



Opinion Leaders' Panel 2003

Wave 3 Report

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

December 2003

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1. Introduction

1.1. Background and objectives

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

The Opinion Leaders' Panel was set-up as part of the Modernising Government programme in Trinidad & Tobago. The purpose of this research is to provide evidence about the views of citizens of Trinidad & Tobago, to be used to inform decisions taken about public services.

1.2. Methodology

1.2.1. Sampling

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

1.2.2. Response rates

Interviews for Wave 3 were carried out face-to-face, in home, between 6 – 22 December 2003. 700 successful interviews were completed. The overall response rate was 65% (see appendix IV for details).

1.2.3. Weighting

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

1.2.4. Area combinations

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

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

- i. **North** (Port of Spain and Diego Martin);
- ii. **South** (San Fernando, Point Fortin, Princes Town, Penal/Debe and Siparia);
- iii. **East** (Arima, San Juan/Laventille, Tunapuna/Piarco, Rio Claro/Mayaro and Sangre Grande);
- iv. **Central** (Chaguanas and Couva/Tabaquite/Talparo); and
- v. **Tobago**.

1.3. Qualitative research

In addition to the main survey, four focus groups were recruited and conducted by Maxine Richards of Trends Limited. The topic guide was prepared by MORI. The focus groups were conducted prior to the survey fieldwork in order to help us to design the questionnaire, as well as to use some of the verbatim comments in this report.

The composition of the groups was as follows:

Table 1: Focus groups composition

Area	Gender	Age	Class ²
Central Trinidad (rural)	3 men, 5 women	25-34 years	DE
North Trinidad (urban)	5 men, 4 women	40-50 years	ABC
North Trinidad (urban)	4 men, 5 women	55+ years	DE
South Trinidad (urban)	5 men, 3 women	25-34 years	ABC

Source: MORI

The rural, Central group was comprised of only Indo-Trinidadians, with the other three groups of mixed ethnicity. Verbatim comments are used throughout the report to illustrate participants' discussions. The full reports from each focus group are also appended.

1.4. Volume layout

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

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

- i. Quality of Life and Vision 2020
- ii. National Government Performance and the Budget Speech
- iii. Trust
- iv. Issues Facing the Country
- v. Service Satisfaction and Value for Money
- vi. Crime
- vii. Health
- viii. Education
- ix. Board of Inland Revenue

1.5. Presentation and interpretation of the data

This study is based on interviews conducted on a sample representative of the adult population of Trinidad & Tobago. In consequence, all results are subject to sampling tolerances, which means that not all differences are statistically significant. In general, results based on the full sample are subject to a confidence interval of ± 4 percentage points. A guide to statistical reliability is appended.

Where percentages do not sum to 100, this may be due to computer rounding, the exclusion of “don’t know” categories, or multiple answers. Throughout the volume, an asterisk (*) denotes any value less than half a per cent but greater than zero.

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

In several places where identical questions were put to the baseline sample of 2,747 citizens, and repeated in this the third wave with 700, a calculation of ‘swing’ is offered to indicate the change over time, comparing the attitudes of the T&T public this year against last. Swing is calculated by measuring the net positive (negative) response then and comparing it to the net positive (negative) score now, and taking the sum and dividing by two. This figure represents the number of people (in the aggregate) out of 100 who have changed their minds over the two points in time.

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

1.6. Acknowledgements

MORI would like to thank Senator, Dr. the Honourable Lenny Saith, Minister, Ms Jacqui Wilson, Permanent Secretary, and Ms Gillian Macintyre, Permanent Secretary, at the Ministry of Public Administration and Information and their colleagues Donna Ferraz, Alexa Khan, Lisa Branker, and Ramon Gregorio and the rest of the Divisional team; the Central Statistical Office, Maxine Richards at Trends Limited and Louis Bertrand and the team at HHB & Associates for their help in executing this project. In particular, we would like to thank all the 700 citizens of Trinidad & Tobago who gave up their time to take part in this survey and to tell us their views.

1.7. Publication of data

As the Government of Trinidad & Tobago has engaged MORI to undertake an objective programme of research, it is important to protect the interests of both organisations by ensuring that it is accurately reflected in any press release or publication of findings. As part of our standard Terms and Conditions of Contract, the publication of the findings of this research is therefore subject to advance approval of MORI. Such approval will only be refused on the grounds of inaccuracy or misrepresentation.

2. Executive Summary

2.1. Overview

The third wave of the Opinion Leaders' Panel reflects some positive development in Trinidad and Tobago over the past 18 months. Since the first wave of the Panel more people are satisfied with the key public services and, on the whole, feel these provide good value for money. In addition, Vision 2020 is becoming better known in the country and optimism that Trinidad and Tobago will become a developed country by the year 2020 is increasing. Importantly, residents of the country are happy with their lives, and this compares favourably internationally.

However, the latest results provide evidence of concern among the population, which is principally linked to rising concern about crime and fear of crime. As a result, despite better regarded public services and approval of the Budget Speech, dissatisfaction with the Government has risen. Two areas covered in depth in this study shed light on people's concerns: firstly, about the state of the health service – especially complaints over waiting times for hospitals; and secondly, about the poor image of the police. Improving these services – and communicating improvements – should be the focus of the Government over the coming months.

2.2. Quality of Life and Vision 2020

- Most people (86%) in Trinidad and Tobago say they are happy with their lives. Indeed, two in five people say they are *very* happy with their life at the moment. "Happiness" ratings are high compared to other countries as measured by the World Values Survey.
- Awareness of Vision 2020 continues to increase (77% say they have heard about it), and some six in ten people (59%) think that it will be achieved. However, few are *certain* it will be.
- People say they mainly find out about Vision 2020 through the television – and they prefer to find out this way. There is some unmet demand among younger groups for information via the internet.

2.3. National Government, the Budget Speech and Government Initiatives

- There has been a sharp rise in dissatisfaction with the Government. A majority (57%) are now dissatisfied (up 11 points since June-July 2002) and only one in three (36%) are satisfied (up two points). Falling ratings of the Government have been consistent across the main sub groups of the population, with younger people and Indo-Trinidadians most critical.
- Encouragingly, around half the population (47%) felt that the Budget Speech outlined what is right for the country. Fewer than one in three (28%) disagreed.
- When shown a list of government initiatives, knowledge of each varies considerably. The School Feeding Programme records the highest awareness (49% say they know a great deal about it). The Patient's Charter records the lowest awareness (just 2% say they know a great deal). To some extent, people will know more about the initiatives that have a greater impact on their day to day lives. However the range of awareness does suggest that the communication of some initiatives could be improved.

2.4. Trust

- Teachers (91%) and nurses (80%) are the most trusted professions in the country. Government ministers (22%) and politicians generally (18%) are the least trusted. From MORI's experience, these findings are similar with responses to trust questions in other countries.
- Unlike in Britain, more people in Trinidad & Tobago trust journalists than not (45% trust them to tell the truth; 41% do not). This is twice as high a percentage as in Britain. Therefore, more people will tend to believe what they read in the T&T press. Some professions, particularly doctors (76%) and the police (35%) are trusted by fewer people than we would expect in Britain.

2.5. Service satisfaction and value for money

- Among the adult population as a whole, and specifically among service users, more people say they are satisfied with each of the services we asked about than did so in wave one of the Panel. The only exception to this is satisfaction with hospitals among users, which has fallen by two points to 48% - not a significant drop, but showing no improvement either.

- Among the general public, dissatisfaction is highest with hospitals (46%), facilities for young people (27%) and health centres (24%). Among users, dissatisfaction is also highest hospitals (47%), the police (26%), facilities for young people (25%) and health centres (21%).
- There is a close correlation between satisfaction with individual services and perceived value for money, with education services being most favourably regarded in both respects.

2.6. Police and Crime

- By some margin, crime is seen as the most important issue facing the country (92% spontaneously say so), and reported experience of crime has increased – though this tends to be around street scene and anti-social behaviour rather than violent crime.
- Reflecting increasing concern about crime, many more people say they feel *less* safe than before, and the trend is getting worse.
- Tackling crime is mainly seen as the responsibility of the police (62%), though not exclusively an issue for the police. Parents/families (44%) and the national Government (35%) are seen to have a role by many people. People also support holding parents accountable for their children's misbehaviour and providing more facilities for young people, as well as stricter penalties for serious crimes.
- However, the image of the police is very poor (especially if you compare it with the image of teachers). All the top attributes people select about the police are negative, with the top three being poor service (38%), corrupt (36%) and slow (33%).
- In addition, three in five people say they fear the police service is too much in league with criminal elements. One in five also think this about the national Government.
- Encouragingly, Crime Stoppers has one of the highest awareness levels of the Government initiatives asked about (three people in four, 76%, say they feel they know at least a fair amount about it). Most (59%) say they would contact Crime Stoppers if they felt they had information to help the police. Building people's confidence that their names will remain anonymous will help Crime Stoppers become more effective in the future.

2.7. Health

- People are concerned about health issues, particularly HIV/Aids, which is seen as the 2nd most important issue facing the country.
- Nurses (80%) and doctors (76%) are among the most trusted professions in the country.
- However, dissatisfaction with hospitals is high compared with other services – both among users of hospitals and among the general public. Long waiting times are especially seen as a problem. Health centres are generally better regarded than hospitals, though again there is much room for improvement
- The health service also has a poor image in a broader context. It is seen by many to be failing the country (65%) and failing people individually (60%). At the same time, most people say they *expect* the health service to get better – understanding what underpins this expectation and being able to manage it will be important in the future.
- People are divided, though views are not strong, about whether African, Indian or Cuban doctors are improving the health service.
- The Government's health related initiatives are little known about, especially The Patient's Charter (which came bottom on our list) where 76% of people say they have never heard of/don't know about it. Recall of the Health Sector Reform Programme is also low.

2.8. Education

- Teachers are *the most trusted* professionals in the country (91% saying they trust teachers to tell the truth). The image of teachers is very favourable with all the top attributes being positive – hardworking (59%), friendly (45%) and keen to help (41%).
- The School Feeding Programme is well known (49% say they know a great deal about it – the highest score of all the initiatives asked about).
- Satisfaction with, and perceived value for money of, primary and secondary school is the highest of all public services. Adult education is well regarded among users. However, satisfaction with facilities for young people is lower among the general public and users – there is a clear link with perceptions of crime and feelings of safety here.
- Most people do not know very much about educational decentralisation and most say they are opposed to letting principals select their own teachers – the focus group discussions suggest this may be about concern over opportunities for nepotism.

- Perceptions of poor discipline in the classroom are also a concern (79% feel that too many teachers are unable to maintain discipline in the classroom). People think there is room for improvement in the teaching of the basics (reading and writing) and the maintenance of school buildings.

2.9. Board of Inland Revenue

- Six in ten people say they have not used the Board of Inland Revenue in the last year or ever.
- Most people who have used it in the last year have done so in person (65%) or in writing (13%).
- The ratings of customer care are similar to the “benchmark” scores from Wave 1 of the Panel, and generally better than ratings for local government bodies.
- The vast majority (79%) of people who have contacted the Board of Inland Revenue say they were satisfied with the final outcome of their contact. The speed and efficiency in which enquiries are dealt with are the main areas in need of improvement.

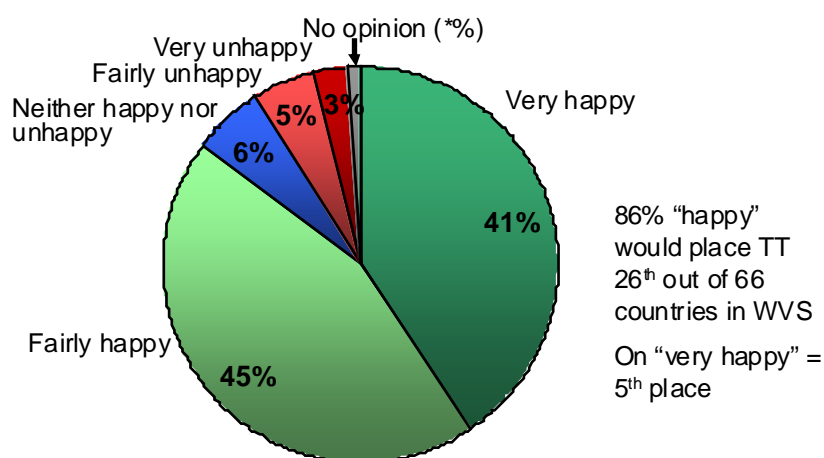
3. Quality of Life and Vision 2020

3.1. Most People are Happy with their Lives

The vast majority of residents in Trinidad and Tobago (86%) say they are happy with their lives. Two in five (41%) say they are *very* happy. In contrast, only 8% say they are unhappy.

Chart 1: Most people are happy with their lives

Q Overall, how happy or unhappy are you with your life at the moment?



