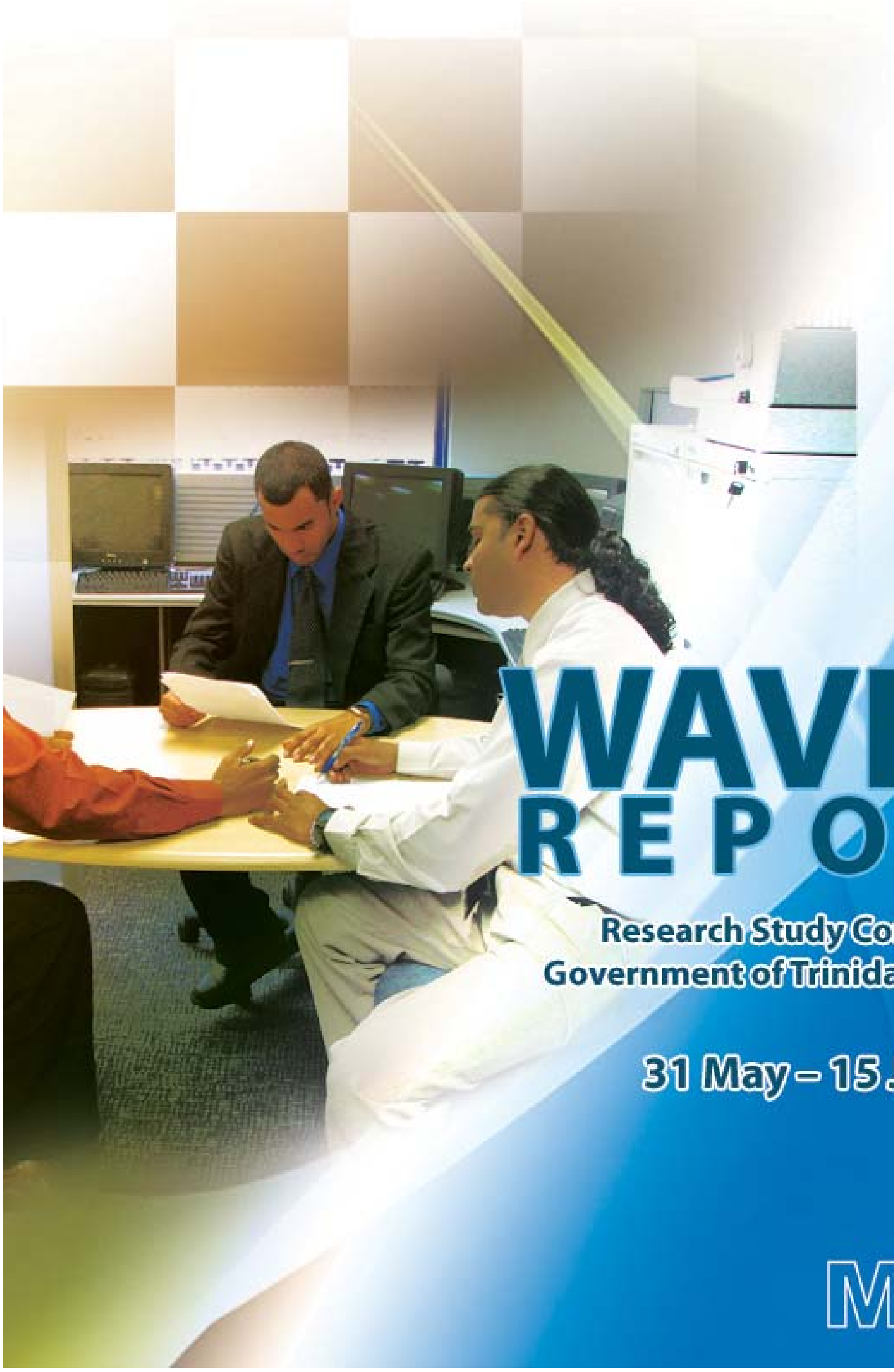
The Government of the Republic of Trinidad and Tobago

Ministry of Public Administration

Opinion Leaders' PANEL 2007



WAVE 7 REPORT

Research Study Conducted for Government of Trinidad & Tobago

31 May – 15 July 2007

MORI

Social Research

Contents

1. Introduction

1.1. Background and objectives

The Opinion Leaders' Panel was established as part of the programme for Modernising Government in Trinidad & Tobago. The purpose of this research is to provide evidence about the views of citizens of Trinidad & Tobago as a basis for informed decision making, policy formulation and implementation with respect to public service delivery.

This volume contains the report from Wave 7 of the Opinion Leaders' Panel. This survey was conducted by MORI with HHB & Associates on behalf of the Government of Trinidad & Tobago.

1.2. Methodology

1.2.1. Sampling

In total 2,540 adults living in Trinidad and Tobago were interviewed for Wave 7 and who further agreed to become members of the new Opinion Leaders' Panel.

Wave 7 constitutes a new "baseline" in the Opinion Leaders' Panel research series and is constituted of almost entirely fresh panel members. Since the last wave of the Panel was conducted in July-August 2005, it was decided to contact old Panel members before fieldwork for Wave 7 to ascertain how many would be willing to continue to be Panel members. In total, 1,274 old Panel members were contacted by phone and/or personal visits. Of these, 346 agreed to continue to be on the Panel. During actual fieldwork for Wave 7 only 52 took part in the survey.

The new Opinion Leaders' Panel was therefore recruited in the following way. A national random sample of 1,700 persons aged 18 and over drawn from Trinidad and from Tobago.

The survey utilised a three (3) stage sampling design. At the first stage, census Enumeration Districts (EDs) were selected with the selection being proportional to the size of the ED. At the second stage, households within each ED were selected. This was done in such a manner that the product of the probability of selecting an ED and the probability of selecting a household within that ED, is constant for all EDs. At the third stage, individuals within each household were selected. This was done so that the probability of selecting an individual within the household was the same for all eligible respondents. The "last birthday" (instead of the Kish grid) method was used to ensure this. If selected participants were not at home at the time of the visit, interviewers were required to make three (3) call backs before substituting a new household.

This method results in all individuals having an equal probability of being selected, not only in all selected EDs and households, but throughout the country. It is also the technique most likely to yield a sample with demographic characteristics (age, education, gender, class etc.) representative of the population as a whole.

Selected respondents were asked to formally join the Panel by signing a form agreeing to be a Panel member. Respondents who did not wish to be Panel members were not interviewed and a new respondent was selected using the method outlined above.

The final 800 panel members were recruited by quota based on the demographic profile needed to make the panel representative of the population as a whole. This included all of the 52 previous Panel members.

1.2.2. Response rates

Interviews for Wave 7 were carried out face-to-face, in home, between 31 May and 15 July 2007.

In total 2,540 successful interviews were completed. The overall response rate was 78%. The total number of non-respondents was 701.

1.2.3. Weighting

The data have been weighted by age, ethnicity, gender and regional corporation to the 2000 census data. Weighting for work status is derived from an analysis of the most recent labour force survey data.

1.2.4. 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**.

1.3. 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 ±2 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 seventh Wave with 2,540, 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 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 facts** and these may not accurately reflect the level of services actually being delivered.

1.4. Acknowledgements

MORI would like to thank Senator, Dr. the Honourable Lenny Saith, Minister; Ms Arlene McComie, Permanent Secretary at the Ministry of Public Administration and Information and their colleagues; Ms Gillian Macintyre, Ms Donna Ferraz, Ms Ingrid Ryan Ruben and Ms Coreen Joseph; the Central Statistical Office, Kim Bayley at Caribbean Market Research 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 2,540 citizens of Trinidad & Tobago who gave up their time to take part in this survey and to tell us their views.

1.5. 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

National issues and Government Performance

- The three issues of most concern to people in Trinidad and Tobago are crime, inflation/prices and health/hospitals.

- Crime remains the most important issue for most people, though the proportion of the public saying this has fallen from 94% in July-August 2005 to 85% today.

- Two thirds of the public (64%) says inflation/prices is the key national issue. This represents a substantial increase from 20% when last measured in July-August 2005.

- Around half the public (48%) says health/hospitals is they key national issue. This is an increase of 17 points since July-August 2005.

- Of the top five national issues, only with unemployment do fewer people believe it is a key national issue today than in 2005.

- Twice as many people are dissatisfied (63%) than satisfied (30%) with the performance of the Government. This is the lowest performance rating from any of the Opinion Leaders' Panel surveys to date.

Government Pledges

- Few people can remember, without prompting, any of the pledges the Government made in 2002. The pledge on jobs receives the highest recall, but only 13% of the public can do so spontaneously.

- When prompted with a list of pledges, more than half the public remember the Government made pledges on education (55%), housing (54%) and pensions (53%).

- When asked to consider each of the 21 different pledges, most of the public says that the Government has at least started to deliver on each of these. Crime is the only pledge where a significant proportion (28%) of the public says the Government has not yet started on it. Several other pledges have a relatively high proportion of respondents saying the "don't know" if any progress has been made.

- More than half the public thinks that no one pledge has been mostly or fully complete. Free electronic birth certificates (45%), free tertiary education (43%), more street lights (41%) and pensions (41%) come highest on this measure. For each of the pledges, more people are likely to say the Government has started to deliver it but not yet completed.

- Where people think a specific pledge has been mostly or fully completed there is a very high belief that delivery of this pledge has had a positive impact on the quality of people's lives.

Vision 2020

- There is high awareness of Vision 2020. Seven in ten people say they have heard a great deal or a fair amount.

- Half the public thinks that Vision 2020 will be achieved. This is 13 points lower than when first measured in Jan-July 2003, despite awareness increasing during this time.

- The key reasons people give for thinking Vision 2020 will not be achieved are perceptions that it is "just political talk" (35%), there are no signs of progress to date (34%) and that the public is not committed/ready for it (25%).

- The vast majority of the public (91%) cares that the nation achieves Vision 2020 and over four in five people (82%) want to get involved in making this happen. Only 36% currently feel involved.

Image of Public Services

- Overall, the public has a negative image of Public Services in Trinidad and Tobago and this view has become more negative compared to 2005 when the same questions were last asked.

- Poor service (59%, up 9 points), unsatisfactory (46%, up 7 points) and slow (43%, up 10 points) are the most common words people select to describe Public Services generally. Just six percent say these services are open, good value for money or honest.

- Teachers continue to have a positive image with the public. They are most likely to be seen as hardworking (55%), friendly (28%) and keen to help (27%). However, as a whole their image is not as positive compared to 2005.

- The image of the police is very poor and this has become worse since 2005. The are most likely to be described as corrupt (53%), poor service (45%) and slow (37%).

- The public has similar view of doctors and nurses, and generally the image of these two groups are mixed. As many people see them as hardworking as would describe them as providing a poor service. The key difference in the image of doctors and nurses is that more of the public says nurses are impolite (27%) than say this of doctors (12%).

- The key improvement the public says it would like to see in public services in the next six months is better professionalism/attitude from staff.

Satisfaction with Public Services

- Among the general public and service users, more are satisfied than dissatisfied with each of the public services covered in the survey. The exceptions are the police (30% of the public satisfied vs. 43% dissatisfied) and hospitals (39% satisfied vs. 46% dissatisfied).

- However, levels of satisfaction with a range of government services has fallen since 2003. Some of this may be a reflection of lower ratings for the Government now compared with four years ago.

- Given there has been large falls in levels of satisfaction for some services, the results suggest specific issues about service delivery (or expectations) for the police (satisfaction down 18 points among the public), education services (eg satisfaction with primary schools down 19 points and the Board of Inland Revenue (satisfaction down 23 points).

- By a ratio of three to one, the public still expects the health service to improve rather than get worse in next few years. Waiting times are the key reason for dissatisfaction with hospitals among users.

TTConnect service centres

- There is very high support (94%) for the concept of TTConnect service centres and a strong belief (85%) that they can help improve the quality of public services.

- Passport applications (47%), birth certificate applications (38%) and ID card applications (39%) are the services most people would use (if they are going to be provided).

- Having a convenient location (31%) is the single most important factor in encouraging people to use a service centre, followed by them having a bathroom (27%) and comfortable seating areas (17%).

- From a list of five different types of locations, just 13% of the public says that a library would be most convenient. More popular are a mall (41%), a Government office (35%), a bank (31%) or a supermarket (23%).

- Most people say they would want to use the service centre on a weekday (72%), with a quarter saying sometime between 10am to 2pm.

- The public approves of opening on Saturday mornings (93%) and of having a Public Service Advisor in each service centre (97%).

Experience and Perceptions of Crimes and Other Problems

- There is some evidence from this research that fewer people have been a victim of a range of different types of crimes, anti social behaviour or other problems in the past 12 months than compared with the 12 months prior to the Wave 5 survey in 2005. Most of the changes are small, and within the margins of statistical error, with the exception of a large fall (down 11 points) of people saying they experience poor street lights.

- Despite this, more of the public thinks each of these crimes or problems are higher now than lower, or even at similar levels, compared with a year ago. For example, 64% of the public thinks drug abuse/dealing is higher now and only 7% thinks it is lower than 12 months ago. Almost half (47%) thinks kidnapping is higher now compared with 30% who say it is lower.

- Poor street lights and poor housing conditions buck this perception. 15% of the public thinks poor street lighting is more of a problem now, compared with 60% that says it is less of a concern. Although not quite as stark, a quarter (25%) thinks poor housing conditions are worse now than a year ago, compared with a third (34%) who thinks housing conditions are better.

Public consultations

- Half the public had heard a fair amount (35%) or a great deal (17%) about the Government's recent public consultations on crime.

- Nine in ten people (92%) think it was a good idea to hold these consultations and a similarly high proportion (82%) believe the consultations will be useful to help Government develop policies and initiatives to fight crime.

- The most popular topics for future consultations are rising prices (44%), health (23%), jobs (16%) and education (10%).

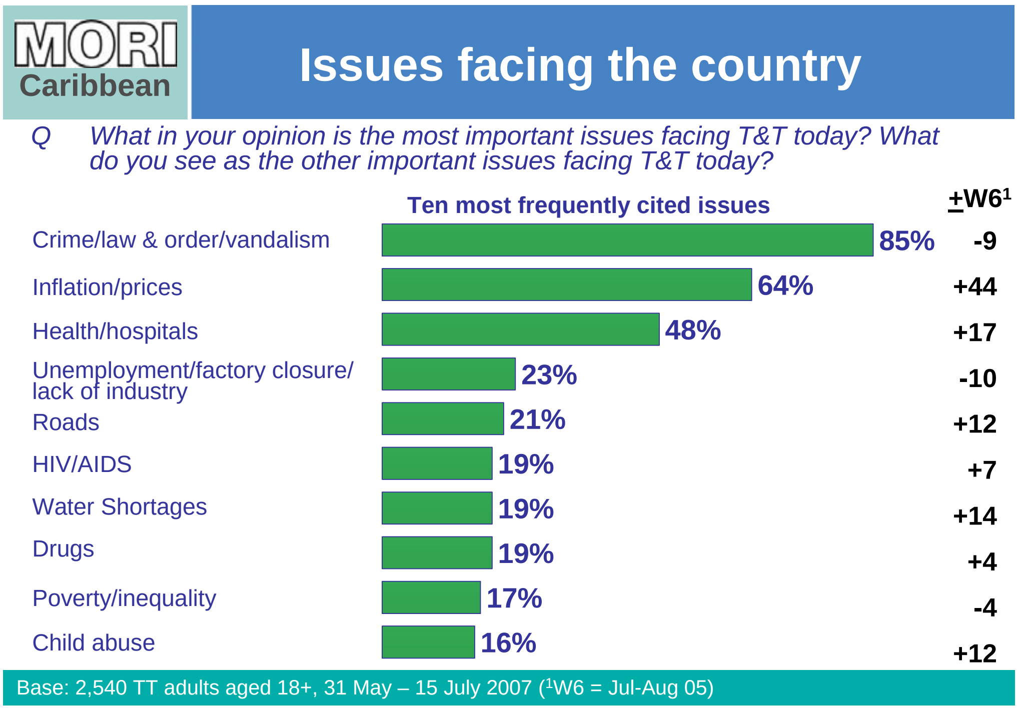
3. National Issues and Government Performance

3.1. Crime continues to be seen as the biggest issue

Crime is viewed as the most important issue facing Trinidad and Tobago today, as has been the case across all previous waves of the Opinion Leaders' Panel – though the latest findings show a decrease in the proportion concerned about this issue compared with two years ago.

While crime has dominated the list of issues by a considerable margin over the present and previous surveys, Wave 7 has also seen a substantial increase in the proportion of the public concerned about inflation and prices. Almost two in three people (64%) say inflation and prices are the most important issues facing the nation, an increase of 44 percentage points since Wave 6.

More adults in Trinidad and Tobago are worried about health and hospitals since 2005, with around half (48%) expressing concern, an increase of 17 percentage points since Wave 6.



Taking the top ten most frequently cited issues of concern illustrated above, the main differences by sub-groups of the public are as follows:[1]

- **Gender:** More women than men see health and hospitals as an issue (52% and 44%, respectively) and are also more likely to be worried about child abuse (20% vs.12% respectively);

- **Age:** Young people see crime as an issue than do older age groups (87% among those aged 18-34 vs. 82% among those aged 55 and over) – although crime is viewed as the number one issue by all demographic segments.

- HIV/AIDS is also a bigger issue for young people (21% of those aged 18-34 vs. 16% of those aged 55 and over).

- Health and hospitals are of relatively greater concern to older residents (44% among those aged 18-34 vs. 50% among those aged 34 and over).

- **Ethnicity:** More Indo-Trinidadians (68%) than Afro-Trinidadians (60%) are concerned about inflation and prices.

Table 1 below shows the breakdown of the top national priorities by area of Trinidad and Tobago. This shows that crime is considered the number one priority across all areas of Trinidad and Tobago. Inflation/prices and health/hospitals are also seen as consistently the second and third most important issues facing the country across different parts of the nation.

Table 1: top five issues facing the nation, by region

Q) What in your opinion is the most/other important issue facing Trinidad & Tobago today?

	North	South	East	Central	Tobago
Base	*278*	*690*	*970*	*502*	*100*
1)	Crime	Crime	Crime	Crime	Crime
2)	Inflation/Prices	Inflation/Prices	Inflation/Prices	Inflation/Prices	Health/hospitals
3)	Health/hospitals	Health/hospitals	Health/hospitals	Health/hospitals	Inflation/Prices
4)	Low pay/ minimum wage	Unemployment /Factory closures	Unemployment /Factory closures	Roads	HIV/AIDS
5)	Housing	Drug abuse	Low pay/ minimum wage	HIV/AIDS	Low pay/ minimum wage

Source: MORI

[1] The analysis compares any differences in terms of people's gender, age and ethnicity. The computer tables, provided in a separate report, provide a detailed breakdown of all results by these and other demographic and attitudinal variables covered in the survey

3.2. Trends

Wave 6 marked the highest level of concern about crime recorded by the Opinion Leaders' Panel, with 94% of the public citing it as an issue. While still considered the biggest issue facing the country, this proportion has dropped nine percentage points in Wave 7, to 85%. Concern about inflation and prices however has risen dramatically. Having remained stable across Waves 4 to 6, with around one in five citing this as a concern, the proportion citing it has more than trebled to 64%. In 2002, during Wave 1, just 3% of the public thought inflation/prices was one of the most important issues facing the country.

Of the top five national issues, only unemployment sees fewer people saying it is a concern compared to Wave 6. The proportion of the public mentioning this issue is currently 23%, down 10 percentage points since Wave 6, and now lower than at any other time measured during the Opinion Leaders' Panel surveys.

As well as greater concern about crime and inflation/prices, more people now cite health/hospitals (48% - up 27 points) and roads (21% - up 11 points) as national issues than was the case in Wave 6. Over the longer terms, both these issues are given as national priorities by many more people than was the case in 2002, when this question was first asked.

Table 2: trends in top five issues facing the nation

Q) What in your opinion is the most/other important issue facing Trinidad & Tobago today?

	Wave 1	Wave 3	Wave 4	Wave 5	Wave 6	Wave 7
	%	%	%	%	%	%
Crime	56	92	91	87	94	85
Inflation	3	11	23	21	20	64
Health	15	34	28	32	21	48
Unemployment	30	39	40	39	33	23
Roads	5	8	5	9	9	21

Source: MORI

3.3. Satisfaction with the government

Adults, aged 18+, in Trinidad and Tobago are twice as likely as to be dissatisfied (63%) than satisfied (30%) with the way the Government is running the country. There has been a drop of three percentage points in satisfaction since Wave 6. The latest findings are the lowest satisfaction scores of any wave of the Opinion Leaders' Panel to date.

The yellow box in the middle of the following chart presents the swing calculation between Waves 1 and 7. This illustrates that, on balance, around ten people in one hundred have moved from being satisfied with the government in July – August 2002 to being dissatisfied by June – July 2007. It is instructive to note that, as the number of people who did not express an opinion on the Government's performance in Wave 1 (i.e. 20%) has decreased (i.e. just 8% said don't know in Wave 7) they have virtually all turned out to be dissatisfied.

