Opinion Leaders' Panel 2010

Wave 17 Report

Research Study Conducted for the Government of the Republic of Trinidad & Tobago

Fieldwork: 13th – 20th September 2010

Contents

1. Introduction

1.1. Background and objectives

The Opinion Leaders' Panel (OLP) was established as part of the Programme for Modernising Government in Trinidad & Tobago. The objective of this research is to provide evidence about the views of citizens of Trinidad & Tobago as a basis for citizen-informed decision making, policy formulation and implementation and to measure the public's view of the Government's service delivery.

This volume contains the report from Wave 17 of the Opinion Leaders' Panel. The focus of the survey is on Government performance, the budget process and public service reform. This survey was conducted by MORI Caribbean with HHB & Associates on behalf of the Government of the Republic of Trinidad & Tobago.

1.2. Methodology

In total 1,001 adults living in Trinidad and Tobago were interviewed for Wave 17, out of a sample of 1,666 where at least one attempt was made at contact. This gives a response rate of 60%.

All interviews were conducted by telephone between 13th – 20th September 2010.

The data has been weighted by age, ethnicity, gender and Regional Corporation to the 2000 census data. Weighting for work status is derived from an analysis of the most recent labour force survey data.

Four focus groups were also completed in September 2010. The focus groups were recruited and moderated by Caribbean Market Research under the direction of MORI Caribbean. Findings from the focus groups have been included in relevant areas of this report.

1.3. Comparative data

Throughout this report, comparisons have been made with results from previous waves of the Panel. These were conducted on the following dates:

Wave 1, 15 July – 29 August 2002 (base size 2,747)

Wave 2, 28 June – 16 July 2003 (base size 693)

Wave 3, 6 – 22 December 2003 (base size 700)

Wave 4, 17 July – 6 August 2004 (base size 710)

Wave 5, 29 January – 1 April 2005 (base size 2,426)

Wave 6, 22 July – 8 August 2005 (base size 687)

Wave 7, 31 May – 15 July 2007 (base 2,540)

Wave 8, 23 – 27 August 2007 (base 948, by telephone)

Wave 9, 16 December 2007 – 21 January 2008 (base size 983)

Wave 10, 8 March – 22 April 2008 (base size 2,362)

Wave 11, 23 July – 13 August 2008 (base size 704)

Wave 12, 25 – 30 September 2008 (base size 704, by telephone)

Wave 13, 2 – 21 January 2009 (base size 689)

Wave 14, 25 April – 10 June 2009 (base size 712)

Wave 15, 10 December 2009 – 9 February 2010 (base size 2,987)

Wave 16, 20 June – 25 July 2010 (base size, 764)

1.4. Area combinations

Reference is made in this report to different areas of the country, which have been classified as follows:

i. **North** (Port of Spain and Diego Martin);

ii. **South** (San Fernando, Point Fortin, Princes Town, Penal/Debe and Siparia);

iii. **East** (Arima, San Juan/Laventille, Tunapuna/Piarco, Rio Claro/Mayaro and Sangre Grande);

iv. **Central** (Chaguanas and Couva/Tabaquite/Talparo); and

v. **Tobago**.

1.5. Presentation and interpretation of the data

This study is based on interviews conducted on a representative sample of the adult population of Trinidad & Tobago. All results are therefore 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 $\pm$3 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 service records 40% satisfied and 25% dissatisfied, the "net satisfaction" figure is +15 points.

In some instances where identical questions were asked on previous surveys and repeated in this Wave a calculation of 'swing' is offered to indicate the change over time. Swing is calculated by measuring the net positive (negative) response then and comparing it to the net positive (negative) score now, and taking the sum and dividing by two. This figure represents the number of people (in the aggregate) out of 100 who have changed their view over the two points in time.

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

1.5. Acknowledgements

MORI Caribbean would like to thank Senator the Honourable R. Nan Gosine Ramgoolam, Minister of Public Administration; Mrs. Arlene McComie, Permanent Secretary at the Ministry of Public Administration and senior members of the Public Service Transformation Division, Mr. Claudelle Mc Kellar, Ms. Coreen Joseph and the team from the; the Central Statistical Office; Ms. Kim Bayley at Caribbean Market Research and Mr. Louis Bertrand and the team at HHB & Associates for their help in executing this project. In particular, we would like to thank all the 1,001 citizens of Trinidad & Tobago who gave of their time to take part in this survey.

1.6. Publication of data

The Government of the Republic of Trinidad & Tobago has engaged MORI Caribbean to undertake an objective programme of research, it is important to protect the interests of both organisations by ensuring that the results are accurately reflected in press releases and the 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 Caribbean. Such approval will only be refused on the grounds of inaccuracy or misrepresentation.

Sir Robert Worcester and Mark Gill

2. Executive Summary

The Government's Performance

- More people are now satisfied with the way the Government is running the country (57%) than in July 2010 (51%), but there has also been the same increase in the proportion of the public dissatisfied (from 17% to 23%). This means that the overall "net satisfaction" score remains constant at +34.

Overall Reactions to the Budget

- Reactions to this year's Budget are more positive than for any of the four previous Budgets analysed by the Opinion Leaders' Panel.

- Over half of the public (55%) agree that the 2010/11 Budget "outlines what's right for the country", including 39% who "strongly agree" with this statement. In contrast, only 22% felt this was the case after the 2008 Budget.

- More people think of the Budget as a good thing for the country (70% agree, 15% disagree) than for them personally (61% vs. 23%). The "net good" rating for both questions is significantly more positive than in 2008, and somewhat more so than in 2007.

- Half of the public (50%) think the Budget speech "delivers on promises made by the Government during the election campaign" and a third (33%) disagree.

Pre-Budget Consultations

- There is a reasonably high level of public awareness of the pre-Budget consultations; with just over half of the public (54%) saying they had heard something about these consultations.

- People are most likely to have heard about the pre-Budget speech interaction and consultations on the *television* (61%). This medium is twice as used as others, such as *family and friends* (31%), the *radio* (28%) or *newspapers* (27%). Only one percent of adults learnt about the consultations by looking at the *website of the Ministry of Finance*.

- Despite the awareness levels, 98% of the public did not participate in the consultations prior to the 2010/11 Budget.

Budget Communications

- More than nine in ten people (92%) are aware of the Budget Speech delivered in September 2010, including a quarter (25%) who watched or listened to the Speech live. This figure is slightly lower than in three previous Budgets measured by the OLP. For example, in 2008 30% of the public watched or listened to that Speech live.

- *Television* (67% used this) is the medium the public are most likely to use to learn about Budget proposals, followed by *newspapers* (44%) and *radio* (34%).

- Overall, 15% of the public watched the CNC3 Budget Forum TV Programme (either on 9th and/or 12th September) and feedback among those people who did watch it is positive. Almost nine in ten viewers (87%) say the programme was *interesting* and *easy to understand*, and 85% say it *provided useful information*.

Budget Decisions

- Three quarters of the public (74%) agree with the proposal to *provide an amnesty for tax penalties and interest for late filing by tax payers*, and approximately seven in ten (72%) agree with the decision *not to implement land and building taxes this year*.

- There were eight financial decisions listed in the Budget that received positive feedback. The most popular is the proposal to *increase the maximum Senior Citizens Pension to $3,000 per month* (77% say this is "about right") and the least popular the proposal to *provide a $75,000 payment to the depositors of the CL Financial* (43%).

Budget Impact

- The groups considered to have benefitted most from Budget proposals are *senior citizens* (77% of the public say this group has benefitted "a great deal" or "a fair amount") and *young people* (56%). Those thought to have benefitted least are *families* (52% say this group has benefitted "not very much" or "not at all") and *disadvantaged / poorest people* (54%).

