Opinion Leaders' Panel 2003

Wave 2 Report

Research Study Conducted for the Government of Trinidad & Tobago

June - July 2003

Contents

1. Introduction

1.1. Background and objectives

This volume contains the report of the second wave of the Opinion Leaders' Panel, carried out by the MORI Social Research Institute with HHB & Associates on behalf of the Government of Trinidad & Tobago. Detailed computer tables providing results by specified sub-groups of the Panel have been provided in a separate volume.

The Opinion Leaders' Panel was set-up 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.

1.2. Methodology

1.2.1. Sampling

In the initial design of the Opinion Leaders' Panel, concern for panel 'wearout' and 'decay' was a factor which led us to plan that after the baseline of 2,747 randomly sampled citizens were interviewed, that subsequent waves would be taken with approximately one third of the participants on each occasion. We instructed HHB & Associates to take approximately 900 of the panel as the 'universe' for each subsequent wave. They did this by random number selection, and instructed the fieldforce to attempt to contact these original panellists. We anticipate that this would provide approximately 700 interviews allowing for deaths, serious illness, those away during the fieldwork period, non-contacts after three recalls and refusals to participate for whatever reason.

1.2.2. Response rates

Interviews for Wave 2 were carried out face-to-face, in home, between 28 June – 16 July 2003. 693 successful interviews were completed. The overall response rate was 77% (see appendix for details).

1.2.3. Weighting

The data have been weighted by age, ethnicity, gender and work status to the 1990 census data. Details from the 2000 census were unavailable at the time of the survey.

1.2.4. Area combinations

Reference is made in this report to different areas of the country, which have been classified as follows:[1]

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**.

1.3. Qualitative research

In addition and simultaneously, four focus groups were recruited and conducted by Maxine Richards of Trends Limited. The topic guide was prepared by MORI.

The composition of the groups was as follows:

Table 1: Focus groups composition

Area	Gender	Age	Class
Central Trinidad (rural)	4 men, 6 women	25-34 years	D1 D2
North Trinidad (urban)	5 men, 4 women	40-50 years	ABC
North Trinidad (urban)	4 men, 5 women	55+ years	D1 D2
South Trinidad (urban)	6 men, 3 women	25-34 years	ABC

Source: MORI

Verbatim comments are used throughout the report to illustrate participants' discussions. The full reports from each focus group are also appended.

[1] Note because of the very low base size of respondents in Tobago, no breakdown of results in this area are reported on

1.4. Volume layout

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

NATIONAL:

i. National Government performance

ii. Issues facing the country, focusing on crime

iii. Vision 2020

iv. National ICT strategy

v. BWIA use and satisfaction

LOCAL:

vi. General attitudes to the local area

vii. Attitudes to local government

viii. Customer contact and complaints handling

ix. Local services

We have also included a section considering the views of Afro- and Indo-Trinidadians in more detail.

1.5. Presentation and interpretation of the data

This study is based on interviews conducted with a sample representative of the adult population of Trinidad & Tobago. 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 $\pm$4 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.

In several places where identical questions were put to the baseline sample of 2,747 citizens, and repeated in this the second wave with 693, a calculation of 'swing' is offered to indicate the change over time, comparing the attitudes of the T&T public this year against last. 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 minds over the two points in time.

As an example, if at the baseline last year satisfaction with the Government was 34% satisfied and 28% dissatisfied, the net satisfaction score would be +6%. If this year the satisfaction score was 38% and the dissatisfaction was 24%, for a net satisfaction score of +14%, the difference would be +8%, divided by 2 would result in a 'swing' of 4%, or four more people in one hundred satisfied this year than last.

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.

1.6. Acknowledgements

MORI would like to thank Senator Rt Hon Dr Lenny Saith, Minister, Ms Jacqui Wilson, Permanent Secretary, and Ms Gillian Macintyre, Permanent Secretary, at the Ministry of Public Administration and Information and their colleagues Donna Ferraz, Lisa Branker, and Ramon Gregorio and the rest of the Departmental team; the Central Statistical Office, Maxine Richards at Trends Limited 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 693 citizens of Trinidad & Tobago who gave up their time to take part in this survey and to tell us their views.

1.7. 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.

2. Executive Summary

2.1. National Government

i. Overall satisfaction with the Government has increased over the year from 34% to 48%, though this is more due to a fall in 'don't knows' than a fall in dissatisfaction.

ii. Most (57%) are also satisfied with the way democracy works in Trinidad & Tobago, though 38% are unhappy. However, 61% still think that the system of government could be improved quite a lot or a great deal – rising to 72% who think the present system of *local* government could be improved.

iii. Pensions and education are the two pledges with the highest recall (as in 2001), and among those who have heard of each pledge, most think the Government has been successful so far – with the exception of what has been done on crime (reflecting earlier concerns, and the importance of this issue), and Commissions of Enquiry.

2.2. Crime and safety

i. Crime and safety is seen as a major issue facing the country, and there is little evidence that Panel Members have perceived any improvement since last year.

ii. The vast majority say they feel safe walking alone in their area during the day (88%, up slightly over the year), but this falls to 60% who feel safe after dark. The proportion who feel unsafe after dark has also risen slightly since Wave 1, from 29% to 36%. Three-quarters feel safe in their own home alone after dark, no change over the year.

iii. Overall, though, perceptions of safety are falling. While 44% say they feel as safe as they did three years ago, the exact same number think things have got worse – an increase of 13 points since Wave 1.

iv. As in Wave 1, though, the top concerns remain the same – drugs and drug dealing, burglaries, poor street lighting and people hanging around in the street.

2.3. Vision 2020

i. Awareness of Vision 2020 is wide (69% have heard of it), but shallow – 37% say they have heard at least a fair amount about it.

ii. Among those who have heard of it, there is lukewarm optimism that it will be achieved (63% think it is likely, but only 24% say it is certain or very likely). Around half think that by the year 2020, public sector services will become more efficient and customer-focused, T&T citizens will enjoy a high quality of life, and that society will have strong spiritual and ethical values.

iii. Focus group participants were also sceptical – in particular, whether it was just a 'dream' or politician's promise that should be viewed with suspicion (especially if they are already critical of the Government) – but there was some feeling that the Government should be doing more to promote the national image of the country.

iv. It will be important for the Government to demonstrate some early and real progress on Vision 2020, even if it is only in limited areas, to demonstrate that Vision 2020 will make a real difference to the lives of ordinary people. For that to happen, it will need to concentrate on the issues important to people – in particular, crime and personal safety, education (and facilities for young people), and health.

v. Nonetheless, there is a strong feeling that citizens share the responsibility of improving their quality of life with the Government, and that the two will need to work together on this.

2.4. National ICT strategy

i. Two in five (39%) know at least a little about the National ICT strategy, while a further 22% have heard of it but don't know any more details (a third have never heard of it). Of those who know something about it, three-quarters believe it will be *very* beneficial to the country, though focus group participants do point out barriers that will need to be overcome first.

ii. Non-internet users (61% of the Panel), would most like to be able to use government services and have general internet access, if the Government were to introduce internet access in community centres. They say they would be prepared to pay TT$5-10 per hour to use this service.

iii. ICT is seen as a very attractive career for the nation's youth (95% say it would be appealing), but there needs to be the opportunity and jobs available first.

2.5. BWIA

i. Two in five (22%) have flown with BWIA in the last three years, and their satisfaction with the quality of services is high at 90% (half are very satisfied).

2.6. Local priorities

i. Residents spontaneously said that they believed that the peace and quiet they enjoy (55%) and their neighbours (47%) are the best things about their local area. This is a comparable finding to the views expressed last year, in Wave 1

ii. When then asked about the worse things about living in the area, they responded with the lack of facilities for young people (33%), poor drainage and flooding (31%) and drugs (28%), again the same top three as in Wave 1. Concern about unemployment is also high, with 27% citing this as a bad thing about their local area.

iii. Following on from these, Panel Members' top five priorities to improve in their local area are:

- Facilities for young people (45%)
- Better maintenance of the area (36%)
- More/better jobs (27%)
- More/better policing (26%)
- More/better lighting (24%)

2.7. Overall attitudes to local government

i. People think that their local government body is important, and overall are twice as satisfied as dissatisfied with it (58% vs 28%). Compared with other public services from the Wave 1 survey, only the utilities and primary schools receive higher satisfaction scores. However, only hospitals receive higher *dis*satisfaction scores.

ii. Priorities for local government are to encourage investment and new jobs, treat all residents equally, promote the well-being of the area, and maintain good quality services. However, performance on all these issues receives negative ratings from those who rate the issues as important to them.

iii. Furthermore, half (52%) of the public think that their local government body wastes taxpayers' money, and only 38% would describe the quality of local services as good overall. The top five image statements attributed to local government are also negative – "poor service", "slow", "unsatisfactory", "inadequate", and "unresponsive".

iv. Satisfaction with individual services is also patchy, with 64% satisfied with garbage disposal/landfills, but only 38% happy with drain maintenance.

Many people are also unaware of the extent of services provided by their local authority.

2.8. Awareness of local government

i. Only 44% say they feel well-informed about their local government body, and 60% think it is remote and impersonal.

2.9. Local councillors

i. Three in ten (30%) can give the name of their local councillor. Panel Members' priorities for their local councillors are to make themselves available to local people (42%), listen to the views of local people (41%), and deal with people's problems in their wards (40%) – these are also where the greatest gaps are compared with what people think their councillors actually do.

2.10. Customer care and complaints handling

i. Three in ten say they have contacted their local government body in the last year (mostly in person), and while experiences are good for helpfulness of staff, getting hold of the right person, and being interested in their problem, ratings are poor compared with the Wave 1 benchmark for public services as a whole (mostly utilities), especially with regard to speed, efficiency and being able to deal with the problem. Satisfaction with the final outcome of the contact is balanced – 52% satisfied, 45% dissatisfied – but again this compares to the Wave 1 benchmark of 79% satisfied 17% dissatisfied.

ii. Of the 18% who have made a complaint to their local government body in the last year, 35% were satisfied, and 61% dissatisfied. This compares with the Wave 1 benchmark of 43% satisfied and 49% dissatisfied.

iii. However, complaints handling is a problem that faces all public services. Only 38% feel well informed about how to make a complaint to a public sector organisation, while 83% believe that you need a lot of determination to get something done about a complaint, and 66% think most public services don't take complaints seriously. However, there is some progress here – half think public services are getting better.

Prof Robert M Worcester

Gideon Skinner

Mark Gill

3. National Government

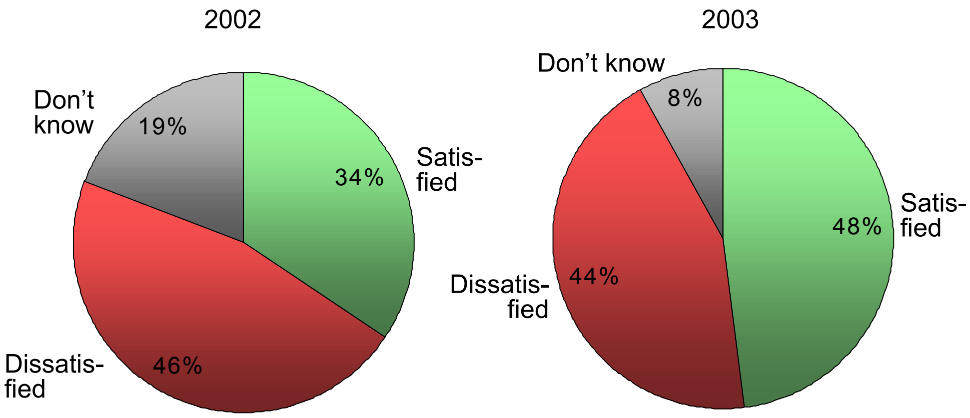
3.1. Overall satisfaction

Overall, satisfaction with the Government has increased since last year, with half saying they are now satisfied (48%), compared with 34% in 2002. However, there has not been a corresponding fall in the percentage of people dissatisfied, but instead a fall in those not giving an opinion (from 19% to 8%).

Satisfaction is highest among older people (65%) and Afro-Trinidadians (60%). Those living in the Central area and Indo-Trinidadians are most *dissatisfied* (60% and 59% dissatisfied, respectively).

Chart 1: Satisfaction with Government improving

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



Base: 693 adult T&Ts (2,747 in 2002)

Source: MORI

The table on the following page shows the net satisfieds and swing for several key sub-groups. The higher the swing value, the more positive these sub-groups are now compared with last year, during Wave 1.

This shows that overall there has been a swing of +8% (that is, eight out of every 100 more people are now satisfied with the Government than last year). The swing is greatest among younger people (+17% swing) and Afro-Trinidadians (+16%).

Table 2: Swing: Wave 1 to Wave 2

	Net satisfied (Wave 1)	Net satisfied (Wave 2)	Swing
Total	-12%	+4%	**+8%**
Men	-15%	+4%	**+9.5%**
Women	-10%	+2%	**+6%**
18-34 years	-39%	-5%	**+17%**
35-54 years	-30%	-4%	**+13%**
55+ years	+20%	+36%	**+8%**
Afro-Trinidadians	+12%	+28%	**+16%**
Indo-Trinidadians	-36%	-27%	**+4.5%**

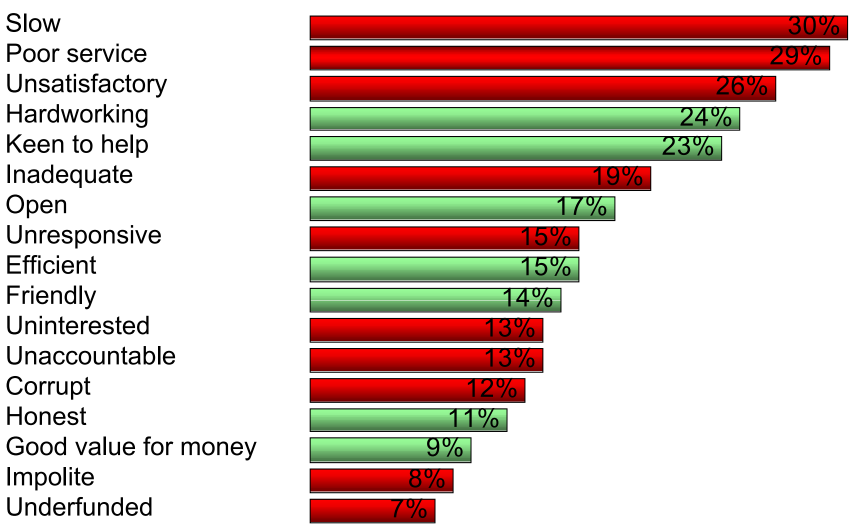
Source: MORI

3.2. Image of the Government

Following a similar pattern observed with local government, the top three ways to describe the Government are **slow** (30%), **poor service** (29%) and **unsatisfactory** (26%).

However, in contrast to the image of local government (see pages 53-54), five of the top 10 ways to describe the national Government are positive, with around one in four saying it is **hardworking** (24%) and **keen to help** (23%).

Chart 2: Image of the Government of Trinidad & Tobago



Base: 693 adult T&Ts, June - July 2003

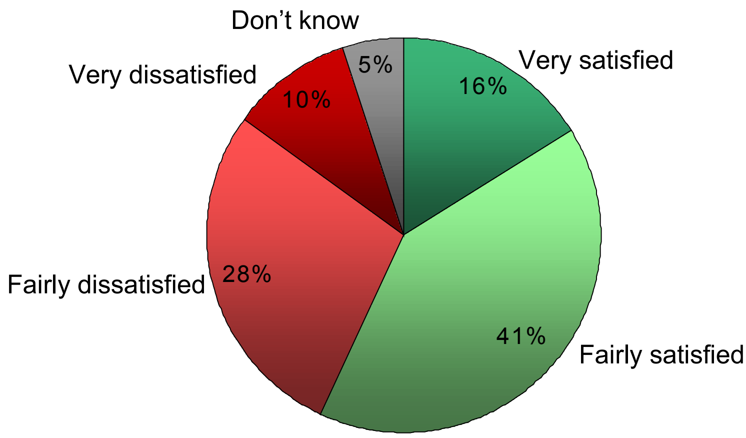
Source: MORI

3.3. Democracy

The majority of residents say they are satisfied with the way that democracy works in Trinidad and Tobago (57%), though 38% are unhappy.

Chart 3: Satisfaction with democracy

Q *How satisfied would you say that you are with the way democracy works in Trinidad and Tobago?*



Base: 693 adult T&Ts, June - July 2003

Source: MORI

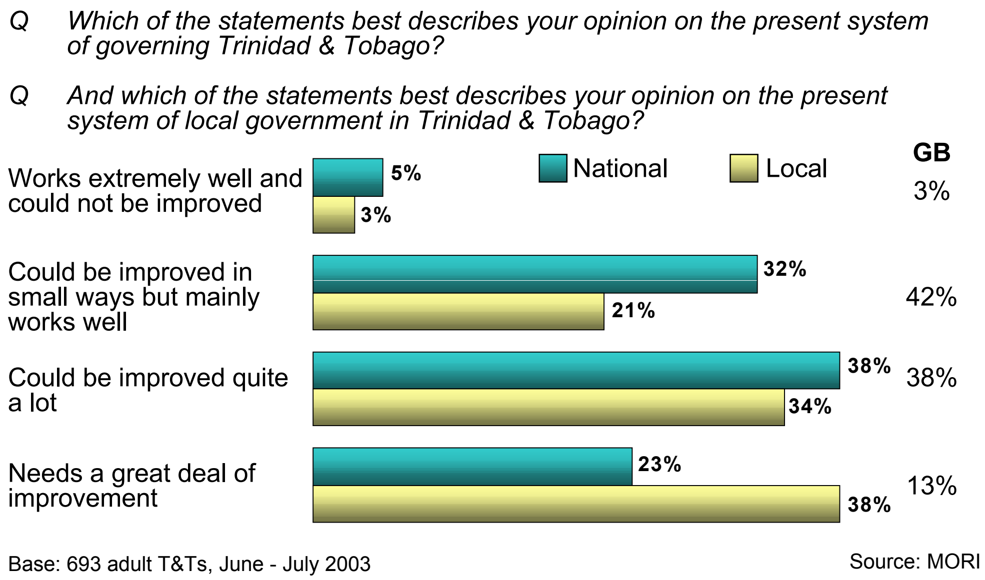
As with satisfaction rating for the national Government, older people (63%) and Afro-Trinidadians (65%) are most satisfied with the way democracy is working. Those in the Central area and Indo-Trinidadians are most *dissatisfied* (45% and 46% dissatisfied, respectively).

