Opinion Leaders' Panel 2012

Wave 21 Report

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

Fieldwork: 13th February – 29th March 2012

Contents

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1. Introduction

1.1. Background and objectives

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

This volume contains the report from Wave 21 of the Opinion Leaders' Panel. The focus of the survey is on Government performance overall, issues facing the country and questions asked for specific Ministries and Agencies, such as on health, community development, innovation in public services and access to the internet.

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 772 adults living in Trinidad & Tobago were interviewed for Wave 21, out of a sample of 906 where at least one attempt was made at contact. This gives a response rate of 85%.

All interviews were conducted face-to-face in respondents' own homes, by trained research interviewers. The fieldwork was conducted between 13th February and 29th March 2012.

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.

Seven focus groups were also completed in March 2012, five 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, ABC1[1]
- Group 2: North Trinidad (urban), 18-34 years, C2DE
- Group 3: Central Trinidad (rural), 35+ years, C1C2
- Group 4: East Trinidad (Toco / Sangre Grande), 35+ years, ABC1

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[1] 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 5: South Trinidad (Point Fortin / Cedros), 35+ years, C2DE

- Group 6: Tobago (rural), 35+ years, C2DE

- Group 7: Tobago (urban), 18-34 years, ABC1

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 size 2,540)

Wave 8, 23 – 27 August 2007 (base size 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)

Wave 20, 20 October – 1 November 2011 (base size 997, by telephone)

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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 ±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.

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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 772 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

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2. Executive Summary

The Government's Performance

- As many people are dissatisfied (46%) as are satisfied (45%) with the performance of the Government, and satisfaction has fallen by five percentage points since October 2011 (50%).

- Nevertheless, satisfaction with the present Government is considerably higher than at any point between mid-2003 and mid-2010. For example, in January 2010, just one in five adults (19%) expressed satisfaction with the Government's management of the country.

Issues Facing the Country

- Seven in ten adults (71%) say that "crime" is the single most important issue facing the country and more than four in five (84%) people say that it is one of the most important issues. Many more people are worried about crime than any other issue.

- The next biggest concerns are "inflation/prices" (38%), "health/hospitals" (35%) and "unemployment/jobs" (33%).

Health

- "Improvements to hospitals" is seen by more than three in five people (63%) as the health-related problems the Government should tackle. This issue is seen as a priority by many more people than other issues, such as "improvements to health centres" (37%), "dengue" (35%) and "HIV/Aids" (32%).

- The public is generally critical of the state of the public health service and more than half (55%) do not think they "personally have access to good quality health care".

- Users of a range of hospitals and health centres consistently rate waiting times highest in terms of overall dissatisfaction with their experience. For example approximately three in five users of the Port of Spain General Hospital (61%) and the San Fernando General Hospital (58%) say they are dissatisfied with waiting times. Patients' ratings of the cleanliness of health institutions vary considerably. One in four (26%) in Port of Spain General Hospital are dissatisfied as are a similarly high proportion (22%) in San Fernando General Hospital. Levels of dissatisfaction are much lower in Eric Williams Medical Sciences Complex (9%) or those using a public health centre (3%).

- Both doctors (+4 net) and nurses (+9) have a relatively positive image with the public. "Friendly" and "hardworking" were the top two attributes the public selected to describe both types of public servants. However, "slow" (28%), "poor service" (27%) and "too interested in private patients" (27%) were the areas in which doctors received the highest negative ratings. Similarly for nurses, "slow" (32%), "impolite" (29%) and "poor service" (26%) were the areas with the highest negative ratings.

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Board of Inland Revenue & The Treasury Division

- Approximately three in ten (28%) adults have contacted the Board of Inland Revenue (BIR) in the last 12 months, with the majority of these doing so in person (84%). Nine in ten or more found the staff member they dealt with "able to deal with my problem" (90%) and "helpful" (94%), though less felt they were "quick in dealing with my problem" (83%) or that it was "simple to get hold of the right person" (83%).

- One in nine (11%) adults have contacted the Treasury Division in the last 12 months, with four in five of these doing so in person (81%). While nine in ten found the staff member they dealt with was "helpful" (89%), only three quarters say it was "simple to get hold of the right person" (74%) and that they were "satisfied with the final outcome of the contact" (76%).

Green Fund

- The vast majority of the public are unaware of the Green Fund, with four in five (81%) saying they have "never heard of the Fund" or "don't know". Only approximately three percent think they have heard "a great deal" or "a fair amount".

- Just seven percent of adults say they are a member of a local community group and six in seven of these are unaware of the Green Fund.

National Development Agenda

- The public currently sees Trinidad & Tobago as an "averagely" developed nation relative to other countries, placing the country's level of development at 5.2 on a scale from 1 (least developed) to 10 (most developed). On average, people expect the country to become more developed over the next few years, moving up to 7.5 by the year 2020.

- The public is split in terms of whether they think public services in Trinidad & Tobago are innovative or not. Two in five people (39%) agree that they are, but three in ten (31%) think they are not. In the focus group discussions, innovation is primarily seen as being about "making improvements", "looking forward" or "trying something new". It also means a positive attitude, including showing "confidence" and "excitement".

- Focus group participants believe that public services can become more innovative primarily through improving the customer journey, making improvements to work ethic / punctuality, reducing inefficiencies in how services are delivered, and providing public / customers with clearer information.

- There is low awareness both of the Prime Minister's Innovating for Service Excellence Awards (6% have heard at least a fair amount) and the Green Paper on Public Service Transformation (5% have heard at least a fair amount).

Internet Access

- Approximately three in five adults (57%) now say that they currently access the internet in some way. This is an increase from July 2011 (50%) and is substantially higher than in 2010 (49%) or 2002 (21%).

- Over the past few years there has also been a significant rise in accessing the internet "on my cell phone". Currently one in nine adults (11%) say that they do this, which is approximately twice the proportion who did the same in either 2010 (5%) or 2011 (6%). The other ways in which people may access the internet have remained broadly stable over the past couple of years.

Death Penalty and the Privy Council

- Four in five people (81%) favour the use of the death penalty for someone convicted of a murder, including seven in ten (71%) who strongly favour this option. More than three in four adults (77%) say they think that the number of murders would go down if the death penalty was used in Trinidad & Tobago.

- More than twice as many adults say that the Caribbean Court of Justice should be the final Court of Appeal in Trinidad & Tobago rather than retaining the UK's Privy Council (61% vs. 27%).

Ministry of Community Development

- In the focus group discussions most participants did not feel that "equality", "justice" or "mutual respect" are terms that could be applied to their communities. This is primarily due to feelings that there is too much of a division between rich and poor people and a lack of respect from young people.

- Few participants had strong negative feelings about the Ministry of Community Development. The most common demand is for it to be more visible in local communities and to make improvements to community centres.

- While many participants said they would be interested in making more use of their local community centre, they also pointed to a number of barriers to doing so. Some of these could be addressed by the Ministry, for example providing more modern and better equipped centres; but others reflect modern lifestyles and other demands on people's time.

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3. The Government's Performance

3.1. Overall Satisfaction

The public is evenly split in their rating of the Government's performance with 45% saying that they are satisfied with the way the Government is running the country and 46% dissatisfied. Compared with October last year, fewer adults are now satisfied (down 5 points from 50%) and more are dissatisfied (up 3 points from 43%). This represents a swing between October and March of 4% and equates to, at the aggregate level, four people in every 100 moving from being satisfied to being dissatisfied with the Government's performance.
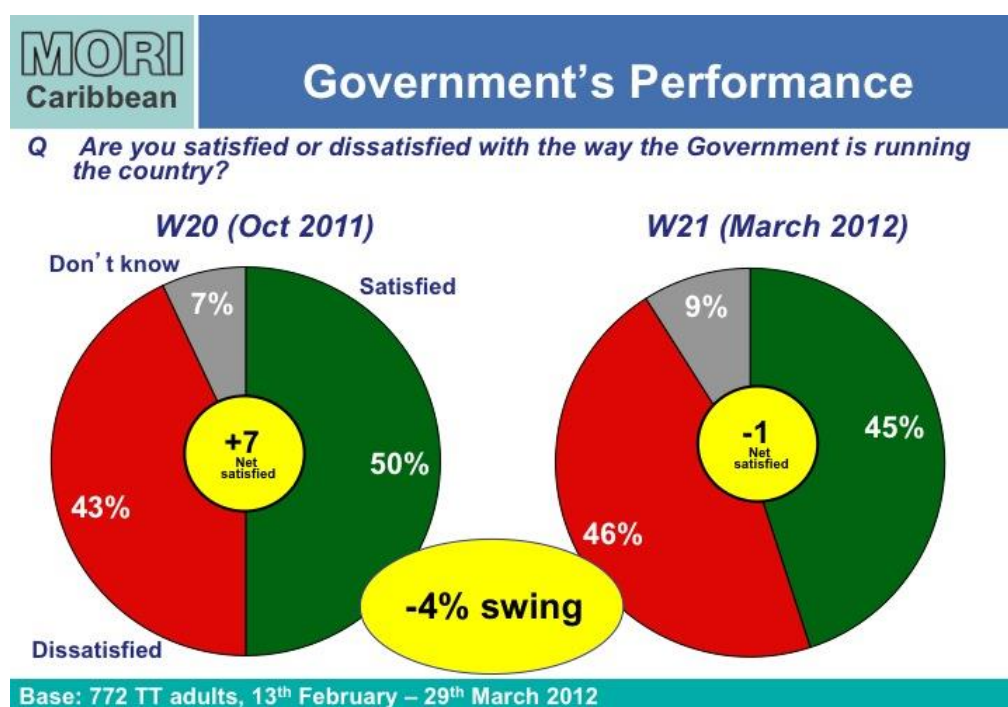
There is little difference in satisfaction levels between men (46%) and women (44%). More people aged 55 years or older (55%) are satisfied than are persons in the 18-54 year age group (43%). The biggest differences are by region and by ethnicity. Just over a quarter (27%) of adults living in North Trinidad say they are satisfied with the Government, compared with more than half (56%) of those in Central Trinidad. Twice as many Indo-Trinidadians (62%) than Afro-Trinidadians (30%) are satisfied.

3.2. Long-term Trends

As the following chart illustrates, although satisfaction with the Government has fallen slightly since October 2011, the overall ratings are consistent with findings since the start of 2011. There has therefore been no dramatic or significant fall in the Government's standing (for example, in February 2011, 44% said they were satisfied).

The most dramatic change in public perception of the Government occurred between February and July 2010, as a result of the General Election in May 2010. In February of that year, just one in five (19%) were satisfied with the Government's performance, but by July (our first measure after the General Election), approximately one in two (51%) expressed satisfaction.

