

THE BUSINESS SECTOR POLL FOR ST. VINCENT AND THE GRENADINES

Analysis
Forecasts
Implications
Strategies



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The cds Business Sector Poll for St. Vincent and the Grenadines

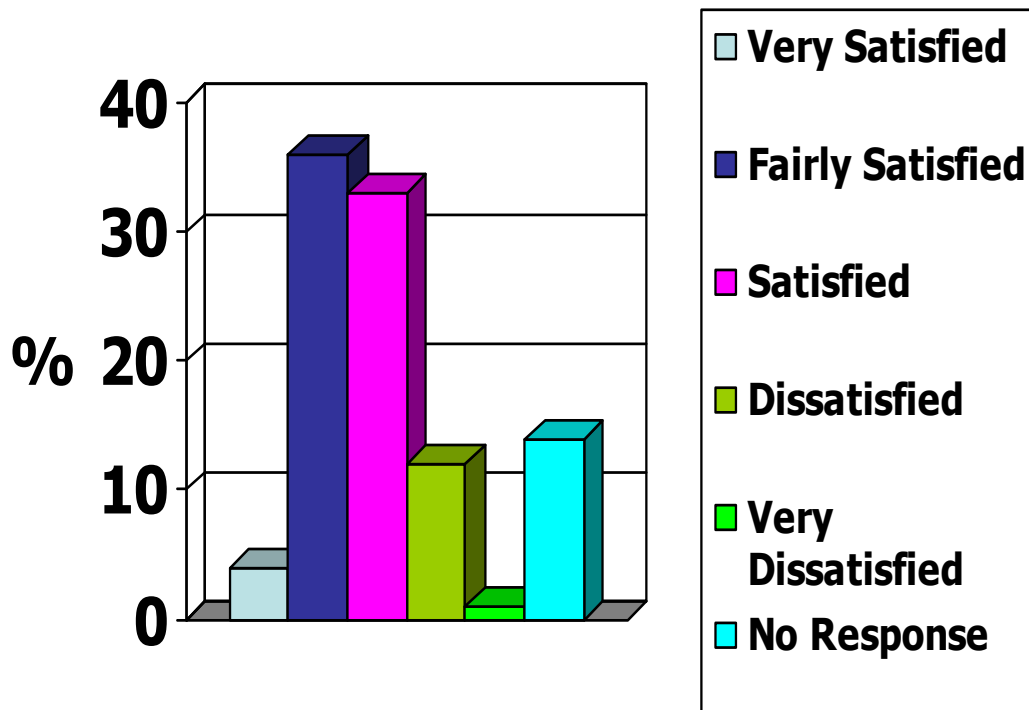
The staff of Caribbean Development Syndicate Limited conducted the cds Business Sector Poll for St. Vincent and the Grenadines and the findings were analyzed by Derek Ramsamooj. The Poll was conducted during the period 20th to the 25th November 2000. The Opinion Poll had a sample frame of 125 Professionals from the following fields; Accounts, Business, Insurance, Law and Medicine. The sample frame sought to survey the opinions of Professionals in St. Vincent and the Grenadines with regard to the services provided by different sectors (Banking, Accounting, Insurance and Legal).

The cds Opinion Poll has a confidence interval of 95% with a \pm 4% margin of error.

“Readers must be aware that the Opinion Poll is a snap-shot of the respondents’ opinions in St. Vincent and the Grenadines at the time the Poll was taken. Opinions may vary from the time the Poll was taken.

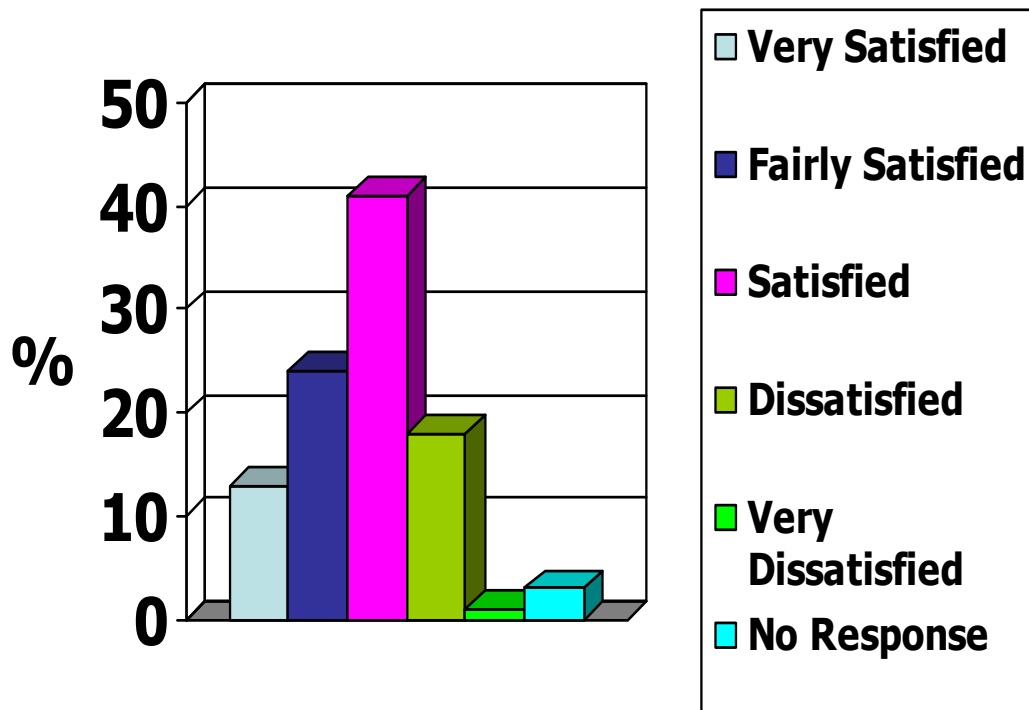
1) a. How satisfied are you with the services provided by the Accounting Industry?

4% of the respondents were Very Satisfied with the services provided by the Accounting Industry, 36% were Fairly Satisfied, 33% were Satisfied, 12% were Dissatisfied, 1% was Very Dissatisfied and 14% chose not to respond.



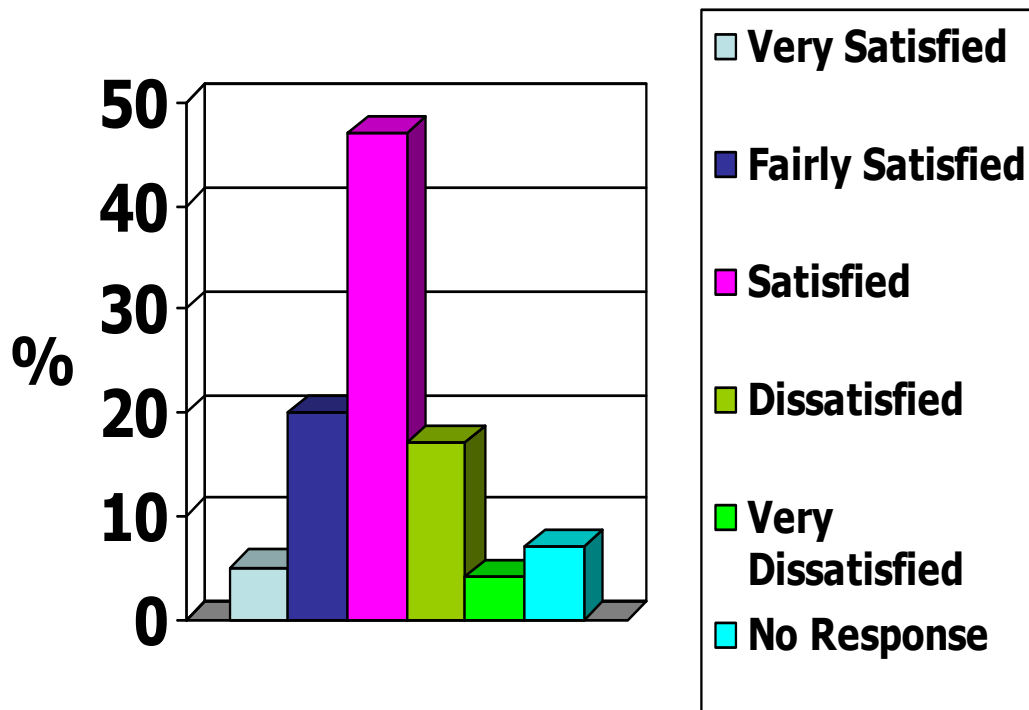
1) b. How satisfied are you with the services provided by the Banking Industry?

13% of the respondents were Very Satisfied with the services provided by the Banking Industry, 24% were Fairly Satisfied, 41% were Satisfied, 18% were Dissatisfied, 1% was Very Dissatisfied and 3% chose not to respond.



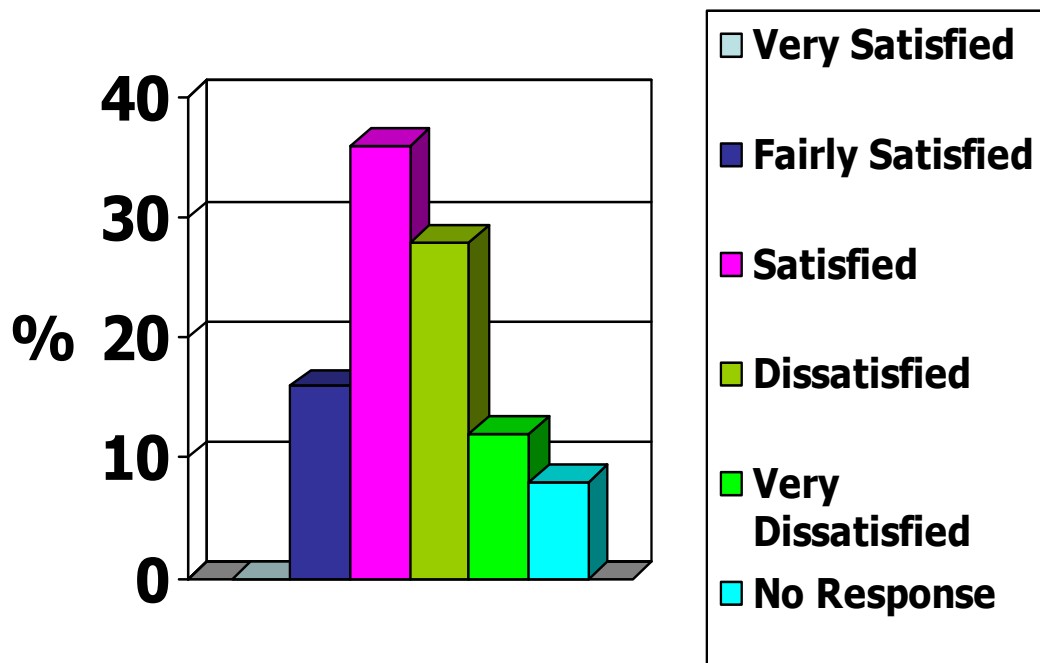
1) c. How satisfied are you with the services provided by the Insurance Industry?

5% of the respondents were Very Satisfied with the services provided by the Insurance Industry, 20% were Fairly Satisfied, 47% were Satisfied, 17% were Dissatisfied, 4% were Very Dissatisfied and 7% chose not to respond.



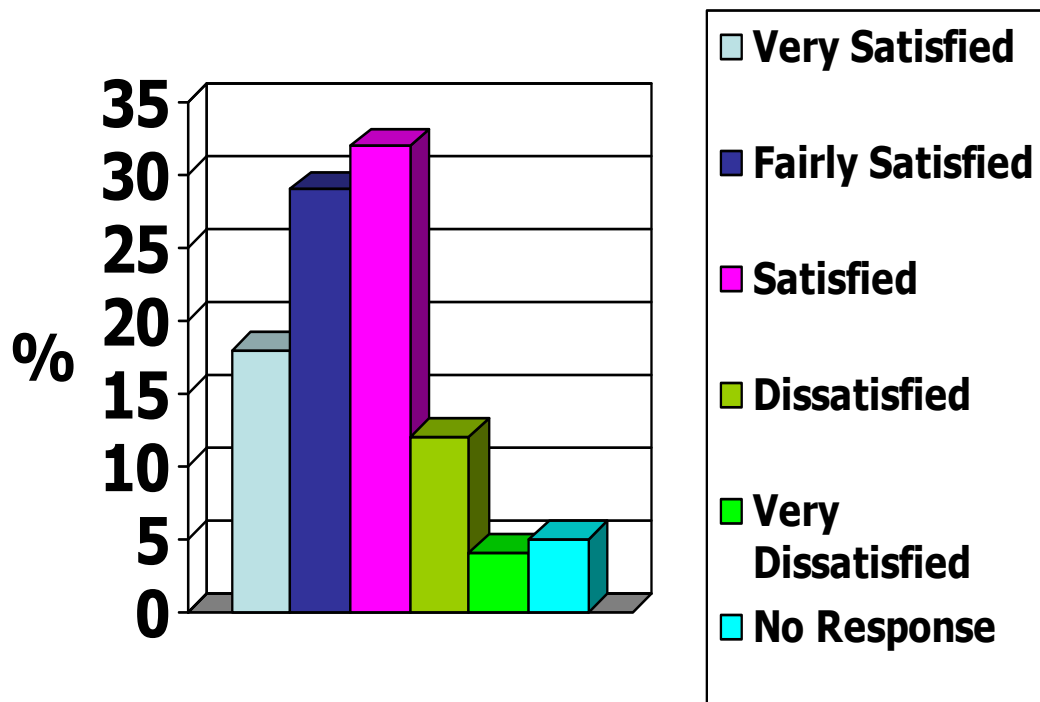
1) d. How satisfied are you with the services provided by the Legal Industry?

0% of the respondents were Very Satisfied with the services provided by the Legal Industry, 16% were Fairly Satisfied, 36% were Satisfied, 28% were Dissatisfied, 12% was Very Dissatisfied and 8% chose not to respond.



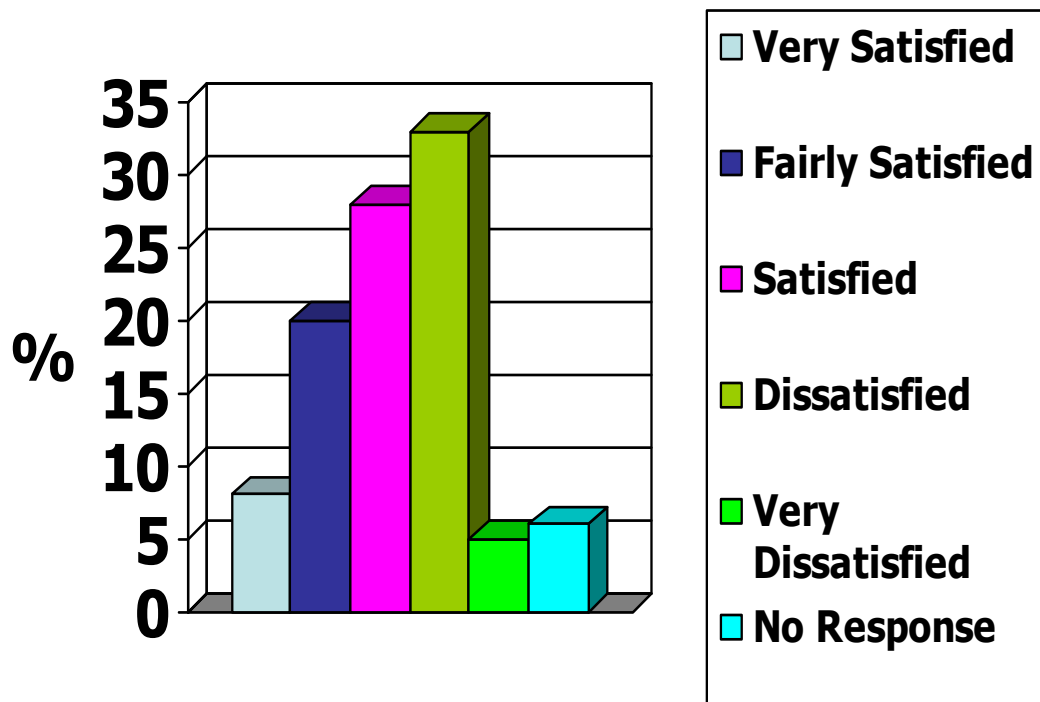
2) a. How satisfied are you with Personal Banking services?

18% of the respondents were Very Satisfied with Personal Banking services, 29% were Fairly Satisfied, 32% were Satisfied, 12% were Dissatisfied, 4% was Very Dissatisfied and 5% chose not to respond.



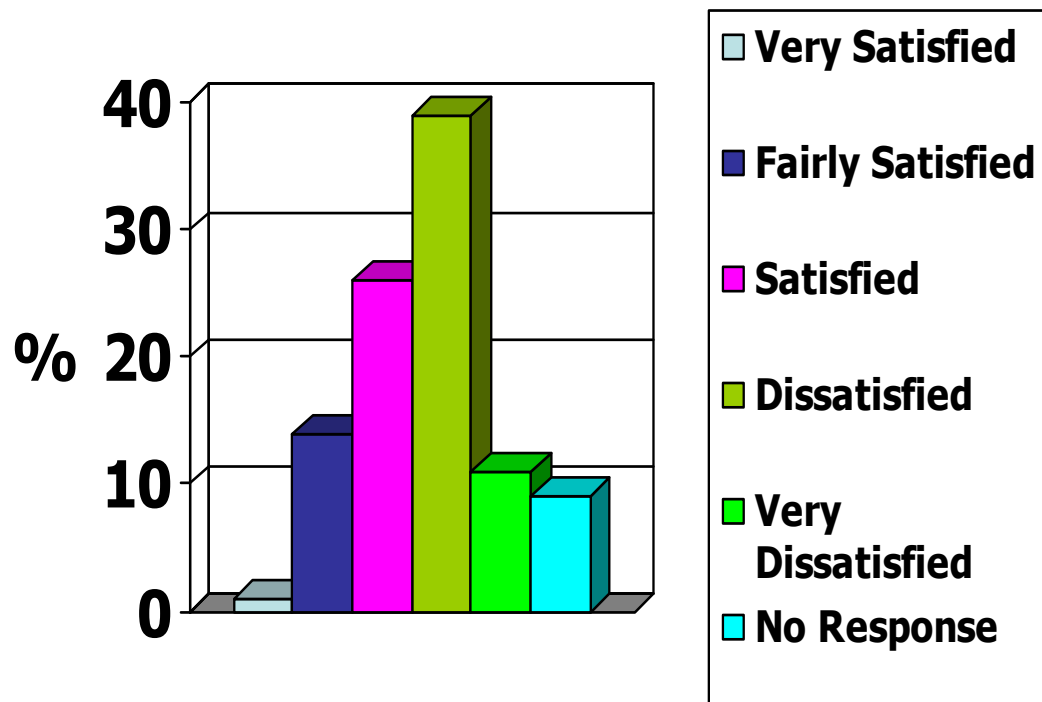
2) b. How satisfied are you with Savings Incentives services?

8% of the respondents were Very Satisfied with Savings Incentives services, 20% were Fairly Satisfied, 28% were Satisfied, 33% were Dissatisfied, 5% was Very Dissatisfied and 6% chose not to respond.



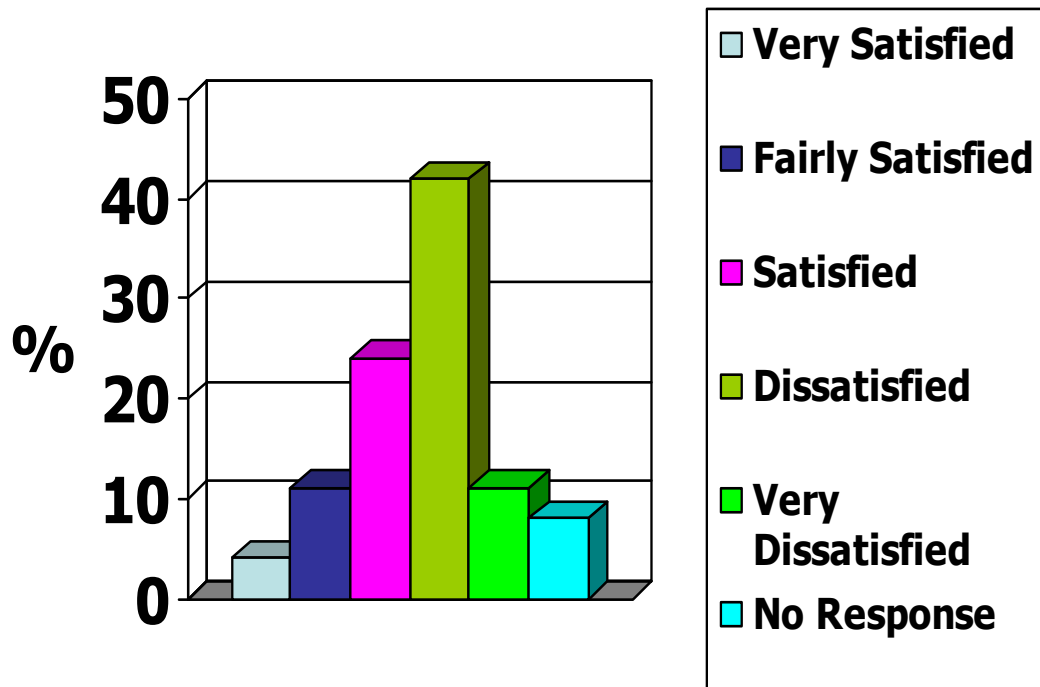
2) c. How satisfied are you with Business Interest Rates services?