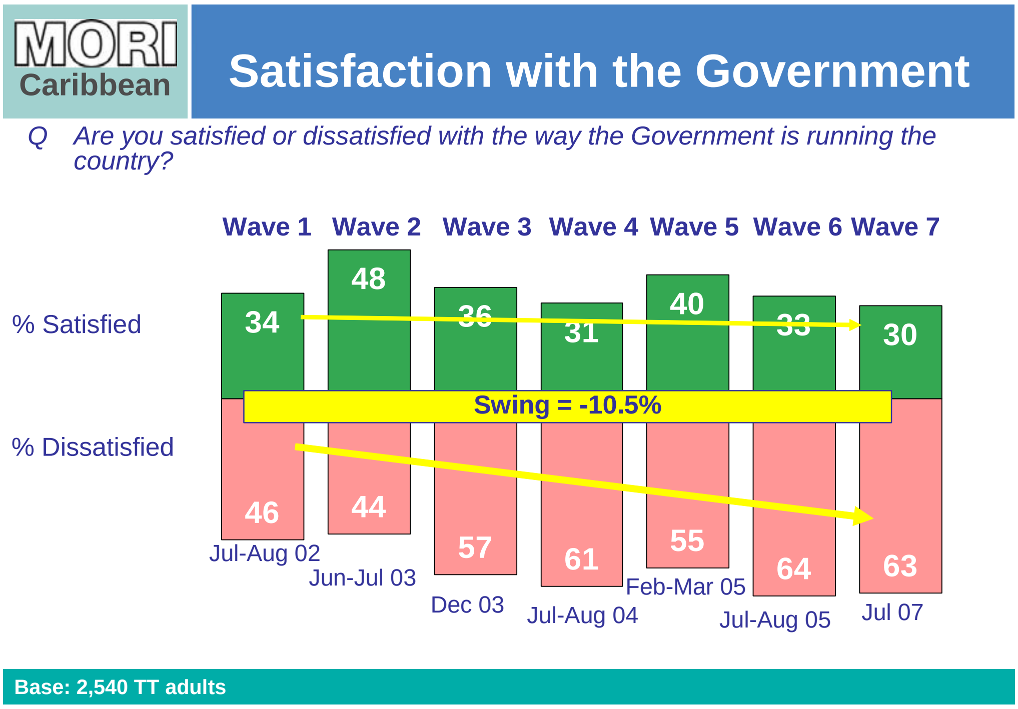


Table 3 shows that net satisfaction scores have dropped between Waves 1 and 7 across all age ranges, across both sexes and across ethnic groups. The swing in net satisfaction scores between these two waves is most pronounced among those aged 18-34 (swing of -12.5) and Afro-Trinidadians (swing of -13.5).

Among demographic groups, net satisfaction levels are currently most negative among Indo-Trinidadians (net satisfaction score of -49%), as was the case in Wave 1. Afro-Trinidadians and those aged 55 and over have the least negative net satisfaction scores (-15 and -12, respectively).

Table 3: change in levels of net satisfaction with the Government

	Wave 1	Wave 7	Swing
Total	**-12**	**-33**	**-10.5**
Male	-15	-38	-11.5
Female	-10	-29	-9.5
18-34 years	-19	-44	-12.5
35-54 years	-15	-32	-8.5
55+ years	+2	-12	-7.0
ABC1[2]	-14	-31	-8.5
C2DE	-14	-34	-10
Afro-Trinidadians	+12	-15	-13.5
Indo-Trinidadians	-36	-49	-6.5

Source: MORI

3.4. Reasons for dissatisfaction

When asked why they are dissatisfied with the way the Government is running the country, people are most likely to cite high prices, especially for food (24%) and crime issues (21%). These reasons relate to the top issues residents see as most important for the country.

Other reasons given for being dissatisfied with the Government are perceptions of neglect of the poor (10%) and neglect of basic needs such as water and transport (9%).

High prices is more likely to be given as a reason for dissatisfaction by women than men (28% vs. 20%), by younger than older people (27% of those aged 18-34 vs. 19% of those aged 55 and over) and by Indo-Trinidadians than Afro-Trinidadians (27% vs. 18%). As discussed earlier, Indo-Trinidadians are more likely to see inflation/prices as a national issue than Afro-Trinidadians.

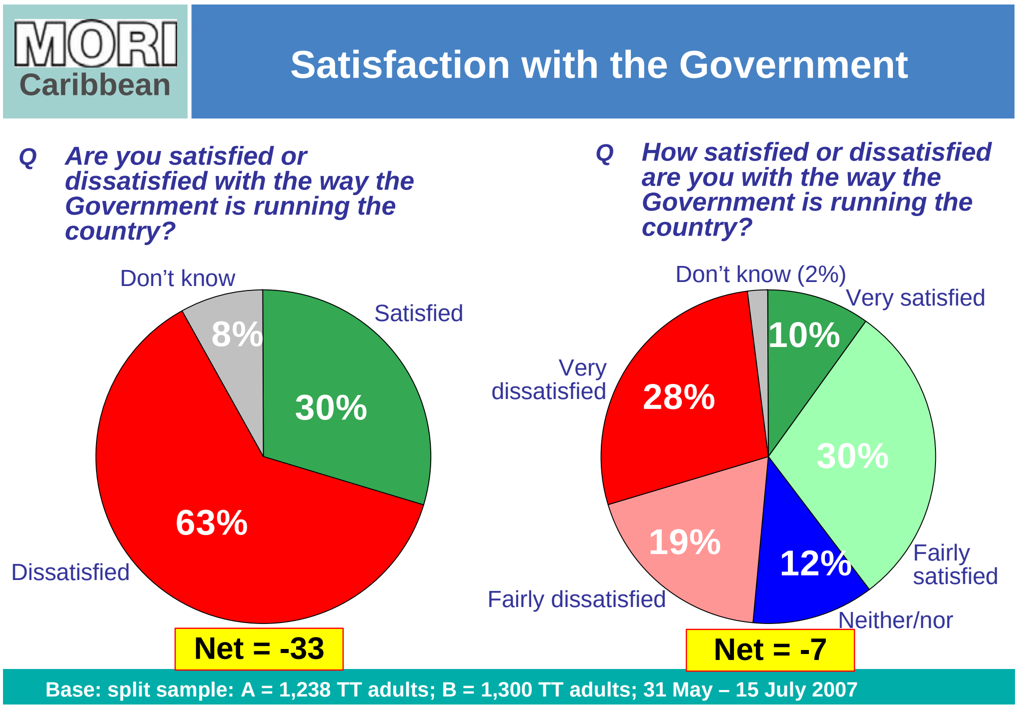
Crime is given as a reason for dissatisfaction with the Government roughly equally across demographic groups. The exception is ethnicity, where more Indo-Trinidadians say this than do Afro-Trinidadians (25% vs. 14%).

[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.

3.5. Methodological test: comparing question style on responses

Two separate questions were designed in order to measure the public's satisfaction with the Government of Trinidad and Tobago: the first question employed a two point scale, simply asking if respondents were 'satisfied or dissatisfied with the way the Government is running the country', with response options for 'satisfied' and 'dissatisfied' (as well as the opportunity to say 'don't know'). The second question asked 'How satisfied or dissatisfied are you with the way the Government is running the country', and employed a five point response scale allowing 'very satisfied', 'fairly satisfied', 'neither satisfied nor dissatisfied', 'fairly dissatisfied', and 'very dissatisfied' (as well as allowing for a 'don't know' response).

A random half of those interviewed were asked the first question, with the remainder asked the second version, to allow responses to be compared. The chart below illustrates the results. The question employing the five point scale gives a ten percentage point increase in satisfaction over the question employing a two point scale (40% satisfied vs. 30% satisfied respectively). Indeed, while a total of 30% of the public says they are 'satisfied' at the two point questions, the same proportion say they are 'fairly satisfied' at the five point question, with a further ten percent saying they are 'very satisfied'.



It should also be noted that while eight percent of the public are not willing to commit to saying they are either 'satisfied' or 'dissatisfied' at the two point question, instead opting to say they 'don't know', when the response options are expanded, the proportion saying they don't know falls to just two percent.

In interpreting these results, we can say there is ten percent of the public who, on being asked to choose between satisfaction or dissatisfaction with the Government, prefer to say they are 'dissatisfied' or that they 'don't know', but who are nonetheless willing to say they are at least *fairly* satisfied with the Government when given this choice. Saying one is *fairly* satisfied, as opposed to satisfied outright, allows one to communicate some level of displeasure with the government, without having to be explicitly critical.

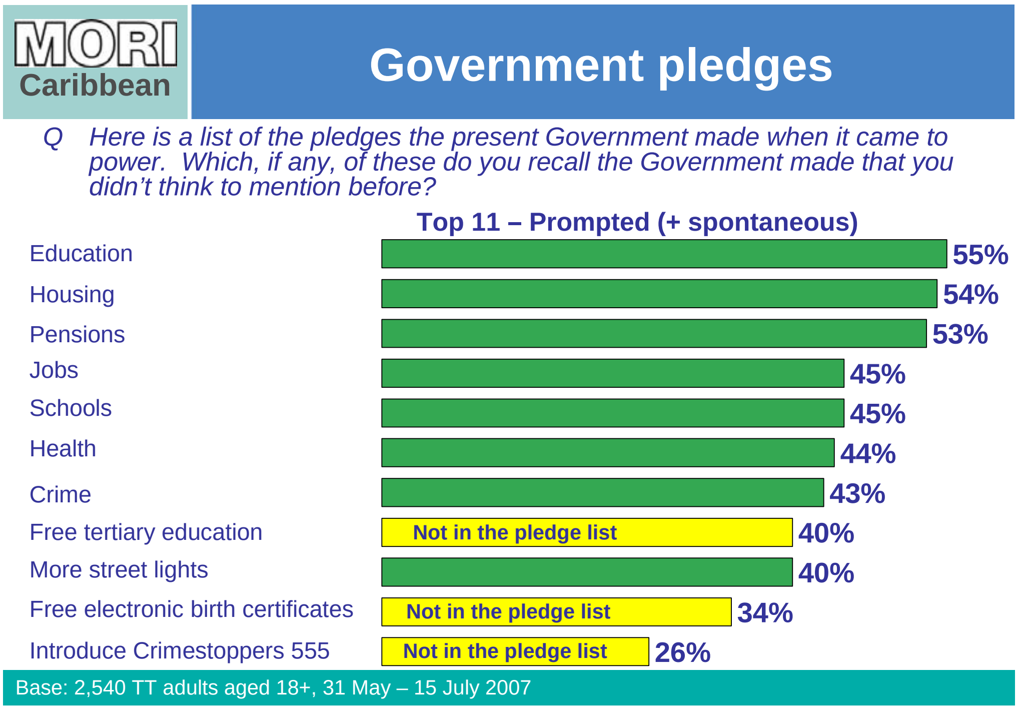
4. Government Pledges

4.1. Recall of pledges

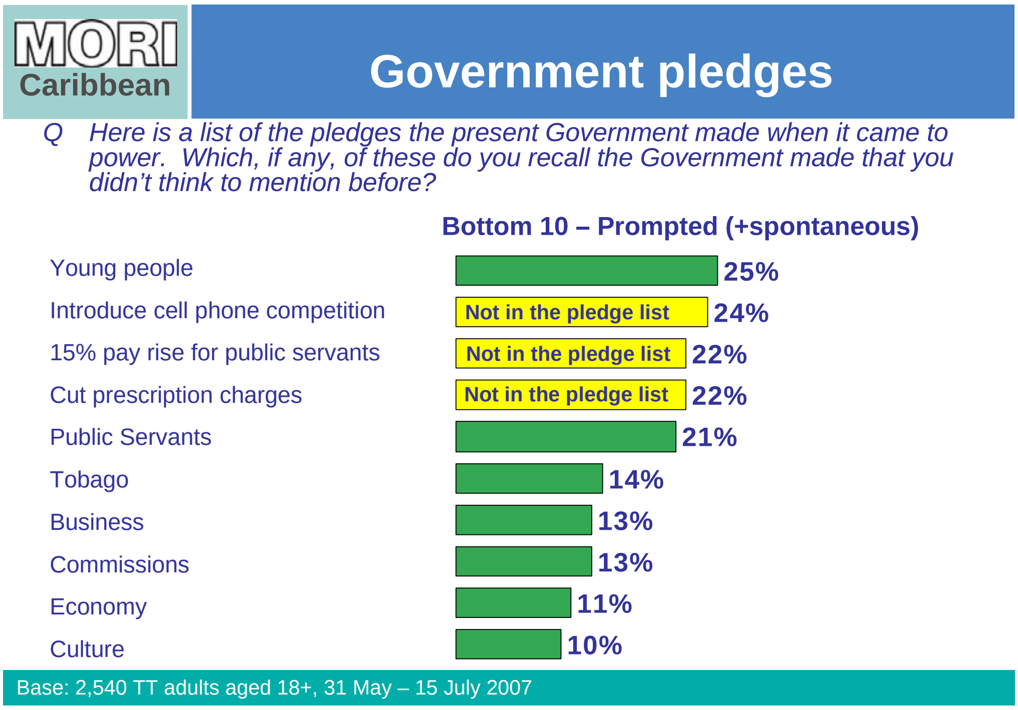
Respondents were asked which of the Government's 2002 pledges they could remember from memory. Recall was highest for the Government's pledge on jobs (the Government will generate gainful sustainable employment for 20,000 citizens per year), which 13% of the public remembering this. No other pledge could be recalled – without prompting – by more than one in ten people.

A list of the pledges made was then shown to respondents, who were asked to signal which they remembered as having been made by the Government. This list also included some Government achievements from the past five years which were not actual pledges made in 2002.

The charts below show the pledges respondents are most likely to recall, and the pledges they are least likely to recall. Although the pledge on jobs receives the highest proportion of spontaneous mentions, when presented with a list of pledges, people are most likely to remember the pledges on education, housing and pensions. Just over half of the public says they recall these pledges when prompted.



The next most frequently recalled pledges are on jobs (45%), schools (45%), health (44%) and crime (43%). Three of the achievements that were not actual pledges make it into the top ten in terms of recall – free tertiary education (40%), free electronic birth certificates (34%) and the introduction of Crimestoppers 555 (26%).



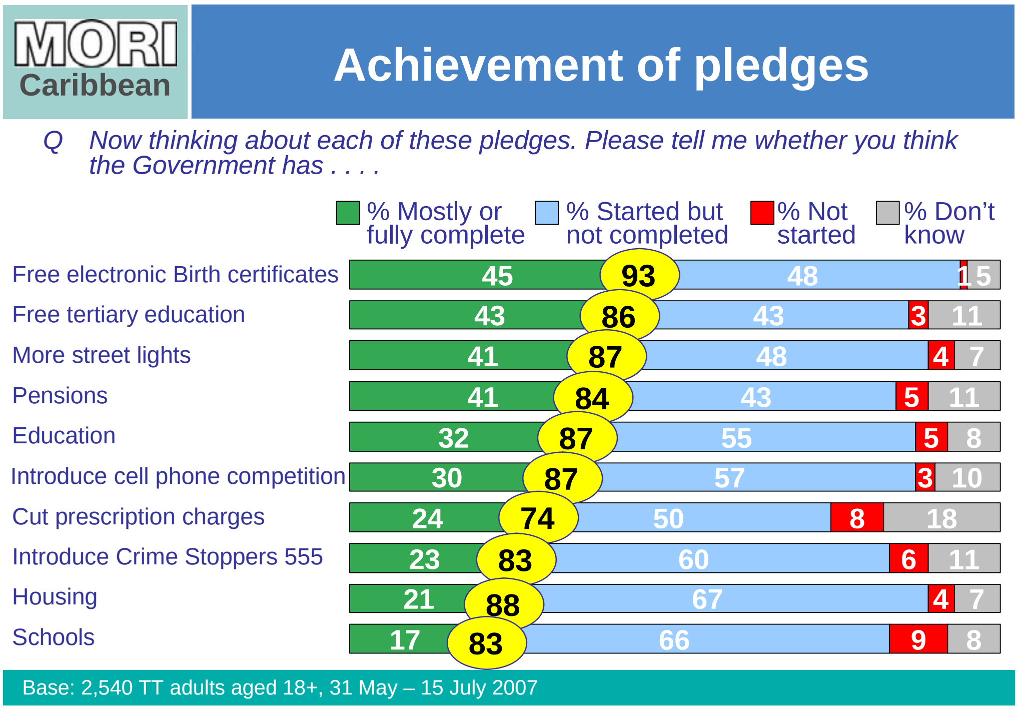
The pledges with the lowest levels of recall are the ones made on Tobago (14%), business (13%), commissions (13%), the economy (11%) and culture (10%).

4.1. Progress on pledges

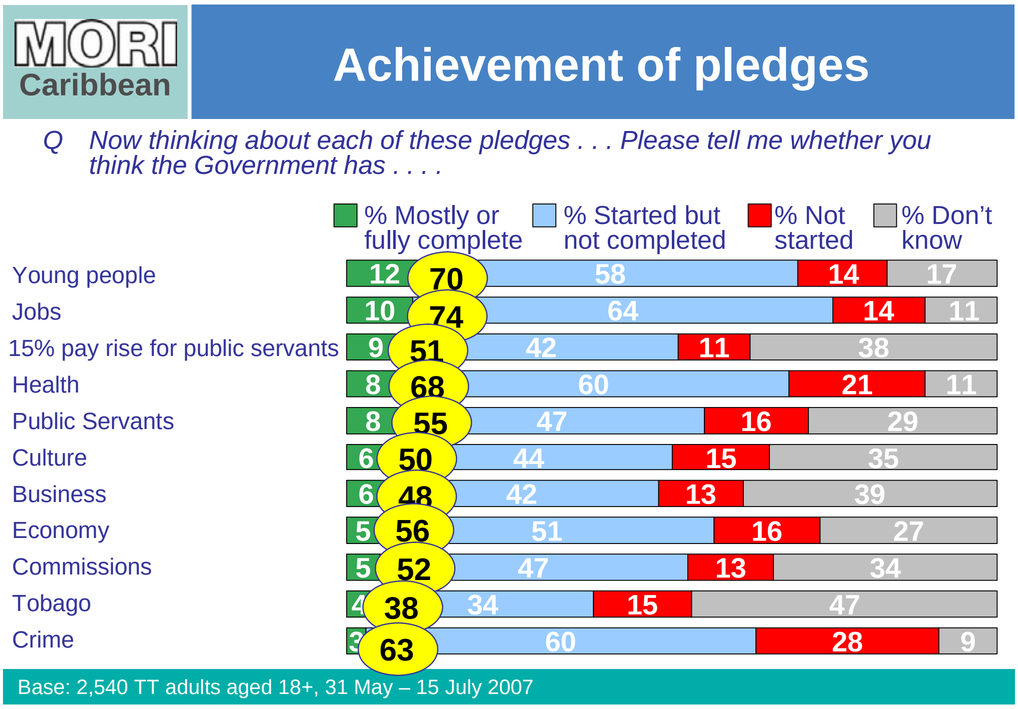
Respondents were asked to state the extent to which they feel the Government has implemented each of the pledges it made in 2002. For each one, the respondent could say it was 'mostly or fully complete', 'started but not complete', 'not started' or say they didn't know. The following two charts present the detailed results for each pledge.

More than half the public thinks that no one pledge has been mostly or fully completed. The five pledges that the public sees as being most likely to have been completed are free electronic Birth certificates (45% say this is mostly or fully complete), free tertiary education (43%), more street lights (41%) and pensions (41%).

With the exception of only two pledges, at least 50% of the public believe each of the twenty-one pledges covered in the survey have at least been started. The two exceptions are Tobago (because almost half say they don't know about progress on this pledge) and business (again a high proportion say don't know).



There are two further pledges that a significant minority of the public believes the Government has not yet started to fulfil. These are crime (28%) and health (21%). For nine pledges, between 11% and 16% of the public believe nothing has started on them; for ten pledges fewer than one in ten people say this is the case.

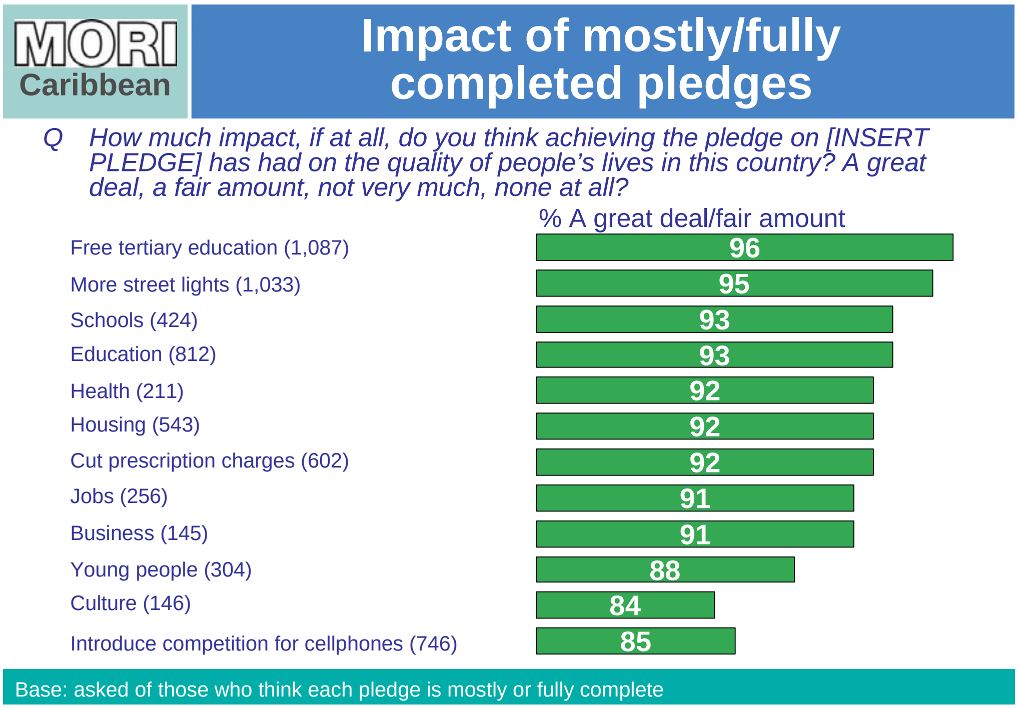


4.2. Impact of pledges

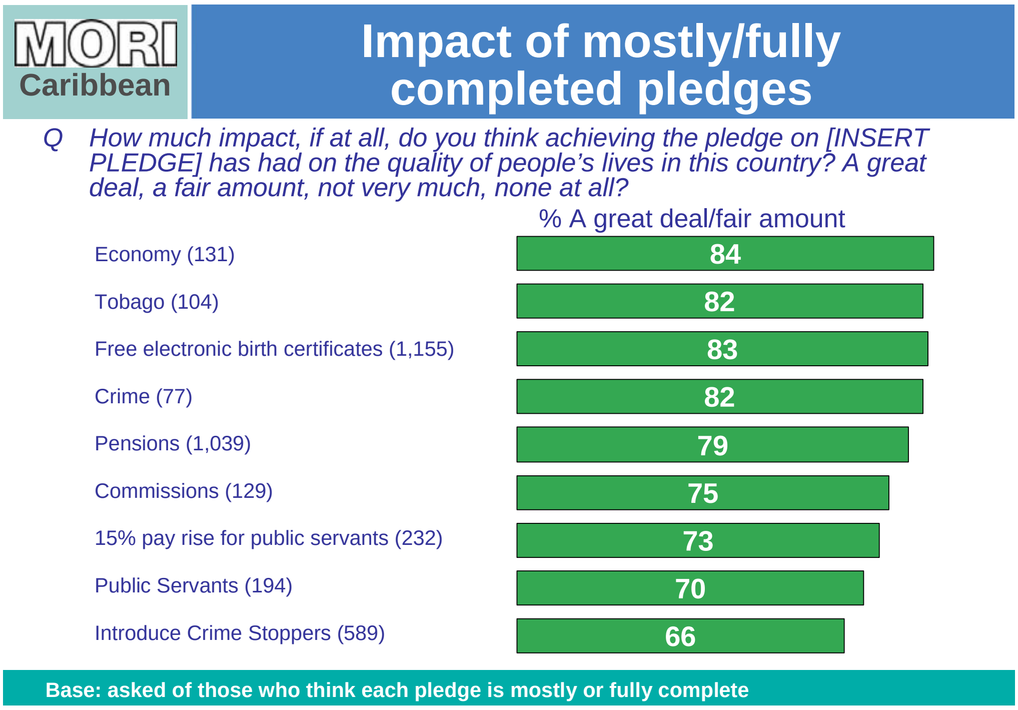
Those respondents who said a pledge has been mostly or fully completed were then asked whether they felt delivering on this pledge has had an impact on people's quality of lives. They could state a great deal, a fair amount, not very much or none at all.