- The public are most confident about the potential of the Budget to *improve the quality of education* in Trinidad and Tobago (73% say it will), and least positive about the Budget's impact on traffic congestion (only 21% say it will). Where there are comparisons with the public's attitudes from 2008 for the most part many more people are optimistic now than two years ago. In particular, three times as many people now think the Budget will *help increase local food production"* (21% to 64%) and almost six times as many people say the Budget will *help to reduce crime* (6% to 33%).

CNG

- Three in ten people (30%) personally own a car, though there is a marked difference between men (44%) and women (16%). Of these, approximately three quarters (74%) recall at least some information of the Budget proposals to encourage drivers to switch to using Compressed Natural Gas (CNG). More car owners say they are "unlikely/certain not to" (68%) than a "likely/certain to" (25%).

Public Service Reform

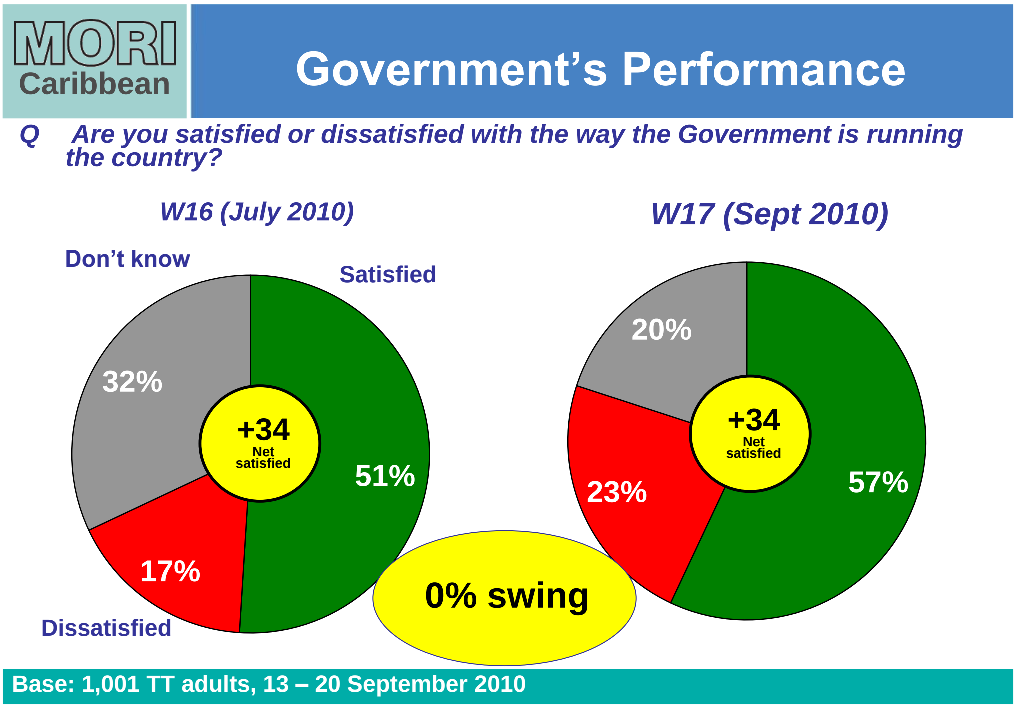
- In the focus group discussions, participants were asked to consider what the term "Public Service Reform" means to them and for their suggestions on how the Public Service could be reformed. Most participants consider "Public Service Reform" to mean improvements to the public service through operations, image, infrastructure & personnel. Their priorities for reform were better customer service and more professionalism from Public Sector staff. Improvements to the Health Service, Police, Justice and Education were seen as priorities.

3. The Government's Performance

3.1. Satisfaction

Overall, three in five people (57%) are satisfied with the performance of the Government and approximately a quarter (23%) is dissatisfied. One in five people have so far not made up their minds.

Between July and September, one in eight people (12%) made up their minds about the performance of the present Government. These people were split evenly between being "satisfied" and "dissatisfied" so that there has been no net effect (and therefore a 0% swing) in the public's rating of the new administration.



There is no difference in satisfaction levels between men and women, by people's work status or by social class. The only age difference is that more 65 year olds and over are satisfied (68%) than on average (57%).

There are substantial differences in satisfaction between Afro-Trinidadians (41% satisfied) and Indo-Trinidadians (75% satisfied). Exactly half of Other/Mixed ethnicities (50%) are also satisfied with the Government.

By region, people living in Tobago are least likely to be satisfied with the Government (38% satisfied and 35% dissatisfied) and those living in East (60% satisfied) and Central (61% satisfied) are most likely to be positive about the Government.

Below are some typical comments from group participants when they discussed the performance of the Government:

"It's too early to tell but they have been fulfilling some promises based on the manifesto" (Male)

"I think proactive, but in being so, people can be concerned as where your future lies because of the actions they are taking...affecting the young people" (Female)

"They need to slow down and give things better consideration. They are trying to change too many things at once" (Female)

"I don't really see the direction they are going at" (Male)

"They have not met any of my expectations. Came with a plan, but now only investigating, nothing really is being done" (Female)

"There is more consultation and they seem to be listening" (Male)

"They kept their word on property tax" (Male)

"I hope that they live up to their crime plans, all the promises and they are bringing in a foreign commissioner but we haven't seen it come to pass as yet" (Male)

4. Overall Reactions to the Budget

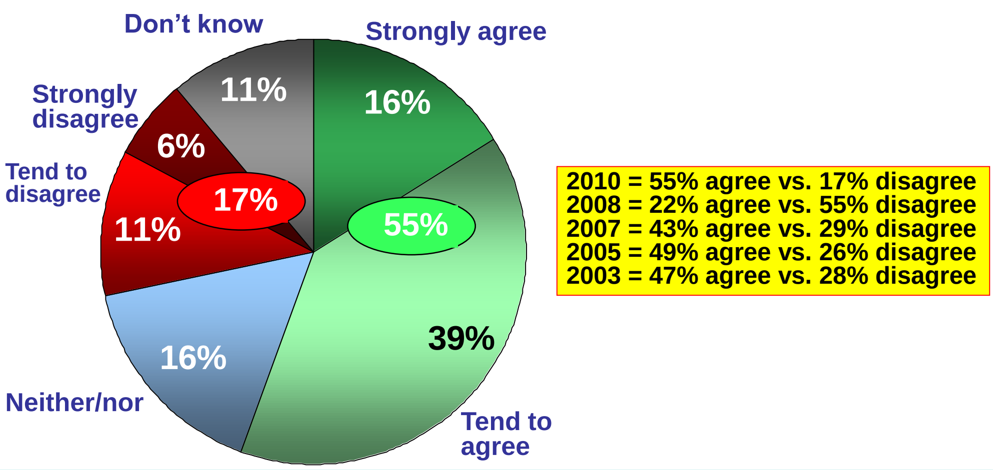
4.1. Overall Reactions

More than half of the public (55%) agree with the statement that the 2010/11 "Budget outlines what's right for the country". This is the most positive rating for any of four previous Budgets as measured in the Opinion Leaders' Panel.

Attitudes to the 2010 Budget are almost a mirror image of the 2008 Budget (the last one to be measured in the OLP research). In 2008, just over one in five people (22%) were positive about that year's Budget and more than half (55%) were negative.

Attitudes to the Budget Overall

Q To what extent, if at all, do you agree or disagree that the Budget outlines what's right for the country?



Base: 1,001 TT adults, 13 – 20 September 2010

There is no difference in overall attitudes to this year's Budget depending on people's work status or social class.

