Opinion Leaders' Panel 2012

Wave 23 Report

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

Fieldwork: 6th – 10th October 2012

Contents

1. Introduction

1.1. Background and objectives

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

This volume contains the report from Wave 23 of the Opinion Leaders' Panel. The focus of the survey is on Government performance (including who people trust to keep them informed about the Government) and the 2012/13 Budget Speech. This survey was conducted by MORI Caribbean with HHB & Associates on behalf of the Government of the Republic of Trinidad & Tobago.

1.2. Methodology

In total 1,038 adults living in Trinidad and Tobago were interviewed for Wave 23, out of a sample of 1,411 where at least one attempt was made at contact. This gives a response rate of 74%.

All interviews were conducted by telephone between 6th and 10th October 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.

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

[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 6: South Trinidad (rural), 35+ 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)

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

Wave 21, 13 February – 29 March 2012 (base size 772)

Wave 22, 1 July – 29 August (base size 2,999)

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 percent but greater than zero.

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

In 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, then 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 and Mrs. Coreen Joseph-Lewis. 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 1,038 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.

Sir Robert Worcester and Mark Gill

2. Executive Summary

The Government's performance

- There is no change in the level of satisfaction with the Government: 37% of the public are satisfied and 56% are dissatisfied.

- The most important reason given for being satisfied is that *important changes are taking place* (45%). The four main reasons given for being dissatisfied are *food prices* (31%), *corruption* (30%), *crime* (29%) and *not delivering on promises* (29%).

The economy and standard of living

- The majority are satisfied with their standard of living (57%) and three in five believe the state of the economy is good (63%).

- Slightly more are optimistic (39%) than pessimistic (29%) about the country's economic prospects (EOI= +10). Even more people are optimistic about their own personal financial prospects (+23).

Overall reactions to the Budget

- Half of adults think the Budget proposals are good for them *personally* (48%) and good for the *country* (50%).

Budget communications

- Nine in ten people (89%) say they are aware of the Budget Speech, mainly from *TV* (58%) and *newspapers* (46%).

- Only a small proportion saw the Budget Forum TV programme (16%) and ratings of viewers are generally lower than was the case last year, even though viewers felt it provided useful information (77%), easy to understand (76%) and interesting (74%) .

Budget decisions

- There is a very high level of support for the removal of *VAT on food* (91%). The majority are also supportive of the option for a *10-year drivers permit* (78%) and *increasing taxes on gambling* (74%).

- More than half of the public thinks the Finance Minister's decisions are "about right" for a range of proposals, including the *$1,000 allocation to the Special Reserves Police* (61%) and *increasing maternity leave to 14 weeks* (80%).

- The big exception is the *increase of premium gasoline to $5.75 per litre*: seven in ten (68%) say this was "too much."

Budget impact

- *Large businesses* are seen to have benefitted most from this Budget (51%), followed by *sports groups* (43%) and *young people* (41%).

- Three in five think that the Budget will improve the *quality of education* (62%).

- More than half do not think the budget will *keep food prices down* (56%) or *help to reduce crime* (57%).

CNG

- Fewer than half of the public (45%) thinks it is a good idea to encourage drivers to convert to CNG and seven in ten (72%) car owners say they are “unlikely/certain not” to make the switch in the next 12 months.

Trust

- People are most likely to trust their *family and friends* (70%) to tell the truth about what the Government is doing, followed by the *media* (46%), *public servants* (39%) and then *government ministers* (21%).

- Two in five (38%) say they have heard at least a fair amount about Section 34 and a similar proportion (41%) have “heard of, but don’t know much about” it. One in five (18%) are unaware of the issues around Section 34.

London Olympics

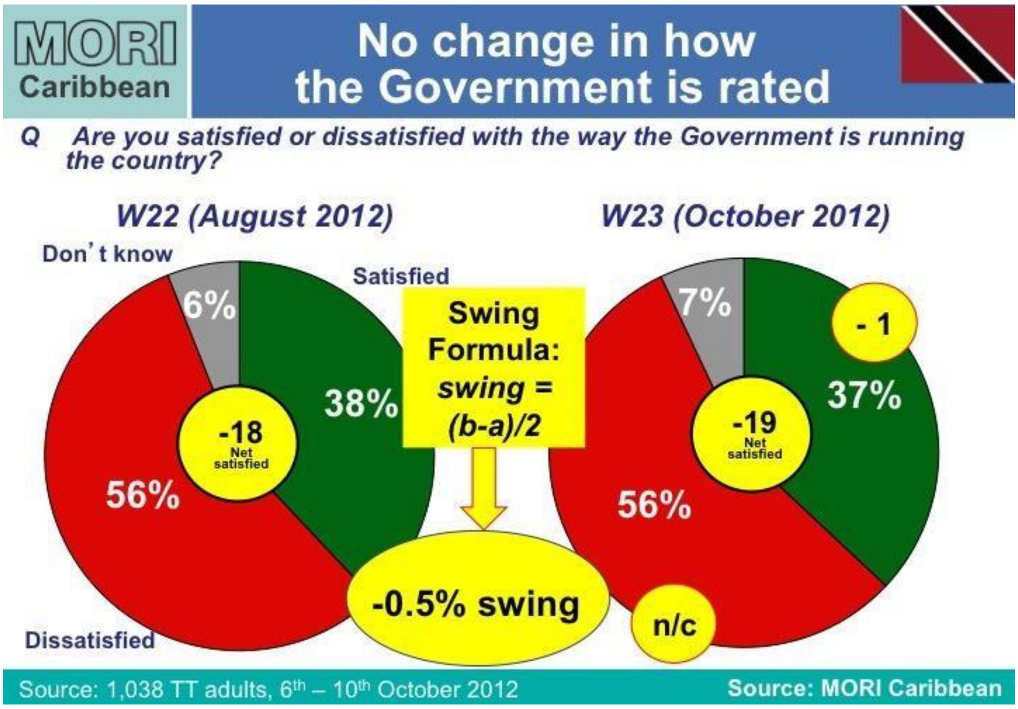
- The focus group participants were overall positive about Trinidad & Tobago’s performance in the London Olympics believing the team made the country proud. However, many also expressed concerns about the rewards for the medal winners (too much focus on the Gold winner alone) and that the team did not seem to have been well supported *before* the Games.

3. The Government’s performance

3.1. Overall satisfaction

There has been no statistical change in how many people are satisfied or dissatisfied with the performance of the Government between August and October this year.

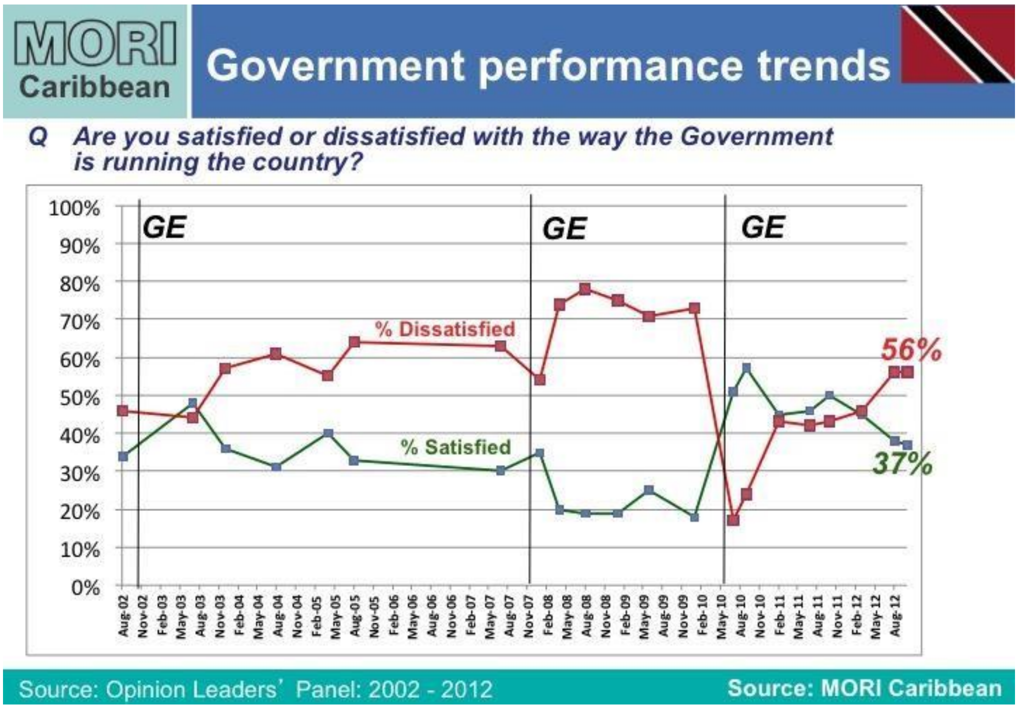
Fewer than two in five (37%) say they are satisfied and more than half (56%) are dissatisfied.