Free tertiary education and more street lights are seen as the pledges which have had the biggest positive impact on the quality of people lives. Nearly all of those who feel that the Government has delivered on these pledges say that they have had a great deal or a fair amount of impact on the quality of life for residents (96% and 95% respectively).

The pledges on schools, cutting prescription charges, education and housing are viewed as the next most successful pledges in terms of their impact on quality of life – around 92% of those feeling the government has delivered on these pledges believe them to have made a positive impact.



The public is *relatively* less convinced as to the impact of the pledges on introducing Crime Stoppers 555, the economy, commissions, and on public servants. However, the majority of those who think these pledges have been delivered do think they have had a positive impact on quality of life.



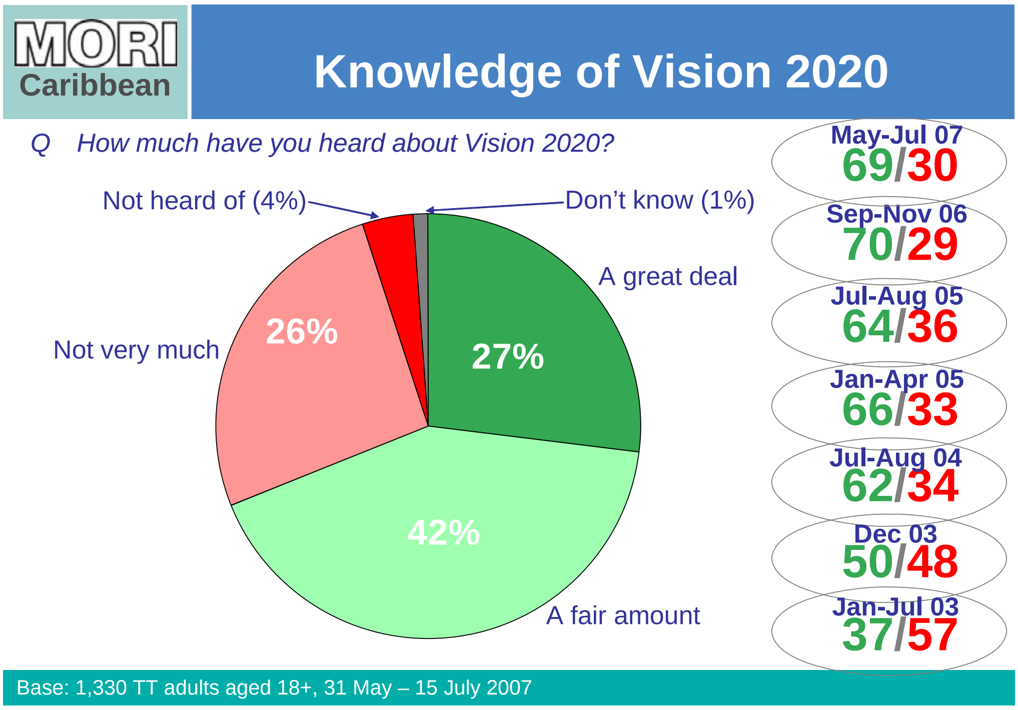
5. Vision 2020

5.1. Awareness of Vision 2020

The public in Trinidad and Tobago has heard a lot about Vision 2020. Almost all have heard of it to some extent (95%). The great majority (69%) say they have heard either a great deal (27%) or a fair amount (42%).

Awareness of Vision 2020 has increased steadily over successive waves of the Opinion Leaders' Panel. At Wave 2 (when the question was first asked), a minority of two in five people (37%) knew a fair amount or a great deal about Vision 2020. In the four years since then, this proportion has almost doubled (to 69% currently).

Awareness of the Vision has remained the same since Sep-Nov 2006 when the question was last asked as part of the World Values Survey conducted in Trinidad and Tobago by MORI Caribbean.

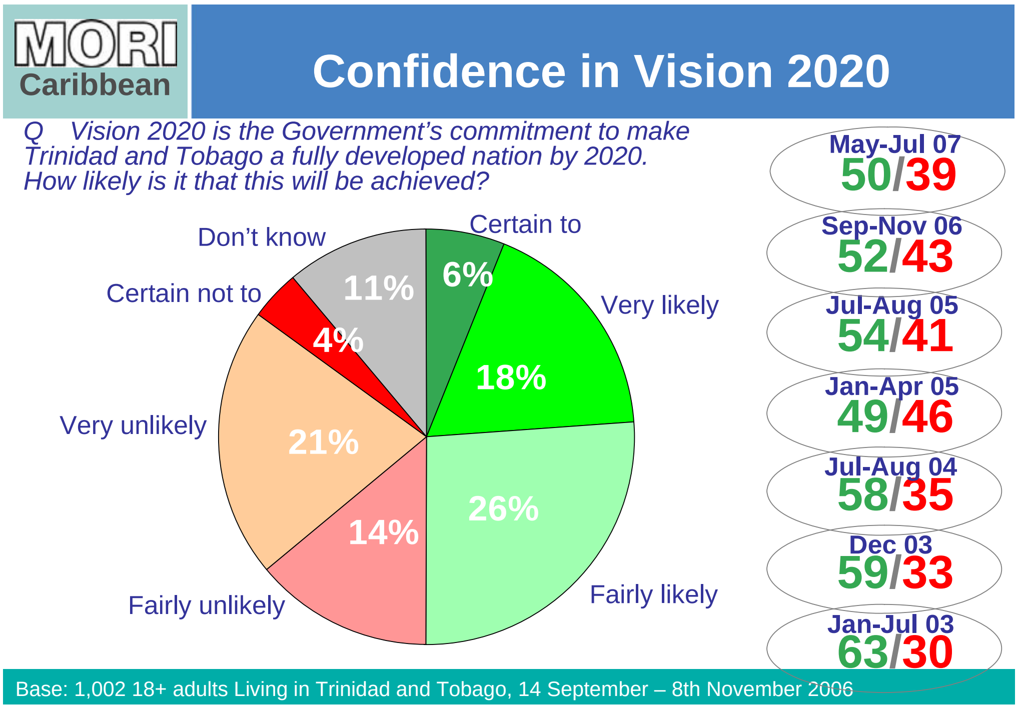


Awareness of Vision 2020 is higher among middle class people (ABC1) than those in the working class (C2DE). Almost four in five (77%) of the middle class have heard a fair amount or a great deal about Vision 2020, compared to around two in three (65%) of the working class. People living in the North are most likely to know at least a fair amount about the scheme (78%), while awareness levels among those living in the Central region is lower (66%).

5.2. Confidence that Vision 2020 will be achieved

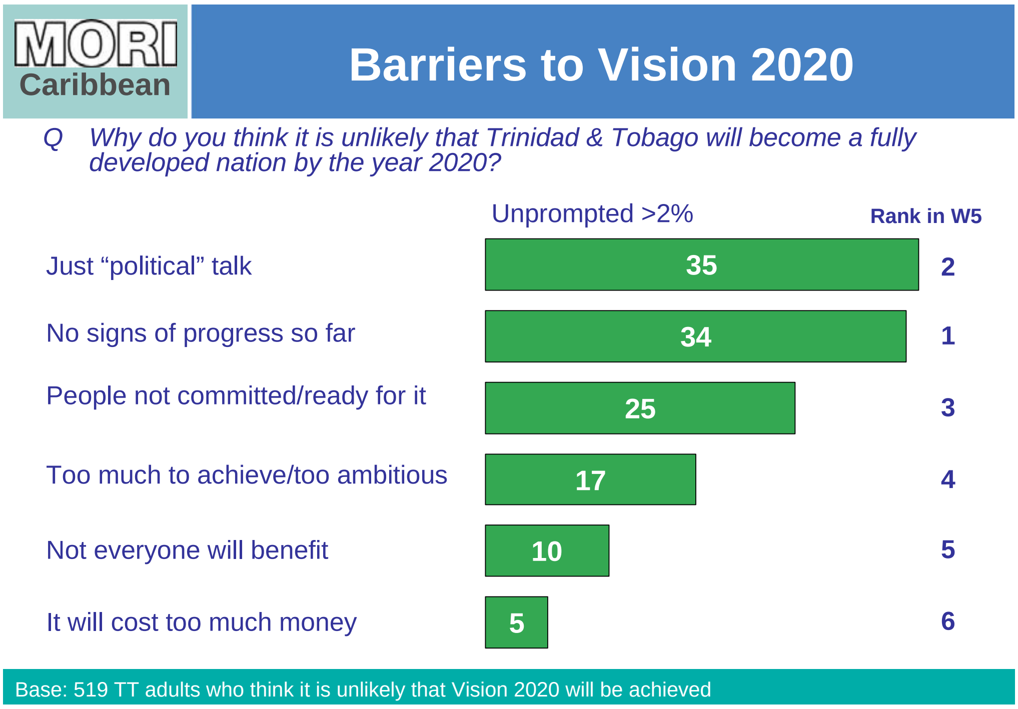
Half the public (50%) thinks it likely that Vision 2020 will be achieved, compared to two in five (39%) who feel it is unlikely that the country will become a developed nation by the year 2020.

While awareness of Vision 2020 has been steadily rising since Wave 2 of the Opinion Leaders' Panel, there has been a steady decline in confidence of its ultimate success. In Wave 2, almost two thirds of the public (63%) were confident that Trinidad and Tobago would be a fully developed nation by 2020. This is 13 percentage points higher in confidence than is the case today.



5.3. Reasons for lack of confidence in Vision 2020

The two main reasons given – without prompting – by those who think it is unlikely that Vision 2020 will be achieved, are that it is perceived to be "just political talk" (35%) or there are no signs of progress to date (34%). These were also the same two reasons given by respondents in Wave 5 of the Opinion Leaders' Panel.



For one quarter of those pessimistic about Vision 2020 the belief that the public is not committed/ready for it is given as a reason; and one in six says that they believe the Vision is too ambitious to achieve.

Few people say that not everyone benefiting (10%) or believing it will cost too much money (5%) are reasons for thinking it is unlikely to be achieved.

5.4. News about Vision 2020

As many people say the news they hear about Vision 2020 is mainly positive (28%) as say it is mainly negative (25%). The largest proportion of the public says the news they hear about the Vision is a mixture of positive and negative (37%).

Older people are more likely to hear mainly positive things about Vision 2020 (33% of those aged 55 and over, compared to 26% of those aged 18-54), as are Afro- compared to Indo-Trinidadians (34% compared to 20% respectively).

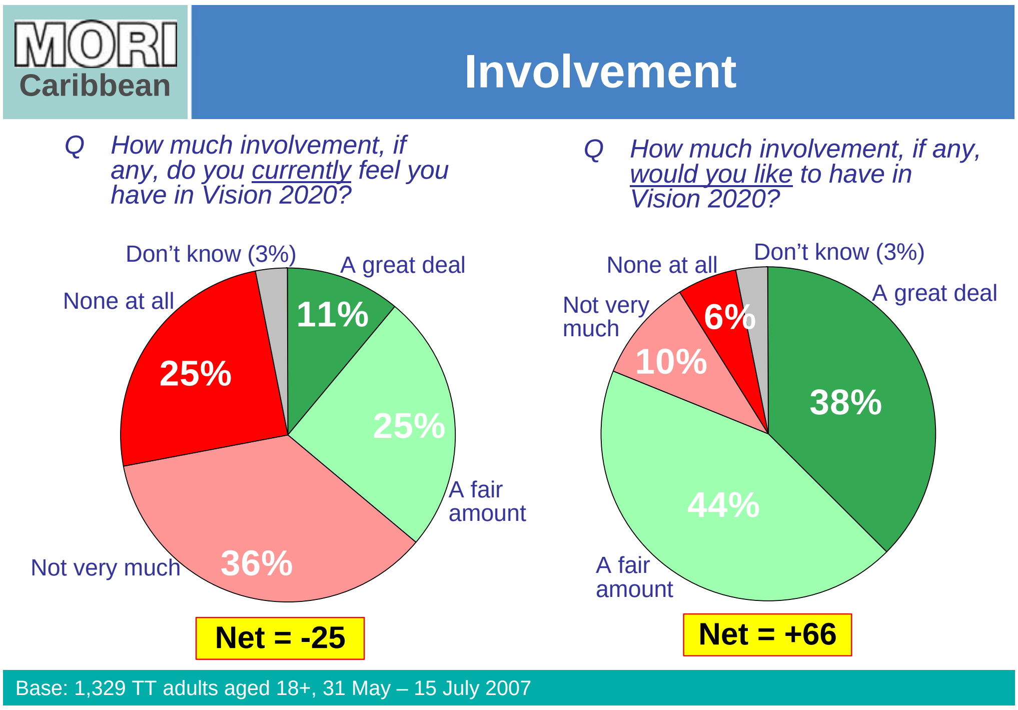
5.5. Progress towards Vision 2020

When asked, without prompting with a list, to give some examples of what they think shows that Trinidad & Tobago is moving towards becoming a fully developed nation, half the public says there are no signs of progress (34%) or they don't know (16%). The four top answers of actual progress given are:

- 15% say housing developments;
- 13% say achievements in education;
- 9% say infrastructure developments; and
- 8% say construction of "prestige" projects.

5.6. Involvement in and Care for Vision 2020

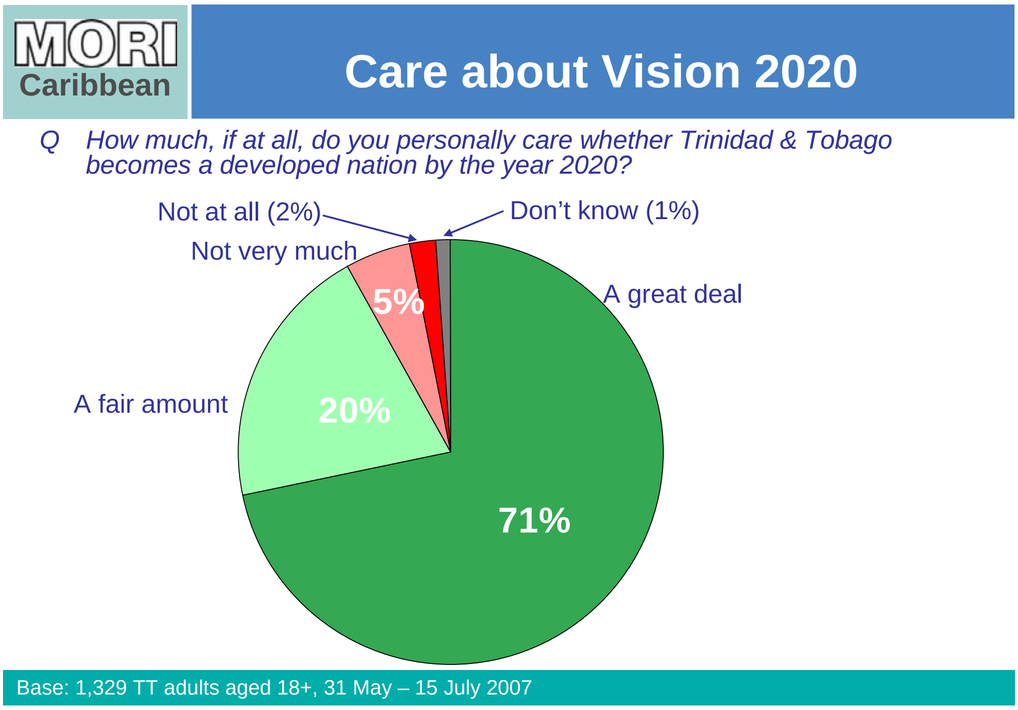
Most adults in Trinidad and Tobago (61%) do not feel they have much involvement in Vision 2020. A little over a third (36%) says they feel involved.



There is significant demand for a greater level of participation in Vision 2020. Almost two in five (38%) say they would like a 'great deal' of involvement and almost half (44%) would like a 'fair amount'. Only one in six (16%) is not keen to be involved.

Younger people are more eager to be involved in Vision 2020 than older residents. Over four in five (84%) of those ages 18-34 say they would like a fair amount or a great deal of involvement, while among residents aged 55 and over this proportion falls to seven in ten (69%) – even so, this is still a high proportion. While those in the Central region currently feel most involved in the scheme, it is residents in the North and South who are keenest to contribute to Vision 2020 (87% each).

The public cares that the nation becomes developed. Seven in ten people (71%) personally care 'a great deal' that Trinidad and Tobago becomes a developed nation by the year 2020, with a further one in five (20%) saying he/she cares 'a fair amount'. Only 7% of the public says they 'do not care'.

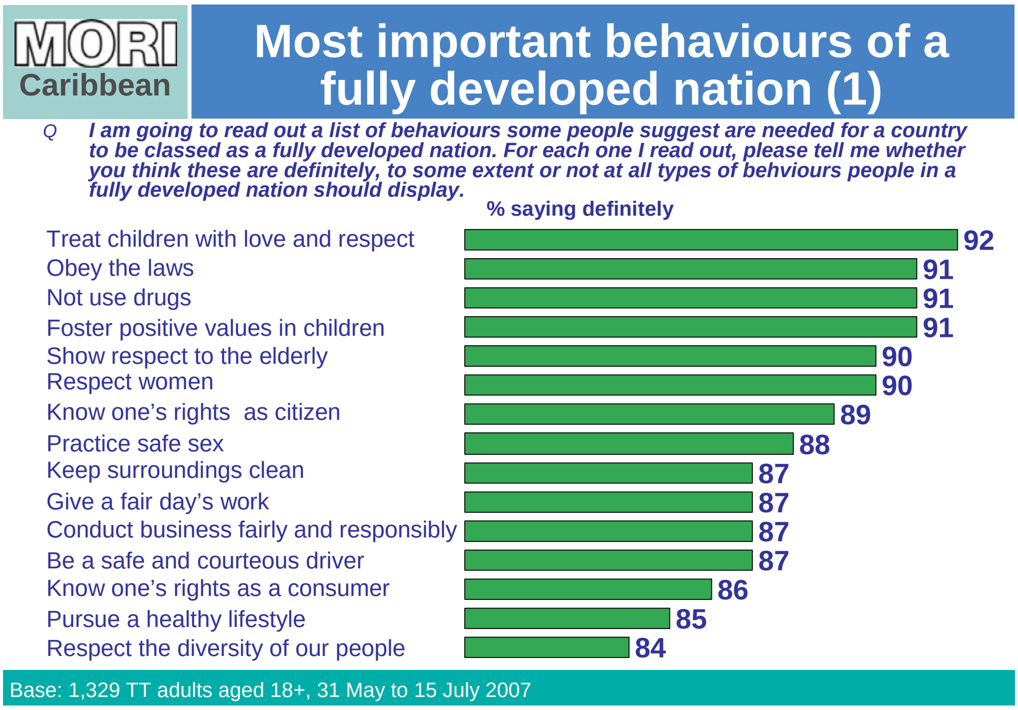


Concern that Vision 2020 is achieved is very strong across all demographic groups in Trinidad and Tobago.