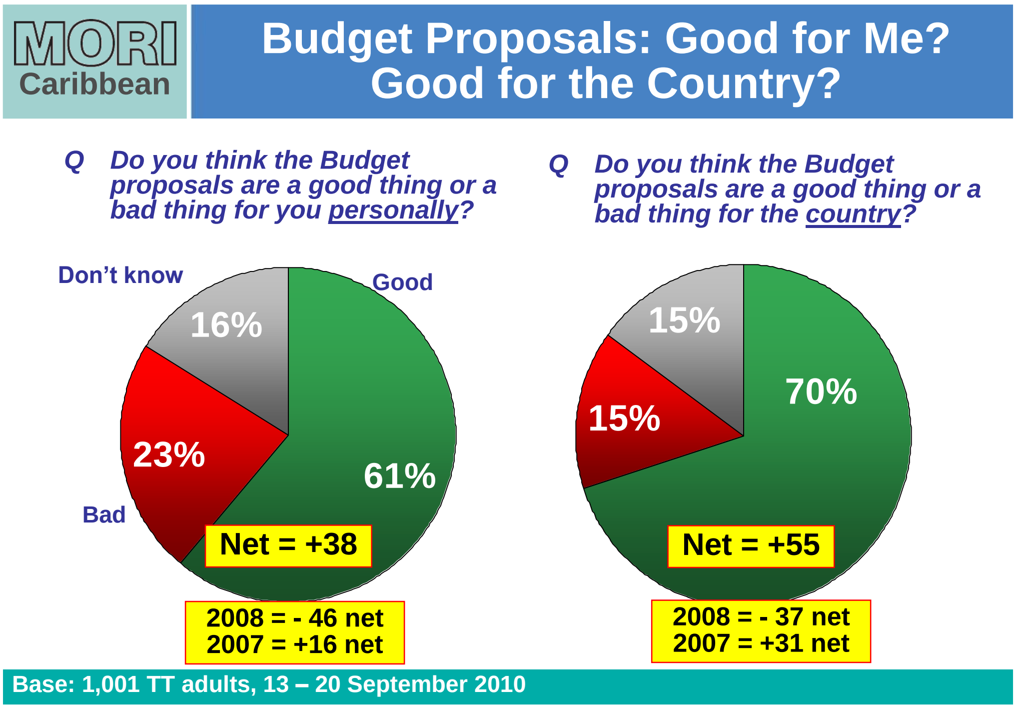
Three in five men (60%) agree with this statement but only half of women do (49%). There is little difference in attitudes by people's age, with the exception that more people in the oldest age group – 65 year olds and over – agree with the statement (63%).

As with overall attitudes to the Government, many more Indo-Trinidadians than Afro-Trinidadians agree that the Budget outlines what is right for the country (71% and 39% agree, respectively). By region, two-thirds of people living in Central Trinidad (64%) are positive whereas fewer than half of those living in North Trinidad are (44%).

4.2. Personal Impact vs. Impact on the Country

Approximately three in five adults (61%) believe that the Budget proposals are "a good thing for me personally" and just under a quarter (23%) disagrees. This gives a "net good" rating of +38.

The public is even more positive about the impact of the Budget on the country as a whole, with seven in ten people (70%) saying the proposals are "a good thing" and just 15% saying "a bad thing". This gives a "net good" rating of +55.

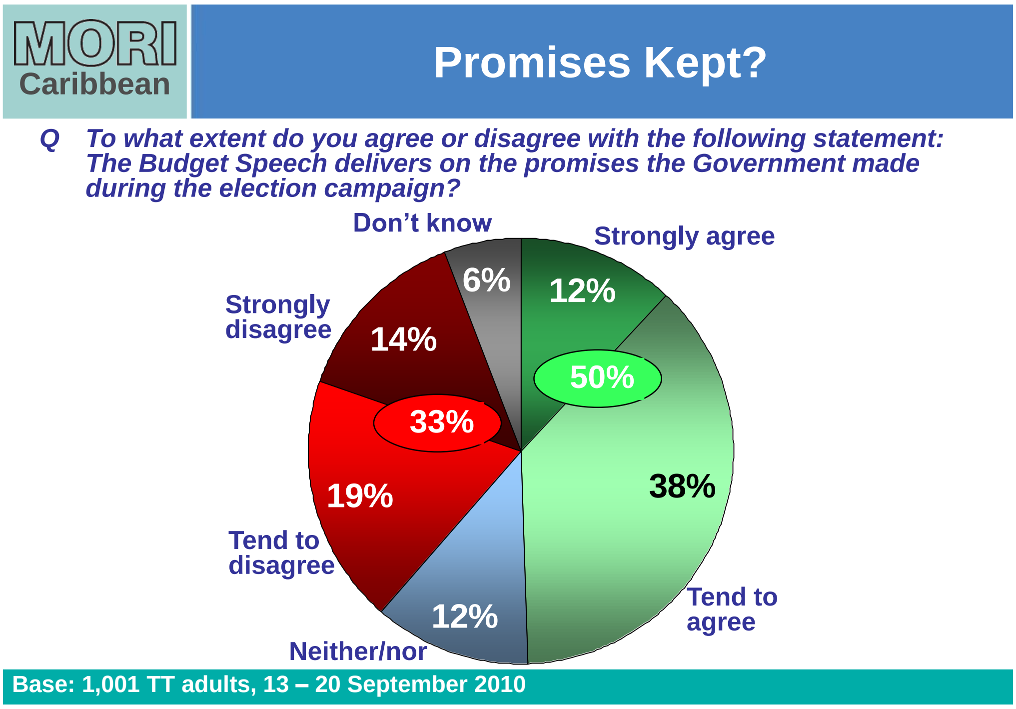


In terms of how people rate the impact of the Budget proposals on themselves and the country, the public in 2010 are considerably more positive than was the public in 2007 and 2008. For example, the "net good" rating for personal impact was +16 in 2007, -46 in 2008 and +38 in 2010.

People aged 65 years and over (72%) and Indo-Trinidadians (76%) are most likely to say that the Budget proposals are good for themselves personally. Afro-Trinidadians (48%) and people living in Tobago (49%) are least likely to believe this. There is less difference in views in terms of how the public rate the Budget's impact on the country generally, with the exception that many more Indo-Trinidadians (83%) than Afro-Trinidadians (60%) or Other/Mixed ethnicities (64%) are positive.

4.3. Promises Kept?

Half of the public (50%) agrees with the statements that “the Budget Speech delivers on the promises the Government made during the election campaign” and a third of the public (33%) disagree.



Men (57%), people aged between 35 and 44 years old (57%) and Indo-Trinidadians (67%) are most likely to agree with this statement. Women (43%), Afro-Trinidadians (35%) and people living in Tobago (40%) are least likely to agree.

In the focus group discussions the key messages participants recalled from the Budget Speech are:

- Diversification of the economy (i.e. agriculture) / improved Government spending;
- Emphasis on campaign promises which are being fulfilled;
- Dealing with tax issues; and
- More money into education and tackling crime

Typical comments from group participants discussing the Budget Speech overall are:

"It was too long to listen to, but education got plenty money, but waiting to hear exactly where it going to" (Female)

"Simply mentioning things that was tied with the campaign. It was safe for the most part" (Male)

"Details were not presented to the general public, only draft estimates" (Male)

"I felt like they were saying, we are fulfilling some of the promises, be happy, we'll fix the rest later" (Female)

"I guess what they are trying to do is spread out the money a little bit so we could come off the dependency on oil and natural gas. I think they are saying we are not just mainstreaming our economy on one or two sources of income" (Male)

"They didn't give any timelines, tell me when!" (Female)

