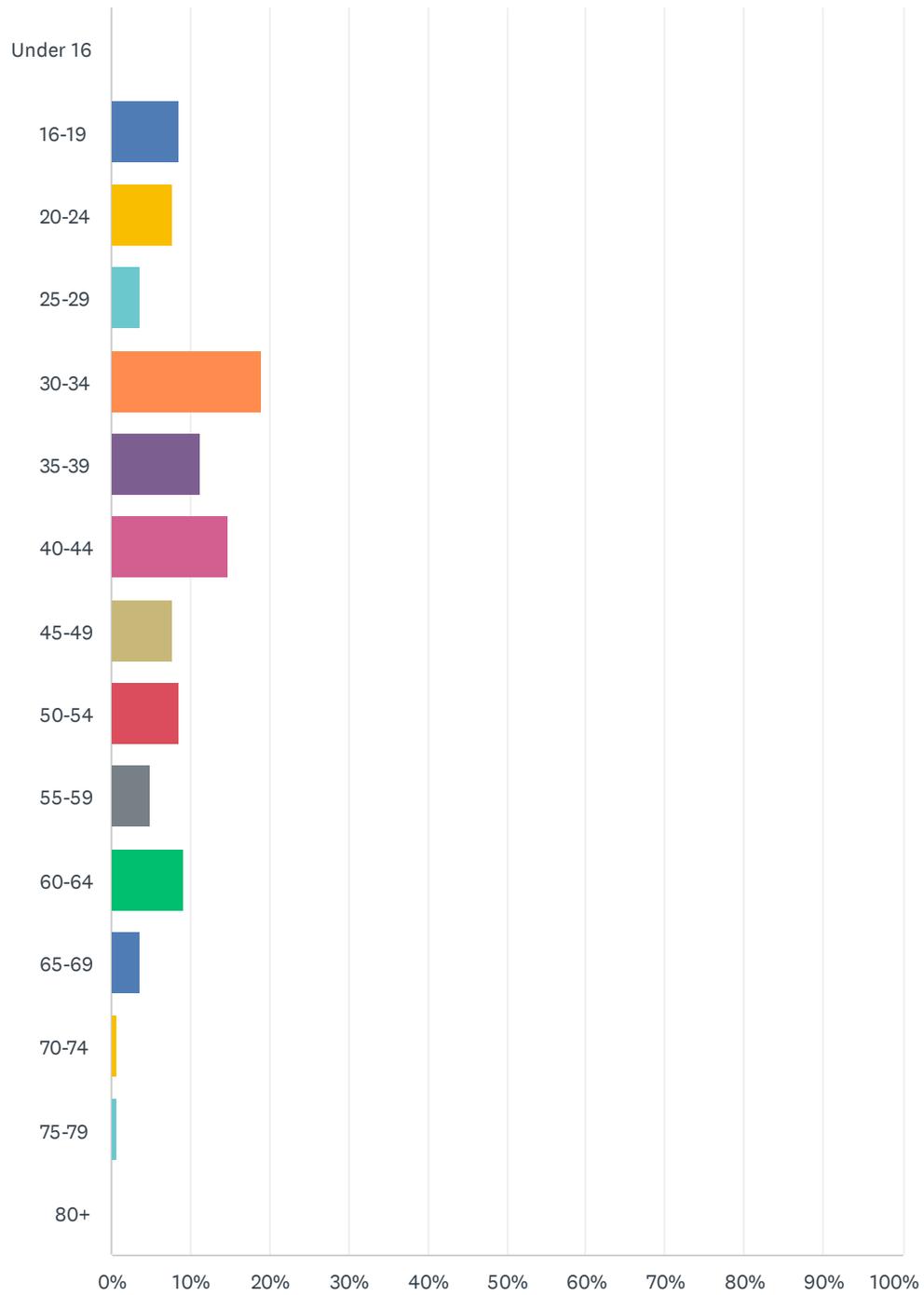


Q1 What is your age?

Answered: 142 Skipped: 0

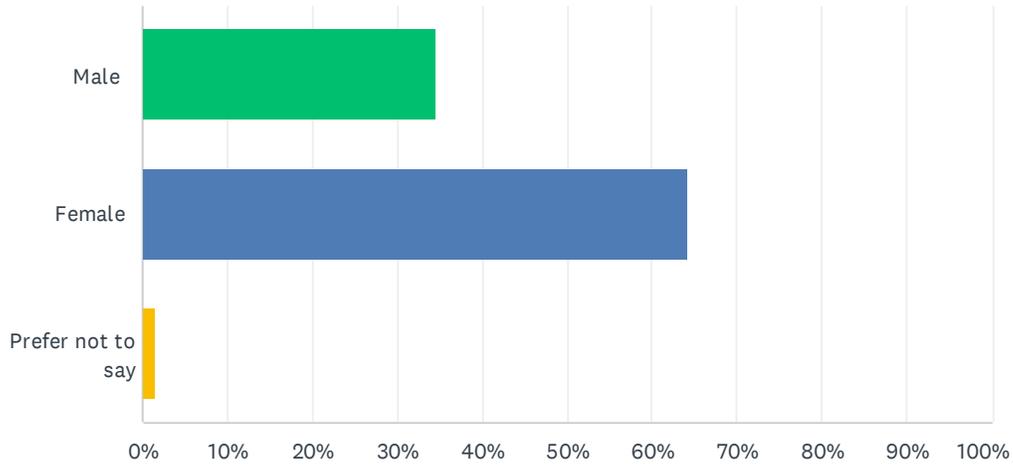


SHG News, Updates and Communications Survey

ANSWER CHOICES	RESPONSES	
Under 16	0.00%	0
16-19	8.45%	12
20-24	7.75%	11
25-29	3.52%	5
30-34	19.01%	27
35-39	11.27%	16
40-44	14.79%	21
45-49	7.75%	11
50-54	8.45%	12
55-59	4.93%	7
60-64	9.15%	13
65-69	3.52%	5
70-74	0.70%	1
75-79	0.70%	1
80+	0.00%	0
TOTAL		142

Q2 Are you male or female?

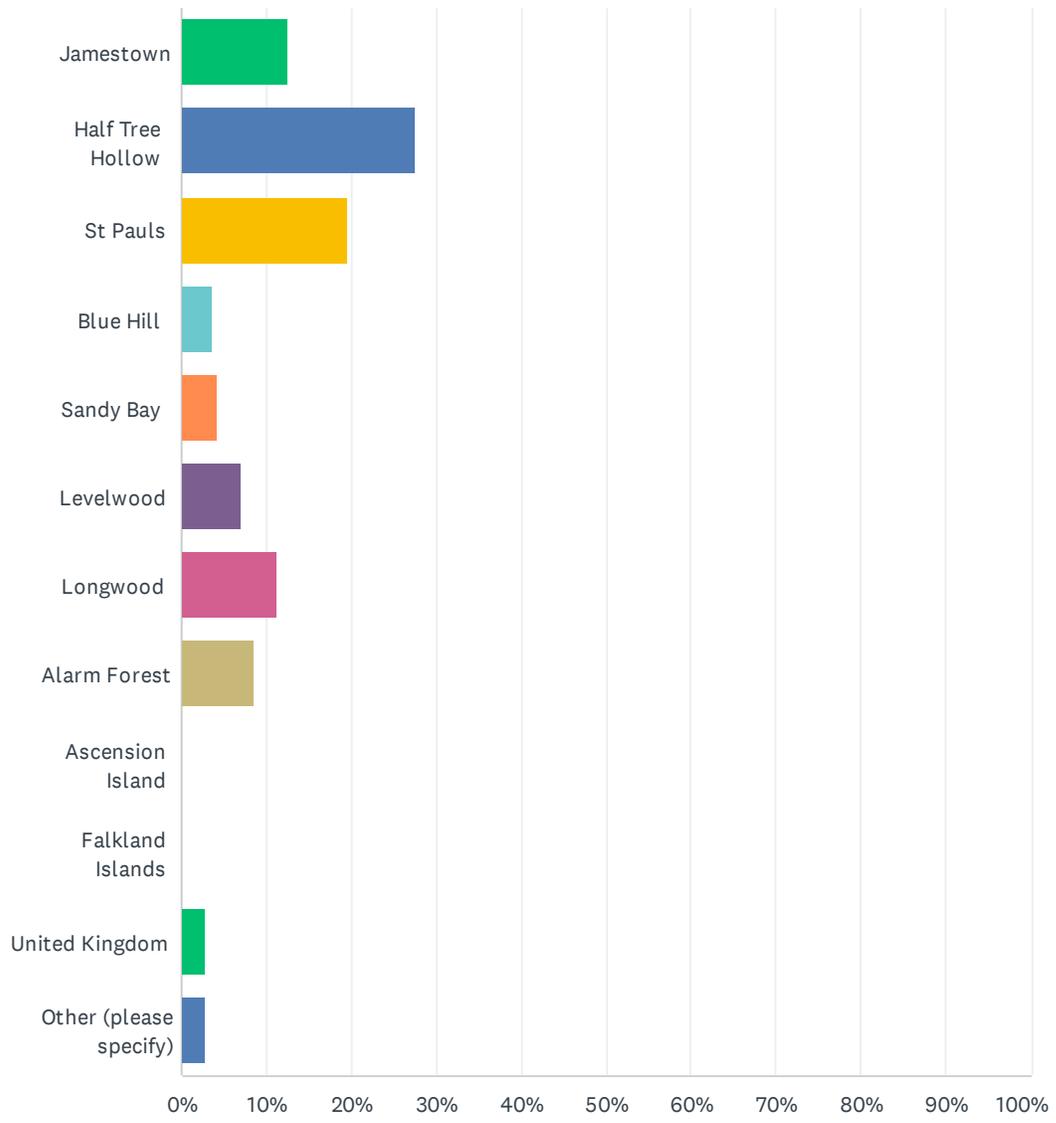
Answered: 142 Skipped: 0



ANSWER CHOICES	RESPONSES	
Male	34.51%	49
Female	64.08%	91
Prefer not to say	1.41%	2
TOTAL		142

Q3 Where do you live?

Answered: 142 Skipped: 0



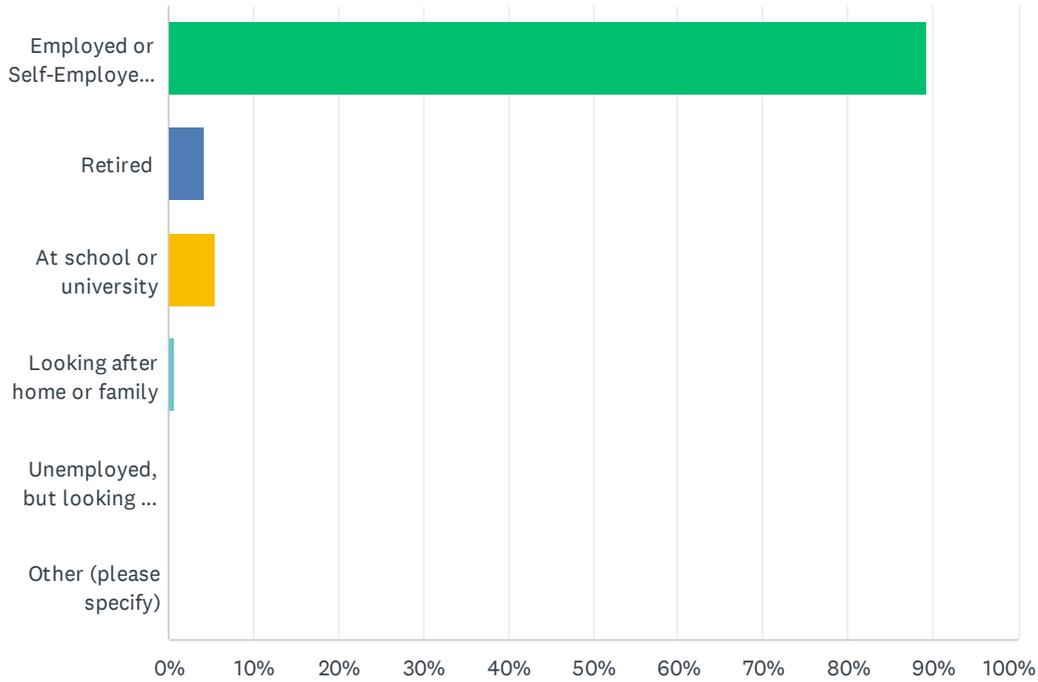
SHG News, Updates and Communications Survey

ANSWER CHOICES	RESPONSES	
Jamestown	12.68%	18
Half Tree Hollow	27.46%	39
St Pauls	19.72%	28
Blue Hill	3.52%	5
Sandy Bay	4.23%	6
Levelwood	7.04%	10
Longwood	11.27%	16
Alarm Forest	8.45%	12
Ascension Island	0.00%	0
Falkland Islands	0.00%	0
United Kingdom	2.82%	4
Other (please specify)	2.82%	4
TOTAL		142

#	OTHER (PLEASE SPECIFY)	DATE
1	in my own world	4/21/2023 9:19 PM
2	Interested business and personal investor into St Helena	3/28/2023 11:25 AM
3	Planet Earth	3/28/2023 11:25 AM
4	Bottomwoods	3/22/2023 2:40 PM

Q4 Are you mainly (one answer only):

Answered: 142 Skipped: 0



ANSWER CHOICES	RESPONSES	
Employed or Self-Employed full-time or part-time (Including apprenticeships)	89.44%	127
Retired	4.23%	6
At school or university	5.63%	8
Looking after home or family	0.70%	1
Unemployed, but looking for work	0.00%	0
Other (please specify)	0.00%	0
TOTAL		142

#	OTHER (PLEASE SPECIFY)	DATE
	There are no responses.	

Q5 What is your occupation?

Answered: 124 Skipped: 18

#	RESPONSES	DATE
1	Nhs	5/23/2023 7:56 AM
2	Healthcare worker	5/17/2023 12:22 PM
3	Teaching Assistant	5/16/2023 1:40 PM
4	Conservationist	5/12/2023 2:09 PM
5	Conservation	5/12/2023 11:54 AM
6	Conservation	5/12/2023 10:45 AM
7	Tour Guide	5/11/2023 3:13 PM
8	Operations Manager	5/4/2023 2:14 PM
9	Economist	4/28/2023 9:57 AM
10	Administration/HR	4/26/2023 1:44 PM
11	Teacher	4/26/2023 12:46 PM
12	Fianance Assistant	4/26/2023 10:58 AM
13	Class Teacher	4/25/2023 1:54 PM
14	SHG employee	4/25/2023 12:53 PM
15	Business Owner	4/25/2023 12:29 PM
16	Administrator	4/25/2023 9:26 AM
17	Business Support Administrator	4/25/2023 9:24 AM
18	IT	4/24/2023 1:18 PM
19	Administration Support	4/24/2023 12:52 PM
20	Teacher Assisstant	4/24/2023 10:26 AM
21	Early Years Teacher	4/24/2023 9:29 AM
22	Customer Service Manager	4/21/2023 3:09 PM
23	Customer Officer	4/21/2023 8:58 AM
24	Social Behavioural scientist	4/20/2023 3:58 PM
25	Environmental Risk Manager for SHG	4/20/2023 3:36 PM
26	Educationalist	4/20/2023 2:54 PM
27	Finance	4/20/2023 2:34 PM
28	Human Resoources Officer	4/20/2023 2:05 PM
29	Admin Assistant	4/20/2023 1:53 PM
30	Research Assistant	4/20/2023 1:17 PM
31	Manager Social care	4/20/2023 12:22 PM
32	Harbour master	4/20/2023 10:48 AM
33	Prison Officer	4/20/2023 9:19 AM

SHG News, Updates and Communications Survey

34	surgeon	4/20/2023 9:17 AM
35	Environmental Officer	4/20/2023 8:26 AM
36	Speech & Language Therapist Associate Practitioner	4/20/2023 8:24 AM
37	Doctor	4/20/2023 7:56 AM
38	POLICE CONSTABLE	4/19/2023 4:43 PM
39	Manager	4/19/2023 4:36 PM
40	Amin Assistant Central Support	4/19/2023 4:30 PM
41	Manager	4/19/2023 4:11 PM
42	Biomedical Scientist	4/19/2023 4:01 PM
43	Cyber Security Awareness & Training Officer	4/19/2023 3:54 PM
44	CLERK	4/19/2023 3:54 PM
45	senior prison officer	4/19/2023 3:48 PM
46	Manager	4/19/2023 3:41 PM
47	Telephonist/Receptionist	4/19/2023 3:33 PM
48	Conservation	4/19/2023 2:36 PM
49	Legislative Council Office Assistant	4/18/2023 8:38 AM
50	6th form	4/14/2023 9:09 AM
51	6th Form student	4/14/2023 9:09 AM
52	school	4/14/2023 9:06 AM
53	student	4/14/2023 9:06 AM
54	Student	4/14/2023 9:06 AM
55	Student	4/14/2023 9:05 AM
56	student	4/14/2023 9:04 AM
57	student	4/14/2023 9:00 AM
58	Company director	4/13/2023 9:39 PM
59	CEO	4/13/2023 4:21 PM
60	Senior IT Technician/CLS Site Operations Manager/ CLS Power Safety Officer	4/13/2023 3:59 PM
61	Maritime	4/11/2023 2:25 PM
62	Educational Technologist	4/3/2023 5:05 PM
63	IT	4/3/2023 4:30 PM
64	Auditor	4/3/2023 11:24 AM
65	Emergency Services	4/3/2023 10:21 AM
66	Marine	3/31/2023 9:07 AM
67	Government Employee	3/29/2023 9:49 PM
68	GIS	3/28/2023 3:00 PM
69	Teacher	3/28/2023 1:37 PM
70	Senior Economist	3/28/2023 11:25 AM
71	Tech	3/28/2023 11:25 AM