3.3.1. Comparison with local government

Differences between perceptions of local and national governments can be seen in the following chart. While three in five (61%) say that the present system of governing Trinidad and Tobago needs improving quite a lot or a great deal, this is less than the 72% who say the same about the system of local government. In particular, many more residents say that local government needs improving *a great deal* (38%) than say the same about the national system of government (23%).

Both these findings compare less favourably than the British public's attitude towards their system of government – with around half the British people (51%) saying their system of government needs improving quite a lot or a great deal.

Chart 4: Local government needs more improvement



Older residents are more likely to say both local government (28%) and central government (49%) needs only minor or no improvements to the way they work, compared with other age groups. Views of men and women are similar about both tiers of government; and while Afro-Trinidadians and Indo-Trinidadians have a similar perception of how local government works, the former are *less* likely to say central government needs improving at least quite a lot (52%) than the latter (70%).

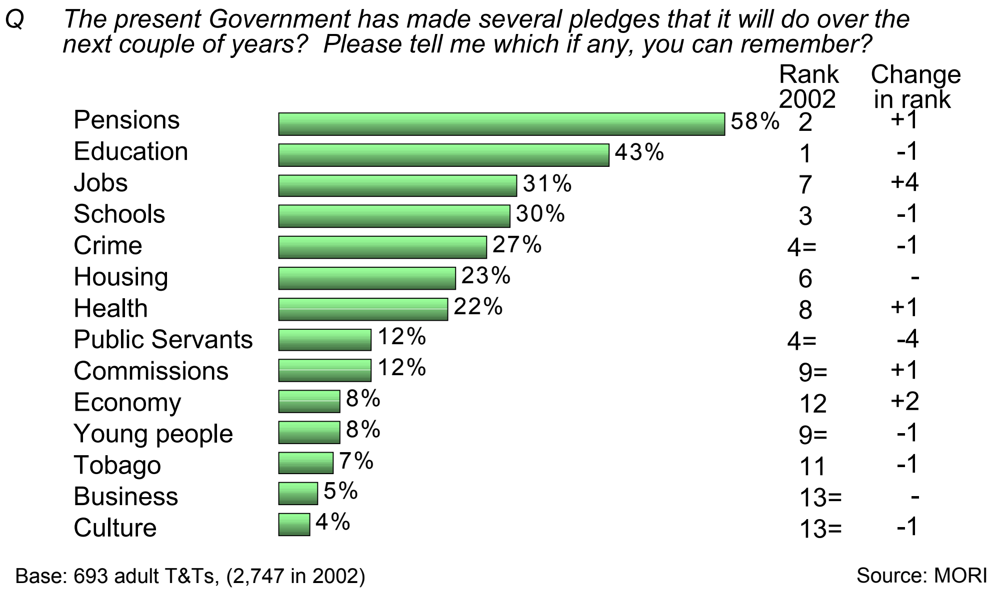
3.4. Pledges

More than half the population remember the Government's pledge on **pensions** (58%) – especially older people (65%) and residents in the Central area (73%).

Less than half recall any of the other 13 pledges. **Education** records the next highest recall levels (43%) – more so for women (47%) and those aged 35-54 years (52%).

Generally, the order in which people remember the Government's pledges has changed little since 2002 – though the pledge on **jobs** is now 3rd highest (up from 7th) and the pledge on **public** servants has fallen four places.

Chart 5: Recall of pledges



As shown on the following chart, of those who recall individual pledges most are positive about the Government's progress. For 11 of the 13 pledges, at least half feel the Government has been fairly or very successful to date – ranging from 53% who say this about the **health** pledge to 92% for the **pensions** pledge. Crime, though, is still a concern, and a priority for action.

Chart 6: Success of pledges

Those who think the Government has been *unsuccessful* so far also have little confidence that it will improve (though note small base sizes here). In particular, 69% of those critical of the Government's record on **crime** do not think it will achieve its pledge by 2004, as do 77% about **Commissions of Enquiry**, 59% about **jobs**, 55% about **housing** and 46% about **health**.

4. Issues facing the country – crime

4.1. Perceptions of personal safety

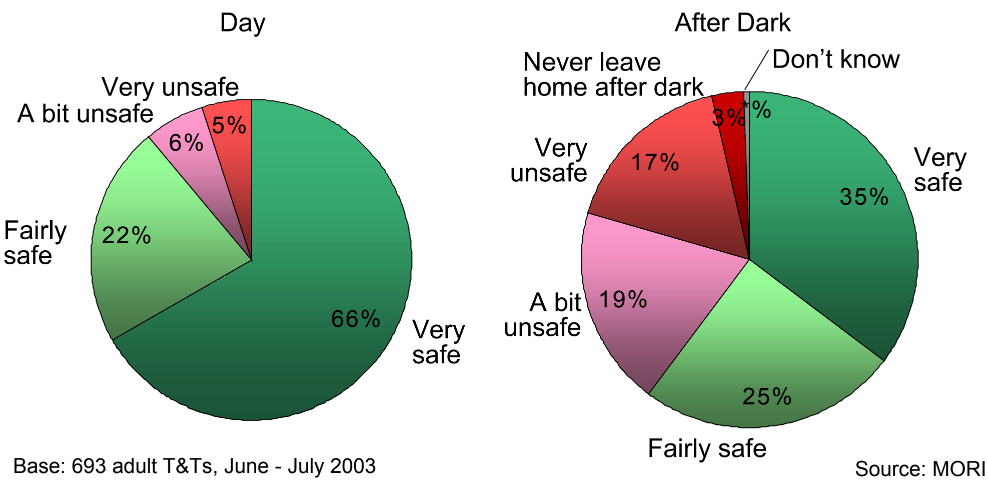
The vast majority of people say they feel safe when walking alone in their area during the day (88%), including two in three who feel *very* safe (66%).

When asked about walking alone in the area after dark, this falls to six in ten who feel safe (60%), including around one in three who feel *very* safe (35%).

Chart 7: Feelings of safety

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: 693 adult T&Ts, June - July 2003

Source: MORI

While feelings of safety during the day are generally consistent among sub-groups, at night-time there are differences, with women (40%), 35-54 year olds (43%) and professional/non-manual workers[2] (41%) more likely to feel *unsafe* (compared with 34% of the working class and unemployed/not working).

Residents living in the North area (74% - compared with 57% in the South, and 58% in East and Central) and Afro-Trinidadians (71%) are more likely to say they feel *safe* after dark.

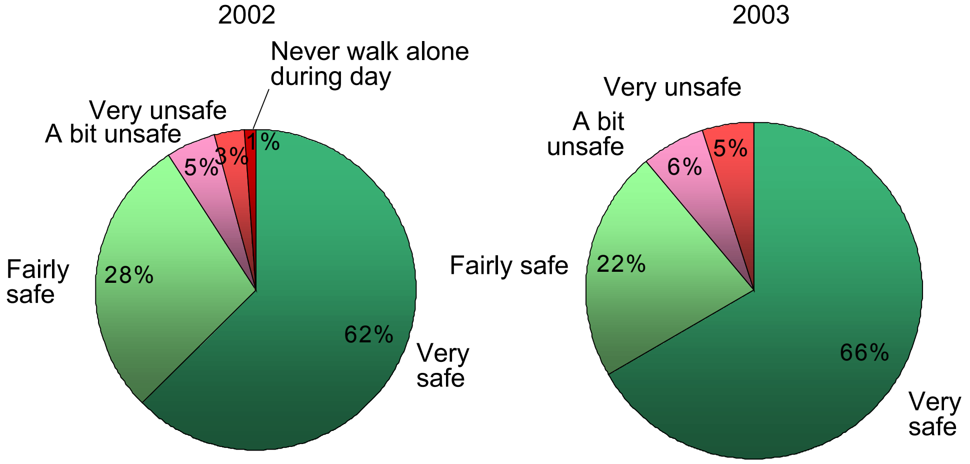
[2] In this report professional/non-manual workers refers to those residents in social grades ABC1. Residents in social grades C2DE are referred to as working class and unemployed/not working. Please see the appendix for further details.

4.1.1. Walking alone during the daytime

More people now say they feel *very* safe when walking alone around their neighbourhood during the daytime than in 2002 (from 62% to 66%), though overall feelings of safety have remained stable.

Chart 8: Slight improvement in daytime safety

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



Base: 693 adult T&Ts, June -July 2003

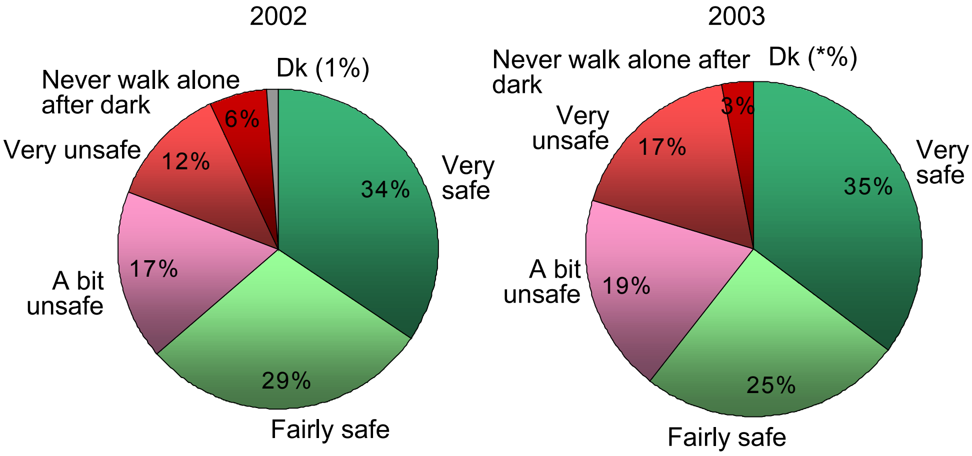
Source: MORI

4.1.2. Walking alone after dark

In contrast, more now say they feel unsafe (36%) when walking along after dark than in 2002 (29%).

Chart 9: But more feel unsafe walking alone after dark

Q How *safe do you feel when you are walking alone after dark?*



Base: 693 adult T&Ts

Source: MORI

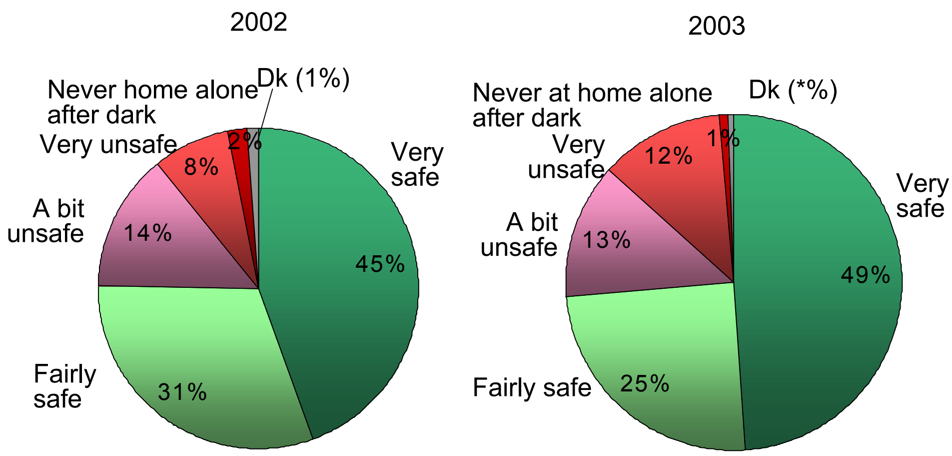
4.1.3. At home alone after dark

Three in four say they feel safe when home alone after dark (74%), including half who feel *very* safe (49%). This is similar to findings in 2002. Even so, a significant proportion of people feel *unsafe* in their own home after dark (25%), rising to 36% of residents living in the Central area and 35% among Indo-Trinidadians – an issue raised during the focus groups.

> *You are not even safe in your own house. For example, a family was sleeping at night and an intruder came into their house. When the owner pulled a cutlass and the intruder said "Sorry I came into the wrong house, I am just tired and want somewhere to sleep until morning".*
>
> Rural, central area, 25-34 years

Chart 10: At home after dark – trends

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



Base: 693 adult T&Ts, June - July 2003

Source: MORI

Men (81%), those aged over 55 years (80%) and Afro-Trinidadians (82%) are more likely to feel safe in their own home after dark.

The following table presents the swing in the proportions of "net safe" (that is those who say they feel safe minus those who feel unsafe) for key sub-groups.

This shows that the swing has been greatest in relation to people feeling less safe after dark (-5% swing). For both feelings of safety in the daytime and after dark, perceptions have changed the most for those aged 35-54 years (-8.5% and -10.5%, respectively), with no group swinging significantly towards feeling more safe.

Change in feelings of safety in the home after dark are less uniform. Men (+2%) and over 55 year olds (+4%) feel more safe now than last year; though the swing has moved in the opposite direction for other groups, particularly women (-7%) and 35-54 year olds (-5.5%).

Table 3: Crime – swing (Wave 1 to Wave 2)

	Daytime	**After dark**	**Home alone after dark**
Total	-2.5%	-5%	-2.5
Male	-4.5%	-4.5%	+2
Female	-1%	-5%	-7
18-34 years	+0.5%	-4%	-2
35-54 years	-8.5%	-10.5%	-5.5
55+ years	-1.5%	-2%	+4

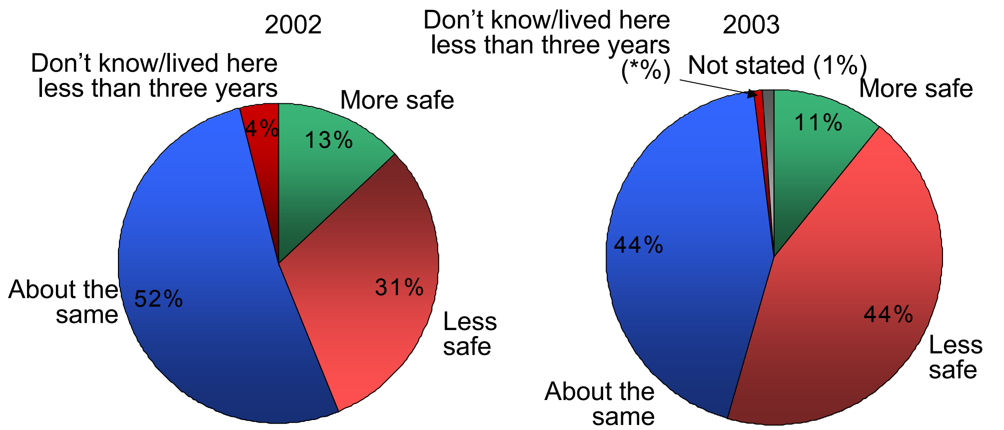
Source: MORI

4.1.4. Overall feelings of safety – the last three years

People are four times as likely to say they feel *less* safe (44%) than *more* safe (11%) than they did three years ago – though 44% do not notice a change. Compared with the same question in 2002, feelings of safety over time have deteriorated – 44% say they feel less safe now, compared with 31% in 2002.

Chart 11: Overall safety perceived to be getting worse

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



Base: 693 adult T&Ts, June - July 2003

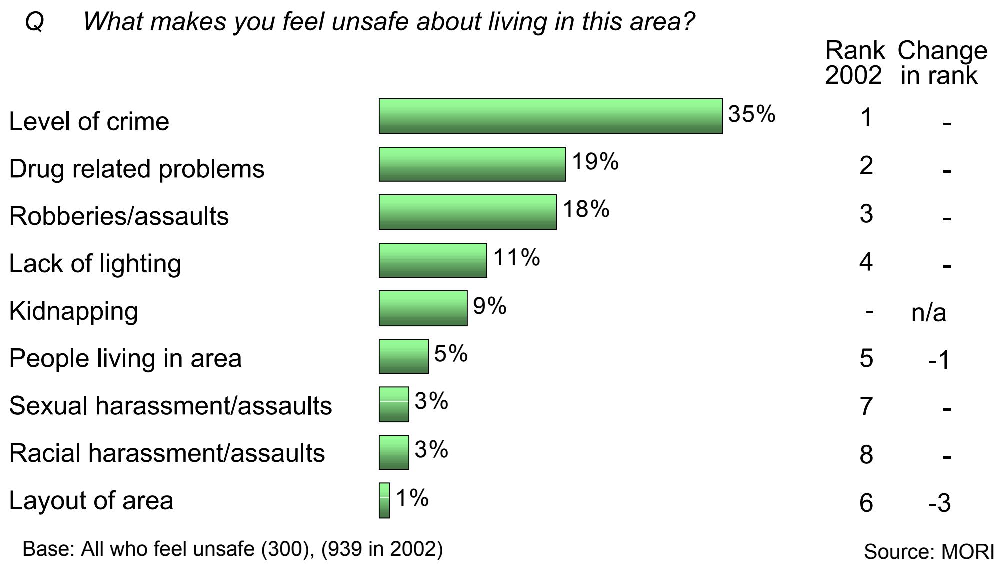
Source: MORI

This represents a swing of –7.5%, which is relatively uniform across key sub-groups, with the exception of age where there has been little change among older residents (swing for 18-34s is –9.5%, for 35-54s is –8.5%; for over 55s is -0.5%).

4.2. What makes people feel unsafe?

Among those who feel unsafe living in their neighbourhood, **overall levels of crime** emerge as a key reason for this view, followed by drugs and robberies.

Chart 12: What makes people feel unsafe?



4.3. Concerns about crime

Respondents were presented with a list of twenty-one criminal and anti-social behaviours, and were asked to identify those which they feel are problems in their neighbourhood. Overall, eight in ten people selected at least one of the issues they were presented with.