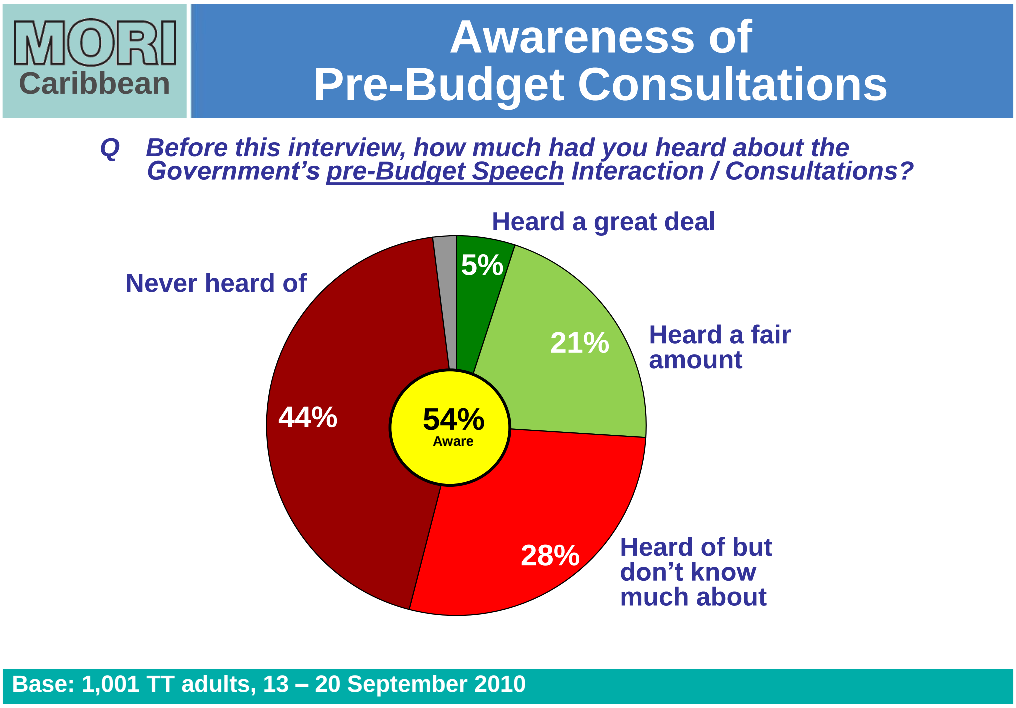
"They dealt with a lot more of the tax issues which were good, cause it would have put a strain on consumers, especially young people" (Male)

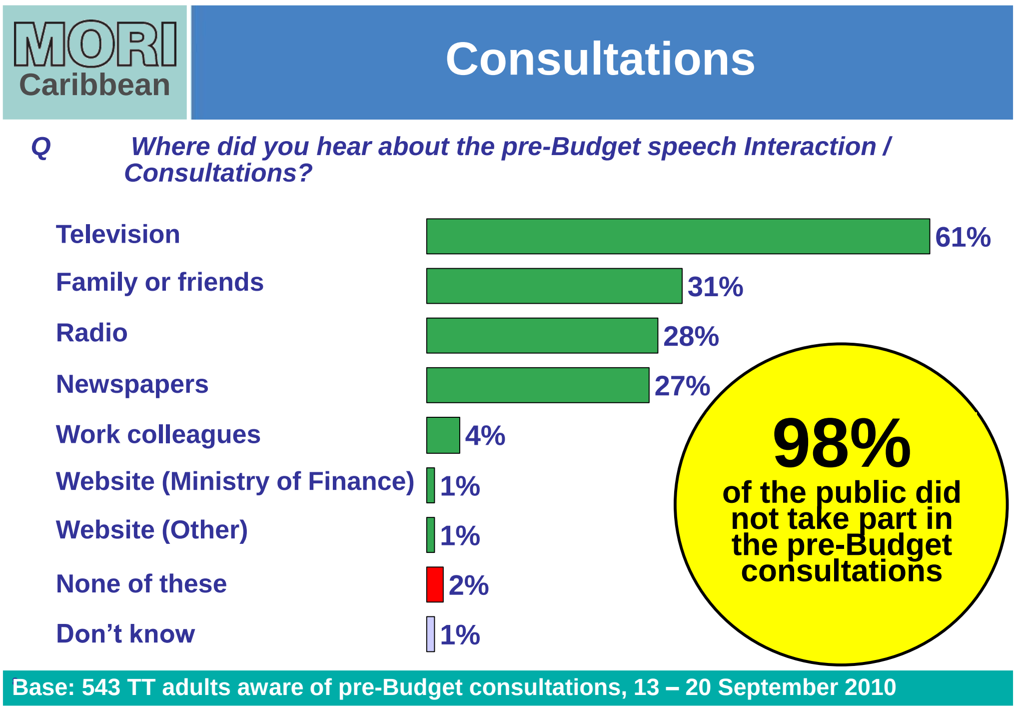
"I don't think we need to be in deficit again, that could have been adjusted" (Female)

5. Pre-Budget Consultations

5.1. Awareness of the Pre-Budget Consultations

More than half of the public (54%) are aware of the Government's pre-Budget interactions and consultations, though only one in twenty people (5%) had "heard a great deal" about them. Twice as many people found out about the consultations from *television* (61%) than the second most popular medium, *family or friends* (31%), 98% of people did not personally take part in these consultations.





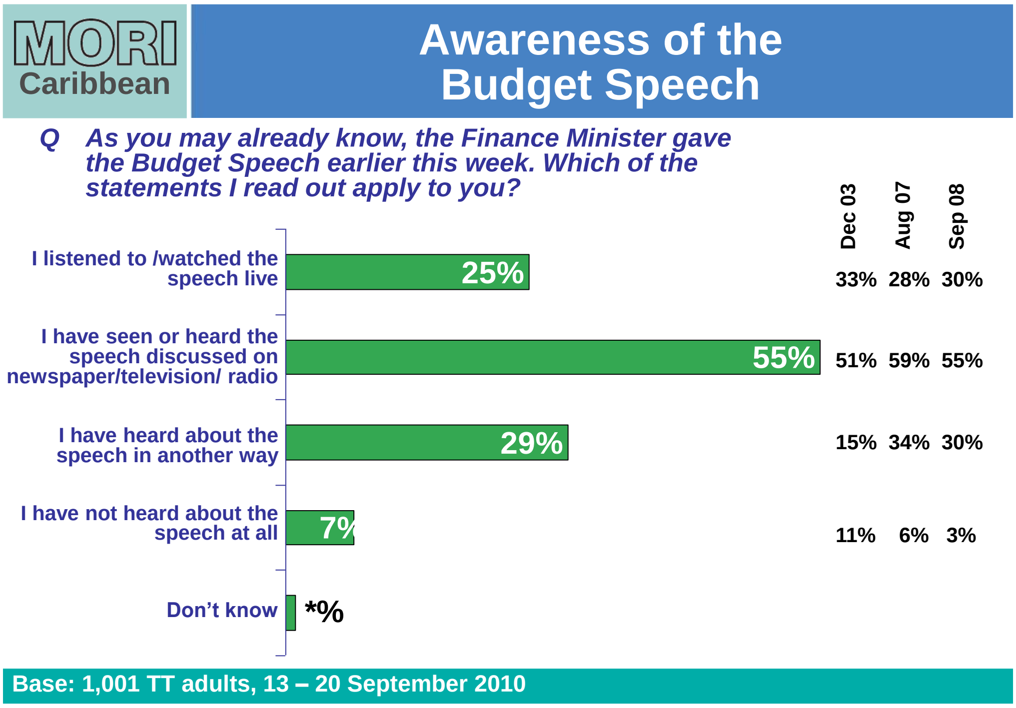
6. Budget Communications

6.1. Awareness of the Budget Speech

Overall, more than nine in ten people (92%) are aware of the Budget Speech. [1]

A quarter of the public (25%) watched or listened to the speech live, which is slightly lower than in previous years – for example in 2008, three in ten people (30%) watched/listened to that speech live.

More than half of the public (55%) have seen or heard the Speech discussed in the media and three in ten (29%) have heard about the Speech in another way. Both of these findings are in line with those recorded in 2008.



