TTCSI

TRINIDAD AND TOBAGO COALITION OF SERVICES INDUSTRIES

NATIONAL SERVICES EXPORTERS SURVEY 2022

GoGlobal TT Services

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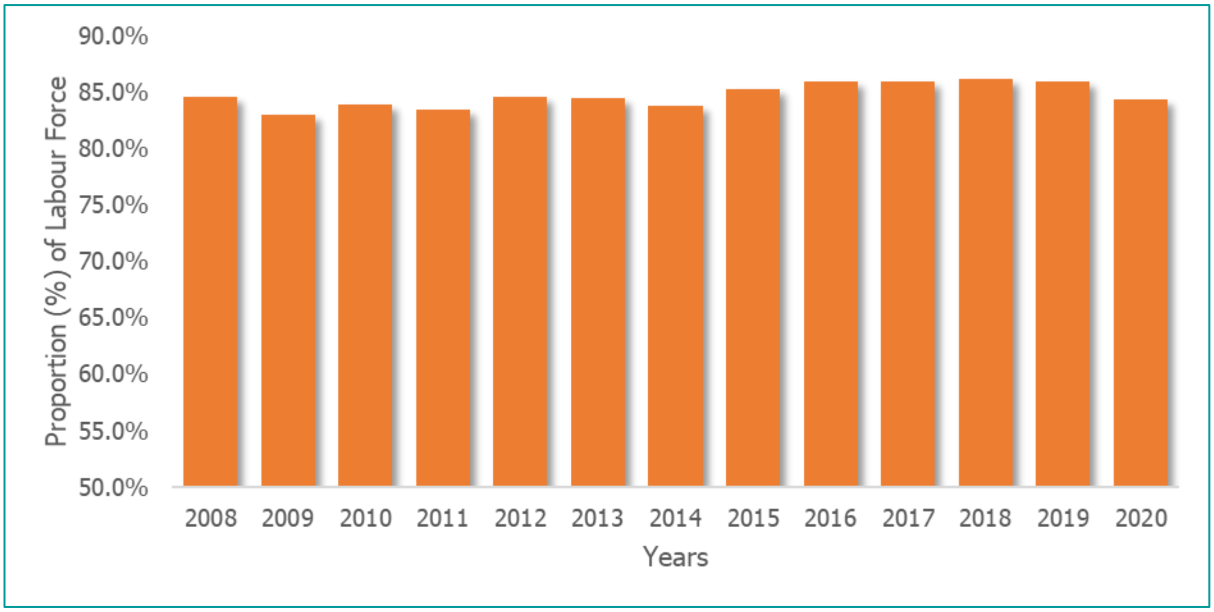
SECTION 1: INTRODUCTION

Trinidad and Tobago, despite having an export mix that mainly consists of petroleum and petroleum products is at its core, a service economy with a services sector that accounts for more than 60 percent of annualised GDP (as of 2020) and 70 percent of quarterly GDP in quarter 3 of 2021[1,2]. The sector also contributes significantly to job creation, consistently accounting for approximately 85 percent of the labour force (Figure 1) and as of 2018, subsumes more than 90 percent of registered businesses in the economy (Figure 2)[3,4].

Figure 1: Proportion of Trinidad and Tobago's Labour Force in The Services Sector

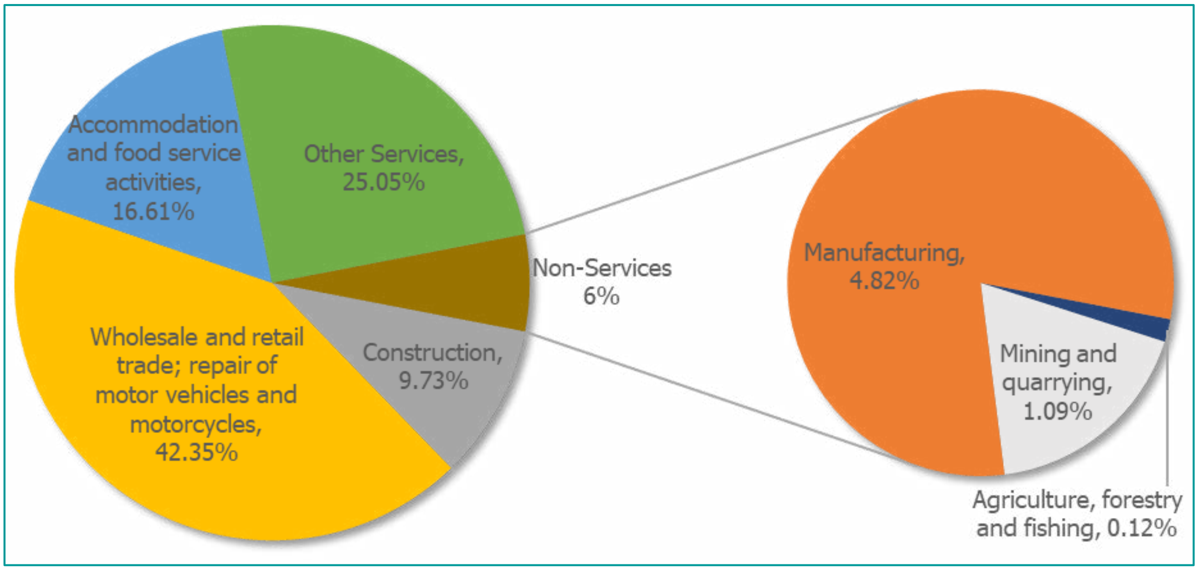


Data Source: Central Statistical Office Labour Continuous Sample Survey of Population: Labour Force Bulletins

[1] https://cso.gov.tt/wp-content/uploads/2021/09/Annual-GDP-2012-2020-Percentage-Contribution-Constant.xlsx
[2] https://cso.gov.tt/wp-content/uploads/2022/03/Quarterly-Constant-Price-GDP-2012-2021-percentage-contribution.xlsx
[3] https://cso.gov.tt/subjects/continuous-sample-survey-of-population/
[4] https://cso.gov.tt/wp-content/uploads/2020/12/TABLE-1-NUMBER-OF-BUSINESS-ESTABLISHMENTS-BY-EMPLOY-AND-INDUSTRY-2.xlsx

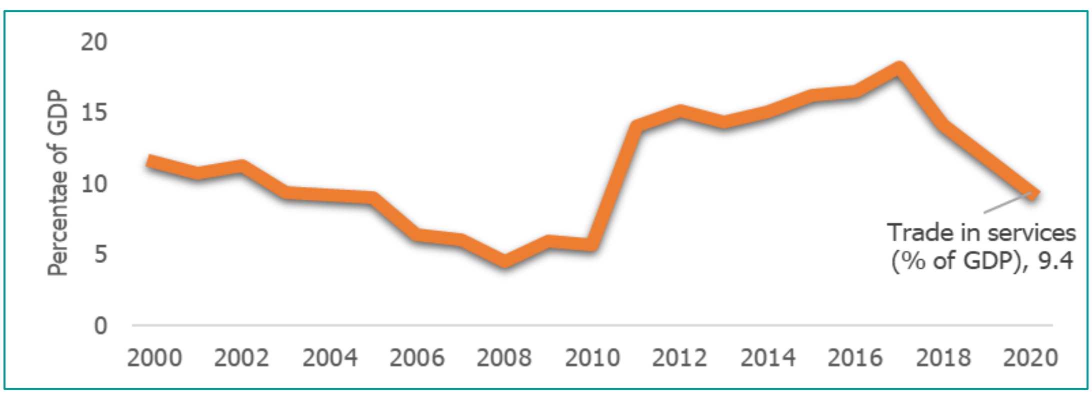
Despite this significant economic weight, the services sector's contribution to trade is substantially low, with services trade only amounting to 9.4 percent of GDP in 2020 after consecutive years of decline from 18.2 percent in 2017 based on estimates (Figure 3)[5]. A reversal of this downward trend and gradual positioning of the sector as a major export earner would therefore be a major accomplishment for the country in the coming years. However, this would require well-directed data-driven policy actions to drive export-led growth of the sector, which continues to be constrained by the limited availability of disaggregated services data.

Figure 2: Percentage of Business Establishments by Industry in Trinidad and Tobago



Data Source: Central Statistical Office: Statistics on Business Establishments (2018)

Figure 3: World Bank Estimates of Trade in Services as a Percentage of GDP for Trinidad and Tobago



Data Source: IMF, Balance of Payments Statistics Yearbook and data files, and World Bank and OECD GDP estimates

5 https://data.worldbank.org/indicator/BX.GSR.NFSV.CD?locations=TT

The National Services Exporters Survey (NSES) 2022 is the second round of the Ministry of Trade and Industry (MTI) and TTCSI's continuous capture of services data in Trinidad and Tobago. The purpose of this exercise is to enable data-driven strategic planning of the sector to grow the sector's export capacity over the coming years. The survey progresses the preliminary NSES conducted in 2019 to provide updated data on the economic contribution of the sector, its current export capacity, and existing barriers to exporting. Additionally, the survey extends its objectives to capture insights on the pandemic's impact on service providers, and the effectiveness of Government's relief initiatives throughout 2020 and 2021.
The NSES 2022 also offers an opportunity to compare the results of the current survey against the last exercise to shed further light on the transformation of the services landscape.

To allow for comparative analysis against the 2019 survey, the NSES 2022 targets the seven (7) previously assessed sub-sectors (in addition to a catchall 'Other' services category). These sub-sectors include:

1. Business and Professional services
2. Energy services
3. ICT services
4. Education services
5. Fashion services
6. Tourism services
7. Creative services

However, to better align with the MTI's Trade Policy 2019-2023, three (3) additional sub-sectors that were identified by The Policy as priority sectors for diversifying the country's exports and foreign exchange earning-capacity were included. These are:

8. Aviation services
9. Health and Wellness services
10. Commercial Maritime/Yachting services

The NSES 2022 proposes that the data generated from this, and future phases of the survey can be used by the public and private sectors to identify sector development strategies that are congruent with the changing socioeconomic landscape. For instance, the surveys' results can be used to identify opportunities to grow the global competitiveness of local service providers or to facilitate business to business (B2B) networking opportunities for individuals, firms, and potential investors. Furthermore, it can inform risk management strategies for major socioeconomic shocks that may occur in the future.

The first section of this report has presented an overview of the services sector, outlining its importance and the need for continuous capture of data to help drive data-driven policies for export-led growth of the sector. In the following sections, the project's Methodology and Ethical Considerations will be outlined in section 2, followed by the Project Background in section 3 which will lay out the project's objectives, expected outcomes and activities undertaken thus far. Section 4 then outlines the Limitations of the report which is then followed by the Findings of the survey in section 5 and ends with the Conclusion in section 6 which summarises the report's main takeaways.

SECTION 2: METHODOLOGY AND ETHICAL CONSIDERATIONS

The NSES 2022 utilised the design of the 2019 survey as its foundation to allow for comparative analysis across time. Improvements were then incorporated to strengthen its user-friendliness, relevance, and representativeness. Along with the previous survey instrument, desk research was conducted to assess other surveys used in the past to gather data on COVID-19 and Government assistance. This was done to identify the best questions to elicit how service providers deemed the accessibility and effectiveness of Government relief initiatives throughout the height of the pandemic. The survey was then formatted on the Survey Monkey platform to make it accessible to its target audience.

The sampling method used for the NSES 2022 was a sample of convenience or convenience sampling. This method utilised the TTCSI's internal databases which hold the contact information of past TTCSI event attendees (service providers), and firms that have partaken in previous surveys conducted by the TTCSI. After collating the list of service providers from across internal databases, those falling into the ten (10) identified priority services sub-sectors were chosen to be a part of the sample frame[6]. TTCSI then contacted both member and non-member associations that operate within the ten (10) sub-sectors to request their membership listings which were then added to the sample frame. This was further supplemented with firms listed on the National Services Exporters Portal.

Dissemination of the survey was primarily via email correspondence. The TTCSI then engaged in an enumeration exercise where firms that were emailed the survey were contacted via telephone to confirm receipt and obtain the details of an employee at a managerial or executive level that would be most appropriate to complete the survey on behalf of the organization. These representatives were then contacted to confirm both their job position and receipt of the survey.

From the inception of the project, the project team considered various ethical concerns respondents may have when completing the survey. For instance, the project team has ensured that access to raw survey responses, particularly disaggregated data at the firm level is restricted to team members tasked with analysing the data and that all data is anonymised on and off the Survey Monkey platform.

[6] The categorization of the sub-sectors are based on the World Trade Organization's W/120 service classification list and International Standard Industrial Classification (ISIC) Rev 4 of industries.

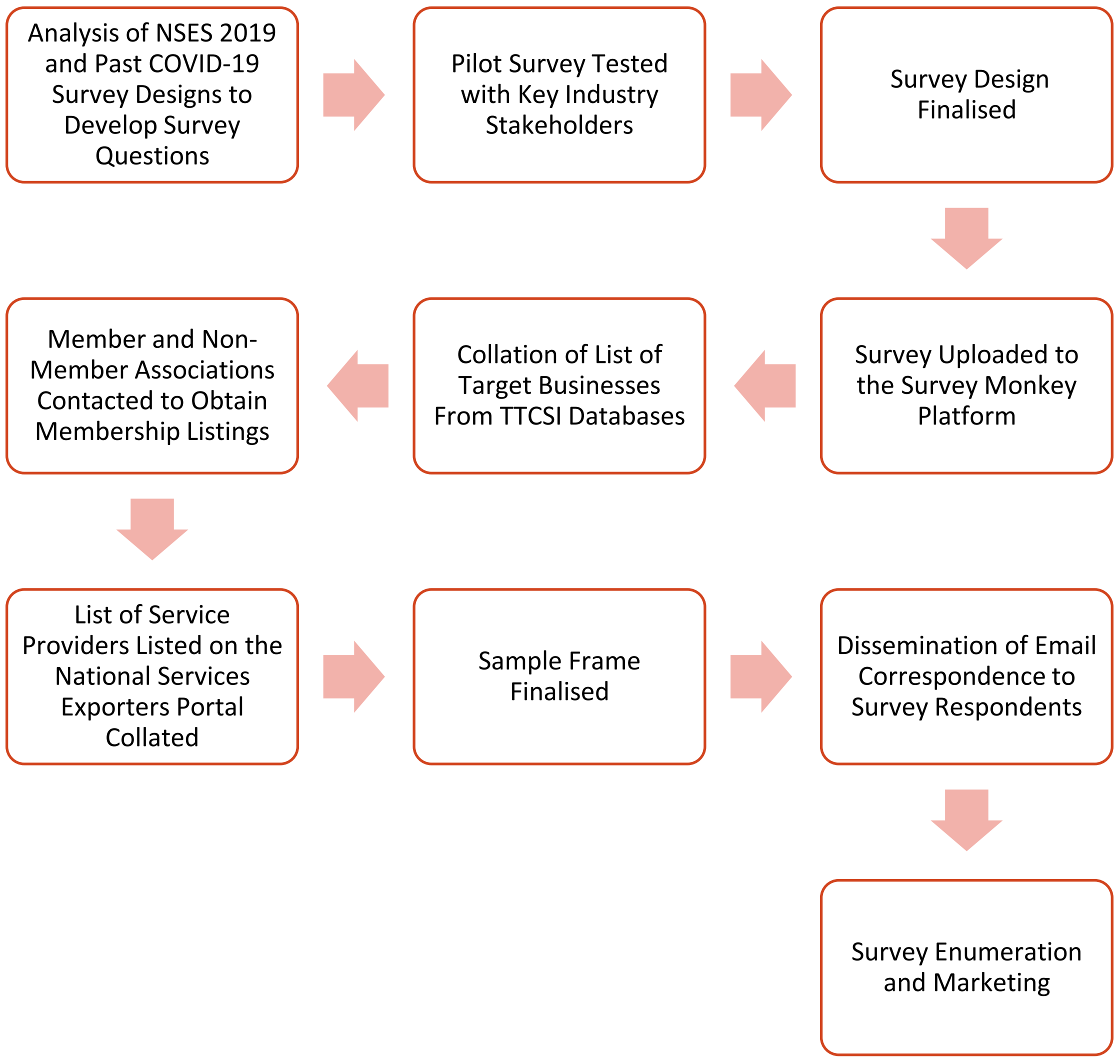


Figure 4: Visual Representation of Project Methodology

SECTION 3: PROJECT BACKGROUND

3.1: Project Objectives

The main objective of this project is to update the data hosted on the National Services Exporters Portal for Trinidad and Tobago. This will ensure that relevant and timely insights are available to the MTI for evidence-based policy development of the services sector, thereby supporting the Ministry's mandate to strengthen the global competitiveness of firms in Trinidad and Tobago. The detailed list of objectives are as follows:

1. To understand the economic contributions of the services sector including:
    i. annual and annual change in (a) sales and (b) employment by economic activity, location, exporter/non-exporter, business type (sole trader, limited company etc), Association memberships, and export training; and
    ii. annual and annual change in exports by economic activity, location, business type, Association memberships, export training; as well as destination, mode of export and employment size.
2. To understand the current export capacity of the services sector and its barriers by assessing:
    i. key modes of exports;
    ii. export revenue;
    iii. change in export revenue overtime;
    iv. key export markets;
    v. barriers to exports by economic activity, location, exporter/non-exporter, business type, business size, Association memberships, export training, target destination;
    vi. the level of interest in exporting and barriers (for non-exporters); and
    vii. the support that is most required for exporters.
3. To compare the economic situation between the execution of the last survey exercise and this survey exercise.

4. To observe the overall effects as well as the responses of firms in the services sector to COVID-19 including:
   i. the impact of COVID-19 on annual sales, employment, exports, and rate of firm closure by economic activity, location, exporter/non-exporter, business type, business size, Association memberships, and export training;
   ii. how businesses responded to COVID-19; and
   iii. access to Government's COVID-19 related assistance based on business size, economic activity, exporter/non-exporter, business type, location, Association memberships.

3.2: Project Outcomes

The main deliverables of the project are updated data and analysis on services exporters across ten (10) services sub-sectors in Trinidad and Tobago; in both the private and public sector for 2019/2020 and 2020/2021. It brings updated knowledge on the (i) economic contributions of the services sector; (ii) the sector's current export capacity and barriers; (iii) the economic changes that have occurred between 2019 to the end of 2021; and (iv) the impact of the pandemic on the sector, and effect of Government's responses to its socio-economic shock. These findings will be disseminated via the National Services Exporters Portal.

3.3: Project Activities

TABLE 1: ACTIVITIES UNDERTAKEN BY THE NSES 2020 PROJECT TEAM TO DATE

ACTIVITY	DESCRIPTION	START DATE	END DATE
DEVELOPMENT OF WORK PLAN FOR THE PROJECT	Development of the Work plan for the NSES 2022 project.	01/11/2021	15/11/2021
PRELIMINARY DISCUSSIONS ON THE INCLUSION OF ADDITIONAL SECTORS	Discussions on what additional sectors would be included in the NSES.	18/11/2021	24/11/2021
PRELIMINARY DISCUSSIONS ON THE CREATION OF THE SURVEY INSTRUMENT	Preliminary planning on what questions should be in the NSES.	25/11/2021	30/11/2021
PRELIMINARY DISCUSSIONS ON THE CREATION OF THE SAMPLE FRAME	Early planning on what firms should be a part of the sample frame.	01/12/2021	07/12/2021
PLANNING ON THE EXECUTION OF THE NATIONAL SERVICES EXPORTERS SURVEY	Early discussion on how the NSES 2022 would be executed, based on the team's past experienced.	08/12/2021	15/12/2021
DISCUSSION ON THE OBJECTIVES OF THE SURVEY PROJECT	Early discussions on the main objectives of the survey project.	10/01/2022	17/01/2022
MEETING TO DISCUSS WORKPLAN AND KICK OFF MEETING	TTCSI and respective consultants came together and discussed the workplan and the division of tasks for the project.	24/01/2022	24/01/2022
SESSION TO DISCUSS SAMPLE FRAME AND SECTORS TO BE INCLUDED IN THE SURVEY.	TTCSI and respective consultants discussed the additional sectors (based on MTI's Trade policy) to be included in the survey and the formulation of a sample frame of service providers.	31/01/2022	31/01/2022
DESIGN OF SURVEY INSTRUMENT	This was based on the previous survey. It was updated to make it more user friendly; include additional sectors; and questions that relate to the COVID-19 pandemic. The survey design also included questions for service providers not on the portal to ascertain the services that will entice them to register on the portal.	18/01/2022	31/01/2022
DEVELOPMENT OF SAMPLE FRAME	Based on previous discussions, a sample frame of firms based on selected sectors was created.	18/01/2022	16/03/2022

FEEDBACK ON SURVEY INSTRUMENT	The team provided continuous feedback on the draft survey instrument before it was uploaded onto the Survey Monkey platform.	01/02/2022	16/02/2022
UPLOAD OF SURVEY INSTRUMENT ON TO THE SURVEY PLATFORM	After the initial design period, the feedback generated was incorporated into the revised survey, and after the survey was revised, it was uploaded onto the online platform.	17/02/2022	17/02/2022
TRAINING ON HOW TO DEVELOP SURVEYS	The TTCSI staff underwent training on how to develop surveys in order to improve the organization's survey development capacity.	02/11/2022	02/18/2022
FEEDBACK ON SURVEY INSTRUMENT	Team provided feedback on the survey instrument on the Survey Monkey platform to make it more user friendly.	21/02/2022	03/03/2022
MEETING TO DISCUSS THE FIRMS TO BE INCLUDED IN THE PILOT TEST	A meeting was conducted to select specific firms in each sector to pilot test the survey.	07/03/2022	07/03/2022
EXECUTION OF THE PILOT TEST	The survey was disseminated to the selected firms and the team kept in constant contact with the respective firms.	09/03/2022	24/03/2022
FINALISATION OF SAMPLE FRAME	A final list of firms was generated and contacted to be a part of the NSES 2022 survey exercise.	17/03/2022	17/03/2022
FINALISATION OF SURVEY INSTRUMENT	Feedback from firms that pilot tested the survey, and the internal team was used to finalise the survey.	24/03/2022	24/03/2022
ENUMERATION TRAINING	TTCSI staff was trained on how to be enumerators on the survey.	24/03/2022	24/03/2022
DISSEMINATION OF SURVEY INSTRUMENT	Using the sample frame, the TTCSI reached out to firms on the sample frame to complete the survey.	28/03/2022	28/03/2022
MARKETING OF SURVEY	The TTCSI began and continue to engage in marketing campaigns to market the survey using its social media platforms and other media outlets.	29/03/2022	27/05/2022 (Expected)
TELEMARKETING AND ENUMERATION EXERCISE OF SURVEY	TTCSI staff began and continue to engage in telemarketing campaigns targeting firms on and off the sample frame. These campaigns are to encourage firms to complete the survey and to assist them with completing the survey.	29/03/2022	27/05/2022 (Expected)

SUBMISSION OF PRELIMINARY FINDINGS REPORT	Preliminary Findings report completed.	26/04/2022	20/05/2022
PRESENTATION OF KEY FINDINGS AT THE LAUNCH OF THE NATIONAL SERVICES EXPORTERS SURVEY 2022	PowerPoint Presentation completed.	23/8/2022	13/9/2022
FOCUS GROUP DISCUSSIONS WITH LEAST PARTICIPATING SECTORS IN THE SURVEY		21/9/22	26/9/22
SUBMISSION OF DRAFT FINAL REPORT	Draft Final report completed.	23/8/22	29/9/22
REVIEW AND EDITING OF FINAL REPORT	Final Report completed.	30/9/22	2/11/22 (Expected)

SECTION 4: REPORT LIMITATIONS

The purpose of this report is to provide a high-level overview of the National Services Exporters survey results for 2022. It summarises the responses of two hundred and fifty-six (256) respondents represented across eight (8) of the ten (10) sub-sectors under investigation, and an “other” category. These numbers inherently lend to some survey questions with limited data points which limited both the granularity and generalizability of the analysis. Instead, the report provides relative comparisons across the current set of respondents at a high level when sufficient data points permitted and avoids making inferences about the population of all businesses within the services sector or a given sub-sector. Unfortunately, one limitation of the survey was that the Aviation services sub-sector was not represented in the sample, while the Fashion and Health/Wellness services were under-represented, accounting for a mere 2% of the sample each.

