



# Opinion Leaders' Panel 2011

## Wave 20 Report

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

Fieldwork: 20<sup>th</sup> October – 1<sup>st</sup> November 2011



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# 1. Introduction

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## 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 20 of the Opinion Leaders' Panel. The focus of the survey is on Government performance overall and reactions to the 2011 Budget Speech. There are also some questions on the State of Emergency and curfew, as well as qualitative insights into modernisation of key public services. 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 997 adults living in Trinidad and Tobago were interviewed for Wave 20, out of a sample of 1,374 where at least one attempt was made at contact. This gives a response rate of 73%.

All interviews were conducted by telephone between 20<sup>th</sup> October – 1<sup>st</sup> November 2011.

The data has been weighted by age, ethnicity, gender and Regional Corporation to the latest available census data (2000) and mid-year (2010) projections. Weighting for work status is derived from an analysis of the most recent (2010) labour force survey data.

The topline results (showing the overall answers for each question) are appended to this report, and the computer tables (providing detailed sub group analysis) are available upon request made to the Ministry of Public Administration.

Six focus groups were also completed in October 2011, four in Trinidad and two in Tobago. 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. Each group contained a balance of participants by gender and mix in terms of ethnicity. The profile of the groups were as follows:

- Group 1: East/West Corridor (urban), 18-34 years, C2DE<sup>1</sup>
- Group 2: North Trinidad (urban), 18-34 years, ABC1
- Group 3: Central Trinidad (rural), 35+ years, ABC1
- Group 4: South Trinidad (rural), 35+ years, C2DE
- Group 5: Tobago (rural), 35+ years, ABC1

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<sup>1</sup> These letters refer to the social grade classification of respondents, using definitions provided by the Institute of Practitioners in Advertising. Generally, ABC1 refers to middle class and C2DE to working class. See Appendix II for further information.

- Group 6: Tobago (urban), 18-34 years, C2DE

### 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)

Wave 17, 13 – 20 September 2010 (base size 1001, by telephone)

Wave 18, 24 January – 12 March 2011 (base size 779)

Wave 19, 24 May – 15 July 2011 (base size 2,887)

### 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.

## 1.6. Acknowledgements

MORI Caribbean would like to thank the Honourable Carolyn Seepersad-Bachan, Minister of Public Administration; Ms. Gillian Macintyre, Permanent Secretary at the Ministry of Public Administration and senior members of the Public Service Transformation Division: Mr. Claudelle McKellar, Mrs. Coreen Joseph-Lewis and Mr. Elon Mayo. We also wish to acknowledge 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 997 citizens of Trinidad & Tobago who gave of their time to take part in this survey.

## 1.7. 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.

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*Sir Robert Worcester and Mark Gill*



## 2. Executive Summary

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### The Government's Performance

- Overall, half of the public (50%) say they are satisfied with the performance of the Government and just over two in five (43%) are dissatisfied. The proportion of people satisfied with the Government is higher now than in July 2011 (up four points from 46%).

### State of Emergency and Limited Curfew

- Seven in ten adults (68%) say it was the “right decision” for the Government to introduce the State of Emergency and fewer than three in ten (28%) think it was the “wrong decision”.
- The public also supports the Government's decision to introduce a limited curfew in certain parts of Trinidad, by a margin of 59% (“right decision”) to 38% (“wrong decision”).
- More of the public say that the State of Emergency and curfew had a *positive impact* (35%) on the quality of their lives than say it had a *negative impact* (20%), including a quarter who say it has had a *very positive impact* (24%). One in twelve adults claim that the impact was *neither positive nor negative* (8%), but a much larger proportion say it has had *no impact at all* (36%).

### Overall Reactions to the Budget

- Half of the public (50%) agree with the statement that the “Budget Speech outlines what's right for the country”, which is approximately twice the proportion who disagree (23%).
- More people think that the Budget proposals are “good for the country” (57%) than say they are good for them “personally” (50%). In both cases, more people are positive about the overall impact of the Budget than are negative.

### Budget Communications

- The most popular source of information about the Budget is *television* with more than half of respondents (55%) saying they relied on it to be informed about the Budget proposals. This is followed by *newspapers* (46%) and *family/friends* (33%).
- Approximately one in four adults (26%) recall watching the Budget Forum TV programme shown on CNC3 Wednesday 12<sup>th</sup> October (two days after the Budget Speech). The Forum received high ratings from those that watched it; reasons included being *interesting* (85%) and *providing useful information* (82%).

## Budget Decisions

- More than nine in ten people consider it is the right decision to give *long standing HDC applicants priority for new homes* (94%) and to *construct a University campus in Tobago to be shared by UWI, UTT and COSTATT* (92%). Three quarters of the public also think it is the right decision to *introduce tax allowances to encourage business and people to use alternative energy sources* (76%).
- For all of the six financial allocation decisions covered in the survey, at least half of the public think the amount proposed by the Government is “about right”. This range from approximately half for the *\$2.2bn allocation for Tobago* (51%) to the four in five who say this about the *increase in the minimum National Insurance retirement pension to \$3,000 per month* (79%). Among Tobagonians however, six in ten (60%) feel that the allocation for Tobago is “not enough”.

## Budget Impact

- The public perceive that the main beneficiaries of the Budget Speech are *senior citizens* (69% of the public think senior citizens will benefit at least “a fair amount”) and *young people* (51%). In contrast a relatively high proportion of people think *families* (45%) and *disadvantaged and the poorest people* (52%) will “not benefit very much” or “at all”.
- There are seven out of a total of 17 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 70% saying the Budget will improve it. Three in five (61%) also think the Budget will *help more people to use / access the Internet*.
- The majority of the public do not think that the Budget will *keep food prices down* (64%) or *help reduce traffic congestion* (56%), and just less than half of the public do not think it will *help reduce crime* (47%).

## CL Financial Issue

- More of the public are dissatisfied (38%) than satisfied (31%) with the way the Government is handling the CL Financial Issue. There are also almost three times as many people who say they are “very dissatisfied” (24%) than “very satisfied” (9%).

## Public Services

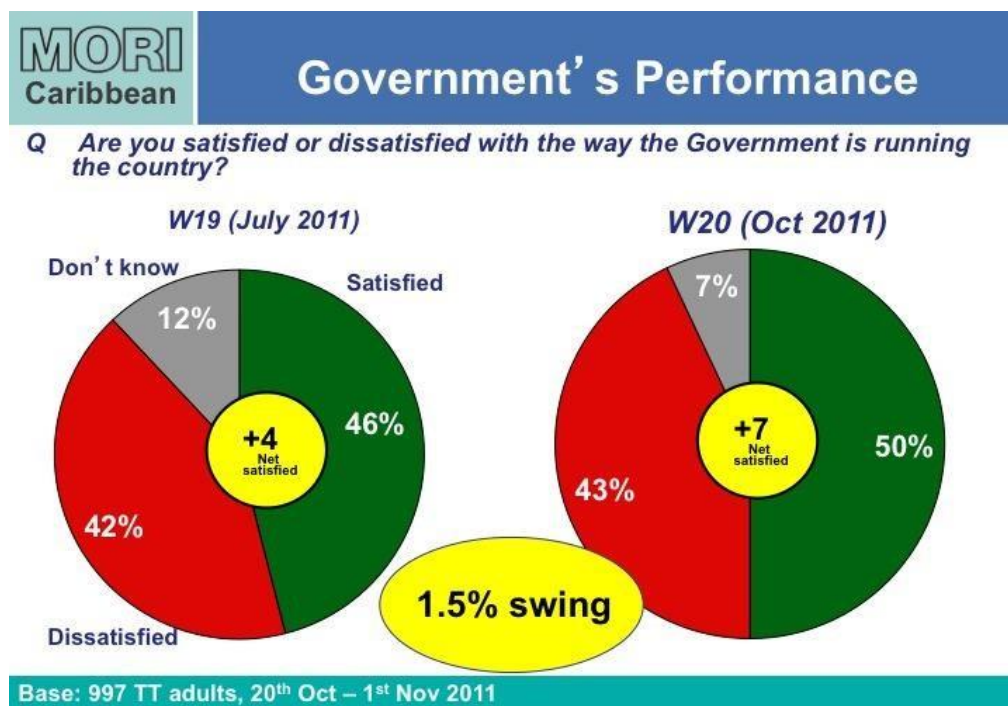
- In the focus groups participants were asked to identify specific improvements to a range of key public services that would help make these services more customer friendly. For all of the services, improvements in staff attitudes are seen as critical. Other suggestions include:
  - Whole system improvements in hospitals, including quality of care provided and accountability of health professionals.
  - Longer and more convenient opening hours, and more flexibility in when different treatments are offered for health centres.
  - Computerisation in the Licensing Office and ensuring the Office remains open during lunch hours.

