



Opinion Leaders' Panel 2011

Wave 19 Report

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

Fieldwork: 24th May– 15th July 2011

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1. Introduction

1.1. Background and objectives

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

This volume contains the report from Wave 19 of the Opinion Leaders' Panel. The focus of the survey is on Government performance overall and by theme, issues facing the country and local areas, and satisfaction with public services. There are also a number of areas covered for specific ministries and agencies, and data is provided on media consumption within Trinidad and Tobago. 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 2,887 adults living in Trinidad and Tobago were interviewed for Wave 19, out of a sample of 3,506 where at least one attempt was made at contact. This gives a response rate of 82%. These respondents now constitute the new OLP members and will be invited to be re-interviewed in subsequent waves later this year and next year.

All interviews were conducted face-to-face between 24th May and 15th July 2011.

The data has been weighted by age, ethnicity, gender and Regional Corporation to the latest available census data (2000) and mid year (2010) projections. Weighting for work status is derived from an analysis of the most recent (2010) labour force survey data.

Six focus groups were also completed in July 2011, four in Trinidad and two in Tobago. The focus groups were recruited and moderated by Caribbean Market Research under the direction of MORI Caribbean. Findings from the focus groups have been included in relevant areas of this report.

The topline results (showing the overall answers for each question) are appended to this report and the computer tables (providing detailed sub group analysis) are available upon request made to the Ministry of Public Administration. Several detailed presentations of the survey findings were also made to Officials and Ministers across the Public Service of Trinidad and Tobago during the period July to September 2011.

1.3. Comparative data

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

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

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

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

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

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

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

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

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

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

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

Wave 11, 23 July – 13 August 2008 (base size 704)

Wave 12, 25 – 30 September 2008 (base size 704, by telephone)

Wave 13, 2 – 21 January 2009 (base size 689)

Wave 14, 25 April – 10 June 2009 (base size 712)

Wave 15, 10 December 2009 – 9 February 2010 (base size 2,987)

Wave 16, 20 June – 25 July 2010 (base size 764)

Wave 17, 13 – 20 September 2010 (base size 1001, by telephone)

Wave 18, 24 January – 12 March 2011 (base size 779)

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. Focus group profiles

The profile of the six focus groups conducted as part of this study are as follows:

- Group 1: North Trinidad, rural, ABC1, 35+ years
- Group 2: East / West Corridor, urban, C2DE, 18-34 years
- Group 3: Tobago, C2DE, 18-34 years
- Group 4: Tobago, ABC1, 35+ years
- Group 5: South Trinidad, urban, C1C2, 18-34 years □ Group 6: Central Trinidad, rural, C1C2, 35+ years

1.6. Presentation and interpretation of the data

This study is based on interviews conducted on a representative sample of the adult population of Trinidad & Tobago. All results are therefore subject to sampling tolerances, which means that not all differences are statistically significant. In general, results based on the full sample are subject to a confidence interval of ± 3 percentage points. A guide to statistical reliability is appended.

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

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

In some instances where identical questions were asked on previous surveys and repeated in this Wave a calculation of ‘swing’ is offered to indicate the change over time. Swing is calculated by measuring the net positive (negative) response then and comparing it to the net positive (negative) score now, and taking the sum and dividing by two. This figure represents the number of people (in the aggregate) out of 100 who have changed their view over the two points in time.

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

1.7. Acknowledgements

MORI Caribbean would like to thank Senator the Honourable R. Nan Gosine Ramgoolam, former Minister of Public Administration; the Honourable Carolyn Seepersad-Bachan, current Minister of Public Administration; Mrs. Arlene McComie, former Permanent Secretary at the Ministry of Public Administration; Ms. Gillian Macintyre, current Permanent Secretary at the Ministry of Public Administration and senior members of the Public Service Transformation Division: Mr. Claudelle McKellar, Mrs. Coreen Joseph-Lewis and Mr. Elon Mayo. We also wish to acknowledge Ms. Kim Bayley at Caribbean Market Research and Mr. Louis Bertrand and the team at HHB &

Associates for their help in executing this project. In particular, we would like to thank all the 2,887 citizens of Trinidad & Tobago who gave of their time to take part in this survey.

1.8. Publication of data

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

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Sir Robert Worcester (Chairman)

Mark Gil (Director)

2. Executive summary

The Government's Performance

- More of the public are satisfied (46%) than dissatisfied (42%) with the performance of the Government, giving a "net satisfied" rating of +4. Public attitudes towards the Government overall are consistent with the previous wave 18 research, conducted between January and March 2011, when the "net satisfied" rating was +2.
- The areas where the public rate the Government's performance the highest are *Transportation* (76% say the Government is doing a good job), *Education* (72%), *Pensions* (68%) and *Carnival* (66%).
- The public is most critical of the Government in terms of *Food security* (73% say the Government is doing a poor job), *Wages* (73%), *Health* (67%) and *National security* (61%).
- In Tobago, 37% think the THA is doing a "good job" and 50% a "bad job". This gives a "net good job" score of -13. When this question was last asked in Wave 15 (conducted December 2009 – February 2010), the "net good score" was -31, that is 26% felt the THA was doing a "good job" and 57% a "bad job".

Issues Facing the Country

- *Crime* is seen by far as the most dominant issue facing the country (83%) with more than twice as many people identifying this issue compared to the next most commonly selected issues – *inflation/prices* (40%), *health/hospitals* (31%) and *unemployment/jobs* (31%). The proportion of people naming *crime* as a main national issue has fallen by 10 points since March this year.

Local Improvements

- The two most in-demand local improvements are better *roads* (38%) and *drainage* (34%). This is followed by *facilities for young people* (23%) and *policing* (19%). In Tobago, the top priorities are *roads* (30%), *facilities for young people* (26%) and *sports / health facilities* (15%).

The Cabinet and Manifesto Commitments

- Almost six in ten (58%) adults say they have confidence in the Cabinet to take the country in the right direction and nearly four in ten (37%) say that they do not. This gives a “net confident” score of +21. This is down from +44 “net confident” in July 2010.
- More than half (54%) of adults are also confident that the Cabinet will deliver on the promises it made at the election and four in ten (40%) are not, giving a “net confident” score of +14. This is also down from July 2010 (+36 “net confident”).
- *Laptops* (95% prompted recall) and *senior citizens grants* (89%) are the election commitments most likely to be remembered by the public. *Laptops* (97%), *roads* (86%) and *senior citizens grant* (85%) are the promises people are most likely to say the Government has “at least started” to implement.

Public Services

- The majority of the public (62%) expect public services generally to improve over the next few years and only a small proportion (16%) expects them to get worse. This gives a “net optimism” score of +46. The public is also optimistic about the future of specific public services, including education (+70), health (+45) and police (+28).
- The highest rated public services are TTPost (86% satisfied), Public Transport (82% satisfied), T&TEC (75% satisfied) and Primary Schools (73% satisfied)
- Five services have more of the public dissatisfied than satisfied with their performance. These are Local Government Body (41% dissatisfied vs. 33% satisfied), Licensing Office (44% dissatisfied vs. 30% satisfied), Police (47% dissatisfied vs. 39% satisfied), HDC (51% dissatisfied vs. 29% satisfied) and Hospitals (61% dissatisfied vs. 29% satisfied).
- The most highly rated public services by **service users** are TTConnect Service Centres (89% satisfied), TTPost (89%), Public Transport (88%), Libraries (85%) and UWI (82%). Service users are the most critical of the HDC (66% dissatisfied), Hospitals (63%), Licensing Office (50%) and Police (50%).

Media Consumption

- The *Trinidad Express* (70%) and the *Trinidad Newsday* (67%) are the most popular newspapers in Trinidad & Tobago. The *Trinidad Guardian* (29%) has fewer than half the readership of its two main rivals.
- Unlike newspaper readership or television viewership there are no majority or dominant radio channels in Trinidad & Tobago. Instead there are a number of radio stations that have a similar proportion of people who listen to them regularly. The most popular stations are *WEFM 96.1FM* (15%), *Isaac 98.1FM* (14%), *Music Radio 97FM* (14%) and *Rhythm City 94.1FM* (13%). *Radio Tambrin 92.7FM* is by far the most popular radio station in Tobago with two in

three adults (67%) regularly listening to it. The next most popular radio stations in Tobago are *TriniBashment 91.9FM* (31%) and *Isaac 98.1FM* (20%).

- *CCN TV6* continues to be the most watched television station with seven in ten adults (70%) saying that they watch it regularly. *CNC 3* (37%) and *CNMG* (28%) are the next most popular TV stations. Only a small proportion of the public regularly watch any other channels, including one in 25 who watch *WIN TV* (4%) and 3% who watch *Gayelle*.

Freedom of Information

- More than half of the public (53%) believes it is difficult to obtain information from a government agency and only around a third (35%) thinks it is easy. Five times as many people say it is “extremely difficult” (10%) than “extremely easy” (2%).
- Overall the public is sceptical about how information is used by Government and the transparency of Government Ministries and Agencies, even where the majority of people believe they have the right to access personal information. For example, two in three people (66%) believe that “Government Ministries and Agencies are secretive; they do not like to keep the public informed about why they make decisions”

Discrimination and the Equal Opportunity Commission

- Four in five people believe that there is either a great deal (41%) or a fair amount (38%) of discrimination or people feeling disadvantaged because of their status in Trinidad & Tobago. Only one in twenty five people (4%) think this does not happen at all. Almost eight in ten people (78%) believe people are discriminated against “a great deal” or “a fair amount” because of their race or ethnicity.
- There is low general public awareness of the Equal Opportunity Commission. One in ten (10%) people claim to know at least a fair amount about the Commission. Among those people who are aware of the Commission (i.e. 34% of the public), more are satisfied (28%) than dissatisfied (16%) with the services it provides. Even among this group, however, more than half say they are neither satisfied nor dissatisfied (25%) or do not know (31%) how to rate the Commission.

Women and Crime

- The public believes that for a range of crimes, men are more likely to commit them than are women. This includes *drugs related crime* where almost four in ten people (38%) believe that this type of crime is “very or quite frequently” committed by men in their neighbourhood but only one in eight (12%) say this is committed by women. The exception to this pattern is *prostitution* with the public believing women (12%) more than men (4%) “very or quite frequently” commit this type of crime.
- The fact that a potential criminal is male or female makes little difference to whether someone would contact the Police Service if they had information they thought could help a Police investigation. Overall, approximately seven in ten people say they would contact the Police if the alleged criminal was a male (73%) or female (70%).

Volunteering and the Ministry of Community Development

- Participants in the focus group discussions see volunteering as giving their time or providing a service for free or for no money. The main reasons they give for why they or other people volunteer are because of religious conviction; for the community / to “give back” to society; for recognition and for “perks”, especially if related to work / company.
- Focus group participants identify a number of ways that could be considered to encourage greater volunteering. These include building more or refurbishing existing community centres; supporting the voluntary sector, NGOs and religious bodies; and providing more information on how people can volunteer.
- Participants feel that the work of the Ministry of Community Development is generally not well known – many feel it is mainly known for the *Best Village* competition. Whilst participants are generally happy with the range of services provided by the Ministry, many feel it needs to strengthen its communications and advertising of the services available.

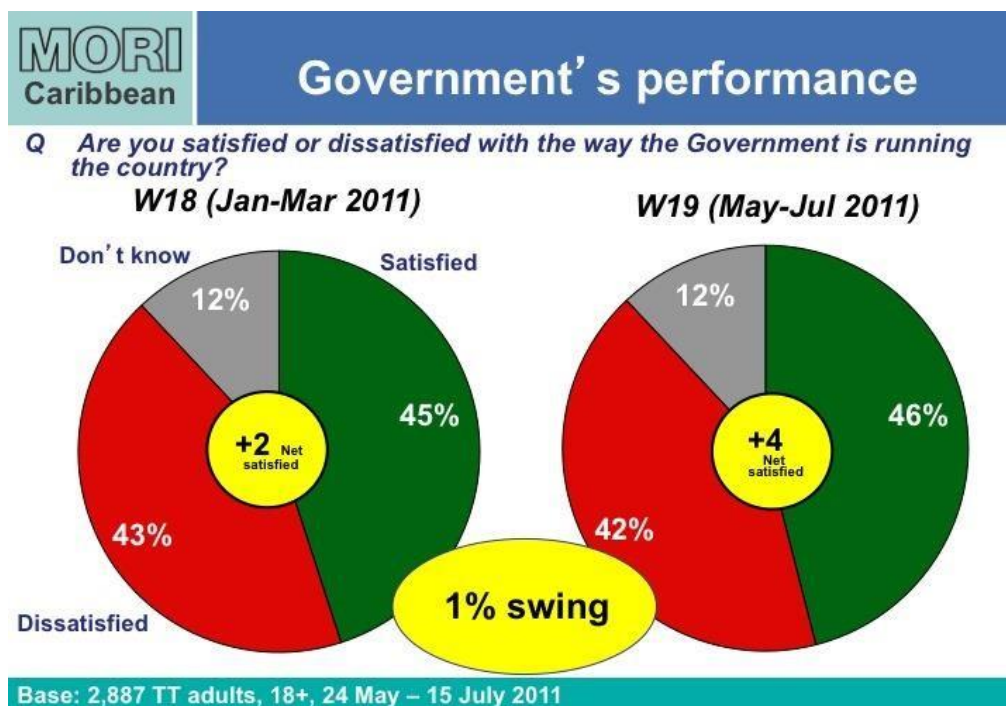
Tobago Values

- As with values of people in Trinidad, Tobagonians have a low level of trust in other people (5% say most people can be trusted), a low level of interest in politics (35%) and high levels of national pride (90% are proud of their nationality).
- More Tobago adults feel secure in their neighbourhood than do Trinidadians (52% vs. 36%) and more Tobagonians describe themselves as religious (86% vs. 76%).
- Slightly fewer adults living in Tobago than in Trinidad would describe their health as “good or very good” (76% vs. 80%) and a smaller proportion say they are “very happy” (40% vs. 54%). However, on both these indicators more Tobagonians are positive than the average of other countries taking part in the World Values Survey.

3. The Government's performance

3.1. Overall satisfaction

More of the public are satisfied (46%) than dissatisfied (42%) with the performance of the Government, giving a "net satisfied" rating of +4. Public attitudes towards the Government overall are consistent with the previous wave 18 research, conducted between January and March 2011, when the "net satisfied" rating was +2.

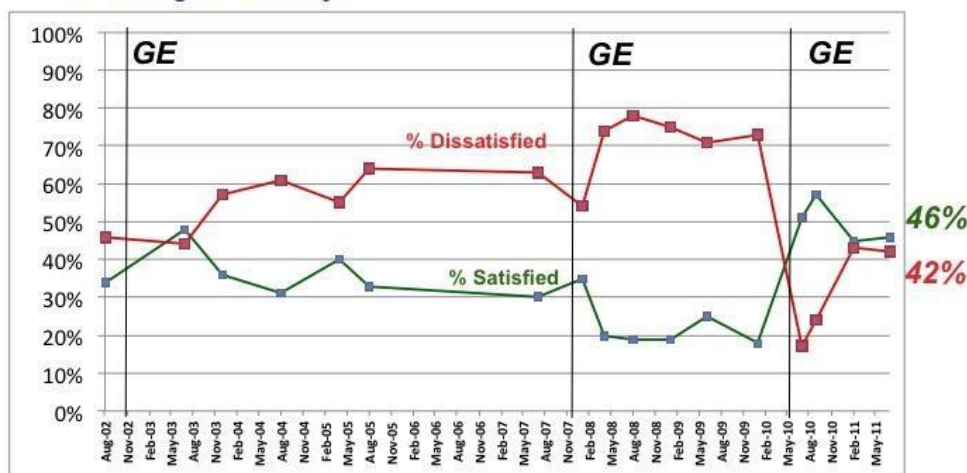


3.2. Satisfaction trends

Public approval of the performance of the Government has remained reasonably stable during the course of 2011, though satisfaction is down from the peak of 2010 when 57% of the public expressed satisfaction.