The non-randomized nature of the sample frame also presents limitations to the generalizability of this report. This stems from the survey’s use of convenience sampling which allows for easier, faster, and lower cost sampling but introduces statistical biases that makes estimating population level parameters a complex challenge that is beyond the scope of this study. As a result, caution was taken not to make sector and sub-sector generalizations from the data collected.

Another limitation unrelated to generalizability pertains to the types of variables captured. The survey mainly captured categorical variables and provided limited questions that asked respondents to input quantitative figures for typically quantitative variables such as gross sales revenue and export revenue. This was done to prevent low response rates as experience has shown that local businesses are often reluctant to disclose exact numbers for sensitive information and are more willing to provide a response when pre-set ranges (categories) are provided to select from. This has resulted in the use of mostly qualitative methods to visualise and analyse traditionally quantitative variables.

SECTION 5: FINDINGS

5.1: Sample Distribution

5.1.1: Sample Distribution by Sub-Sector

Figure 5 illustrates that the distribution of respondents across the sub-sectors is heavily skewed towards the Business and Professional Services sub-sector, which accounts for 31 percent of total survey respondents. This was followed by the Other Services, ICT Services and Energy Services sub-sectors which accounted for 20, 14 and 9 percent of total respondents respectively. The Aviation Services sub-sector did not account for any respondents in the survey; despite strong engagement by survey enumerators that have specifically targeted sub-sectors.

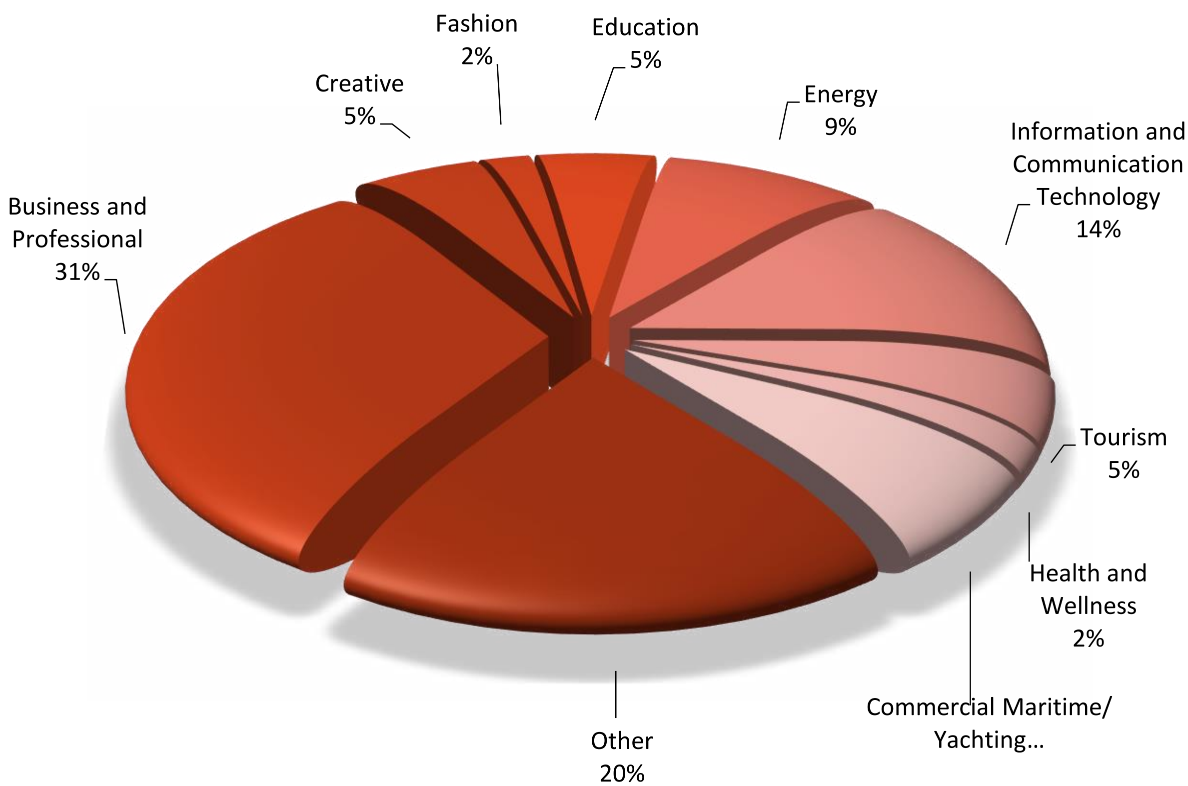


Figure 5: Composition of Survey Respondents by Sub-Sector

5.1.2: Sample Distribution by Years in Operation

As it pertains to the distribution of respondents by age (years in operation), Figure 6 shows that almost two thirds have been in operation for more than ten (10) years, with those operating for more than 20 years accounting for the largest proportion of respondents. Contrastingly, a mere 0.4% of the businesses included in the cohort were start-ups, i.e., less than one year old.

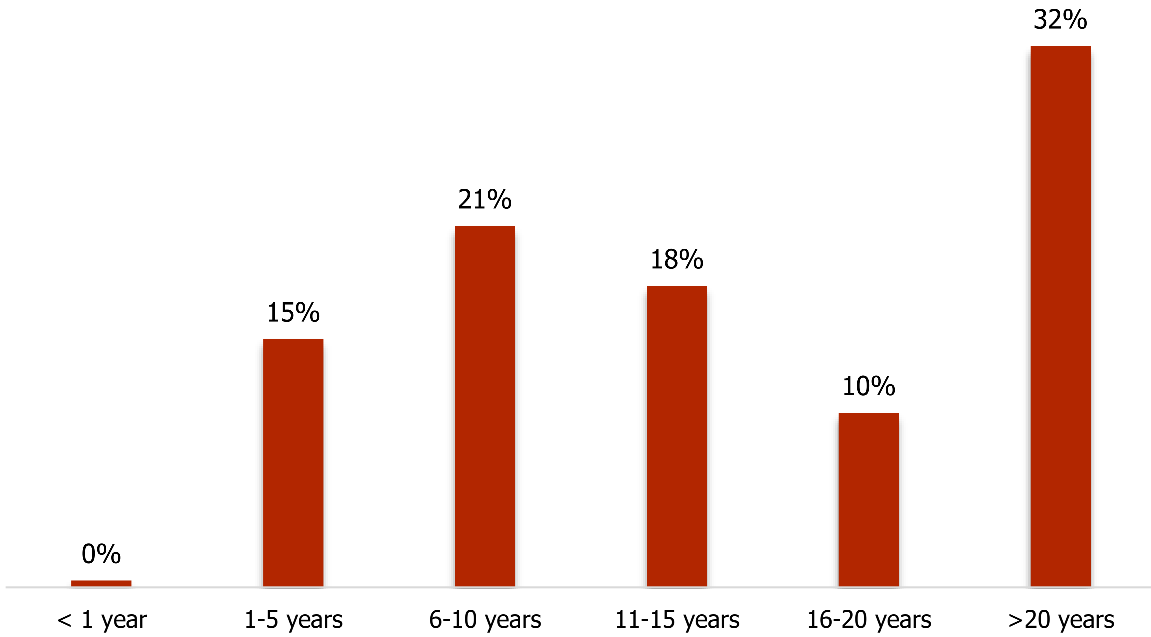


Figure 6: Composition of Respondents by Age of Operations

5.1.3: Sample

Distribution by Location

Figure 7 illustrates that at the constituency level, the largest number of respondents had their business operations in the Port of Spain North/ St. Ann's West Constituency (17 percent). This share is almost 3 times greater than the constituency with the second highest number of respondents – Diego Martin West (7 percent). Furthermore, Figure 8 shows that service providers are concentrated in the East-West Corridor, with almost half of the respondents indicating that their main business operations are located within this section of the country which includes Port of Spain, the San-Juan-Laventille Regional Corporation, Tunapuna-Piarco Regional Corporation, and the Borough of Arima.

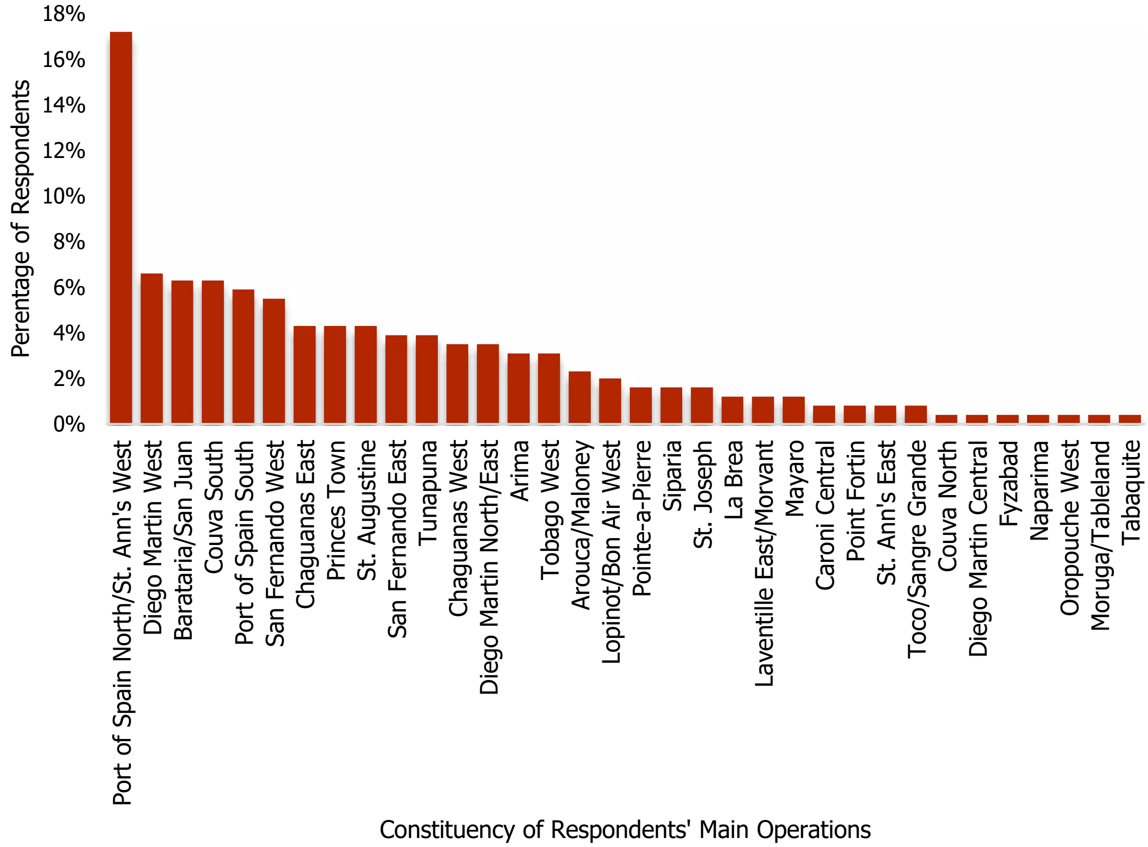


Figure 7: Composition of Respondents by Constituency

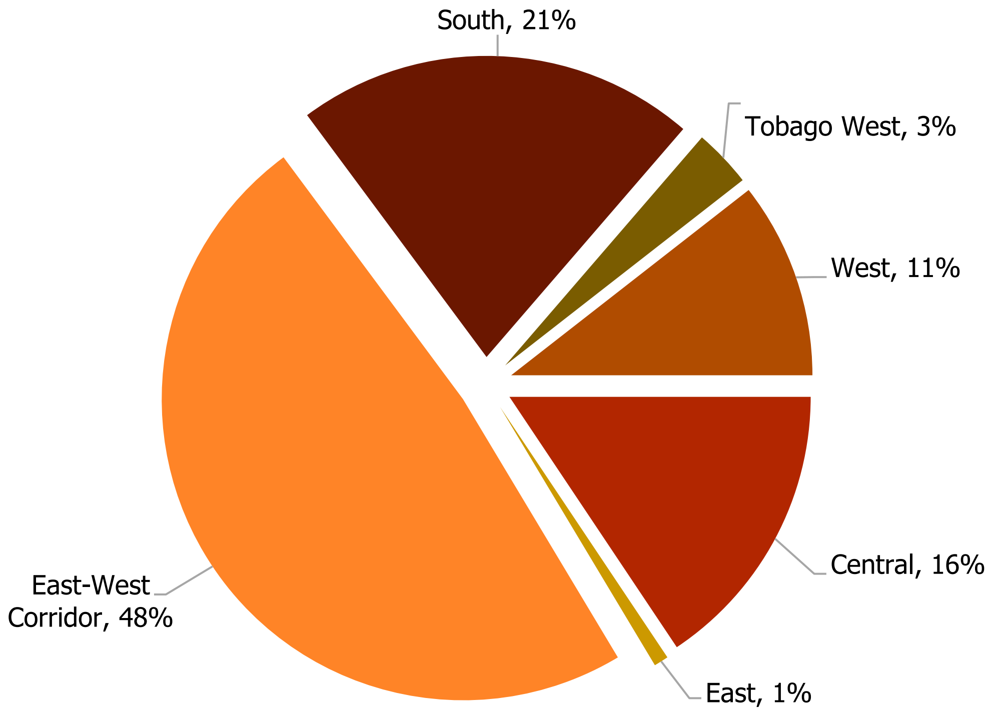


Figure 8: Composition of Respondents by Region

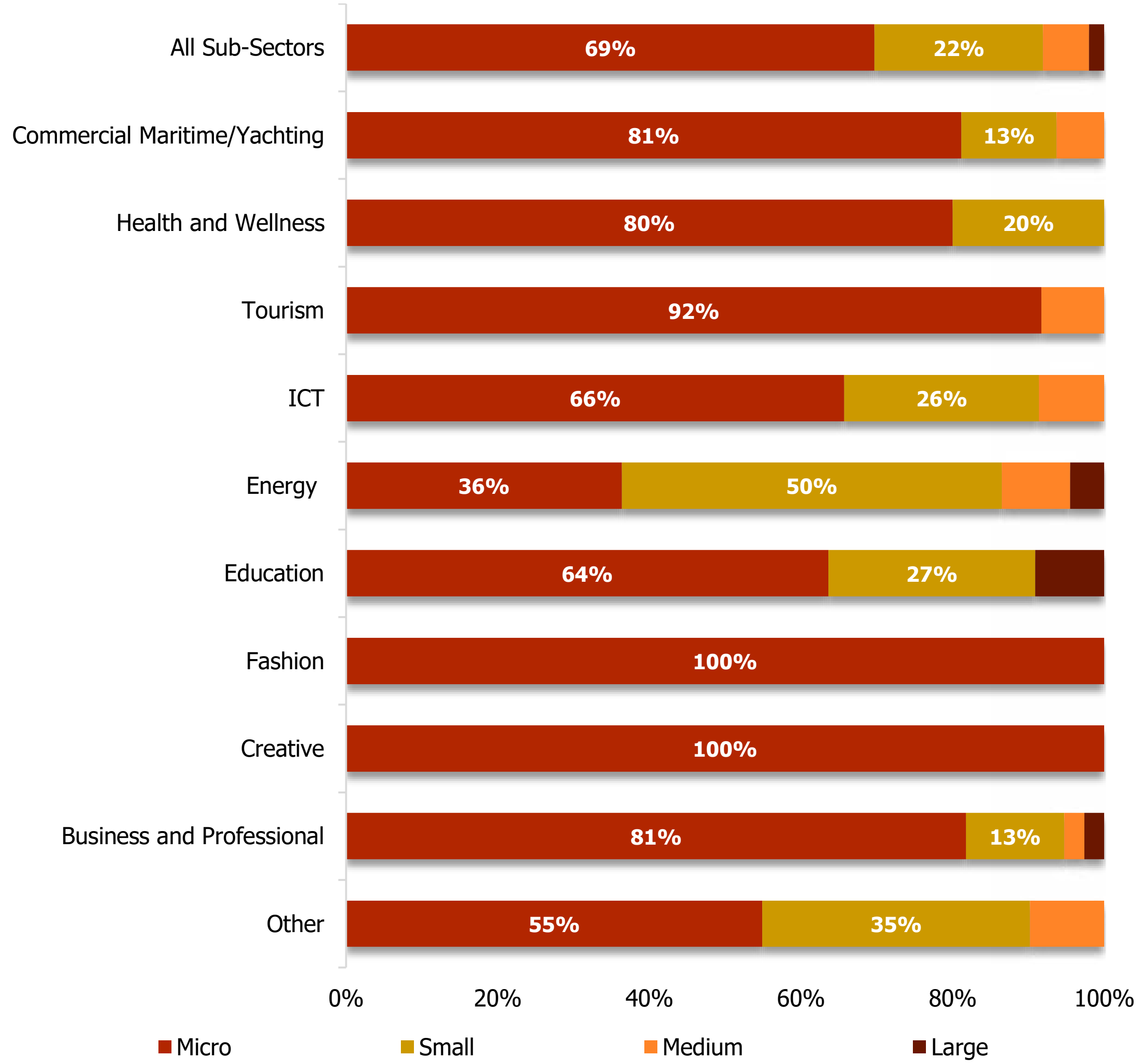


Figure 9: Business Size by Sub-Sector

5.1.4: Sample Distribution by Establishment Size

Figure 9 shows the composition of respondents by establishment sizes using the OECD's categorization of Micro – less than 10 employees, Small – 10 to 49 employees, Medium – 50 to 249 employees and Large – 250 or more employees. It shows that most respondents in the cohort are micro-enterprises comprising less than 10 employees (69 percent), followed by small enterprises comprising 10 to 49 employees (22 percent). This strong representation from SMEs is consistent across most sub-sectors.

5.1.5: Sample Distribution by Business Type

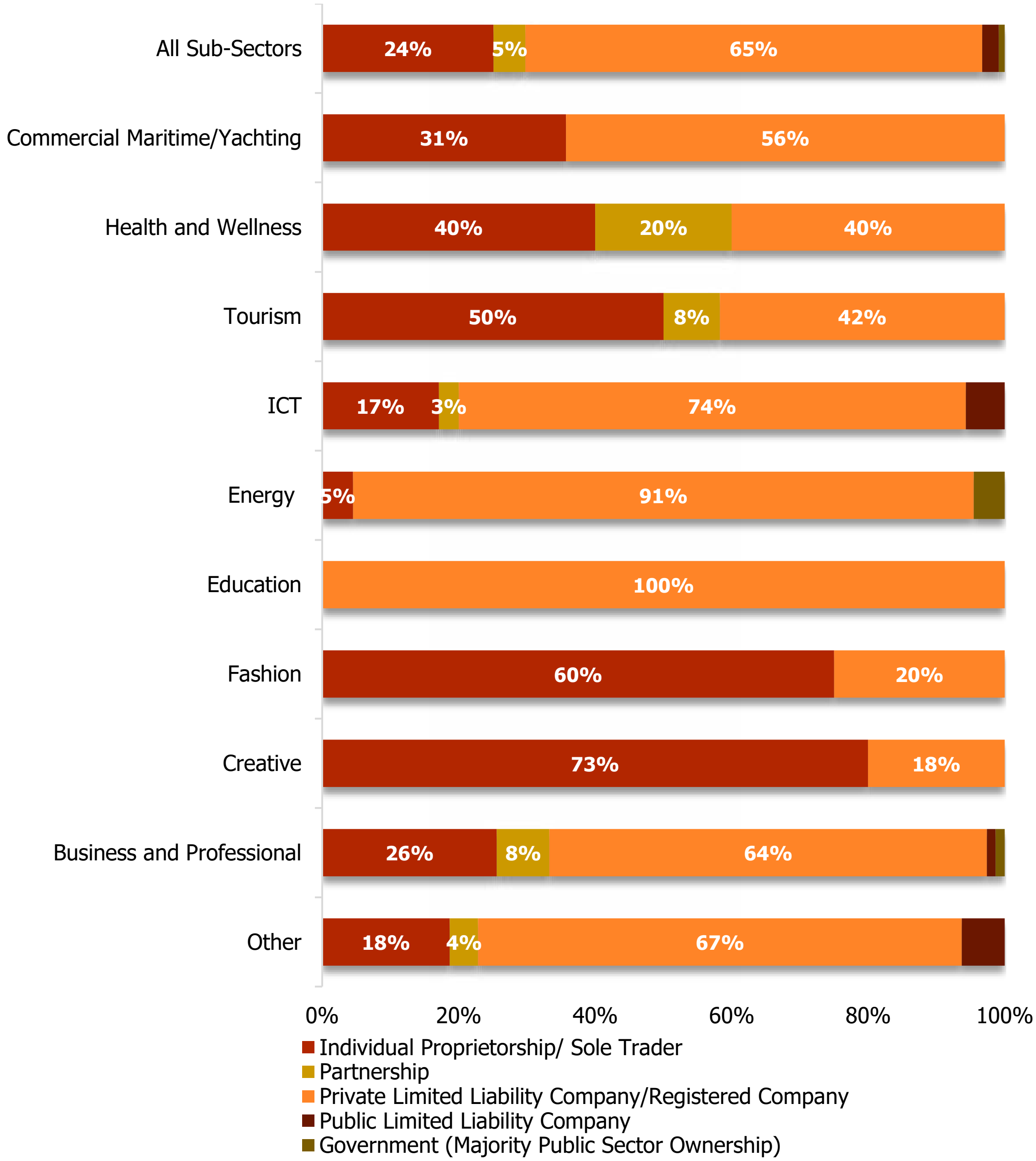


Figure 10: Business Type by Sub-Sector

As for business type, Figure 10 shows that Private Limited Liability Companies/Registered Companies make up the largest share of respondents (65 percent), followed by Individual Proprietorship/Sole Trader (24 percent). Businesses that are majority-owned by Government, Partnerships, and Public Limited Liability Companies are the least represented in the cohort.

5.1.6: Sample Distribution by Exporters/Non-Exporters

Across all respondents, both exporting and non-exporting service providers are well represented –39 and 61 percent respectively. In fact, at the sub-sector level, all sub-sectors shown in Figure 11 have representation from respondents with exporting experience.