1% of the respondents were Very Satisfied with Business Interest Rates services, 14% were Fairly Satisfied, 26% were Satisfied, 39% were Dissatisfied, 11% was Very Dissatisfied and 9% chose not to respond.



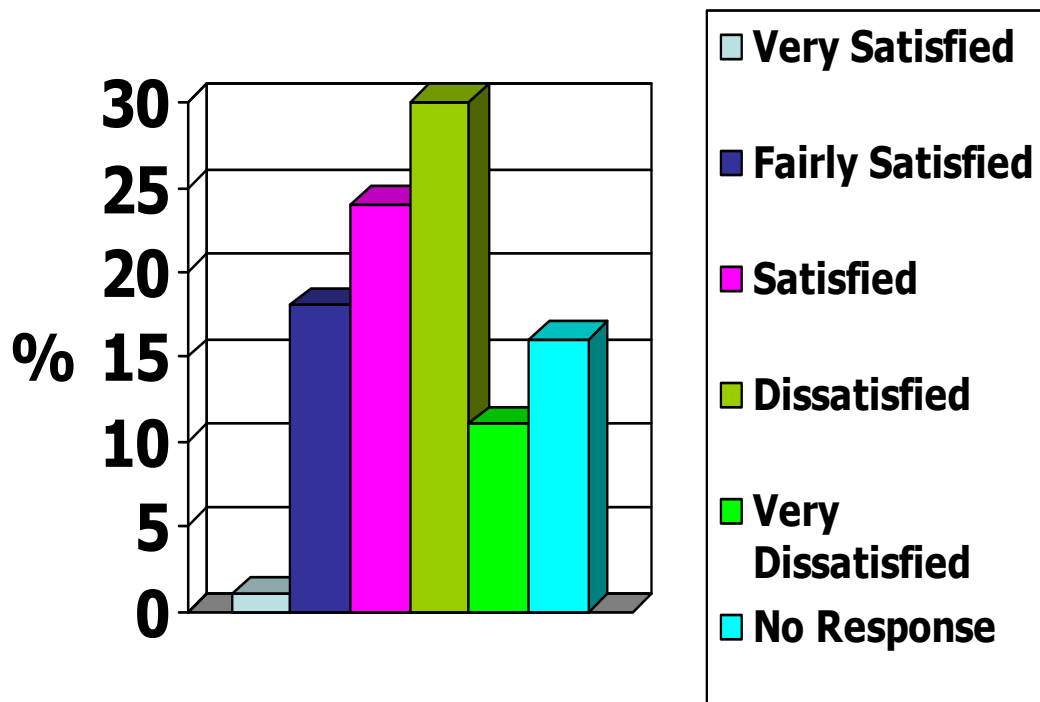
2) d. How satisfied are you with Mortgage Incentives services?

4% of the respondents were Very Satisfied with Mortgage Incentives services, 11% were Fairly Satisfied, 24% were Satisfied, 42% were Dissatisfied, 11% was Very Dissatisfied and 8% chose not to respond.



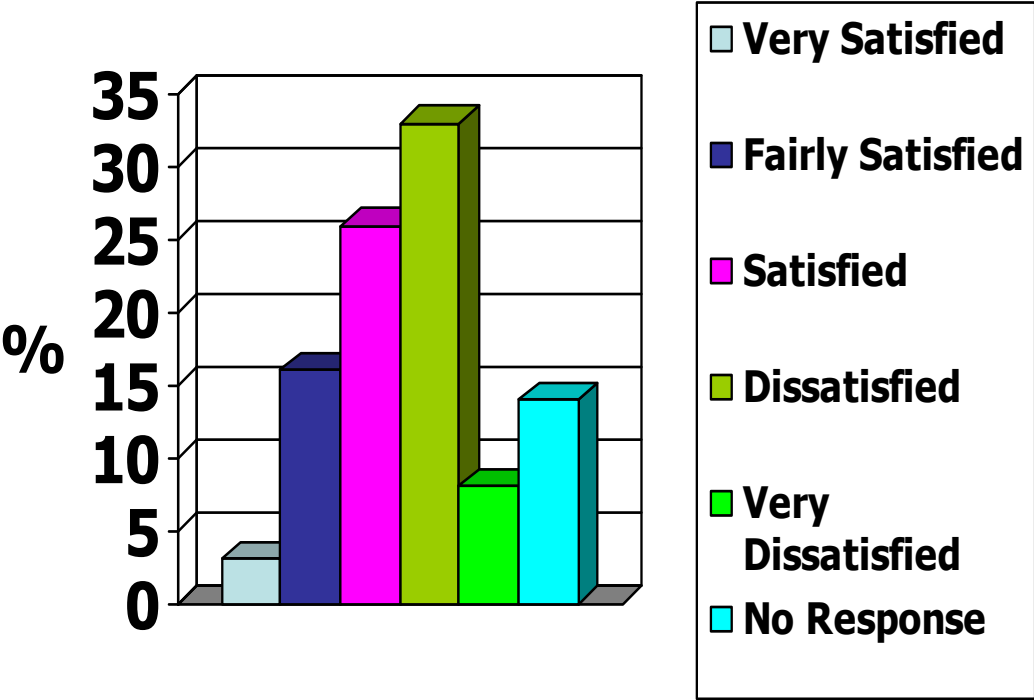
2) e. How satisfied are you with Motor Insurance Claims services?

1% of the respondents were Very Satisfied with Motor Insurance Claims services, 18% were Fairly Satisfied, 24% were Satisfied, 30% were Dissatisfied, 11% was Very Dissatisfied and 16% chose not to respond.



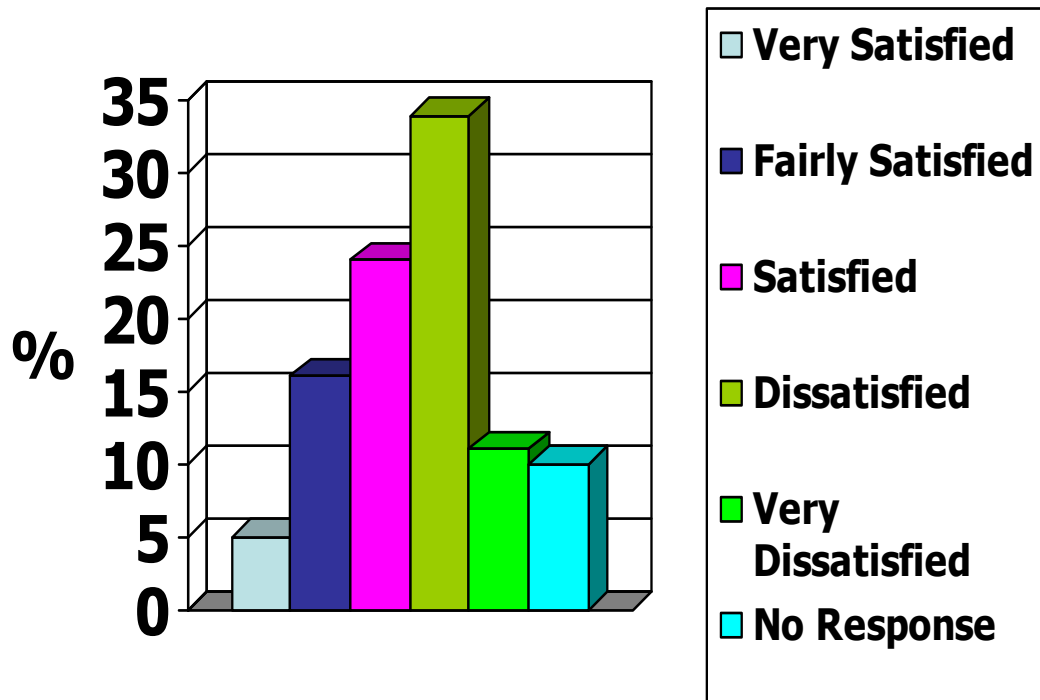
2) f. How satisfied are you with Property Insurance Rates services?

3% of the respondents were Very Satisfied with Property Insurance Rates services, 16% were Fairly Satisfied, 26% were Satisfied, 33% were Dissatisfied, 8% was Very Dissatisfied and 14% chose not to respond.



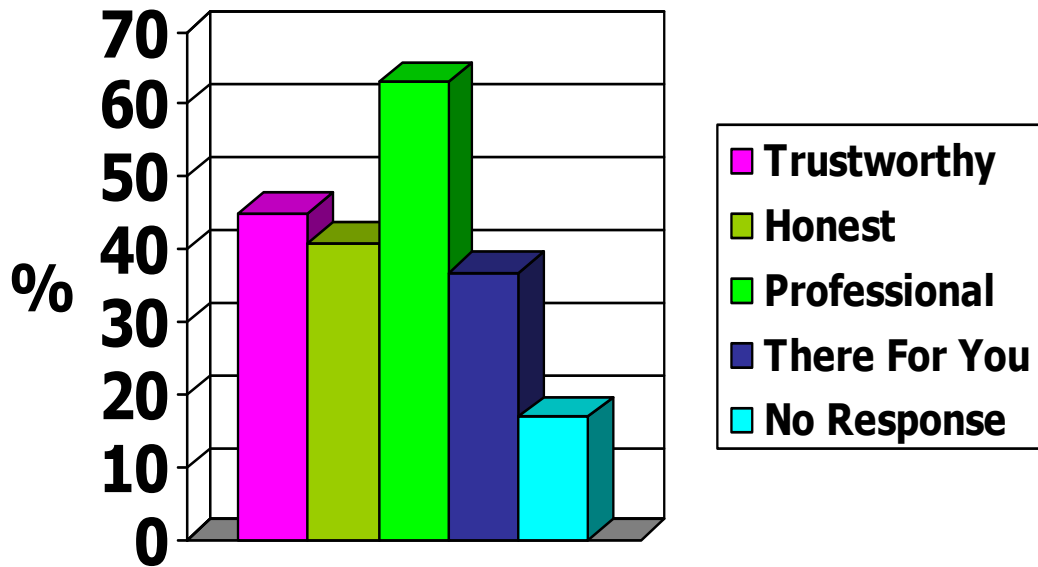
2) g. How satisfied are you with Health Insurance Coverage services?

5% of the respondents were Very Satisfied with Health Insurance Coverage services, 16% were Fairly Satisfied, 24% were Satisfied, 34% were Dissatisfied, 11% was Very Dissatisfied and 10% chose not to respond.



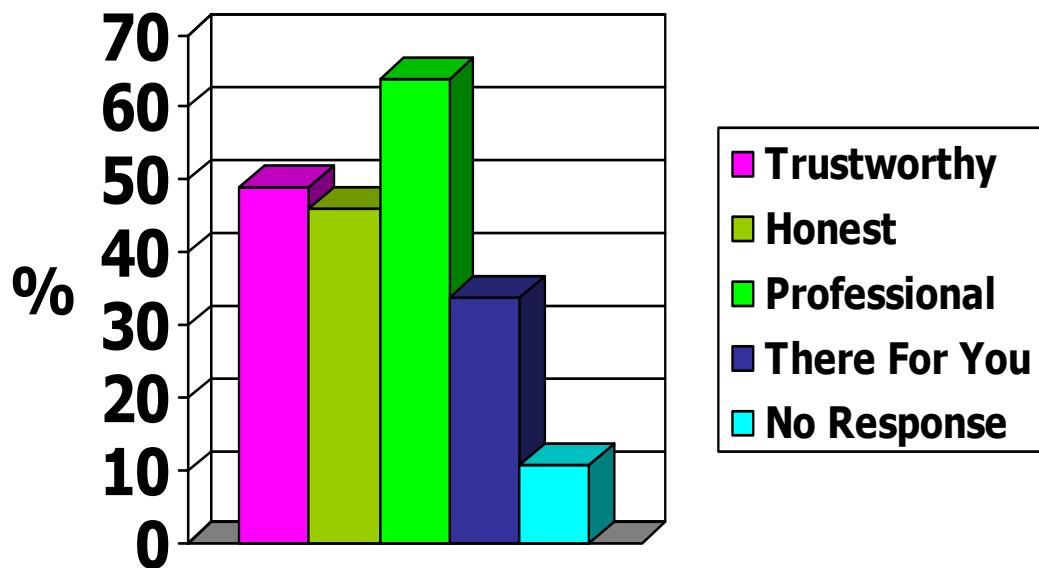
3) a. Do you believe that your Accountant is Trustworthy, Honest, Professional and/or There For You.

With regard to their Accountant's character, 45% believed them to be Trustworthy, 41% believed them to be Honest, 63% said they were Professional, 37% believed they were There for You and 17% chose not to respond.



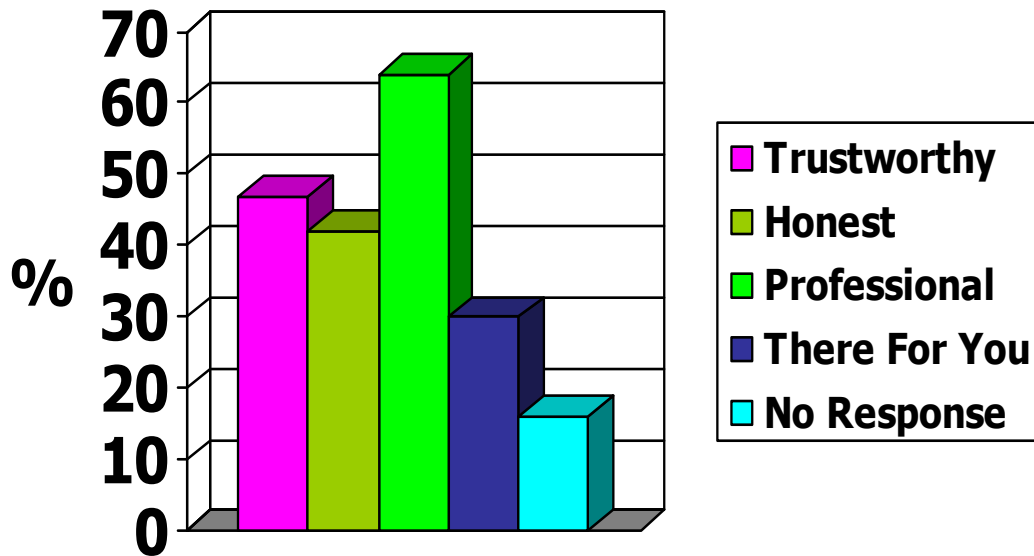
3) b. Do you believe that your Banker is Trustworthy, Honest, Professional and/or There For You.

With regard to their Banker's character, 49% believed them to be Trustworthy, 46% believed them to be Honest, 64% said they were Professional, 34% believed they were There for You and 11% chose not to respond.



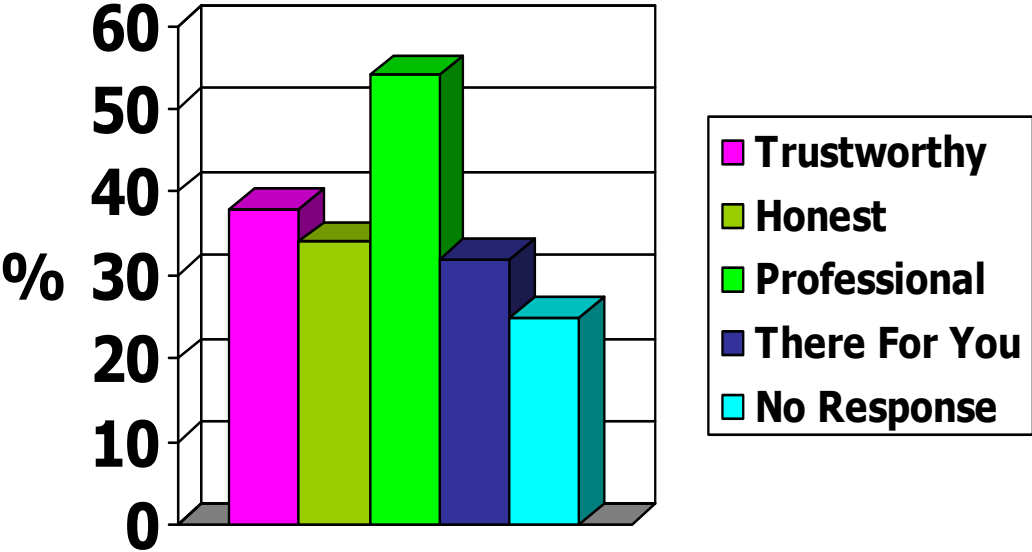
3) c. Do you believe that your Insurance Agent is Trustworthy, Honest, Professional and/or There For You.

With regard to their Insurance Agent's character, 47% believed them to be Trustworthy, 42% believed them to be Honest, 64% said they were Professional, 30% believed they were There for You and 16% chose not to respond.



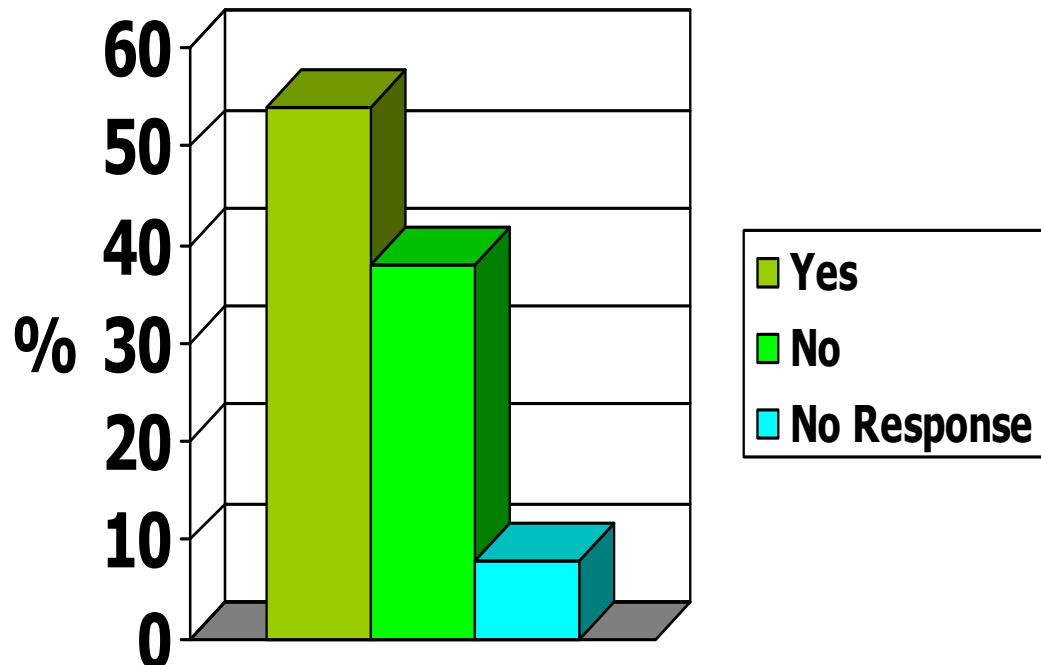
3) d. Do you believe that your Lawyer is Trustworthy, Honest, Professional and/or There For You.

With regard to their Lawyer's character, 38% believed them to be Trustworthy, 34% believed them to be Honest, 54% said they were Professional, 32% believed they were There for You and 25% chose not to respond.



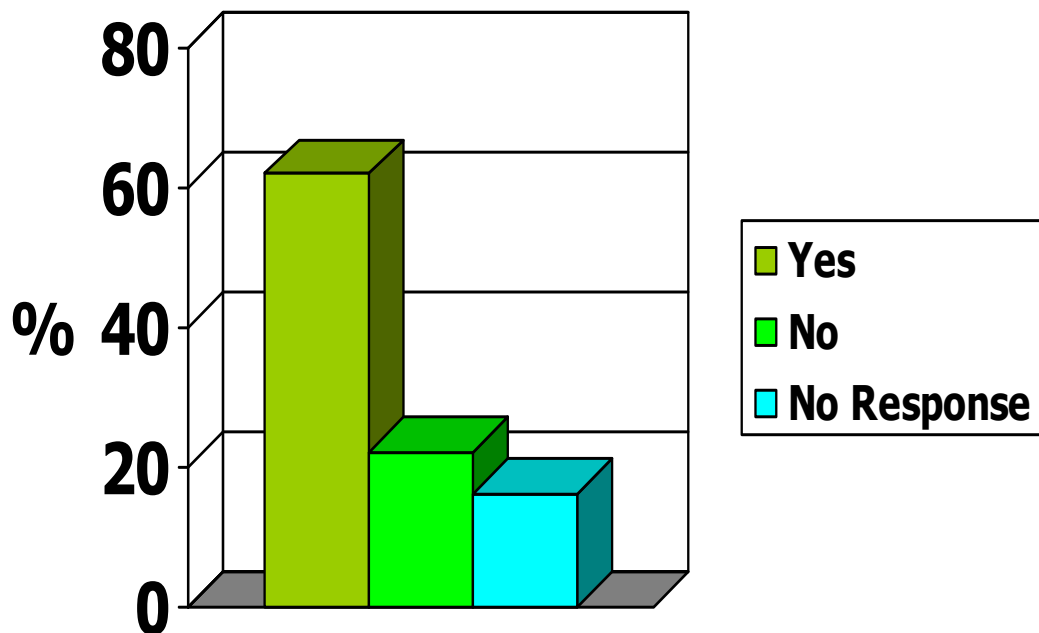
4. Do you believe that the Banking and Insurance Industries should be allowed to provide similar services?