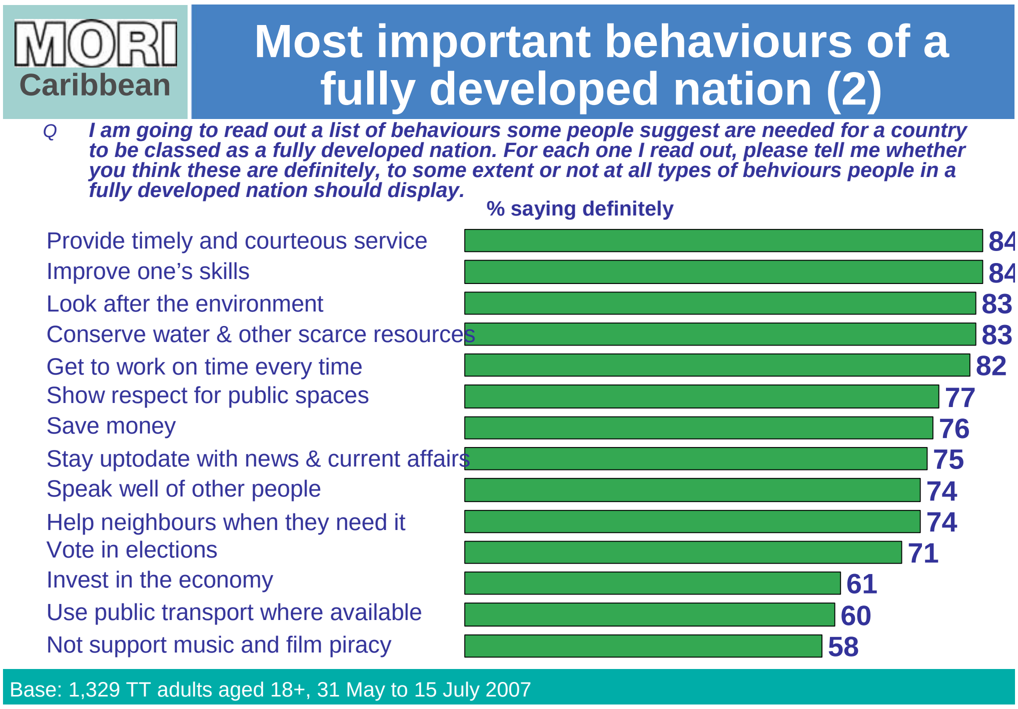
5.7. Behaviours of a fully Developed Nation

Respondents were read a list of different types of behaviours and for each one were asked whether they felt this type of behaviour was characteristic of someone living in a developed nation. For each behaviour, respondents could say "definitely", "to some extent" or "not at all".

The following two charts present the results for each of the behaviours, showing the proportion of the public who says these are "definitely" behaviours of people living in a developed nation.

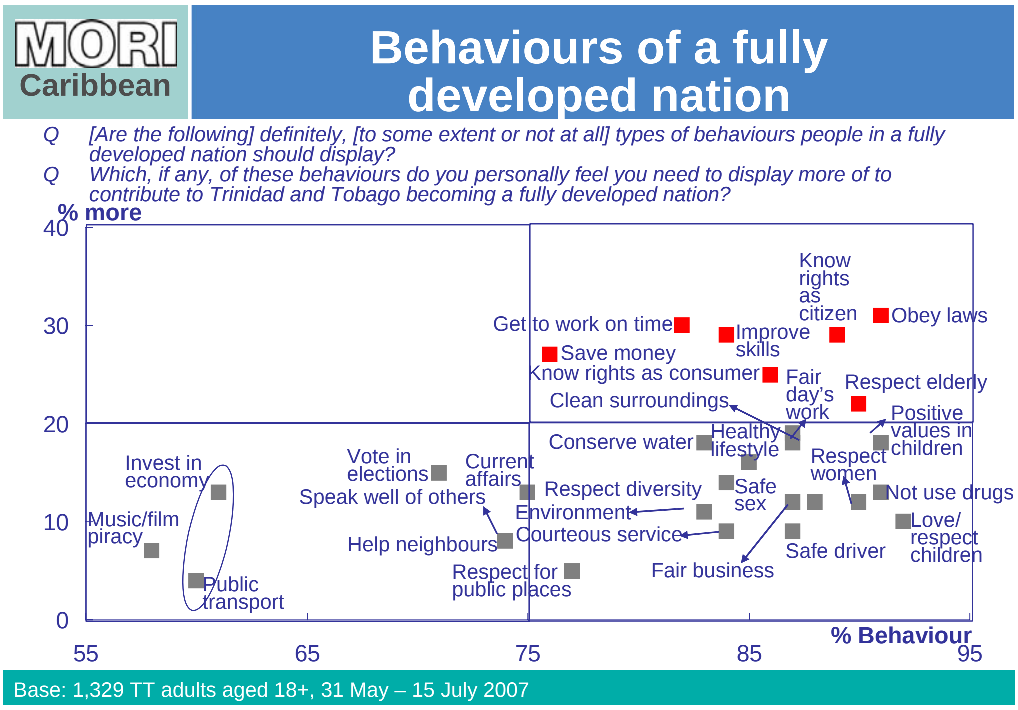


Treating children with love and respect, obeying the laws, fostering positive values in children, and staying away from drugs are the behaviours most likely to be considered necessary in a fully developed nation. Nine in ten people say that these behaviours are *definitely* the types of behaviours people in a fully developed nation should display. It is clear that respect and family values are very important in what the public believes Vision 2020 should be about.



The three least selected behaviours are invest in the economy, use public transport and not support music and film piracy. Three in five people would say that these are "definitely" the behaviours of someone living in a developed nation.

The following scatter diagram plots each of the behaviours across two axes. The horizontal axis shows the proportion of the public who say each of these behaviours is "definitely" a behaviour of a developed nation person. The higher up the chart (the vertical axis) the more people say that this is a behaviour they would personally need to display more of in a developed nation.



Those behaviours in the top right corner of the above chart are most important to consider. They are most likely to be seen as the types of behaviours expected in a developed nation and also where most people feel they need to do more of. These behaviours are:

- Obeying laws;
- Knowing rights as a consumer and as a citizen;
- Improving own skills;
- Getting to work on time;
- Saving money; and
- Respecting the elderly.

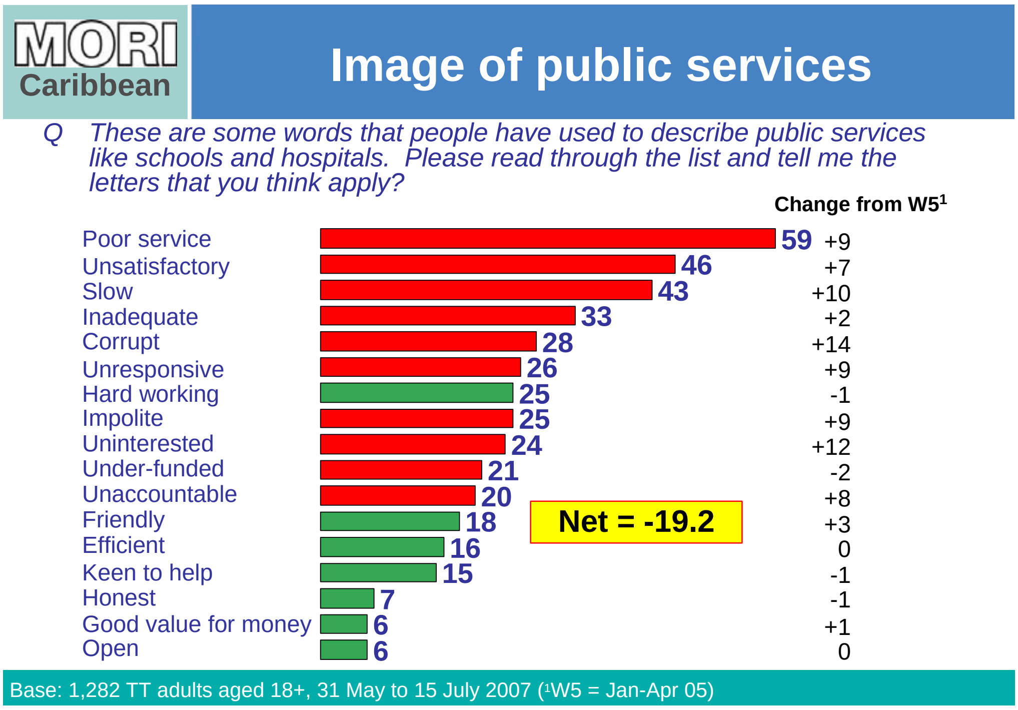
6. Image of Public Services

6.1. Image of Public Services

Public services have a poor image in Trinidad and Tobago. When asked to select from a list the words or phrases they would use to describe public services, the most popular choices are negative ones. In fact, the top six words or phrases the public use to describe public services are all negative.

The public is most likely to see public services as providing a poor service (59%), unsatisfactory (46%) and slow (43%). This is followed by inadequate (33%), corrupt (28%) and unresponsive (26%)

The highest chosen positive phrase people select for public services is hardworking (25%). Most positive phrases are the least likely to be chosen. As such, fewer than one in ten people describes public services as honest (7%), good value for money (6%) and open (6%).



The same question was also asked in Wave 5 of the Opinion Leaders' Panel (Jan-Apr 2005). There have been some changes in the image of public services since this time, with a general shift towards the public becoming more negative than before.

The biggest changes in opinion since Wave 5 are the higher proportion describing them as corrupt (up 14 points), uninterested (up 12 points) and slow (up 10 points).

Taking the image attributes the public are most likely to select to describe public services, the main differences by sub-groups of the public are as follows:

- **Gender:** more women than men describe public services in critical terms. Women are more likely to view public services as unsatisfactory (49% vs. 42%) and as impolite (28% vs. 22%).

- **Age:** more younger people describe public services as providing poor service (63% of those aged 18-34 vs. 53% of those aged 55 and over) and as under-funded (22% vs. 15%).

- **Ethnicity:** more Indo-Trinidadians than Afro-Trinidadians feel that public services deliver poor service (63% vs. 55%). Indo-Trinidadians are also less likely to view public services as efficient (12% vs. 19%).

- **Class:** middle class people are generally more critical of public services. The middle class are more likely to describe public services as providing poor value (64% of ABC1s vs. 57% of C2DEs), as unsatisfactory (53% vs. 43%) and as inadequate (40% vs. 30%).

6.1. Methodological test

The trend question used to measure the image of public services is as follows: *"These are some words that people have used to describe public services like schools and hospitals. Please read through the list and tell me the letters that you think apply".* As the question makes explicit reference to "schools and hospitals" it might be the case that this would bias respondents to think about these two types of public services only when answering the question (and we know that the image of schools and hospitals are quite different).

To test whether this is the case half of respondents were asked the trend question (above) and half a modified question as follows: *"These are some words that people have used to describe public services. Please read through the list and tell me the letters that you think apply."*

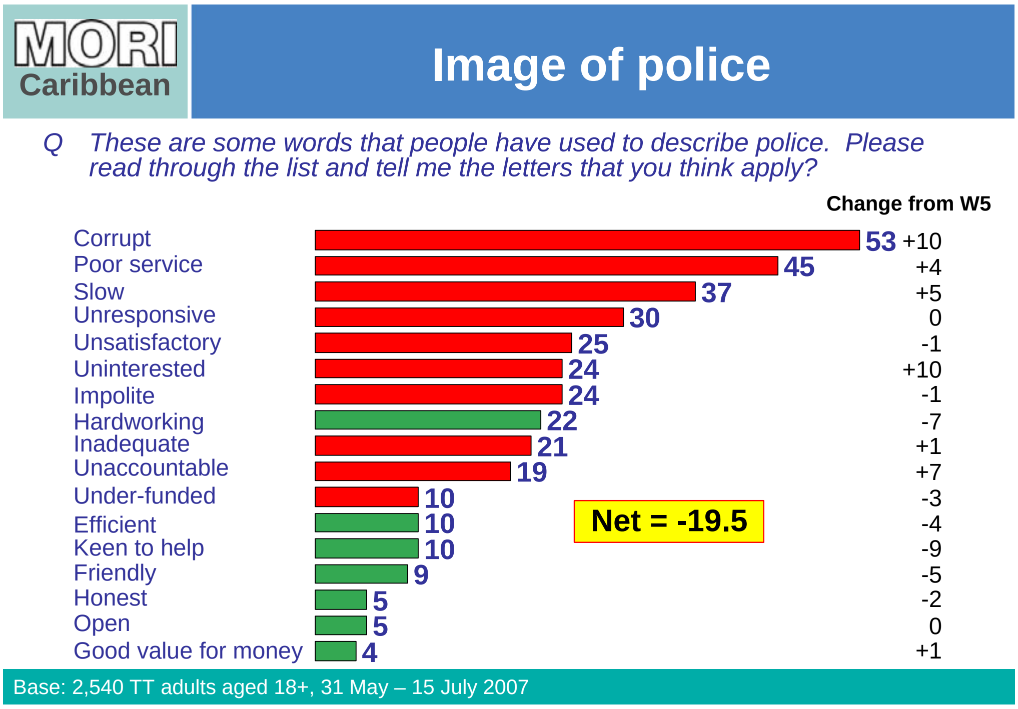
The full results are provided in the topline results. The results from both questions are very similar – 'poor service', 'slow' and 'unsatisfactory' make up the top three choices in each instance, and differences in the proportions choosing these are not statistically significant. Indeed, there is only one significant difference for one phrase. That is, people are more likely to choose the 'under-funded' in the trend question than when not asked (21% vs. 16%) and this difference is not substantial.

6.2. Image of the Police

As with views towards public services in general, the police in Trinidad and Tobago has a poor image. Nine of the top ten words or phrases selected by the public to describe the police are negative.

Over half of the public describes this service as corrupt (53%), almost twice the proportion who describe public services in general as corrupt (28%). The public is also likely to view the police as providing a poor service (45%), slow (37%), unresponsive (30%) and unsatisfactory (25%).

The most popular positive description of the police is that they are hardworking, which is selected by 22% of the public (3 points lower than the average for public services generally). All the other positive phrases are selected by one in ten or fewer, including three phrases by one in twenty or fewer: honest (5%), open (5%) and good value for money (4%).



As with the image of public services, the public has become more negative in certain respects in their ratings of the police since Wave 5. More people now see the police as corrupt (up 10 points) and uninterested (up 10 points). In contrast, fewer would describe them as keen to help (down 9 points) or hardworking (down 7 points).

Younger people tend to have a more negative image of the police, being more likely to describe them as corrupt (58% of those aged 18-34 compared to 45% of those aged 55 and over), as slow (39% vs. 32%) and as providing a poor service (49% vs. 37% respectively). People living in the North and South areas of Trinidad are more likely than residents living in Central to describe the police as corrupt (56%, 54% and 46% respectively) and as slow (39%, 44% and 30% respectively).

Taking the image attributes the public are most likely to select to describe the police, the main differences by sub-groups of the public are as follows:

- **Gender:** more men than women are critical about the police. Men are more likely to see the police as corrupt (56% of men vs. 50% of women) as providing poor service (48% vs. 43%) and as slow (39% vs. 34%).

- **Age:** more young people are critical of the police than older people. Younger people are more likely to describe the police as corrupt (58% of those aged 18-34 vs. 45% of those aged 55 and over) and as providing a poor service (49% vs. 37% respectively).

- **Ethnicity:** more Afro-Trinidadians than Indo-Trinidadians describe the police as corrupt (55% vs. 50%) and as impolite (28% vs. 21%). However, Afro-Trinidadians are also slightly more likely to describe the police as keen to help (12% vs. 8%).

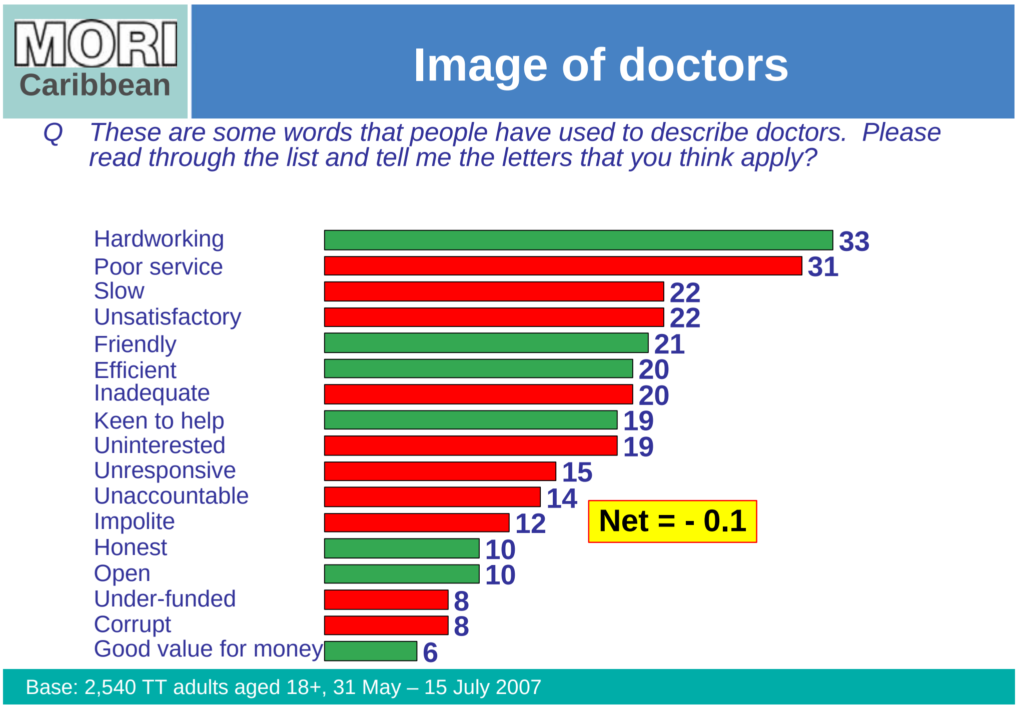
- **Class:** middle class people tend to be more critical of the police than the working class are. Middle class people are more likely to describe the police as impolite (28% of ABC1s vs. 23% C2DEs), as unsatisfactory (28% vs. 24%) and as under-funded (15% vs. 8%).

6.3. Image of doctors

The image of doctors is mixed. As many people would describe them as hardworking (33%) as would say they provide a poor service (31%). Of the top ten attributes chosen to describe doctors, four are positive, with the remaining six being negative.

As well as being seen to provide a poor service by three in ten people, around one in five also says they are slow (22%) and unsatisfactory, with a similar proportion saying they are friendly (21%).

Fewer than one in ten people says that doctors are under-funded (8%) or corrupt (8%), but only six percent would say they provide good value for money.



Older people are more likely to view doctors as hardworking (38% of those aged 55 and over compared to 31% of those aged 18-34) and those living in the North of Trinidad are particularly likely to describe doctors as hardworking (52%). Doctors are, however, seen as providing a poor service to a similar extent across all demographic groups.

Taking the image attributes the public are most likely to select to describe doctors, the main differences by sub-groups of the public are as follows:

- **Gender:** Opinions are similar between men and women, although slightly more women describe doctors as hardworking (36% vs. 31%) and efficient (23% vs. 18%).

- **Age:** Older residents tend to have a more positive image of doctors. Older residents are more likely to view them as hardworking (38% of those aged 55 and over vs. 31% of those aged 18-34), friendly (27% vs. 19%) and efficient (24% vs. 19%).

- **Ethnicity:** The image of doctors is broadly similar across ethnic groups.

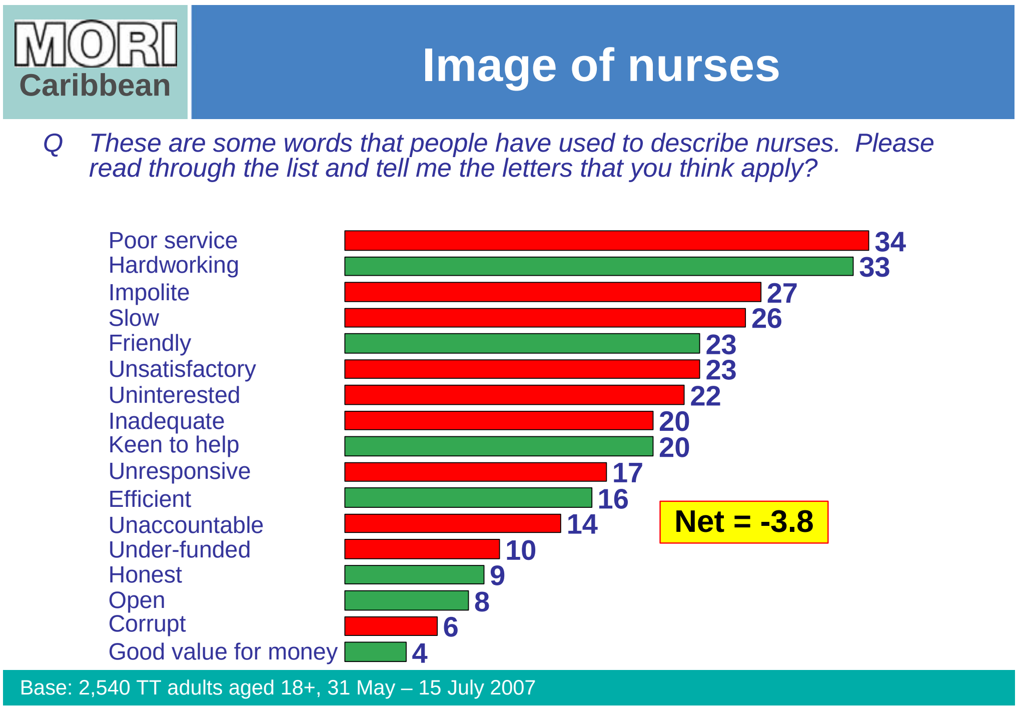
- **Class:** The image of doctors across classes presents a mixed picture. Middle class people are more likely to describe doctors as efficient (25% of ABC1s vs. 18% of C2DEs) and open (13% vs. 9%), they are also more likely to view them as unaccountable (17% vs. 13%) and under-funded (12% vs. 7%).

6.4. Image of nurses

The public image of nurses is mixed and similar to the public image of doctors, albeit more people see nurses as impolite, than say the same about doctors.

As many people see nurses as providing a poor service (34%) as being hardworking (33%). The next most selected attribute for nurses is that they are impolite, which is selected by 27% of the public (more than twice as likely to be selected for nurses than for doctors).

As with the image of other public services, few people say that nurses provide good value for money (4%), are open (8%) or are honest (9%). Also in common with other public services (except the police) few people also see nurses as corrupt (6%).