Base: 700 T&T residents, 6-22 December 2003

Source: MORI

On international standards, this places Trinidad and Tobago 26th out of 66 countries measured in the World Values Survey, with the same "happiness" score as Germany, Japan and Turkey (although it is not directly comparable because of the different scale used). If we consider the proportion who say they are "very happy", Trinidad and Tobago would be in sixth position, with similar ratings to Ireland and Iceland.³

However, levels of happiness are not consistent across the population. People aged over 55 years (79%), those in social grades C2DE⁴ (83%) and those not working (81%) are less likely to say they are happy – though these are still relatively high levels. In addition, one in five (21%) of those with a long-term disability say they are unhappy with their lives at the moment.

³ Source: World Values Survey 1995-97. Note slightly different question wording and scale: "Taking all things together, would you say you are: Very Happy, Quite Happy, Not Very Happy, or Not at all happy?"

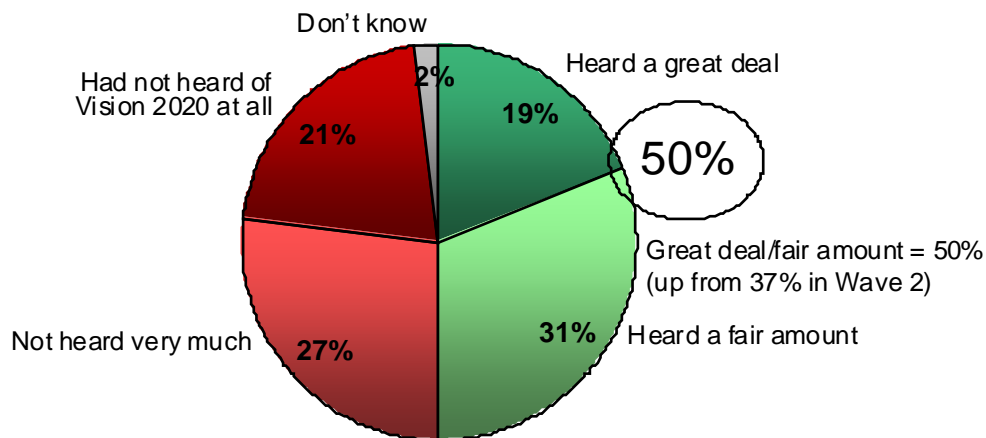
⁴ In this report social grades C2DE refers to those who are working class and unemployed/not working. Social grades ABC1 refers to professional/non-manual workers

3.2. Awareness of Vision 2020 is Increasing

Over three in four people (77%) say they have heard of Vision 2020. This is an increase from mid 2003 when 69% said they had heard of it. The level of knowledge about Vision 2020 is also increasing, with half the public now saying they know at least a fair amount, compared with 37% in July-August 2003.

Chart 2: Knowledge of Vision 2020 has increased

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



Base: 700 T&T residents, 6-22 December 2003

Source: MORI

To increase knowledge of Vision 2020 further, the Government should concentrate on those groups who are less familiar with the project. These are women (46%), working class/unemployed/not working (43%) and those living in the South area (42%).

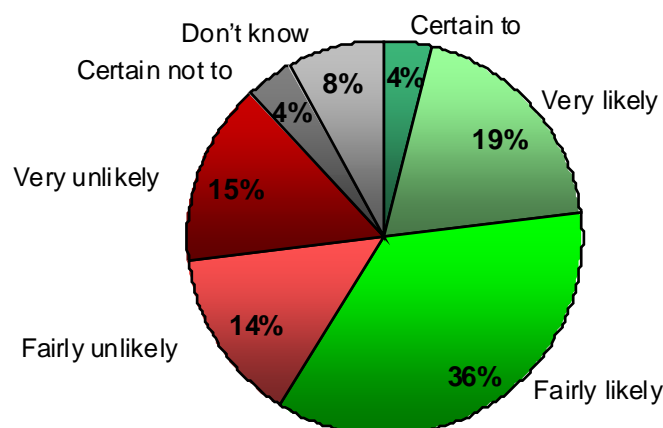
Indo-Trinidadians (46%) are less likely than Afro-Trinidadians (53%) to know about Vision 2020. The difference is most marked among those who say they know a great deal, with 23% of Afro-Trinidadians claiming this, compared with 16% of Indo-Trinidadians.

3.2.1. People think Vision 2020 is Likely to be Achieved

When told that Vision 2020 is “the Government’s commitment to make Trinidad and Tobago a fully developed nation by the year 2020”, three in five people (59%) think that it will be achieved, though few (4%) are *certain* of this.

Chart 3: Likelihood of Vision 2020 being achieved

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



Base: 700 T&T residents, 6-22 December 2003

Source: MORI

Among those who say they know at least a fair amount about Vision 2020, a similar proportion (61%) think it is likely to be achieved. Therefore, increasing awareness and knowledge of Vision 2020 is unlikely to be sufficient on its own to convince people that the Vision will be achieved, without setting a small, realistic number of deadlines, and then communicating when they have been achieved.

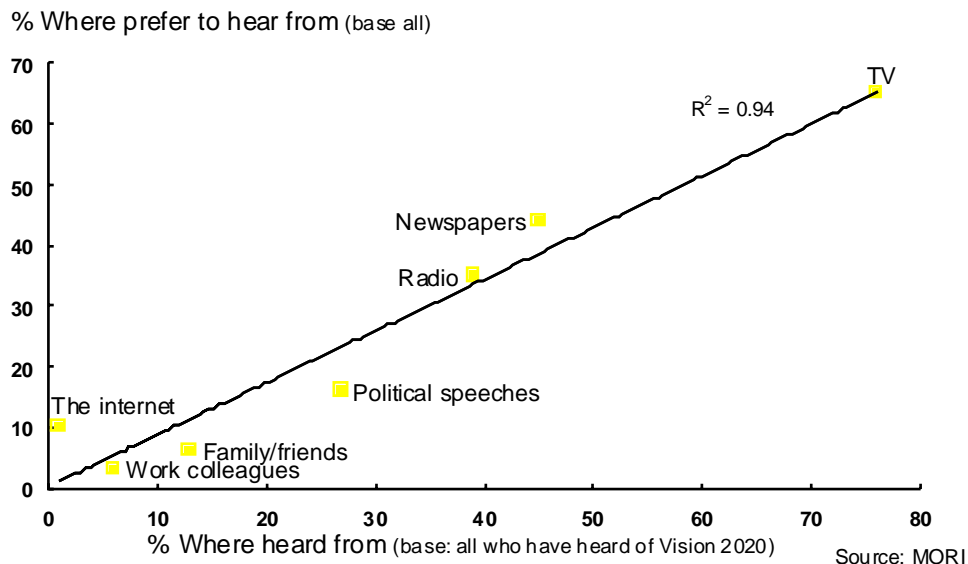
Men (52%) and people living in the Central area (50%) are less likely to think Vision 2020 will be achieved. And although Indo-Trinidadians are relatively less optimistic than Afro-Trinidadians, among both groups more are optimistic than pessimistic.

3.2.2. TV is the Key Communications Channel

The following chart plots where people say they have heard about Vision 2020 (the horizontal axis) against where people say they would *prefer* to hear about it (the vertical axis). This shows that TV is both the most common way to hear about the Vision (76% say they have heard about it on TV) and the most preferred way (65%).

The strong correlation between actual and preferred ways of finding out about the Vision (represented by the high R^2 value) is encouraging. Those methods above the line of best-fit (i.e. newspapers and the internet) are ways in which there is some unmet demand for this type of communication. Demand for the internet is especially high among younger people – 16% of under 35s would prefer to find out about Vision 2020 in this way. This is not surprising given that this group is the most likely to have access to the internet.

Chart 4: Actual and preferred ways of finding out about Vision 2020



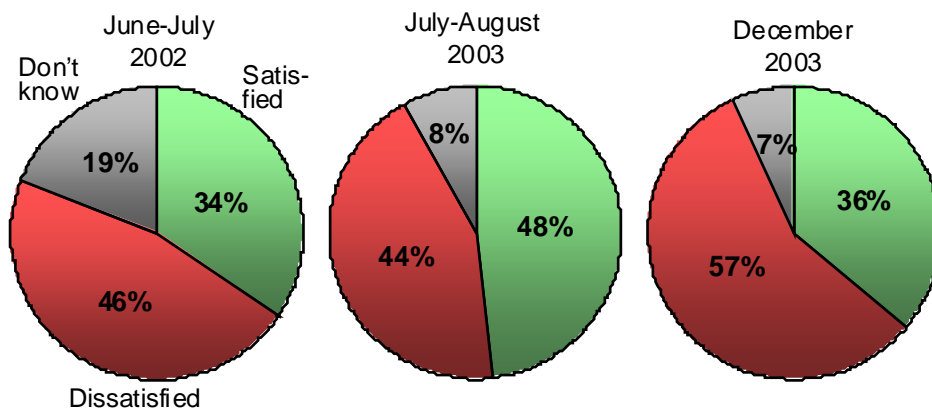
4. National Government, the Budget Speech and Government Initiatives

4.1. Rise in Dissatisfaction with the Government

Despite many positive findings in this latest Wave of the Panel (particularly around increasing satisfaction with specific services), ratings of the Government's performance have fallen sharply since July-August 2003 and are lower than when first measured in the Panel in June-July 2002.

Chart 5: Satisfaction with Government (trends)

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



Base: 700 T&T residents, 6-22 December 2003

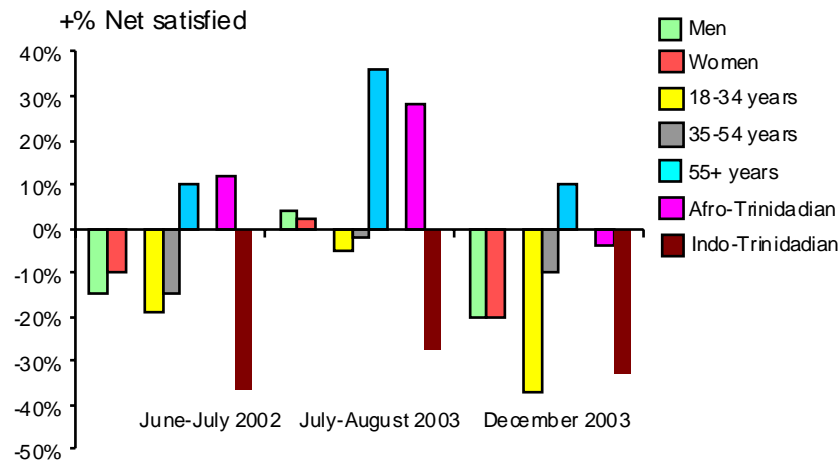
Source: MORI

The proportion of the public who say they are satisfied with the Government in December 2003 (36%) is similar to those who were satisfied 18 months earlier (34%). However, there has been a substantial increase in those dissatisfied, from 46% in June-July 2002 to 57% in December 2003. This represents a swing of -4.5%.

The chart on the following page presents net satisfaction with the Government among key groups of the population, measured in the three Waves of the Panel. Younger people and Indo-Trinidadians are most dissatisfied with the Government's performance, and the biggest fall has also been among young people. Afro-Trinidadians (-4% net) are also for the first time, on balance, dissatisfied with the Government. Presently, only those aged over 55 years are satisfied with the Government's performance.

Chart 6: Satisfaction with Government

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



Base: 700 T&T residents, 6-22 December 2003

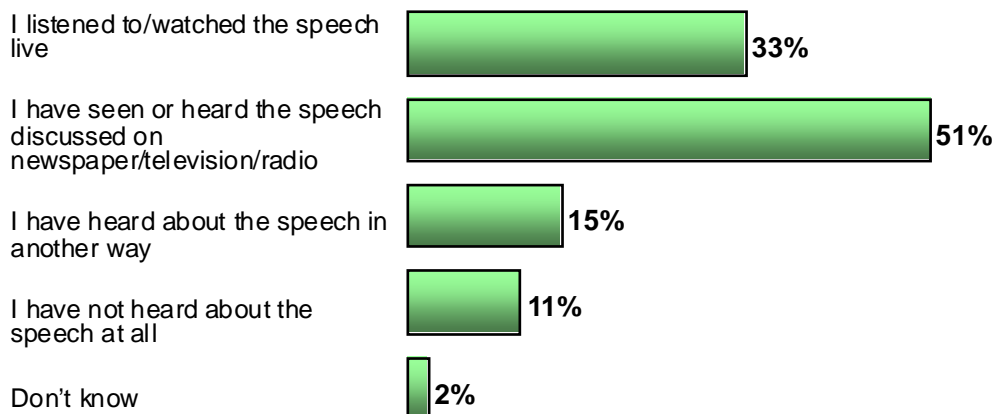
Source: MORI

4.2. Budget Speech

One in three people say they listened to or watched the Budget Speech live, with half saying they heard the Speech being discussed on television or radio. Just one in eight (13%) cannot remember hearing about the speech at all.

