COVID-19 Consumer Outlook Study 2020

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May 5, 2020

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COVID-19: Research Framework

LOCAL CONTEXT

The COVID-19 pandemic has not only presented immediate global challenges but has lasting implications for society moving forward. Worldwide, consumer behavior continues to evolve as attempts are made to manage resources in a period of uncertainty. After the recording of our first case of COVID-19 on March 12, 2020, the Government began taking steps to mitigate the spread.

The period March 16 to March 18, saw businesses, within the private and public sectors, taking their first hit with the closure of schools, bars and dine-in services.

There were announcements of a Pandemic Leave (March 15), Rental Assistance Grant (March 18), increase in Food Assistance (March 18), as well as a Salary Relief Grant (March 23). The national borders were closed on March 23.

Practicing of physical distancing and staying at home as a means of flattening the curve continue to be the resonating messages of the Government.

On March 30, further stringent ‘stay at home’ measures were put in place with the closure of non-essential businesses initially until April 15. There have been two subsequent extensions, the first being April 30 and a tentative date now stands at May 15.

Businesses deemed ‘essential’ were required to adjust their staff and work arrangements to have only their ‘core’ employees report for work. The decision was also taken for transportation services to operate at 50% capacity.

On April 7, all food services were closed while the operating hours of supermarkets and pharmacies were shortened. As a precaution against the virus, several businesses limited the number of persons allowed within their buildings and expanded delivery and e-commerce options.

Initially, schools were set to reopen on April 20. However, Government officials speculate this would not be possible prior to the new September 2020 term.

Prior to the start of fieldwork (April 7) there were 107 cases of COVID-19 locally. By the end of fieldwork on April 22, there were just 8 additional cases bringing the total up to 115 positive cases.

COVID-19: Research Framework

RESEARCH OBJECTIVES

This study is the second of a series of planned studies by MFO to gauge the national perceptions and sentiments about the impact of the disease. The first report has detailed the sentiments of the business community. This report presents the perceptions of the general public.

The main objectives of the consumer outlook study are to determine:

- The level of confidence in the Government to treat with COVID-19 and to mitigate its spread.
- The sources of information used to obtain knowledge and developments about COVID-19.
- The general knowledge, attitudes and perceptions about COVID-19.
- The levels of concern over factors affected by COVID-19: Health, Personal finances, Economic, Social and Political.
- The change in spending habits over the last 6 months.
- The adaptation in daily activities and general lifestyle.

COVID-19: Research Framework

COVID-19 AT A GLANCE

NUMBER OF CASES

CASES OF COVID-19: WORLDWIDE
Approximately 3,643,271 cases as of May 4th , 2020.

CASES OF COVID-19: CARICOM
Approximately 1082 cases as of May 4th , 2020.

CASES OF COVID-19: TRINIDAD & TOBAGO
Approximately 116 as of May 4th , 2020.

RELATED GOVERNMENT MEASURES

CLOSURE OF SCHOOLS, BARS AND DINE-IN SERVCIES
Schools closed from March 16th. Bars and dine-in services closed from March 18th. Closure of all food services took place from April 7th.

CLOSURE OF BORDER
Took effect from March 23rd.

PANDEMIC LEAVE AND COVID-19 SOCIAL ASSISTANCE GRANTS (Rent, Food Card and Public Assistance)
Proposed on March 15th and 23rd respectively.

CLOSURE OF NON-ESSENTIAL SERVICES
Took effect on March 30th.

*Counts reflect the total cases that have tested positive for COVID-19

COVID-19: Research Framework

RESEARCH METHODOLOGY

Market Facts & Opinions (2000) Ltd conducted the COVID-19 Consumer Outlook Study over a two-week period (April 8th to 22nd) via an online platform.

MFO provided a unique link to persons within its database and a universal link to its social media audience. A total of 936 surveys were completed (800 via the database members' unique link and 136 via the universal link).

MFO considers this sample size with its characteristics to be adequate in providing a reliable indicative understanding of the national consumer sentiment at the time of the survey. It is expected that this sentiment will be subject to change as events unfold. The final sample was weighted to reflect the demographic proportions of age and gender represented within census data.

We acknowledge the limitations associated with doing online surveys. The data would be subject to sources of error which are most often not possible to quantify or estimate. These include errors associated with coverage, non-response and post-survey weighting and adjustments.

GENERAL COMMENTS

This report gives full result details for an in-depth view of the general public's perceptions during the COVID-19 pandemic.

We thank all the participants of this study for their contribution to make this study a success.

UNDERSTANDING THE SCORES

The **Mean** is the average score calculated based on the five (5) points of each scale and reports the results as a score out of the maximum of 5.

The **Standard Deviation** measures the spread of the data about the mean value. A low standard deviation means that most observations cluster around the mean. A high standard deviation means that there is a lot of variation in the answers. Applied to this study, the higher the standard deviation the more variability was present in the responses from the mean or the more inconsistent the persons' views are from each other.

The **Net Score (NS)** measures respondents' ratings on their satisfaction with the Government's performance. The calculation is based on an examination of the Two Top Box scores against the Two Bottom Box scores. Using this metric allows for an examination of both ends of the scale which enables a better appreciation of the wider perception of businesses' views.

Note: Numbers are subject to rounding therefore calculations may not reflect manual calculations.

Executive Summary

To keep abreast of the rapidly evolving COVID-19 pandemic, growing attention is placed upon news programming. This behaviour is to be expected with high levels of uncertainty in the community. While international media is the top source for information on the outbreak, the public also places focus on local television channels, and government websites. Locally, government sources take precedence, with the Ministry of Health being considered the most trustworthy source.

Although there is an increase in the level of consumption of news, uncertainty regarding the facts surrounding the virus remains prevalent. Younger persons (18-24 years) are more likely to show skepticism toward the virus and seem to be less worried about its effects. Despite this uncertainty, there is clarity on the need for physical distancing measures. This highlights the high level of trust placed in Government's messaging as it aligns with the emphasis placed on 'stay at home' measures.

The public acknowledges the gravity of the situation. A vast majority is largely avoiding the use of public transportation and is taking precautions to prevent the entrance of COVID-19 into their homes. This is also reflected in purchasing behaviour as consumers buy more hygiene and cleaning products.

Concerns about economic instability have come to the forefront as it is believed that the financial effects of the virus will be bigger than public health implications. With physical distancing measures in place, 7 in 10 persons report a decrease in earnings while almost half of persons suffer temporary job loss. Despite the fear and concern for economic well-being, there is strong support for the closure of borders, schools and non-essential businesses. This exemplifies the overall population's willingness to prioritize the mitigation of contact spread. Support for Government's measures are further evidenced in high satisfaction and confidence scores. However, dissatisfaction is more likely to be exhibited by those suffering income loss, signalling the underlying tension caused by economic considerations.

Consumer behaviour has adapted to reflect the current challenges of a potential decrease in earnings and restriction of movement for the near future. With respect to virtual/online spaces, a large shift towards online entertainment is observed, while on the other hand, online shopping has experienced the lowest growth and largest decline. Online banking and bill payment patterns remain largely consistent, indicative of no major shifts.

The increased purchasing of non-perishable items, synonymous with disaster preparedness, further reflects the sentiment of uncertainty. As many prepare for 'what if' both physically and financially, emphasis is placed on the shelf stable life of the products purchased.

Implications

With the onset of COVID-19, a multitude of challenges have been presented to Government, the business community and the general public. The upheaval of daily life has given rise to an atmosphere of uncertainty, which intensifies the need for trustworthy of information sources. The novel coronavirus presents a communication challenge as the information rapidly evolves. Oftentimes, new developments render previously held beliefs inapplicable.

The results of the study show both the high level of trust in the Government and attention paid to the messaging being put forward and national uncertainty. The satisfaction and confidence in the Government's actions further affirms public commitment to the collective interest of Trinidad and Tobago. As the public's knowledge strongly reflects the ubiquitous directive to practice physical distancing, it shows success in communication. However, communication disparities between age groups must not be ignored as younger persons appear to be less concerned with the virus' effects and its implications for the future. While authorities hold the public's attention, there is an opportunity to not only introduce new messages but tailor them to the various segments within society.

Even in the uncertain situation, it should also be noted that the proportion of those expressing optimism remains relatively the same as in previous years. This is supported by the confidence and satisfaction with Government measures and the levels of personal responsibility taken to stop the virus' spread. The economic concerns, however, have the potential to erode these sentiments of optimism depending on the duration of the effects of the pandemic. While persons may now display patience, financial concerns can lead to future instability. As seen in the group of those suffering job loss and the correlation with expressed negative sentiments towards Government's actions, should the effects be prolonged or deepen, it would threaten the current ratings.

These changes call for both policy makers and businesses to strive to provide value in all aspects. Many move online for entertainment, however, online bill payment and banking transaction behaviours remain largely as before. This opportunity can be filled by encouraging more persons to use digital platforms. This transition may be particularly successful during a period where the benefits will facilitate staying safe and saving time. As consumers shop for non-perishables, it highlights the need for constant supply chains of shelf-stable products. Businesses must streamline their processes while offering the same quality and brands of products. In doing so, it brings an aspect of certainty in an atmosphere of apprehension.