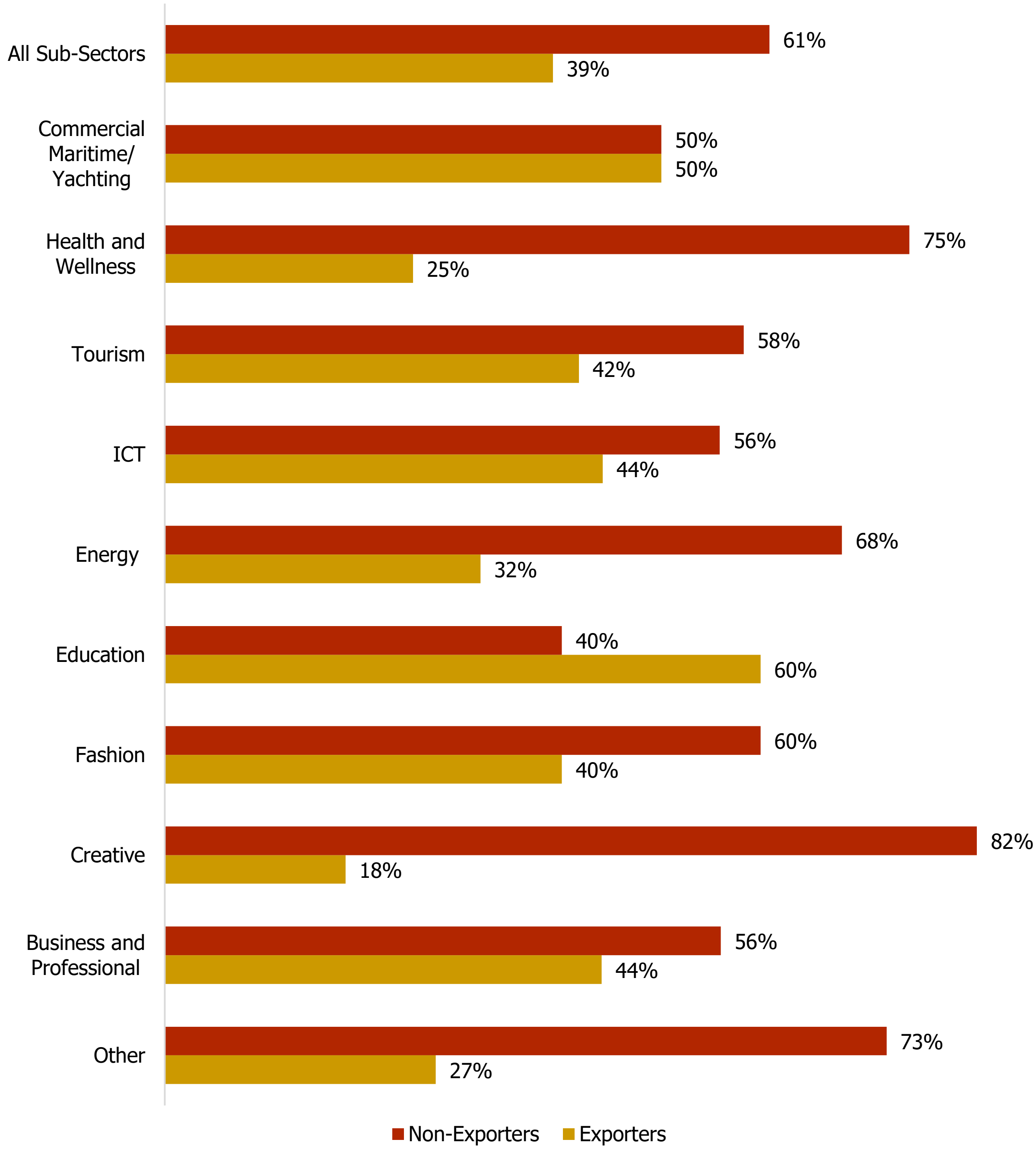


Figure 11: Proportion of Services Exporters versus Non-Exporters

5.2 Employment Type

5.2.1: Employment Type by Sub-Sector

Figure 12 shows the composition of respondents by establishment sizes using the OECD's categorization of Micro – less than 10 employees, Small – 10 to 49 employees, Medium – 50 to 249 employees and Large – 250 or more employees. It shows that most respondents in the cohort are micro-enterprises comprising less than 10 employees (70 percent), followed by small enterprises comprising 10 to 49 employees (22 percent). This strong representation from SMEs is consistent across most sub-sectors.

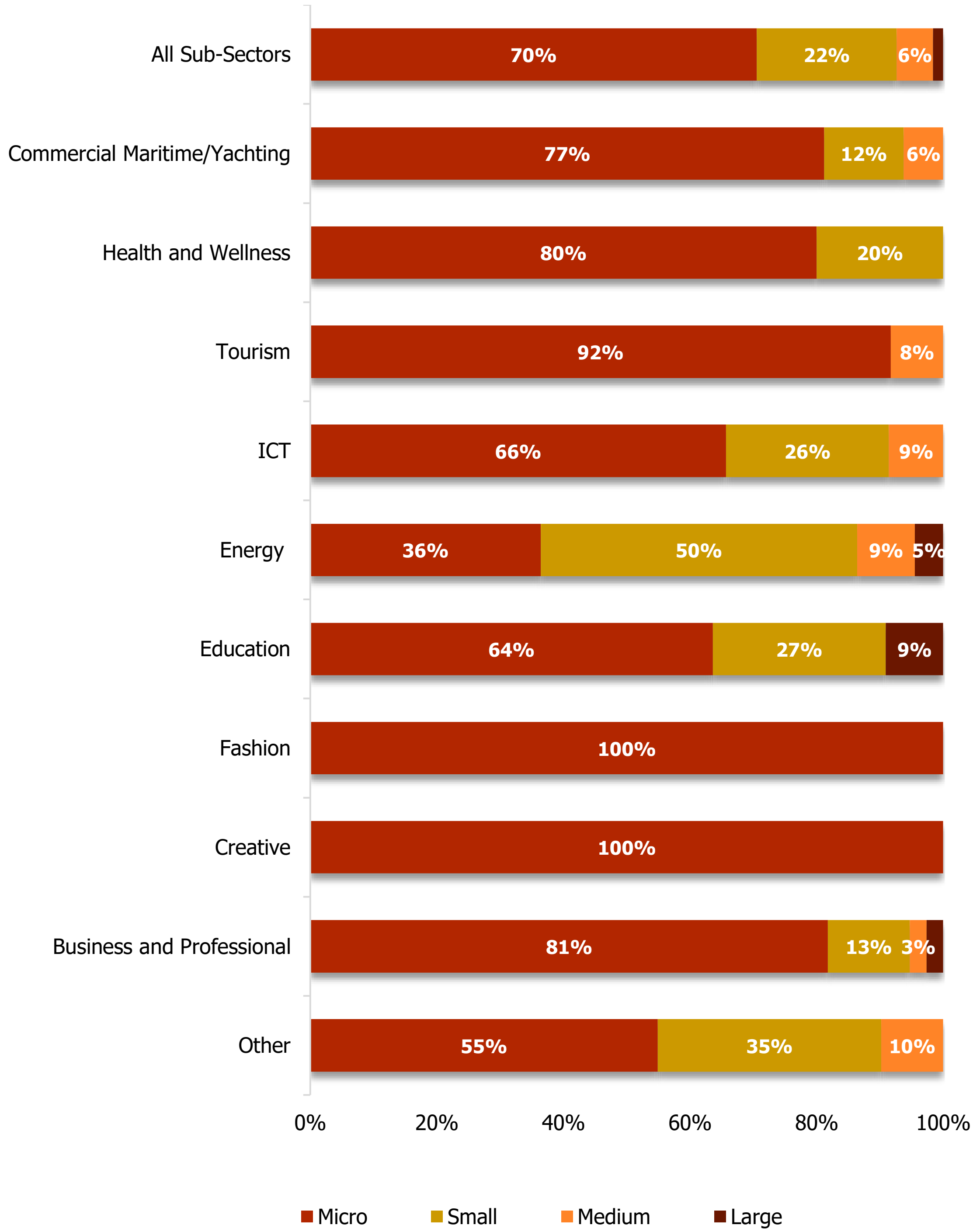


Figure 12: Employment Type by Sub-Sector

5.2.2: Employment Type by Location

Figure 13 shows the distribution of the sizes of establishments by location. The West region includes Diego Martin, while the East region includes Toco/Sangre Grande. The South region includes towns such as Mayaro, Point Fortin, Pointe-A-Pierre, Siparia etc., while Central includes Couva, Chaguanas, Tbaquite. The East/West corridor includes Barataria/San Juan, Maloney, Laventille East/Morvant, St. Joseph, St. Augustine etc. It indicates that across all locations in Trinidad and Tobago, the trend of micro-enterprises comprising the majority of the cohort holds, with no large enterprises being reported in the East, West and Tobago West.

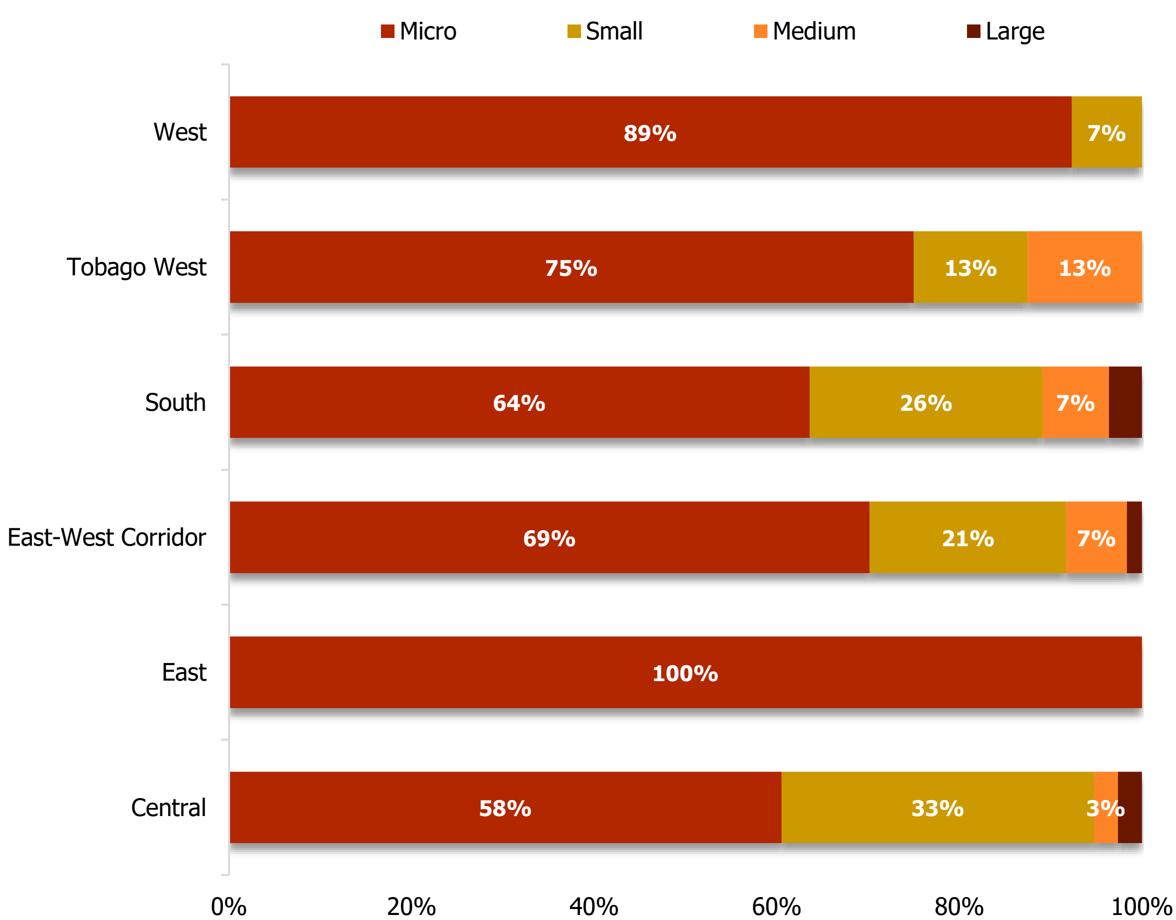


Figure 13: Employment Type by Region

5.2.3: Employment Type by Exporters/Non-Exporters

There was an even distribution of medium enterprises amongst exporters/non-exporters in the survey as demonstrated in Figure 14. However, the proportion of Micro enterprises was greater in the non-exporters cohort than in the exporters cohort (73 percent vs 69 percent). Furthermore, the proportions of small and large enterprises were almost evenly distributed amongst the exporters and non-exporters cohorts.

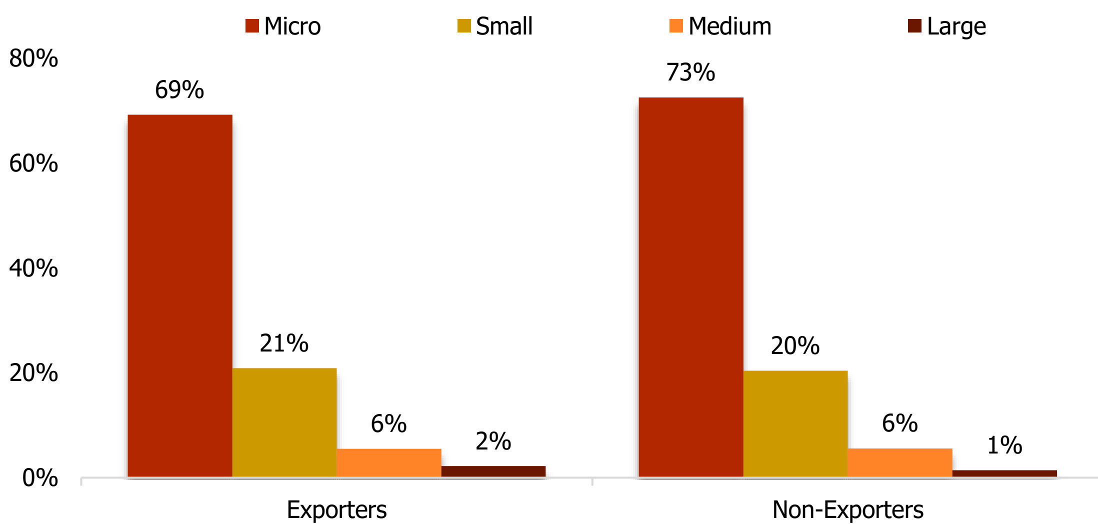


Figure 14: Employment Type by Exporters/Non-Exporters

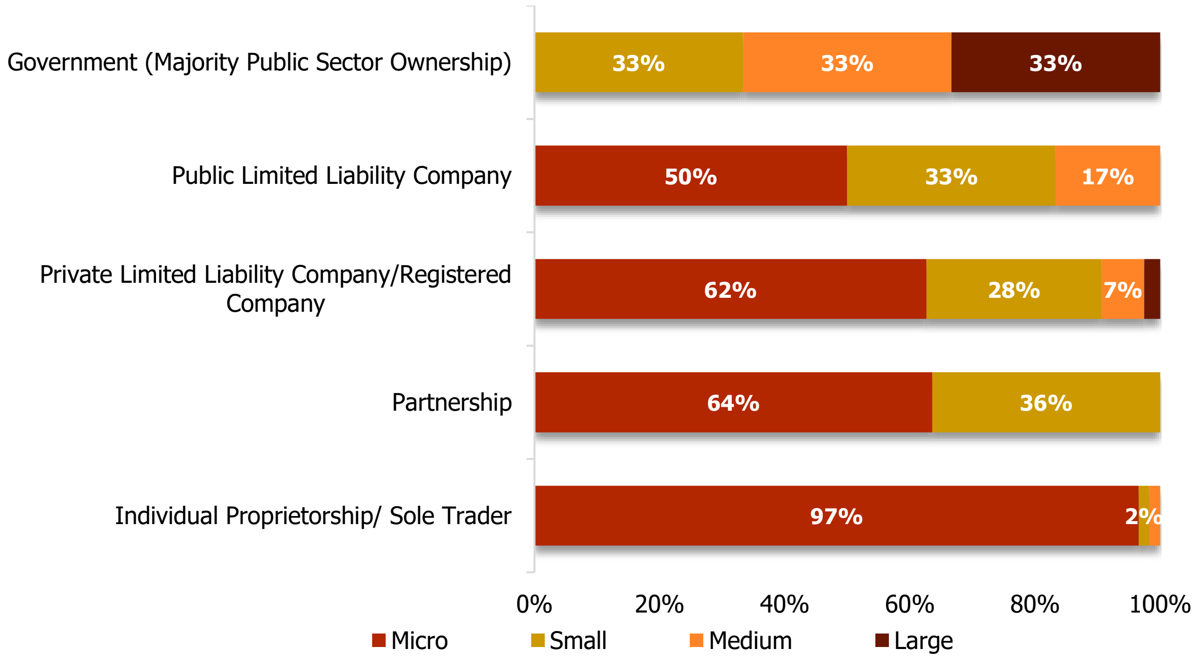


Figure 15: Employment Type by Business Type

5.2.4: Employment by Business Type

In terms of Business Type, Figure 15 shows that the largest proportion of Micro enterprises was observed in the Individual Proprietorship cohort, 97 percent. All of the large enterprises were either a Government organization or a Public LLC. There were no Micro enterprises in the Government (Majority Public Sector Ownership) Business type.

5.2.5: Change in Employee Head Count – 2020 versus 2021

When asked if respondents saw an increase or decrease in employee head count in 2020 and 2021, Figure 16 shows that 41 percent of respondents decreased their employee head count in 2020 versus 22 percent of respondents for 2021. Additionally, 6 percent more respondents indicated that their employee head count increased in 2021 versus 2020.

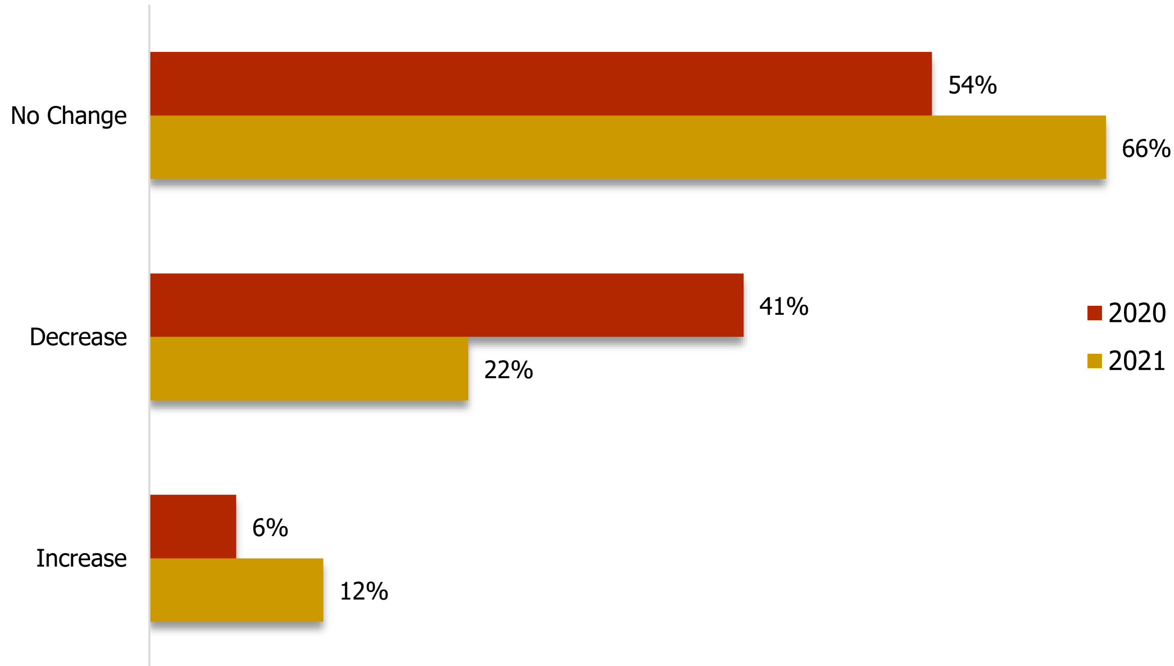


Figure 16: Reported Change in Employee Head Count - 2020 versus 2021

5.2.6: Reasons for Change in Employee Head Count – 2020 and 2021

Figures 17 shows the relative frequency of reasons indicated for changes in employee head count across the two years. In both years, the largest percentage of respondents indicated that the change was primarily due to changes in demand for their services followed by changes in the operations of their business.

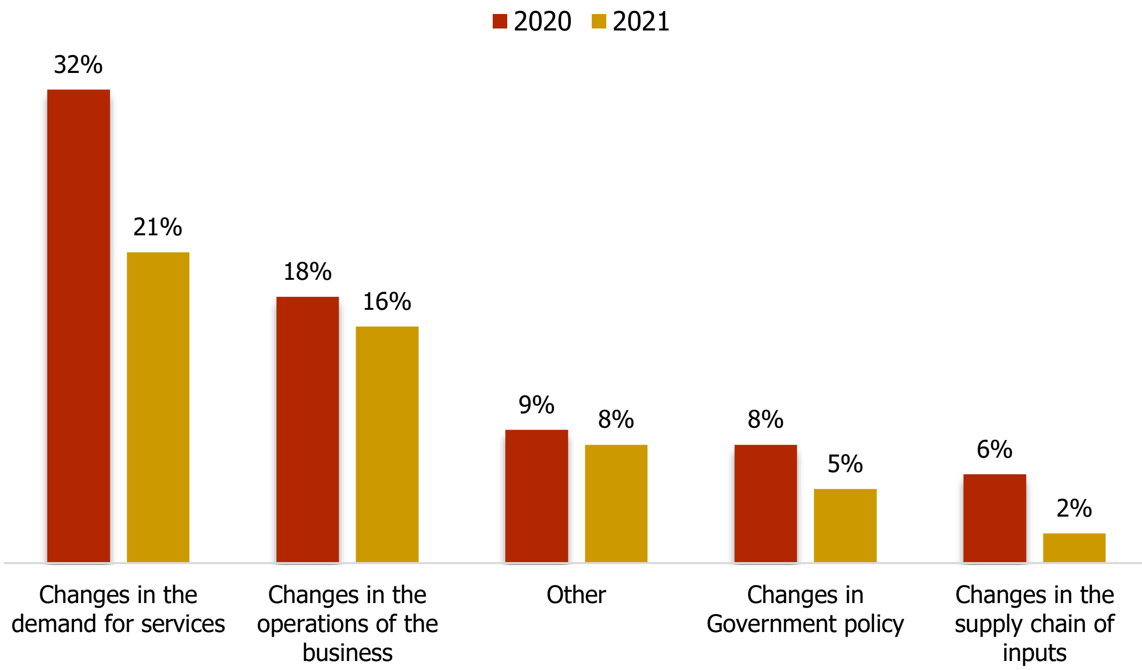


Figure 17: Reasons Indicated for Change in Employee Head Count – 2020/2021

5.2.7: Change in Employee Head Count by Sub-Sector– 2020 and 2021

Figure 18 shows that the Fashion, Creative and Commercial Maritime/Yachting Services was the only sub-sector where there were no increases in employment in 2020, compared to 2021 where there was no increase in the Education services sub-sector but an increase was observed in the Commercial Maritime/Yachting services sub-sector. In 2020, the largest increase in employee head count was observed in the Health and Wellness sub-sector, 20 percent; while in 2021, the largest increase was 23 percent, observed in the Energy services sub-sector. Contrastingly, the largest decrease was observed in the Energy and Education services sub-sectors in 2020, 73 percent while the Fashion services sub-sector experienced the largest decrease in employee head count in 2021, 60 percent.

