Opinion Leaders’ Panel 2008

Wave 11 Report

Research Study Conducted for
Government of Trinidad & Tobago

Fieldwork: 23 July – 13 August 2008

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 11 of the Opinion Leaders Panel. This survey was conducted by MORI Caribbean with HHB & Associates on behalf of the Government of the Republic of Trinidad & Tobago.

1.2. Methodology

In total 704 completed interviews were achieved for OLPW11. This was based on sampling 1,003 respondents from the full Panel of 2,362 members. This gives an overall response rate of 70%.

All interviews were conducted face-to-face between 23 July and 13 August 2008.

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.

Prior to the quantitative survey, four focus groups were completed in June 2008. The focus groups were recruited and moderated by Caribbean Market Research under the direction of MORI Caribbean. Focus groups are conducted prior to each Opinion Leaders Wave to help inform the development of the questionnaire and to explore some issues in greater depth.

1.3. Comparative data

Throughout this report, comparisons have been made with results from previous waves of the Panel. These were conducted on the following dates:

Wave 1, 15 July – 29 August 2002 (base size 2,747)

Wave 2, 28 June – 16 July 2003 (base size 693)

Wave 3, 6 – 22 December 2003 (base size 700)

Wave 4, 17 July – 6 August 2004 (base size 710)

Wave 5, 29 January – 1 April 2005 (base size 2,426)

Wave 6, 22 July – 8 August 2005 (base size 687)

Wave 7, 31 May – 15 July 2007 (base 2,540)

Wave 8, 23 – 27 August 2007 (base 948, by telephone)

Wave 9, 16 December 2007 – 21 January 2008 (base size 983)

Wave 10, 8 March – 22 April 2008 (base size 2,362)

1.4. Area combinations

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

i. **North** (Port of Spain and Diego Martin)

ii. **South** (San Fernando, Point Fortin, Princes Town, Penal/Debe and Siparia);

iii. **East** (Arima, San Juan/Laventille, Tunapuna/Piarco, Rio Claro/Mayaro and Sangre Grande);

iv. **Central** (Chaguanas and Couva/Tabaquite/Talparo); and

v. **Tobago**.

1.5. Presentation and interpretation of the data

This study is based on interviews conducted on a representative sample of the adult population of Trinidad & Tobago. All results are therefore subject to sampling tolerances, which means that not all differences are statistically significant. In general, results based on the full sample are subject to a confidence interval of ±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 service records 40% satisfied and 25% dissatisfied, the "net satisfaction" figure is +15 points.

In several instances where identical questions were put to the full Panel in Wave 7, of 2,540 citizens, and repeated in this eleventh Wave with 704, a calculation of 'swing' is offered to indicate the change over time, comparing the attitudes of the Trinidad & Tobago public this Wave against previous Waves. 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 that these perceptions may not accurately reflect the level of services actually being delivered.

1.5. Acknowledgements

MORI Caribbean would like to thank Mr Kennedy Swaratsingh, Minister; Ms Arlene McComie, Permanent Secretary at the Ministry of Public Administration and their colleagues; Mr Claudelle McKellar, Ms Donna Ferraz, Mr. David Bazil 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 704 citizens of Trinidad & Tobago who gave up their time to take part in this survey and to tell us their views.

1.6. Publication of data

As the Government of the Republic of Trinidad & Tobago has engaged MORI Caribbean to undertake an objective programme of research, it is important to protect the interests of both organisations by ensuring that the results are accurately reflected in 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 Caribbean. Such approval will only be refused on the grounds of inaccuracy or misrepresentation.

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Sir Robert Worcester, Mark Gill and Tom Huskinson

2. Executive Summary

Government Performance

- One in five people (19%) says they are satisfied with the way the Government is running the country. This has remained stable since Wave 10 of the Panel conducted earlier this year.

- Many more people are dissatisfied with the Government's performance (78%) – up four percentage points from Wave 10, and the highest recorded level of Government dissatisfaction in any of the OLP Waves to date.

National Issues

- As in Wave 10, two issues of concern continue to dominate the public's mind: *crime* (91% of the public says it is one of the most important issues) and *inflation/prices* (75%). Since Wave 10, the proportion of the public saying *crime is one of the most important issues* has increased by seven percentage points and the proportion saying *inflation/prices* has decreased by ten points. *Crime* is seen by two thirds of the public (64%) as the single most important issue facing the country, while one quarter (24%) select *inflation/prices* as the single most important.

- *Health/hospitals* is seen by a quarter of the public (26%) as the third most important issue facing the country, although just one percent see it as the single most important issue.

Vision 2020

- Four in five (81%) citizens of Trinidad and Tobago say they have heard a great deal or a fair amount about Vision 2020, with one in six (17%) saying they know little of nothing about the initiative. This is the highest awareness level recorded to date in any of the OLP Waves.

- Over half the public (53%) feels that Trinidad and Tobago is unlikely or will certainly not be a developed nation by 2020, compared to two in five (41%) who believe this is likely or certain to happen. This is the lowest level of confidence recorded to date in any of the OLP Waves.

Local Government Reform

- Familiarity with Government's plans to reform Local Government has risen sharply since earlier in the year, from three in ten respondents (29%) claiming to have heard either a great deal or a fair amount about the plans in Wave 10 to half the public (51%) in the current Wave.

- While, just over half of the public (55%) supports the Government's reform agenda for Local Government, almost three in five people (57%) do not believe that the Government is "interested in listening to ordinary people about how they would like to see local government reformed".

- Seven in ten people (71%) have heard about the Government's public consultations on Local Government reform and the vast majority of people believe these consultations are a good idea (88%) and will be useful (77%).

Public Services

- The public services with the highest levels of public satisfaction are TT Post (80% satisfied) and T&TEC (78%). For ten of the 25 services covered in the survey, at least half of the public was satisfied with them. The services with the highest levels of public dissatisfaction are the Police (42% dissatisfied), Passport Office (43%) and Hospitals (46%).

- Among actual users of the services, the highest performing ones are Pre-Primary Schools (89% satisfied), Primary Schools (85%), Tertiary Institutions (83%) and TT Post (83%). The services which record the highest levels of user dissatisfaction are Hospitals (45%), Police (50%), HDC (53%) and Passport Office (54%).

- The most notable changes in public satisfaction with services in the past year (since Wave 7) are with:

    - Public Transport (satisfaction increased by 13 percentage points);
    - Pre-Primary Schools (increased by 11 percentage points);
    - Primary Schools (increased by 9 percentage points); and
    - TSTT (decreased by 10 percentage points).

Customs Service

- The most popular ways the public use to describe the Customs Service is to say it is *slow* (30%), provides a *poor service* (24%) and is *unsatisfactory* (18%). The six most frequently selected phrases are all negative. Overall, the Customs Service has a negative "net image" rating of minus 4.7, which is a calculation of the average positive minus the average negative ratings.

Passport Service and Passport Renewal

- The public image of the Passport Office is also poor, with *slow* (selected by 46% of respondents), *poor service* (33%), *unsatisfactory* (24%) and *inadequate* (16%) being used by the public most often to describe the service.

- There is very high awareness (86%) of the new telephone system to make appointments to apply for or renew a passport, but twice as many people think the system is working badly (51%) than well (25%).

- One in ten (10%) adults holds a machine readable passport and about half of the adult population (51%) a non-machine readable version. A third of those who have a passport say that their passport has already expired, and one in nine (11%) say that theirs will expire by the end of 2009.

Freedom of Information Act

- One in five respondents (20%) feel they know at least a fair amount about the Freedom of Information Act (FOIA), which is lower than when the same question was asked in 2005 (29%).

- Most of the public do not have an opinion about how well the FOIA is working – reflecting the low levels of public awareness. Among those that feel informed about the FOIA, half (51%) are satisfied with how it is working – twice the proportion (24%) who are dissatisfied.

- The majority of the public (53%) say they have never requested information from any Government body or agency. Among those that have requested information, when asked about the last time they made a request to a Government body or agency, approximately one in four persons (26%) say they received all the information requested, and over half (56%) received only some or no information. Nevertheless, almost seven in ten respondents (68%) were satisfied with the process of requesting information.

- The vast majority of the public (86%) has never contacted a Government body or agency under the Freedom of Information Act to request information. None of the different types of Government bodies have been contacted by more than one in twenty-five people under the FOIA. Among the small proportion of the public who have used the FOIA to access information, more than a third say that they received all the information they requested and approximately half (51%) indicate that they received only some or none of the information. Overall, three in five of these people are satisfied with the *process* of using the FOIA to request information.

Personal Information

- Four in five persons (79%) are *concerned that their personal information is being protected by the public and private organisations* that hold information on them. This level of concern is higher in Trinidad and Tobago (+15 percentage points) than the average across the 27 nations of the EU (where the same measure was asked in January this year).

- There is strong support for the need for an independent body to monitor the manner in which personal information is used by organisations, with 85% of the public saying it is important that this body exists.

- For only three of twelve institutions enquired about in the survey, do more than half of the public trust them to use their personal information properly: Private Health Institutions (68%), Banks & Financial Institutions (64%) and Public Health Institutions (59%). The least trusted institutions, in terms of public confidence in appropriate use of personal information, are the Police (26% trust), Credit Card Companies (29%) and Local Government (31%).

Medical Information

- There is broad public consensus that an individual's personal medical records can be either shared among health institutions if the individual gives permission for this to happen (87% agree) or disclosed with the permission of the individual to whom such information relates (80% agree). Similarly, more than three quarters of the public (77%) agree that an individual's medical records can be disclosed if a Court orders them to be.

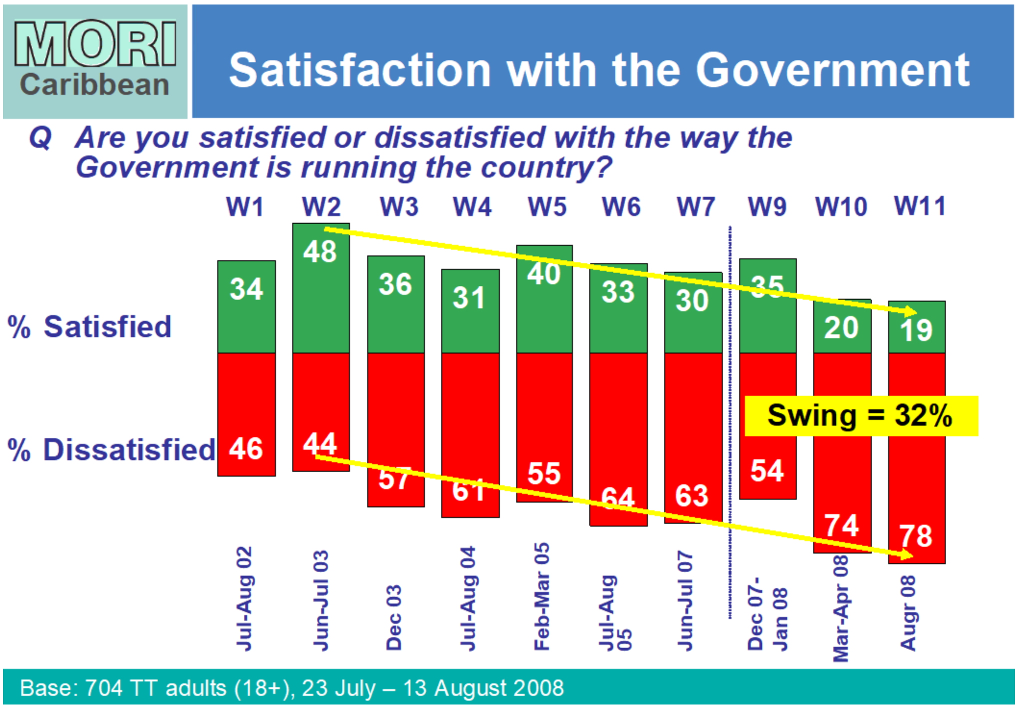
- In contrast, the public rejects the sharing of personal medical records across health institutions without the permission of the individual (70% do not think this should happen).