Nevertheless, as illustrated in the following chart, this Government remains more popular than the previous Government was at any time during its last term in office (2007-10), and since mid 2003.

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



Source: Opinion Leaders' Panel

3.3. Satisfaction (sub group analysis)

There are significant sub group variations in satisfaction with the Government, and the change in satisfaction levels since July 2010 between sub groups has not been uniform.

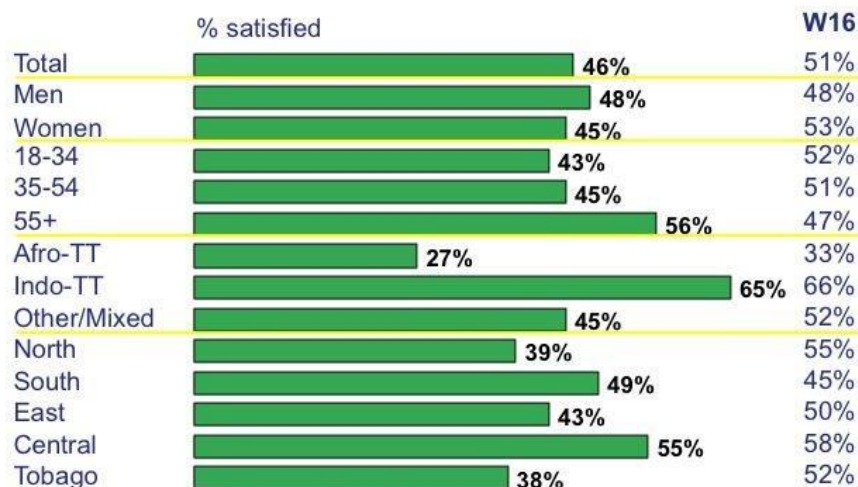
There is little difference in satisfaction between men (48%) and women (45%), however since July 2010 the fall in satisfaction among women has been 8 points whereas there has been no change among men. More than two in five (43%) 18-34 year olds are satisfied (a decrease of 9 points over the year), which is similar to satisfaction levels among 35-54 year olds (45%). In contrast, more than half of those aged 55 years or more (56%) are satisfied with the Government and this has increased by nine points since July 2010.

In terms of people's ethnicity, Indo-Trinidadians continue to be the most supportive of the Government (65% satisfied) and this is statistically the same as July 2010 (66% satisfied). In contrast, fewer Afro-Trinidadians (27%) or people of Other/Mixed ethnicity (45%) are satisfied now than in July 2010.

There are also significant differences based on where people live. The biggest shifts in level of satisfaction have been among people who live in North Trinidad (from 55% to 39%) and those in Tobago (from 52% to 38%). In contrast, more people in South Trinidad (from 45% to 49%) are now satisfied with the Government's performance.

Government performance (sub group analysis)

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



Base: 2,887 TT adults, 18+, 24 May – 15 July 2011

(W16 = July 2010)

3.4. Reasons for satisfaction

Those people who say they are satisfied with the performance of the Government were asked to give the reasons for their satisfaction. This was asked through an “open question” where respondents were not prompted with a list of explanations. Instead their answers were recorded verbatim by the interviewer and then grouped together (that is, coded) into themes. The most popular reasons for why people say they are satisfied with the Government are:

- 33% “infrastructure & road / highway development”
- 21% “the government is performing / trying its best”
- 7% “assistance to the poor / social welfare reform”
- 6% “promises are being kept”
- 6% “impact on crime”
- 6% “education improvements / free education”

In addition in the Tobago focus groups, participants highlighted the following as achievements of the Government:

- Performance of Jack Warner and Glen Ramadarsingh
- Improving transport
- Helping the less fortunate
- Implementing traffic laws and increased police presence
- Giving aid to citizens in need / affected by disasters
- Making through one year in Government
- Increased interest in Tobago

3.5. Reasons for dissatisfaction

Those people who say they are dissatisfied with the performance of the Government give the following reasons:

- 17% “promises not being kept”
- 17% “unemployment situation”
- 11% “crime rate still high”
- 9% “cost of living / food prices”
- 6% “lack of infrastructure / roads development”
- 6% “too much corruption”

In addition in the Tobago focus groups, participants highlighted the following as failures of the Government:

- Lack of work on infrastructure in rural areas
- Crime
- Lack of communication between government and groups of interest in Tobago
- Reshmi Ramnarine affair
- Ministry of Education trying to stop extracurricular activities
- The NP fiasco

The following are typical comments from focus group participants in both Trinidad and Tobago when they talk about their attitudes towards the Government.

“There are too many unnecessary things they bicker about that don’t concern the public” (Female, G6)

“The Ministry of works has been working. All hour of the night the Minister is working” (Male, G6)

“Too much Commission of Inquiry and nothing is being done. It is a waste of taxpayers’ money” (Male, G5)

“The Ministry of the People is helping people who lost their homes” (Female, G5)

“All the leaders watching each other and just waiting on their chance to thief” (Male, G2)

“The issue is, is there progress? Are we seeing betterment in terms of specific projects that are done?” (Female, G1)

“I would say they show more caring and concern for the people, for instance, just after elections, part of Trinidad were flooded and they responded” (Female, G1)

“They came in a plan and they are working with that plan. The plan was to get the PNM out and lock down the economy in terms of spending. They have no plan to go further. That is what I see. All I see right now is quarrel” (Male, G1)

“I think the government is paying special interest in Tobago. They see what has happened in the past, like with the hospital, so they want it to come through” (Male, Tobago)

“I just wish they could work in collaboration with the House of Assembly to make things better for Tobagonians” (Female, Tobago)

“Apart from being new it is not only one party but a coalition team, each with their own individual ideologies so there must be teething in the beginning so we would just hope that everything would work out” (Female, Tobago)

3.6. Tobago House of Assembly

People living in Tobago were also asked to say whether they feel that the Tobago House of Assembly (THA) is doing a “good job” or a “bad job”. Overall, 37% think the THA is doing a “good job” and 50% a “bad job”. This gives a “net good job” score of 13. When this question was last asked in Wave 15 (conducted December 2009 – February 2010), the “net good score” was -31, that is 26% felt the THA was doing a “good job” and 57% a “bad job”.

In the focus group discussions, there were several examples of where participants are *satisfied* with the THA:

- Refurbishment of Buccoo
- Walk-in centres where can access Internet
- Free computer literacy classes
- Fields for children to play
- Creation of jobs
- YTEPP and similar schemes

There were also several examples of where participants are dissatisfied with the THA:

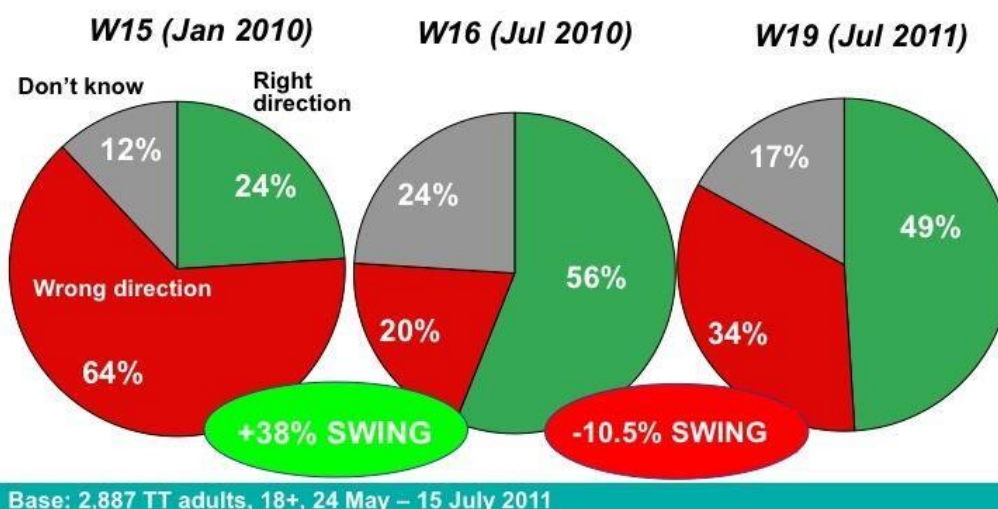
- Not working together with Government
- Objecting to October carnival without consultation with local interest groups
- Non-completion of projects
- Hospital
- Library (not functional since 1997)

3.7. Direction of the country

Half of the public (49%) believe the country is heading in the right direction and around a third (34%) that it is heading in the wrong direction. Fewer people are optimistic about the country than was the case in July 2010 (56%), but more than twice as many are currently optimistic than in January 2010 (24%).

Direction of the Country (Trends)

Q Do you think things in Trinidad & Tobago are going in the right direction these days, or do you think things are going in the wrong direction?



Between January and July 2010, 23 people in 100, at the aggregate level, changed from being pessimistic to optimistic about the direction of the country (this is represented by the 23% swing calculation). Over the course of the following year half this proportion changed back into being pessimistic (-10.5% swing).

As with overall satisfaction with the performance of the Government, IndoTrinidadians (68%), adults aged 55 years or over (58%) and people living in Central Trinidad (58%) are particularly likely to say the country is heading in the right direction.

In Tobago, 42% of adults believe the country is going in the right direction and 34% think it is going in the wrong direction, giving a "net right direction" score of +8.

3.8. Government performance by theme

As well as asking the public about their views on the Government's performance overall, the survey asked people to say whether they think the Government is doing a good job or a poor job in 38 areas.

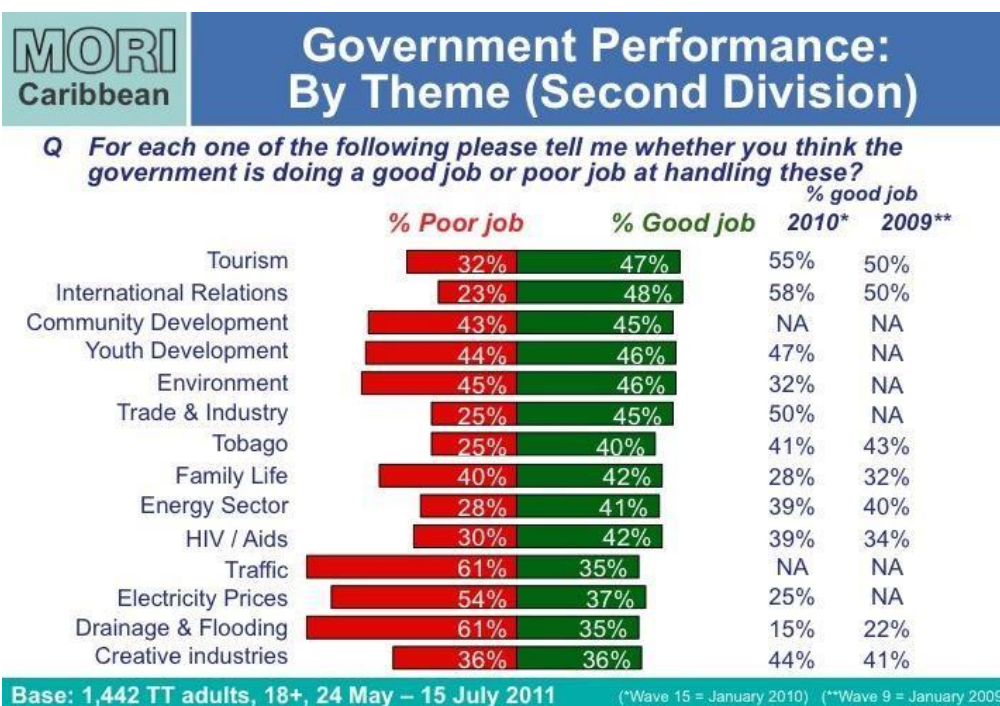
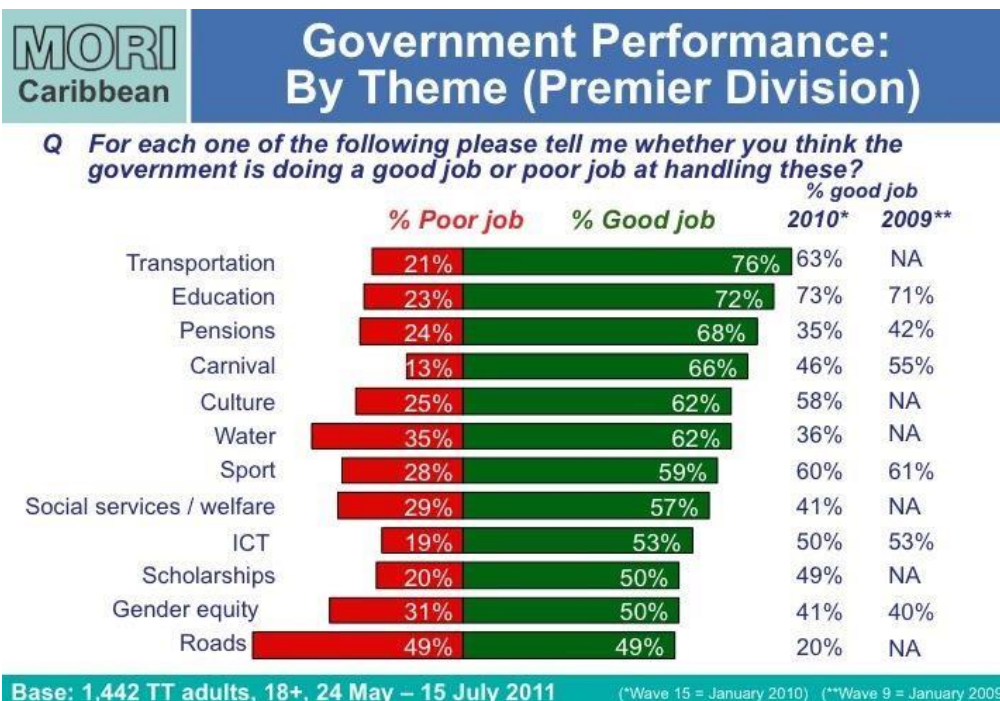
For 21 of the areas, more people say the Government is doing a good job than say it is doing a poor job. The areas of highest performance are:

- *Transportation* (76% say the Government is doing a good job)
- *Education* (72%)
- *Pensions* (68%)
- *Carnival* (66%)

For 15 of the areas more people say the Government is doing a poor job than say it is doing a good job. The public is most critical of the Government in terms of:

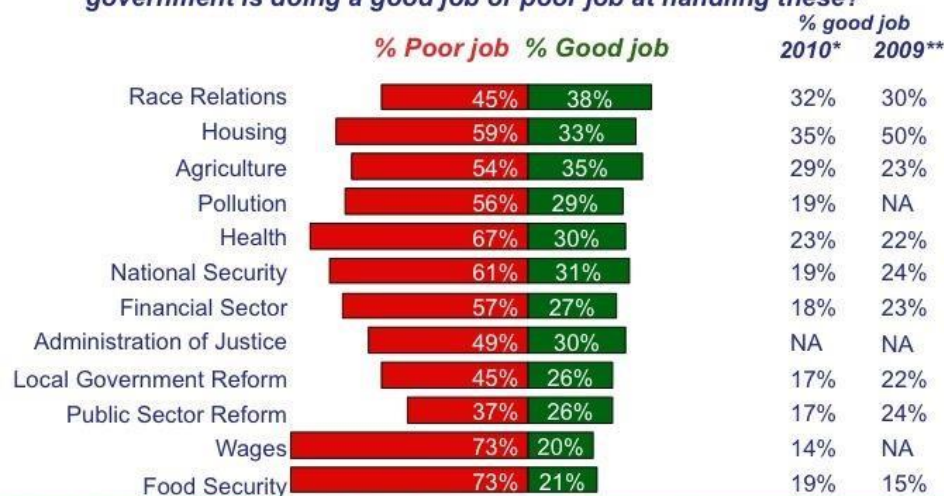
- *Food security* (73% say the Government is doing a poor job)
- *Wages* (73%)
- *Health* (67%)

- National security (61%)



Government Performance: By Theme (Third Division)

Q For each one of the following please tell me whether you think the government is doing a good job or poor job at handling these?



