

Results of DAAS Opinion Survey in Dominica

INTRODUCTION:

The results of the **National Opinion Poll** conducted by the **Dominica Academy of Arts and Sciences** are in and the Overall Evaluations are presented.

We should point out that the Poll was completed before the recent announcement of the Dominican Budget for 2002.

The Poll was conducted by asking a random sample of resident Dominicans to respond to a carefully selected set of statements. (See the questionnaire above).

Respondents came from all 21 constituencies around the country. Based on the voting population for the year 2000, up to 5% of the adult population in each constituency was polled in a confidential survey. Our statistician advised that taken randomly this was a sufficiently representative sample to give an accurate picture of the opinions of the Dominican people.

There were subdivisions in each Main Category:

- **The Public Service** - Ministries (Education, Health, Tourism, Agriculture) as well as Services (Police, Prison, Judicial, Economic Planning Division, National Commercial Bank).
- **Government** - Governance, Transparency, Trustworthiness, Reliability, Fairness.
- **Media** - The Chronicle, The Sun, The Star, The Independent, Government Information Service, Marpin TV, Dominica Broadcasting Service, Kairi FM
- **Business Community** - Banking, Retail, Cable and Wireless, DOWASCO, DOMLEC
- **Community Services** - Youth Services, Non-Governmental Organizations.

We sampled in the age groups: 21-30, 31-40, 41-50, and 51 and over. The poll also grouped respondents by gender, male or female.

PURPOSE and OBJECTIVES:

To measure growth one must have a base value for comparison. This survey will attempt to do just that for the socio-economic conditions of Dominica as the people themselves perceive them. *This is therefore an opinion survey and not a quantitative measure of the Dominican Economy.*

POLL RESULTS

The overall results for the Main Categories (the Public Service, Government, Media, Business Community, and Community Services) that were evaluated are presented in Table 1 below. In the interest of space, we have not included all tabular data for the subcategories.

Table 1. Overall Satisfaction Rating with Socio-Economic Conditions

CATEGORIES and STATEMENTS	%				Highest Ranking Sub-category	Lowest Ranking Sub-category
	SA	A	D	SD		
Public Service Performing satisfactorily	13	52	28	7	National Commercial Bank	Ministry of Agriculture
Government Performing satisfactorily	9	34	34	12	No difference among categories	N/A
The Media Serves the people well	19	64	15	2	Chronicle, Sun & Independent	Marpin
Business Community Serves the people well	10	47	30	13	Banking	DOMLEC
Community Services Adequate/doing a good job	13	52	26	9	NGOs	Youth Services

LEGEND:

SA = Strongly Agree

A = Agree

D = Disagree

SD = Strongly Disagree

OVERALL COMMENTS:

Our statistician has recommended (+ or - 5 %) as the discriminating factor to indicate significant difference in percentages among comparisons. In that case, respondents gave a generally positive evaluation to the Public Service, the Media, Business Community and Community Services but a lower rating to Government. There was an especially high rating for the Media as a whole.

The *Public Service* received an approval rating of 65%. Within the *Public Service*, the highest performance ranking went to NCB (90%) and the lowest to the Ministry of Agriculture (50%).

Government received a 43% approval. There were no differences among rated subcategories of Government, that is Governance (40%), Transparency (45%) etc were rated at practically the same level.

Public Media were generally rated very high at 83%. The Print Media (e.g. The Chronicle, 91%) were regarded as providing better service than TV (69%). Radio was rated at 83%.

The Business Community got a 57% approval. Banking (70%) and other services (Retail, 60%; C & W, 55%; DOWASCO, 68%) were rated higher than DOMLEC (29%).

Community Services were rated at 64%. NGO's (77%) were considered significantly more useful than Youth Services (49%)

BY AGE GROUP:

All age subcategories gave the Public Service good ratings (60 to 73%) the lowest ratings (60%) coming from the age group 31-40 (See Table 2)

Age group 31-40 gave Government its lowest rating (34%). The highest rating came from age group, over 51 (54%).

The Media were supported by all age groups (77 to 88%)

Business was given good ratings, (54 to 80%) except for age category 41-50 (24%).

Community Services were most meaningful for age groups above 41 (70 to 76%).

Table 2. Overall Satisfaction Rating by Age Group

AGE GROUP	21-30				31-40				41-50				51+			
	%				%				%				%			
	SA	A	D	SD	SA	A	D	SD	SA	A	D	SD	SA	A	D	SD
Pub.Serv.	13	59	23	5	16	44	32	8	27	49	27	11	18	54	27	0
Govt.	10	34	31	23	8	26	49	15	8	40	28	24	18	36	27	18
Media	18	70	13	0	23	61	15	0	17	60	17	4	20	60	20	0
Business	12	45	30	12	9	45	32	14	2	22	6	4	10	70	20	0
Com.Serv.	13	44	34	8	12	44	32	12	13	63	17	8	8	62	31	0

BY GENDER:

Females were marginally less satisfied than males with the Public Service (64 % vs. 70%) Government, (39% vs. 53%) and Business (54% vs. 62%). Females and males were about equally satisfied with the Media (85% vs. 82%) and Community Services (65% vs. 66%)

Table 3. Overall Satisfaction Rating by Gender

BY GENDER	MALE				FEMALE			
	%				%			
	SA	A	D	SD	SA	A	D	SD
Public Service	17	53	23	6	11	53	32	6
Government	11	42	29	20	10	29	36	25
Media	23	59	15	2	15	70	13	2
Business	11	51	29	11	8	46	32	15
Com. Service	15	51	29	7	10	55	29	10