misuse also emerges as a key concern – an issue which also mirrors peoples' priorities for their local neighbourhood.

Around one in four also identify **cancer** and **teenage pregnancy** as important health concerns for the Government to tackle, with this latter issue more prominent among 18-24 year olds (34%).

While fewer residents, overall, cite **alcohol misuse**, this issue is reported by around a quarter of Indo-Trinidadian residents (27%).

Important Issues for Government to Tackle

Q Which two or three of these are most important for the Government to tackle?



Base: 2,747 adults, aged 18+, interviewed 15th July - 29th August 2002

Source: MORI

While there is a great deal of agreement among residents in their health priorities, results also indicate – as on other measures - a regional dimension in the relative importance of health issues.

Q Which two or three of the following, if any, do you think are most important?					
<i>Base: All respondents</i>	HIV/ AIDS	Drug misuse	Teenage pregnancy	Cancer	Alcohol misuse
Top 5 - % mentioned	%	%	%	%	%
Total	66	38	26	25	21
Corporation area					
Port of Spain	78	32	33	30	17
Diego Martin	77	39	21	34	12
San Juan/Laventille	73	32	28	29	17
Siparia	71	32	31	21	29
San Fernando	67	49	34	14	24
Point Fortin Borough*	67	40	45	16	45
Tunapuna/Piarco	67	44	31	19	13
Tobago*	66	49	31	17	12
Sangre Grande	63	40	26	17	9
Princes Town	63	37	20	26	25
Arima Borough*	62	37	21	19	10
Rio Claro/Mayaro*	62	31	33	15	30
Chaguanas Borough	61	43	22	27	26
Penal/Debe	59	44	21	29	31
Couva/Tabaquite/Talparo	58	37	26	29	29

**NB: Please note that the base size of these areas is small (<100). Results should be seen as indicative only.*

Source: MORI

Community Safety

Perceptions of personal safety

Nine in ten (90%) say that they feel safe walking alone in their neighbourhood during the day time, including six in ten who feel *very safe*

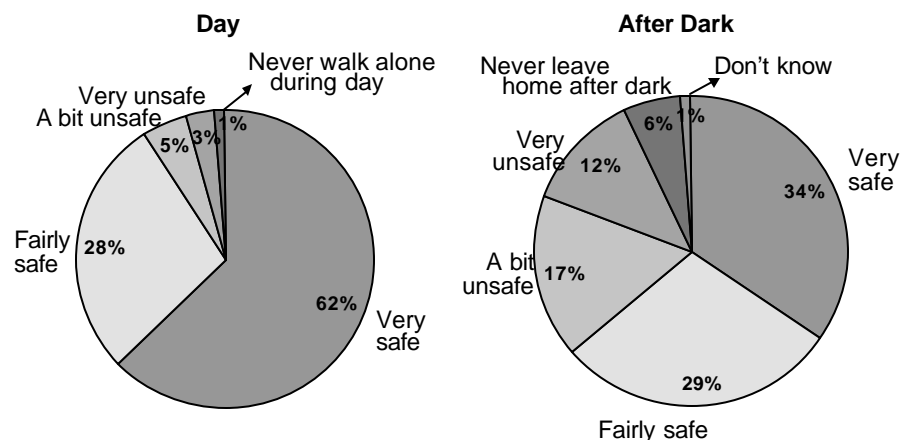
When asked how safe they feel walking alone in their neighbourhood after dark, this falls to around six in ten (63%), and is lower among women than men (58% versus 69% respectively). While around three in ten (29%) feel unsafe, this rises to a third among Indo-Trinidadian (34%) residents.

Overall, 6% say that they never go out alone after dark, a proportion which doubles for the 55-65 and 65+ age groups (12% and 17% respectively).

Feelings of Safety - In Local Neighbourhood

Q How safe do you feel walking alone in or around this area during the day?

Q And how safe do you feel walking alone in or around this area after dark?