Considering the image attributes the public are most likely to select to describe nurses, the main differences by sub-groups of the public are as follows:

- **Gender:** opinions are similar between men and women, although women are slightly more critical. They are more likely to describe nurses as unsatisfactory (25% of women vs. 21% of men) and impolite (29% vs. 25%).

- **Age:** young people have a more negative view of nurses than older people, with the former being more likely to describe them as slow (29% of those aged 18-34 vs. 21% of those aged 55 and over), as impolite (30% vs. 20%) and as uninterested (24% vs. 19%).

- **Ethnicity:** the image of nurses is broadly similar across ethnic groups.

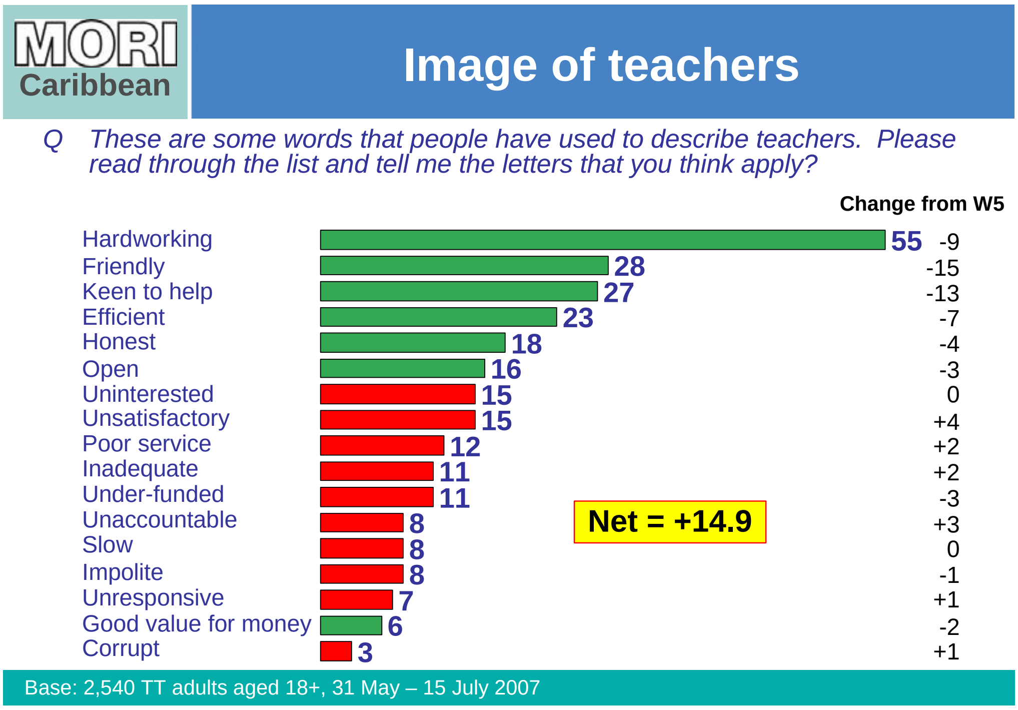
- **Class:** the image of nurses is broadly similar across classes, although the middle class are more likely to describe nurses as under-funded (13% of those in classes ABC1 vs. 8% of those in classes C2DE) and inadequate (22% vs. 19% respectively).

6.5. Image of teachers

The public image of teachers in Trinidad and Tobago is generally positive. Of the top ten attributes chosen to describe teachers, the top six are positive with the remaining four being negative.

Teachers are most often described as hardworking, with over half the public (55%) describing them in this way. Indeed, this is the only positive attribute chosen by the majority of the public across all of the public services asked about (public services in general, the police, doctors and nurses). Teachers' personal qualities are also viewed in a positive light, with the public describing them as being friendly (28%), keen to help (27%) and efficient (23%).

In common with other public services, few people see teachers as providing good value for money (6%). Many of the negative attributes that could be used to describe teachers are also chosen by fairly small numbers of the public with less than one in ten saying they are unaccountable (8%), slow (8%), impolite (8%), unresponsive (7%) and corrupt (3%).



Although teachers enjoy a broadly positive image with the public, this has become more negative since Wave 5 (as has the image of public services generally and the police). In particular, fewer people now describe teachers as friendly (down 15 points), keen to help (down 13 points) and as hardworking (down nine points).

Taking the image attributes the public are most likely to select to describe teachers, the main differences by sub-groups of the public are as follows:

- **Gender:** opinions are similar between men and women, although women are more likely to see teachers as uninterested (18% of women vs. 13% of men).

- **Age:** broadly similar across age groups.

- **Ethnicity:** broadly similar across ethnic groups.

- **Class:** more middle class people than working class people are critical of teachers, being more likely to describe them as uninterested (18% of those in classes ABC1 vs. 14% of those in classes C2DE), inadequate (14% vs. 10% respectively) and under-funded (13% vs. 10% respectively). They are however more likely to view teachers as open (19% vs. 15% respectively).

6.6. Funding public services

The public was asked which services, if any, they would be prepared to pay more tax (either $100 or $1,000 per year) in order to improve service quality. It should be noted that while around one in six (18%) said he/she would not be prepared to pay an extra $100 a year for any service, the proportion saying they would not be prepared to pay an extra $1,000 is only marginally higher (22%).

Health related services emerge as the top priorities for more tax spending: two in five adults (42%) would be prepared to an extra $100 per year to see improvements made to hospitals, while almost three in ten (28%) would pay this amount to see improvements made to health centres. Very similar proportions would be prepared to pay an extra $1,000 per year for improvements to these services (40% and 26% respectively).

The next most popular services for increased spend are facilities for young people, adult education, and primary schools. Again, very similar proportions of adults would be prepared to pay an extra $100 for these services as would be prepared to pay an extra $1,000.

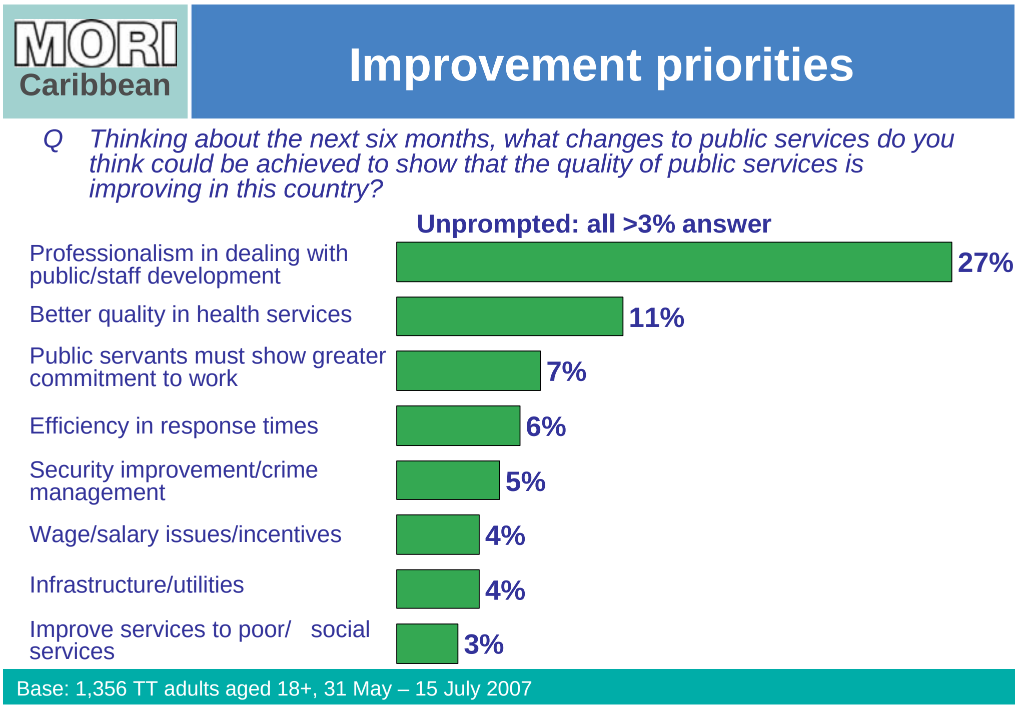
Older residents are marginally less likely to be prepared to spend $100 per year on improvements to hospitals (37% of those aged 55 and over vs. 43% of those aged 18-54). Increased spending on facilities for young people is most popular among the younger generation (28% of those aged 18-34 vs. 15% of those aged 55 and over).

6.7. Improving public services

When thinking about what changes could be made to public services in the next six months to demonstrate that the quality of the service is improving, the public most frequently cite improvements to the professionalism with which the public are dealt with and staff development (27%).

In a similar vein, people feel that public servants should show a greater commitment to their work (7%) – a greater level of commitment to work is likely to be reflected in more professional and public-focussed service standards.

Highlighting people's desire to see improvements made to the health service, as illustrated by their choice of service for increased tax spending, people feel that better quality in health services is also a way by which Trinidad and Tobago could show that the quality of public services is improving.



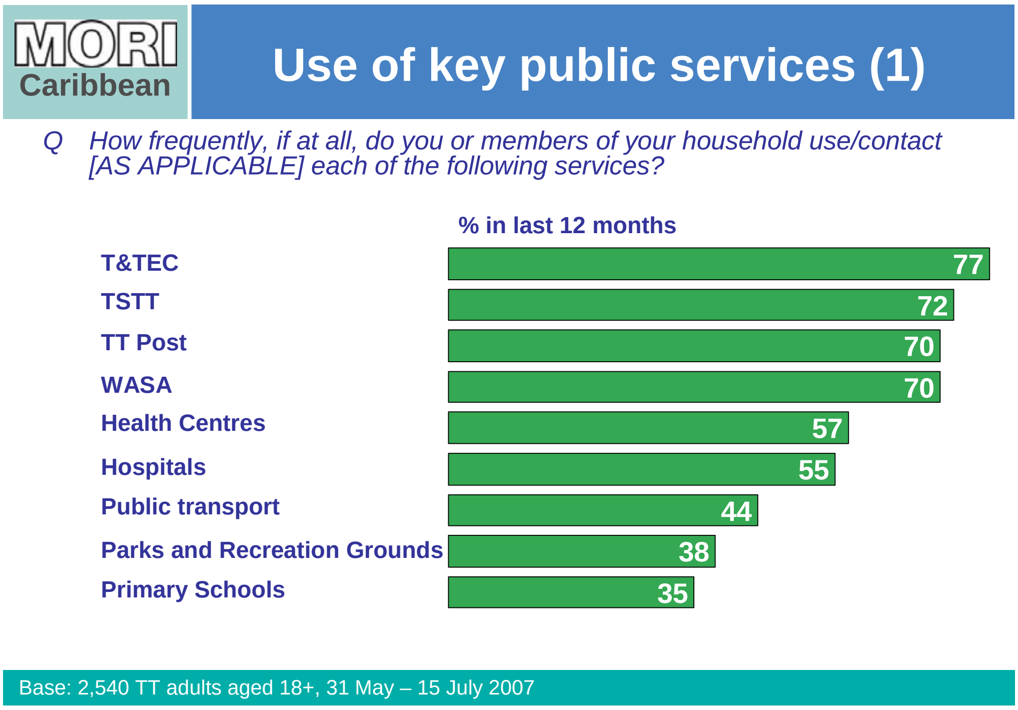
7. Key Public Services – Use and Satisfaction

7.1. Use of public services

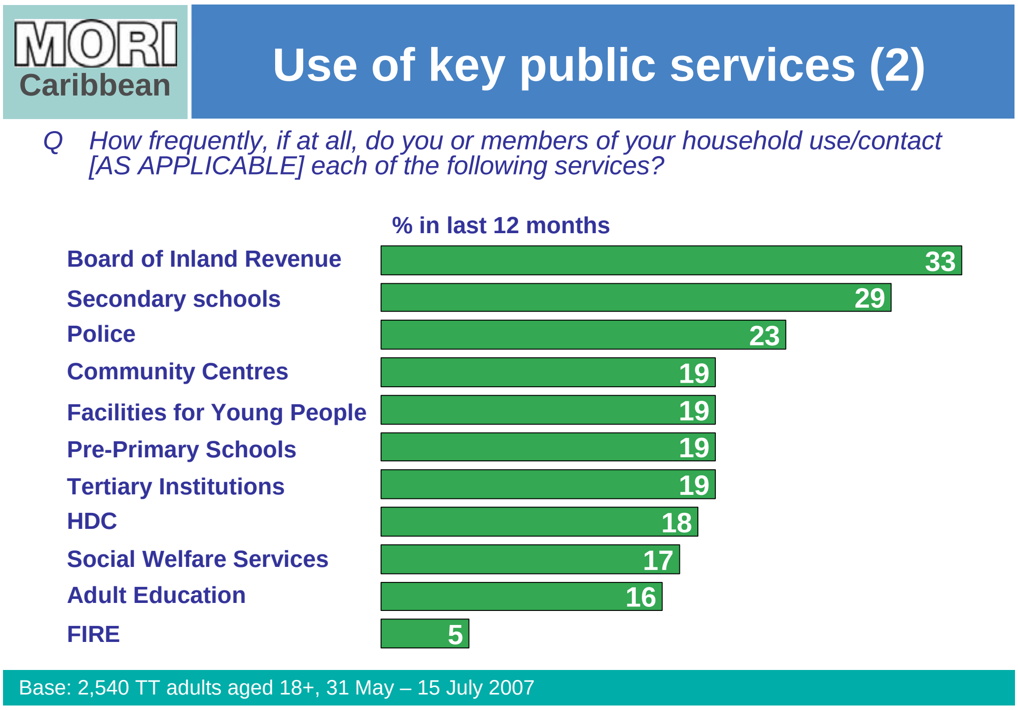
The chart below shows the proportion of households who have used or contacted a range of different public services within the last 12 months. The topline results provide a further breakdown of contact with these services over different time frames, including every day, once a week and once a month.

The most well used public services are the utility services T&TEC, TSTT, TTPost and WASA where most households say they have had contact in the past 12 months.

Health services are also widely used with more than half of people/households accessing a health centre (57%) or hospital (55%) in the previous 12 months.



Of the services covered in this research, Fire services are the least accessed with one in twenty households having used or contact this service in the past year.



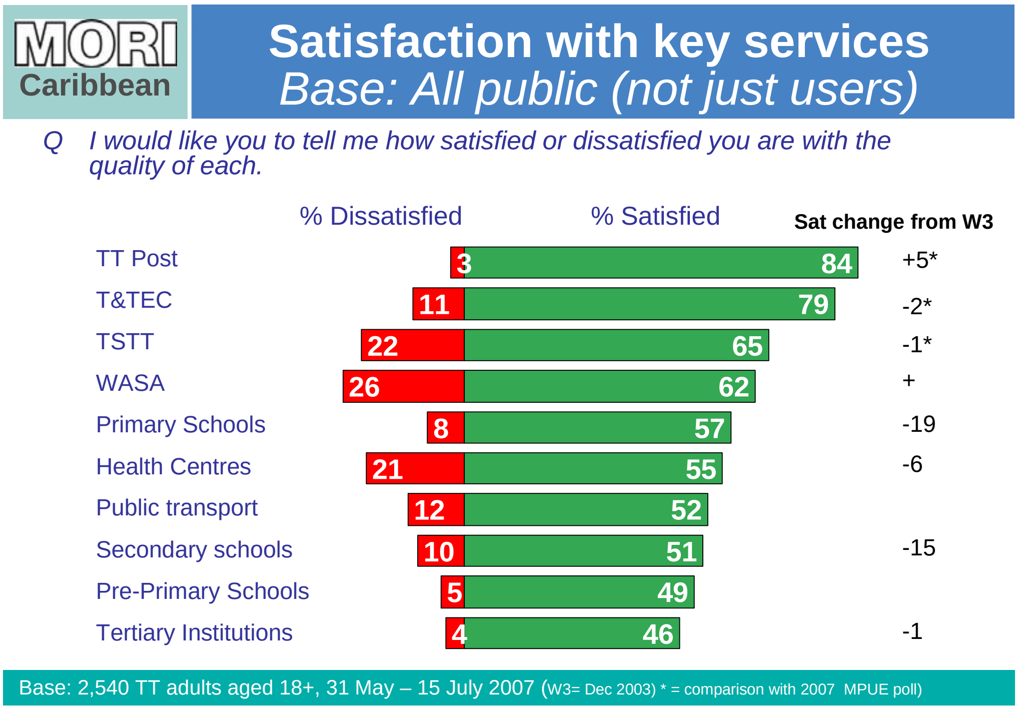
7.2. Satisfaction with key public services among public

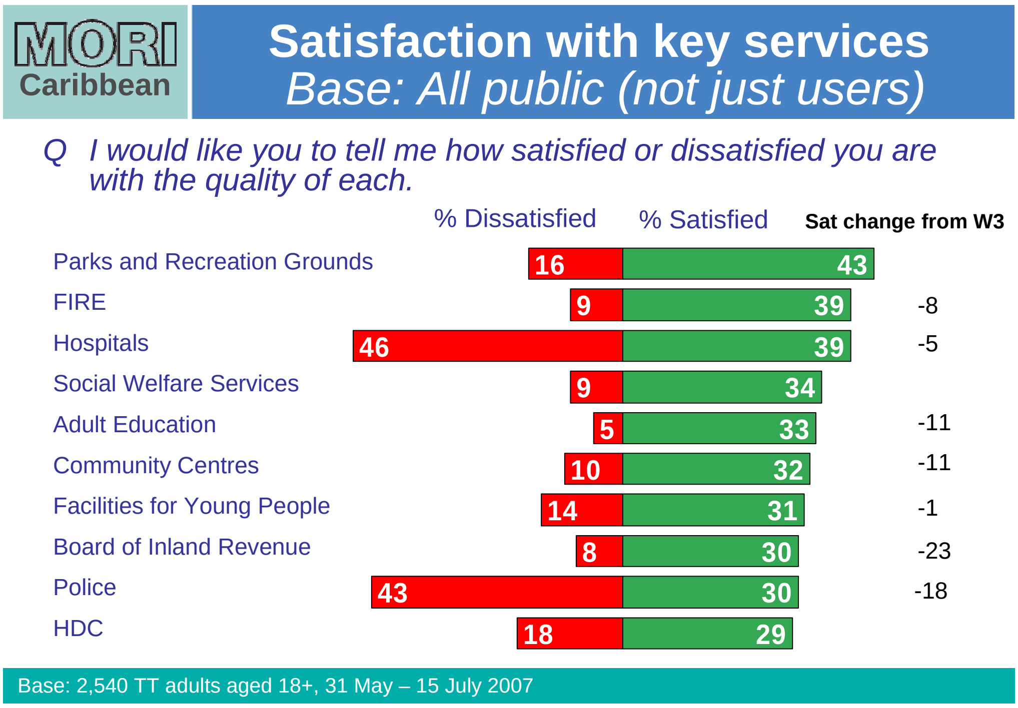
The public is more likely to express satisfaction rather than dissatisfaction with most public services covered in this survey. The most highly rated services in Trinidad and Tobago are TT Post and T&TEC. The great majority of the public express satisfaction with these services (84% for TT Post and 79% for T&TEC). It is important that high levels of satisfaction with these key services is maintained given their heavy usage among the public, as discussed above.

The public is also satisfied with TSTT and WASA (65% and 63% satisfied respectively). However, although the majority of the public are satisfied with these services, a sizeable minority are not satisfied (22% and 26% respectively).

The services recording the highest levels of dissatisfaction are hospitals, where almost half of the public (46%) are dissatisfied and the police (43%). As seen earlier, hospitals are the public service that the public would be most keen to pay more for in order to see improvements made. Dissatisfaction with the police is highest among men (45% dissatisfied compared to 41% of females), among younger residents (46% of those aged 18-34 vs. 35% of those aged 55 and over), and among those living in the Central region (48%). Dissatisfaction with hospitals is highest among younger members of the public (50% of those aged 18-34 vs. 38% of those aged 55 and over).

Compared to Wave 3 of the Opinion Leaders' Panel (December 2003), when satisfaction with services was last measured, satisfaction has declined for those services where comparisons can be made. This decline in satisfaction is most marked for Board of Inland Revenue (drop in satisfaction of 23 percentage points to 30% satisfied currently), primary schools (drop of 19 percentage points to 57%), the Police (drop of 18 percentage points to 30%), and secondary schools (drop of 15 percentage points to 51%).