SHG News, Updates and Communications Survey

72	Fisheries Science Programme Coordinator	3/28/2023 10:07 AM
73	N/A	3/28/2023 9:12 AM
74	Clerical - Administration	3/28/2023 9:11 AM
75	Blue Belt Project Officer	3/28/2023 8:48 AM
76	manager	3/28/2023 8:39 AM
77	Higher Level Teaching Assistant	3/28/2023 8:22 AM
78	Manager	3/27/2023 4:14 PM
79	External Auditing.	3/27/2023 2:55 PM
80	Teacher	3/27/2023 2:50 PM
81	Teacher	3/27/2023 2:45 PM
82	Administration	3/27/2023 2:36 PM
83	customs officer	3/27/2023 2:22 PM
84	Data manager	3/27/2023 2:20 PM
85	Accountant	3/27/2023 2:19 PM
86	Senior Statistics Assistant	3/27/2023 2:08 PM
87	Snr Statistics Assistant	3/27/2023 2:03 PM
88	Finance - Senior Accounts Clerk	3/27/2023 10:09 AM
89	Marketing & Communications Officer	3/27/2023 8:11 AM
90	Communications	3/24/2023 3:20 PM
91	Chippy	3/24/2023 3:31 AM
92	Administrator	3/22/2023 2:40 PM
93	Clerical	3/22/2023 2:34 PM
94	Retired	3/22/2023 2:04 PM
95	Work within Health and Social Care	3/20/2023 3:58 PM
96	Administration	3/17/2023 3:28 PM
97	Accounting Technician	3/17/2023 2:40 PM
98	Administration	3/16/2023 2:04 PM
99	Within Education, Skills & Employment portfolio	3/16/2023 11:42 AM
100	Teacher Training Adviser	3/16/2023 11:25 AM
101	Water Resources	3/16/2023 10:54 AM
102	Educator	3/16/2023 9:22 AM
103	Teacher	3/16/2023 9:20 AM
104	Manager	3/16/2023 9:02 AM
105	BUYER	3/16/2023 8:48 AM
106	Secretary	3/15/2023 3:23 PM
107	ACCOUNTS CLERK	3/15/2023 2:41 PM
108	Conservation	3/15/2023 2:24 PM
109	Customs Officer	3/15/2023 2:11 PM

SHG News, Updates and Communications Survey

110	Maritime	3/15/2023 11:57 AM
111	Civil Servant	3/15/2023 11:49 AM
112	Head of Tourism for SHG	3/15/2023 11:36 AM
113	work in Education	3/15/2023 11:35 AM
114	RMCS Assistant	3/15/2023 11:35 AM
115	Deputy Emergency Planning Manager	3/15/2023 11:05 AM
116	Journalist, Editor	3/15/2023 11:00 AM
117	Officer	3/15/2023 10:40 AM
118	Retired - Ex HM Forces and Diplomatic service	3/15/2023 10:25 AM
119	HR/OD	3/15/2023 10:22 AM
120	Admin Assistant	3/15/2023 10:04 AM
121	RETAIL	3/15/2023 10:03 AM
122	Admin	3/15/2023 9:56 AM
123	Civil Servant	3/15/2023 9:50 AM
124	Civil servant	3/10/2023 10:37 AM

Q6 What is your highest level educational qualification that you have obtained?

Answered: 125 Skipped: 17

#	RESPONSES	DATE
1	A level	5/23/2023 7:56 AM
2	A-level	5/17/2023 12:22 PM
3	B	5/16/2023 1:40 PM
4	Bachelor	5/15/2023 2:19 PM
5	Level 3 Diploma in Zoology	5/12/2023 2:09 PM
6	Degree (Bsc)	5/12/2023 11:54 AM
7	Level 7	5/12/2023 10:45 AM
8	IGCSE	5/7/2023 7:27 PM
9	Bsc Animal Management	5/4/2023 2:14 PM
10	Masters	4/28/2023 9:57 AM
11	L5	4/26/2023 1:44 PM
12	Level 4 teaching and learning	4/26/2023 12:46 PM
13	Cambridge Level 4 - Teacher Diploma	4/25/2023 1:54 PM
14	BSc	4/25/2023 12:53 PM
15	Masters Degree	4/25/2023 9:26 AM
16	AQA English Literature (School) Prince2 Foundation in Project Management (Work)	4/25/2023 9:24 AM
17	A-level	4/24/2023 1:18 PM
18	NVQ	4/24/2023 12:52 PM
19	GCSE Food & Hygiene	4/24/2023 10:26 AM
20	Cambridge - Level 4 Teaching and Learning Certificate	4/24/2023 9:29 AM
21	CIPD Level 5/GCSEs	4/21/2023 3:09 PM
22	Masters	4/21/2023 8:50 AM
23	Masters	4/20/2023 3:58 PM
24	NQF Level 7 Diploma (90 credits at MSc level)	4/20/2023 3:36 PM
25	Masters Degree	4/20/2023 2:54 PM
26	Level 4	4/20/2023 2:34 PM
27	CIPD Level 3	4/20/2023 2:05 PM
28	College degree	4/20/2023 1:53 PM
29	A - A level Marine science	4/20/2023 1:17 PM
30	Bachelors Degree in Education	4/20/2023 12:22 PM
31	City and Guilds of engineering	4/20/2023 10:48 AM

SHG News, Updates and Communications Survey

32	Pass	4/20/2023 9:19 AM
33	university	4/20/2023 9:17 AM
34	A Level	4/20/2023 8:26 AM
35	GCSE	4/20/2023 8:24 AM
36	Postgraduate	4/20/2023 7:56 AM
37	B ENGLISH LITERATURE	4/19/2023 4:43 PM
38	Diploma	4/19/2023 4:36 PM
39	Degree	4/19/2023 4:11 PM
40	Master Degree	4/19/2023 4:01 PM
41	Masters Degree (MA)	4/19/2023 3:54 PM
42	B	4/19/2023 3:54 PM
43	Degree	4/19/2023 3:41 PM
44	A level English	4/19/2023 3:33 PM
45	MSc	4/19/2023 2:36 PM
46	a level	4/14/2023 9:09 AM
47	AS level	4/14/2023 9:09 AM
48	gcse	4/14/2023 9:06 AM
49	GCSE	4/14/2023 9:06 AM
50	GCSE	4/14/2023 9:06 AM
51	IGCSE/GCSE	4/14/2023 9:05 AM
52	A Level	4/14/2023 9:04 AM
53	GCSE	4/14/2023 9:04 AM
54	GCSE	4/14/2023 9:00 AM
55	None	4/13/2023 9:39 PM
56	GCSE	4/13/2023 9:15 PM
57	A-Levels	4/13/2023 6:26 PM
58	LLM	4/13/2023 4:21 PM
59	Level 5 HND Electrical and Electronica Engineering	4/13/2023 3:59 PM
60	HND	4/11/2023 2:25 PM
61	Master degree	4/3/2023 5:05 PM
62	Bachelors Degree	4/3/2023 4:30 PM
63	Under grad-diploma	4/3/2023 11:24 AM
64	High School	4/3/2023 10:21 AM
65	C	3/31/2023 9:07 AM
66	Masters degree	3/29/2023 9:49 PM
67	HNC / 2x MSC Modules ATM	3/28/2023 3:00 PM
68	Level 4 Teaching and Learning	3/28/2023 1:37 PM
69	Masters in Economics from Harvard (KSG)	3/28/2023 11:25 AM

SHG News, Updates and Communications Survey

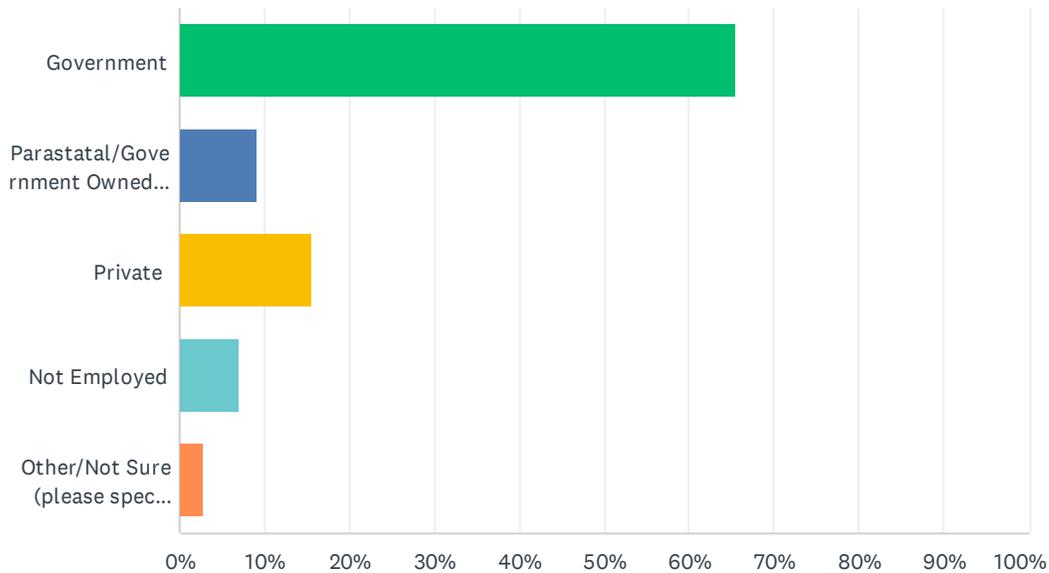
70	Not sure but Not Stupid	3/28/2023 11:25 AM
71	Master's Degree (marine biodiversity and conservation)	3/28/2023 10:07 AM
72	N/A	3/28/2023 9:12 AM
73	GCSE - Grade B	3/28/2023 9:11 AM
74	Level 4- Certificate in Higher Education	3/28/2023 8:48 AM
75	English	3/28/2023 8:39 AM
76	Level 3 Award in Supporting Teaching and Learning	3/28/2023 8:22 AM
77	Hons Degree	3/27/2023 4:14 PM
78	GCE Advanced Level	3/27/2023 2:55 PM
79	Level 5	3/27/2023 2:50 PM
80	Diploma	3/27/2023 2:45 PM
81	A Level	3/27/2023 2:36 PM
82	high school	3/27/2023 2:22 PM
83	GCSE - A	3/27/2023 2:22 PM
84	A-Level	3/27/2023 2:20 PM
85	Chartered Accountant	3/27/2023 2:19 PM
86	A Level	3/27/2023 2:08 PM
87	A-Level	3/27/2023 2:03 PM
88	A level	3/27/2023 1:26 PM
89	A-Levels, However, currently working towards ACCA qualification	3/27/2023 10:09 AM
90	IGCSE	3/27/2023 8:11 AM
91	Masters	3/24/2023 3:20 PM
92	Distinctions	3/24/2023 3:31 AM
93	Diploma	3/22/2023 2:40 PM
94	GCSE	3/22/2023 2:34 PM
95	Online Learning courses in connection with Health and Social Care	3/20/2023 3:58 PM
96	University stage 2 papers	3/17/2023 3:28 PM
97	Studying towards ACCA	3/17/2023 2:40 PM
98	AS Level	3/16/2023 2:04 PM
99	Level 3	3/16/2023 11:42 AM
100	A doctorate	3/16/2023 11:25 AM
101	Level 2	3/16/2023 10:54 AM
102	Level 7	3/16/2023 9:22 AM
103	Level 4 in teaching and learning	3/16/2023 9:20 AM
104	BSC Honors	3/16/2023 9:02 AM
105	GCSE	3/16/2023 8:48 AM
106	GSCE	3/15/2023 2:41 PM
107	GCSE	3/15/2023 2:24 PM

SHG News, Updates and Communications Survey

108	University Degree	3/15/2023 2:11 PM
109	City and Guilds of Engineering	3/15/2023 11:57 AM
110	Masters	3/15/2023 11:49 AM
111	Degree	3/15/2023 11:36 AM
112	Level 7	3/15/2023 11:35 AM
113	A-Levels	3/15/2023 11:35 AM
114	GCSE	3/15/2023 11:26 AM
115	HND	3/15/2023 11:07 AM
116	Matric	3/15/2023 11:05 AM
117	Diploma in Transport Studies	3/15/2023 11:00 AM
118	GCSE	3/15/2023 10:40 AM
119	Bsc (Social Science)	3/15/2023 10:25 AM
120	Masters	3/15/2023 10:22 AM
121	Level 2 in NVQ	3/15/2023 10:04 AM
122	A LEVEL	3/15/2023 10:03 AM
123	C at Alevel	3/15/2023 9:56 AM
124	Honours Degree	3/15/2023 9:50 AM
125	University degree	3/10/2023 10:37 AM

Q7 If you are employed, which sector are you employed by:

Answered: 142 Skipped: 0

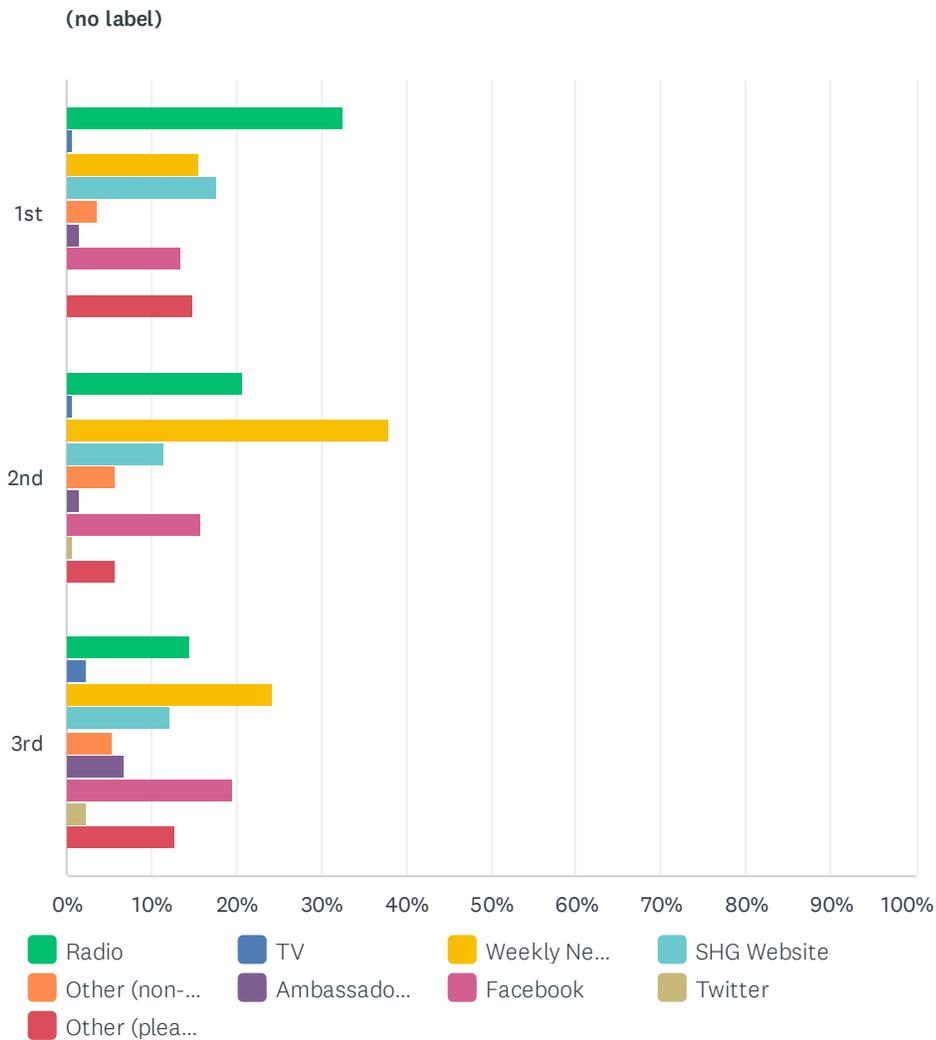


ANSWER CHOICES	RESPONSES
Government	65.49% 93
Parastatal/Government Owned Entities (e.g. Connect, St Helena Airport, BOSH)	9.15% 13
Private	15.49% 22
Not Employed	7.04% 10
Other/Not Sure (please specify your employer)	2.82% 4
TOTAL	142

#	OTHER/NOT SURE (PLEASE SPECIFY YOUR EMPLOYER)	DATE
1	Non-government organisation and charity	5/12/2023 11:54 AM
2	The Public Service	4/20/2023 3:36 PM
3	NGO	4/19/2023 2:36 PM
4	SURE	3/15/2023 11:35 AM

Q8 What are your top three ways to get information and news about St Helena?