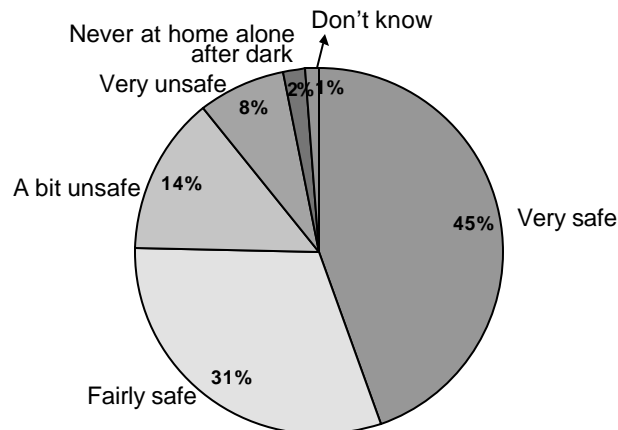
Base: 2,747 adults, aged 18+, interviewed 15th July - 29th August 2002

Source: MORI

In contrast, three quarters (76%) of residents say that they feel safe at home alone after dark, while around one in five feel unsafe (22%) – a view which is, again, more widespread among Indo-Trinidadian residents (27%).

Feelings of Safety - At Home After Dark

Q How safe do you feel when you are at home alone after dark?



Base: 2,747 adults, aged 18+, interviewed 15th July - 29th August 2002

Source: MORI

Results indicate that there are differences in residents' perceptions of personal safety across the country.

Q	<i>How safe do you feel walking alone in or around this area during the day?</i>		
Q	<i>How safe do you feel walking alone in or around this area after dark?</i>		
Q	<i>How safe do you feel when you are at home alone after dark?</i>		
% Feel safe	Outside alone during the day	Outside alone after dark	At home alone after dark
<i>Base: All respondents (2,747)</i>	<i>%</i>	<i>%</i>	<i>%</i>
Total	90	63	76
Corporation area			
Tobago*	100	98	93
Diego Martin	95	76	90
Rio Claro/Mayaro*	94	61	79
Penal/Debe	92	68	76
Siparia	92	64	83
Arima Borough*	91	64	70
Tunapuna/Piarco	91	59	63
Couva/Tabaquite/Talparo	91	61	70
Sangre Grande	91	76	73
Princes Town	91	73	84
Chaguanas Borough	90	56	72
San Juan/Laventille	89	58	80
Port of Spain	88	56	84
Point Fortin Borough*	86	66	72
San Fernando	82	59	78

**NB: Please note that the base size of these areas is small (<100). Results should be seen as indicative only.*

Source: MORI

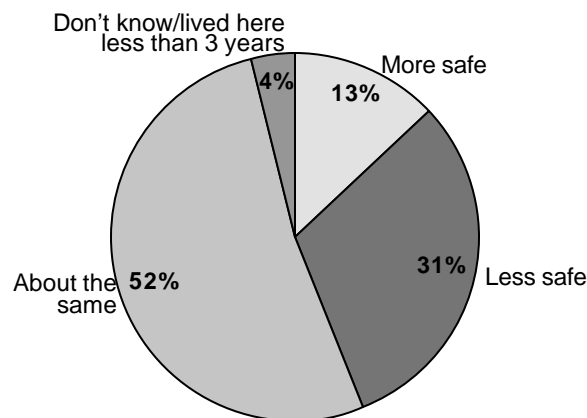
More or less safe?

When asked how their current sense of personal safety compares with a few years ago, the majority feel that there has been no change.

While around one eighth say that they feel more safe (13%), this is outweighed by three in ten who feel that their personal safety has got worse (31%). The perception that levels of safety have declined is also more widespread among women than men (33% versus 29% respectively).

More or Less Safe?

Q Do you feel more or less safe, or about the same, as you did three years ago?



Base: 2,747 adults, aged 18+, interviewed 15th July - 29th August 2002

Source: MORI

Reflecting their views on walking around their neighbourhood or being home alone after dark, Indo-Trinidadian residents are more likely to feel that their personal safety has declined over the last few years (38%). Related to this, this view is more widespread among those living in Chaguanas Borough (37%), Couva/Tabaquite/Talparo (39%), as well as those in the San Juan/Laventille (38%) region.