Looking further back, the current level of approval for the performance of the Government is (with the exception of the post-election honeymoon period) considerably higher than at any point between 2007 and 2010, and higher than at any point since mid-2003.
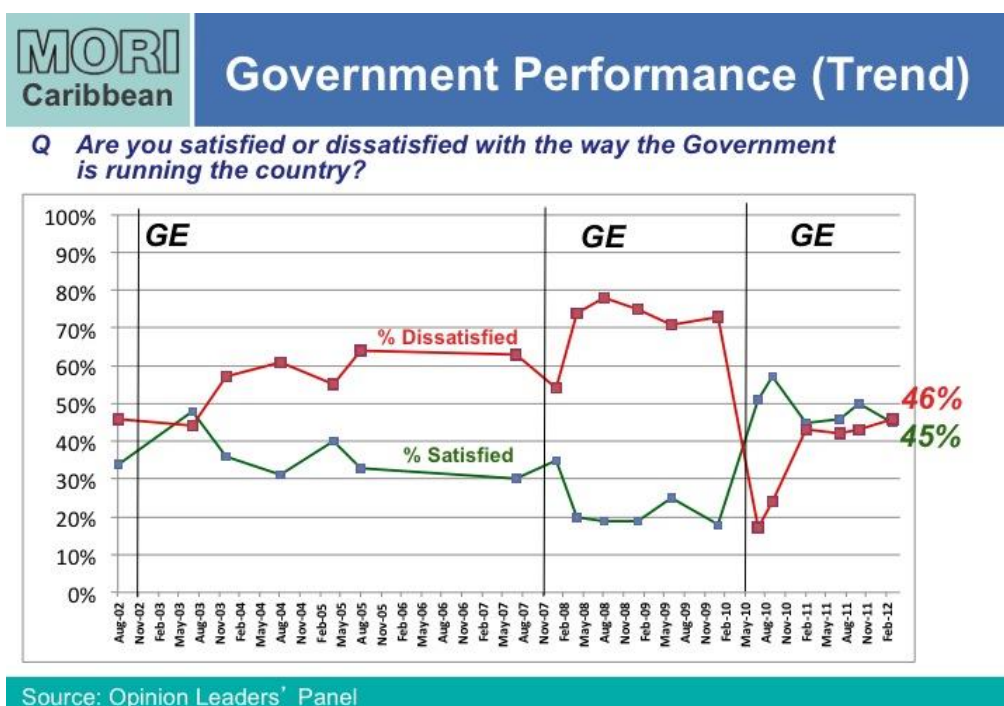
3.3. Reasons

Those respondents in the survey who said they were satisfied with the Government's performance (i.e. 45% of the public) were then asked the reasons for their satisfaction. This was asked in an open-ended question without the use of showcards and lists, and respondents' answers were then analysed and coded into several themes. As such, the most common reasons given by those satisfied with the Government are as follows:

- ✓ 28%   "roads / drainage receiving attention"
- ✓ 24%   "social welfare issues well attended"
- ✓ 20%   "important changes taking place"
- ✓ 16%   "policies impacting on crime"
- ✓ 12%   "lower unemployment"
- ✓ 10%   "programmes for youth"

Among the 46% of the public who say they were dissatisfied with the Government, the most common reasons spontaneously given were as follows:

- x 23%   "crime situation is out of control"
- x 22%   "unemployment worsening"
- x 19%   "government has not fulfilled its promises"
- x 16%   "corruption / poor governance"
- x 9%   "prices rising, especially food"

3.4. Qualitative Feedback

In the focus groups many people expressed satisfaction with the Government because they believe the Government is trying to make positive changes to the country and they also recognise that improvements will take time. Those critical of the Government often feel so because they have not seen enough improvements so far or do not believe the Government really listens to ordinary people.

"They promised a lot of great things but they wouldn't have been able to implement it immediately given the situation the country was in, so it will take time to realise what is going on and what is the best path to take to reach the ideals" (Male, E/W Corridor)

"I think they are trying very hard to accomplish the things they promised, but it is hard" (Female, Toco / Sangre Grande)

"I think the Government is doing a good job. They can't please everybody one time" (Male, Toco / Sangre Grande)

"They have a plan and they need time" (Male, Central)

"To me they are trying, but they could do better" (Female, Tobago)

"The people of Trinidad and Tobago want results one time. I think the people should give them a next year" (Male, Tobago)

"The Prime Minister is doing a good job but some of the Ministers are letting her down" (Female, Point Fortin / Cedros)

"I will say a poor job. I won't say I am disappointed in the Government but it is just what I expected. It hasn't changed from Government to Government. They have just continued on the trend of disappointing the citizens" (Female, E/W Corridor)

"I think Governments make bad decisions because they do not want to hear the public view. They want to do what they want, they are not for the people" (Male, North)

"There is a total lack of experience and it gets the people frustrated" (Female, Central)

"There is too much corruption going on and no action is being taken" (Male, Point Fortin / Cedros)

"I find they are not cohesive. They seem to be a bit disjointed in their policies" (Male, Tobago)
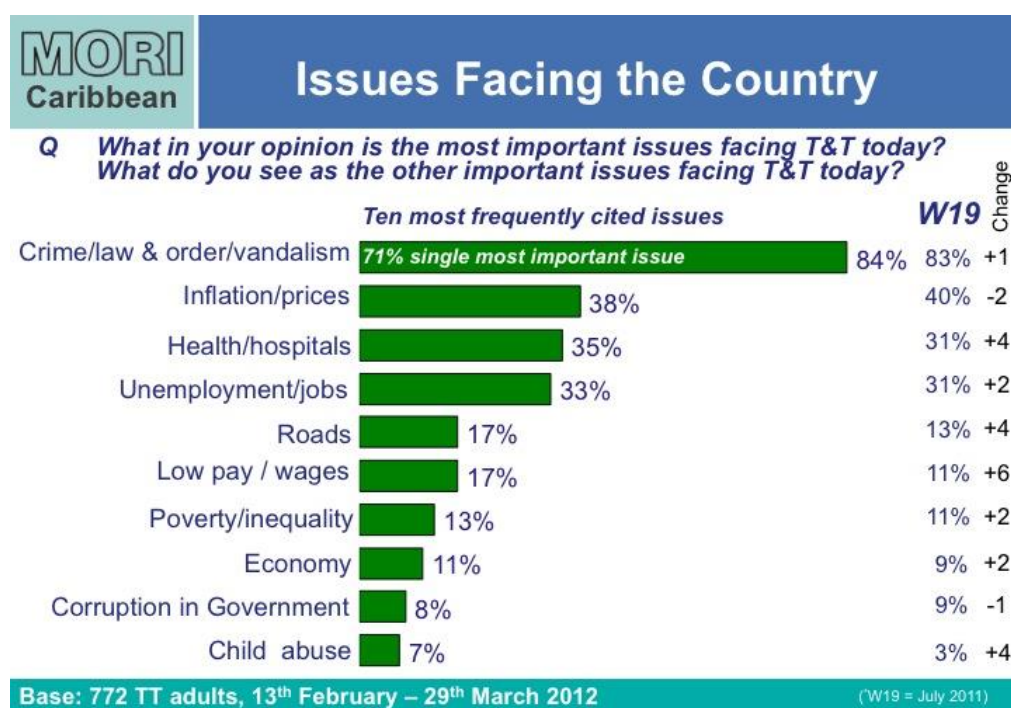
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4. Issues Facing the Country

4.1. Most Important Issues

Seven in ten adults (71%) say that "crime" is the single most important issue facing the country and more than four in five (84%) people say that it is one of the most important issues facing the country. Many more people are worried about crime than any other issue.

The next biggest concerns are "inflation/prices" (38%), "health/hospitals" (35%) and "unemployment/jobs" (33%).

Since October last year, there have been only modest changes in the proportion of the public identifying any of the top ten concerns, with changes usually within the margin of error of +4 percentage points. The exception to this pattern is the six point increase in the proportion of adults who say that "roads" is one of the main issues facing the country (from 11% to 17%).

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Issues Facing the Country

Q   *What in your opinion is the most important issues facing T&T today?*
What do you see as the other important issues facing T&T today?

Ten most frequently cited issues   **W19** Change

		W19	Change
Crime/law & order/vandalism	71% single most important issue 84%	83%	+1
Inflation/prices	38%	40%	-2
Health/hospitals	35%	31%	+4
Unemployment/jobs	33%	31%	+2
Roads	17%	13%	+4
Low pay / wages	17%	11%	+6
Poverty/inequality	13%	11%	+2
Economy	11%	9%	+2
Corruption in Government	8%	9%	-1
Child abuse	7%	3%	+4

Base: 772 TT adults, 13th February – 29th March 2012   (W19 = July 2011)

4.2. Sub-Group Analysis

More men (38%) than women (27%) are concerned about "unemployment/jobs", whereas more women see "health/hospitals" (38% vs. 31%) and "inflation/prices" (44% vs. 32%) as key national concerns.

"Unemployment/jobs" is a bigger worry for Afro-Trinidadians (43%) than for Indo-Trinidadians (24%), whereas more Indo- than Afro-Trinidadians are concerned about "roads" (22% vs. 12%) and "inflation/prices" (44% vs. 32%).

The highest levels of concern about "crime" are in South and East Trinidad (88% and 86% respectively). Many more people in Central Trinidad (66%) worry about "inflation/prices" and to a lesser extent "health/hospitals" (48%). Tobagonians (51%) are most likely to identify "unemployment/jobs" as the key issue facing the country.

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4.3. The State of Emergency

Last year's State of Emergency was discussed in the focus groups, though no quantitative questions were asked on the main Panel itself.

In the group discussions, most participants said that they continued to feel unsafe outside of their homes, especially at night, and therefore conclude that they do not think the State of Emergency succeeded in reducing the level of serious crime or improving public feelings of safety.

The two key reasons provided for this are the perception that the "top end" of criminality was not properly tackled during the State of Emergency and as time went by criminals "got smarter" and used different ways to commit offences. Even so, and even where people do not feel any more safe than before, there was no desire among the focus group participants for the State of Emergency to be implemented again. This is mainly because they feel that it would have too great a detrimental impact on businesses, particularly small businesses.

The following are typical comments from participants when discussing the State of Emergency:

"The Government is only attacking crime from a poor man perspective. They not attacking crime from the bigger heads at all" (Male, North)

"I am in the private sector and I have workers. If the state of emergency is going on, I will lose a lot of money" (Male, North)

"All the Police who were out on the road, where they gone now? They came out for the SOE and now you are not seeing them" (Female, E/W Corridor)

"During the period of the state of emergency they had less murders. Less crime was taking place but after they lifted it, everything went back" (Several, E/W Corridor)

"Coming out of the State of Emergency, crime has escalated" (Male, Central)

"If we have a plan to address crime in this country it should be a long term plan" (Male, Toco / Sangre Grande)

"The State of Emergency was put in place just to make the Government look good" (Female, Point Fortin / Cedros)

"What will a (new) State of Emergency do now? A State of Emergency can't do anything now" (Male, Point Fortin / Cedros)
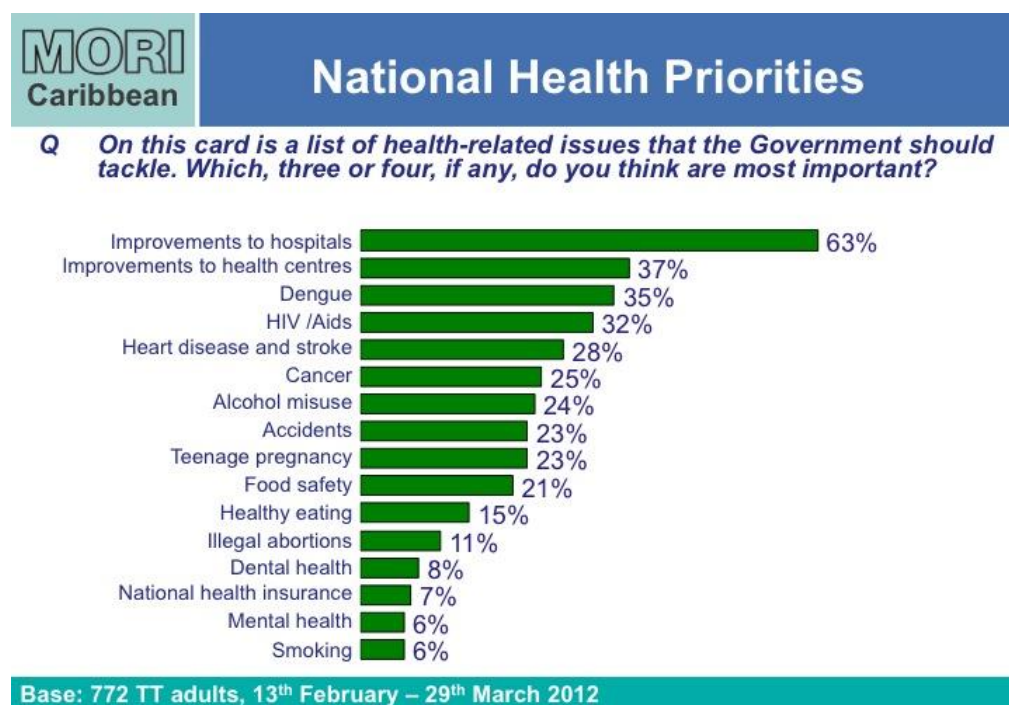
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5. Health

5.1. Local Health Improvements

The "control of mosquito/rats" is seen as the most important local health-related improvement people would like to see in their local area. Approximately two in five adults (39%) spontaneously suggest this improvement. This is followed by the need to "clean abandoned lots/areas" (20%), "improve drainage system" (18%) and "fix problems in healthcare delivery" (14%). In Tobago, the top three priorities are "control of mosquito/rats" (30%),"clean abandoned lots/areas" (20%) and "improve drainage system" (11%).