Demographics

SAMPLE 936

Fig 1.0 Age

18-24 years	25-34 years	35-44 years	45-54 years	55-64 years	65+ years
16%	23%	18%	18%	13%	12%

Fig 1.1 Gender

Female 50%

Male 50%

Fig 1.2 Ethnicity

African	East Indian	Mixed /Other
37%	24%	39%

Fig 1.3 Region

	%
West	35%
East	24%
Central	15%
South	25%
Tobago	1%

Fig 1.4 Living Situation

Home is Owned	Rented Residence	Other Arrangement
71%	20%	9%

Fig 1.5 Household Composition

Avg. number of persons in household

3.92

Demographics

SAMPLE 936

Fig 1.6 Employment Category

	%
Administrative/Secretarial/ Clerical	15%
Technical/Operations	10%
Professional degree or equivalent but non-managerial/non-supervisory)	18%
Supervisor	7%
Manager	7%
Executive and Senior Management	3%

	%
Executive and Senior Management	3%
Business Owner	5%
Self-Employed	10%
Unemployed/ Retired	13%
Home-maker	1%
Student	5%
Other (specify)	7%

Fig 1.7 Highest Level of Education

	%
Primary	1%
Secondary – up to 3rd form	0%
Secondary – up to 5th form	16%
Secondary/ college – up to 6th form	6%

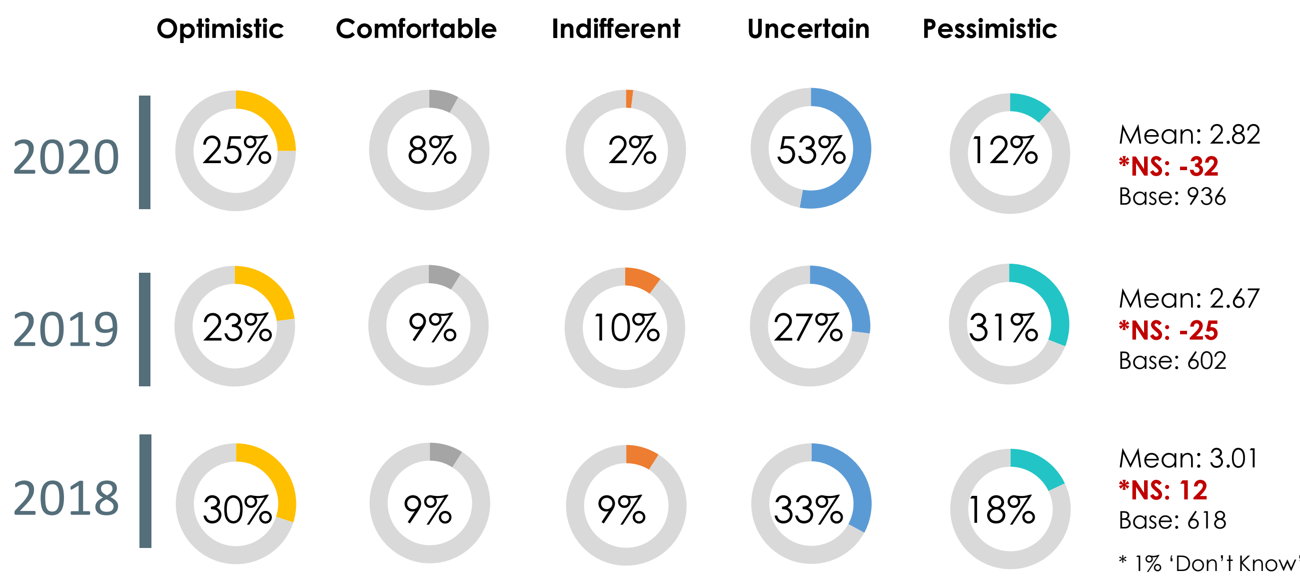
	%
Vocational / Technical / Associate Degree	28%
University First Degree / ACCA	31%
Post Graduate Degree	17%

COVID-19 sparks High Uncertainty

Compared to previous years, there is a large shift towards feelings of uncertainty rather than pessimism or indifference. One in two persons report uncertainty, compared to similar time periods in 2019 and 2018 where 1 in 3 persons expressed this sentiment. This is not unexpected given the unknown nature of the impact of the virus. However, there remains a relatively consistent core of optimism (1 in 4 persons).

Persons, aged 45-54 years, are the most likely to express optimism.

FIGURE 1.8: NATIONAL MOOD



***NOTE**: NS is the Net Score. This is a metric used to examine both ends of the scale (Two Top Box – Two Bottom Box) to give a more complete picture of respondents' views.*

01

Economic and Humanitarian Impact

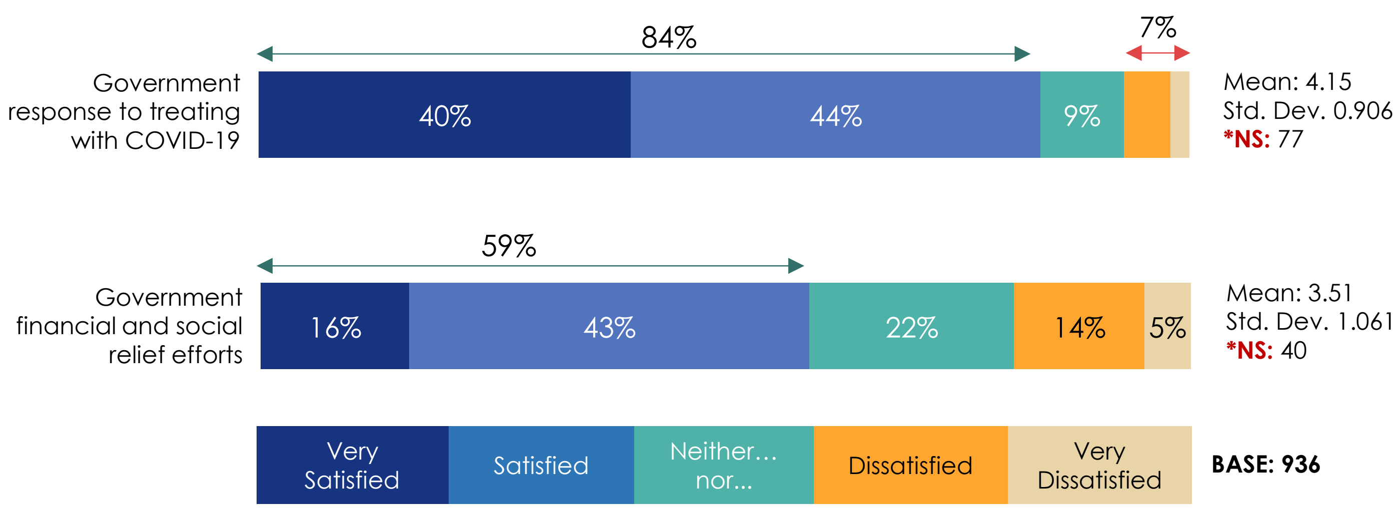
Economic and Humanitarian Impact

Just about 8 in 10 persons report satisfaction with the Government's response to treating with COVID-19. This is marginally below the response given in the Business Outlook Study (87% satisfaction).

Six in ten persons indicate satisfaction with Government's financial and social relief efforts. This score is largely influenced by those stating that they are 'satisfied'(43%) rather than 'very satisfied' (16%).

Persons who express dissatisfaction with the Government's measures are more likely to be those who have experienced a reduction or loss of earnings within recent times. It is significant that the Net Score for this attribute is 40, influenced by the almost 1 in 4 persons who have a neutral opinion.

CHART 1.0: ECONOMIC AND HUMANITARIAN IMPACT- SATISFACTION



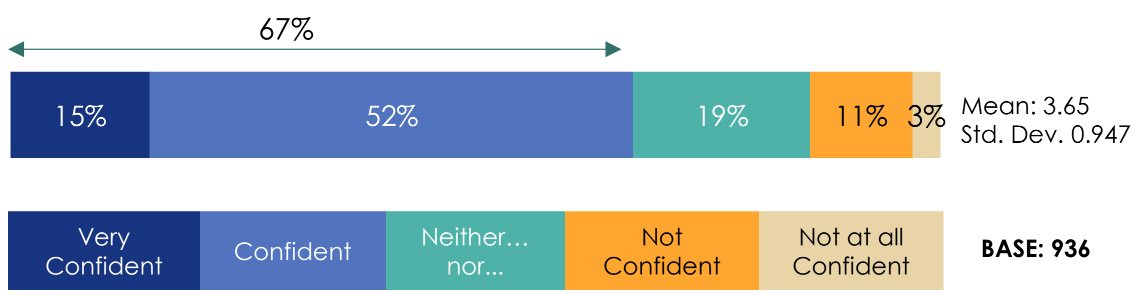
***NOTE**: NS is the Net Score. This is a metric used to examine both ends of the scale (Two Top Box – Two Bottom Box) to give a more complete picture of respondents' views.*

Confidence in the Government

Almost 7 in 10 persons express confidence that the Government has the ability to keep COVID-19 under control. This is consistent with that which was reported by businesses in the previous study(64%).

Persons between the ages 45-54, and those of African descent are more likely to exhibit confidence in the Government's performance during the pandemic.