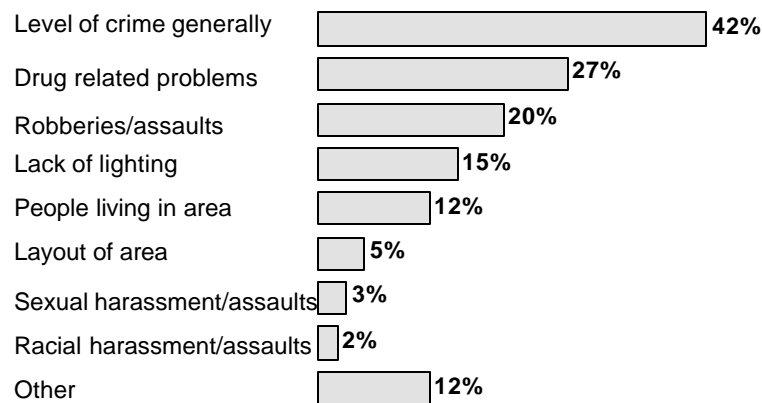
What makes people feel unsafe?

Among those who feel unsafe living in their neighbourhood, **levels of crime** emerge as a key reason for holding this view – a finding which reflects resident's views on the “bad” things about living in their local neighbourhood.

Likewise, a quarter identify **drug dealing/problems** while slightly fewer cite **robberies/assaults**.

What Makes People Feel Unsafe?

Q What makes you feel unsafe about living in this area?



Base: All who feel unsafe (939)

Source: MORI

Neighbourhood priorities

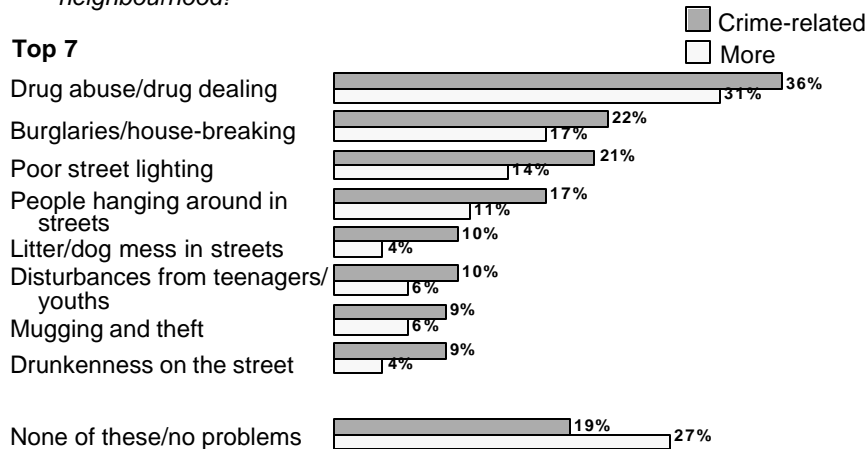
Respondents were presented with a list of twenty criminal and anti-social behaviours, and were asked to identify those which they feel are the most important priorities facing their local neighbourhood. Overall, around two in three (66%) selected at least one of the issues they were presented with.

By some margin, **drug abuse/dealing** is identified as the most important crime-related problem within their neighbourhood. This finding further underlines drugs as a key local and national concern – especially among the 18-24 year age group (41%), and those living in Port of Spain (47%) and San Juan/Laventille (42%).

Neighbourhood Priorities

Q What are the crime-related problems facing this neighbourhood?

Q And which two or three of these are you most concerned about in your neighbourhood?



Base: All living in area more than 3 years (2,640)

Source: MORI

Also reflecting local concerns, **burglaries/housebreaking** emerges as a concern, especially among ABs (31%) and those living in Chaguanas Borough (33%) and San Juan/Laventille (38%).

This is followed by **poor street lighting**, which is more frequently cited by those living in Penal/Debe (32%).