5.2. National Health Priorities

When shown a list of six health-related issues that the Government could be tackling, the majority of the public see that "improvements to hospitals" as the key priority (63% select it). This issue is seen as a priority by many more people than other issues, such as "improvements to health centres" (37%), "dengue" (35%) and "HIV/Aids" (32%).

National Health Priorities

Q   On this card is a list of health-related issues that the Government should tackle. Which, three or four, if any, do you think are most important?

Improvements to hospitals	63%
Improvements to health centres	37%
Dengue	35%
HIV /Aids	32%
Heart disease and stroke	28%
Cancer	25%
Alcohol misuse	24%
Accidents	23%
Teenage pregnancy	23%
Food safety	21%
Healthy eating	15%
Illegal abortions	11%
Dental health	8%
National health insurance	7%
Mental health	6%
Smoking	6%

Base: 772 TT adults, 13th February – 29th March 2012

There is little difference between men and women on their priorities, with the exception that more women (28%) than men (19%) think the Government should see "teenage pregnancy" as a priority. Concern about "dengue" is particularly high among persons aged 55 years and older (40%), "Indo-Trinidadians" (44%) and people living in Central Trinidad (54%). "Heart disease and stroke" is also more of a concern among the older age cohort of 55 years and older (44%).

The priority given to "HIV/Aids" is higher among persons in the 18-34 year age bracket (42%), Afro-Trinidadians (42%), people living in North Trinidad (51%) and in Tobago (47%).

In Tobago, "improvements to hospitals" (60%) is the top priority, followed by "HIV/Aids" (47%).

5.3. Reputation of the Health Service

The following chart shows public attitudes on four reputational dimensions of the public health service in Trinidad & Tobago, by presenting the proportion of adults who either agree or disagree with each statement. The chart also shows the proportion of adults who agreed with each of these statements in 2005 (or 2003 for the first statement below) to allow for a comparison of attitudes over time. A summary chart is also shown at the end of this section.
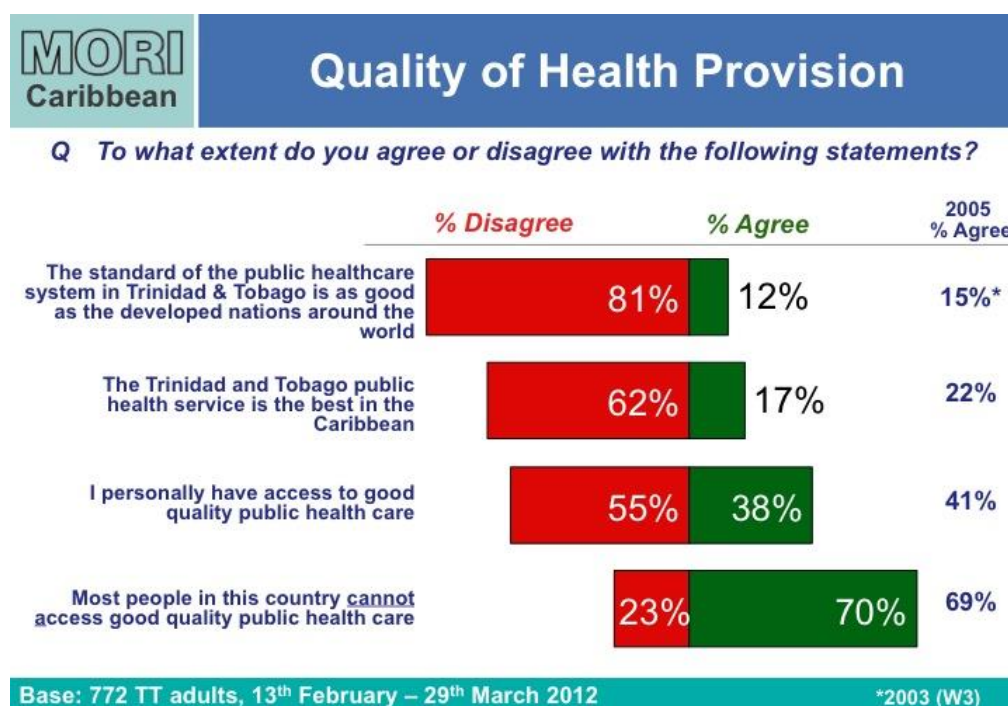
Overall, the public image of the health service is poor and has not improved since 2003 / 2005.

Approximately four in five people (81%) <u>do not</u> believe that the "standard of healthcare in Trinidad & Tobago is as good as the developed nations around the world". Just one in eight adults (12%) believes this is true.

Similarly, the majority (62%) reject the notion that the "Trinidad & Tobago public health service is the best in the Caribbean". Only 17% of the public agree with this statement, which is lower than the proportion who agreed in 2005 (22%).

More than half the public (55%) do not feel that they "personally have access to good quality public healthcare", which compares to the approximately two in five (38%) who do. Indo-Trinidadian (42%) and people living in North Trinidad (46%) are most likely to agree that they personally have access to good quality public healthcare.

Further, there is a clear consensus that "most people <u>cannot</u> access good quality public health care", with seven in ten people (70%) agreeing with this statement.

Quality of Health Provision

Q *To what extent do you agree or disagree with the following statements?*

Statement	% Disagree	% Agree	2005 % Agree
The standard of the public healthcare system in Trinidad & Tobago is as good as the developed nations around the world	81%	12%	15%*
The Trinidad and Tobago public health service is the best in the Caribbean	62%	17%	22%
I personally have access to good quality public health care	55%	38%	41%
Most people in this country <u>cannot</u> access good quality public health care	23%	70%	69%

Base: 772 TT adults, 13th February – 29th March 2012   *2003 (W3)

5.4. Port of Spain General Hospital

The following chart shows how those people who have used the Port of Spain General Hospital (POSGH) within the last 12 months rate the performance of the institution on six key customer experience indicators. Overall, 14% of adults said they had used this hospital in the past year, meaning that the base size is relatively small (n=97). Nevertheless, there are clear findings to emerge.

Of the six factors asked about, users are most likely to be satisfied with the cleanliness of POSGH (64% satisfied). However, approximately one quarter (26%) expressed dissatisfaction with the level of cleanliness. More than half of users are positive on three of the other aspects of their visit, namely 'quality of care provided' (59%), 'overall satisfaction with the experience' (57%) and 'staff attitudes' (53%). Despite this, a significant minority (approaching two in five) expressed dissatisfaction with these factors.

As many users are satisfied (43%) as dissatisfied (42%) with the availability of medication, but almost twice as many are dissatisfied (61%) than satisfied (32%) with waiting times.
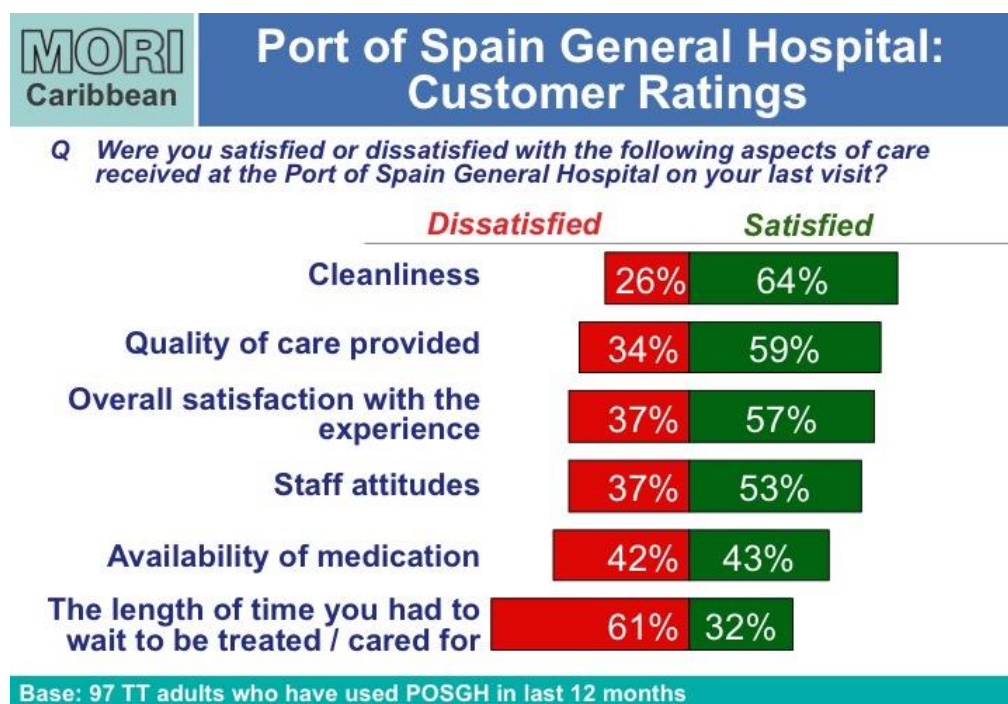
5.5. San Fernando General Hospital

The same battery of questions were also asked of those adults who say they have used San Fernando General Hospital (SFGH) in the past 12 months. Just over one in five adults (22%) have done so.

The pattern of user attitudes in SFGH is similar to that in POSGH. Users are most likely to be satisfied with cleanliness (70%), though there is a significant proportion dissatisfied (22%). Similarly, waiting times is the area of highest concern with almost three in five (58%) expressing dissatisfaction.

San Fernando General Hospital: Customer Ratings

Q Were you satisfied or dissatisfied with the following aspects of care received at the San Fernando General Hospital on your last visit?

	Dissatisfied	Satisfied
Cleanliness	22%	70%
Quality of care provided	30%	58%
Staff attitudes	31%	55%
Overall satisfaction with the experience	39%	51%
Availability of medication	37%	47%
The length of time you had to wait to be treated / cared for	58%	35%
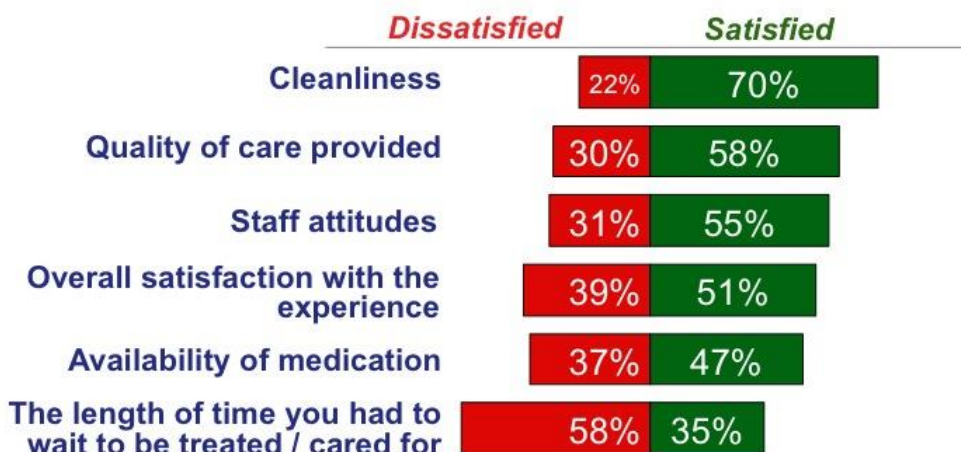
Base: 154 TT adults who have used SFGH in last 12 months

5.6. Eric Williams Medical Sciences Complex

User ratings of the Eric Williams Medical Sciences Complex (EWMSC) are somewhat more positive than for POSGH or SFGH. This is particularly true of cleanliness where 85% express satisfaction and 9% dissatisfaction. As with attitudes to the other two hospitals, more users are dissatisfied with waiting times (50%) than any other aspect of the customer experience measured in the survey.

Eric Williams Medical Centre: Customer Ratings

Q Were you satisfied or dissatisfied with the following aspects of care received at the Eric Williams Medical Centre on your last visit?