CHART 1.1: ECONOMIC AND HUMANITARIAN IMPACT- CONFIDENCE



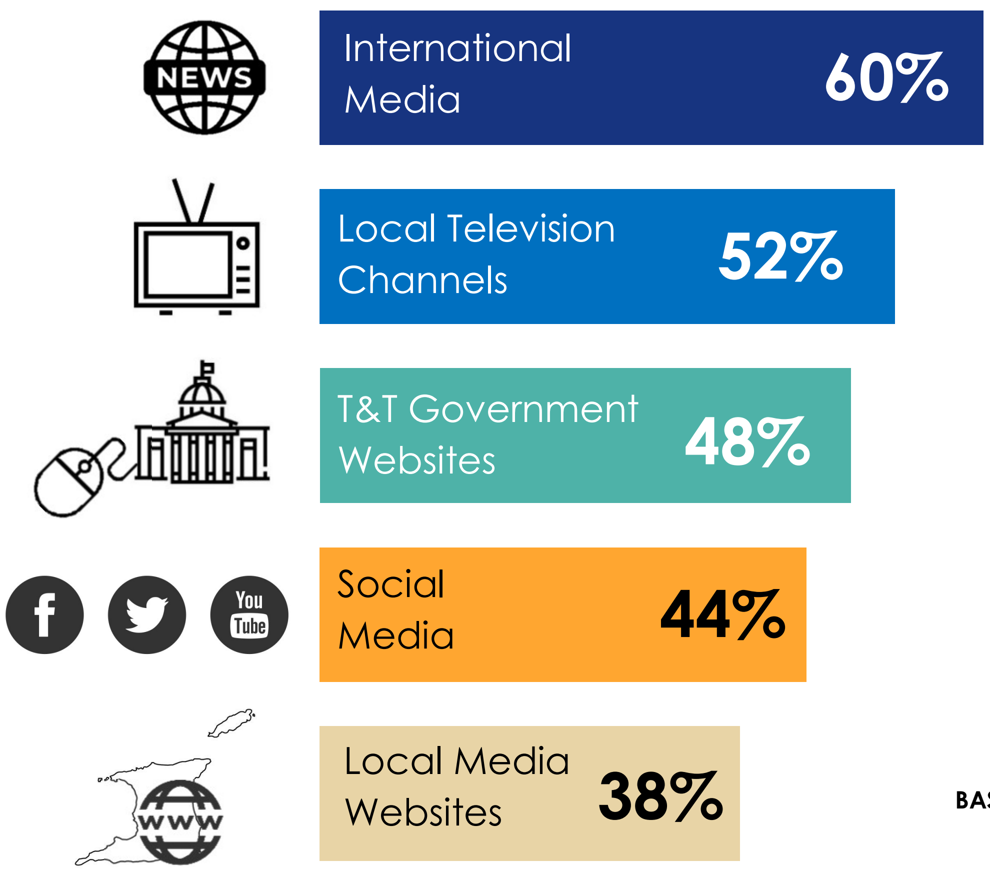
02

Information Sources

Learning about Covid-19

International media is the top source for news on the pandemic with 6 in 10 persons so reporting. About half of the sample look to local television channels for updates, closely followed by T&T Government websites. Social media and local websites round out the top 5 sources with about 4 in 10 persons.

CHART 2.0: TOP COVID-19 INFORMATION SOURCES



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*see full detailed chart in Appendix I

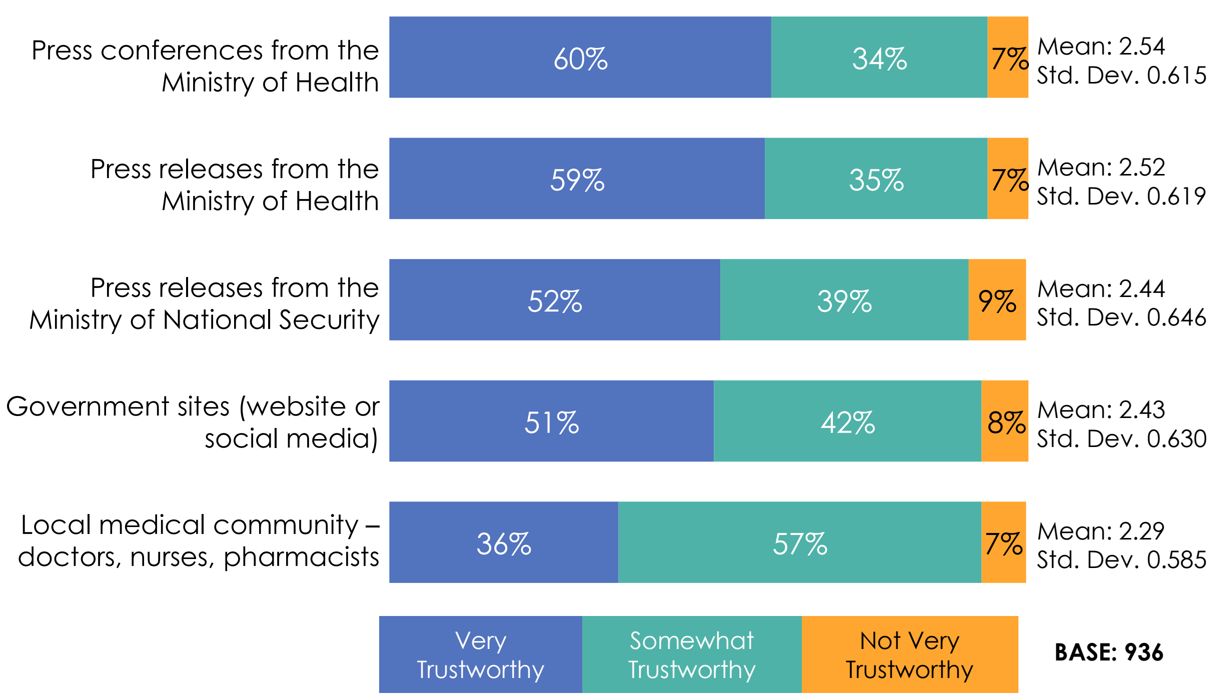
Ministry of Health Most Trusted

The Ministry of Health is considered the most trustworthy local source of information. This is evidenced by 6 in 10 persons rating MOH press conferences and releases as 'very trustworthy'. About half of persons find the Ministry of National Security press releases and Government sites very trustworthy.

Persons who consider the Government sources of information (including press releases, press conferences and government websites) as very trustworthy are more likely to express confidence in the Government's ability to contain the spread of the virus.

Just under 4 in 10 respondents give high trustworthiness scores to the local medical community (doctors, nurses, and pharmacists).

CHART 2.1: LOCAL INFORMATION SOURCES- TRUSTWORTHINESS

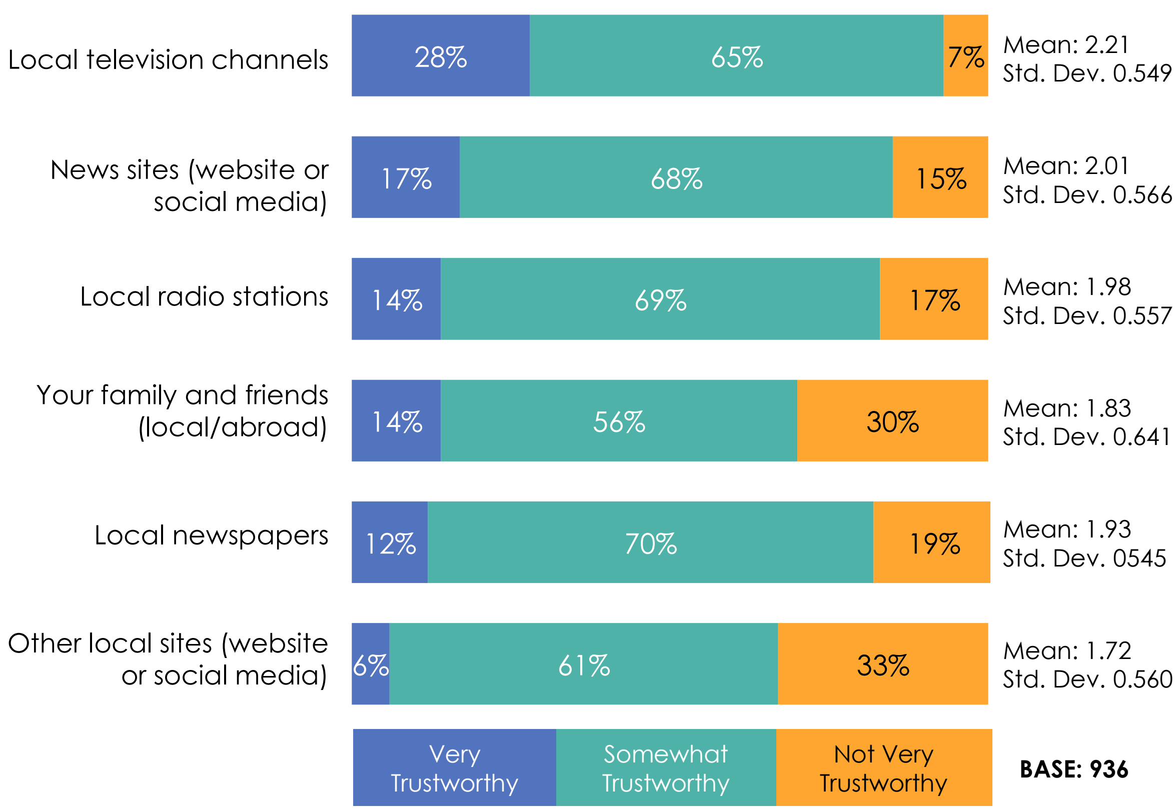


Mixed Trust in Media

Two-thirds of the sample perceive all other local media sources to be 'somewhat trustworthy'. The television channels are regarded as the top of this list.