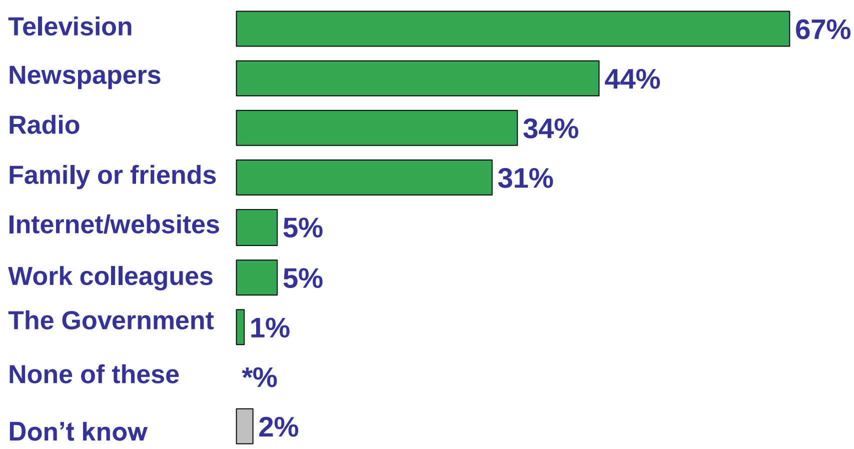
6.2. Budget Information

Two thirds of the public (67%) relied on *television* to inform them about the Budget proposals. *Television* was the most important media people used. Fewer than half of the public (44%) relied on *newspapers* and approximately a third of the public used either *radio* (34%) or their *family/friends* (31%).

[1] An asterisk (*) denotes any value less than half a per cent but greater than zero

Budget Information

Q ***Which, if any, of these do you rely on to inform you about the Budget proposals?***



Base: 1,001 TT adults, 13 – 20 September 2010

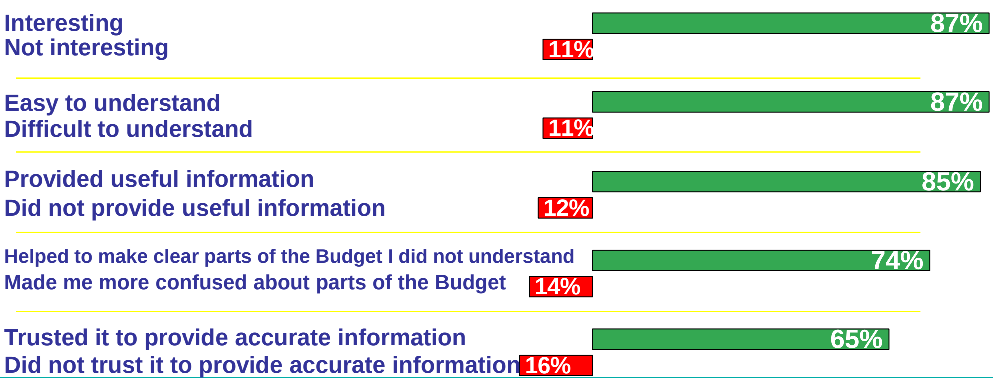
One in eight people (12%) watched the CNC3 Budget Forum TV programme on 9th September and one in twenty five people (4%) watched it on 12th September. As some people watched the programme on both showings overall 15% of the public watched the Forum on either day.

Among those people who watched the Forum, feedback is positive. In particular it was seen to be *interesting* (87%), *easy to understand* (87%) and *provided useful information* (85%).The weakest element was that only approximately two thirds of viewers *trusted the programme to provide accurate information* (65%).

Budget TV Programme

12% of the public watched the CNC3 Budget Forum TV programme on 9th September
4% of the public watched the CNC3 Budget Forum TV programme on 12th September

Q ***Generally do you think that the Budget forum TV programme on CNC3 was...***



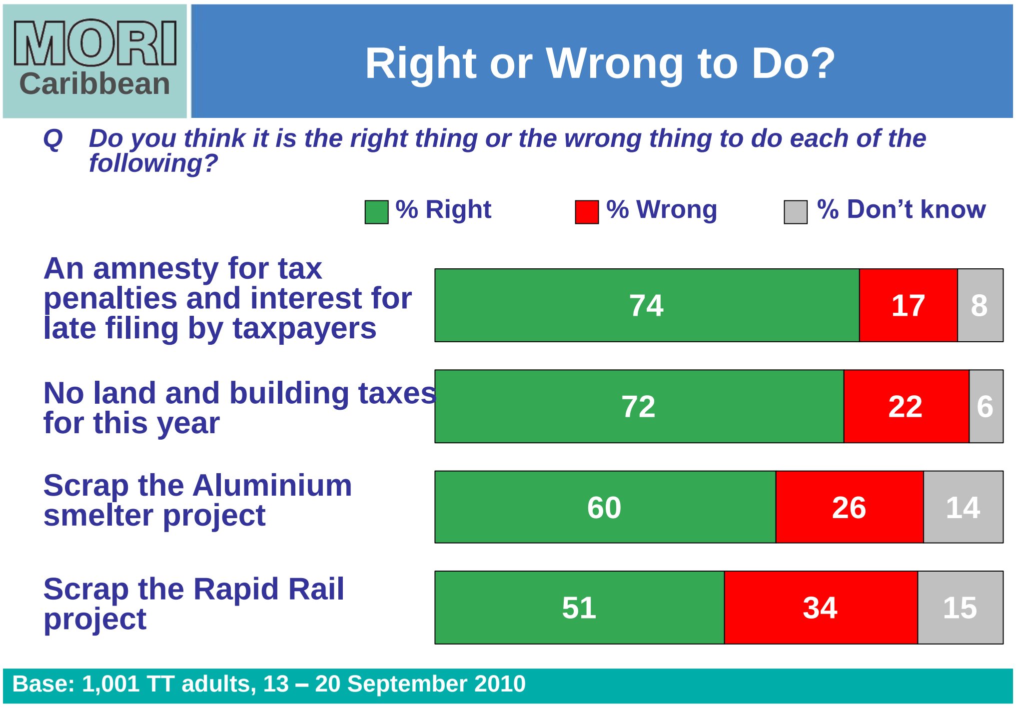
Base: 1,001 TT adults, 13 – 20 September 2010 (n=152 who watched the programme)

7. Budget Decisions

7.1. Right or Wrong Decisions?

More than seven in ten people believe is was right to provide an amnesty for tax penalties and interest for late filing by taxpayers (74%) and not to implement land and building taxes this year (72%).

Three in five people also agreed with scrapping the Aluminium Smelter project (60%) and just over half the public agree with scrapping the Rapid Rail project (51%). For both these decisions around one quarter (for the smelter) and one third (for the Rapid Rail) think that scrapping them is the wrong decision.