3. Government Performance

3.1. Government Performance

Public satisfaction with the Government has remained stable since Wave 10 (March – April 2008), with just one in five citizens saying they are satisfied with the way the Government is running the country (19%). Waves 10 and 11 of the Opinion Leaders' Panel record the lowest satisfaction levels since the start of the OLP, in July – August 2002. Almost four in five adults (78%) say they are dissatisfied with the Government, the highest level of dissatisfaction so far recorded.

From the high point of public satisfaction, recorded at 48% satisfied in June – July 2003 (Wave 2), to today, there has been a swing of -32 in public approval of the Government's performance. This means that, in total, 32 people in 100 have moved from being satisfied with the Government's performance to being dissatisfied over the past five years.



More older members of the public express satisfaction with the Government, with three in ten of those aged 55 and over (30%) saying they are satisfied with the Government's performance, compared to just 18% of those age 18-34 years. By ethnicity, more than twice as many Afro-Trinidadians (26% satisfied) are happy with the Government than Indo Trinidadians (11%). Men and women are equally likely to be satisfied and there is also no significant variation by social class. This pattern of findings is very similar to that found in Wave 10 of the survey, conducted earlier in the year.

3.2. Changing Views

Respondents who expressed satisfaction with the Government when they were last interviewed as part of the OLP, but who now say they are dissatisfied, were asked the reason for their change in opinion:

- Almost two in five (38%) mention consistently high food prices and inflation,

- Around a third (32%) mention crime; and

- Others feel that the government is no longer performing (17%).

Reasons for changes in opinion were also sought among those who were previously dissatisfied with the Government, but now express satisfaction with the way the Government is running the country.

- Answers are far less specific, with half (51%) mentioning an 'improvement in the Government's effort or performance';

- Small proportions also cite the Government's handling of crime (9%); and

- Improvements in education (9%).

4. National Issues

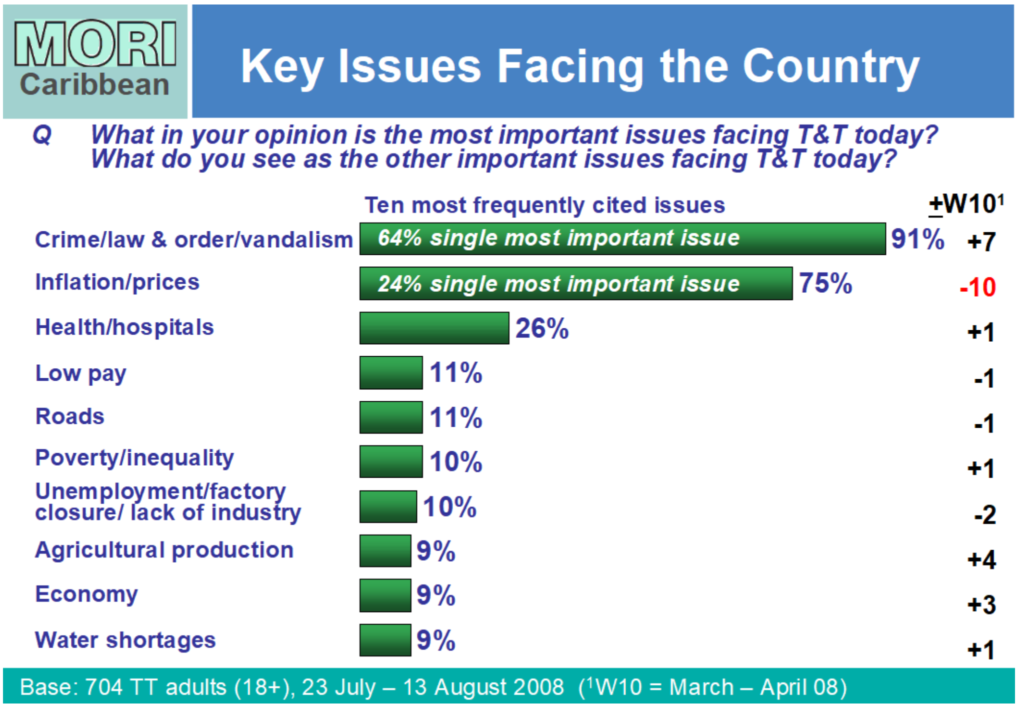
4.1. Current National Issues

As in Wave 10, two issues of concern continue to dominate the public's mind: *crime* and *inflation* with 91% and 75% of the public, respectively, spontaneously saying that these are two of the most important issues facing the country.

Since the first quarter of 2008, concern about *crime* has increased slightly (up seven percentage points), while concern about *inflation* has fallen (down ten percentage points). While Wave 10 recorded *crime* and *inflation* as equal concerns, crime has now taken the lead as the main issue of concern, consistent with its historical levels over past OLP waves.

Currently, two thirds of the public (64%) say that *crime* is the single most important issue facing the country and one quarter (24%) say this about *inflation*.

Concern about other issues has remained largely stable since Wave 10. *Health /hospitals* is viewed as the third most important issue. There is no statistically significant difference in the proportion of the public saying each of the remaining top ten issues are among the most important facing the country; ten percent of respondents (plus or minus one percentage point) select each of them. *Agricultural production* has for the first time become a top ten issue – rising by four percentage points since the previous Wave.



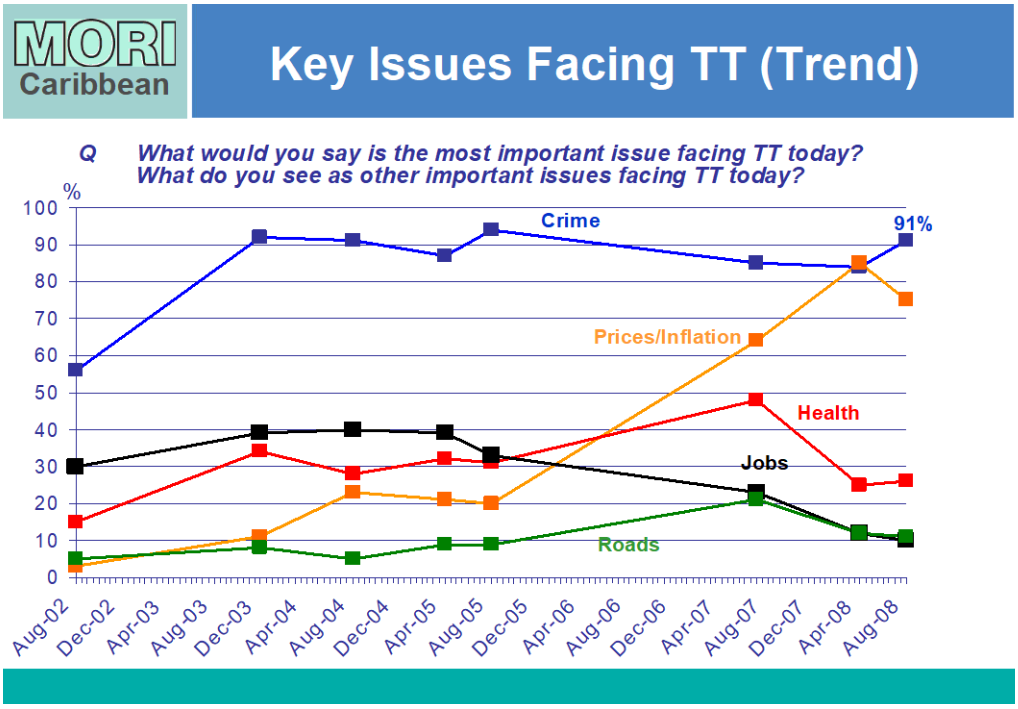
Crime is the most frequently cited issue facing the country across all key demographic groups. *Inflation/prices* is mentioned more frequently by Indo Trinidadians (82%) than Afro Trinidadians (71%), while *health/hospitals* is less likely to be mentioned by young people (17% of those aged 18-24).

4.2. Trends in National Issues

Historically the Opinion Leaders' Panel has consistently recorded *crime* as the most important issue facing Trinidad and Tobago. Over nine in ten members of the public expressed concern about *crime* in late 2003 and this level of concern has remained very high ever since. Concern about *crime* showed a slight reduction in Waves 9 and 10 (partly due to the increasing salience of *inflation and food prices*), but has now risen again to the highest level recorded in three years.

The most striking aspect of public concern over recent years, however, is the dramatic shift in the proportion saying *inflation/prices* is one of the most important issues facing the nation. This rose from one in five respondents (20%) in August 2005, through to 85% in April 2008, and has fallen back slightly to 75% in this Wave.

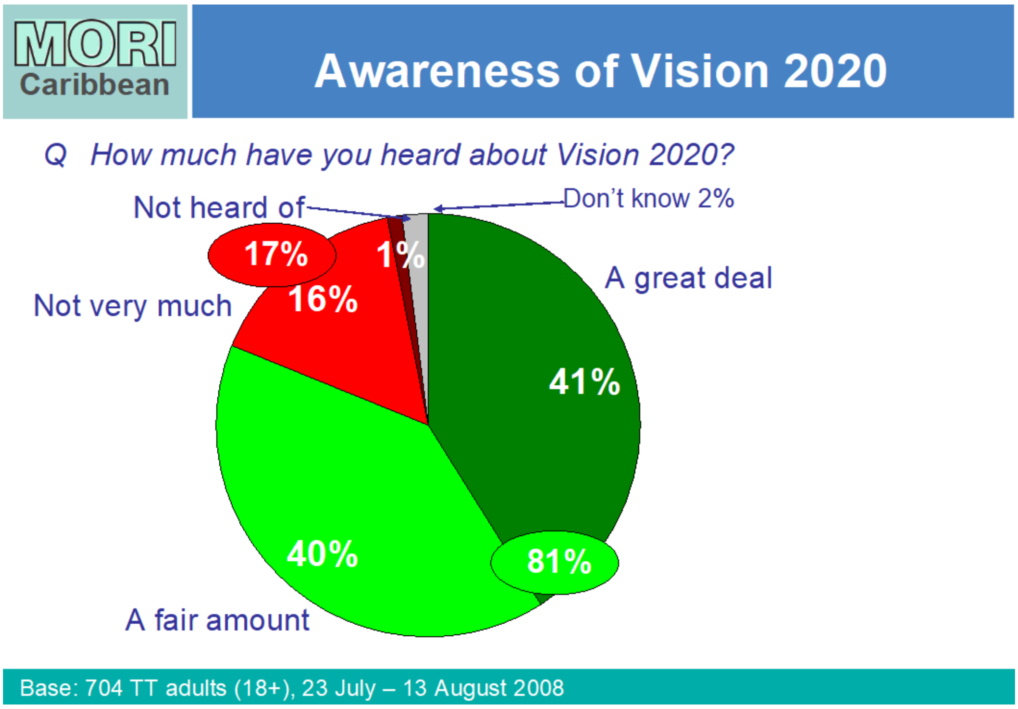
While the level of concern about other issues – *health*, *unemployment/jobs* and *roads* – appears to have declined somewhat, these shifts should be understood in the context of *inflation* and *crime* becoming even more dominant in public thought, rather than there being a decline in the importance of these issues per se.



5. Vision 2020

5.1. Awareness of Vision 2020

Four in five (81%) citizens of Trinidad and Tobago say they have heard a great deal or a fair amount about Vision 2020, with one in six (17%) saying they know little of nothing about the initiative. Levels of awareness about the Vision have risen across the life of the OLP, with Wave 11 recording the highest level of awareness yet, up from 76% who were familiar with the Vision earlier in the year.



Awareness of Vision 2020 does not show a great deal of variation across key population sub-groups in Trinidad and Tobago. However, awareness is slightly higher among Afro Trinidadians (85% of whom say they know a great deal or a fair amount about the Vision) than among Indo Trinidadians (78%), and is higher among those who are working (84%, vs. 75% of those not in work). Regionally, awareness is higher in the North of the country (89%) than in the South (74%).