- Better co-ordination between WASA and the Ministry of Works & Infrastructure, and improvements to the quality (colour/taste) of water.
- Changes to how HDC housing is allocated, as well as more affordable homes and making use of unoccupied HDC housing units.

### 3. The Government's Performance

#### 3.1. Overall Satisfaction

Overall, half of the public (50%) are satisfied with the performance of the Government and just over two in five (43%) are dissatisfied. The proportion of people satisfied with the Government is higher now than in July 2011 (up four points from 46%). This is a significant increase and, in our experience, unusual for public satisfaction with a government to increase mid-term between general elections.



More men (54%) than women (46%) are satisfied with the performance of the Government, and adults aged 65 years or older (60%) are significantly more positive about the Government than other age groups. There is no difference in ratings of the Government in terms of whether someone is employed or unemployed, but there is a difference between those working in the private sector and those in the public sector. Among private sector workers 51% are satisfied and 43% are dissatisfied (giving a “net score” of +6), but among public sector workers more are dissatisfied (50%) than satisfied (43%), giving a net score of -7.

The most substantial sub group differences are in terms of ethnicity. Three in ten (29%) Afro-Trinidadians are satisfied and two thirds (65%) are dissatisfied. In contrast, more than seven in ten (72%) Indo-Trinidadians are satisfied with the Government and one in five (21%) dissatisfied. People of Other/Mixed ethnicities are broadly negative about the Government's performance, as 42% are satisfied and 49% are dissatisfied.

There are also differences in how the Government is viewed in terms of where people live in the country. In Central and South Trinidad, more than half of residents are satisfied with the Government (66% and 52% respectively), but in the Eastern part of the country, Tobago and North Trinidad fewer than half are satisfied (44%, 39% and 37% respectively).

### 3.2. Long-term Trends

The 50% satisfaction rating for the Government is the highest measure since September 2010 when 57% of the public said that they were satisfied. This 50% satisfaction rating is also higher than any satisfaction measure recorded for the previous Administration in the Opinion Leaders' Panel series, between 2002 and 2010.

### 3.3. Qualitative Feedback

Below are some typical comments from focus group participants when they discussed the performance of the Government. These illustrate a number of themes which emerge when participants discuss the Government, including the "style" or approach to governing; the time needed to meet expectations; reactions to specific policies and positions; and the desire to focus on governance and delivery issues.

*"They have a different style. It is encouraging and I think there is more openness in what they do"* (Female, 35+ years, Tobago)

*"I will give them a borderline pass at this point in time. We have to make allowances for failure. It takes time. Things cannot change overnight. They have some severe time constraints"* (Male, 35+ years, South)

*"I don't think they are doing that much of a good job as I thought they would have done, especially with the health care – the same problems, over and over"* (Female, 18-34 years, E/W corridor)

*"Sacrifices must be made. If you try to improve the highway, we would get traffic jams and after a period of time, the problem should be solved. I think the public has to understand"* (Male, 35+ years, Central)

*"I think they have failed in the context of the economy... a lot of children are coming out of UWI now, graduation and nobody can get nothing. The economy is like a grinding halt"* (Female, 35+ years, Central)

*"They have been in power since last May and a lot of things that had been promised should have come to pass...but we have to give them a period of time to create the avenue to allow the change to happen"* (Male, 18-34 years, Tobago)

*"Things are happening but they are not happening as fast as we expected"* (Male, 35+ years, Tobago)

*"Salary wise. What are they waiting on to start doing something? I find they taking too long. They need to make a decision on how soon they are going to give the five per cent"* (Female, 18-34 years, Tobago)

*"I think they need to stop blaming the last government. As soon as something goes wrong, it is because of the past administration. Look for solutions without blaming somebody. People want to see things get better"* (Female, 35+ years, South)

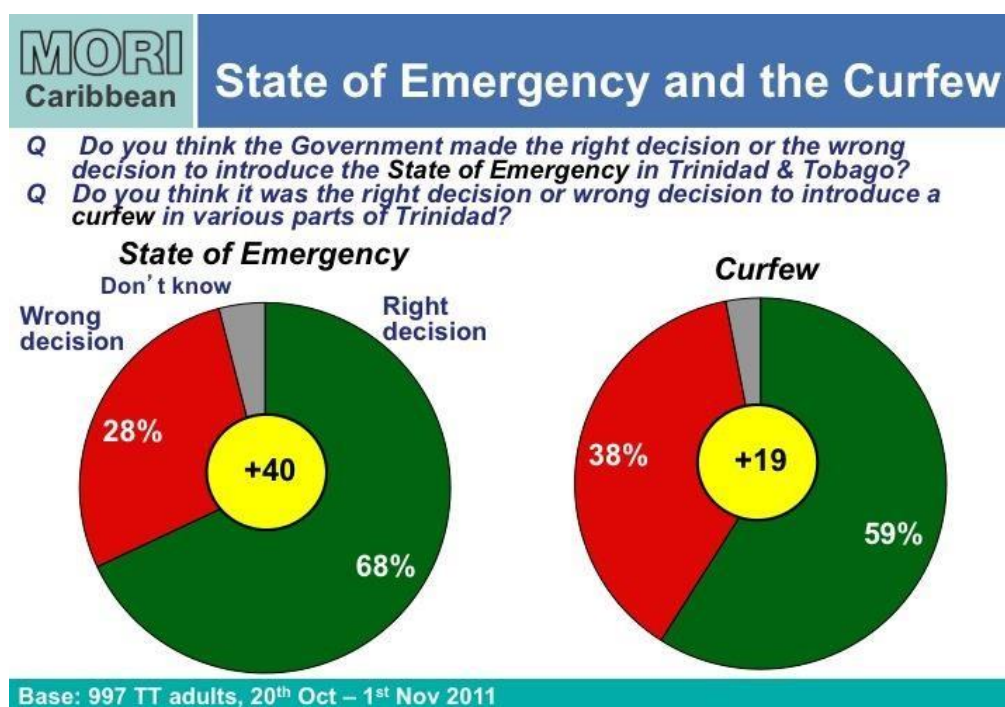
*"I think they need to move away from the blaming and focus on governance"*  
(Female, 35+ years, Tobago)

## 4. State of Emergency and Limited Curfew

### 4.1. Right or Wrong Decision?

Approximately seven in ten adults (68%) say it was the "right decision" for the Government to introduce the State of Emergency and fewer than three in ten (28%) think it was the "wrong decision". This gives a "net right decision" of +40.

The public also supports the Government's decision to introduce a limited curfew in certain parts of Trinidad, by a margin of 59% ("right decision") to 38% ("wrong decision").



There is no difference in support for the State of Emergency between men or women, or by a person's age with the exception that slightly more older people, that is, those aged 55 years or over (74%) believe calling the Emergency was "the right decision".

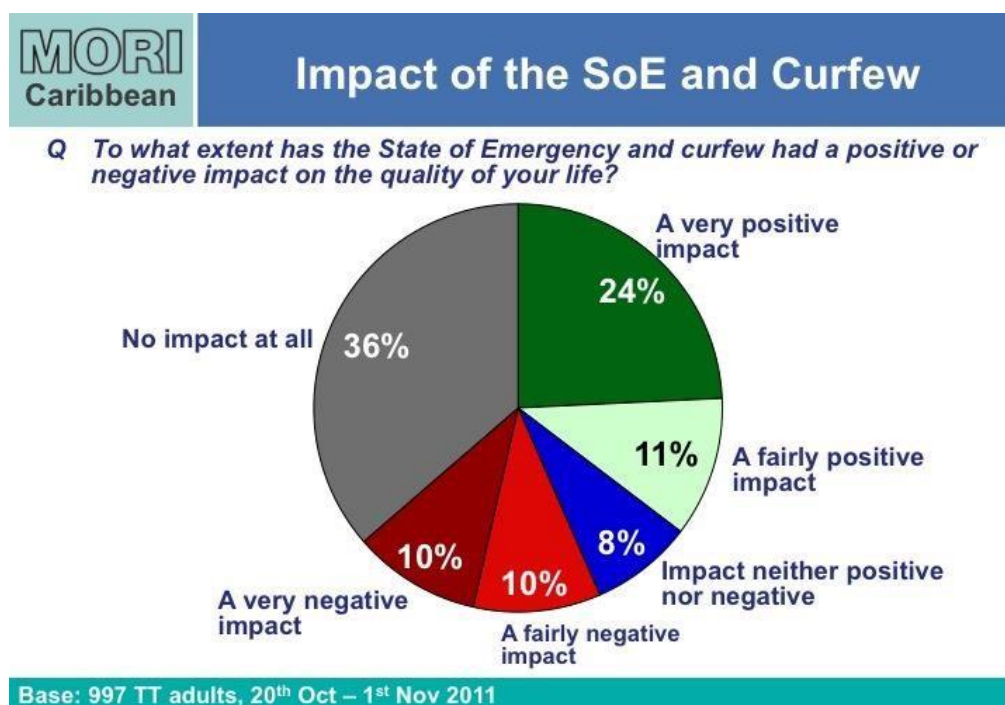
Many more Indo-Trinidadians (87%) than Afro-Trinidadians (50%) believe it was "the right decision"; but even among Afro-Trinidadians support outweighs opposition – as 45% of this group say it was "the wrong decision".