Chart 7: High awareness of the Budget speech

Q As you may already know, the Prime Minister gave the Budget Speech in October 2003. Which of the statements on this card apply to you?



Base: 700 T&T residents, 6-22 December 2003

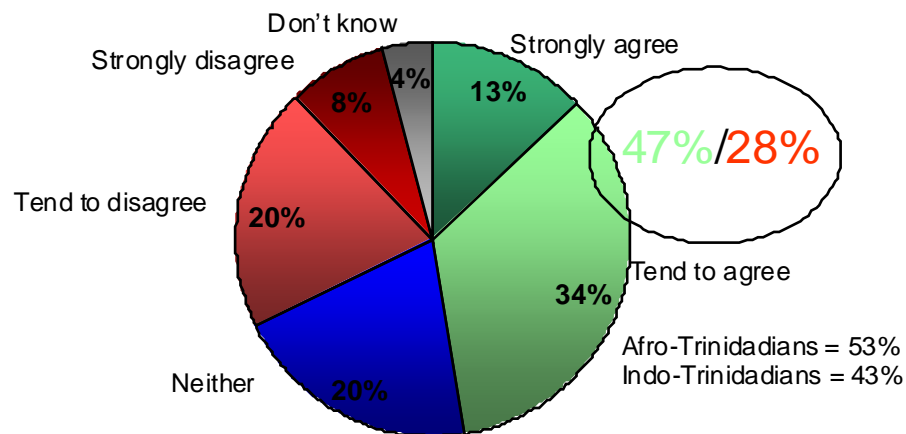
Source: MORI

Among those who have heard (about) the Speech, almost half (47%) think that it “outlines what is right for the country”. Less than three in ten (28%) disagree.

Older people (62%) and those satisfied with the Government’s performance (73%) are most likely to be supportive of the Budget Speech. Indo-Trinidadians are less likely to agree than Afro-Trinidadians that the Speech outlines what is right for the country, though among both groups more agree than disagree (+9% net and +27% net respectively).

Chart 8: Support for the Speech

Q The Prime Minister’s Budget Speech outlines what’s right for the country



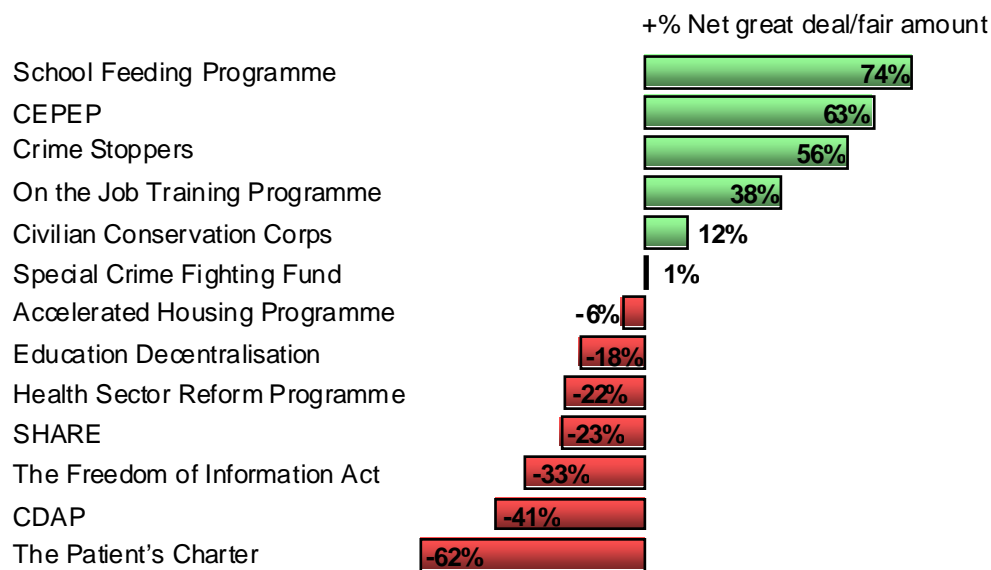
Base: All who have heard of the Budget Speech (618)

Source: MORI

4.3. Government Initiatives

We asked respondents how much, if anything, they know about several Government initiatives. The chart below presents the net great deal/fair amount scores for each initiative. “Net” is calculated by subtracting those who say they know not very much or anything at all from those who say they know a great deal or fair amount. Therefore, those initiatives with green bars are where, on balance, people know at least a fair amount. Those initiatives with red bars are where, on balance, people know not very much or have never heard of.

Chart 9: Knowledge of Government initiatives



Base: 700 T&T residents, 6-22 December 2003

Source: MORI

We discuss some of the individual initiatives later in the report under the relevant chapters. When looking at them by comparison, however, it is clear that education and crime related initiatives have the highest awareness. Indeed, half the population (47%) say they know *a great deal* about the School Feeding Programme, as do 38% who say this about CEPEP⁵ and 34% about Crime Stoppers. Awareness of the On the Jobs Training Programme is also relatively high.

In contrast, several of the health related initiatives have low or no awareness. For instance, three in five people (58%) say they have *never heard of* The Patient's Charter and two in five (40%) say they have never heard of CDAP.⁶

⁵ Community Environment Protection and Enhancement Programme

⁶ The Chronic Disease Assistance Programme. The full titles for both these programmes, and SHARE (Social Help and Rehabilitative Efforts Programme), were shown to respondents in the survey

5. Trust

5.1. Teachers and Nurses are Most Trusted

The chart on the following page presents the level of trust in different occupations/type of people, ranked in descending order by the proportion of the public who would generally trust each to tell the truth. Any occupation/type of person below the yellow line indicates that more people are distrustful of these than are trustful.

Teachers (91%) are by far the most trusted of all professions, followed by nurses (80%) and professors (79%). In MORI's experience it is common that frontline staff, who the public have more visible contact with, are better regarded than managers and those "behind the scene".⁷

We have included comparisons with levels of trust measured in Great Britain to provide some context to the findings. In particular:

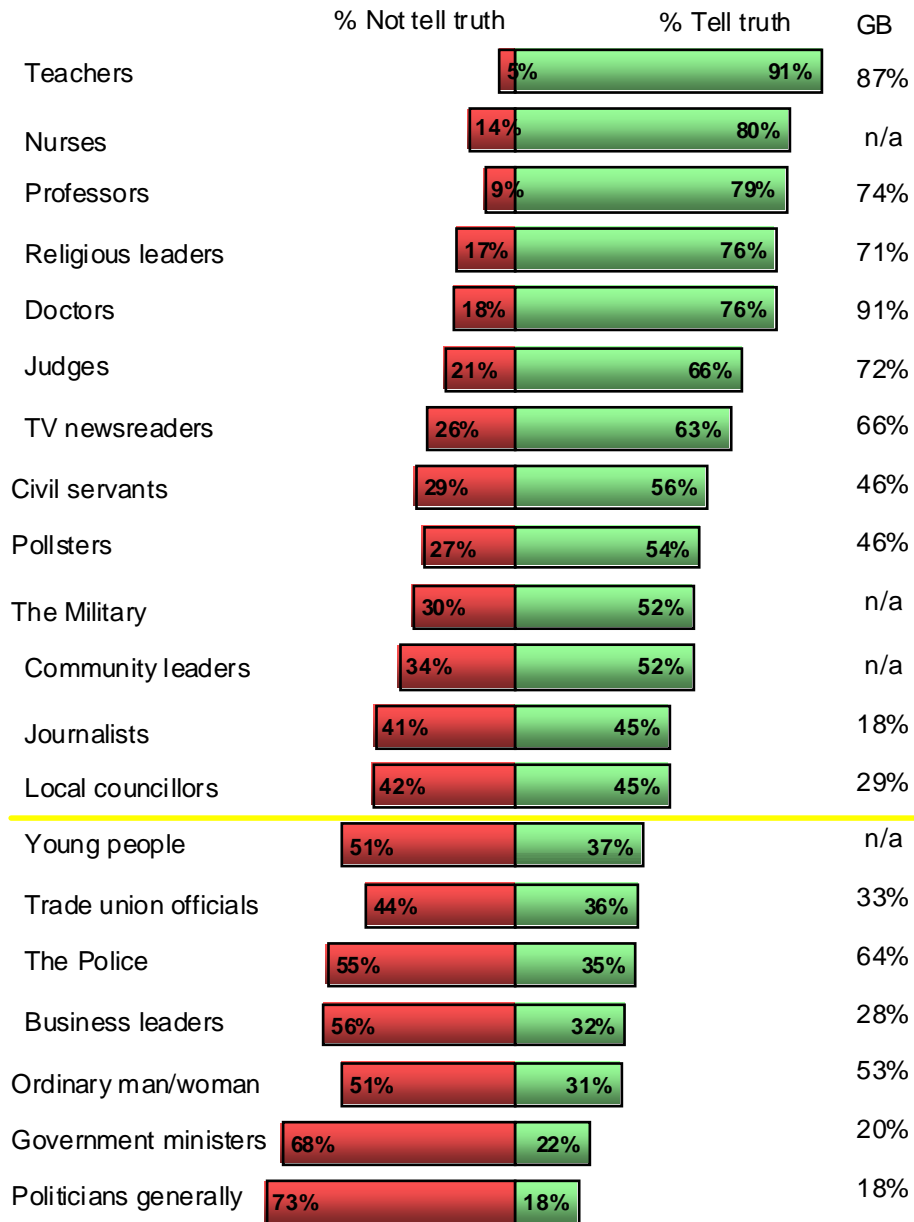
- **Doctors and judges** are much less trusted in Trinidad & Tobago than in Great Britain (15 points and 8 points difference, respectively) – though both are relatively highly regarded in both countries
- More significantly, the **police** and the **ordinary man/woman** in the street are much less trusted in T&T, and many fewer people in T&T trust either the police or the ordinary person than in Britain. This lack of trust could partly be reflecting current concerns about fear of crime, but it will also reflect the very poor image of the police generally (discussed later).
- **Television newsreaders** (63%) are better regarded than **journalists** (45%). This is what we would expect in Great Britain. However, **journalists** in T&T are much more trusted than in Britain. This has important communications implications – Trinidad & Tobago residents are more likely to say they believe what they read in the press, and even more so what they see on television.
- **Civil servants** (56%) are generally more trusted than **politicians** (22%) or **government ministers** (18%). This is a similar pattern to that in Great Britain, though local councillors (45%) in T&T fair much better than their national counterparts.
- MORI Chile's work directing the Latinobarometer, the annual survey of 16 countries in Latin America, has found that in many

⁷ For further information on MORI's research and analysis of trust in public institutions in Britain, please visit <http://www.mori.com/pubinfo/rd-trust.shtml>

of these countries the **military** are the most trusted institution, as is the case in both Britain and the United States. In both countries, the Armed Forces are among the institutions trusted by more people than most other institutions. This is not the case in Trinidad & Tobago.

Chart 10: Trust

Q Now I will read out a list of different types of people. For each, would you tell me whether you generally trust them to tell the truth or not?



Base: 700 T & T residents, 6-22 December 2003

Source: MORI

6. Issues Facing the Country

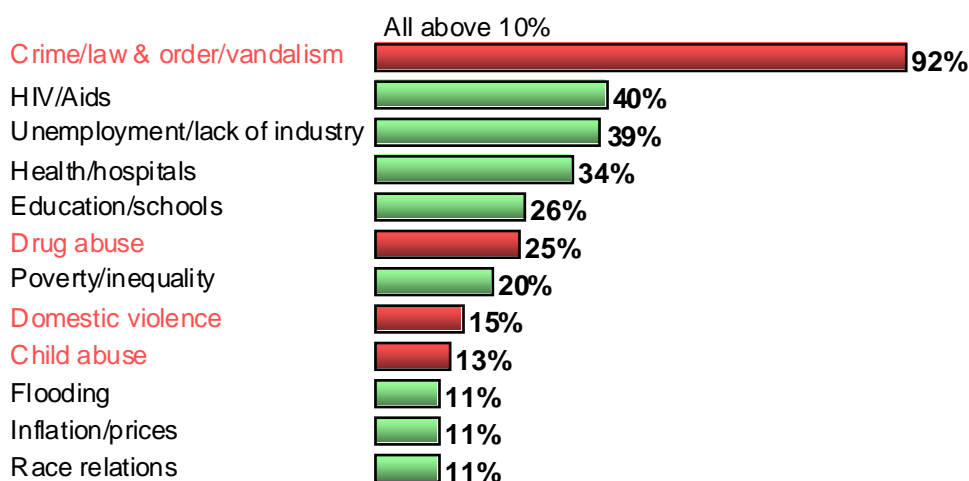
6.1. Crime is the Issue of Most Concern to People

Over nine in ten (92%) people say that crime is one of the most important issues facing the country at present. Indeed, three in four people (74%) say that crime is the **single most important** issue facing the country. Although this was also the top issue in 2002, the absolute number of people who cite crime as a major concern has increased dramatically from when measured in Wave 1 of the Panel.