5.2. Confidence in Vision 2020

Over half the public (53%) feels that Trinidad and Tobago is unlikely or will certainly not be a developed nation by 2020, compared to two in five (41%) who believe this is likely or certain to happen. This means there has been a further fall in confidence in Vision 2020 from -9 net confident (confident less no confident) to -12. Therefore in Waves 10 and 11, more of the public say they are pessimistic rather than optimistic about the chances of Vision 2020 being achieved.

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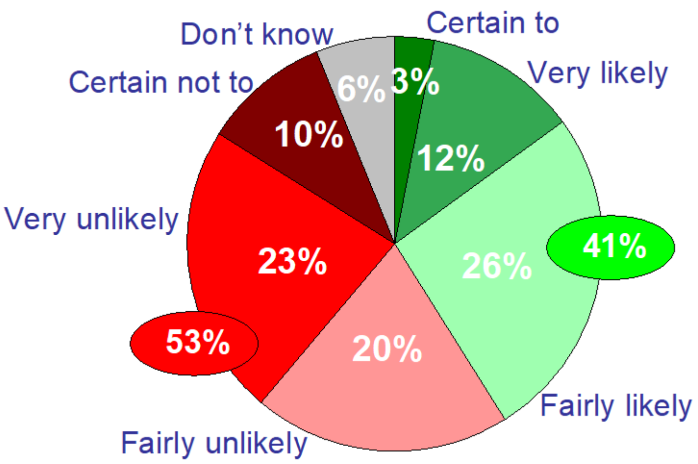
Confidence in Vision 2020

Q Vision 2020 is the Government's commitment to make Trinidad and Tobago a fully developed nation by 2020. How likely is it that this will be achieved?

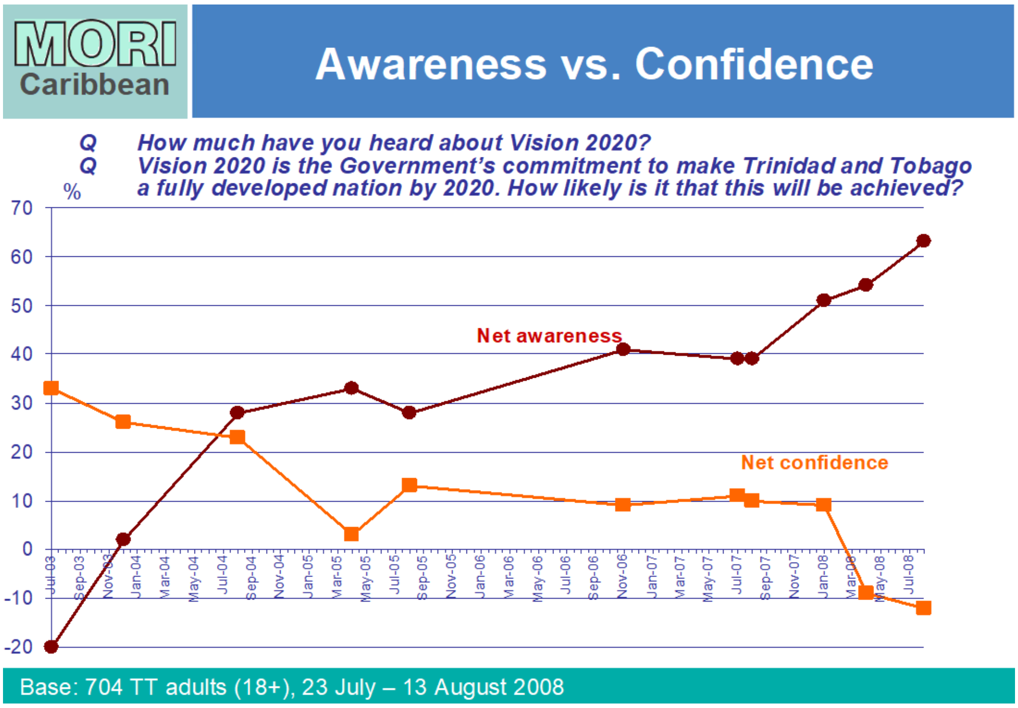


Base: 704 TT adults (18+), 23 July – 13 August 2008

Respondents in the higher social classes are less optimistic about the success of Vision 2020: 35% of those in classes ABC1 think it certain or likely that Vision 2020 will be realised, compared to 44% of those in classes C2DE.[1] By region, respondents living in the North are least optimistic (30%), while those living in the South are most optimistic (48%).

The following chart shows the history of public familiarity and confidence in Vision 2020 since 2003. The net awareness line is a calculation of the number of respondents who have heard a great deal or fair amount about the Vision minus those who have heard nothing or not much about it. The net confidence line is a calculation of the number of respondents who think it is certain or likely that the Vision will be achieved minus those who consider it unlikely or certain not to happen. Over the past five years a minority of the public who have been familiar with the policy have now become the majority, while a majority of the public expressing confidence in the scheme have now become the minority.

[1] See appendix II for definitions of social classes



5.3. Changing Views

Respondents who felt it likely that Vision 2020 would be achieved when last interviewed as part of the OLP, but who now do not have confidence in the scheme, were asked the reason for their changed opinion:

- The most frequently provided reason relates to the high cost of living (19%), which is also highlighted as one of the main issues facing the country;
- Rising crime levels are cited by 15%;
- People also cite a general lack of visible progress, saying that 'nothing much has happened so far' (16%); and
- Other feel that 'things are getting worse' (14%).

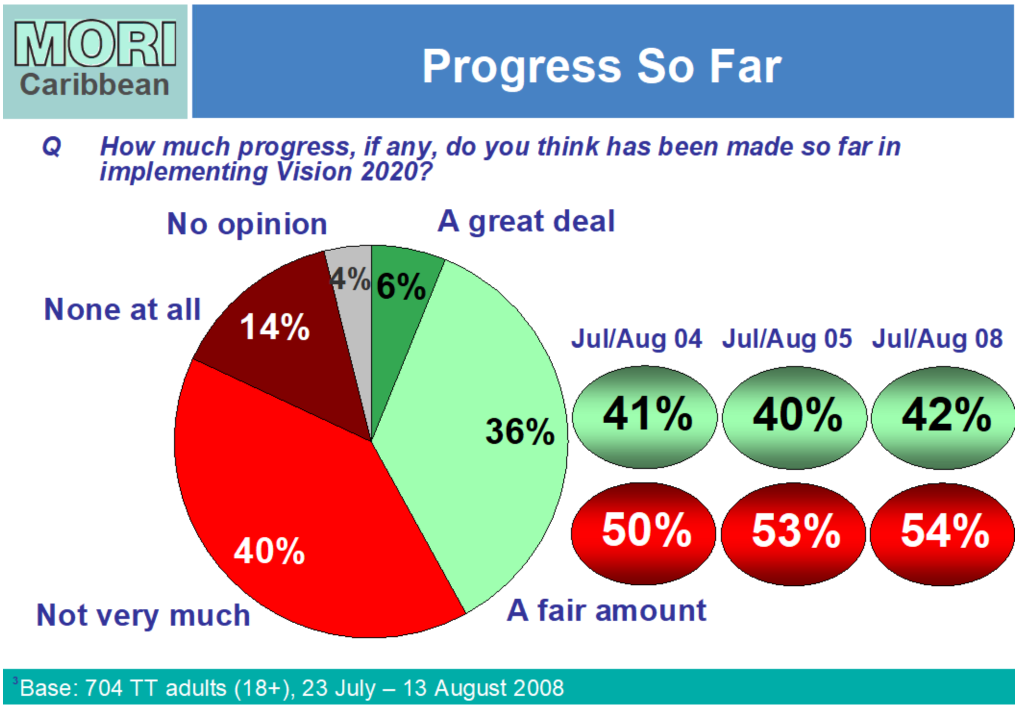
Respondents who previously felt it unlikely that Vision 2020 would be achieved, but now have confidence, were also asked the reasons for their change in opinion:

- Housing and building developments is the most frequently provided reason (17%);
- Others cite general improvements to infrastructure (11%); and
- Improvements to government services (11%).

5.4. Progress So Far

The Trinidad and Tobago public is more likely to feel that not very much or no progress at all has been made in implementing Vision 2020 (54%), than feel that a great deal or a fair amount of progress has been made (42%). These views are very similar to the proportion of the public expressing confidence (41%) or no confidence (53%) in the Vision.

The balance of opinion about progress to date in implementing Vision 2020 has stayed very stable since mid 2004, when this question was first asked, meaning that four years later, the number of persons able to recognise progress has shown no appreciable increase.

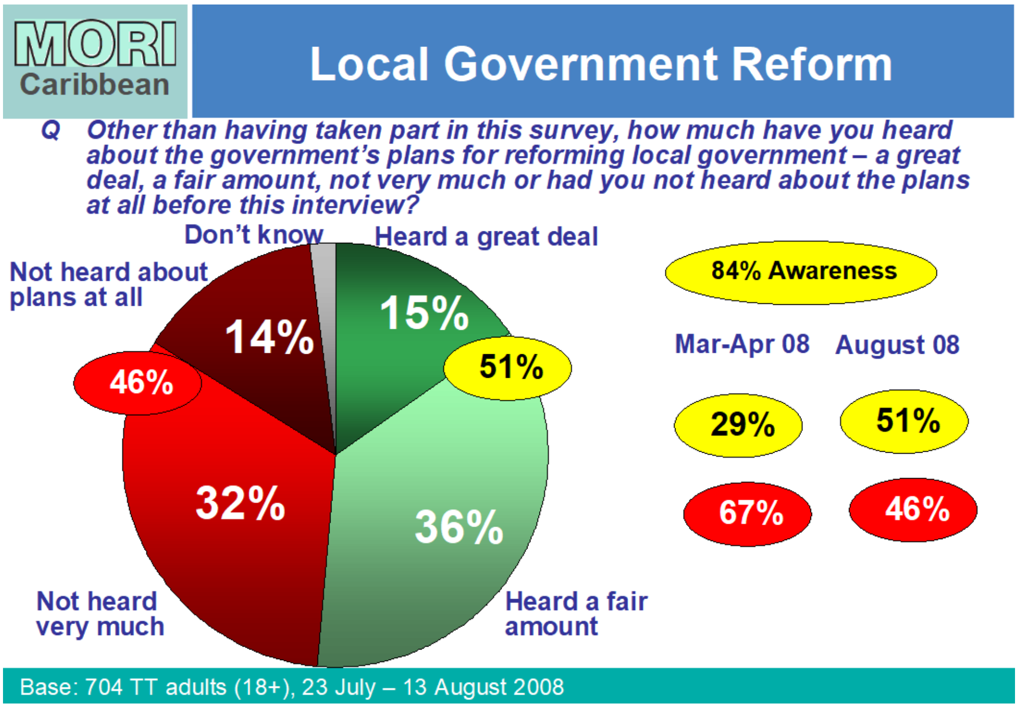


6. Local Government Reform

6.1. Awareness of Reform Plans

Familiarity with the Government's plans to reform Local Government has risen sharply since earlier in the year. Just three in ten persons (29%) claimed to have heard either a great deal or a fair amount about the plans in Wave 10, compared to half of the respondents (51%) in this current wave. Just under half (46%) of the public say they haven't heard much, or anything at all, compared to two thirds (67%) reporting this earlier in the year.

It is interesting to note that of the 51% awareness, only fifteen percent (15%) of interviewees claim to have heard a great deal about the plans for Local Government reform; a similar proportion (14%) say they are completely unaware of the plans.



More men claim to know at least a fair amount about the reform plans (55% of men say they know either a great deal or a fair amount compared with 47% of women). Awareness also rises with age: two in five (42%) 18-34 year olds know at least a fair amount, compared to three in five (59%) among those aged 35-54, and 55% of those aged 55 and over.