Fewer people living in North Trinidad (54%) and East Trinidad (64%) support the decision to call the State of Emergency compared with those living in South Trinidad (68%), Tobago (79%) and Central Trinidad (83%).

## 4.2. Impact

More of the public say that the State of Emergency and curfew had a *positive impact* (35%) on the quality of their lives than say it had a *negative impact* (20%), including a quarter who say it has had a *very positive impact* (24%). One in twelve adults claim that the impact was *neither positive nor negative* (8%), but a much larger proportion say it has had *no impact at all* (36%).



Although the public overall say the Emergency and curfew are having a positive impact on their lives (+15 net), the reverse is true for Afro-Trinidadians (-3) and those living in North Trinidad (-17).

## 4.3. Qualitative Insights

There was a wide range of views expressed about the State of Emergency in the six focus group discussions. The main themes to emerge from these discussions were:

- A fair amount of suspicion about the “real” reason for calling the State of Emergency
- Many said they feel the Emergency has made an impact on crime, particularly on murders and gang violence
- A broad consensus that individual citizens had to make some sacrifices given the crime situation in order to support the “greater good”
- A general level of concern or scepticism about the long-term impact on crime, once the State of Emergency was ended.

The following are typical comments from focus group participants when they discussed the reasons for, and impact of, the State of Emergency and curfew.

*"A lot of people are out of jobs, look at my sister in law. She works in a casino and with the curfew times she only works 3 hours"* (Female, 18-34 years, E/W corridor)

*"I think it was a heavy price we had to pay because we had to bring some kind of order, you see how many murders being committed, since then (the SOE) there has been a decline, you can't deny that at all. It is still happening, but the figures are much lower. If you examine the statistical data, it is lower. What I am worried about is when it is over"* (Male, 35+ years, South)

*"It improved my family time"* (Female, 18-34 years, E/W corridor)

*"It is a waste of time. Because at first they were holding a set of people and finding drugs and guns, but lately they ain't find nothing and they releasing all the big fish"* (Male, 35+ years, Central)

*"I think the State of Emergency get kind of stale now, people not taking it on anymore"* (Male, 35+ years, Central)

*"It's cutting down on my liming plenty"* (Female, 35+ years, Central)

*"You can't even get KFC after 9 o'clock"* (Female, 35+ years, Central)

*"The State of Emergency, in my view, was done to muzzle the trade unions"* (Male, 35+ years, Tobago)

*"We should have had a State of Emergency four years ago. The crime rate would not have been as high"* (Female, 35+ years, Tobago)

*"When the State of Emergency finish it is a rubber band pulling. It going right back where it began"* (Male, 35+ years, Tobago)

*"For Tobagonians I don't see it really affecting us"* (Male, 18-34 years, Tobago)

*"I admire that they are doing something to deal with the crime situation, with the curfew, the thing is I can't be sure if it is working or if it's more of a bother"* (Male, 18-34 years, North)

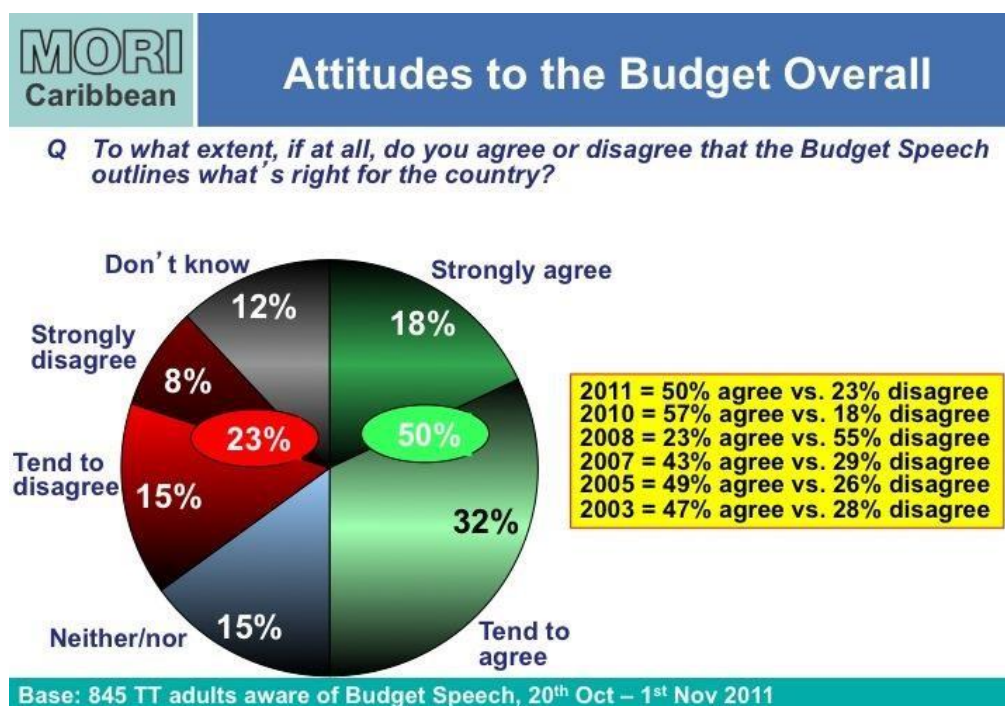
*"It is giving the country a bad name in terms of tourism"* (Female, 18-34 years, North)

## 5. Overall Reactions to the Budget

### 5.1. Overall Reactions

Half of the public (50%) agree with the statement that the “Budget Speech outlines what’s right for the country”, which is approximately twice the proportion who disagree (23%).

Slightly fewer people are positive about this year’s Budget Speech as compared to last year’s (7points lower in agreement with the above statement), but many more people are positive than about the 2008 Budget. In 2008, only 23% of the public felt that that Budget Speech outlined what is right for the country.



Slightly more men (52%) than women (47%) agree with the statement, but there is little variation depending on a person’s age or whether they work in the public or private sectors. Twice as many Indo Trinidadians (69%) than Afro Trinidadians (34%) approve of the Budget Speech overall.

Fewer than half of residents living in North Trinidad (37%) agree with the statement, compared with 56% of those living in Central Trinidad. In other parts of the country approximately half of residents agree that the Speech set out ‘what is right for the country’.

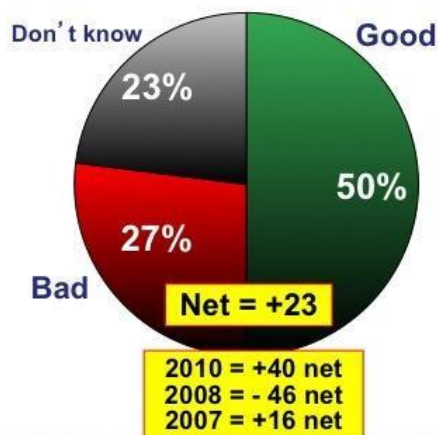
### 5.2. Personal Impact vs. Impact on the Country

More people think that the Budget proposals are “good for the country” (57%) than say they are good for them “personally” (50%). In both cases, more people are positive about the overall impact of the Budget than are negative.