Base: 1,442 TT adults, 18+, 24 May – 15 July 2011

(*Wave 15 = January 2010) (**Wave 9 = January 2009)

There have been some significant shifts in public attitudes since this question was last asked in January 2010. For 20 of the areas more of the public now say the Government is doing a good job. In particular, there have been big improvements in terms of public approval of the Government's performance on:

- *Pensions* (up 33 points from 35% to 68% saying "good job")
- *Roads* (up 29 points from 20% to 49%)
- *Water* (up 26 points from 36% to 62%)
- *Carnival* (up 20 points from 46% to 66%)
- *Drainage and Flooding* (up 20 points from 15% to 35%)

In contrast for four of the areas fewer people are now positive about the Government's performance than was the case in January 2010. These are:

- *International Relations* (down 10 points from 58% to 48% saying "good job")
- *Tourism* (down 8 points from 55% to 47%)
- *Creative Industries* (down 8 points from 44% to 36%)
- *Trade and Industry* (down 5 points from 50% to 45%)

3.9. Government performance by theme (Tobago analysis)

There are four themes in Tobago where more than seven in ten adults think the Government is doing a good job. These are *education* (73%), *transportation* (71%), *culture* (71%) and *water* (71%).

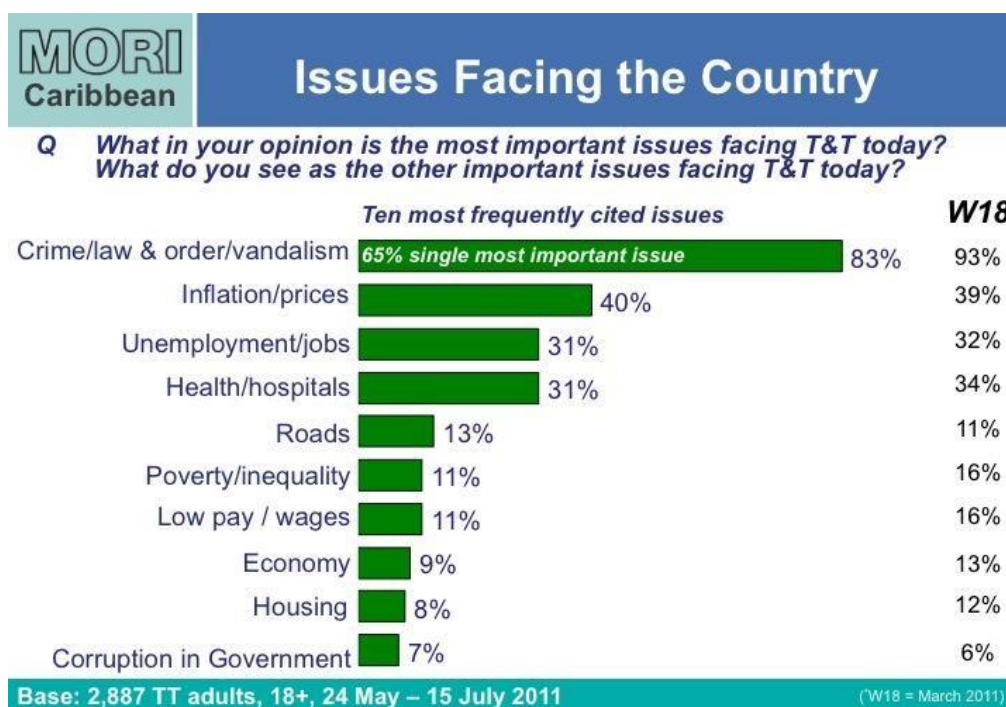
Tobagonians are most critical of the Government in terms of *food security* (78% "poor job"), *wages* (75%), and *health* and *roads* (both 65%).

4 Issues facing the country

4.1. Most important issues

Just over four in five adults (83%) consider *crime/law&order/vandalism* to be one of the most important issues facing the country, including two in three (65%) who say it is the single most important issue. *Crime* is seen by far as the most dominant issue with more than twice as many people identifying this issue compared to the next most commonly mentioned problems – *inflation/prices* (40%), *health/hospitals* (31%) and *unemployment/jobs* (31%).

It is important to remember that the results presented here are derived from two unprompted questions where survey respondents are not shown a list of issues to select from. This approach therefore measures people's spontaneous or "top of mind" concerns.



The most significant change since March 2011 (wave 18 of the Opinion Leaders' Panel) is that fewer people are now concerned about *crime* (down 10 points from 93%), which is therefore now among the lowest level of concern measured since 2003. There has been little other change in the level of concern for the other top ten priorities.

Sub group analysis of the public's foremost concerns show that the main differences by gender are that slightly more women than men identify *crime* (84% vs. 81%) and *health/hospitals* (35% vs. 28%) as national concerns. There are some differences in the proportion of different age groups that select each issue as important, though the overall patterns of concern are similar. For example, fewer of those aged 65 years or

older are concerned about *unemployment/jobs* (24%), but slightly more are concerned about *prices/inflation* (42%).

There is relatively little difference in concern depending on a person's ethnicity, with the exception that a smaller proportion of Indo-Trinidadians highlight *unemployment/jobs* (26%).

The same issues are also the most important for people living in Tobago, although slightly fewer Tobagonians (73%) mention *crime*.

4.2. Reasons for selecting issues

Those people who select *crime* as one of the most important issues facing the country were then asked why they had selected this issue. By far the most popular reason given is that "anti-crime measures are not working / crime and murders are too rampant" 84% of this group gave this reason. The next most popular response is that one in ten people (10%) say that "crime is the outcome of many issues / affects many people".

More than three quarters (77%) of those that select *health/hospitals* as a national issue gave their reason as being "healthcare institutions are poor or unfinished (e.g. in Tobago)". A further 15% say that the "delivery of services needs improving".

Nine in ten people (90%) who identify *prices/inflation* as a key national issue do so because they believe that their "spending power is diminishing" and 9% say they select this because they need "better wages to compensate for rising prices".

Eight in ten people (79%) who identify *unemployment/jobs* as one of the most important issues say that the reason they select this issue is because "unemployment is the basis for many other social ills" and a further 16% say that "there are many complaints about people not getting a job".

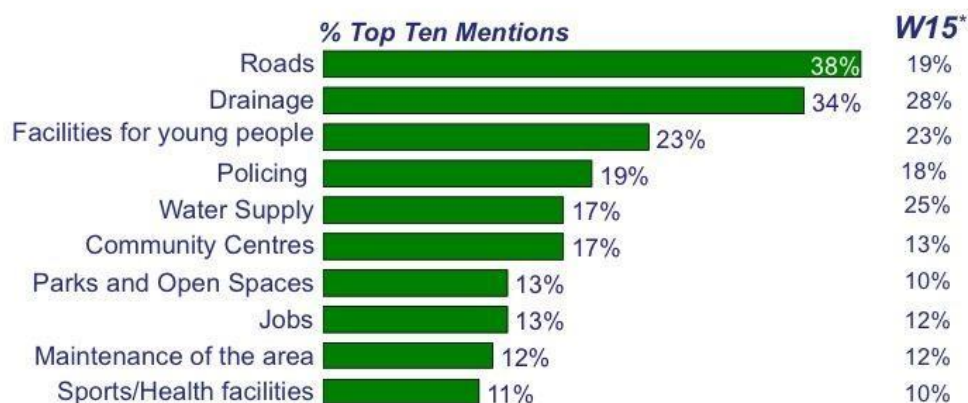
5 Local improvements

5.1. Local improvements

The two most 'in-demand' local improvements are better *roads* (38%) and *drainage* (34%). This is followed by *facilities for young people* (23%) and *policing* (19%). The most significant changes in people's priorities for their neighbourhood since January 2005 are the increase in proportion wanting better *roads* (up 19 points) and *drainage* (up 6 points), as well as the decrease in those saying that *water supply* (down 8 points) is most in need of improvement.

Improvements for the Local Area

Q *What improvements to facilities and services do you feel are most needed in your particular neighbourhood?*



Base: 2,887 TT adults, 18+, 24 May – 15 July 2011

(*Wave 15 = Jan 2010)

The following table shows the top two priorities selected by people in each of the 14 regional corporations across Trinidad. In Tobago, *roads* (30%) and *facilities for young people* (26%) are the top two local improvements people would like to see.

Top Priorities by Regional Corporation

Regional Corporation	Top Issues	Regional Corporation	Top Issues
Port of Spain	Policing Water supply	Arima	Community centres Policing
Mayaro / Rio Claro	Roads Drainage	Chaguanas	Drainage Roads
Sangre Grande	Drainage Roads	Point Fortin	Roads Community Centres
Princes Town	Roads Facilities for young people	Diego Martin	Roads Drainage
Penal / Debe	Roads Drainage	San Juan / Laventille	Roads Drainage
Siparia	Roads Facilities for young people	Tunapuna / Piarco	Policing Drainage

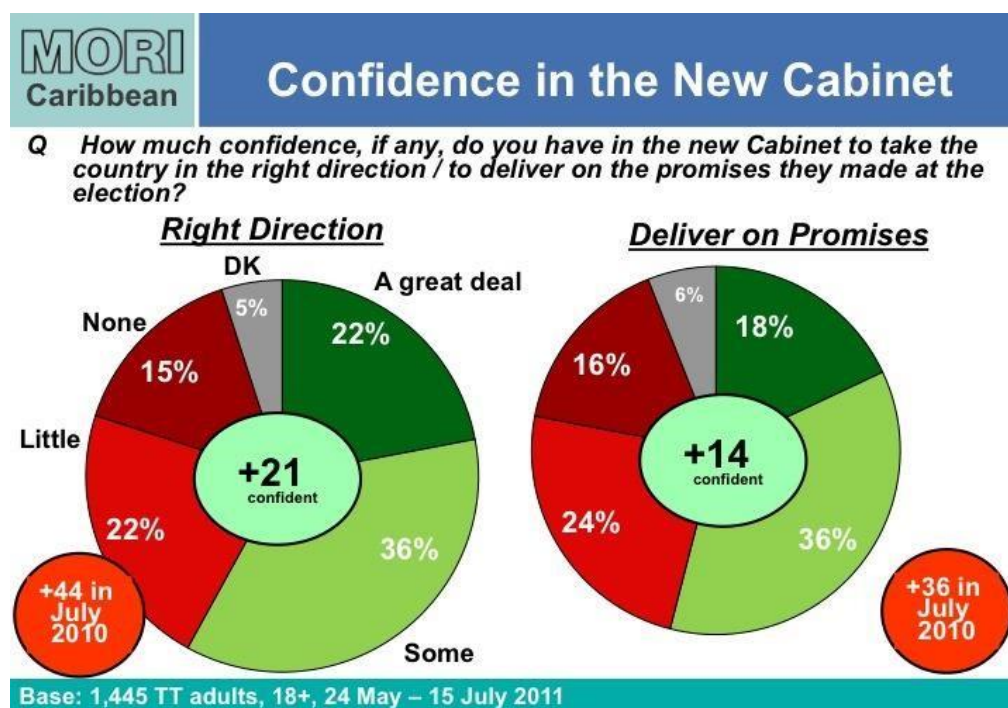
San Fernando	Drainage Maintenance area	of	Couva / Tabaquite / Talparo	Roads Drainage
Source: Opinion Leaders' Panel Wave 19				

6 The Cabinet and manifesto pledges

6.1. Confidence in the Cabinet

Almost six in ten (58%) adults say they have confidence in the Cabinet to take the country in the right direction and nearly four in ten (37%) say that they do not. This gives a “net confident” score of +21. This is down from +44 “net confident” in July 2010.

More than half (54%) of adults are also confident that the Cabinet will deliver on the promises it made at the election and four in ten (40%) are not, giving a “net confident” score of +14. This is also down from July 2010 (+36 “net confident”).



Analysing the proportion of sub groups of the public who express “a great deal” of confidence in the Cabinet to take the country in the right direction shows that there is little difference by the gender, social class or the area where people live. There are differences, however, according to a person’s age or ethnicity.

Approximately one in five (18%) of 18-34 years olds have “a great deal” of confidence in the Cabinet. This rises among 35-54 year olds (24%) and is higher still among those

aged 55 years or older (29%). Only one in ten (10%) Afro-Trinidadians express “a great deal” of confidence, which is less than half that of those of Other/Mixed ethnicities (23%) and less than a third of Indo-Trinidadians (34%).

6.2. Recall of manifesto pledges (unprompted)

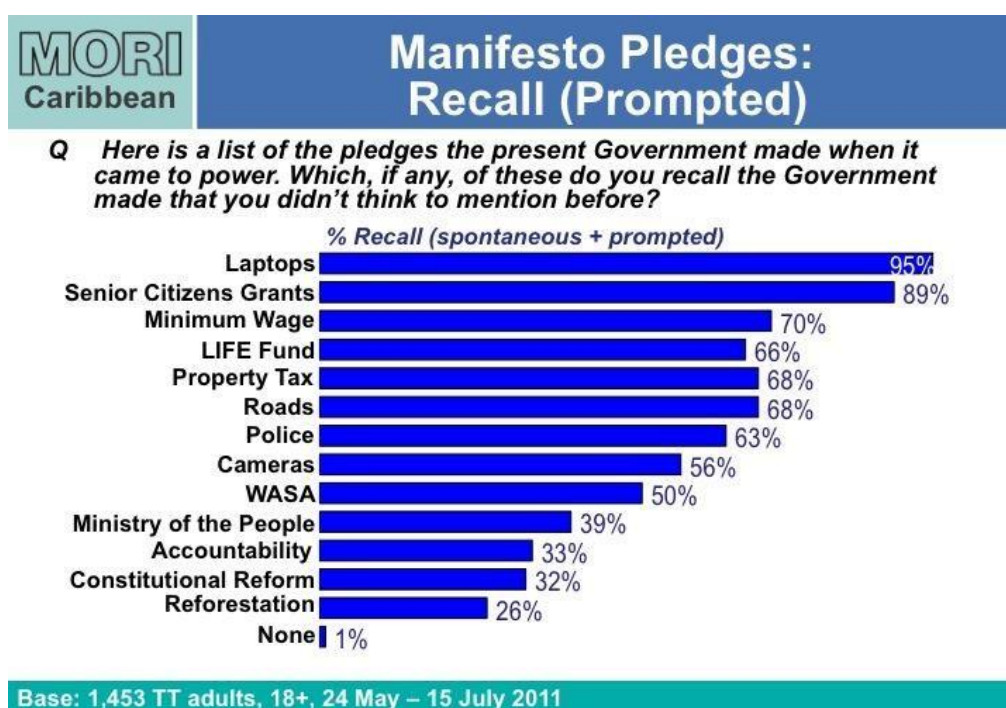
There are only two manifesto pledges that a significant proportion of the public remember without being prompted with a list of the pledges. Just over two in five people (44%) recall, unprompted, the Government’s pledge on *senior citizens grant* and *laptops*.

Apart from the top two pledges no more than one in five people recall any of the other pledges and there are four pledges where fewer than one in ten people remember, including 6% who recall the pledge on the *Ministry of the People*.

6.3. Recall of manifesto pledges (prompted)

When respondents were shown a list of the key manifesto pledges, together with a short description of each, the proportion who remember each of them increased, and for the most part the increase was dramatic. After prompting, nearly everyone remembered the pledge on *laptops* (95%) and nine in ten remembered the pledge on *senior citizens grants* (89%). Overall, nine of the 13 pledges are recalled by at least half the public.

However, there are some pledges that even after being prompted a relatively low proportion of people recall. These are *reforestation* (26%), *constitutional reform* (32%), *accountability* (33%) and *Ministry of the People* (39%).



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6.4. Delivery of pledges

The public was asked to indicate whether they think the Government has (a) mostly or fully completed, (b) started but not yet completed or (c) not yet started to fulfil each of these 13 manifesto pledges. The following chart shows the proportion of people who say that the Government has at least started (i.e. (a) or (b)) to fulfil each pledge.