	Dissatisfied	Satisfied
Cleanliness	9%	85%
Quality of care provided	25%	67%
Staff attitudes	29%	62%
Overall satisfaction with the experience	35%	61%
Availability of medication	30%	52%
The length of time you had to wait to be treated / cared for	50%	43%

Base: 159 TT adults who have used EWMC in last 12 months

5.7. Public Health Centres

Half of adults (50%) say they have used a public health centre in the last 12 months.

People who have used a public health centre are more positive about their experience of these types of health institutions than are those who have used hospitals. Nine in ten users (91%) of health centres say they are satisfied with cleanliness, and between seven in ten and three quarters satisfied with the quality of care (75%), staff attitudes (71%) and their overall experience (69%).

More than twice as many are satisfied (58%) than dissatisfied (28%) with the availability of medication; and users' views are split in terms of waiting times: slightly more are satisfied (48%) than dissatisfied (44%).

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Public Health Centres: Customer Ratings

Q Were you satisfied or dissatisfied with the following aspects of care received at the the Public Health Centre on your last visit?
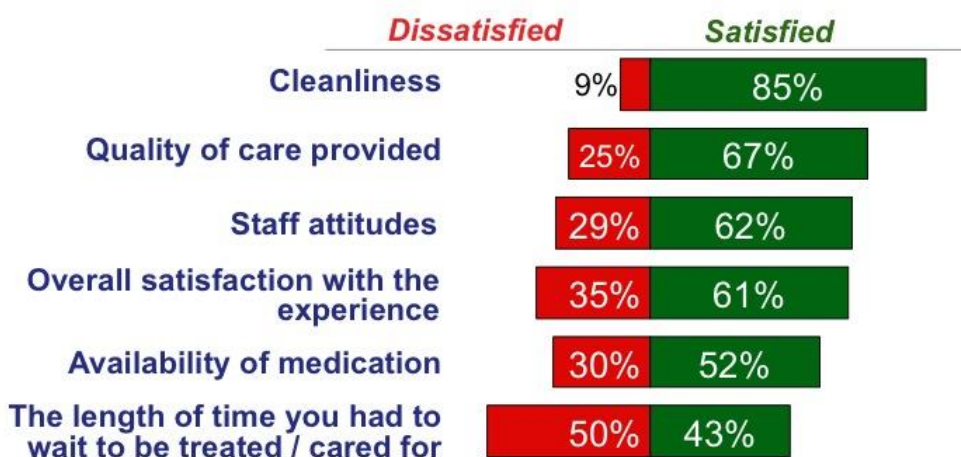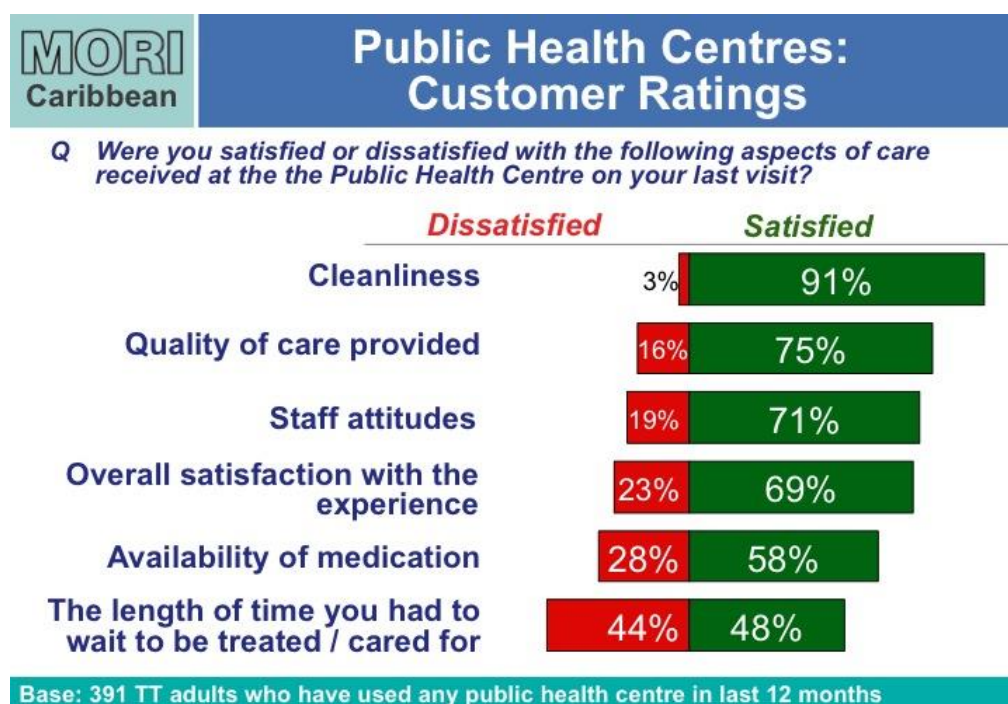
	Dissatisfied	Satisfied
Cleanliness	3%	91%
Quality of care provided	16%	75%
Staff attitudes	19%	71%
Overall satisfaction with the experience	23%	69%
Availability of medication	28%	58%
The length of time you had to wait to be treated / cared for	44%	48%

Base: 391 TT adults who have used any public health centre in last 12 months

A summary for the above data from across the institutions is given below.

	% Dissatisfied			
	POS	SF	EW	HC
Cleanliness	26%	22%	9%	3%
Quality of care provided	34%	30%	25%	16%
Overall satisfaction with the experience	37%	39%	35%	23%
Staff attitudes	37%	31%	29%	19%
Availability of medication	42%	37%	30%	28%
The length of time you had to wait to be treated / cared for	61%	58%	50%	44%

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5.8. Image of Doctors

The following chart shows the proportion of the public who select a range of positive and negative descriptions of doctors, when shown a list of descriptors. Overall the image of doctors in Trinidad & Tobago is marginally positive. The "net image" rating is +4, which means that slightly more people, on average, select positive rather than negative terms to describe doctors.

"Friendly" (35%) and "hardworking" (32%) are the attributes most likely to be selected by the public, but three of the next four are negative: "slow" (28%), "poor service" (27%) and "too interested in their private patients" (27%).

Despite the above, the overall image of doctors has improved since it was last measured in 2007, when the "net image" was -0.1. Doctors are also more positively regarded than "public servants" who scored a "net image" rating of -19 when last measured in 2007.

MORI Caribbean — Image of Doctors

Q These are some words that people have used to describe Doctors. Please read through the list and tell me the words that you think apply

Descriptor	%
Friendly	35%
Hardworking	32%
Slow	28%
Willing to share info. with their patients	28%
Poor service	27%
Too interested in private patients	27%
Keen to help	25%
Uninterested	18%
Efficient	17%
Impolite	14%
Competent	14%
Honest	13%
Inadequate	13%
Corrupt	12%
Unaccountable	12%
Unresponsive	12%
Good value for money	8%

Net = +4

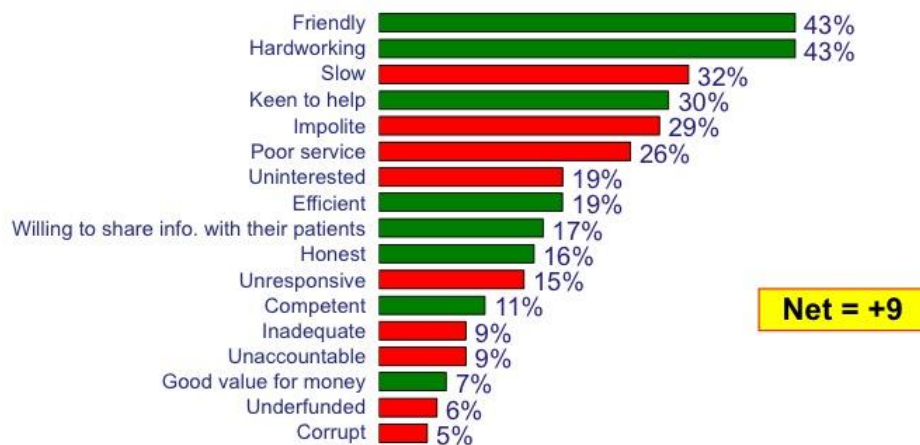Base: 772 TT adults, 13th February – 29th March 2012

5.9. Image of Nurses

The public has a more positive image of nurses than they do of doctors. The "net image" rating for nurses is +9, and more than two in five (43%) people select "friendly" and "hardworking" as the best descriptors of nurses (8% and 11% higher than the proportion who selected these for doctors, respectively).

The highest negative term people would associate with nurses is "slow", which was selected by one in three (32%) respondents and is the third most commonly selected term. This was followed by "impolite" (29%) and "poor service" (26%). As with doctors, the image of nurses has improved since 2007 when their "net image" was -3.8.

Image of Nurses

Q These are some words that people have used to describe Nurses. Please read through the list and tell me the words that you think apply

Friendly	43%
Hardworking	43%
Slow	32%
Keen to help	30%
Impolite	29%
Poor service	26%
Uninterested	19%
Efficient	19%
Willing to share info. with their patients	17%
Honest	16%
Unresponsive	15%
Competent	11%
Inadequate	9%
Unaccountable	9%
Good value for money	7%
Underfunded	6%
Corrupt	5%

Net = +9

Base: 772 TT adults, 13th February – 29th March 2012

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6. BIR and the Treasury Division

6.1. Satisfaction with the Board of Inland Revenue

In Wave 19 of the Opinion Leaders' Panel (conducted May-July 2011),[2] 46% of the public said they were satisfied with the Board of Inland Revenue (BIR) and 4% expressed dissatisfaction. Public satisfaction with the service has increased considerably over the past few years. However, the highest level of satisfaction measured was in 2003 when just over half the public (53%) said they were positive about the BIR.

A similar pattern of improving reputation emerges where we filter responses based on users of the system, namely, based on those people who have had personal or family experience of contacting or using the BIR, as shown below:

- 2011: 67% satisfied vs. 16% dissatisfied
- 2010: 61% satisfied vs. 20% dissatisfied
- 2007: 51% satisfied vs. 13% dissatisfied
- 2003: 71% satisfied vs. 14% dissatisfied

Among actual users, satisfaction with the BIR as of July 2011, is similar to that recorded in 2003.

6.2. Contacting the Board of Inland Revenue

In the current OLP wave, 28% of respondents said they have contacted the BIR in the last 12 months, with the vast majority doing so "in person" (84%), followed by "through someone else" (7%), "by telephone" (3%) or "in writing" (3%).

Among those who contacted the BIR in person or by phone, the vast majority were positive about several aspects of the interaction. These included the helpfulness (94%) and ability of the BIR staff to address the reason for contact (90%). High ratings were also obtained for speed in resolving the problem (89%) and simplicity of getting the right person (83%).

6.3. Satisfaction with the Treasury Division

The majority of the public do not have an opinion about the performance of the Treasury Division. Overall 18% expressed satisfaction and 7% dissatisfaction. Among the one in nine people (11%) who say they have used or contacted the Division in the last 12 months, three quarters were satisfied (73%) and a quarter dissatisfied (23%) with its performance. This is the first time satisfaction levels with the Treasury Division have been measured and so there is no trend data available for tracking.

6.4. Contacting the Treasury Division

The majority of people who have contacted the Treasury Division in the last 12 months have done so "in person" (81%), rather than "by telephone" (12%), "through someone else" (4%) or "in writing" (3%). Among those who have contacted the Division in person or by phone they were most positive about the helpfulness of the person who dealt with them (89%) and "ability to deal with my problem" (82%). High ratings were also obtained for other areas of customer care. Generally the customer

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[2] Satisfaction with the Board of Inland Revenue was not asked in this survey. OLPW19 is the last time satisfaction with this survey was measured

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ratings in the Treasury Division were slightly less positive than for the BIR. A comparison of the ratings for both agencies is provided below.