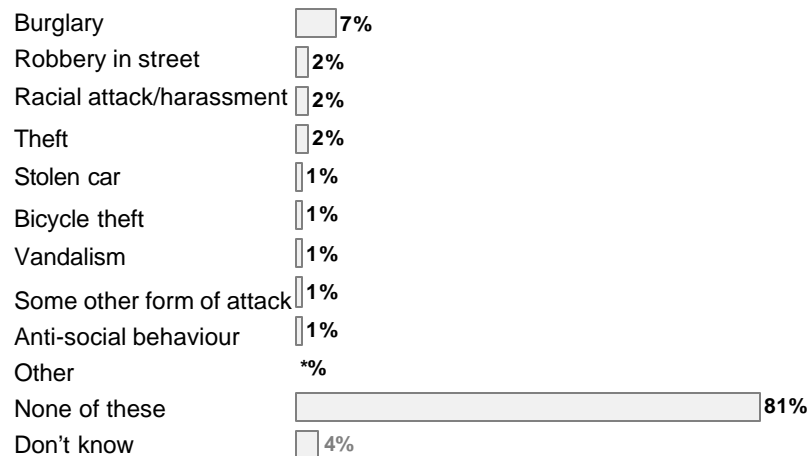
Reported incidence of crime

One in seven (15%) people say that they have been a victim of crime over the last year or so – a pattern that is consistent across all subgroups

Mirroring the importance which **burglary** has for people, this is the most widely reported crime which they have experienced - especially among ABs (13%), those living in San Juan/Laventille (12%), and Port of Spain (13%).

Reported Incidence of Crime

Q Which, if any, of these crimes have you personally been a victim of in the last 12 months?



Base: 2,747 adults, aged 18+, interviewed 15th July - 29th August 2002

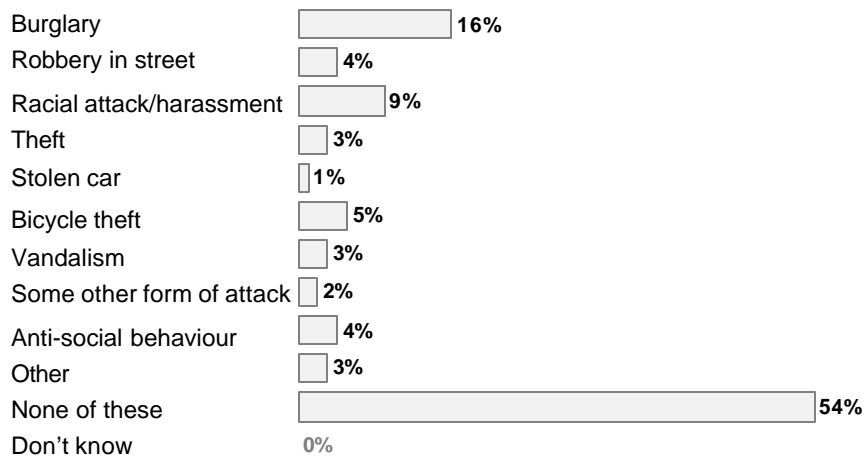
Source: MORI

Overall, just over half of those who have been a victim of crime have not reported it to the Police

While burglary is the most widespread criminal activity, people are less likely to report this crime to the Police than any other category of crime asked about in this survey.

Incidence of Non-reported Crime

Q Which, if any, did you not report to the police?



Base: All who have been a victim of crime (401)

Source: MORI

Key reasons for not reporting crime to the Police

Among those who have not reported the criminal or anti-social behaviour they have been a victim of to the Police, the perception that their experience would **not be taken seriously** is the most widely reported reason for not doing so.

This is followed by the view that the issue was **not serious enough**, and that the stolen/damaged item was **not valuable**.

Q	<i>Why did you not report that crime to the Police?</i>	
<i>Base: All who did not report to the Police (185)</i>		<i>%</i>
	Didn't think I'd be taken seriously	20
	Not important/serious enough	14
	The item stolen/damaged was not valuable	10
	No chance of catching criminals	9
	Don't like/trust the police	4
	I couldn't be bothered/I didn't have time	4
	Afraid of victimisation by police	3
	Sorted it out myself	3
	Afraid of victimisation by the criminal/friends of the criminal	2
	Didn't want to get involved/interfere	2
	Didn't want police to call	2
	Didn't want anyone to get into trouble	2
	Too upset	2
	Afraid of what friends/neighbours would say	1
	Don't want to appear in court	1
	Felt the courts would not punish the crime properly	1
	Someone else did	1
	Felt the courts would be too severe	*
	Other	3
	Don't know	8
	Refused/not stated	25