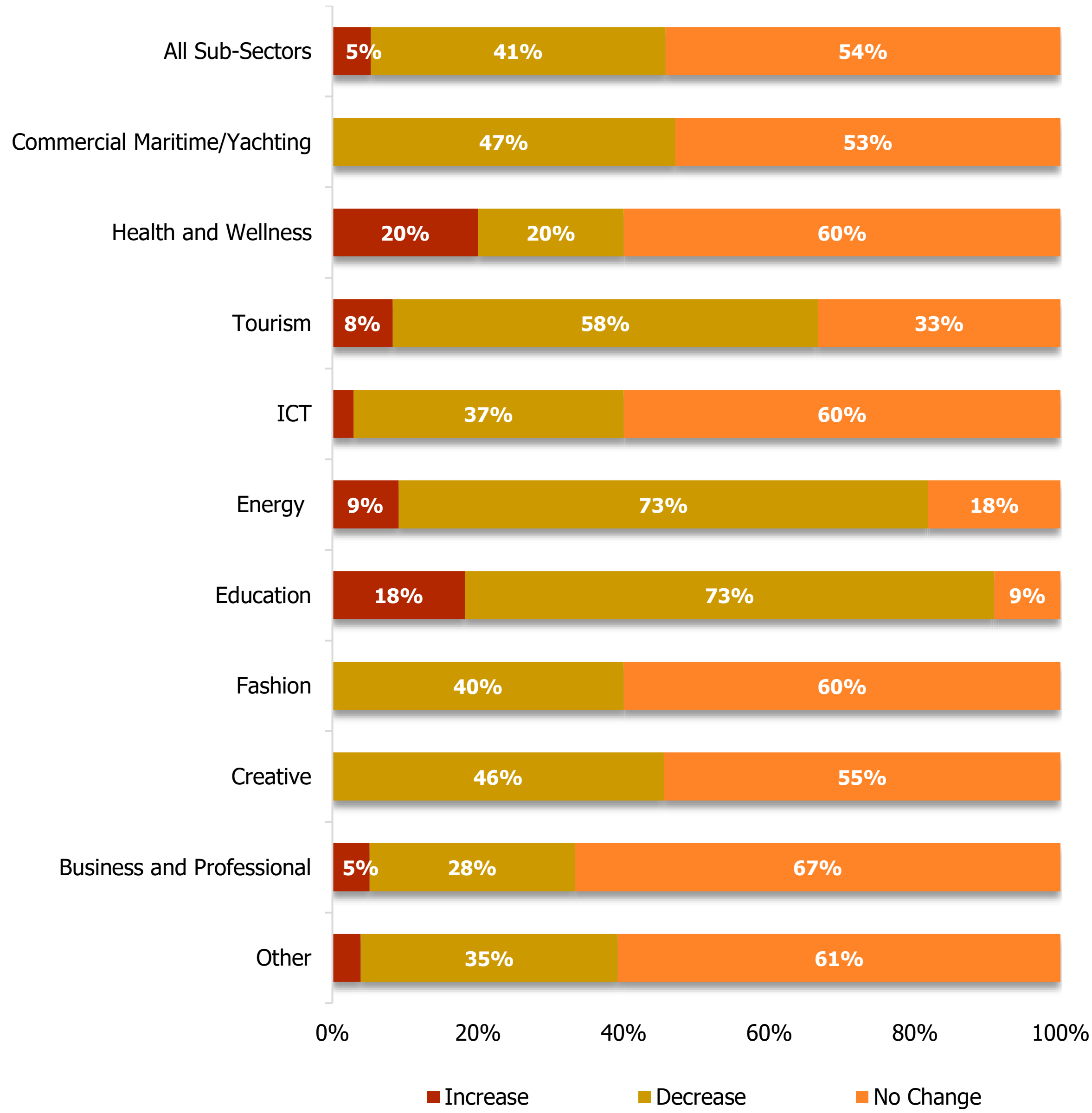


Figure 18: Reported Change in Employment by Sub-Sector in 2020

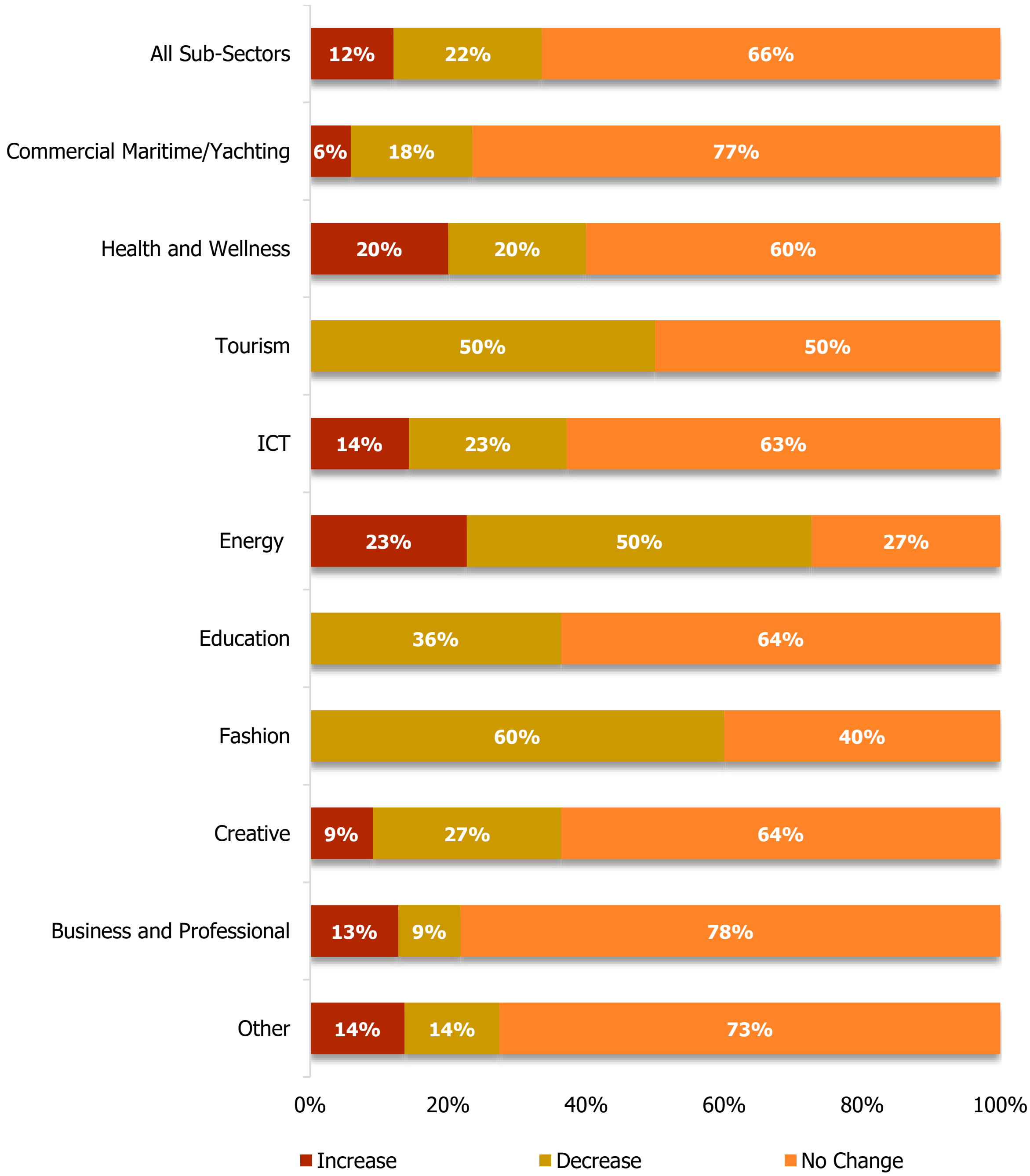


Figure 19: Reported Change in Employment by Sub-Sector in 2021

5.2.8: Change in Employee Head Count by Exporters/Non-Exporters– 2020 and 2021

Figure 20 shows that in 2020, exporters experienced an 8 percent greater decrease in the employee head count than their non-exporters counterparts. However, this difference in decrease was almost negligible in 2021. Exporters experienced a larger increase in employees in 2020 than non-exporters, 9 percent vs 3 percent. This variance increased even further in 2021, whereby exporters experienced a 17 percent increase in employee head count compared to the 9 percent increase in non-exporters.

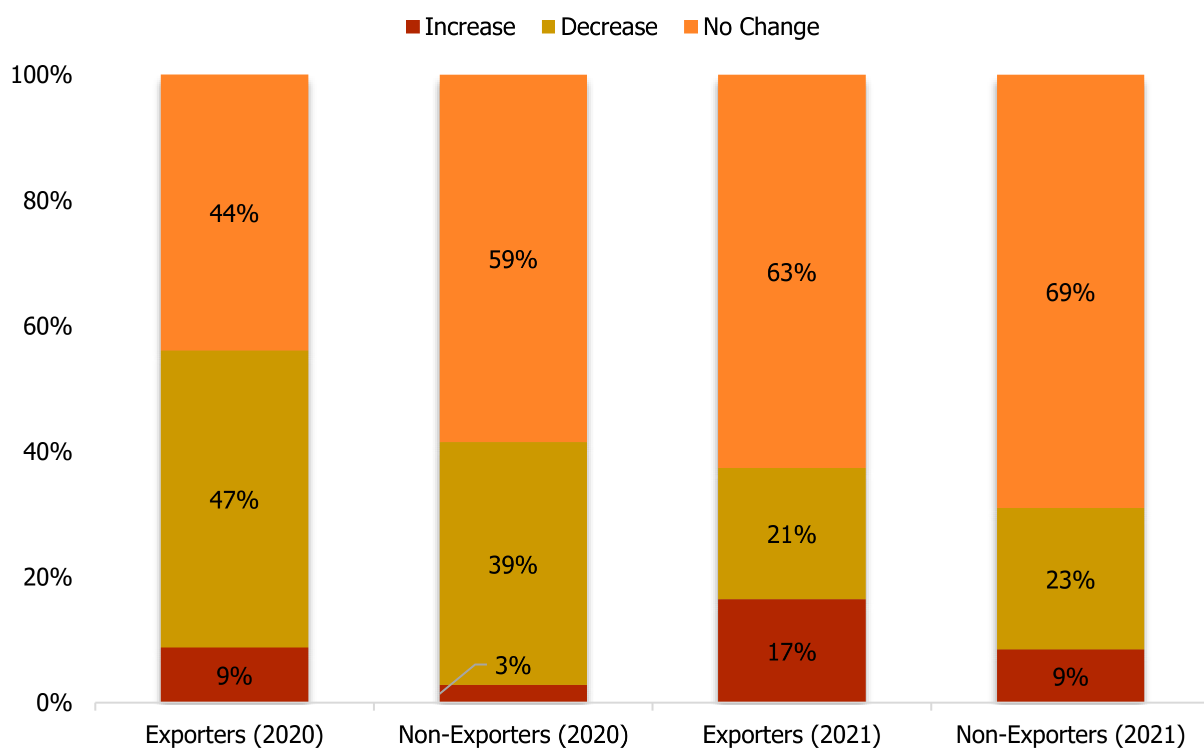


Figure 20: Reported Change in Employment by Exporter/Non-Exporter – 2020/2021

5.2.9: Change in Employee Head Count by Location– 2020 and 2021

Figure 21 shows that in 2020, three (3) of the six (6) locations experienced no increases in employee head count, namely West Trinidad, East Trinidad and Tobago West. The largest increase of 9 percent was observed in South Trinidad.

However, in 2021, Tobago West and East Trinidad reported no increase in employee head count, while West Trinidad experienced a 19 percent increase, compared to no increase in 2020; this also accounts for the largest proportion of a positive change in employee head count observed across all regions. Figure 22 also indicates that the largest decrease in employee head count was observed in Tobago West in 2021.

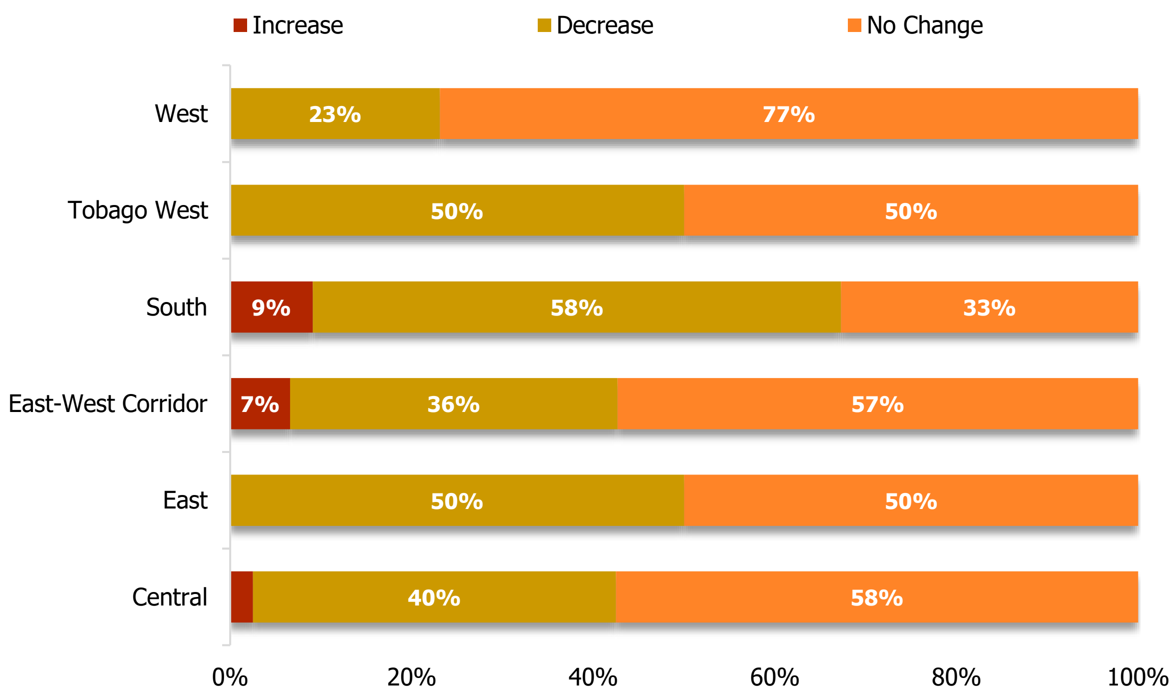


Figure 21: Reported Change in Employment by Region – 2020

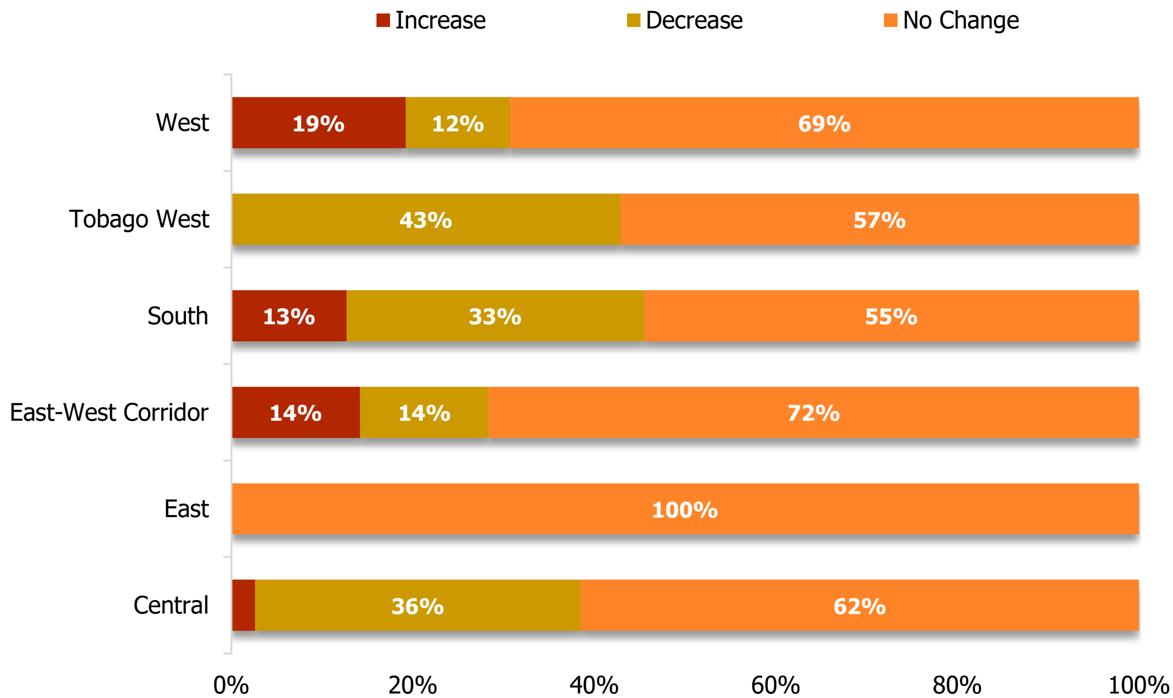


Figure 22: Reported Change in Employment by Region – 2021

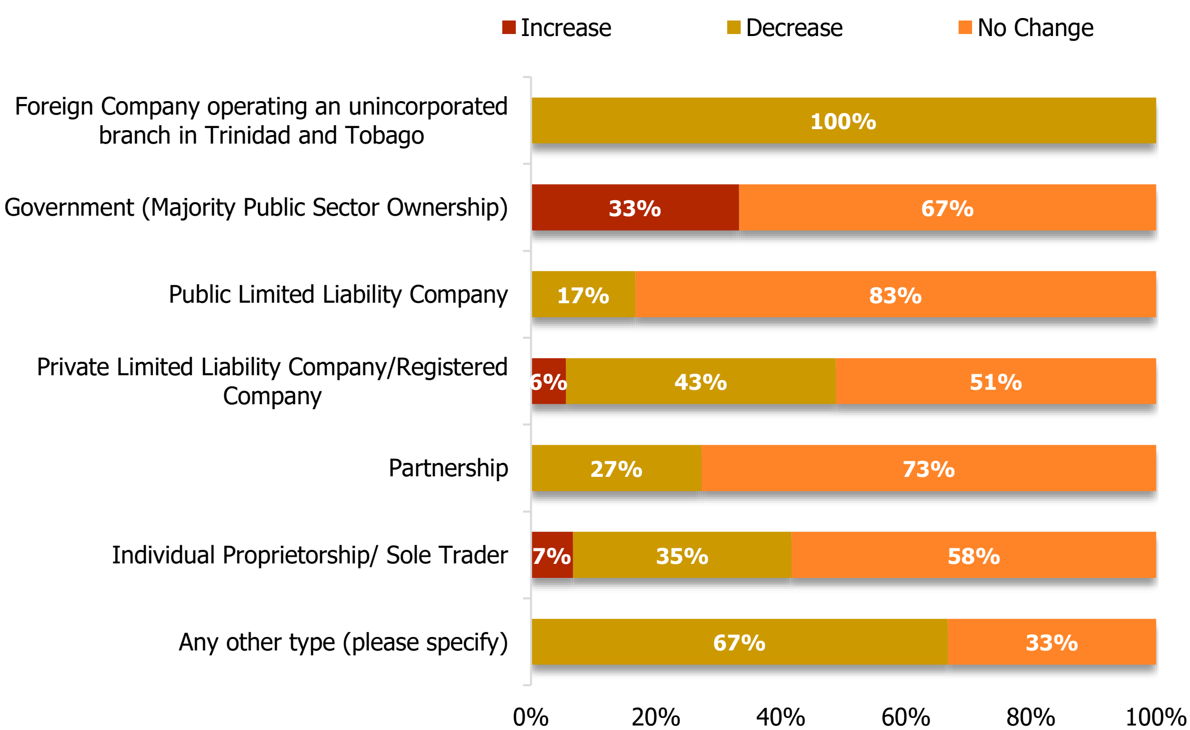


Figure 23: Reported Change in Employment by Business Type – 2020

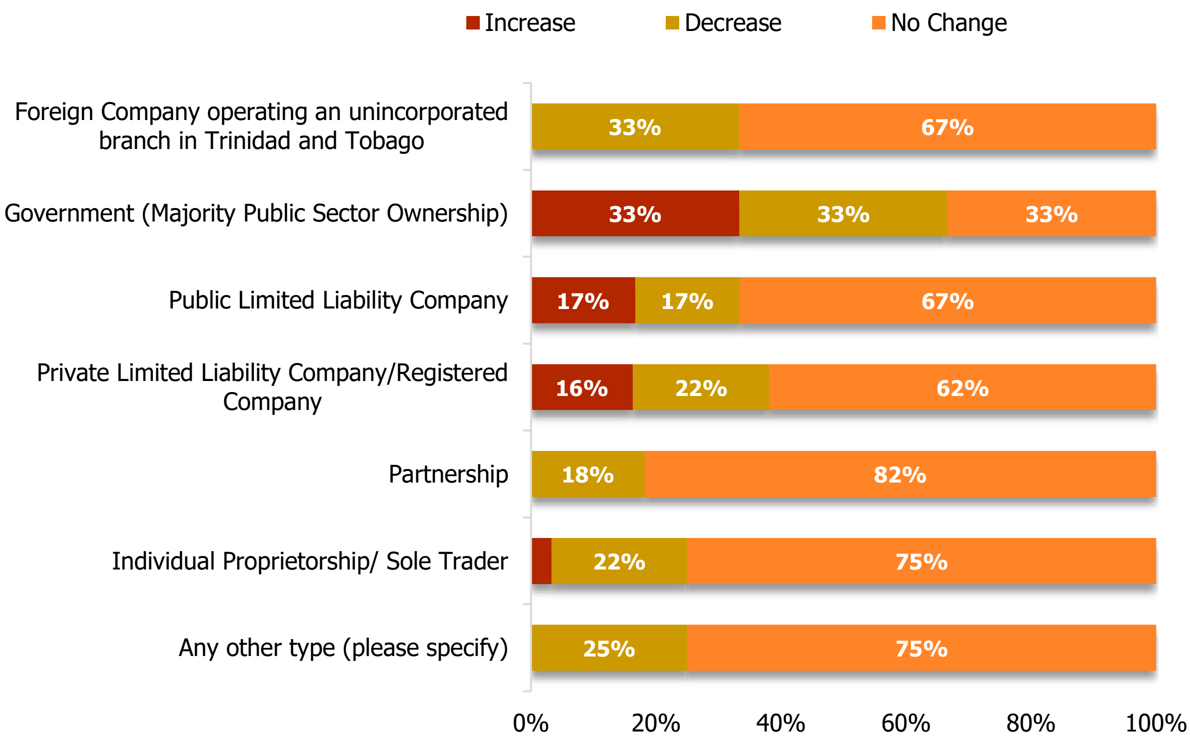


Figure 24: Reported Change Employment by Business Type – 2021

5.2.10: Change in Employee Head Count by Business Type– 2020 and 2021

In 2020, all business types with the exception of the foreign companies operating an incorporated branch in Trinidad and Tobago experienced no changes in their employee head count, with the largest proportion being observed in the Public LLC as shown in Figure 23. The largest increase in employee head count was observed in the Government organizations, 33 percent in 2020.

Similar to 2020, the largest increase in employee head count across business types in 2021 was observed in Government organizations, 33 percent. Figure 24 also shows that unlike in 2020, Public LLC reported an overall increase in employee head count.

5.3: Sales Revenue Performance

5.3.1: Annual Gross Sales Revenue – 2020 versus 2021

Figure 25 shows that most respondents reported gross sales revenue of less than TT$100,000 in both years, accounting for almost half of the cohort. Figure 25 also indicates that in 2021, a larger fraction of service providers reported sales revenues greater than TT$250,000, with the exception of the >TT$5,000,000 category, whereby a marginally larger proportion was observed in 2020.

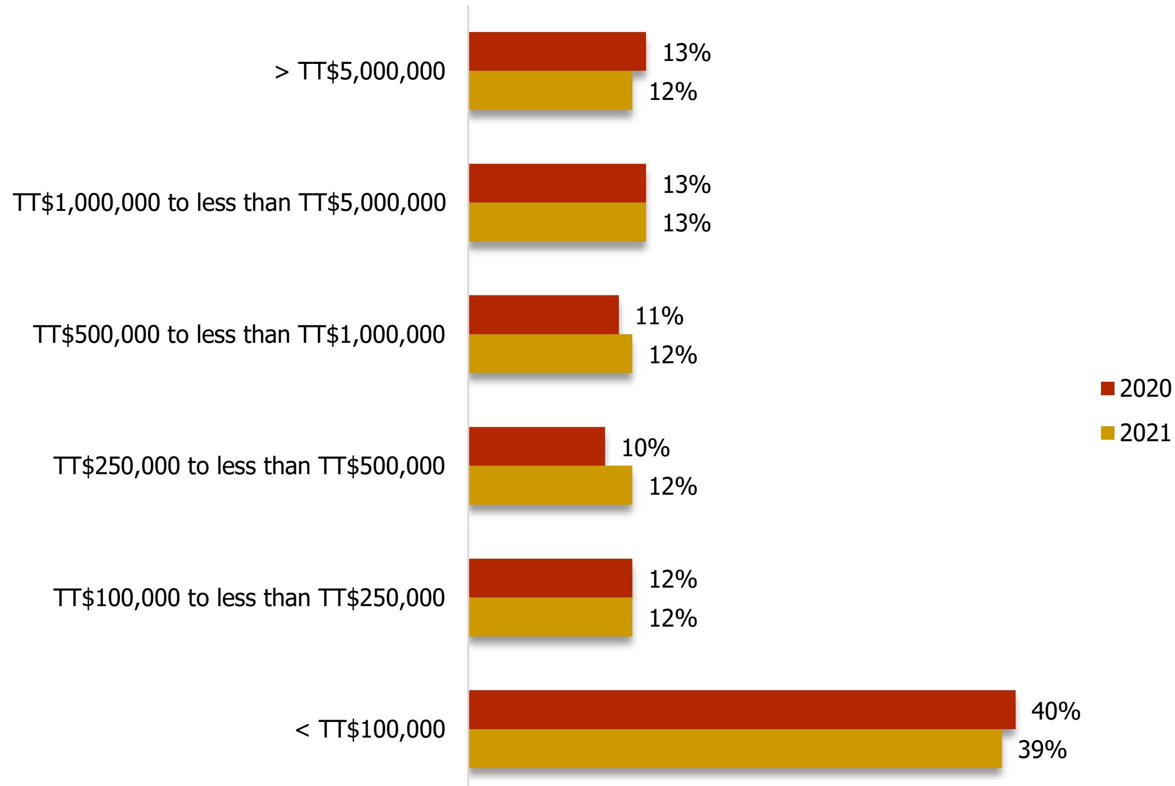


Figure 25: Estimated Annual Gross Sales Revenue - 2020 versus 2021

5.3.2: Estimated Annual Gross Sales Revenue by Sub-Sector– 2020

When asked to select an estimated range of respondents' annual gross sales revenue, Figure 26 shows that Health and Wellness services, Fashion services and Creative services were the only 3 sub-sectors with respondents that earned less TT$1 million in revenue in 2020. All other sub-sectors included respondents who declared estimated sales revenue to be exclusively more than TT$1 million in 2020.