When asked whether Banking and Insurance Industries should provide similar services 54% of the respondents said Yes, 38% said No and 8% chose not to respond.



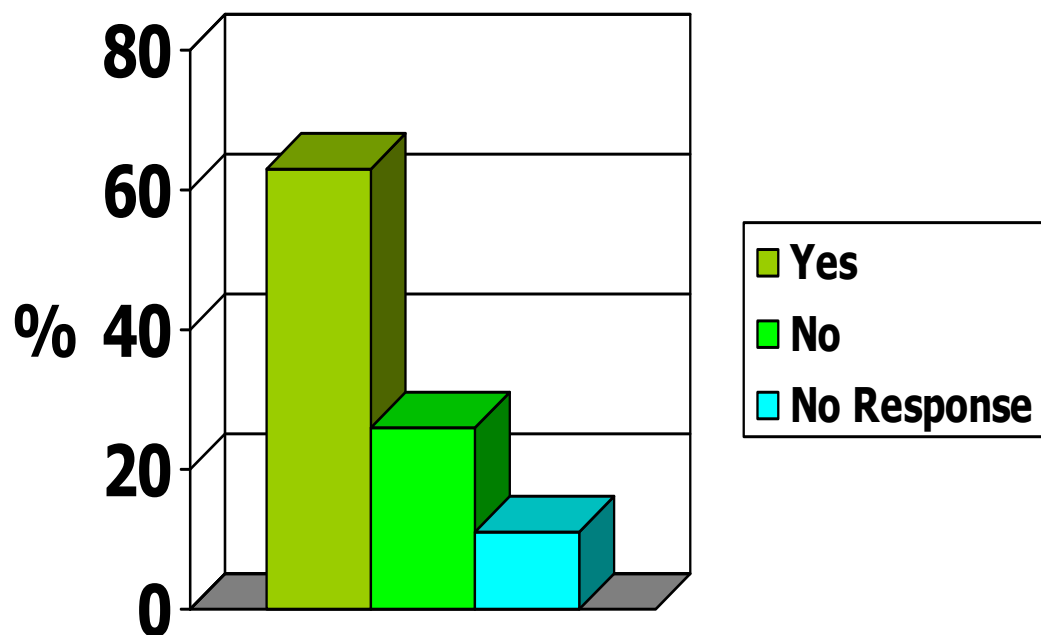
5) a. Do you believe that the Accounting Sector should be further regulated?

When questioned as to whether or not the Accounting Sector should be further regulated 62% of the respondents said Yes, 22% said No and 16% did not respond.



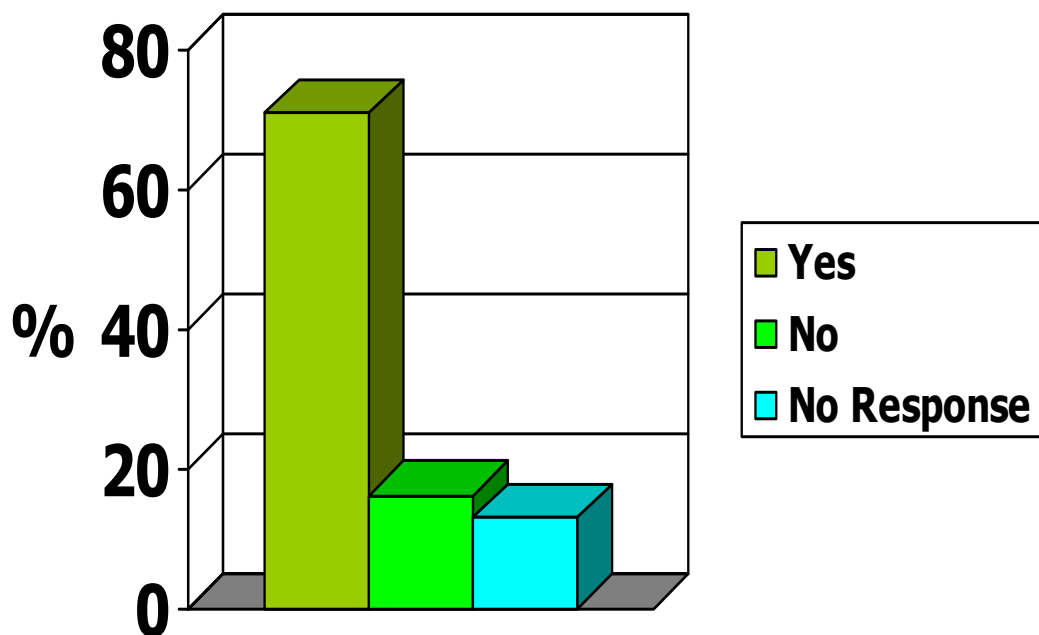
5) b. Do you believe that the Banking Sector should be further regulated?

When questioned as to whether or not the Banking Sector should be further regulated 63% of the respondents said Yes, 26% said No and 11% did not respond.



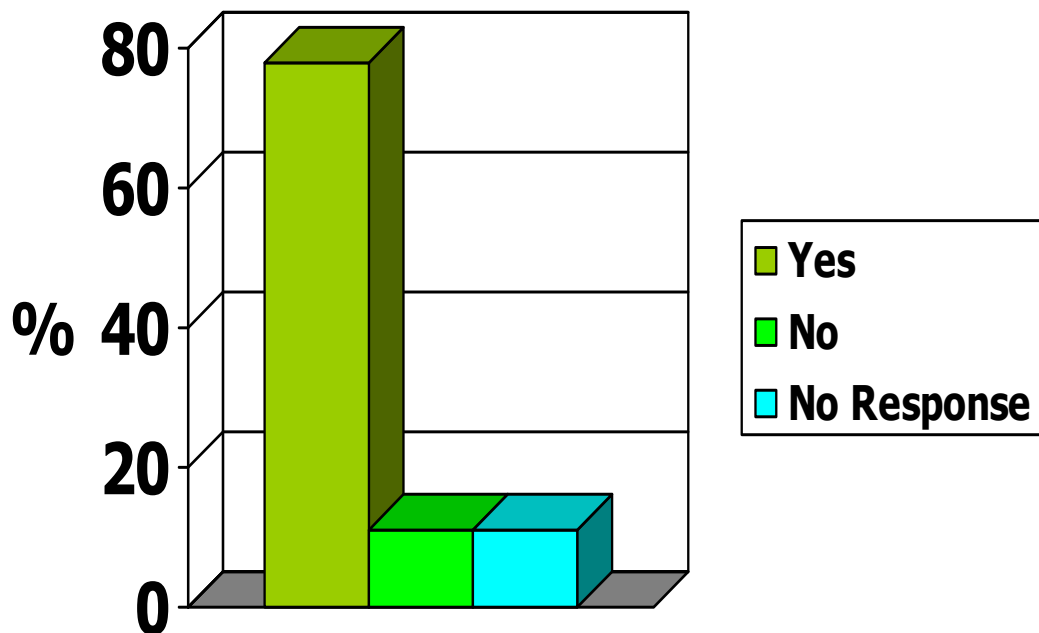
5) c. Do you believe that the Insurance Sector should be further regulated?

When questioned as to whether or not the Insurance Sector should be further regulated 71% of the respondents said Yes, 16% said No and 13% did not respond.



5) d. Do you believe that the Legal Sector should be further regulated?

When questioned as to whether or not the Legal Sector should be further regulated 78% of the respondents said Yes, 11% said No and 11% did not respond.



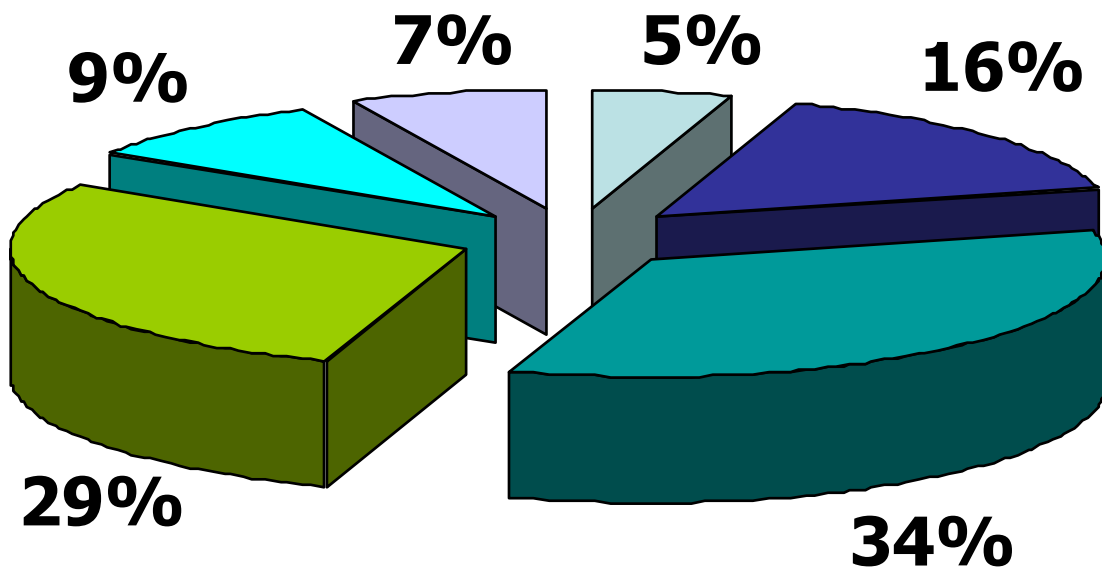
6. What value added services should the Insurance Sector offer?







The responses to this opened question were as follows

VALUE ADDED SERVICE	PERCENTAGE %
Accounting	1
Better Policies	1
Better Rates	3
Consumer Driven Products	1
Customer Savings	1
Financing	3
Group Service	1
Health Coverage and Loans	1
Investment Opportunities	3
Loans	4
Lower Premiums	1
Medical Services	1
More Customer Information	1
Mortgage	1
Mortgage Financing	1
No Response	70
Pension Funds	1
Promptness	1
Public Reliability	1
Rebates on Policies	3

Age Group

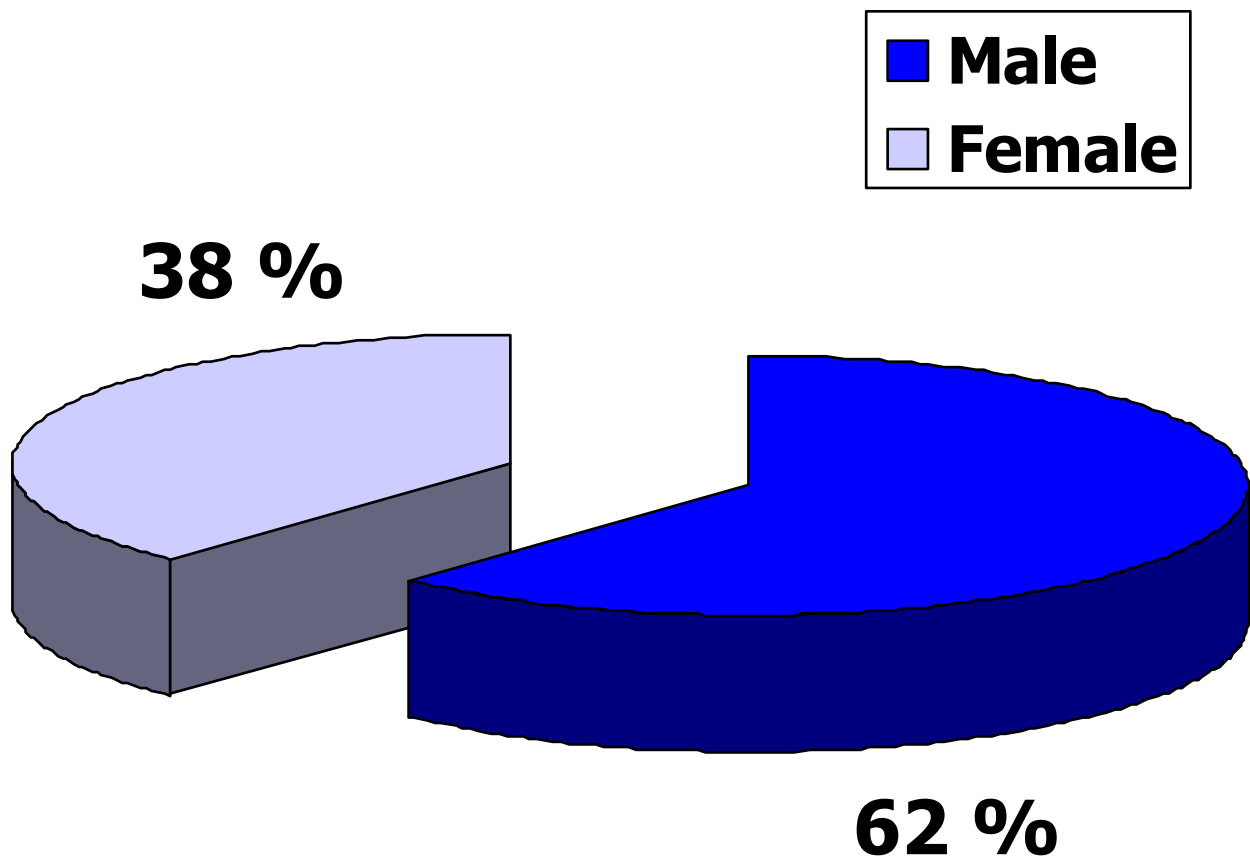
Of the respondents to the Poll 5% belonged to the 18-25 age group, 16% belonged to the 26-34 age group, 34% belonged to the 35-44 age group, 29% belonged to the 45-54 age group, 9% belonged to the 55-64 age group and 7% belonged to the 65+ age group.



 18-25	 26-34	 35-44
 45-54	 55-64	 65+

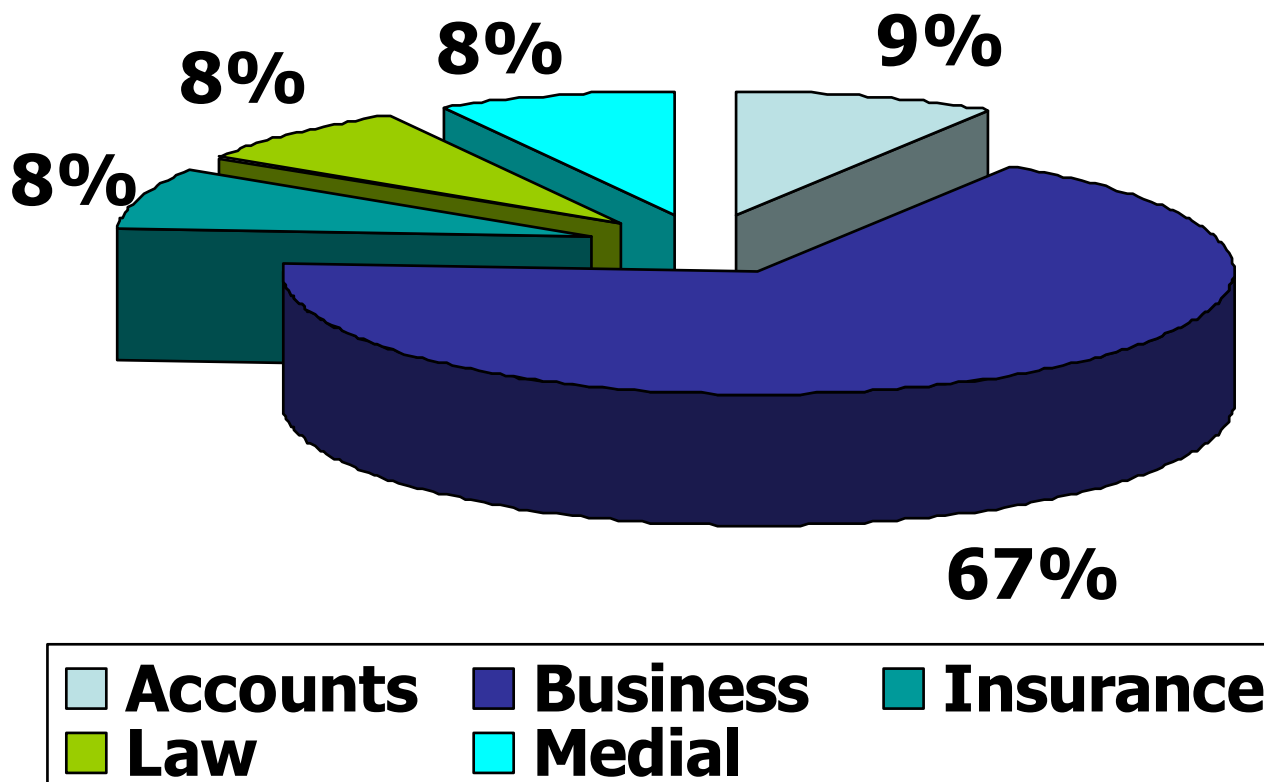
Sex

Of the respondents to the Poll, 62% were Male and 38% were Female



Profession

Of the respondents to the Poll 9% belonged to the Accounts profession, 67% belonged to the Business profession, 8% belonged to the Insurance profession, 8% belonged to the Law profession and 8% belonged to the Medical profession.



The cds Business Sector Tracking Poll for St. Vincent and the Grenadines

The staff of Caribbean Development Syndicate Limited conducted the cds Business Sector Poll for St. Vincent and the Grenadines and the findings were analyzed by Derek Ramsamooj. The Poll served as a Tracking Poll for the survey conducted during the period 20th to the 25th November 2000.

The Tracking Poll was conducted during the period 5th to the 10th February 2001. The Opinion Poll had a sample frame of 140 Professionals from the following fields; Accounts, Business, Insurance, Law and Medicine. The sample frame sought to survey the opinions of Professionals in St. Vincent and the Grenadines with regard to the services provided by different sectors (Banking, Accounting, Insurance and Legal).

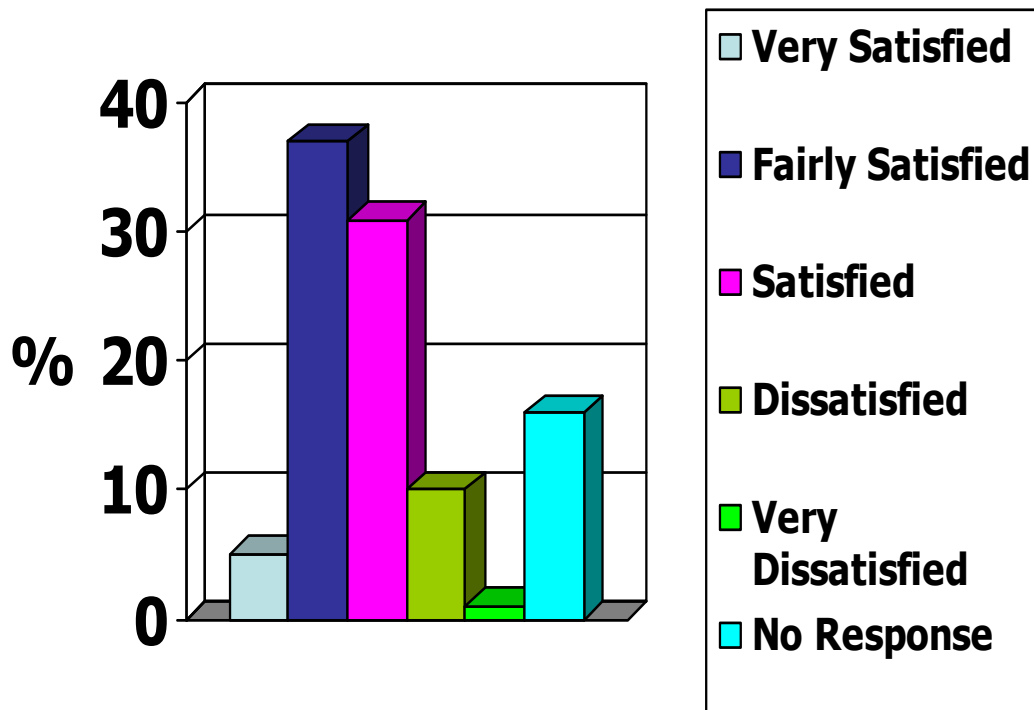
Due to the poor response to the open ended question (“What value added services should the Insurance Sector offer?”) put forward in the first Poll, having received a 70% No Response, this question was omitted from the Tracking Poll.

The cds Business Sector Poll has a confidence interval of 95% with a \pm 4% margin of error.

“Readers must be aware that the Opinion Poll is a snap-shot of the respondents’ opinions in St. Vincent and the Grenadines at the time the Poll was taken. Opinions may vary from the time the Poll was taken.