Word of mouth and other local sites are considered the least trustworthy with at least 3 in 10 stating they are 'not very trustworthy'.

CHART 2.2: LOCAL INFORMATION SOURCES- TRUSTWORTHINESS



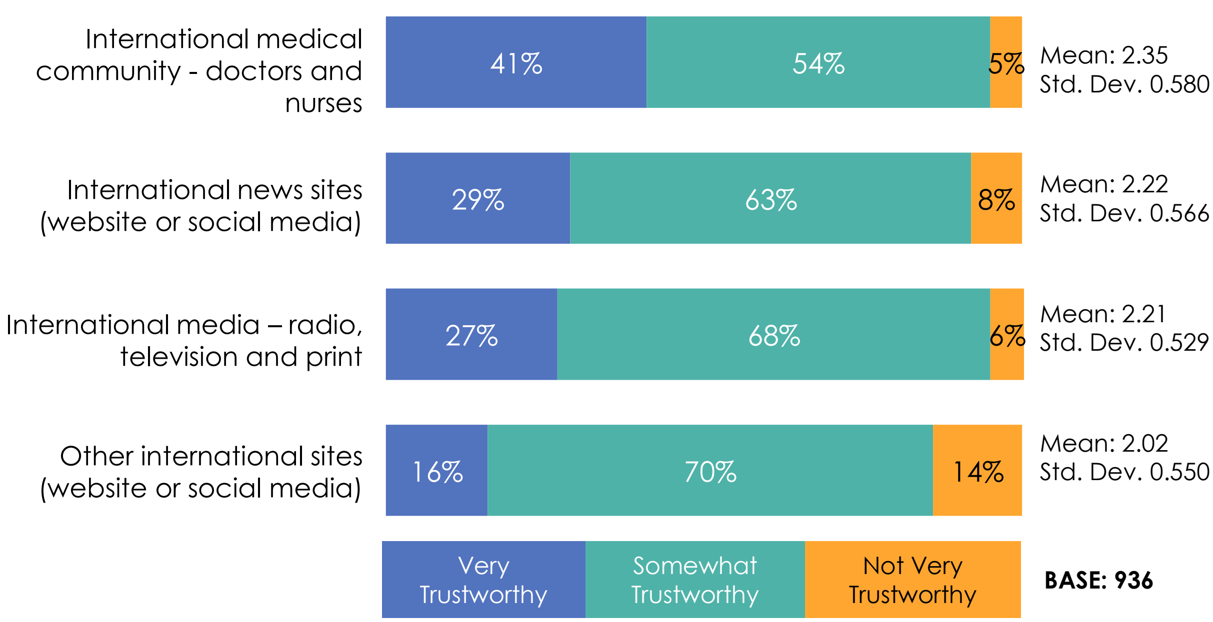
Mixed Trust in Media

Despite international media being a top source of information on COVID-19, persons are less likely to acknowledge these sources as very trustworthy compared to the local MOH briefings.

Four in ten persons regard the international medical community as 'very trustworthy', while almost 3 in 10 persons consider international news sites and international media 'very trustworthy'.

'Other' international sites, which includes websites and social media, have the largest incidence of persons finding them 'not very trustworthy' (14%).

CHART 2.3: INTERNATIONAL INFORMATION SOURCES- TRUSTWORTHINESS



03

Knowledge, Attitudes & Perceptions About COVID-19

Scattered Knowledge

Persons are most split in their views on whether 'COVID-19 is a man-made virus'. About 4 in 10 persons agree that it is, while a similar proportion are uncertain of its origins. Persons are also split on whether they can contract the virus from their pets.

Persons aged 18-24 are more likely to hold the view that COVID-19 is a man-made virus. This group is also more likely to disregard the notion that COVID-19 can spread through household pets.

Six in ten persons opine that a face mask will not protect them from the virus while 3 in 10 believe that it will. It should be noted that on April 5, days before the launch of the survey, the Ministry of Health changed its messaging about wearing masks in public based on international recommendations. There was gradual acceptance of this messaging with a peak at April 14 but this was not sustained and eventually there are uncertainty about the effectiveness of wearing a mask.

For the most part (95%) persons are of the view that physical distancing is not limited to vulnerable members of the population. This is reflective of local messaging put forward by the Government.

Scattered Knowledge

CHART 3.0: KNOWLEDGE OF COVID-19

BASE: 936	True	False	Don't Know
Man-made Origins	42%	22%	36%
Face mask protection	29%	57%	14%
Spread by household pets	19%	41%	40%
Physical distancing only for elderly and high-risk	5%	95%	1%
Flu vaccine protection	2%	78%	20%

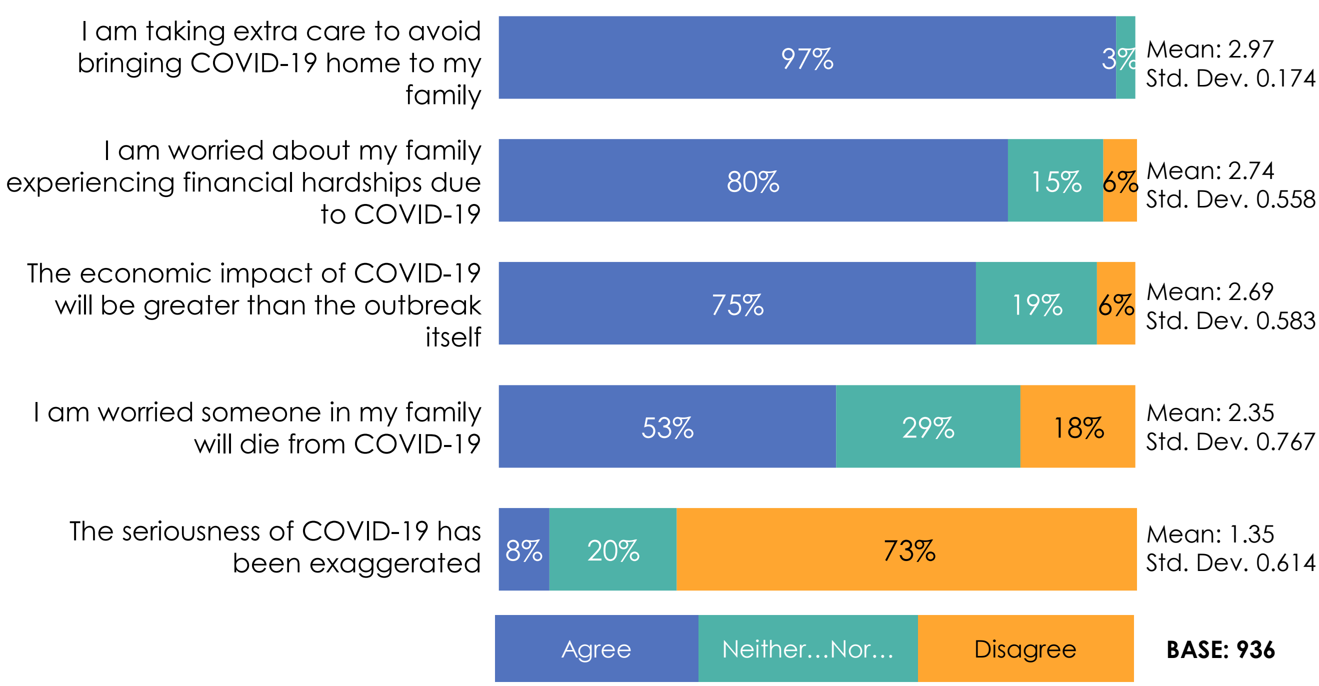
My Family First

Virtually all persons (97%) report taking extra precautions to avoid bringing COVID-19 home to their families. Just about half of persons fear that someone in their family will succumb to the virus. Young persons (18-24 years) and persons residing in West Trinidad are less likely to worry about losing someone close due to COVID-19.

A super-majority of persons (7 in 10) do not believe that the seriousness of COVID-19 has been exaggerated. These persons are also more likely to express confidence in the Government's ability to contain the spread of the virus.

Eight in ten persons are worried about financial difficulties due to the virus, while a similar proportion agree that the economic impact of COVID-19 will be greater than the outbreak itself.