6.2. Support for the Reform Plans

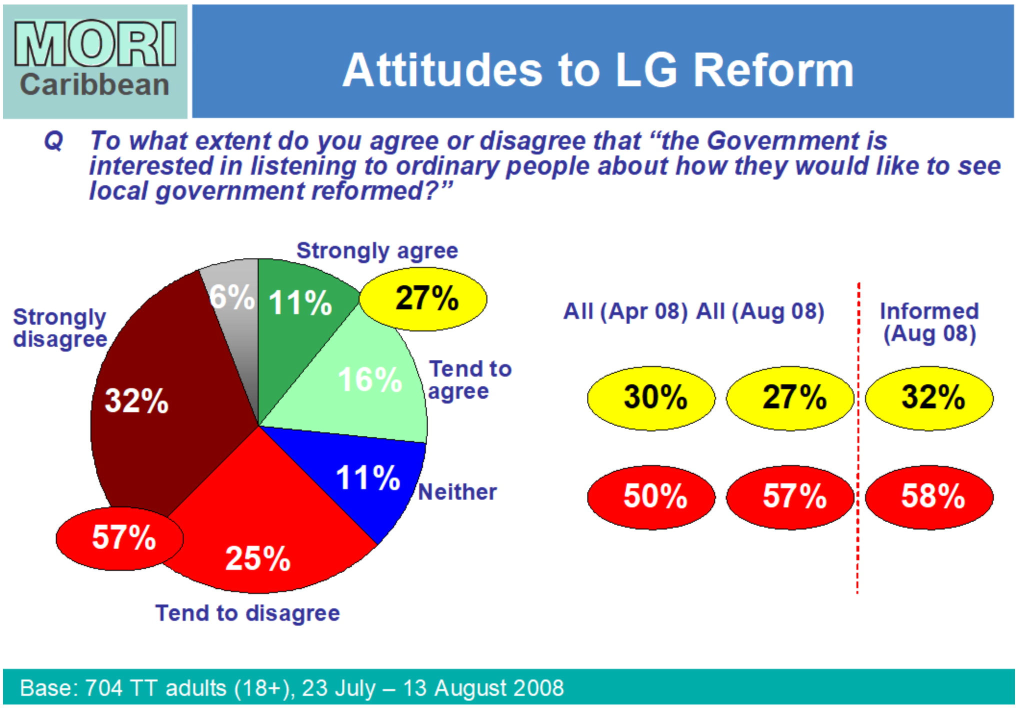
The majority of the public (55%) say they support the Government's reform agenda, with just one in seven (14%) asserting their opposition. However, a large proportion of respondents (29%) either do not know where they stand, or say they 'neither support nor oppose' the plans; there is consequently a significant opportunity for the Government to persuade those who are undecided about the benefits of the reform plans.

In addition to feeling that they are more aware of the reform plans, slightly more men than women also support the plans (57% vs. 52% support respectively). Support also shows a tendency to increase with age (52% of those aged 28-34 in support vs. 58% of those aged 55 and over in support). Geographically, support is highest in the South (60% support) and lowest in the North (49% support).

6.3. Listening to Ordinary People

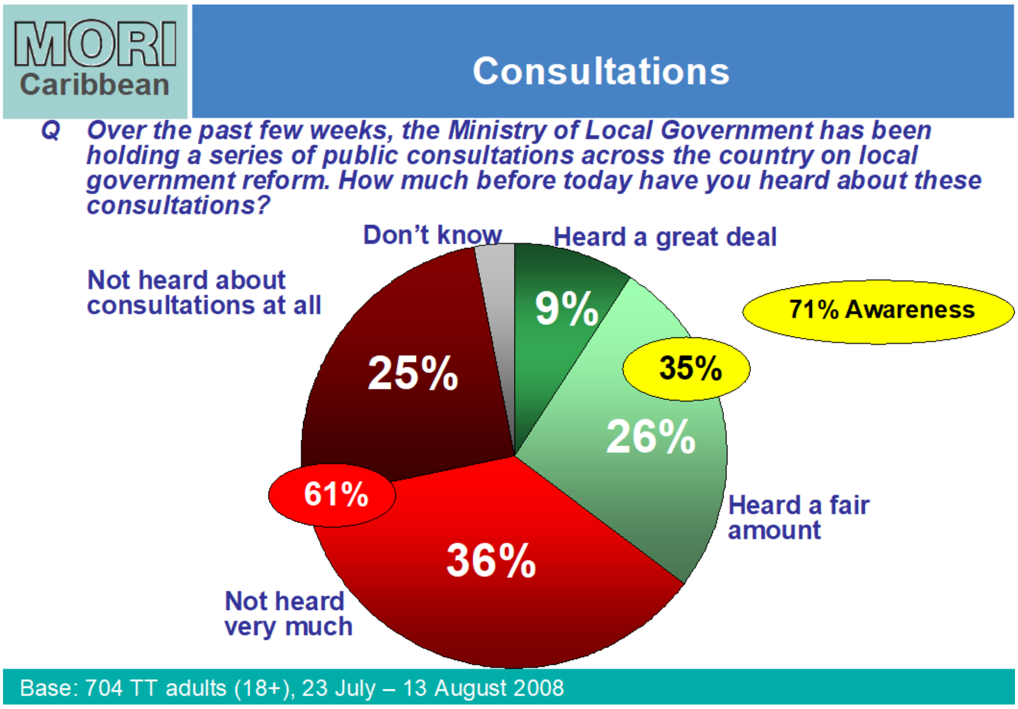
The public still do not feel that the Government is "interested in listening to ordinary people about how they would like to see local government reformed". Just under three in ten persons (27%) think that the Government is interested in public opinion on this matter, compared to almost three in five persons (57%) who do not believe that Government is interested. Public opinion has shown a slight deterioration since earlier in the year, from 50% in April who felt the Government is not interested to 57% now.

Those who feel informed about the Local Government reform plans are only slightly more likely to agree that the Government is interested in listening to the public, with just under a third in agreement (32%), although still a majority of the public (58%) disagree.

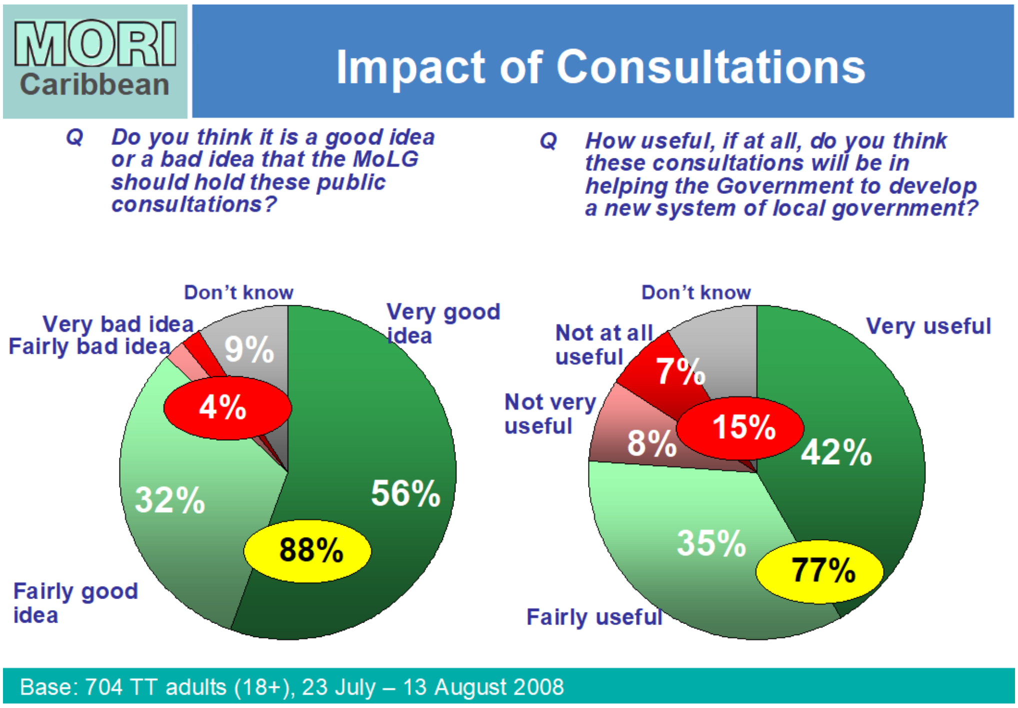


6.4. Local Government Reform Consultations

Most of the public (71%) are aware of the series of public consultations on Local Government that have been held across the country in the weeks prior to fieldwork, with one in three (35%) saying they have heard a great deal or fair amount about them.



There is overwhelming public support for the public consultations on Local Government reform: nine in ten respondents (88%) feel it is a good idea (including 56% who feel it is a *very* good idea) and over three-quarters (77%) believe these consultations will be useful (including 42% who say they will be *very* useful).



7. Public Services

7.1. Use of Services

The most frequently used public services in Trinidad and Tobago are:

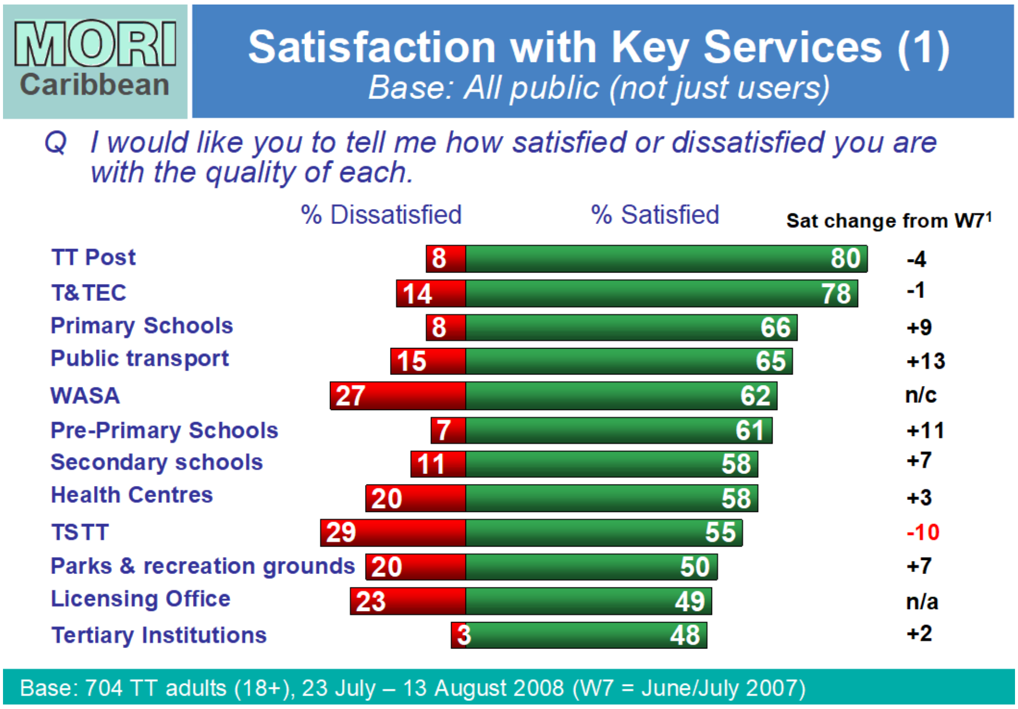
- T&TEC (87% of households using in the last year);
- TT Post (84%);
- WASA (77%); and
- TSTT (72%).

The majority of households have also used Hospitals and Health Centres (67% and 65% using in the last year) and Public Transport (61%).

In terms of education services, around two in five households (42%) have used Primary Schools; three in ten (31%) Secondary schools; one quarter (25%) Pre-Primary Schools; and one in five (19%) Tertiary Institutions.

7.2. Satisfaction with Services (All Public)

As well as being the most frequently used services in Trinidad and Tobago, T&TEC and TTPOST are also the best regarded by the public as a whole, with approximately four in five expressing satisfaction with each. Primary Schools (66% satisfied), Public Transport (65%) and WASA (62%) round off the top five services receiving a high satisfaction rating.