Other crime related issues, such as drug abuse (25%), domestic violence (15%) and child abuse (13%) are also salient issues currently.

Chart 11: Crime is the issue of most concern to people

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?



Base: 700 T&T residents, 6-22 December 2003

Source: MORI

Other important issues are those related to healthcare. Two in five (40%) mention HIV/Aids and 34% say health/hospitals.

Two in five (39%) people also say unemployment/lack of industry is one of the most important issues facing the country. This was the third highest concern in 2002 and is still the third highest concern at the end of 2003.

The table below gives the top five issues by area. This shows that the pattern of priorities is reasonably consistent across the country, with crime by some margin being seen as the most important issue in each of the areas. However, unemployment is relatively more salient to those residents in the South and East areas.

Table 2: Top five issues by area⁸

North	South	East	Central
(91) %	(137) %	(300) %	(161) %
Crime (85%)	Crime (94%)	Crime (91%)	Crime (94%)
HIV/Aids (40%)	Unemployment (30%)	Unemployment (40%)	HIV/Aids (62%)
Education/schools (34%)	Health/hospitals (24%)	HIV/Aids (34%)	Health/hospitals (61%)
Health/hospitals (28%)	Poverty/inequality (23%)	Health/hospitals (25%)	Unemployment (54%)
Drug abuse (22%)	HIV/Aids and Drug abuse (22%)	Education/schools (21%)	Drug abuse (45%)

Source: MORI

⁸ Tobago is not included in the analysis because too few interviews are conducted here to be able to analyse by. Small base size (i.e. below 100) in the North area means that results should be seen as indicative only

7. Service Satisfaction and Value for Money

7.1. Service Satisfaction

The two charts on the next page show the proportion of people who are satisfied and dissatisfied with key public services. The first chart gives ratings based on the whole population, and the second chart is filtered just on those who have used each service in the last year. The figures on the right side give the percentage satisfied with these services, where asked, in Wave 1 of the Panel.

Satisfaction scores, both among all the public and among users only, have increased for all services since 2002. Some of this increase in satisfaction, particularly when based on all respondents, is a result of fewer respondents selecting “don’t know” and an increase in the number saying “fairly satisfied”. This is to be expected in a Panel study, as respondents become more familiar with answering scaled responses.

Nevertheless, there does appear to be a *real* increase in satisfaction with many services over the last 18 months (though these have not translated into better approval ratings of the national Government).

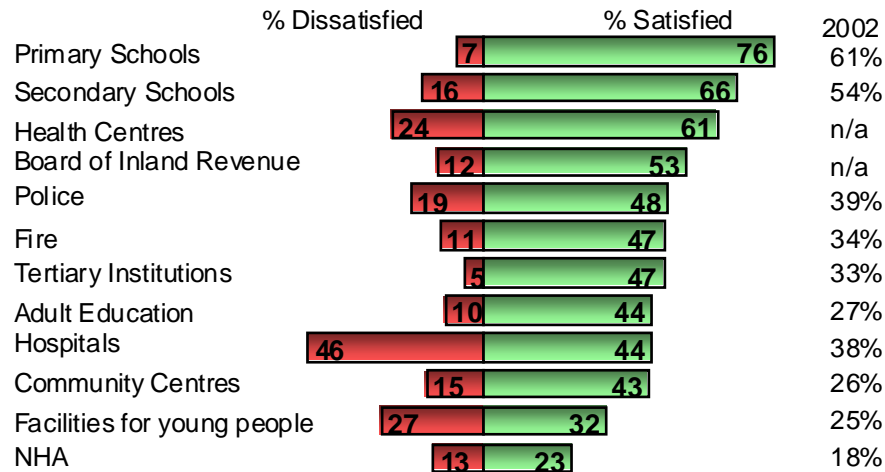
We look at individual services in more detail in the relevant chapters. However, the summary points are:

- **Education services**, particularly primary schools, are the most well regarded of all the services we ask about. Among users, all the educational services are in the top four rated services.
- **Facilities for young people** are less well regarded, both among users and the general public, than other education services. There is a clear link in people’s minds between facilities for young people and concern about crime (see later). Improvements to this service could pay dividends on people’s perceptions of safety.
- **Hospitals** are poorly rated among the general public (46% are dissatisfied) and users (47% dissatisfied). These are the worst ratings for any service asked about. We generally expect users to be more satisfied with a service than the public as a whole. Given that this is not the case with hospitals, it is a clear indication that the *service* provided by hospitals is in need of improvement, and not just the general image of the service.
- **Health centres** are better regarded than hospitals – among the general public it receives the third highest satisfaction rating.

However, a large proportion of the general public (24%) and users (21%) are dissatisfied.

Chart 12: Satisfaction (all)

Q *I would like you to tell me how satisfied or dissatisfied you are with the quality of each.*

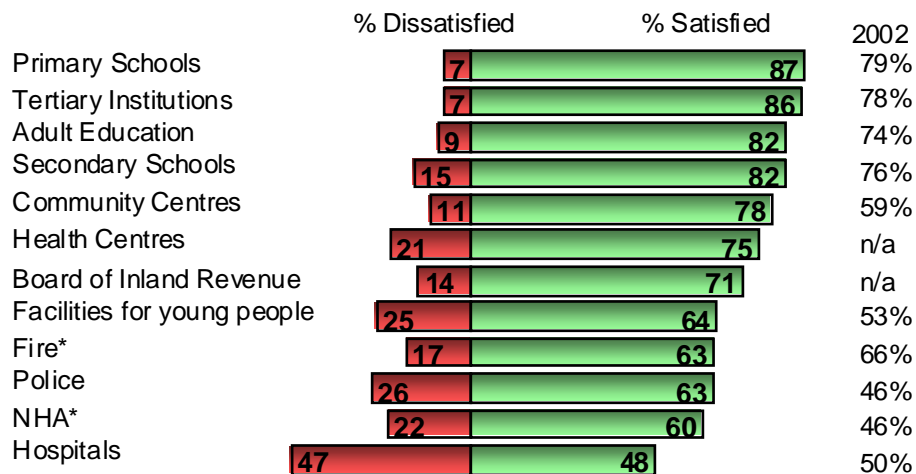


Base: 700 T&T residents, 6-22 December 2003

Source: MORI

Chart 13: Satisfaction (users)

Q *I would like you to tell me how satisfied or dissatisfied you are with the quality of each.*



Base: All who have used service in last year *small base sizes

Source: MORI

7.2. Value for Money

The charts on the following page plot net satisfaction against net value for money for each of the services asked about. The first chart provides the ratings among the whole population; the second chart is based on users of each service only.

In both cases, satisfaction and value for money are closely linked. Educational institutions (such as primary schools) are particularly seen to provide value for money. Demonstrating value for money is clearly important to raise satisfaction with services.

Facilities for young people is the only service where the public feel that it does not provide value for money (satisfaction with this is also relatively low). To improve this score, the Government may wish to publicise the wider effects of providing facilities for young people – linking with crime reduction initiatives could have additional bonuses, especially given people's concern about crime and their association of anti-social behaviour and young people.

The correlation coefficient, labelled ' r^2 ' represents the degree to which the two sets of attitudes are interrelated, with both the public generally and users of each of the services rating high correlation. The scale of the coefficient runs from -1.0 (absolutely negatively correlated) to +1.0 (perfectly correlated).

In both cases illustrated on the following page there is a highly significant degree of positive correlation, although the test does not provide which is the lead indicator of itself. We would argue that the 'Y' axis, on the left, measuring the percentage who believe that the service provides 'good value for money' is the factor which provides satisfaction with the service, represented on the 'X' axis. In other measures this is not always the case.

Interestingly, there is a somewhat lower correlation among users of the services than among the public generally, indicating that to a higher degree, users take other factors into account when saying they are 'very' or 'fairly' satisfied than do non users – who, of course, do not themselves have direct experience of use of the services under consideration.

Chart 14: Satisfaction vs. Value for Money (all)

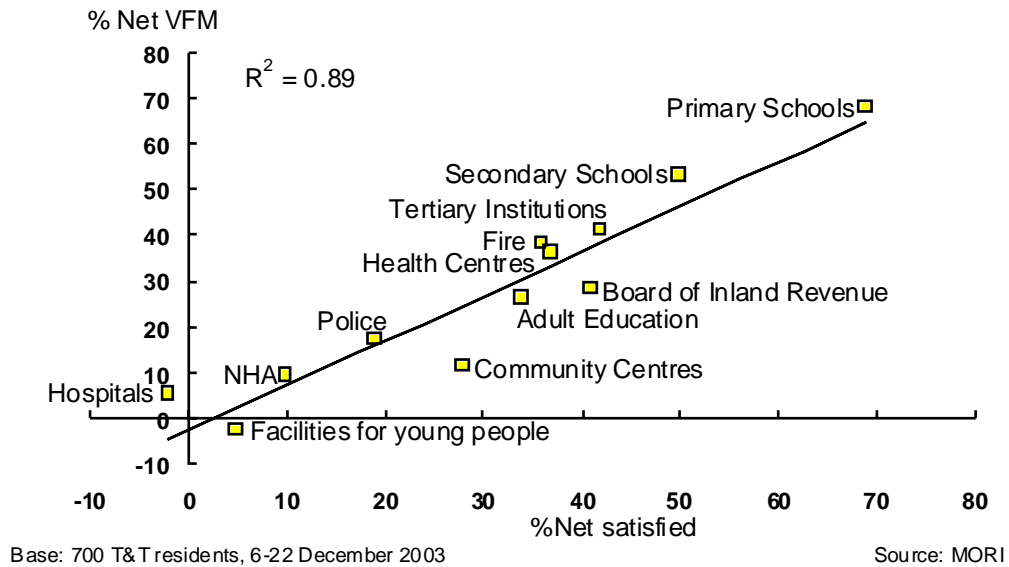
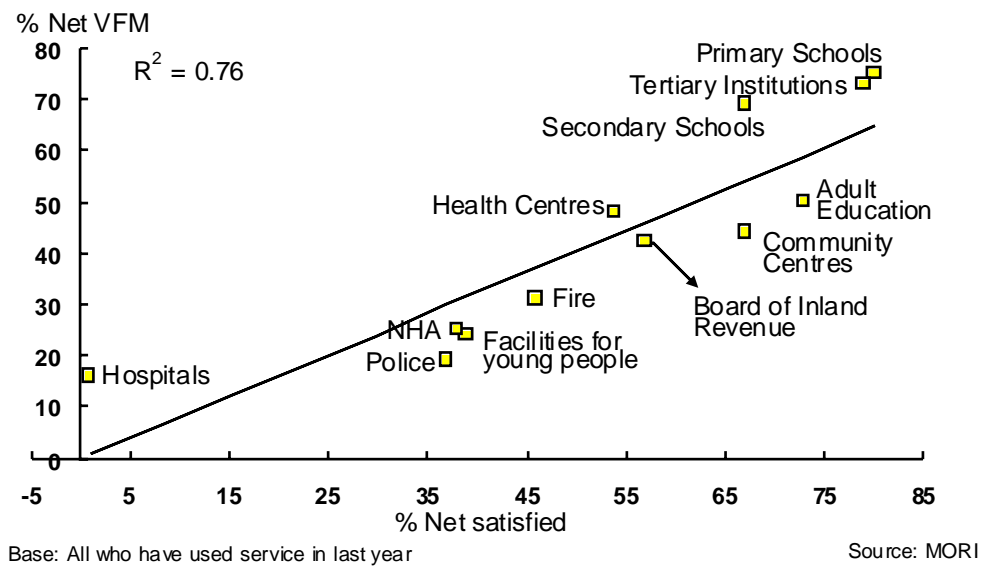


Chart 15: Satisfaction vs. Value for Money (users)

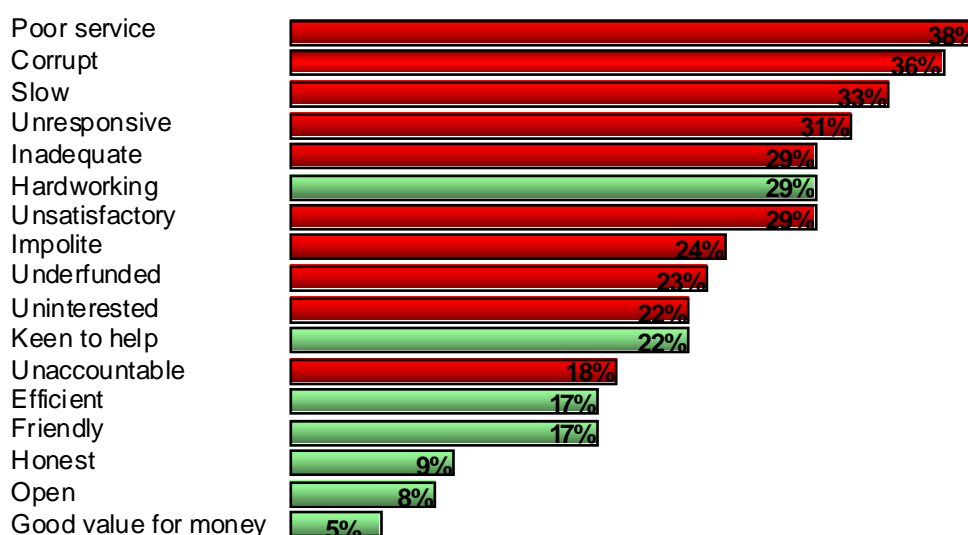


8. Police and Crime

8.1. Poor Image of the Police

The police service in Trinidad and Tobago has a very poor image. When shown a list of different descriptions that people may use for the police, the top five are negative, with almost two in five (38%) selecting **poor service**. The highest chosen positive attribute is **hardworking** (29%), though less than one in ten select **honest** (9%) or **open** (8%) and only one in twenty people say **good value for money** (5%) (which has already been demonstrated to be a key factor).