Source: MORI

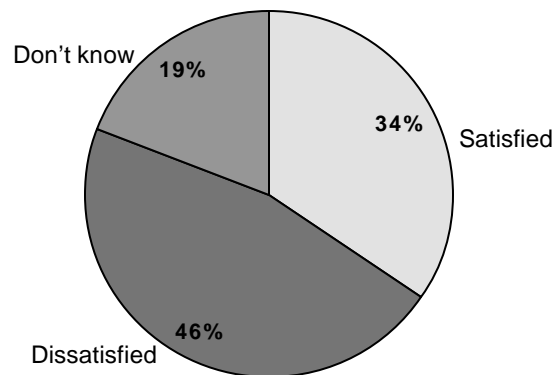
Government Performance

Overall satisfaction

Overall, around one in three say that they are satisfied with the way the Government is running the country – a proportion that is outweighed by those who feel dissatisfied. One in five also say that they are neither satisfied nor dissatisfied.

Overall Satisfaction with Government

Q Are you satisfied or dissatisfied with the way the Government is running the country?



Base: 2,747 adults, aged 18+, interviewed 15th July - 29th August 2002

Source: MORI

In contrast to many of the issues covered in this survey - which suggest a broad consensus - the attitudes of residents on this issue show signs of divergence.

Levels of satisfaction are higher among those aged over 65 years (53%), Afro-Trinidadian residents (46%) and, related to this, those living in the Port of Spain (49%) area. Those living in Princes Town (54%) are also positive.

In contrast, younger residents (aged 18-24: 53%) and Indo-Trinidadian residents (58%) are more likely to be critical of the Government, as are those who live in Chaguanas Borough (57%), Penal/Debe (61%) and Siparia (55%).

Government pledges

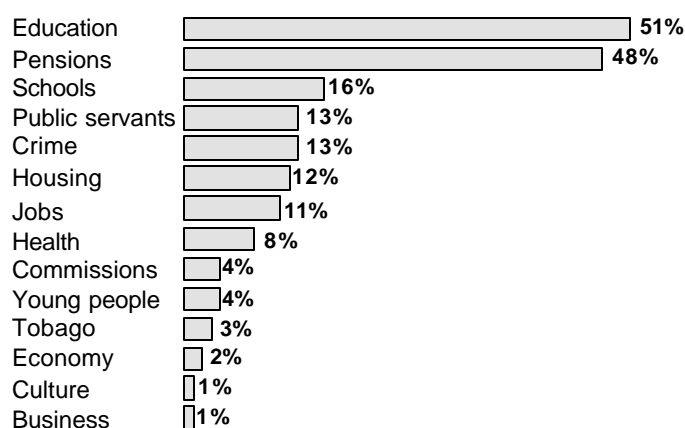
Awareness

Three in four (75%) are able to spontaneously recall at least one pledge made by the Government.

Awareness of pledges for **education** and **pensions** are the most widely recalled - especially among those aged 18-24 (56%) and 65+ (64%) respectively.

Awareness of Pledges

Q The present Government has made several pledges that it will do over the next couple of years. Which can you remember?



Base: 2,747 adults, aged 18+, interviewed 15th July - 29th August 2002

Source: MORI

This is followed, some way behind, by pledges for **schools** and **public servants**.

While a similar proportion are also able to recall pledges for **crime**, awareness is highest among those in social class AB (18%), a finding which further illustrates the high degree of importance this issue has for this group.

Marginally fewer are able to remember Government pledges for **housing** and **jobs**, while fewer than one in ten are able to recall those for the remaining policy areas.

Results also indicate that there are differences in recall across the country.

Q The present Government has made several pledges that it will do over the next couple of years. Please tell me which, if any, you can remember?

Base: All respondents (2,747)

	Educ- ation	Pens- ions	Scho- ols	Public serva- nts	Crime	Hous- ing
% Recalling each pledge	%	%	%	%	%	%
Total	51	48	16	13	13	12
Corporation area						
Princes Town	75	63	16	7	16	10
Siparia	65	58	12	8	9	9
San Fernando	58	55	20	13	8	16
Tobago*	58	29	16	10	25	30
Rio Claro/Mayaro*	54	53	12	6	7	8
Penal/Debe	54	54	14	7	10	9
Point Fortin Borough*	53	55	20	10	0	8
Tunapuna/Piarco	53	43	14	8	10	11
San Juan/Laventille	52	58	24	18	13	18
Chaguanas Borough	51	46	14	19	20	9
Port of Spain	50	45	29	15	20	17
Diego Martin	50	58	17	19	18	20
Couva/Tabaquite/Talparo	45	45	13	13	9	9
Sangre Grande	45	26	10	8	16	8
Arima Borough*	35	26	15	13	16	10

**NB: Please note that the base size of these areas is small (<100). Results should be seen as indicative only.*

Source: MORI

Perceived success - so far

For each of the Government pledges respondents are able to spontaneously recall, they were also asked to rate how successful or unsuccessful they feel the Government has been so far in meeting their policy objectives.