The services registering the highest levels of dissatisfaction are Hospitals (46% dissatisfied), the Passport Office (43%) and the Police (42%). These high levels of dissatisfaction for the Police and for Hospitals reflect the main issues the public feel the country is facing, with *crime* being seen the single most important issue, and *health and hospitals* being seen as the third most important issue after *inflation/prices*.

Since Wave 7 of OLP (May – July 2007), public satisfaction with many services has increased, most notably with:

- Public Transport (+13 percentage points);
- Primary Schools (+9); and
- Pre-Primary Schools (+11)

The key exception to this pattern is public satisfaction with TSTT, which has fallen by 10 points over the same period. In addition, satisfaction with HDC is down by five points and with TTPost by four points.

More women than men are satisfied with five of the public services covered in the survey. These are:

- Hospitals: 46% women satisfied vs. 39% men;
- Health Centres: 64% women vs. 52% men;
- Adult Education: 43% women vs. 36% men;
- Primary Schools: 71% women vs. 62% men; and
- Social Welfare Services: 42% women vs. 32% men

In contrast, more men than women are satisfied with the Board of Inland Revenue (44% vs. 32%), the Passport Office (34% vs. 27%) and the Licensing Office (54% vs. 44%).

By age, the differences in public satisfaction are small. The main difference is the lower satisfaction rating given for the education institutions by persons aged 55 years and over (e.g. 58% satisfied with primary schools), but this is because more of this age group say they "don't know" (e.g. 20% for primary schools.

The other key differences are:

- Satisfaction with TSTT is lowest among 35-54 year olds (49% satisfied);

- Satisfaction with Community Centres is lowest among persons aged 55 and over (32% satisfied); and

- Satisfaction is highest among persons aged 55 and over for Health Centres (65% satisfied) and Hospitals (51% satisfied).

For all the services except two, Indo-Trinidadians are either less likely to be satisfied or express no difference in satisfaction levels than Afro-Trinidadians. The two exceptions are Fire (Indo-Trinidadians 12 percentage points higher satisfaction level) and Social Welfare Services (Indo-Trinidadians 7 percentage points higher satisfaction level).

By region of the country, people living in North Trinidad express the lowest levels of satisfaction for several services; these include the Police (28% satisfied), Social Welfare Services (21%), T&TEC (54%), Public Transport (56%), and TTPost (61%).

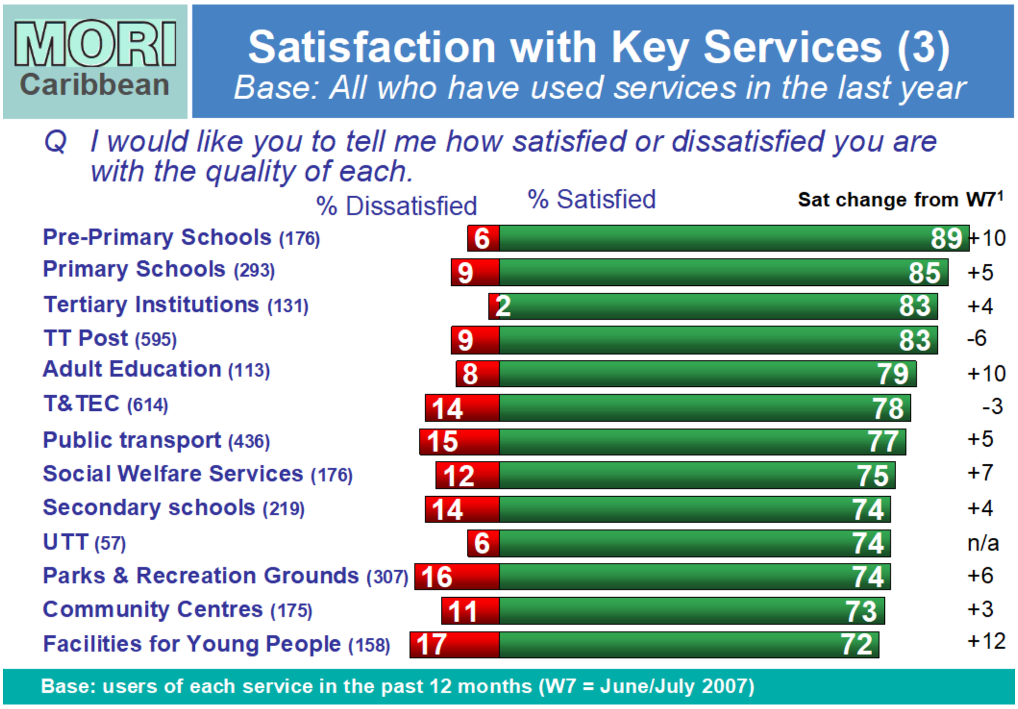
Residents in South and East Trinidad tend to be less positive about education services. Additionally, views from respondents in the East are especially low on Community Centres and Facilities for Young People (32% satisfied with both). While those in South Trinidad have a low satisfaction rating for Hospitals (36% satisfied), they express the highest rating among the sub-groups for Health Centres (65% satisfied).

Central residents are particularly more positive than other parts of the country with Adult Education (54% satisfied), Fire (76% satisfied) and Public Transport (76% satisfied).

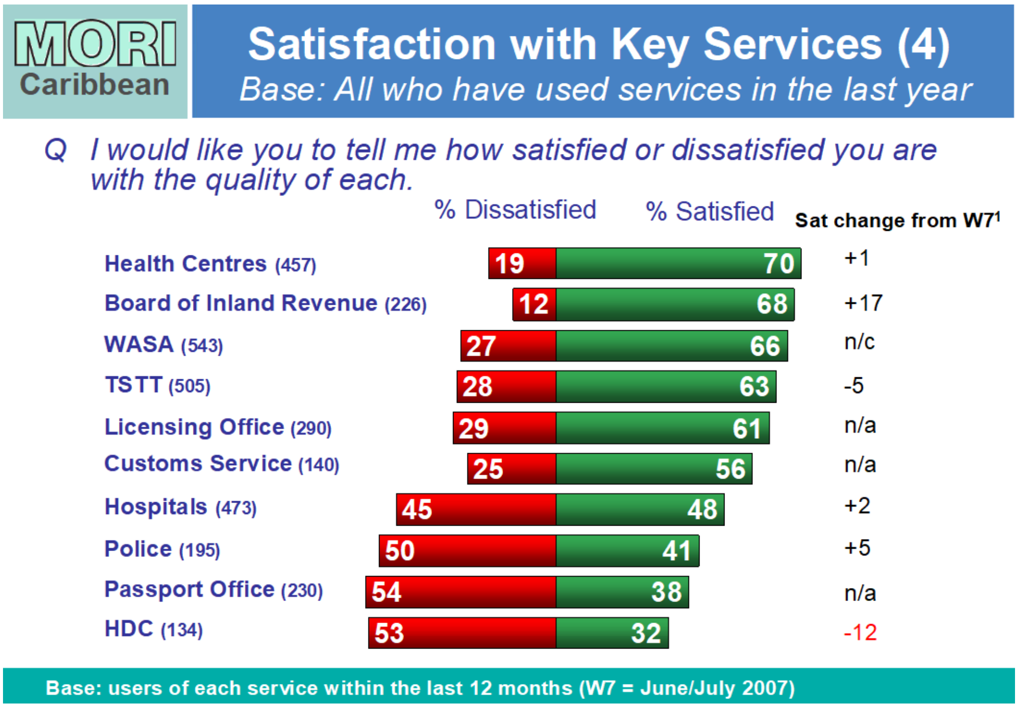
7.3. Satisfaction with Services (Users)

Among service users (defined as having used the service in the past 12 months), satisfaction is highest with educational institutions, with almost nine in ten (89%) expressing satisfaction with Pre-primary Schools, 85% with Primary Schools, 83% with Tertiary Institutions, 79% with Adult Education and 74% with Secondary Schools.

TT Post and T&TEC are also highly commended among service users (83% and 78% satisfied, respectively), with Public Transport (77%), Social Welfare Services (75%) and UTT and Parks and Recreation Grounds (74% each) rounding off the top eleven.



Of the services polled in this survey, the majority of users are satisfied with the service they receive, with the exception of Hospitals, the Police, the Passport Office, and HDC. There are very high levels of dissatisfaction among users of these services: 45% are dissatisfied with Hospitals, half (50%) with the Police, and the majority dissatisfied with HDC (53%) and the Passport Office (54%).



Since Wave 7 of OLP (May – July 2007), levels of satisfaction among service users have tended to increase. The greatest improvements have been for:

- The Board of Inland Revenue (+17 points);
- Facilities for Young People (+12 points);
- Pre-primary Schools (+10 points); and
- Adult Education (+10 points).

In contrast, user satisfaction levels are significantly lower for HDC (-12 points since Wave 7). Satisfaction with HDC among users was also asked in Wave 10 of the Panel and in this Wave 36% of users expressed satisfaction with this service – similar to the levels recorded in Wave 11. Wave 10 report covers in more depth public attitudes to HDC and housing issues.

8. Customs Service

8.1. Use and Satisfaction

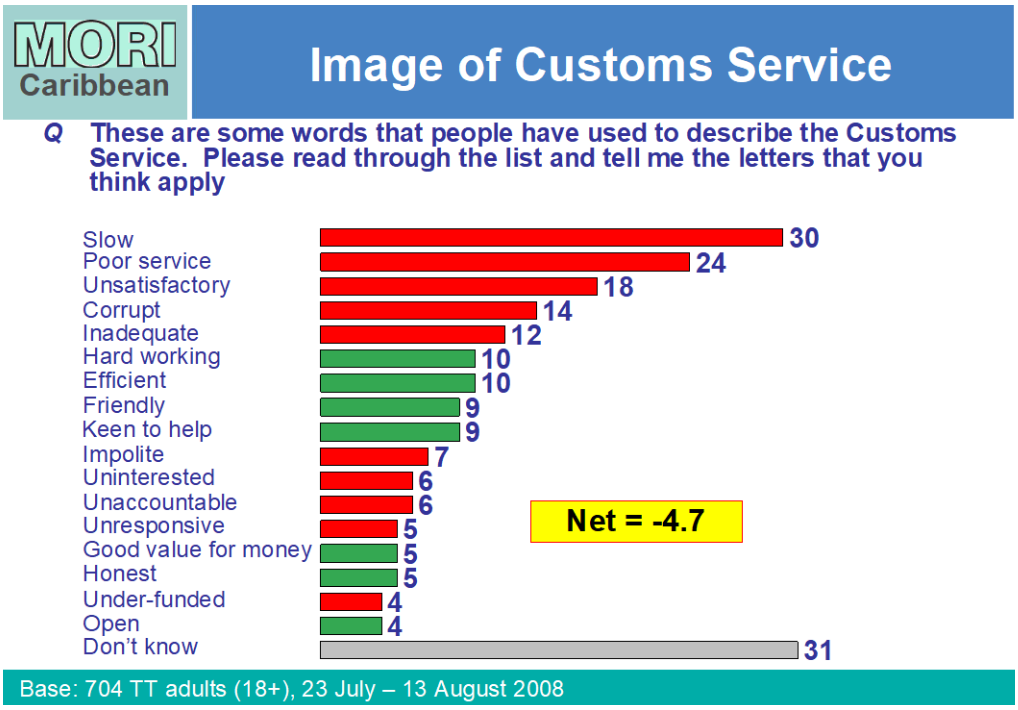
Approximately one in five households (21%) have used or contacted the Customs Service in the past 12 months. The majority of the public have never contacted this service.

Just over half of the respondents who have used the Customs Service in the past year are satisfied with the quality of the service overall (56%), compared with one quarter (25%) who are dissatisfied. This places the Customs Service among the least popular public services, as ranked by user satisfaction.

8.2. Image of Customs Service

The chart below presents the public image of the Customs Service whereby respondents were asked to select those words and phrases which best describe the service. The most popular ways to describe the Customs Service are to say it is *slow* (30%), provides a *poor service* (24%) and is *unsatisfactory* (18%). The six most frequently selected phrases are all negative.