CHART 3.1: ATTITUDES TOWARD THE PRESENCE OF COVID-19

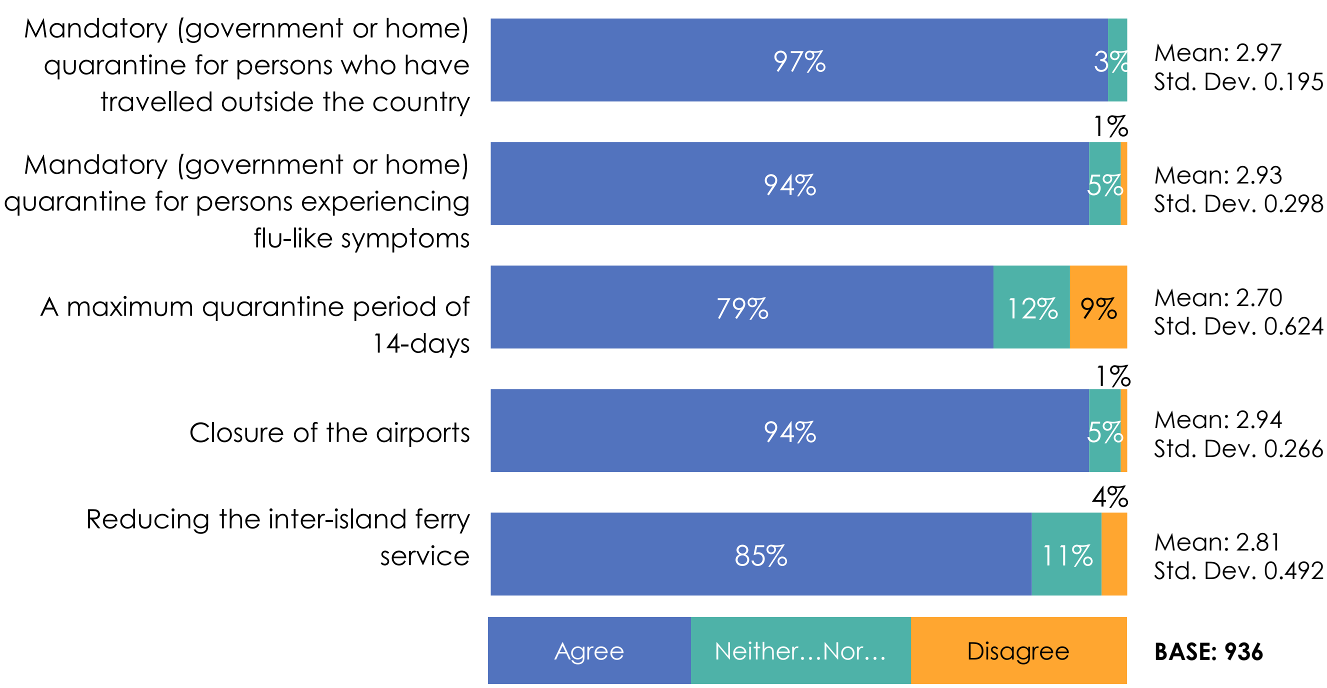


Quarantining is Important

There is a general sense of agreement with the measures introduced by the Government in the fight against COVID-19. Most (9 in 10 persons) agree with the closure of airports and the mandatory quarantine measures for those who have returned from abroad, and those exhibiting flu-like symptoms.

Those who tend to agree with the mandatory quarantine for persons who have travelled within a specified period are more likely to agree with the mandatory quarantine of persons experiencing flu-like symptoms, the closure of schools and day-cares and the closure of non-essential businesses.

CHART 3.2: ATTITUDES TOWARD QUARANTINE & BORDER CONTROLS

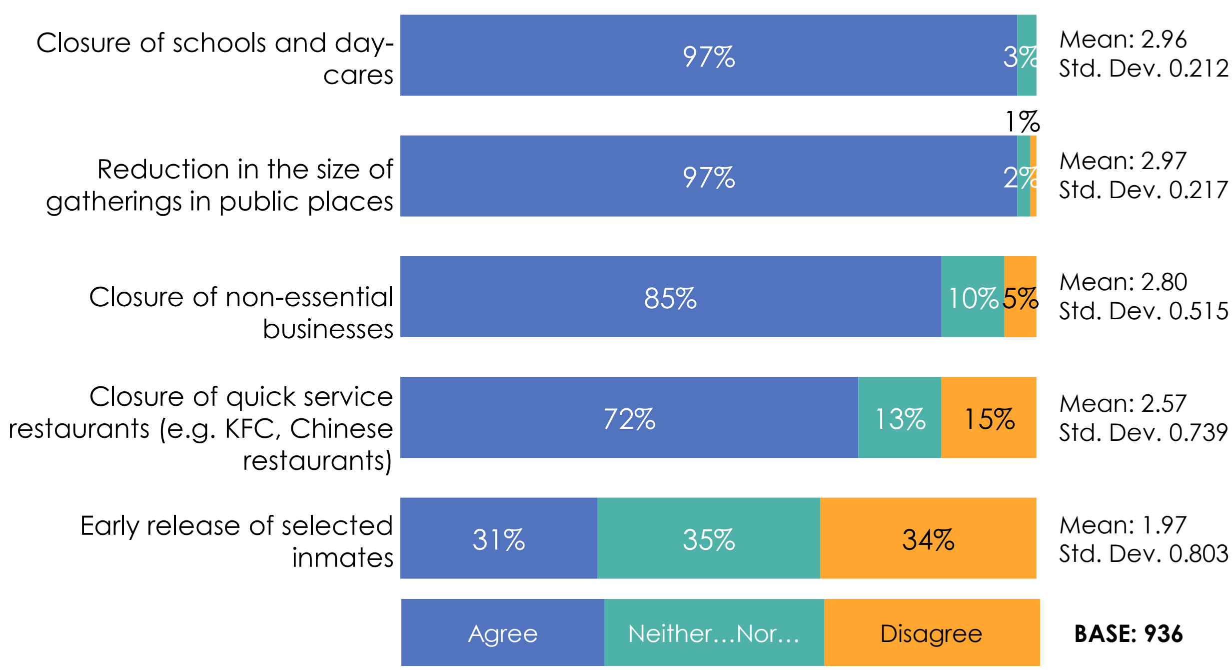


Stay at Home

Virtually all respondents (97%) agree with the closure of educational institutions and the reduction of public gathering sizes. Almost 9 in 10 agree with the closure of non-essential businesses, while 7 in 10 support the closure of quick service restaurants. On the other hand, there appears to be a stark divide in views on the possible release of selected inmates.

Persons who are more likely to express confidence in the Government's ability to contain the spread of the virus tend to agree with the decisions of closing quick service restaurants and a maximum quarantine period of 14-days.

CHART 3.3: ATTITUDES TOWARD CLOSURE OF BUSINESSES



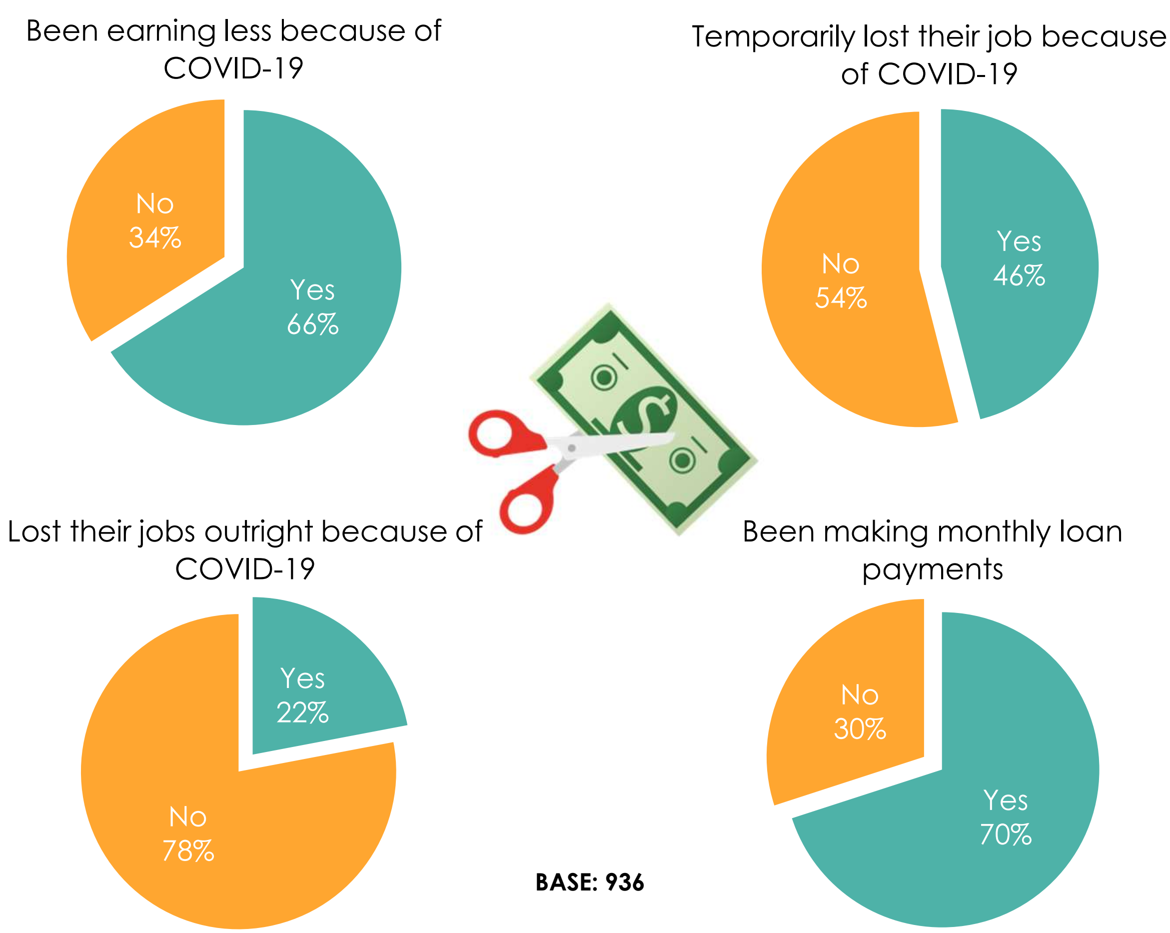
04

Impact on Personal Finances

COVID-19 Cuts into Earnings

Nearly 7 in 10 persons report a reduction in income due to the effects of COVID-19. Almost half of persons report temporarily losing their job, while about 2 in 10 persons suffered outright job loss. Most persons (7 in 10) indicate that they are still able to maintain loan payments.