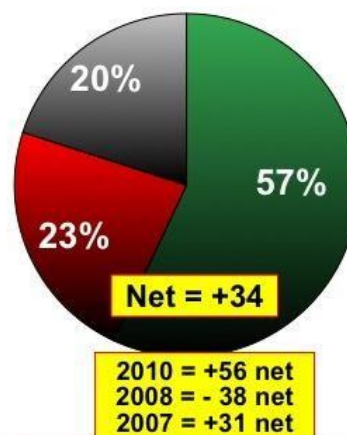


## Budget Proposals: Good for Me? Good for the Country?

Q Do you think the Budget proposals are a good thing or a bad thing for you personally?



Q Do you think the Budget proposals are a good thing or a bad thing for the country?



Base: 845 TT adults aware of Budget Speech, 20<sup>th</sup> Oct – 1<sup>st</sup> Nov 2011

Compared with reactions to the 2010 Budget, fewer people are positive overall. For instance, in 2010, 63% of people felt the Budget was “good personally” compared with 50% who say that about this year’s Budget.

Patterns of sub group attitudes towards the impact of the Budget proposals at the personal or country level are similar to those in terms of overall attitudes towards the Budget Speech. The most striking differences in sub groups are between Afro- and Indo-Trinidadians. In terms of perceived personal impact, the proportion of Indo-Trinidadians who are positive about the Budget is 26 points higher than for AfroTrinidadians. For the perceived impact of the Budget on the country generally, this difference for the aforementioned ethnic groups is 29 points.

### 5.3. Qualitative Insights

In the focus group discussions, most participants found it difficult to identify an overarching theme for this year’s Budget Speech. A number of messages were, however, recalled. These include:

- This is a deficit Budget (more money is being spent than raised)
- It is an attempt to diversify the economy, away from reliance on oil and gas
- The Government wants to cut social dependency
- The Government wants more partnership with the private sector

There were also a number of specific policies highlighted as popular among focus group participants, including:

- ✓ Move away from dependency on oil

- ✓ No new taxes
- ✓ More transparency in GATE
- ✓ Regulating (rather than abolishing) gambling industry
- ✓ The additional allocation for security services

However, for the most part participants could not highlight any “stand out” announcements or policies that made them especially enthusiastic for the Budget. In addition, many participants were also critical of the way the Speech was delivered, especially in terms of its length.

The following are typical comments from participants when discussing the Budget:

*“A lot of talking to say one little thing”* (Male, 18-34 years, North)

*“The Budget was vague... all they say is the allocation to Ministries, but that is about it. It’s a general overview of where the money is allocated. You don’t have an idea of where you stand as the small man”* (Male, 35+, South)

*“There was a Member of Parliament who bawl out “whoo” when they said the allocation for Tobago. Tobago didn’t get no big set of money”* (Male, 18-34 years, Tobago)

*“I think he tried to bring across how important education is and national security. I think he stressed on those two quite a lot”* (Female, 18-34 years, E/W Corridor)

*“Telling people about deficits. It is setting an example for people to spend more than they receive”* (Male, 35+ years, Tobago)

*“He read it as if he did not prepare it. If you write your composition, you will know what is in it, you will be able to read it with confidence and you will be able to pre-empt what is coming up. But like some of it he was unaware of what was actually in it”* (Female, 35+ years, Central)

## 6. Budget Communications

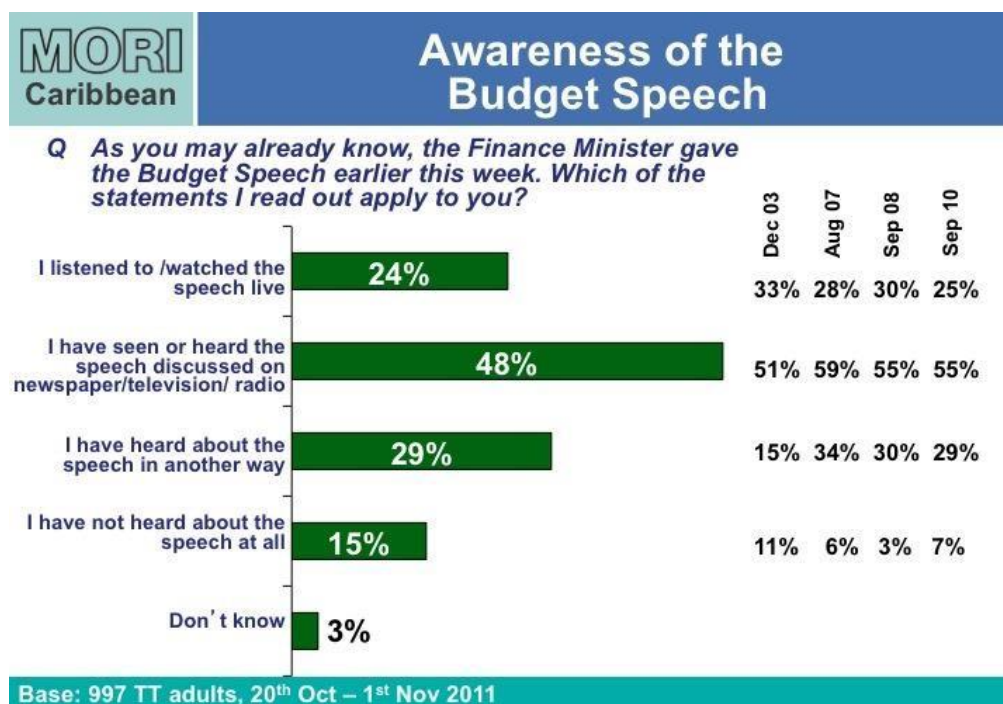
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### 6.1. Awareness of the Budget Speech

Approximately one in four adults (24%) say they recall watching or listening to the Budget Speech live, which is consistent with data from the 2010 Budget Speech. Almost half the public (48%) also say they have seen or heard the Speech discussed in the media, which is lower than in the 2010 survey (55%).

Overall, more than four in five adults (82%) recall hearing about the Budget Speech in some way. Fewer people in Tobago (70%) than on average say they recall hearing

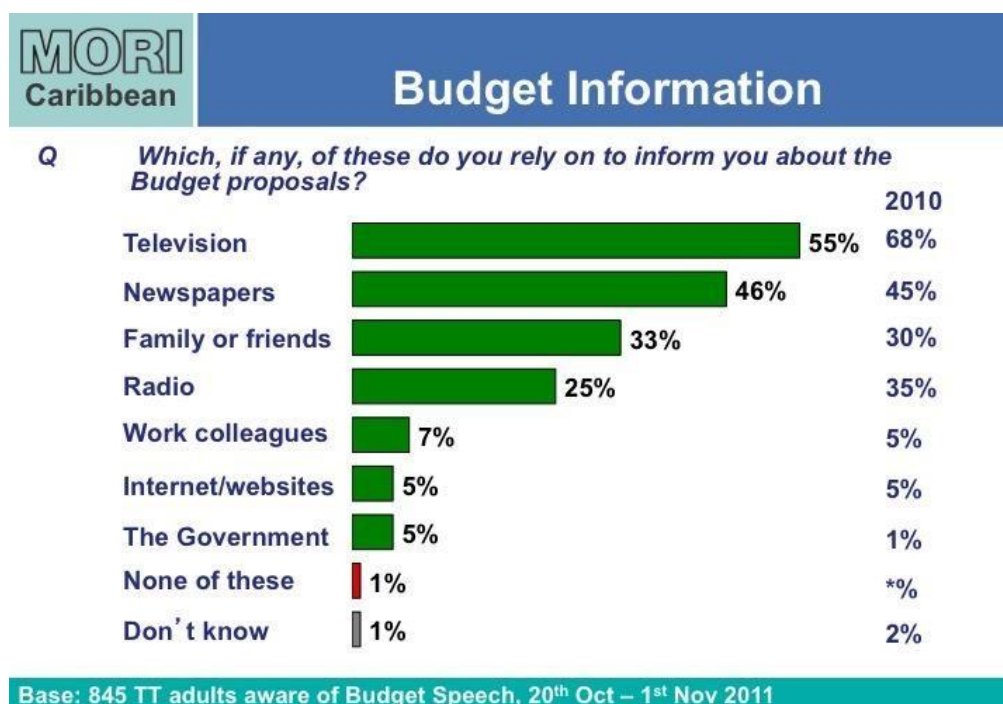
about the Budget Speech; and recall of the Speech increases with a person's age. Among 18–24 year olds, 73% heard about the Budget Speech in some way, but among those aged 55 years or more as many as 91% did.