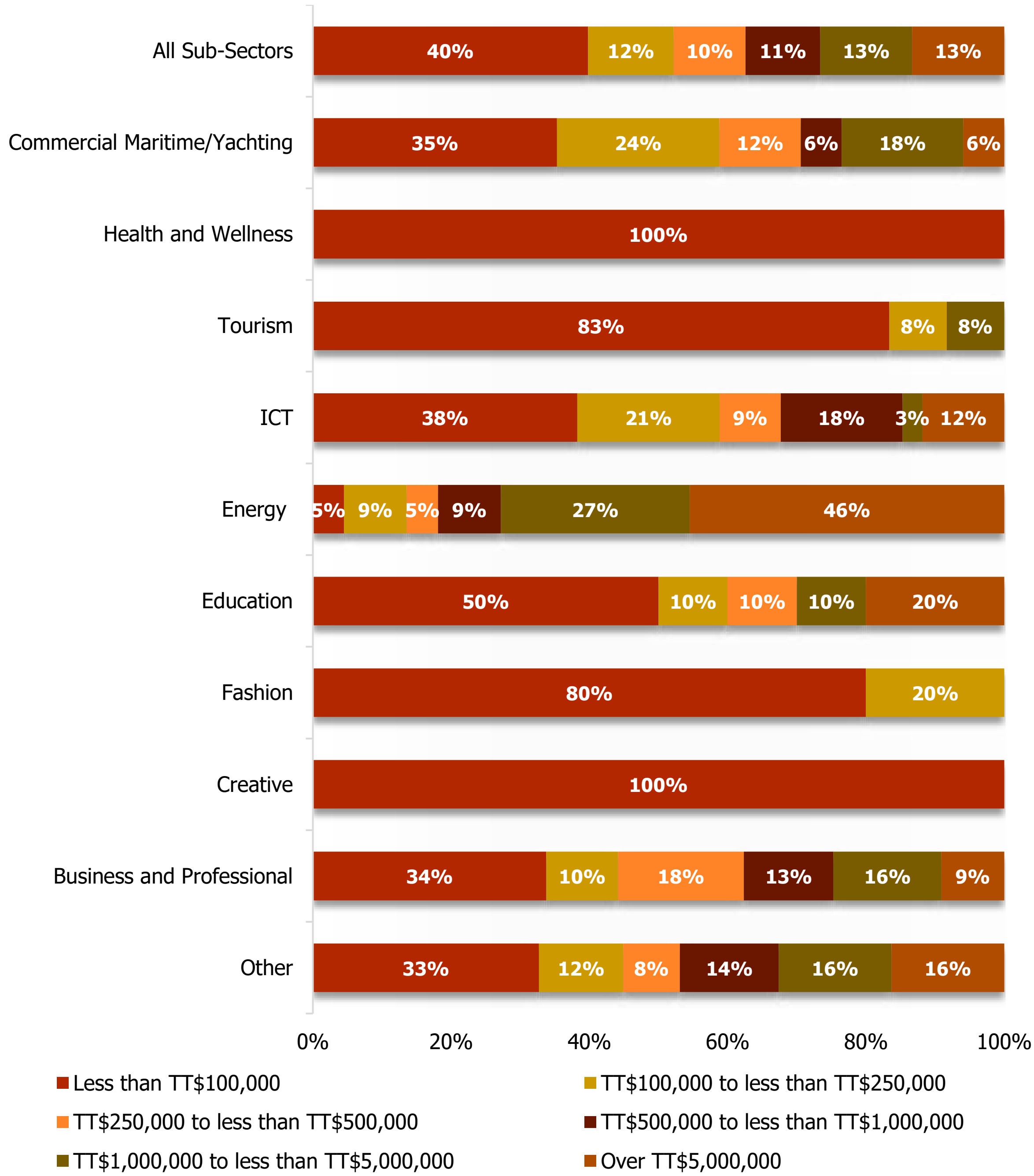


Figure 26: Estimated Annual Gross Sales Revenue by Sub-Sector – 2020

5.3.3: Estimated Annual Gross Sales Revenue by Sub-Sector – 2021

Figure 27 shows that for 2021, 5 of the 9 sub-sectors included respondents reporting sales revenue greater than TT$1 million compared to the 6 sub-sectors in 2020; Tourism services did not include respondents earning more than TT$1 million in 2021, unlike 2020. There was also a marginal increase in the proportion of respondents that earned more than TT$100,000 in revenues in 2021 (61 percent) versus 60 percent for 2020, but compared to 2020, there was a small decrease in the proportion of respondents who earned greater than TT$1 million in revenues in 2021. Similar to 2020, sales revenue of less than TT$100,000 was the most frequently reported revenue range across respondents for 2021.

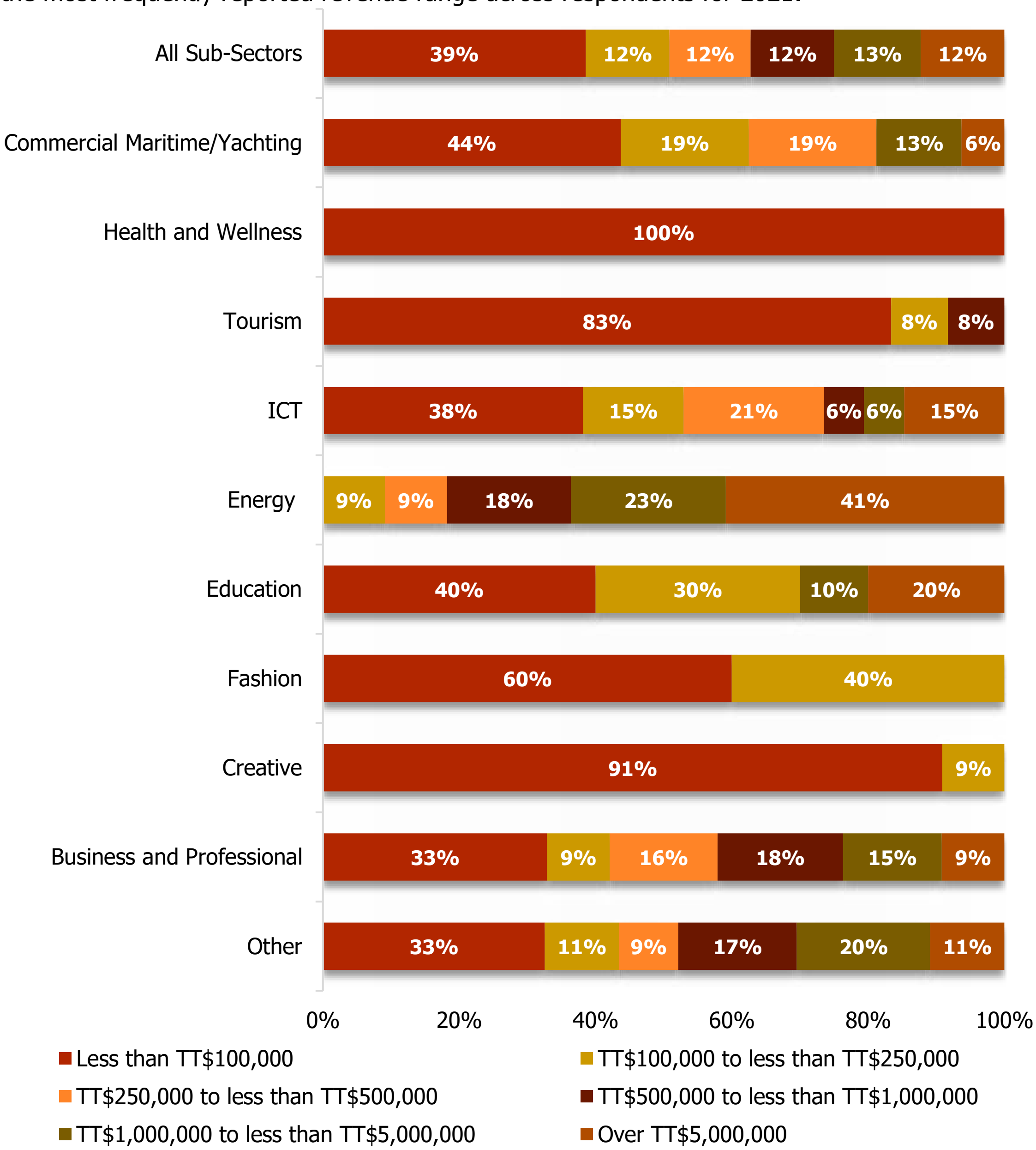


Figure 27: Estimated Annual Gross Sales Revenue by Sub-Sector – 2021

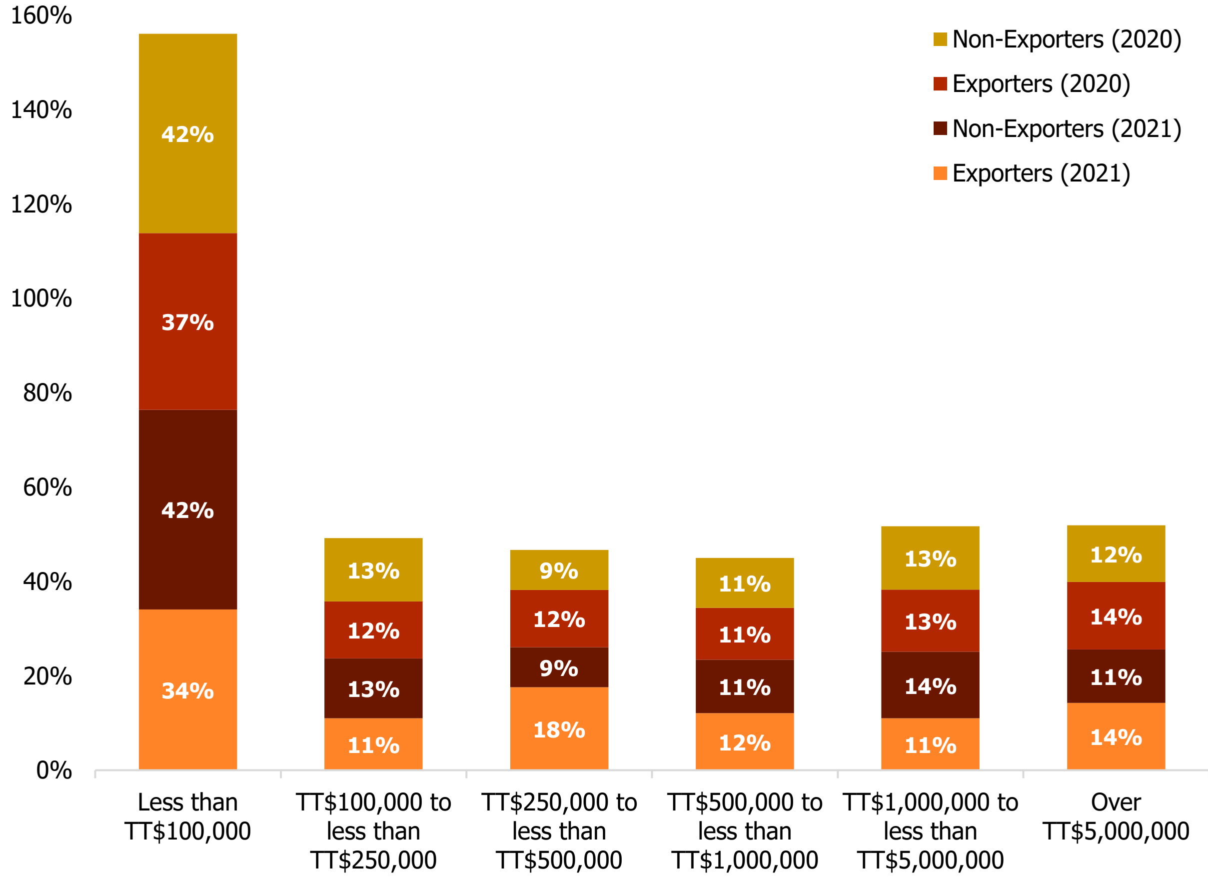


Figure 28: Estimated Annual Gross Sales Revenue by Exporter/Non-Exporter – 2020/2021

5.3.4: Estimated Annual Gross Sales Revenue by Exporters/Non-Exporters– 2020 and 2021

Figure 28 shows that in 2020, 2 percent more exporters earned over TT$1 million than non-exporters. In 2021, this proportion equalized whereby the proportion of exporters and non-exporters earning over TT$1 million was 25 percent. However, noteworthy is the fact that the proportion of exporters earning over TT$5 million was greater than for non-exporters by 3 percent.

For respondents earning less than TT$100,000, there was no difference in the proportion of non-exporters for both 2020 and 2021. However, for exporters, the proportion of exporters earning less than TT$100,000 was greater in 2020 than in 2021, 37 percent vs 34 percent.

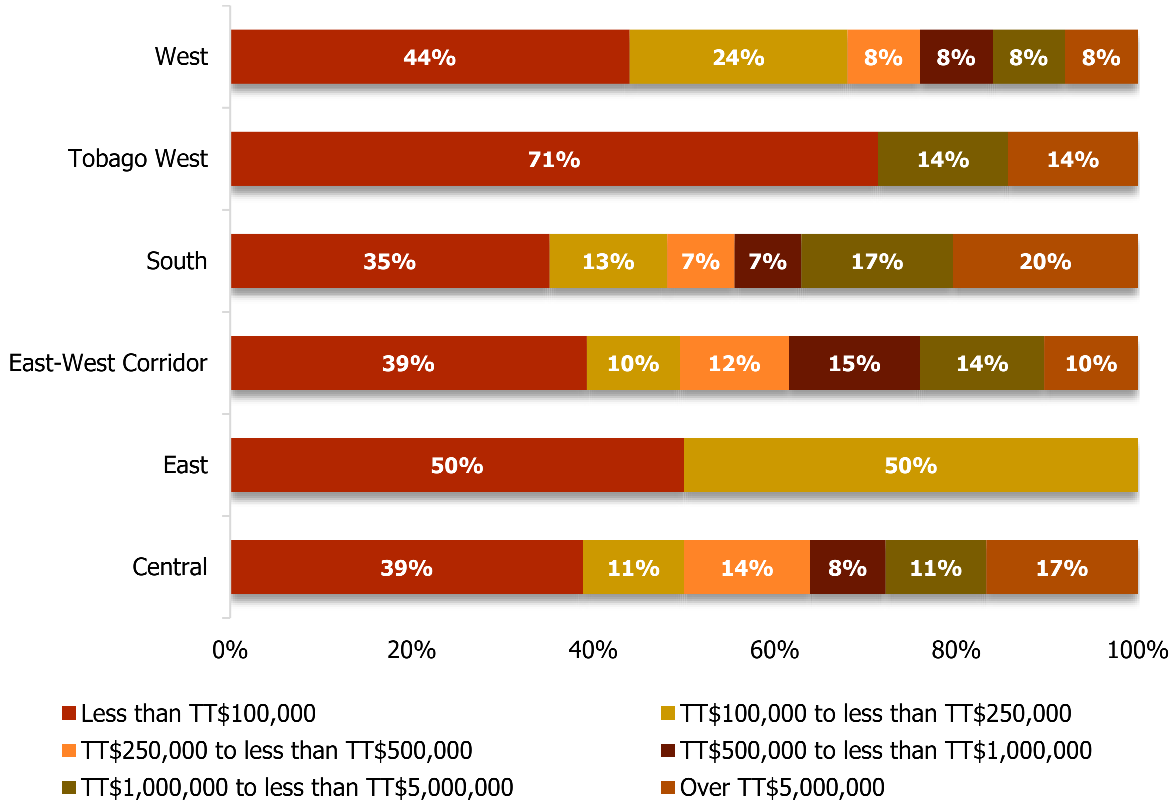


Figure 29: Estimated Annual Gross Sales Revenue by Region – 2020

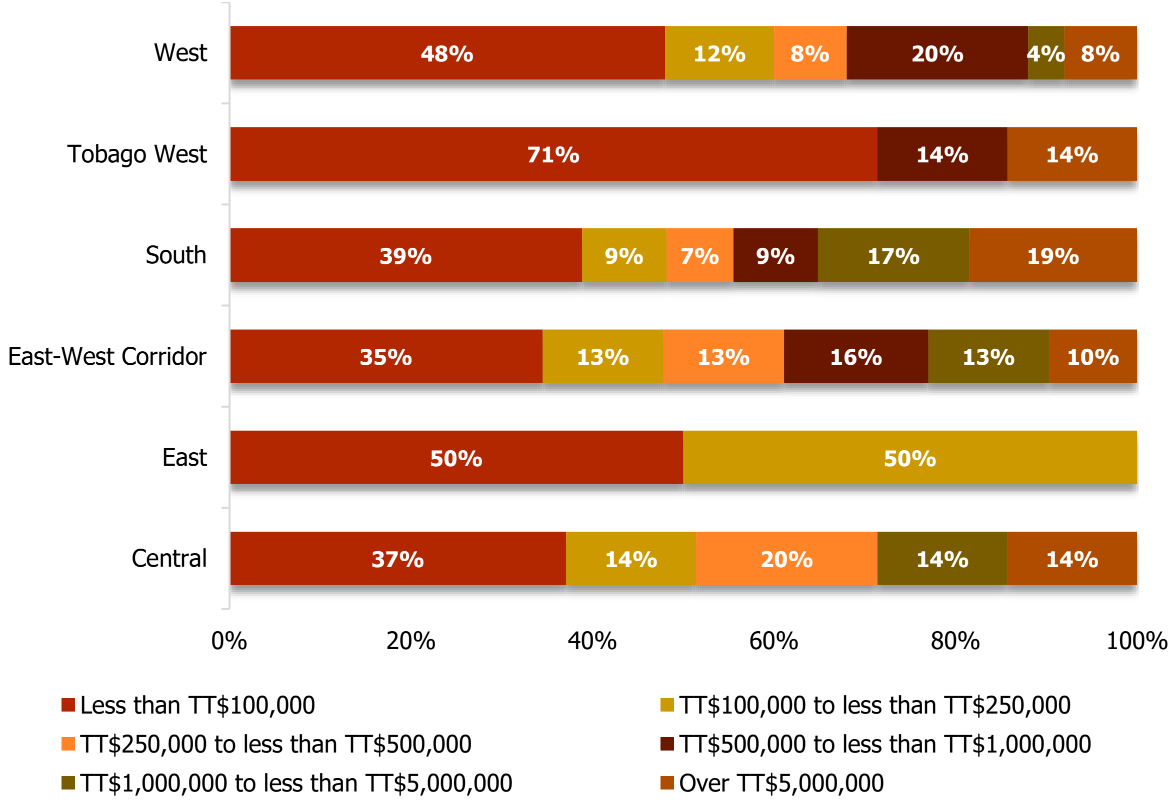


Figure 30: Estimated Annual Gross Sales Revenue by Region – 2021

5.3.5: Estimated Annual Gross Sales Revenue by Location– 2020 and 2021

Figure 29 shows that in 2020, all regions explored comprised of businesses that earned over TT$1 million with the exception of East Trinidad. Similar findings were apparent in 2021, with minimal changes in the percentages across all regions, shown in Figure 30. In 2020, the largest proportion of businesses that earned over TT$1 million was observed in South Trinidad, 37 percent. In 2021, these findings remained, however, the percentage decreased marginally to 36 percent.

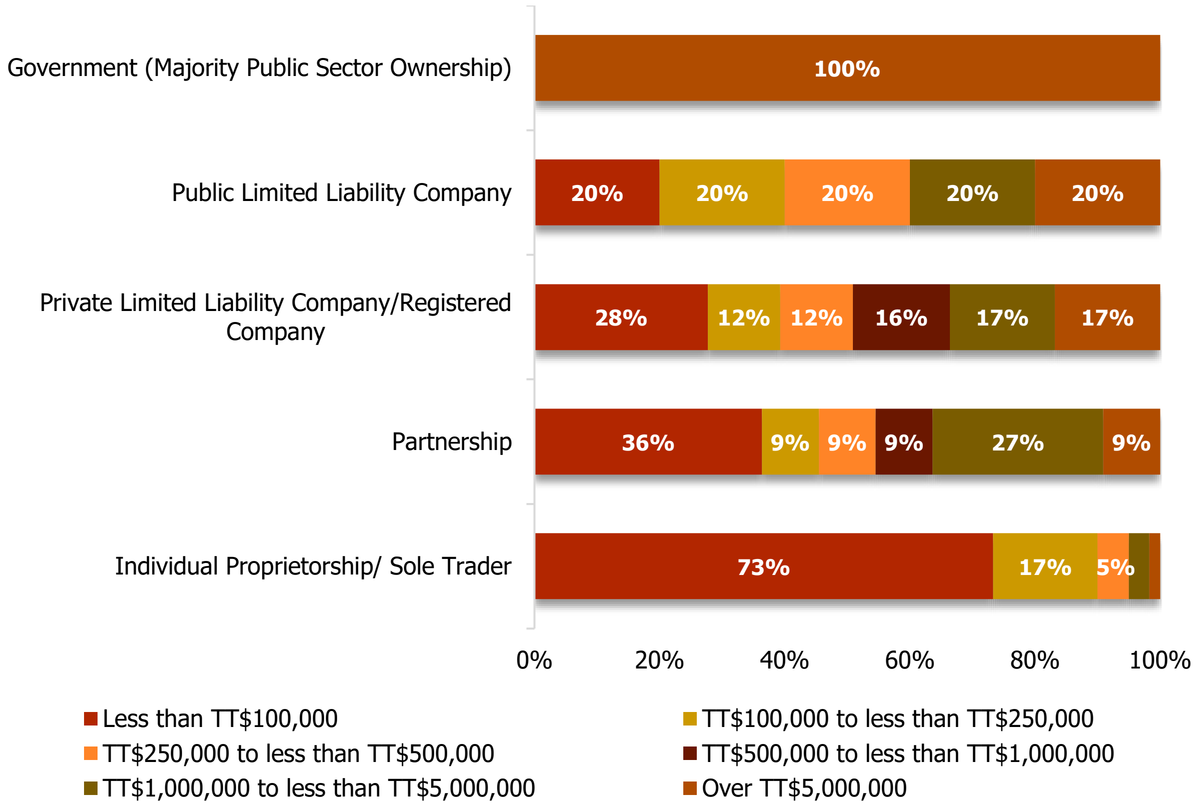


Figure 31: Estimated Annual Gross Sales Revenue by Business type – 2020

5.3.6: Estimated Annual Gross Sales Revenue by Business Type– 2020 and 2021

In 2020, all business types indicated that they experienced an estimated annual gross sales revenue of greater than TT$5 million. Individual Proprietorship/Sole Traders accounted for the largest proportion of business types earning less than TT$100,000 as shown in Figure 31.

