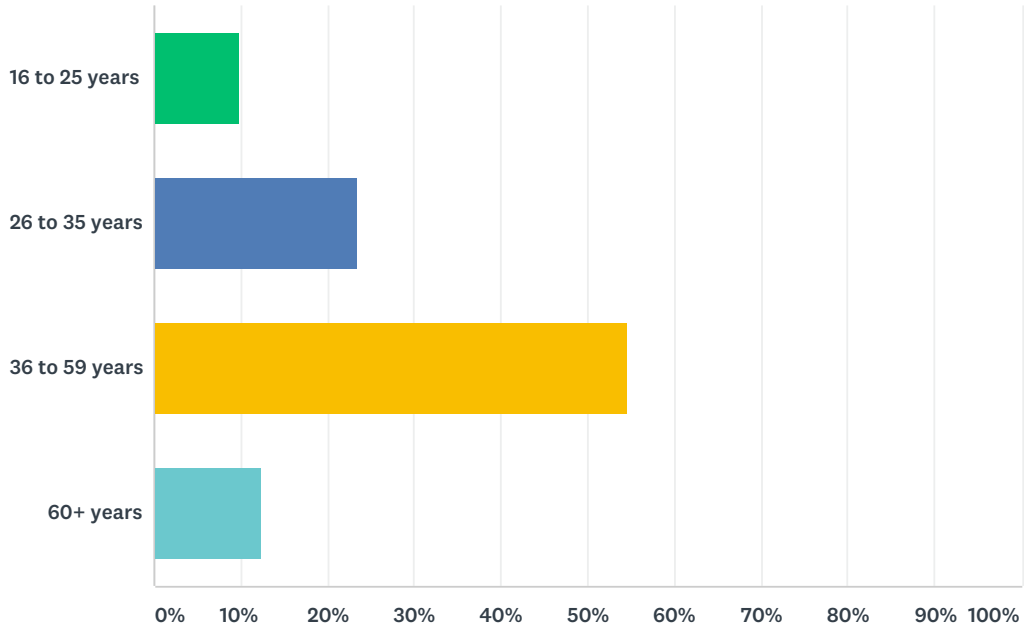


Q1 1. How old are you?

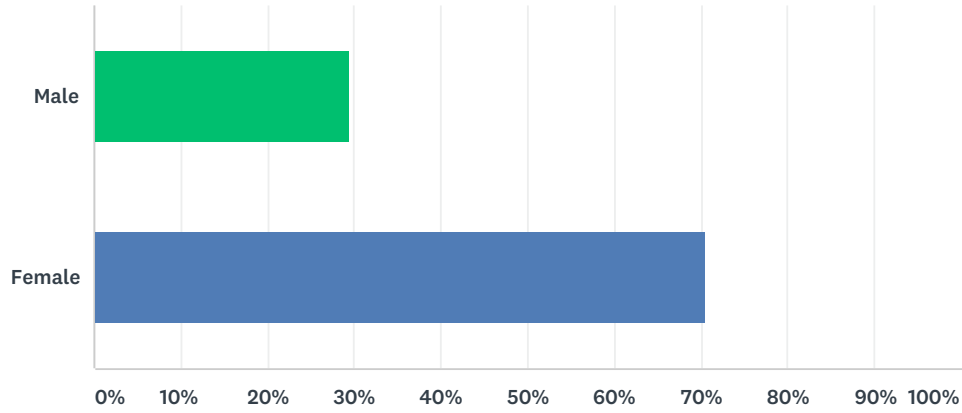
Answered: 154 Skipped: 6



ANSWER CHOICES	RESPONSES
16 to 25 years	9.74% 15
26 to 35 years	23.38% 36
36 to 59 years	54.55% 84
60+ years	12.34% 19
TOTAL	154

Q2 2. Are you:

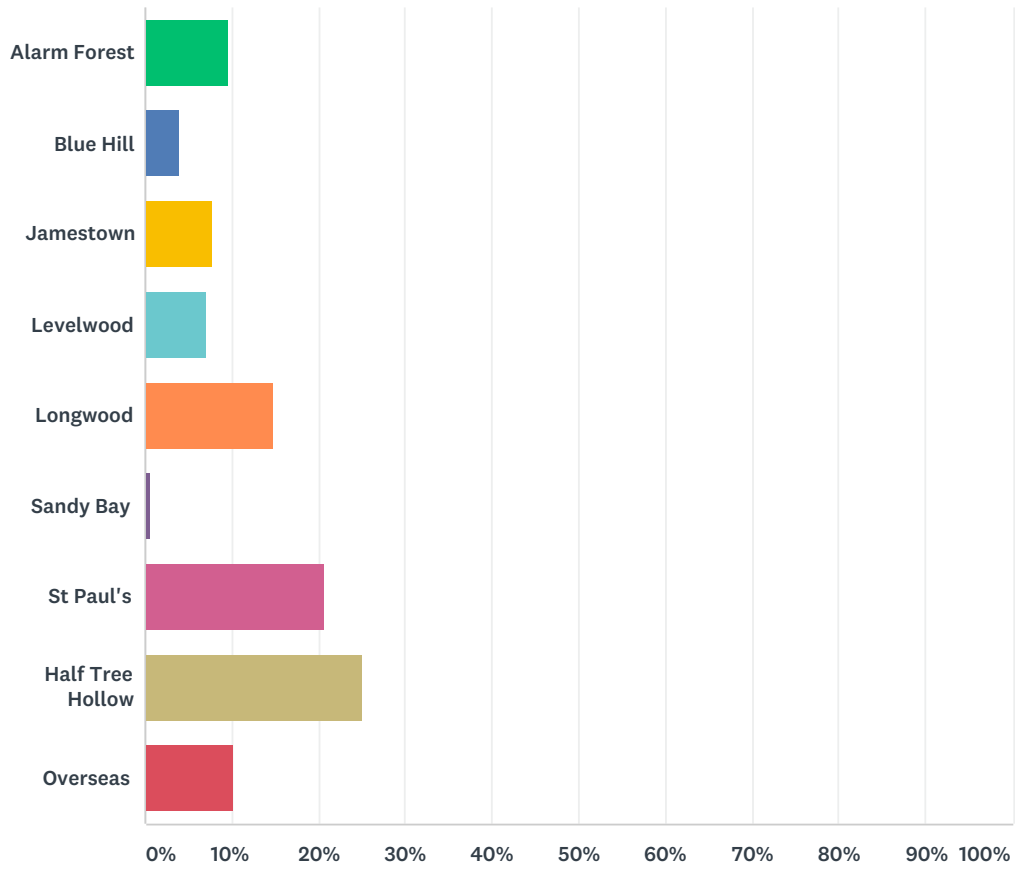
Answered: 153 Skipped: 7



ANSWER CHOICES	RESPONSES	
Male	29.41%	45
Female	70.59%	108
TOTAL		153

Q3 3. Where do you live?

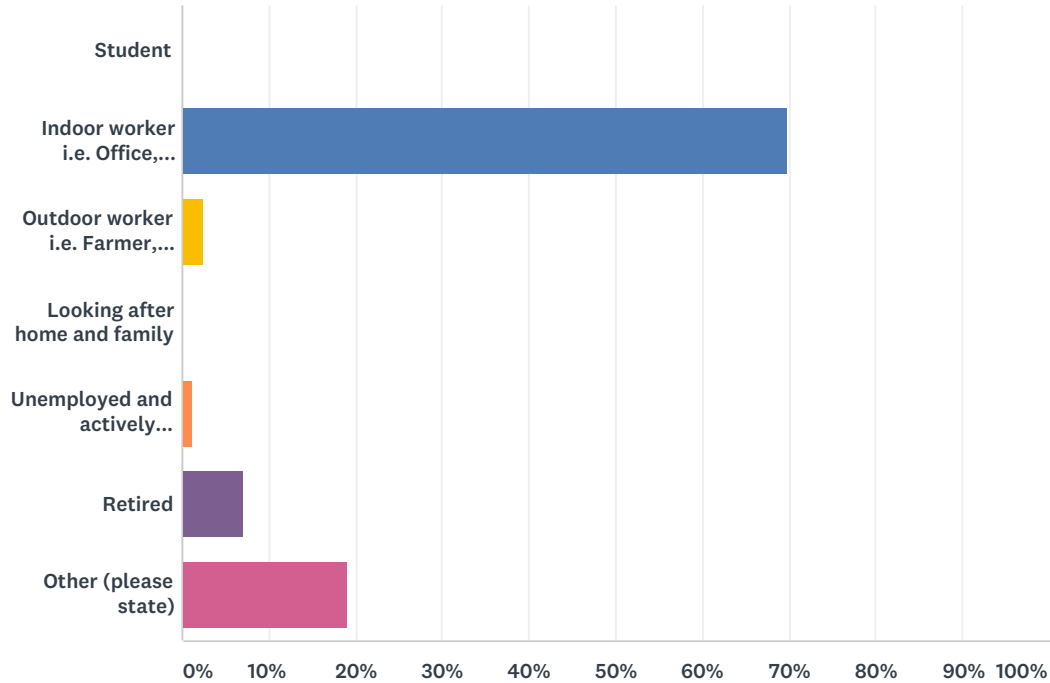
Answered: 155 Skipped: 5



ANSWER CHOICES	RESPONSES	
Alarm Forest	9.68%	15
Blue Hill	3.87%	6
Jamestown	7.74%	12
Levelwood	7.10%	11
Longwood	14.84%	23
Sandy Bay	0.65%	1
St Paul's	20.65%	32
Half Tree Hollow	25.16%	39
Overseas	10.32%	16
TOTAL		155

Q4 4. What do you do?