Overall, the Customs Service has a negative "net image" rating of minus 4.7, which is a calculation of the average positive minus the average negative ratings. This score compares favourably with the "net image" rating of the Police (-19) and the Passport Office (-7.5), but less favourably when compared with Teachers (+15) and Doctors (0).



Actual users of the Customs Service are even more likely to be critical of the service, with 43% selecting *slow* (+11 points higher than the proportion of the general public saying this), 32% selecting *poor service* (+8), 24% *unsatisfactory* (+6) and one in five saying it is *corrupt* or *inadequate*.

9. Passport Office and Passport Renewal

9.1 Use and Satisfaction with Passport Office

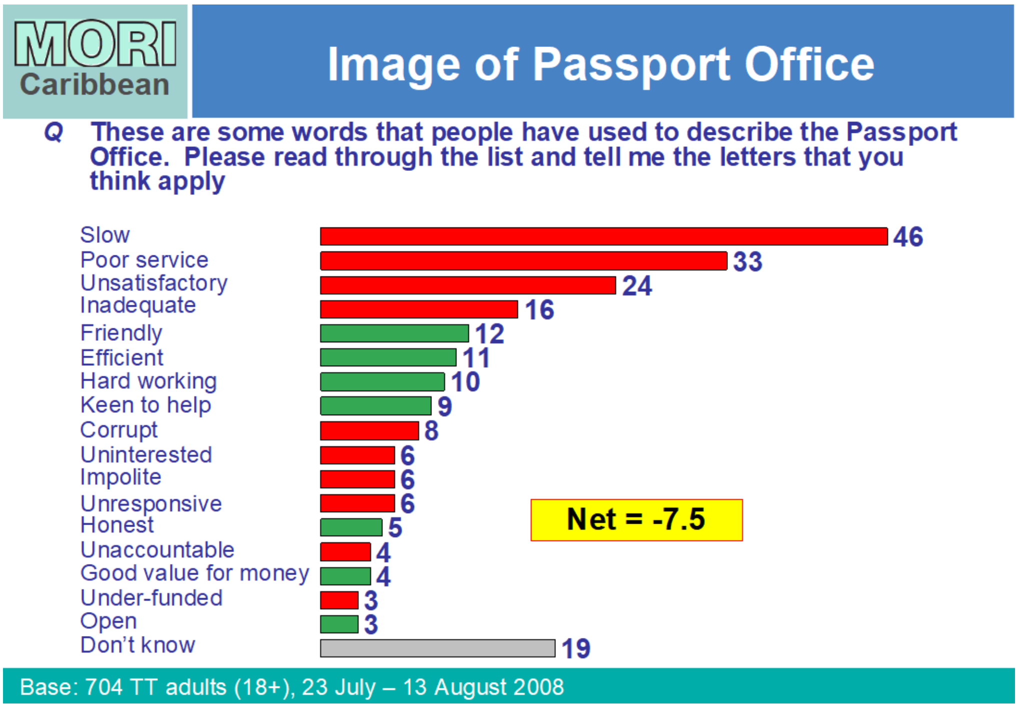
A third of the households surveyed (33%) have contacted the Passport Office in the past 12 months; almost two in five (39%) made contact more than one year ago; and the remainder never had occasion to make contact with it.

Public perception of the Passport Office is poor, with over two in five people (43%) saying they are dissatisfied with the quality of the service overall – this is the second highest level of dissatisfaction of the 25 services covered in the survey (the lowest is hospitals with 46% public dissatisfaction). Among those people who have actually used the Passport Office in the past year, dissatisfaction rises to 54% - higher than for any other service covered in the survey. Fewer than two in five users (38%) are satisfied with the Passport Office.

9.2 Image of Passport Office

The public image of the Passport Office is also poor, with *slow* (selected by 46% of respondents), *poor service* (33%), *unsatisfactory* (24%) and *inadequate* (16%) being used by the public most often to describe the service.

People who have used the Passport Office in the past six months are even more critical, with more than three in five (69%) respondents selecting *slow* as the best way to describe the service.



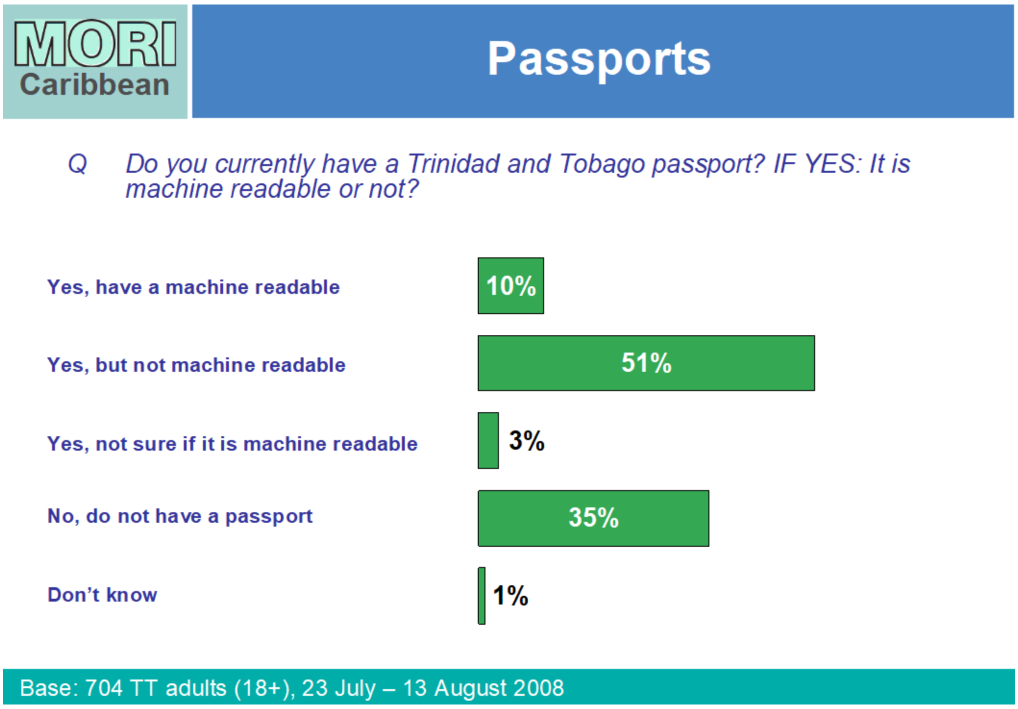
Overall, the Passport Office has a negative "net image" rating of minus 7.5, which is a calculation of the average positive minus the average negative ratings. This score compares favourably with the “net image” rating of the Police (-19); but it compares less well than with the Customs Service(-4.7), Nurses (-4), Teachers (+15) and Doctors (0).

9.3 Appointment System for Passport Application

Most of the public (86%) are aware that it is now possible to telephone to make an appointment to apply for or renew a passport. However, just one in four persons (25%) believe that this new appointment system is working well. Twice this proportion (51%) consider it to be working badly.

9.3 Passport Application and Renewal

Almost two in three adults (64%) have a Trinidad and Tobago passport, with one in ten persons (10%) having a machine readable version and about half (51%) a non-machine readable version.



More women than men have a passport: 11% of women have a machine readable passport (vs. 9% of men) and 53% of women have a non-machine readable passport (vs. 48% of men). Older people are also more likely than younger people to have a passport, as are Afro- (vs. indo-) Trinidadians.

Approximately one third of the public (36%) who currently hold a passport say that their passport has already expired, and one in nine (11%) say that theirs will expire by the end of 2009. Just over one in five people (22%) plan to apply for or renew their passport before the end of this year (2008), in addition to the 7% of the public who say they have already applied for and are now awaiting their (new) passport. A similar proportion of the public (21%) expect to apply for a passport in 2009 and 3% in 2010 or later.

Almost two in five people (37%) say that they do not expect to apply for a passport in the next few years – a similar level to the proportion of the public who currently do not own a passport (35%).

10. Government Initiatives

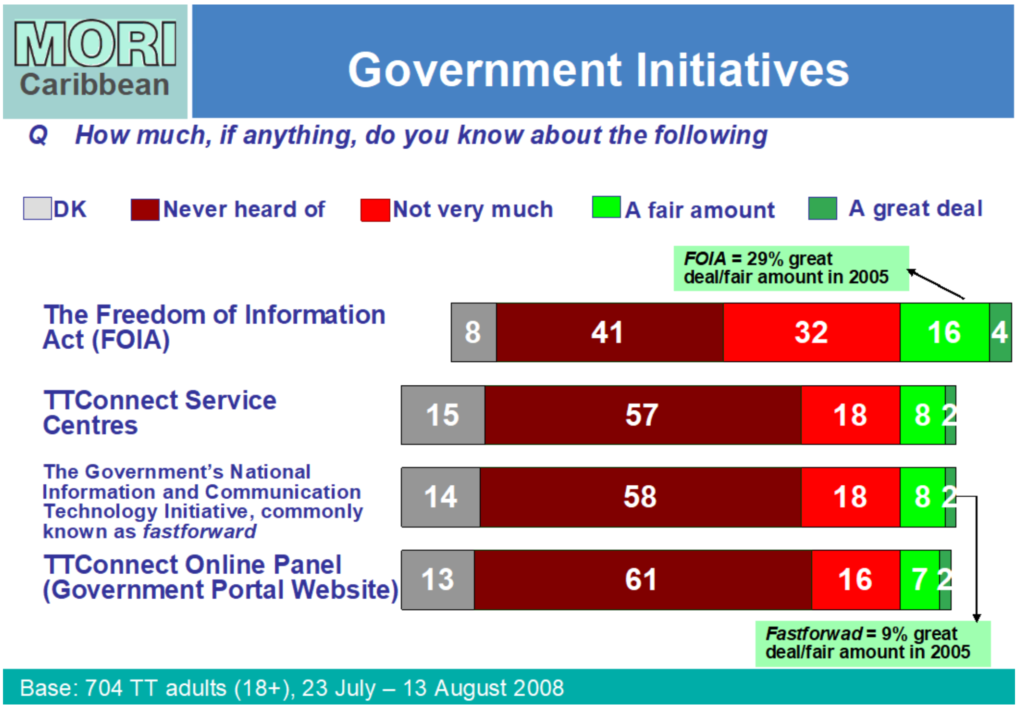
10.1 Awareness of Government Initiatives

The survey asked the public how much they feel they know about four different Government initiatives, as shown in the chart below.

One in five respondents say that they know at least a fair amount about the Freedom of Information Act (FOIA), but this is lower than when levels of knowledge was previously measured in 2005 (29%). Attitudes to the FOIA are discussed in more detail in the next chapter.

Few people feel they know much about TTConnect Service Centres (10%) or TTConnect Online Portal (9%), with the majority of the public in both cases saying they have never heard of either of them.

There is a similarly low level of awareness of *fastforward* with just one in ten people saying they know a fair amount or a great deal, which is similar to the levels of knowledge expressed by the public when measured in 2005. In contrast, the vast majority of the public say they don't know very much (18%) or have never heard of (58%) *fastforward*.