There is no difference in levels of satisfaction with the Government between men and women. By age, the most positive are over 55 year olds (49%) and the least positive are 35-54 year olds (30%). The biggest differences are by ethnicity where more than half of Indo-Trinidadians (56%) express satisfaction with the Government compared with just one in five of Afro-Trinidadians (20%).

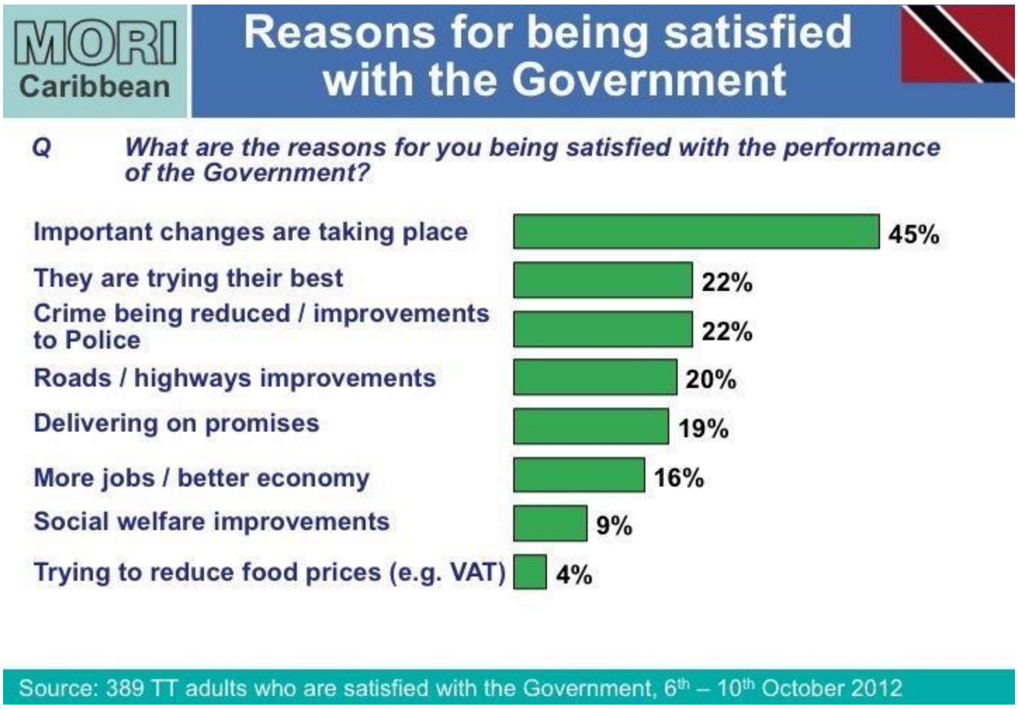
3.2. Long-term trends

The long–term trends chart, on the following page, also shows the stability of public attitudes towards the Government over the past three months. This is in contrast to a sharp rise in dissatisfaction over the course of 2012. Nevertheless, more people are currently satisfied with this Government (37%) than were satisfied with the last administration at any point during their last term of office.



3.3. Reasons for being satisfied

By far the most important reason given for being satisfied with the Government is *important changes are taking place* (45%). Twice as many people offer this reason (without being prompted) than the next most popular ones: *they are trying their best* (22%) and *crime being reduced / improvements to Police* (22%).



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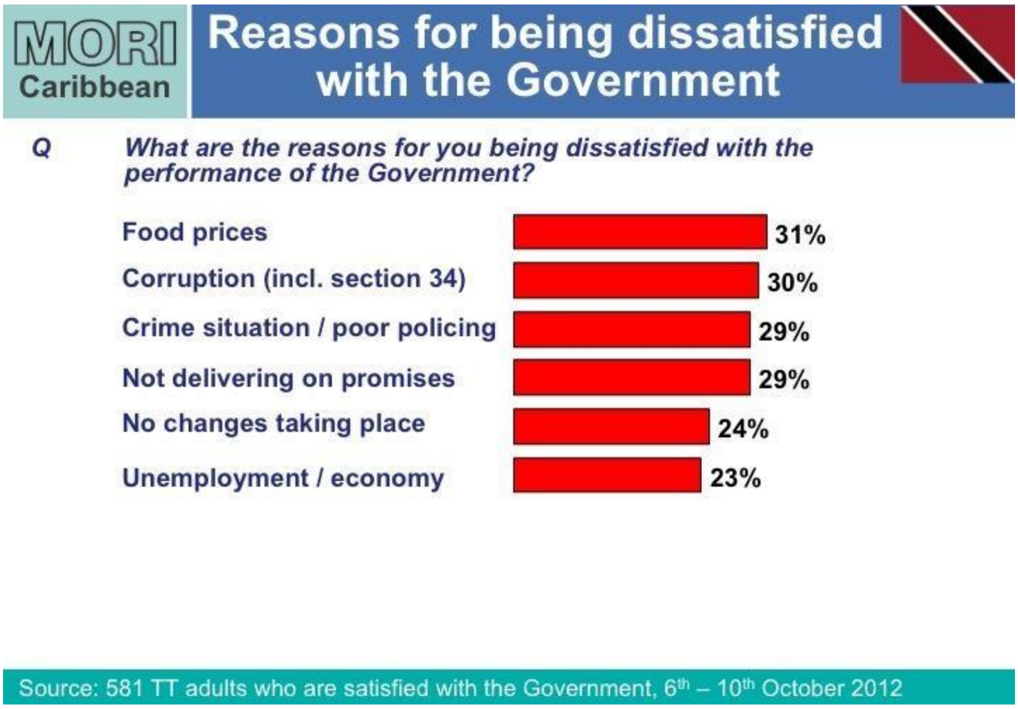
3.4. Reasons for being dissatisfied

There is no single stand-out reason given for being dissatisfied with the Government: instead there are four reasons that around three in ten people offer (without being prompted). These are *food prices* (31%), *corruption, including Section 34* (30%), *crime situation / poor policing* (29%) and *not delivering on promises* (29%).



3.5. Qualitative feedback

The following are typical comments from the focus group participants when discussing the performance of the Government:

"She make some promise that she did fulfil but she could still do better" (Female, G1)

"They have been doing things but have not done anything fantastic" (Male, G5)

"I was impressed when they started. In my area there have been improvements in roads" (Female, G5)

"They tend to make a lot of missteps. They mean well but there are too many missteps" (Male, G4)

"I think they lack a sense of direction" (Female, G3)

"There is no unity. No purpose and it is not good for Trinidad & Tobago" (Female, G1)

"I don't feel they are doing a good job. They are making too many mistakes"

(Male, G6)

In addition, the participants were asked to say what they feel are the biggest achievements and failures of the Government in 2012. These are:

Achievements:

- PR / marketing (but this annoys many people where they don't see actual results)
- Grants in education
- Develop roads
- 50th anniversary celebrations successful
- Investment in small business
- Public holiday post Olympics

Failures:

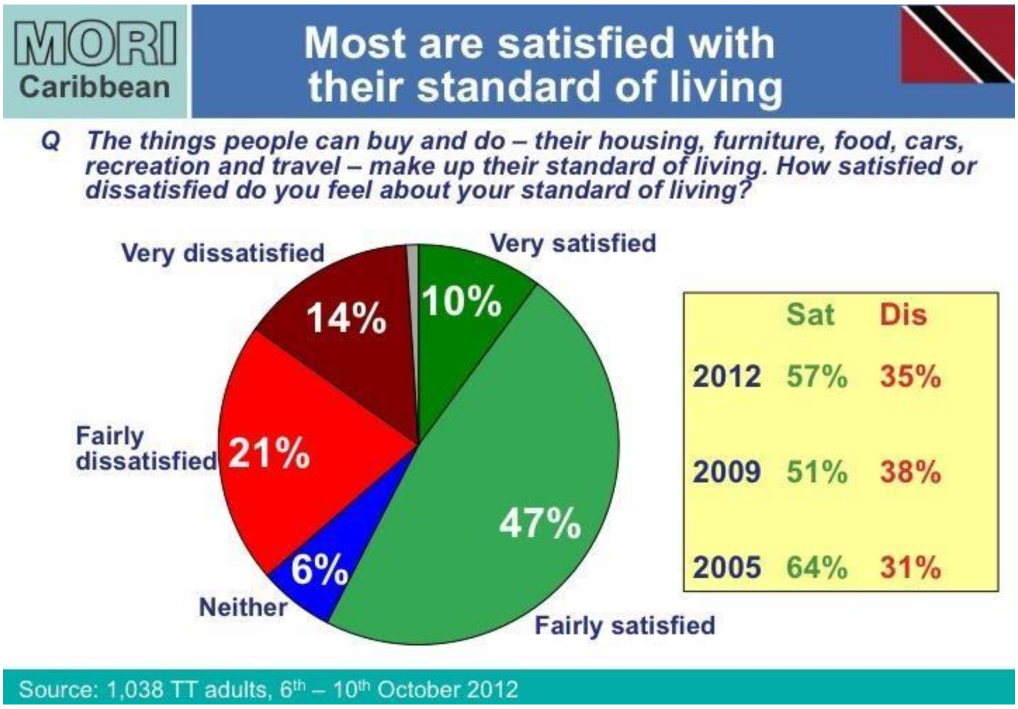
- Divisions within the country
- Lack of unity within the Government
- People not getting contracts
- Problems in schools (lack of books and schools not being fixed)
- Section 34 scandal

4. The economy and standard of living

4.1. Standard of living

Most adults in Trinidad & Tobago (57%) say they are satisfied with their standard of living, though only one in ten say they are *very satisfied* (10%). A larger proportion is *very dissatisfied* (14%) and overall just over a third (35%) are dissatisfied.