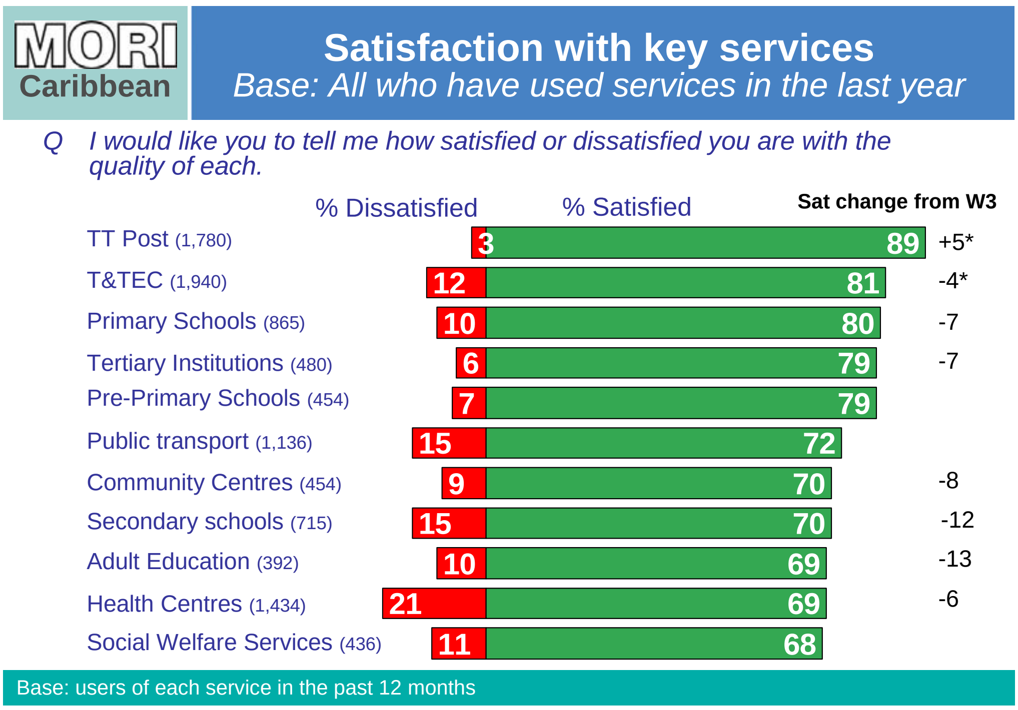


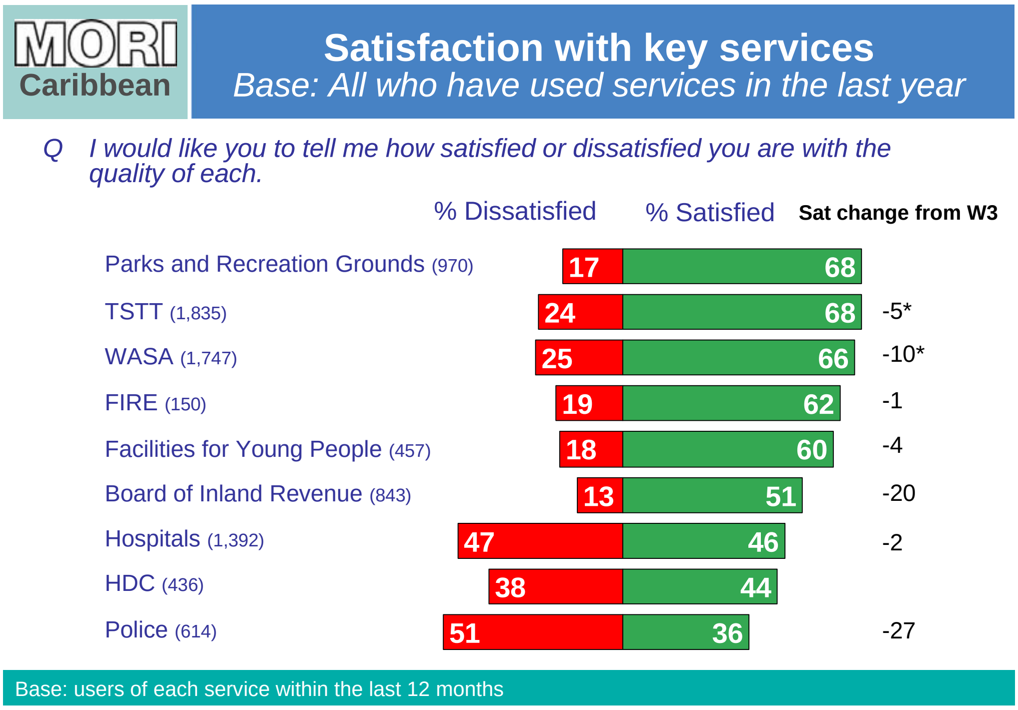
7.3. Satisfaction with key public services among service users

Satisfaction with services can also be calculated among only those people/households who have used the service in the past year. This allows satisfaction levels to be assessed for people who have personal experience of using the respective service, and who are therefore less likely to base their feelings on third party information.

Service users are most satisfied with TT Post (89% satisfied) and T&TEC (81% satisfied), mirroring the trend evidenced by the public as a whole. Users of primary schools, tertiary institutions and pre-primary schools are also satisfied. Again, following the pattern exhibited by the public as a whole, dissatisfaction levels are highest among those who have used the police service in the past year (51% dissatisfied), and among users of hospitals (47% dissatisfied).

As with the public as a whole, where comparisons can be made, satisfaction with services has declined since Wave 3 of the Opinion Leaders' Panel. These falls in satisfaction are most marked for the police (drop of 27 percentage points to 36% satisfied), the Board of Inland Revenue (drop of 20 percentage points to 51%), and adult education (drop of 13 percentage points to 69%).





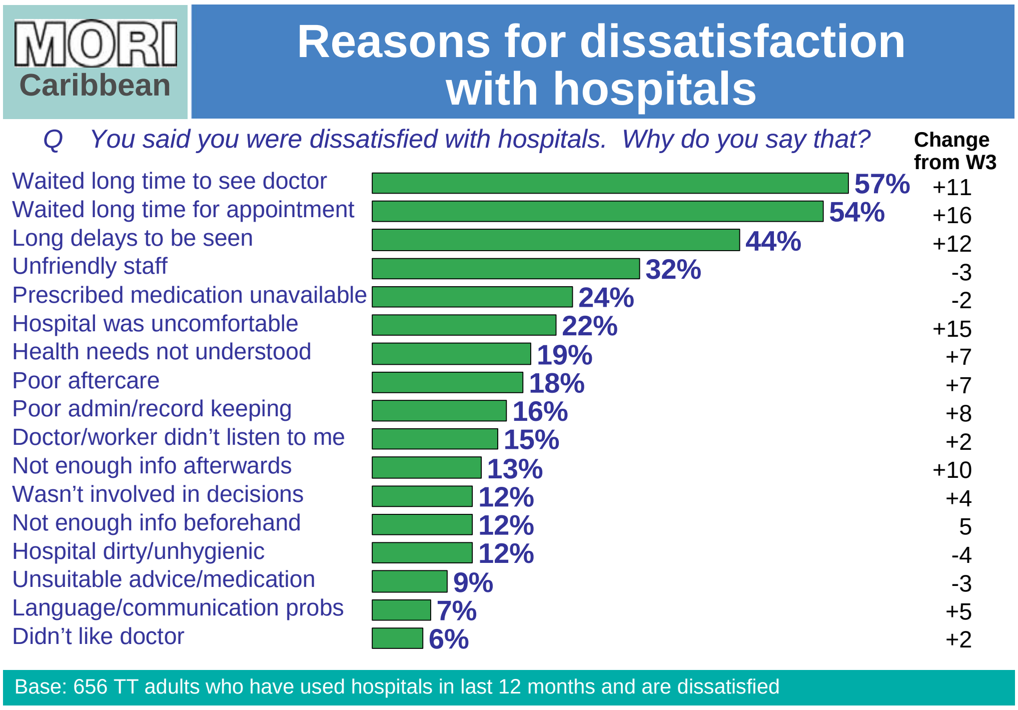
For all of the services covered in this research, more users of an individual service are satisfied with the quality of that service than are the public more generally. This difference is partly explained by the public being less likely to express a positive or negative view on those services it has little contact with.

7.4. Reasons for dissatisfaction with hospitals

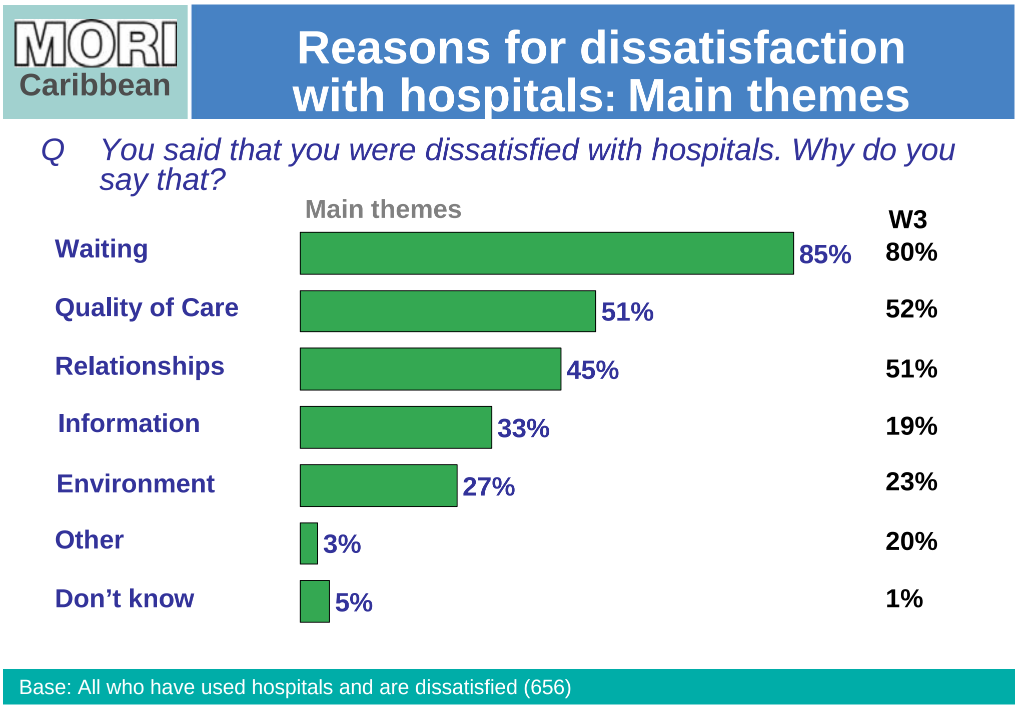
Hospital users who are dissatisfied with the service provided say that waiting times are the biggest reason for their dissatisfaction. Indeed, the three most frequently cited reasons for dissatisfaction all concern waiting times or delays waiting to see a doctor (57%); waiting for an appointment (54%) and long delays to be seen (44%).

While waits and delays are the primary cause of discontent, many say unfriendly staff is the reason (32%). As discussed earlier, nurses are viewed as impolite by 27% of the public, and as uninterested by 22%.

Other reasons for dissatisfaction are more specifically related to the actual care patients receive: one in four (24%) say prescribed medication is unavailable, while one in five (19%) feel that their health needs were not understood.



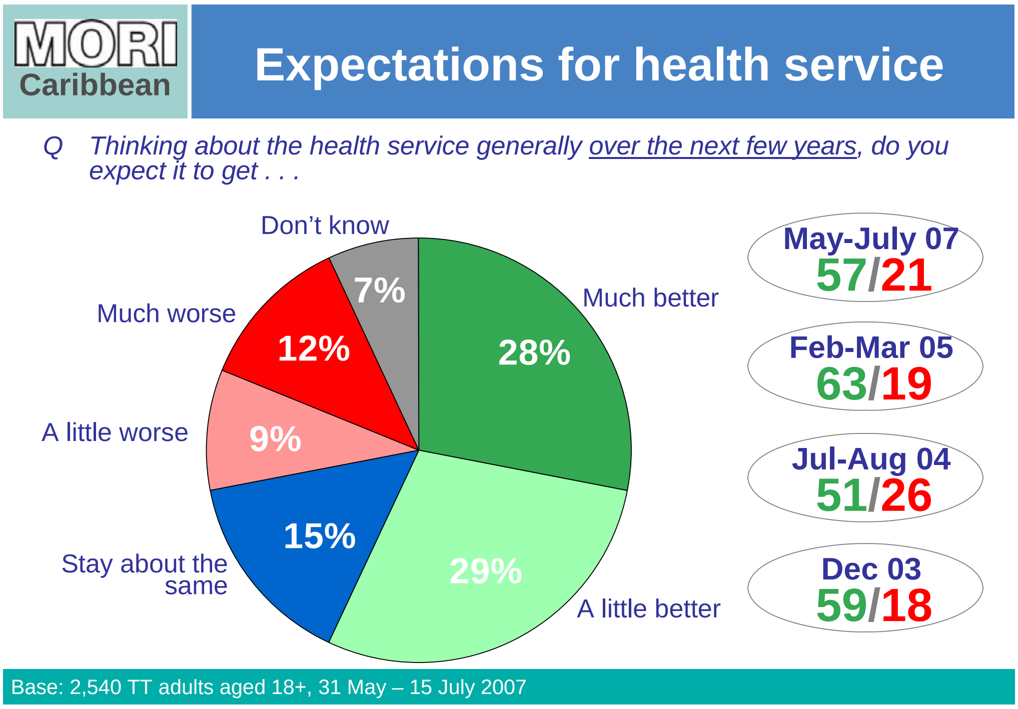
By aggregating various similar reasons together, we can produce a theme based analysis of why hospital users are dissatisfied with hospitals. This analysis shows that the great majority are unhappy due to the waits they have endured (85%) – this is slightly up on the level recorded in Wave 3 of the Opinion Leaders Panel (80%). Around half (51%) are unhappy because of the quality of care they received and just under half (45%) are dissatisfied because of poor relations with staff at the hospital.



By sub-groups of this group, dissatisfaction because of waiting times and quality of care is at a similar level across demographic groups. Dissatisfaction due to poor relationships with hospital staff however is more likely to be felt by women than men (49% vs. 41%).

7.5. Health service expectations

In spite of the relatively high levels of dissatisfaction with hospitals, the public is much more likely to think that the health service will improve (57%) over the next few years rather than get worse (21%). Public expectations about improvements are slightly down from early 2005 and in line with views expressed at the end of December 2003.

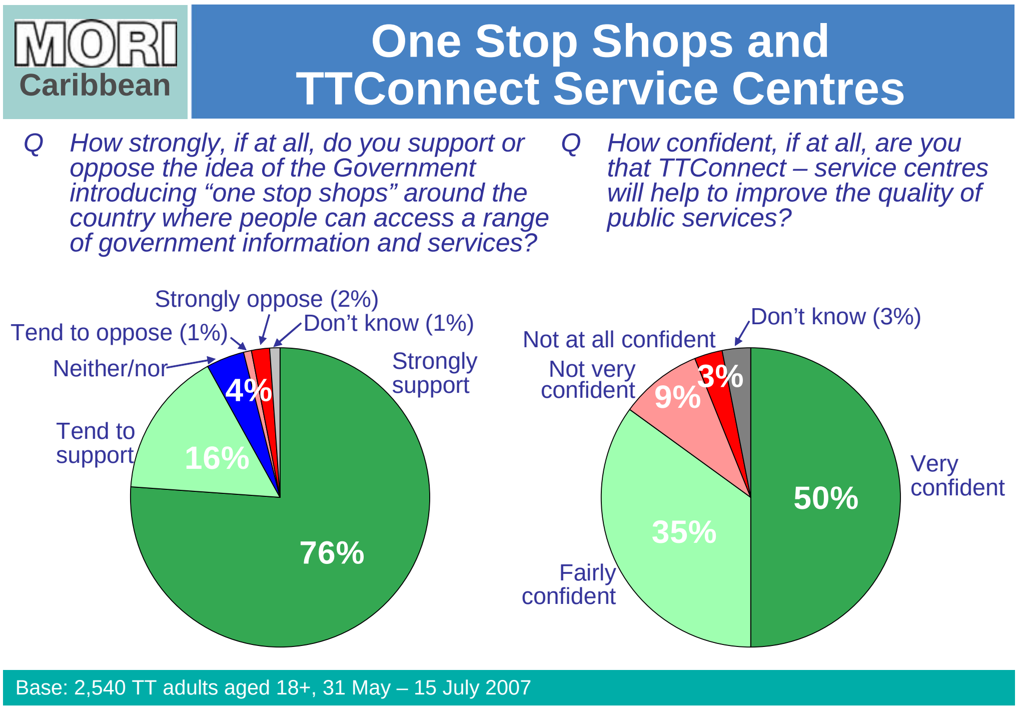


Women and older people are most optimistic about the health service's fortunes over the coming years. Three in five women (60%) think the health service will improve (compared to 54% of men) and 63% of those aged over 55 think things will get better (compared to 56% of those aged 18-54). By ethnicity, Afro-Trinidadians are more optimistic than Indo-Trinidadians (63% vs. 51%). By region, those in the North are most optimistic (72%), while those living in the Central area are less so (50%).

8. TTConnect Service Centres

8.1. Support for TTConnect – service centres

The public strongly supports the introduction of TTConnect service centres, which would act as 'one stop shops' for a range of Government information and services. Over nine in ten people are in support (92%), including three in four who *strongly* support the initiative (76%). The idea receives a high level of backing across demographic groups in Trinidad and Tobago.

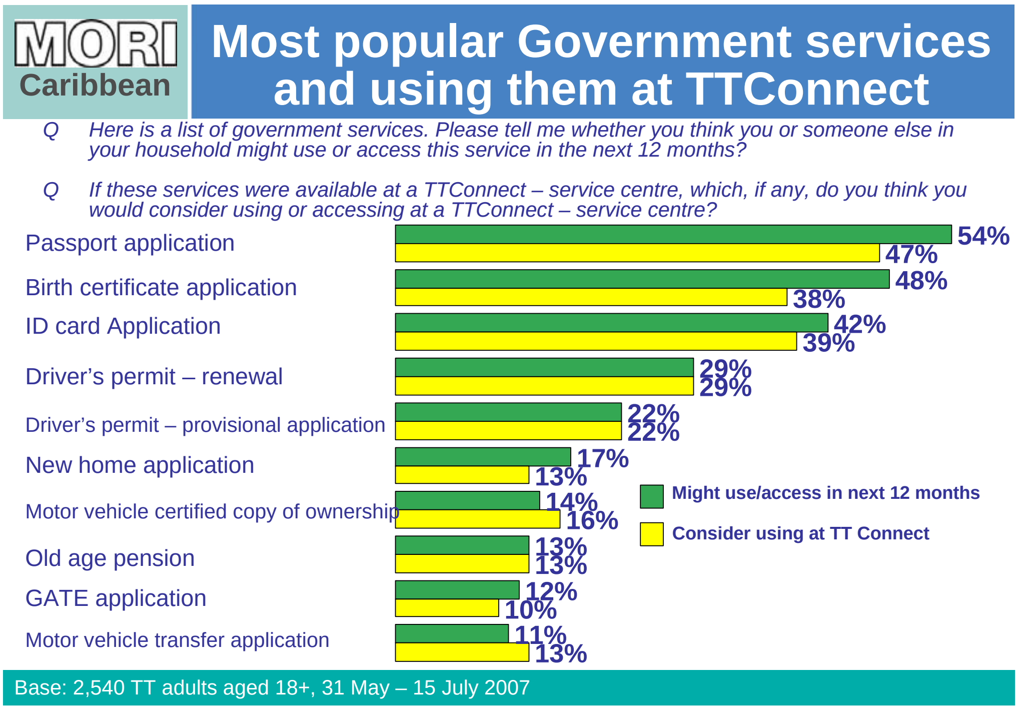


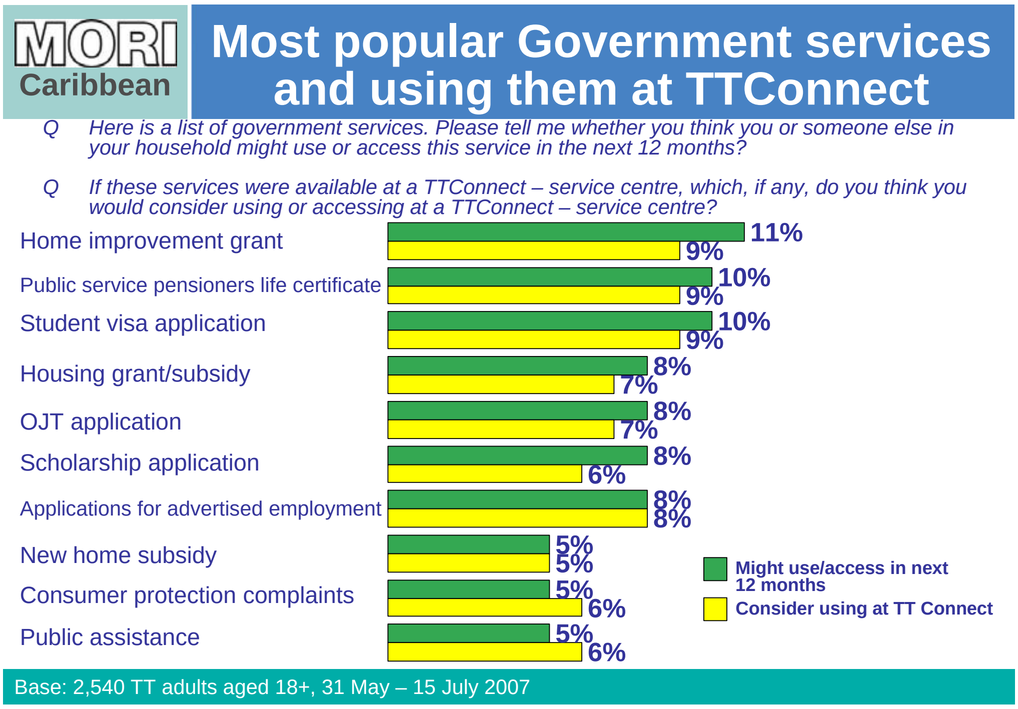
People are also confident that TTConnect service centres will help to improve the quality of public services (85%), including half the public (50%) who are *very* confident.

8.2. Use of services at TT Connect – service centres

From a list of Government services provided, the public says they would personally or someone in their household would most likely use the passport application service (54%), the birth certificate application service (48%) and the ID card application (42%) over the next 12 months.

As the following two charts show, most people would be as prepared to use each Government service in a TTConnect service centre as often as they are likely to to use it at all in the next 12 months. The two exceptions to this pattern are with the two most popular services: passport applications and birth certificate applications where slightly fewer people say they would be prepared to use a TTConnect service centre to use these services than expect to use them in the next 12 months.





Younger people are generally more likely to consider making use of services at TTConnect service centres, although in some instances this is because services are more applicable to younger adults (e.g. student visa application, GATE application).

Table 4 below illustrates demand for services in service centres by region. While the services most in demand are similar across regions, demand tends to be higher in the North.