Virtually everyone (97%) thinks that the *laptops* pledge has been started and a very high proportion says the same about the pledge on *roads* (86%) and *senior citizens grants* (85%). For seven of the pledges at least six in ten people believe the Government has made a start and for a further three approximately one in two people believes it has. This includes, for example, the pledge on the *Ministry of the People* (46%).

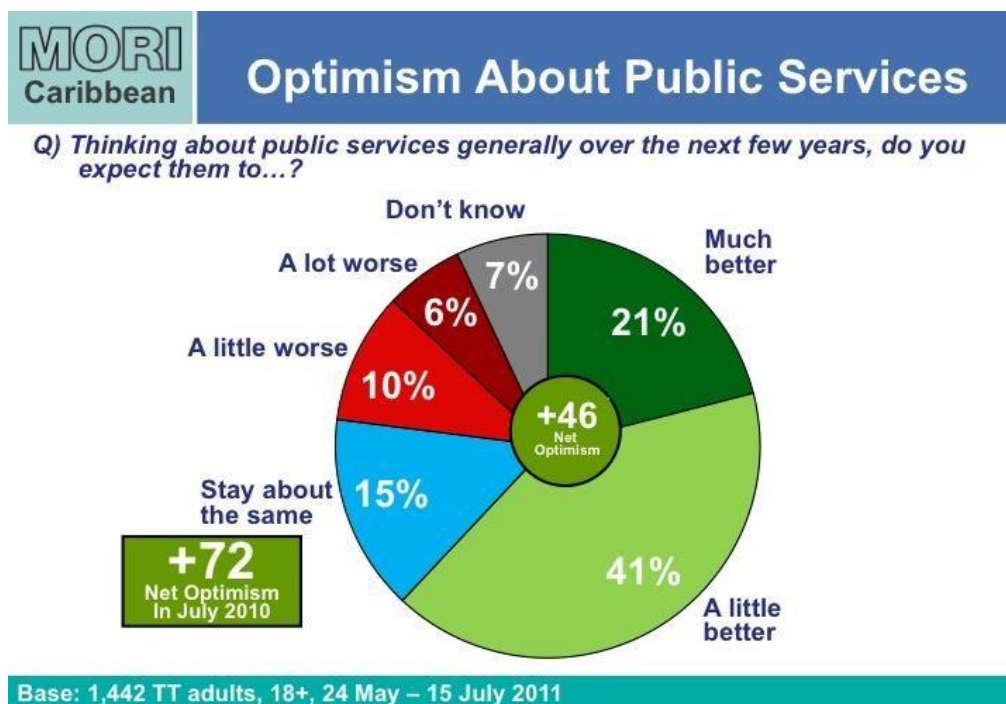
There are three pledges where only a small proportion of the public considers that the Government has begun implementation. These are also the pledges that are least likely for people to recall having been made. These are *accountability* (27%), *reforestation* (18%) and *constitutional reform* (16%).



7. Public services

7.1. Optimism about public services

The majority of the public (62%) expect public services to improve over the next few years and only a small proportion (16%) expect them to get worse. This gives a “net optimism” score of +46. In July 2010, public expectations were at +72 “net optimistic” and therefore there has been a 13 points swing away from being optimistic over the course of the last 12 months. Nevertheless, many more people think services will get better than will get worse.



Fewer people aged 35-54 years old (56%), Afro-Trinidadians (52%) and people living in North Trinidad (54%) are optimistic about the future of Public Services generally.

The level of optimism about public services is similar in Tobago as it is in Trinidad. In Tobago, 66% of adults expect public services to improve over the next few years and 17% expect them to get worse, giving a “net optimism” score of +49.

The public is also optimistic about the future of several specific public services:

- Education: +70 “net optimism” (77% get better vs. 7% get worse)
- Health: +45 “net optimism” (62% get better vs. 17% get worse)
- Police: +28 “net optimism” (52% get better vs. 24% get worse)

7.2. Satisfaction with public services (general public)

The following three charts show the proportion of the public who say they are either satisfied or dissatisfied with each of 27 public services. The charts also show the proportion of people who were satisfied with each service when last measured in wave 15 of the Opinion Leaders’ Panel (Dec 2009 – February 2010).

For 12 of the 27 services at least half of the general public are satisfied with the quality of these services. The highest rated public services are:

- *TTPost* (86% satisfied)
- *Public Transport* (82% satisfied) □ *T&TEC* (75% satisfied)
- *Primary Schools* (73% satisfied)

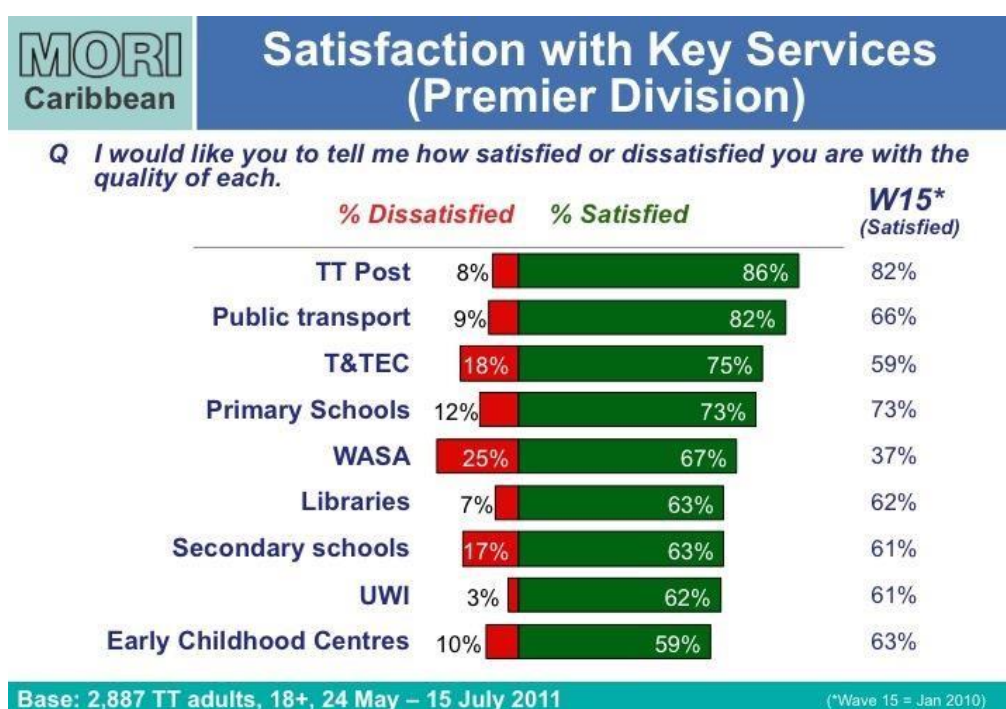
Five services have more of the public dissatisfied than satisfied with their performance. These are:

- *Local Government Body* (41% dissatisfied vs. 33% satisfied)
- *Licensing Office* (44% dissatisfied vs. 30% satisfied)
- *Police* (47% dissatisfied vs. 39% satisfied)
- *HDC* (51% dissatisfied vs. 29% satisfied)
- *Hospitals* (61% dissatisfied vs. 29% satisfied)

Since the start of 2010, there has been a significant increase in public satisfaction with 15 public services. The most improved services are:

- *WASA*: increase of 30 points (from 37% to 67% satisfied)
- *Passport Office*: increase of 19 points (from 24% to 43% satisfied)
- *Public Transport*: increase of 16 points (from 66% to 82% satisfied)
- *T&TEC*: increase of 16 points (from 59% to 75% satisfied)

Only one service now has fewer people now satisfied than at the start of 2010. This is *Early Childhood Centres* where public satisfaction has decreased from 63% to 59%.



Satisfaction with Key Services (Second Division)

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



Base: 2,887 TT adults, 18+, 24 May – 15 July 2011

(*Wave 15 = Jan 2010)

Satisfaction with Key Services (Third Division)

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



Base: 2,887 TT adults, 18+, 24 May – 15 July 2011

(*Wave 15 = Jan 2010)

7.3. Satisfaction with public services (Tobago analysis)

In Tobago, the highest rated public services are:

- Public transport (85% satisfied)
- Primary schools (83% satisfied)
- TTPost (81% satisfied)

The lowest rated public services are:

- Hospitals (21% satisfied)

- *TTConnect Service Centres* (28% satisfied) □ *Libraries* (29% satisfied)

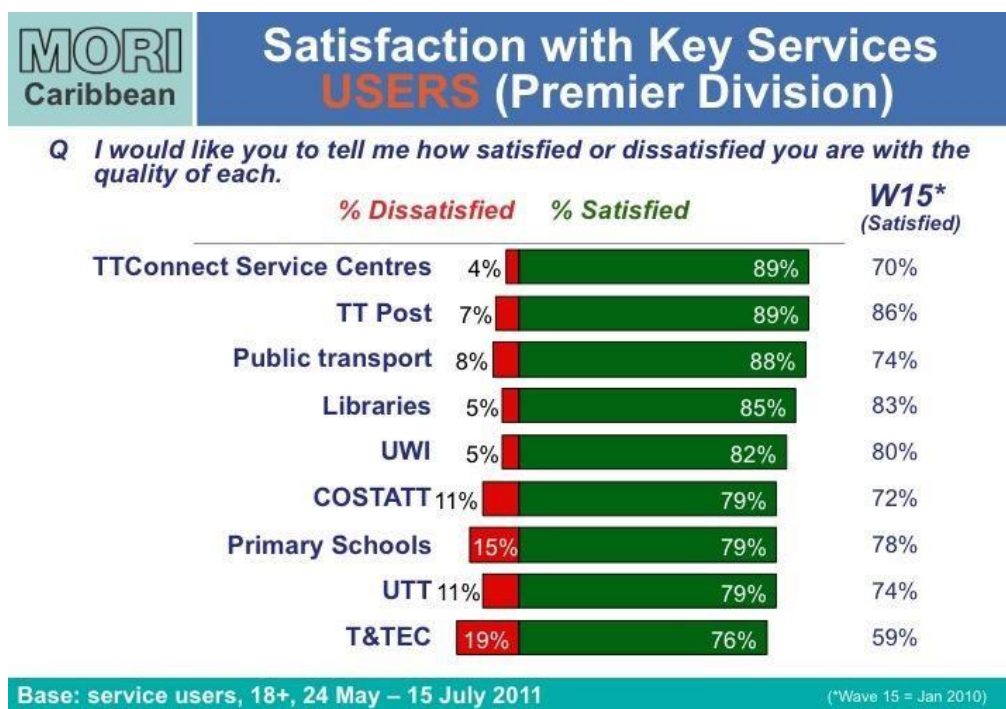
7.4. Satisfaction with public services (users)

The following three charts show the proportion of users who are either satisfied or dissatisfied with each of the public services covered in the survey.¹ For 21 of the 27 services at least half of users say they are satisfied with the service. The most highly rated services by users are:

- *TTConnect Service Centres* (89% satisfied)
- *TTPost* (89% satisfied)
- *Public Transport* (88% satisfied)
- *Libraries* (85% satisfied)
- *UWI* (82% satisfied)

For six of the services fewer than half of users are satisfied. Users are most critical of:

- *HDC* (66% dissatisfied)
- *Hospitals* (63% dissatisfied)
- *Licensing Office* (50% dissatisfied)
- *Police* (50% dissatisfied)



¹ Users are defined as those people who have personally or say someone in their household have used or contacted the service in the past 12 months. Please refer to the computer tables for the base size of users for each of these services

Satisfaction with Key Services **USERS** (Second Division)

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



Base: service users, 18+, 24 May – 15 July 2011

(*Wave 15 = Jan 2010)

Satisfaction with Key Services **USERS** (Third Division)

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



Base: service users, 18+, 24 May – 15 July 2011

(*Wave 15 = Jan 2010)

Since the start of 2010, there has been a significant increase in user satisfaction with 13 of these services. The most improved services are:

- *Passport Office*: increase of 25 points (from 32% to 57% satisfied)
- *WASA*: increase of 21 points (from 50% to 71% satisfied)
- *TTCConnect Service Centres*: increase of 19 points (from 70% to 89% satisfied)
- *Local Government Body*: increase of 18 points (from 26% to 44% satisfied)
- *T&TEC*: increase of 17 points (from 59% to 76% satisfied)

7.5. Qualitative insights regarding attitudes to public services

The following tables summaries views and comments from focus group participants when discussing their attitudes to different public services

Area	Typical comments
<p>In the focus group discussions, the main reason participants gave for being dissatisfied with public services is their criticism of the poor attitudes of public servants. Many of the participants linked this with low pay and poor working conditions in the service.</p> <p>To a large extent, participants' expectations for improvements in public service delivery often rest on their belief that new technology should make service provision more effective.</p>	<p><i>"The attitudes of the workers! They come to work late and finish early"</i> (Male, G2)</p> <p><i>"The public servants don't see any improvements in their jobs so they are not willing to work"</i> (Female, G5)</p> <p><i>"You won't expect to get good service, they give five per cent increase, and inflation is between six and fourteen per cent"</i> (Male, G6)</p> <p><i>"Governments come. Governments go. You have the same public servants there. People need to make the public servants accountable"</i> (Female, G1)</p>
<p>There were high levels of criticisms among focus group participants about the whole aspects of the health service, including facilities, waiting times, customer service and standards of care.</p> <p>Most participants felt there has been little improvement over the past year, though some identified some isolated examples.</p>	<p><i>"Their attitudes are very bad"</i> (Female, G6)</p> <p><i>"The nurses don't care and are very rude"</i> (Female, G2)</p> <p><i>"All the hospitals real ridiculous"</i> (Male, G2) <i>"I think it will improve given the Ramsumair case because now they will sue doctors in Trinidad. Doctors will be a little more careful"</i> (Female, G1)</p> <p><i>"It has improved in Diego Martin. You could go any time now and you will meet a doctor within reasonable hours"</i> (Male, G1)</p>
<p>Views were more mixed on the police service. The main reason for being critical is because of perceptions of corruption. Several participants were also critical about the lack of police when needed.</p>	<p><i>You call them and they never, never, never come"</i> (Female, G2)</p> <p><i>"There are too many corrupt offices"</i> (Female, G1)</p> <p>However, several participants say they have noticed improvements which give them confidence for the future</p> <p><i>"I have found that you see more police on the roads"</i> (Male, G5) <i>"To me you are seeing a little improvement. You are seeing a little more Police presence in certain areas"</i> (Male, G1)</p>

Area	Typical comments
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Despite the quantitative results showing high levels of optimism about the quality of education , many of the focus group participants were critical of teachers.	<p><i>"Teachers don't care about their jobs" (Female, G5)</i></p> <p><i>"Education will get better with training and you need to hold the teachers accountable" (Female, G1)</i></p> <p><i>"I work with a homework academy on the afternoons and those children don't do any work. When I ask what they do in school today, the say craft" (Female, G1)</i></p>
<p>The focus group participants were very critical of the Licensing Office and nearly all did not expect to see improvements soon. Several praised the Minister (Warner) for his performance and feel he is key to seeing improvements take place.</p> <p>Overall, corruption is a major concern, as well as poor facilities.</p>	<p><i>"I failed my driving test twice and the third time, the Licensing Officer offered me a bribe but because I am ethical I said no" (Female, G2)</i></p> <p><i>"They don't even have toilet facilities in San Fernando" (Male, G5)</i></p> <p><i>"There are improvements in Licensing in Chaguanas. There is better service and no big set of line" (Male, G6)</i></p> <p><i>"The problem at Licensing has nothing to do with the Government. It has to do with the people who are working there" (Female, G1)</i></p>
When asked about transportation, participants were very positive about intra-island transportation , mainly because of good ratings for buses and efforts to ease traffic congestions.	<p><i>"The bus goes into a lot of different areas now" (Male, G6)</i></p> <p><i>"Transportation has gotten better especially they whole thing with the buses" (Female, G2)</i></p> <p><i>"Public transport has improved significantly. If I want to go down south, I would take a bus and enjoy the ride" (Female, G1)</i></p>
In terms of inter-island transportation again participants were generally positive (except for the cost of flights) and there are expectations of future improvements, especially if number of flights is increased.	<p><i>"If it is you have to go to Tobago for Great Fete, you have to book like 4 months in advance" (Male, G2)</i></p>
There was more criticism of intraisland transportation among participants in the two Tobago focus groups, as the following comments illustrate.	<p><i>"The inter island ferry need to improve as well though. The cars are packed up like sardines" (Tobago female)</i></p> <p><i>"I don't understand how a boat between Trinidad and Tobago taking 2 hours. They should have 2 boats operating" (Tobago male)</i></p> <p><i>"And those buses are nice air conditioned buses. I cannot wait till I gee to the age where I get my bus pass" (Tobago female)</i></p>