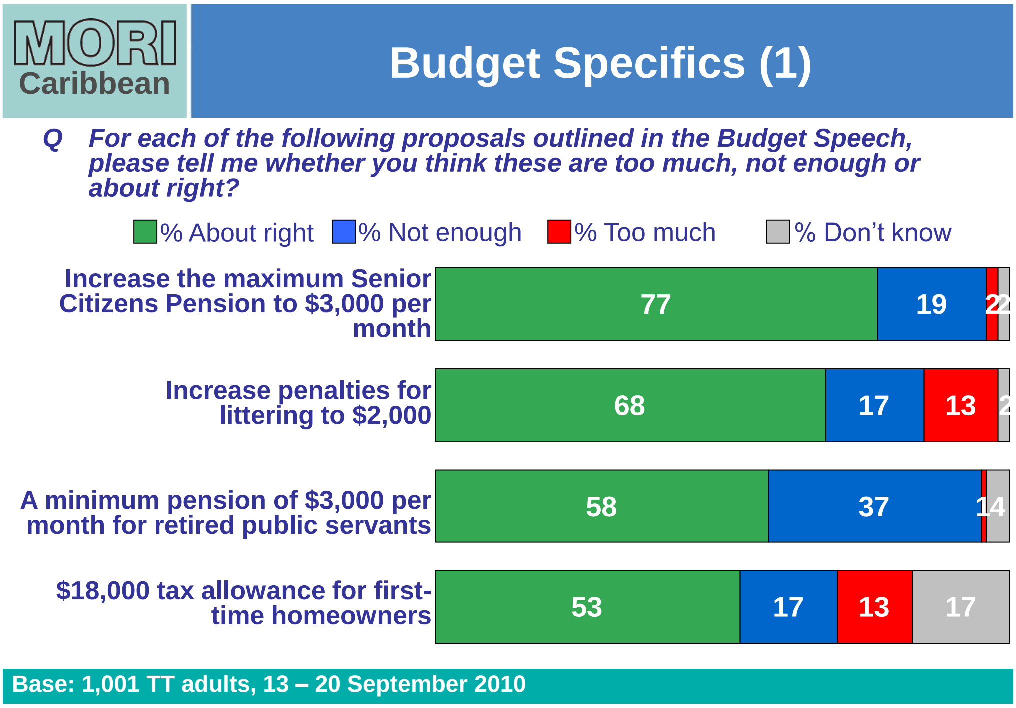
An analysis of the different sub groups shows that the views on each of the four announcements are reasonably consistent. The key areas of difference are on the Aluminium Smelter and the Rapid Rail projects. In both cases, fewer than half of Afro-Trinidadians (42% for Rapid Rail and 47% for Smelter) and Tobagonians (39% and 45%, respectively) believe scrapping these projects is the "right thing" to do.

In addition to the quantitative results presented in this chapter and subsequent chapter, focus group participants were also asked for their views on several of the Budget decisions. These have been analysed and summarised separately as part of the presentation. A copy of these slides is appended to this report.

7.2. Financial Decisions

At least half the public believes the financial decisions in the Budget proposals were “about right” for five of the eight decisions covered in the survey. In particular, more than three-quarters think the decision to increase the maximum Senior Citizen Pension to $3,000 per month (77%).

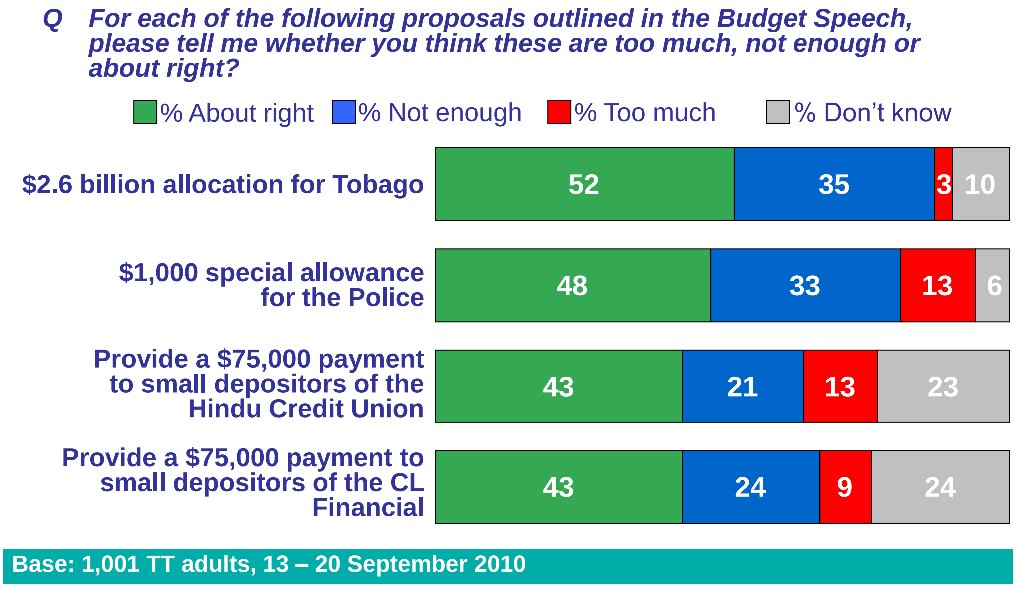
The decision to increase the penalty for littering to $2,000 also receives widespread support with more than two thirds of adults saying this “about right” (68%).



Just short of half the public believe $1,000 special allowance for the Police is “about right” (48%). A third of the public believes it is “not enough” and 13% say it is “too much”.

Views on the $75,000 payment to Hindu Credit Union and CL Financial small depositors are the same, with just over two in five people considering the $75,000 payout to be “about right”. Around a quarter of the public in each case say they don’t know whether this is the right amount and almost a quarter consider the payment to be “not enough”.

Budget Specifics (2)



The key differences by gender on these questions are more men than women believe the $2,000 littering penalty is "not enough" (20% and 14%, respectively) and more women than men believe the $1,000 special allowance for the police is "not enough" (38% and 28%, respectively). These two issues also illustrate a different emphasis among the oldest and youngest adults. Twice as many people between the ages of 18 and 34 years (17%) believe the $2,000 littering penalty is "too much" when compared with views of people aged 55 years or older (9%). Similarly, by a ratio of four to one, younger adults are more than older adults to say the $1,000 special police allowance is "too much" (20% for 18-34 year olds vs. 5% for 55+ year olds).

Consistently more Indo-Trinidadians than Afro-Trinidadians say each of the financial decisions were "about right", though the overall attitudes are reasonably similar. The two issues of disagreement are the $1,000 special police allowance (41% of Afro-Trinidadians say this is "not enough" vs. 24% of Indo-Trinidadians with this view) and the $2.6bn allocation for Tobago (47% of Afro-Trinidadians say this is "not enough" vs. 24% of Indo-Trinidadians with this view). People living in Tobago are also much more likely to think the $2.6bn allocation is "not enough" (64% think this vs. 35% generally).

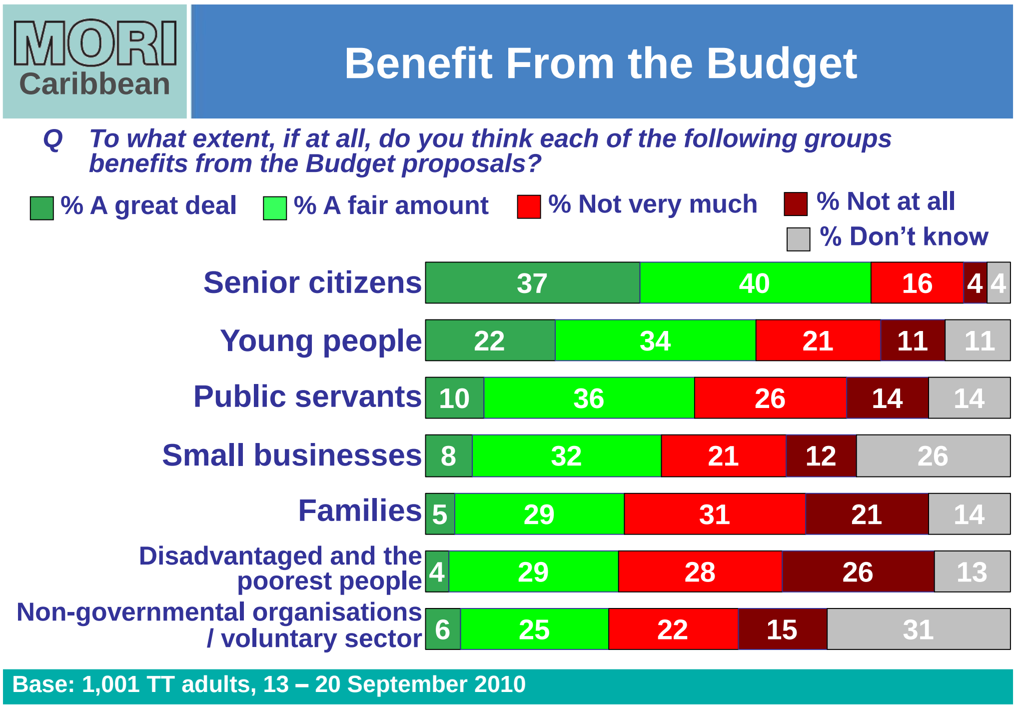
8. Budget Impact

8.1. Benefit from the Budget

The public believed that *senior citizens* benefitted the most from the Budget proposal with more than three quarters of people (77%) thinking that senior citizens benefitted “a great deal” (37%) or “a fair amount” (40%). Among people aged 65 years or older, approximately seven in ten (71%) believe *senior citizens* benefitted.