## 6.2. Budget Information

The most popular source of information about the Budget is *television* with more than half of respondents (55%) saying they relied on it to be informed about the Budget proposals. This is followed by *newspapers* (46%) and *family/friends* (33%).

In contrast, only a small proportion say they relied on *work colleagues* (7%), the *Internet* (5%) or the *Government* (5%) for information on the Budget proposals.



## 6.3. Budget Forum TV Programme

Approximately one in four adults (26%) recalls watching the Budget Forum TV programme shown on CNC3 between 5pm and 7pm on Wednesday 12<sup>th</sup> October. A further 2% of the public recalls listening to it on Vibe CT 105.

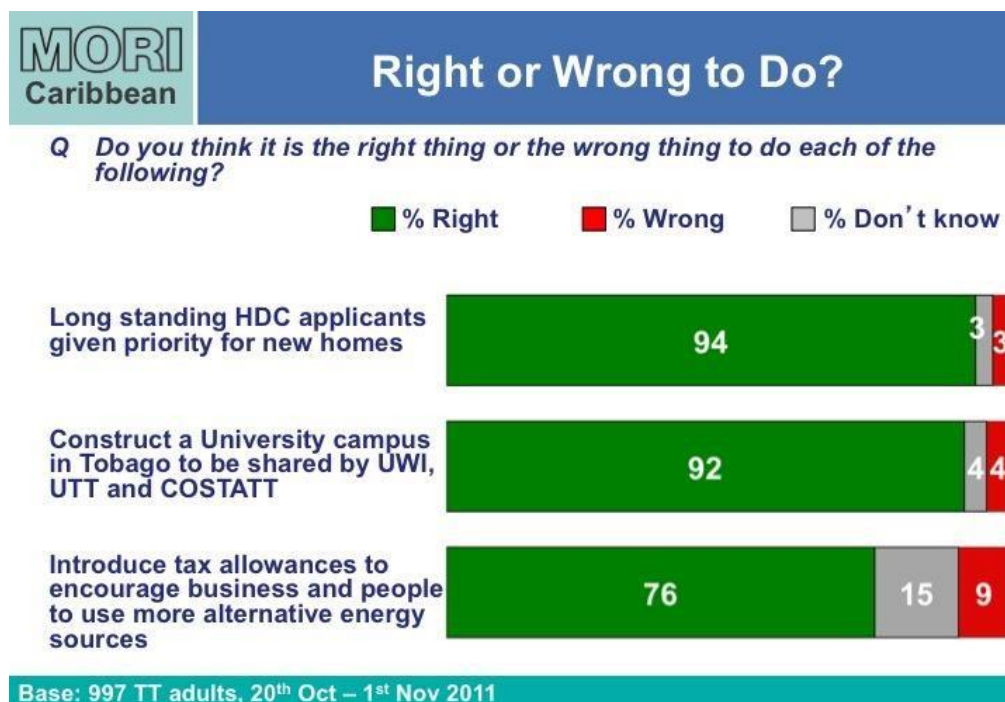
Among those people who listened or watched the Budget Forum TV, most are positive about the show. This includes, 85% who found it interesting, 82% easy to understand, 82% provided useful information, 73% helped to clarify parts of the Budget and 71% who trusted it to provide accurate information. These ratings are similar to the ratings given by viewers / listeners to a similar Budget Forum programme broadcast last year. The main change is that more people this year trusted the programme to provide accurate information (up 6 points).

Fewer than one in five people watched the Budget Forum TV programmes on the evening of the Budget Speech on CNC3 (18%) and just one in four watched it on CNMG (4%).

## 7. Budget Decisions

### 7.1. Right or Wrong Decisions?

There is very strong public support for three of the main Budget decisions, as illustrated in the chart below. More than nine in ten people consider it is the right decision to give *long standing HDC applicants priority for new homes* (94%) and to *construct a University campus in Tobago to be shared by UWI, UTT and COSTATT* (92%). Three quarters of the public also think it is the right decision to *introduce tax allowances to encourage business and people to use alternative energy sources* (76%).



## 7.2. Qualitative Insights

There was very strong support among focus group participants for the proposal to **give long-standing HDC applicants priority for new homes**. However, some participants also pointed out that this policy does not necessarily reduce the overall number of people waiting for a new home, which they felt was too long. Nevertheless, the policy was popular as they saw this approach as being the fairest way to distribute new homes and they also believed that this will cut down on corruption within the HDC.

*“That is the way it should be!” (Most)*

*“It would clear up all the corruption. People who came after me got a house” (Female)*

*“People applied a long time all kind of 20 and 30 years” (Female)*

The main reason explaining why focus group participants supported the proposal to create a **joint university campus in Tobago** is because they believed that it will be more convenient for Tobago residents. However, there were also some concerns about whether the student population size is big enough to support a campus in Tobago and wanted reassurance that the quality of teaching there would be as high as in Trinidad.

*“We support that as long as Tobagonians will get their fair share of what Trinidad is having. Not have to go there and then somewhere along the line have to go to Trinidad to do something else” (Female)*

*“This would allow for the people who live in Tobago, they won’t have to come across and spend money renting. It would help them a lot. And also it would encourage a lot of Trinidadians to go over there to impart what knowledge they have” (Male)*

*“It wouldn’t be sustainable because it would have about 1,000 students and the lecturers salaries could amount to more” (Male)*

Focus group participants also said they understood the Government’s reasons for **encouraging more alternative energy sources**, and they felt that there would be benefits both for the country (e.g. reduced reliance on the oil sector) and for individuals (e.g. potentially cheaper utility bills). At the same time, several participants said the Government needs to do more to assist people, including increasing provision of alternative energy sources (e.g. LNG gas stations) and overall there was a feeling that more information is required from the Government on this proposal.

*“It has worked well in Barbados. Most of their homes are solar powered” (Female)*

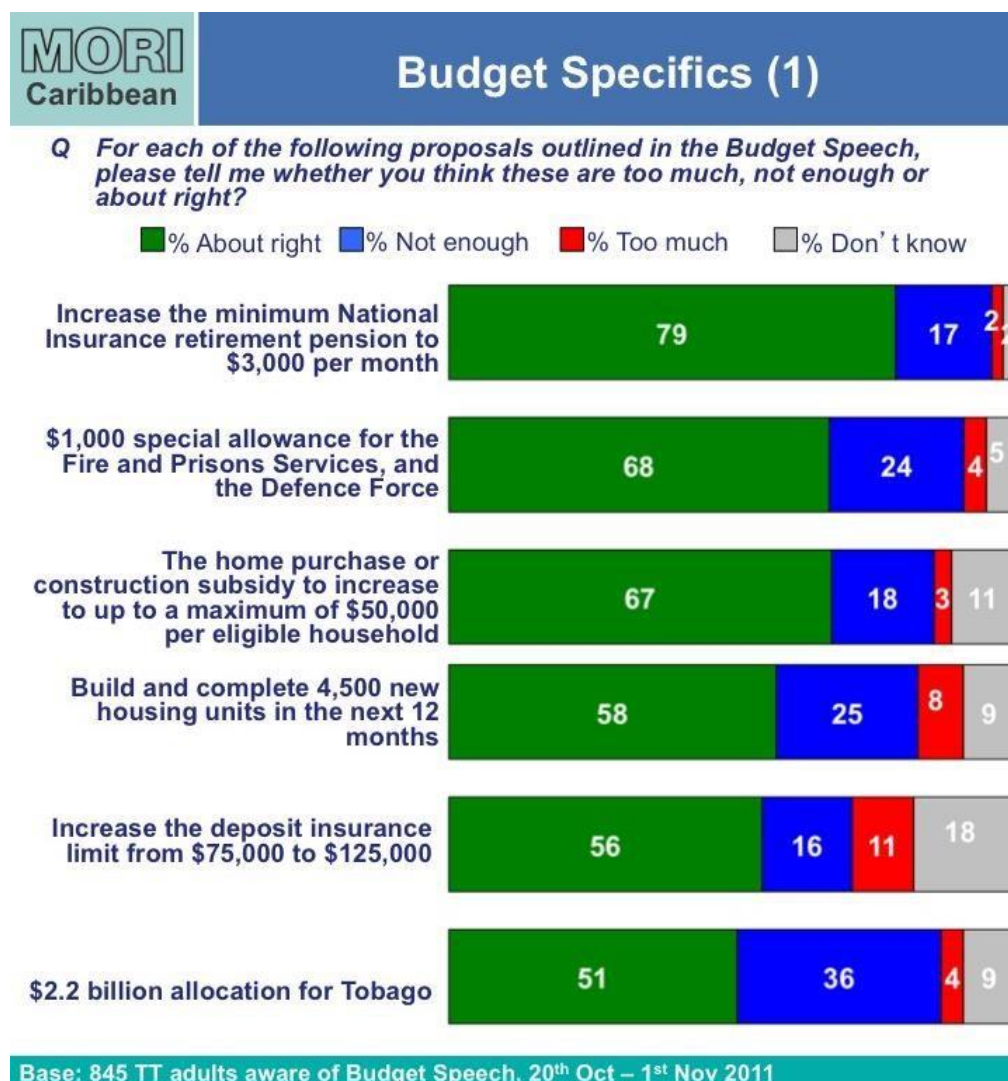
*“It’s a good thing but the facilities to use it, we are supposed to be using LNG but the availability poses a problem” (Male)*

## 7.3. Financial Decisions

For all of the six financial allocation decisions covered in the survey, at least half of the public think the amount proposed by the Government is “about right”. This ranges from



approximately half for the \$2.2bn allocation for Tobago (51%) to the four in five who say this about the increase in the minimum National Insurance retirement pension to \$3,000 per month (79%).