Area	Typical comments
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More generally, the following are typical Tobago participants' comments on public services:	<p><i>"At the Board of Inland Revenue they look business like and they act business like" (Tobago female)</i></p> <p><i>"With the same kind of people and the same attitude, it would get worse" (Tobago female)</i></p> <p><i>"I think education should get better because we have free education for all from kindergarten to tertiary" (Tobago female)</i></p> <p><i>"In the middle of the day, you see the Police by the bar, drinking" (Tobago male)</i></p> <p><i>"The service may not improve, but there is a new hospital building" (Tobago male)</i></p> <p><i>"The way they treat you, you wonder if you are not working for the same people" (Tobago male)</i></p> <p><i>"I think the Board of Inland Revenue is better now. They have internet service now" (Tobago male)</i></p> <p><i>"You know what is amazing? Whenever you call for some kind of emergency the police never have a vehicle, but whenever it is lunch time or to go get a drink by the bar there is always a vehicle" (Tobago female)</i></p> <p><i>"The health service could improve because they have some really good doctors and some really good nurses, but the local ones are the ones that are causing some of the problems" (Tobago male)</i></p>
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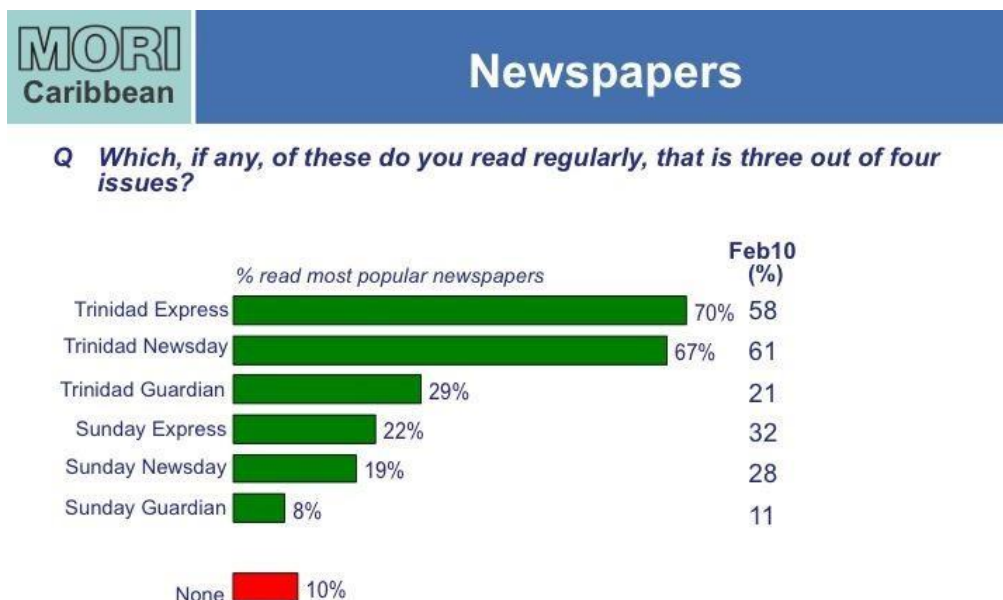
8. Media consumption

8.1. Newspapers

The *Trinidad Express* (70%) and the *Trinidad Newsday* (67%) are the most popular newspapers in Trinidad & Tobago. Both newspapers are more widely read than when

measured in February 2010, as part of wave 15 of the Panel. The *Trinidad Guardian* (29%) has fewer than half the readership of its two main rivals, though readership of this newspaper is also higher than at the start of 2010 (21%).

Sunday newspapers are less likely to be read than their daily counterparts with approximately one in five people regularly reading the *Sunday Express* (22%) or the *Sunday Newsday* (19%) and one in twelve the *Sunday Guardian* (8%). Readership of the Sunday papers have declined over the past 18 months.



Base: 2,887 TT adults, 18+, 24 May – 15 July 2011

Half of the public (49%) say they read both the *Trinidad Express* and *Trinidad Newsday* and one in five people (19%) say they read all three daily papers.

Approximately one in five people either read the *Trinidad Express* but *not* the *Trinidad Newsday* (21%) or alternatively read the *Trinidad Newsday* but *not* the *Trinidad Express* (18%).

In Tobago, 60% of adults say they regularly read the *Trinidad Express* and 68% the *Trinidad Newsday*. More Tobagonians read the *Tobago News* (38%) than the *Trinidad Guardian* (23%).

8.2. Reasons for choosing a newspaper

Among those people who say that the *Trinidad Express* is their main newspaper, the main reasons they give for choosing this paper are:

- 51%: informative / accurate reporting
- 18%: quality of news discussions / editorials
- 8%: classified ads
- 6%: readily available / easier to obtain

Among those people who say that the *Trinidad Newsday* is their main newspaper, the main reasons they give for choosing this paper are:

- 49%: informative / accurate reporting
- 17%: quality of news discussions / editorials
- 7%: paper my spouse / relative chooses
- 5%: readily available / easier to obtain

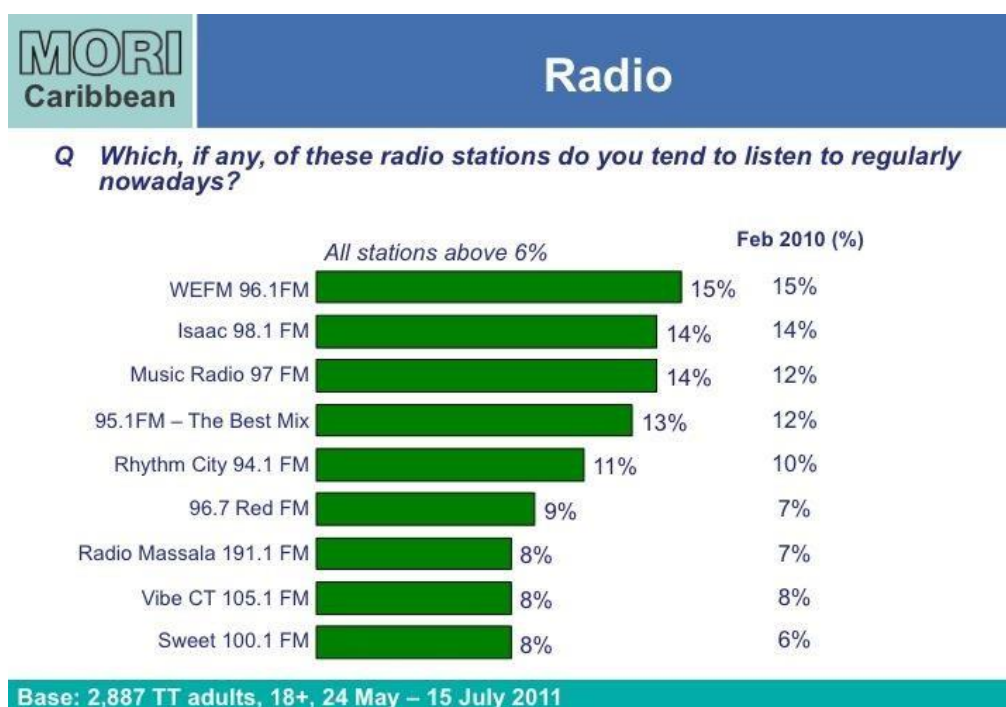
Among those people who say that the *Trinidad Guardian* is their main newspaper, the main reasons they give for choosing this paper are:

- 46%: informative / accurate reporting
- 16%: quality of news discussions / editorials
- 9%: paper my spouse / relative chooses
- 7%: habit
- 5%: sports coverage

8.3. Radio

Unlike newspaper readership or television viewership, there are no majority or dominant radio channels in Trinidad & Tobago. Instead there are a number of radio stations that have a similar proportion of people who listen to them regularly. The most popular stations are *WEFM 96.1FM* (15%), *Isaac 98.1FM* (14%), *Music Radio 97FM* (14%) and *Rhythm City 94.1FM* (13%).

Overall there are nine radio stations where more than six per cent of the public say they listen to them regularly and the proportion of people listening to each of these is broadly consistent with findings from Wave 15 of the Panel.



The demographic profile of those who listen to individual stations varies considerably. For instance, 36% of 18–24 year olds regularly listen to **WEFM 96.1FM** whereas only 8% of persons aged 35–54 years, and fewer than one percent of those over 55 years of age do. **Isaac 98.1FM** is much more popular among Afro-Trinidadians (20%) than Indo-Trinidadians (9%). In contrast fewer Afro-Trinidadians (10%) than either Indo-Trinidadians (16%) or people of Other/Mixed ethnicities (17%) regularly listen to **Music Radio 97FM**.

Approximately one in eight people (13%) says that they do not listen to any radio station and a further three in ten (29%) listen to only one station. More than two in five (44%) listen to 2 or 3 stations regularly and 13% of the public regularly listen to four or more stations.

Radio Tambrin 92.7FM is by far the most popular radio station in Tobago with two in three adults (67%) reporting that they regularly listen to it. The next most popular radio stations in Tobago are *TriniBashment 91.9FM* (31%) and *Isaac 98.1FM* (20%).

8.4. Reasons for choosing a radio station

The main reasons people give for choosing the radio station they mainly listen to are:

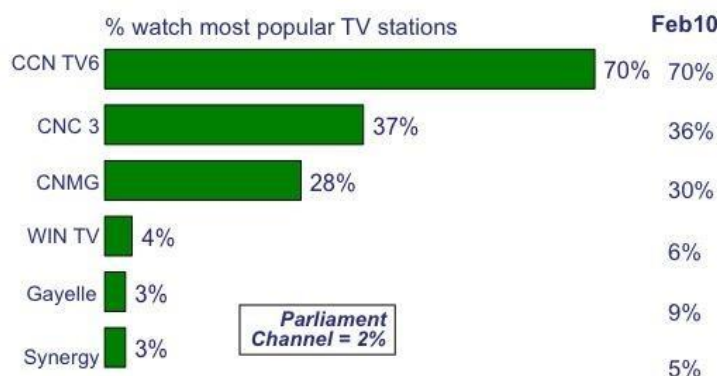
- ☐ 58%: choice of music / songs
- ☐ 12%: it is religious / inspirational / spiritual
- ☐ 6%: informative / accurate reporting
- ☐ 6%: good talk shows

8.5. Television

CCN TV6 continues to be the most watched television station with seven in ten adults (70%) saying that they watch it regularly. *CNC 3* (37%) and *CNMG* (28%) are the next most popular TV stations. The proportion of people watching each of these three stations is consistent with findings from wave 15 of the Panel.

Only a small proportion of the public regularly watch any other channel, including one in 25 who say they watch *WIN TV* (4%) and 3% who watch *Gayelle*. In wave 15, three times as many people then said they watched *Gayelle* (9%).

Q Which, if any, of these TV stations do you tend to watch to regularly nowadays?



Base: 2,887 TT adults, 18+, 24 May – 15 July 2011

One in five adults (19%) say they only watch TV6 and one in eight (12%) say they watch either CNC 3 or CNMG but *not* TV6. Just 7% of the public say they do not watch any television channel (including cable channels).

More women than men regularly watch each of the three top rated television stations. For example, 72% of women watch TV6 compared with 67% of men. Similarly, older people are more likely to watch the main TV stations. As such, eight in ten (79%) people aged 55 years or older regularly watch TV6 compared with 64% of 18-34 year olds.

CCN TV6 (70%) is also the most popular television station in Tobago, followed by CNC3 (37%) and CNMG (28%). Approximately one in five Tobagonians (22%) regularly watch Tobago Channel 5.

8.6. Reasons for choosing a television station

Among those people who say they mostly watch CCN TV6, the main reasons they give for choosing this channel are:

- 33%: like newscasts / quality of news discussions
- 24%: like programmes / movies / soaps
- 21%: interested in Crime Watch / Ian Alleyne
- 17%: informative / accurate reporting

Among those people who say they mostly watch CNC 3, the main reasons they give for choosing this channel are:

- 33%: like newscasts / quality of news discussions
- 29%: like programmes / movies / soaps
- 20%: informative / accurate reporting

Among those people who say they mostly watch CNMG, the main reasons they give for choosing this channel are:

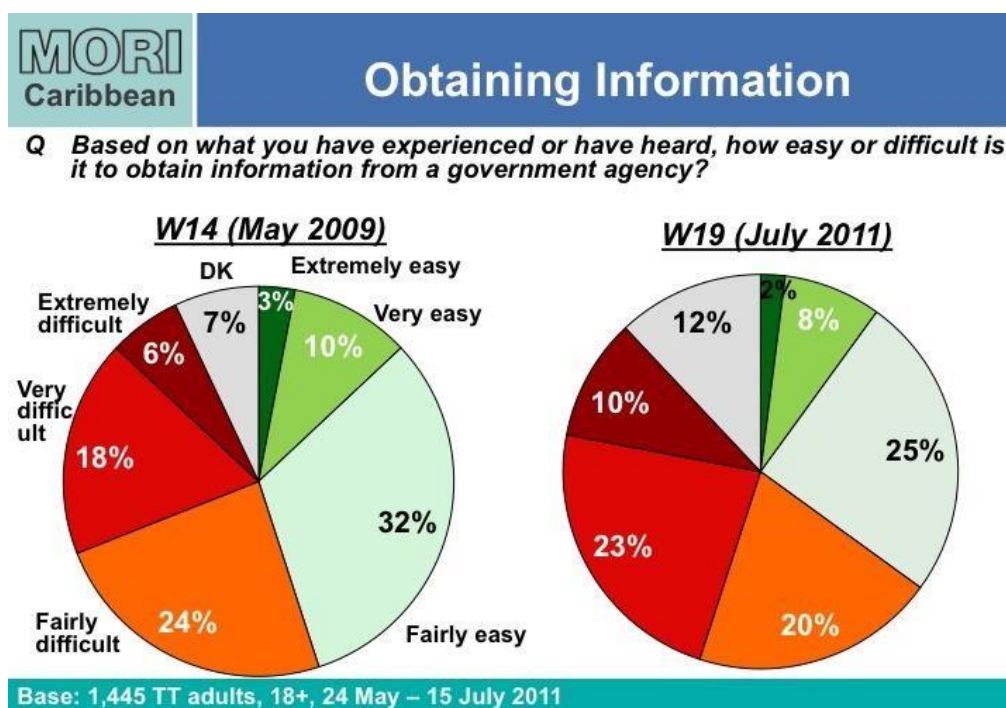
- 33%: like programmes / movies / soaps
- 25%: like newscasts / quality of news discussions
- 16%: informative / accurate reporting

9. Freedom of information

9.1. Obtaining information

More than half of the public (53%) believe that it is difficult to obtain information from a government agency and only around a third (35%) think it is easy. Five times as many people say it is “extremely difficult” (10%) than “extremely easy” (2%).

Compared with attitudes from May 2009, more people now say it is difficult to obtain information, as in May 2009 where 48% felt it was difficult.



The main sub group difference on this indicator is the higher proportion of middle class people (ABC1s) than working class people (C2DEs) who think it is easy to obtain information from a government agency (42% and 32%, respectively).