Answered: 141 Skipped: 1



(no label)

	RADIO	TV	WEEKLY NEWSPAPER	SHG WEBSITE	OTHER (NON-SHG) WEBSITES	AMBASSADOR NEWSLETTER	FACEBOOK	TWITTER	OTHER (PLEASE SPECIFY IN BOX BELOW)
1st	32.62% 46	0.71% 1	15.60% 22	17.73% 25	3.55% 5	1.42% 2	13.48% 19	0.00% 0	14.89% 21
2nd	20.71% 29	0.71% 1	37.86% 53	11.43% 16	5.71% 8	1.43% 2	15.71% 22	0.71% 1	5.71% 8
3rd	14.39% 19	2.27% 3	24.24% 32	12.12% 16	5.30% 7	6.82% 9	19.70% 26	2.27% 3	12.88% 17

#	IF YOU HAVE CHOSEN OTHER, PLEASE SPECIFY HERE:	DATE
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SHG News, Updates and Communications Survey

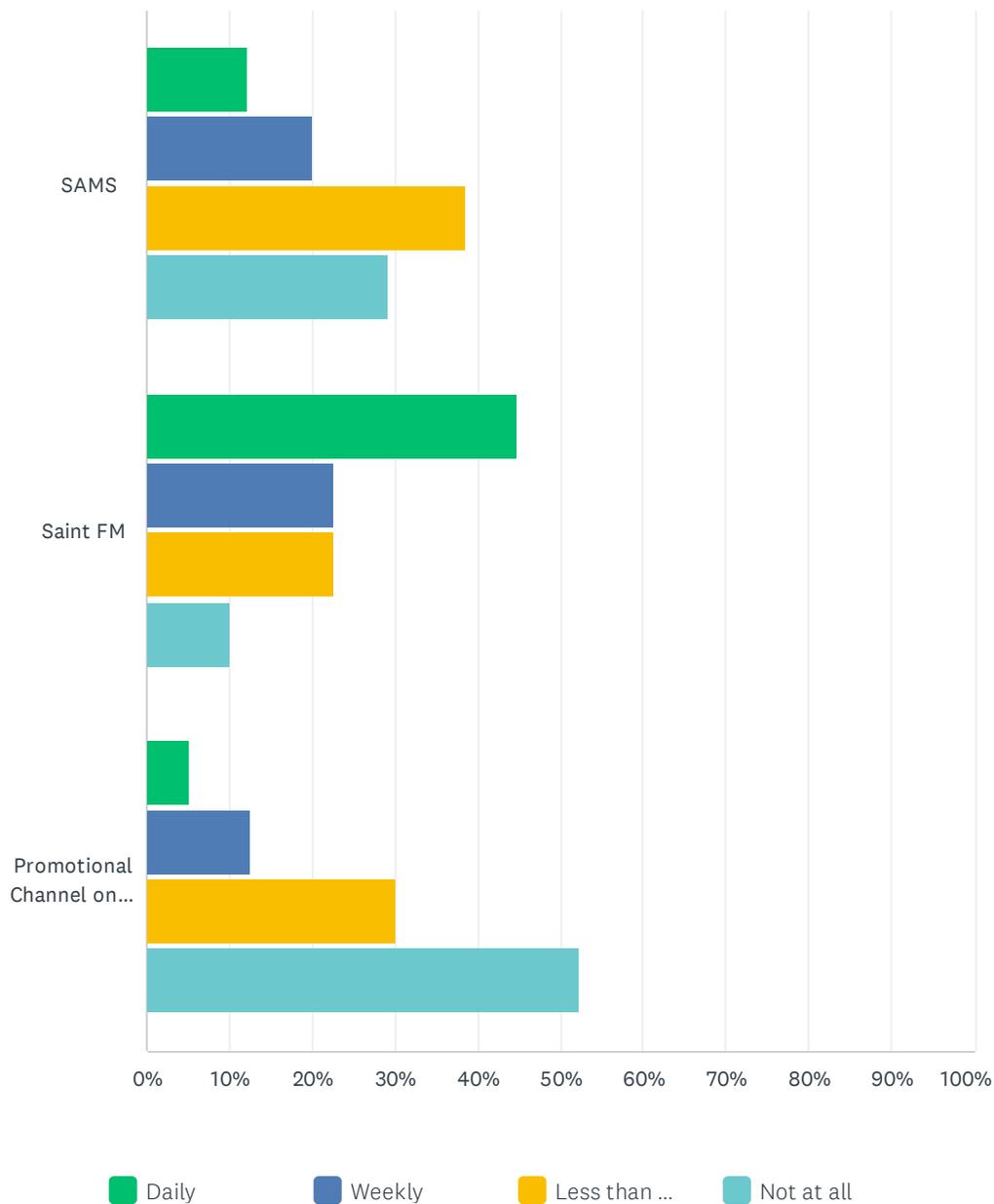
1	SHG Press release emails	3/15/2023 9:50 AM
2	press releases via email	3/15/2023 9:56 AM
3	PRESS RELEASE EMAILS FROM SHG	3/15/2023 10:03 AM
4	Emails & intranet with Press Releases, Announcements, etc	3/15/2023 10:22 AM
5	SHG Press Releases	3/15/2023 10:25 AM
6	SHG announcements/press releases, on-line searches, contacts	3/15/2023 11:00 AM
7	Email	3/15/2023 11:05 AM
8	Google	3/15/2023 11:07 AM
9	SHG press office	3/15/2023 11:36 AM
10	PRESS RELEASES	3/15/2023 2:41 PM
11	SHG Intranet	3/15/2023 3:23 PM
12	Emails from Portfolio Assistant	3/16/2023 11:25 AM
13	Talk in the street	3/17/2023 2:40 PM
14	Internet	3/22/2023 2:40 PM
15	Email	3/24/2023 3:20 PM
16	Email	3/27/2023 10:09 AM
17	Press Releases	3/27/2023 1:26 PM
18	Intranet	3/27/2023 2:22 PM
19	Press releases distributed via email	3/27/2023 2:20 PM
20	Word of mouth	3/27/2023 2:45 PM
21	google search	3/28/2023 9:11 AM
22	Emails and PA for the Porfolio	3/28/2023 9:12 AM
23	email	3/28/2023 10:07 AM
24	Email	3/28/2023 11:25 AM
25	Business people in St Helena	3/28/2023 11:25 AM
26	press release	4/11/2023 2:25 PM
27	SHG Intranet	4/13/2023 3:59 PM
28	Bush News	4/13/2023 9:15 PM
29	Facebook	4/13/2023 9:39 PM
30	acquaintances	4/14/2023 9:04 AM
31	ask family	4/14/2023 9:06 AM
32	Local grapevine	4/19/2023 2:36 PM
33	Word on the street	4/19/2023 3:41 PM
34	Email	4/20/2023 7:56 AM
35	Email - Press Releases / Announcements	4/20/2023 8:26 AM
36	oral information from people on the island	4/20/2023 9:17 AM
37	Internal emails from Tracy	4/20/2023 1:17 PM
38	Circulation of SHG Press Releases	4/20/2023 2:34 PM

SHG News, Updates and Communications Survey

39	emailed press releases	4/20/2023 2:54 PM
40	Word of mouth	4/24/2023 1:18 PM
41	Press release emails	4/25/2023 12:29 PM
42	Other people	4/25/2023 12:53 PM
43	SHG press releases	5/4/2023 2:14 PM
44	SHG Press releases	5/7/2023 7:27 PM
45	SHG Press Release	5/12/2023 10:45 AM
46	Family/friends	5/16/2023 1:40 PM
47	Local chat	5/23/2023 7:56 AM

Q9 How often do you listen to or watch these radio or TV Channels:

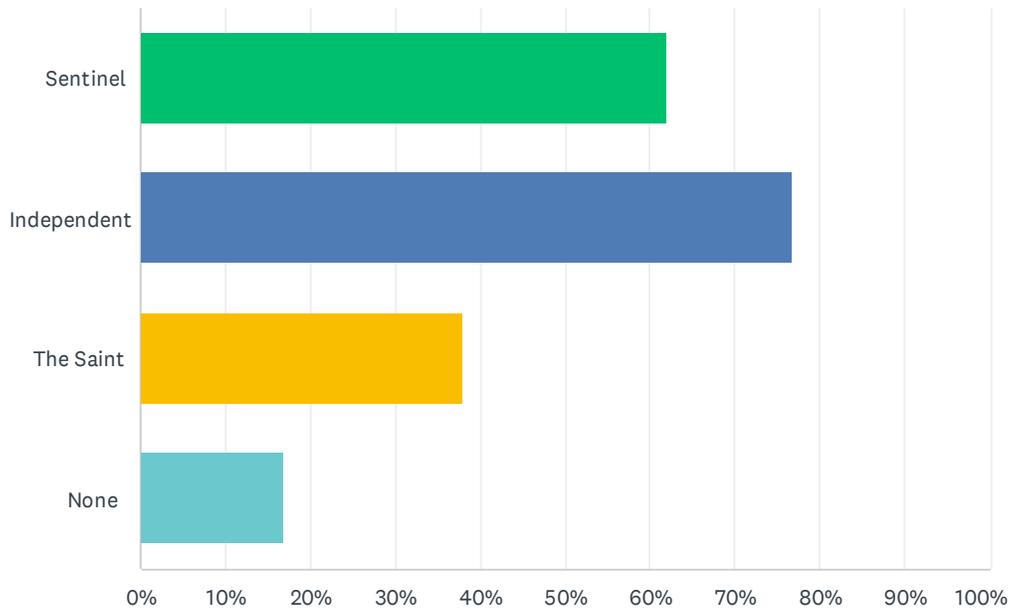
Answered: 142 Skipped: 0



	DAILY	WEEKLY	LESS THAN WEEKLY	NOT AT ALL	TOTAL	WEIGHTED AVERAGE
SAMS	12.14% 17	20.00% 28	38.57% 54	29.29% 41	140	2.85
Saint FM	44.68% 63	22.70% 32	22.70% 32	9.93% 14	141	1.98
Promotional Channel on Local TV	5.15% 7	12.50% 17	30.15% 41	52.21% 71	136	3.29

Q10 Which local newspapers do you read?

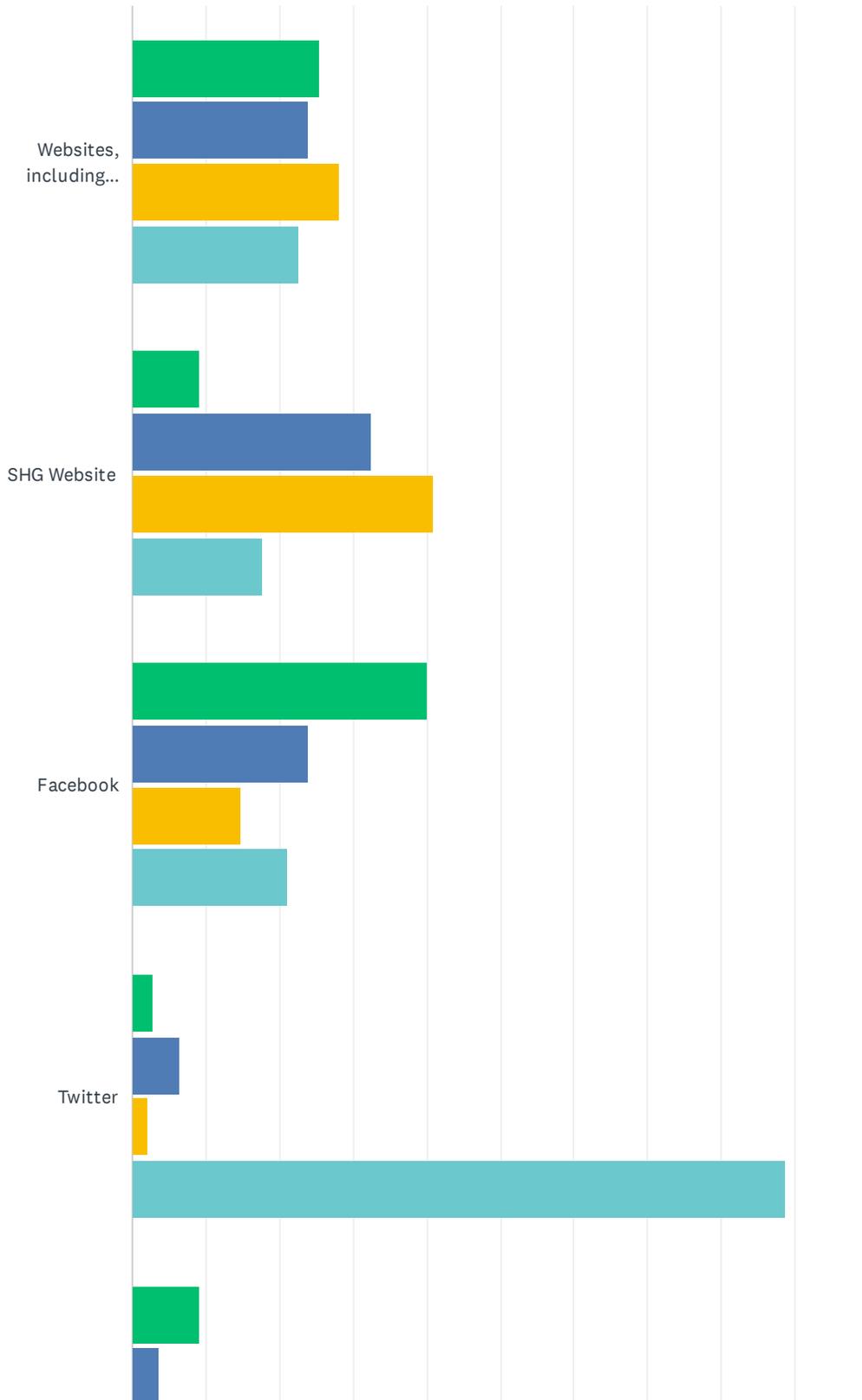
Answered: 142 Skipped: 0



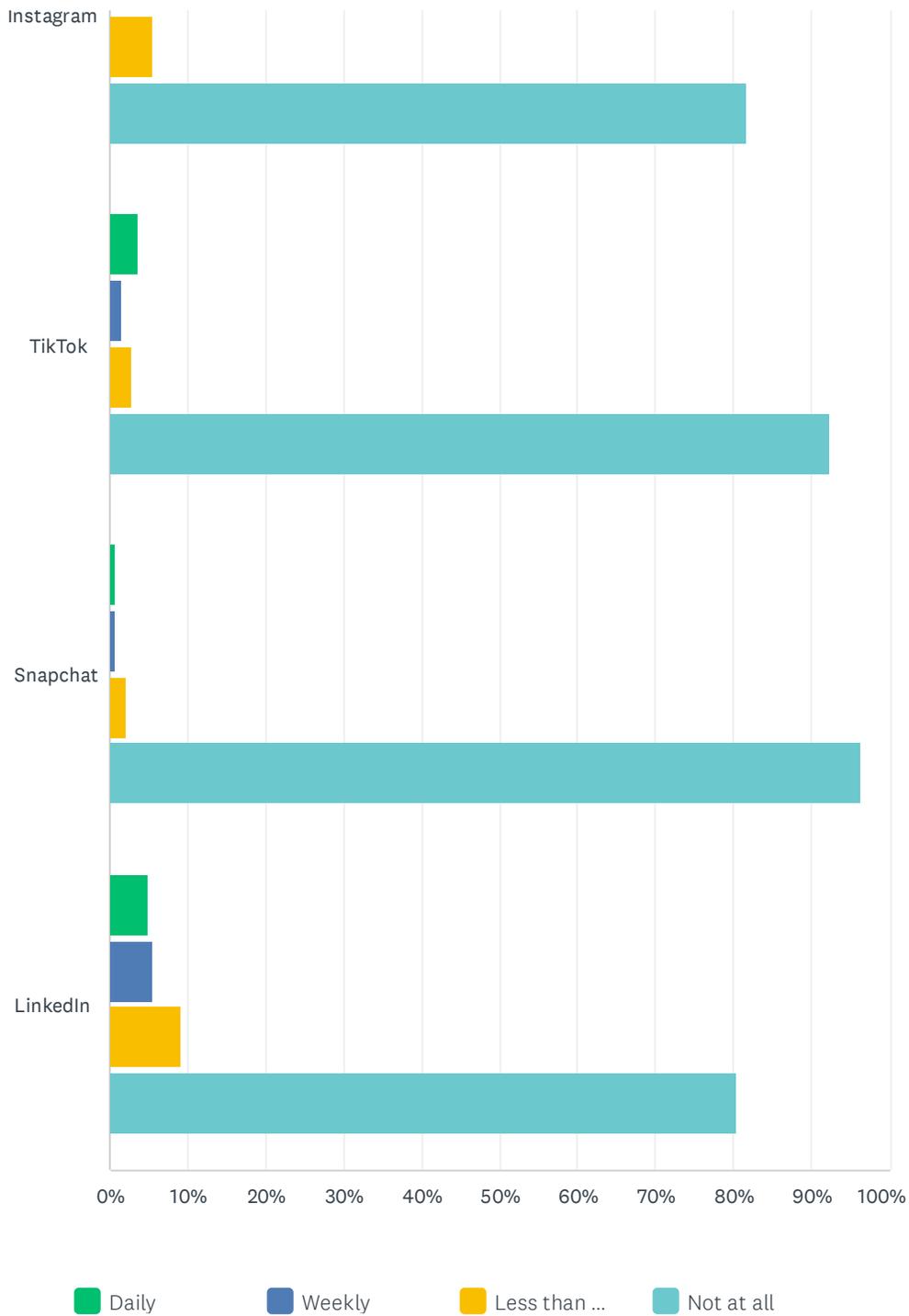
ANSWER CHOICES	RESPONSES	
Sentinel	61.97%	88
Independent	76.76%	109
The Saint	38.03%	54
None	16.90%	24
Total Respondents: 142		

Q11 How often do you access or read the internet or social media channels to obtain news or information about St Helena?

Answered: 142 Skipped: 0



SHG News, Updates and Communications Survey



SHG News, Updates and Communications Survey

	DAILY	WEEKLY	LESS THAN WEEKLY	NOT AT ALL	TOTAL	WEIGHTED AVERAGE
Websites, including search engines	25.35% 36	23.94% 34	28.17% 40	22.54% 32	142	2.48
SHG Website	9.15% 13	32.39% 46	40.85% 58	17.61% 25	142	2.67
Facebook	40.14% 57	23.94% 34	14.79% 21	21.13% 30	142	2.17
Twitter	2.82% 4	6.34% 9	2.11% 3	88.73% 126	142	3.77
Instagram	9.15% 13	3.52% 5	5.63% 8	81.69% 116	142	3.60
TikTok	3.52% 5	1.41% 2	2.82% 4	92.25% 131	142	3.84
Snapchat	0.70% 1	0.70% 1	2.11% 3	96.48% 137	142	3.94
LinkedIn	4.93% 7	5.63% 8	9.15% 13	80.28% 114	142	3.65

Q12 How interested are you in news from the St Helena Government?