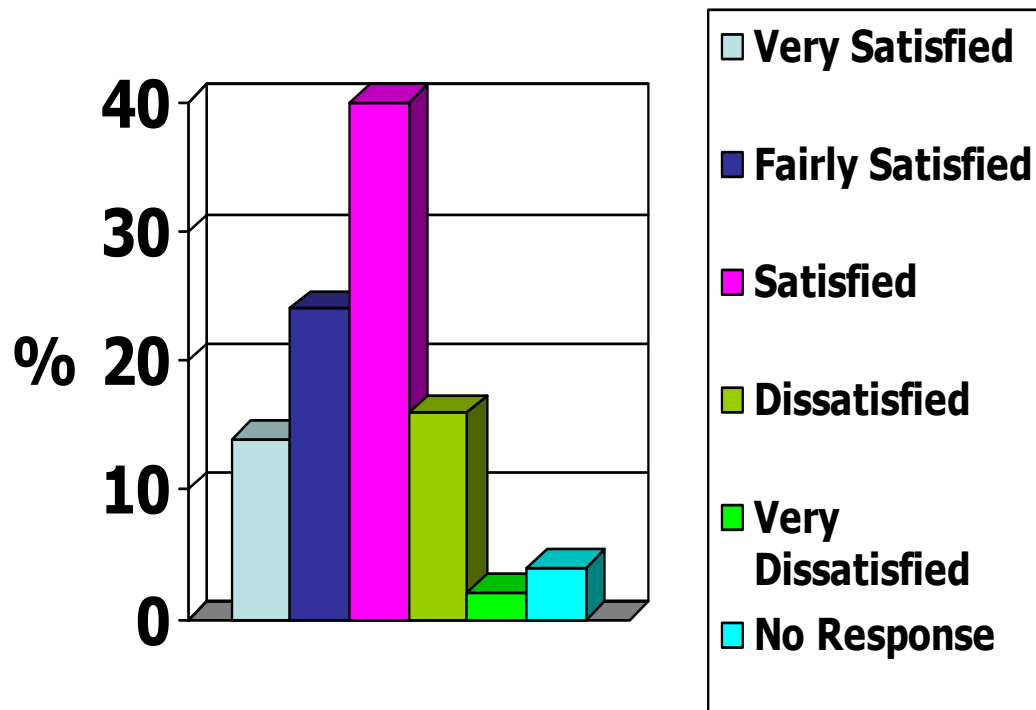
1) a. How satisfied are you with the services provided by the Accounting Industry?

5% of the respondents were Very Satisfied with the services provided by the Accounting Industry, 37% were Fairly Satisfied, 31% were Satisfied, 10% were Dissatisfied, 1% was Very Dissatisfied and 16% chose not to respond.



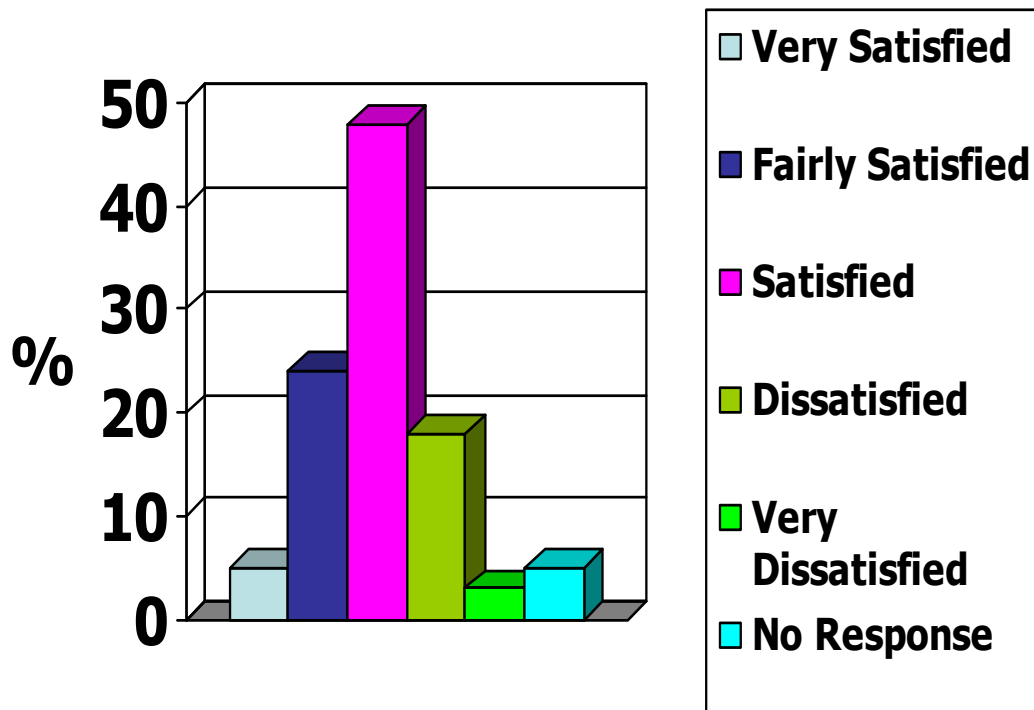
1) b. How satisfied are you with the services provided by the Banking Industry?

14% of the respondents were Very Satisfied with the services provided by the Banking Industry, 24% were Fairly Satisfied, 40% were Satisfied, 16% were Dissatisfied, 2% was Very Dissatisfied and 4% chose not to respond.



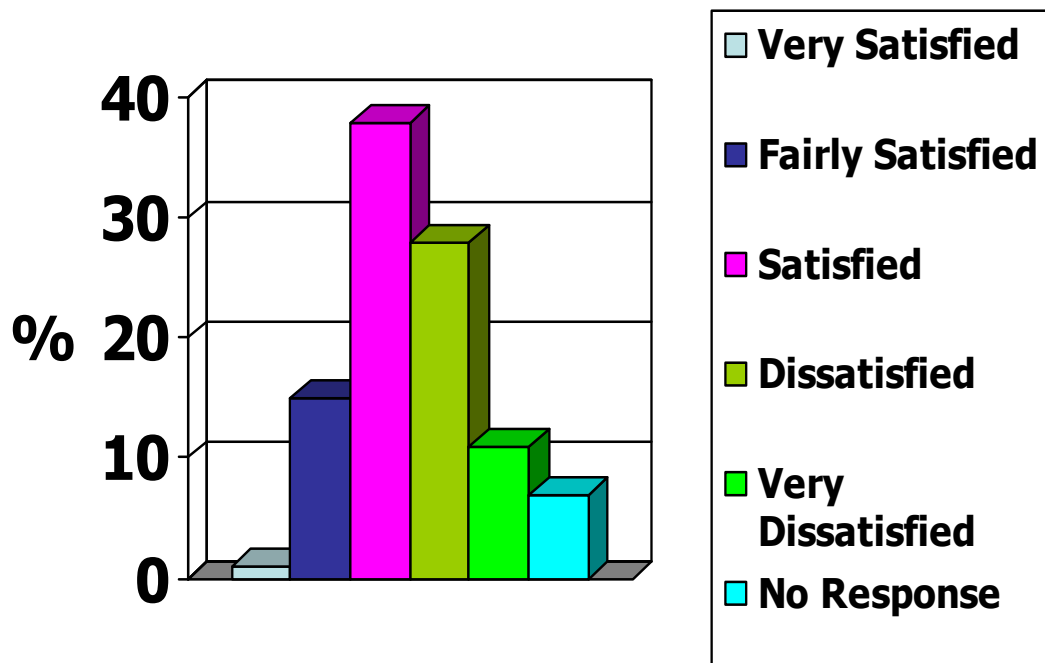
1) c. How satisfied are you with the services provided by the Insurance Industry?

5% of the respondents were Very Satisfied with the services provided by the Insurance Industry, 21% were Fairly Satisfied, 48% were Satisfied, 18% were Dissatisfied, 3% were Very Dissatisfied and 5% chose not to respond.



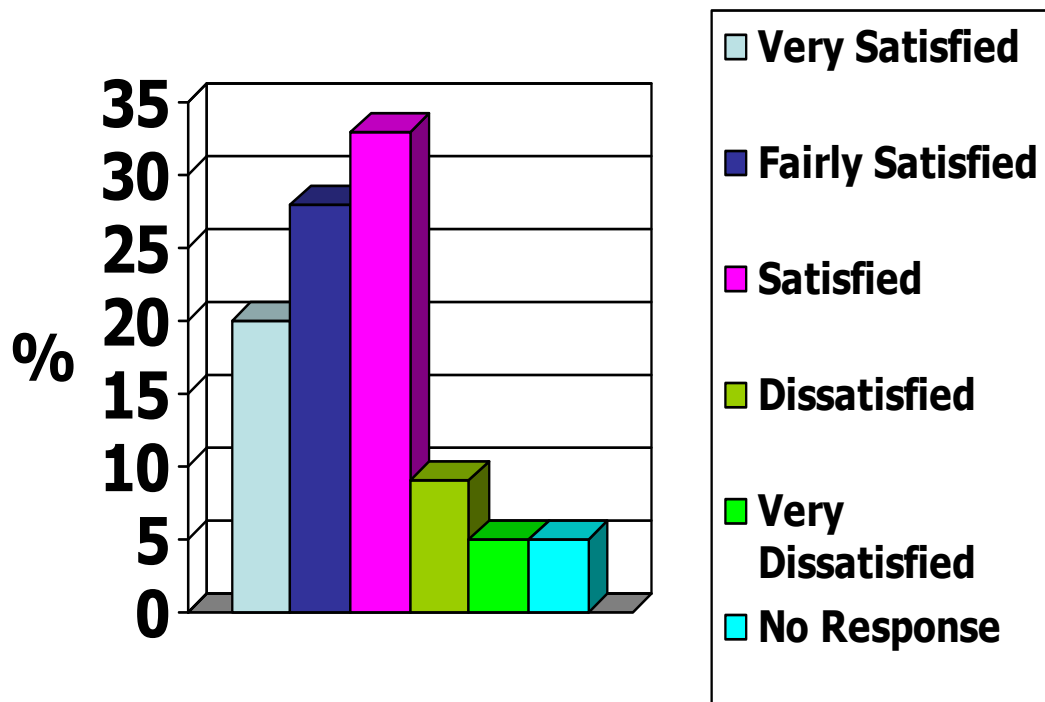
1) d. How satisfied are you with the services provided by the Legal Industry?

1% of the respondents were Very Satisfied with the services provided by the Legal Industry, 15% were Fairly Satisfied, 38% were Satisfied, 28% were Dissatisfied, 11% was Very Dissatisfied and 7% chose not to respond.



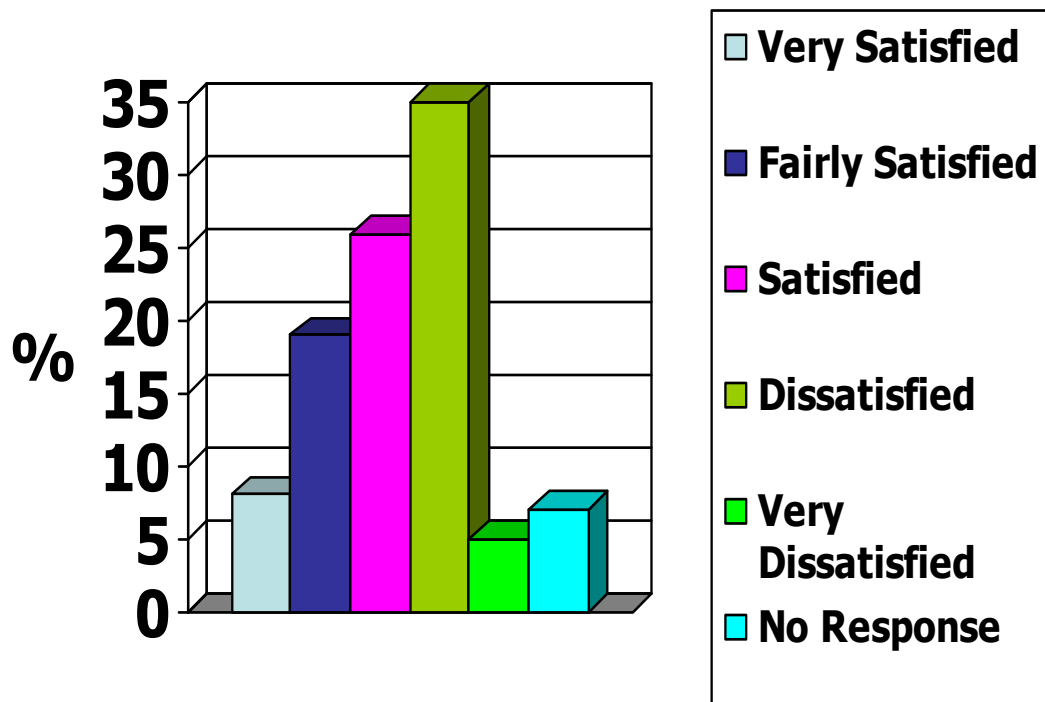
2) a. How satisfied are you with Personal Banking services?

20% of the respondents were Very Satisfied with Personal Banking services, 28% were Fairly Satisfied, 33% were Satisfied, 9% were Dissatisfied, 5% were Very Dissatisfied and 5% chose not to respond.



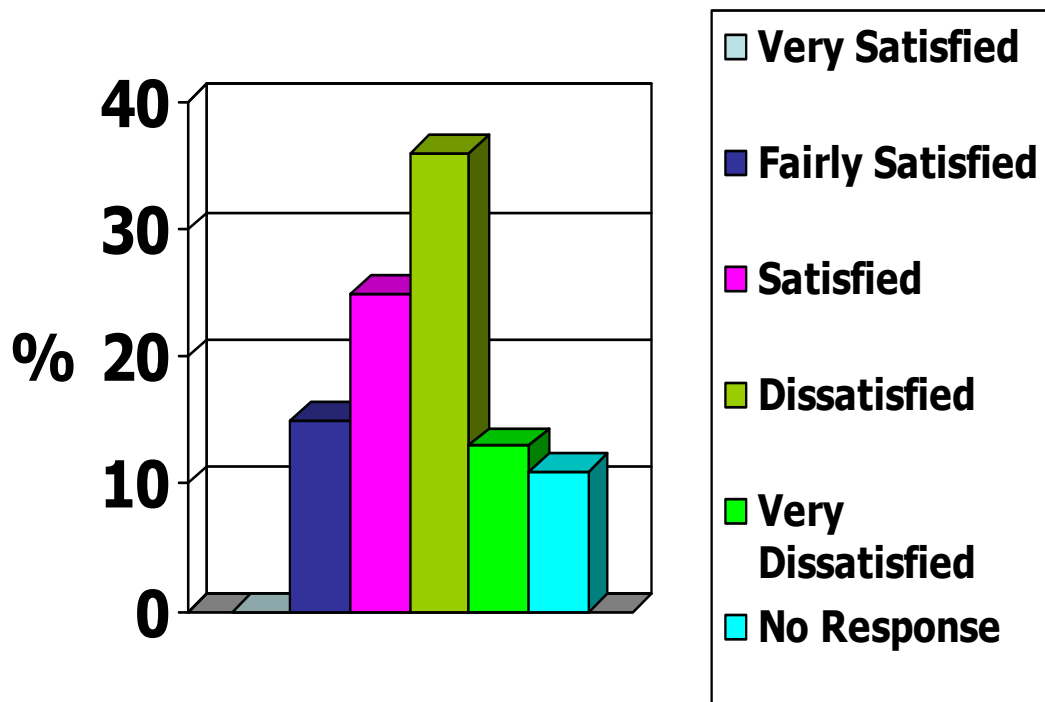
2) b. How satisfied are you with Savings Incentives services?

8% of the respondents were Very Satisfied with Savings Incentives services, 19% were Fairly Satisfied, 26% were Satisfied, 35% were Dissatisfied, 5% was Very Dissatisfied and 7% chose not to respond.



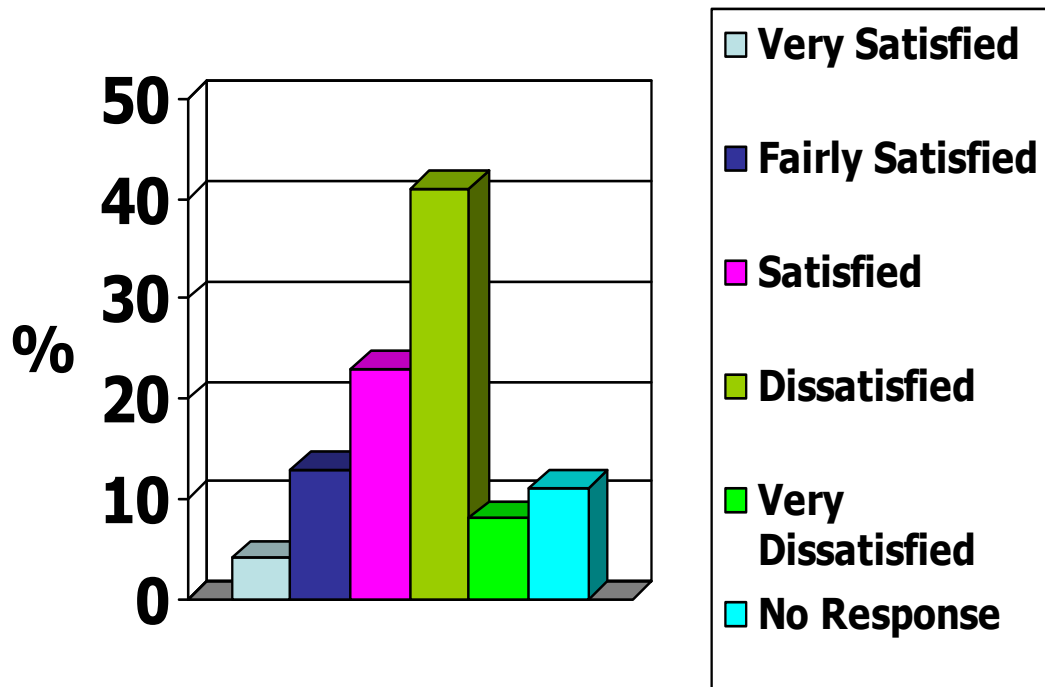
2) c. How satisfied are you with Business Interest Rates services?

0% of the respondents were Very Satisfied with Business Interest Rates services, 15% were Fairly Satisfied, 25% were Satisfied, 36% were Dissatisfied, 13% was Very Dissatisfied and 11% chose not to respond.



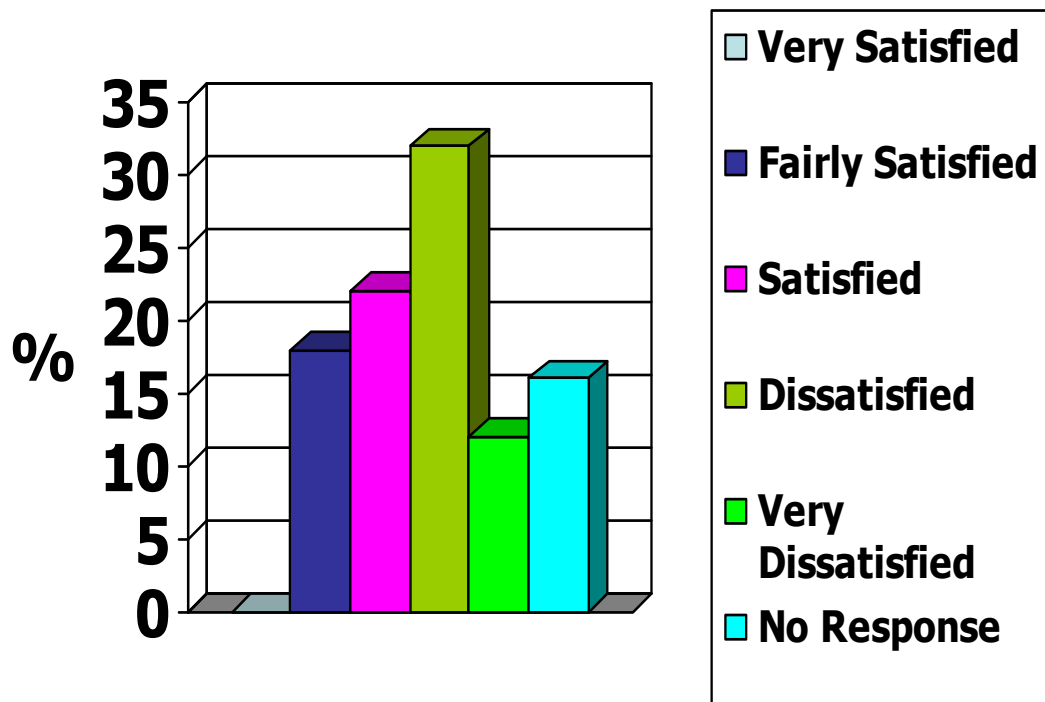
2) d. How satisfied are you with Mortgage Incentives services?

4% of the respondents were Very Satisfied with Mortgage Incentives services, 13% were Fairly Satisfied, 23% were Satisfied, 41% were Dissatisfied, 8% was Very Dissatisfied and 11% chose not to respond.