Figure 32 shows that these trends were maintained in 2021 with the most apparent difference being that 20% of Public LLCs indicated that they earned TT$500,000 to TT$1,000,000 compared to 2020, whereby 20% earned TT$250,000 to less than TT$500,000

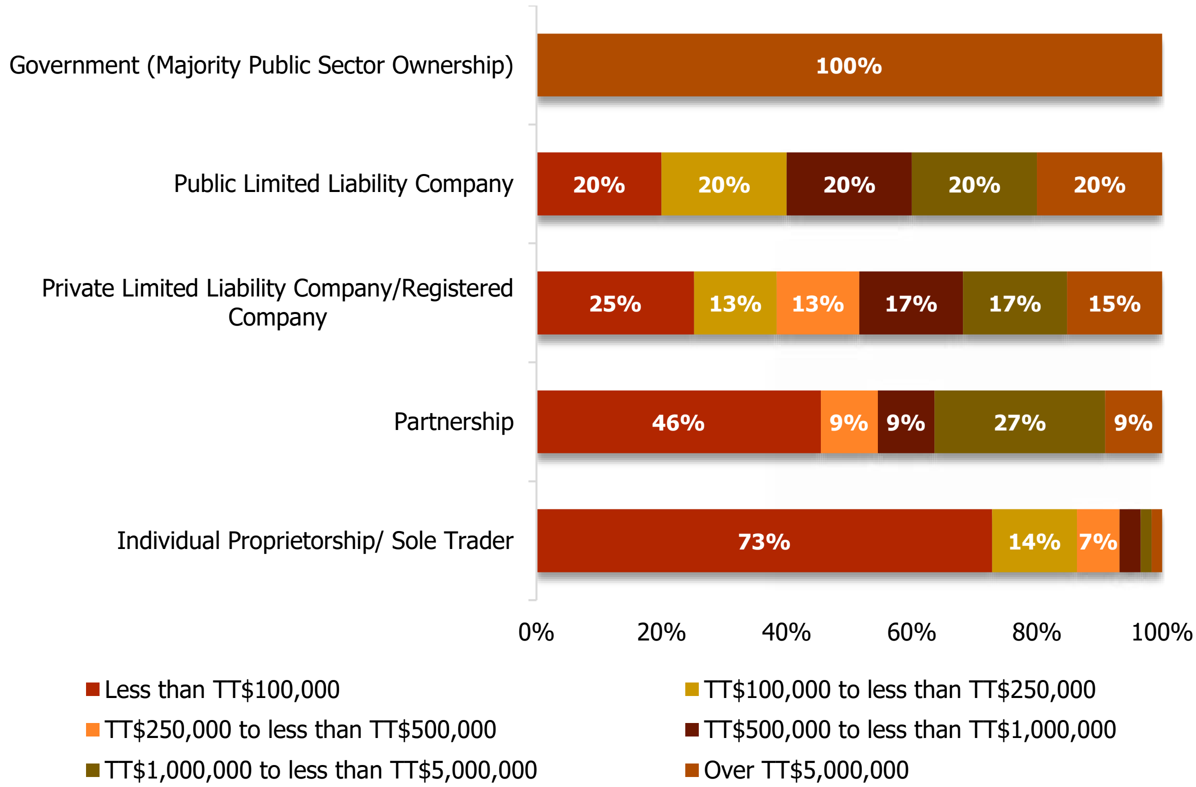


Figure 32: Estimated Annual Gross Sales Revenue by Business type – 2021

5.3.7: Change in Annual Gross Sales Revenue – 2020 versus 2021

Across both 2020 and 2021, Figure 33 shows that a larger fraction of respondents saw sales revenue decline in 2020– 59 percent versus 39 percent in 2021. Figure 33 also shows that a larger fraction of respondents either saw sales revenue increase or remain unchanged in 2021 compared to 2020.

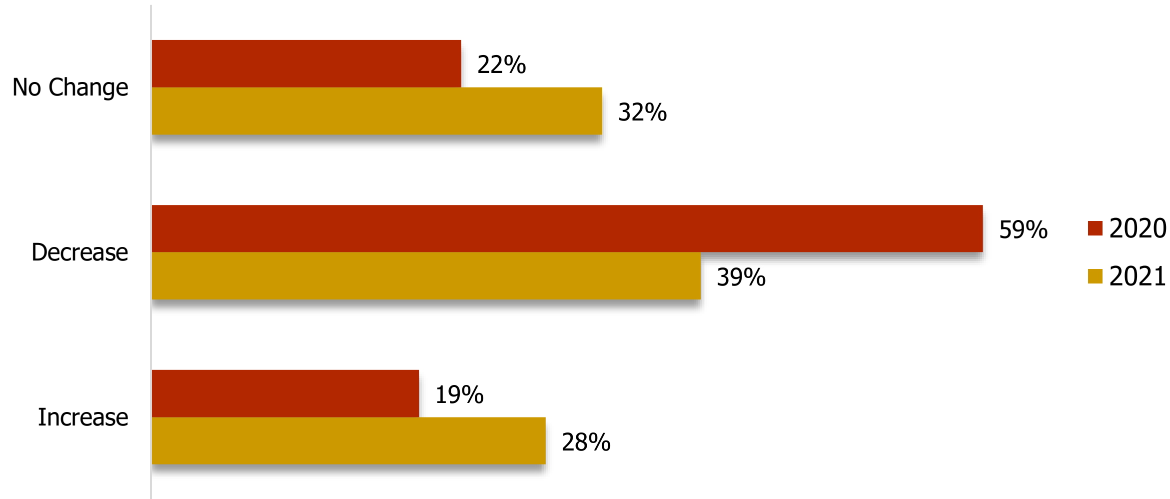


Figure 33: Reported Change in Annual Gross Sales Revenue in 2020 versus 2021

5.3.8: Estimated Change in Annual Gross Sales Revenue– 2020

When asked to indicate the size of the change in annual gross sales revenue in 2020 from a pre-set list of ranges, Figure 34 shows that 74 percent of respondents estimated the change to be negative, with over 1/2 of these respondents estimating this decline to be greater than 30 percent.

Of the respondents that saw an increase in sales revenues for 2019/2020, over 1/2 estimated that this increase was between 1 percent and 10 percent.

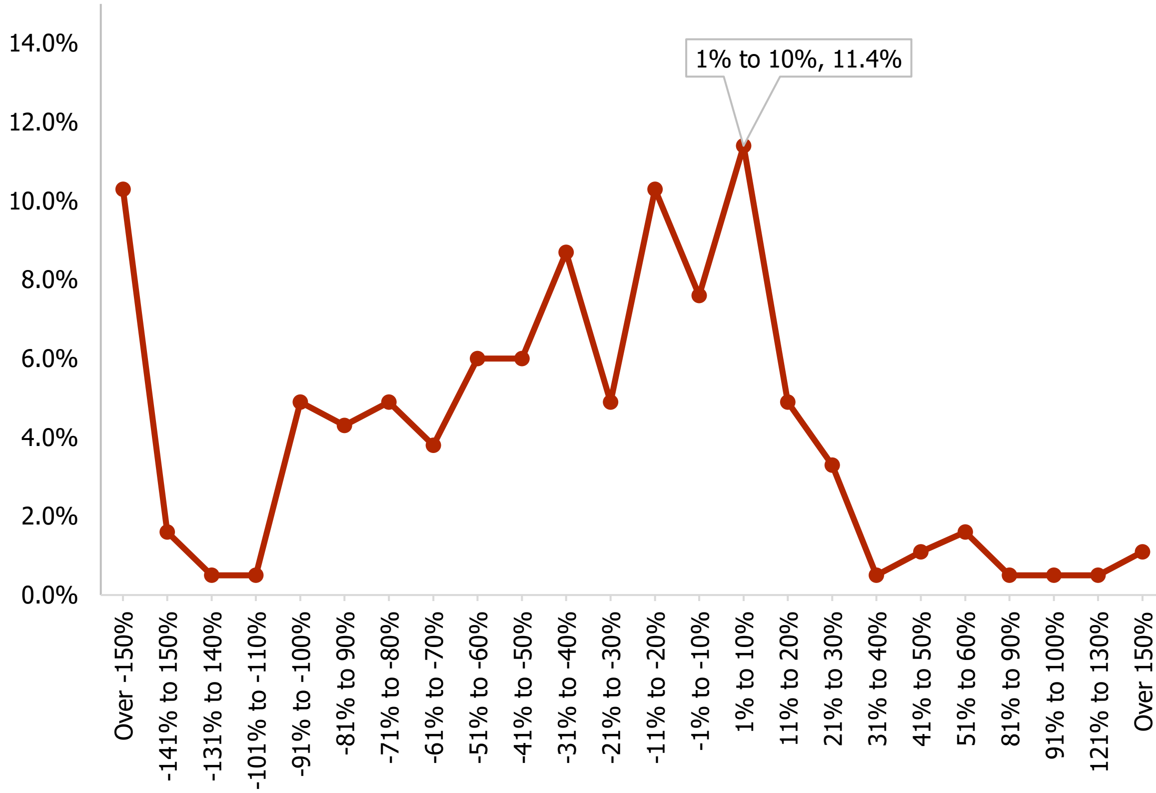


Figure 34: Estimated Percentage Change in Annual Gross Sales Revenue in 2020

5.3.9: Estimated Change in Annual Gross Sales Revenue– 2021

In 2021, more respondents estimated the change in annual gross sales revenue to be positive (37 percent) when compared to 2020 (28 percent). However, the fraction of respondents that reported a decline in sales revenue by 30 percent or more did not change significantly in 2021; falling from 49 percent of respondents for 2020 to 47 percent for 2021 (Figure 35).

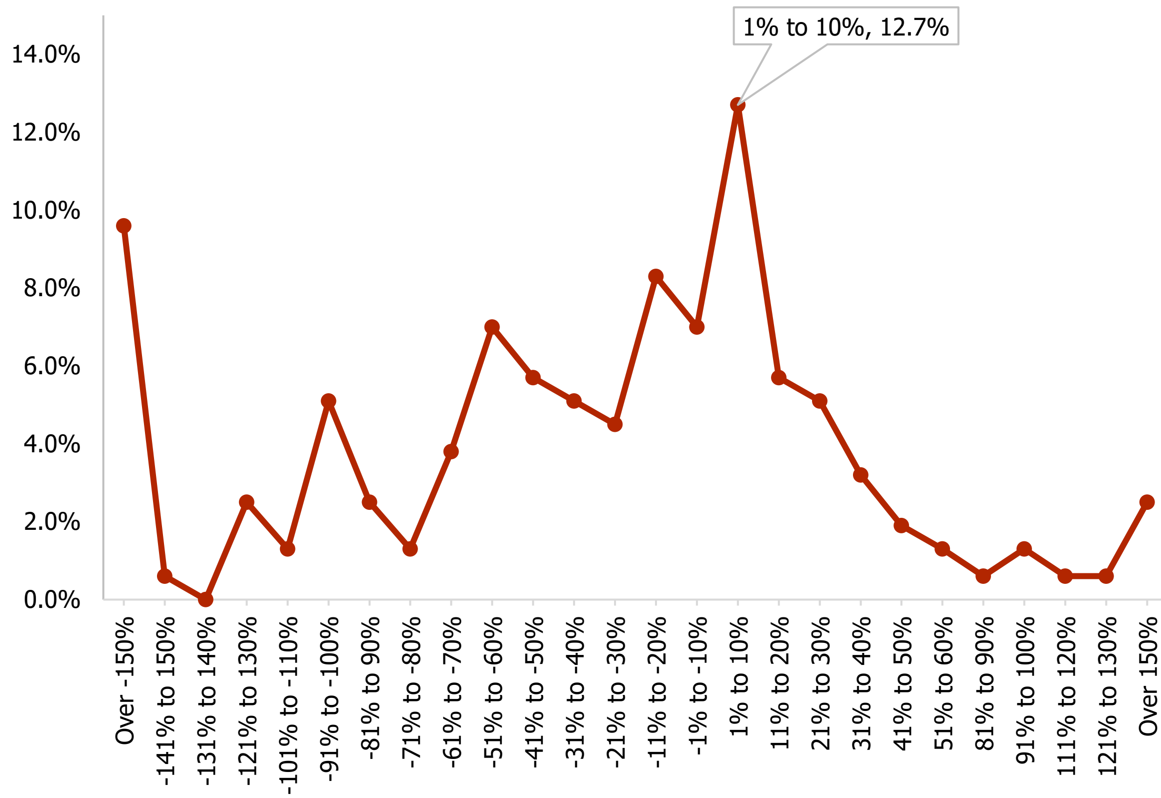


Figure 35: Estimated Percentage Change in Annual Gross Sales Revenue – 2021

5.3.10: Change in Annual Gross Sales Revenue by Sub-Sector – 2020

At face value, Figure 36 illustrates that ICT services has the largest fraction of respondents that stated sales revenue grew in 2020 – 38 percent, while all Fashion services respondents stated that sales revenue declined. It also shows that all other sub-sectors, excluding Health and Wellness services, had 50 percent or more of their respondents declaring a decline in sales revenue.

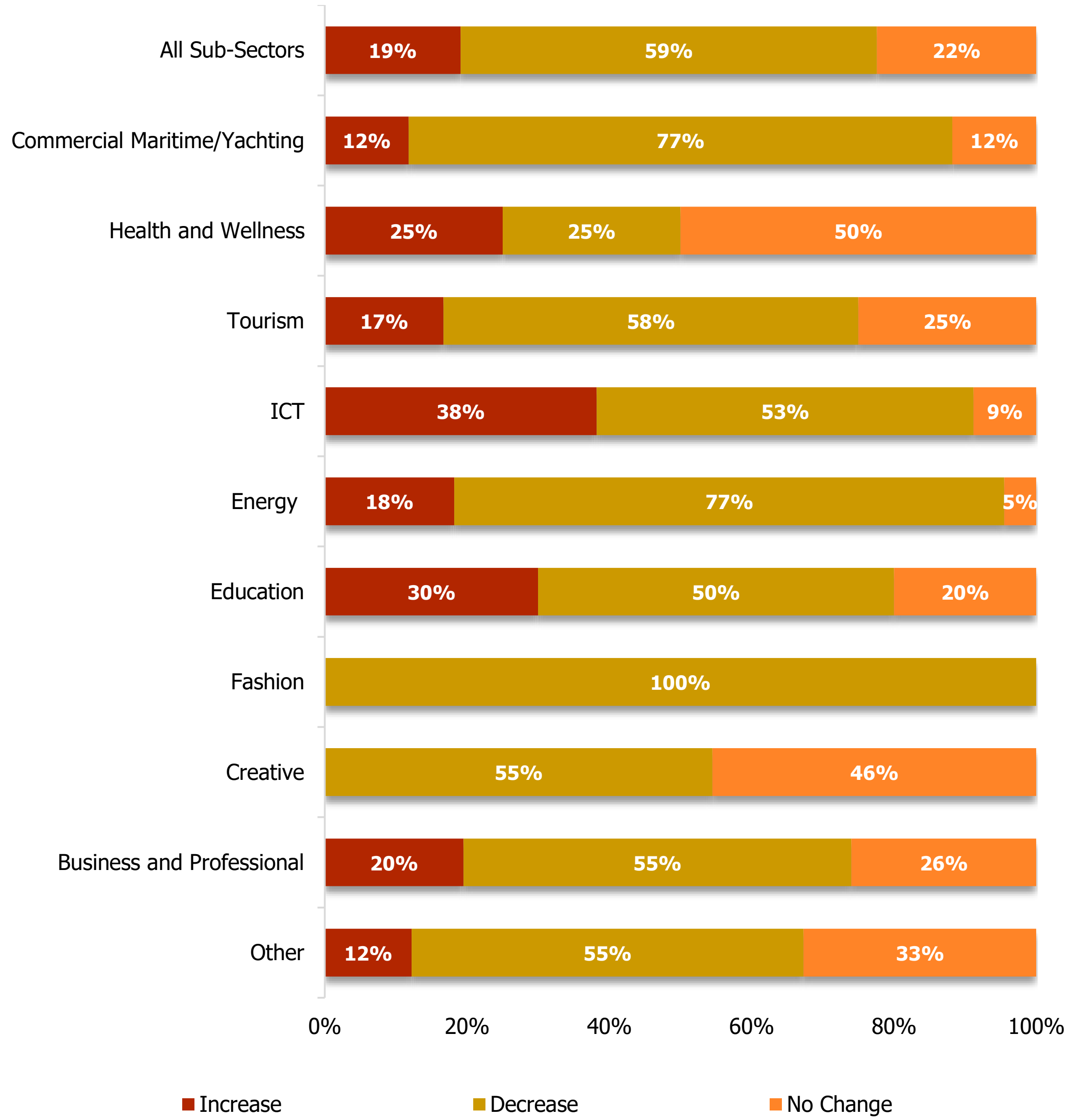


Figure 36: Reported Change in Annual Gross Sales Revenue by Sub-Sector in 2020

5.3.11: Change in Annual Gross Sales Revenue by Sub-Sector – 2021

Figure 37 shows that the Fashion Services is the only sub-sector where there was no increase in sales revenue in 2021, compared to 2020 where both the Creative and Fashion services sub-sectors experienced no increase in sales revenue. It also shows that the Creative services sub-sector experienced the largest proportion of respondents who indicated that they experienced an increase in sales revenue, 64 percent.

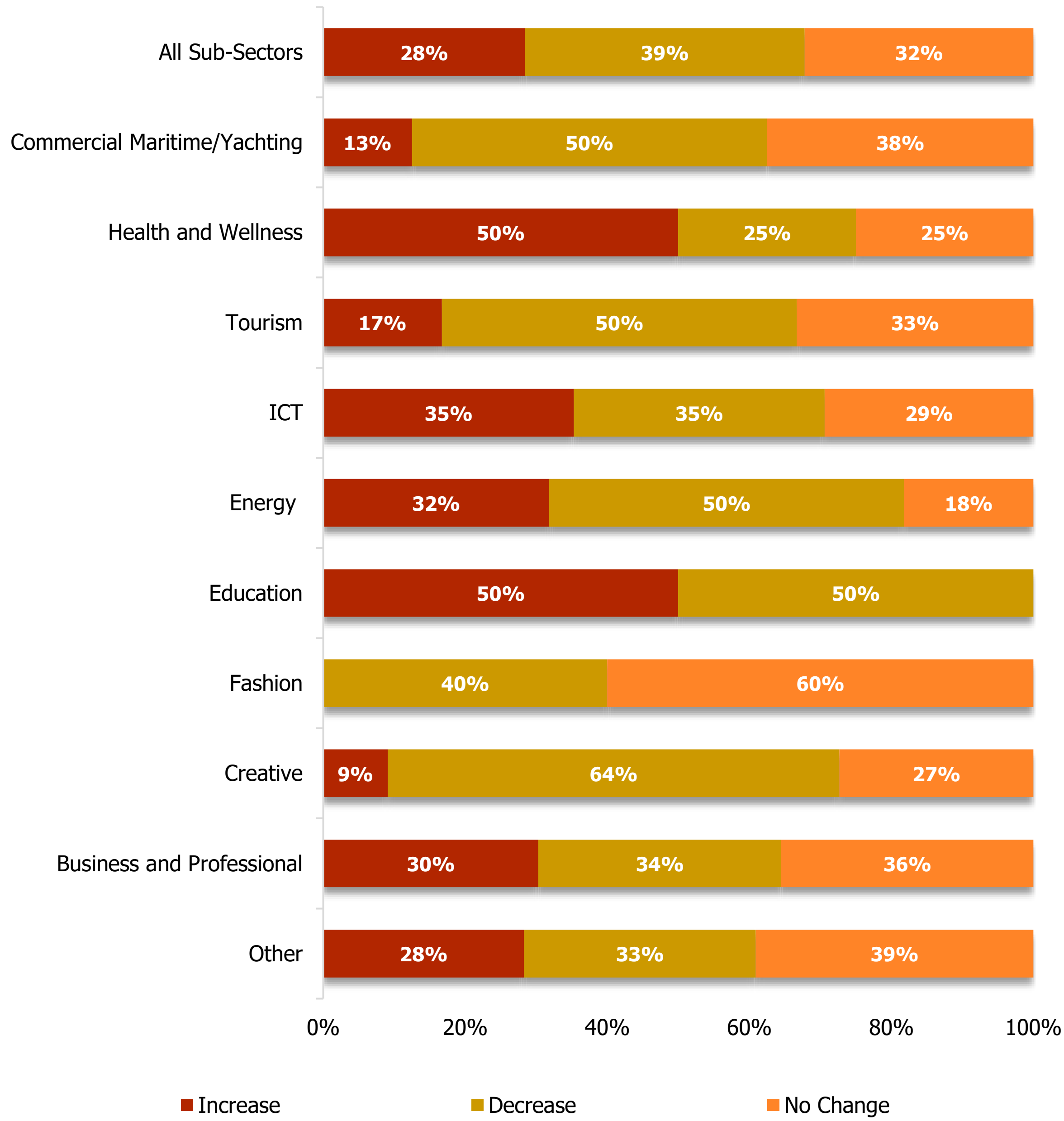


Figure 37: Reported Change in Annual Gross Sales Revenue by Sub-Sector in 2021

5.3.12: Change in Annual Gross Sales Revenue by Exporters/Non-Exporters– 2020 and 2021

Figure 38 shows that in 2020, exporters experienced an 11 percent greater increase in the annual gross sales revenue than their non-exporters counterparts. This difference was even greater in 2021, whereby 39 percent of exporters reported increases compared to 22 percent of non-exporters. Non-exporters in 2020 accounted for the largest proportion of decrease in annual gross sales revenue.