More than half the public (56%) feel that *young people* also benefitted from the Budget. Just over half (52%) of 18-34 year olds believe *young people* benefitted, compared to 57% of 35-54 year olds and 63% of people aged 55 years or more who believe this.

While 46% of the public believe that *public servants* benefitted from the Budget proposals, only 38% of people working in the public sector agree and more than half of this group (52%) do not believe *public servants* benefitted.



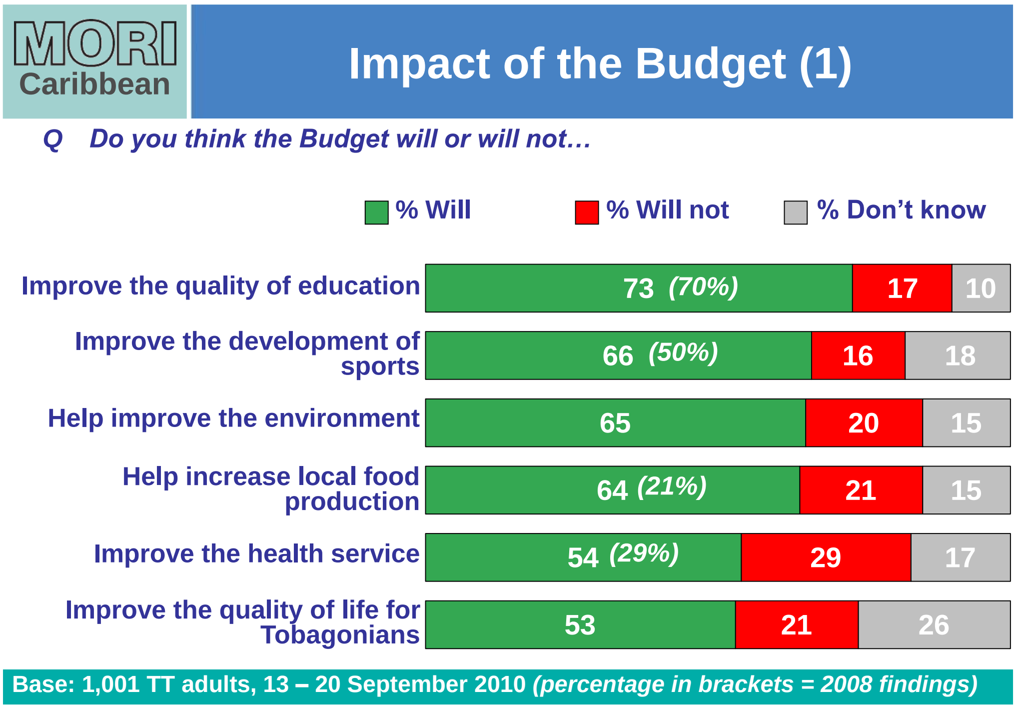
The groups that were least likely to be seen to have benefitted are *families* as more than half the public say that families benefitted “not very much” (31%) or “not at all” (21%) and the *disadvantaged/poorest people*, with 28% considering this group did not benefit “very much” and a further 26% saying “not at all”.

8.2. Budget Impact

There are six out of a total of thirteen (13) areas where more than half of the public agree that the Budget will have a positive impact. People are most positive in terms of its impact on *the quality of education,* with almost three quarters (73%) saying the Budget will improve it. This is similar to people's attitudes in 2008 when 70% felt that year's Budget would improve the quality of education.

Two thirds of the public (66%) think the Budget will *improve the development of sports*, which is sixteen points higher than said the same in 2008 (50%).

More than three times as many people are optimistic this year than in 2008 that Budget will *help increase local food production* (64% in 2010 vs. 21% in 2008) and almost twice as many are positive about its impact on *improving the health service* (54% and 29%, respectively).

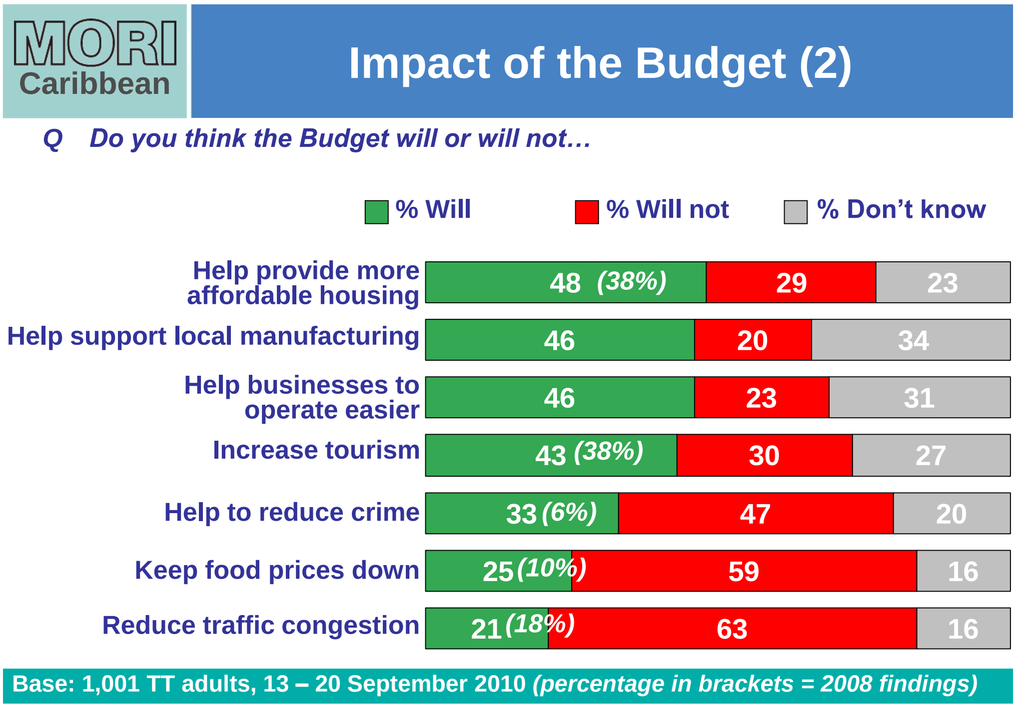


More than half of the public (53%) believes that the Budget will *improve the quality of life for Tobagonians* and approximately one in five people (21%) believe it will not. Although a similar proportion of Tobagonians believe the Budget will achieve this (51%), a greater proportion than on average do not think it will (30%).

The following chart shows where fewer than half the public expect the Budget to have a positive impact, including in three areas where more people believe the Budget "will not" make a contribution than "will"

People are least optimistic about the Budget's impact on *traffic congestion"* as three times as many people believe it "will not" reduce congestion as believe it "will" (63% vs. 21%). Compared with attitudes in 2008, there has been no statistically significant change in the proportion of people optimistic about the impact of the Budget on *traffic congestion* (18% in 2008 believed that year's Budget would reduce congestion).