CHART 4.0: IMPACT ON FINANCES

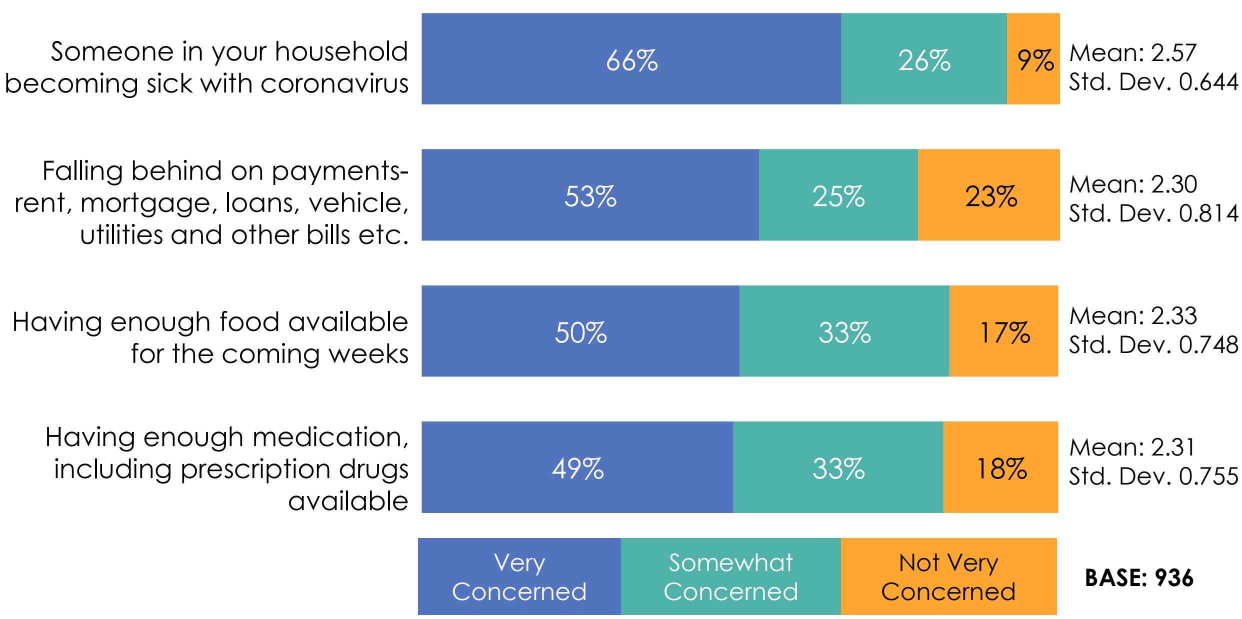


What If My Family Gets Sick?

Nearly 7 in 10 persons are ‘very concerned’ about a member of their household contracting COVID-19. Those in households with children 12 years old and under are more likely to have this fear.

At least half of persons express great concern about falling behind on bills, having enough food available for the coming weeks and having sufficient medication.

CHART 4.1: CONCERNS ABOUT COVID-19



05

Adaptation and Lifestyle Changes

Better Hygiene, Better Protection

Maintaining good hygiene is at the forefront of persons' minds with just over 6 in 10 having increased their spending on hygiene products and household cleaning items within the last 6 months.

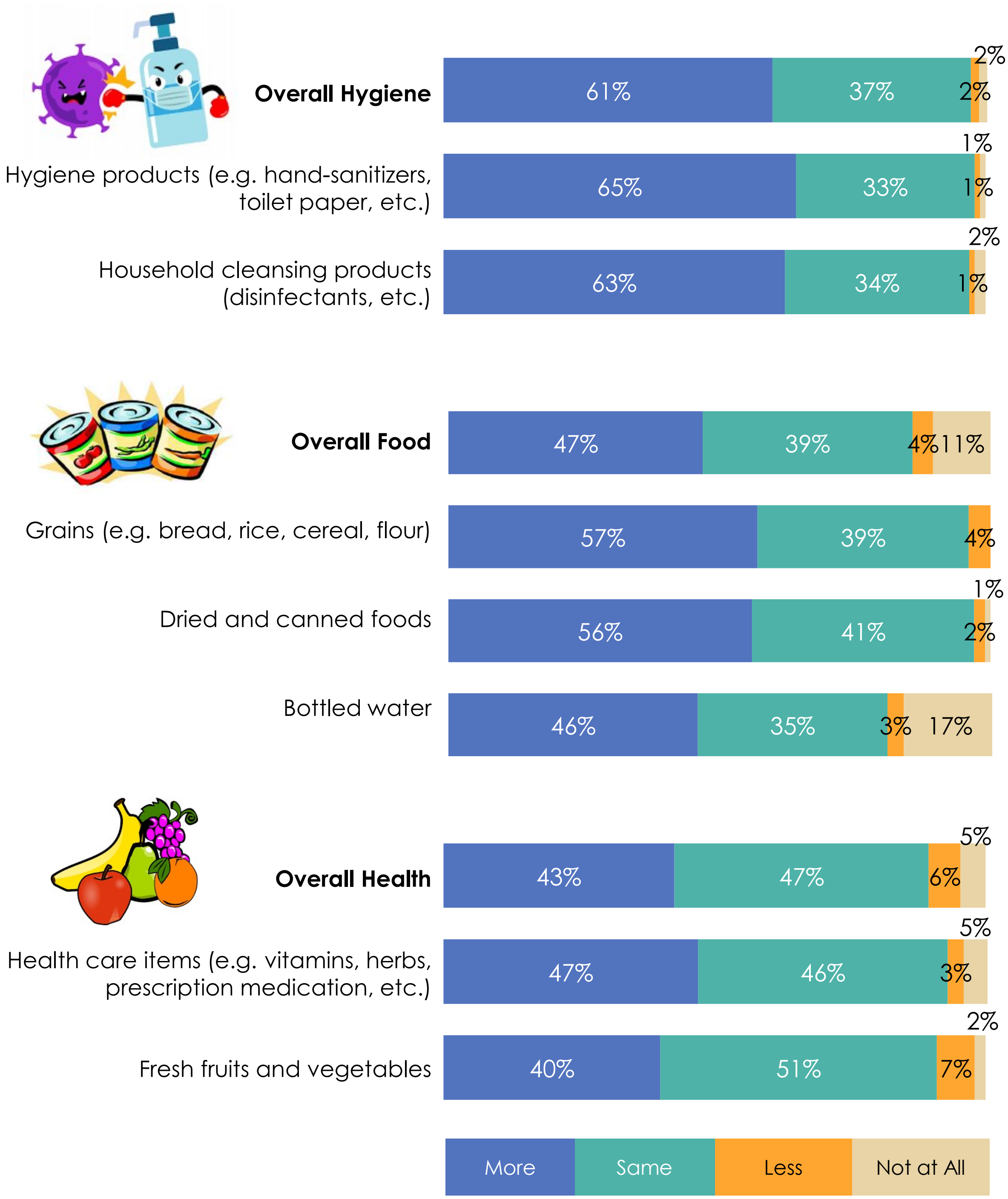
Following hygiene is food and health purchases.

Persons report purchasing more grains (57%) and dried and canned foods items (56%). Nearly half of the sample indicate an increase in their purchase of healthcare items and bottled water.

While 4 in 10 persons are purchasing more fresh fruits and vegetables, half have not changed their purchasing of these items.