More adults are currently satisfied with their standard of living than in 2009 (up six points from 51%), but fewer say they are satisfied than in 2005 (7 points lower from 64%).



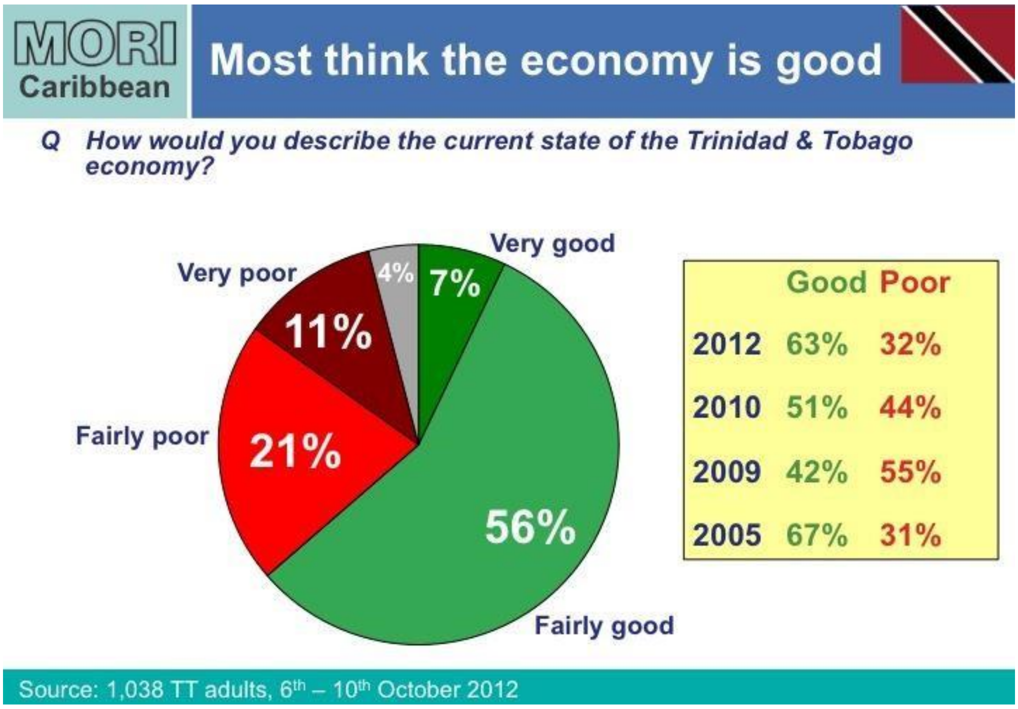
Satisfaction with one's standard of living is lower among middle aged people. Approximately two in three 18-24 year olds (64%) are satisfied with their standard of living as are those aged 55 years or older (66%). However, among 35-50 year olds just half (50%) say they are satisfied.

Many more Indo-Trinidadians than Afro-Trinidadians (69% vs. 47%) say they are satisfied with their standard of living.

4.2. The current state of the economy

Approximately twice as many people would describe the current state of the economy as *good* (63%) than *poor* (32%), though the majority say that it is *fairly good* (56%).

More people are positive about the state of the economy than in 2010 (51%) and in 2009 (42%), but slightly fewer are positive than in 2005 (67%).



Over 55 year olds (70%), Indo-Trinidadians (74%) and people living in Central Trinidad (70%) are the most likely to describe the state of the economy as good.

4.3. Optimism about the next 12 months

Slightly more people think the **general economic conditions of the country** will *improve* (39%) rather than *get worse* (29%) over the next 12 months. This gives an EOI (Economic Optimism Index) of +10. This EOI level is higher than at any previous time it has been measured in the OLP research series:

2010 (wave 15): EOI: – 9

2009 (wave 14): EOI: –31

2005 (wave 6): EOI: –4

Analysis of perceptions about the general economic conditions over the next 12 months shows a number of differences in views by key sub groups of the public. More men than women are optimistic (+18 EOI vs. +2 EOI). Over 55 year olds (+24), IndoTrinidadians (+36) and people living in Central Trinidad (+31) are also more optimistic than people generally.

More of the public are optimistic about their **personal financial situation** over the next 12 months. More than two in five expect this to *improve* (43%) and just one in five expect it to *get worse* (20%), giving a personal EOI of +23. This is as high as in previous measures and considerably more optimistic than in 2009:

2010 (wave 15): personal EOI: +18

2009 (wave 14): personal EOI: –7

2005 (wave 6): personal EOI: +23

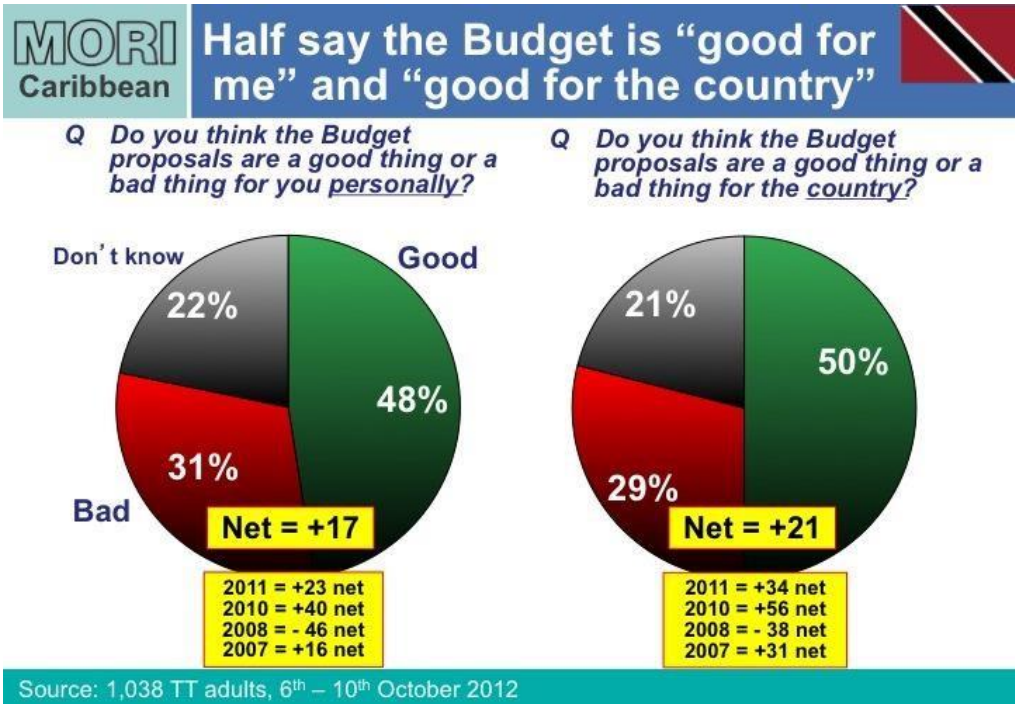
5. Overall reactions to the Budget

5.1. Personal impact vs. impact on the country

People's views about the overall impact of the Budget proposals on them *personally* and on the *country generally* are fairly similar with around half of people believing the proposal will be good (48% for them personally and 50% for the country generally).

The "net good" scores for the impact of the Budget on people personally is lower now (+17) than in 2011 (+23) or 2010 (+40), but considerably better than in 2008 (-46). A similar pattern is true when looking at the trends in "net good" scores for the impact of the Budget on the country. It is now +21, down from +34 in 2011 and +56 in 2010, but up from -38 in 2008.

It is also interesting to note that in previous years the public tended to be much more positive about the impact of the Budget on the country generally than on them personally, which is not as true this year.



People aged 35-54 years (0 "net good"), Afro-Trinidadians (-3 "net good") and people living in North Trinidad (+3 "net good") are the least likely to say that the Budget proposals were good for them personally.