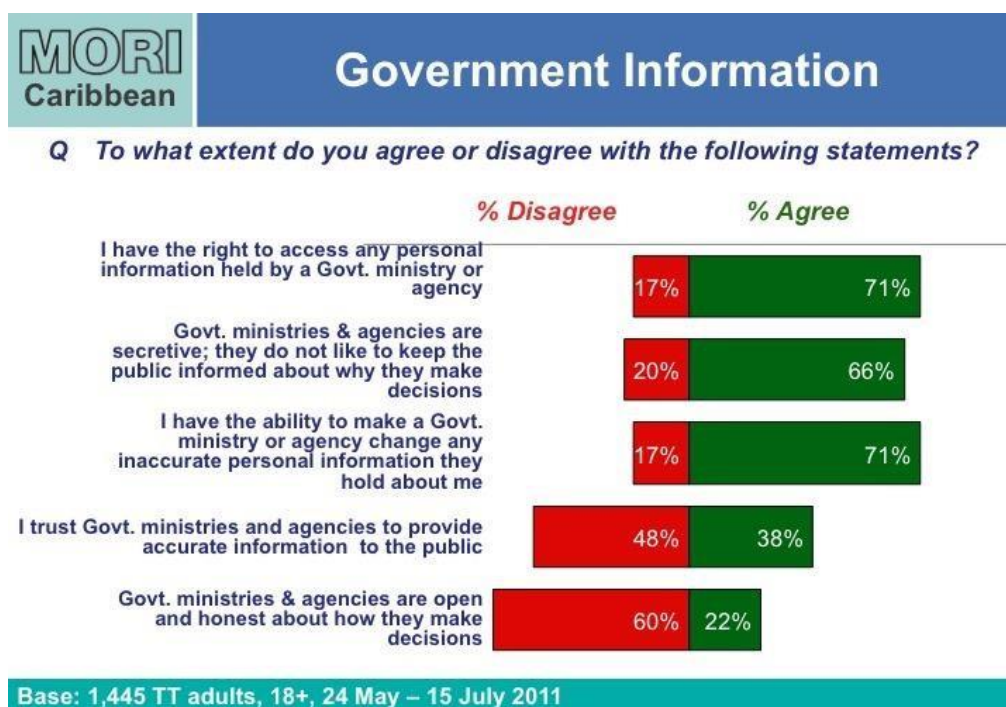
9.2. Government and information

Overall the public is sceptical about how information is used by Government and the transparency of Government Ministries and Agencies, even where the majority of people believe they have the right to access personal information.

Seven in ten people (71%) believe they “have the ability to make a Government Ministry or Agency change any inaccurate personal information they hold about me” and the same proportion (71%) agrees that they “have the right to access any personal information held by a Government Ministry or Agency”.

Two in three people (66%) believe that “Government Ministries and Agencies are secretive; they do not like to keep the public informed about why they make decisions” and a similarly high proportion (60%) do not agree that “Government Ministries and Agencies are open and honest about *how* they make decisions”.

While almost two in five (38%) say they do “trust Government Ministries and Agencies to provide accurate information to the public”, almost half (48%) disagree.

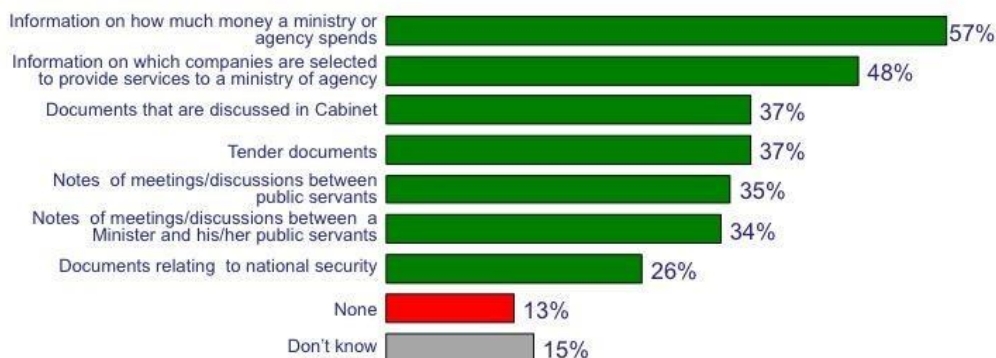


9.3. Freedom of Information Act

Almost six in ten citizens (57%) believe that the Freedom of Information Act (FOIA) gives them the right to “information on how much money a Ministry or Agency spends” and approximately half (48%) thinks it allows them to access “information on which companies are selected to provide services to a ministry or agency”.

The public is least likely to think that the FOIA allows them to see “documents relating to national security”, but one in four people (26%) do think they do have the right to see these.

Q As you may know, Trinidad & Tobago has a Freedom of Information Act which gives citizens rights of access to certain documents and information held by Government ministries and agencies. Here is a list of different types of information held by Government ministries and agencies. Which, if any, of these do you think you have the right to access or see?



Base: 1,445 TT adults, 18+, 24 May – 15 July 2011

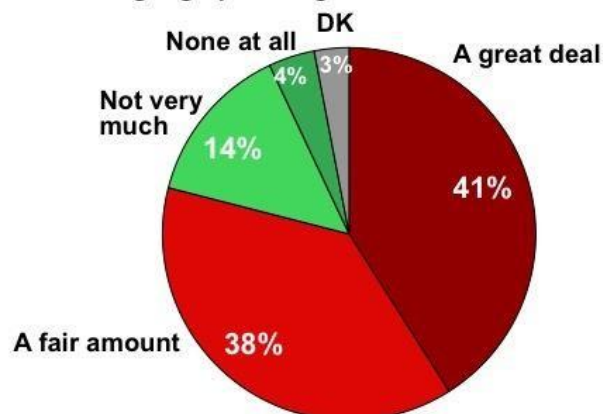
10. Equal Opportunity Commission

10.1. Perceptions of discrimination

Four in five people believe that there is either a great deal (41%) or a fair amount (38%) of discrimination or people feeling disadvantaged because of their status in Trinidad & Tobago. Only one in twenty five people (4%) think this does not happen at all.

Discrimination in T&T

Q To what extent, if at all, do you think that people are disadvantaged or discriminated against in Trinidad & Tobago because of their status? This might include their sex, religion, gender, race/ethnicity, disability, age, marital status or geographic origin?



Base: 1,445 TT adults, 18+, 24 May – 15 July 2011

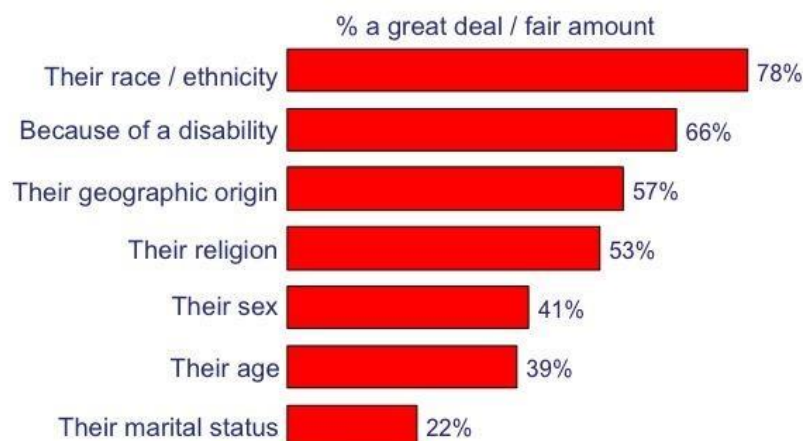
Analysis of those who believe that discrimination happens “a great deal” shows that belief in discrimination is higher among women (46%), working class people (43%), Afro-Trinidadians (46%), Other/Mixed ethnicities (46%), people living in North Trinidad (45%) and people living in East Trinidad (45%).

Among those people who think that discrimination does exist, three quarters (74%) say that this is *racial* discrimination. This is perceived to be much more significant than the next most frequently cited form of discrimination – *religious* (15%).

When asked specifically to say how often different types of discrimination or disadvantage occurs because of a range of reasons, the most common perception is that people are discriminated against because of their *race / ethnicity* (78% of the public say this happens a fair amount or a great deal). More than half of the public say this happens frequently because of a *disability* (66%), *geographic origin* (66%) or *religion* (53%).

Perceptions of Discrimination

Q To what extent, if at all, do you think people are disadvantaged or discriminated against because of the following reasons?



Base: 1,445 TT adults, 18+, 24 May –156 July 2011

There is a minor difference in the proportion of ethnic groups who believe **race / ethnicity** discrimination happens at least a fair amount. Among Afro-Trinidadians 80% believe it does, which is slightly higher than the proportion of Other / Mixed ethnicities (78%) and Indo-Trinidadians (75%) who hold this view.

There is no difference in attitudes about the prevalence of discrimination due to a person's **disability**. Similarly, there is no difference between the view of men and women about how often discrimination occurs because of one's **sex**.

More people living in North (62%) and East (61%) Trinidad, compared to those living in South or East Trinidad (both 53%), believe discrimination according to **geographic location** happens at least a fair amount. Younger people, between 18-24 years (44%), are most likely to think that "age" discrimination happens at least a fair amount.

There is little difference between people of different religions on the question of **religious** discrimination, although a slightly higher proportion of Muslims (58%) do believe this happens at least a fair amount.

The following are typical comments from the focus group participants when talking about discrimination:

"It is rampant" (Male, G3)

"Every Government practices discrimination" (Popular response, G5)

"Humans are naturally 'clannish' and they always have to want to belong to something" (Male, G6)

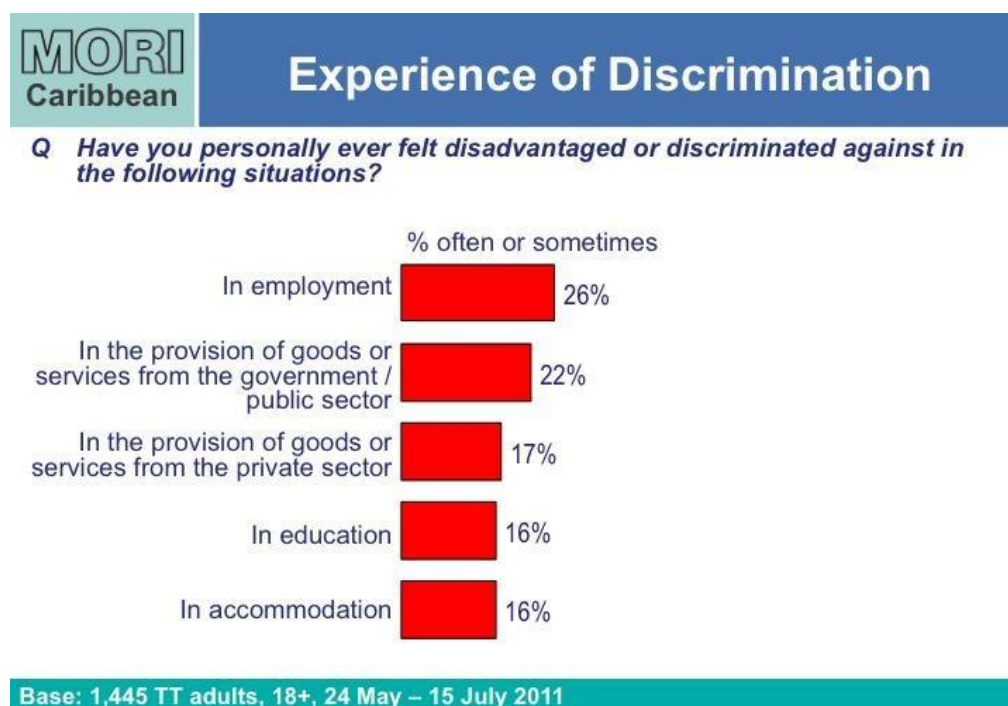
"These things are inculcated at home" (Female, G1)

“Only the Indians get high jobs and the Africans get CEPEP” (Popular response, G2)

10.2. Experience of discrimination

In contrast to the high perceptions that disadvantage and discrimination exists across the country, most people say they do not experience these problems frequently.

Approximately a quarter of adults (26%) say they have ‘often’ or ‘sometimes’ felt disadvantaged or discriminated against *in employment*; and a slightly lower proportion (22%) hold a similar opinion regarding *the provision of goods or services from the government / public sector*.



10.3. Knowledge of the Act and the Commission

There is low awareness and knowledge of both the Equal Opportunity Act and the Equal Opportunity Commission. Just 15% of the public claim to know “at least a fair amount” about the Act and one in ten (10%) about the Commission. Most people in both cases say they have “never heard of” / “don’t know” about them.

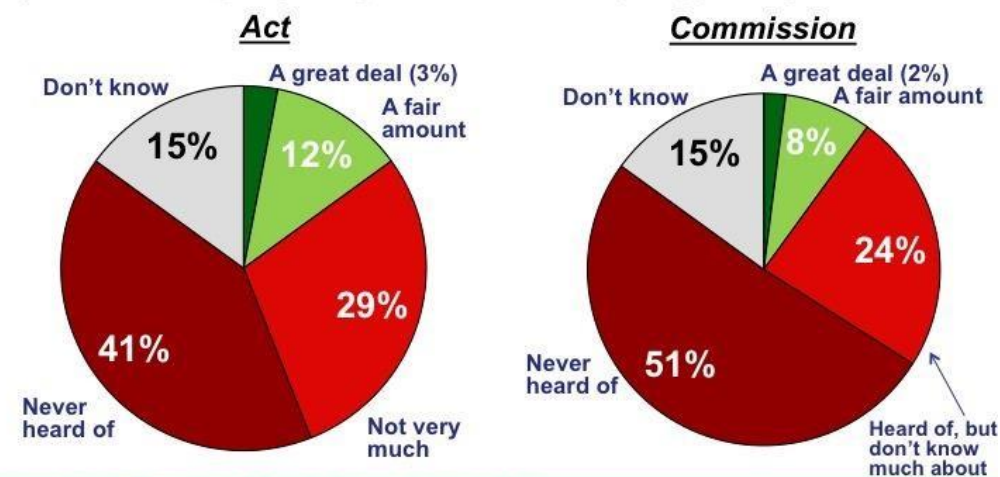
Younger adults are the most likely to say they have “never heard of” the Commission. Approximately two in three (65%) 18-24 year olds say this compared with 37% of those aged 65 years or over.

Among those people who are aware of the Commission (i.e. 34% of the public), more than three in five say they heard about it from “television” (63%). The next most common sources of information are “newspapers” (36%) and “radio” (35%).

The Act and the Commission

Q) How much, if anything, do you know about the Equal Opportunity Act 2000?

Q) How much, if anything, have you heard about the Equal Opportunity Commission?



Base: 1,445 TT adults, 18+, 24 May – 15 July 2011

The focus group participants also had little awareness or understanding of the Commission:

"If they are doing something to reduce (discrimination) they are not showing it"
(Popular, G6)

"They are in charge of any wrong doing within any organisation" (Male, G6)

"I have heard of it but do not know what it is or what it does" (Popular, G5)

"What is their role?" (Male, G3)

"It is something that makes sure that equal opportunities are had by all no matter the race" (Female, G2)

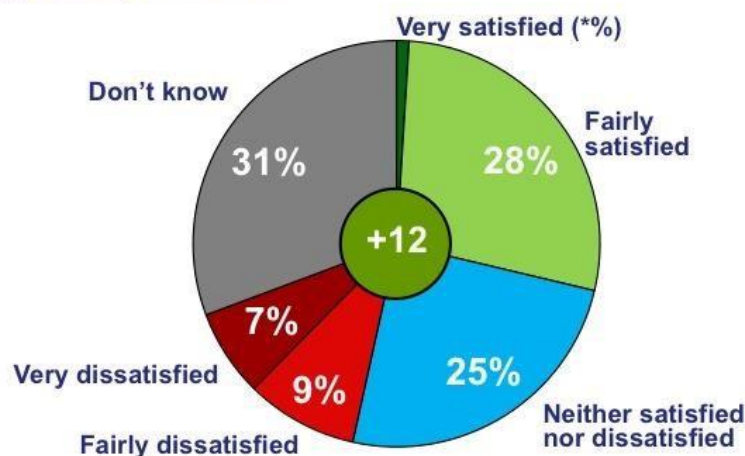
"It serves as a complain bureau where you can go in if there are concerns in a department" (Female, G1)

10.4. Satisfaction with the Commission

Among those people who are aware of the Commission, more are satisfied (28%) than dissatisfied (16%) with the services it provides. Even among this group, more than half say they are "neither satisfied nor dissatisfied" (25%) or "don't know" (31%) how to rate the Commission.