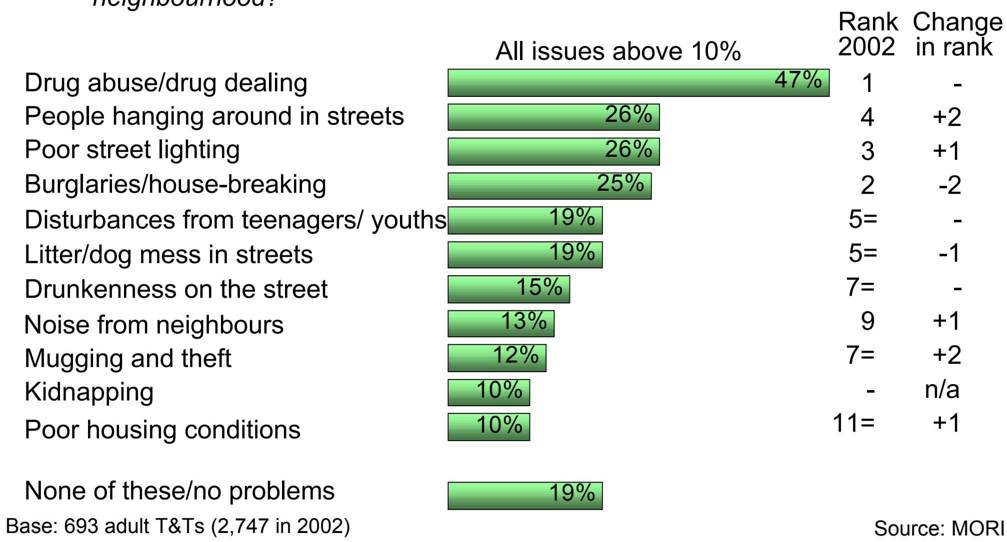
Drug abuse/drug dealing continues to be identified as the most important crime-related problem facing the area (47%). Indeed, this is now selected by almost half of people. Further, when asked about which of the problems most concerns people, drug abuse/drug dealing is also the top issue (41%).

People hanging around in streets (26%) is the second highest issue (up two places from last year), and as explored elsewhere, the qualitative work suggests that the lack of activities for young people and perceptions of crime are linked in people's minds.

> *Trincity is a young community, which lacks social and community activities for the family. As such, there are social problems building in these communities… The only recreational activities for youths of the area to engage in is sitting on the side of the road hanging out with friends.*
>
> Urban, north area, 40-50 years

Chart 13: Concerns about crime

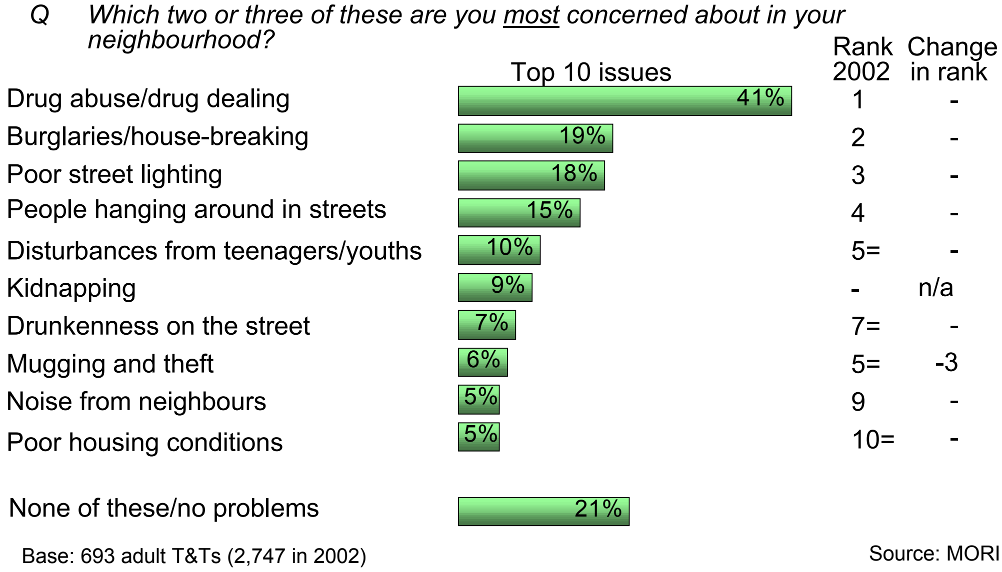
Q *From this list, what do you think are the crime related problems facing this neighbourhood?*



Kidnapping, which was not asked about in 2002 is cited by one in eleven people (9%) as most concerning them about their neighbourhood.

Chart 14: Most concerned about impact of drugs

Q *Which two or three of these are you most concerned about in your neighbourhood?*



4.3.1. Concerns by region

The following table presents the top four crime and anti-social behaviour issues selected by respondents, across the four regions.

Table 4: Top crime and anti-social behaviour problems, by region

North	South	East	Central
Base: (95)	*(145)*	*(266)*	*(163)*
Drug abuse or drug dealing (47%)	Drug abuse or drug dealing (39%)	Drug abuse or drug dealing (49%)	Drug abuse or drug dealing (46%)
Poor street lighting (22%)	Poor street lighting (26%)	Poor street lighting (29%)	People hanging around in streets/groups (33%)
Burglaries/house-breaking (21%)	People hanging around in streets/groups (22%)	Burglaries/house-breaking (28%)	Burglaries/house-breaking (29%)
Mugging and theft (18%)	Burglaries/house-breaking (21%)	People hanging around in streets/groups (27%)	Poor street lighting (23%)

Source: MORI

4.4. Experience and reporting of crime

The majority of residents (77%) say they have not been a victim of crime in the last 12 months. Burglaries (6%) and noise from neighbours (4%) are the top issues.

Base sizes are too small to analyse which particular crimes were not reported to the police, but of those who did not report a crime to the police, the main reasons given are:

i. Didn't think I'd be taken seriously (21%);

ii. Afraid of what friends/neighbours would say (12%);

iii. Didn't want to get involved/interfere (11%); and

iv. Not important/serious enough (11%).

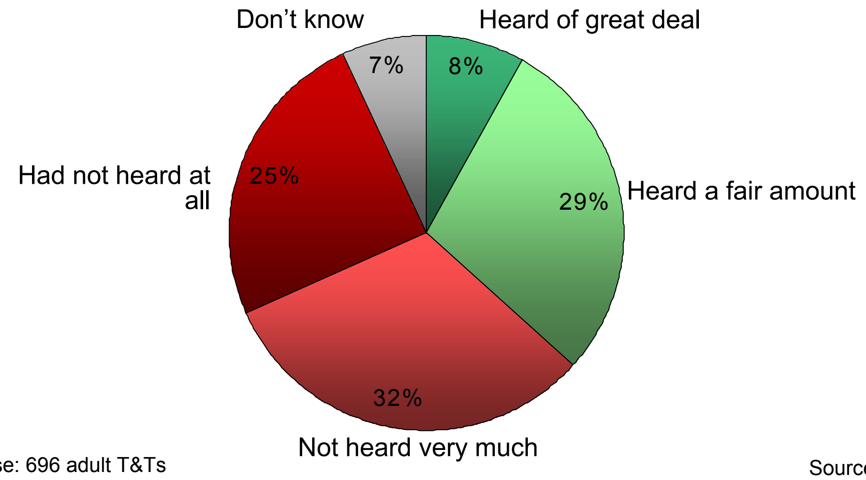
5. Vision 2020

5.1. Knowledge of Vision 2020

While awareness of Vision 2020 is high (69% of people say they have heard of it), fewer say they know at least a fair amount about it (37%). 18-34 years olds are most likely to say they have not heard of, or don't know much about, Vision 2020 (62%).

Chart 15: Most don't know much about Vision 2020

Q How much had you heard about Vision 2020 - a great deal, a fair amount, not very much or had you not heard of Vision 2020 at all before this interview?



Base: 696 adult T&Ts

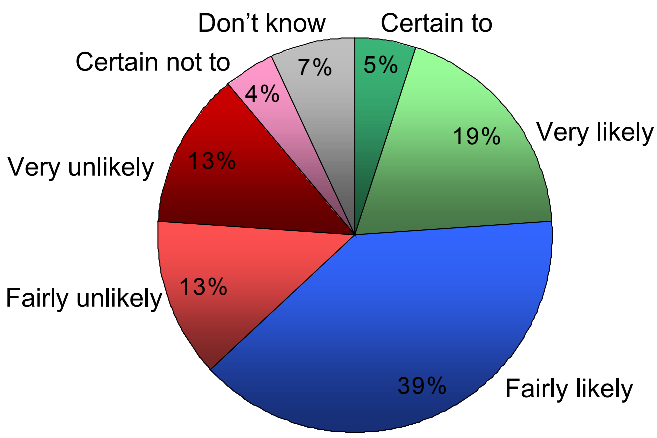
Source: MORI

5.1.1. Do people think it will be achieved?

When told that Vision 2020 is "the Government's commitment to make Trinidad and Tobago a fully developed nation by the year 2020", people are generally optimistic about the prospect of achieving this. Overall, twice as many people think it is likely to be achieved (63%), than not (30%). However, just one in five (24%) feel achieving Vision 2020 is either *very* likely or *certain*.

Chart 16: Optimism – but lukewarm

Q How likely or unlikely do you think it is that Trinidad & Tobago will achieve this by the year 2020?



Base: 693 adult T&Ts, June - July 2003

Source: MORI

People living in the East area (68%) and North area (73%) and Afro-Trinidadians (71%) are most optimistic about the likelihood of Vision 2020 being achieved.

Participants in the focus groups tended to initially give a sceptical response to vision. This was based on four key themes:

i. **There are too many problems now** that the Government is unable to tackle, so it is unlikely to be able to deal with issues in 2020 or it should prioritise action to tackle today's problems;

ii. This is a "nice vision", but is **too vague** and they are unconvinced it is really going to happen;

iii. Linked with the above – to be viewed with suspicion, some view it as just **another election pledge** by politicians; and

iv. Some questioned the date **2020 as being too far away** to have an impact on their lives, or conversely an unrealistically short timeframe to transform the country given the current situation.

> *A nice picture to pain but it is not a real indication of what will happen in reality.*
>
> Urban, south area, 25-34 years

> *They will never help people in central since we never voted for them.*
>
> Rural, central area, 25-34 years

> *They can't stop any of the problems now – how can they stop it in 2020, especially since they have been trying for so many years?*
>
> Urban, north area, 55+ years

> *I am old and I have already lived my life, I can't get into that now, and I will not even benefit.*
>
> Urban, north area, 55+ years

However, some participants felt that it was important to have a bold vision for the future and that the Government should be "advertising" the development of Trinidad and Tobago to the outside world. Participants also said that they would want to see progress in the short, medium and long-term on delivering the vision.

> *All we need is a start, and this will remove some of the stigma covering our country. Right now on TV we see the Jamaicans saying that Trinidad is #1 in crime, kidnapping and murders. Jamaica is supposed to be #1, not us. So this will remove the dark cloud over is and the country.*
>
> Rural, central area, 25-34 years

> *Show the citizens that some of these promises can come true… that they are really working and making a difference in the lives of the people. This will change the views of the citizens.*
>
> Urban, south, 25-34 years

5.2. Priorities for Vision 2020

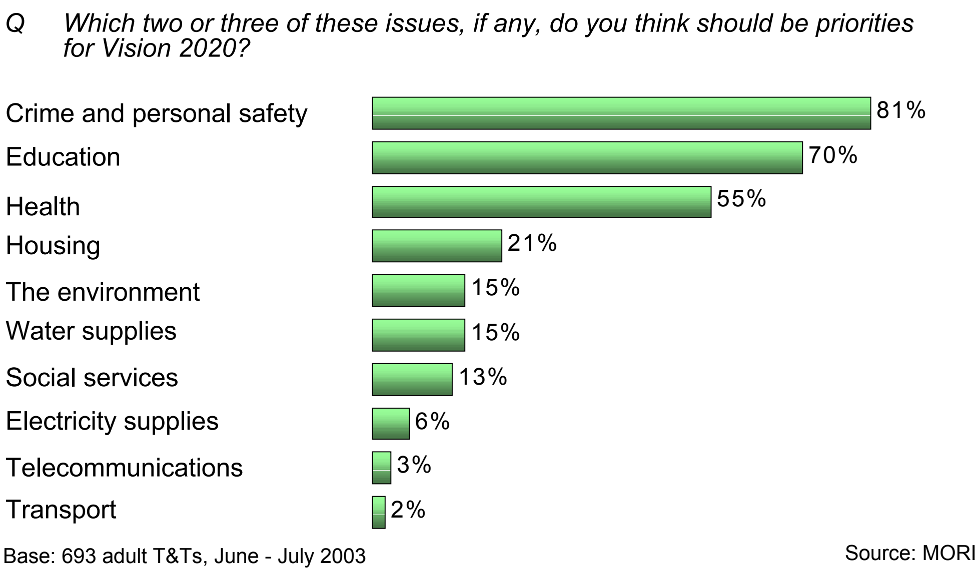
There are three clear priorities from the people for the aims of Vision 2020:

i. **crime and personal safety** – though slightly less so for over 55s (76%);

ii. **education** – especially for women (74%) and 18-34s (76%); and

iii. **health** – especially for women (61%).

Chart 17: Priorities for Vision 2020

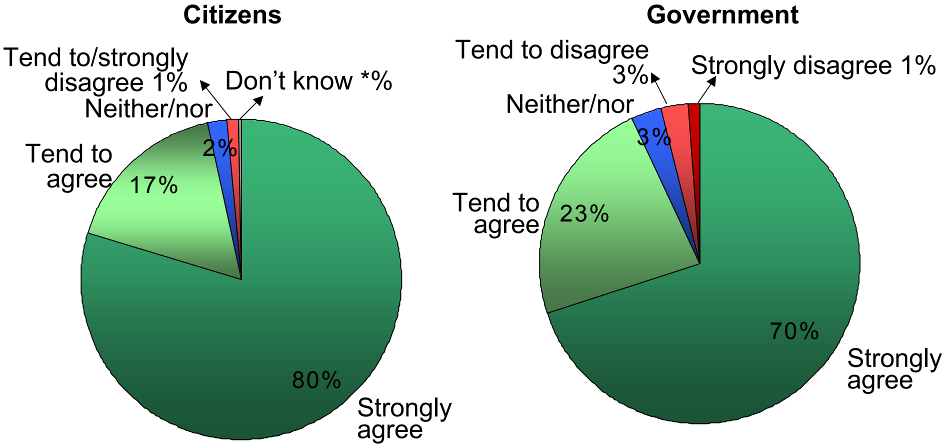


5.3. Improving quality of life

As the following two charts illustrate, there is a strong sense that improving the quality of life in the country is the responsibility of both citizens (97%) *and* the government (93%).

Chart 18: Citizens and Govt share responsibility

Q "It is the responsibility of every citizen to improve the quality of life in Trinidad and Tobago"
Q "The Government should take the lead in improving the quality of life in Trinidad & Tobago"



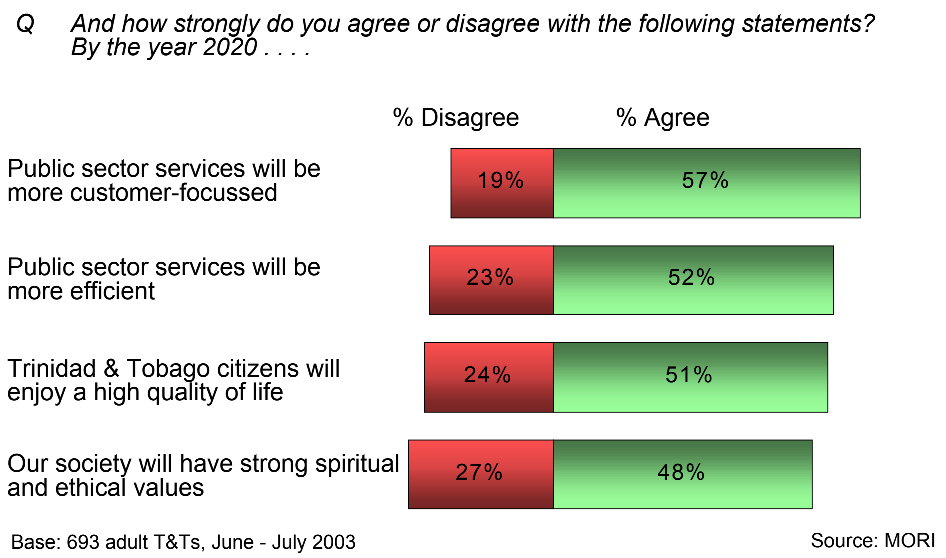
Base: 693 adult T&Ts, June - July 2003

Source: MORI

5.4. Trinidad and Tobago in the year 2020

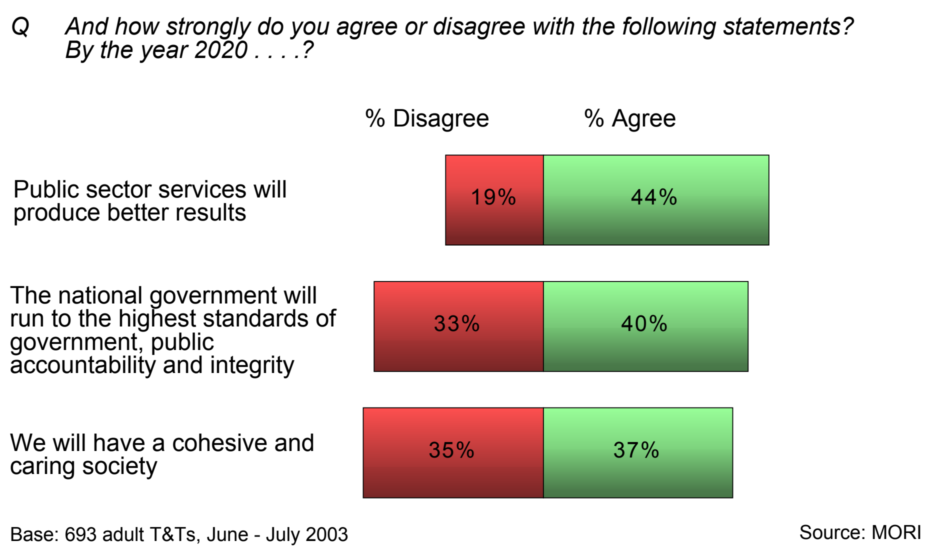
Generally, people are positive that by the year 2020 there will be improvements to public services and quality of life. For instance, 57% agree that **public sector services will be more customer-focussed** (which rises to 65% of those aged over 55 years). There is also optimism that **society will have strong spiritual and ethical values** (48% agree vs. 27% disagree), though this is not a view consistent across the population. Those aged over 55 years (60%) are most positive; 35-54 year olds least so (42%).