Q) Thinking about the last time you contacted the BIR / The Treasury Division, did you find the staff member you dealt with…

Treasury Division	BIR	
89%	94%	helpful
82%	90%	able to deal with my problem
78%	89%	efficient
77%	89%	interested in my problem
76%	87%	satisfied with the final outcome of the contact
76%	83%	quick in dealing with my problem
74%	83%	simple to get hold of the right person

6.4. Public Service Pension

In the survey just one in twenty-five respondents (4%) said they personally receive a public service pension. Given the small base size of respondents the survey results should therefore be seen as indicative only.

On average it took approximately 7 months for these pensioners to receive their pension upon retiring from the public service, three quarters have their pension paid directly into a bank account and one quarter are sent a cheque. All of the survey respondents say method of payment is convenient.

The main recommendations for improving public service pension delivery were identified as:

9%:   send cheques to account of owner, rather than mailing it

7%:   increase the pension

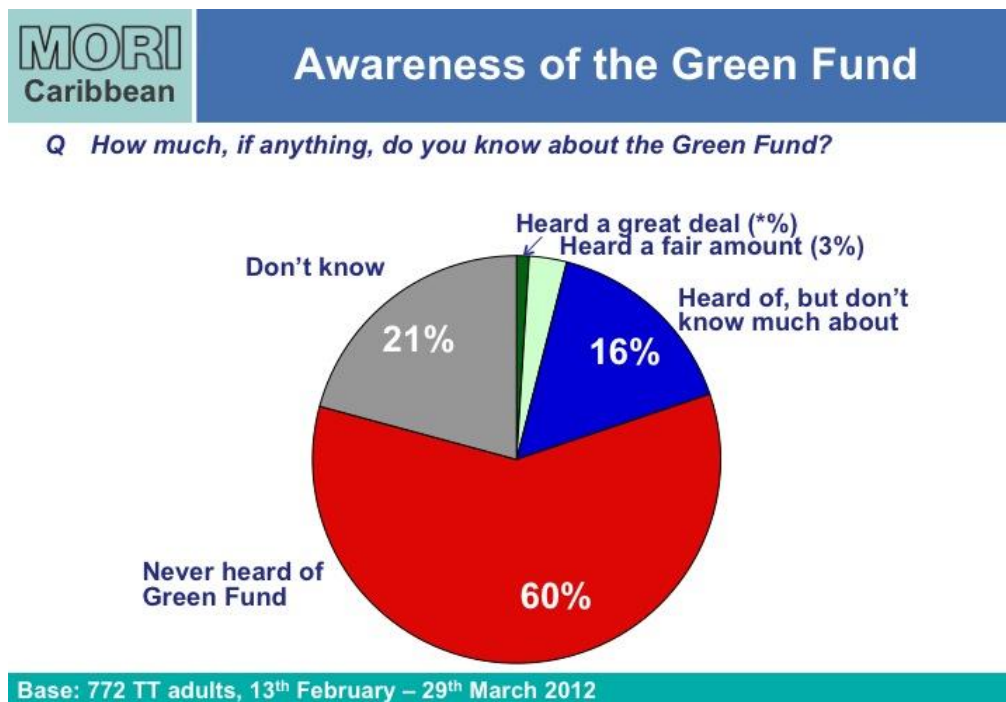6%   more staff needed to assist with long lines at cashier

4%   retired persons should not wait long to obtain pension

The only main criticism of the service in the focus groups discussion was that some of the Tobago participants felt the application process was too bureaucratic and time consuming.

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7. The Green Fund

7.1. Awareness of the Green Fund

The vast majority of the public are unaware of the Green Fund, with four in five (81%) saying that they have "never heard of the Fund" or "don't know". A minority (approximately 3%) think that they have heard "a great deal" or "a fair amount" about the Fund.

Awareness of the Green Fund

Q How much, if anything, do you know about the Green Fund?

Heard a great deal (*%)
Heard a fair amount (3%)
Don't know — 21%
Heard of, but don't know much about — 16%
Never heard of Green Fund — 60%

Base: 772 TT adults, 13th February – 29th March 2012

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3 The asterisk (*) means that fewer than 0.5% of the public selected this option in the survey

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7.2. Community Groups and the Green Fund

Reflecting the low level of public awareness about the Green Fund, an extremely small minority of the public say they understand how to access the Fund. The low levels of access also reflect the fact that only a small proportion of people are members of local community groups.

Overall, just seven percent of adults say they are a member of a local community group. The remainder say they are either not a member of a community group (59%) or "none of the above/don't know" (34%).
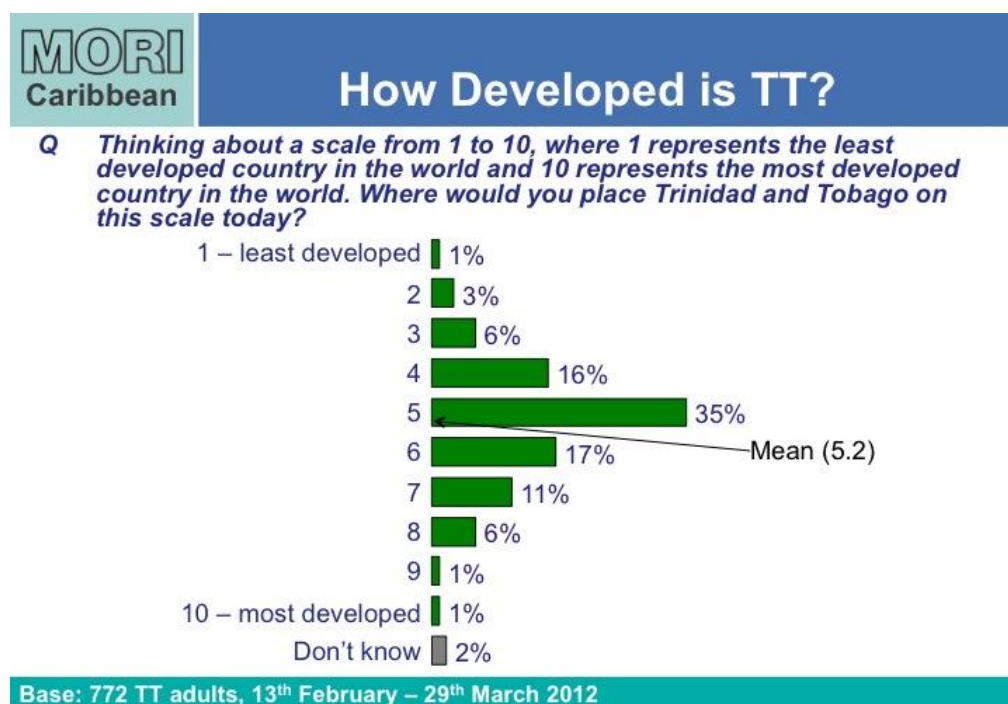
Among those seven percent who are members of local community groups, nearly all of them (6% out of 7% of the total) say they do not know how to access the Green Fund for environmental projects. Just one of out seven say they do.

Community Groups and the Green Fund

Q   *Which, if any, of the following statements apply to you?*

Statement	%
I am a member of a local community group and we know how to access the Green Fund for an environmental project	1%
I am a member of a local community group and we do not know how to access the Green Fund for an environmental project	6%
I am a not a member of a local community group but we know how to access the Green Fund for an environmental project	1%
I am a not a member of a local community group and I don't know how to access the Green Fund for an environmental project	58%
None of the above / Don't know	34%

Base: 772 TT adults, 13th February – 29th March 2012

8. National Development Agenda

8.1. Trinidad & Tobago's Level of Development

When asked how well developed they feel that the country is compared with other countries, the public view Trinidad & Tobago as an "averagely" developed nation. This is derived from the mean score of 5.2 when respondents answered the following question: *"On a scale of 1 to 10, where 1 represents the least developed country in the world and 10 represents the most developed where would you place Trinidad & Tobago today?"*. As the following chart shows, one in ten (10%) place Trinidad & Tobago as among the least developed nations (scores 1-3 out of 10) and a similar small percentage (8%) place it as one of the most developed (scores 8-10 out of 10).

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How Developed is TT?

Q *Thinking about a scale from 1 to 10, where 1 represents the least developed country in the world and 10 represents the most developed country in the world. Where would you place Trinidad and Tobago on this scale today?*

1 – least developed	1%
2	3%
3	6%
4	16%
5	35%
6	17%
7	11%
8	6%
9	1%
10 – most developed	1%
Don't know	2%

Mean (5.2)

Base: 772 TT adults, 13th February – 29th March 2012

People expect the country to become more developed relative to other nations over the next decade with the mean score for expectation in 2015 at 6.3 and by 2020 at 7.5. In other words, the public expect Trinidad & Tobago to be among the 25% or so most developed nations by the year 2020. This represents a slight falling of confidence in progress from when last measured in July 2010. On that measure, the mean was 8.0 for expectation in 2020, that is, people expected Trinidad & Tobago to be among the top 20% of the most developed nations.

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8.2. Innovation in Public Services

The public is split in terms of whether they think public services in Trinidad & Tobago are innovative or not. Two in five people (39%) agree that they are, but three in ten (31%) think they are not.

Half of adults in East Trinidad (50%) agree that the public services are innovative, which is much higher than in other parts of the country, particularly North Trinidad (26%) and in Tobago (20%).
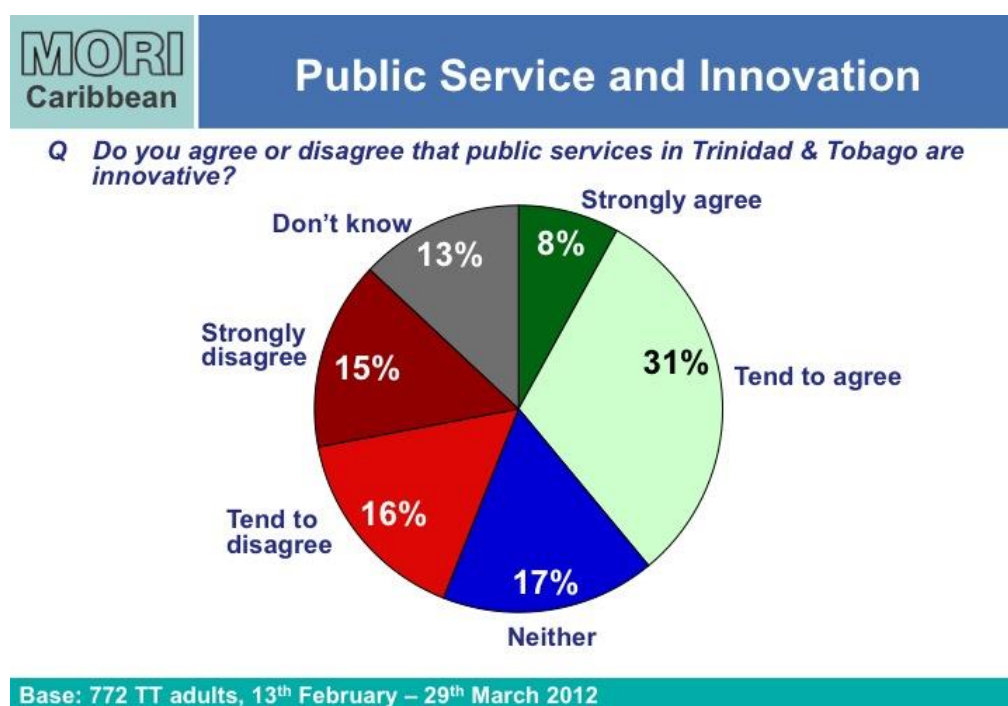
When discussing the meaning of innovation in the focus groups, participants' views can be summarised as seeing innovation to mean three things:

- ✓ Making improvements
- ✓ Looking forward
- ✓ Trying something new

In addition to seeing innovation being concerned with change and the future, many participants perceived that it also relates to attitudes of those delivering public services. They say that innovative public services should display "confidence" and "excitement".

Several of the participants felt that public servants may be trying to be innovative – for example through upgrading their skills – but they did not see this as resulting in better public services. It is also interesting to note that many of the participants felt that lack of ICT is not the problem in the Public Service, rather lack of effective use of ICT is.