Better Hygiene, Better Protection

CHART 5.0: CHANGE IN PURCHASE PATTERNS



BASE: 936

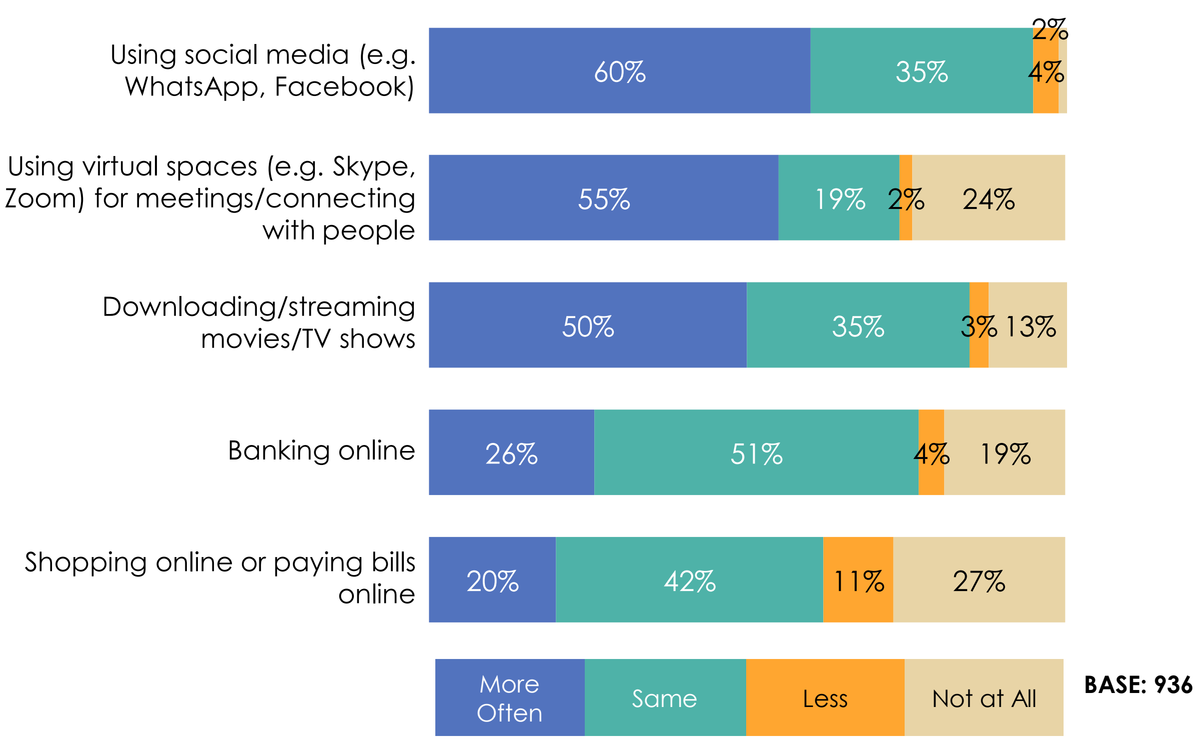
The New Virtual Reality

Generally, there is an uptick in the use of online media and connectivity platforms compared to 6 months prior. While about 6 in 10 persons report using social media and virtual spaces more often, half of respondents indicate an increase in streaming or downloading online video content.

A high proportion of persons reported no change in their online banking and online shopping behaviours, at 51% and 42% respectively. One in ten of persons report a decrease in their online shopping.

It should also be noted that there is a strong correlation between e-commerce behaviours. Persons who tend to shop or make bill payments online are more likely to utilize online banking.

CHART 5.1: CHANGE IN LIFESTYLE ACTIVITIES

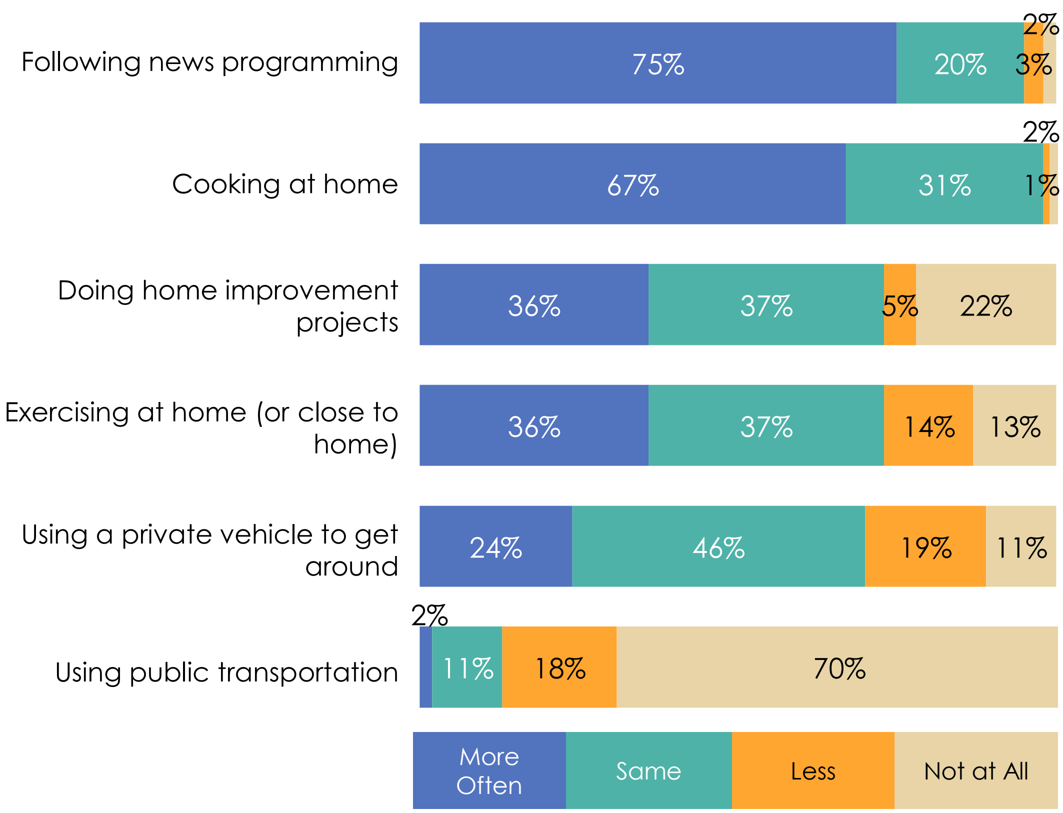


Lifestyle Adaptation

Compared to six months ago, almost 8 in 10 respondents indicate following news programming ‘more often’, while 7 in 10 report an increase in preparing meals at home. Home improvement projects and exercising are split evenly between ‘more often’ and ‘same’. Home improvement projects are more likely done by older persons aged 45-64 years.

Nearly half of respondents say that their use of a private vehicle to get around remains the same while a super-majority of persons (7 in 10) indicate avoiding the use of public transportation.

CHART 5.2: CHANGE IN LIFESTYLE ACTIVITIES



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06

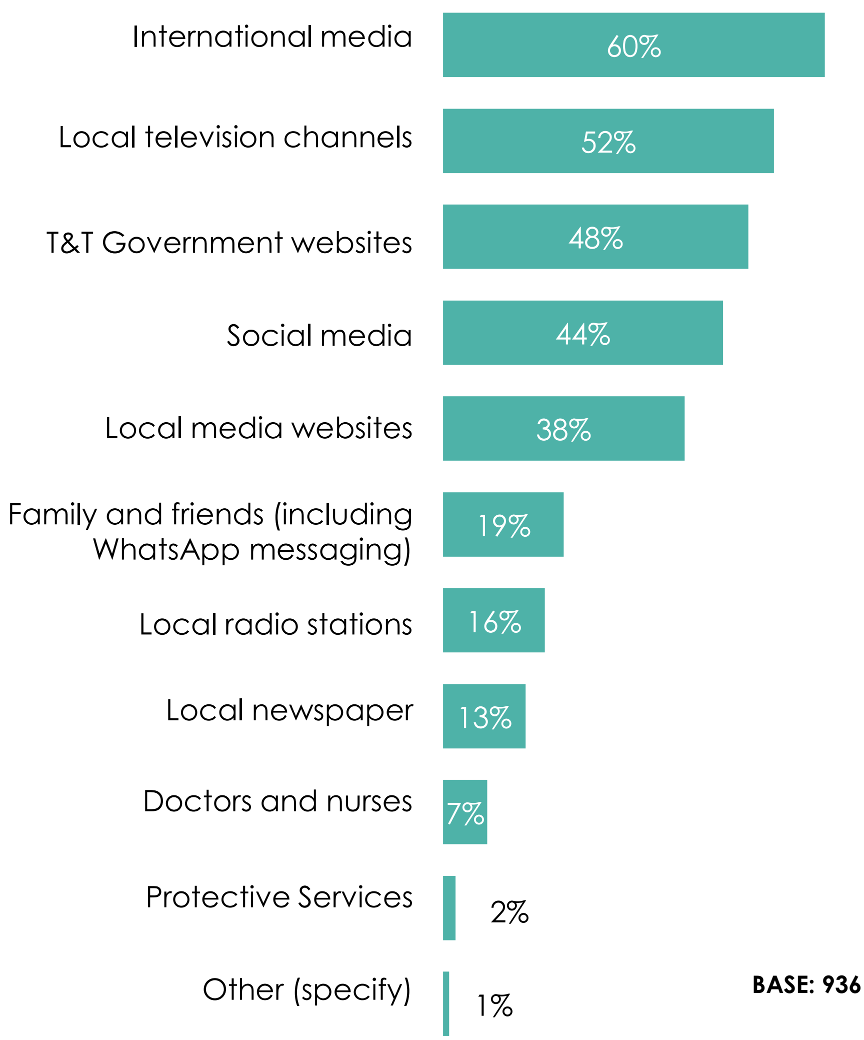
Appendices

MARKET FACTS & OPINIONS

APPENDIX I

'Top Information Sources – Complete Chart'

CHART 6.0: TOP INFORMATION SOURCES ON COVID-19



APPENDIX II
'Demographics by Mood'