Answered: 142 Skipped: 0

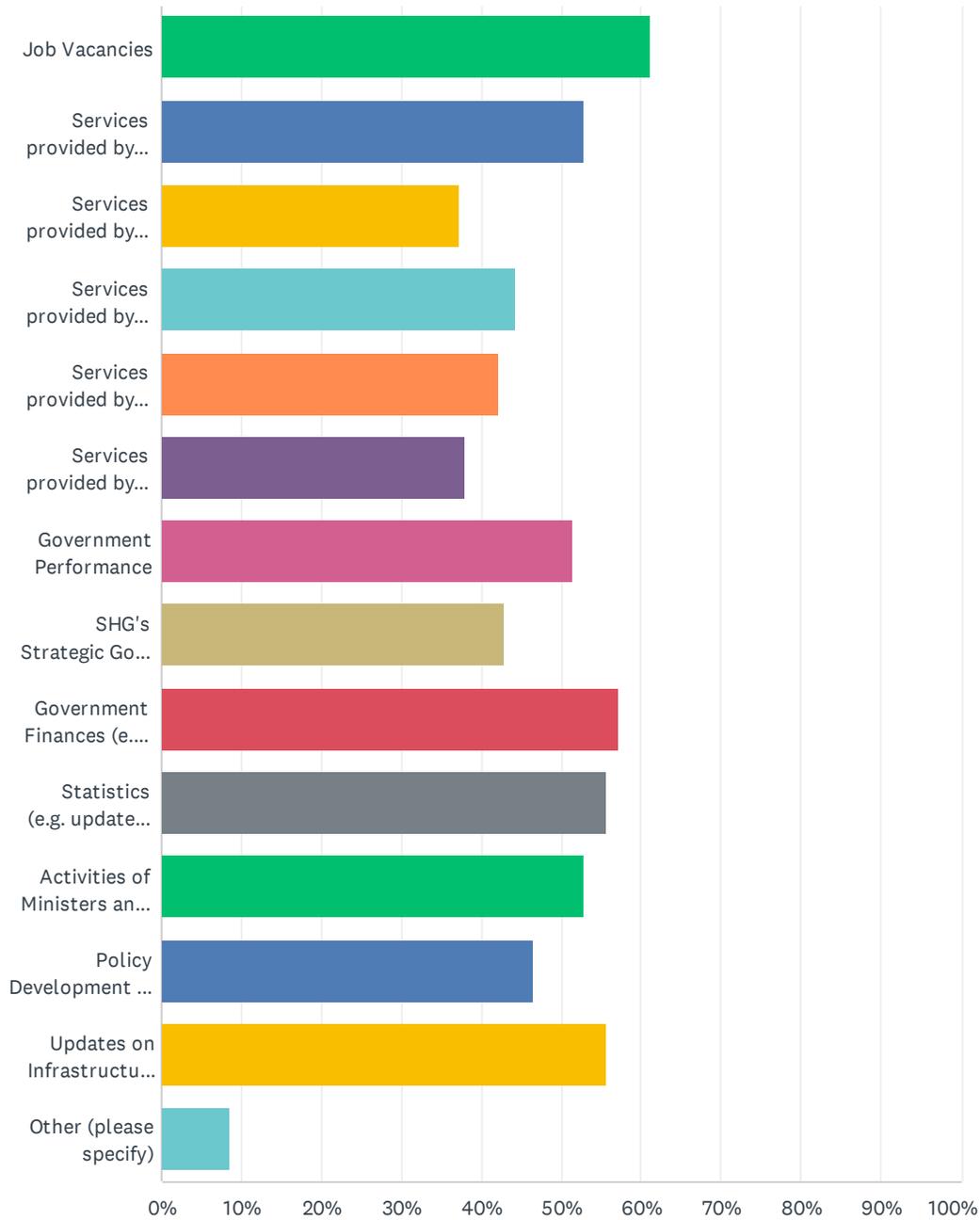
3.5 
average rating



	NOT INTERESTED AT ALL	SLIGHTLY INTERESTED	INTERESTED	VERY INTERESTED	EXTREMELY INTERESTED	TOTAL	WEIGHTED AVERAGE
	2.82% 4	10.56% 15	40.14% 57	26.76% 38	19.72% 28	142	3.50

Q13 What type of news about the St Helena Government are you most interested in? (Select all that apply)

Answered: 142 Skipped: 0



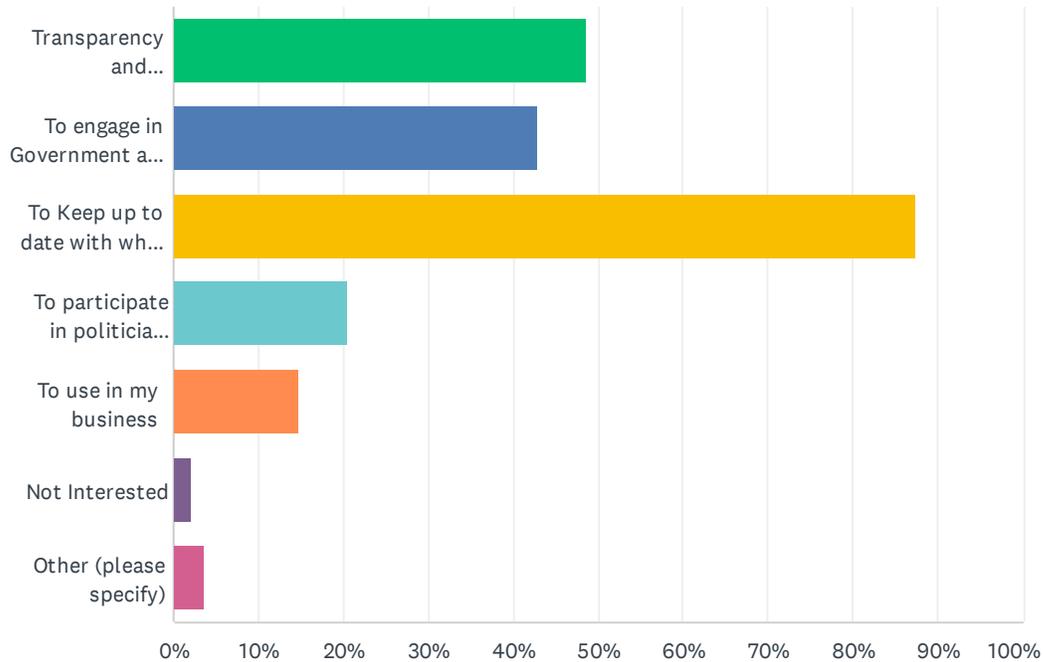
SHG News, Updates and Communications Survey

ANSWER CHOICES	RESPONSES	
Job Vacancies	61.27%	87
Services provided by Health & Social Services Portfolio	52.82%	75
Services provided by Treasury, Infrastructure & Sustainable Development Portfolio	37.32%	53
Services provided by Education, Skills & Employment Portfolio	44.37%	63
Services provided by Safety, Security & Home Affairs Portfolio	42.25%	60
Services provided by Environmental, Natural Resources & Planning Portfolio	38.03%	54
Government Performance	51.41%	73
SHG's Strategic Goals and Vision	42.96%	61
Government Finances (e.g. the budget, financial aid, changes to tax and duty rates, etc)	57.04%	81
Statistics (e.g. updates on the size of the population and the economy, price inflation, etc)	55.63%	79
Activities of Ministers and ExCo, Councillors and LegCo, Meetings of Committees	52.82%	75
Policy Development and Legislative Proposals, and Public Consultations	46.48%	66
Updates on Infrastructure Projects	55.63%	79
Other (please specify)	8.45%	12
Total Respondents: 142		

#	OTHER (PLEASE SPECIFY)	DATE
1	interviewing different people in different departments or organisations to find out what they do, what they have achieved, their experiences	5/12/2023 2:09 PM
2	generally about all directorates	4/25/2023 9:26 AM
3	Any Information	4/20/2023 2:05 PM
4	any information important to know as someone who lives and works on the island	4/20/2023 9:17 AM
5	sports	4/14/2023 9:00 AM
6	Internet	3/22/2023 2:04 PM
7	Employee Changes Government Gazettes Important news that affects the island	3/20/2023 3:58 PM
8	Outcome of government audits, court news, service closures	3/17/2023 2:40 PM
9	NEW EMPLOYEES	3/16/2023 8:48 AM
10	public announcements	3/15/2023 2:41 PM
11	Updates and progress reports on any and all topics/subjects are especially welcome	3/15/2023 11:00 AM
12	hot topics - like elections or the fibre optic cable	3/15/2023 9:56 AM

Q14 Why are you interested in news about St Helena Government? (Tick all that apply)

Answered: 142 Skipped: 0

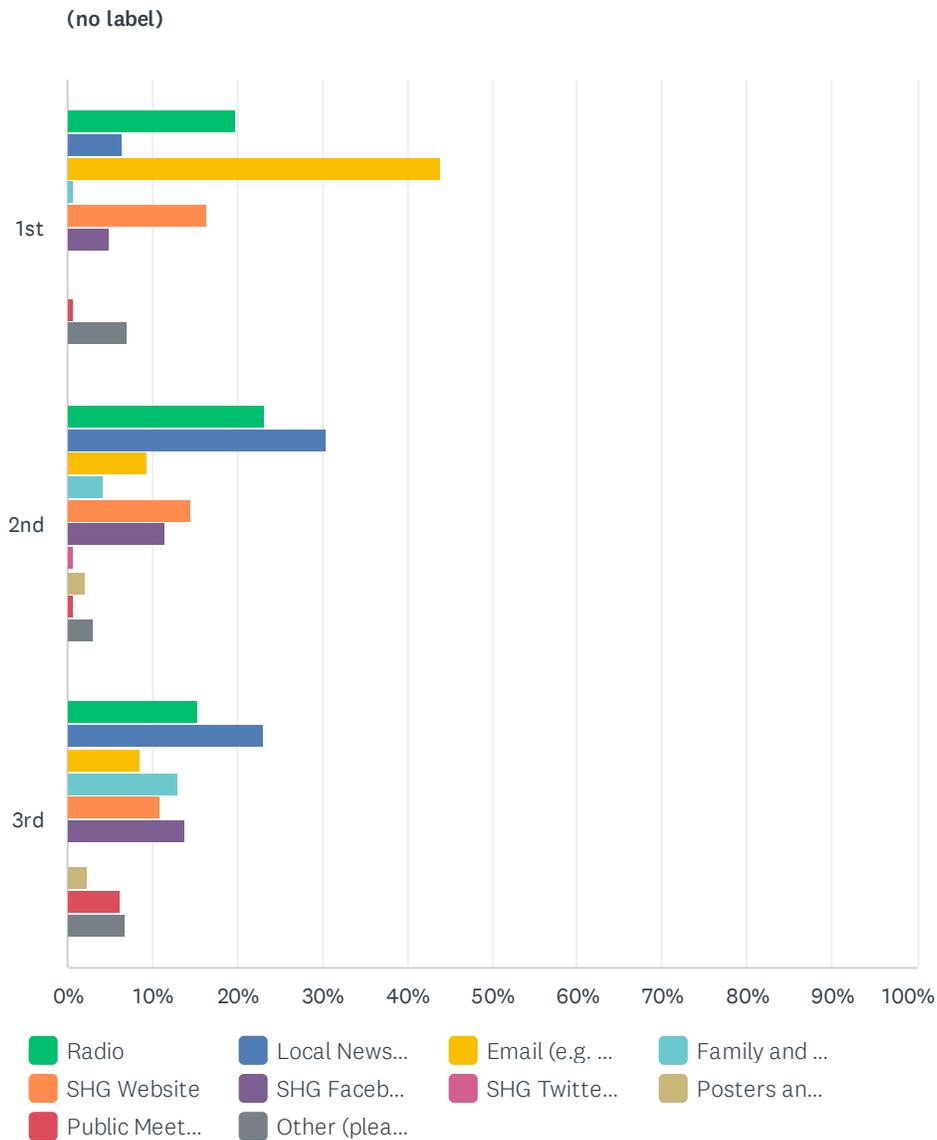


ANSWER CHOICES	RESPONSES	
Transparency and Accountability	48.59%	69
To engage in Government and Island Affairs	42.96%	61
To Keep up to date with whats going on	87.32%	124
To participate in political debate and decision making	20.42%	29
To use in my business	14.79%	21
Not Interested	2.11%	3
Other (please specify)	3.52%	5
Total Respondents: 142		

#	OTHER (PLEASE SPECIFY)	DATE
1	And just out of general interest for ones own day to day life i.e Health	5/7/2023 7:27 PM
2	Need to find information out to do my job in SHG.	4/28/2023 9:57 AM
3	To see if anything will affect me personally	4/25/2023 9:26 AM
4	It affects my daily life	3/17/2023 2:40 PM
5	General interest	3/15/2023 9:56 AM

Q15 What are your top three ways to receive St Helena Government Information and News?

Answered: 141 Skipped: 1



(no label)

	RADIO	LOCAL NEWSPAPERS	EMAIL (E.G. PRESS RELEASES)	FAMILY AND FRIENDS	SHG WEBSITE	SHG FACEBOOK PAGE	SHG TWITTER ACCOUNT	POSTERS AND LEAFLETS	PUBLIC MEETINGS INCL. CONSTITU MEETINGS
1st	19.86% 28	6.38% 9	43.97% 62	0.71% 1	16.31% 23	4.96% 7	0.00% 0	0.00% 0	
2nd	23.19% 32	30.43% 42	9.42% 13	4.35% 6	14.49% 20	11.59% 16	0.72% 1	2.17% 3	
3rd	15.38% 20	23.08% 30	8.46% 11	13.08% 17	10.77% 14	13.85% 18	0.00% 0	2.31% 3	

SHG News, Updates and Communications Survey

#	IF YOU HAVE CHOSEN OTHER, PLEASE SPECIFY HERE:	DATE
1	Intranet	3/15/2023 10:22 AM
2	Personal Contact and specific enquiry	3/15/2023 11:00 AM
3	Social Media/Google	3/15/2023 11:07 AM
4	Section meetings (Sus Dev)	3/15/2023 11:36 AM
5	Jim George	3/15/2023 11:49 AM
6	SHG Intranet	3/15/2023 3:23 PM
7	At wider senior management meetings	3/16/2023 11:25 AM
8	SHG Intranet Page	3/16/2023 2:04 PM
9	SHG Intranet	3/17/2023 2:40 PM
10	Press releases	3/27/2023 1:26 PM
11	Work email	3/27/2023 2:45 PM
12	same question as number 8	3/28/2023 10:07 AM
13	As in 11, no 3	3/28/2023 11:25 AM
14	Internet research	3/28/2023 11:25 AM
15	SHG Intranet, Radio	4/13/2023 3:59 PM
16	acquaintances	4/14/2023 9:04 AM
17	Email - Press Releases / Announcements	4/20/2023 8:26 AM
18	Internal SHG Communications	4/21/2023 8:50 AM

Q16 Please tell us if there are other ways that you would like to receive news from St Helena Government?

Answered: 34 Skipped: 108

#	RESPONSES	DATE
1	Using the Local TV Channel / SHG website need to be more user friendly/Weekly leaflet for Saint without internet.	5/15/2023 2:19 PM
2	A copy of SHG's new letter should be printed and place in outlets around the island for people who has no internet.	5/12/2023 2:09 PM
3	N/A	5/12/2023 10:45 AM
4	Maybe a TV news channel could be a way forward to assist with the less literate persons within the community as well.	5/7/2023 7:27 PM
5	Gazette notices etc. In my role I need to see the 'official' announcement.	4/28/2023 9:57 AM
6	-	4/25/2023 1:54 PM
7	N/A	4/25/2023 9:26 AM
8	None that I can think of.	4/25/2023 9:24 AM
9	N/A	4/24/2023 12:52 PM
10	-	4/24/2023 10:26 AM
11	TV Promo Channel 31	4/21/2023 8:58 AM
12	N/A	4/20/2023 2:34 PM
13	N/A	4/20/2023 1:53 PM
14	None	4/19/2023 4:01 PM
15	tv	4/14/2023 9:00 AM
16	no	4/13/2023 3:59 PM
17	News could be more timely/expedited	3/29/2023 9:49 PM
18	Not sure	3/28/2023 3:00 PM
19	n/a	3/28/2023 8:39 AM
20	n/a	3/28/2023 8:22 AM
21	n/a	3/27/2023 4:14 PM
22	None that I can think off.	3/27/2023 2:55 PM
23	You news letter should not be posted at 15:55	3/22/2023 2:40 PM
24	I think that the the present way of communication works well.	3/20/2023 3:58 PM
25	none	3/17/2023 3:28 PM
26	No	3/16/2023 9:22 AM
27	We live here and it would be nice to have an idea of what is happening around us.	3/16/2023 8:48 AM
28	News alerts via text message if there is the capability to do so especially important notices.	3/15/2023 3:23 PM
29	Email (do you have a listserve?) This would be #1 for me.	3/15/2023 11:49 AM
30	The Sure Promo Channel could be utilized far better than it currently is. It should be promoting	3/15/2023 11:34 AM

SHG News, Updates and Communications Survey

vacancies, health promotions and updates, important/useful telephone numbers for islanders and visitors, opening times of important places & adverts showing upcoming local events.

31	I would like to read genuine statements made by elected members of government, not statements that expats in SHG have written for them	3/15/2023 11:07 AM
32	An email subscription to a twice weekly headline news notification on the priority issues would be useful.	3/15/2023 11:00 AM
33	No - covered by email press releases.	3/15/2023 10:25 AM
34	More regular updates on the SHG Facebook/LinkedIn page.	3/15/2023 10:22 AM

Q17 How much do you trust the news from St Helena Government?