Answered: 153 Skipped: 7



ANSWER CHOICES	RESPONSES	
Student	0.00%	0
Indoor worker i.e. Office, Retail etc.	69.93%	107
Outdoor worker i.e. Farmer, Fisherman, Mechanic, Construction etc.	2.61%	4
Looking after home and family	0.00%	0
Unemployed and actively looking for work	1.31%	2
Retired	7.19%	11
Other (please state)	18.95%	29
TOTAL		153

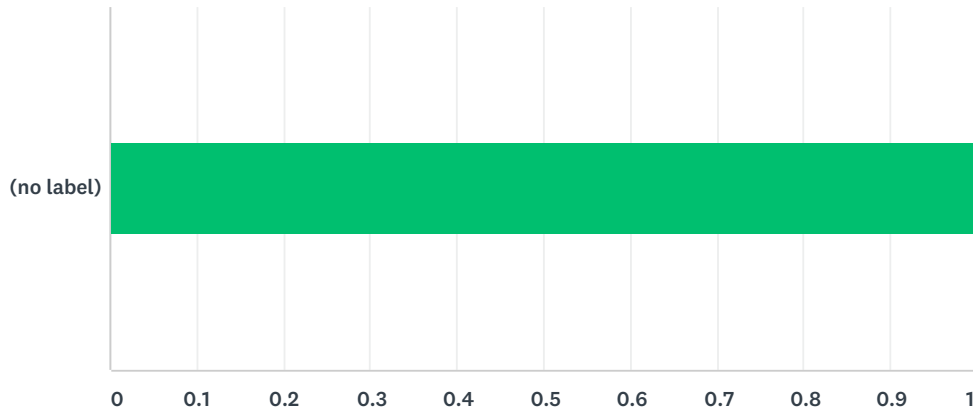
#	OTHER (PLEASE STATE)	DATE
1	Part time	3/22/2019 1:04 AM
2	Nurse	3/21/2019 3:28 PM
3	Self employed	3/21/2019 12:50 PM
4	teacher	3/21/2019 10:17 AM
5	SHG employed	3/21/2019 8:20 AM
6	Medical	3/21/2019 7:16 AM
7	Indoor & outdoor - project management & fieldwork	3/20/2019 3:12 PM
8	Police Constable	3/20/2019 2:00 PM
9	Doctor	3/20/2019 1:24 PM

Public Opinion Survey - SHG Press Office

10	nurse	3/20/2019 1:13 PM
11	Education	3/20/2019 12:03 PM
12	health care	3/20/2019 11:13 AM
13	H.C.A Nurse	3/20/2019 9:46 AM
14	Nursing	3/14/2019 9:54 AM
15	Social Care Officer	3/14/2019 9:49 AM
16	Employed by Education and Employment Directorate	3/14/2019 8:18 AM
17	Teacher	3/13/2019 5:53 PM
18	office and site visits	3/12/2019 9:13 AM
19	Engineer civil and mechanical	3/12/2019 8:59 AM
20	Work	3/12/2019 8:49 AM
21	Conservation (non SHG)	3/7/2019 9:38 AM
22	Indoor/outdoor worker	3/6/2019 8:44 AM
23	Education and Employment Directorate	3/5/2019 2:12 PM
24	SHG (both office and field based)	3/4/2019 10:53 AM
25	Director of a company	3/3/2019 6:26 PM
26	Police directorate	3/1/2019 8:34 PM
27	Environment	3/1/2019 2:27 PM
28	ENRD Roads	3/1/2019 11:41 AM
29	Both indoor and outdoor- Conservation	2/28/2019 10:26 AM

Q5 5. On a scale of 1-5, how interested are you in news from St Helena Government?

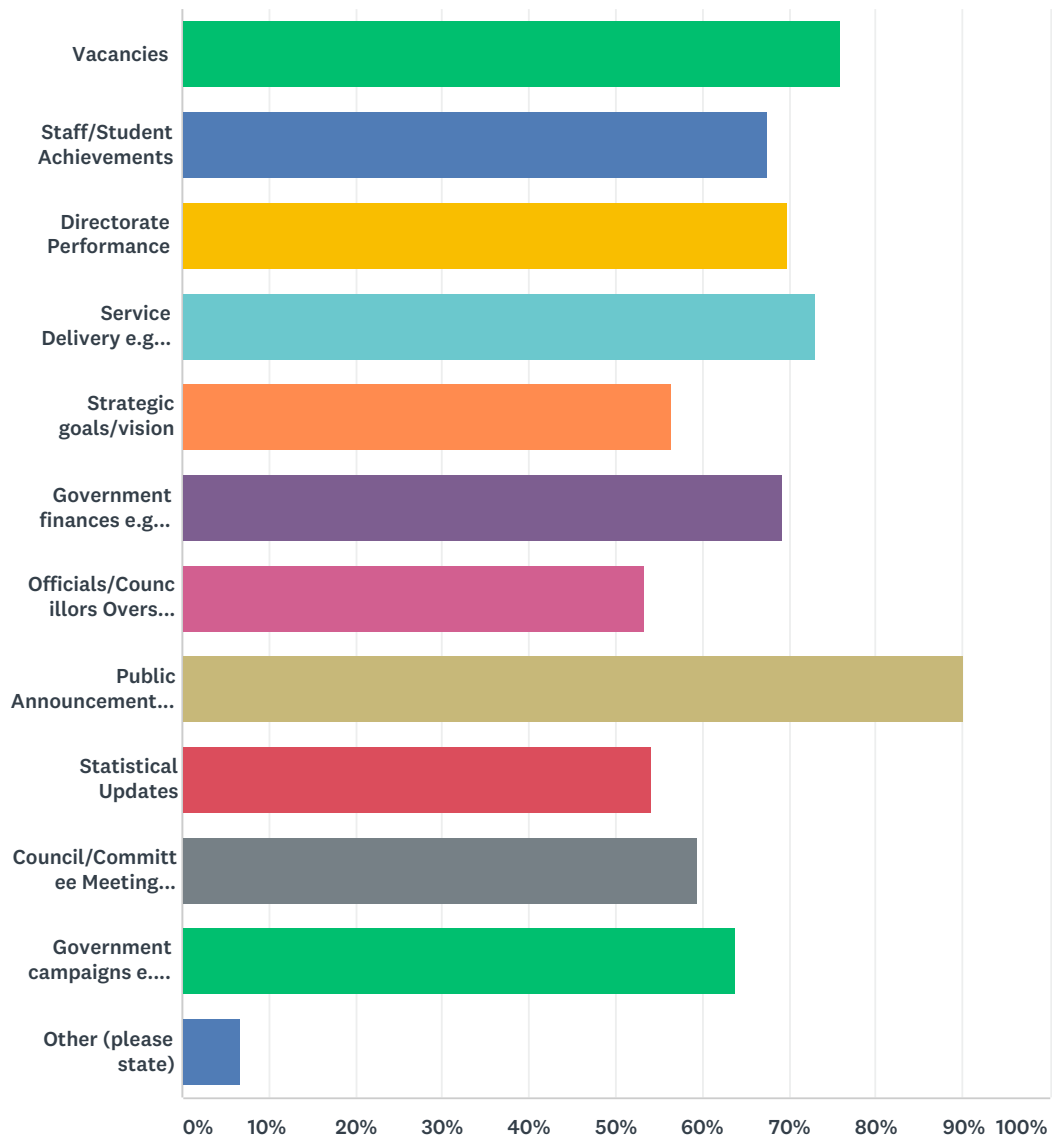
Answered: 130 Skipped: 30



	1 - NOT INTERESTED AT ALL	2	3	4	5 - VERY INTERESTED	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	6.15% 8	19.23% 25	36.15% 47	38.46% 50	130	1.00

Q6 6. What type of news do you want Government to tell you about? (Choose all that apply)

Answered: 133 Skipped: 27



ANSWER CHOICES	RESPONSES	
Vacancies	75.94%	101
Staff/Student Achievements	67.67%	90
Directorate Performance	69.92%	93
Service Delivery e.g. Veterinary, Pharmacy, Customs services	72.93%	97
Strategic goals/vision	56.39%	75
Government finances e.g. taxes, fees and spending	69.17%	92
Officials/Councillors Overseas Visits	53.38%	71