Chart 19: By the year 2020 . . .



Opinion is more divided about **the standards in public life** and whether there will be **a cohesive and coherent society**.

Chart 20: By the year 2020...

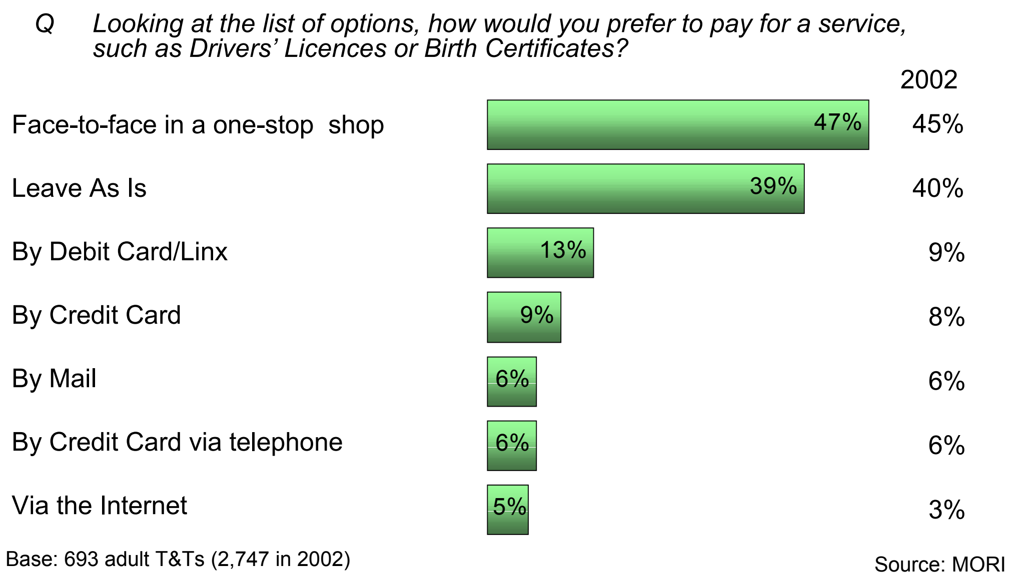


6. National ICT strategy

6.1. Technology for payment of services

The most preferred method for paying for a service such as a driver's licence or birth certificate is **face-to-face in a one-stop shop** (47%). However, a large proportion of people are happy not to have any additional methods, and to **leave it as it is** (39%) – especially for those aged over 55 years (47%) and those in social classes C2DE (43%).

Chart 21: Technology for Payment of Services



Payment by **Debit Card/Linx** finds most support among professional and non-manual workers (20%). Similarly, payment by **credit card** finds more support among this group (12%).

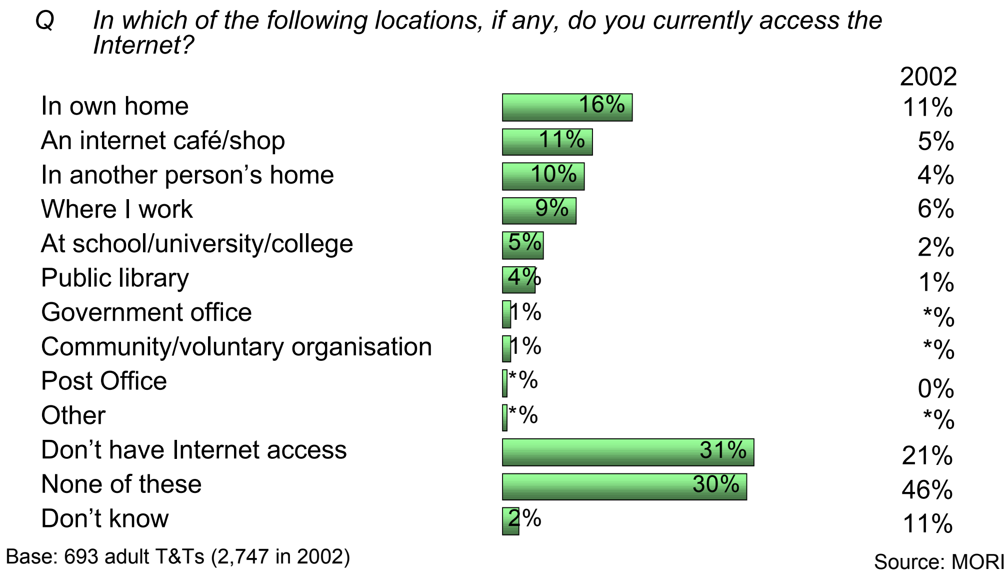
Few say their preferred method of payment is via the Internet (5%), which can be partly explained by high proportion of residents (61%) who say they do not have access to the Internet at present.

6.2. Use of the Internet

Internet penetration has increased slightly with two-thirds of people saying they *do not* have access (61%). In 2002, 67% were not online.

Among those who currently access the Internet, **in-home access** is the most popular (16%), followed by at an **Internet café/shop** (11%) and i**n another person's home** (10%).

Chart 22: Where do people access the Internet?



There is a digital divide in terms of age and social class, with younger and more affluent people more likely to have access to the Internet.

Table 5: Who does not have access to the Internet?

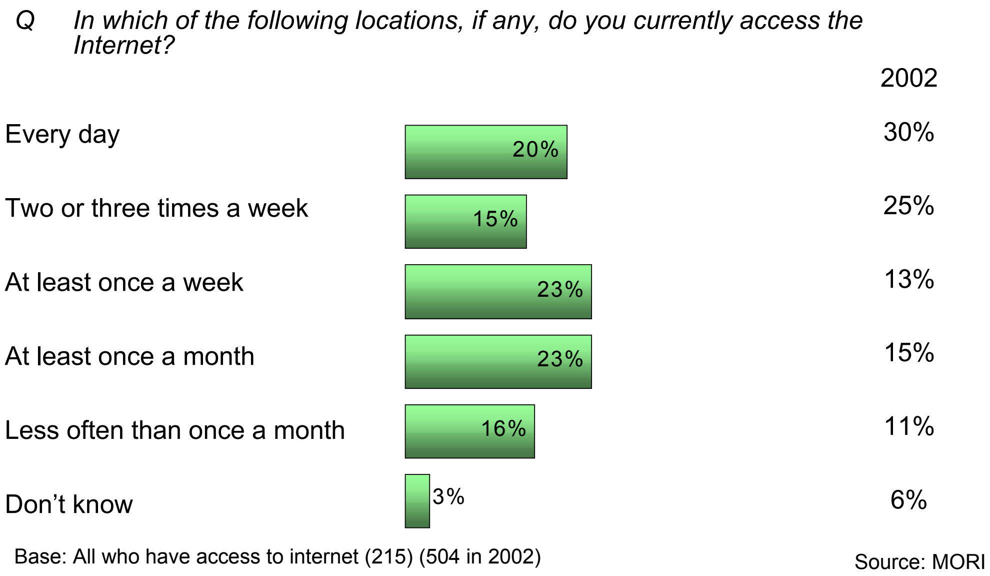
Base: All respondents (693)	*%*
Total	61
Men	63
Women	61
18-34	51
35-54	65
55+	85
ABC1	46
C2DE	71

Source: MORI

6.2.1. How often do people use the Internet?

Among users, six in ten use the Internet at least once a week (58%), down from 68% in 2002. One in five say they do so every day (20%), compared with three in ten last year.

Chart 23: How often do people use the Internet?

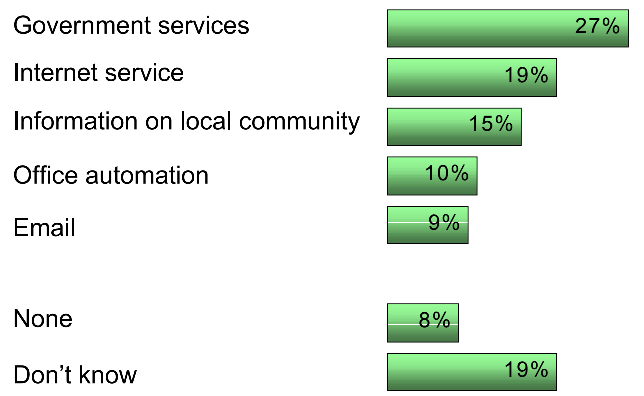


6.2.2. Non-users

If the Government were to introduce internet access at community centres, the most popular type of service for current non-users would be **Government services** (27%) and a **general Internet service** (19%). However, a significant proportion also say they *do not know* (19%).

Chart 24: Non-users want govt services and general internet access

Q *The Government is considering introducing internet access at community centres. What types of services, if any, would you want to be provided?*



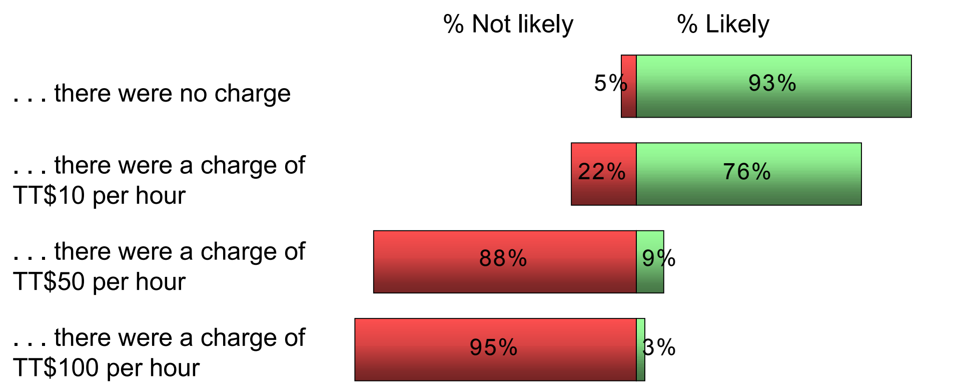
Base: All who have no internet access (249)

Source: MORI

Non-users would be prepared to pay TT$10 per hour to use the Internet at a community centre (76%), but would not use these facilities if the charge was increased to TT$50 per hour (88% unlikely to use) or TT$100 per hour (95% unlikely to use).

Chart 25: Would people be prepared to pay?

Q *How likely, if at all, would you be to access the internet at a community centre if . . .?*



Base: All who would want some internet-related service at a community centre (170)

Source: MORI

However, the qualitative research suggests that a charge of TT$5 per hour would be more realistic, given the current rates at Internet cafes.

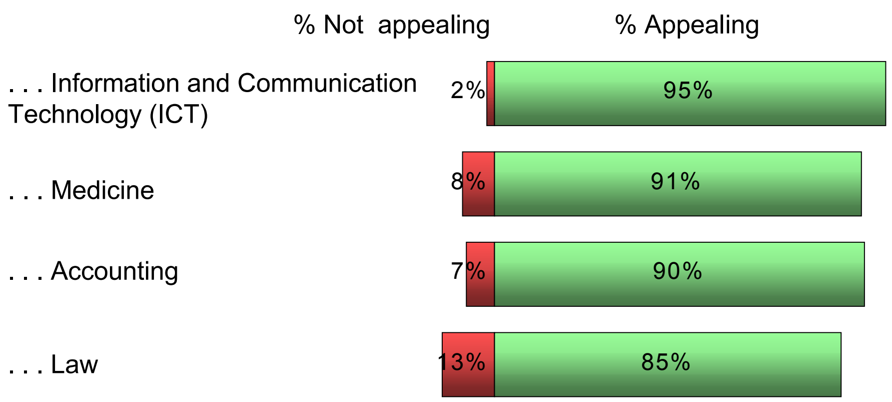
> *Internet cafés charge $5 per hour, so why should I pay more in a local community centre?*
>
> Focus group participant

6.3. ICT as a career

Out of a list of four options, a career in ICT is seen as the most appealing for the nation's youth (95%), with 78% saying they think it would be *very* appealing. This compares favourably with the other traditional professions of medicine, law and accounting.

Chart 26: Careers for the youth

Q *How appealing, if at all, do you think a career in the following would be to the nation's youth . . .?*



Base: 693 adult T&Ts

Source: MORI

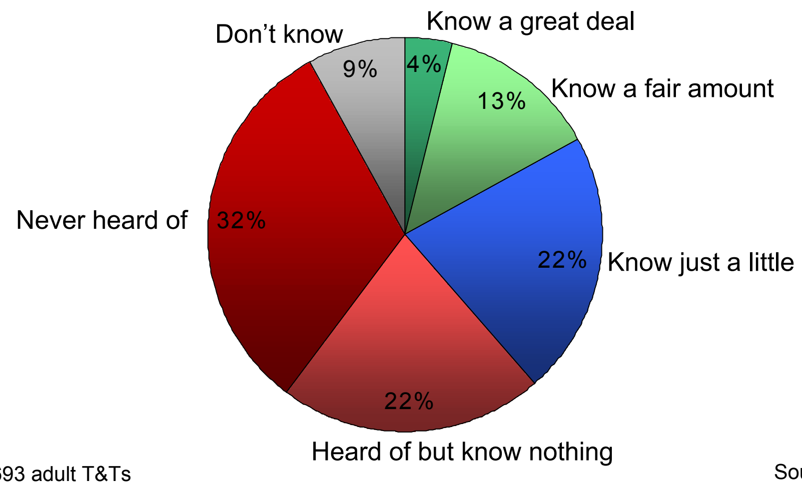
These views are consistent across sub-groups of the population.

6.4. Knowledge of, and support for, the ICT strategy

Six in ten people (61%) have heard of the Government's national ICT strategy, though fewer know any details about it (39%) – the latter falling to just 21% of those aged over 55 years. Three in ten (32%) have never heard of the strategy, and 9% say they do not know.

Chart 27: Knowledge of ICT strategy is low

Q *How much do you feel you know about the Government's new National Information and Communication Technology initiative, if at all?*



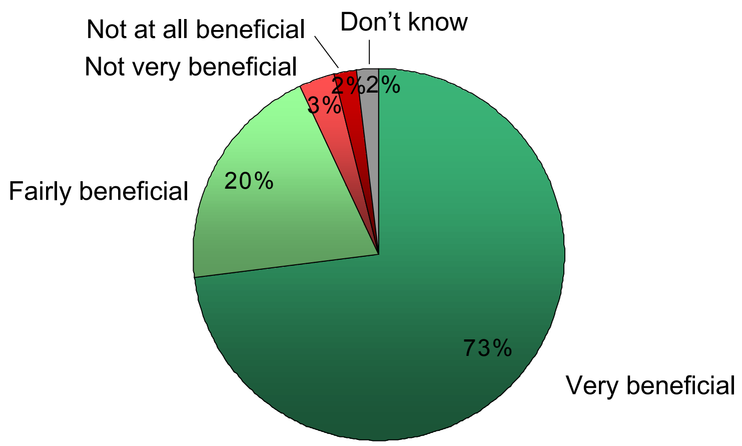
Base: 693 adult T&Ts

Source: MORI

Among those who know at least something about the ICT strategy, support is high with over seven in ten thinking it will be *very* beneficial (73%).

Chart 28: But support is high among the informed

Q *How beneficial, if at all, do you think the National Information and Communication Technology initiative will be to citizens of Trinidad and Tobago?*



Base: All who know something about the ICT strategy (248)

Source: MORI

The qualitative research that suggests support for the ICT strategy will be maintained if it can be linked to:

i. Improving educational standards;

ii. Developing the economy;

iii. Providing citizen's with more/better ways to access information; and

iv. Enhancing the dialogue between citizens and the Government.

Improving IT is also seen as necessary for achieving Vision 2020 (discussed above). Focus group participants think there are barriers to overcome to achieve the strategy, especially in terms of:

i. Cost of the initiative to the Government, and for individuals;

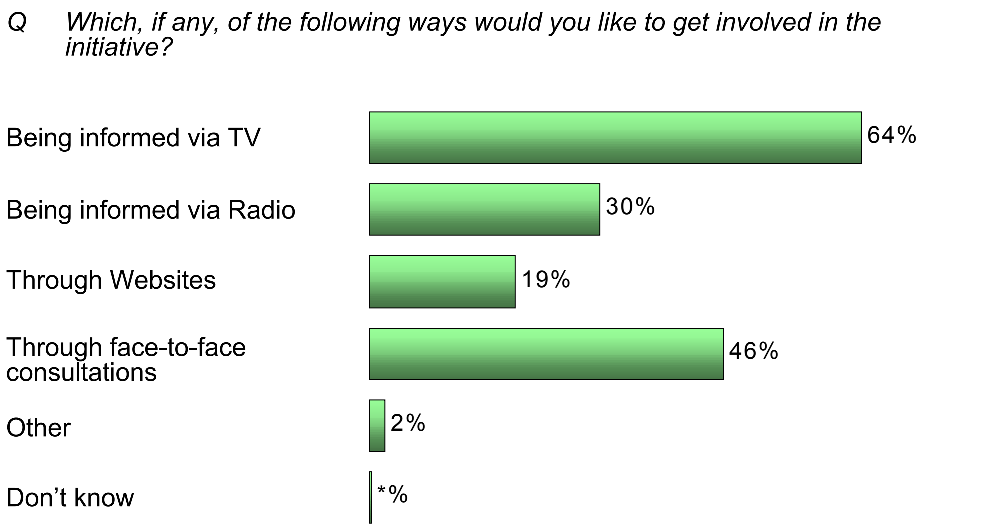
ii. Encouraging older people to develop new skills (note there is already a digital divide); and

iii. Ensuring there are enough job opportunities for people (especially graduates) to use new ICT skills.