5.2. Most and least liked aspects of the Budget

The survey respondents were asked to say (without being prompted with a list of options) what they most and least liked about the Budget this year. In both cases, one issue emerges as the most and least popular.

The most popular aspect of the Budget is the cut in VAT on food and the least popular in the increase in premium gas prices.

5.3. Qualitative insights

The following are typical comments from the focus group discussions when participants were asked to give their overall reactions to the 2012/13 Budget Speech:

"I just listened to how much billions going into Ministries and actually seeing how it is never materialised" (Female, G5)

"To put forward a Budget in such a short time, I find it was good " (Female, G3)

"You know what frighten me… you see that deficit and we don't know where we getting that money from!" (Male, G1)

"Most of the things that they are saying, or what they want to do, I haven't seen that they are going to do anything" (Female, G1)

"They said they allocating money, but they did not give specifics" (Male, G6)

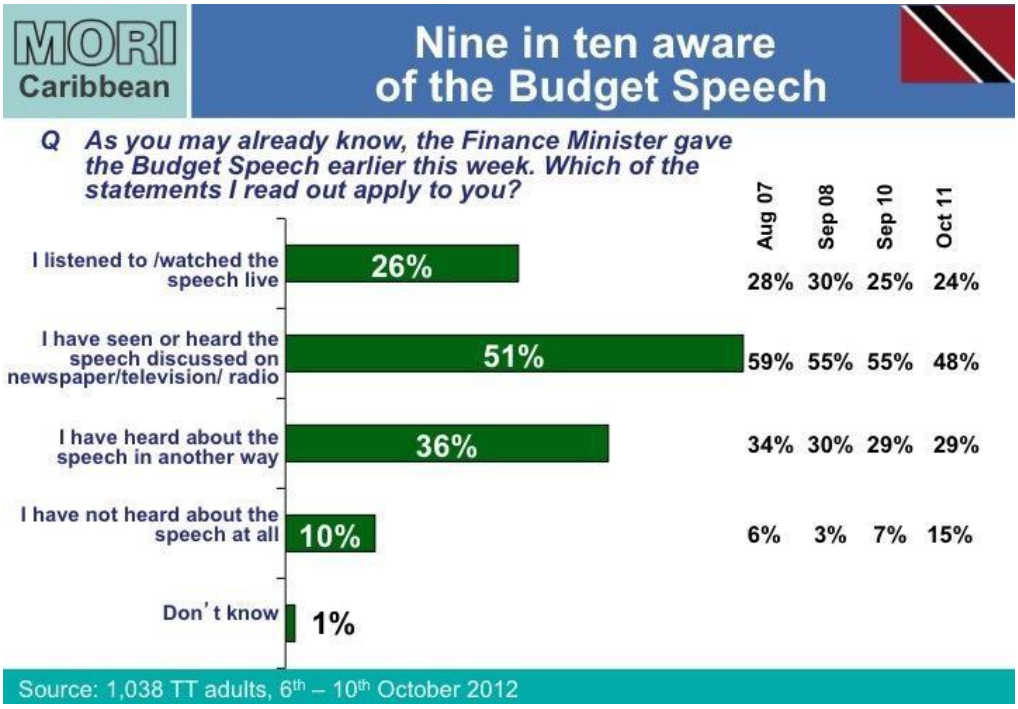
"The presentation of the Budget was horrible because of how much they were talking – and these are Ministers!" (Female, G4)

6. Budget communications

6.1. Awareness of the Budget speech

Nine in ten adults (89%) are aware of the Budget Speech.

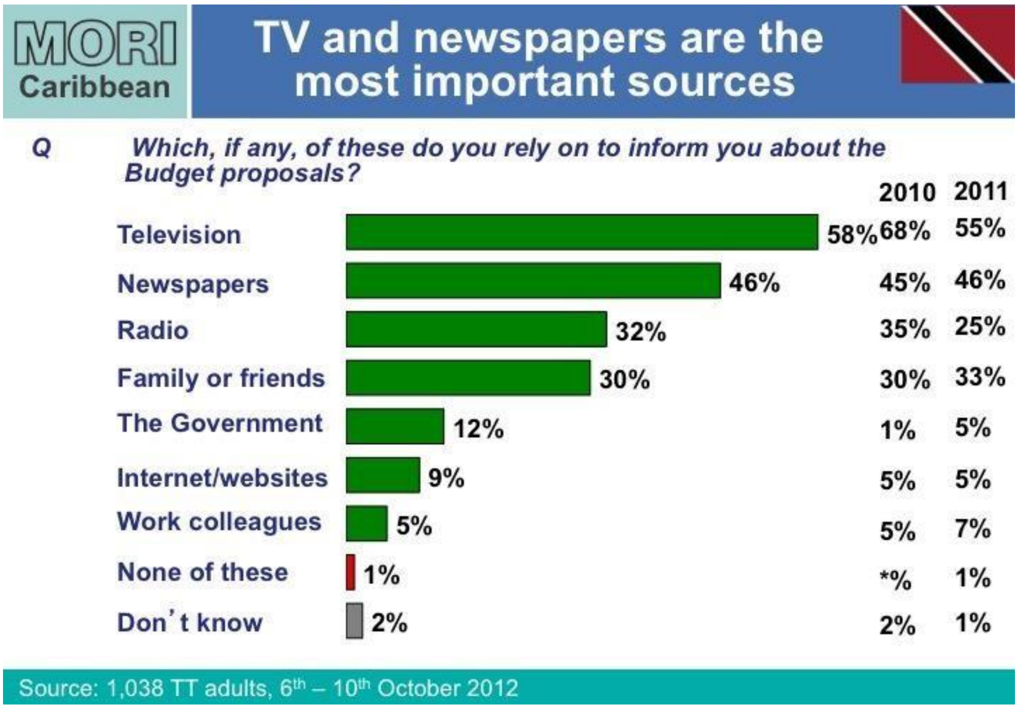
Approximately one in four adults (26%) say they recall watching or listening to the Budget Speech live, which is consistent with data from previous years. Half of the public (51%) say they have seen or heard the budget speech discussed in newspapers or on the television or radio.



6.2. Budget information

The most popular source of information about the Budget is *television* with approximately three in five adults (58%) saying they relied on it to be informed about the Budget proposals. This is followed by *newspapers* (46%) and *radio* (32%).

In contrast, only a small proportion say they relied on *work colleagues* (5%) or the *Internet* (9%) for information on the Budget proposals. A higher proportion than usual say they relied on the Government (12%) to be informed about the Budget proposals, perhaps reflecting the fact that one of the main proposals – to cut VAT on most food stuffs – was announced by the Prime Minister the weekend before the Budget Speech.



6.3. Budget Forum TV programme

Sixteen percent (16%) of adults recall watching the Budget Forum TV programme shown on CNMG on 3rd October. A further 3% of the public recalls listening to it on Talk City 105FM. In 2011, a quarter of the public watched the Budget Forum when it was shown on CNC3.

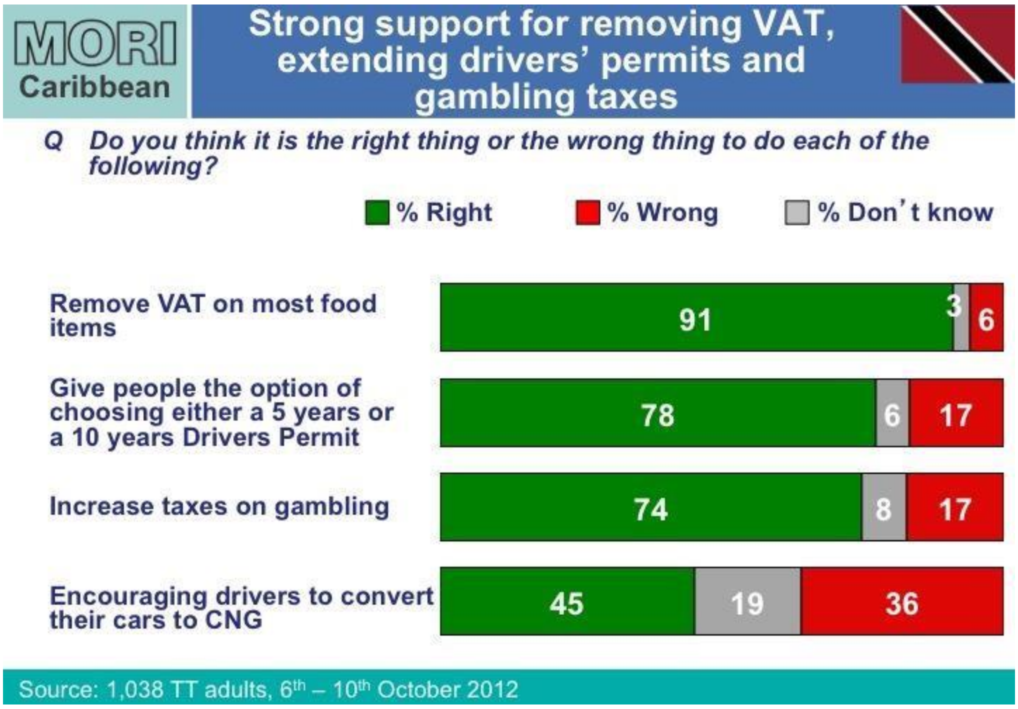
Among those people who listened to or watched the Budget Forum TV programme, most are positive about the show, though less so than last year. This includes, 74% who found it **interesting** (down 11 points from 2011), 76% who found it **easy to understand** (down 6 points), 77% for whom it provided **useful information** (down 5 points), 69% who found it helped to **clarify** parts of the Budget (down 4 points) and 68% who **trusted** it to provide accurate information (down 3 points).