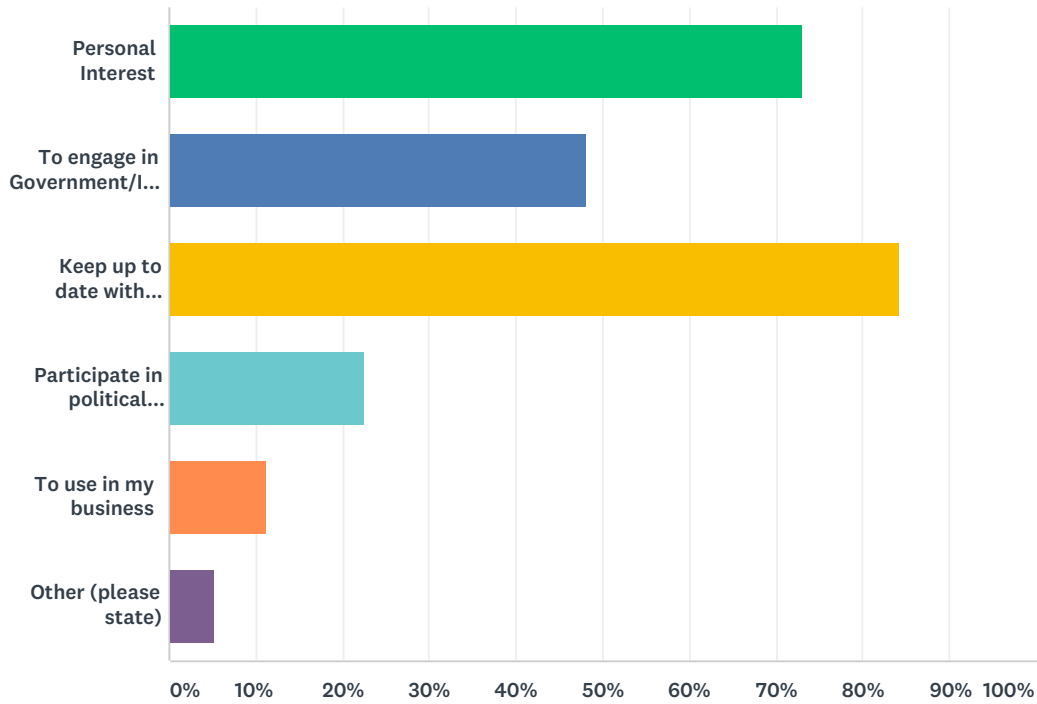
Public Opinion Survey - SHG Press Office

Public Announcements e.g. Road Closures, Sea Conditions	90.23%	120
Statistical Updates	54.14%	72
Council/Committee Meeting Reports	59.40%	79
Government campaigns e.g. Health awareness, Police etc.	63.91%	85
Other (please state)	6.77%	9
Total Respondents: 133		

#	OTHER (PLEASE STATE)	DATE
1	Airport movements - number of arrivals and departures	3/27/2019 10:00 AM
2	Everything	3/21/2019 7:50 AM
3	General goodnews stories on island small local achievements	3/20/2019 1:44 PM
4	Updates on Project spending and Aid spending	3/15/2019 2:51 PM
5	Provide open and honest responses/comments to letters in papers	3/14/2019 11:10 AM
6	Make reports more user firendly - eg. statistical reports	3/13/2019 5:57 PM
7	New arrivals to the island	3/12/2019 9:20 AM
8	FLIGHT ARRIVALS & DEPARTURES	3/11/2019 3:02 PM
9	Updates of Crown land that could be up for leasing for housing	3/1/2019 1:40 PM

Q7 7. Why are you interested in this type of news? (Choose all that apply)

Answered: 133 Skipped: 27



ANSWER CHOICES	RESPONSES
Personal Interest	72.93% 97
To engage in Government/Island Affairs	48.12% 64
Keep up to date with what's happening within Government	84.21% 112
Participate in political decisions	22.56% 30
To use in my business	11.28% 15
Other (please state)	5.26% 7
Total Respondents: 133	

#	OTHER (PLEASE STATE)	DATE
1	Ensure my future return plans are the right decision.	3/21/2019 7:50 AM
2	Positive local small news stories it heartwarming, at present when ever you type st helena on the internet now. All there seems to be is negative press, as the SHG Website is worldwide.	3/20/2019 1:44 PM
3	FOR THE PROCESSING OF MAIL PURPOSES	3/11/2019 3:02 PM
4	i would love to visit and stay in st helena	3/10/2019 5:43 PM
5	because he government controls our lives, we deserve to know what's going on in it.	3/7/2019 9:45 AM
6	For improved quality of life on St Helena	3/4/2019 11:01 AM
7	I hope to read of progress	3/4/2019 9:29 AM

Q8 8. Please tell us if there is any news that you are interested in that you do not yet receive from Government?

Answered: 79 Skipped: 81

#	RESPONSES	DATE
1	Employment. Any development on flights from UK. Sale of SHG Shares to public. Tourism numbers. Trade Winds Resort Update.	3/27/2019 10:00 AM
2	-	3/27/2019 9:54 AM
3	-	3/27/2019 9:51 AM
4	-	3/27/2019 9:48 AM
5	Top news in who making the wrong decisions.	3/27/2019 9:46 AM
6	-	3/27/2019 9:41 AM
7	-	3/27/2019 9:38 AM
8	-	3/27/2019 9:32 AM
9	Transparency	3/22/2019 2:40 AM
10	It would be interesting to receive updates /progress on issues BEFORE the final decisions are made.	3/22/2019 1:12 AM
11	Staff and student achievements,overseas visits councillors.	3/21/2019 3:36 PM
12	News is always late and often not news and should not be a release as such but used internally	3/21/2019 12:53 PM
13	non	3/21/2019 12:20 PM
14	Not sure	3/21/2019 10:55 AM
15	Information regarding budgets; strategic plans to achieve SHG goals; what plans are being developed to increase revenue for the island and inhabitants.	3/21/2019 9:37 AM
16	Transparency- good or bad.	3/21/2019 7:50 AM
17	n/a	3/20/2019 10:10 PM
18	Individual directorate newsletters - highlights and 'wins'	3/20/2019 3:22 PM
19	unbiased news	3/20/2019 2:36 PM
20	None	3/20/2019 2:03 PM
21	See above, we do receive it but not to often.	3/20/2019 1:44 PM
22	no	3/20/2019 12:33 PM
23	Police report, new people in post example doctors, ect	3/20/2019 12:00 PM
24	no	3/20/2019 9:24 AM
25	Answered in question 6 (other)	3/15/2019 2:51 PM
26	Latest information on how Brexit will affect St Helena - written in laymans language	3/14/2019 11:10 AM
27	quarterly reports on what individual directorates is doing and related costs, not waiting on the public accounts committee to say what has happened a year ago	3/14/2019 10:05 AM
28	cannot think of anything at this time	3/14/2019 9:55 AM
29	not really	3/14/2019 8:25 AM
30	None	3/13/2019 5:57 PM
31	No	3/13/2019 11:07 AM