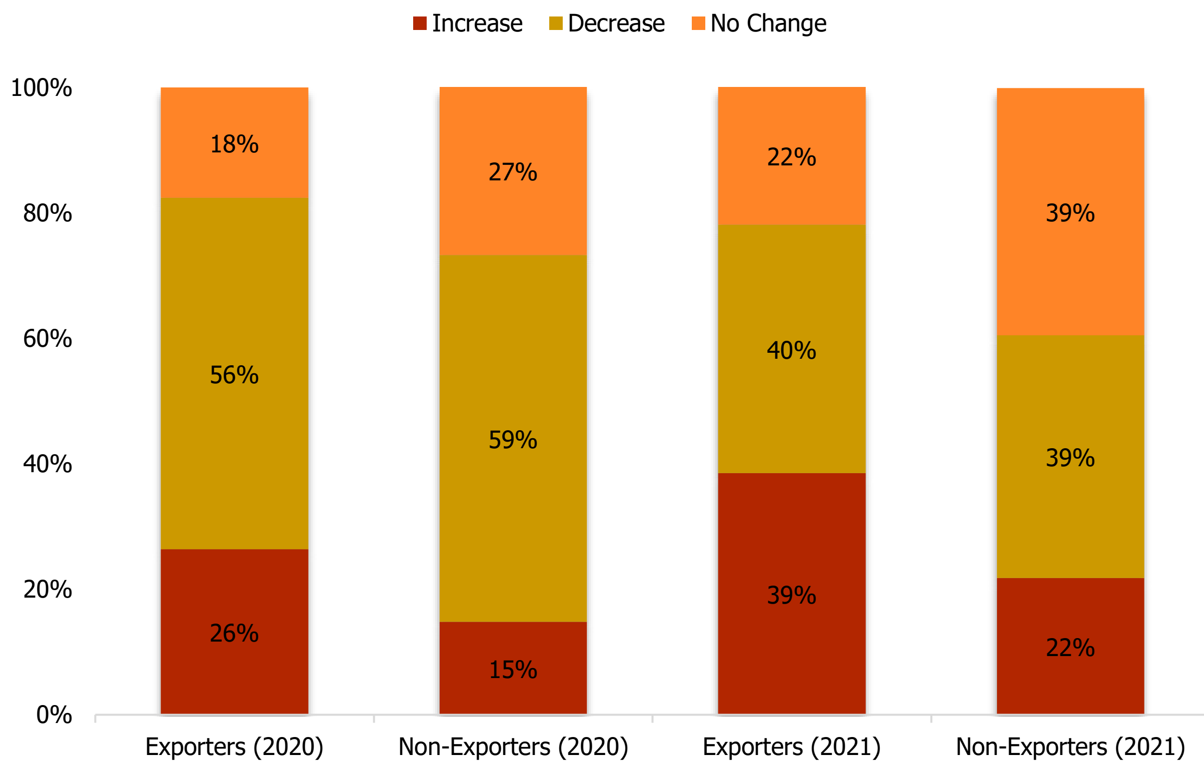


Figure 38: Reported Change in Annual Gross Sales Revenue by Exporter/Non-Exporter – 2020/2021

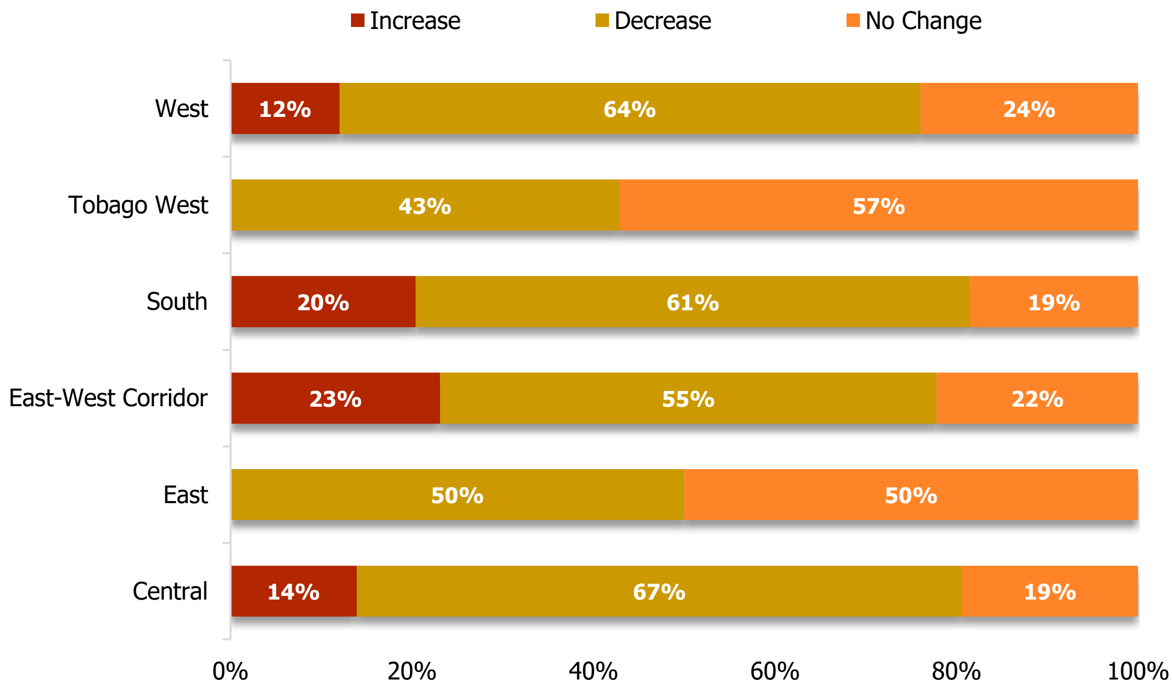


Figure 39: Reported Change in Annual Gross Sales Revenue by Region – 2020

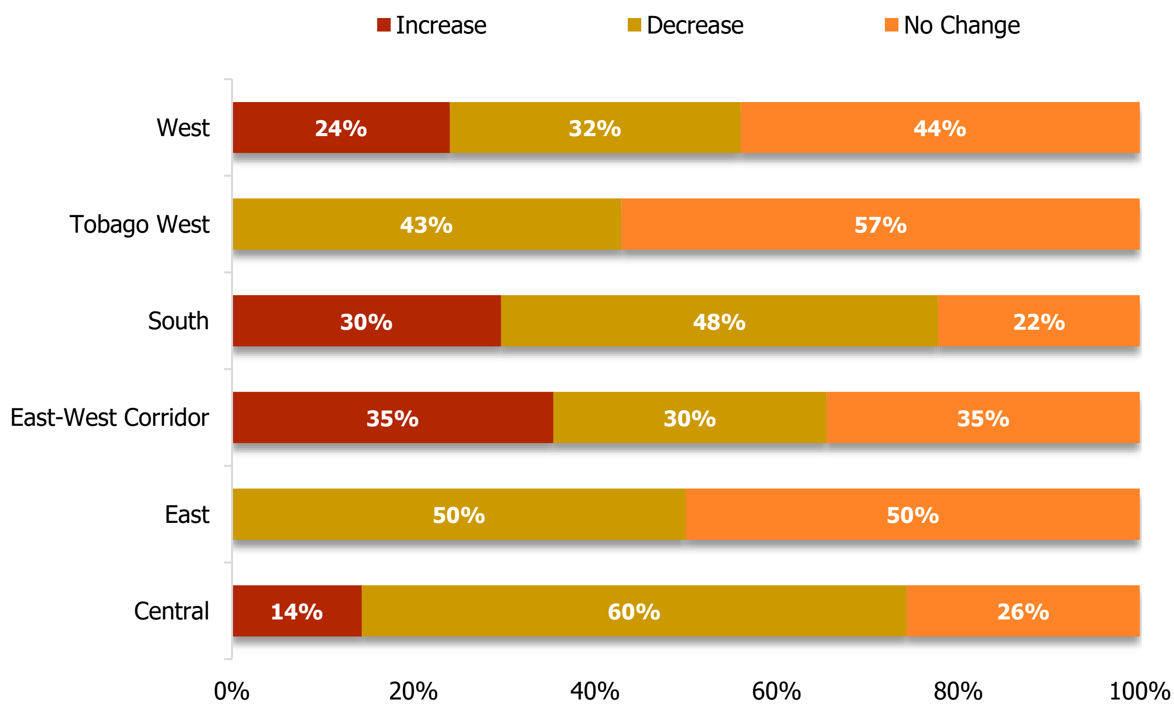


Figure 40: Reported Change in Annual Gross Sales Revenue by Region – 2021

5.3.13: Change in Annual Gross Sales Revenue by Location– 2020 and 2021

Figure 39 shows that in 2020, two (2) of the six (6) locations did not experience an increase in annual gross sales revenue, namely East Trinidad and Tobago West. The largest increase in sales revenue in 2020 of 23 percent was observed on the East-West Corridor in Trinidad.

However, in 2021, the trends remained consistent with 2020 as shown in Figure 40. Figure 40 also indicates that the largest decrease in in sales revenue was observed in Central Trinidad, similar to 2020. In 2021, the largest proportion of a reported increase in sales revenue was also observed on the East-West Corridor in Trinidad, albeit a larger proportion than in 2020, 35 percent (2021) vs 23 percent (2020).

5.3.14: Change in Annual Gross Sales Revenue by Business Type– 2020 and 2021

In 2020, all business types with the exception of the foreign companies operating an incorporated branch in Trinidad and Tobago experienced an increase in their annual gross sales revenue, with the largest proportion being observed in Government organizations, 50 percent as shown in Figure 41. Consistent with 2020, the largest increase in annual gross sales revenue across business types in 2021 was observed in Government organizations, 50 percent, shown in Figure 42. Unlike in 2020, foreign companies operating an incorporated branch in Trinidad and Tobago experienced an increase in their annual gross sales revenue, 33 percent indicated this.

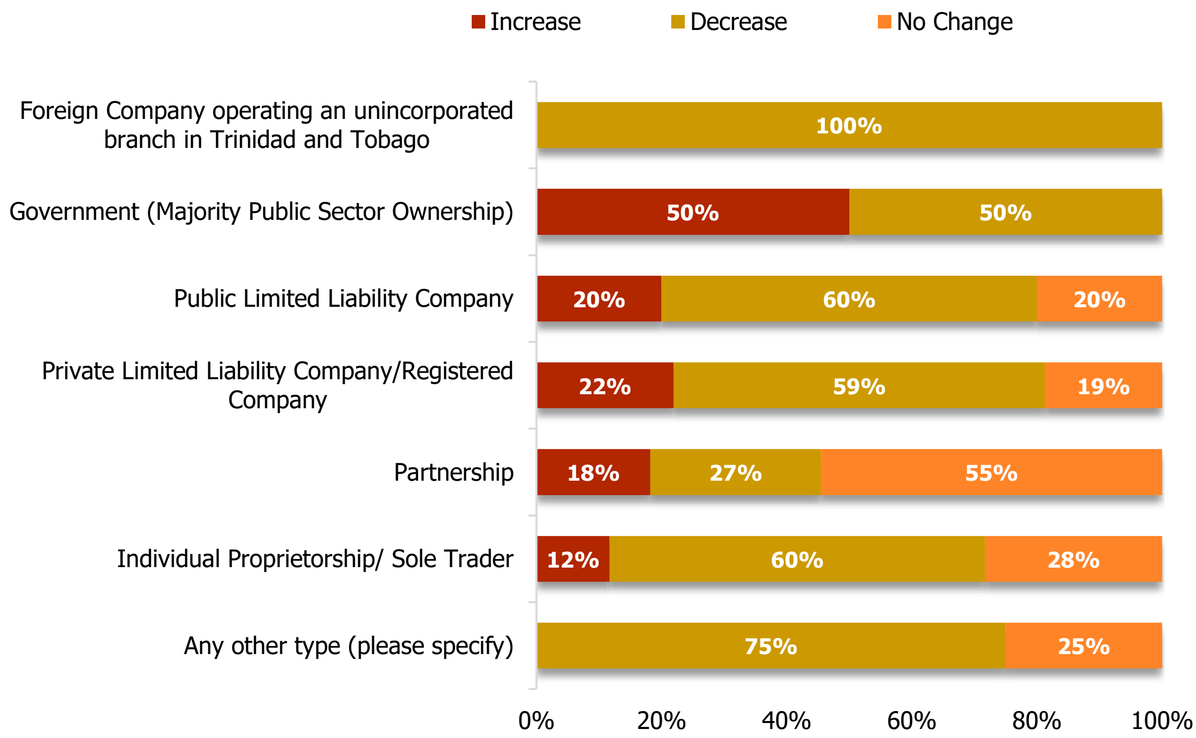


Figure 41: Reported Change in Annual Gross Sales Revenue by Business Type – 2020

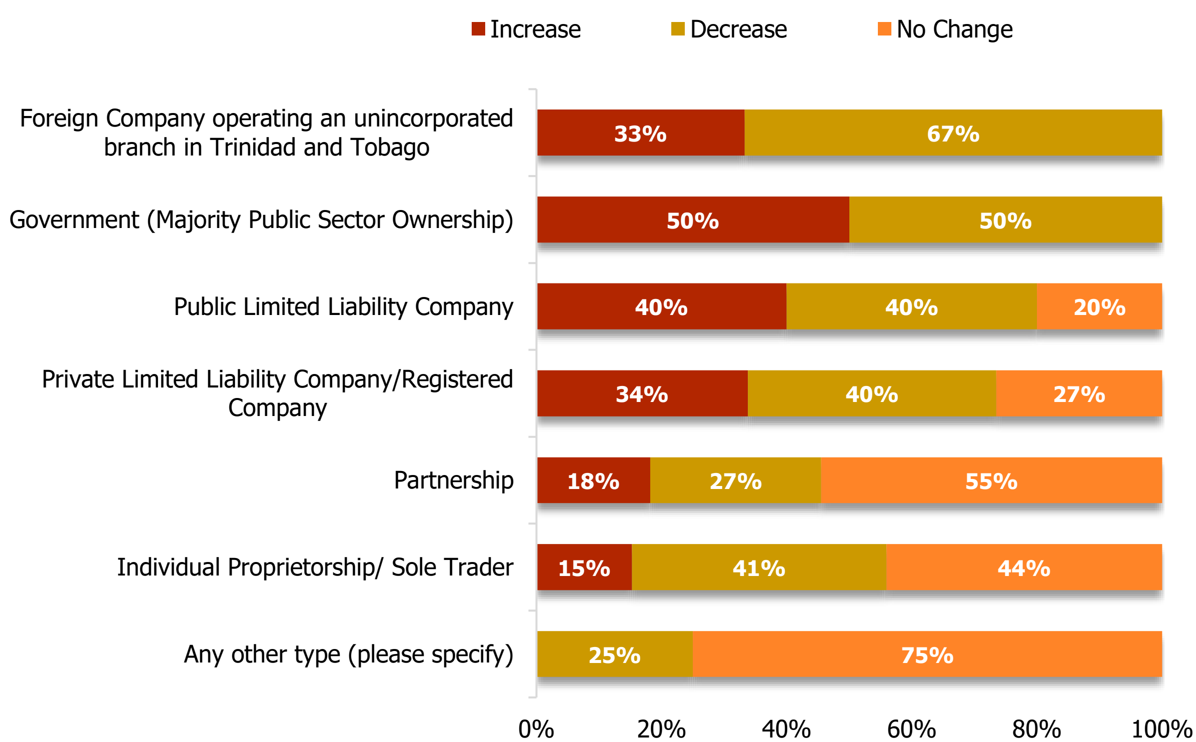


Figure 42: Reported Change in Annual Gross Sales Revenue by Business Type – 2021

5.4: Export Performance

5.4.1: Main Export Destinations

Figure 43 shows the destinations that respondents currently export their services to, represented by the number of respondents indicating the country as an export destination out of the total number of responses collected. It shows that the United States, Barbados, Guyana, Jamaica, United Kingdom and Saint Lucia are key export destinations among respondents. The United States was the most frequently mentioned destination (40 percent of total responses) followed closely by Barbados (34 percent of responses).

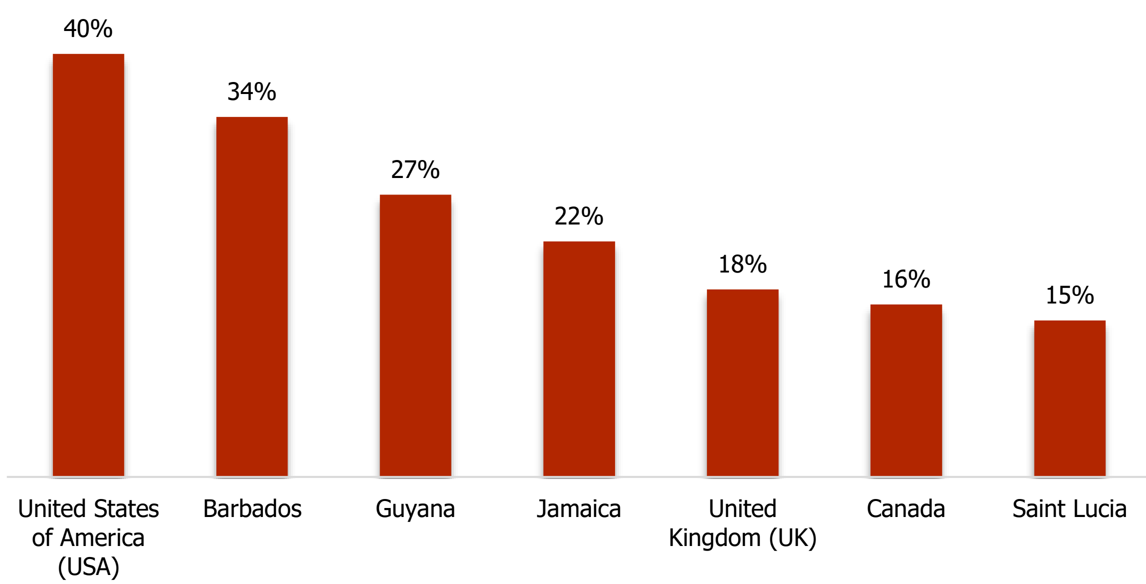


Figure 43: Main Export Destination of Survey Respondents

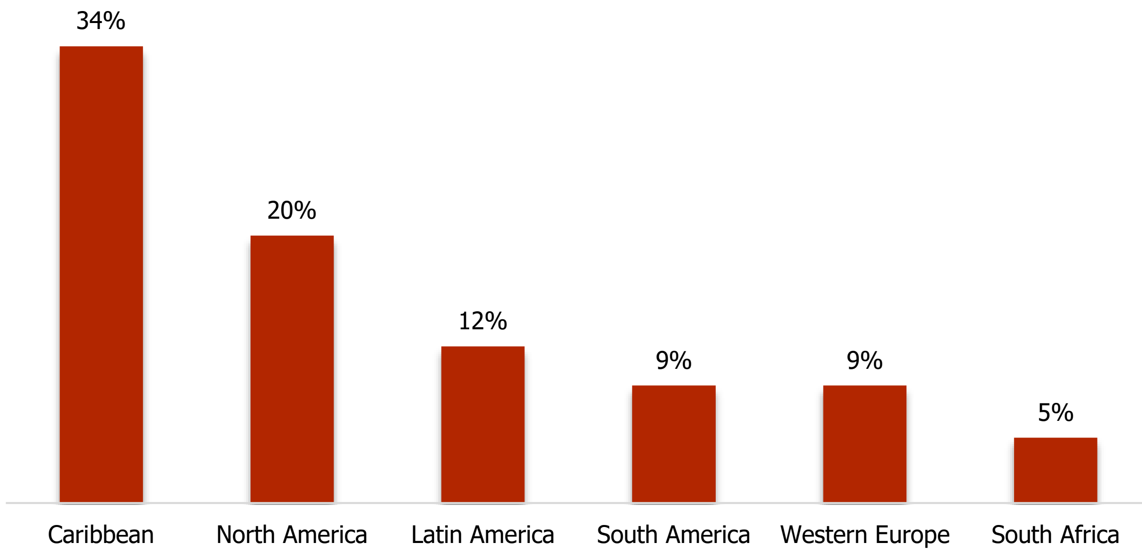


Figure 44: Top regions for greatest emerging markets within the next three (3) years

5.4.2: Main Modes of Services Exports

Figure 45 shows that of the total number of responses provided, mode 1 was the most frequently indicated mode of export across both years, accounting for 41 percent of responses given for 2020 and 47 percent of responses given for 2021. For mode 2, this was 28 percent of responses in 2020 and 23 percent 2021. Commercial presence and movement of natural persons abroad to facilitate exports were the least frequently used modes among respondents.

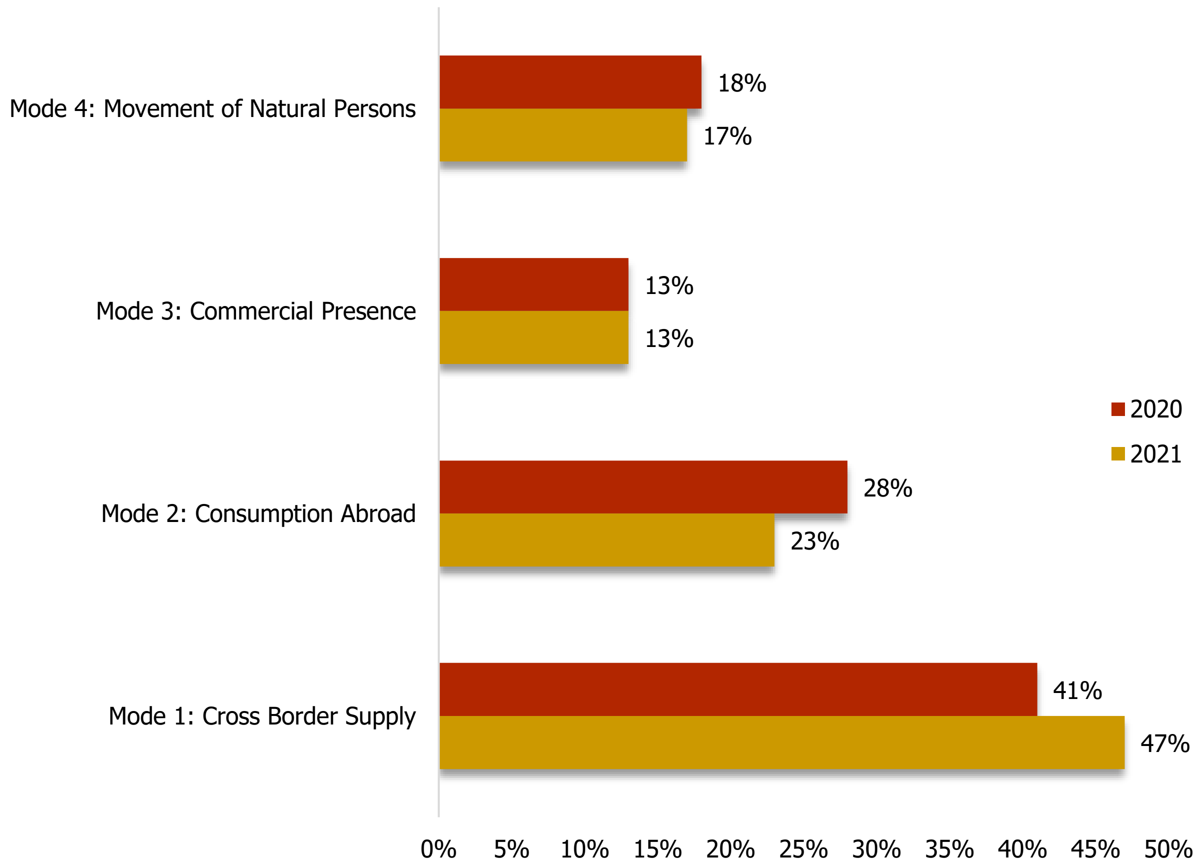


Figure 45: Main Modes of Exports in 2020 and 2021

5.4.3: Export Share of Annual Sales (Exporters) – 2020 versus 2021

Figure 46 shows that for those respondents that export their services, the largest fraction of respondents had export share of annual sales that was less than 10 percent in both 2020 and 2021, while just over 1/2 of all respondents reported that exports constituted less than 20 percent of annual sales in both years.

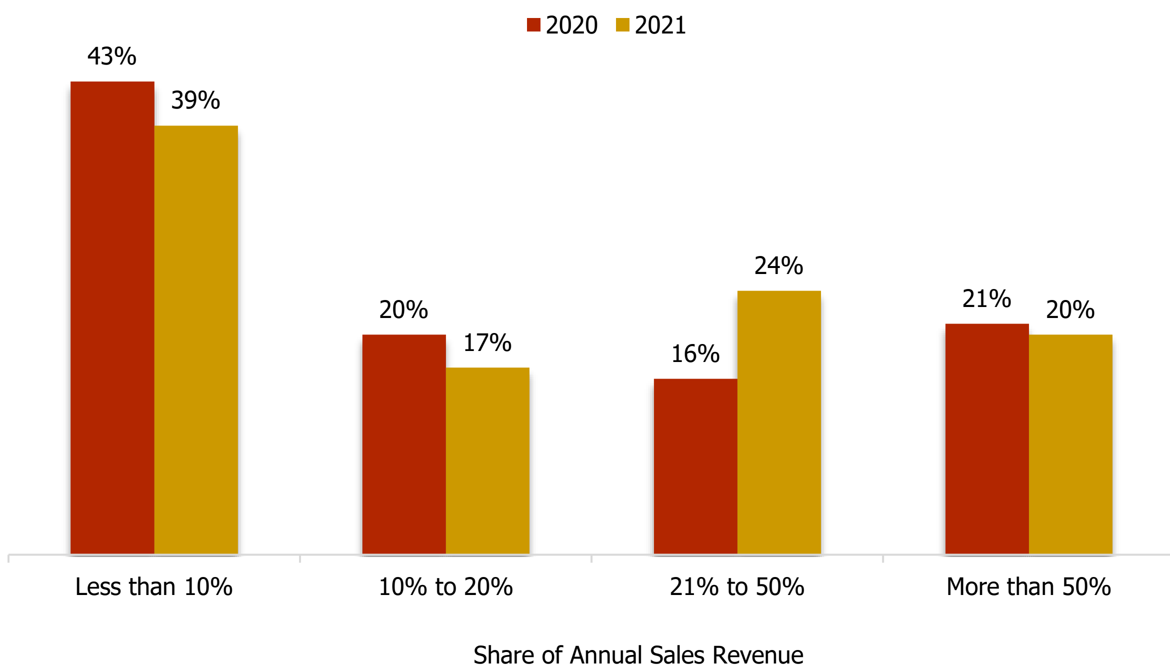


Figure 46: Export Share of Gross Annual Sales (Exporters) - 2020 vs 2021

5.4.4: Export Share of Annual Sales by Sub-Sector (Exporters) – 2020

Figure 47 shows that for those respondents that export, all sub-sectors have respondents with export earnings that account for more than 50 percent of annual sales with the exception of Fashion, Creative and Health and Wellness services sub-sectors. The Creative services sub-sector is the only sub-sector whereby 100% of its respondents indicated that its export share is less than 10% of gross annual sales.