Table 4: Top five services residents would consider using at service centres

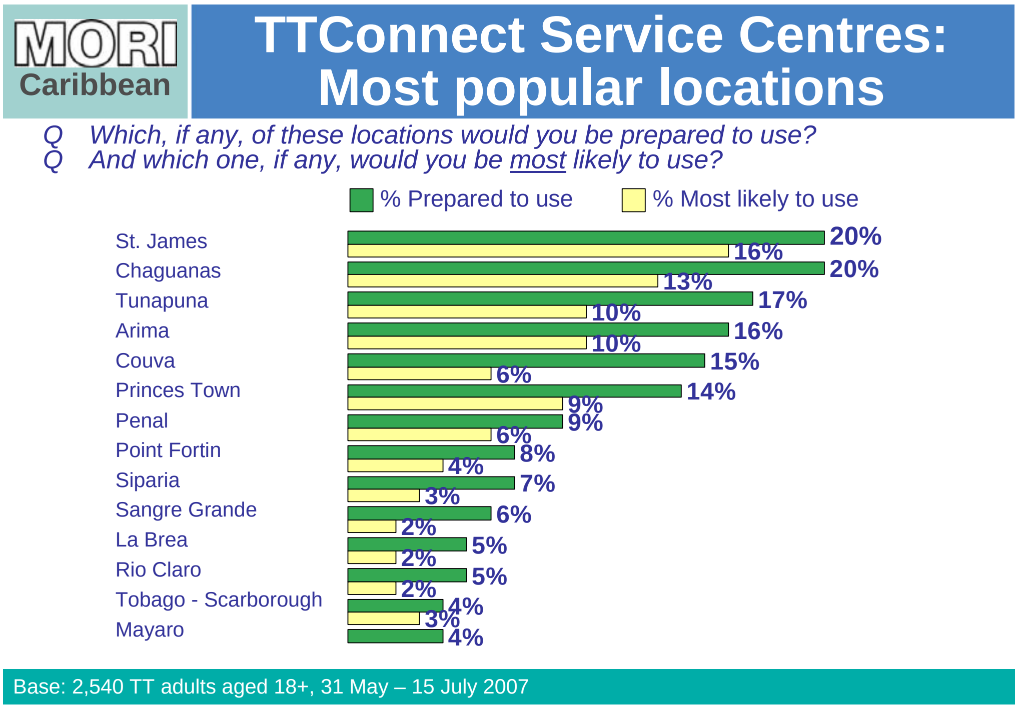
Q) If these services were available at a TTConnect – service centre, which, if any, do you think you would consider using or accessing at a TTConnect – service centre?

	North	South	East	Central	Tobago
Base	*278*	*690*	*970*	*502*	*100*
	Passport application (62%)	Passport application (37%)	Passport application (46%)	Passport application (57%)	ID card application (39%)
	Birth certificate application (58%)	ID card application (35%)	ID card application (39%)	Birth certificate application (47%)	Passport application (30%)
	ID card application (37%)	Driver's permit – renewal (27%)	Birth certificate application (39%)	ID card application (44%)	Birth certificate application (23%)
	Driver's permit – renewal (25%)	Birth certificate application (24%)	Driver's permit – renewal (28%)	Driver's permit – renewal (40%)	Home improvement grant (13%)
	Driver's permit – provisional application (25%)	Driver's permit – provisional application (22%)	Driver's permit – provisional application (22%)	Driver's permit – provisional application (23%)	Driver's permit – provisional application (12%)

Source: MORI

8.3. Locations of TTConnect service centres

The most popular locations for TTConnect service centres are in St. James and Chaguanas – one in five of the public would be prepared to use a service centre at these locations.



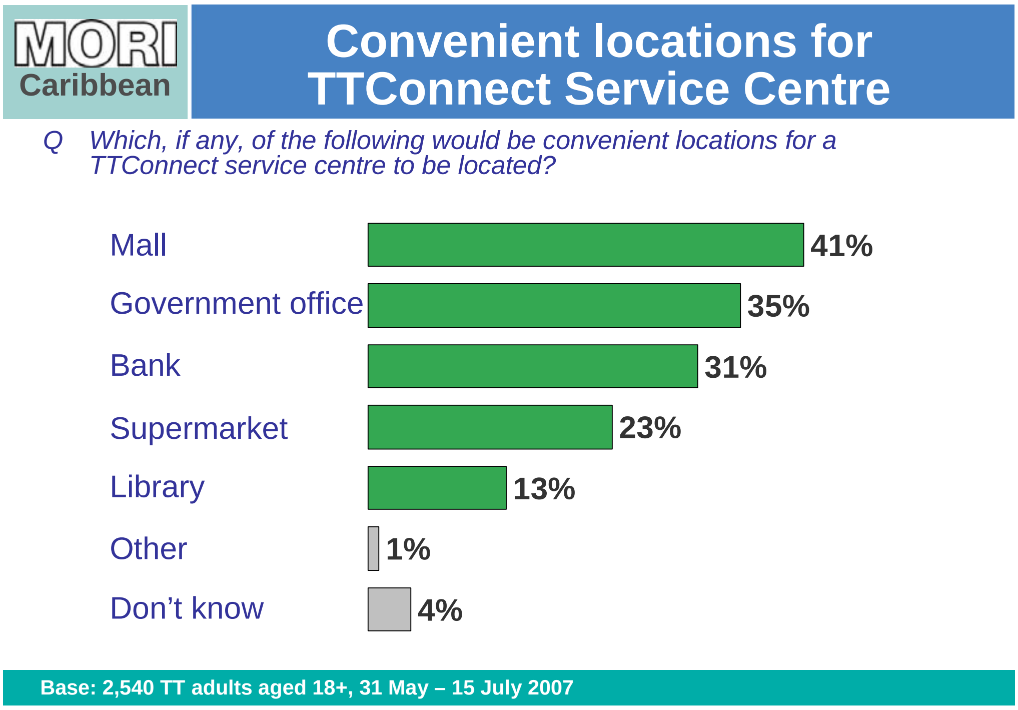
The most popular locations by region are as follows:

- North: St James (90%)
- South: Princes Town (27%), Penal (20%), Point Fortin (15%)
- East: Arima (23%), Tunapuna (23%), St James (12%)
- Central: Chaguanas (51%), Couva (25%)
- Tobago: Scarborough (70%), Roxborough (10%)

A mall is seen as the most convenient location for a centre to be located (selected by 41% of people), followed by a Government office (35%) and bank (31%). Currently only 13% of the public says a library would be a convenient location.

Malls are preferred by more younger than older people (45% of those aged 18-34 vs. 32% of those aged 55 and over), by middle class more than working class (46% of ABC1s vs. 38% of C2DEs) and by more Afro-Tinidadians than Indo-Trinidadians (48% vs. 34%).

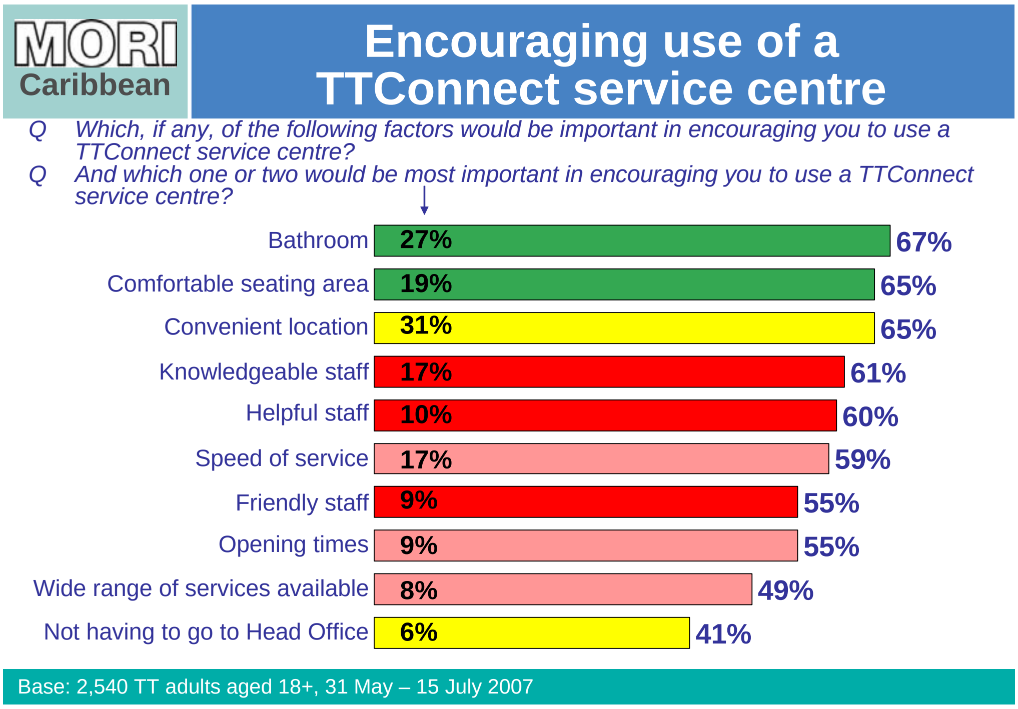
Preference for service centres being located in banks or government offices does not vary by demographic group.



8.4. Encouraging use of TTConnect service centres

Four factors stand out as being the most important in encouraging people to use a service centre. These are a convenient location (31%), having a bathroom (27%), having a comfortable seating area (19%) and having knowledgeable staff (17%).

As the chart below shows there are a range of factors that are important in encouraging people to use the centres: having a wide range of services available (49%) and not having to go to Head Office (41%) are the only two factors on the list which fewer than half the public consider to be important.



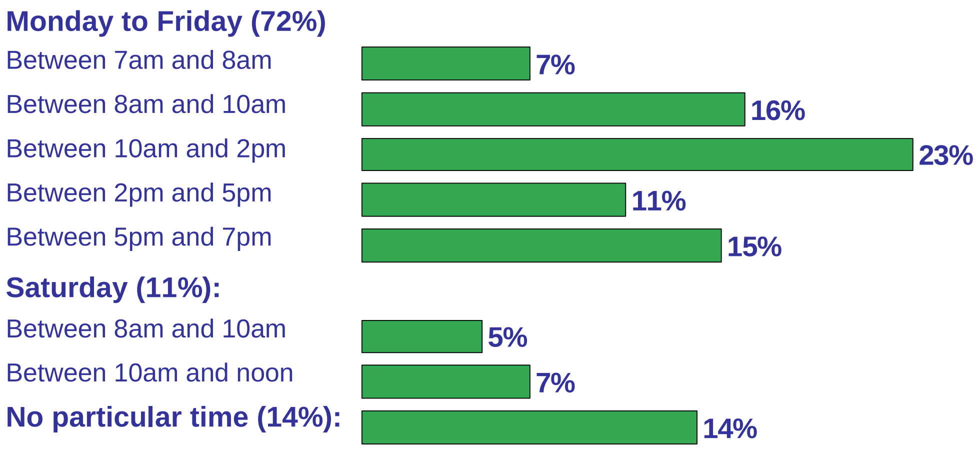
The public is keen on the idea of late evening and Saturday openings, with over nine in ten (93%) thinking this is a good idea. There is even greater support for having a Public Service Advisor in each TTConnect service centre (97%).

The majority of the public (72%) would find it most convenient to visit a service centre during the week, with the most popular week-day times being between 10am and 2pm (23%). While the public is in support of evening and Saturday openings, 15% say that weekday evenings (between 5pm and 7pm) would be most convenient for them to visit and one in nine (11%) say that Saturdays would be most convenient.

MORI Caribbean

Conveient times to use TTConnect Service Centre

Q What would be the most convenient time for you to use a TTConnect service centre, if you needed to?

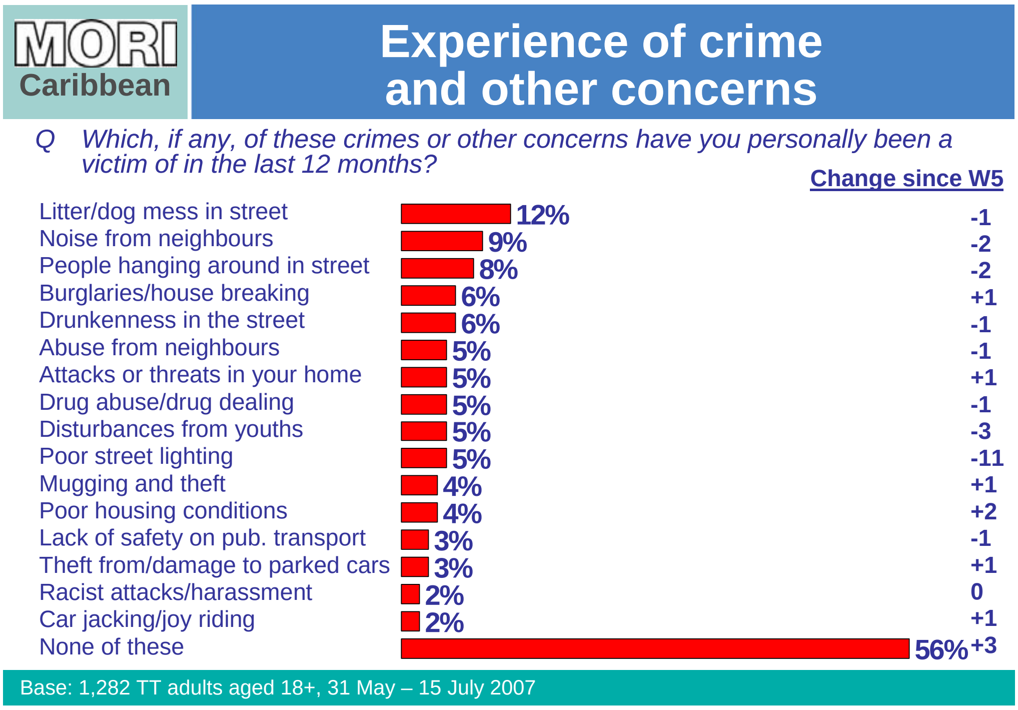


Base: 2,540 TT adults aged 18+, 31 May – 15 July 2007

9. Crime

9.1 Experience of crime

Crime continues to be seen as the biggest issue facing Trinidad and Tobago today. From a list, the most commonly experienced crimes, anti-social behaviours or other concerns people say they have experienced over the past year are litter or dog mess in the street (12%), noise from neighbours (8%) and people hanging around in the street (8%). While people are more likely to have experienced anti-social behaviour than serious crimes, six percent say they have been a victim of burglaries or house breaking and four percent say they have been a victim of mugging or theft.



Since Wave 5 of the Opinion Leaders Panel, there has been relatively little change in people's experiences of these crimes and problems, with changes of just one or two percentage points typical (i.e. not statistically significant). The only large shift concerns street lighting: the proportion saying they have suffered from poor street lighting has declined 16% to 5%.

The public is also slightly more likely to say that they have *not* been a victim of any of the listed crimes or problems as compared to Wave 5 (56% versus 53% respectively), although this difference does not reach statistical significance.

Personal experience of crimes and other concerns is more likely to be experienced by women, younger residents, those in the higher social classes and Afro-Trinidadians. The table below illustrates these differences, showing the proportion of subgroups of the population who say they have not experienced any of the listed crimes over the past year.

Table 5: Proportion saying they have not been a victim of any listed crime, anti-social behaviour or other problem over the past year.

	% None
Total	**56**
Male	60
Female	53
18-34 years	53
35-54 years	56
55+ years	65
ABC1	51
C2DE	59
Afro-Trinidadians	52
Indo-Trinidadians	58

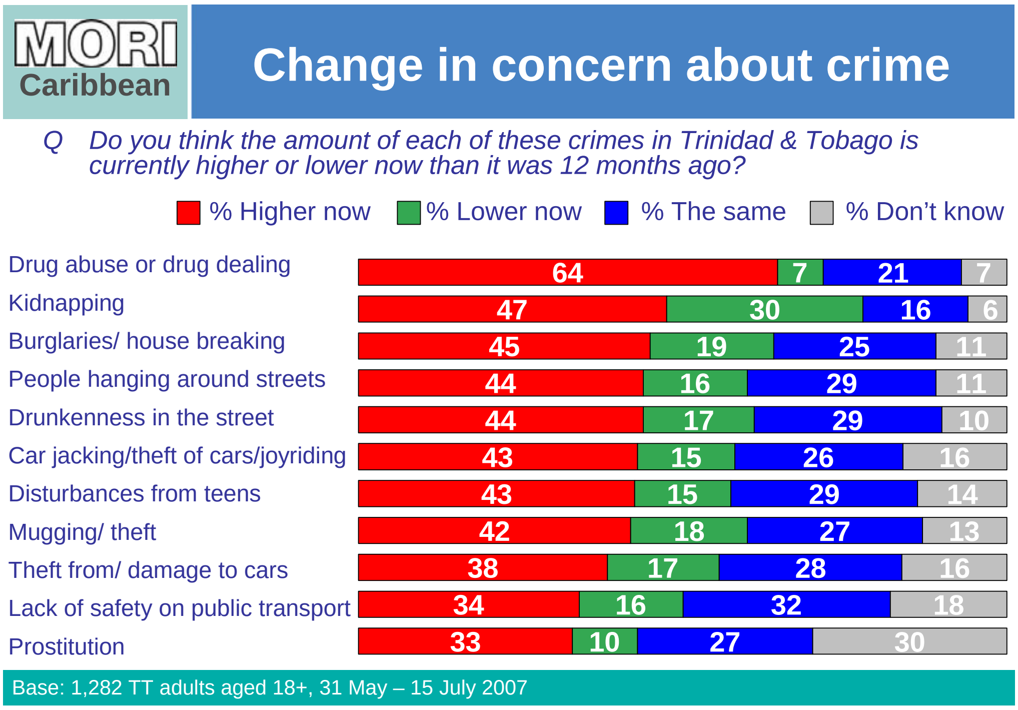
Source: MORI

9.2 Concern about crime

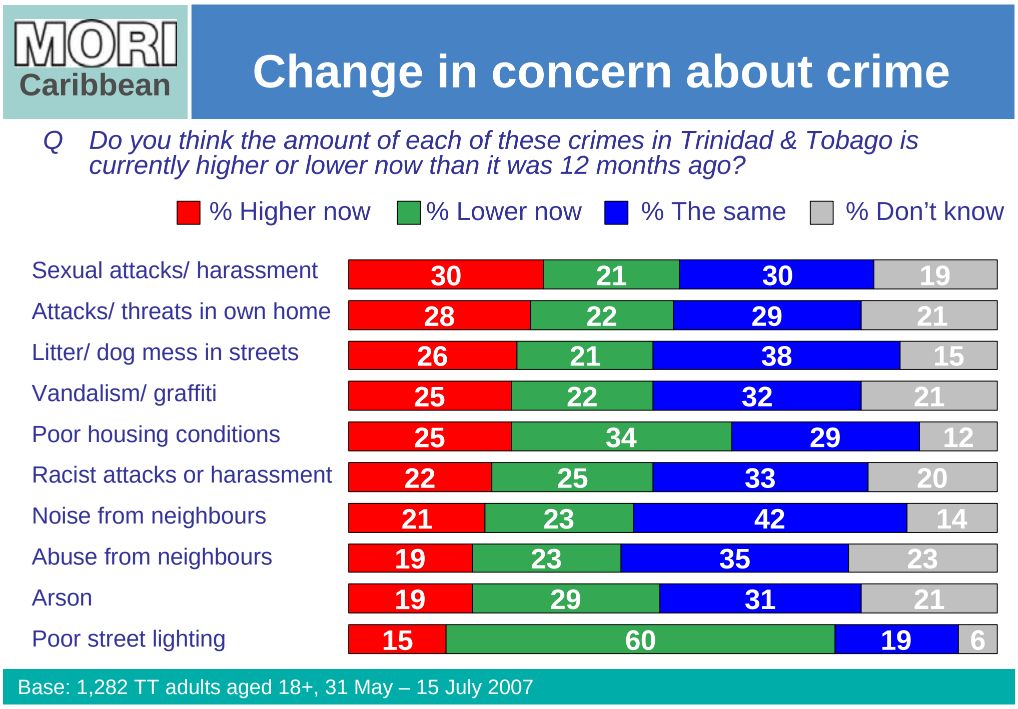
Although there has been no increase in the proportion of the public saying they have experienced a range of different crimes or problems in the past 12 months compared to when this was measures in Wave 5, in general the public thinks that theses crimes and problems have got worse in Trinidad and Tobago over the past year.

Out of the 21 crimes and problems asked about in the survey, the public feels that 15 are bigger problems now that they were a year ago. A potential explanation for this pattern is that people are basing their views about crime rates not on their personal experiences, but on what they have heard from other sources, for instance, via the media.

Drug abuse or drug dealing is the crime felt to have shown the biggest increase over the past year. A clear majority (64%) feels that there are more drug related problems in Trinidad and Tobago compared 12 months ago, compared to just 7% who feel things have got better. In contrast, personal experience of drug abuse or dealing is unchanged since 2005. Those living in Central are most likely to believe this problem has got worse (76% saying 'higher now' than 12 months ago).



Kidnapping, burglaries or house breakings, people hanging around on streets and drunkenness in the street are the next most likely to be seen as bigger problems now than a year ago. Increases in these crimes tend to be viewed as greatest among those living in the Central and Northern regions, and among Indo-Trinidadians. Younger residents are more likely to feel that drunkenness in the street is a problem compared to a year ago.