7. Budget decisions

7.1. Right or wrong decisions?

Nine in ten (91%) people believe that it is the right decision to **remove VAT on most food items** and there is also widespread support for **giving people the options of choosing either a 5 years or 10 years drivers permit** (78%) and to **increase taxes on gambling** (74%).

The Budget decision to try to **encourage drivers to convert their cars to CNG** receives mixed support from the public: 45% believe it is the right thing to do and 36% say it is the wrong thing to do, with the remainder unsure. Among those who personally own a car, 39% say it is the right thing and 49% the wrong thing to do.



7.2. Qualitative insights

These decisions were also discussed in the focus group discussions. A summary of views on each of them is shown below.

Removal of VAT on most food items

- Although participants like the policy and think it is important Government does what it can to reduce food bills, there is widespread scepticism that ordinary people will see the difference

- Many also under the impression that it is only a temporary cut

"In a little bit you will forget and you will go in the grocery and you will buy your whatever. They take off VAT and you go and buy. You really not seeing any kind of savings for yourself. You might get a little more [items]" (Female, G1)

"Half of these items they say VAT coming off from they don't even have VAT on them" (Male, G2)

"The savings don't reach the consumer" (Female, G3)

"It will have no impact" (Popular response, G4)

"It is not permanent" (Several participants, G5)

"*It is temporary"* (Male, G6)

<u>The option of a 10 years drivers' permit</u>

- Widespread approval of this policy because it gives people flexibility

- On the other hand, as the price for a 10 years is double then some feel it will make little difference to them

"It's a good option" (Female, G1)

"Them making real money with that ten years [option]*"* (Male, G2)

"It is irrelevant and pointless" (Popular response, G3)

"It gives people flexibility" (Male, G4)

"Your vision could change in 10 years" (Female, G5)

"It's neither here nor there" (Popular response, G6)

<u>Increase taxes on gambling</u>

- This policy divides participants

- Support for it is mainly driven by moral attitudes towards gambling and the potential impact of gambling addiction / abuse

- Opposition is mainly driven by belief it will negatively impact on jobs

"A lot of people [employees] *will be going home because those people are not going to be paying all that money for just a pool board* [table]*"* (Male, G1)

"I think that is one the main revenue sources" (Several participants, G2)

"It doesn't affect me" (Popular response, G3)

"We support that!" (Popular response, G4)

"Gambling destroys plenty families and plenty homes" (Female, G6)

<u>Encourage drivers to convert their cars to CNG</u>

- There are three key reasons why participants oppose this policy:

- Insufficient infrastructure available to make it convenient

- Lack of knowledge of how it works / costs

- Perception that CNG is potentially dangerous

"That cannot affect us because it has no facilities in Tobago" (Several participants, G1)

"I don't know much about it" (Popular response, G2)

"There is no infrastructure in place" (Female, G3)

"It is dangerous!" (Popular response, G4)

"It is not feasible because it takes too long to fill up" (Most participants, G5)

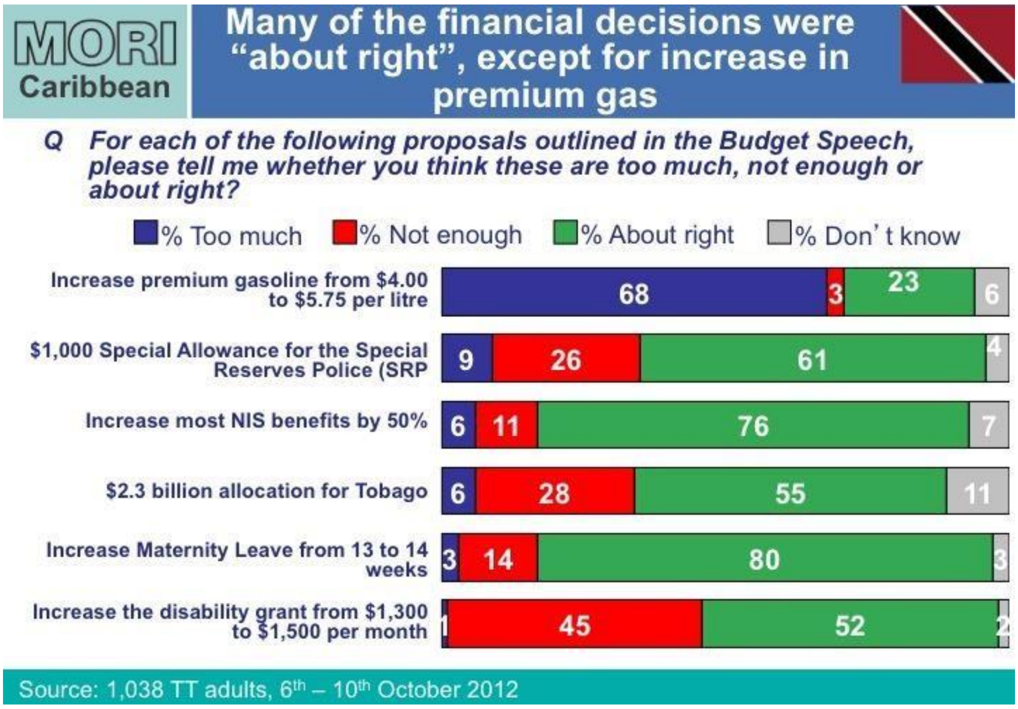
"It is cheaper in the long run" (Male, G6)

7.3. Financial decisions

There is a clear public consensus that **increasing premium gasoline from $4.00 to $5.75** was *too much* (68%) of an increase. Fewer than a quarter (23%) think it was *about right*.

For each of the other financial decisions asked about in the survey at least half of the public thinks each of them is *about right*. In particular, three in four or more of the public say it was *about right* to **increase most NIS benefits by 50%** (76%) and to **increase maternity leave from 13 to 14 weeks** (80%).

The decision where the highest proportion of the public considers that *not enough* was done is on the **increase of the disability grant from $1,300 to $1,500 per month**: 45% think this is *not enough*, though more do say it is *about right* (52%).



7.4. Qualitative insights

The focus group participants were asked to give their views on a range of the decisions in the Budget.

<u>$1,000 allowance for Special Reserve Police</u>

- Generally support this decision because:

It is a difficult job / they are working on the "frontline"

They have a similar role to the regular police officers who receive this allowance already

✗ Those who oppose the decision highlight that it should only be a special allowance for better performance, not as standard

"I wish I was SRP" (Female, G1)

"For what purpose are they getting a thousand dollars?" (Male, G3)

"They do the same work as the regular police" (several, G4)

"I support it because you have to find ways to motivate people" (Male, G2)

"They are deserving because they put their lives on the line" (several, G5)

"It might just increase performance [of employees] for the first couple of months" (Male, G6)

Increase in the disability grant from $1,300 to $1,500 per month

- A common view is that while the increase is welcomed, it should be more to reflect the increasing costs of living
- Some others suggest that the allowance should not be a flat rate: instead it is better to tailor the amount to the individual circumstance

"They are not doing an assessment of everybody's situation. Do an assessment of the individual situation" (Male, G1)

"The increase should be more that two hundred" (Several, G2)

"It should be more" (Popular response, G3)

"[We] *support it but it is supposed to be more"* (Popular response, G4)

"It is not enough and should be more" (Popular response, G5)

"It should be more" (Popular response, G6)

Increase premium gasoline prices from $4 to $5.75 per litre

× Many do not like this policy as they do not want to have to pay more for gas, or for food / services that will rise because of gas price increases

However, several also say that it is needed as the country needs the additional revenue

"They actually encouraging people to use super which will give out more emissions" (Female, G2)

"You have to spend more money and for us, we spending what we don't already have so we can't support that" (Several, G1)

"They are trying to cut down on the fuel subsidy" (Male, G4)