Satisfaction with the Commission

Q) How satisfied or dissatisfied are you with the services provided by the Equal Opportunity Commission?

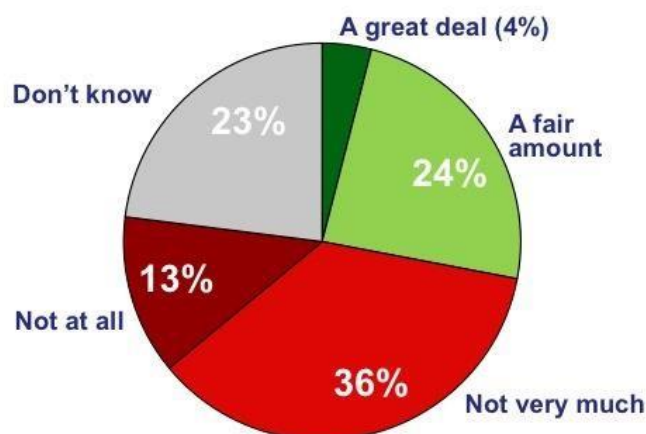


Base: 471 TT adults who have heard of the EOC, 18+, 24 May – 15 July 2011

One in twenty five (4%) adults who have heard of the Commission believes it has had a great deal of impact in trying to reduce discrimination in the country and a quarter (24%) thinks it has made a fair amount of progress. The remainder say it has not had very much (36%) or no impact at all (13%), or say they “don’t know” (23%).

Impact of the Commission

Q) From what you know or have heard, to what extent, if at all, do you think the Equal Opportunity Commission has made an impact on trying to reduce discrimination in Trinidad & Tobago?



Base: 471 TT adults who have heard of the EOC, 18+, 24 May – 15 July 2011

11. Women and crime

11.1. Committing crime

The chart below shows the proportion of people who believe that each of the following crimes are committed “very frequently” or “quite frequently” by either men and women.

For each of the seven crimes asked about people think more men will commit them. *Prostitution* is the exception - 12% of people think this crime is frequently committed by women compared to 4% who think that it is committed by men. The same proportion of people (12%) also think that women frequently commit *drugs related crime*.

Men are seen to most likely commit *drugs related crime* (38%), *theft or stealing other people's possessions* (34%) and *violence against other people* (34%).



The focus group participants suggest that the main reason why women commit crime is for “fast money”. Others also say it is about maintaining a lifestyle or because of peer pressure; and for some the reason why women become criminals is because of poverty or out of “necessity”. The following are typical comments.

“Murder. A woman has to think 100 times before committing that kind of crime” (Female, G4)

“A man may kill for money but a woman may kill to feed her family” (Popular, G5)

“It is easy money” (Popular, G6)

“It is the fast money” (Female, G1)

“It is to show they have things and they could look good” (Female, G2)

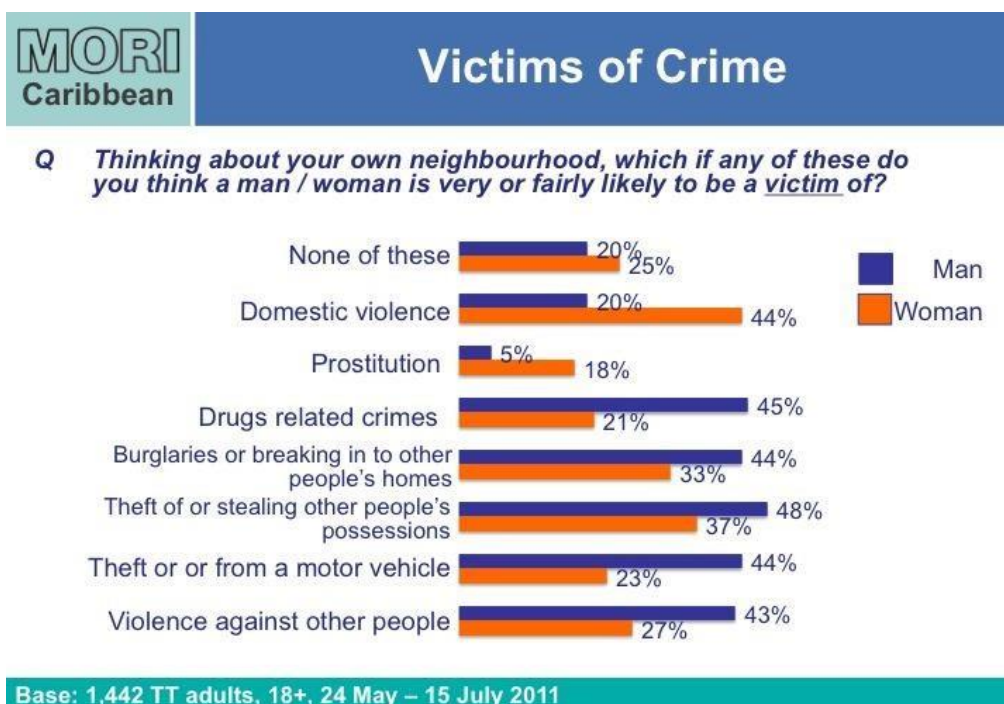
11.2. Victims of crime

More than two in five people (44%) believe that women in their neighbourhood are “very likely” or “fairly likely” to be victims of *domestic violence*. Of the seven crimes considered in the survey this is the type of crime women are most likely to be seen as

in danger of. More than twice as many women (44%) are thought to experience this type of crime than men (20%).

More women (18%) than men (5%) are also seen to be likely victims of *prostitution*. Overall, there is no differences statistically between people living in Tobago and in Trinidad on how likely they believe men or women are victims of these types of crimes.

Between a third and two in five people also think that women will be likely to be victims of *burglaries or breaking into their homes* (33%) and *theft or stealing of their possessions* (37%).



In the focus group discussions there were mixed views on whether the Government or the Police Service are doing anything or enough to help female victims of crime. Many participants assumed not enough was being done. Some examples of what participants had heard of include:

- In one group there was a police officer who identified the Victims Support Unit
- Police training
- More visible female police officers, for example in each local station
- In one group some identified the Queen's Park Counselling Centre

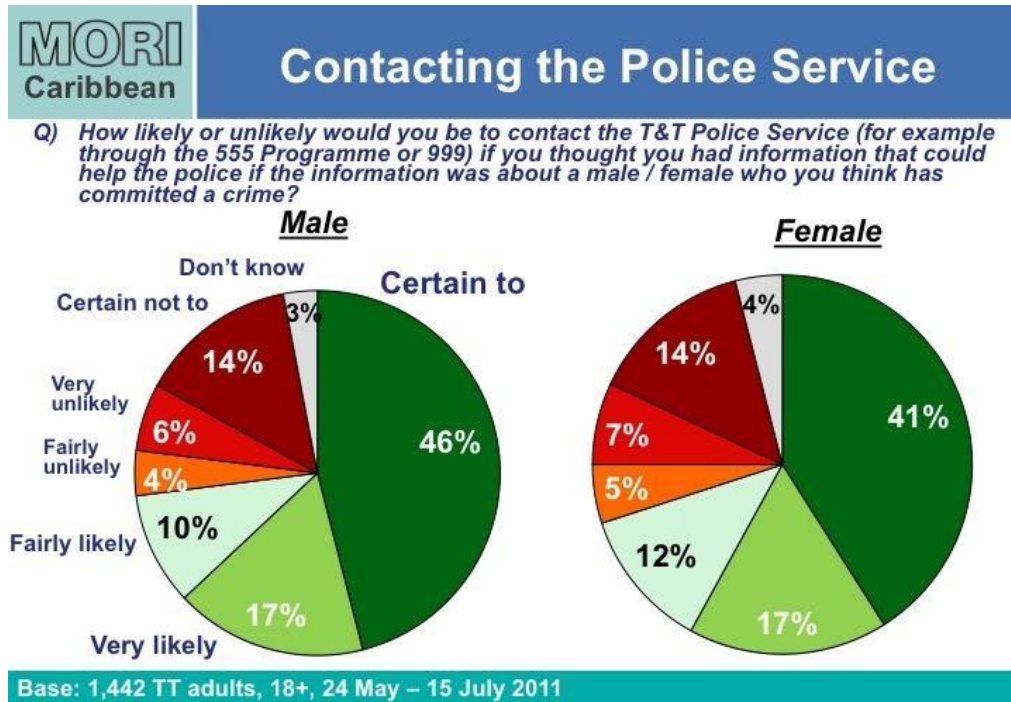
Participants outlined a number of suggestions as to what they think the Government and Police Service should do to help female victims of crime:

- Self defence classes
- Education on crime prevention
- A dedicated unit to help female victims
- Placing counsellors in each police station
- Increase the number of halfway houses

- Compensation for domestic violence

11.3. Contacting the Police Service

The fact that a potential criminal is male or female makes little difference to whether someone would contact the Police Service if they had information they thought could help a Police investigation. Overall, around seven in ten people say they would contact the Police if the alleged criminal was a male (73%) or female (70%).



There is also no difference in the proportion of men or women who would report someone of their gender to the Police.

11.4. Media reporting of women and crime

Most participants in the focus group discussions say that they do not think that female crimes are unfairly reported in the media, compared to male crimes. Some feel that, if anything, the media would tend to report female crimes less than male crimes. In contrast, *where the victim of the crime was female* then some of the participants feel this would be more likely to be reported by the media.

In addition, several focus group participants are of the view that the media does report the motives of male or female crimes differently, perhaps with more empathy for female criminals.

The following are typical comments made by focus group participants.

"I think they advertise more on the women. The crimes that are against women, basically it comes out on the front page all the time" (Male, G1)

“If a woman does a crime, the media downplays it, but if it is a man, they want to kill him” (Male, G2)

“You don’t hear about women crimes. You know that it is there but you don’t hear about it” (Female, G3)

“Let’s say it is theft. They would say she is hungry and stealing for her children and the man is just a big thief” (Female, G4)

“I find you get a little more compassion with the women and the media usually make them seem to be accomplices” (Male, G5)

12. Volunteering and the Ministry of Community Development

12.1. Attitudes towards volunteering

Participants in the focus group discussions see volunteering as giving their time or providing a service for free or for no money. The main reasons they give for why they or other people volunteer are:

- Religious conviction;
- For the community / to “give back” to society
- For recognition
- Because of where they are in their lives
- For “perks”, especially if related to work / company

The following are typical comments:

“God has been good to me and I need to give back” (Female, G1)

“The only time you hear people doing community work is when they go to court and they get community service” (Female, G4)

“You don’t want to volunteer if there is no appreciation” (Male, G6)

The following are seen as the main barriers to volunteering:

- Lack of time / other pressures to deal with – including financial
- Not any / enough recognition
- Not encourage to do so by the Government
- Some people are “selfish”
- People running voluntary groups are not known / partisan

“My Friday evening is sacred to me. When I get home on a Friday evening, I look forward to going home and drop in front of the TV” (Female, G1)

“You may be real enthusiastic about something and because you don’t know them they won’t give it to you” (Male, G2)

“Trinidadians like to lime too much” (Male, G5)

“If you don’t have time; you have family to see about, two jobs. You don’t have time” (Male, G6)

12.2. Encouraging volunteering

Participants identify the following as ideas that could be explored to encourage greater volunteering:

- Build / maintain / refurbish community centres
- Support / work with voluntary sector, NGOs and religious bodies
- Provide more information on how people can volunteer
- Recognise many people only have a small amount of time to give
- Consider the make-up of the boards running voluntary groups

“In the communities we had the community centres which was the basis for all of the thing that were done... now the community centre doesn’t exist” (Female, G1)

“I think if I knew more about what I could do and where needs help, I would go” (Several, G2)

“If you see younger persons on committees and publicising certain things you might feel it is more for you” (Male, G3)

“Depending on who is at the helm of that volunteer group in Tobago we may know everybody so we may say he or she is a crook, they may take my time” (Male, G4)

12.3. Ministry of Community Development

Participants feel that the work of the Ministry is generally not well known across the country. Many feel the Ministry is most frequently known because of its “Best Village”

competition. Whilst there is general satisfaction with the range of services provided by the Ministry, many feel it could do much more to advertise these services, i.e. the Ministry should strengthen its communications and advertising of the services it provides.

“They offer you all kinds of things you could think about. All kinds of services that you are not aware about. I don’t understand why people are not grabbing it” (Female, G1)

“We expect to see them doing things, but they not doing anything” (Male, G2)

“They could expand on some of the courses that they offer because floral arrangements only go so far” (Male, G3)

“They should have meetings and encourage people and show them what they can do” (Female, G6)

13. Tobago values²

13.1. Happiness and health

Two in three Tobagonians (67%) say they would describe themselves as “happy” and one in three (33%) as “not at all” or “not very happy”. Many more Tobagonians say they are “very happy” (40%) than say they are “not at all happy” (6%).

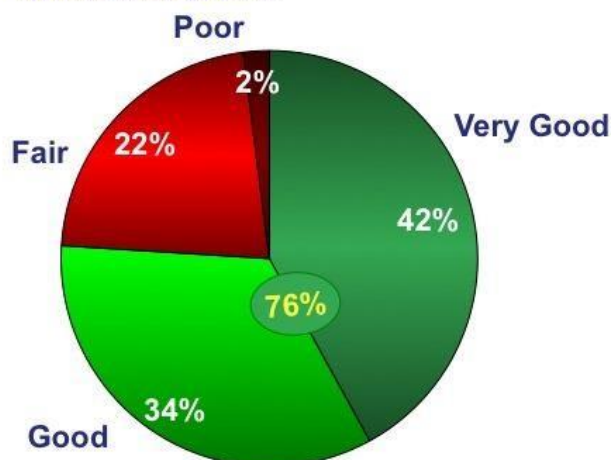
The proportion of Tobagonians who say they are “very happy” (40%) is lower than the national average (54%) but higher than the international World Values Survey (WVS) average of 28%.

Typically there is a strong correlation between people’s stated level of happiness and their state of health. As such, a high proportion of Tobagonians (74%) describe their health as “very good” (42%) or “good” (34%). Just one in fifty (2%) say their health is “poor”. The proportion of Tobagonians with “very good / good health” is consistent with the national average of 76% and somewhat higher than the WVS international average of 69%.

² Comparisons reported here are between adults living in Tobago against the national average. In practice this means a comparison with adults living in Trinidad, as the proportion of Tobago adults that make up the national total is just 4% (too small to statistically change the overall results)

State of Health

Q "All in all, how would you describe your state of health these days?
Would you say it is..."



"Very good / good"

80% TT 2010

73% TT 2006

69% Internat.

Base: 286 Tobago residents, 18+, 24th May – 15th July 2011

Source: MORI Caribbean / WVS

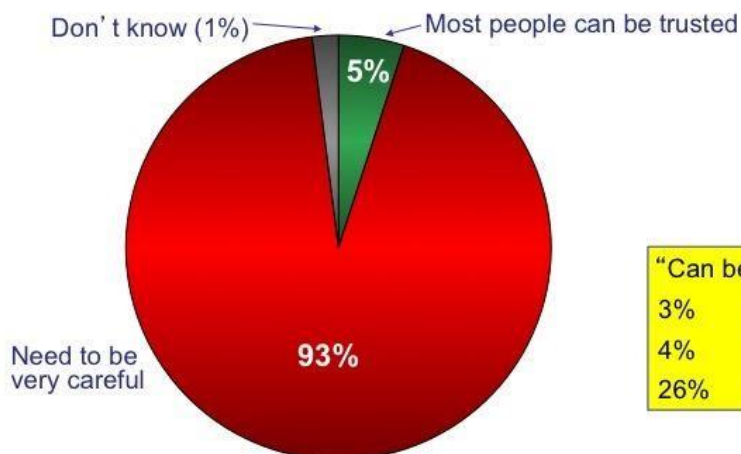
13.2. Trust

One of the most striking findings to emerge from both the 2006 and 2010 WVS conducted in Trinidad & Tobago is the low level of interpersonal trust across the country. This latest survey confirms this is also true in Tobago.