Chart 16: Poor image of the police



Base: 700 T&T residents, 6-22 December 2003

Source: MORI

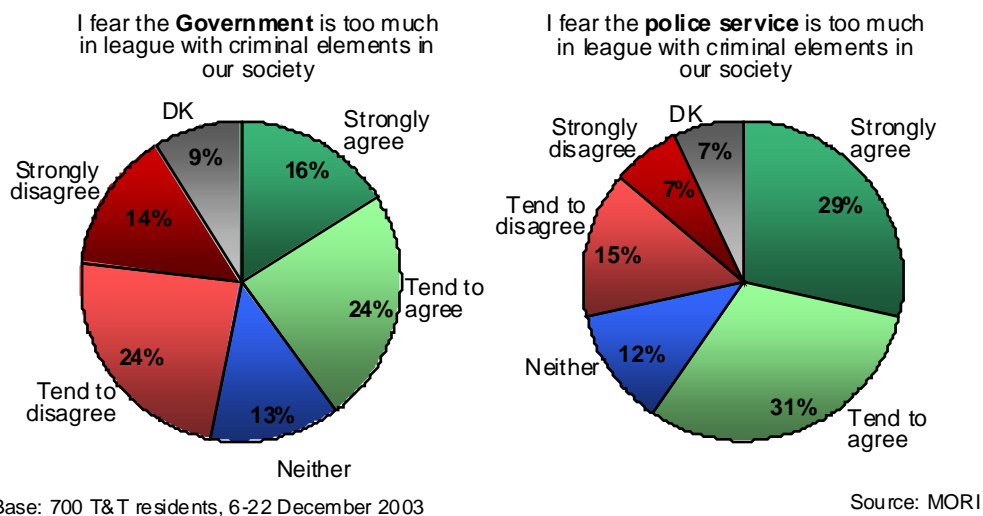
Comparing the image of the police with that of teachers (see page 40) clearly indicates the concern the public have with the quality of the police service in the country.

8.2. Concern about Corruption

Linked with the poor image of the police, three in five people (60%) say they are concerned that the police service is too much in league with criminal elements in society. Views on this are relatively consistent among sub-groups of the population, though there are regional differences. Residents in the Central area are most likely to be concerned about this (72%). In contrast, around half (48%) in the South Area agree.

Chart 17: Concern about criminal elements

Q To what extent, if at all, do you agree or disagree with the following statements?

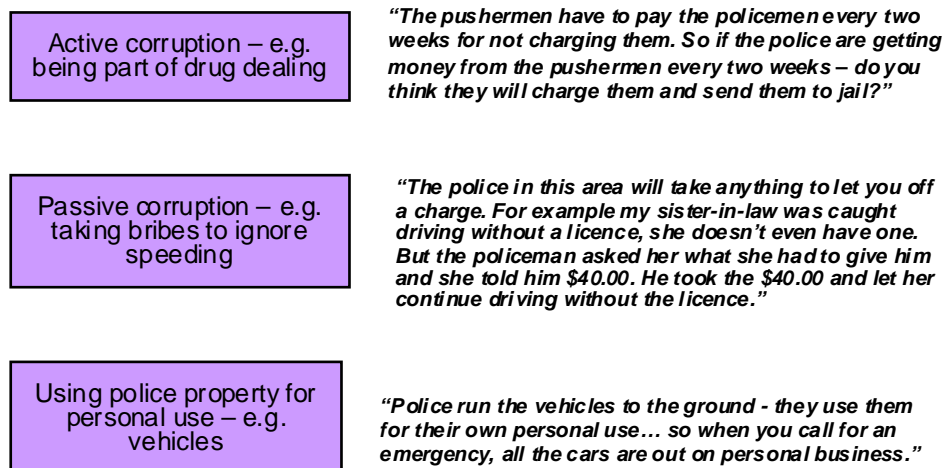


People are divided about whether the Government is in league with criminal elements in society (40% agree and 38% disagree). Nevertheless, this is an image the Government will need to try to tackle, particularly among under 34 year olds, where 46% agree and one in five (19%) *strongly* agree that the Government is too close to criminal elements.

While Indo-Trinidadians are more likely to be concerned about corruption in the Government (41% agree the Government is too much in league with criminal elements), Afro-Trinidadians are more likely to think this about the police service (64%). Those dissatisfied with the Government's performance are more likely to be concerned about corruption in the Government (53%) and in the police service (67%).

The focus group discussions explored what people thought “corruption” meant, and three key themes emerged, as illustrated in the following diagram.

Chart 18: “Corruption” in the police (from focus groups)



Source: MORI

This shows that people are concerned about corruption in the narrow sense, in terms of taking bribes or being part of organised gangs, but also that people relate perceived *quality of service* and how the police deal with the public with corruption. This is illustrated well in the following comment by a focus group participant.

People just get into the police force because they did not do well in examinations and the police service is one of the organizations that take you in with only 3 passes... once the police in Trinidad get their uniform - they think they have power and they abuse it on things for their personal gain.

Male, 40-50 years, ABC1⁹, North Trinidad

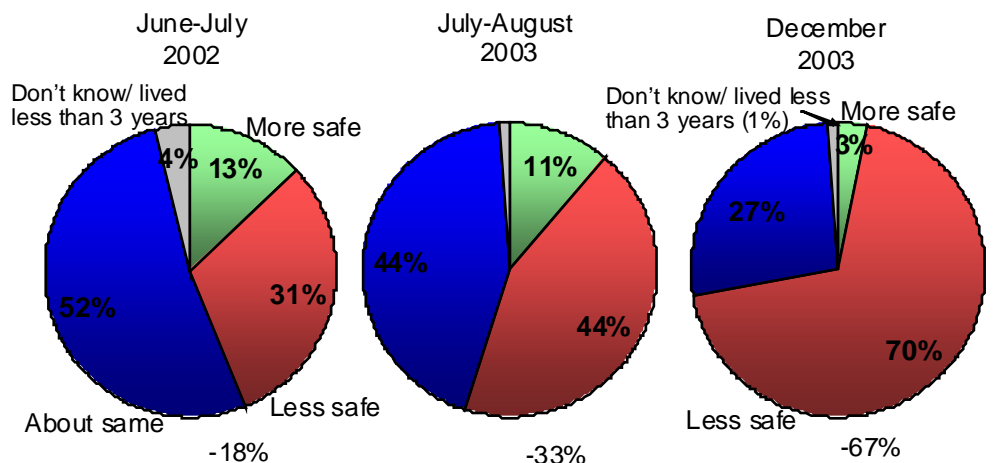
⁹ In this report professional/non-manual workers refer to those residents in social grades ABC1. Residents in social grades C2DE are referred to as working class and unemployed/not working. Please see the appendix for further details.

8.3. People Feel Less Safe

Seven in ten people say they feel *less* safe now than they did three years ago – very few (3%) say they feel *more* safe. Compared with the same question asked in July-August 2003 and June-July 2002, feelings of safety over time have deteriorated dramatically. This is in line with the growing saliency of crime as the most important issue facing the country.

Chart 19: Overall Feelings of Safety

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



Base: 700 T&T residents, 6-22 December 2003

Source: MORI

The change represents a swing of -24.5% from Wave 1 of the Panel to Wave 3.

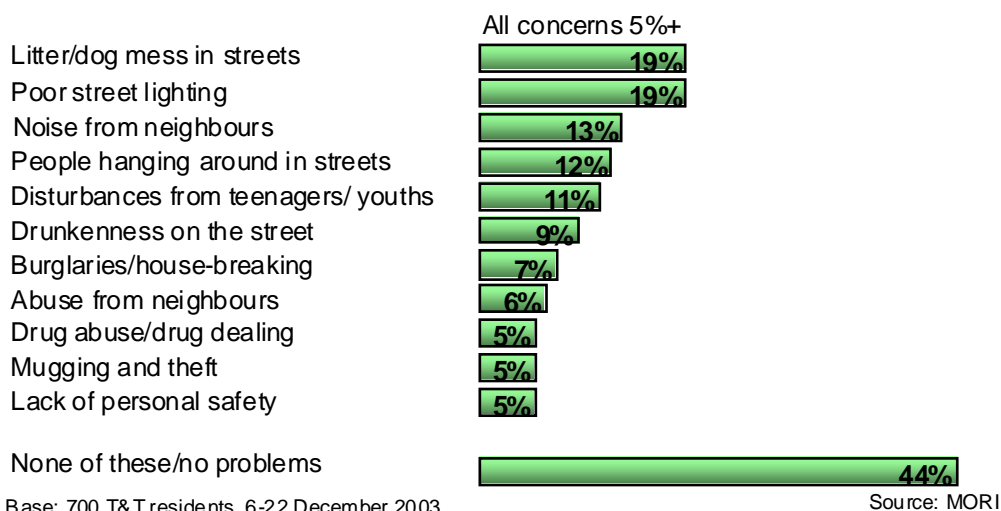
8.3.1. Experience of Crime

When shown a list of different types of crime and anti-social behaviour, a majority of people say they have been a victim of at least one of these crimes over the last 12 months (though these tend to be street scene issues and instances of anti-social behaviour rather than violent crime). Just 44% say they have not been a victim of crime. In July-August 2003, this figure was 77%.

The chart below presents those crimes selected the most – it is clear that “street scene” issues are most prominent in people’s minds, rather than crimes against individuals.

Chart 20: Experiences of Crime/Anti-Social Behaviour

Q Which, if any, of these crimes have you personally been a victim of in the last 12 months?

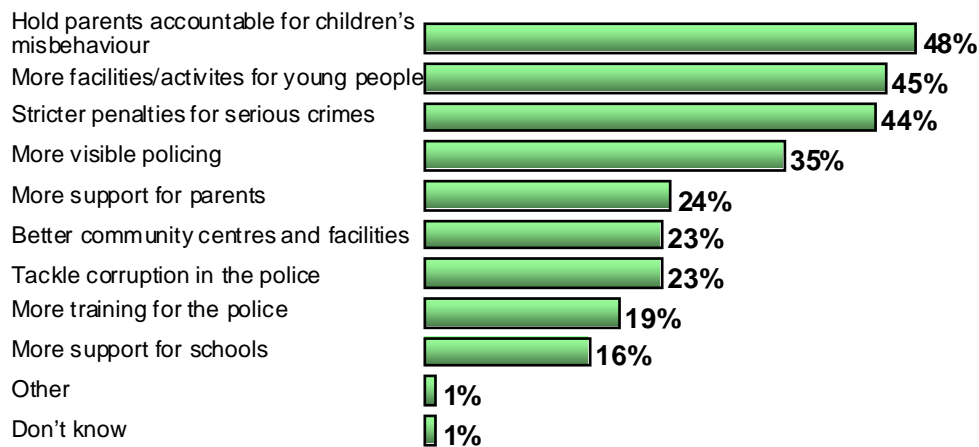


8.4. Tackling Crime

The general public identifies three key initiatives seen as being most effective in tackling crime, and for the top two there is a strong link with the role of families and young people. These initiatives are to hold parents accountable for their children, to provide more facilities for young people and to impose stricter penalties for serious crimes.

Chart 21: Tackling Crime

Q Which two or three of the following items on this list, if any, do you think will be most effective in reducing crime in your area?



Base: 700 T&T residents, 6-22 December 2003

Source: MORI

Views on what would be most effective at reducing crime are reasonably consistent among the population. The differences among key-subgroups on the approach to tackling crime are as follows:

- **Gender:** women (51%) are more likely to say stricter penalties than are men (36%). Men (27% to 18%) are more likely to say tackle corruption in the police;
- **Age:** views vary somewhat on age, though generally older people are more likely to say holding parents accountable (59%) and more visible policing (45%), while those aged under 35 years support more facilities for young people (52%) and stricter penalties (50%);
- **Social class:**¹⁰ more facilities for young people (51%) and tackling corruption in the police (27%) are seen as being more effective among ABC1s than C2DEs. In contrast, C2DEs (26%) are more likely to say better community centres and facilities than are ABC1s (19%).
- **Ethnicity:** Indo-Trinidadians are more likely to cite stricter penalties (48%) and more police training (22%) than are Afro-Trinidadians (40% and 15%, respectively). In contrast, Afro-Trinidadians are more likely to favour holding parents accountable (52% to 43%).