Among Tobagonians, only 36% say the \$2.2bn allocation is enough and six in ten (60%) feel it is not enough.

## 7.4. Qualitative Insights

While focus group participants supported the commitment to **increase the minimum National Insurance retirement pension to \$3,000 per month**, may felt that it should be even higher, particularly given the rising costs of food and medication for the elderly.

*"It will also help with the cost of living and prices of goods, market goods are expensive, and the season coming up things are going to go up naturally"*  
(Female)

*"The older person needs more to live on. Medication and all these kinds of things getting very expensive"* (Female)

*"Food prices, everything is just too high for the person who is surviving with this"* (Male)

Broadly focus group participants supported the **\$1,000 special allowance for the Fire and Prison Services, and the Defence Force** because of the risks of the jobs they do and because the Police Service also receives an allowance. Some participants did not think this should apply to the Fire Service.

*“Because the police had gotten it and they are part of the security services too, so it would not have been right for them not to get it” (Female)*

*“I don’t see Fire Officers in Tobago doing anything” (Male)*

The home purchase or construction subsidy increase to up to a maximum of **\$50,000 per eligible household** was seen as a good proposal by focus group participants as it should help people out of poverty. Some did not feel they understood this policy, however, and others were concerned about potential abuses of the system.

*“My only downside to that, I hope it have transparency” (Male)*

*I would like somebody to explain to me what it means” (Female)*

On the one hand, focus group participants supported the plan to **build and complete 4,500 new housing units in the next 12 months** because they think that housing is needed. On the other hand, they are also concerned about the quality of the units and ensuring that new housing is not built on agricultural or green land to the detriment of the environment.

*“I am concerned about the greenery, simply because that feed us and it gives oxygen and stuff so I am concerned about the more housing” (Male)*

*“If it is possible, but I am concerned about the quality of the houses” (Female)*

*“Not on agricultural land” (Male)*

*“Building 4,500 homes in twelve months, we are happy we are getting the homes but you have to wonder about the quality” (Most)*

The proposal to **increase the deposit insurance from \$75,000 to \$125,000** was generally not well recalled by focus group participants. Overall they do think it is a good idea, even if ideally it should have increased by even more.

*“Good idea. Could help a family” (Male)*

*“It shows you that in an institution you cannot go more than 75,000 because anytime you go more than that you lose so now you can use the excess money and do something in my life with it” (Male)*

The consensus view across focus groups in Tobago and in Trinidad is that the **\$2.2 billion allocation for Tobago** is the minimum that should have been provided and that the island needs more, particularly if it is to upgrade its tourism offer.

*“That is just the bare minimum”* (Female)

*“2.2 billion is not enough because they need more infrastructure in Tobago”*  
(Male)



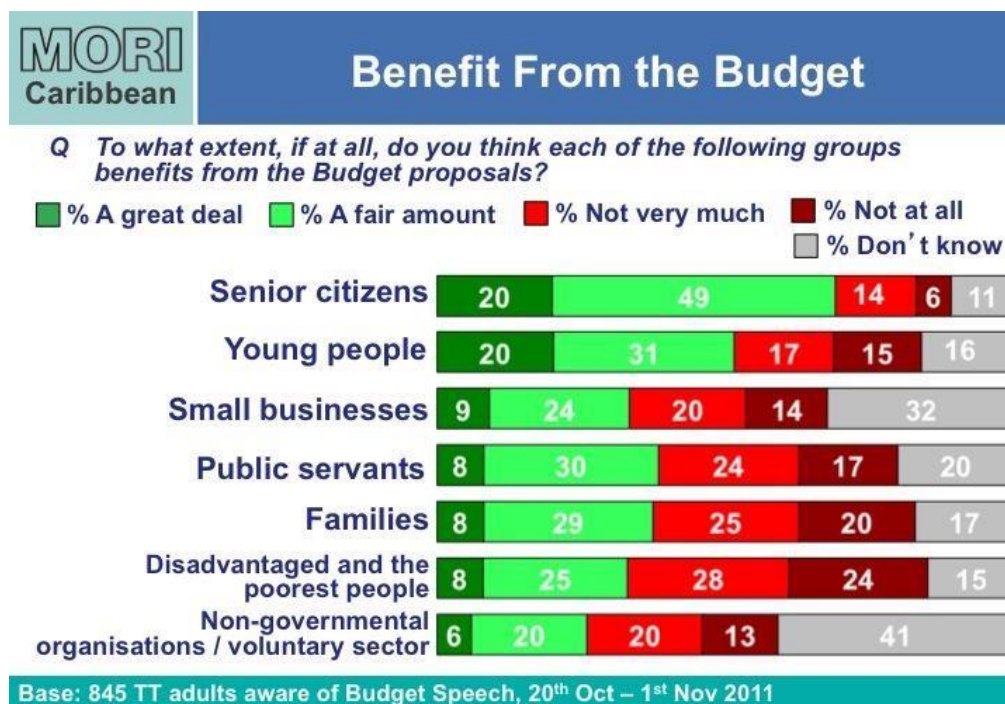
## 8. Budget Impact

### 8.1. Benefit from the Budget

The public perceive that the main beneficiaries of the Budget Speech are *senior citizens* (69% of the public say senior citizens will benefit at least “a fair amount”) and *young people* (51%). In contrast a relatively high proportion of people think *families* (45%) and *disadvantaged and the poorest people* (52%) will “not benefit very much” or “at all”.

Among people aged 65 years or older only 58% believe *senior citizens* will benefit from the Budget, which is lower than the proportion of the public generally who hold this view. Among 18-34 year olds (and 18-24 year olds), 48% think that *young people* will benefit from the Budget, which is consistent with views of the public generally.

A quarter (25%) of people who work in the public sector believe that *public servants* will benefit from the Budget, lower than the proportion of those working in the private sector who think this (38%).

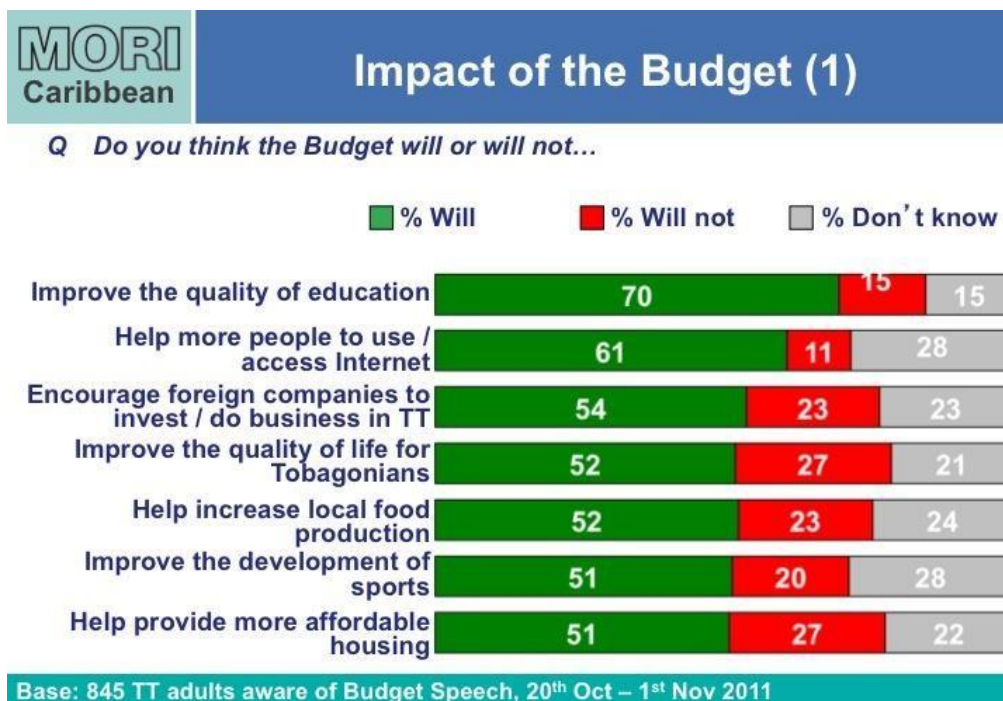


For five of the groups discussed above, fewer people this year compared to last year believe each of these groups will benefit “at least a fair amount” from the Budget proposals. These include:

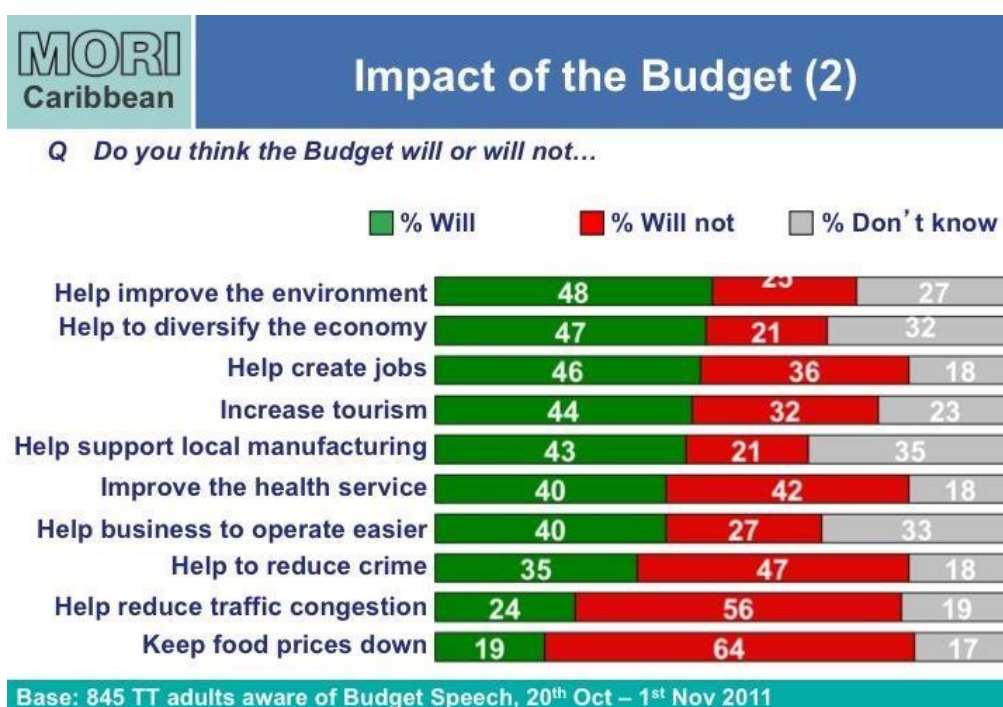
- *Small businesses* (43% in 2010 vs. 33% in 2011)
- *Public servants* (46% in 2010 vs. 38% in 2011)
- *Senior citizens* (77% in 2010 vs. 69% in 2011)

## 8.2. Budget Impact

There are seven out of a total of 17 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 70% saying the Budget will improve it. Three in five (61%) also think the Budget will *help more people to use / access the Internet*.



While just over half the public (52%) expect the Budget will *improve the quality of life for Tobagonians*, Tobagonians themselves are divided about this as 34% think it will and 38% think it will not.



The majority of the public do not think that the Budget will *keep food prices down* (64%) or *help reduce traffic congestion* (56%), and just less than half of the public do not think it will *help reduce crime* (47%).

For eight of the areas discussed above fewer people say this year's Budget will have a positive impact. In particular, fewer people this year compared to 2010 say the Budget will:

- *Help improve the environment* (18 points lower)
- *Improve the development of sports* (16 points lower)
- *Improve the health service* (15 points lower)
- *Help increase local food production* (12 points lower)

### 8.3. Budget Issue

Respondents were asked to identify the single main issue that they hoped would have been addressed in the Budget Speech. This was an open ended question in the survey so respondents were free to identify any issue or none at all. Overall approximately one in three people (34%) did not name a particular issue.

The most popular issue people wanted to see the Budget tackle is *high prices* (15% mentioned this), followed by *measures to improve the health sector* (9%) and *salary / wages* (8%).

Among those people who mentioned each of these three issues, the vast majority in each case are dissatisfied with how this issue was addressed in the Budget:

- *High prices:* 6% satisfied 79% dissatisfied
- *Measures to improve health sector:* 19% satisfied 68% dissatisfied
- *Salaries / wages:* 6% satisfied 78% dissatisfied

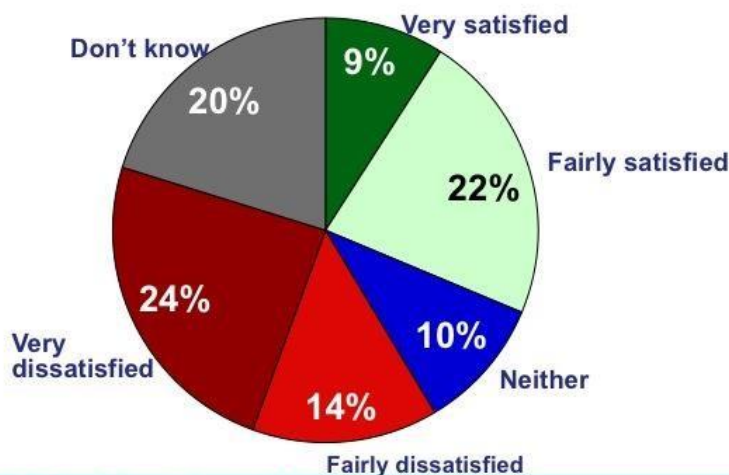
## 9. CL Financial

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### 9.1. Overall Response

More of the public are dissatisfied (38%) than satisfied (31%) with the way the Government is handling the CL Financial Issue. There are also almost three times as many people who say they are "very dissatisfied" (24%) than "very satisfied" (9%).

**Q** *To what extent are you satisfied or dissatisfied with the way the Government is handling the CL Financial issue?*



Base: 997 TT adults, 20<sup>th</sup> Oct – 1<sup>st</sup> Nov 2011

People living in North Trinidad (-33 “net satisfied”), Afro-Trinidadians (-25) and those aged between 35-44 years (-20) are least likely to be satisfied with the Government’s handling of this issue.<sup>2</sup>

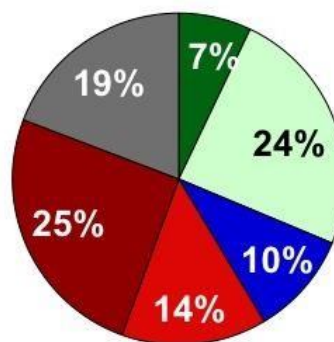
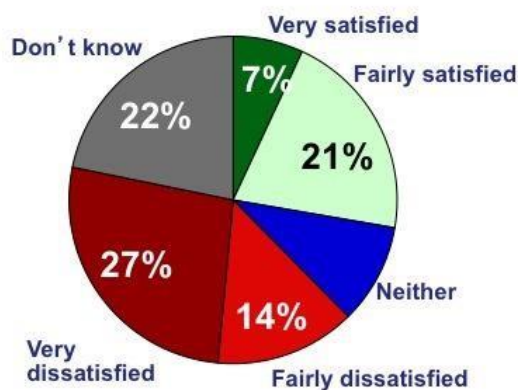
## 9.2. HCU and CLICO Depositors

The public is also, on balance, critical of the way the Government is handling the *payment of losses to HCU depositors* (41% dissatisfied) and the *payment of losses to CLICO depositors* (39% dissatisfied). In both cases approximately one in four adults is “very dissatisfied”.