"I am just happy that the government has not increased it [the price] on super and diesel" (Male, G5)

"They have to make some money somehow" (Male, G6)

Increase most NIS benefits by 50%

Nearly all think it is a good idea to increase these benefits ✗ However

there is also a lot of confusion:

✗ Several unsure what "50%" means in real money

✗ More want clarity on what is meant by "most"

"There is one part that I am looking at. A widower's benefit that is three hundred and something dollars and no more that four hundred and that is not cutting it" (Female, G1)

"I need clarity on that" (Popular response, G2)

"What is 'most'?" (Popular response, G3)

"Anything with a benefit we will support" (Popular response, G4)

"It will have a trickledown effect" (Male, G5)

"It is confusing" (Popular response, G6)

Increase maternity leave from 13 to 14 weeks

- Most like this policy, but they feel it does not go far enough and that mothers should have more than 14 weeks' leave
- Some also feel that fathers should also be entitled to better parental leave

"It should still be more" (Female, G1)

"One more week is not enough" (Female, G2)

"It will have benefits for mothers" (Several, G3)

"We are in support of this but it should also be more time" (Popular response, G4)

"One more week is nothing" (Male, G6)

$2.3 billion allocation for Tobago

✗ The general view is that this is not enough for Tobago

- Several find it difficult to have an opinion as they are unclear as to how this compares with previous years or with

"That is not enough" (Male, G1)

We need more money" (Most participants, G2)

"Finally they could finish the hospital [in Tobago]" (Female, G3)

"It should be more" (Several participants, G4)

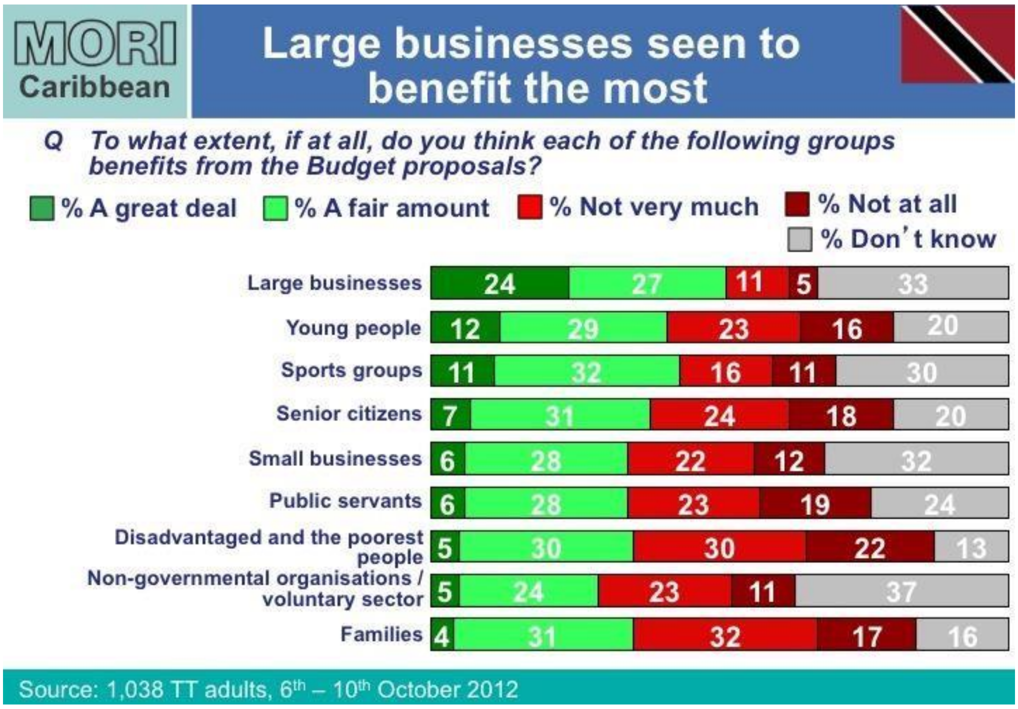
"I agree with the amount" (Several participants, G4)

"It should be more" (Popular response, G6)

8. Budget Impact

8.1. Benefit from the Budget

The public believes that *large businesses* are most likely to benefit from the Budget: more than half of the public (51%) think these businesses will benefit at least a fair amount. The other groups more likely to benefit are *young people* (41%) and *sports groups* (43%).



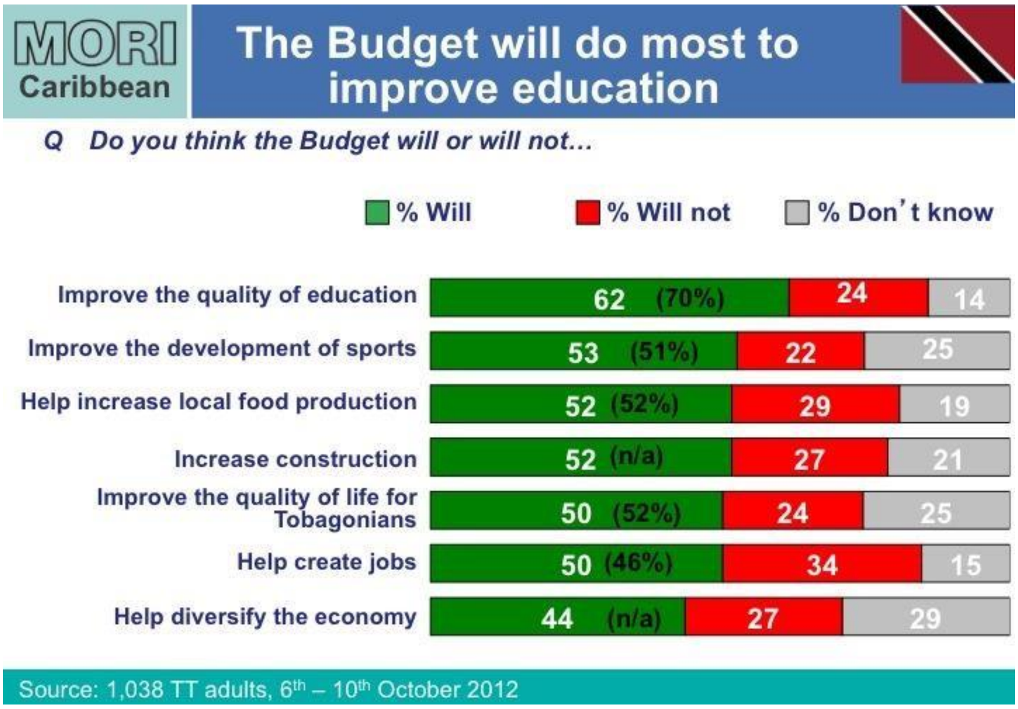
For five of the above groups, the "net benefit" ratings are negative:

- *Disadvantaged and the poorest people* (-17)
- *Families* (-14 net)
- *Public servants* (-8)
- *NGOs / voluntary sector* (-5)
- *Senior servants* (-4)

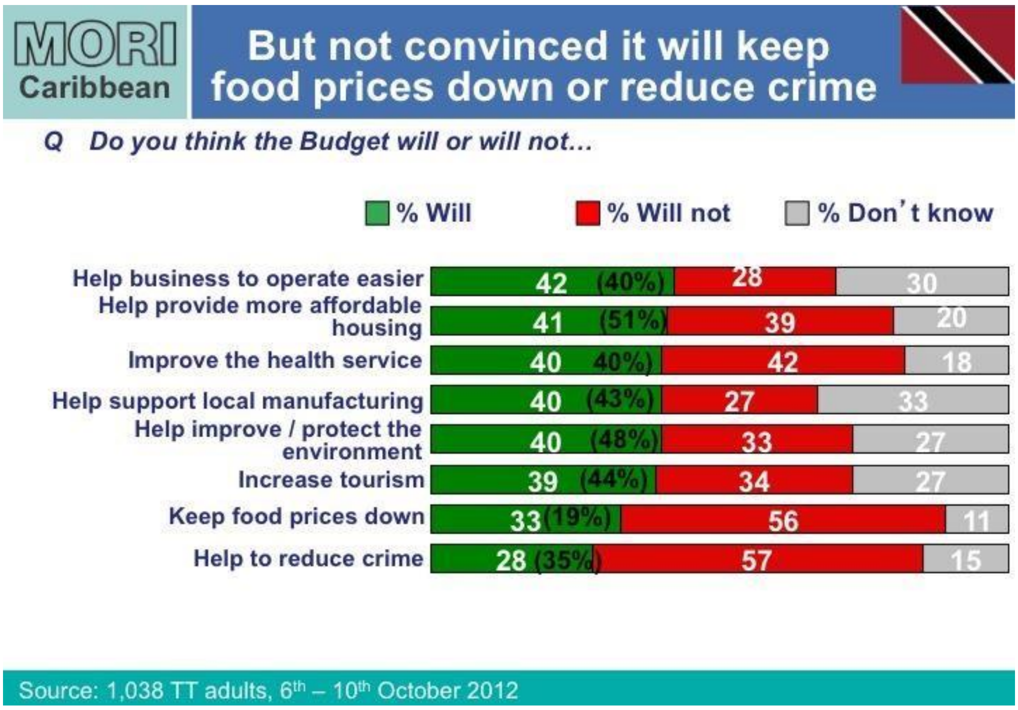
The public is split on the impact on *small businesses* with the same proportion (34%) believing they will benefit as will not.