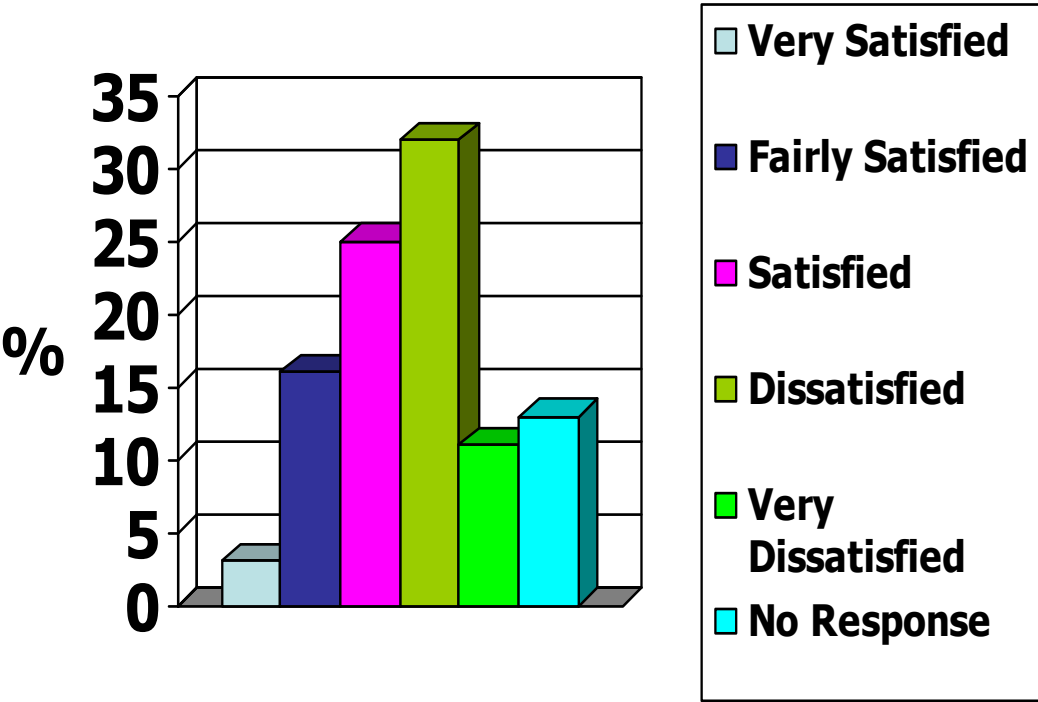
2) e. How satisfied are you with Motor Insurance Claims services?

0% of the respondents were Very Satisfied with Motor Insurance Claims services, 18% were Fairly Satisfied, 22% were Satisfied, 32% were Dissatisfied, 12% was Very Dissatisfied and 16% chose not to respond.



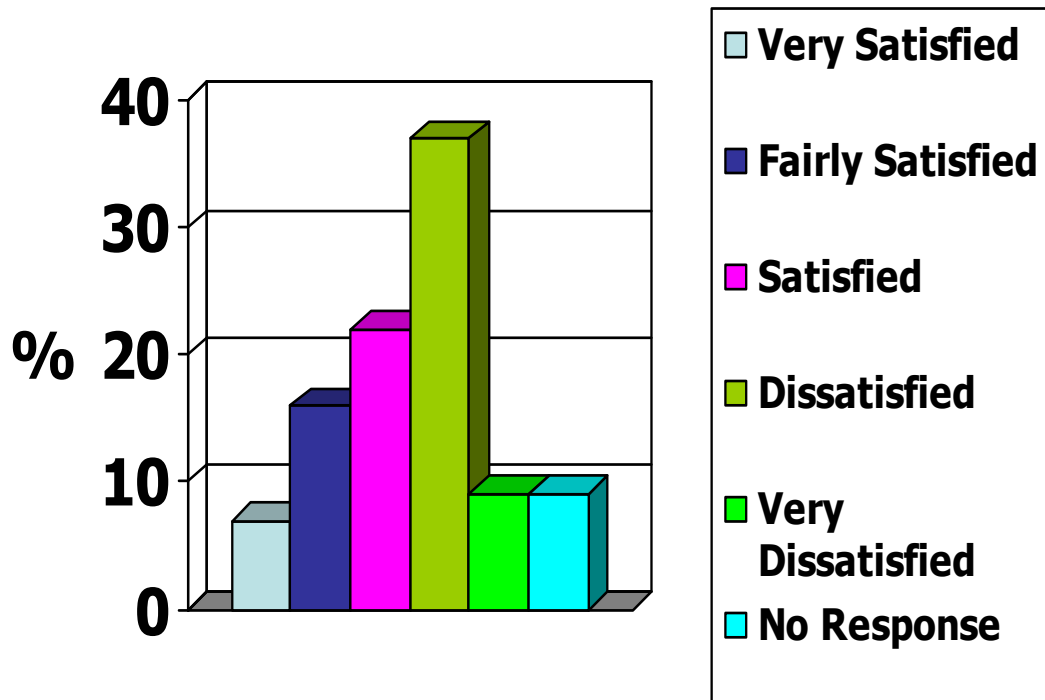
2) f. How satisfied are you with Property Insurance Rates services?

3% of the respondents were Very Satisfied with Property Insurance Rates services, 16% were Fairly Satisfied, 25% were Satisfied, 32% were Dissatisfied, 11% was Very Dissatisfied and 13% chose not to respond.



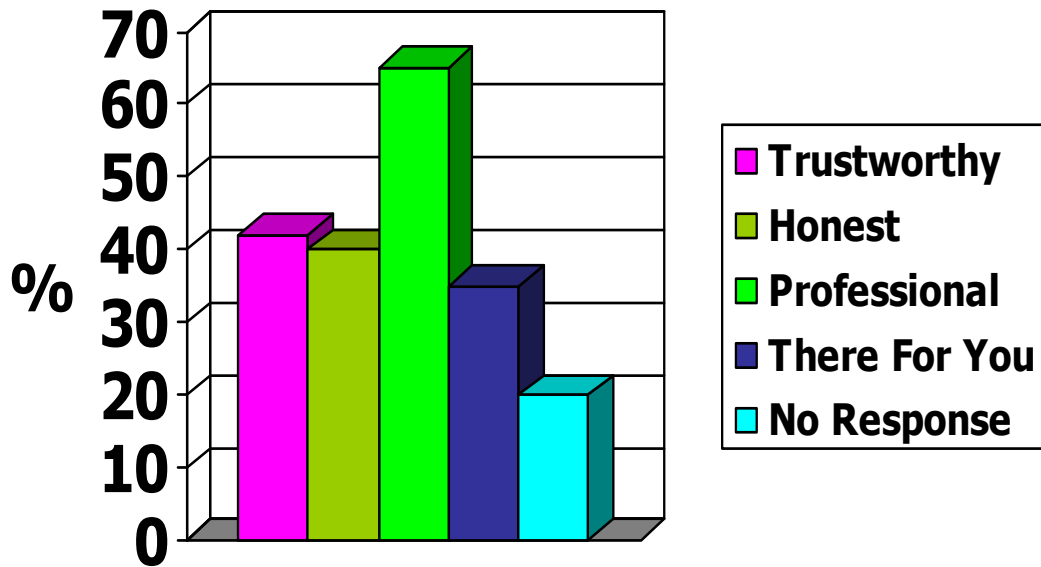
2) g. How satisfied are you with Health Insurance Coverage services?

7% of the respondents were Very Satisfied with Health Insurance Coverage services, 16% were Fairly Satisfied, 22% were Satisfied, 37% were Dissatisfied, 9% was Very Dissatisfied and 9% chose not to respond.



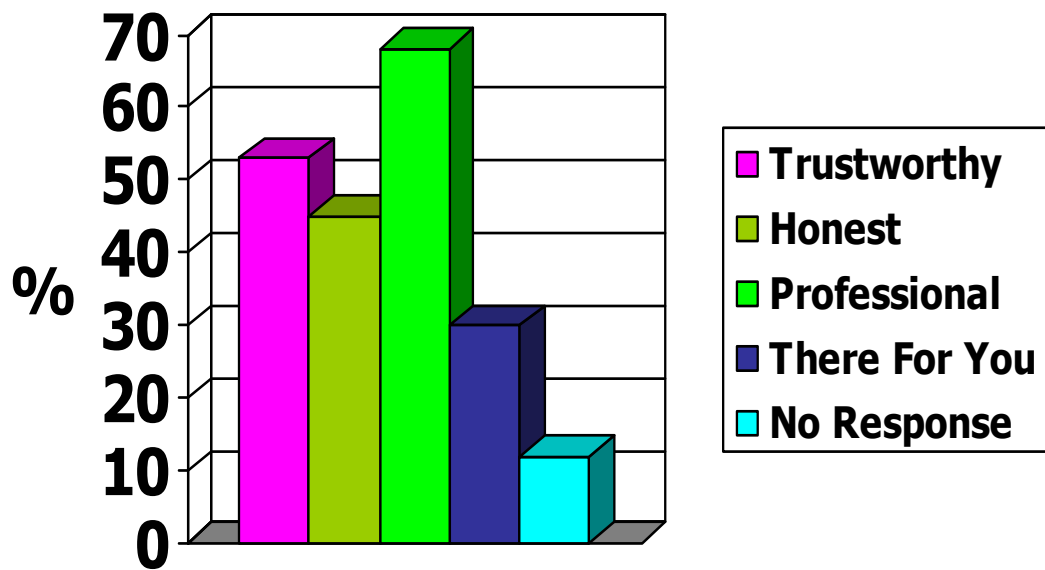
3) a. Do you believe that your Accountant is Trustworthy, Honest, Professional and/or There For You.

With regard to their Accountant's character, 42% believed them to be Trustworthy, 40% believed them to be Honest, 65% said they were Professional, 35% believed they were There for You and 20% chose not to respond.



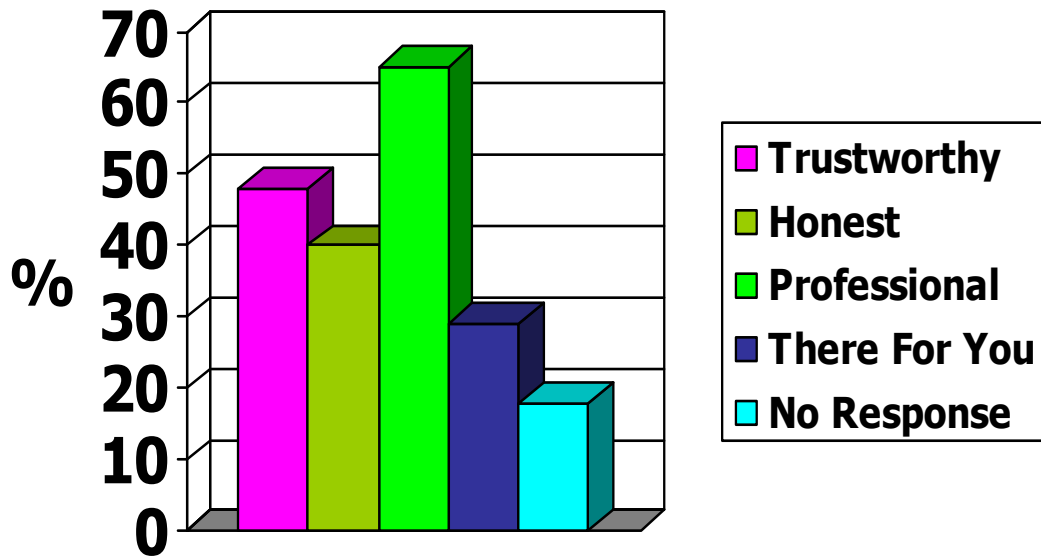
3) b. Do you believe that your Banker is Trustworthy, Honest, Professional and/or There For You.

With regard to their Banker's character, 53% believed them to be Trustworthy, 45% believed them to be Honest, 68% said they were Professional, 30% believed they were There for You and 12% chose not to respond.



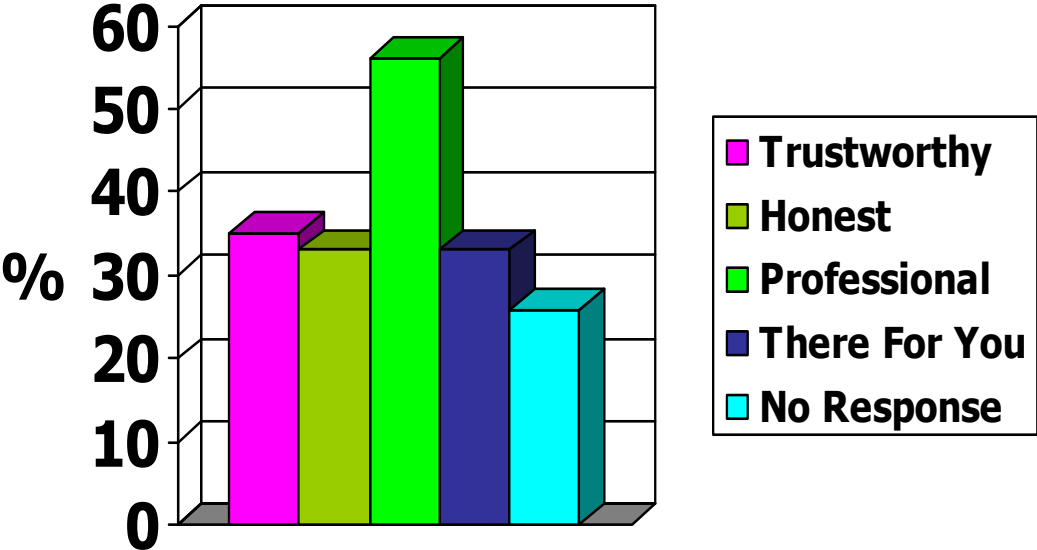
3) c. Do you believe that your Insurance Agent is Trustworthy, Honest, Professional and/or There For You.

With regard to their Insurance Agent's character, 48% believed them to be Trustworthy, 40% believed them to be Honest, 65% said they were Professional, 29% believed they were There for You and 18% chose not to respond.



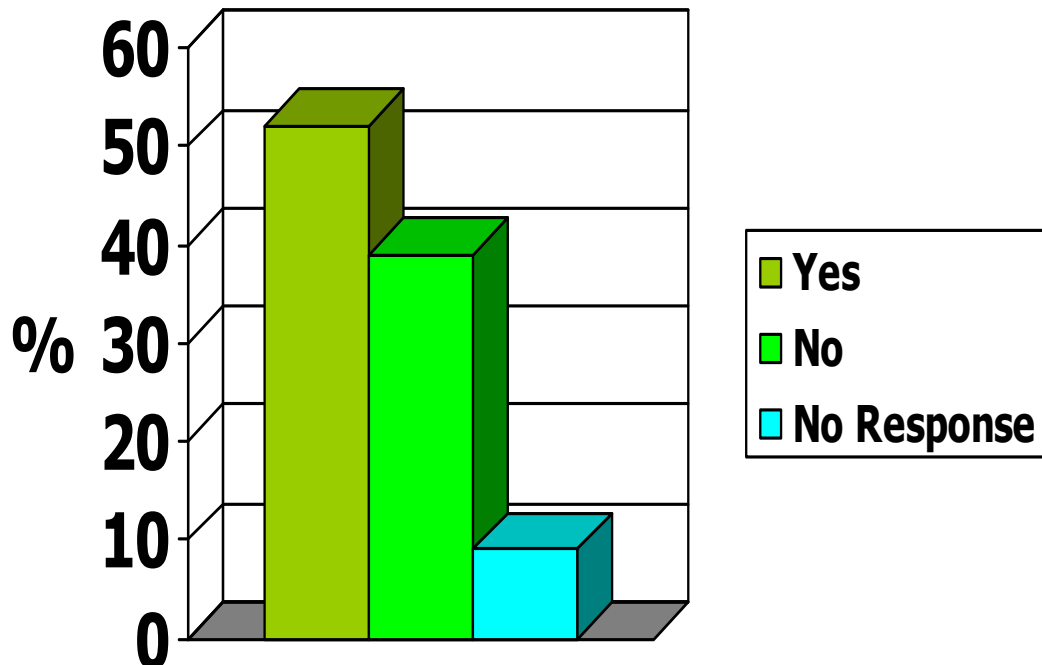
3) d. Do you believe that your Lawyer is Trustworthy, Honest, Professional and/or There For You.

With regard to their Lawyer's character, 35% believed them to be Trustworthy, 33% believed them to be Honest, 56% said they were Professional, 33% believed they were There for You and 26% chose not to respond.



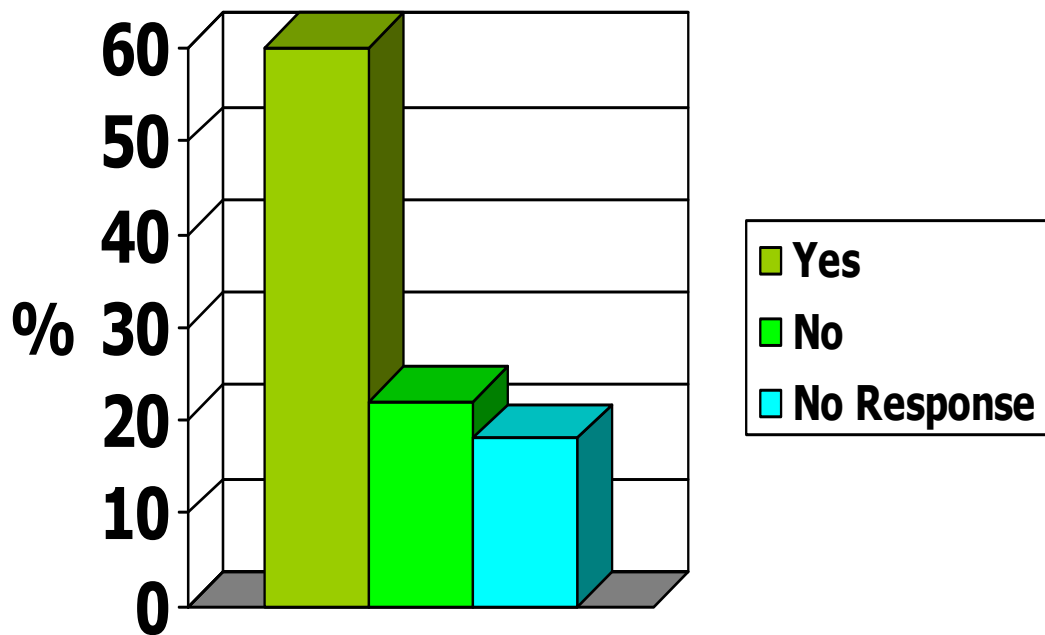
4) Do you believe that the Banking and Insurance Industries should be allowed to provide similar services?

When asked whether Banking and Insurance Industries should provide similar services 52% of the respondents said Yes, 39% said No and 9% chose not to respond.



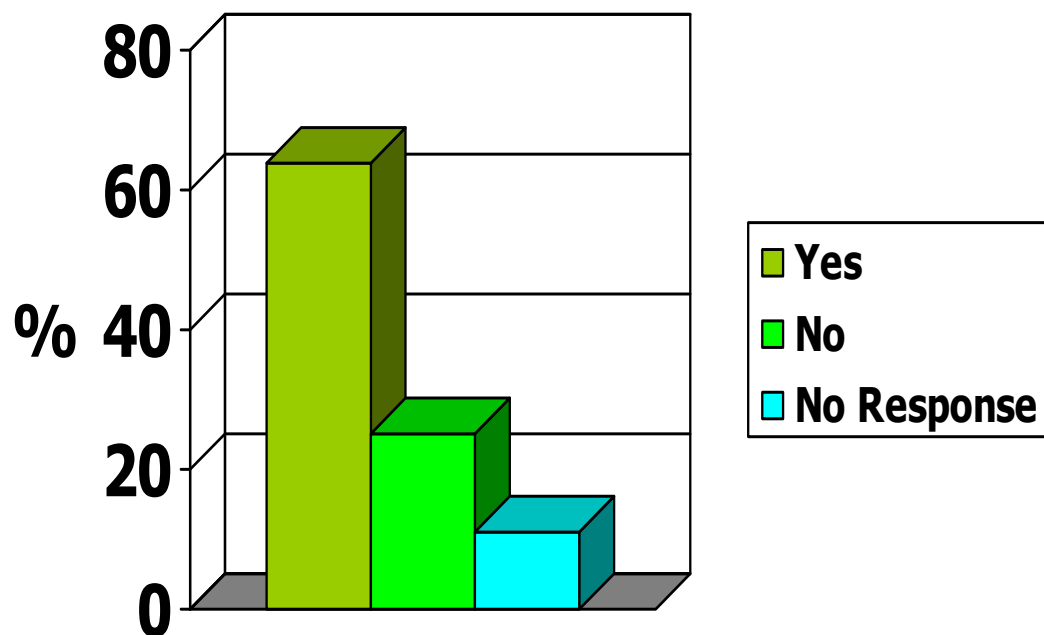
5) a. Do you believe that the Accounting Sector should be further regulated?

When questioned as to whether or not the Accounting Sector should be further regulated 60% of the respondents said Yes, 22% said No and 18% did not respond.



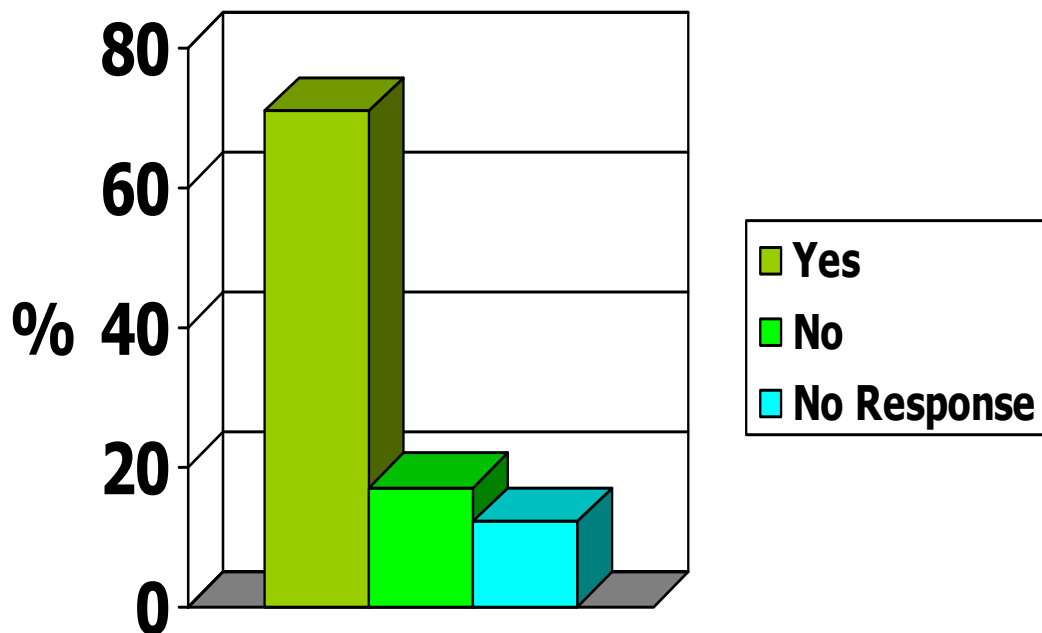
5) b. Do you believe that the Banking Sector should be further regulated?