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11. Freedom of Information Act

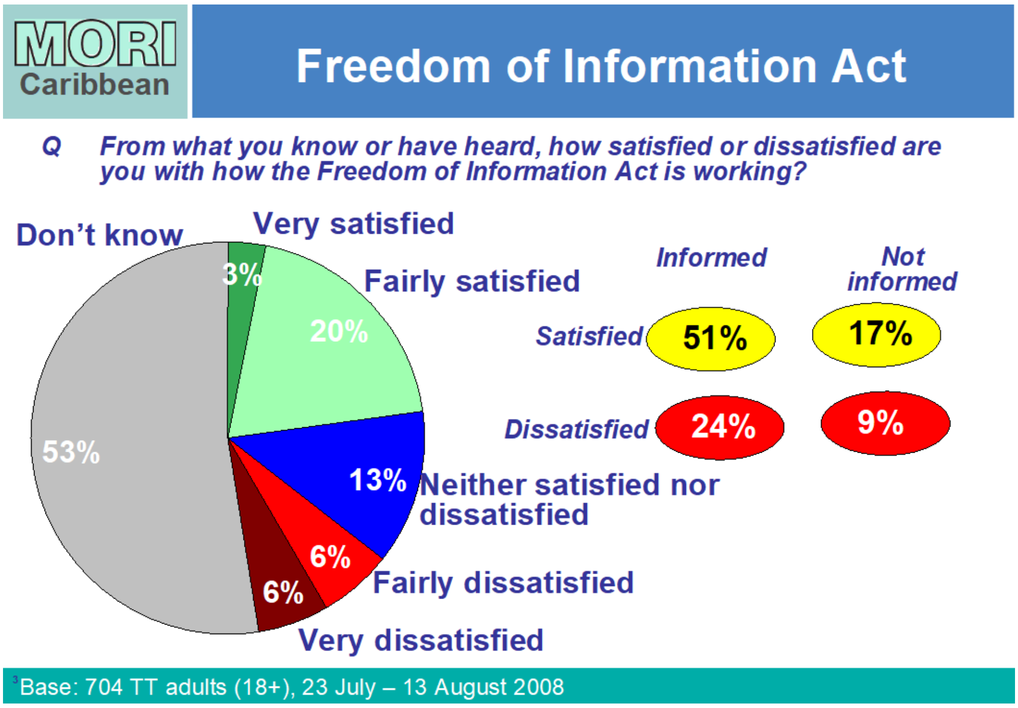
11.1 Awareness of Freedom of Information Act

One in five respondents (20%) feel they know at least a fair amount about the Freedom of Information Act (FOIA). The majority of the public say they don't know very much (32%) or nothing at all (41%) about it. Public knowledge of the FOIA is lower now (20%) than was the case in 2005 (29%) when this question was last asked in the Opinion Leaders Panel.

11.2 Satisfaction with Freedom of Information Act

As shown in the chart below, reflecting the low public awareness of the FOIA, the majority of the public do not express an opinion about how well the Act is working: 53% say they don't know and 13% say they are neither satisfied nor dissatisfied.

Among those that feel informed about the FOIA, about half (51%) are satisfied with how it is working – twice the proportion (24%) who are dissatisfied. Among those who do not feel informed about the Act, about twice as many say they are satisfied (17%) than dissatisfied (9%).

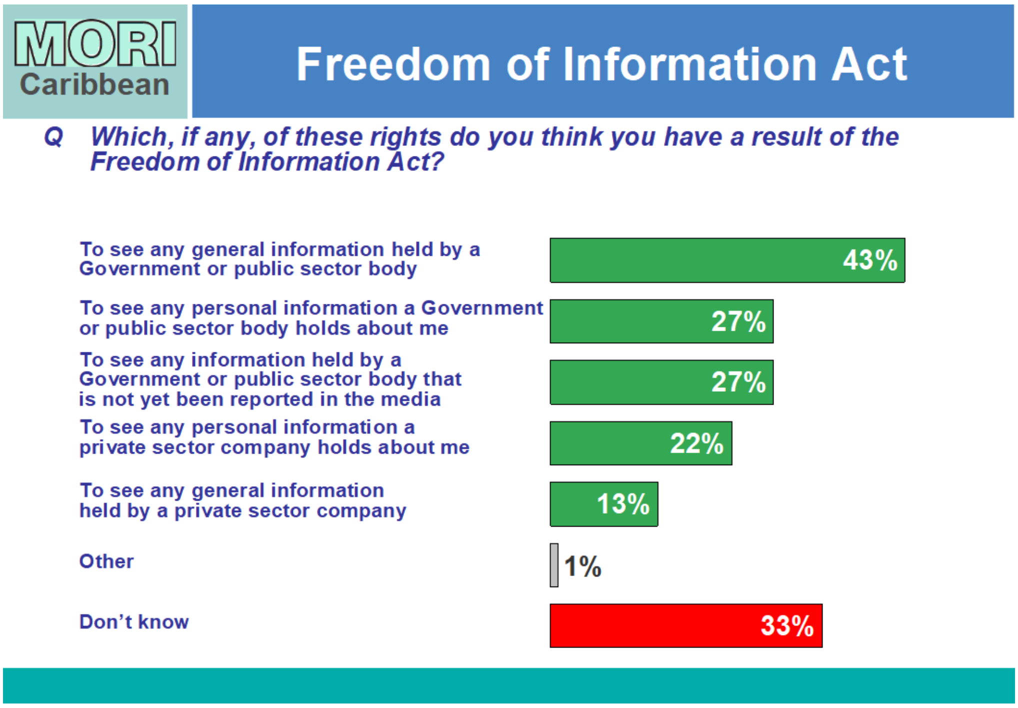


11.2 Rights under Freedom of Information Act

There is no public consensus on what rights of access to information people have under the FOIA.

Just over two in five persons (43%) believe the Act allows them the right to see *any general information held by a Government or public sector body*. Fewer, 27%, consider they have the right to see any of their own *personal information held by Government or a public sector body.*

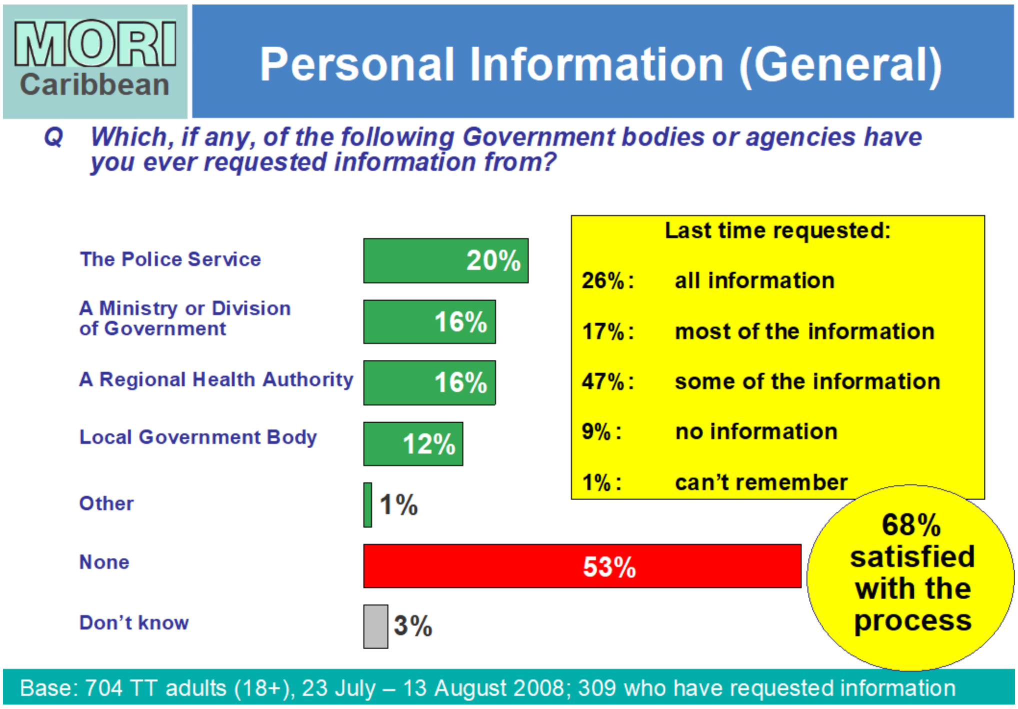
Just over one in five respondents (22%) **incorrectly believe** that the FOIA gives them right to access their own *personal information held by a private sector company*; and one in eight (13%) **mistakenly think** that the Act allows them to *see general information held by a private sector company*. Those persons who feel they know at least a fair amount about the Act are more likely to believe both of these latter rights are available under the Act (30% and 18%, respectively).



11.3 Requesting Information from Government

The majority of the public (53%) say they have never requested information from any Government body or agency. The following charts show the types of Government bodies from which respondents have requested information in the past. Responses ranged from one in five persons having requested information from the Police Service to almost one in eight requesting from a Local Government Body.

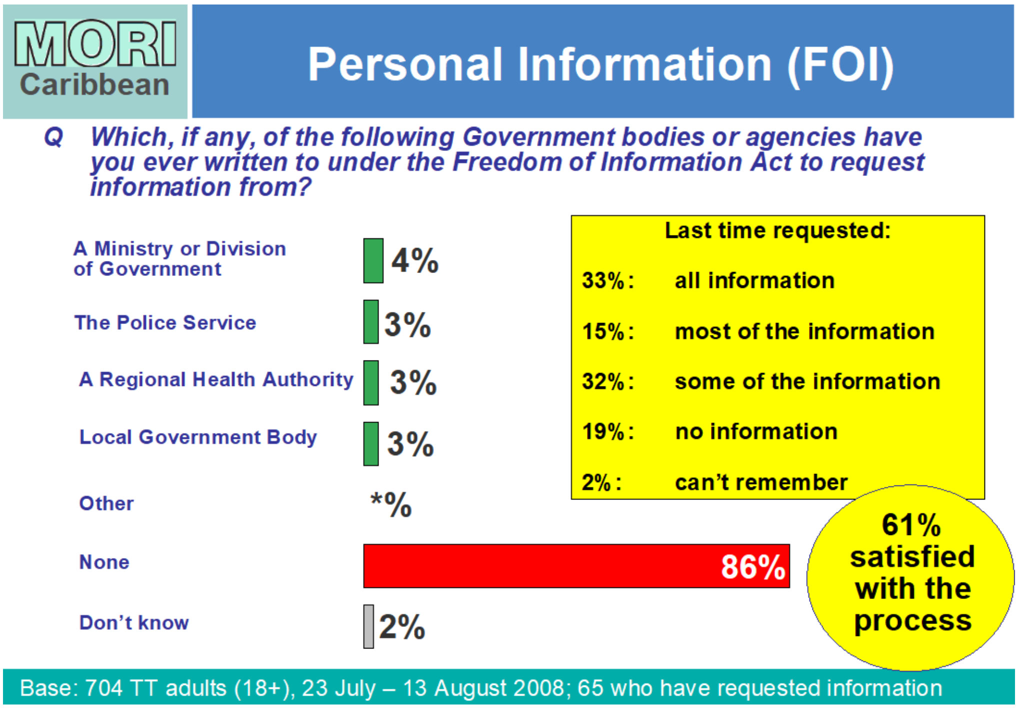
When asked about satisfaction with the process for requesting information (the last time they requested information from a Government body or agency), approximately one in four persons (26%) say they received all the information they requested and over half (56%) received only some or no information. Nevertheless, almost seven in ten persons (68%) were satisfied with the *process* of requesting information.



11.4 Requesting Information under the FOIA

The vast majority of the public (86%) has never contacted a Government body or agency under the Freedom of Information Act to request information. None of the different types of Government bodies have been contacted by more than one in twenty-five people under the FOIA.

Among the small proportion of the public who have used the FOIA to access information, more that a third say that they received all the information they requested and approximately half (51%) indicate that they received only some or none of the information. Overall, three in five of these people are satisfied with the *process* of using the FOIA to request information.