Public Opinion Survey - SHG Press Office

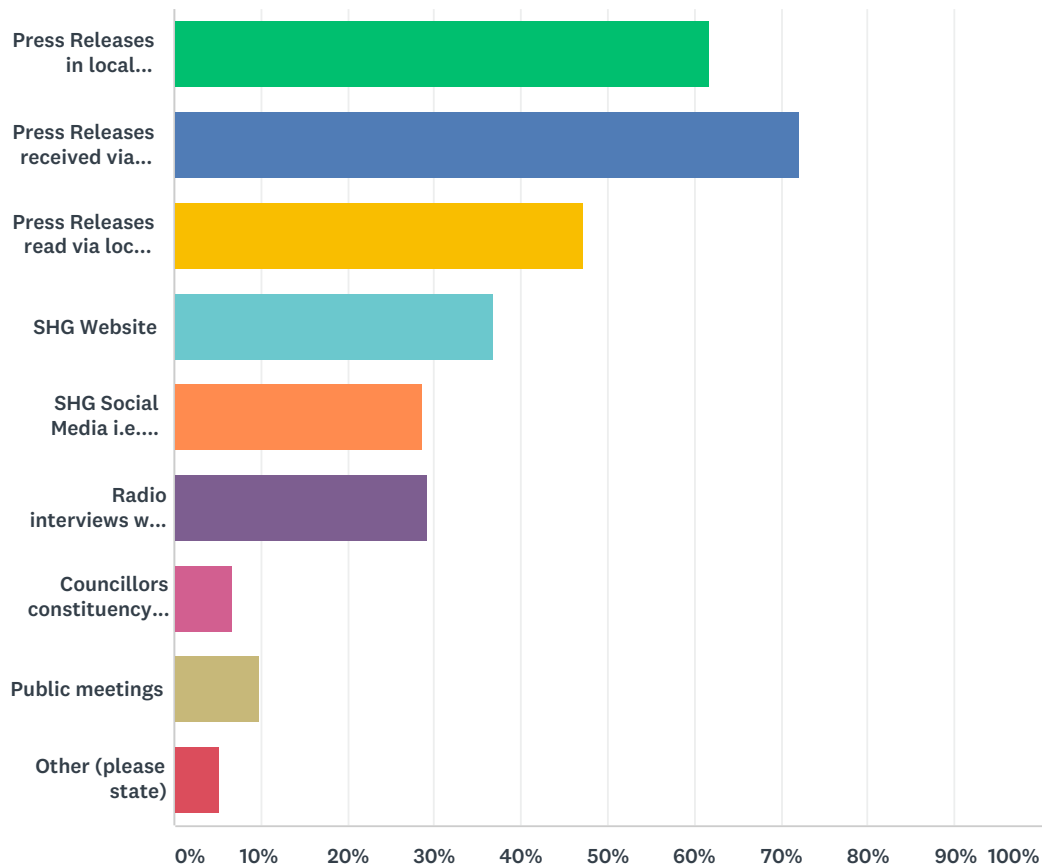
32	None that I can think of right now	3/13/2019 8:57 AM
33	Public transport developments. Traffic and parking policy and issues.	3/12/2019 5:21 PM
34	Not at this point in time	3/12/2019 10:07 AM
35	Not at this time	3/12/2019 10:01 AM
36	Court information	3/12/2019 9:47 AM
37	Up to date performance reports. Just general good news and awareness on whats happening in departments and whats planned.	3/12/2019 9:30 AM
38	More information on progress following announcements e.g. what is happening with the new renewables contract?	3/12/2019 9:29 AM
39	New arrivals to the island	3/12/2019 9:20 AM
40	10 year planning programs for all infrastructure, to demonstrate long term planning and joined thinking.	3/12/2019 9:16 AM
41	N/a	3/12/2019 8:56 AM
42	NO	3/11/2019 3:02 PM
43	Prices increases especially fish why is fish so expensive on this island. Also utilities why so high????	3/8/2019 8:24 PM
44	None	3/8/2019 8:32 AM
45	What is achieved from each overseas visit and why it is needed, how this information will be implemented on island. Sending people on conferences need to be justified. sending people away means down time or extra work for some one else. if the job can be done continuously without this person being available, why are they still in a job?	3/6/2019 9:35 AM
46	Feedback and reports from all the overseas visits that groups attend - stating how the visit outcomes will impact on thinking, practice and service delivery. How will such conferences, visits and trips abroad benefit the residents of Saint Helena - directly and indirectly.	3/5/2019 2:23 PM
47	Information that is released sooner instead of later - info not written out as news stories but just as normal press releases with quick info while its still timely. also more news about flight delays etc	3/5/2019 1:35 PM
48	internal efficiencies e.g. rewards	3/4/2019 1:17 PM
49	We are told (sometimes) about decisions that are made but not WHY the decision was reached. It would also be good to know which councillors were for or against a decision because then I would know who to vote for next time.	3/4/2019 12:02 PM
50	None	3/4/2019 11:01 AM
51	I like to see leaflets in the public domain on procedures for medical referrals by Health and the same for services offered to the Public by Safe Guarding eg Homehelp/ Carers	3/4/2019 9:51 AM
52	What's happening. Visits, meeting, conferences are just inkiies passing the time of day.	3/4/2019 9:29 AM
53	Updates on affairs which affect us as a community ie Recent events in Pretoria hospital	3/2/2019 8:18 PM
54	If any changes are happening on the island, what they are and when will things happen.	3/1/2019 8:43 PM
55	The truth would be good and not just boring press releases	3/1/2019 7:12 PM
56	Mantis and SHG collusion. How it affects Private Businesses on SH	3/1/2019 3:42 PM
57	change in jobs	3/1/2019 3:32 PM
58	Not sure	3/1/2019 2:30 PM
59	The majority of SHG news does eventually reach the public domain. However the time latency can sometimes be questionable and some news is only generated after probing from the public happens.	3/1/2019 2:30 PM
60	More Airport updates regarding last minute changes more Transparency, all update of shedule and unshedule flights	3/1/2019 1:40 PM
61	n/a	3/1/2019 1:21 PM
62	no	3/1/2019 1:03 PM

Public Opinion Survey - SHG Press Office

63	none at this time	3/1/2019 12:23 PM
64	none	3/1/2019 11:55 AM
65	what our the plans for the next ten years	3/1/2019 11:54 AM
66	Nothing specific, but I think those on Island would like the information in a more timely manner	3/1/2019 11:45 AM
67	None at the moment.	2/28/2019 2:12 PM
68	how much government spends on all these campaigns such as stopping sugar	2/28/2019 1:00 PM
69	what staff off the island or on training or overseas leave and who doing their jobs while they off the island	2/28/2019 12:03 PM
70	N/a	2/28/2019 11:38 AM
71	Full information on Income and expenditure re. Airlink inc.cost of Hotels during delays. The number on each flight and how many tourists. Cost of money spent on Governor and Govt Personnel travelling overseas. Being Transparent and Accountable to the British taxpayers.	2/28/2019 11:10 AM
72	-	2/28/2019 10:51 AM
73	Local Staff changes	2/28/2019 10:32 AM
74	Current range is excellent and the quality high. Stronger social media engagement (twitter etc) for external would promote better some of the good work SHG is doing also.	2/28/2019 10:22 AM
75	Overview of Budgets that go to LegCo Magistrates Court results	2/28/2019 9:59 AM
76	Shipping news has decreased e.g. amount of cargo arriving on MV Helena, arrival & departure dates/times (forthcoming) etc. We need more clearer, accessible, unbiased, up-to-date information about how things work now, post-airport e.g. how to send and receive things to the island. Up-to-date contact details for available member of staff for different services e.g. mental health - is there someone available to talk to if I need mental health advice?	2/28/2019 9:52 AM
77	Service times/opening hours etc	2/28/2019 9:47 AM
78	staff leaving	2/28/2019 9:40 AM
79	New arrival of personnel and staff achievements	2/28/2019 9:39 AM

Q9 9. How do you normally receive Government news? (Choose all that apply)

Answered: 133 Skipped: 27



ANSWER CHOICES	RESPONSES	
Press Releases in local newspapers	61.65%	82
Press Releases received via email	72.18%	96
Press Releases read via local radio	47.37%	63
SHG Website	36.84%	49
SHG Social Media i.e. Facebook & Twitter pages	28.57%	38
Radio interviews with officials/councillors	29.32%	39
Councillors constituency meetings	6.77%	9
Public meetings	9.77%	13
Other (please state)	5.26%	7
Total Respondents: 133		

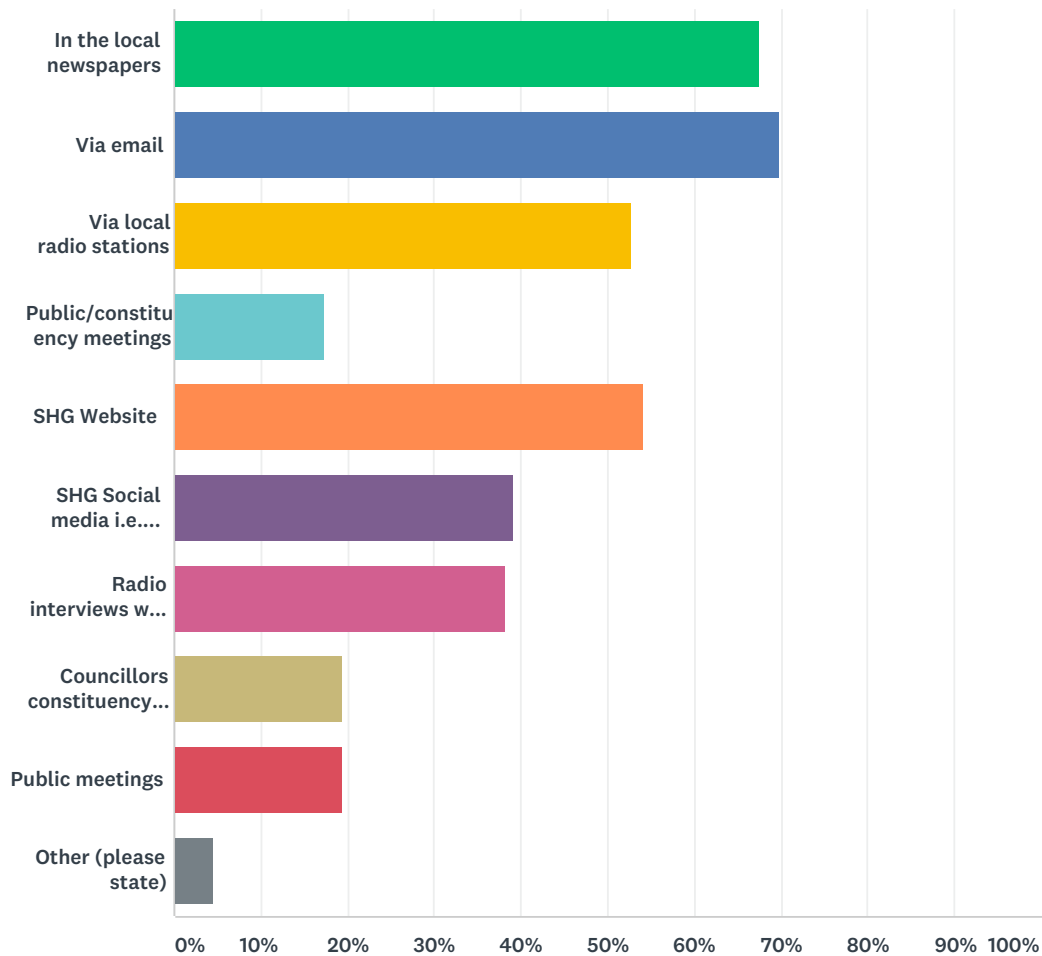
#	OTHER (PLEASE STATE)	DATE
1	Family and friends	3/21/2019 7:50 AM