Answered: 142 Skipped: 0

3.4 
average rating



	NOT AT ALL	(NO LABEL)	SOMETIMES	(NO LABEL)	I CAN ALWAYS TRUST INFORMATION FROM SHG	TOTAL	WEIGHTED AVERAGE
	0.70%	7.75%	50.00%	33.10%	8.45%		
	1	11	71	47	12	142	3.41

#	IF YOU WISH, PLEASE COMMENT ON YOUR ANSWER:	DATE
1	Could be more proactive than reactive	5/15/2023 2:19 PM
2	Sometime the news that is delivered has little detail to understand it filly.	5/12/2023 2:09 PM
3	I would certainly hope that SHG puts out accurate news	5/12/2023 10:45 AM
4	The media announcements do not always reflect the true decision. Gazettes are late or hard to find.	4/28/2023 9:57 AM
5	SHG appears inconsistent and lacks transparency.	4/25/2023 12:53 PM
6	Don't doubt the content but aware there is a spin on the truth. Information is too reactive rather than proactive.	4/25/2023 9:26 AM
7	Lacks transparency and is often outdated.	4/13/2023 6:26 PM
8	there has sometimes been inaccuracies in press releases	4/11/2023 2:25 PM
9	Sometimes it's obvious Officials don't know what they're talking about so they do the best thing and say nothing	3/28/2023 11:25 AM
10	It is not that I do not trust news coming from St Helena Government, I rather feel that it is not always complete. Sometimes there is a lack of transparency or there is miscommunication between departments giving conflicting information.	3/28/2023 10:07 AM
11	Comments from Ministerial Council regarding the inaccuracy of information from the Press Release does reduce trust in what is being sent from the official SHG communication channels	3/24/2023 3:20 PM
12	Sometimes because most of the time there will be an update saying something different ie annouments of the date of ship arrivals	3/22/2023 2:40 PM
13	A lot of times there isn't full transparency on key issues	3/16/2023 10:54 AM
14	Lack of transparency sometimes leads me to believe that the general public is not told the truth.	3/16/2023 9:22 AM
15	It's trustworthy. But, not always comprehensive.	3/15/2023 11:49 AM
16	SHG is too often quick to advertise its 'successes' but stay quiet when things are running into problems. If the problems were explained it would go a long way to improving the credibility of SHG. There are always problems; there should be no problem being open and honest about them.	3/15/2023 11:00 AM

Q18 How timely is information from SHG?

Answered: 142 Skipped: 0

2.8

average rating



	NOT AT ALL	(NO LABEL)	NOT BAD	(NO LABEL)	ALWAYS TIMELY	TOTAL	WEIGHTED AVERAGE
👍	6.34%	25.35%	53.52%	11.97%	2.82%	142	2.80
	9	36	76	17	4		

#	IF YOU WISH, PLEASE COMMENT ON YOUR ANSWER:	DATE
1	SHG could have better timing. Some news is rather slow after the effect or too close to the activity they want doing. Facebook updates could be quicker, especially when we want to clarify something and dont have the press release	5/12/2023 10:45 AM
2	I find theres always a rumour/word that has hit the street before SHG can officially break any news. This is something that has to be addressed with SHG officials or staff in terms of confidentiality, as the word on the street gets embellished with hearsay and this affects what the public then believes when SHG makes the "real" news available shortly after .	5/7/2023 7:27 PM
3	Just seem delayed sometimes.	4/28/2023 9:57 AM
4	Much is reactive instead of active or timely	4/25/2023 12:29 PM
5	Information tends to follow that of the radio news/shows /local grapevine so seeds of doubt are already sown when SHG issues press releases and compounds the perception of SHG being too slow.	4/25/2023 9:26 AM
6	There can be a delay between issuing press releases via email, and putting them on the website and social media. I rarely read newspapers or listen to the radio, so often see these several days later on social media if I haven't checked email frequently.	4/19/2023 2:36 PM
7	Especially on social media. Press releases often occur more than a week after events have taken place. There is a missed opportunity to keep readers more informed through short information pieces which can be used to redirect the reader for a more in depth piece via SHG website. More could be done to squash rumour, by releasing ALL facts related, in a timely fashion.	4/13/2023 9:15 PM
8	Formal LegCo information comes out less than 24 hours before the actual meeting, often their is only the order paper, no supporting documentation. Hansards are months behind (currently at May 22). Gazettes are late and some of the press releases leave little time for prep. Today 13/04/23 the Covid booster release came out - my local one is tomorrow 14/04/23.	4/13/2023 4:21 PM
9	cold be more timely, and therefore still relative and within context	4/11/2023 2:25 PM
10	can trust the information but it needs to be more timely eg for consultations there has been some occasions document was only mad public the day before or off the meetings and there for public was not informed enough to give deed back	4/3/2023 11:24 AM
11	Room for improvement	3/29/2023 9:49 PM
12	Often Day after the Fair possibly due to bureaucracy or Control Freaks instead of letting people take responsibility and do their jobs - unnecessary delay	3/28/2023 11:25 AM

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13	Sometimes its already heard on the street before hearing from SHG	3/28/2023 9:11 AM
14	However, outside of email press releases I'm not sure I would be as up-to-date as I am	3/27/2023 2:20 PM
15	Information is sometimes disclosed when someone has asked and not because we have the right to information	3/22/2023 2:40 PM
16	It depends on what it is, SHG tends to delay information on contentious subjects	3/17/2023 2:40 PM
17	Social Media is always ahead of Press Releases.	3/16/2023 9:20 AM
18	Could improve because sometimes SHG information is published after the fact, after the event then they are on the back foot as the news is in the community already but the official news from SHG is delayed.	3/15/2023 3:23 PM
19	Obvious gap with SHG not working on the weekend - 'wait until Monday', and no updated news (radio especially) over the weekend. And the release of info to media to meet newspapers and radio adverts.	3/15/2023 11:36 AM
20	press releases are not always aligned with the deadlines of local media and often the press release is issued after the information it contains has been covered from other information sources.	3/15/2023 11:00 AM
21	However it is noted that important updates are usually issued around 4pm. Just wondering why as sometimes you miss until the next day.	3/15/2023 10:03 AM

Q19 How understandable is information from SHG?

Answered: 142 Skipped: 0

3.8

average rating



	I NEVER UNDERSTAND IT	(NO LABEL)	I UNDERSTAND SOMETIMES	(NO LABEL)	EASY TO UNDERSTAND	TOTAL	WEIGHTED AVERAGE
👍	0.00%	4.93%	37.32%	35.92%	21.83%	142	3.75
	0	7	53	51	31		

#	IF YOU WISH, PLEASE COMMENT ON YOUR ANSWER:	DATE
1	I find it easy to understand , and I don't think anything can be made any more easier than plainly written English. There is little more that can be done when a majority of a population is not educated well enough to understand and even if there were additional efforts made it would not be accepted anyway due to a large presence of ignorance and stubbornness within the STH community as well.	5/7/2023 7:27 PM
2	Somnetimes there is not a clear statement of what has been decided.	4/28/2023 9:57 AM
3	More needs to be done to give the people on the street and those with disabilities an easy way to understand	4/25/2023 12:29 PM
4	Lots of 'buzzwords' but little real substance.	4/13/2023 6:26 PM
5	When I say it is not understandable, press releases often do not give the correct level of detail phrases are used like "this issue is being investigated" but this tells you nothing, for all we know the most junior and inexperienced member of staff may be dealing with it.	4/13/2023 4:21 PM
6	soe times is left open to interpretation- eg COM	4/3/2023 11:24 AM
7	I'm not too sure why this survey is being done as I thought those paid to do the job would have mostly known what's being asked	3/28/2023 11:25 AM
8	although information is normally understandable and professionally written, I do personally feel in an attempt to write the information in a correct way, sometimes the point trying to be conveyed is not always clear to some or is lost completely. I assume all adverts or announcement from various depts. within SHG would go through the press office who would then put it into the hands of the public, so I would suggest, if this I not already being done, to ensure the point is not lost, if amendments to wording must be done. so before issuing to the public any amended press releases should the signed of by the dept. from where it originated to make sure any rewording carried out by the press office has not hindered the messages trying to be conveyed.	3/27/2023 8:29 AM
9	Sometimes too much information and sometimes not enough or too vague.	3/17/2023 2:40 PM
10	Could improve - the wordy press releases could be streamlined and made more understandable.	3/15/2023 3:23 PM
11	But not always easy to understand for many who have reading challenges. Sometimes what is written does not translate easily to radio. More infographics needed!	3/15/2023 11:36 AM
12	The style used is often 'official' and 'stiff', this is not always required. The phraseology is unnatural and has to be converted into a more flowing style if used as the basis for a report.	3/15/2023 11:00 AM

Q20 How easy do you find it to use the SHG Website?

Answered: 142 Skipped: 0

3.0 
average rating



	VERY EASY	(NO LABEL)	NOT BAD	(NO LABEL)	VERY HARD	N/A	TOTAL	WEIGHTED AVERAGE
	15.49%	11.97%	38.73%	18.31%	9.86%	5.63%	142	2.95
	22	17	55	26	14	8		

Q21 Please provide any more comments on how the St Helena Government issues information, and how it can be easier for you to access and understand:

Answered: 36 Skipped: 106

#	RESPONSES	DATE
1	use simple terms or bracket big words.	5/12/2023 2:09 PM
2	N/A	5/12/2023 10:45 AM
3	Website needs to be totally refreshed.	4/28/2023 9:57 AM
4	n/a	4/26/2023 12:46 PM
5	-	4/25/2023 1:54 PM
6	-	4/24/2023 10:26 AM
7	The internal Public Service update is embarrassing with grammatical errors and items of irrelevance e.g. items for sale and religious quotes. It should be more SHG business focused. Managers shouldn't be inundated with emails about press releases when these can be accessed on the SHG Webpage (duplication of effort and waste of MBs).	4/20/2023 3:36 PM
8	Information from Directorates are not kept up-to-date i.e. procurement and contracts register	4/20/2023 2:34 PM
9	keep it simple, we are only 4000 people so one information channel should be able to give clear transparent and open minded information	4/20/2023 9:17 AM
10	I have found that information isn't easy to find on the SHG website about services on St Helena. For example if family want to visit the island they can't find a list of what they are allowed to bring and what is prohibited.	4/19/2023 4:36 PM
11	N/A	4/19/2023 4:01 PM
12	The website is difficult to search/ find info unless you know exactly where you need to look. I spend a lot of time looking through various pages before finding what I'm looking for.	4/19/2023 2:36 PM
13	Its good you are reviewing this keep up the good work	4/13/2023 9:39 PM
14	SHG website search engine hard to use if you don't have specific details of info you are seeking. Not very user friendly.	4/13/2023 9:15 PM
15	Out dated information needs to archived/removed/updated on ALL platforms soon as it is available. It's no good posting on social media when the Gov. website still displays outdated info.	4/13/2023 6:26 PM
16	more openness with information more public coceltation and public question time	4/3/2023 11:24 AM
17	Due to my work I feel GIS should be used as more of a tool to help aid the public understand the information sent out from SHG as most people would rather visual aid rather than reading a few pages of information. (Something to think about) Happy to give examples	3/28/2023 3:00 PM
18	Posted calendar of future SHG meetings on the SHG website that business people and or interested investors can attend. It's not just data/information that investors need, it's also the ability to pose question and concerns about how policies are interpreted and actually implemented by SHG. The ability to interact with SHG on a personal basis is very important to me as a potential investor.	3/28/2023 11:25 AM
19	Too much Secrecy about issues that should be made known as the info is released eventually. This attitude does not do wonders for Transparency and indicates lies by giving commitment then not being committed. Sometimes Government leaders make it so obvious that they don't know what they're talking about and should instead involve people who do know but seem to	3/28/2023 11:25 AM

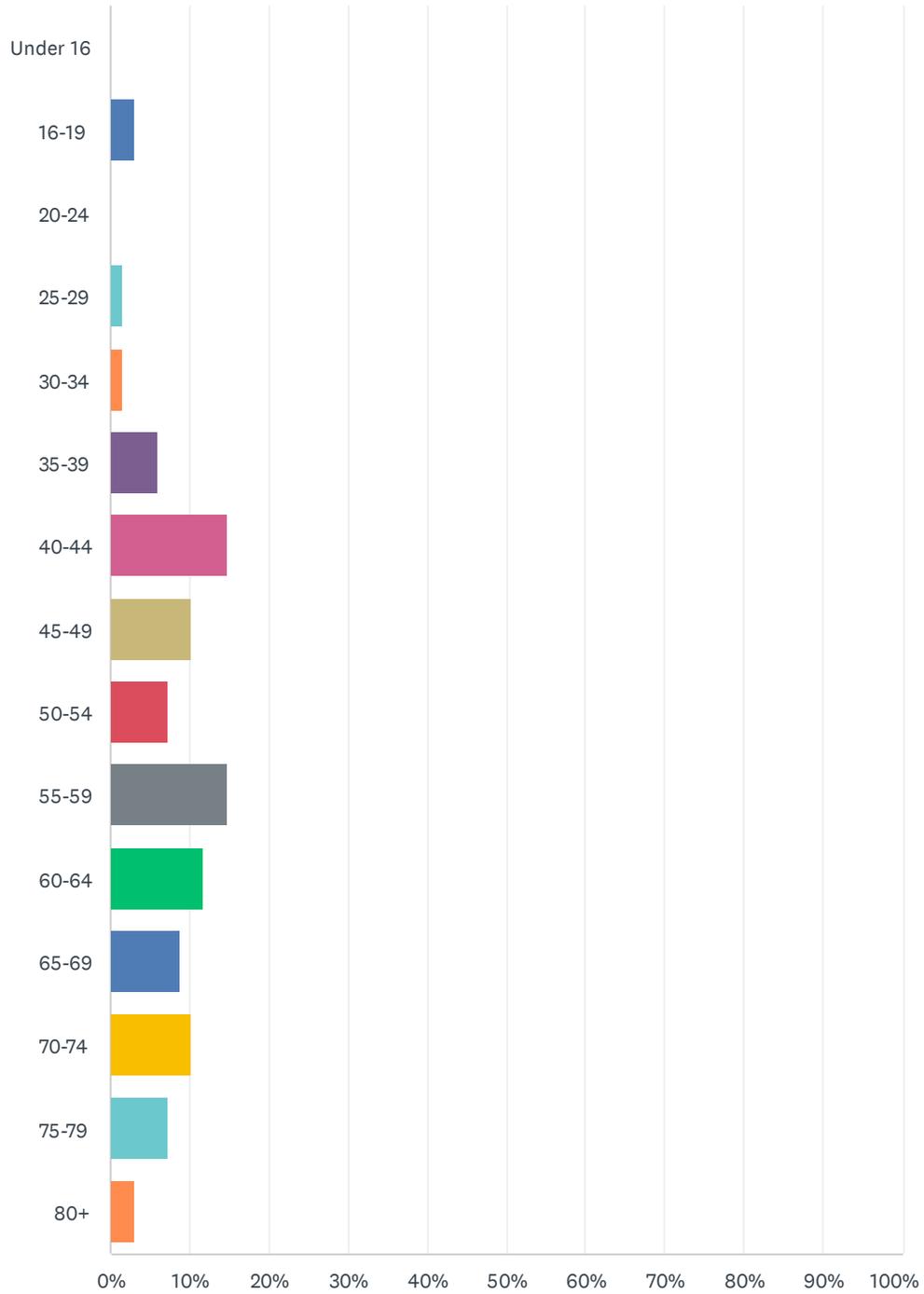
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want to be in the limelight and embarrass themselves. They still play the Blame Game instead of keeping promises to allow people to be responsible for their actions.

20	'what you would like us to tell you about' This is not included in the survey, so have used this box to comment instead of answering Q21. Would like to see information and photos of new comers/employees to the Island as many are unaware who is who and where they work. Good to see who is who.	3/28/2023 9:12 AM
21	n/a	3/28/2023 8:22 AM
22	n/a	3/27/2023 4:14 PM
23	I don't browse the Intranet as often as I should, maybe once a week. I rely on press releases and the weekly public service update. Only the Business Support Officer receives these emails from the Press Office to forward on to staff. When the BSO is out off office, we don't receive any press releases until they are back in office again, unless we browse the Intranet. Should we have a second point of contact to avoid missing any urgent press releases?	3/27/2023 2:55 PM
24	I would like to receive emails directly not via a string of forwarded emails some of which have more than one attachment	3/27/2023 2:22 PM
25	I personally think that the process at present works well and the eneternet SHG provides their staff by way of sending information is a useful tool that us utilized well and is very informative, together with the independent and St FM.	3/20/2023 3:58 PM
26	Stop advertising jobs in all the papers. If someone is looking for work they will find it if you just put it in the cheapest. They can also find the jobs via CASH or online	3/17/2023 3:28 PM
27	Search Function could be improved	3/17/2023 2:40 PM
28	It would be more beneficial to the public if instead of stating in press releases 'SHG says' they should instead name the individual/s behind the decision making process, that way there is transparency and accountability.	3/16/2023 11:42 AM
29	The SHG Website could improve in terms of navigating the site and also the search engine does not really help as it throws out a number of pages of info when you want the result to be specific. I also find that press releases are slightly delayed when posting on Facebook and social media - if it was in real time that would be much more timely.	3/15/2023 3:23 PM
30	Some more statistics and data would interest me	3/15/2023 2:11 PM
31	List serve/mailchimp please.... Also website pages of portfolios and services are not up to date, very poorly maintained.	3/15/2023 11:49 AM
32	comment on SHG website: generally good. But some sections - eg. Immigration - are laborious, cumbersome and frustratingly unhelpful!	3/15/2023 11:36 AM
33	SHG is opaque. It's PR is stilted and clearly reflects controlling input from expats in SHG.	3/15/2023 11:07 AM
34	It's good you are asking questions like this.	3/15/2023 11:00 AM
35	More open information to avoid ambiguity and an excuse for the outside media to attack and question. When the press release is done, ask: Does this explain everything? Am I in doubt about anything? Direct the reader of the press release to the person/parties who can answer any questions, so the outside media doesn't attack 'SHG'. This is very demoralizing for SHG employees. I am tired of outside media slagging off SHG, tarring everyone with the same brush and getting away with it. Freedom of speech is one thing, but constant slander should be addressed head on. For example, if something negative/incorrect was said about Solomons, the CEO would give a statement in reply to confirm the facts. We need more of this openness for our organisation and less fear of the outside media.	3/15/2023 10:22 AM
36	To issue updates as early in the day as possible and prevent the after 4pm issue where possible.	3/15/2023 10:03 AM

Q1 What is your age?