When questioned as to whether or not the Banking Sector should be further regulated 64% of the respondents said Yes, 25% said No and 11% did not respond.



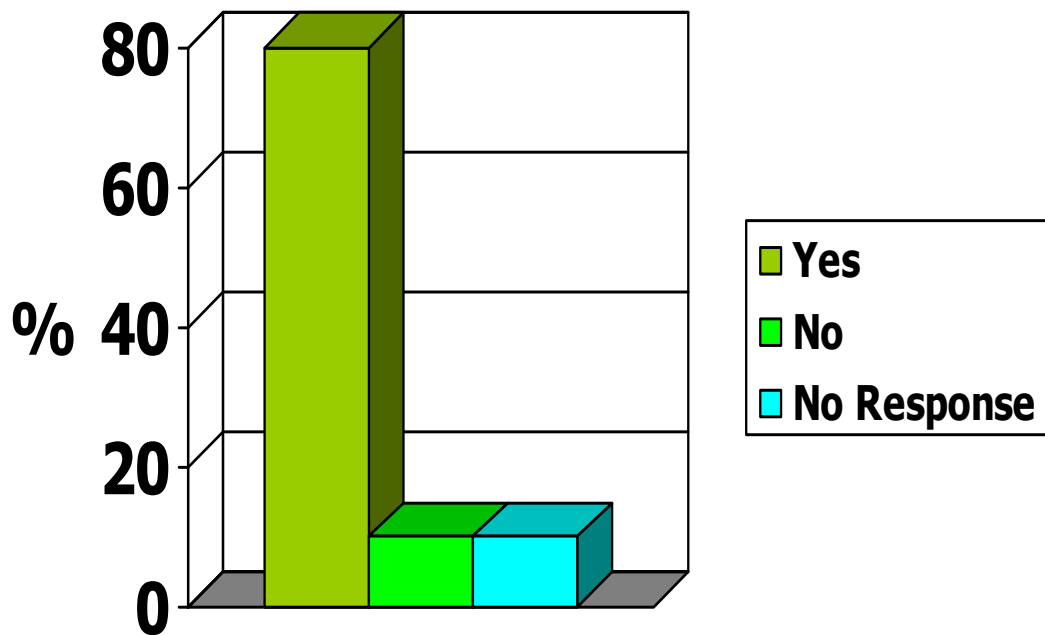
5) c. Do you believe that the Insurance Sector should be further regulated?

When questioned as to whether or not the Insurance Sector should be further regulated 71% of the respondents said Yes, 17% said No and 12% did not respond.



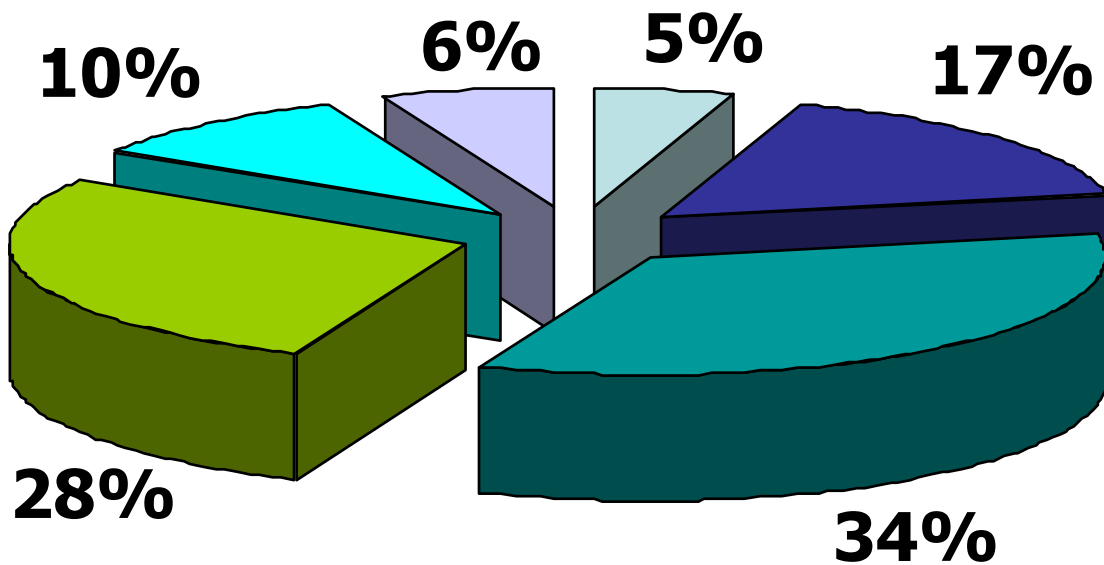
5) d. Do you believe that the Legal Sector should be further regulated?







When questioned as to whether or not the Legal Sector should be further regulated 80% of the respondents said Yes, 10% said No and 10% did not respond.



Age Group

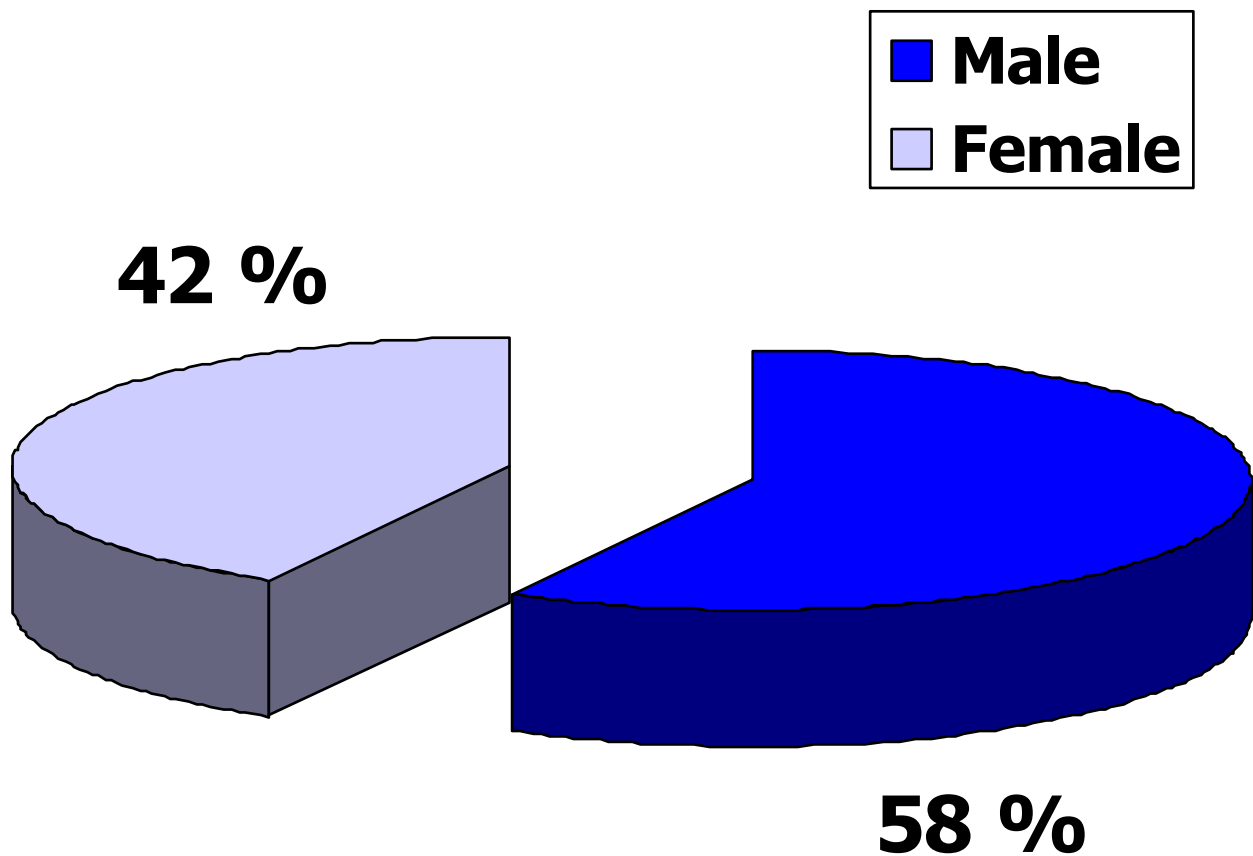
Of the respondents to the Poll 5% belonged to the 18-25 age group, 17% belonged to the 26-34 age group, 34% belonged to the 35-44 age group, 28% belonged to the 45-54 age group, 10% belonged to the 55-64 age group and 6% belonged to the 65+ age group.



 18-25	 26-34	 35-44
 45-54	 55-64	 65+

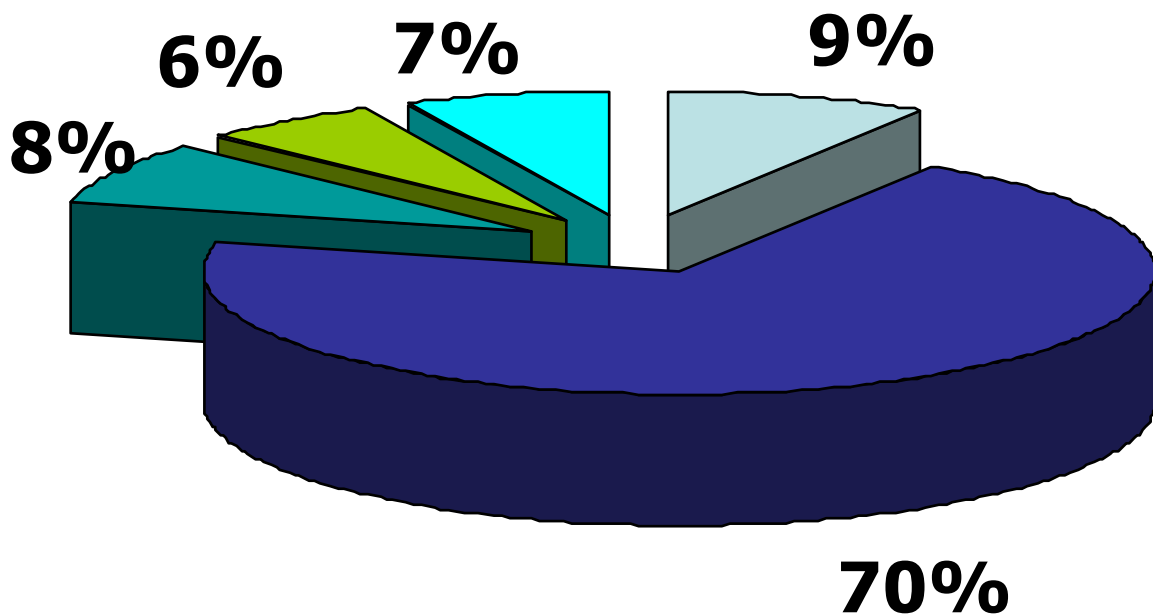
Sex

Of the respondents to the Poll, 58% were Male and 42% were Female



Profession

Of the respondents to the Poll 9% belonged to the Accounts profession, 70% belonged to the Business profession, 8% belonged to the Insurance profession, 6% belonged to the Law profession and 7% belonged to the Medical profession.



The cds Comparison for the Business Sector Polls for St. Vincent and the Grenadines

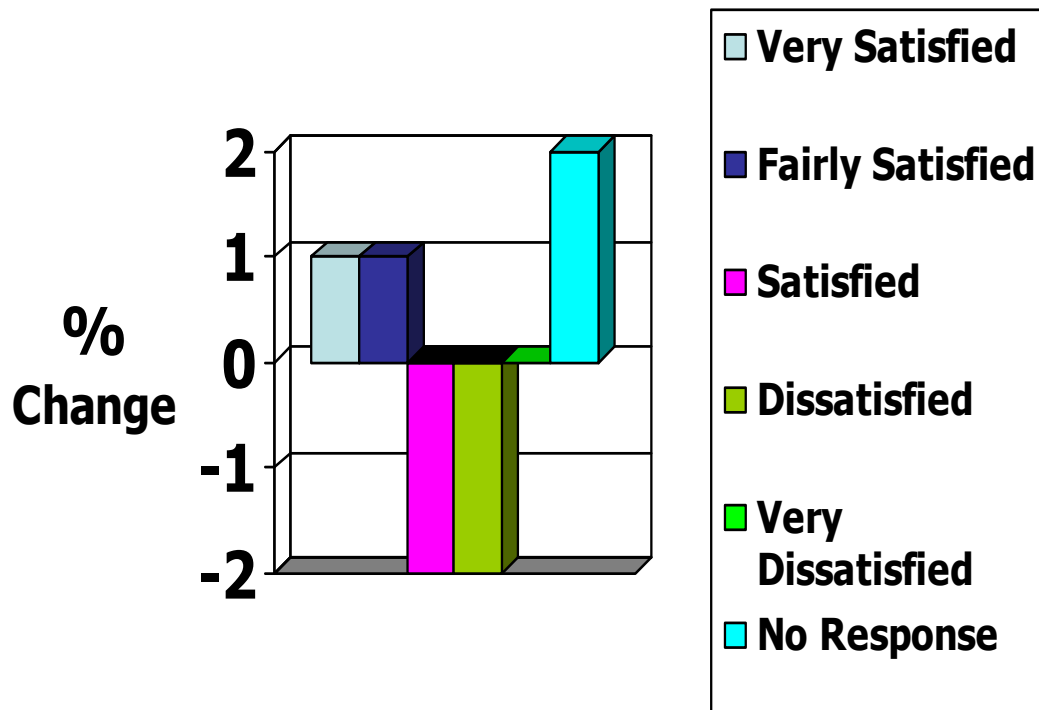
The staff of Caribbean Development Syndicate Limited conducted two Business Sector Polls for St. Vincent and the Grenadines. The first Poll was conducted during the period 20th to the 25th November 2000. The second Poll, a Tracking Poll, was conducted during the period 5th to the 10th February 2001. The following are the comparisons for the results gathered from each of the Polls.

The cds Business Sector Poll has a confidence interval of 95% with a \pm 4% margin of error.

“Readers must be aware that the Opinion Poll is a snap-shot of the respondents’ opinions in St. Vincent and the Grenadines at the time the Poll was taken. Opinions may vary from the time the Poll was taken.

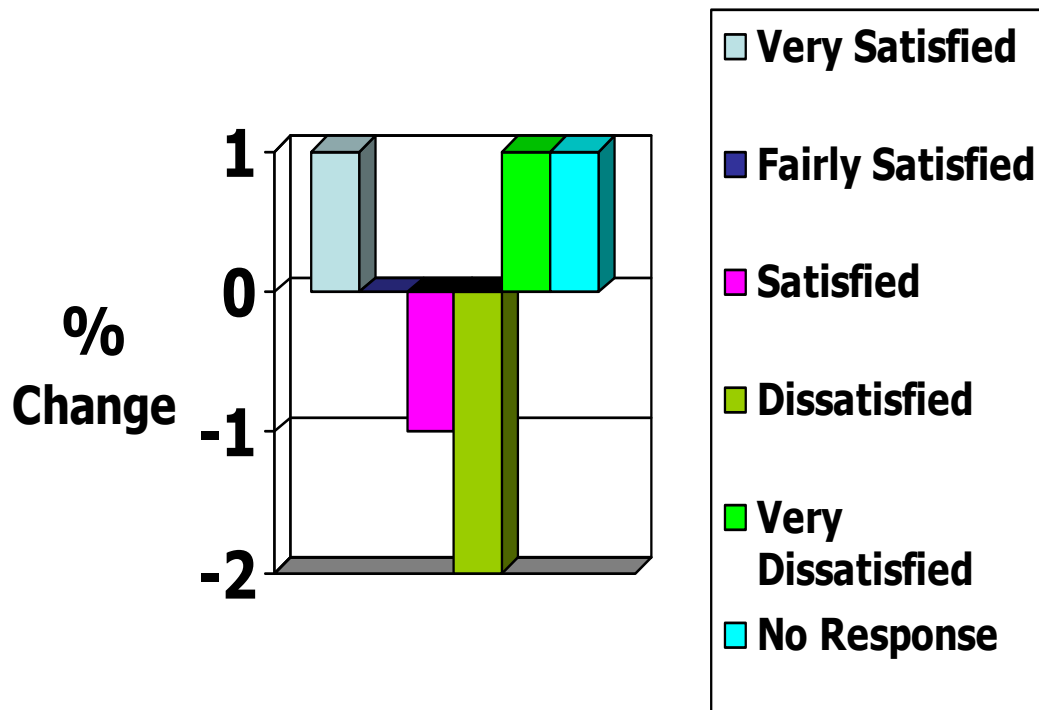
1) a. How satisfied are you with the services provided by the Accounting Industry?

There was a change of +1% in the field of Very Satisfied with the Accounting Industry, +1% in the Fairly Satisfied field, -2% in the Satisfied field, -2% in the Dissatisfied field, 0% in the Very Dissatisfied field and a +2% change in the No Response field.



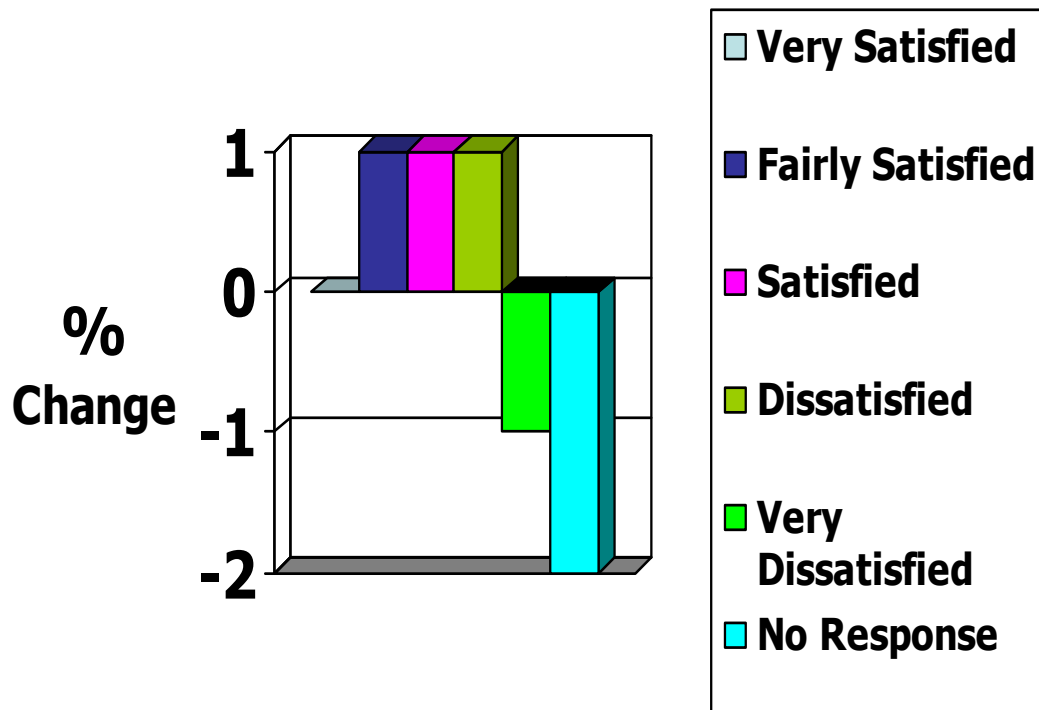
1) b. How satisfied are you with the services provided by the Banking Industry?

There was a change of +1% in the field of Very Satisfied with the Banking Industry, 0% in the Fairly Satisfied field, -1% in the Satisfied field, -2% in the Dissatisfied field, +1% in the Very Dissatisfied field and a +1% change in the No Response field.