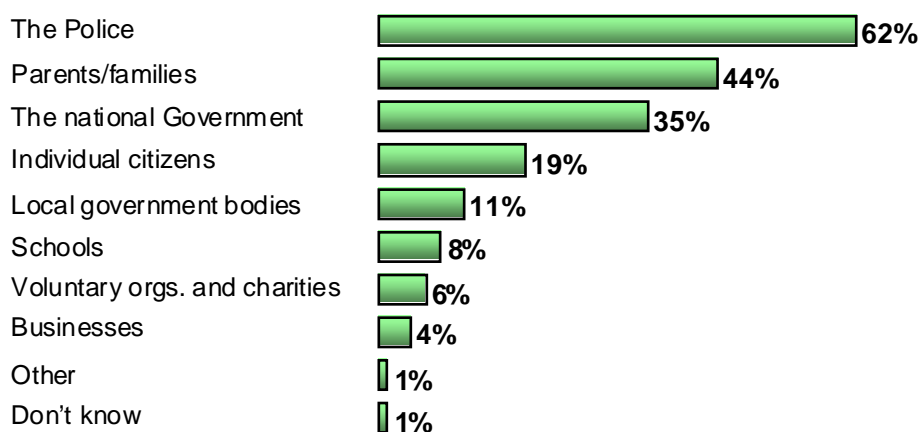
¹⁰ In this report professional/non-manual workers refer to those residents in social grades ABC1. Residents in social grades C2DE are referred to as working class and unemployed/not working. Please see the appendix for further details.

8.4.1. Who Should be Responsible?

The police are seen as the key agency for tackling crime. Overall, 62% of the public say they should be most responsible, which is highest among Indo-Trinidadians (69%). However, tackling crime is not seen as *only* the responsibility of the police, with 44% citing parents/families (rising to 48% among women) and 35% saying the national Government. Those dissatisfied with the Government's performance are more likely to say the national Government is most responsible for tackling crime (39%). If the Government takes a more public line on this issue, and is seen to be successful, it could improve its own popularity.

Chart 22: Who Should be Responsible?

Q Which one or two of the following, if any, do you think should be most responsible for tackling crime?



Base: 700 T&T residents, 6-22 December 2003

Source: MORI

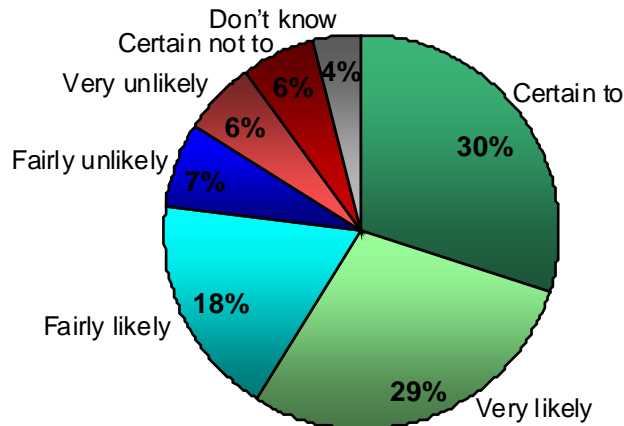
8.5. Crime Stoppers

Three in four people (76%) say they know at least a fair amount about the Crime Stoppers Initiative, and one in three (34%) claim to know a great deal. This is one the highest levels of knowledge about Government initiatives asked about in the survey.

Encouragingly, a majority (77%) of the public would contact Crime Stoppers if they thought they had information that could help the police. Six in ten would be certain or very likely to contact Crime Stoppers. However, this needs to be interpreted in the context of the low trust in policing at the moment.

Chart 23: Most would Contact Crime Stoppers

Q As you may already know, Crime Stoppers is a partnership between the public, police and media, which allows individuals to anonymously contact the police to help them solve crimes. How likely or unlikely would you be to contact Crime Stoppers if you thought you had information that could help the police?



Base: 700 T&T residents, 6-22 December 2003

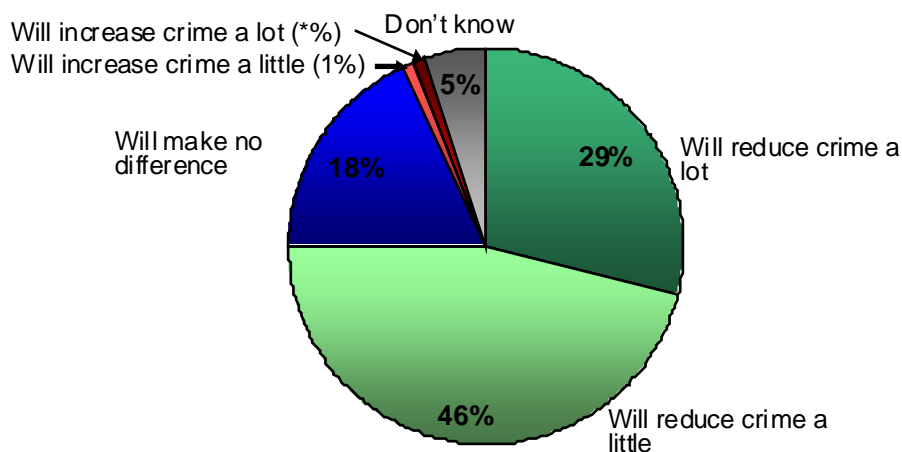
Source: MORI

Afro-Trinidadians in particular are less likely to use Crime Stoppers, with one in four (26%) saying they would be unlikely or certain *not* to.

There is also optimism that Crime Stoppers will reduce crime. Most think that it will reduce crime a little (46%), and many more think it will reduce crime a lot (29%) than think that it will make no difference (18%).

Chart 24: Impact of Crime Stoppers

Q And what impact, if any, do you think the Crime Stoppers Initiative will have on the level of crime?



Base: 700 T&T residents, 6-22 December 2003

Source: MORI

Afro-Trinidadians are also somewhat less optimistic about the impact of the initiative. One in five (20%) think it will make no difference, compared with 13% of Indo-Trinidadians who say this. Manual workers/unemployed (23%) are twice as likely to think it will make no difference than professional classes (12%).

Some of this scepticism will be related to a concern among some of the population that their details would remain confidential if they were to contact Crime Stoppers. Re-assuring the public that their anonymity is guaranteed should help boost effectiveness further.

All the police stations have caller ID so who is to say that there is no caller ID at 800-TIPS?

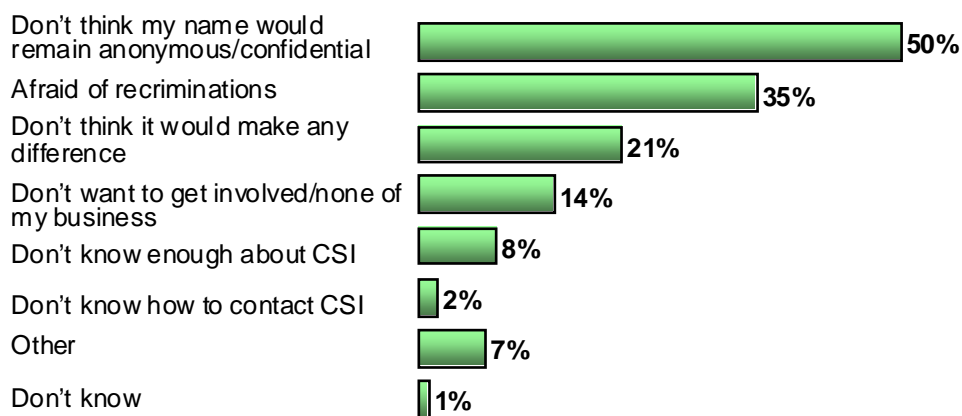
Female, 55+ years, D2E, North Trinidad

I need to be 100% convinced that this method is fool-proof before I use it. Every time someone stands up and says "I see" within 3 weeks the witness is found tied up and floating in a pond.

Male, 40-50 years, ABC1, North Trinidad

Chart 25: Maintaining Confidentiality Is A Concern

Q Why would you not be likely to use Crime Stoppers?



Base: All who would not use Crime Stoppers (120)

Source: MORI

9. Health

9.1. Government Initiatives

Few people know much about the Government's health-related initiatives. For the three initiatives we asked about, more said that they know not very much or have never heard of, than said they know a great deal or fair amount.

- 34% say they know at least a fair amount about the **Health Service Reform Programme**, though three in ten (30%) do not know very much and 36% say they have never heard of it/don't know. Women (31%) and those aged over 55 years (27%) are least likely to know about the programme.
- One in four (25%) say they know at least a fair amount about the **Chronic Disease Assistance Programme**, with a further one in four (25%) claiming not to know very much, and half (50%) having never heard of it/don't know. Knowledge of CDAP is particularly low among 18-34 year olds: 18% of these say they know at least a fair amount, compared with 29% of 35-54 year olds and 36% of over 55s.
- One in ten (10%) say they know at least a fair amount about **The Patient's Charter** and 14% say they do not know very much. The vast majority (76%) have never heard of it/don't know. Levels of knowledge are consistent across sub-groups, though particularly low in the South area where only 5% say they know at least a fair amount about the Charter.

9.2. Nurses and Doctors

Unlike poor ratings for hospitals, and to a lesser extent health centres, the public regard nurses and doctors relatively highly. As was illustrated on page 19, four in five people (80%) say they would trust nurses, with 14% saying they would not. This is the second highest rating of the occupations we asked about. Doctors are also trusted by the majority of the population (76%), though almost one in five (18%) say they would not trust doctors.

Levels of trust in doctors are higher among professional/non-manual workers (80%) and Indo-Trinidadians (81%) than among manual/unskilled/unemployed (73%) and Afro-Trinidadians (73%). Professional/non-manual workers (85%) are also more likely to trust nurses than are manual/unskilled/unemployed (76%).

In the focus group discussions, doctors were often seen in a critical light. In particular, some were concerned that doctors were motivated more by money than care for patients and that some had an "arrogant" attitude to their patients, though this is by no means a universal opinion.

All our local doctors are in their own private practice. There should be a law against them neglecting the public facilities and going only to their private practice.

Male, 40-50 years, ABC1,¹¹ North Trinidad

A good example of a clean health centre is Woodbrook health centre. The cleanliness of the floors is unbelievable. I live in Glencoe, but I use a false address just so that I can go to this health centre.

Male, 40-50 years, ABC1, North Trinidad

9.3. Dissatisfaction with Hospitals

The public are divided about the quality of hospitals in Trinidad & Tobago. 44% say they are satisfied and 46% say they are dissatisfied. This level of dissatisfaction is the highest of all the services measured by MORI in the latest Wave of the Panel.

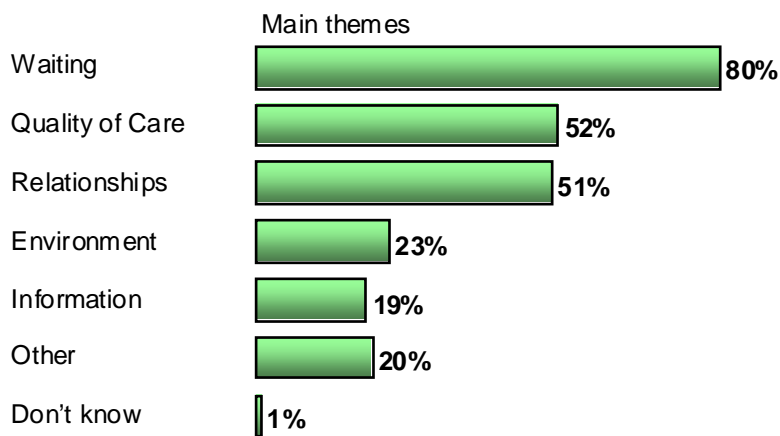
Users are also divided about service quality, with 48% saying they are satisfied with hospitals and 47% saying they are dissatisfied. This is unusual in MORI's experience – normally, we would expect users of services to rate the service more highly than the general public, because the public perception is more influenced by (negative) media coverage than by personal experience. Given that users are as dissatisfied as the public as a whole, this suggests that better public relations will not be sufficient to improve ratings of hospitals.

The following chart presents the reasons given for dissatisfaction by those who have used hospitals in the last year. This shows that most complaints are about waiting times (80% mention this), followed by the quality of care and relationships (mentioned by around half of those dissatisfied). The topline results provide more detailed information on reasons for dissatisfaction.