The key way in which participants believe that public services can become more innovative is through improving the customer journey, specifically how customers are treated by staff. Other suggestions from participants included the following:

- ✓ Improvements to work ethic / punctuality
- ✓ Reducing inefficiencies in how services are delivered
- ✓ Providing public / customers with clearer information

For the most part, participants did not feel that additional money is required for most public services to be innovative or to improve the service they offer. There are some exceptions to this, particularly in terms of the health service where there was a strong consensus that more beds and better/new infrastructure is required. Several participants also pointed out that increasing the wages of public servants should mean more motivated employees.

The perceived barriers to greater use of innovation in public services are seen as:

- x Unwillingness to change
- x Poor management
- x Lack of care / respect for other people
- x Lack of planning
- x Lack of accountability
- x Bureaucracy
- x Lack of communication within organisations

The following are some comments from focus group participants when discussing innovation in the public service:

"Even in terms of the systems, they are so archaic… some of the system are still all paperwork" (Female, E/W Corridor)

"Most of the people in the Public Service right now are not doing the job they are getting paid to do" (Female, South)

"There is resistance towards change in the public sector because there is promotion based on merit" (Male, E/W Corridor)

"The mindset of the people in the health sector is poor" (Male, Central)

"The workplace should be like family" (Male, South)

"I think the new idea where the Ministry of Social Development is sending the pensioners cheques directly to their bank accounts is innovative" (Female, South)

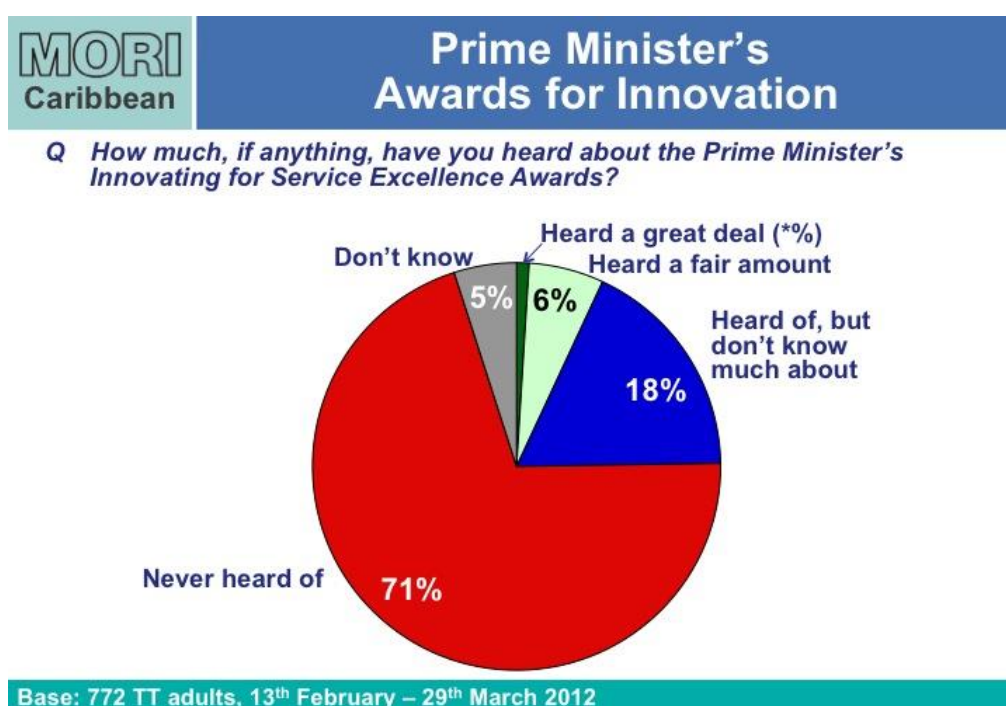*"They should have brochures with clear guidelines"* (Female, Central)

"First we have to want to be innovative and I think some of the people in the higher places don't care and they are happy that we are in this third world place" (Female, E/W Corridor)

"A lack of adequate resources. There are some offices that do not have the proper resources for the staff to be innovative" (Male, Tobago)

"They need to have more seminars; more training programmes and they have to be interested" (Popular response, Tobago)

8.3. Prime Minister's Awards for Innovation

There is a low level of awareness of the Prime Minister's Awards for Innovation. Seven in ten adults (71%) say they have "never heard of it", compared with around six percent who say they have heard "a great deal" or a "fair amount".

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Prime Minister's Awards for Innovation

Q How much, if anything, have you heard about the Prime Minister's Innovating for Service Excellence Awards?

Heard a great deal (*%)
Heard a fair amount

Don't know 5% 6%

Heard of, but don't know much about 18%

Never heard of 71%

Base: 772 TT adults, 13th February – 29th March 2012

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8.4. Public Service Transformation

Approximately one in twenty adults (5%) say they have heard at least a fair amount about the Government's Green Paper on Public Service Transformation. More than four in five say they are "not sure" (4%) or have "never heard of it" (79%).
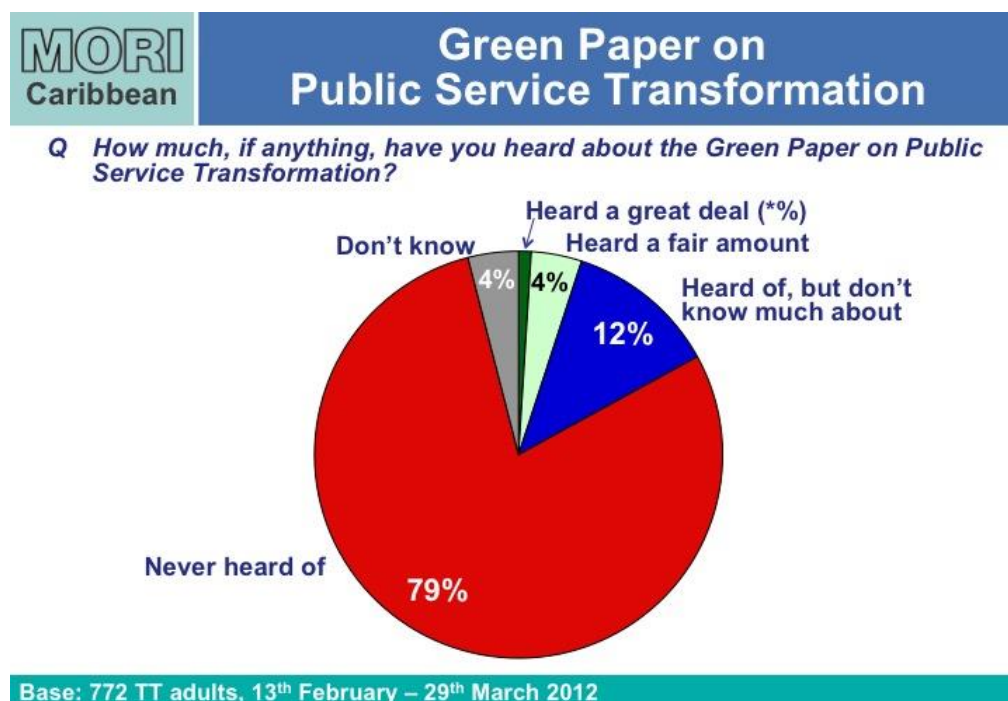
People are most likely to want to contribute their views on public service transformation through taking part in opinion surveys (29%), followed by attending a "meeting held by the MPA" (22%). Fewer people say they want to make their views known through the general media. For instance, just one in twenty (5%) would do so through "calling / contacting a TV programme".
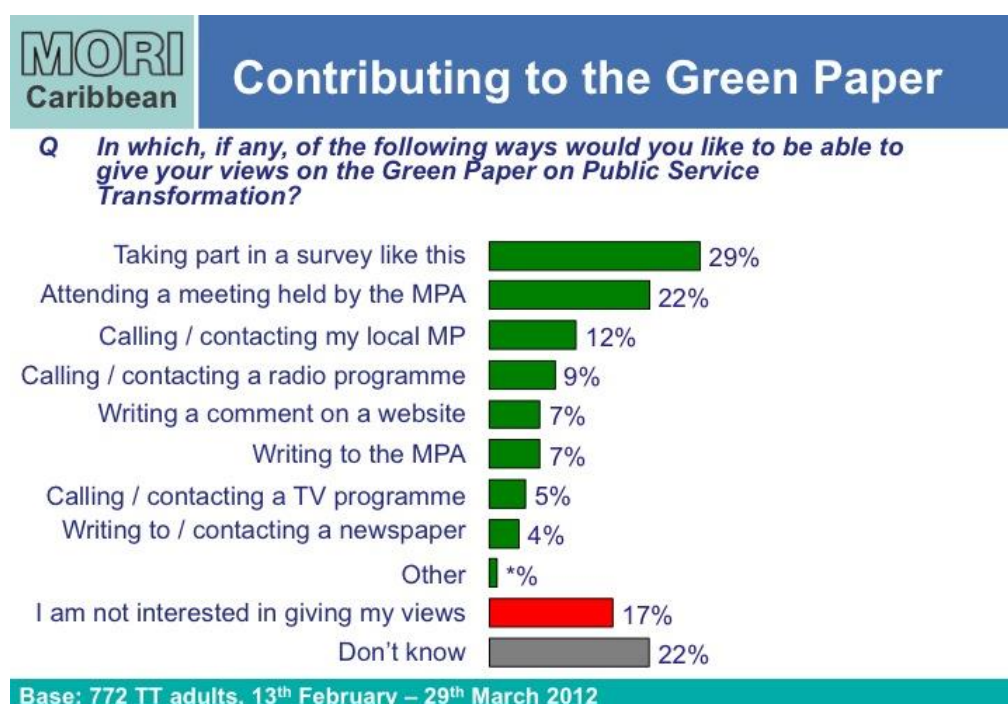
In the focus group discussions, when participants talked about "transformation" they associated this with radical or fundamental change, rather than just making improvements or incremental steps. Terms such as "total change", "totally different than before" and "doing a total makeover" were commonly used. The health service and Police / national security were most commonly identified as parts of the public service most in need of transformation, but also the hardest two for it to succeed.

The following are examples participants gave when talking about transformation.

"In Licence Office we have a kind of change with the Driver's Permit" (Male, Toco/Sangre Grande)

"The Licensing Office speak of change all the time but there isn't any" (Female, South)

"I got a date for an ultrasound in June when I am due in May!" (Female, South)

"I was surprised by the Licensing Office. It was efficient. I was really proud" (Female, Central)

"PTSC have started transformation already by having all these new buses and drivers" (Male, Toco/Sangre Grande)

"Health. They are talking about building a children's hospital in Trinidad which is very good" (Female, Tobago)

They are patrolling throughout the village areas, even far off the main road. The police service seems to be very promising" (Female, Tobago)
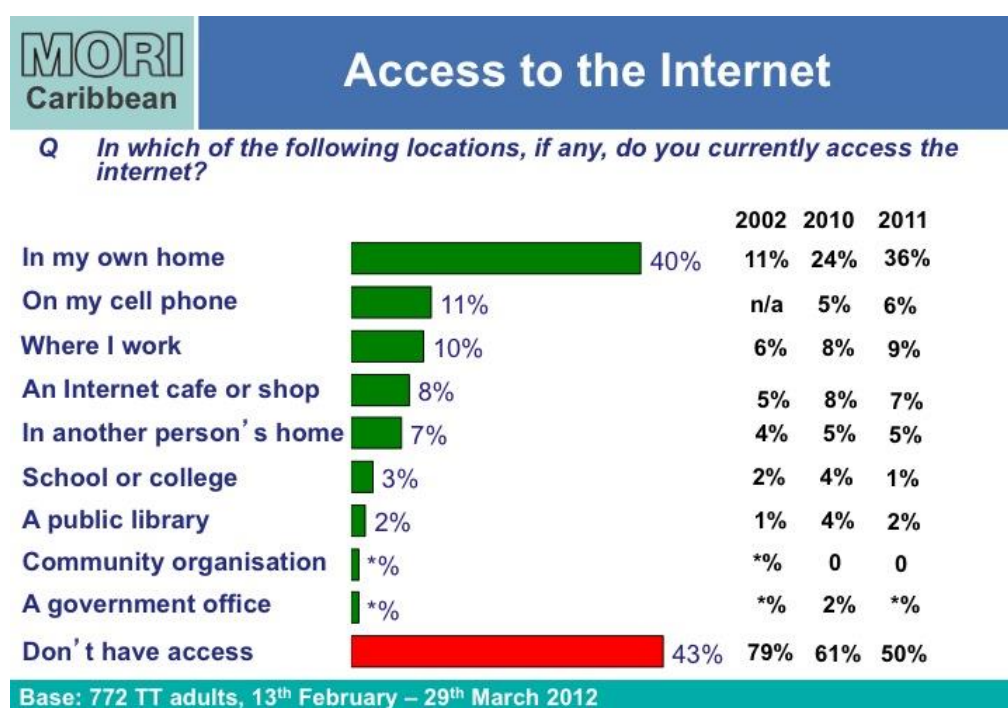
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9. Internet Access

9.1. Internet Access

Approximately three in five adults (57%) now say that they currently access the internet in some way. This is an increase from July 2011 (50%) and is substantially higher than in 2010 (49%) or 2002 (21%).