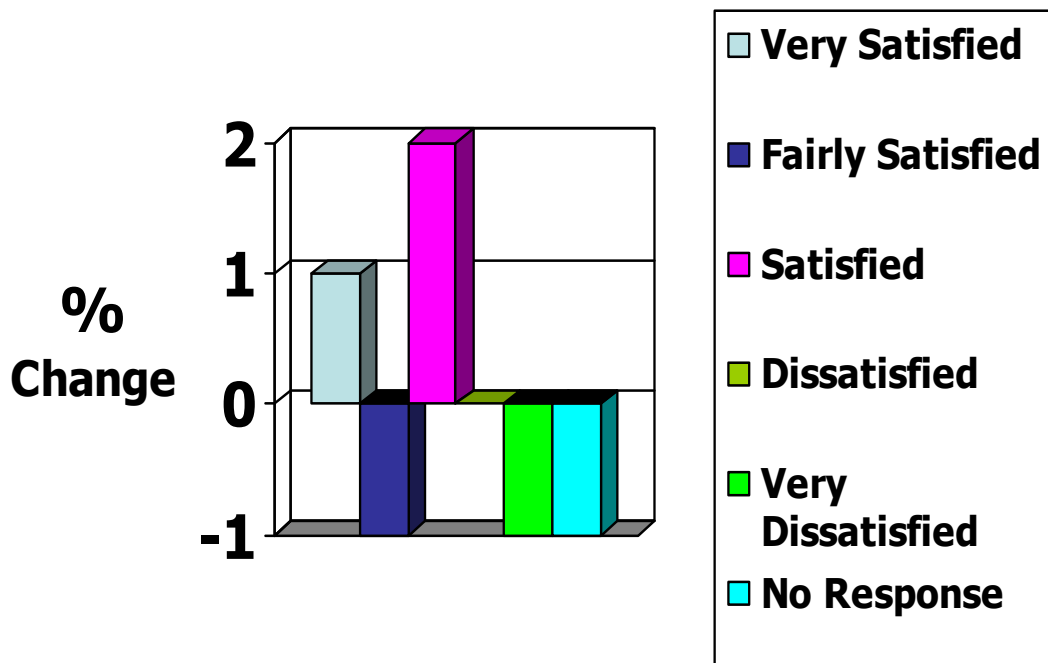
1) c. How satisfied are you with the services provided by the Insurance Industry?

There was a change of 0% in the field of Very Satisfied with the Insurance Industry, +1% in the Fairly Satisfied field, +1% in the Satisfied field, +1% in the Dissatisfied field, -1% in the Very Dissatisfied field and a -2% change in the No Response field.



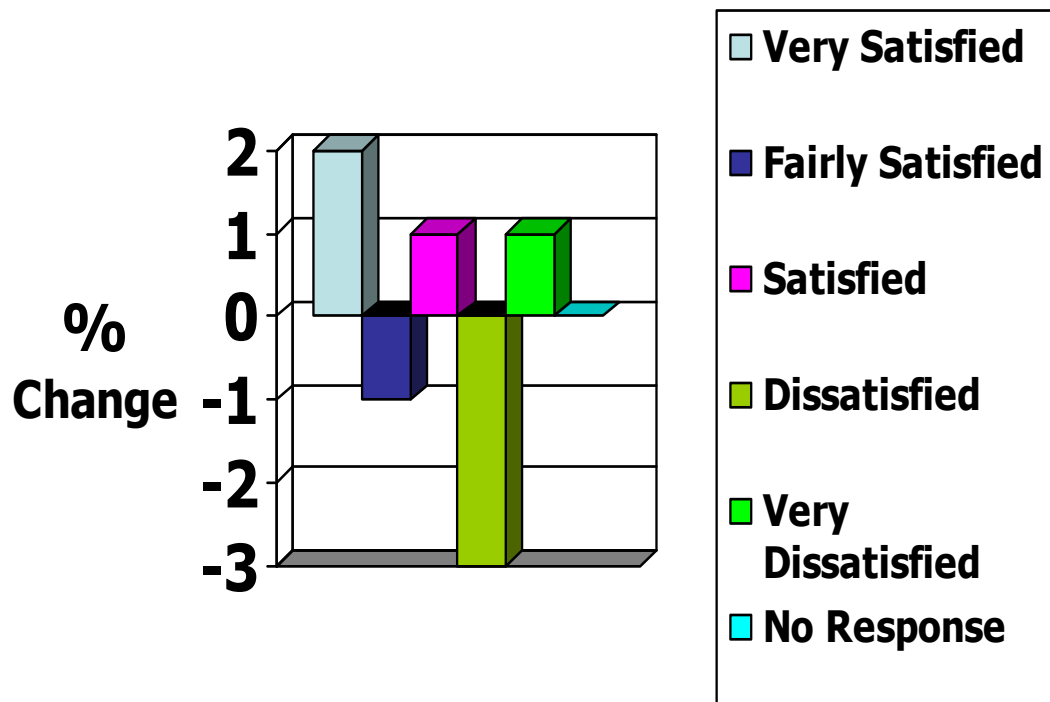
1) d. How satisfied are you with the services provided by the Legal Industry?

There was a change of +1% in the field of Very Satisfied with the Legal Industry, -1% in the Fairly Satisfied field, +2% in the Satisfied field, 0% in the Dissatisfied field, -1% in the Very Dissatisfied field and a -1% change in the No Response field.



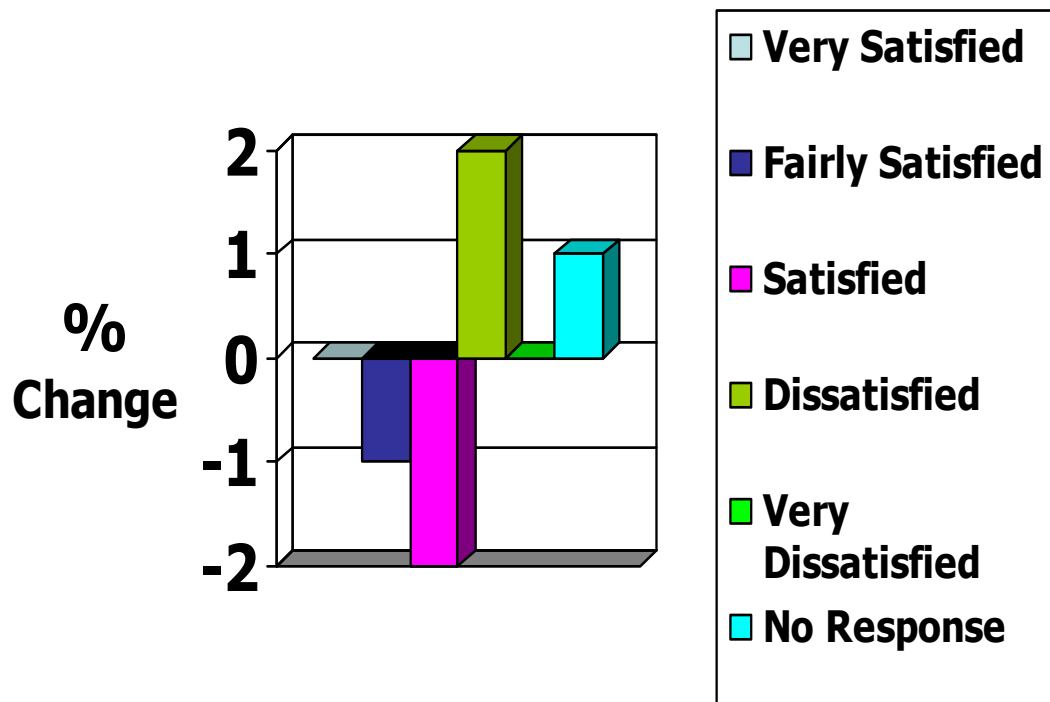
2) a. How satisfied are you with Personal Banking services?

There was a change of +2% in the field of Very Satisfied with respect the area of Personal Banking services, -1% in the Fairly Satisfied field, +1% in the Satisfied field, -3% in the Dissatisfied field, +1% in the Very Dissatisfied field and a 0% change in the No Response field.



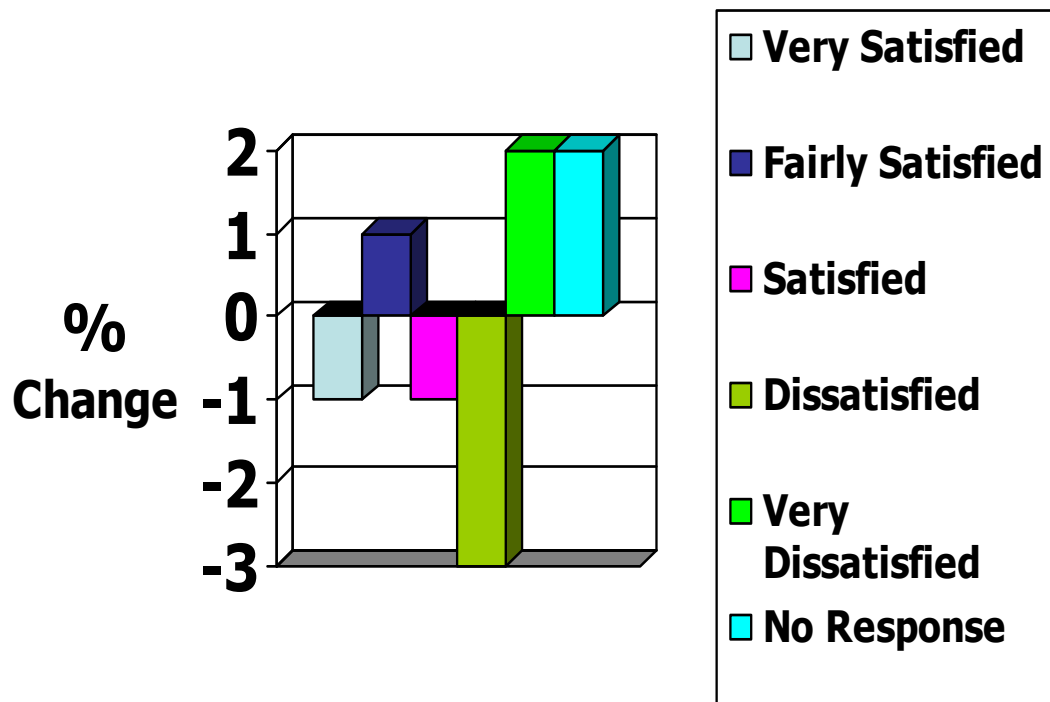
2) b. How satisfied are you with Savings Incentives services?

There was a change of 0% in the field of Very Satisfied with respect the area of Savings Incentives services, -1% in the Fairly Satisfied field, -2% in the Satisfied field, +2% in the Dissatisfied field, 0% in the Very Dissatisfied field and a +1% change in the No Response field.



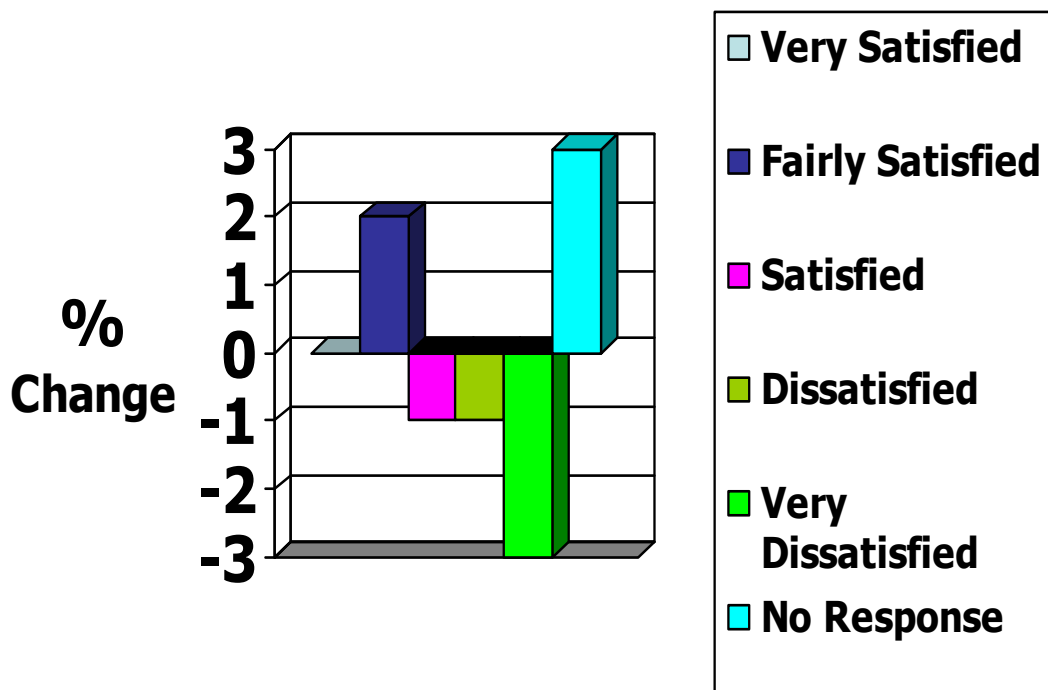
2) c. How satisfied are you with Business Interest Rates services?

There was a change of -1% in the field of Very Satisfied with respect the area of Business Interest Rates services, +1% in the Fairly Satisfied field, -1% in the Satisfied field, -3% in the Dissatisfied field, +2% in the Very Dissatisfied field and a +2% change in the No Response field.



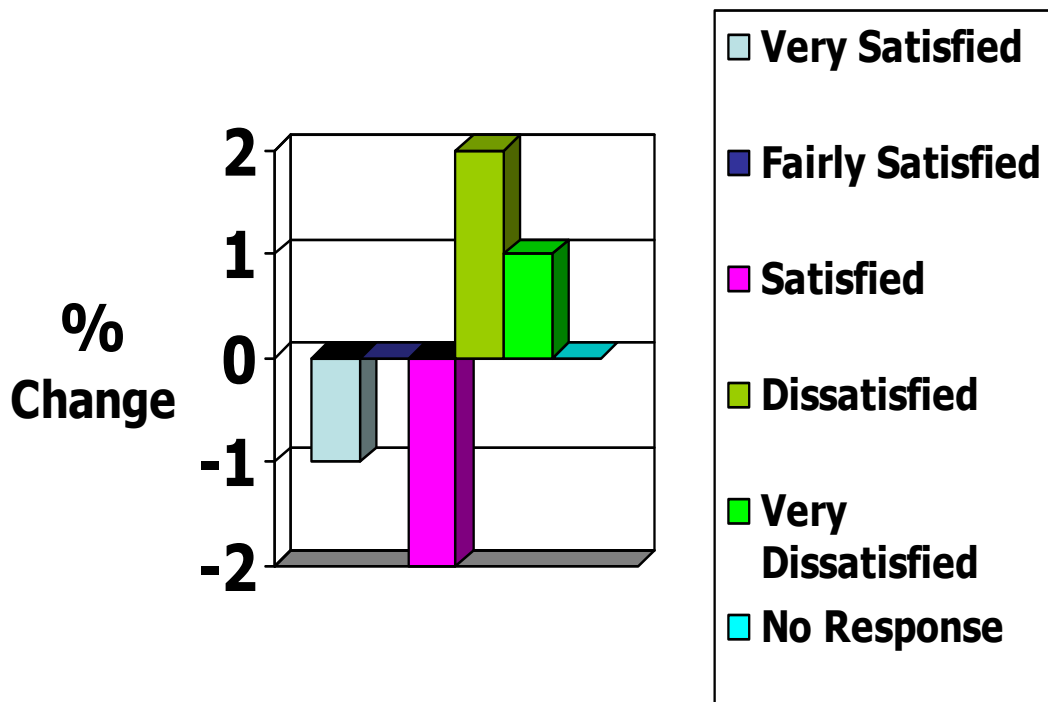
2) d. How satisfied are you with Mortgage Incentives services?

There was a change of 0% in the field of Very Satisfied with respect the area of Mortgage Incentives services, +2% in the Fairly Satisfied field, -1% in the Satisfied field, -1% in the Dissatisfied field, -3% in the Very Dissatisfied field and a +3% change in the No Response field.



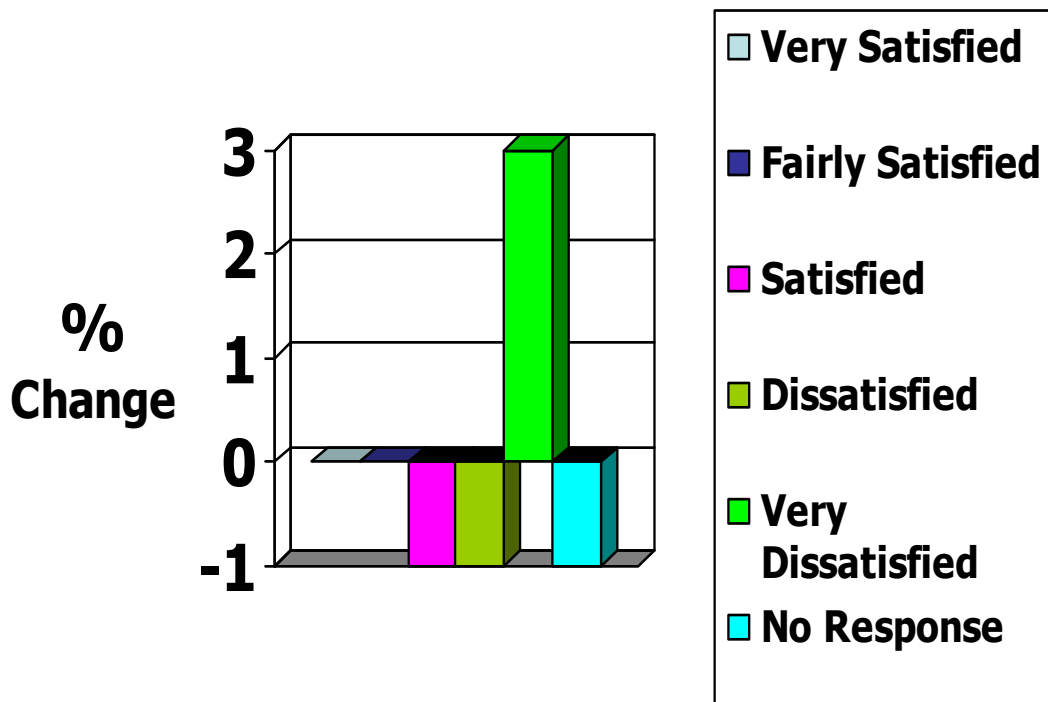
2) e. How satisfied are you with Motor Insurance Claims services?

There was a change of -1% in the field of Very Satisfied with respect the area of Motor Insurance Claims services, 0% in the Fairly Satisfied field, -2% in the Satisfied field, -+2% in the Dissatisfied field, +1% in the Very Dissatisfied field and a 0% change in the No Response field.



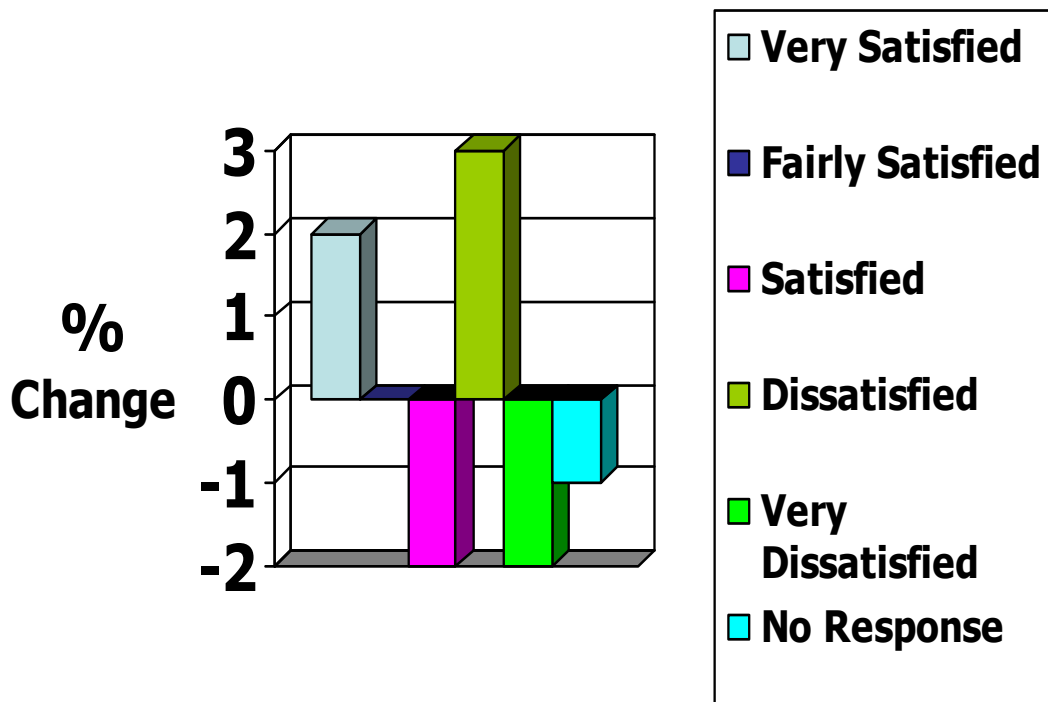
2) f. How satisfied are you with Property Insurance Rates services?

There was a change of 0% in the field of Very Satisfied with respect the area of Property Insurance Rates services, 0% in the Fairly Satisfied field, -1% in the Satisfied field, -1% in the Dissatisfied field, +3% in the Very Dissatisfied field and a -1% change in the No Response field.



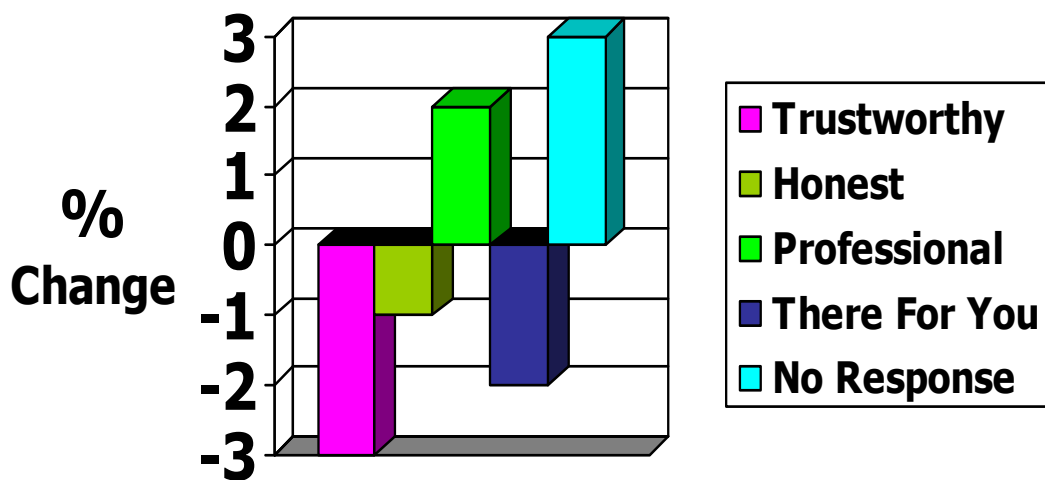
2) g. How satisfied are you with Health Insurance Coverage services?