¹¹ In this report professional/non-manual workers refer to those residents in social grades ABC1. Residents in social grades C2DE are referred to as working class and unemployed/not working. Please see the appendix for further details.

Chart 26: Waiting is the main reason for dissatisfaction

Q You said that you were dissatisfied with hospitals. Why do you say that?



Base: All who have used hospitals and are dissatisfied (168)

Source: MORI

Waiting times was also the main area of criticism to come out of the focus group discussions.

Your stress level goes up when you are sitting down there for hours and watching nurses chat with each other, walking around. You're waiting and they are not even bothered.

Female, 40-50 years, ABC1, North Trinidad

My mother goes to the Chaguanas health centre. If she misses her appointment to get her insulin after waiting the entire day to see the doctor, she will have to wait approximately two weeks to get another appointment. And this is something that affects people's life. That is the downside of this facility.

Female, 25-34 years, DE, Central Trinidad

9.3.1. Image of the Health Service

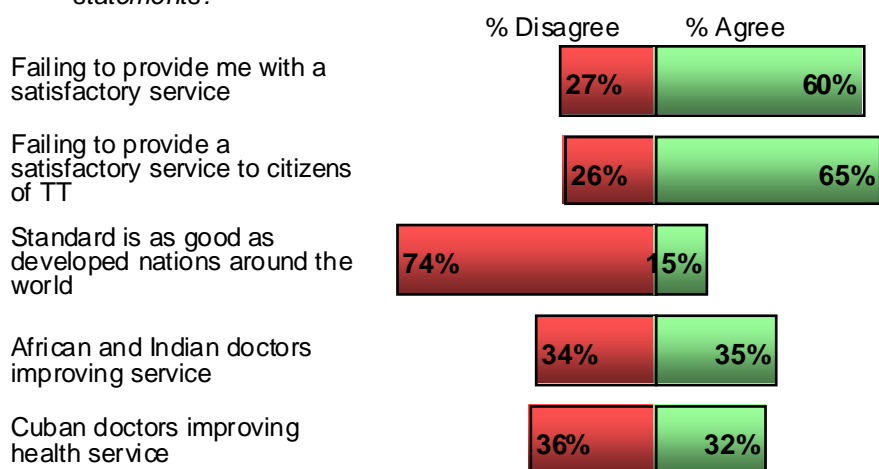
The first two statements in the chart below aim to see if residents draw a distinction between the quality of the health service provided to them personally and the quality provided to the country as a whole. As the chart shows, there is little difference, with at least three in five residents thinking that the health service is failing them personally and the country as a whole. The implication of this finding is that people generally think their (often poor) experience of the health service is typical of other people's experience. The first step is to improve people's personal experience of health services, before moving on to the national level.

Ethnicity is closely related to differing views of the health service, with Afro-Trinidadians being more critical of both the service provided to themselves and to the country as a whole than are Indo-Trinidadians. Age also has an impact on people's views, with older people generally more satisfied than younger people.

With respect to perceptions of the services provided to the country as a whole, views are much less consistent among sub groups of the population. Men, professional/non-manual workers and Afro-Trinidadians are most critical.

Chart 27: Image of the health service is poor

Q To what extent, if at all, do you agree or disagree with the following statements?



Base: 700 T&T residents, 6-22 December 2003

Source: MORI

The poor image of the health service generally is supported by the focus group discussions where projective techniques were used to associate the health service with different types of animals. Associations were linked to perceptions of not being cared for (**stray dog**), slow service and long waiting times (**snail**) and poor treatment by staff (**pig**).

9.3.2. Comparison with Developed Nations

How people perceive the standard of Trinidad & Tobago's health service compared to other developed nations will be an important indicator to track over the coming years as the country heads towards 2020. Presently, the majority (74%) do not think the standard of healthcare is as good as the developed countries around the world. Those aged 18-34 years (-69% net agree) and professional/non-manual workers (-67% net agree) are most likely to say this.

9.3.3. African/Indian and Cuban Doctors

The public are divided on whether the use of African/Indian (+1% net agree) or Cuban (-4% net agree) doctors is improving the health service. For both these statements, one in five (20%) do not express an opinion either way, and around one in ten say they do not know.

Views are reasonably consistent across sub-groups, though older people are more likely to be supportive of both African/Indian and Cuban doctors; and men (37%) are much more likely than women (27%) to think that Cuban doctors are improving the service.

Participants in the focus group discussions were also divided about the impact of foreign doctors.

Our Government seems to be of the view that they should allow foreign people to come in and do our jobs and take over. They should put incentives in place for locals to encourage them to work. They should stop buying all this expensive foreign expertise that is available here.

Male, 25-34 years, ABC1, South Trinidad

At the Couva health centre they have Indian doctors and doctors from African nations and somehow I believe that they are treating us better than the local doctors – they treat us more like people.

Male, 25-34 years, DE, Central Trinidad

10. Education

10.1 Service Satisfaction and Value for Money

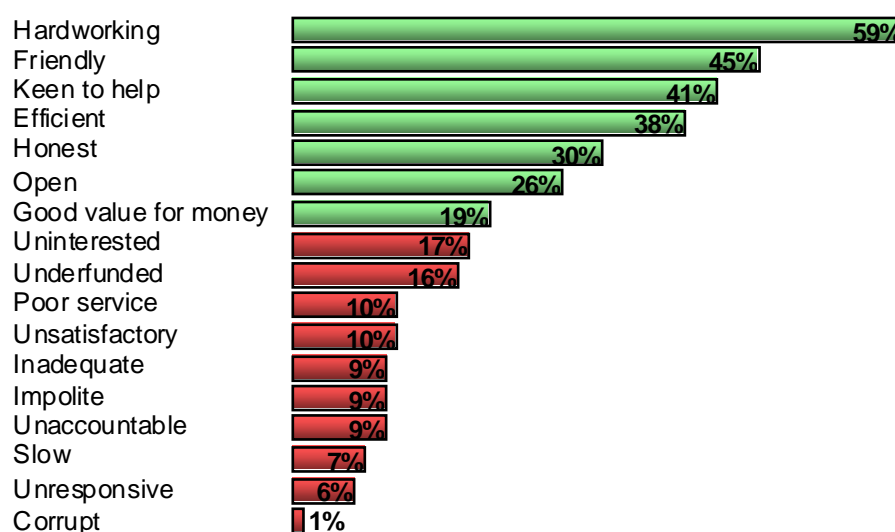
As was illustrated on page 23, education services are the best regarded of all the services we asked about in this survey, with 76% of the public and 87% of parents saying they are satisfied with primary schools (the highest rated service).

Similarly, education services are rated well in terms of value for money both among the general public and among users.

10.2. Image of Teachers

Teachers are the most trusted profession. Nine in ten (91%) people say they would trust teachers to tell the truth, compared with just one in twenty (5%) who would not trust them to tell the truth. In contrast to the image of the police (see page 26), the image of teachers is also *very* positive, as shown below.

Chart 28: Positive Image of Teachers



Base: 700 T&T residents, 6-22 December 2003

Source: MORI

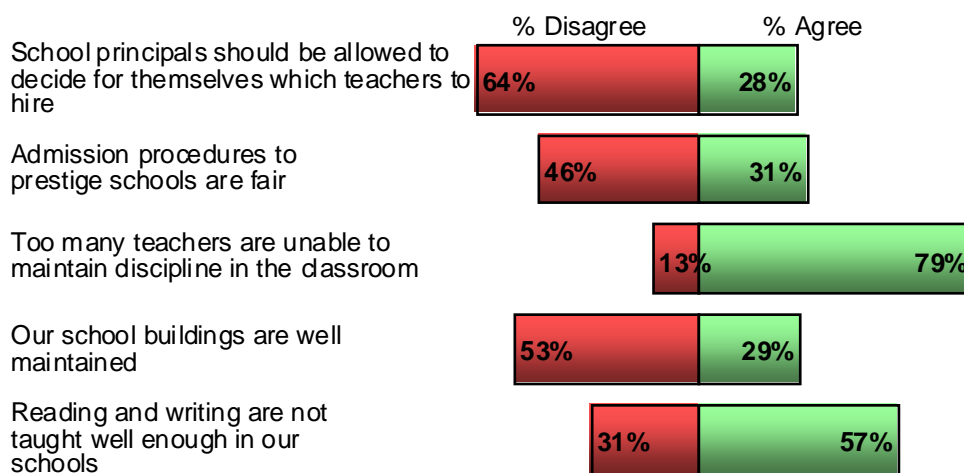
All the top image attributes for teachers are positive, with hardworking being seen as the attribute most applicable to them (selected by 59% of the population). It will be difficult for teachers to improve on this image, though it may be possible to increase the proportion of people who select individual positive attributes, such as good value for money (19%) and openness (26%); while the Government may want to look at ways of reducing the most negative attributes of being uninterested (17%) and under-funded (16%).

10.3. Attitude to Schools

However, the research findings are not wholly positive for the education sector. The chart below presents the results from a series of statements where respondents were asked to say the extent to which they agreed or disagreed with each, if at all. For each of these statements, the majority of the general public have a view either way, especially about discipline in schools. Communicating progress in these areas (and linking better discipline in schools with the fight against anti-social behaviour) should be an effective way for the Government to demonstrate that the country is going in the right direction.

Chart 29: Attitudes to Schools

Q To what extent, if at all, do you agree or disagree with the following statements?



Base: 700 T&T residents, 6-22 December 2003

Source: MORI

10.3.1. Education Decentralisation

Over three in five (64%) do not think that school principals should be allowed to decide for themselves which teachers to hire. This is a key principle in the Government's plans for educational decentralisation, and shows that the Government has some way to go to convince people of the merits of this approach. In the focus group discussions, concern about allowing principals more freedom over hiring teachers seem to rest largely on concern about potential nepotism and the quality of teachers.

This would lead to nepotism and soon there may be a school only taught by the friends and family of the Principal.

Male, 25-34 years, DE,¹² Central Trinidad

¹² In this report professional/non-manual workers refer to those residents in social grades ABC1. Residents in social grades C2DE are referred to as working class and unemployed/not working. Please see the appendix for further details.

Also, few people know much about the Government's decentralisation plans. Less than two in five (37%) say they know at least a fair amount. The majority say they know not very much or never heard of these plans.

10.3.2. Prestige Schools

More people say that admission procedures to prestige schools are unfair (46%) than fair (31%), though a large number do not give an opinion either way (23%). The following comment from the focus group discussion illustrates some people's scepticism to the fairness of educational access.

Have you ever seen a Government Minister's son/daughter in a senior comprehensive or junior comprehensive school? I am sure all of them are not that bright to get into the prestige schools. There had to be some sort of bribe or corruption going on.

Female, 55+ years, D2E, North Trinidad

10.3.3. Discipline and Basic Skills

A large majority (79%) think that too many teachers are unable to maintain discipline in the classroom. This was also a common issue raised in the focus group discussions about the quality of education, and participants in the groups were often blamed this on the attitude of teachers themselves.

The curriculum is good – it's the teachers are still not up to the standard. They lack credibility.

Male, 25-34 years, ABC1, South Trinidad

In addition, the majority of residents (57%) think that reading and writing are not taught well enough in schools. Group participants also felt that more needs to be done to link education to employment. As shown on page 20, lack of jobs/unemployment is seen as one of the main issues facing the country.

The Government needs to address the employment situation. The children are taking lots of courses hoping that at least one will get them a job but they can't get any jobs.

Female, 55+ years, D2E, North Trinidad

High quality education is fine - but what use is it if no jobs are available for these people?

Female, 55+ years, D2E, North Trinidad

10.3.4. School Buildings

About half of people (53%) think that school buildings are not well maintained, with one in four (25%) strongly thinking that this is so. Younger (under 35s) and professional people (ABC1) are most critical.

There are no statistically significant differences by region, though the base sizes are relatively small to pick up any real differences.

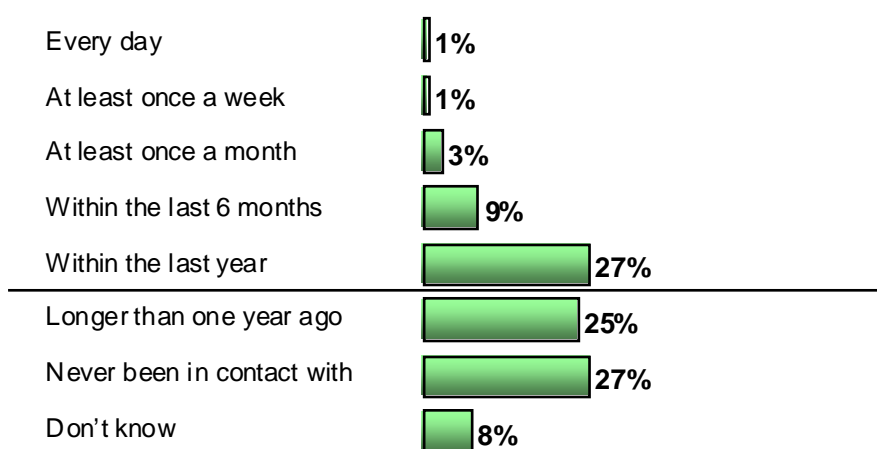
11. Board of Inland Revenue

11.1. Contact with the Board of Inland Revenue

Two in five (41%) people say they have contacted the Board of Inland Revenue in the last 12 months. The majority of people have contacted it either longer than a year ago or have never been in contact.