Answered: 68 Skipped: 0

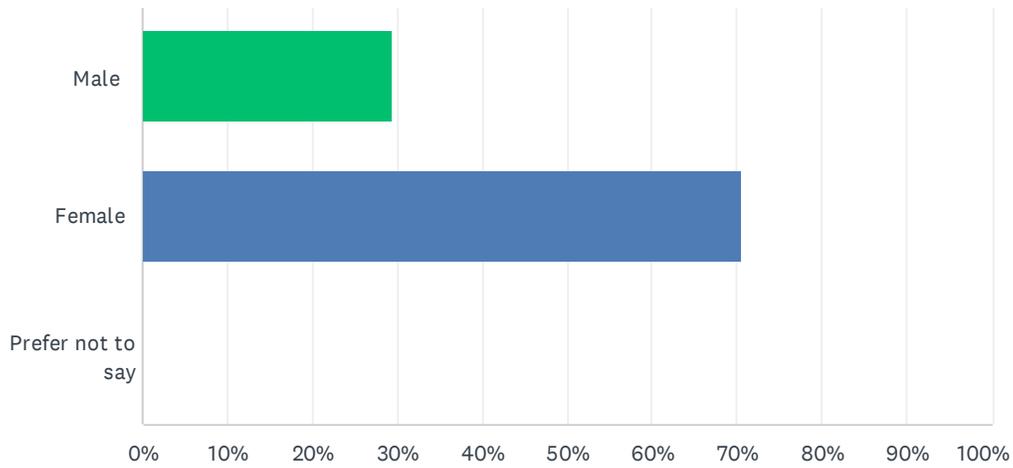


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ANSWER CHOICES	RESPONSES	
Under 16	0.00%	0
16-19	2.94%	2
20-24	0.00%	0
25-29	1.47%	1
30-34	1.47%	1
35-39	5.88%	4
40-44	14.71%	10
45-49	10.29%	7
50-54	7.35%	5
55-59	14.71%	10
60-64	11.76%	8
65-69	8.82%	6
70-74	10.29%	7
75-79	7.35%	5
80+	2.94%	2
TOTAL		68

Q2 Are you male or female?

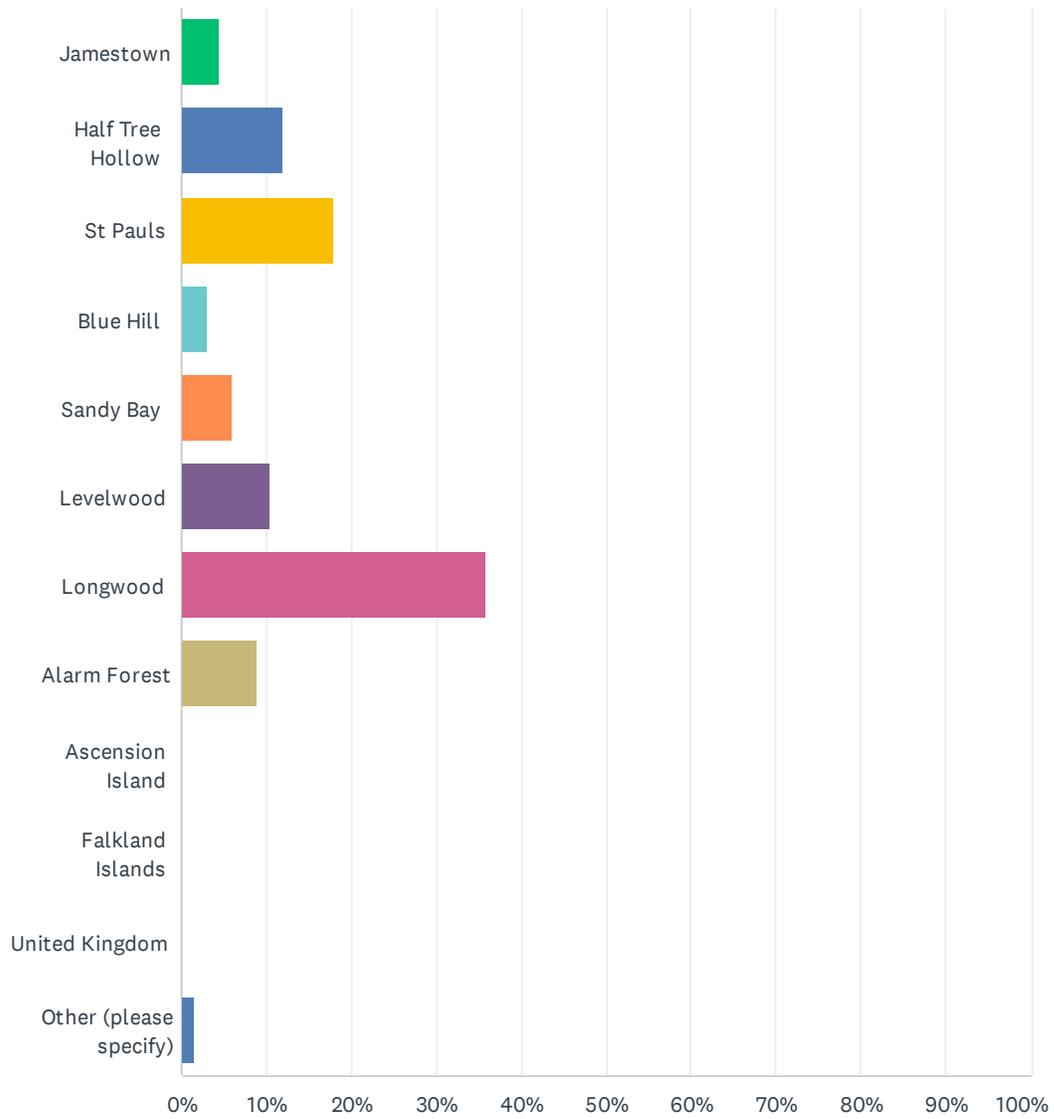
Answered: 68 Skipped: 0



ANSWER CHOICES	RESPONSES	
Male	29.41%	20
Female	70.59%	48
Prefer not to say	0.00%	0
TOTAL		68

Q3 Where do you live?

Answered: 67 Skipped: 1



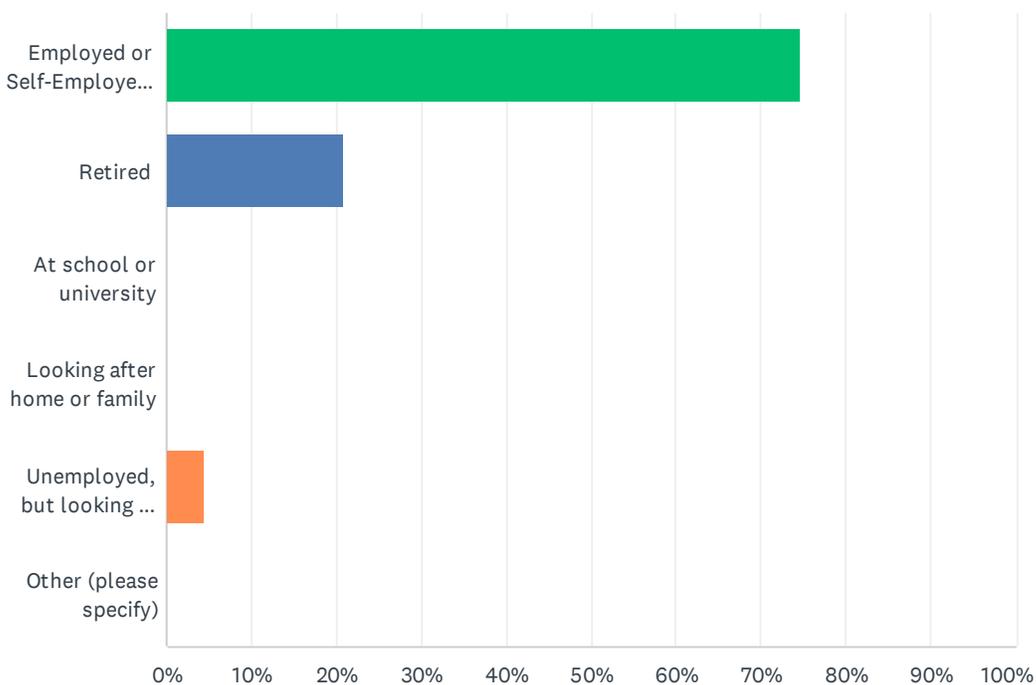
SHG News, Updates and Communications Survey

ANSWER CHOICES	RESPONSES	
Jamestown	4.48%	3
Half Tree Hollow	11.94%	8
St Pauls	17.91%	12
Blue Hill	2.99%	2
Sandy Bay	5.97%	4
Levelwood	10.45%	7
Longwood	35.82%	24
Alarm Forest	8.96%	6
Ascension Island	0.00%	0
Falkland Islands	0.00%	0
United Kingdom	0.00%	0
Other (please specify)	1.49%	1
TOTAL		67

#	OTHER (PLEASE SPECIFY)	DATE
1	Ruperts Valley	5/4/2023 1:50 PM

Q4 Are you mainly (one answer only):

Answered: 67 Skipped: 1



ANSWER CHOICES	RESPONSES	
Employed or Self-Employed full-time or part-time (Including apprenticeships)	74.63%	50
Retired	20.90%	14
At school or university	0.00%	0
Looking after home or family	0.00%	0
Unemployed, but looking for work	4.48%	3
Other (please specify)	0.00%	0
TOTAL		67

#	OTHER (PLEASE SPECIFY)	DATE
	There are no responses.	

Q5 What is your occupation?

Answered: 50 Skipped: 18

#	RESPONSES	DATE
1	Manager	5/19/2023 11:00 AM
2	Admin Assistant	5/19/2023 10:44 AM
3	Human Rights	5/19/2023 10:40 AM
4	Environmental Consultant	5/19/2023 10:37 AM
5	CEO & Accountable Manager	5/15/2023 4:02 PM
6	Communication Navigation System Manager	5/15/2023 3:59 PM
7	IT Specialist	5/15/2023 3:56 PM
8	Administration	5/15/2023 3:54 PM
9	Procurement Officer	5/15/2023 3:51 PM
10	Security Officer / Media consultant	5/15/2023 3:49 PM
11	Security Manager	5/15/2023 3:47 PM
12	Security Manager	5/15/2023 3:43 PM
13	Business Management	5/15/2023 3:19 PM
14	House wife	5/9/2023 10:22 AM
15	House wife / Child Minder	5/9/2023 10:20 AM
16	Seamstress	5/5/2023 1:08 PM
17	Nursing Career	5/5/2023 12:42 PM
18	Nursing Assistant	5/5/2023 12:40 PM
19	Career at CCC	5/5/2023 12:22 PM
20	Power station operator	5/5/2023 11:32 AM
21	Grounds Maintenance / Social Care	5/5/2023 10:28 AM
22	Contract Manager	5/4/2023 2:36 PM
23	Support worker	5/4/2023 2:30 PM
24	Support worker	5/4/2023 2:27 PM
25	Retired	5/4/2023 2:26 PM
26	Senior support worker	5/4/2023 2:25 PM
27	support worker	5/4/2023 2:24 PM
28	Casual worker	5/4/2023 2:15 PM
29	Casual worker at children and adult social care	5/4/2023 2:09 PM
30	Support Worker	5/4/2023 2:06 PM
31	Support worker	5/4/2023 1:59 PM
32	Manager	5/4/2023 1:56 PM
33	care assistant	5/4/2023 1:52 PM

SHG News, Updates and Communications Survey

34	Care assistant	5/4/2023 1:50 PM
35	care assistant	5/4/2023 1:48 PM
36	Carer	5/4/2023 1:47 PM
37	Casual Worker at children and adult social care	5/4/2023 1:45 PM
38	Career	5/4/2023 1:43 PM
39	P/T Clerk - growers	5/4/2023 1:40 PM
40	Clerk	5/4/2023 1:38 PM
41	senior career	5/3/2023 12:27 PM
42	career CCC	5/3/2023 12:23 PM
43	w.m.s supervisor ewrp	5/3/2023 12:21 PM
44	Biological control Laboratory assistant	5/3/2023 12:20 PM
45	Biological control laboratory assistant	5/3/2023 11:19 AM
46	Pest control service officer	5/3/2023 11:15 AM
47	Agriculture support assistant	5/3/2023 11:09 AM
48	Senior Sprayer	5/3/2023 11:07 AM
49	Environmental Assistant	5/3/2023 11:01 AM
50	Veterinary + Livestock Assistant	5/3/2023 10:59 AM

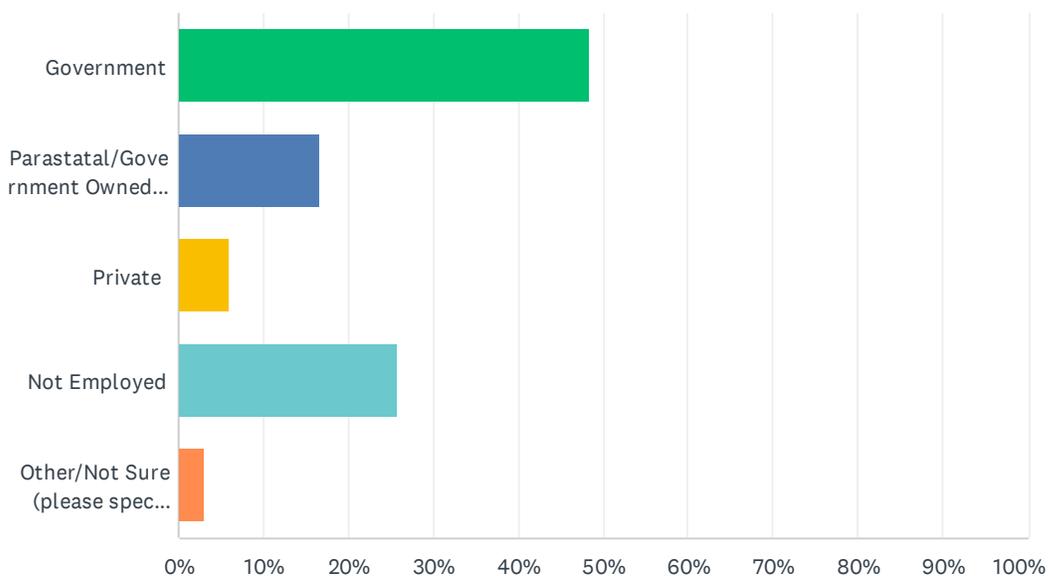
Q6 What is your highest level educational qualification that you have obtained?

Answered: 31 Skipped: 37

#	RESPONSES	DATE
1	CIPD L3 Diploma	5/19/2023 11:00 AM
2	IGCSE	5/19/2023 10:40 AM
3	Bachelor's Degree/BSC	5/19/2023 10:37 AM
4	University / Professional Qualification in Aviation	5/15/2023 4:02 PM
5	National Diploma	5/15/2023 3:59 PM
6	NQF 5/6	5/15/2023 3:56 PM
7	NVQ Level 2	5/15/2023 3:51 PM
8	Degree	5/15/2023 3:49 PM
9	B	5/15/2023 3:47 PM
10	GSCE O LEVEL	5/15/2023 3:43 PM
11	MBA	5/15/2023 3:19 PM
12	G.C.E O'LEVELS	5/9/2023 10:22 AM
13	GSE	5/5/2023 1:08 PM
14	B+ in english	5/5/2023 12:33 PM
15	O Level	5/5/2023 12:24 PM
16	Woodwork / Gardening	5/5/2023 12:22 PM
17	Bar Vocational Course	5/4/2023 2:36 PM
18	N.V.Q 3	5/4/2023 2:24 PM
19	BC CTCSE	5/4/2023 2:15 PM
20	B	5/4/2023 2:09 PM
21	Grade 12	5/4/2023 2:06 PM
22	B	5/4/2023 1:59 PM
23	Diploma	5/4/2023 1:56 PM
24	NVQ Level 3	5/4/2023 1:52 PM
25	AQA English - Grade C AQA English Literature - Grade C	5/4/2023 1:43 PM
26	English Literature (B)	5/4/2023 1:40 PM
27	G.C.E O Level	5/4/2023 1:38 PM
28	nvq in health social care	5/3/2023 12:27 PM
29	NVQ Business and Administration	5/3/2023 11:05 AM
30	GCSE	5/3/2023 11:01 AM
31	B-Rural Science	5/3/2023 10:59 AM

Q7 If you are employed, which sector are you employed by:

Answered: 66 Skipped: 2

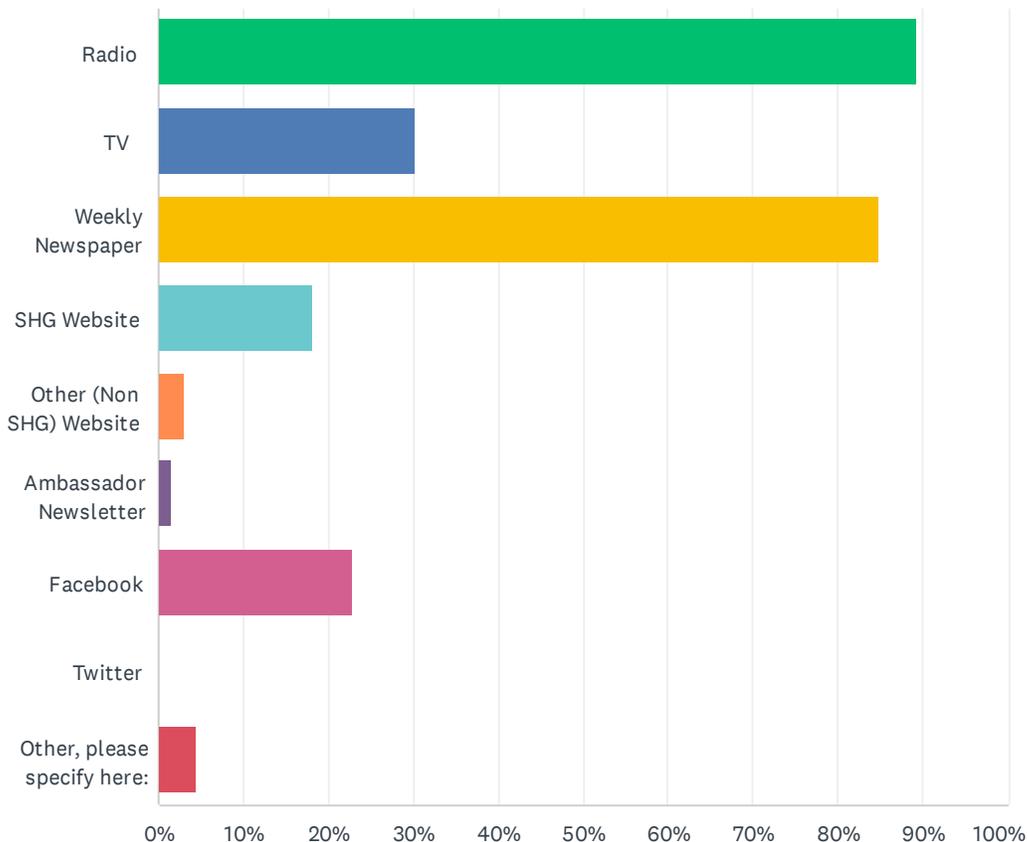


ANSWER CHOICES	RESPONSES	
Government	48.48%	32
Parastatal/Government Owned Entities (e.g. Connect, St Helena Airport, BOSH)	16.67%	11
Private	6.06%	4
Not Employed	25.76%	17
Other/Not Sure (please specify your employer)	3.03%	2
TOTAL		66

#	OTHER/NOT SURE (PLEASE SPECIFY YOUR EMPLOYER)	DATE
1	Independent Stationary body	5/19/2023 11:00 AM
2	Independent non-government organization	5/19/2023 10:40 AM

Q8 What are your top three ways to get information and news about St Helena?