<sup>2</sup> The “net” figure represents the balance of opinion on attitudinal questions, and provides a particularly useful means of comparing the results for a number of variables. In this case of a “net satisfaction” figure, this represents the percentage satisfied with the Government’s handling of the CL Financial issue less the percentage dissatisfied. For example, 19% of adults living in North Trinidad are satisfied with the Government’s handling and 52% are dissatisfied, the “net satisfaction” figure is -33 points.

*.. handling the payment of losses to HCU depositors?*

*.. handling the payment of losses to CLICO depositors?*



Base: 997 TT adults, 20<sup>th</sup> Oct – 1<sup>st</sup> Nov 2011

## 10. Improvements to Public Services

### 10.1. Hospitals

Participants in the focus group discussions were asked to identify one or two key improvements they feel could be made to a range of core public services which would assist each service to be more customer-orientated.

In respect of hospitals most participants found it very difficult to suggest just one or two improvements that are required. Instead the consensus view was that a “whole system” improvement is required. In particular, it was felt priority should be given to increasing and improving the facilities available, including both the number of hospitals and the equipment within hospitals. In addition, participants wanted to see better attitudes from both doctors and nurses, as more accountability of the medical profession.

The following are typical comments from group participants:

*“We have too many nurses that are so negligent and laid back”* (Female, 35+ years, Central)

*“Nurses are motivated by money and the colour of the uniform, not on helping people”* (Male, 18-34 years, E/W Corridor)



*“They need to put cameras in operating theatres like the United States so we could hold people accountable and start to jail doctors”* (Male, 18-34 years, E/W Corridor)

*“Proper staffing, qualified nurses and beds. Doctors need to be more compassionate as well. They focus on money more than patients”* (Female, 35+ years, South)

*“Controls are needed, no accountability in any sectors, a nurse makes a mistake, there is no way she would get in trouble”* (Male, 18-34 years, North)

*“We need to have more hospitals. We could have one in Roxborough and in Hermitage”* (Female, 18-34 years, Tobago)

## 10.2. Health Centres

The main improvement participants wanted for health centres was longer and more convenient opening hours, and for greater 24–hours availability. Many participants also suggested that health centres should be more flexible in the treatments that are provided rather than restricting specific treatments to specific days.

As with views on public servants generally, it was highlighted that better customer care training is needed for officials working in health centres. Specifically regarding doctors, some participants were critical of how they perceive doctors to prioritise their private practice over their public roles.

The following are typical comments:

*“I had a tooth pain and they told me come back on Thursday, today is not the day we deal with that. I had to go private”* (Female, 18-34 years, E/W Corridor)

*“They should offer 24 hour service. Better to have at least one doctor or nurse on staff 24 hours”* (Female, 35+ years, South)

*“Diego Martin and their staff, if today is Tuesday and they’re not seeing children on Tuesday, you have to go somewhere else with your child”* (Female, 18-34 years, North)

*“I find they could incorporate a maternity unit where you could actually deliver a baby there”* (Several participants, 18-34 years, Tobago)

## 10.3. Licensing Office

A specific recommendation for the Licensing Office was for it not to close during lunch hours where many customers would prefer to use the service at this time. More generally, participants felt that the service needs to make better use of computers and IT to deliver services, as well as to improve the customer care attitudes of staff. There was also concern about the level of corruption within the service.

The following are typical comments:

*"We are too modern for us to have those long lines still... we need to be more computerised"* (Female, 18-34 years, E/W Corridor)

*"The best solution is to fire and rehire. They also need new computers. And refurbish the façade"* (Male, 35+ years, South)

*"You want something done now for now, you have to pay"* (Male, 18-34 years, North)

*"The service is too slow and we have to send to Trinidad for everything"* (Male, 18-34 years, Tobago)

## 10.4. Roads

The main request of participants in relation to roads was for better co-ordination between WASA and the Ministry of Works & Infrastructure / THA so that newly-paved roads are not dug-up by WASA. Participants were also keen that the Government focuses on improving local and secondary roads and not just the major highways.

*"WASA waits for them to pave the road, then come and dig it up"* (Male, 18-34 years, E/W Corridor)

*"We have the second largest deposit of pitch in the world and we don't have proper roads"* (Male, 18-34 years, E/W Corridor)

*"It is an on-going process – WASA digging every road that paved"* (Male, 35+ years, South)

## 10.5. WASA

Improvements in customer service, improving the quality – in particular the taste – of water and, for some, ensuring that they have more regular and reliable supply of water were given as the key service improvements for WASA. The following are typical comments from participants:

*"...at times I get water once every two weeks and when it does come, it comes for like an hour. I have empty tanks and when you call WASA, the kind of attitude that you will get... the attitude triggers your anger"* (Female, 35+ years, Tobago)

*"When water now come, you open your pipe and you get brown water"* (Male, 18-34 years, E/W Corridor)

*"It needs more chlorine in the water sometimes. Yeah because sometimes I don't know how the water does be but sometimes it is unacceptable, really unacceptable. We have a lot of times where they clear the roads, clear the place to build houses, silt gets down into the catchment point and we get some water that is really unacceptable"* (Male, 35+ years, South)

*"Water should be everyday instead of every two days"* (Male, 18-34 years, North)

## 10.6. Housing Development Corporation (HDC)

Participants had three main concerns about the HDC. Firstly, they were critical of the cost of the homes provided given the perceptions over their size and quality of construction. Secondly, several participants were unsure as to why many HDC apartments and houses seemed to not be occupied. And thirdly, many participants were critical of how HDC homes were being allocated to people, with many being suspicious about how individuals are selected.

*“There are some HDC houses going down Tarouba and nobody in them. Why are there so many HDC houses that are not occupied?”* (Female, 35+ years, Central)

*“The lottery system is madness”* (Male, 18-34 years, E/W Corridor)

*“Transparency is needed”* (Male, 18-34 years, North)

*“Poor quality”* (Most participants, 18-34 years, Tobago)

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# Appendices

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# 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.

	Tolerances applicable to percentages at or near these levels		
	10% or 90%	30% or 70%	50%
<b>Size of sample on which Survey result is based</b>			
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
997 interviews	2	3	3

Source: MORI Caribbean

For example, on a question where 50% of the people in a sample of 997 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
469 and 528 (Men v. Women)	4	6	6
2,887 and 997 (Wave 19 and Wave 20)	2	3	4

Source: MORI Caribbean

The table above also shows that when comparing results from the Wave 19 survey with the Wave 20 survey, differences need to be around  $\pm 4\%$  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 State pensioners, etc, with no other earnings levels of subsistence	

Source: MORI Caribbean

### III. Sample Profile

The following table shows the unweighted and weighted profiles of the full survey data, in order to illustrate the impact of corrective weighting on the sample profile. For example, 47% of those interviewed in Wave 20 are male and 53% are female. In order to ensure that the final tables are properly representative of the adult population of Trinidad & Tobago, the data are weighted so that both male and female views account for 50% each of the overall results.

	<i>Unweighted</i>		<i>Weighted</i>	
	<i>N</i>	<i>%</i>	<i>n</i>	<i>%</i>
<b>Total</b>	<b>997</b>	<b>100</b>	<b>997</b>	<b>100</b>
<b>Gender</b>				
Male	469	47	496	50
Female	528	53	501	50
<b>Age</b>				
18-34	405	41	416	42
35-54	392	39	380	38
55+	199	20	200	20
<b>Work Status</b>				
Full/Part-time/Self-employed	593	60	573	57
Not working	397	40	416	42
<b>Ethnicity</b>				
Afro-Trinidadian	416	42	377	38
Indo-Trinidadian	396	40	417	42
Other	182	18	200	20
<b>Regional area</b>				
North	95	10	112	11
South	259	26	279	28
Central	170	17	187	19
East	368	37	378	38

Tobago	105	10	40	4
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Source: MORI Caribbean

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## IV. Detailed Information on Response Rates

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In total 997 completed interviews were achieved out of a total of 1,374 panel members where attempts were made at contact. This gives a response rate of 73%.

The reasons for non-contact were:

- 99 getting phone recordings or phone rings without answer
- 210 call backs ( spoke to someone but interviewers were told that was not a good time)
- 38 phone out of service or wrong number
- 1 moved
- 2 were out of the country
- 2 too sick to take part
- 25 refused to be interviewed over the phone

## V. Validation Checks

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The telephone interviews took place in the office of HHB & Associates in the presence of supervisors. Verification and clarification checks were conducted by supervisors and the survey co-ordinator. In all cases the interviews were thoroughly completed by the interviewer

## VI. Topline Results

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