6.4.1. Involvement in the initiative

Among those who know something about the ICT initiative, the most popular ways of keeping people informed would be **via television** (64%) and **through face-to-face consultations** (46%).

Chart 29: Involvement in the ICT initiative



Base: All who know something about the ICT strategy (248) Source: MORI

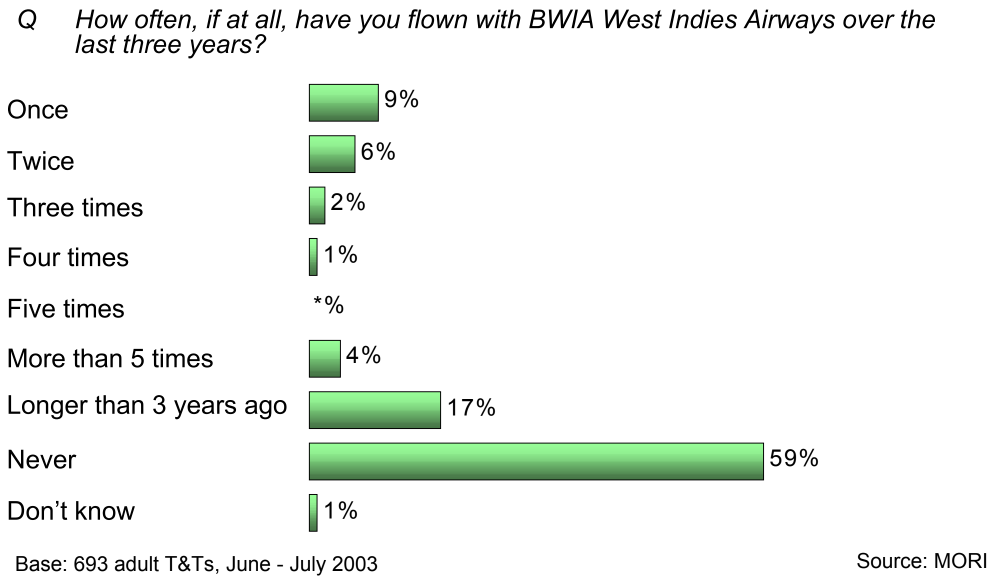
7. BWIA use and satisfaction

7.1. Use of BWIA

The majority of Trinidad and Tobago citizens say they have never flown with BWIA (59%). Men and those aged over 35 years are more likely to have used the airline in the past. Similarly, professional/non-manual workers (51%) are much more likely to have done so than those in social class C2DE (33%).

Of those that have flown with the airline, most flew longer than three years ago (17%), and few have flown more than once in the last three years.

Chart 30: Use of BWIA

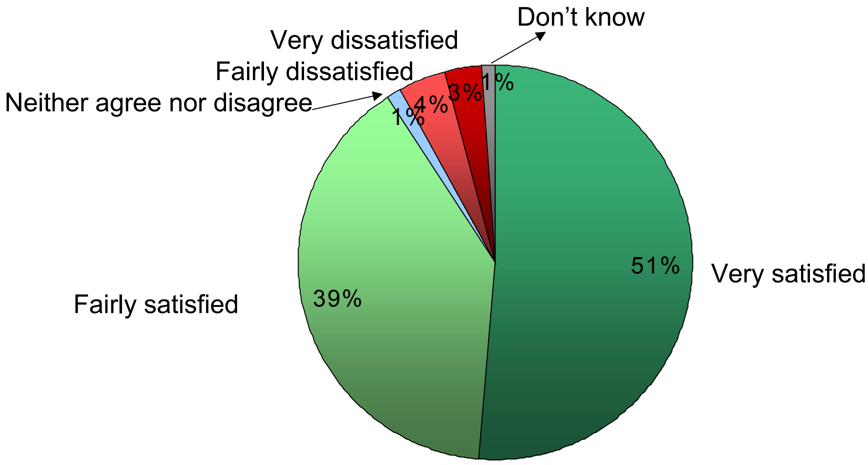


7.2. Satisfaction with service

Among passengers in the last three years, satisfaction with the quality of service provided by BWIA is high (90%), with around half being *very* satisfied.

Chart 31: Satisfaction with quality of service is high

Q *And how satisfied or dissatisfied are you with the quality of service BWIA provides?*



Base: All who have used BWIA in the last 3 years (174)

Source: MORI

8. General attitudes to the local area

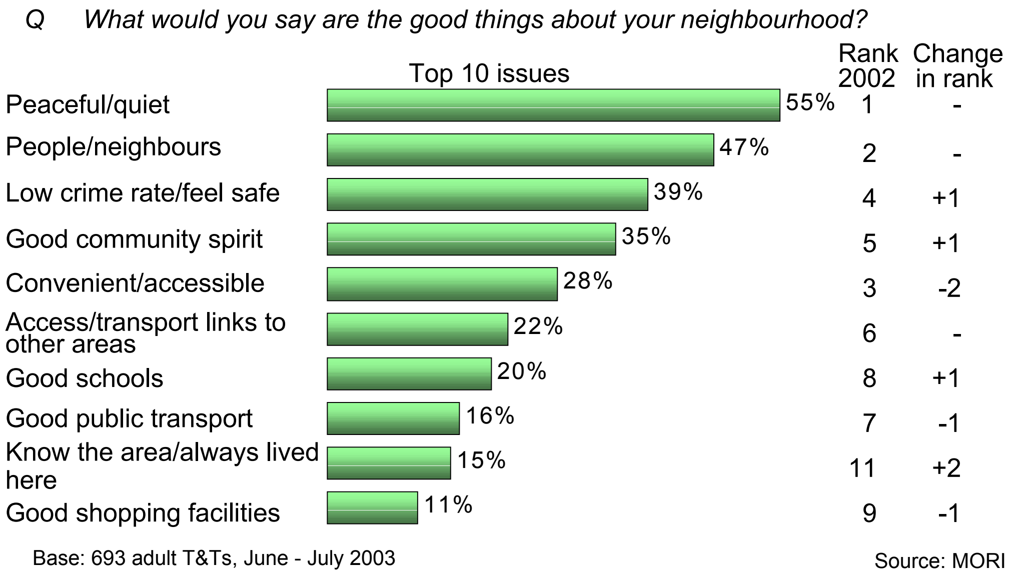
8.1. What is good about the neighbourhood?

In line with last year's results, the **peacefulness** of the area (55%) and the **neighbourliness** of local people (47%) are most often *spontaneously* cited as the positive things about the local area. Both of these features are especially mentioned by those aged over 55 years and residents living in the Central area.

Low crime rates (39%) and a **good community spirit** (35%) – the latter being most salient for over 55 year olds (43%) – are the next highest issues.

The pattern of results is similar to that in 2002.

Chart 32: Good things about the neighbourhood



8.2. What is seen as bad about the neighbourhood?

One in three people *spontaneously* say that the **lack of facilities for young people** (33%) is a bad thing about the neighbourhood. This is the highest issue, and is a particular concern in the Central area (53%).

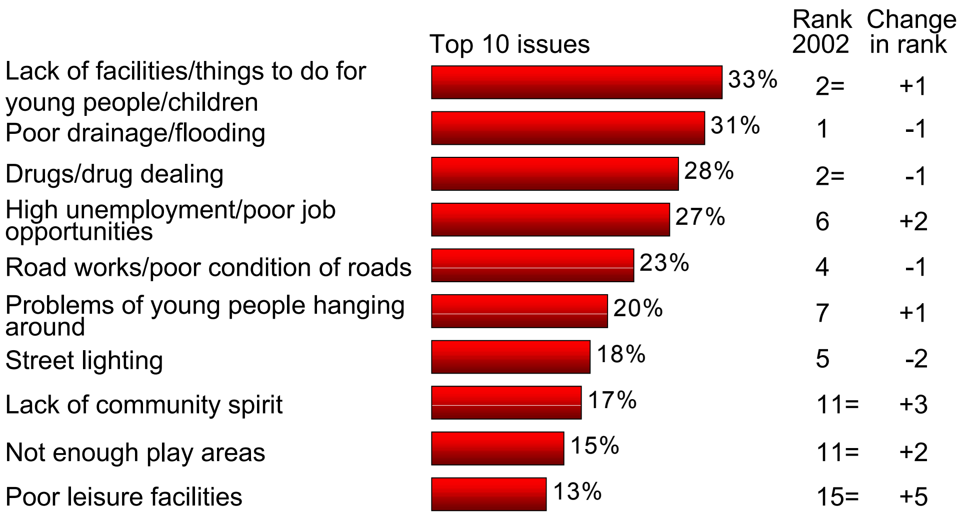
Community facilities and community safety issues continue to feature prominently – with 13% mentioning **poor leisure facilities**, rising to almost three in ten who cite **drugs/drug dealing** (28%).

Maintenance issues – **poor conditions of roads** (23%) and **street lighting** (18%) are also within the top 10 bad things about the neighbourhood.

There has been little change in the ranking of issues since 2002, though poor leisure facilities has risen from being the 15th highest concern to the 10th.

Chart 33: Bad things about the neighbourhood

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



Base: 693 adult T&Ts, June - July 2003

Source: MORI

The following table highlights the top concerns for each of the regions.

Table 6: *What would you say are the bad things about the neighbourhood?*

North	South	East	Central
Base: (95)	*(145)*	*(266)*	*(163)*
Drugs/drug dealing (29%)	Poor drainage/flooding (29%)	Lack of facilities for young people (29%)	Poor drainage/flooding (58%)
Unemployment (29%)	Condition of roads (26%)	Drugs/drug dealing (26%)	Lack of facilities for young people (53%)
Lack of facilities for young people (20%)	Street lighting (24%)	Unemployment (24%)	Unemployment (45%)
High crime rate / the people (17% each)	Lack of facilities for young people (23%)	Poor drainage/flooding (23%)	Condition of roads (33%)

Source: MORI

Focus group participants highlighted similar issues as the worst thing about their neighbourhood, with the perception that the lack of things for young people to do is related to crime more generally.

> *I spend half of the day looking out for bandits. Anyone who walks into my business I have to assess them to decide if I should run and hide or if I should serve them… I live in fear. If it's not hold ups, it's kidnapping.*
>
> Urban, north area, 40-50 years

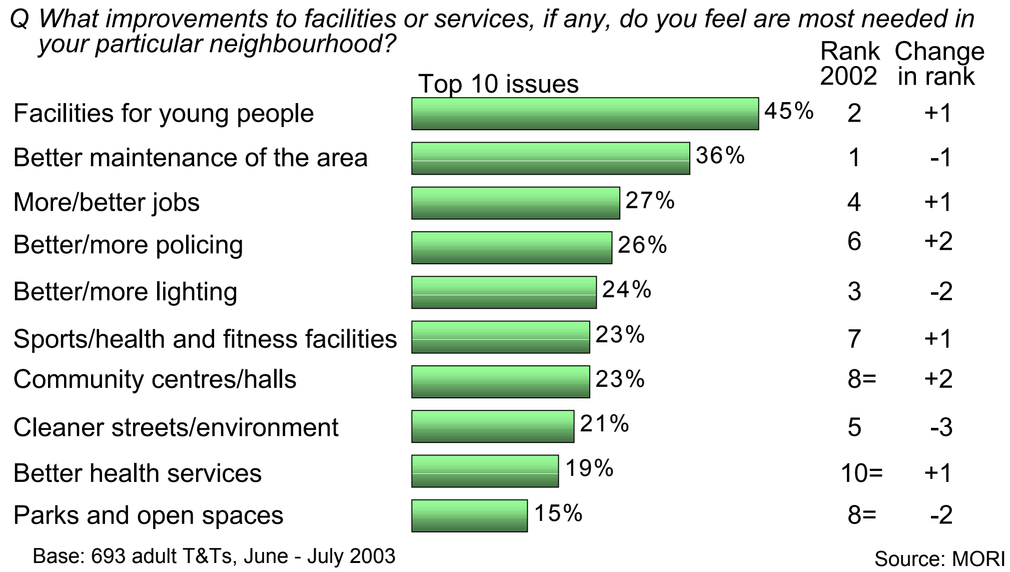
> *Too many idle youths with nothing to do. All they do all day is sit on the side of the road smoking and doing drugs, and also stealing.*
>
> Rural, central area. 25-34 years

> *There are no improvements done to the area. We pay our taxes just like everyone else, but the government is only feeding money back into the western part of Trinidad.*
>
> Urban, north area, 40-50 years

8.3. Priorities for improvement

Related to the previous chart, **facilities for young people** is seen as the most important priority for the local area (45%), followed by **better maintenance of the area** (36%). More jobs, more police and more lighting are also all priorities. Again, there has been little change in the overall ranking of priorities since 2002.

Chart 34: Priorities for improvement in local area



Facilities for young people are more frequently cited by those aged 18-34 years (51%).

There are some differences on a regional level, as indicated below.

Table 7: ***What improvements to facilities or services, if any, do you feel are most needed in your particular neighbourhood?***

North	South	East	Central
Base: (95)	*(145)*	*(266)*	*(163)*
Facilities for young people (51%)	Better maintenance of area (30%)	Facilities for young people (40%)	Facilities for young people (68%)
Better maintenance of area (48%)	Facilities for young people (25%)	More/better jobs (26%)	Better maintenance of area (57%)
Better/more policing (39%)	Community centres/halls (24%)	Sports/health and fitness facilities (24%)	Cleaner streets/ environment (45%)

Source: MORI

9. Attitudes to local government

9.1. Satisfaction with local government body

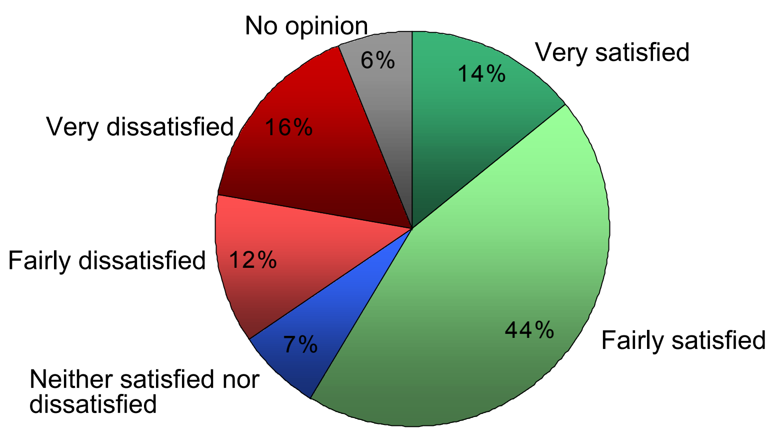
The majority of people are satisfied with their local government body (58%). In contrast, around three in ten are dissatisfied (28%). From the focus groups, it is clear that residents do think that local government is important, in the sense that that it should be able to identify the needs of the local community, and either provide them itself, or get the funds from central government on their behalf.

> *They are the ones who will know or should I say supposed to know what facilities are needed in our community and be able to provide these facilities for them, for example roads and drains. Or even if 300 houses are being built in an area, local government should be able to tell central government that additional police stations, schools and drains will be required and where they should be placed.*
>
> Urban, north area, 40-50 years

> *They are the ones we look up to in case we need something fixed, to be done, if we need an area cleaned up.*
>
> Rural, central area, 25-34 years

Chart 35: Satisfaction with local government body

Q How satisfied or dissatisfied would you say you are with your local government body?



Base: 693 adult T&Ts, June - July 2003

Source: MORI

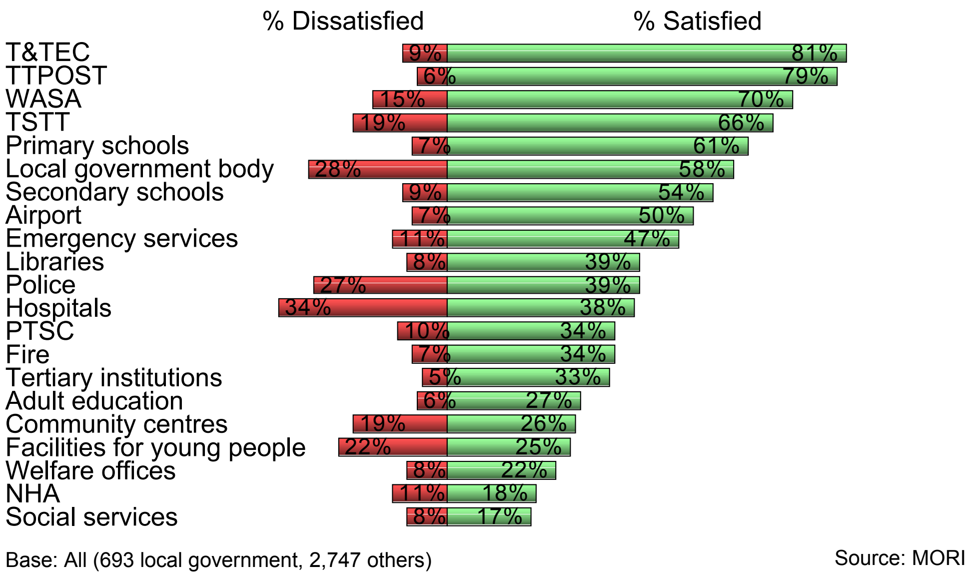
Satisfaction is highest among Afro-Trinidadians (62%) and those who are satisfied with the national Government (72%). Those living in the South area are most likely to be *dissatisfied* (38%).

9.2. Comparisons with other public services

As the following chart illustrates, in terms of the proportion of people who are *satisfied*, the local government body is rated in the top third of public service organisations,[3] and receives much better ratings than, for example, the police (39%), hospitals (38%) and social services (17%).

However, several public services are regarded more highly, especially utilities such as T&TEC (81%) and TTPOST (79%). It should also be noted that only hospitals receive a higher *dissatisfaction* rating (34%) than the local government body.

Chart 36: How does it compare with other public services from Wave 1?