Chart 30: Most say they have not contacted BIR in the last year

Q How frequently, if at all, do you have contact with the Board of Inland Revenue?



Base: 700 T&T residents, 6-22 December 2003

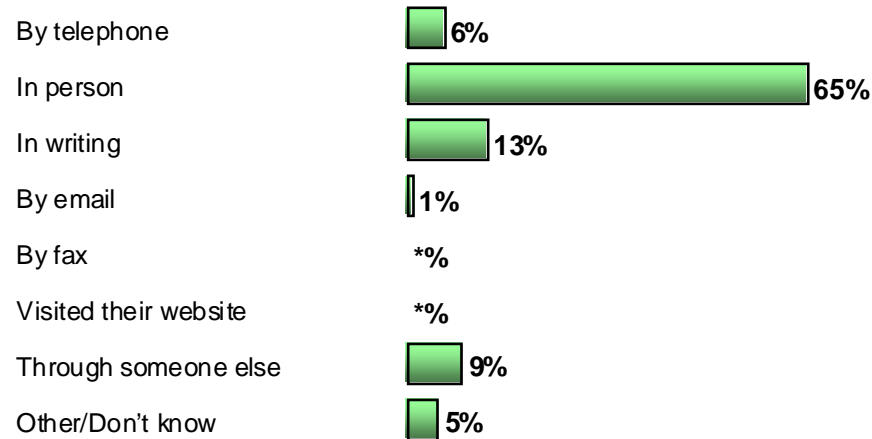
Source: MORI

The amount of contact with the BIR is fairly consistent across sub-groups of the population, though professional/non-manual workers (52%) are more likely to have contacted in the last year. Regionally, contact in the North area is the lowest (30% say they have had contact in the last year).

Of those who have contacted the BIR in the last year, **contact in person** is by far the most frequently used method (65%).

Chart 31: Method of contact

Q How did you last get in contact with the Board of Inland Revenue?



Base: All contacting BIR in the last year (290)

Source: MORI

11.1.1. Customer Care

Among people who have contacted BIR in the last year via the telephone or in person, ratings are similar to other public services generally, as measured by MORI in Wave 1 of the Panel.¹³ The main differences are:

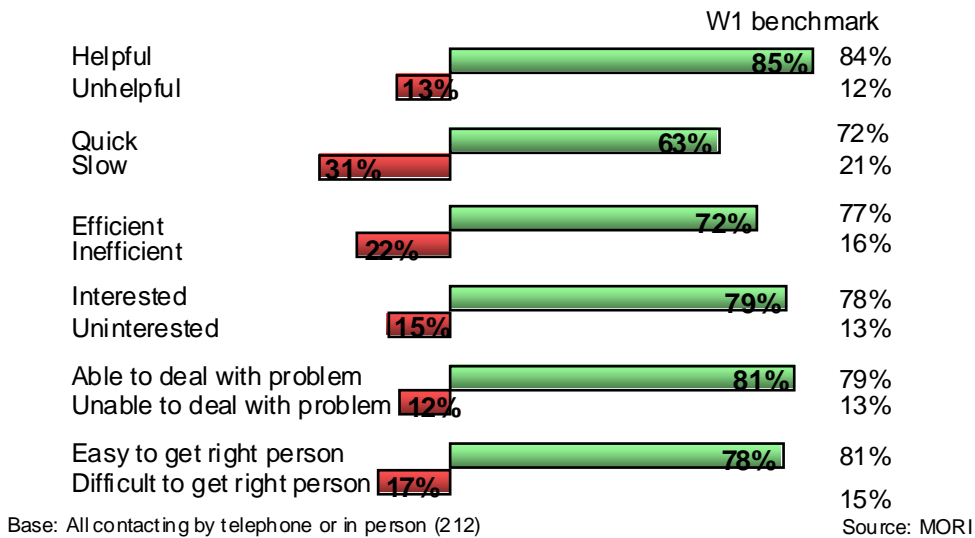
- **speed in dealing with the problem** (63% quick for BIR vs. 72% for public services);
- **efficiency** (72% efficient for BIR vs. 77% for public services)

However, ratings for the Board of Inland Revenue's customer care are generally better than those for local government (see Wave 2 report).

¹³ Results from other public services are taken from Wave 1 of the Panel. While benchmarks are of all public services measured, these are generally utility services – which receive the highest satisfaction and customer care ratings of all public services.

Chart 32: Customer Care

Q When you contacted the Board of Inland Revenue, did you find the staff there....?

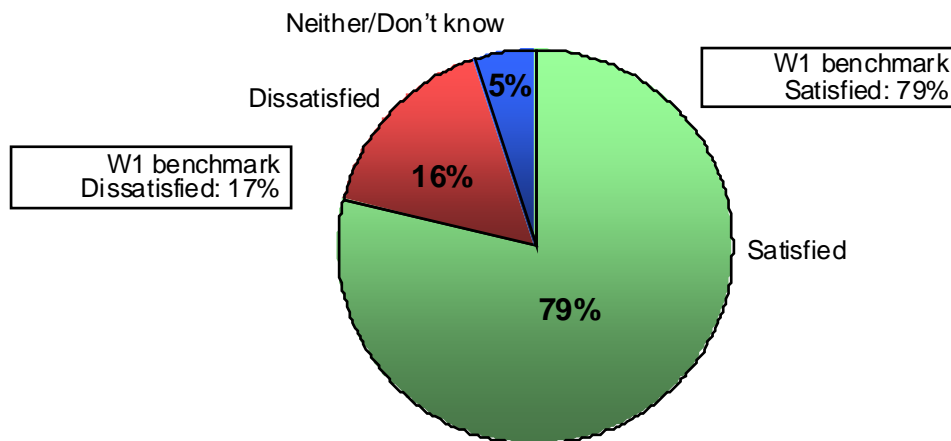


11.1.2. Satisfaction with the Final Outcome

Four in five users (79%) say they were satisfied with the final outcome of their contact with the BIR. This is in line with the ratings of public services generally (79%) and higher than those for local government bodies (52%).

Chart 33: Satisfaction with Final Outcome

Q Were you satisfied or dissatisfied with the final outcome?



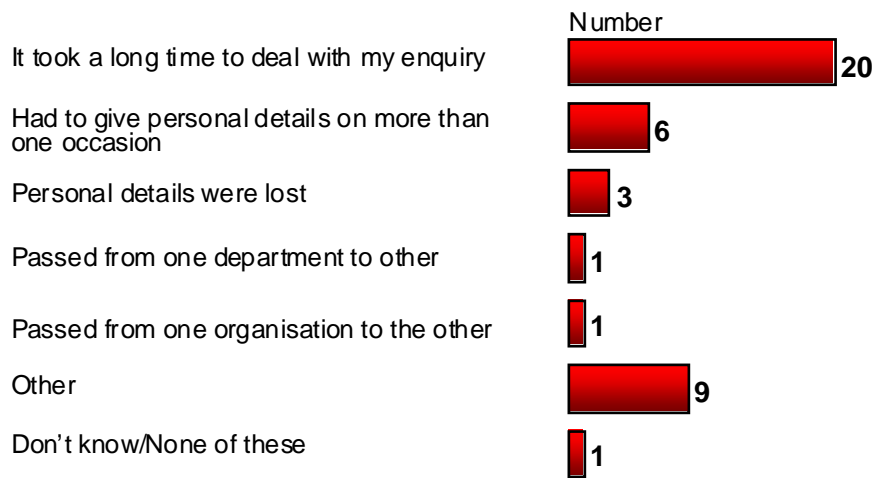
Base: All contacting by telephone or in person (212)

Source: MORI

The main reason given for being dissatisfied with the final outcome of contact is that it took a too long time to deal with the enquiry. Figures in the chart are based on the number of people giving a reason, rather than as percentages, because of the low number in the survey who were dissatisfied.

Chart 34: Reasons for Being Dissatisfied

Q Why do you say that you were dissatisfied?



Base: All who were dissatisfied with the final outcome (28)

Source: MORI

Appendices

I. Guide to Statistical Reliability

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

Table 3: 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 interview s	6	9	10
200 interview s	4	6	7
300 interview s	3	5	6
400 interview s	3	5	5
500 interview s	3	4	4
600 interview s	2	4	4
700 interview s	2	3	4

Source: MORI

For example, on a question where 50% of the people in a sample of 700 respond with a particular answer, the chances are 95 in 100 that this result would not vary by more than 4 percentage points, plus or minus, from a complete coverage of the entire population using the same procedures.

Tolerances are also involved in the comparison of results from different parts of the sample, or when comparing results different groups of residents. A difference, in other words, must be of at least a certain size to be considered statistically significant. The following table is a guide to the sampling tolerances applicable to comparisons.

Table 4: 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
294 and 406 (Men v. Women)	5	7	8
313 and 292 (Afro-Trinidadians vs. Indo-Trinidadians)	5	7	8
2,747 and 700	3	4	4

Source: MORI

The table above also shows that when comparing full results from the baseline survey with Wave 3 findings, 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.

Table 5: Social Grades

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

III. Sample Profile

Table 6	<i>Unweighted</i>		<i>Weighted</i>	
	<i>N</i>	<i>%</i>	<i>n</i>	<i>%</i>
Total	700	100	700	100
Gender				
Male	294	42	336	48
Female	406	58	364	52
Age				
18-34	213	30	353	50
35-54	288	41	212	30
55+	199	28	135	19
Social Class				
ABC1	326	47	328	47
C2DE	371	53	370	53
Work Status				
Full/Part-time/Self-employed	410	59	413	59
Not working	290	41	287	41
Ethnicity				
Afro-Trinidadian	313	45	280	40
Indo-Trinidadian	292	42	287	41
Other	96	14	133	19
Regional area				
North	91	13	87	12
South	137	20	132	19
Central	161	23	171	24
East	300	43	300	43
Tobago	9	*	8	*

Wave 1 – 3 weighted profiles

Table 7	Wave 1		Wave 2		Wave 3	
	<i>N</i>	<i>%</i>	<i>N</i>	<i>%</i>	<i>N</i>	<i>%</i>
Total	2,772	100	693	100	700	100
Gender						
Male	1,335	48	333	48	336	48
Female	1,437	52	360	52	364	52
Age						
18-34	1,392	51	350	51	353	50
35-54	835	30	210	30	212	30
55+	533	19	133	19	135	19
Work Status						
Full/Part-time/Self-employed	1,638	59	409	59	413	59
Not working	1,499	41	284	41	287	41
Ethnicity						
Afro-Trinidadian	1,105	40	277	40	280	40
Indo-Trinidadian	1,130	41	284	41	287	41
Other	522	19	132	19	133	19

IV. Response Rates

The 'universe' for Wave 3 of this research was 1,072 randomly selected members of the Opinion Leaders Panel. The Panel was originally recruited in 2002 and consists of a representative sample of 2,747 Trinidad and Tobago residents.

In total, 700 successful interviews were completed based on a sample of 1,072 respondents. This was increased from the standard 950 panel members because of the (Christmas) time of the year (6-22 December 2003). Some 55% of the non-responses were because people were either in the towns shopping or house cleaning etc. and refused to take part in the survey. The overall response rate was 65%.

The total number of non-respondents was 372, which can be broken down as follows:

- i. 16 Panel members deceased;
- ii. 7 Panel member too ill to take part;
- iii. 15 Panel members had migrated;
- iv. 41 Panel members had moved;
- v. 209 Panel members were not located after three attempts; and
- vi. 84 Panel members refused to take part in the survey.

V. Validation Checks

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

Validation checks were done continuously while in the field by a special team which had been set up to locate the names and addresses of panel members in an effort to speed up fieldwork. In addition to this, the following was carried out.

Checks by supervisors

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

- i. 2 people were incorrectly interviewed (action – correct person interviewed and one questionnaire rejected);
- ii. 2 respondents reported the interviewer did not ask all the questions (action – panel members were re-interviewed);
- iii. 2 interviewers interviewed a person that they contacted at the residence of the panel member then wrote the name of a member of the panel on the questionnaire (action – both questionnaires rejected);
- iv. 1 respondent told us on our checks that no one came to the residence (action – questionnaire rejected); and
- v. 20 questionnaires completed properly.

Checks by telephone

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

- i. 2 questionnaires submitted were incomplete; and
- ii. 7 questionnaires completed properly.

System checks

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

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

VI. Marked-up Questionnaire