Over eight in ten feel that the Government has been successful in meeting its pledges for **education** (76%) and **pensions** (84%) – the two policy issues which are, by far, the best remembered.

Ratings of these two pledges is highest among those aged over 65 (83% and 90% respectively) and Afro-Trinidadians (82% and 88% respectively) – a pattern that is repeated across many of the pledges asked about in this survey and which mirrors their views on the Government.

A similarly high proportion feel that the Government has successfully met its promises in **schools** (76%), while a majority feel likewise about **public servants** (56%) and **housing** (50%) – although overall awareness of these pledges is lower.

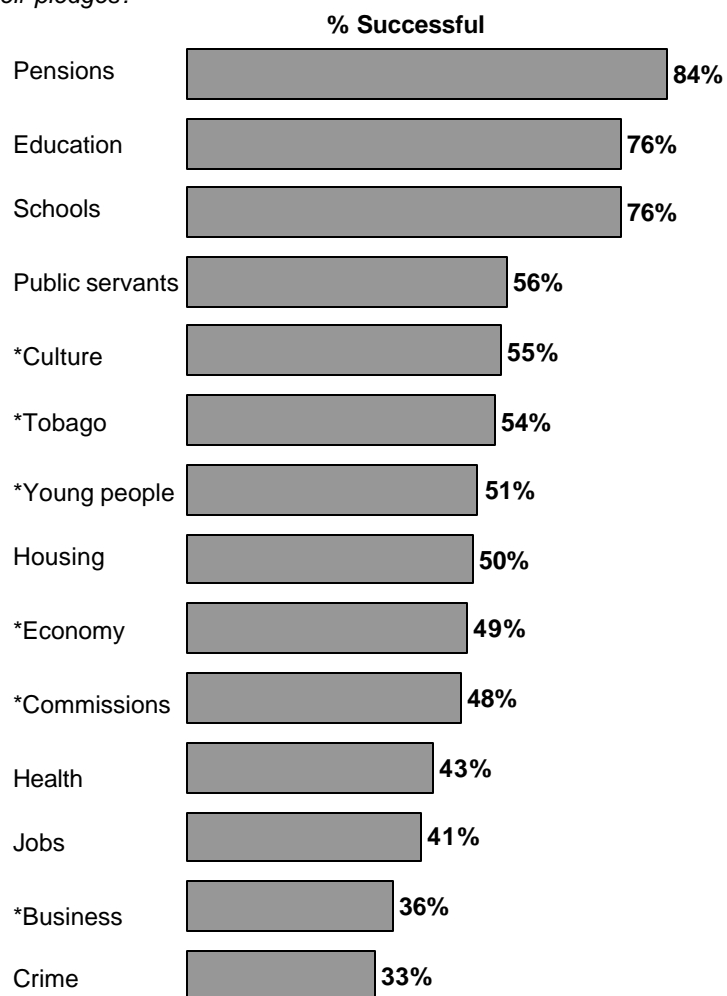
In addition, while ratings for **culture**, **young people**, **Commissions**, the **economy**, and **Tobago** are also positive, the small base size of respondents able to recall these pledges means that caution is needed in interpreting the results – findings must be viewed as indicative only.

In contrast, two in five feel that the government has been unsuccessful in meeting its pledges for **crime** (63%). Over half also share this view about **jobs** (54%) and **health** (51%). While the proportion of residents recalling these three pledges is relatively low, it is important to bear in mind the relatively high priority which these issues have for residents at both a local and national level.

A similar proportion also feel that the Government has not met its pledges for **business** although, again, the small base size of residents recalling these pledges needs to be borne in mind.