[3] Results for other public services are taken from Wave 1 of this research study

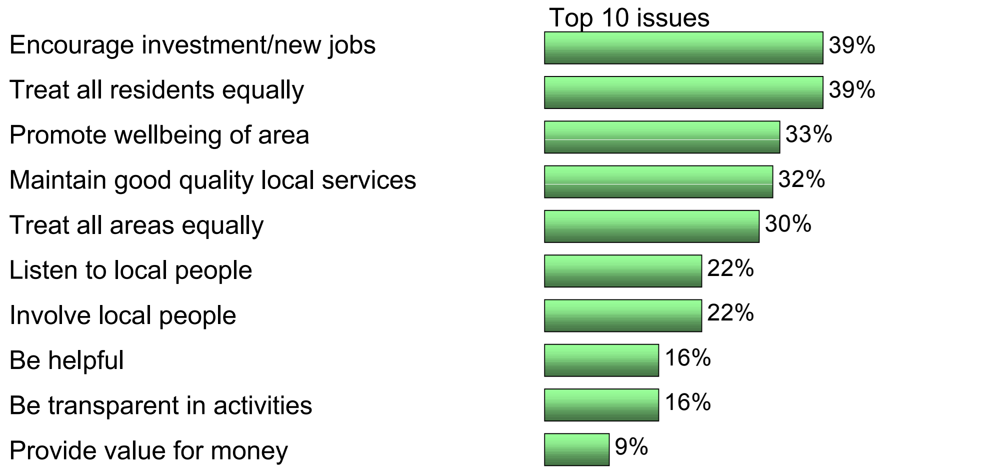
9.3. What is important for the local government body to do?

Around two in five people say the priority for their local government body is to **encourage investment/new jobs** (39%) and to **treat all residents equally** (39%). More/better jobs is also seen as one of the main things that is needed in people's neighbourhood.

At least three in ten also cite **promoting the wellbeing of the area** (33%), **maintaining good quality local services** (32%) and **treating all areas equally** (30%) as priorities.

Chart 37: Most important things for the local government body to do

Q Which two or three of these, if any, do you think it is most important for your local government body to do?



Base: 693 adult T&Ts, June - July 2003

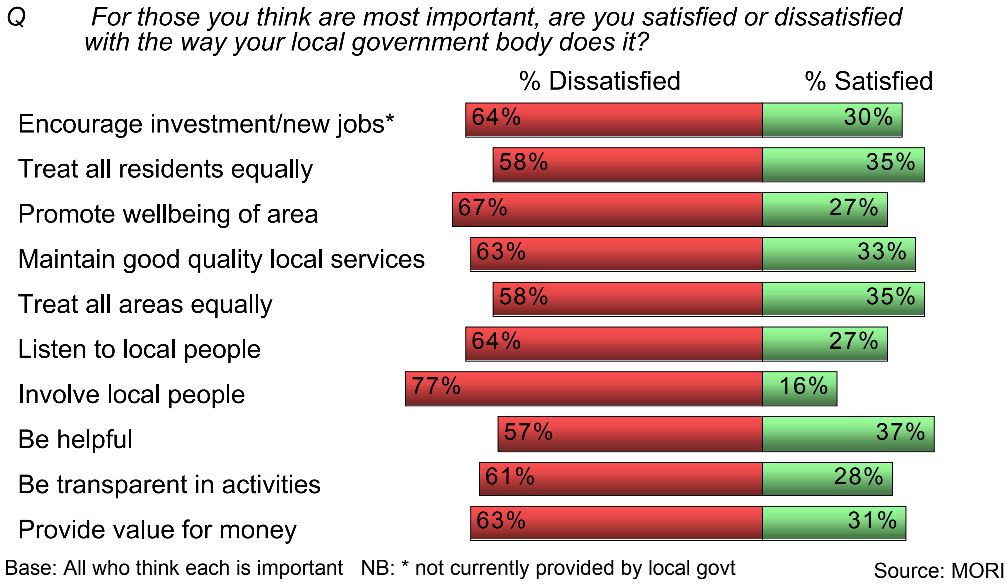
Source: MORI

There is broad consensus among the population about the need to encourage investment. Treating all residents fairly is cited more by older people and non-manual/unemployed people (44% and 41%, respectively). Residents in the East area are more likely to see promoting the well-being of the area (39%) as a priority.

9.3.1. Satisfaction with priority areas

While people are satisfied overall with the local government body, on each of the specific priority areas, the majority of those who think it is important are *dissatisfied.*

Chart 38: Satisfaction with all top ten priorities is low



The local government body is regarded most negatively in involving local people, as more than four times as many are dissatisfied (77%) as are satisfied (16%). This corresponds to residents not feeling informed, and the image of the local government body as being out of touch.

Moreover, on several of people's priorities for local government, the ratio of those dissatisfied to those satisfied is more than two-to-one:

i. Encouraging investment/new jobs;

ii. Promoting the wellbeing of the area;

iii. Listening to local people;

iv. Being transparent in activities; and

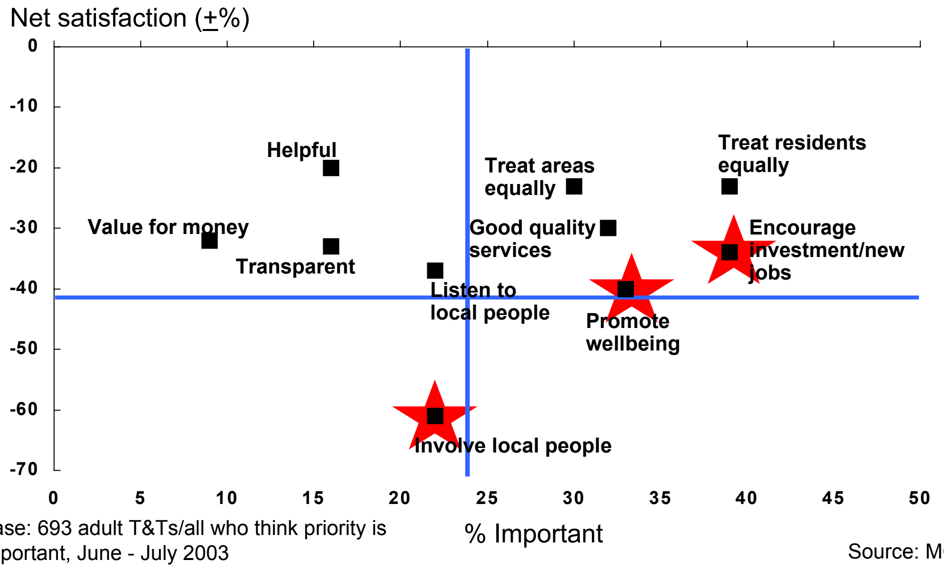
v. Providing value for money.

Encouragingly, investment/providing new jobs is not currently a function of local government; however, the priority given to it, and the level of dissatisfaction expressed (reflecting general concerns about unemployment rather than any action taken by local government) suggests that people do want local government to tackle this issue in their area.

A useful way to understand local government's performance in meeting people's priorities is to plot the proportion of net satisfieds[4] against the perceived importance for each issue. As indicated below, those priorities towards the right are seen as most important for the local government body to focus on; those higher up the scale are where people are more satisfied with current performance.

This shows that the priorities highlighted by a star are where local government may consider concentrating on, as these are seen as both relatively important and currently receive low satisfaction ratings. (Though it should be remembered that all the priorities asked about received negative satisfaction scores.)

Chart 39: Particular focus on involving local people & bringing in new jobs/investment



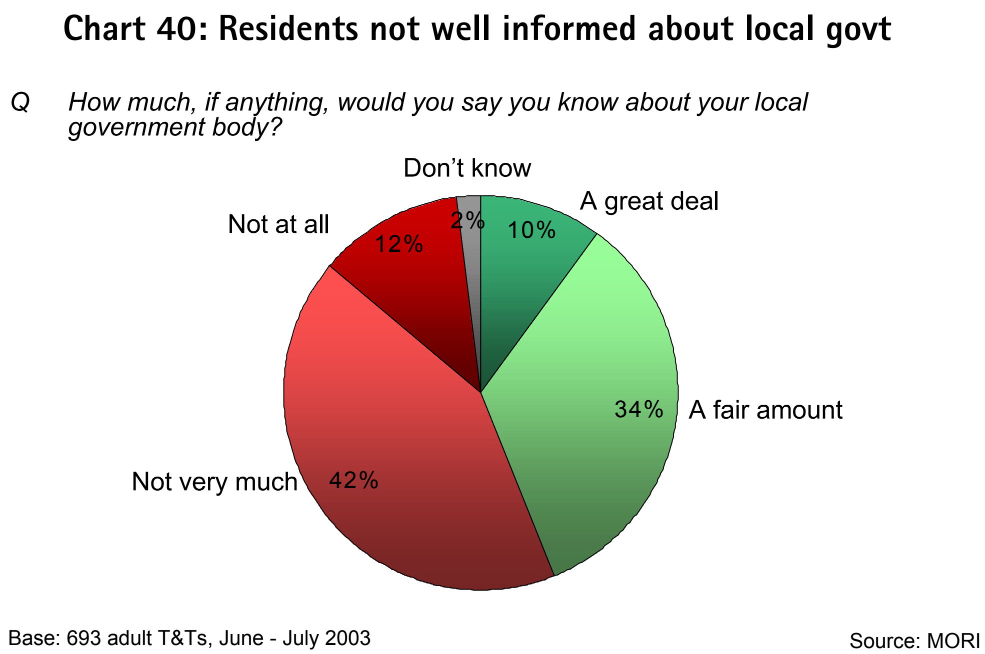
Base: 693 adult T&Ts/all who think priority is important, June - July 2003

Source: MORI

[4] Net satisfied refers to the percentage of people satisfied minus the percentage dissatisfied

9.4. Information provision

The majority of people do not feel informed about what their local government body does (54%). A minority say they know at least a fair amount (44%), though just one in ten claim to know a great deal.

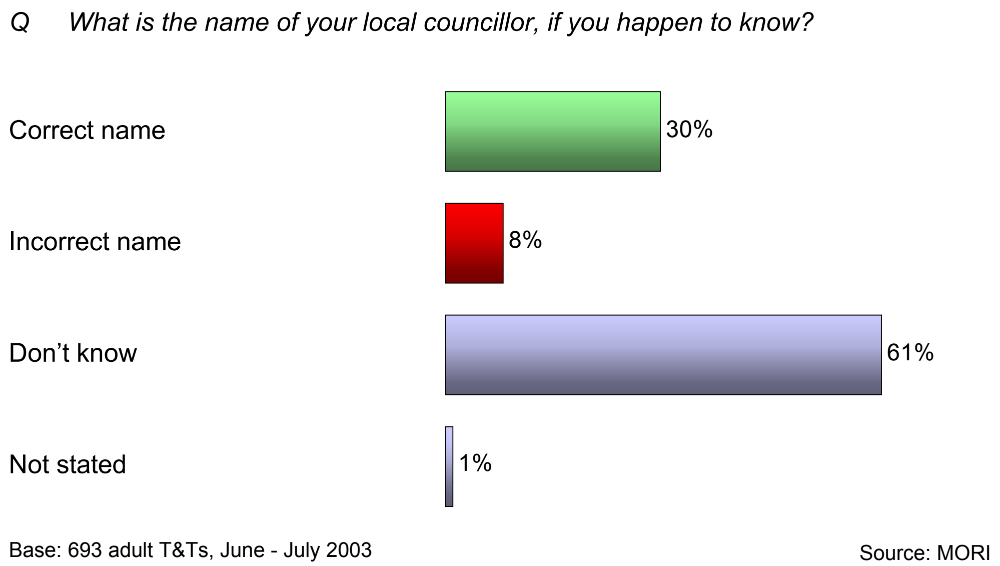


There are no differences among sub-groups in how well informed people feel overall, though men and those aged over 35 years are more likely to say they know *a great deal* about the local government body (both 14%).

9.5. Knowledge of councillors

Low levels of knowledge about the local government body are also reflected in low awareness of local councillors, with twice as many people saying they *don't know* (61%) the name of their councillor as can correctly name them (30%). Around one in twelve (8%) incorrectly name someone else as their local representative.

Chart 41: And few know who their local councillor is



Residents living in the South area are most likely to be able to correctly name their councillor (39%). In contrast, just one in four of those living in the East area are able to do so (24%).

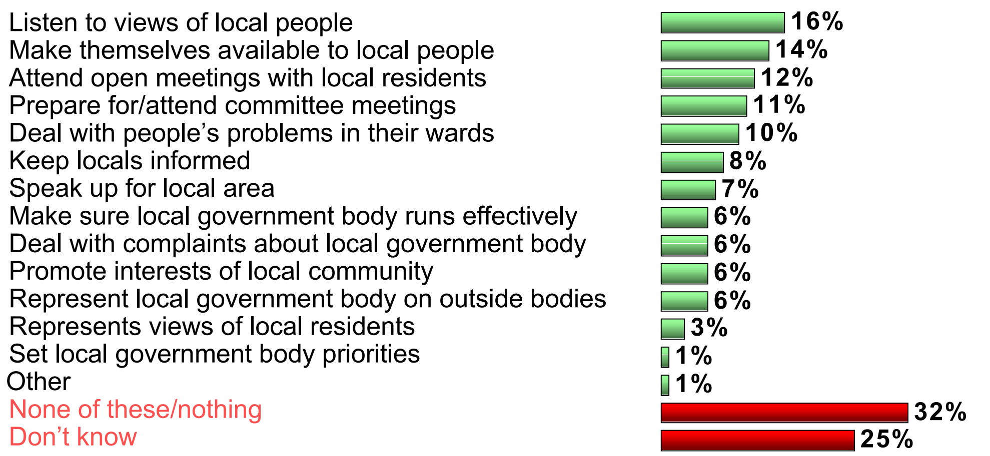
9.5.1. What do residents think councillors do?

Low awareness is also apparent in the following chart, which shows that when shown a list, a majority of people either say councillors do nothing listed or they do not know what councillors do (57%).

Bearing this in mind, the top things that councillors are thought to do are **listening to the views of local people** (16%), **making themselves available to local people** (14%) and **attending open meetings** (12%) – though even these are cited by few residents overall.

Chart 42: What do councillors do?

Q *Which of the things on this list does your local councillor do at the moment, from what you know?*



Base: 693 adult T&Ts, June - July 2003

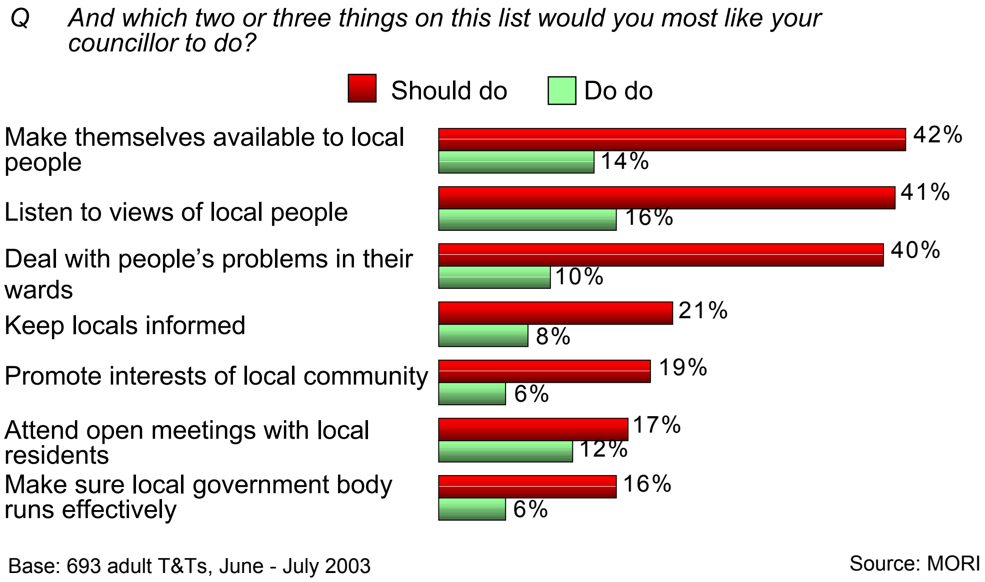
Source: MORI

9.5.2. And what should councillors be doing?

Using the same list as above, people were then asked what they think their councillors should be doing. The following charts illustrate the proportion of people saying what they think councillors currently do, and what people think councillors should be doing, for each of the items listed.

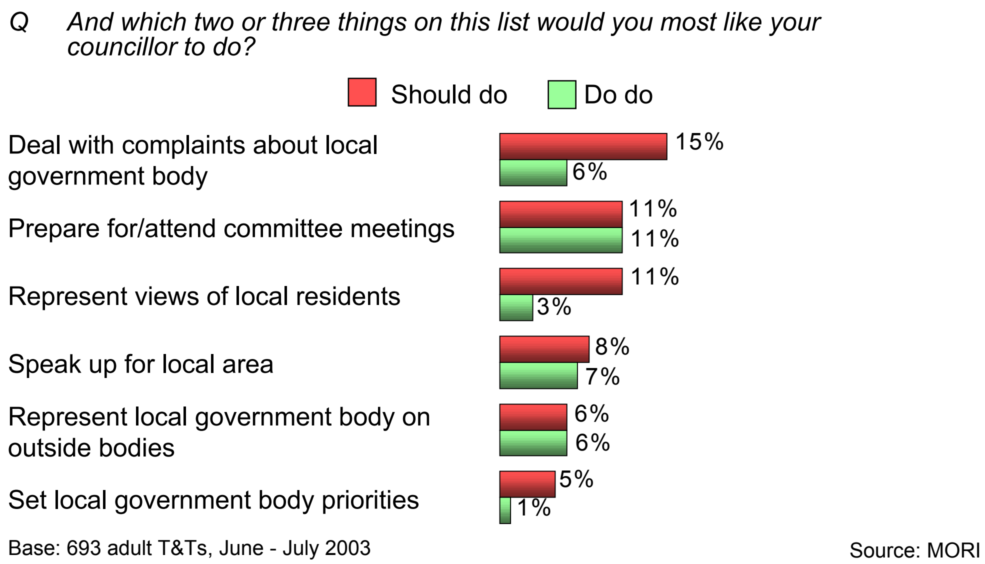
This shows that visibility and interaction in the community are the key themes for local representatives, especially in terms of being seen to **make themselves available to local people** (42%), **listening to views of local people** (41%) and **dealing with people's problems** (40%). On all these three issues, the gap between perceived "currently do" and "should do" is widest.