Answered: 66 Skipped: 2



ANSWER CHOICES	RESPONSES	
Radio	89.39%	59
TV	30.30%	20
Weekly Newspaper	84.85%	56
SHG Website	18.18%	12
Other (Non SHG) Website	3.03%	2
Ambassador Newsletter	1.52%	1
Facebook	22.73%	15
Twitter	0.00%	0
Other, please specify here:	4.55%	3
Total Respondents: 66		

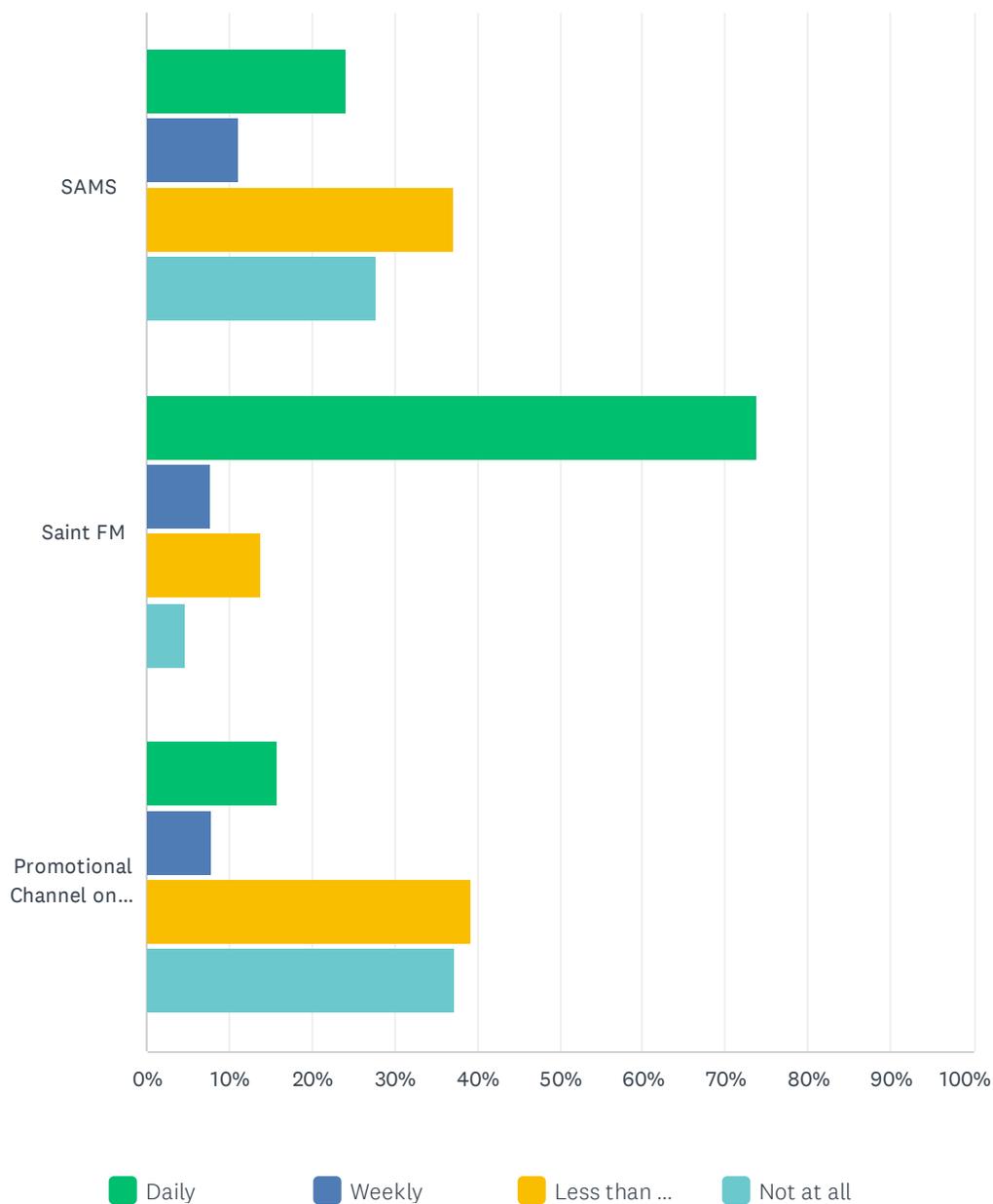
#	OTHER, PLEASE SPECIFY HERE:	DATE
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SHG News, Updates and Communications Survey

1	Word of Mouth	5/15/2023 3:47 PM
2	Press Relases via email	5/4/2023 1:56 PM
3	BBC	5/4/2023 1:38 PM

Q9 How often do you listen to or watch these radio or TV Channels:

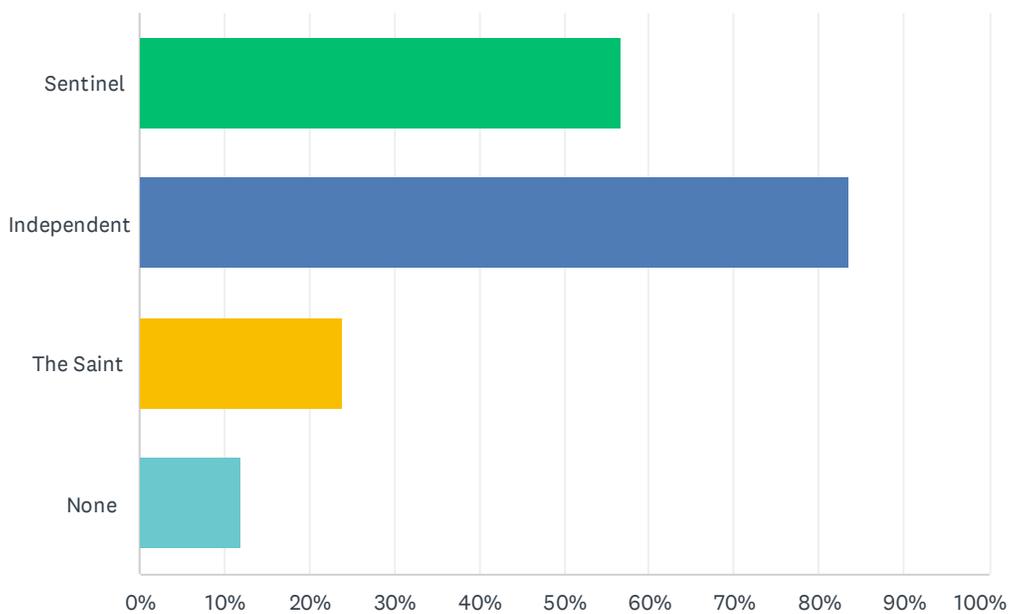
Answered: 67 Skipped: 1



	DAILY	WEEKLY	LESS THAN WEEKLY	NOT AT ALL	TOTAL	WEIGHTED AVERAGE
SAMS	24.07% 13	11.11% 6	37.04% 20	27.78% 15	54	2.69
Saint FM	73.85% 48	7.69% 5	13.85% 9	4.62% 3	65	1.49
Promotional Channel on Local TV	15.69% 8	7.84% 4	39.22% 20	37.25% 19	51	2.98

Q10 Which local newspapers do you read?

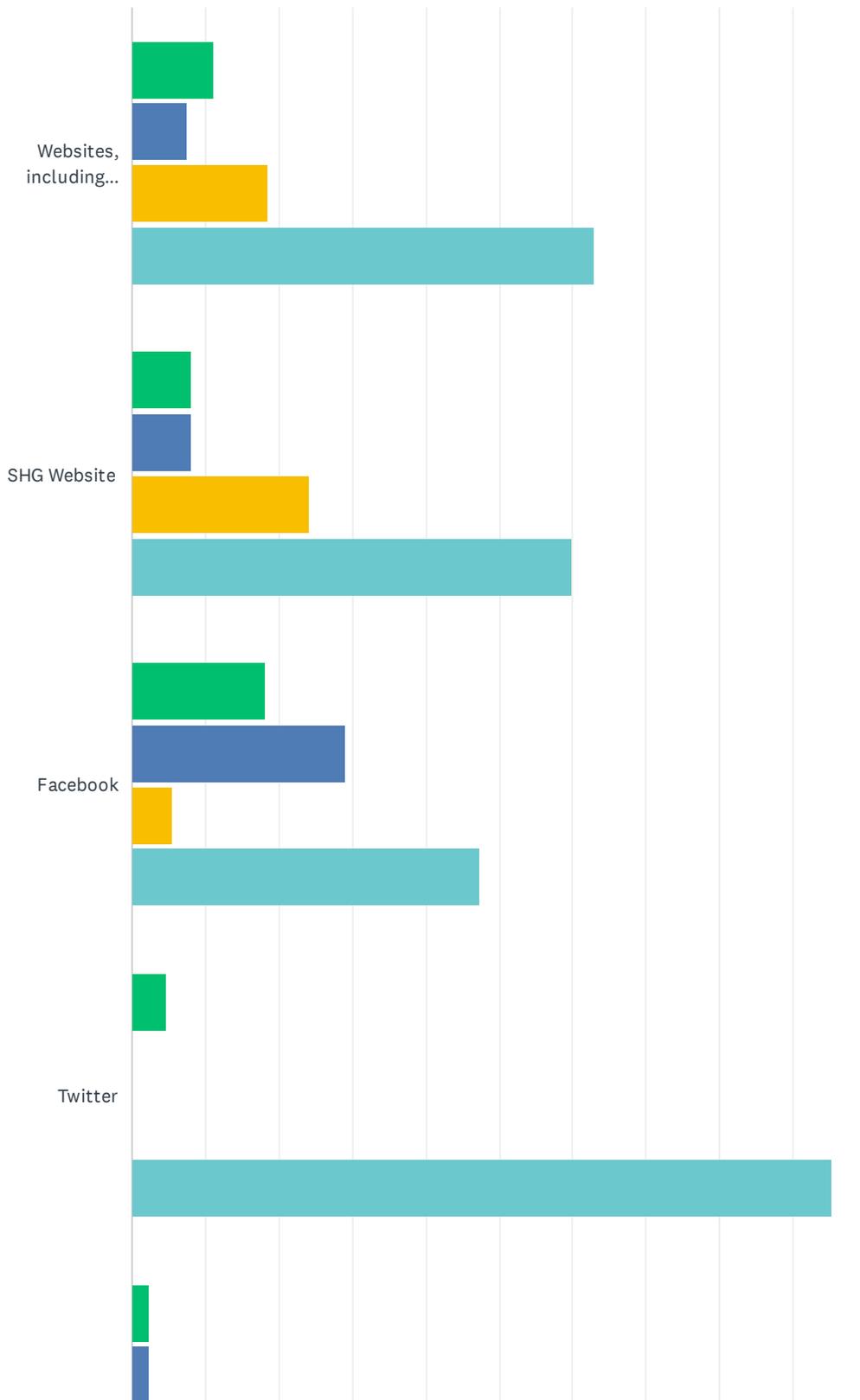
Answered: 67 Skipped: 1



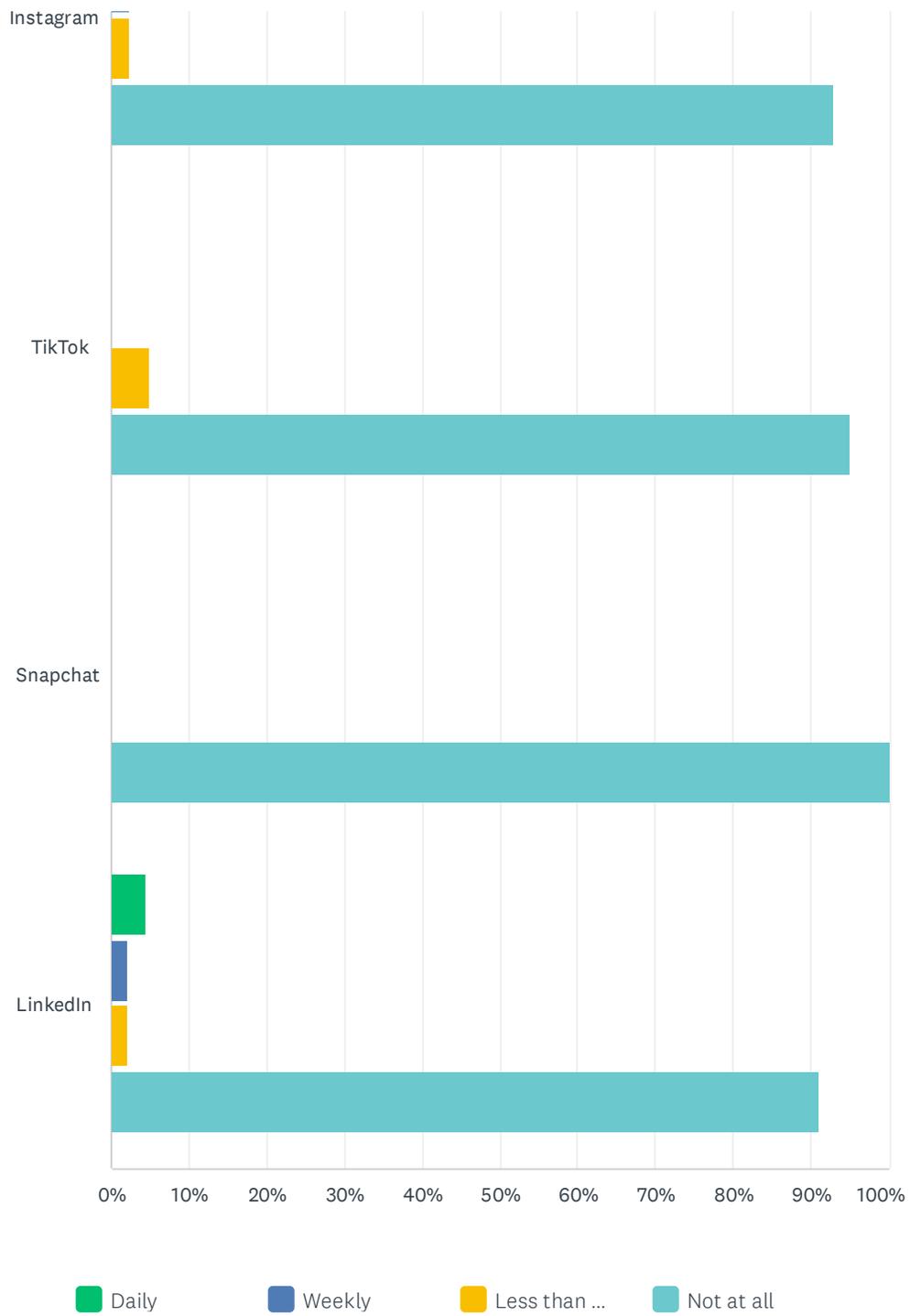
ANSWER CHOICES	RESPONSES	
Sentinel	56.72%	38
Independent	83.58%	56
The Saint	23.88%	16
None	11.94%	8
Total Respondents: 67		

Q11 How often do you access or read the internet or social media channels to obtain news or information about St Helena?

Answered: 66 Skipped: 2



SHG News, Updates and Communications Survey



SHG News, Updates and Communications Survey

	DAILY	WEEKLY	LESS THAN WEEKLY	NOT AT ALL	TOTAL	WEIGHTED AVERAGE
Websites, including search engines	11.11% 6	7.41% 4	18.52% 10	62.96% 34	54	3.33
SHG Website	8.00% 4	8.00% 4	24.00% 12	60.00% 30	50	3.36
Facebook	18.18% 10	29.09% 16	5.45% 3	47.27% 26	55	2.82
Twitter	4.76% 2	0.00% 0	0.00% 0	95.24% 40	42	3.86
Instagram	2.33% 1	2.33% 1	2.33% 1	93.02% 40	43	3.86
TikTok	0.00% 0	0.00% 0	4.88% 2	95.12% 39	41	3.95
Snapchat	0.00% 0	0.00% 0	0.00% 0	100.00% 40	40	4.00
LinkedIn	4.44% 2	2.22% 1	2.22% 1	91.11% 41	45	3.80

Q12 How interested are you in news from the St Helena Government?