Perceived Success So Far

Q How successful or unsuccessful have they been so far in achieving their pledges?



Base: 2,747 adults, aged 18+, interviewed 15th July - 29th August 2002

*NB. Small base size

Source: MORI

Future confidence in delivery of pledges

Panel Members who are able to recall each of the Government pledges were also asked to rate how confident they are that the Government will meet the pledge by the end of 2003.

Mirroring peoples' ratings of success so far, confidence ratings are most positive for **pensions** (74%), **schools** (70%), **education** (69%), **public servants** (58%) and **housing** (62%).

Although the base size of residents' who can recall pledges for **culture, young people, Tobago** and **business** is small, results also indicate that residents are broadly confident that these pledges will be met.

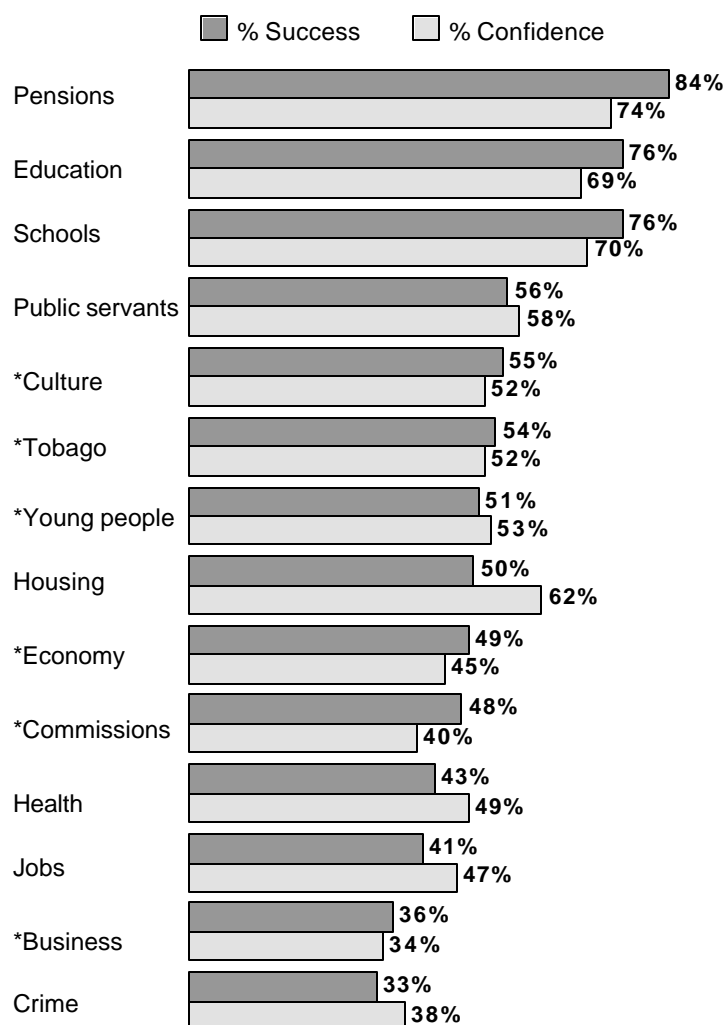
In contrast, residents continue to feel less confident about the Government delivering on its pledges for **health** and **jobs** (49% and 47% confident respectively). In addition, a majority also express concern about the delivery of pledges on **crime** (52% not confident). Again, given the priority which these issues have for residents, they will clearly need some reassurance on these issues.

Likewise, although the base size of residents who can recall pledges for the **economy** and **Commissions** is small, it is important to note that residents are not confident that the Government will deliver on these promises.

Future Confidence

Q How successful or unsuccessful have they been so far in achieving their pledges?

Q How much confidence do you have in the Government being able to achieve the pledge by the end of 2003?



Base: 2,747 adults, aged 18+, interviewed 15th July - 29th August 2002

*NB. Small base size

Source: MORI

Appendices

Guide to Statistical Reliability

The sample tolerances that apply to the percentage results in this report are given in the table below. This table shows the possible variation that might be anticipated because a sample, rather than the entire population, was interviewed. As indicated, sampling tolerances vary with the size of the sample and the size of the percentage results. Strictly speaking, these sampling tolerances apply to only random probability sample only, and thus these should be treated as broadly indicative.