Chart 43: Residents want councillors to spend more time listening to them....



Things which people think are less important for their councillors to do tend to be around the mechanics of the job, especially **setting local government priorities** (5%) and **representing the local government body on outside bodies** (6%).

Chart 44: ....and are less interested in mechanics



Focus group participants were critical that councillors only seemed to be visible during election periods, and were keen to be able to access them more frequently.

> *We don't even see them, far less speak to them. They only come around at election time.*
>
> Urban, south area, 35-34 years

> *It is very difficult to even get a meeting with them. The only time you see them is just before the elections when they want your vote.*
>
> Urban, north area, 55+ years

> *I am not informed about what is going on in my areas, I only know about something when I see it being done.*
>
> Urban, north area, 40-50 years

These views are not unusual though – in MORI's local government work in England, we often find local residents complain that they do not see their local councillors enough. Some focus group participants also think that local councillors are better than some MPs.

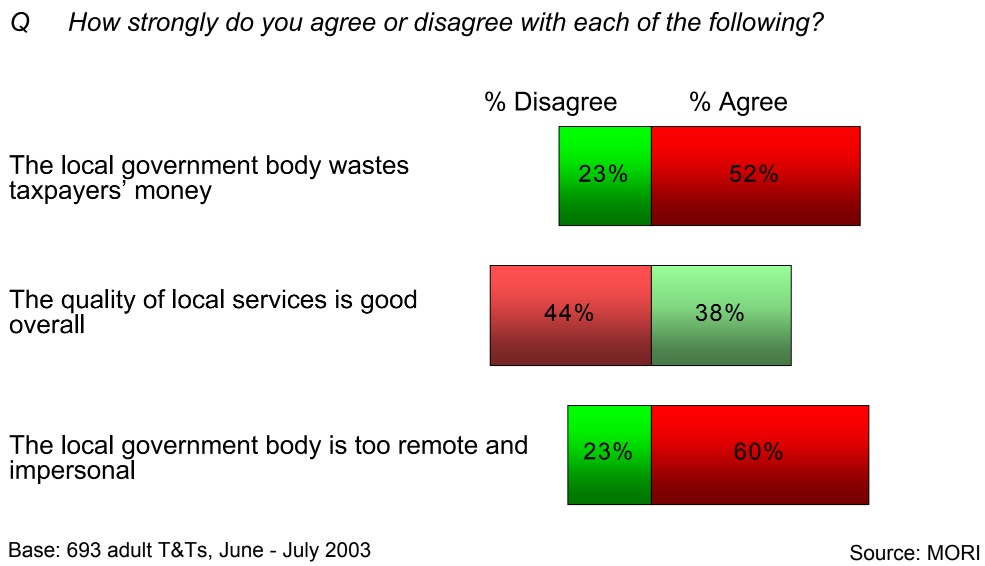
> *It's easier to see a member of local government than the MP for the area*
>
> Rural, central area, 25-34 years

9.6. Overall image of local government body

Generally, the image of the local government body is poor. This is related to low awareness and understanding of what councillors and the local government body do, and is illustrated most clearly in that people think the local government body is **too remote and impersonal** (60%) and **wastes taxpayers' money** (52%). However, it should be noted that only 9% say providing good value for money is the most important thing for the local government body to do.

People are divided about whether the **quality of local services is good**, though more disagree (44%) than agree (38%).

Chart 45: Overall image of local government is poor



On all these three image statements, **those aged over 55 years are more positive**:

i. Equally split on whether local government wastes money (37% both agree and disagree);

ii. More agree (46%) than disagree (40%) that the quality of local services are good overall; and

iii. Only half think the local government body is too remote and impersonal.

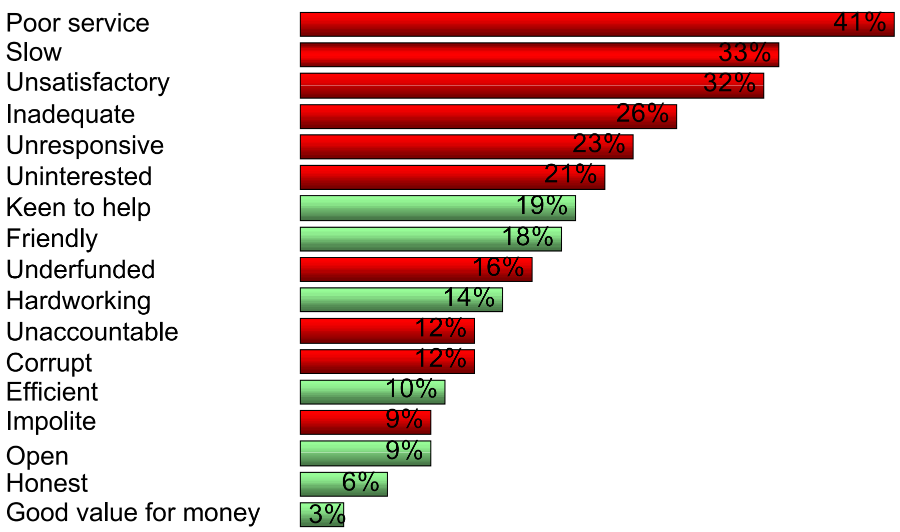
In contrast Indo-Trinidadians and those living in the Central area are generally more critical of the local government body in terms of wasting taxpayers' money; those in Central area most critical about the quality of service; and those in the South area feel their local government body is most remote and impersonal.

Poor service is also cited as the word or phrase which most applies to the local government body (41%). Indeed, all of the top six attributes are negative terms, with between one in five and one in three residents saying their local government body is **uninterested** (21%), **unresponsive** (23%), **inadequate** (26%), **unsatisfactory** (32%) and **slow** (33%).

Keen to help (19%) and **friendly** (18%) are the top positive attributes – though by fewer than one in five residents.

While people's image of local government is generally one of a poor and slow service, few associate it with being **corrupt** or **unaccountable** (both 12%).

Chart 46: Image of your local government body



Base: 693 adult T&Ts, June - July 2003

Source: MORI

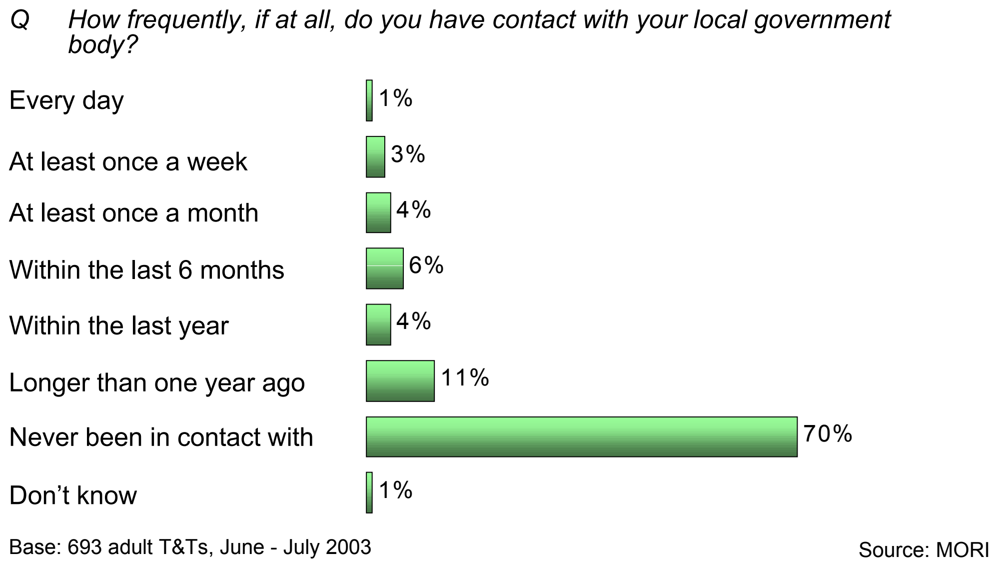
This is supported by the focus group discussions where projective techniques were used to associate the local government body with different types of animals. Associations were linked to perceptions of being stubborn and slow (**goat**), single-minded (**dog**), sly (**fox**) and sneaky (**cat/tiger**).

10. Customer contact and complaints handling

10.1. Contact with the local government body

Seven in ten people say they have never been in contact with their local government body. Is this a true picture of contact, or does it reflect a poor image/understanding of what the local government body is?

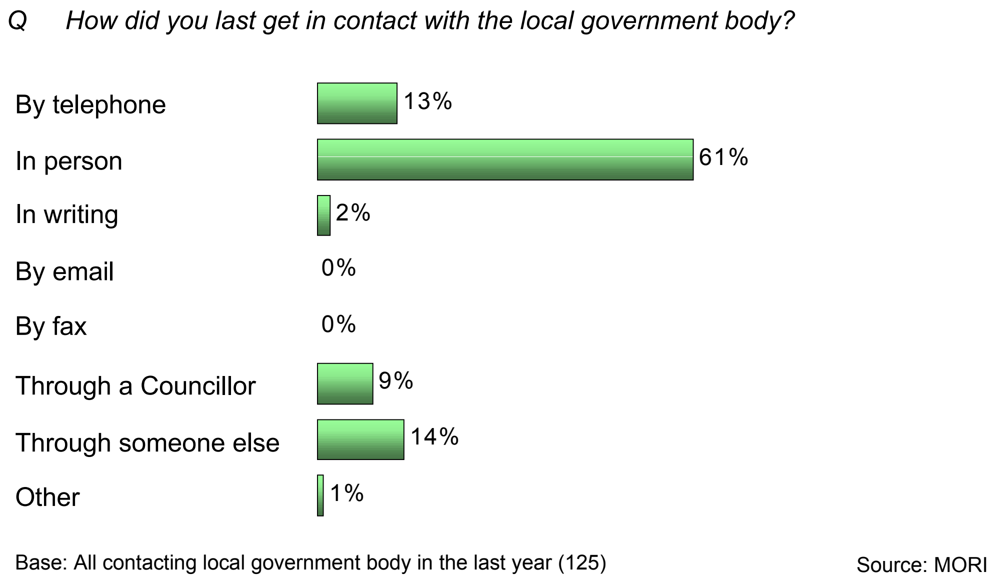
Chart 47: People do not recall very much contact



The amount of contact with the local government body is fairly consistent across sub-groups, though men are much more likely to have made contact in the last year (23%) than are women (13%).

Of those who have contacted their local government body in the last year, **contact in person** is by far the most frequently used method (61%).

Chart 48: Method of contact



10.1.2. Customer care

Among people who have contacted their local government body via the telephone or in person within the last year, ratings are poor when compared to other public services.[5] The differences are greatest with respect to:

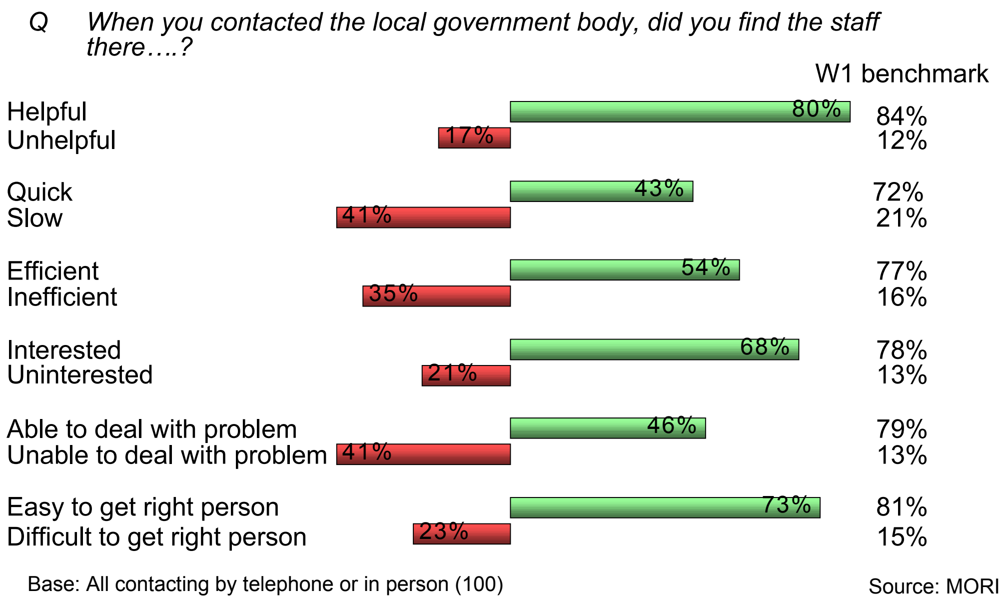
i. **speed in dealing with the problem** (43% quick for local government body vs. 72% for public services);

ii. **efficiency** (54% efficient for local government body vs. 77% for public services); and

iii. **ability to deal with the problem** (46% able to deal with problem for local government body vs. 79% for public services).

[5] Results from other public services are taken from Wave 1 of this study. While benchmarks are of all public services measured, these are generally utility services – which, as has been noted before, receive the highest satisfaction ratings of all public services.

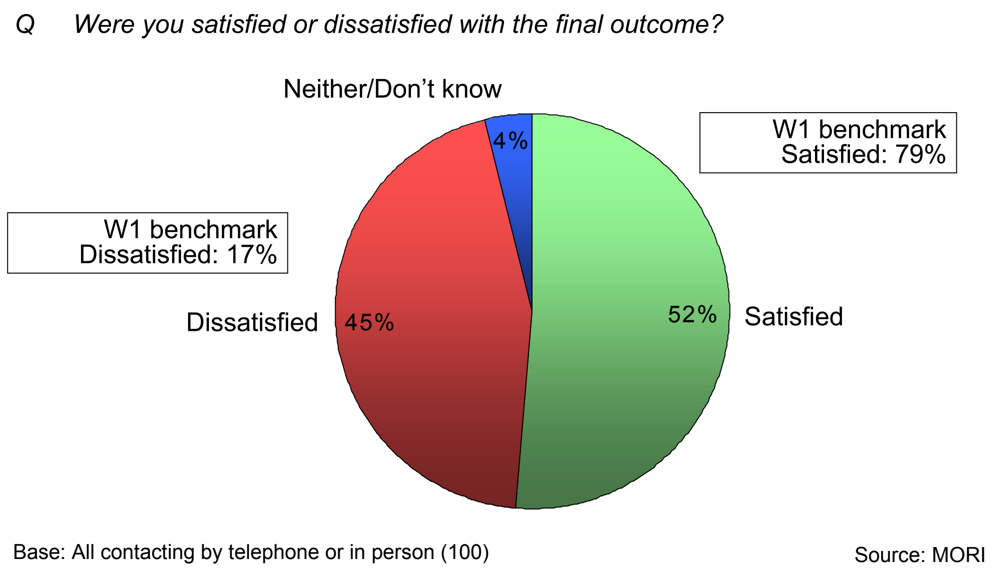
Chart 49: Contact (by telephone or in person)



10.1.3. Satisfaction with the final outcome

Similarly, while more say they were satisfied with the final outcome of their contact (52%) than were dissatisfied (45%), this does not compare well with experiences of contacting public services generally (79% satisfied vs. 17% dissatisfied).

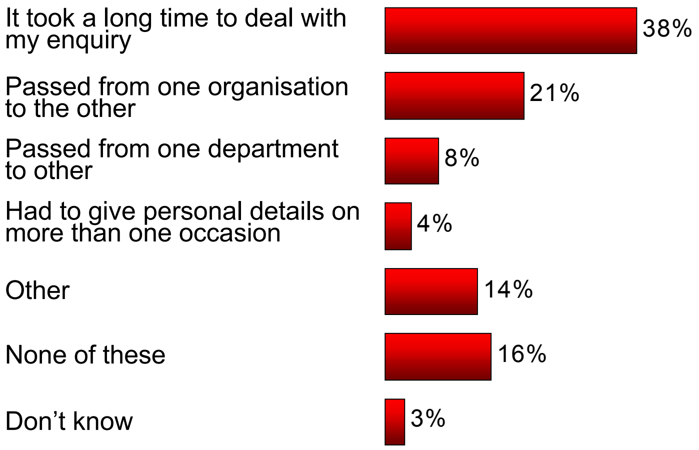
Chart 50: Satisfaction with final outcome



As the following chart shows, the main reason given for being dissatisfied with the final outcome is that it took a long time to deal with the enquiry (38%). One in five also say they are unhappy about being passed from organisation to organisation (21%).

Chart 51: Reasons for being dissatisfied

Q Why do you say that you were dissatisfied?



Base: All who were dissatisfied with the final outcome (41)

Source: MORI

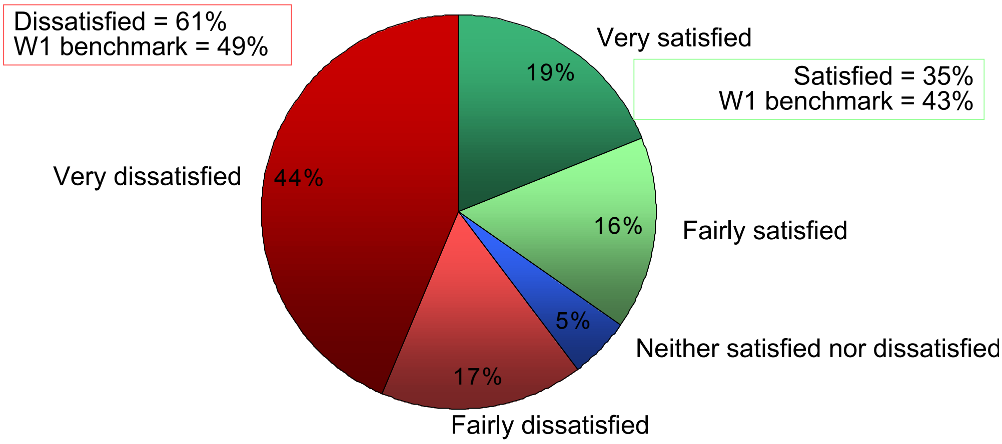
10.2. Complaints handling

One in five people say they have made a complaint to their local government body in the last year (18%), with 81% saying they have not.