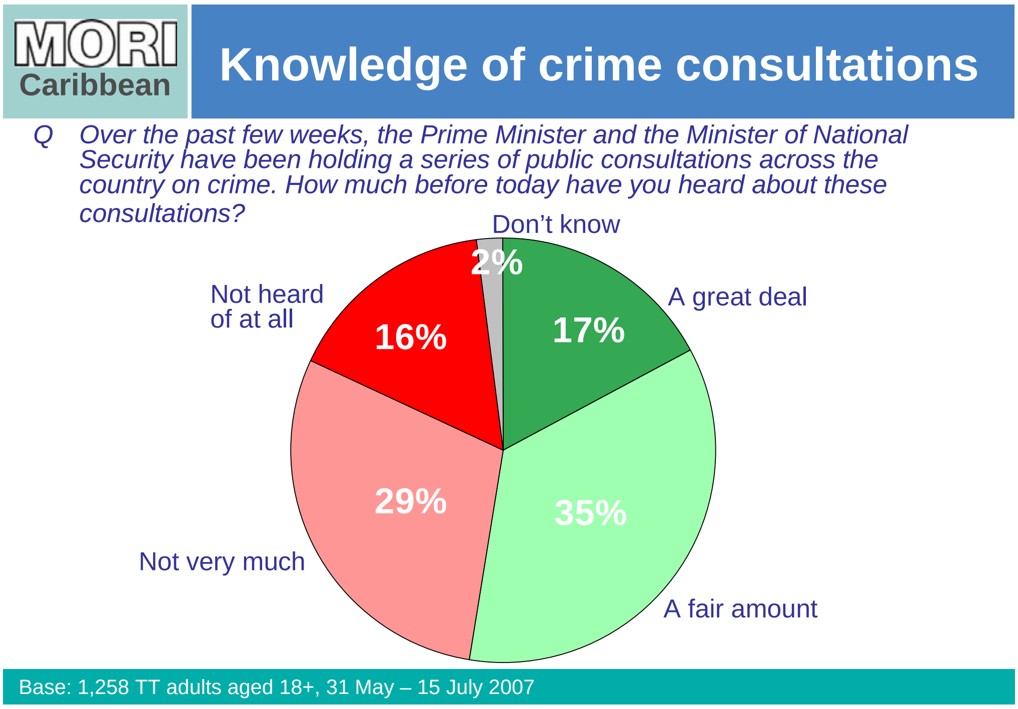


The problems that people, on balance, feel have become less prevalent over the past year are poor street lighting (60% say lower now), arson (29% lower vs. 19%

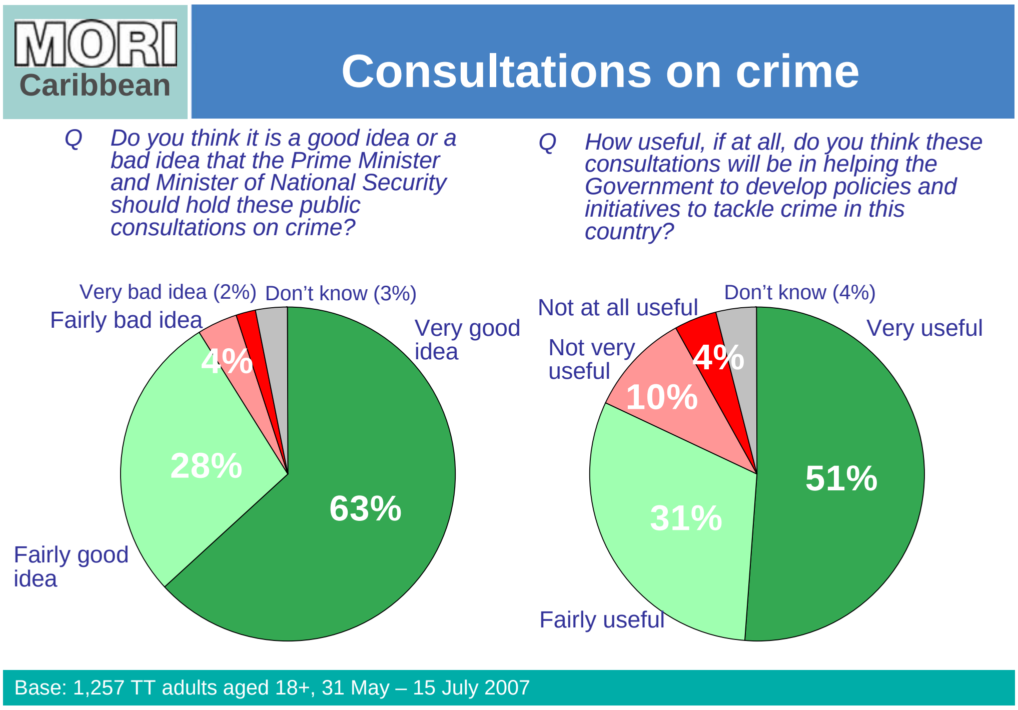
higher), poor housing conditions (34% lower vs. 25% higher), racial attacks or harassment (25% vs. 22%), abuse from neighbours (23% vs. 19%), and noise from neighbours (23% vs. 21%). Improvements to street lighting are particularly likely to have been noticed by those in the North and Central regions (72% and 68% respectively saying poor street lighting is 'lower now', compared to 60% on average). Arson is most widely seen as less of a problem in the North (44% saying 'lower now', compared to 29% on average).

9.2 Consultations on crime

The great majority of the public (81%) is aware of the public consultations on crime held by the Prime Minister and Minister of National Security, with half (52%) saying they know a *fair amount* or a *great deal* about the consultations. Awareness is higher among Afro- than Indo-Trinidadians (61% vs. 45% respectively saying they have heard a fair amount or more), and by region, awareness is highest in the North (63%).



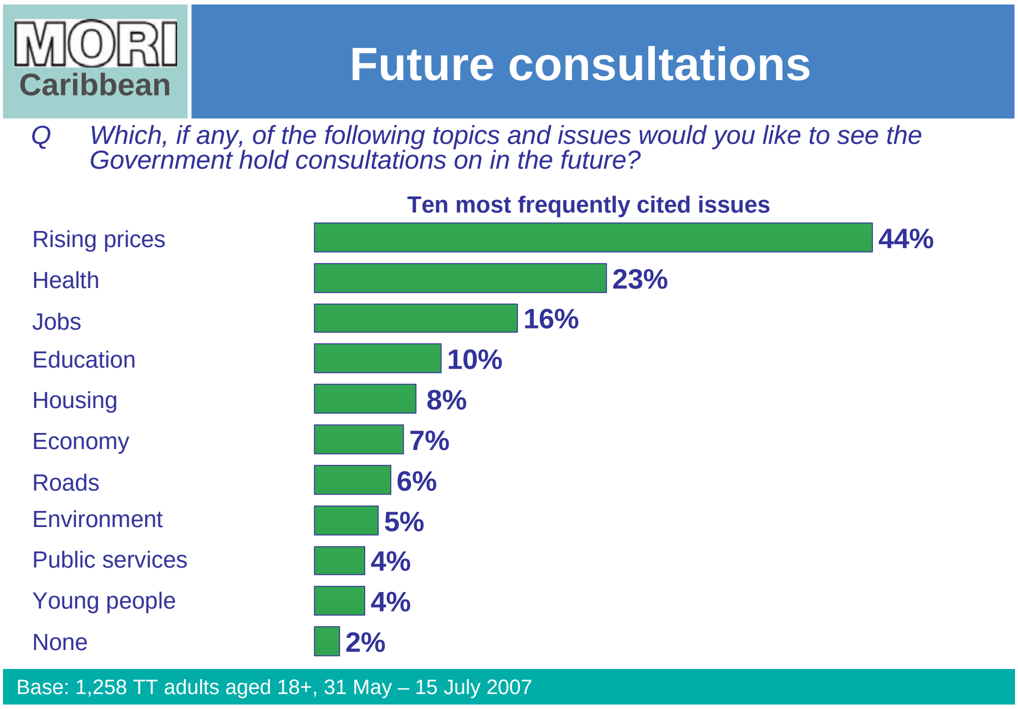
The public is highly supportive of the consultations on crime. Nine in ten (91%) feel they are a good idea, including a clear majority who thinks they are a *very* good idea (63%). Support is higher among women than men (94% vs. 88% saying 'good idea' respectively).



Encouragingly, a high proportion of the public (82%) thinks that the consultations will be useful in helping the Government in their drive to develop policies and initiatives to reduce crime, including half the public (51%) who feels the consultations will be *very* useful. Women tend to be more positive than men (84% vs. 80% respectively saying 'useful'), and by region those living in the North and South are most likely to see the efficacy of the events (88% and 87% respectively). This means that it is even more important that the Government reports back to the country that they have listened to people's concerns raised in the consultations and that they are taking action to tackle these, where this is possible.

9.2 Future consultations

The public is keen for the Government to hold a future consultation on rising prices, with over two in five residents (44%) citing this as the issue they would most like to see a future consultation on. The next most popular topic is health, cited by over one in five (23%). These topics reflect the issues the public feels are most important for Trinidad and Tobago; after crime, the biggest issues are seen as inflation/prices and health.

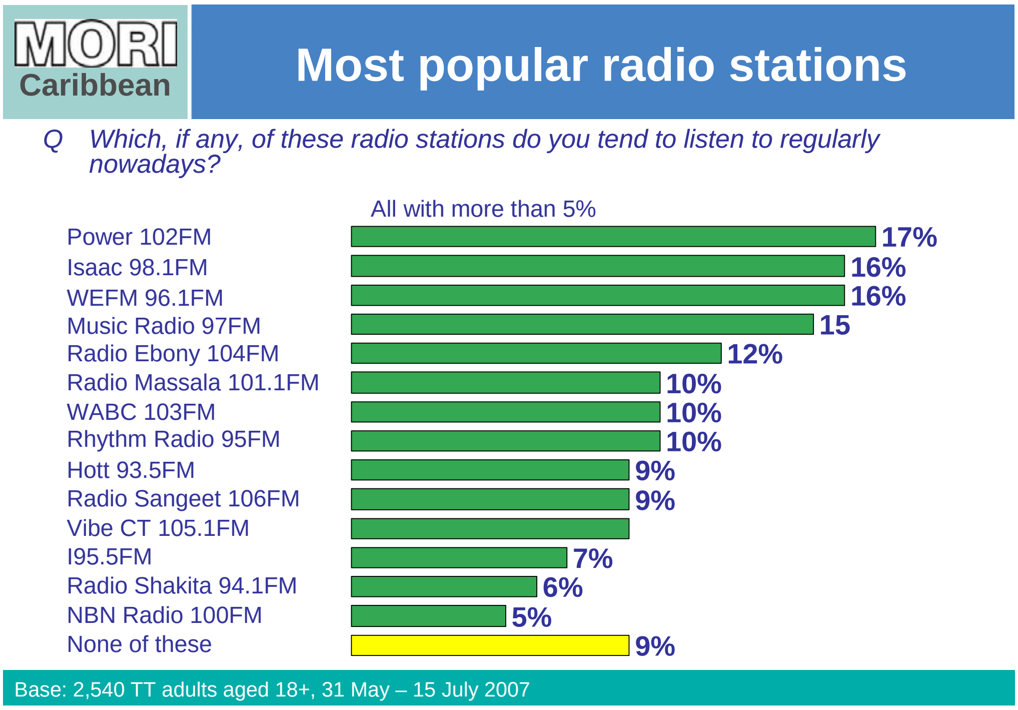


10. Media use Analysis

10.1 Radio

Radio is an important media in Trinidad and Tobago. Over nine in ten adults (91%) say this listen to at least one radio station regularly. There are a large number of radio stations in the country and there are no dominant players that have a high level of market share.

The chart below shows the most popular radio stations, with four of these that have between 15% and 17% of the public listening regularly.

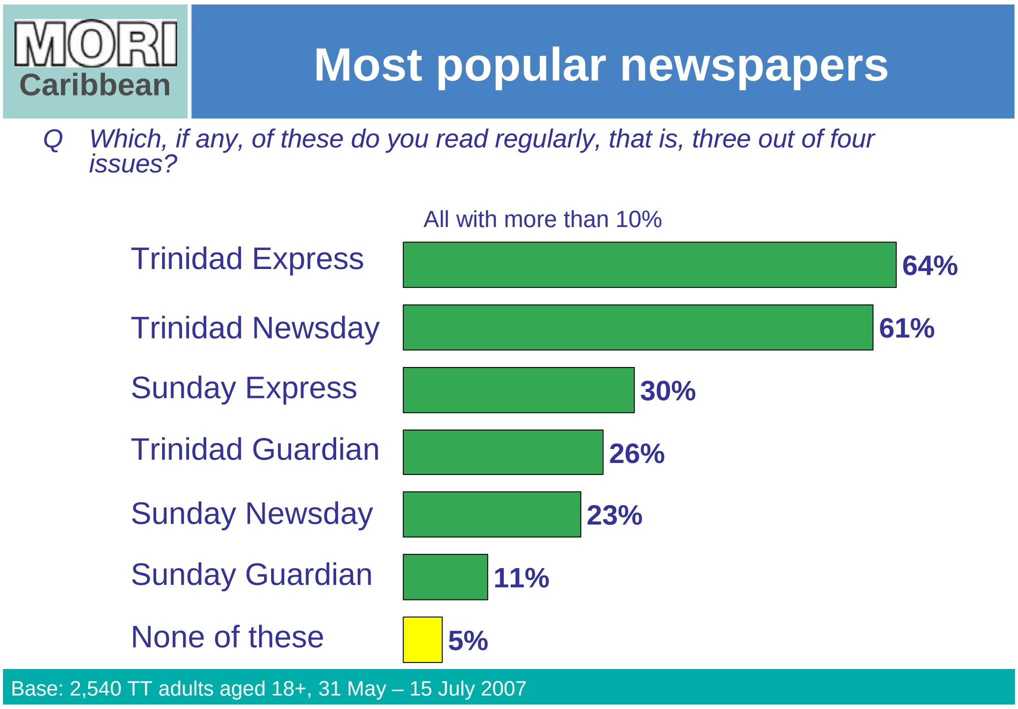


It is also worth noting that a fairly high proportion of the public has called a radio station in last two to three years (11%). As such, the public is much more likely to call a radio station than to write to a newspaper editor (3%), present views to an MP (7%) or present views to a Senator (2%). Calling a radio station is more popular among younger adults (15% of 18-24s) and Afro Trinidadians (14%).

10.2 Newspapers

Almost all adults in Trinidad and Tobago (95%) read at least one newspaper regularly. The two most popular titles are the Trinidad Express (64%) and the Trinidad Newsday (61%). The Guardian is read by around a quarter (26%) of the public.

Sunday newspapers are read less often by people than the daily titles



The main demographic differences in daily newspaper consumption are as follows:

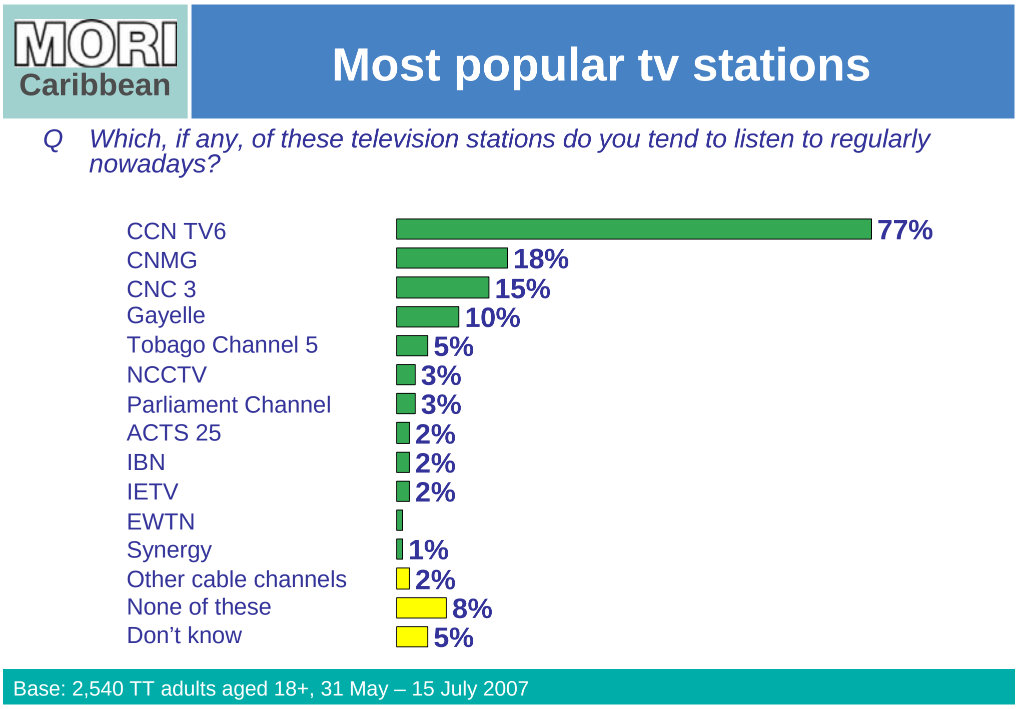
- 64% Trinidad Express: falls to 54% among over 55s, and is higher among middle class (73%) than working class (61%). Big regional differences: 52% in North, 57% in South; 68% in Central; 78% in East

- 61% Trinidad Newsday: slightly higher among women than men; no differences in age, class or regions

- 26% Trinidad Guardian: higher among over 55s (31%) than under 34s (22%); and among middle class (33%) than working class (22%). Also higher in North (30%) and lowest in South (23%)

10.3 Television

As with radio and newspapers, most people (86%) watch television regularly. Unlike with radio, one channel dominates audience consumption in television with three quarters (77%) saying that they regularly watch CCN TV6. Fewer than one in five adults watch any of the other channels as often, and only 3% watch the Parliament Channel.



The key demographic differences for the main stations are as follows:

- TV6: biggest difference is by age, 72% of under 35s vs. 83% of over 55s
- CNMG: slightly higher among Indo-TTs (19%) than Afro-TTs (14%). Particularly low in East (14%) and high in Central (24%)
- CNC 3: highest among 45-54 year olds (20%); lowest among under 24s (11%). More popular among middle than working classes (19% vs. 13%). Low in South and Central (both 11%). Higher in East (20%) and North (23%)
- Gayelle: More popular among middle than working classes (15% vs. 8%). Afro-TTs more likely to watch than Indo-TTs (12% vs 7%). Lowest among South (6%), highest in North (18%)

Appendices

I. Guide to Statistical Reliability

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

Table 6: Approximate sampling tolerances applicable to percentages at or near these levels

	10% or 90%	30% or 70%	50%
Size of sample on which Survey result is based	±	±	±
100 interviews	6	9	10
200 interviews	4	6	7
300 interviews	3	5	6
400 interviews	3	5	5
500 interviews	3	4	4
600 interviews	2	4	4
1,000 interviews	2	3	3
2,540 interviews	1	2	2

Source: Ipsos MORI

For example, on a question where 50% of the people in a sample of 2,540 respond with a particular answer, the chances are 95 in 100 that this result would not vary by more than 2 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 7: 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
1,178 and 1,362 (Men v. Women)	2	4	4
962 and 1,092 (Afro-Trinidadians vs. Indo-Trinidadians)	3	4	4
687 and 2,540 (Wave 6 and Wave 7)	3	4	4

Source: MORI

The table above also shows that when comparing full results from the baseline survey with Wave 4 findings, differences need to be around ±4% at the 50% level to be significant.

II. Guide to Social Classification

The table below contains a brief list of social class definitions as used by the Institute of Practitioners in Advertising. These groups are standard on all surveys carried out by Market & Opinion Research International (MORI) Limited.

Table 8: 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 9	*Unweighted*		*Weighted*	
	N	***%***	***n***	***%***
Total	***2540***	**100**	***2540***	**100**
Gender				
Male	*1178*	46	*1270*	50
Female	*1362*	54	*1270*	50
Age				
18-34	*1080*	43	*1092*	43
35-54	*938*	37	*965*	38
55+	*522*	21	*482*	19
Work Status				
Full/Part-time/Self-employed	*1436*	57	*1575*	62
Not working	*1104*	43	*965*	28
Ethnicity				
Afro-Trinidadian	*962*	38	*965*	38
Indo-Trinidadian	*1092*	43	*1067*	42
Other	*486*	19	*508*	20
Regional area				
North	*278*	11	*279*	11
South	*690*	27	*711*	28
Central	970	20	965	19
East	502	38	483	38
Tobago	100	4	102	4

Wave 1 – 7 weighted profiles

Table 10	*Wave 1*	*Wave 2*	*Wave 3*	*Wave 4*	*Wave 5*	*Wave 6*	*Wave 7*
	%	*%*	*%*	*%*	*%*	*%*	*%*
Total	**100**	**100**	**100**	***100***	***100***	***100***	***100***
	2,772	***693***	***700***	**710**	***2,426***	***687***	***2540***
Gender							
Male	48	48	48	*50*	*50*	*50*	*50*
Female	52	52	52	*50*	*50*	*50*	*50*
Age							
18-34	51	51	50	43	43	43	43
35-54	30	30	30	38	38	38	38
55+	19	19	19	19	19	19	19
Work Status							
Full/Part-time/Self-employed	59	59	59	59	59	59	62
Not working	41	41	41	41	41	41	38
Ethnicity							
Afro-Trinidadian	40	40	40	38	38	38	38
Indo-Trinidadian	41	41	41	42	42	42	42
Other	19	19	19	20	20	20	20

IV. Detailed Information on Response Rates

In total 2,540 adults living in Trinidad and Tobago were interviewed for Wave 7 and who further agreed to become members of the new Opinion Leaders' Panel.

Wave 7 constitutes a new "baseline" in the Opinion Leaders' Panel research series and is constituted of almost entirely fresh panel members. In total, 1,274 old Panel members were contacted by phone and/or personal visits. Of these, 346 agreed to continue to be on the Panel. During actual fieldwork for Wave 7 only 52 took part in the survey.

Interviews for Wave 7 were carried out face-to-face, in home, between 31 May and 15 July 2007. In total 2,488 successful interviews were completed with new Panel members. The overall response rate was 78%. The total number of non-respondents was 701, which is calculated through a combination of no contact after three visits (322) and refusals to take part (379).

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.

Given that the Panel was essentially reconstituted a larger than normal percentage (25% rather than 15%) of respondents were re-contacted for validation.

Checks by supervisors

In the field, 400 validation interviews by the Supervisors and the Co-ordinator:

i) 3 people were incorrectly interviewed (action – all questionnaires were rejected);

ii) 23 respondents refused to be on the Panel when contacted (action – these were replaced by new recruits); and

iii) 60 respondents were not asked the full set of questions (action – panel members were re-interviewed).

Checks by supervisors

235 calls were made to respondents to verify only that they were visited by the interviewer. In all cases the interview was carried out.