Approximate sampling tolerances applicable To percentages at or near these levels			
	10% or 90%	30% or 70%	50%
Size of sample on which Survey result is based	±	±	±
100 interviews	6	9	10
200 interviews	4	6	7
300 interviews	3	5	6
400 interviews	3	5	5
500 interviews	3	4	4
600 interviews	2	4	4
700 interviews	2	3	4
800 interviews	2	3	4
900 interviews	2	3	3
1,000 interviews	2	3	3
2,000 interviews	1	2	2
2,747 interviews	1	2	2

Source: MORI

For example, on a question where 50% of the people in a sample of 2,747 respond with a particular answer, the chances are 95 in 100 that this result would not vary by more than 2 percentage points, plus or minus, from a complete coverage of the entire population using the same procedures.

Tolerances are also involved in the comparison of results from different parts of the sample, or when comparing results different groups of residents. A difference, in other words, must be of at least a certain size to be considered statistically significant. The following table is a guide to the sampling tolerances applicable to comparisons.

Differences required for significance at or near these percentages			
	10% or 90%	30% or 70%	50%
Size of sample on which Survey result is based	±	±	±
100 and 100	8	13	14
100 and 200	7	11	12
100 and 300	7	10	11
100 and 400	7	10	11
100 and 500	7	10	11
200 and 200	7	10	11
200 and 300	5	8	9
200 and 400	5	8	9
200 and 500	5	8	8
300 and 300	5	7	8
300 and 400	5	7	8
300 and 500	4	7	7
400 and 400	4	6	7
400 and 500	4	6	7
500 and 500	4	6	6

Source: MORI

Guide to Social Classification

The table below contains a brief list of social class definitions as used by the Institute of Practitioners in Advertising. These groups are standard on all surveys carried out by Market & Opinion Research International (MORI) Limited.

Social Grades		
	Social Class	Occupation of Chief Income Earner
A	Upper Middle Class	Higher managerial, administrative or professional
B	Middle Class	Intermediate managerial, administrative or professional
C1	Lower Middle Class	Supervisor or clerical and junior managerial, administrative or professional
C2	Skilled Working Class	Skilled manual workers
D	Working Class	Semi and unskilled manual workers
E	Those at the lowest levels of subsistence	State pensioners, etc, with no other earnings

Sample Profile

	<i>Unweighted</i>		<i>Weighted</i>	
	<i>N</i>	<i>%</i>	<i>n</i>	<i>%</i>
Total	2,747	100	2,772	100
Gender				
Male	1,301	47	1,335	48
Female	1,446	53	1,437	52
Age				
16-24	386	14	667	24
25-34	533	19	725	26
35-44	619	23	501	18
45-54	486	18	334	12
55-64	348	13	254	9
65+	364	13	279	10
Social Class				
AB	372	14	381	14
C1	727	26	750	27
C2	281	10	279	10
DE	581	27	739	27
Work Status				
Full/Part-time/Self-employed	1,568	57	1,638	59
Not working	1,179	43	1,499	41
Ethnicity				
Afro-Trinidadian	1,262	46	1,105	40
Indo-Trinidadian	1,187	43	1,130	41
Other	283	10	522	19
Religion				
Hindu	637	23	615	22
Muslim	150	5	150	5
Christian	1,688	61	1,714	62

Overall profile - continued

	<i>Unweighted</i>		<i>Weighted</i>	
	<i>N</i>	<i>%</i>	<i>n</i>	<i>%</i>
Total	2,747	100	2,772	100
Regional/Corporation area				
Port of Spain	125	5	138	5
San Fernando	107	4	109	4
Arima Borough*	83	3	84	3
Chaguanas Borough	228	8	229	8
Point Fortin Borough*	49	2	46	2
Diego Martin	193	7	201	7
San Juan/Laventille	335	12	336	12
Tunapuna/Piarco	362	13	371	13
Couva/Tabaquite/Talparo	362	13	349	13
Rio Claro/Mayaro*	79	3	74	3
Sangre Grande	168	6	174	6
Princes Town	123	4	119	4
Penal/Debe	138	5	136	5
Siparia	136	5	147	5
Tobago*	36	1	38	1

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Marked-up Questionnaire

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