By far the most common way to access the internet is "in my own home" (40%), which is approximately four times as popular as the next methods of contact. In 2010, approximately a quarter of adults (24%) were accessing the internet in their home.

Over the past few years there has also been a significant rise in accessing the internet "on my cell phone". Currently one in nine adults (11%) say that they do this, which is approximately twice the proportion who did the same in either 2010 (5%) or 2011 (6%). The other ways in which people may access the internet have remained broadly stable over the past couple of years.

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Access to the Internet

Q In which of the following locations, if any, do you currently access the internet?

		2002	2010	2011
In my own home	40%	11%	24%	36%
On my cell phone	11%	n/a	5%	6%
Where I work	10%	6%	8%	9%
An Internet cafe or shop	8%	5%	8%	7%
In another person's home	7%	4%	5%	5%
School or college	3%	2%	4%	1%
A public library	2%	1%	4%	2%
Community organisation	*%	*%	0	0
A government office	*%	*%	2%	*%
Don't have access	43%	79%	61%	50%

Base: 772 TT adults, 13th February – 29th March 2012

As is common in most other countries, there is a clear "digital divide" in access to the internet, based primarily on people's age and their social class. Approximately three in four persons aged 18-34 years (73%) access the internet and so do over half of people aged 35-54 years (55%). However, only one in four people aged 55 years or older (24%) access the internet.

In terms of social class, more middle class people – defined as ABC1 in marketing terminology – are online than are working classes – C2DE (77% and 52%, respectively).
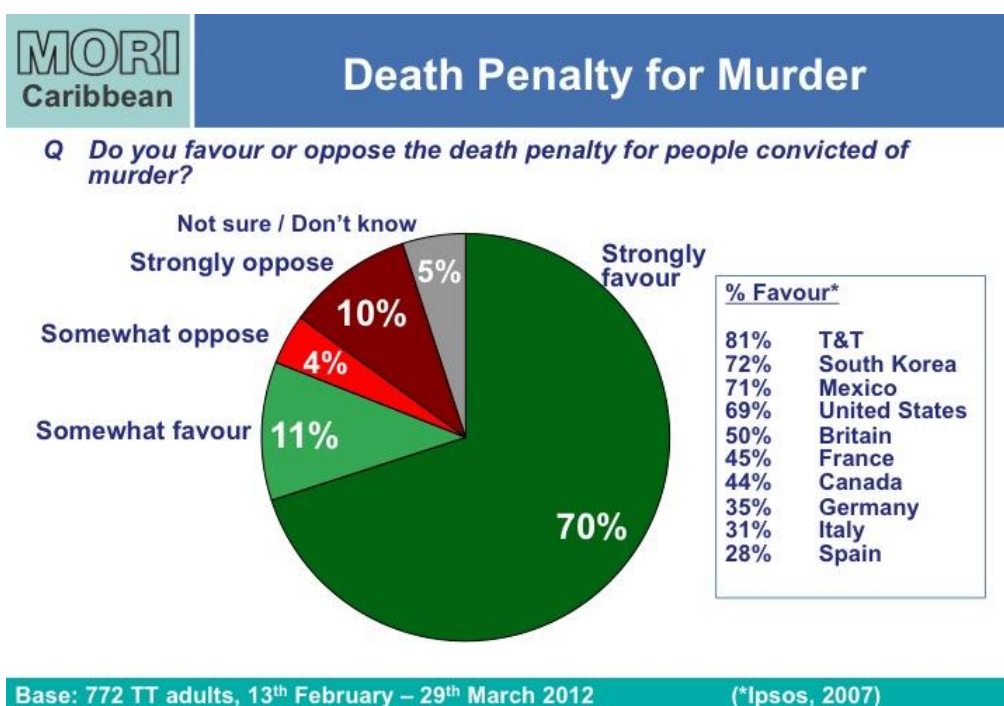
Internet use is highest in Tobago (68%) and lowest in East Trinidad (54%).

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10. Death Penalty & The Privy Council

10.1. Death Penalty for Murder

Four in five people (81%) favour the use of the death penalty for someone convicted of a murder, including seven in ten (71%) who strongly favour this option.

Support for the death penalty is higher in Trinidad & Tobago than in several other countries where the same question has previously been asked. While 81% favour the death penalty in Trinidad & Tobago there are also high levels of support in South Korea (72%), Mexico (71%) and the United States (69%). In contrast, in many European countries support is much lower, falling to 28% in Spain, 31% in Italy and 35% in Germany.

Death Penalty for Murder

Q Do you favour or oppose the death penalty for people convicted of murder?

% Favour*	
81%	T&T
72%	South Korea
71%	Mexico
69%	United States
50%	Britain
45%	France
44%	Canada
35%	Germany
31%	Italy
28%	Spain

Not sure / Don't know 5%
Strongly oppose 10%
Somewhat oppose 4%
Somewhat favour 11%
Strongly favour 70%

Base: 772 TT adults, 13th February – 29th March 2012   (*Ipsos, 2007)

In Trinidad & Tobago there is no difference in the proportion of men or women who "strongly favour" the death penalty, and there is only a small difference in terms of age. Among persons aged 18-34 years, 67% "strongly favour" the death penalty, this rises to 73% of persons in the over 55 year old age bracket.

The most significant differences arise because of a person's ethnicity or religion. Many more Indo-Trinidadians (77%) than Other/Mixed (72%) or Afro-Trinidadians (60%) "strongly favour" the death penalty. Among Christians the figure is 64%, rising to 71% among Muslims and 85% among Hindus.

Within Trinidad & Tobago views are broadly consistent varying from 73% in favour in South Trinidad to 86% in East Trinidad.

10.2. Reasons For Supporting the Death Penalty

One of the key reasons for support of the death penalty is likely to be the belief that it will be a deterrent against serious crime. More than three in four adults (77%) say they think that the number of murders would go down if the death penalty was used.

In the focus group discussions, most of the participants also felt that the use of the death penalty would be an important deterrent to serious crime. In addition, many also believed that capital punishment is justified as retribution or "paying for crime".

Despite the very high levels of support for using the death penalty, there was also some concern expressed in the focus groups about its practical implementation. In particular some were worried about miscarriages of justice and/or corruption in the criminal justice system. A small number of participants were against the use of the death penalty on religious grounds.

The following are some of the typical comments from participants when discussing the use of the death penalty:

"Most of the time, when you think about what a victim must have gone through, that is what propels you to feel that this person should be at the receiving end of it" (Female, E/W Corridor)

"It will instil fear in somebody and make them think twice about what they going to do" (Female, North)

"If someone from the security service want to really set you up and make it look like you committed the crime, they really could" (Female, North)

"In bigger countries they throw a referendum to the people" (Male, Central)

"The Government should decide. At the end of the day they are the educated ones" (Male, E/W Corridor)

"Use the lethal injection or something" (Several, Tobago)

"I think a lot of laws in Trinidad need to change before you implement that" (Male, Tobago)

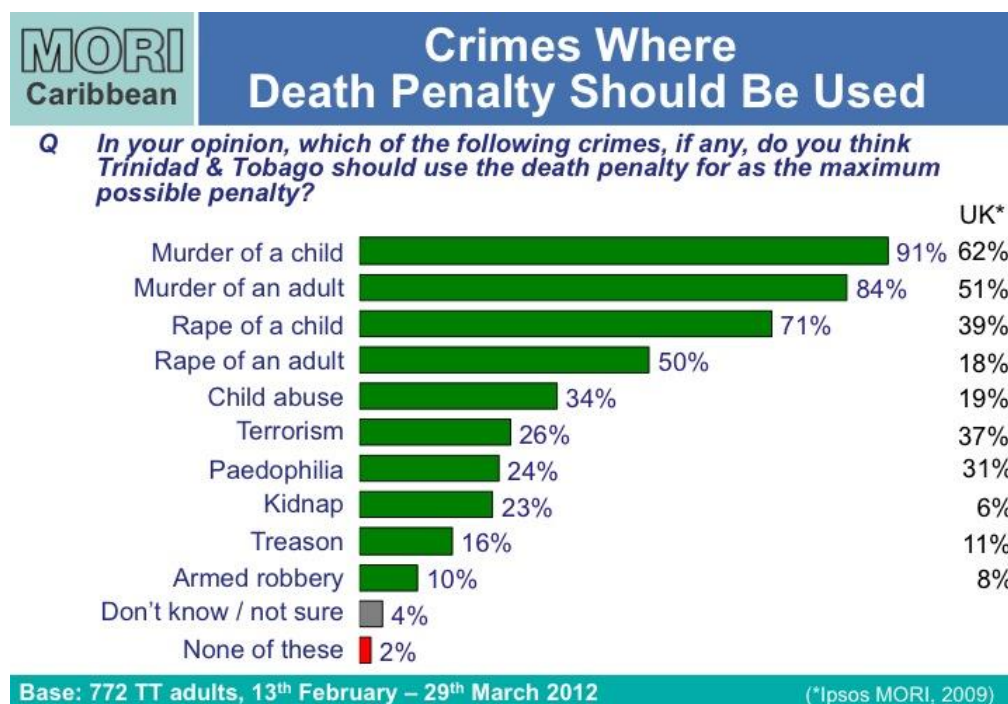## 10.3. Death Penalty for Different Types of Crimes

Attitudes to the use of the death penalty in different scenarios was also tested using a question that had previously been asked of adults in the UK. In this question, the public in Trinidad & Tobago was asked to select from a list the types of crimes they consider the death penalty could be used as a maximum possible penalty.

There were high levels of support for the option of the death penalty in cases of "murder of a child" (91%) and "murder of an adult" (84%), and more than half believe it can be used for someone convicted of "rape of a child" (71%).

There is no consensus about the use of the death penalty for "rape of an adult" (50%) and several of the crimes asked about only a minority of people considered that the

death penalty is a possible maximum punishment. For instance, 16% believe it could potentially be used for someone convicted of "treason".

Comparisons of attitudes in Trinidad & Tobago with those in the UK reveal that for the most part more Trinidadians/Tobagonians are likely to accept the death penalty across a range of crimes. For example, in the UK 62% believe the death penalty could be used for someone convicted of "rape of a child" compared with 91% of Trinidadians/Tobagonians who consider this an appropriate punishment. The two exceptions to this pattern were "paedophilia" (31% UK vs. 24% TT) and "terrorism" (37% UK vs. 26% TT).