Public Opinion Survey - SHG Press Office

2	Sometime you don't always have a chance to read the newspaper.	3/20/2019 1:44 PM
3	social media	3/10/2019 5:43 PM
4	Word of mouth - not necessarily accurate and precise though!	3/5/2019 2:23 PM
5	Other internet sources.	3/4/2019 9:29 AM
6	All listed	3/1/2019 1:40 PM
7	Through conversations with other employees	3/1/2019 1:03 PM

Q10 10. How would you like to receive news from Government? (Choose all that apply)

Answered: 133 Skipped: 27



ANSWER CHOICES	RESPONSES	
In the local newspapers	67.67%	90
Via email	69.92%	93
Via local radio stations	52.63%	70
Public/constituency meetings	17.29%	23
SHG Website	54.14%	72
SHG Social media i.e. Facebook & Twitter	39.10%	52
Radio interviews with key officials	38.35%	51
Councillors constituency meetings	19.55%	26
Public meetings	19.55%	26
Other (please state)	4.51%	6

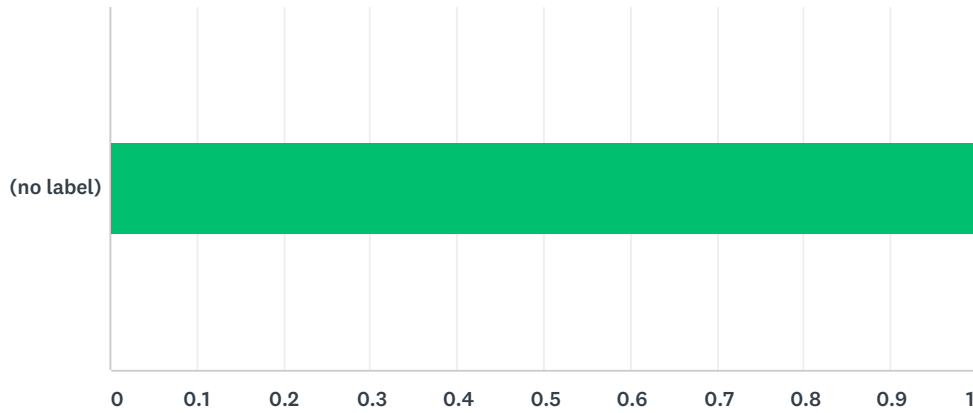
Public Opinion Survey - SHG Press Office

Total Respondents: 133

#	OTHER (PLEASE STATE)	DATE
1	More constituency meetings, 2 years and only 2 meetings	3/27/2019 10:00 AM
2	Monthly news paper from SHG to all NGO's with various topics of interest	3/14/2019 11:10 AM
3	From people that do, not those VIPs that pretend to administer.	3/4/2019 9:29 AM
4	As Above	3/1/2019 1:40 PM
5	Directorate meetings with relevant SHG personnel	3/1/2019 1:03 PM
6	Local SHG Intranet site	2/28/2019 9:40 AM

Q11 11a. On a scale of 1-5, how much do you trust the news from St Helena Government?

Answered: 133 Skipped: 27



	1 - DO NOT TRUST AT ALL	2	3	4	5 - BELIEVE WHAT GOVERNMENT SAYS	TOTAL	WEIGHTED AVERAGE
(no label)	5.26% 7	16.54% 22	35.34% 47	36.09% 48	6.77% 9	133	1.00

Q12 11b. Please can you give a reason for your answer (to question 11a).

Answered: 103 Skipped: 57

#	RESPONSES	DATE
1	They not reliable	3/27/2019 9:54 AM
2	-	3/27/2019 9:51 AM
3	-	3/27/2019 9:48 AM
4	They don't tell the truth all the time	3/27/2019 9:46 AM
5	-	3/27/2019 9:41 AM
6	-	3/27/2019 9:38 AM
7	-	3/27/2019 9:32 AM
8	Transparency	3/22/2019 2:40 AM
9	"Successful" is a popular word in SHG press releases. We are all human, we all fail from time to time. A veil of secrecy is drawn across less than successful SHG activity and this is counter productive.	3/22/2019 1:12 AM
10	Not all promises are kept.	3/21/2019 1:29 PM
11	SHG only tries to butter things up	3/21/2019 12:53 PM
12	not sure	3/21/2019 10:55 AM
13	There seem to be many issues, e.g. budget cuts, not actually publicised.	3/21/2019 9:37 AM
14	They give only what is deemed necessary	3/21/2019 8:22 AM
15	Because it is never direct to the people at the right time, always hearsay before SHG releases it. Maybe a change in people in the high-ranking position is needed, the guaranteed TRANSPARENCY along with the acceptance of living overseas saints opinions, maybe then we will have more trust in the SHG and it's officials.	3/21/2019 7:50 AM
16	I enjoy getting the updates, but I feel in general all organisations will word public information to reflect more positively on them.	3/20/2019 3:22 PM
17	news for SHG is written in a very biased way and dont give the full story	3/20/2019 2:36 PM
18	They wouldn't publish it if it isn't true	3/20/2019 2:03 PM
19	Its not that i don't trust the news its just that sometimes it feels that we don't always receive the full story or the reasoning for the decision.	3/20/2019 1:44 PM
20	i not sure as sometime after the press release comes out you hear something else even for the Councillors they say it cause it sound good really	3/20/2019 12:00 PM
21	At time you can't say if it is true	3/20/2019 9:46 AM
22	there have been occasions where information given out has not always been truthful or even forth coming	3/20/2019 9:24 AM
23	The disparity between local Island remunication compared to that of the TC0 Posts. The Voice of the broader community of St Helena not being heard.	3/20/2019 9:07 AM
24	Not everything is disclosed	3/18/2019 11:42 AM
25	I prefer to give a neutral answer as I trust the facts presented in most cases however some information given is written in such a way that leaves you mistrustful of the intentions or just plain bored.	3/15/2019 2:51 PM
26	Only Government knows what happens within itself. So an news released relating to Government will be true	3/14/2019 4:38 PM

Public Opinion Survey - SHG Press Office

27	Government must do more to gain the confidence of the community. Openness, honesty and transparency is a start. Work with the community and not against.	3/14/2019 11:10 AM
28	some obvious facts that come to light after e.g the airport was always on time and within budget. It should have been completed but there are still works that are not done to date even though the airport completion date is long gone	3/14/2019 10:05 AM
29	At times we hear all different news and it just confuses you	3/14/2019 9:55 AM
30	I dont think that all times SHG news is be too correct like ie airport stuff like the windshear issues etc.	3/14/2019 8:25 AM
31	Some press releases are written to justify SHG's decisions which may not be for the good of its people! SHG is not always open and transparent as they indicated they would be.	3/13/2019 5:57 PM
32	I	3/13/2019 11:07 AM
33	Sometimes not the full message gets told.	3/13/2019 8:57 AM
34	News from SHG should be the official statement/answer so it will be deemed believable by the listener. Shows the listener can trust SHG.	3/13/2019 8:57 AM
35	full story appears withheld. Pompous writing.	3/12/2019 5:21 PM
36	Government says something but is not reflected by their actions. Not enough transparency.	3/12/2019 10:07 AM
37	I trust the government as they are the people we have to look up to and guide us into the future	3/12/2019 10:01 AM
38	Because not always the whole truth is told but i guess that is to protect.	3/12/2019 9:50 AM
39	It is often only released once requested by local media, or once there have been rumours circulating.	3/12/2019 9:47 AM
40	what you hear 'on the street' and know and see within the workplace can be different to the official news	3/12/2019 9:44 AM
41	No reason not to trust the news from SHG really	3/12/2019 9:30 AM
42	Information in press releases often seems to be written with a positive spin. I would trust the news more if there was an occasional release on something that didn't go well.	3/12/2019 9:29 AM
43	Not enough news is given to the public	3/12/2019 9:20 AM
44	reasonably accurate information when available.	3/12/2019 9:16 AM
45	no accountability in SHG	3/12/2019 8:56 AM
46	They sometime make promises that they dont always live up to.Not very open and transparent as promise.	3/11/2019 3:02 PM
47	I never visited st helena. but I think they are doing their max	3/10/2019 5:43 PM
48	just this week diesel fuel was raised 5p per liter surely SHG knew about this when that FUEL WAS BOUGHT???????????????	3/8/2019 8:24 PM
49	I have no reason not to trust that what is shared is accurate and true.	3/8/2019 8:32 AM
50	I LIKE TO KEEP AN OPEN MIND - A LITTLE SKEPTICISM IS HEALTHY	3/7/2019 10:22 AM
51	There is a big culture of secrecy in SHG, which is quite commonly known. especially in things that may embarrass them, or may not be positive. If a mistake is made SHG tries to cover it up. It is much better just to say "We did this thing, maybe it was not a good idea, we are working on it" than to try and hide it. For example, Dr Akim telling the newspaper not to publish the story regarding the man's account of his time in Pretoria. All he had to say was "we're shocked, and we're investigating" but he couldn't even do that.	3/7/2019 9:45 AM
52	People have to prove their merit. There isnt any consistency through out government, which is slowly changing, but also the fact that government is inefficient in its operations. There are different standards for different sections or the public for that matter. It seems like it all depends on who you know. And most people who make major decisions seem to base it how it affects them personally and not as a community.	3/6/2019 9:35 AM