8.2. Budget impact

There are five out of a total of 15 areas where at least 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 62% saying the Budget will improve it.



While half the public (50%) expect the Budget will *improve the quality of life for Tobagonians*, only a third (34%) of people living in Tobago agree.



The majority of the public <u>do not</u> think that the Budget will *keep food prices down* (56%) or will *help reduce crime* (57%).

For five of the areas discussed above fewer people say this year's Budget will have a positive impact than said so in 2011. These are:

- *Help provide more affordable housing* (10 points lower)

- *Help protect/improve the environment* (8 points lower)
- *Improve the quality of education* (8 points lower)
- *Help to reduce crime* (7 points lower)
- *Increase tourism* (5 points lower)

In contrast, more people this year are positive about the impact of the Budget on:

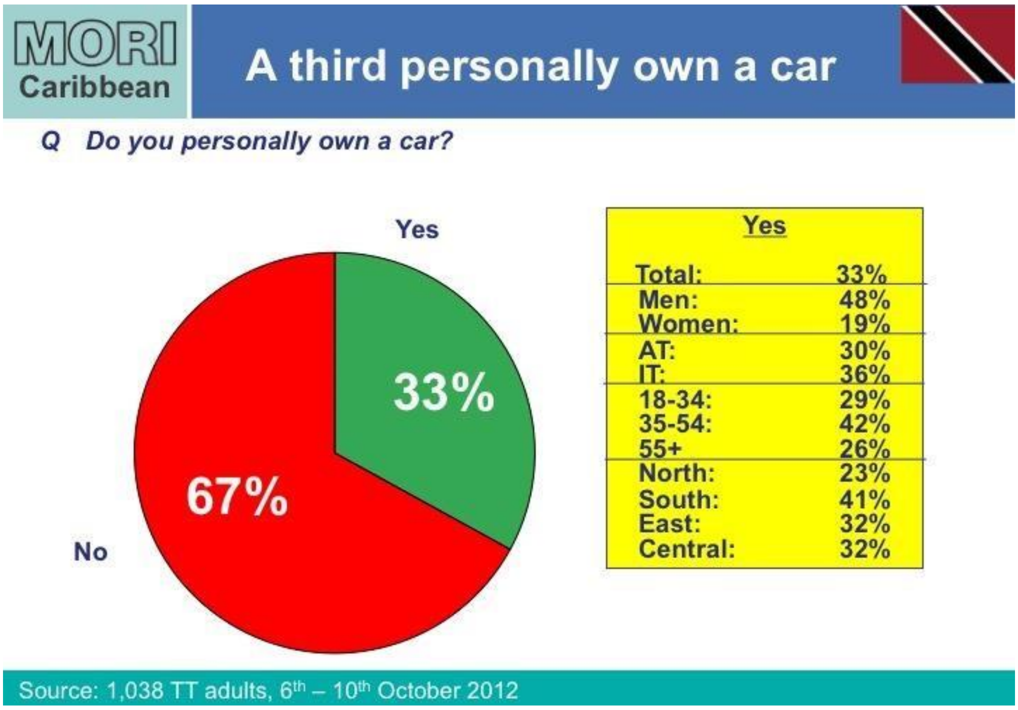
- *Keep food prices down* (14 points higher)
- *Help to create jobs* (4 points higher)

9. CNG

9.1. Car ownership

A third of adults say that they personally own a car. These findings are consistent with a previous OLP survey (wave 17, 2010) where we found that 30% of adults also said they owned a car.

There is a very big difference in terms of gender and car ownership. Approximately one in two men (48%) own a car compared with one in five women (19%). There is also a difference by age, with 35–54 year olds the most likely to be car owners (42%).



9.2. Gasoline type and switching to CNG

Three in four (74%) car owners say they usually use **super** in their car followed by just over one in five (22%) who usually use **premium** and half this number who use **diesel** 11%). Only one percent (1%) say they would usually use **CNG**.

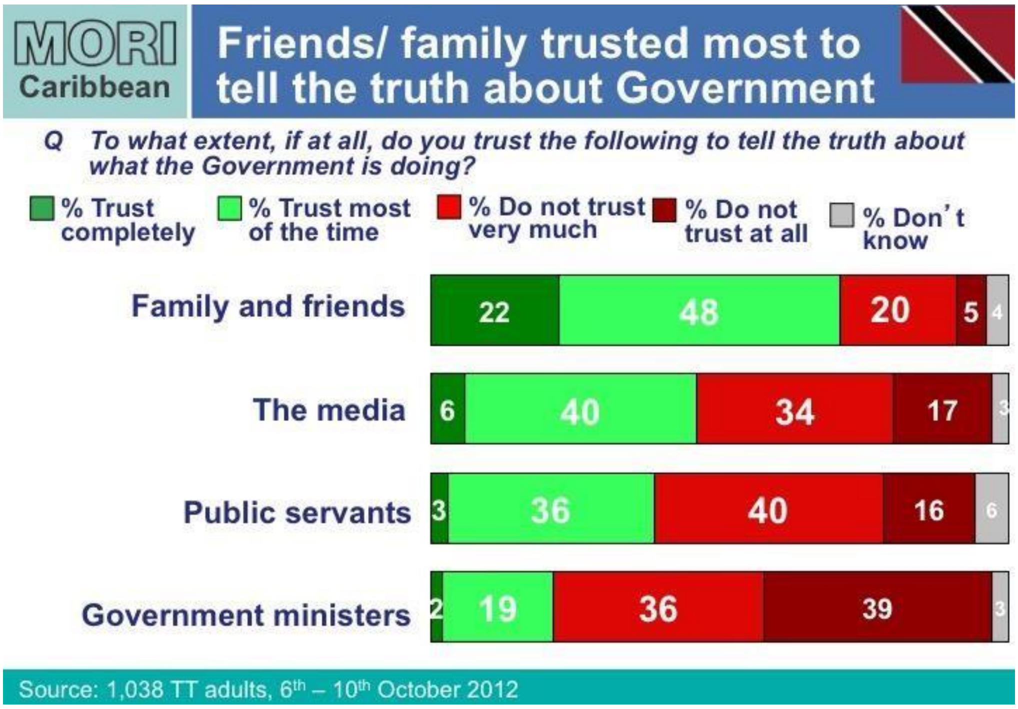
Among those car owners who do not currently use CNG, only a small proportion believe they are likely to switch to CNG in the next 12 months. Overall, 13% say they are either *certain* or *likely* to do so. In contrast, more than seven in ten (72%), believe they will not, including 28% who say it is *unlikely* and 44% who say that it is *certain not to* happen.

10. Trust to tell the truth about Government

10.1. Trust

Seven in ten adults (70%) say they would trust their *family and friends* most of the time (48%) or completely (22%) to tell the truth about what the Government is doing. Far fewer people would trust the other sources of information, with fewer than half saying they would trust *the media* (46%), *public servants* (39%) or *Government ministers* (21%).

In fact, three quarters of the public (75%) say that they would not trust Government ministers, either *not very much* (36%) or *not at all* (39%).