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Crimes Where Death Penalty Should Be Used

Q   *In your opinion, which of the following crimes, if any, do you think Trinidad & Tobago should use the death penalty for as the maximum possible penalty?*

	TT	UK*
Murder of a child	91%	62%
Murder of an adult	84%	51%
Rape of a child	71%	39%
Rape of an adult	50%	18%
Child abuse	34%	19%
Terrorism	26%	37%
Paedophilia	24%	31%
Kidnap	23%	6%
Treason	16%	11%
Armed robbery	10%	8%
Don't know / not sure	4%	
None of these	2%	

Base: 772 TT adults, 13th February – 29th March 2012   (*Ipsos MORI, 2009)

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10.4. The Privy Council and the CCJ

More than twice as many adults say that the Caribbean Court of Justice should be the final Court of Appeal in Trinidad & Tobago rather than retaining the UK's Privy Council (61% vs. 27%).
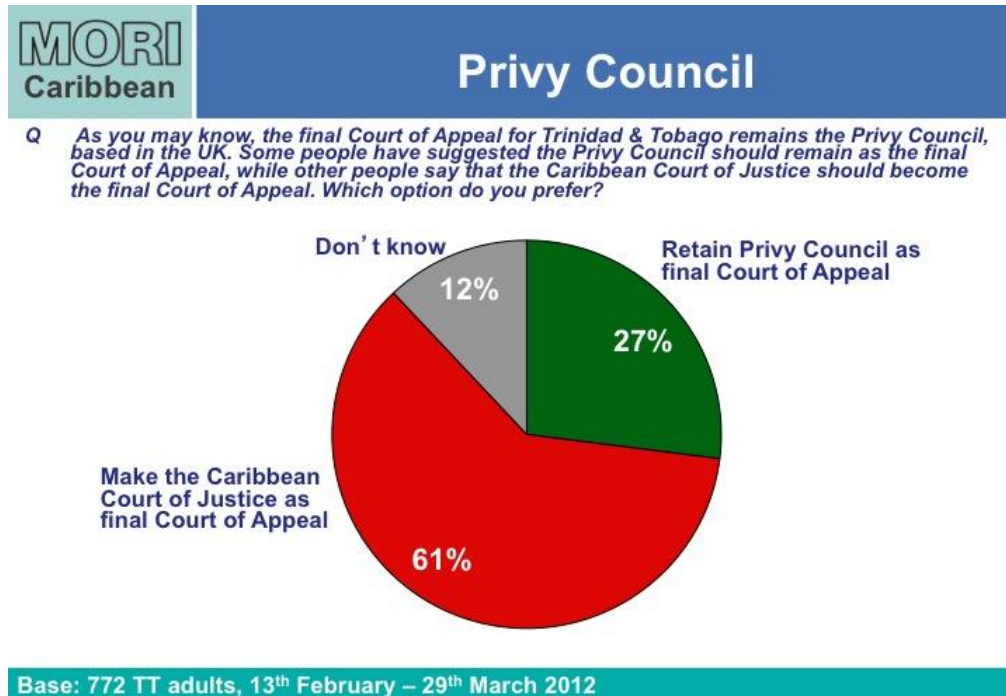
The two main reasons provided by respondents for keeping the Privy Council are their perceptions that it is "more independent" and that this system is more "advanced". Those who select moving to the Caribbean Court of Justice justify this because of a belief it will lead to "quicker and more efficient justice", as well as Trinidad & Tobago is an independent nation that should be in charge of its own affairs. Several also believe cultural differences between the two countries is an important determinant.

If the Caribbean Court of Justice is used as the final Court of Appeal many more people believe that it will be "more likely" (54%) rather than "less likely" (7%) or will make "no difference" (21%) to whether the death penalty will actually be used in the country.

The following are some of the typical comments from participants when discussing the Privy Council:

"The region has come of age and we are no longer a colonised society" (Female, E/W Corridor)

"Lawyers based in England are deciding on cases in Trinidad, but they do not understand the Trinidadian culture" (Male, Toco / Sangre Grande)

"They [the Privy Council] don't know about our crime situation!" (Male, Central)

"We are an independent country so we should be able to handle our affairs" (Female, South)

"We have the Caribbean Court of Justice in Trinidad, yet we don't use it. It is because the government is not an impartial government. If it is the government has the last say in the judicial process, how could that system now become corrupted?" (Male, Tobago)

"They cannot sit down in an office up there and assume what take place here" (Female, Tobago)

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11. Ministry of Community Development

11.1. Local Communities

Attitudes to local communities were explored in the focus group discussions rather than questions being asked on the main quantitative survey. Participants in most groups did not think that, on balance, **equality** existed in their community, due primarily to the distribution of wealth and the availability of jobs. Some also complained that not all parts of their area had the same access to facilities.

Similarly, many participants did not feel that **justice** was a term that could be applied to their community, because they felt it was "justice only for rich people". Justice was seen to be evident in cases where a community hired its own private security force or there was an active neighbourhood watch in place.

Most participants rejected the notion that **mutual respect** was a part of their community life. For the most part they believed that lack of respect was displayed by young people and that there was a greater sense of self-interest being manifested generally. Linked with this many participants found it difficult to identify any leader or leadership organisation in their community. Others pointed to the following as having some or potential leadership roles:

- ✓ Churches
- ✓ Sports groups
- ✓ Youth groups
- ✓ Village councils or community groups
- ✓ NGOs

None of the participants in the groups mentioned the Ministry of Community Development as having a leadership role in their community. In one group, gangsters were seen (negatively) as the leaders of their community.

The following are some of the typical comments from focus group participants:

"Equality only applies to them (ruling party)" (Male, Tobago)

"The distribution of wealth is uneven" (Female, Point Fortin / Cedros)

"There is police activity in my area on and off. I don't know if it is the right type of activity. Knowing some of them, I can safely say they are corrupt" (Male, E/W Corridor)

"Some of the young people are very disrespectful" (Female, Tobago)

"They look to gang leaders because they give back respect" (Male, North)

"It's a dog eat dog world" (Male, Central)

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11.2. Improvements to Local Communities

In each of the focus group discussions, participants suggested the following as key improvements required for their local communities:

Central:
- More recreational grounds
- Increase police patrols
- Improve drainage
- Fix bad roads

E/W Corridor:
- Improve sanitation
- Improve security
- Improve transportation

Toco / Sangre Grande:

- More job opportunities
- More recreational facilities

Point Fortin / Cedros:
- Improve local roads
- Improve homework centres
- Improve community centres

E/W Corridor:

- Secure recreational grounds
- More youth programmes

Tobago:
- Reinstate youth camp
- More training programmes
- Reinstate police youth club
- More community activities

11.3. Image of the Ministry of Community Development

Participants were asked to write down words / phrases that come to mind when thinking of the Ministry of Community Development. The following are the positive associations that they have:

✓ Programmes for the community	Taking care of the community
✓ Interesting	Doing good
✓ People coming together	Sports
✓ Helping people	Rural villages
✓ Ministry in action	A few hampers now and then
✓ Togetherness	Culture
✓ Community activities	Best Village competition

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There were also a number of negative words and phrases people use when thinking of the Ministry:

x	Headache	Useless services
x	Very political	Nothing
x	Need to listen and help people more	Failure
x	Need to get act together	Need to do more for community
x	No show	Incompetent
x	A paper Ministry	Poor
x	Selfish	Don't know what people want

Participants felt the *ideal* Ministry of Community Development should encapsulate the following:

✓	Empowering	Reassuring
✓	Enlightening	Youth development
✓	Discipline	Proactive
✓	In touch with the community	Visible
✓	Better performance	Supportive
✓	Trying to make a difference	Family building
✓	Helpful	Speak the truth
✓	Interactive	Progressive
✓	Community development	Grassroots
✓	People centred	

11.4. Attitudes towards the Ministry of Community Development

Among focus group participants there was low to moderate awareness of the role of the Ministry of Community Development. Many thought that the Ministry is responsible for community centres and several associated it with Best Village competition. Courses for the local community were mentioned by several participants; and these courses were nearly always seen as the most important services provided by the Ministry.

Despite several negative associations people had about the Ministry, as noted in the section above, few participants had strong negative attitudes. Perhaps the key exception to this was the widespread criticism that the Ministry is not visible enough in local communities and some criticisms on the availability and/or quality of community centres. In addition, several of the participants in the Tobago groups felt it was difficult to obtain funds from the Ministry and therefore customer care standards needed to be improved.

There was a strong desire across the groups for the Ministry to be more visible and active in local communities, in order to:

- ✓ Understand people's needs

- ✓ Help provide a voice / leadership for communities

- ✓ Support family life

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Reflecting the low awareness of the services provided by the Ministry, nearly all the participants had not accessed any of the services provided by the Ministry. Some had taken part in short courses (on floral decoration, cake icing and food preparation), but only very few had any interaction with a Community Development Officer, a representative from the National Commission for Self Help or from the Community Development Fund. Where they did have interactions with these, they were satisfied with the service.

The following are some of the typical comments from focus group participants when discussing the Ministry:

"Have somebody from the Ministry go around communities at least once a month to find out what the community needs" (Female, Tobago)

"If you approach them for financial help or advice they are supposed to be able to say something, but they do not explain things to you" (Male, Tobago)

"I have a youth group and every time you send in for some funds, they could never find your letter so you have to send in the letter three or four times" (Female, Tobago)

"The village council acts as though the community centres are theirs" (Female, Tobago)

"They offer courses. Sometimes they have computer literacy or a little sewing course" (Male, North)

"You hear them a lot when it is Best Village, trying to get a lot of communities to take part" (Female, E/W Corridor)

"It should be the community's voice to get things done, to develop the community" (Male, E/W Corridor)

"They help in the community to clean up schools and so on" (Male, Toco / Sangre Grande)

"They should be meeting with people in the community, but you don't see them" (Female, Toco / Sangre Grande)

"They do a lot of courses and they try to help out the community" (Several, Point Fortin / Cedros)

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11.5. Community Centres

Only a small number of participants said that they use their local community centre. Most said they do not, because:

- x   None are available in their area

- x   Inconvenient opening times

- x   Centres are too small

- x   Centres are in need of repair / upgrading

 Although many participants said they would like to be more involved in their communities, they indicated that the following were barriers to greater participation:

- x   Not enough time / other activities to do

- x   Not clear on how / what to get involved in

- x   Fear / lack of safety

- x   Too much red tape dealing with Government agencies

- x   Local politics is involved

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Appendices

I. Guide to Statistical Reliability

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

Approximate sampling tolerances applicable to percentages at or near these levels

	10% or 90%	30% or 70%	50%
	±	±	±
Size of sample on which Survey result is based			
100 interviews	6	9	10
200 interviews	4	6	7
300 interviews	3	5	6
400 interviews	3	5	5
500 interviews	3	4	4
600 interviews	2	4	4
772 interviews	2	3	4

Source: MORI Caribbean

For example, on a question where 50% of the people in a sample of 772 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.

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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

Size of sample on which Survey result is based	10% or 90% ±	30% or 70% ±	50% ±
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
376 and 396 (Men vs. Women)	4	7	7
997 and 772 (Wave 20 vs. Wave 21)	3	4	5

Source: MORI Caribbean

The table above also shows that when comparing results from the Wave 20 survey with the Wave 21 survey, differences need to be around +5% at the 50% level to be significant.

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

Source: MORI Caribbean

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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, 49% of those interviewed in Wave 21 are male and 51% 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.

	Unweighted		Weighted	
	N	%	n	%
Total	**772**	**100**	**772**	**100**
Gender				
Male	376	49	386	50
Female	396	51	386	50
Age				
18-34	327	42	323	42
35-54	293	38	292	38
55+	149	20	154	20
Work Status				
Full/Part-time/Self-employed	499	65	448	57
Not working	271	35	322	42
Ethnicity				
Afro-Trinidadian	285	37	293	38
Indo-Trinidadian	326	42	324	42
Other	160	21	154	20
Regional area				
North	80	10	86	11
South	192	25	214	28
East	263	34	295	38
Central	136	18	145	19
Tobago	100	13	31	4

Source: MORI Caribbean

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IV. Detailed Information on Response Rates

In total 772 completed interviews were achieved out of a total of 906 panel members where attempts were made at contact. This gives a response rate of 85%.

The reasons for non-contact were:

- 89 no contact after three attempts

- 3 deceased

- 17 migrated or moved

- 5 not found / located

- 4 too sick to take part

- 16 refused to be interviewed and to continue to be on the Panel

V. Validation Checks

In the field, 76 validation interviews were done by the Supervisors and the Co-ordinator:

- 5 respondents were not asked the full set of questions (action – panel members were re-interviewed)

- 2 respondents were not panel members (action – questionnaires were rejected. Questionnaires were not replaced)

A total of 69 telephone calls were made to respondents to verify only that these persons were interviewed and that all questions were asked. In all cases the interviews were completely done by the interviewer.

VI. Topline Results