Public Opinion Survey - SHG Press Office

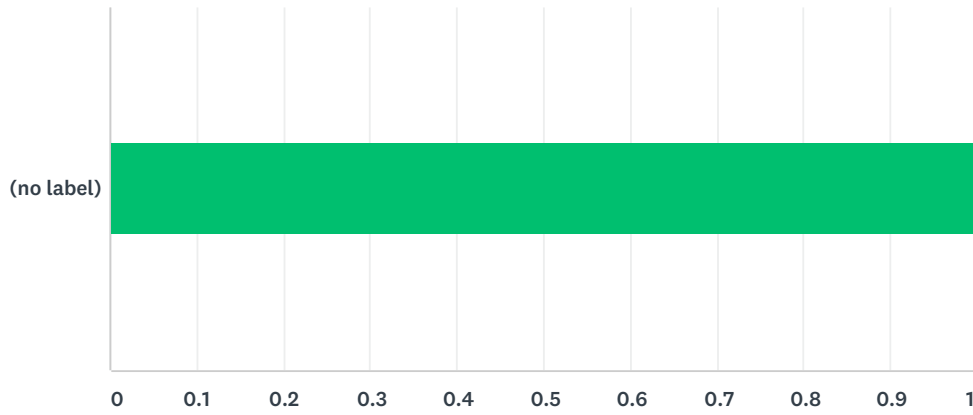
53	Government has a fine balance to tread on what information should be made available. Confidentiality and data protection legislation often determines what information can be released. Often there has to be a positive 'spin' on negative news so difficult to ascertain whether information is accurate or that Government being 'economical with the amount of information' being released into the public domain. Also there is a need to know basis driving release of information. Not helpful when news releases begin with 'It has been said or it has been reported'!	3/5/2019 2:23 PM
54	News is often weeks old and made to look like journalism when really its PR. Info that matters to the community is often missing and public events etc are often not advertised in enough time nor in both media places and that doesn't reach us all. Government seems to not want to talk about lots of things	3/5/2019 1:35 PM
55	The is a certain level of detail that cannot be disclosed	3/4/2019 1:17 PM
56	Not enough information is given in general - loads of things are never made public	3/4/2019 12:02 PM
57	Information given always have the cloak that not all the details have been included or else further information is promised but if further information is given it is ages later	3/4/2019 11:55 AM
58	Whilst I believe the majority of information I am aware that some is untrue e.g. blaming weather for the delayed outbound flight on 6th October 2018 (delayed to 9th October) when in fact the weather was not the reason.	3/4/2019 11:01 AM
59	sometimes radio talks particular by Director of Health does not support what is really happening within health lets hear from people involved.	3/4/2019 9:51 AM
60	SHG is more interested in tea parties than realities.	3/4/2019 9:29 AM
61	Don't feel truth is often told	3/2/2019 9:46 PM
62	It appears that shg is not as open and transparent as needed. Often key information is Omitted from the public domain. We deserve to know.	3/2/2019 8:18 PM
63	Promises are made but then not implemented and a lack of honest reason for not implementing things is never given	3/1/2019 8:43 PM
64	Because it is always no comment or like with the doctor you just print what you want	3/1/2019 7:12 PM
65	Transparency	3/1/2019 3:42 PM
66	what you hear on the street much truer to what SHG put out	3/1/2019 3:32 PM
67	Sometimes there is a lot of 'spin' on a news story which can make news less factual	3/1/2019 2:47 PM
68	Sometime the facts are not right	3/1/2019 2:30 PM
69	The full briefing is not always delivered, key points can be left out.	3/1/2019 2:30 PM
70	yes	3/1/2019 1:51 PM
71	N/A	3/1/2019 1:40 PM
72	n/a	3/1/2019 1:21 PM
73	There are times when news from SHG gives one message and then this is conflicted when speaking to SHG employees.	3/1/2019 1:03 PM
74	the basic outline of news is only given	3/1/2019 12:23 PM
75	We do not hear the full stories at times in which is published. (can be cover-ups)	3/1/2019 12:11 PM
76	What is said happens	3/1/2019 11:55 AM
77	I totally believe what the Government says and i have no issues in what press releases comes out	3/1/2019 11:54 AM
78	Because SHG and the press office has a duty relay/report information that is factually accurate	3/1/2019 11:46 AM
79	I believe some off the information is filtered to meet political consideration rather than transparency	3/1/2019 11:45 AM
80	Some information can be spun. The performance reports for example baseline against previously poor years in an attempt to show significant improvement.	2/28/2019 5:41 PM
81	No openness and transparency makes me feel I cannot trust them	2/28/2019 3:43 PM
82	i feel the news received is trust worthy	2/28/2019 3:03 PM

Public Opinion Survey - SHG Press Office

83	Find that news/press releases are quite reliable	2/28/2019 2:22 PM
84	N/A	2/28/2019 2:12 PM
85	No one is perfect, so sometimes the news can be incorrect.	2/28/2019 2:10 PM
86	As i think alot is hidden	2/28/2019 1:07 PM
87	It always tries to put the best side out, not necessarily all the facts	2/28/2019 1:00 PM
88	most of it is be true.	2/28/2019 12:03 PM
89	Because sometimes the news does not always be accurate	2/28/2019 11:38 AM
90	Whilst we don't always agree with government opinion and their views on the economy and visitor number etc I would like to think that what they are reporting is correct even if not in relevance context. Eg. visitor numbers - what is recorded includes people passing through, here for a few days etc which has no effect on our economy what so ever	2/28/2019 11:30 AM
91	How can you fully trust a Govt.that withholds information requested that is not classified?	2/28/2019 11:10 AM
92	Trust the Gov a fair amount, but think they do withhold a small amount of info.	2/28/2019 11:09 AM
93	-	2/28/2019 10:51 AM
94	If it had been possible, I would have ticked 'no opinion' because it is not something I have a view on.	2/28/2019 10:48 AM
95	Because if not true the local media would complain.	2/28/2019 10:32 AM
96	The quality of news on Govt services and strategy I believe is based on strong and factual information. The missing part probably will be community trust that this is the case - Impression that many do not believe even when numbers are presented or something is evidently happening. This survey is a great way to identify how to help that - well done	2/28/2019 10:22 AM
97	There is always (in any professional) the potential for error however I fully believe that when information is misreported, corrections are promptly and professionally issued.	2/28/2019 10:02 AM
98	Don't always get the full story so hard to make judgement. Press Releases tend to state the obvious!	2/28/2019 9:59 AM
99	I trust the information I am reading/hearing is accurate, but sometimes it can be put across in a way that avoids the main issue, therefore leads to misinterpretation e.g. the Governor's decision about Dr Rhys. News can also be misleading because the people giving the information to the Press Office are trying to make something sound good, but covering for the actual truth. We need to be more honest and admit our failings and take account of our actions/decisions - this is from Councillors to senior members of staff. This is the only way we can build trust with our staff.	2/28/2019 9:52 AM
100	not always transparent. would rather hear information from the government than word of mouth on the street	2/28/2019 9:49 AM
101	The facts are stated but I believe some detailed information might be withheld	2/28/2019 9:47 AM
102	they should know what is the truth	2/28/2019 9:40 AM
103	I belief the news provided by Gov is very factual and to the point.	2/28/2019 9:39 AM

Q13 12. On a scale of 1-5, how timely is information issued from SHG?

Answered: 131 Skipped: 29



	1 - NOT TIMELY AT ALL	2	3	4	5 - VERY TIMELY	TOTAL	WEIGHTED AVERAGE
(no label)	4.58%	22.14%	41.22%	22.90%	9.16%	131	1.00
	6	29	54	30	12		

Q14 13. Please suggest how could we make our information easier for you to understand?