Answered: 58 Skipped: 10

3.0

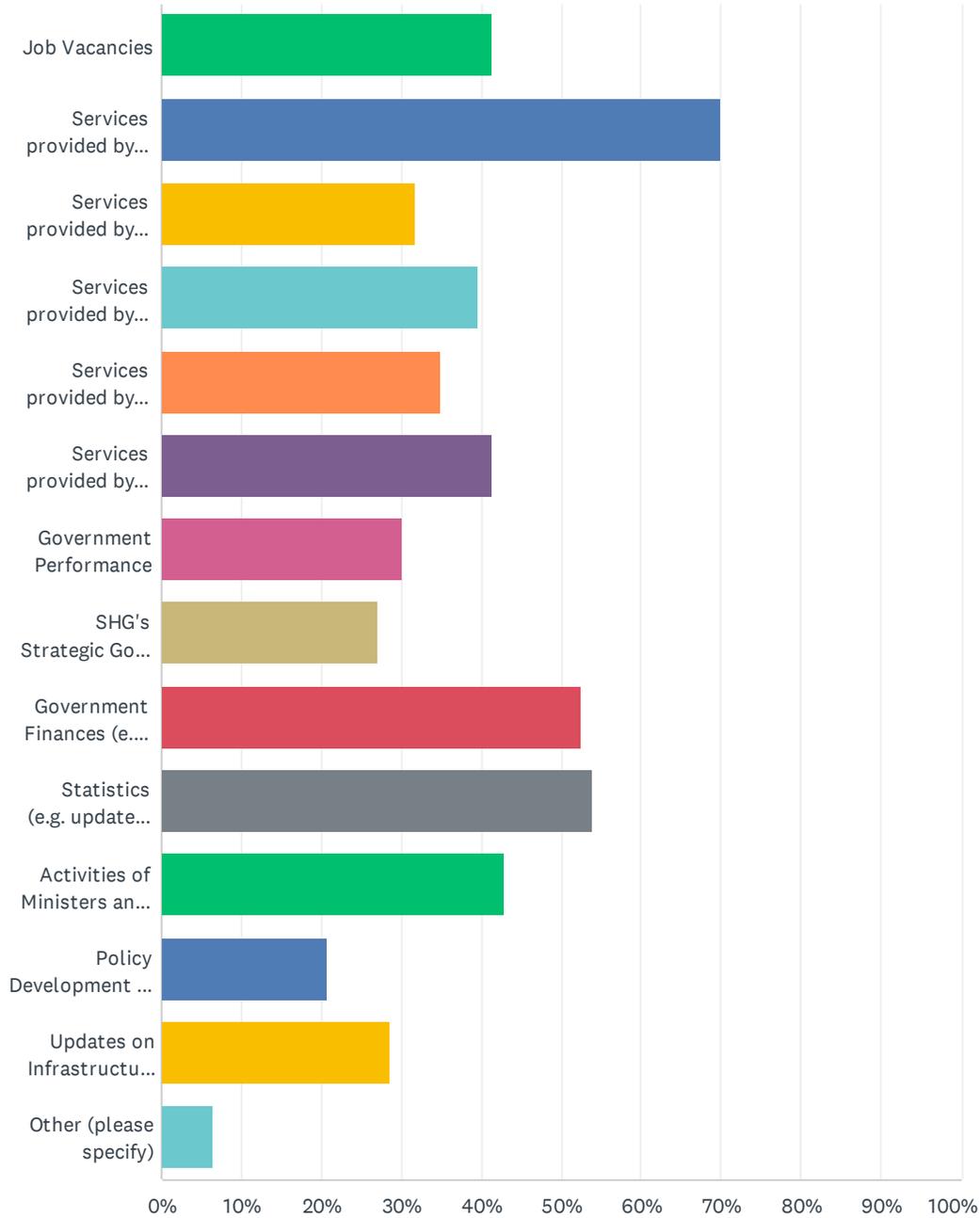
average rating



	NOT INTERESTED AT ALL	SLIGHTLY INTERESTED	INTERESTED	VERY INTERESTED	EXTREMELY INTERESTED	TOTAL	WEIGHTED AVERAGE
	1.72% 1	29.31% 17	44.83% 26	17.24% 10	6.90% 4	58	2.98

Q13 What type of news about the St Helena Government are you most interested in? (Select all that apply)

Answered: 63 Skipped: 5



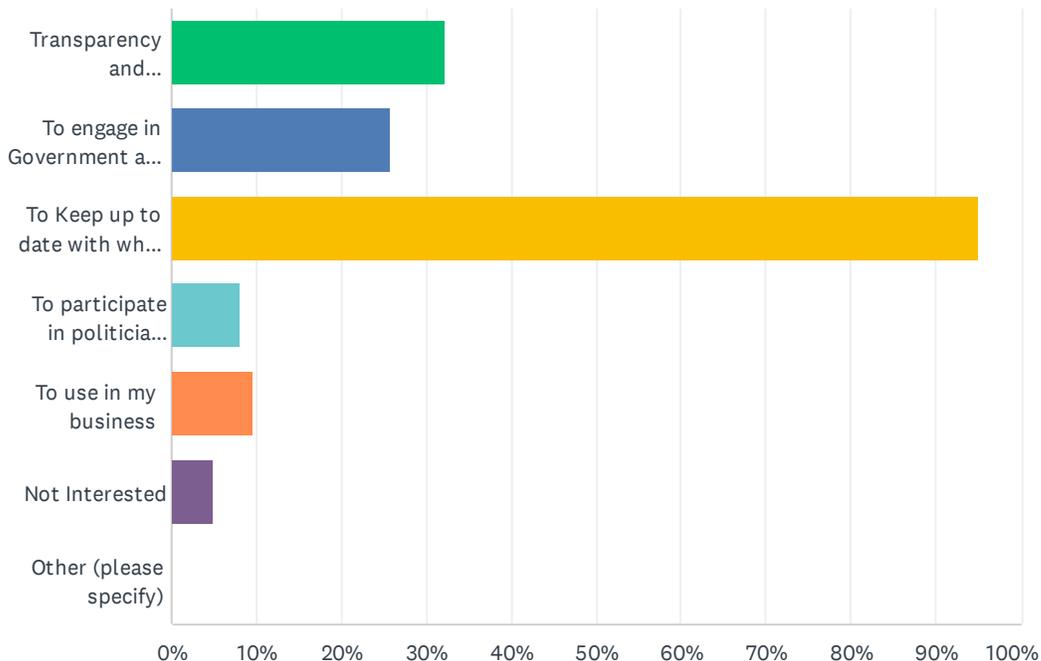
SHG News, Updates and Communications Survey

ANSWER CHOICES	RESPONSES	
Job Vacancies	41.27%	26
Services provided by Health & Social Services Portfolio	69.84%	44
Services provided by Treasury, Infrastructure & Sustainable Development Portfolio	31.75%	20
Services provided by Education, Skills & Employment Portfolio	39.68%	25
Services provided by Safety, Security & Home Affairs Portfolio	34.92%	22
Services provided by Environmental, Natural Resources & Planning Portfolio	41.27%	26
Government Performance	30.16%	19
SHG's Strategic Goals and Vision	26.98%	17
Government Finances (e.g. the budget, financial aid, changes to tax and duty rates, etc)	52.38%	33
Statistics (e.g. updates on the size of the population and the economy, price inflation, etc)	53.97%	34
Activities of Ministers and ExCo, Councillors and LegCo, Meetings of Committees	42.86%	27
Policy Development and Legislative Proposals, and Public Consultations	20.63%	13
Updates on Infrastructure Projects	28.57%	18
Other (please specify)	6.35%	4
Total Respondents: 63		

#	OTHER (PLEASE SPECIFY)	DATE
1	Would like to see information on who works/leads the different sections of the portfolios. Information on new arrivals and departures will also be useful. Number of employees in each portfolio/section	5/19/2023 11:00 AM
2	Football + Cricket	5/5/2023 12:33 PM
3	CSLM / Water / Electricity / Roads	5/5/2023 12:21 PM
4	Contract and Procurement	5/4/2023 2:36 PM

Q14 Why are you interested in news about St Helena Government? (Tick all that apply)

Answered: 62 Skipped: 6

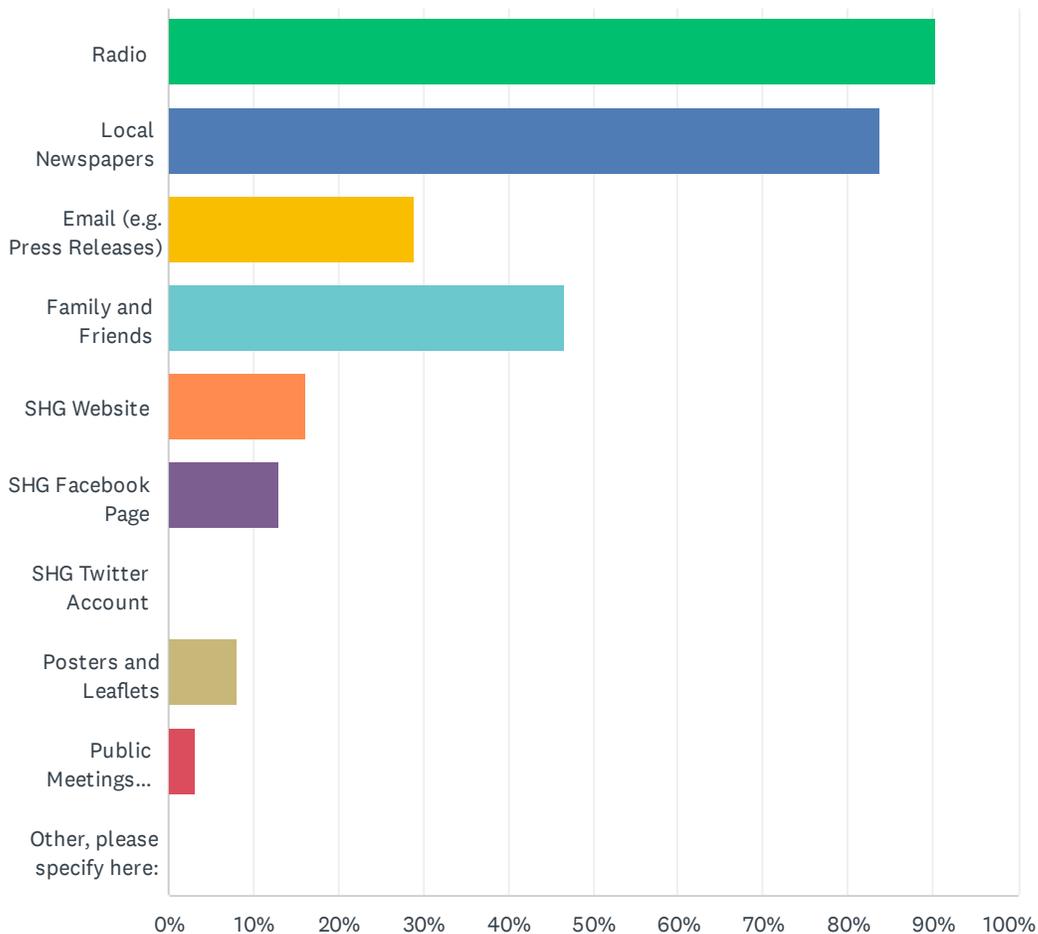


ANSWER CHOICES	RESPONSES	
Transparency and Accountability	32.26%	20
To engage in Government and Island Affairs	25.81%	16
To Keep up to date with whats going on	95.16%	59
To participate in political debate and decision making	8.06%	5
To use in my business	9.68%	6
Not Interested	4.84%	3
Other (please specify)	0.00%	0
Total Respondents: 62		

#	OTHER (PLEASE SPECIFY)	DATE
	There are no responses.	

Q15 What are your top three ways to receive St Helena Government Information and News?

Answered: 62 Skipped: 6



SHG News, Updates and Communications Survey

ANSWER CHOICES	RESPONSES	
Radio	90.32%	56
Local Newspapers	83.87%	52
Email (e.g. Press Releases)	29.03%	18
Family and Friends	46.77%	29
SHG Website	16.13%	10
SHG Facebook Page	12.90%	8
SHG Twitter Account	0.00%	0
Posters and Leaflets	8.06%	5
Public Meetings including Constituency Meetings	3.23%	2
Other, please specify here:	0.00%	0
Total Respondents: 62		

#	OTHER, PLEASE SPECIFY HERE:	DATE
	There are no responses.	

Q16 Please tell us if there are other ways that you would like to receive news from St Helena Government?

Answered: 17 Skipped: 51

#	RESPONSES	DATE
1	Possibly interviews/discussion via TV. More info on Television about government	5/19/2023 10:44 AM
2	Continue to use Saint FM	5/5/2023 1:08 PM
3	Continue with radio	5/5/2023 12:43 PM
4	Continue with Radio	5/5/2023 12:42 PM
5	Continue with Radio	5/5/2023 12:40 PM
6	Continue with Radio	5/5/2023 12:38 PM
7	ERC Meeting	5/5/2023 12:36 PM
8	By telephone	5/5/2023 12:22 PM
9	Radio	5/5/2023 11:35 AM
10	Radio	5/5/2023 11:31 AM
11	Continue with radio	5/5/2023 10:28 AM
12	Continue with Radio and Newspaper	5/4/2023 2:39 PM
13	in face to face	5/4/2023 2:15 PM
14	yes	5/4/2023 2:06 PM
15	yes	5/4/2023 1:59 PM
16	Published timetable for a repeat of interviews. LEGCO Proceeding in 1-hour bite Size for evening listening. I work during the day and I don't have time to listen to live interviews	5/4/2023 1:38 PM
17	Local Television	5/3/2023 11:01 AM

Q17 How much do you trust the news from St Helena Government?

Answered: 52 Skipped: 16

3.2 
average rating



	NOT AT ALL	(NO LABEL)	SOMETIMES	(NO LABEL)	I CAN ALWAYS TRUST INFORMATION FROM SHG	TOTAL	WEIGHTED AVERAGE
	1.92%	1.92%	78.85%	7.69%	9.62%	52	3.21
	1	1	41	4	5		

#	IF YOU WISH, PLEASE COMMENT ON YOUR ANSWER:	DATE
1	Always responsive/reactive not proactive	5/19/2023 10:37 AM
2	Sometimes things don't happen as the news say	5/9/2023 10:22 AM
3	Through councillors	5/5/2023 1:08 PM
4	A lot of od times it is rumors so I don't believe anything. I prefer to hear interviews on the radio	5/5/2023 12:33 PM
5	Perception is decisions are already taking before items are aired for discussion	5/4/2023 1:38 PM

Q18 How timely is information from SHG?

Answered: 52 Skipped: 16

2.9 
average rating



	NOT AT ALL	(NO LABEL)	NOT BAD	(NO LABEL)	ALWAYS TIMELY	TOTAL	WEIGHTED AVERAGE
	3.85%	9.62%	80.77%	0.00%	5.77%		
	2	5	42	0	3	52	2.94

#	IF YOU WISH, PLEASE COMMENT ON YOUR ANSWER:	DATE
1	It is often late.... After something has happened. Eg: Governors Departures/Arrivals	5/19/2023 11:00 AM
2	Some of the information is delayed	5/19/2023 10:44 AM
3	It seems radio leads the news items on Saint Helena	5/19/2023 10:37 AM
4	Sometimes not at all	5/4/2023 1:38 PM

Q19 How understandable is information from SHG?

Answered: 52 Skipped: 16

3.4 
average rating



	I NEVER UNDERSTAND IT	(NO LABEL)	I UNDERSTAND SOMETIMES	(NO LABEL)	EASY TO UNDERSTAND	TOTAL	WEIGHTED AVERAGE
	5.77%	0.00%	63.46%	13.46%	17.31%	52	3.37
	3	0	33	7	9		

#	IF YOU WISH, PLEASE COMMENT ON YOUR ANSWER:	DATE
1	Some information are too long	5/3/2023 11:05 AM

Q20 How easy do you find it to use the SHG website?

Answered: 53 Skipped: 15

2.7 
average rating



	VERY EASY	(NO LABEL)	NOT BAD	(NO LABEL)	VERY HARD	N/A	TOTAL	WEIGHTED AVERAGE
	9.43%	7.55%	26.42%	1.89%	5.66%	49.06%		
	5	4	14	1	3	26	53	2.74

Q21 Please provide any more comments on how the St Helena Government issues information, and how it can be easier for you to access and understand:

Answered: 5 Skipped: 63

#	RESPONSES	DATE
1	SHG Website could be more user-friendly, especially when searching for particular documents/reports/ Would like to see information issued by the tourist office on exchange rates prior to arrival of cruise ships. It use to happen in the past and was very helpful. Perhaps it could be placed n the tourist information board near the castle and in the local newspapers. It could be helpful to have exchange rates places in the weekly paper every week. The job advert placed by SHG should include the salary attached instead of persons having to enquire.	5/19/2023 11:00 AM
2	At times some of the documents are not easy to find. Perhaps the website needs to be more user friendly.	5/19/2023 10:44 AM
3	Website is not user friendly and needs an upgrade	5/19/2023 10:37 AM
4	Hello, I have a Tiktok account called: @samanthamaskell79 on "Samantha on Saint Helena" I do not discuss news or political matters but I try to provide useful information when I receive requests. Its mainly to document my experiences but it is quiet popular!	5/4/2023 2:36 PM
5	Very hard because of internet time and costs. Not always easy to navigate	5/4/2023 1:38 PM