Approximately three in five people (59%) do not think this year's Budget will *keep food prices down* and almost half of the public do not think it will *help reduce crime* (47%). However, a greater amount of people are optimistic about this year's Budget than the 2008 Budget in both these respects: 33% positive about 2010 Budget's impact on crime (vs. 6% in 2008) and 25% positive about this year's Budget on food prices (vs. 10% in 2008).



For most of the indicators more men than women are optimistic about the impact of the Budget. The biggest difference is on its impact on crime. Among men, the "net will" score is -7 and among women it is -22.

On every indicator with the exception of improvements to sport (where there is no net difference) older people are more positive than younger people.

Indo-Trinidadians are more optimistic than Afro-Trinidadians on all of these indicators.

9. CNG

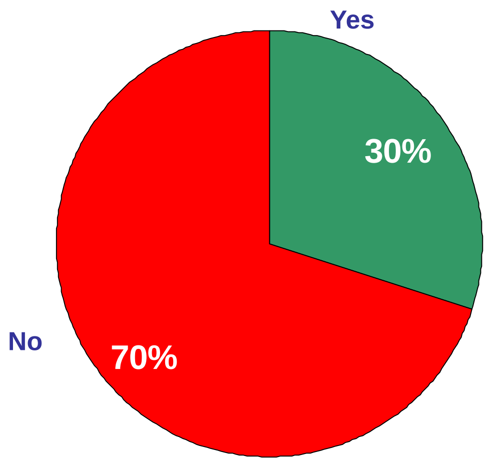
9.1. Car Ownership

Three in ten people *personally own* a car. It is important to note that this question specifically asks whether people “personally own” a car or not, rather than asking whether people drive a car or are buying/leasing a vehicle. The purpose of asking this question was not to determine the number of drivers in Trinidad & Tobago, but to establish the number of car owners in order to ask this group of people further questions about Compressed Natural Gas (see below).

MORI Caribbean

Car Ownership

Q Do you personally own a car?



	Yes
Total:	**30%**
Men:	**44%**
Women:	**16%**
AT:	**27%**
IT:	**34%**
18-34:	**27%**
35-54:	**36%**
55+	**23%**
North:	**25%**
South:	**30%**
East:	**28%**
Central:	**37%**

Base: 1,001 TT adults, 13 – 20 September 2010

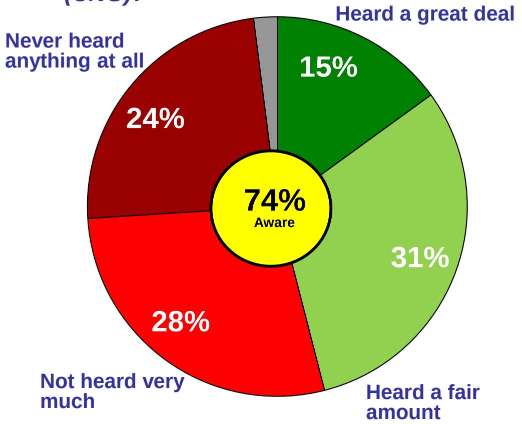
The biggest sub group difference in terms of car ownership is that many more men than women say they personally own a car (44% vs. 16%).

9.1. CNG

Almost three quarters of car owners (74%) recall at least some information of the Budget proposals to encourage people to convert their cars to using CNG, including 15% who say they "heard a great deal" and 31% who "heard a fair amount".

CNG

Q How much, if anything, do you feel you know about the Budget proposals to encourage people to convert their cars to use Compressed Natural Gas (CNG)?



Q In the next 12 months, how likely or unlikely are you to convert your car so it uses Compressed Natural Gas (CNG)?

3% certain to
8% very likely to
14% fairly likely to

11% fairly unlikely to
22% very unlikely to
35% certain not to

1% already use CNG
7% don't know

Base: 296 TT adults who own a car, 13 – 20 September 2010

Most car owners do not expect to change to CNG with approximately on third saying they are "certain not to" (35%) and another third saying that they are "unlikely" to do so (33%). Nevertheless, this still leaves a quarter of car owners who say they are either "certain to" (3%) or "likely to" (22%) switch to CNG in the next 12 months.

Below are some typical comments from group participants when they discussed CNG:

"Less impact on the environment" (Male)

"Good in theory, causes more traffic jams than anything, few locations and you would have to change your whole system and infrastructure for it to be successful" (Male)

"If they remove the gas subsidy and gas is too expensive, you would switch" (Female)

"Those take really long to fill up in the gas stations" (Male)

10. Public Service Reform

10.1. Attitudes to Public Service Reform

In the focus group discussions, participants were asked to consider what the term "Public Service Reform" means to them and for their suggestions on how the Public Service could be reformed. Most participants consider "Public Service Reform" to mean improvements to the public service through operations, image, infrastructure & personnel.

The reforms that participants would like to see include:

- Better customer service and more professionalism from Public Sector staff; and

- Particular reforms to the Health Service, Police, Justice and Education.

Their suggestions for ways in which reform could be promoted in the Public Service include:

Improved technology within Public Services

- More information sharing between departments and ministries;

- Better training for staff and increased supervision to ensure productivity;

- More accountability and greater transparency;

- Performance-based pay; and

- Timeliness and improved attitudes of employees

Below are some typical comments from group participants when they discussed reform of Public Services:

"Accountability in the services. Implementing a more rigid check and balance system" (Male)

"I think they have to reform the individuals themselves because generally service in Trinidad is incredibly poor, whether it is private or public sector" (Female)

"The people who are trained to provide that service should at least be knowledgeable about the service that they are providing, rather than giving you wrong information" (Female)

"What I hate to see is that you go to an institution and they tell you this is the procedure and it applies to you and then you see somebody there who the procedure does not apply to. I want some equality" (Male)

Appendices

I. 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, 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
1,001 interviews	2	3	3

Source: MORI Caribbean

For example, on a question where 50% of the people in a sample of 1,001 respond with a particular answer, the chances are 95 in 100 that this result would not vary by more than three 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 from 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
500 and 500	4	6	6
1,000 and 1,000	3	4	4
509 and 492 (Men v. Women)	4	6	6
2,987 and 1,001 (Wave 15 and Wave 17)	2	3	4

Source: MORI Caribbean

The table above also shows that when comparing results from the Wave 15 survey with the Wave 17 survey, differences need to be around ±4% at the 50% level to be significant.

II. 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

Source: MORI Caribbean

III. Sample Profile

	Unweighted		*Weighted*	
	N	***%***	***n***	***%***
Total	***1,001***	**100**	***1,001***	**100**
Gender				
Male	*509*	51	*504*	50
Female	*492*	49	*497*	50
Age				
18-34	*333*	33	*427*	43
35-54	*359*	36	*378*	38
55+	*304*	31	*191*	19
Work Status				
Full/Part-time/Self-employed	*568*	57	*617*	62
Not working	*431*	43	*382*	38
Ethnicity				
Afro-Trinidadian	*394*	39	*380*	38
Indo-Trinidadian	*354*	36	*419*	42
Other	*252*	25	*202*	20
Regional area				
North	*86*	9	*109*	11
South	*336*	34	*282*	28
Central	211	21	190	19
East	317	32	380	38
Tobago	51	5	40	4

Source: MORI Caribbean

IV. Detailed Information on Response Rates

In total 1,001 completed interviews were achieved out of a total of 1,666 panel members where attempts were made at contact. This gives a response rate of 60%.

The reasons for non-contact were:

- 294 getting phone recordings or phone rings without answer
- 164 call backs (spoke to someone but interviewers were told that was not a good time)
- 156 Phone out of service or wrong number
- 4 deceased
- 6 were out of the country
- 4 too sick to take part
- 37 refused to be interviewed over the phone

V. Validation Checks

The telephone interviews took place in the office in the presence of supervisors. Verification and clarification checks were done by supervisors and the Co-ordinator. In all cases the interviews were completely done by the interviewer.