Answered: 86 Skipped: 74

#	RESPONSES	DATE
1	-	3/27/2019 10:00 AM
2	-	3/27/2019 9:54 AM
3	-	3/27/2019 9:51 AM
4	-	3/27/2019 9:46 AM
5	Website needs to be far more user-friendly	3/27/2019 9:41 AM
6	-	3/27/2019 9:38 AM
7	Transparency	3/22/2019 2:40 AM
8	Using less formal, bureaucratic language would help engage more people.	3/22/2019 1:12 AM
9	Some info like CS going overseas need to be released immediately instead of waiting until after they return - pointless.	3/21/2019 1:29 PM
10	N/a	3/21/2019 12:53 PM
11	In layman's terms so that the man on the street can understand	3/21/2019 10:55 AM
12	There just needs to be more information available.	3/21/2019 9:37 AM
13	COMMUNICATION - speak to the people-not at the people and don't treat them like they are idiots.	3/21/2019 7:50 AM
14	The accompanying guides that come with (most) legislative proposed amendments are usually very good at providing info in an easy to understand way	3/20/2019 3:22 PM
15	simpler words	3/20/2019 2:36 PM
16	None	3/20/2019 2:03 PM
17	More short and to the point, answering the questions not hedging around.	3/20/2019 1:44 PM
18	use simple language and ensure the context of the message is straight forward	3/20/2019 9:24 AM
19	More councillors engaging with community, more district meetings with government officials.	3/20/2019 9:07 AM
20	The language used is quite good so would leave this as is however sometime the reader is left with more questions than the item answers so a reference to previous articles or background info would be helpful in these cases. Also, the reader may not necessarily know what SHG's process is or how something works and may seem tedious to point out something obvious however understanding and issue from start to finish eradicates any unnecessary (and sometimes damaging) speculation.	3/15/2019 2:51 PM
21	Keep it simple	3/14/2019 11:10 AM
22	Its OK in its current format	3/14/2019 10:05 AM
23	at least get it out before you hear the media broadcasting it and then the Councillors saying something about it and the there's a press release from SHG.	3/14/2019 8:25 AM
24	n/a	3/13/2019 5:57 PM
25	a	3/13/2019 11:07 AM
26	No problem at the moment.	3/13/2019 8:57 AM
27	Get it cross checked	3/12/2019 5:21 PM
28	Be straight to the point with clear, concise explanations.	3/12/2019 10:07 AM
29	Not sure	3/12/2019 10:01 AM

Public Opinion Survey - SHG Press Office

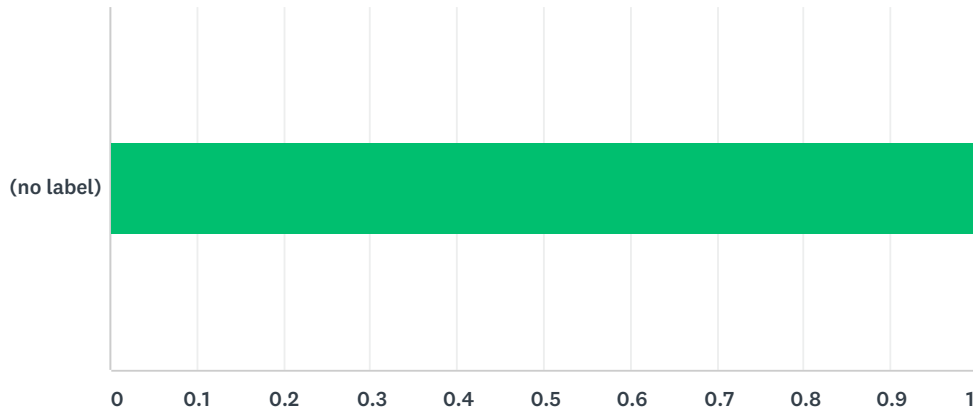
30	It is easy to understand	3/12/2019 9:47 AM
31	a lot of releases comes out with the link - but i think a summary could be beneficial on the release	3/12/2019 9:44 AM
32	I don't have any trouble understanding information received	3/12/2019 9:30 AM
33	I have no issues understanding the information.	3/12/2019 9:29 AM
34	More frequent	3/12/2019 9:20 AM
35	n/a	3/12/2019 9:16 AM
36	n/a	3/12/2019 8:56 AM
37	I do not have a problem with understanding.	3/11/2019 3:02 PM
38	more videos. st helena can make more popular tourist destination	3/10/2019 5:43 PM
39	Just SHG can let the public know whats happening in a much more transparent and honey way.....tell us how things are not the way someone in a higher office tell how it is????	3/8/2019 8:24 PM
40	For communications concerning reports or studies/surveys (essentially communicating data) then infographics are helpful. Awareness raising posters are helpful. When the cable has landed i think videos and other online content will be useful.	3/8/2019 8:32 AM
41	SIMPLIFIED LANGUAGE LESS USE OF TECHNICAL/LEGAL TERMS	3/7/2019 10:22 AM
42	Summarize press releases or information. Create a link to the information if the end user would like a more indepth read. e.g. press release - achievements list all the people that have achieve something at the end of the month with a link to their write up on share point. achievements press releases sent everyday get tedious so people just click to delete, as someone is always achieving something. it becomes saturated data.	3/6/2019 9:35 AM
43	Avoid using ridiculous jargon - words like diaspora and cadres seem to be entering a lot of news releases. Plain English campaign needed so that everyone can process the information quickly. Effective communication is communication that is quickly understood - not misunderstood!	3/5/2019 2:23 PM
44	write in pr form instead of trying to format pr as journalism, often its too confusing. shorter paragraphs or bullet points better and released quicker bc that's more relevant	3/5/2019 1:35 PM
45	info graphics	3/4/2019 1:17 PM
46	Stop treating us like children and give us the full facts	3/4/2019 12:02 PM
47	More pictures with press releases (this would make press releases more interesting).	3/4/2019 11:01 AM
48	Information need to be filtered in simple terms particular for the man on the street	3/4/2019 9:51 AM
49	Difficult. You haven't specified the information you presume we haven't understood.	3/4/2019 9:29 AM
50	More information early on	3/2/2019 9:46 PM
51	Use common everyday language for the man on the street to understand	3/2/2019 8:18 PM
52	dont know	3/1/2019 8:43 PM
53	Be honesst	3/1/2019 7:12 PM
54	COMMUNICATION!!	3/1/2019 3:42 PM
55	Make big words more understandable especially for people who don't understand them	3/1/2019 2:30 PM
56	yes	3/1/2019 1:51 PM
57	When any important news breaks it should be sent into the public domain as breaking news via Radio/internet	3/1/2019 1:40 PM
58	short and sweet not long and boring	3/1/2019 1:21 PM
59	Through conversations with staff rather than all press releases.	3/1/2019 1:03 PM
60	none at this time	3/1/2019 12:23 PM
61	No issue with understanding the information.	3/1/2019 12:11 PM
62	I don't have any issues understanding information, the shorter the information the better people can take in.	3/1/2019 11:54 AM

Public Opinion Survey - SHG Press Office

63	Info graphics where possible or break up a lot of text with images.	3/1/2019 11:46 AM
64	I can understand the info	3/1/2019 11:45 AM
65	Why can't there be press releases on appointments to the medical profession and police	2/28/2019 3:43 PM
66	Don't use too much field-specific lexis - use terminology that everyone can understand.	2/28/2019 2:22 PM
67	Can already understand it.	2/28/2019 2:12 PM
68	break down of information, so everyone gets the picture.	2/28/2019 2:10 PM
69	Dont spin it just say it as it is	2/28/2019 1:00 PM
70	Don't use big words, plain and simple	2/28/2019 12:03 PM
71	n/a	2/28/2019 11:38 AM
72	Shorter words, straight to the point.	2/28/2019 11:09 AM
73	Use words that everyone can understand	2/28/2019 10:58 AM
74	-	2/28/2019 10:51 AM
75	I don't have a view on this, either.	2/28/2019 10:48 AM
76	No suggestion.	2/28/2019 10:32 AM
77	Occasional jargon busting and a 'plain language' check would help - perhaps filtering some of the info fed through via programmes / directorates	2/28/2019 10:22 AM
78	Perhaps some of the legal/ordinance based releases could include relatable examples or simpler text (in addition to the technical jargon).	2/28/2019 10:02 AM
79	Have itemized lists with details below, rather than multiple mail shots.	2/28/2019 9:59 AM
80	Less jargon, get to the point	2/28/2019 9:59 AM
81	More infographics and more condensed versions for those who 'scan'. The detailed version of the story can be made available, but give the reader an option. BBC News does this. Utilize the website more. Make it more attractive and user friendly. The 'Notes for Editors' at the bottom of the press release is helpful as it puts things into context. Link the story to past stories in relation to it (again, like BBC) so people can read the old articles about it and jog memories and put things into context.	2/28/2019 9:52 AM
82	use of language that people can understand. no need for 'big' words. i.e diaspora - had to look this word up and believe used in wrong context. even had a qualified overseas teacher ask what this word means.	2/28/2019 9:49 AM
83	categories for news so i can establish impotrant or time pertinent information	2/28/2019 9:47 AM
84	none	2/28/2019 9:40 AM
85	I think you could have different "releases" for different things. "Press releases" should be for, well, the press - things which interest newspapers and journalists. Then you could have "Vacancy notices", "Statistical updates", "Public notices", etc; people could sign up to different mailing lists etc	2/28/2019 9:39 AM
86	The Press releases are easy to understand and written in everyday language. A small suggestion would be to use a definition for technical terms, or explain the person/ organisation involved.	2/28/2019 9:39 AM

Q15 14a. On a scale of 1-5, how do the messages we issue impact on you personally or professionally?

Answered: 123 Skipped: 37



	1 - NO IMPACT	2	3	4	5 - GREAT IMPACT	TOTAL	WEIGHTED AVERAGE
(no label)	4.07%	14.63%	46.34%	23.58%	11.38%		
	5	18	57	29	14	123	1.00

Q16 14b. Please can you give a reason for your answer (to question 14a).