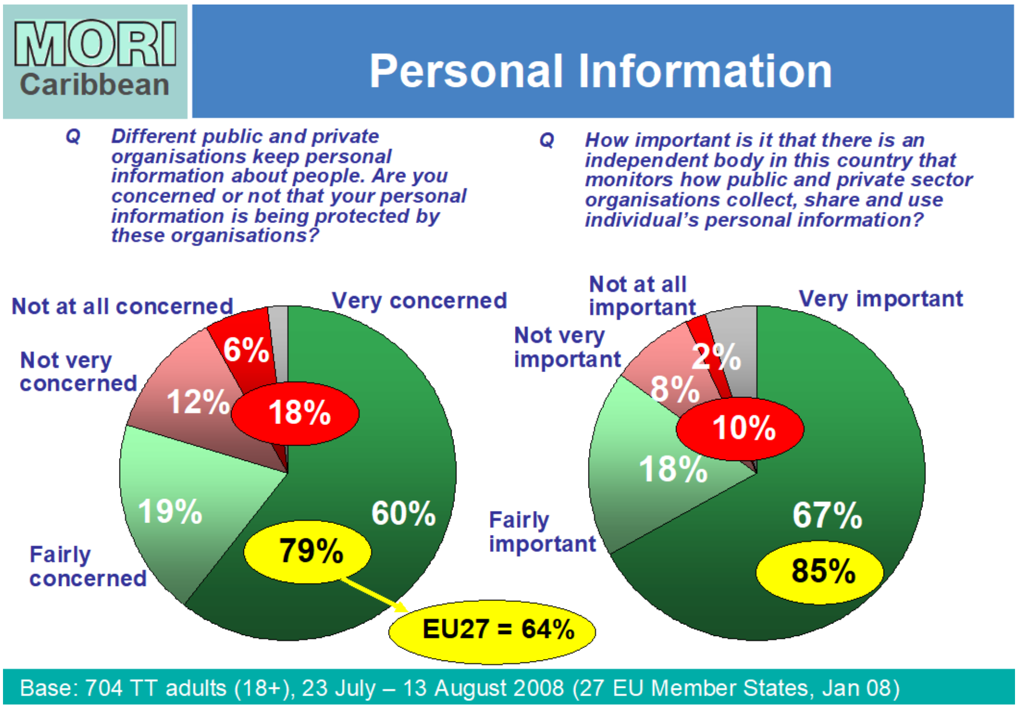
12. Personal Information

12.1 Protection of Personal Information

The vast majority of the public in Trinidad and Tobago (79%) say they are *concerned that their personal information is being protected by public and private organisations* that hold information on them. This includes three in every five person who say they are *very* concerned.

This level of concern about protection of personal information is higher among the Trinidad and Tobago public than is the case across the 27 nations of the European Union (64%) when the same question was asked in the EU in January 2008.

There is also strong support for the establishment of an independent body to monitor the manner in which public and private sector organisations collect, share and use personal data on individuals. Two thirds of the public (67%) say it is *very* important that there is such a body and a further 18% says it is *fairly* important.

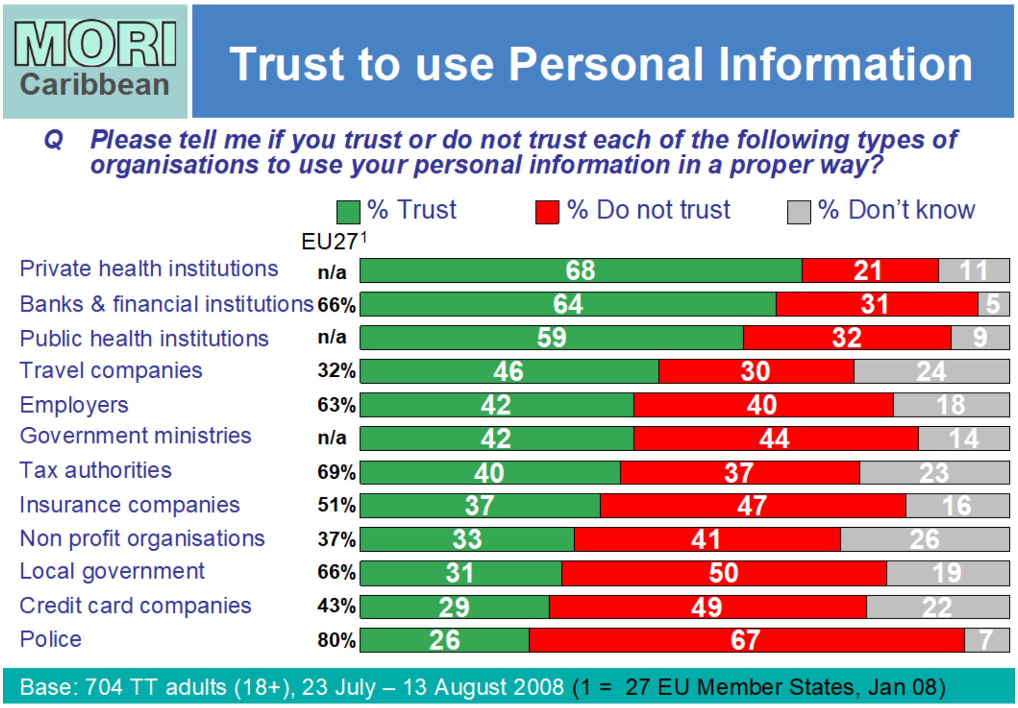


12.2 Trust to Use Personal Information

The chart below shows the proportion of the Trinidad and Tobago public that trusts (green bars) or do not trust (red bars) different types of institutions to use their personal information in a proper way.

For only three of the twelve institutions enquired about, do more than half of the public trust them: Private Health Institutions (68%), Banks & Financial Institutions (64%) and Public Health Institutions (59%). The least trusted institutions are the Police (26% trust), Credit Card Companies (29%) and Local Government (31%).

The analysis shows some interesting differences in public trust towards similar institutions. For instance, Private Health Institutions are more likely to be trusted with one's personal information than are Public Health Institutions. Further, Credit Card Companies are among the least trusted, although these belong to Banks & Financial Institutions, which are some of the most trusted.



The chart also shows the proportion of adults across the 27 nations of the EU who trust each of these institutions to use their personal information properly. For the nine bodies where comparison between EU and TT views can be made, it is observed that for eight of these, members of the Trinidad and Tobago public are less trusting. This is particularly striking for the Police (80% trust in EU vs. 26% in TT), Local Government (66% vs. 31%) and Tax Authorities (69% vs. 40%).

The levels of trust in Banks & Financial Institutions is similar in the EU and in TT. Travel companies are the only type of organisation more likely to be trusted by the TT public (46%) than by EU citizens (32%).

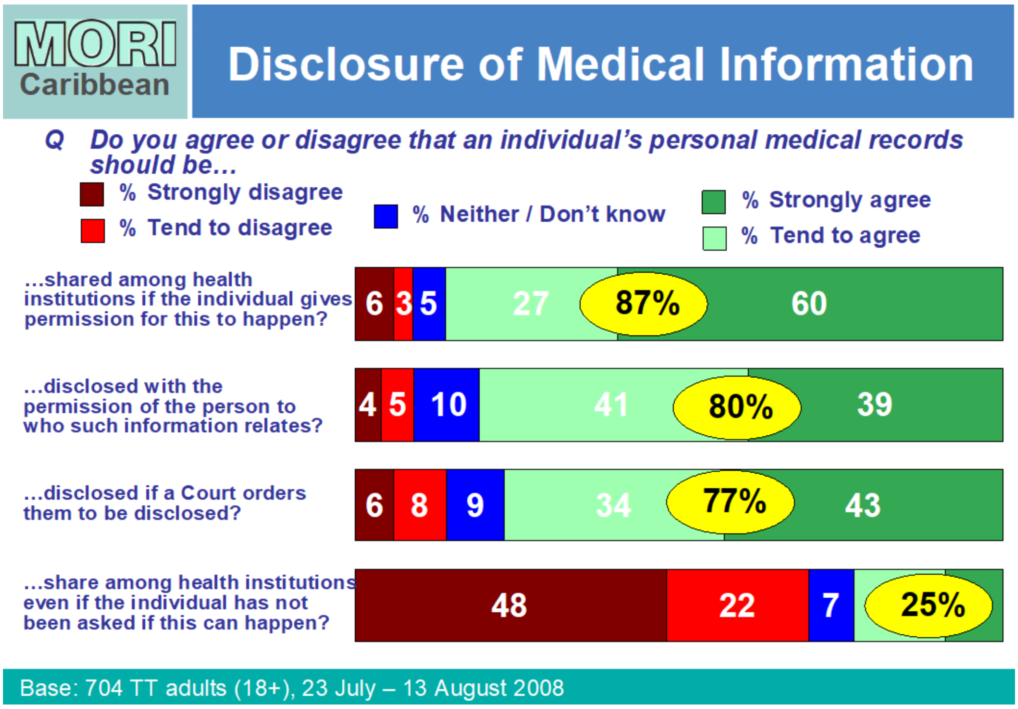
13. Medical Information

13.1 Disclosure of Medical Information

There is broad public consensus that an individual's personal medical records can be either shared among health institutions if the individual gives permission for this to happen (87% agree), or disclosed with the permission of the individual to whom such information relates (80% agree).

Similarly, more than three quarters of the public (77%) agree that an individual's medical records can be disclosed if a Court orders them to be.

In contrast, the public rejects the sharing of personal medical records across health institutions without the permission of the individual (70% do not think this should happen).



Appendices

I. Guide to Statistical Reliability

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

Approximate sampling tolerances applicable to percentages at or near these levels

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

Source: MORI Caribbean

For example, on a question where 50% of the people in a sample of 704 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 from different groups of residents. A difference, in other words, must be of at least a certain size to be considered statistically significant. The following table is a guide to the sampling tolerances applicable to comparisons.

Differences required for significance at or near these percentages

	10% or 90%	**30% or 70%**	**50%**
	±	±	±
Size of sample on which Survey result is based			
100 and 100	8	13	14
100 and 200	7	11	12
100 and 300	7	10	11
100 and 400	7	10	11
100 and 500	7	10	11
200 and 200	7	10	11
200 and 300	5	8	9
287 and 417 (Men v. Women)	5	7	8
292 and 285 (Afro-Trinidadians vs. Indo-Trinidadians)	5	8	8
2,362 and 704 (Wave 10 and Wave 11)	3	4	4

Source: MORI Caribbean

The table above also shows that when comparing results from the Wave 9 survey with the Wave 10 survey, 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.

Social Grades

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

Source: MORI Caribbean

III. Sample Profile

	Unweighted		*Weighted*	
	N	***%***	***n***	***%***
Total	***704***	**100**	***704***	**100**
Gender				
Male	*287*	41	*351*	50
Female	*417*	59	*353*	50
Age				
18-34	*266*	38	*304*	43
35-54	*277*	39	*267*	38
55+	*161*	23	*133*	19
Work Status				
Full/Part-time/Self-employed	*414*	59	*437*	62
Not working	*289*	41	*266*	38
Ethnicity				
Afro-Trinidadian	*292*	41	*266*	38
Indo-Trinidadian	*285*	40	*294*	42
Other	*124*	18	*141*	20
Regional area				
North	*70*	10	*73*	10
South	*191*	27	*185*	26
Central	144	20	142	20
East	265	38	266	38
Tobago	24	3	28	4

Source: MORI Caribbean

IV. Detailed Information on Response Rates

In total 704 completed interviews were achieved for OLPW11.

This was based on sampling 1,003 members from the full Opinion Leaders Panel of 2,362 members

This gives an overall response rate of 70%.

The reasons for non-contact among panel members were:

- 139 no contact after 3 visits
- 84 contacts after 2 visits but additional visits could not be made because of the time constraints
- 37 persons did not keep their appointments
- 2 were deceased and will be removed from the Panel
- 11 migrated or moved
- 9 not found. These were in areas where addresses were vague (e.g. Light Pole numbers) and where time did not permit us to locate them.
- 12 refused to be interviewed
- 5 answered the questions in Wave 11 but asked to be removed from the Panel (most find that the Waves were too frequent or the questionnaire too long)
- 5 were too ill to be interviewed and may have to be removed from the Panel

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.

Checks by Supervisors and Co-ordinator

In the field, 105 validation interviews were done by the Supervisors and the Co-ordinator:

i) 1 person was not interviewed (action – all questionnaires were rejected and face to face interviews done);

ii) 36 respondents were not asked the full set of questions (action – panel members were re-interviewed).

iii) 68 calls were made to respondents to verify only that they were visited by interviewers and all questions were asked. In all cases the interviews were correctly done by the interviewer.

VI. Topline Results

VI. Focus Group Presentation