There was a change of +2% in the field of Very Satisfied with respect the area of Health Insurance Coverage services, 0% in the Fairly Satisfied field, -2% in the Satisfied field, +3% in the Dissatisfied field, -2% in the Very Dissatisfied field and a -1% change in the No Response field.



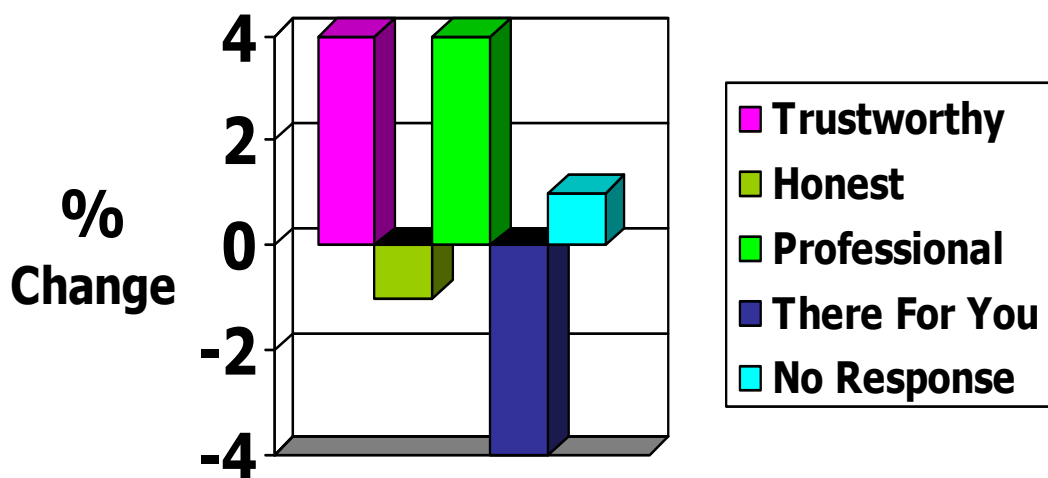
3) a. Do you believe that your Accountant is Trustworthy, Honest, Professional and/or There For You.

With regard to their Accountant's character, there was a -3% change in the field of Trustworthy, a -1% change in the field of Honest, a +2% change in the field of Professional, a -2% change in the There for You field and a +3% change in the No Response field.



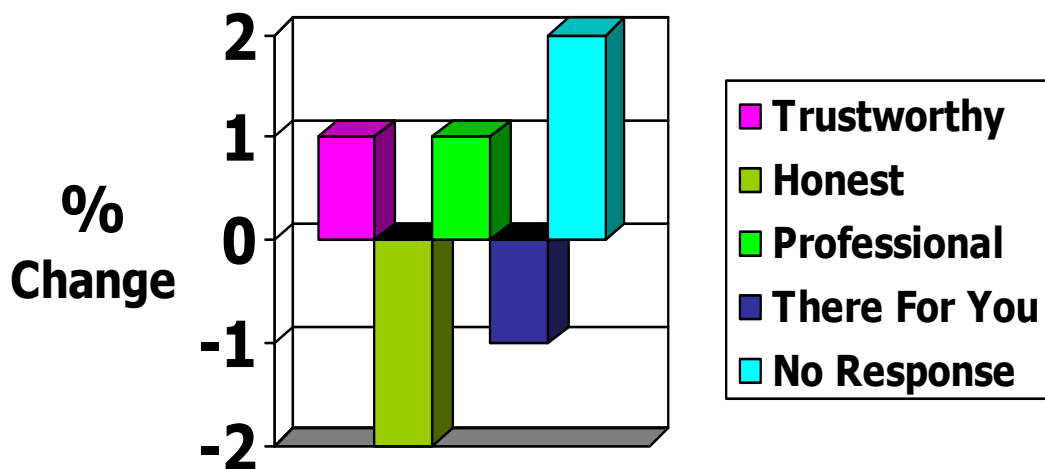
3) b. Do you believe that your Banker is Trustworthy, Honest, Professional and/or There For You.

With regard to their Banker's character, there was a +4% change in the field of Trustworthy, a -1% change in the field of Honest, a +4% change in the field of Professional, a -4% change in the There for You field and a +1% change in the No Response field.



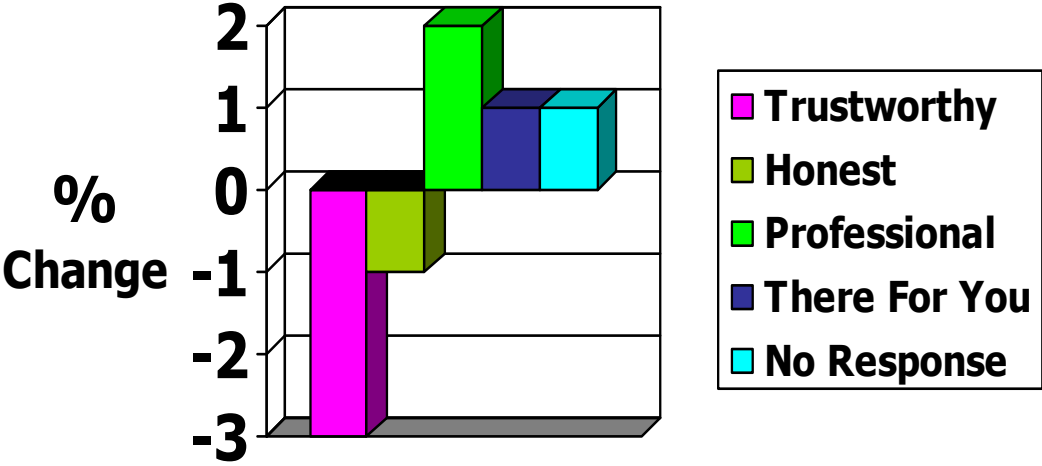
3) c. Do you believe that your Insurance Agent is Trustworthy, Honest, Professional and/or There For You.

With regard to their Insurance Agent's character, there was a +1% change in the field of Trustworthy, a -2% change in the field of Honest, a +1% change in the field of Professional, a -1% change in the There for You field and a +2% change in the No Response field.



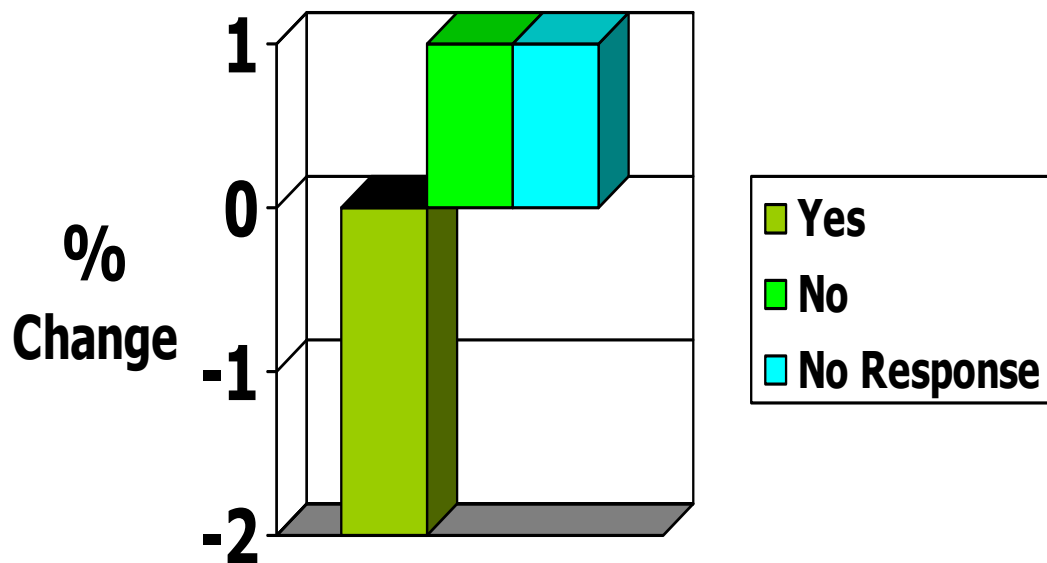
3) d. Do you believe that your Lawyer is Trustworthy, Honest, Professional and/or There For You.

With regard to their Lawyer's character, there was a -3% change in the field of Trustworthy, a -1% change in the field of Honest, a +2% change in the field of Professional, a +1% change in the There for You field and a +1% change in the No Response field.



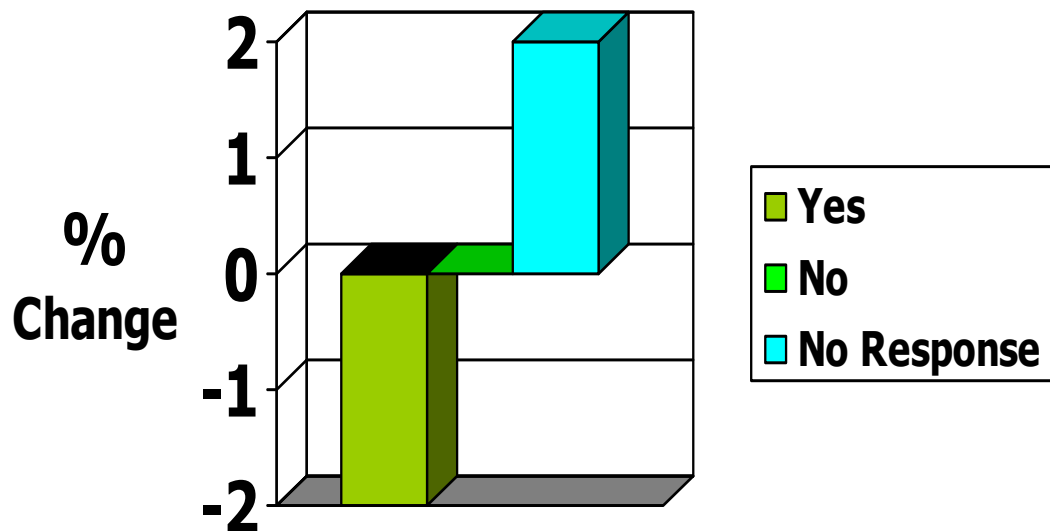
4) Do you believe that the Banking and Insurance Industries should be allowed to provide similar services?

When asked whether Banking and Insurance Industries should provide similar services, There was a -2% change in the response of Yes, a +1% change in the response of No and a +1% change in the No Response field.



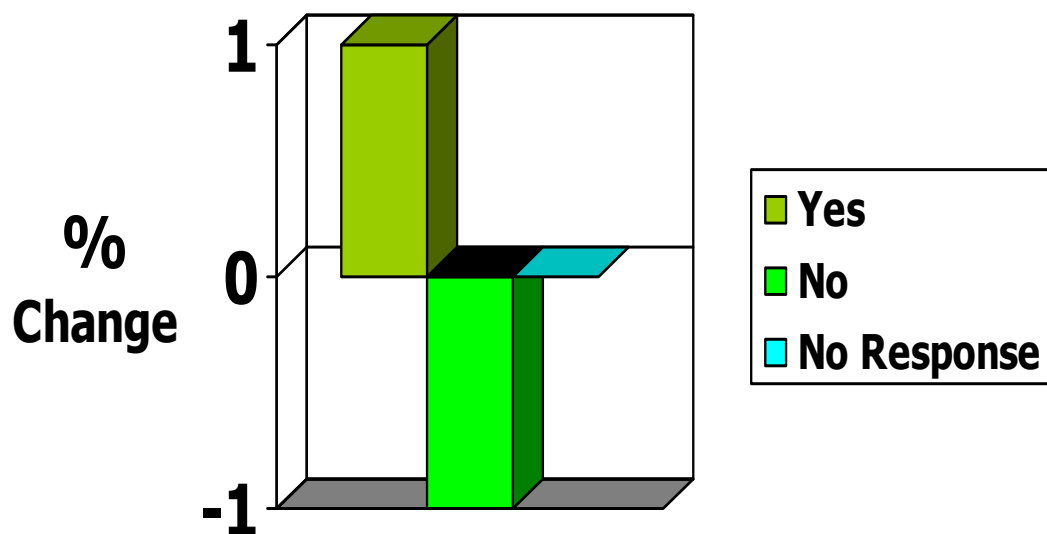
5) a. Do you believe that the Accounting Sector should be further regulated?

When questioned as to whether or not the Accounting Sector should be further regulated there was a -2% change in the field of Yes, a 0% change in the field of No and a +2% change in the No Response field.



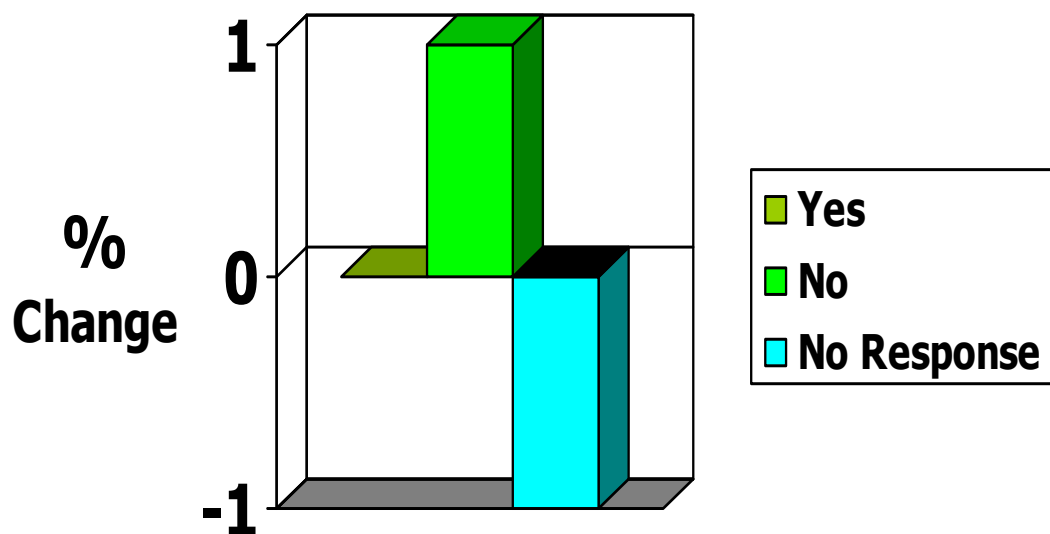
5) b. Do you believe that the Banking Sector should be further regulated?

When questioned as to whether or not the Banking Sector should be further regulated there was a +1% change in the field of Yes, a -1% change in the field of No and a 0% change in the No Response field.



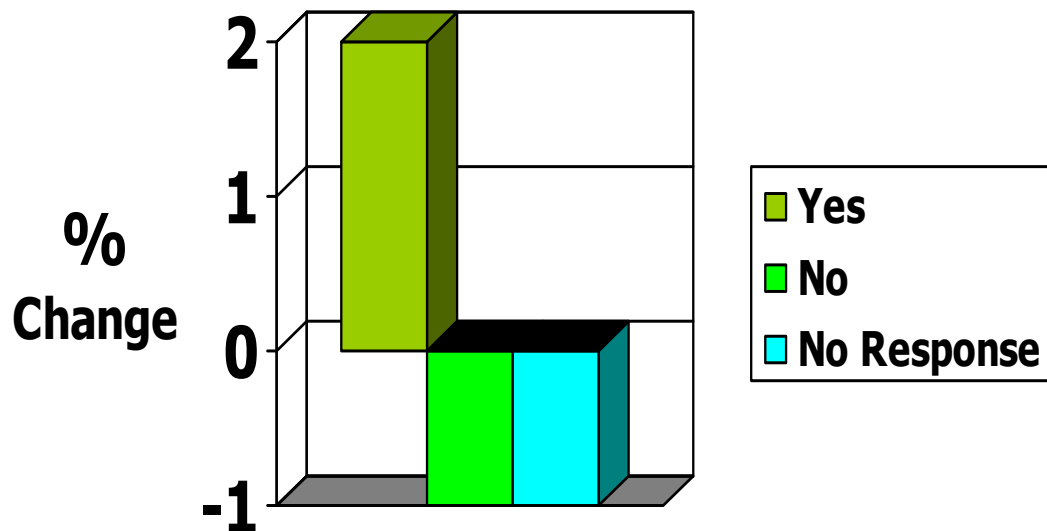
5) c. Do you believe that the Insurance Sector should be further regulated?

When questioned as to whether or not the Insurance Sector should be further regulated there was a 0% change in the field of Yes, a +1% change in the field of No and a -1% change in the No Response field.



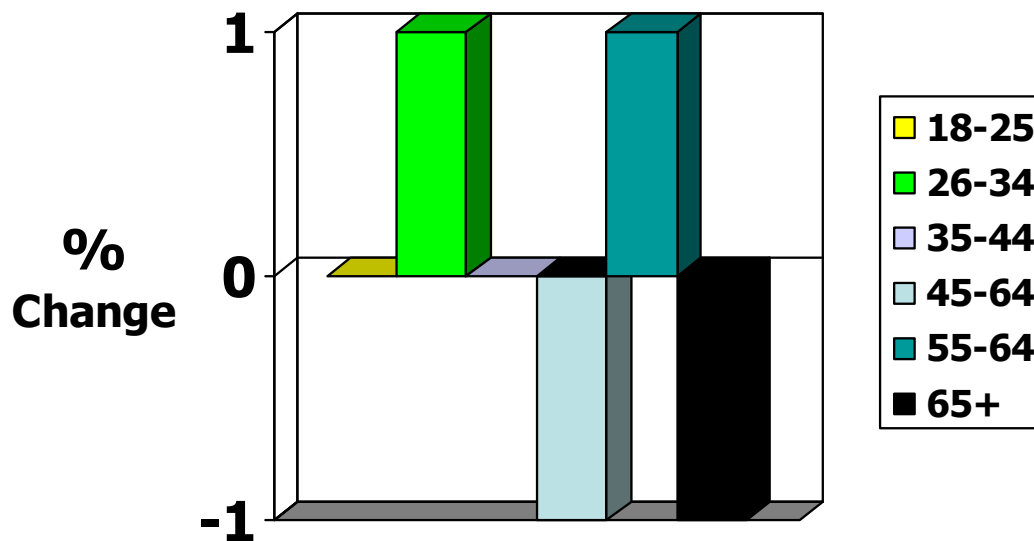
5) d. Do you believe that the Legal Sector should be further regulated?

When questioned as to whether or not the Legal Sector should be further regulated there was a +2% change in the field of Yes, a -1% change in the field of No and a -1% change in the No Response field.



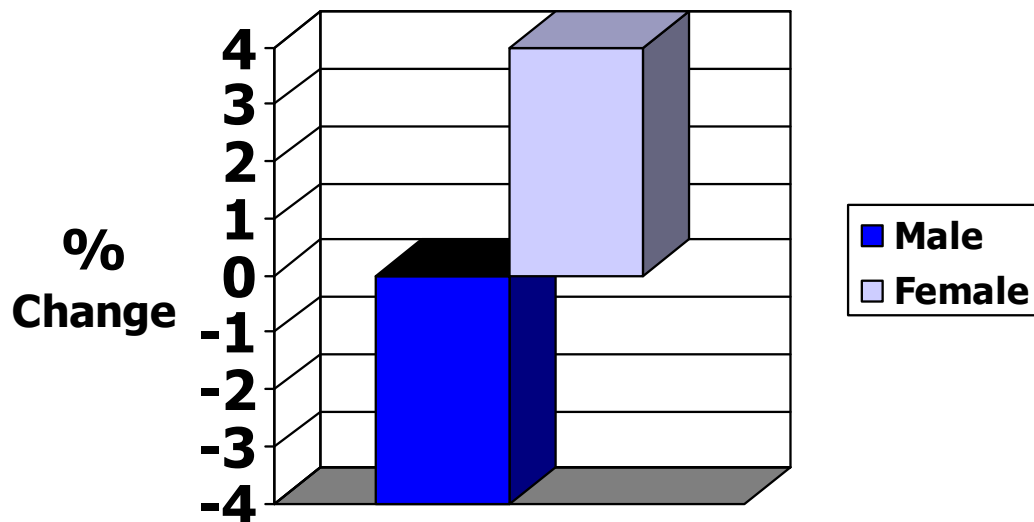
Age Group

Of the respondents, there was a 0% change in the number from the 18-25 age group, a +1% change in the 26-34 age group, a 0% change in the 35-44 age group, a -1% change in the 45-64 age group, a +1% change in the 55-64 age group and a -1% change in the 65+ age group.



Sex

Of the respondents, there was a -4% change in the number of Male respondents and a $+4\%$ change in the number of Female respondents.



Profession

Of the respondents, there was a 0% change in the number from the Accounts profession, a +3% change in the Business profession, a 0% change in the Insurance profession, a -2% change in the Law profession, a -1% change in the Medical profession.