Answered: 82 Skipped: 78

#	RESPONSES	DATE
1	It all depends on the topic. Take great interest in politics and Island community life.	3/27/2019 10:00 AM
2	We can't live here too long everything is mess up. Government wasting too much money on the wrong things. As for freight - too high, plane ticket too much money need to come down in price and fly to Cape Town. Cost of living too high electric for one.	3/27/2019 9:46 AM
3	Transparency	3/22/2019 2:40 AM
4	Information often required for professional reasons	3/22/2019 1:12 AM
5	Empty office when drop by for a quick request.	3/21/2019 1:29 PM
6	N/a	3/21/2019 12:53 PM
7	It is often about the achievements or training of others, which is great to know about and very positive, but does not usually affect me directly.	3/21/2019 9:37 AM
8	Decisions- messages SHG makes affects my family and friends living on the Island, therefore they affect me. Medical health is the biggest one, day to day living costs, our elderly and the overall commitment to OUR saints. Professional - I'm always working to improve my CPD so that one day I can contribute to St Helena, therefore monitoring your messages/Decisions is important.	3/21/2019 7:50 AM
9	I used the updates e.g. road closures to plan around field trips/meetings etc. which is useful. Some updates can come a bit late though e.g. at the end of the day. In general, it's good to know what's happening in SHG.	3/20/2019 3:22 PM
10	what you do affects us all	3/20/2019 2:36 PM
11	Just for information	3/20/2019 2:03 PM
12	Sometimes you know the other side to the story and understand why they made the decision but others don't and you an't comment.	3/20/2019 1:44 PM
13	feel that despite the messages given there are restrictions as to what i can do/comment about	3/20/2019 9:24 AM
14	Majority of the correspondence is linked to professional information	3/20/2019 9:07 AM
15	I don't have to deal with the impact of some times disastrous decisions on a daily basis unlike those who live on the island	3/18/2019 11:42 AM
16	Some messages are neutral and some invoke a more spirited response but this depends on my own personal feelings towards issues.	3/15/2019 2:51 PM
17	If the message says there are going to be increases in taxes, fuel or whatever it will ultimately have an impact on my finances and the lifestyle I lead.	3/14/2019 11:10 AM
18	It depends on the nature of the info as sometimes SHG will issue something only after/ or in response to published article on radio/paper	3/14/2019 10:05 AM
19	Well it can have live changing decisions for yourself or others.	3/14/2019 8:25 AM
20	It gets frustrating when you read something you heard about elsewhere and the two situations do not match! Although, I feel very proud when St Helenians achieve great things.	3/13/2019 5:57 PM
21	Depends	3/13/2019 8:57 AM
22	Depends what the news article is about.	3/13/2019 8:57 AM
23	no	3/12/2019 5:21 PM
24	It depends on the message, whether it helps or hinders your future and your everyday lifestyle.	3/12/2019 10:07 AM

Public Opinion Survey - SHG Press Office

25	It saves me time and money when roads are close and I can plan when I can go into Jamestown to do my shopping	3/12/2019 10:01 AM
26	Good to keep up to date with SHG. Good to know of any road closures etc. Communication is key.	3/12/2019 9:50 AM
27	They generally apply to me as an employee for SHG	3/12/2019 9:47 AM
28	professionally - certain messages relates directly to my job which is helpful	3/12/2019 9:44 AM
29	Depending on content of message - eg Road Closures etc may impact but other things is nice to know but may be an impact on others	3/12/2019 9:30 AM
30	Some press releases have an impact some don't!	3/12/2019 9:29 AM
31	Just like to know what is happening	3/12/2019 9:20 AM
32	As little long term planning is done, sweeping changes on the Island are minimal and have limited day to day effect.	3/12/2019 9:16 AM
33	n/a	3/12/2019 8:56 AM
34	Im not living there. but I would love to and I can see it can develop as great tourist destination in region	3/10/2019 5:43 PM
35	I'm retired and don't receive any income from anyone and live on my savings?????	3/8/2019 8:24 PM
36	The messages I have seen seem to be more about information.	3/8/2019 8:32 AM
37	as I said before, the government controls every aspect of our lives. Every government decision matters.	3/7/2019 9:45 AM
38	It depends on the information circulated. roads closures affect how I get to. whereas 'major' decisions seem meaningless. There's nothing you can do once a decision is finalized, accept adapt. e.g when the law that home slaughter should be eliminated didnt pass, I stopped buying meat from smaller shops as you have no idea where or how it was killed, there arent any inspections on the premises or meat before it was sold to ensure a standard is kept. therefore I only buy meat from Solomons or the Stevens butchery, as I know they have to maintain a standard set by public health which is regularly checked.	3/6/2019 9:35 AM
39	Difficult to say - they are all interesting but especially pleasing to read individual and group successes.	3/5/2019 2:23 PM
40	This is a small island and the government has a load of employees and power and everything, and every single person on this island is impacted hugely both professionally and personally by everything shg does in one way or another	3/5/2019 1:35 PM
41	If information is relevant to my job/section then there will be an impact otherwise it is just informative	3/4/2019 1:17 PM
42	It depends on the message that is being publicised. Announcements of rough sea conditions will have a lesser interest than say a rock on one of the hills is become a cause for concern	3/4/2019 11:55 AM
43	Info re waste management e.g. litter/public toilets etc. impacts me personally because I am passionate about delivering change in this area but limited by budget, staffing constraints, areas of responsibility etc.	3/4/2019 11:01 AM
44	Some times the message is not relayed strong enough	3/4/2019 9:51 AM
45	You are paid from my taxes, but your share has only the slightest of impacts.	3/4/2019 9:29 AM
46	All government affairs affect everyone's lives. Apparently here the SHG is only concerned for themselves	3/2/2019 9:46 PM
47	Shg sets the standards for other entities on the island, if shg standards aren't good then the private sector will be lower. Shg needs to accept responsibility for setting the benchmark for the islands future.	3/2/2019 8:18 PM
48	Not relevant to my job	3/1/2019 8:43 PM
49	Because you just say stuff to please yourselves	3/1/2019 7:12 PM
50	Taxes, rules and regulations	3/1/2019 3:42 PM
51	Sometime you can relate to them	3/1/2019 2:30 PM

Public Opinion Survey - SHG Press Office

52	No	3/1/2019 1:51 PM
53	n/a	3/1/2019 1:21 PM
54	There is very little personal or professional impact.	3/1/2019 1:03 PM
55	none	3/1/2019 12:23 PM
56	There is not always an effect on me both personally or professionally. For example, someone leaving the island to go for a conference is not going to have any inflect or influence on me.	3/1/2019 12:11 PM
57	some information i need to understand so i can let other know who don't understand.	3/1/2019 11:54 AM
58	it enables me to be aware of local affairs and aids any personal or professional decisions I make. I am kept abreast of what is happening politically and in my community.	3/1/2019 11:46 AM
59	I am an adopted Saint living in the UK so there is not much that effects me directly but I care very much for people living on Island and empathetic to them.	3/1/2019 11:45 AM
60	Live and work on St Helena so relevant to me	2/28/2019 5:41 PM
61	not really impacted	2/28/2019 3:03 PM
62	Some news have no impact on me e.g. when press releases are being circulated from ESH concerning tourist officers going overseas.	2/28/2019 2:22 PM
63	Depends on whether the effect is direct or indirect for both.	2/28/2019 2:12 PM
64	Some of the messages are no need for myself to know.	2/28/2019 2:10 PM
65	Just to know what is going on	2/28/2019 1:00 PM
66	sometimes get questioned.	2/28/2019 12:03 PM
67	n/a	2/28/2019 11:38 AM
68	Well it keeps me up to date especially through press releases on changes through Government.	2/28/2019 11:30 AM
69	Keeps us up to date so that we don't miss out on anything.	2/28/2019 11:09 AM
70	-	2/28/2019 10:51 AM
71	I don't really know how they impact on me, either personally or professionally, but I feel that they must do so because I have an interest in them.	2/28/2019 10:48 AM
72	I live in the UK and local matter have no impact on me - but press releases keeps me informed of matters on the Island.	2/28/2019 10:32 AM
73	My work is informed by community context and also understanding issues being dealt with by SHG	2/28/2019 10:22 AM
74	Public announcements like road or service closures are quite useful to know about and have a fairly large impact both professionally (IT outages, server disruptions) and personally (transport etc).	2/28/2019 10:02 AM
75	Sometimes you are told one thing in your job but the Press Office releases something different	2/28/2019 9:59 AM
76	I live overseas (and am not Saint) therefore most of the messages have little specific impact on me.	2/28/2019 9:54 AM
77	Professionally, because I work for SHG. Personally at times, when I read something that I know is not the whole picture or is not entirely true.	2/28/2019 9:52 AM
78	not much impact but more interesting to know what is happening with government and the island	2/28/2019 9:49 AM
79	only really public information does, eg road clusures	2/28/2019 9:47 AM
80	i work for SHG	2/28/2019 9:40 AM
81	keep up to date	2/28/2019 9:39 AM
82	Sometimes press releases are sent out without the approval of relevant departments which leads to more work for that department as a consequence.	2/28/2019 9:37 AM