Of complainants, three in five were *dissatisfied* with the way in which the complaint was dealt with (61%), and 35% were satisfied. Again, as the chart below illustrates, this compares less well than complaints handling for public services generally.[6]

Chart 52: Complaints handling

Q *Thinking about you most recent complaint to your local government body, how satisfied or dissatisfied were you with the way in which your complaint was handled?*



Base: All making a complaint in the last year (129)

Source: MORI

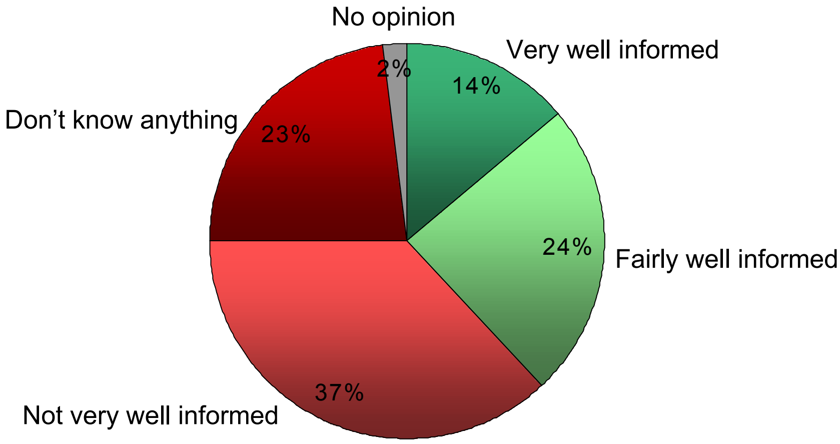
[6] Results from other public services are taken from Wave 1 of this study. While benchmarks are of all public services measured, these are generally utility services

10.2.1. Knowledge of how to make a complaint

Overall, Trinidad and Tobago residents do not feel well informed about how to make a complaint to a public sector organisation, with three in five saying they do not feel very well informed or don't know anything (60%). In contrast, 14% feel very well informed and one in four feel fairly well informed (24%).

Chart 53: Knowledge of how to make complaints is low

Q How well informed, if at all, do you feel about how to make a complaint to a public sector organisation?



Base: 693 adult T&Ts, June - July 2003

Source: MORI

Professional and office workers (ABC1s) are more likely to feel informed than those in social class C2DE (44% and 36%, respectively).

10.2.2. Perceptions of complaints handling

There are some encouraging signs from this survey, which shows that people are twice as likely to agree than disagree that **public services are better at listening to complaints than they were a few years ago** (48% agree vs. 24% disagree).

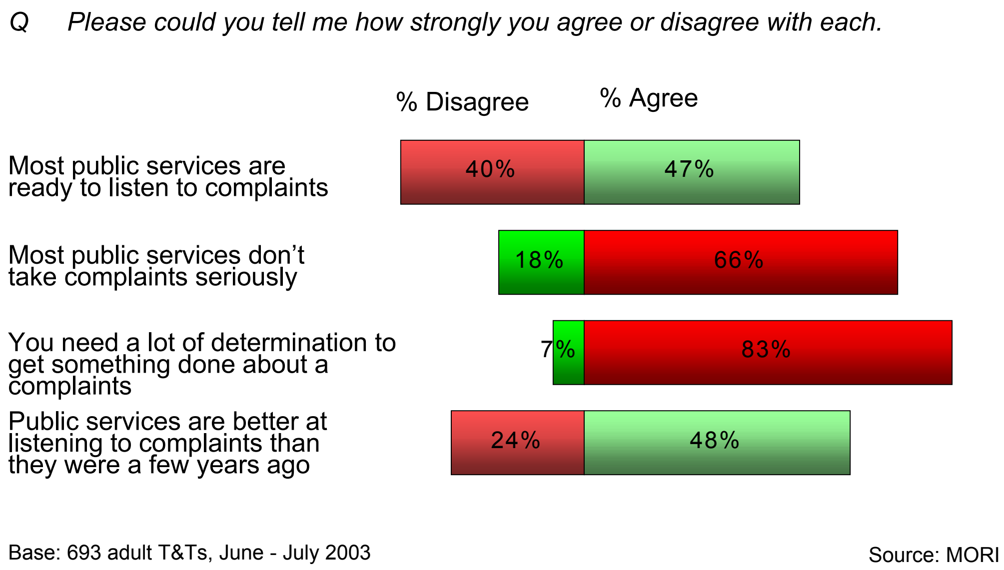
At the same time, the research also shows that public services have some way to go in improving the perception of complaints handling:

i. Four in five (83%) believe that **you need a lot of determination to get something done about a complaint**, including 55% who *strongly* agree; and

ii. Two in three (66%) say that **most public services don't take complaints seriously.**

Opinion is more divided, however, about whether **most public services are ready to listen to complaints** (47% agree vs. 40% disagree).

Chart 54: Public services getting better, but still some way to go



As with perceptions of local government generally, for the above image statements, **those aged over 55 years are more positive:**

i. Half think public services are ready to listen to complaints (51%), while fewer disagree (28%);

ii. Though more than half think public services don't take complaints seriously (56%), around one in four disagree (23%);

iii. Three in four say you need a lot of determination to get something done about a complaint (75%); and

iv. One in five disagree that public services are better at listening to complaints than they were a few years ago (20%).

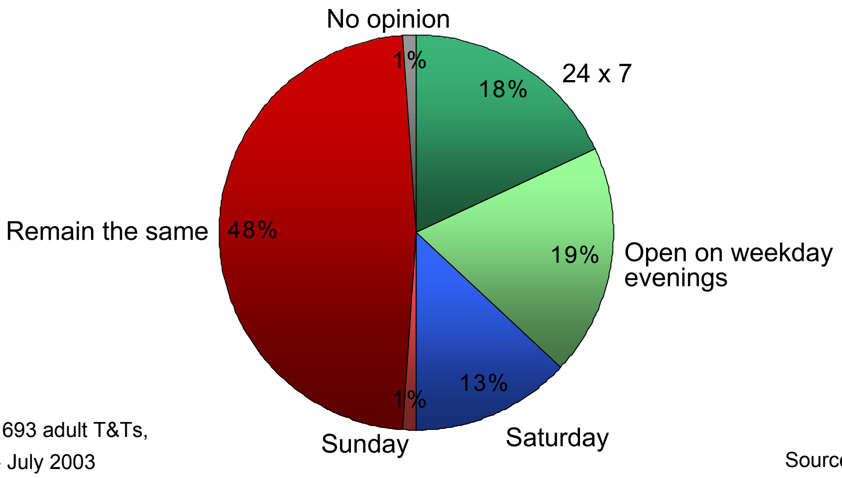
11. Local services

11.1. Demand for extended opening hours

Around half of people (48%) think that local government opening hours *do not* need to be extended any further from their existing opening times – rising to 59% saying this among those aged over 55 years. However, there is some support for widening hours to cover **24x7** (18%) or to **weekday evenings** (19%). Working people are most keen to have extended opening hours (just 43% say stay the same).

Chart 55: Opening hours

Q *Do you think that local government services 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 the opening hours to stay the same as they are?*



Base: 693 adult T&Ts, June - July 2003

Source: MORI

11.2. Knowledge of local services

Reflecting the low awareness of local government generally, when shown a list most people do not recognise that several of the services are provided by the local government body. For instance, just one in five think that the local government body maintains playgrounds.

The most visible services thought to be provided by the local government body are:

i. Garbage disposal/land fills (64%);

ii. Maintenance of drains (57%);

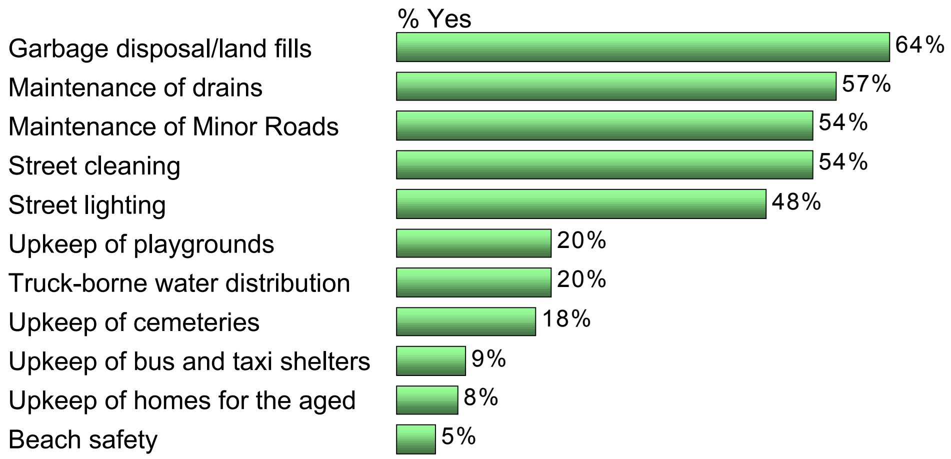
iii. Maintenance of minor roads (54%);

iv. Street cleaning (54%); and

v. Street lighting (48%).

Chart 56: Knowledge of local services is patchy

Q *As far as you know, which of these services on this list, if any, are provided by your local government body?*



Base: 693 adult T&Ts, June - July 2003

Source: MORI

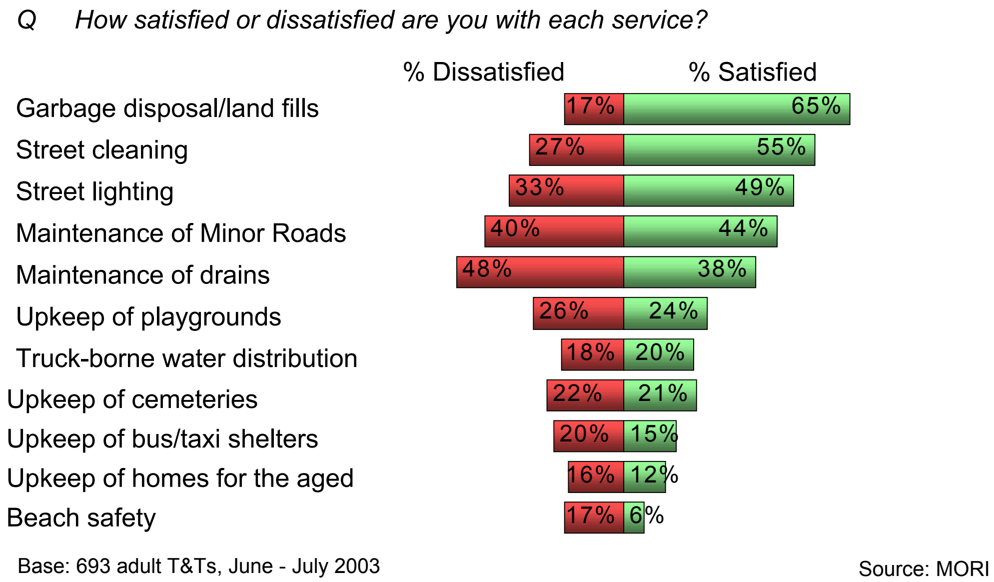
11.3. Satisfaction with local services

The following chart shows satisfaction with each of the local government services asked about. The highest rated services are **garbage disposal/landfill** (65%), **street cleaning** (55%) and **street lighting** (49%).

Dissatisfaction is highest with **maintenance of minor roads** (40%) and **drains** (48%), which reflects general concerns about maintenance issues explored above. Similarly, a quarter (27%) say they are dissatisfied with street cleaning. A third are unhappy with street lighting, reflecting the fact that this is a top five priority for improving local neighbourhoods.

Several of the services receive low *satisfaction* ratings (for example 6% for beach safety and 24% for upkeep of playgrounds) and low *dissatisfaction* scores. This is because higher numbers of people say they don't know, due to the low awareness and/or use of the individual services.

Chart 57: Service satisfaction



12. Afro- and Indo-Trinidadians

12.1. Summary

In each of the areas that we looked at, there are many similar views between Afro- and Indo-Trinidadians. However, there are some distinct divergences, especially on attitudes towards the national Government and on crime. In contrast, views on local government tend to be more similar. The tables below highlight the most important similarities and differences.

Table 8: Attitudes of Afro- and Indo-Trinidadians

Similarities	Differences
National Government	
Recall of most pledges Both groups equally as likely to describe the national government as slow	Indo-Trinidadians generally more critical about the national Government, the way that democracy works and the way that central government works The gap in terms of satisfaction with the Government is widening
Crime	
Similar crime-related concerns	Indo-Trinidadians feel less safe, and they think this has got worse over the last three years
Vision 2020	
Levels of awareness Priorities Both think that government and individuals should take a responsibility The state of public services in the year 2020 and that the country will enjoy a strong spiritual/ethical society	Afro-Trinidadians are more optimistic that Vision 2020 will be achieved and that by 2020 citizens will have a high quality of life, there will be a cohesive society and that national government will be run to the highest standards of governance, public accountability and integrity

Source: MORI

Table 9: Attitudes of Afro- and Indo-Trinidadians

Similarities	**Differences**
Local government	
How well local government works Satisfaction with the local government body and generally what is important for the local government body to do How well informed local government body keeps residents On most services, similar satisfaction ratings	Afro-Trinidadians more likely to think the local government body is keen to help. More Indo-Trinidadians say it provides a poor service and wastes taxpayers' money Indo-Trinidadians are less satisfied about maintenance of minor roads and street cleaning
Local area	
Good things about the area (peacefulness and neighbourliness top issues for both) Bad things about the area (environment issues picked out most often) Broad priorities (facilities for young people and maintenance of the area are top two issues for both)	But some differences on priorities. Indo-Trinidadians mention cleaner streets, environment, crime/policing. Afro-Trinidadians say leisure and unemployment

Source: MORI

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 only, and thus these should be treated as broadly indicative.

Table 10: 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
693 interviews	2	3	4

Source: MORI

For example, on a question where 50% of the people in a sample of 693 respond with a particular answer, the chances are 95 in 100 that this result would not vary by more than 4 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.

Table 11: 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
300 and 300	5	7	8
2,747 and 693	3	4	4

Source: MORI

The table above also shows that when comparing full results from the baseline survey with Wave 2 findings, 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.

Table 12: 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

III. Sample Profile

Table 13	*Unweighted*		*Weighted*	
	N	*%*	***n***	*%*
Total	***693***	**100**	***693***	**100**
Gender				
Male	*314*	45	*333*	48
Female	*379*	55	*360*	52
Age				
18-34	*198*	29	*350*	51
35-54	*287*	41	*210*	30
55+	*208*	30	*133*	19
Social Class				
ABC1	*270*	39	*256*	37
C2DE	*414*	60	*427*	62
Work Status				
Full/Part-time/Self-employed	*417*	60	*409*	59
Not working	*276*	40	*284*	41
Ethnicity				
Afro-Trinidadian	*339*	49	*277*	40
Indo-Trinidadian	*270*	39	*284*	41
Other	*84*	12	*132*	19
Regional area				
North	*95*	14	*86*	12
South	*145*	21	*147*	21
Central	163	24	166	24
East	266	39	268	39
Tobago	9	*	7	*

Wave 1 and Wave 2 weighted profiles

Table 14	***Wave 1***		***Wave 2***	
	N	*%*	***n***	*%*
Total	***2,772***	**100**	***693***	**100**
Gender				
Male	*1,335*	48	*333*	48
Female	*1,437*	52	*360*	52
Age				
18-34	*1,392*	51	*350*	51
35-54	*835*	30	*210*	30
55+	*533*	19	*133*	19
Work Status				
Full/Part-time/Self-employed	*1,638*	59	*409*	59
Not working	*1,499*	41	*284*	41
Ethnicity				
Afro-Trinidadian	*1,105*	40	*277*	40
Indo-Trinidadian	*1,130*	41	*284*	41
Other	*522*	19	*132*	19

IV. Response Rates

The 'universe' for Wave 2 of this research was 902 randomly selected members of the Opinion Leaders Panel. The Panel was originally recruited in 2002 and consists of a representative sample of 2,747 Trinidad and Tobago residents.

In total, 693 successful interviews were completed. The overall response rate was 77%.

The total number of non-respondents was 209, which can be broken down as follows:

i. 9 Panel members deceased;

ii. 1 Panel member to ill to take part;

iii. 12 Panel members had migrated;

iv. 15 Panel members had moved;

v. 156 Panel members were not located after three attempts; and

vi. 16 Panel members refused to take part in the survey.

V. Validation Checks

HHB & Associates carried out a series of validation checks to monitor the quality of interviewing. A summary of the validation process outcome is shown below.

Checks by supervisors

In the field by the Supervisors and the Co-ordinator:

i. 2 people were incorrectly interviewed (action – correct person interviewed and one questionnaire rejected);

ii. 2 respondents reported the interviewer did not ask all the questions (action – panel members were re-interviewed);

iii. 2 interviewers interviewed a person that they contacted at the residence of the panel member then wrote the name of a member of the panel on the questionnaire (action – both questionnaires rejected);

iv. 1 respondent told us on our checks that no one came to the residence (action – questionnaire rejected); and

v. 20 questionnaires completed properly.

Checks by telephone

Calls were made to respondents to verify that they were visited by the interviewed:

i. 4 questionnaires submitted were incomplete (action – 2 interviews were completed by telephone, and 2 respondents did not wish to be re-interviewed); and

ii. 15 questionnaires completed properly.

System checks

Comparisons were made between information collected from Wave 1 and data gathered in Wave 2 using a system of manual checks on age , gender, race and religion.

i. 4 unexplained variations in the age of the panel member between the data collected in Wave 1 and Wave 2 (action – questionnaires rejected); and

ii. 1 unexplained variation in the gender of the panel member between Wave 1 and Wave 2 (action – questionnaire rejected).

VI. Marked-up Questionnaire