One in twenty (5%) Tobagonians say that "most people can be trusted" and as many as 93% say that "you need to be very careful when dealing with other people". These low levels of trust are statistically the same as the national data (3%) trust and considerably lower than the WVS international average of 26%.

Trust

Q "Would you say that most people can be trusted or that you need to be very careful in dealing with people?"



"Can be trusted"

3% TT 2010

4% TT 2006

26% Internat.

Base: 286 Tobago residents, 18+, 24th May – 15th July 2011

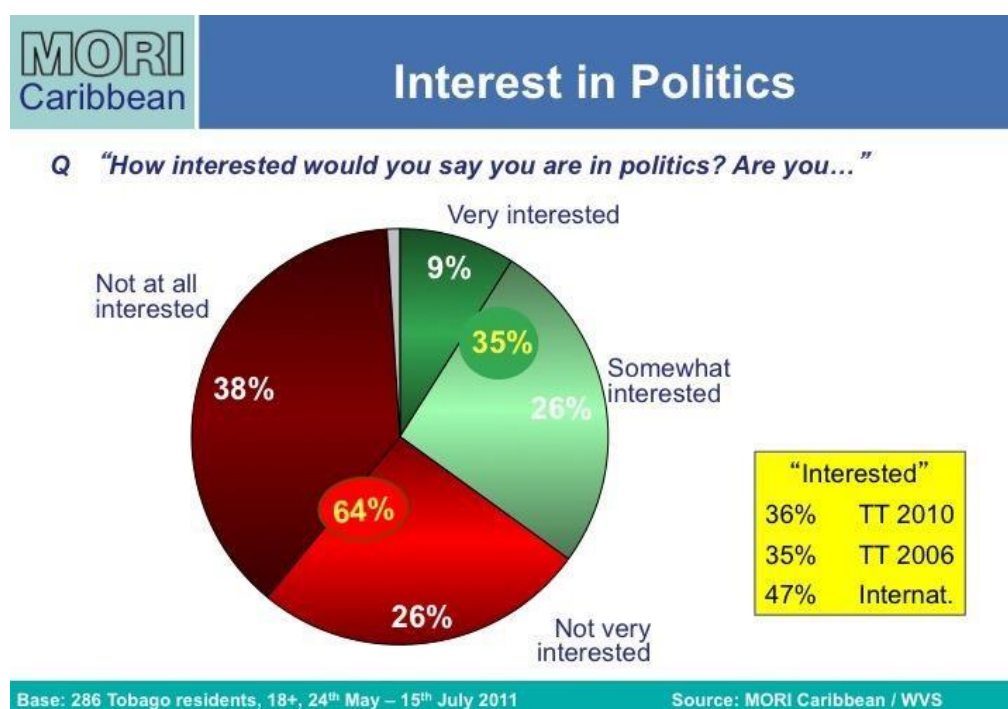
Source: MORI Caribbean / WVS

When asked a different question, using a 10 point scale, Tobagonians tend to be less sceptical about other people's motives than those in Trinidad. On the scale where 1 means that "most people would try to take advantage of you" and 10 means "most people would be fair", the mean rating in Tobago is 5.07 (that is, essentially half way between the two extremes). Across Trinidad & Tobago as a whole the mean is 3.84 (that is much closer to the "take advantage" extreme) and the WVS international average is 5.70 (slightly closer to the "try to be fair" extreme than in Tobago).

13.3. Interest in politics

The majority of Tobagonians (64%) are not particularly interested in politics, with approximately two in five (38%) "not at all interested" and a quarter (26%) "not very interested".

The proportion of Tobagonians interested in politics (35%) is the same as across the country as a whole (36%) and lower than the average internationally (47%).



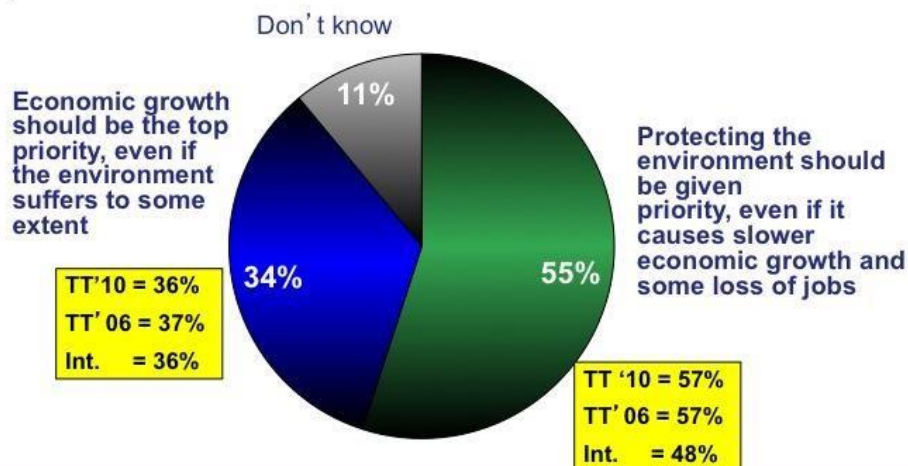
13.4. Environment and economic growth

More Tobagonians prioritise the environment rather than economic growth. More than half of adults in Tobago (55%) say that "protecting the environment should be given priority, even if it causes slower economic growth and some loss of jobs" rather than opting for "economic growth should be the top priority, even if the environment suffers to some extent" (34%).

There is no difference in views of Tobagonians and Trinidadians in their attitudes towards the environment as a priority over economic development, and more Trinidadians / Tobagonians generally place an emphasis on the environment than do people in the WVS international average (48%).

Environmental Protection and Economic Growth

Q "Which of the following statements comes closest to your own point of view?"



Base: 286 Tobago residents, 18+, 24th May – 15th July 2011

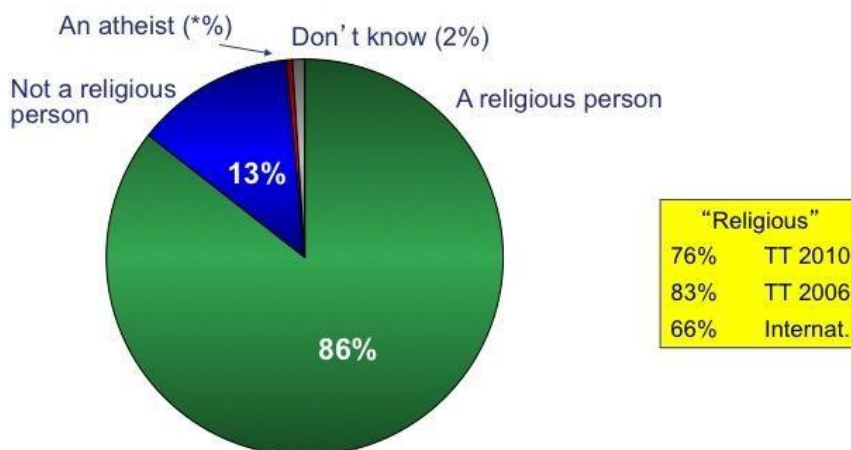
Source: MORI Caribbean / WVS

13.5. Religion

Almost nine in ten (86%) Tobagonians would describe themselves as religious and a further 13% as not religious. Less than half a per cent of Tobago adults say they are atheists. More people living in Tobago describe themselves as religious than say the same across the country as a whole (76%) or when compared with the WVS international average (66%).

Religion

Q "Independently of whether you attend a religious services or not, would you say you are..."

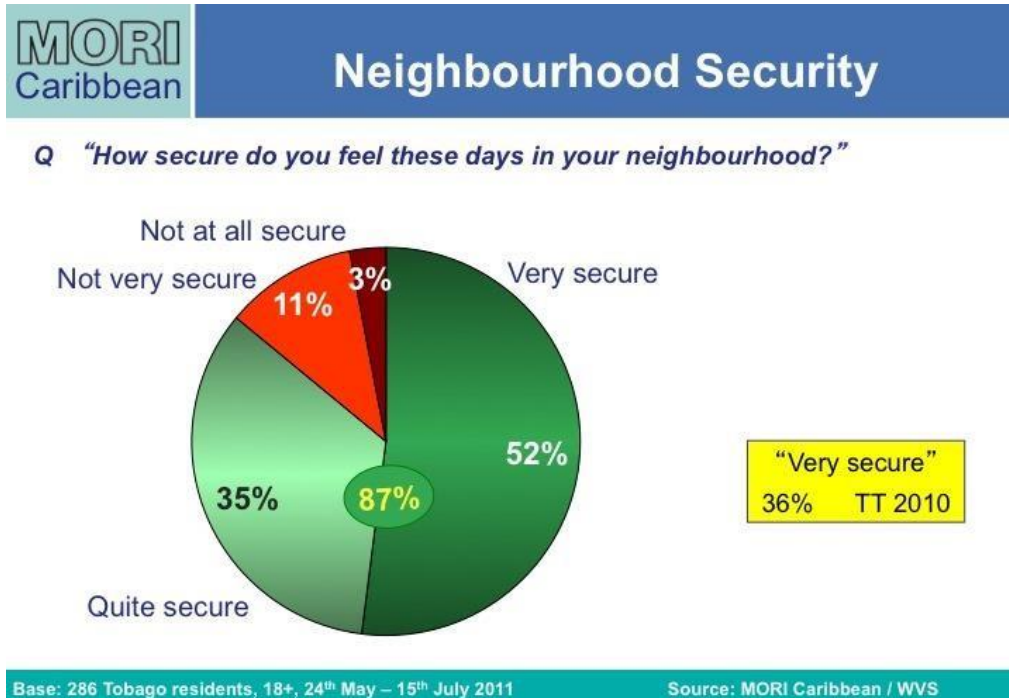


Base: 286 Tobago residents, 18+, 24th May – 15th July 2011

Source: MORI Caribbean / WVS

13.6. Neighbourhood security

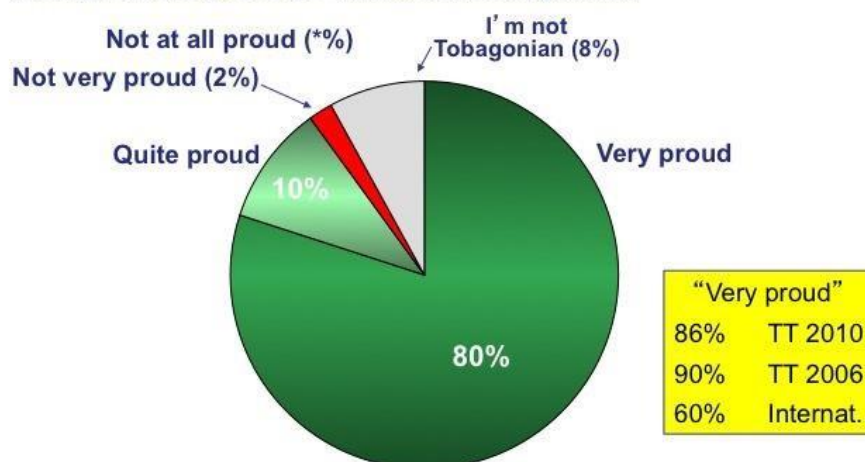
Approximately nine in ten (87%) Tobagonians feel secure in their neighbourhood, including more than half (52%) who feel “very secure”. This is considerably higher than the proportion feeling “very secure” in Trinidad (36%).



13.7. National pride

Nine in ten Tobago adults are “proud” of their nationality, including four in five (80%) who say they are “very proud”. This is marginally lower than the proportion saying “very proud” across the country as a whole (86%), but significantly higher than the WVS international average of 60%.

Q "How proud are you to be Trinidadian/Tobagonian?"



Base: 286 Tobago residents, 18+, 24th May – 15th July 2011

Source: MORI Caribbean / WVS

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 Size of sample on which Survey result is based	Tolerances applicable to near these levels		
	10% or 90%	30% or 70%	50%
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
1,000 interviews	2	3	3
1,445 interviews (e.g. half Panel)	2	2	3
2,887 interviews (e.g. full Panel)	1	2	2

Source: MORI Caribbean

For example, on a question where 50% of the people in a sample of 2,887 respond with a particular answer, the chances are 95 in 100 that this result would not vary by more than two percentage points, plus or minus, from a complete coverage of the entire population using the same procedures.

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

Differences required for significance at or near these percentages

	10% or 90%	30% or 70%	50%
Size of sample on which Survey result is based	□	□	□
100 and 100	8	13	14
100 and 200	7	11	12
100 and 300	7	10	11
100 and 400	7	10	11
100 and 500	7	10	11
200 and 200	7	10	11
200 and 300	5	8	9
500 and 500	4	6	6
1,000 and 1,000	3	4	4
1,446 and 1,441 (Men v. Women)	2	3	4
799 and 2,887 (Wave 18 and Wave 19)	2	4	4
2,987 and 2,887 (Wave 15 and Wave 19)	2	2	3

Source: MORI Caribbean

The table above also shows, for example, that when comparing results from the full data from the Wave 15 survey with the full data from the Wave 19 survey, differences need to be around $\pm 3\%$ 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 State pensioners, etc, with no other earnings levels of subsistence	

Source: MORI Caribbean

III. Sample profile

The table below shows the unweighted and weighted profiles of the sample of interviews achieved for Wave 19. For example, 45% of the total sample interviewed were aged between 18-34 years. However, after weighting the data to the known population profile, 42% of the weighted sample are aged 18-34 years.

	<i>Unweighted</i>		<i>Weighted</i>	
	<i>N</i>	<i>%</i>	<i>n</i>	<i>%</i>
Total	2,887	100	2,903	100
Gender				
Male	1,446	50	1,453	50
Female	1,441	50	1,450	50
Age				
18-34	1,298	45	1,217	42
35-54	1,093	38	1,101	38
55+	492	17	581	20
Work Status				
Full/Part-time/Self-employed	1,776	62	1,677	58
Not working	1,103	38	1,218	42
Ethnicity				
Afro-Trinidadian	1,186	41	1,100	38
Indo-Trinidadian	1,163	40	1,218	42
Other/Mixed	533	19	580	20
Regional area				
North	310	11	319	11
South	726	25	816	28
Central	506	18	549	19

East	1,059	37	1,103	38
Tobago	286	10	116	4

Source: MORI Caribbean

IV. Detailed information on response rates

In total 2,887 completed interviews were achieved out of a total of 3,506 attempted interviews. This gives a response rate of 82%.

The total number of non-respondents was 619, which can be broken down for the following reasons:

- 257 no contact after three visits (action taken – the interviewer continued the random walk)
- 362 persons refused to be part of the Panel. . Approximately 80% of these persons were willing to give the interview but declined to be a panel member, that is they did not want HHB to make subsequent visits to them (action taken – these persons were not interviewed)

The 2,887 respondents who were successfully interviewed now become members of the Opinion Leaders' Panel and they will be re-interviewed in subsequent waves.

V. Validation checks

HHB & Associates carried out a series of validation checks to monitor the quality of interviewing. Given that wave 19 represents a new Panel, a larger than normal percentage (33% rather than 15%) of respondents were contacted for validation. A summary of the validation process outcome is shown below.

Checks by Supervisors and Co-ordinator

In the field, 437 validation interviews by the Supervisors and the Co-ordinator:

- 21 people were incorrectly interviewed (action – all 21 questionnaires were rejected and 17 new persons were interviewed within households, 4 questionnaires were rejected, because the correct persons was not available for the interview).
- In 180 cases the interviewer did not ask all the questions – skip patterns were not followed (action – the questionnaires were properly completed through a mixture of telephone recalls and re-interviews in home).
- The other 236 forms were found to be good.

Additional Checks by Telephone

520 additional calls were made to respondents to verify:

- Household Composition
- That the correct person was interviewed, that is, the person within the household with the most recent birthday
- Address, gender, race and age of respondent
- That respondents in fact agreed to be panel members
- That gifts were received

All necessary adjustments were made to the data.

VI. Topline results