Table 1.0: Age by Mood

	Optimistic	Comfortable	Indifferent	Uncertain	Pessimistic
Overall	**25%**	**8%**	**3%**	**53%**	**12%**
18 - 24 years	26%	11%	4%	42%	17%
25 – 34 years	17%	5%	3%	61%	14%
35 – 44 years	24%	11%	2%	53%	11%
45 – 54 years	35%	7%	1%	51%	7%
55 – 64 years	23%	3%	5%	53%	17%
65+ years	31%	8%	0%	57%	4%

Table 1.1: Education Level by Mood

	Optimistic	Comfortable	Indifferent	Uncertain	Pessimistic
Overall	**25%**	**8%**	**3%**	**53%**	**12%**
Up to 6th form	31%	4%	3%	46%	16%
Post Secondary	19%	13%	3%	58%	7%
Tertiary	26%	6%	2%	53%	12%

Table 1.2: Gender by Mood

	Optimistic	Comfortable	Indifferent	Uncertain	Pessimistic
Overall	**25%**	**8%**	**3%**	**53%**	**12%**
Male	24%	11%	2%	50%	13%
Female	26%	4%	3%	56%	10%

BASE: 936

APPENDIX II

'Demographics by Mood'

Table 1.3: Region by Mood

	Optimistic	Comfortable	Indifferent	Uncertain	Pessimistic
Overall	**25%**	**8%**	**3%**	**53%**	**12%**
West	30%	9%	2%	50%	9%
East	22%	7%	3%	56%	12%
Central	22%	5%	3%	56%	14%
South	24%	8%	3%	51%	15%
Tobago	16%	0%	0%	80%	4%

Table 1.4: Ethnicity by Mood

	Optimistic	Comfortable	Indifferent	Uncertain	Pessimistic
Overall	**25%**	**8%**	**3%**	**53%**	**12%**
African	32%	11%	1%	50%	7%
East Indian	16%	5%	3%	59%	18%
Mixed/Other	26%	7%	4%	52%	12%

BASE: 936

APPENDIX III

‘Demographics by Satisfaction with Government’s Response’

Table 2.0: Age by Satisfaction with Government’s Response

	Very Satisfied	Satisfied	Neither.. Nor…	Dissatisfied	Very Dissatisfied
Overall	**40%**	**44%**	**10%**	**5%**	**2%**
18 - 24 years	30%	42%	19%	7%	3%
25 – 34 years	30%	52%	13%	4%	2%
35 – 44 years	36%	48%	9%	7%	1%
45 – 54 years	54%	34%	8%	1%	3%
55 – 64 years	51%	37%	5%	5%	2%
65+ years	41%	52%	3%	4%	0%

Table 2.1: Education Level by Satisfaction with Government’s Response

	Very Satisfied	Satisfied	Neither.. Nor…	Dissatisfied	Very Dissatisfied
Overall	**40%**	**44%**	**10%**	**5%**	**2%**
Up to 6th form	33%	48%	11%	7%	0%
Post Secondary	37%	47%	11%	3%	1%
Tertiary	44%	40%	9%	4%	3%

Table 2.2: Gender by Satisfaction with Government’s Response

	Very Satisfied	Satisfied	Neither.. Nor…	Dissatisfied	Very Dissatisfied
Overall	**40%**	**44%**	**10%**	**5%**	**2%**
Male	37%	47%	9%	5%	2%
Female	42%	42%	11%	4%	2%

BASE: 936

APPENDIX III

'Demographics by Satisfaction with Government's Response'

Table 2.3: Region by Satisfaction with Government's Response

	Very Satisfied	Satisfied	Neither.. Nor…	Dissatisfied	Very Dissatisfied
Overall	**40%**	**44%**	**10%**	**5%**	**2%**
West	50%	44%	4%	2%	1%
East	42%	40%	11%	5%	3%
Central	23%	53%	11%	11%	2%
South	33%	45%	15%	4%	3%
Tobago	25%	37%	20%	19%	0%

Table 2.4: Ethnicity by Satisfaction with Government's Response

	Very Satisfied	Satisfied	Neither.. Nor…	Dissatisfied	Very Dissatisfied
Overall	**40%**	**44%**	**10%**	**5%**	**2%**
African	55%	40%	4%	0%	1%
East Indian	10%	57%	21%	7%	5%
Mixed/Other	43%	41%	9%	7%	1%

BASE: 936

APPENDIX IV

‘Demographics by Satisfaction with Government’s Relief Efforts‘

Table 3.0: Age by Satisfaction with Government’s Financial and Social Relief Efforts

	Very Satisfied	Satisfied	Neither.. Nor…	Dissatisfied	Very Dissatisfied
Overall	**16%**	**43%**	**22%**	**14%**	**5%**
18 - 24 years	9%	49%	23%	14%	5%
25 – 34 years	8%	46%	26%	16%	4%
35 – 44 years	16%	42%	22%	13%	7%
45 – 54 years	22%	44%	15%	14%	5%
55 – 64 years	22%	45%	17%	14%	4%
65+ years	22%	29%	34%	12%	3%

Table 3.1: Education Level by Satisfaction with Government’s Financial and Social Relief Efforts

	Very Satisfied	Satisfied	Neither.. Nor…	Dissatisfied	Very Dissatisfied
Overall	**16%**	**43%**	**22%**	**14%**	**5%**
Up to 6th form	12%	45%	20%	20%	3%
Post Secondary	13%	44%	25%	13%	5%
Tertiary	19%	43%	22%	11%	5%

Table 3.2: Gender by Satisfaction with Government’s Financial and Social Relief Efforts

	Very Satisfied	Satisfied	Neither.. Nor…	Dissatisfied	Very Dissatisfied
Overall	**16%**	**43%**	**22%**	**14%**	**5%**
Male	9%	48%	26%	13%	4%
Female	22%	39%	18%	15%	5%

BASE: 936

APPENDIX IV

'Demographics by Satisfaction with Government's Relief Efforts'

Table 3.3: Region by Satisfaction with Government's Financial and Social Relief Efforts

	Very Satisfied	Satisfied	Neither.. Nor…	Dissatisfied	Very Dissatisfied
Overall	**16%**	**43%**	**22%**	**14%**	**5%**
West	18%	42%	23%	12%	4%
East	15%	47%	26%	11%	2%
Central	14%	40%	17%	22%	7%
South	14%	45%	20%	14%	7%
Tobago	22%	27%	8%	36%	7%

Table 3.4: Ethnicity by Satisfaction with Government's Financial and Social Relief Efforts

	Very Satisfied	Satisfied	Neither.. Nor…	Dissatisfied	Very Dissatisfied
Overall	**16%**	**43%**	**22%**	**14%**	**5%**
African	23%	49%	17%	10%	1%
East Indian	4%	39%	25%	20%	12%
Mixed/Other	16%	41%	26%	14%	4%

BASE: 936

APPENDIX V

'Demographics by Confidence in the Government'

Table 4.0: Age by Confidence in the Government's Ability to keep the spread of COVID-19 Under Control

	Very Confident	Confident	Neither.. Nor…	Not Confident	Not at all Confident
Overall	**15%**	**52%**	**20%**	**11%**	**3%**
18 - 24 years	6%	46%	30%	13%	6%
25 – 34 years	11%	47%	26%	15%	1%
35 – 44 years	16%	54%	18%	10%	3%
45 – 54 years	23%	52%	18%	6%	2%
55 – 64 years	18%	53%	16%	8%	4%
65+ years	14%	63%	7%	16%	0%

Table 4.1: Education Level by Confidence in the Government's Ability to keep the spread of COVID-19 Under Control

	Very Confident	Confident	Neither.. Nor…	Not Confident	Not at all Confident
Overall	**15%**	**52%**	**20%**	**11%**	**3%**
Up to 6th form	15%	47%	22%	12%	4%
Post Secondary	16%	54%	18%	11%	1%
Tertiary	14%	52%	21%	11%	3%

Table 4.2: Gender by Confidence in the Government's Ability to keep the spread of COVID-19 Under Control

	Very Confident	Confident	Neither.. Nor…	Not Confident	Not at all Confident
Overall	**15%**	**52%**	**20%**	**11%**	**3%**
Male	14%	52%	19%	11%	3%
Female	15%	51%	21%	11%	2%

BASE: 936

APPENDIX V
'Demographics by Confidence in the Government'

Table 4.3: Region by Confidence in the Government's Ability to keep the spread of COVID-19 Under Control

	Very Confident	Confident	Neither.. Nor…	Not Confident	Not at all Confident
Overall	**15%**	**52%**	**20%**	**11%**	**3%**
West	18%	57%	18%	6%	1%
East	14%	53%	17%	11%	5%
Central	14%	36%	31%	17%	2%
South	11%	53%	20%	13%	4%
Tobago	17%	28%	21%	34%	0%

Table 4.4: Ethnicity by Confidence in the Government's Ability to keep the spread of COVID-19 Under Control

	Very Confident	Confident	Neither.. Nor…	Not Confident	Not at all Confident
Overall	**15%**	**52%**	**20%**	**11%**	**3%**
African	18%	59%	16%	7%	1%
East Indian	3%	45%	31%	17%	4%
Mixed/Other	19%	49%	18%	12%	3%

BASE: 936