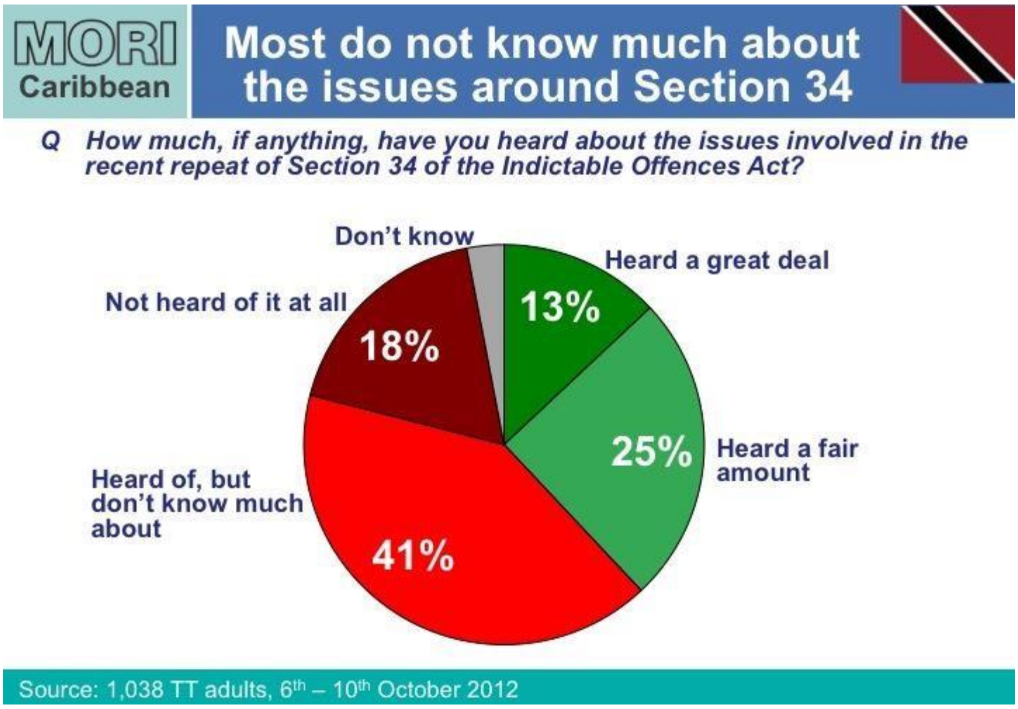


In 2005, 57% of the public said they trusted their *family and friends* to tell the truth about what the Government is doing. This is 13 points lower than is the case now. In contrast, fewer people are trusting of:

- Public servants: 43% in 2005 vs. 39% in 2012
- Government ministers: 30% in 2005 vs. 21% in 2012

10.2. Section 34

While four in five adults (79%) have heard of the issues around **Section 34**, relatively few people feel they know much about the issues involved. Two in five adults say they *have heard of it, but don't know much about i*t (41%) and almost one in five *have not heard of it at all* (18%).



More men than women (43% vs. 35%) claim to know at least a fair amount about Section 34. Perceived knowledge is particularly low among 18-24 year olds (26%) and higher among Afro-Trinidadians than Indo-Trinidadians (49% vs. 33%). There is no difference in satisfaction with the Government among those who claim to know at least a fair amount vs. those who don't know very much/anything at all about Section 34.

In the focus group discussions there is widespread criticism of the Government's handling of this issue. Many believe it was a loophole created to help two individuals, but at the same time there is a lot of public confusion about what has happened.

There are mixed views on the Minister of Justice: some believe he should have resigned while others think he was used as a scapegoat. Several of the participants are critical of the Attorney General for being unaware of the loophole, but also Government / Parliament more widely.

"It was a loophole for Ish and Steve" (Several, G6)

"I myself is confused as to what the whole situation is about" (Female, G5)

"I think the law would have been changed with Section 34 to let go these guys" (Male, G1)

"It shows the Government as partnering with criminals" (Female, G4)

"They are saying that it was a deliberate set-up assist the former financiers of the UNC" (Male, G3)

10.3. Role in making laws

The focus group participants were then asked what role they believe the following should have in making laws in Trinidad & Tobago. The summary of views is provided below:

Prime Minister:

- Several feel the PM should not make the laws and has too much power
- Many talk of the PM ideally as having a “managerial” position in law-making

Cabinet:

- It is felt that Cabinet needs to work with the Judiciary to ensure laws work effectively
- Cabinet should also have a role in scrutinising laws to make sure they are made in interests of the people

Attorney General:

- The AG is thought to oversee the process and be able to understand and explain each law
- This role is often described as “fine-tuning” and understanding of the details
- Some see the AG as having the role of the State’s lawyer

Parliament:

- Many see this as the place where laws should be started
- Parliament is also seen as the place where laws should be debated in detail to stop any loopholes / problems

Media:

- The media is seen as responsible for informing the public in an unbiased way
- It is also expected to be a watchdog on behalf of the public

Chief Parliamentary Counsel:

- Nearly all participants are unclear at to the role of Counsel or have never heard of it

Public Service:

- For the most part, the Public Service is thought not to have a role in making laws, but instead an important role in implementing them
- However some feel Public Service are more in-tune with citizens’ needs so should be able to assist in informing decision makers

11. London Olympics

11.1. Overall attitudes

Participants in the focus group discussions were asked about their views on the London 2012 Olympic Games. There is widespread agreement that 2012 was one of the best performing T&T teams in the Olympics. Only a small number of the participants say they feel that the team could have performed better.

Many believe there was insufficient support for the athletes before or during the early stages of the Games. In this sense the athletes performed well despite, and not because of, the support they received.

"They made us proud" (Male, G2)

"I find some of them could have pushed themselves more" (Male, Female G4)

"First time in history we have so many finalists in all those events" (Male, G1)

"The country didn't support them much before they made a name" (Several, G6)

11.2. Rewarding medal winners

Many participants are critical that the rewards were too focused on the Gold medal winner and not other medal winners. Several think the rewards should have been publicised before the Games so the public was aware of the prizes that could have been won by local athletes.

"In the scheme of the Olympics. He (Lalonde) was the first to get a medal. I find they could have had the two of them together" (Male, G2)

"They make the whole thing about Keshorn alone" (Several, G4)

"The rewards were nice but he (Keshorn) is only 19 years old" (Male, G3)

"The other medallists were not properly recognised" (Female, Male, G3)

"What they should have done was have an (entire) Olympic team welcome back" (Several, G3)

"It was good recognition but it wasn't done in the right way. They focused too much on that one person" (Male, G1)

"Considering the Government doesn't support the athletes on the build up (to the Olympics). What they gave them I think does not make up for their (athletes) time" (Male, G5)

"It was too one sided" (Male, G6)

11.2. Recognising non-medal winners

Nearly all the focus group participants believe that the non-medal winners were not recognised or rewarded at all by the Government.

There are mixed views on what these participants should have been recognised in some way. Several of the participants feel that non-medal winners should not receive a reward because they did not gain a medal in the Games. On the other hand, many of the participants say that everyone who qualified for the Olympics should be recognised in some way, for example the T&T footballers were all recognised / rewarded when the national team qualified for the FIFA World Cup finals.

"I feel it should have been a general consensus in that you participate, you didn't make it, but you could have even gotten a little token" (Male, G2)

> *"When we qualified for the World cup they gave everybody something"* (Female, Male, G4)
>
> *"Everybody should have gotten something"* (Several, G1)
>
> *"It's not everybody could get a million dollars"* (Female, G1)
>
> *"We have to reward achievement, not mediocrity"* (Male, G5)

"They were supposed to get something on the third of September and up to now they didn't get anything" (Male, G6)

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

olerances applicable t near these levels			
	10% or 90%	**30% or 70%**	**50%**
	□	□	□
Size of sample on which Survey result is based			
100 interviews	6	9	10
200 interviews	4	6	7
300 interviews	3	5	6
400 interviews	3	5	5
500 interviews	3	4	4
600 interviews	2	4	4
1,038 interviews	2	3	3

Source: MORI Caribbean

For example, on a question where 50% of the people in a sample of 1,038 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
997 and 1,038 (Wave 20 and Wave 23)	3	4	4
494 and 544 (Men v. Women)	4	6	6
2,999 and 1,038 (Wave 22 and Wave 23)	2	3	4

Source: MORI Caribbean

The table above also shows that when comparing results from the Wave 22 survey with the Wave 23 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 levels of subsistence	State pensioners, etc, with no other earnings

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 23 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.

	Unweighted		***Weighted***	
	N	***%***	***n***	***%***
Total	***1,038***	**100**	***997***	**100**
Gender				
Male	*494*	47	*517*	50
Female	*544*	53	*521*	50
Age				
18-34	*475*	41	*439*	42
35-54	*372*	39	*391*	38
55+	*188*	20	*204*	20
Work Status				
Full/Part-time/Self-employed	*610*	60	*603*	57
Not working	*425*	40	*431*	42
Ethnicity				
Afro-Trinidadian	*326*	42	*389*	38
Indo-Trinidadian	*428*	40	*431*	42
Other	*274*	18	*207*	20
Regional area				
North	*100*	10	*113*	11

South	*268*	26	*289*	28
Central	199	17	199	19
East	426	37	395	38
Tobago	45	10	41	4

Source: MORI Caribbean

IV. Detailed Information on Response Rates

In total 1,038 completed interviews were achieved out of a total of 1,411 panel members where attempts were made at contact. This gives a response rate of 74%.

The reasons for non-contact were:

- 104 getting phone recordings or phone rings without answer
- 185 call backs (spoke to someone but interviewers were told that it was not a good time)
- 48 phone out of service or wrong number
- 1 moved
- 1 were out of the country
- 4 too sick to take part
- 30 refused to be interviewed over the phone

V. Validation Checks

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