5.4.5: Export Share of Annual Sales by Sub-Sector (Exporters) – 2021

Figure 48 shows that for 2021, Fashion and Creative services joined the sub-sectors with at least one respondent that have exports that account for more than 50 percent of annual sales compared to 2020. However, the ICT services sub-sector in 2021 did not include any respondents who indicated that their export share is more than 50%, which is contrary to that observed in 2020; and it joins the Health and Wellness services sub-sector as the only 2 sub-sectors without respondents indicating that more than 50% of their gross annual sales are generated by exports.

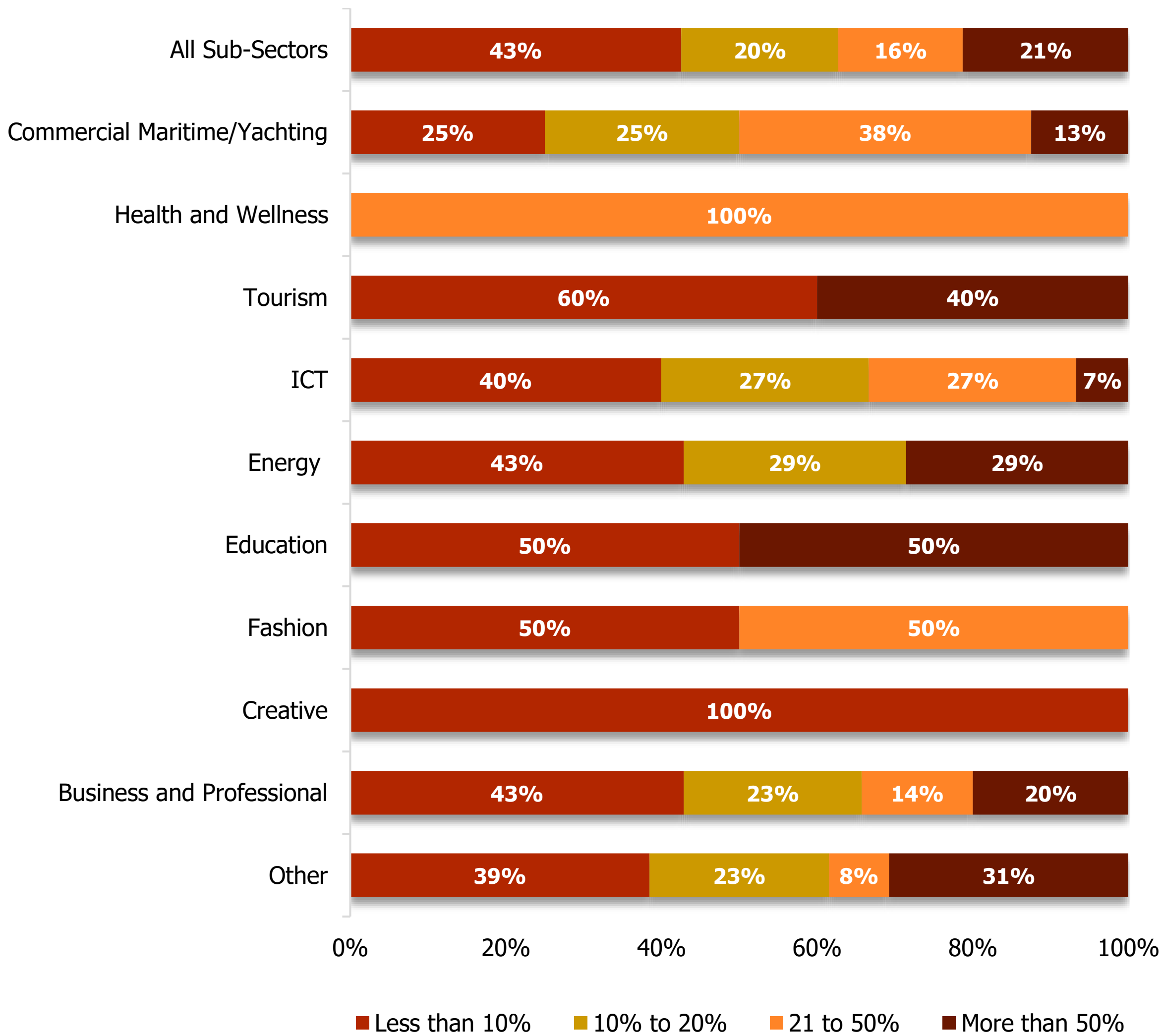


Figure 47: Export Share of Gross Annual Sales by Sub-Sector (Exporters) – 2020

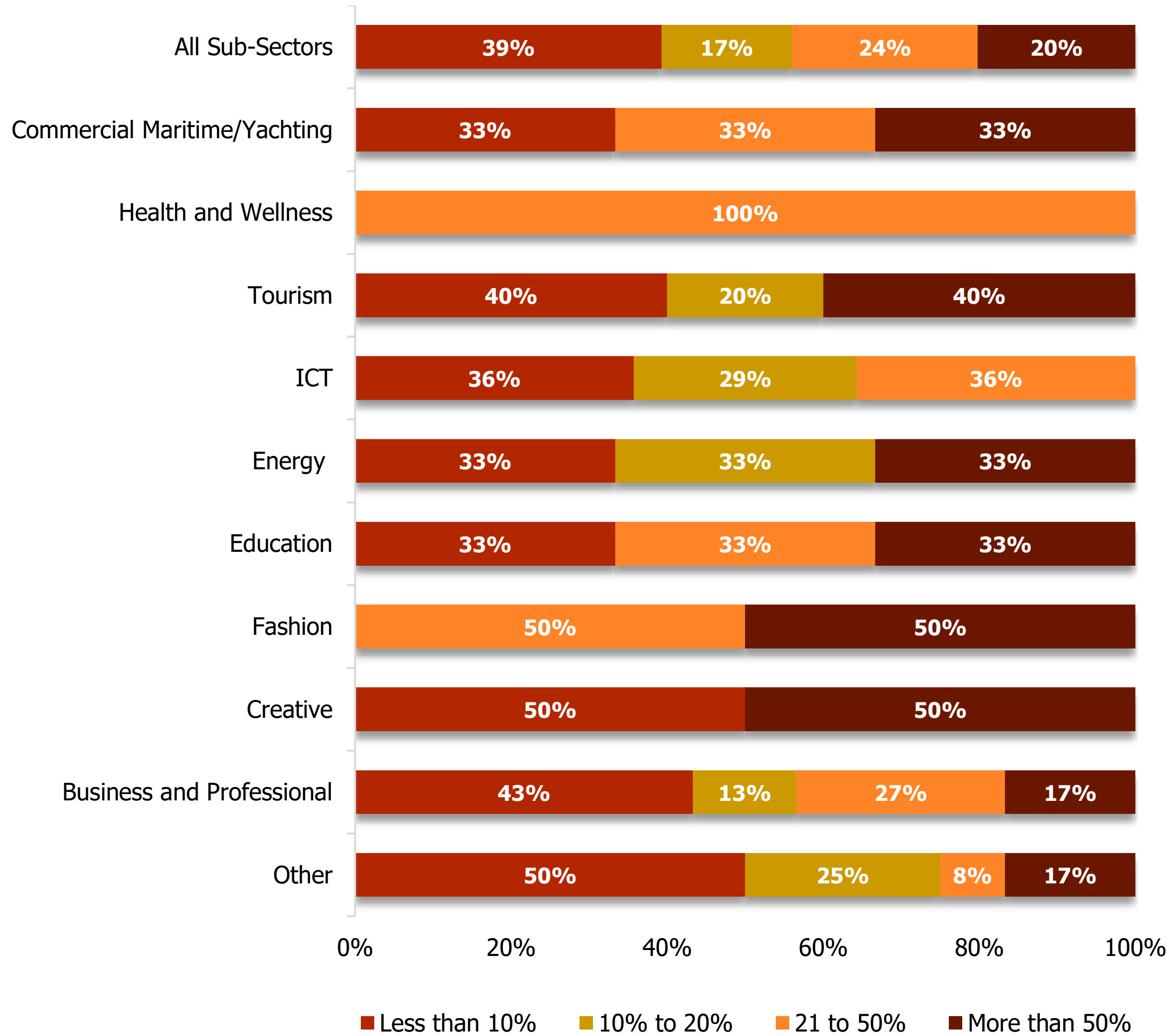


Figure 48: Export Share of Gross Annual Sales by Sub-Sector (Exporters) – 2021

5.4.6: Export Share of Annual Sales by Location – 2020 and 2021

Figure 49 shows that in 2020, there were businesses in all regions that comprised of at least one respondent having more than 50% of their annual sales accounted for by exports. With the exception of Tobago West, all regions in Trinidad comprised businesses with less than 10% of their annual sales being contributed by exports. The overall trends in 2020 were also reflected in 2021 as shown in Figure 51. However, in Tobago West, the full cohort indicated that over 50% of their annual sales were accounted for by exports.

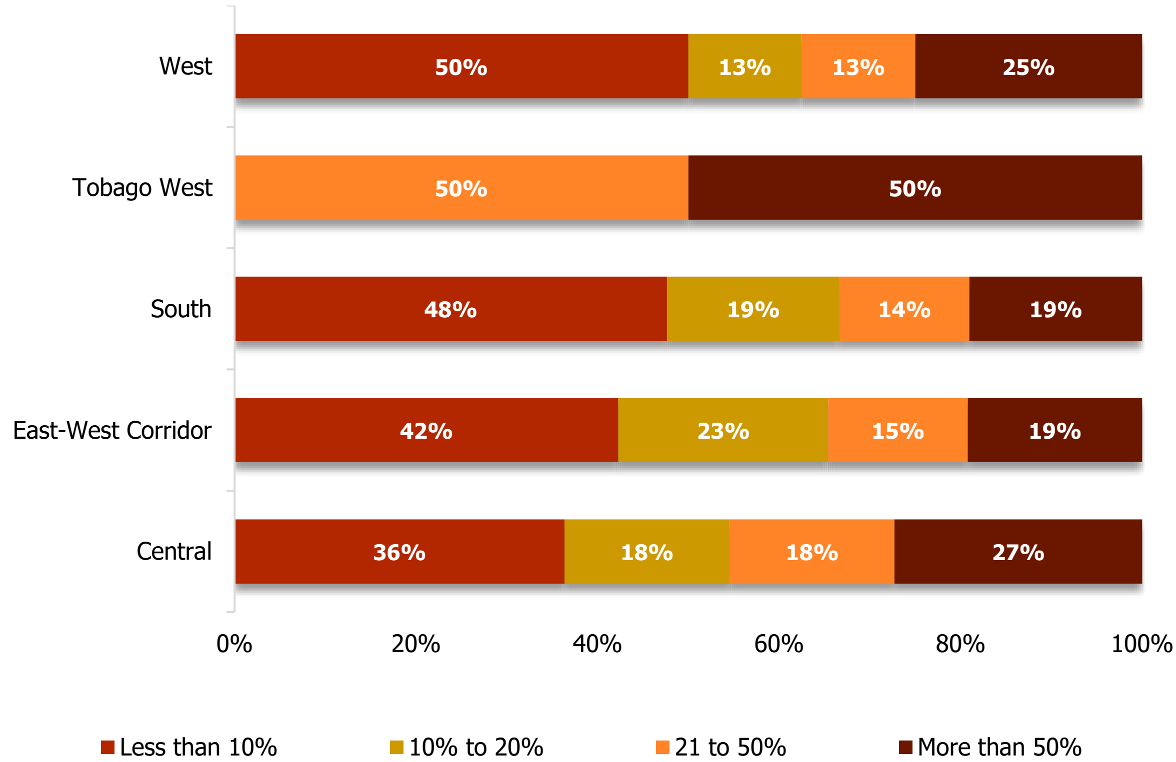


Figure 49: Export Share of Gross Annual Sales by Region (Exporters) – 2020

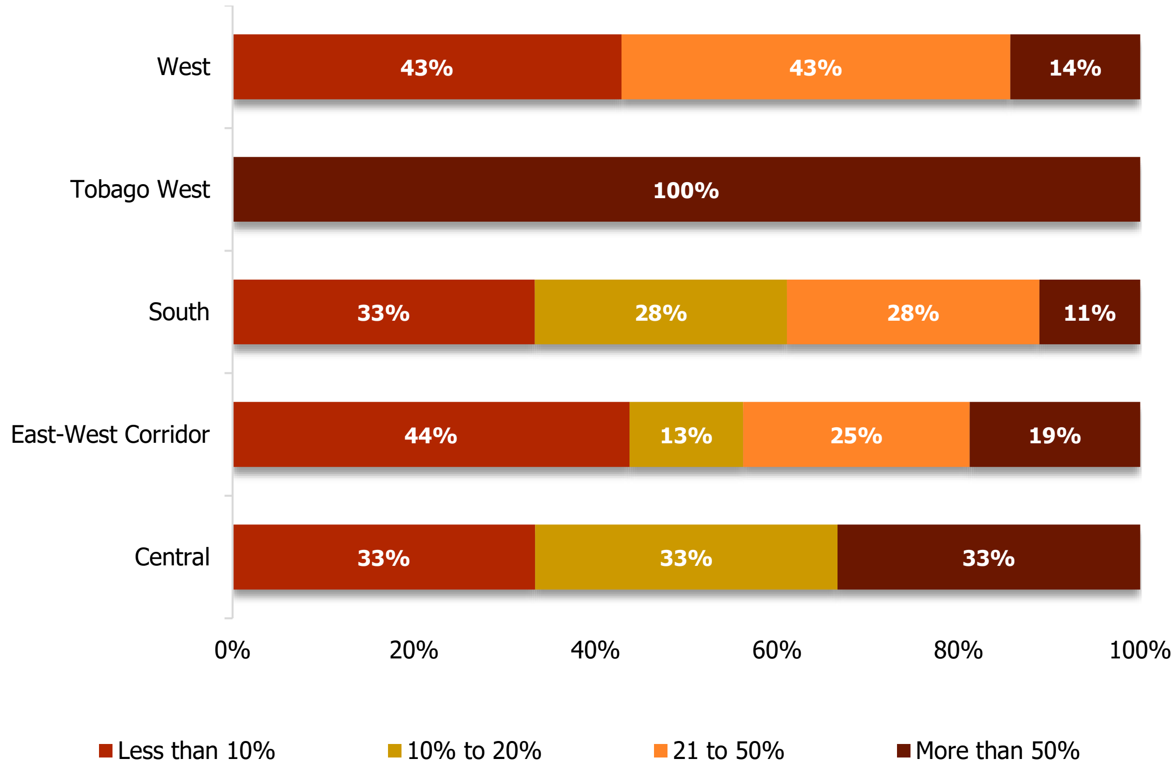


Figure 50: Export Share of Gross Annual Sales by Region (Exporters) – 2021

5.4.7: Export Share of Annual Sales by Business Type – 2020 and 2021

In 2020, Government organizations and foreign companies operating an unincorporated branch in Trinidad and Tobago were the only two business types who did not have at least one respondent whose export share is more than 50%, shown in Figure 51. In 2021, this finding remained for the Government organizations but not the foreign company, which had at least one respondent who indicated that their export share was more than 50%. Overall, the trends are consistent for both 2020 and 2021.

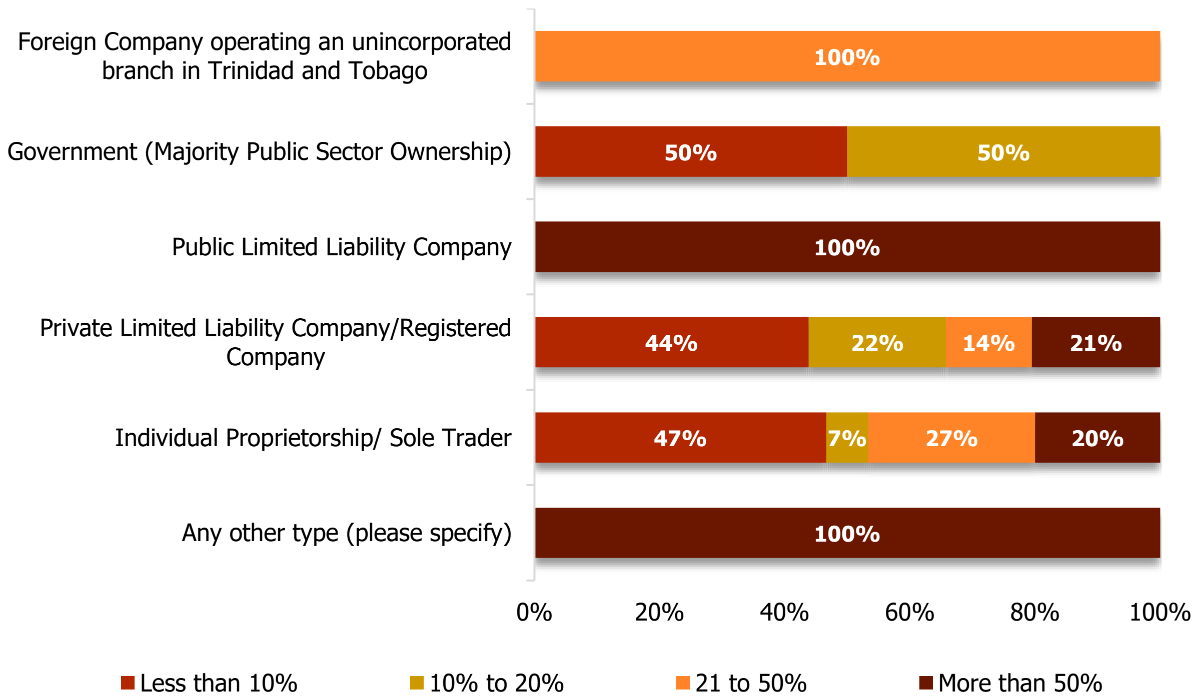


Figure 51: Export Share of Gross Annual Sales by Business Type – 2020

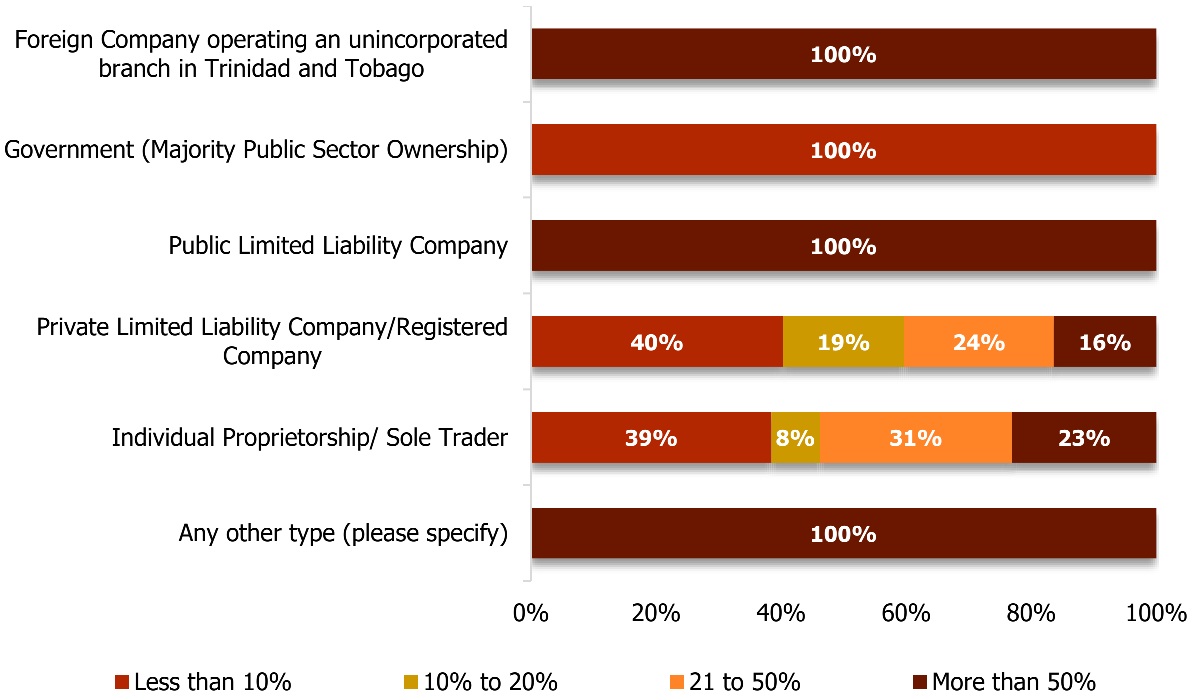


Figure 52: Export Share of Gross Annual Sales by Business Type – 2021

5.4.8: Export Share of Annual Sales by Employment Type – 2020 and 2021

In both 2020 and 2021, micro and small enterprises comprised of respondents whose export share accounted for more than 50% of their annual sales. In 2020, both medium and large enterprises indicated that their largest export share was 20%, as shown in Figure 53. Figure 54 shows that in 2021, respondents in the medium enterprises cohort indicated that their maximum export share was up to 50%, although not exceeding.

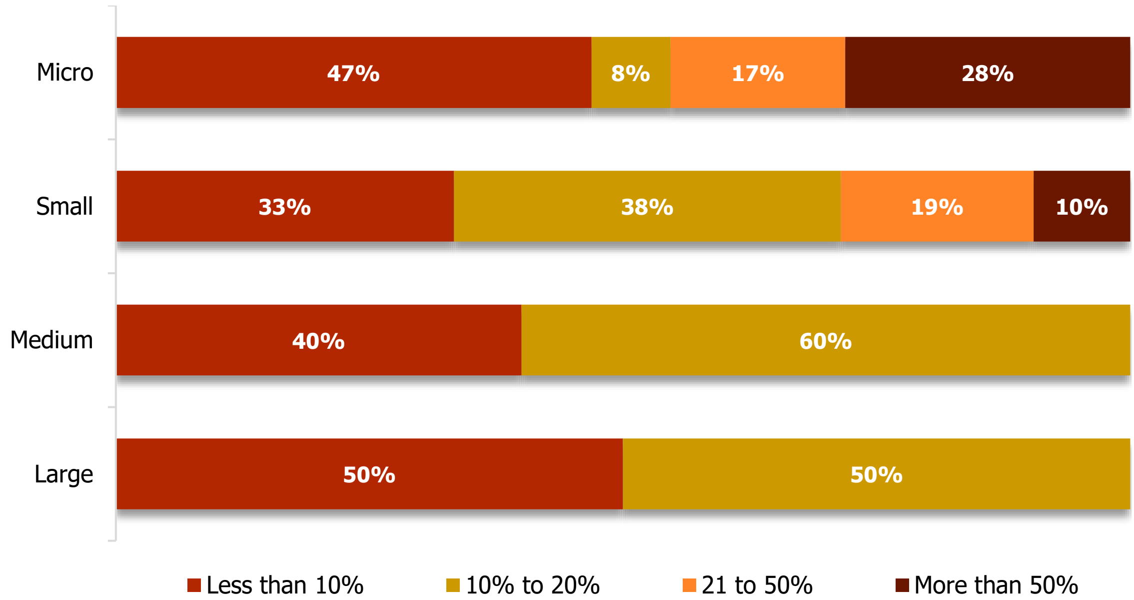


Figure 53: Export Share of Gross Annual Sales by Employment Type – 2020

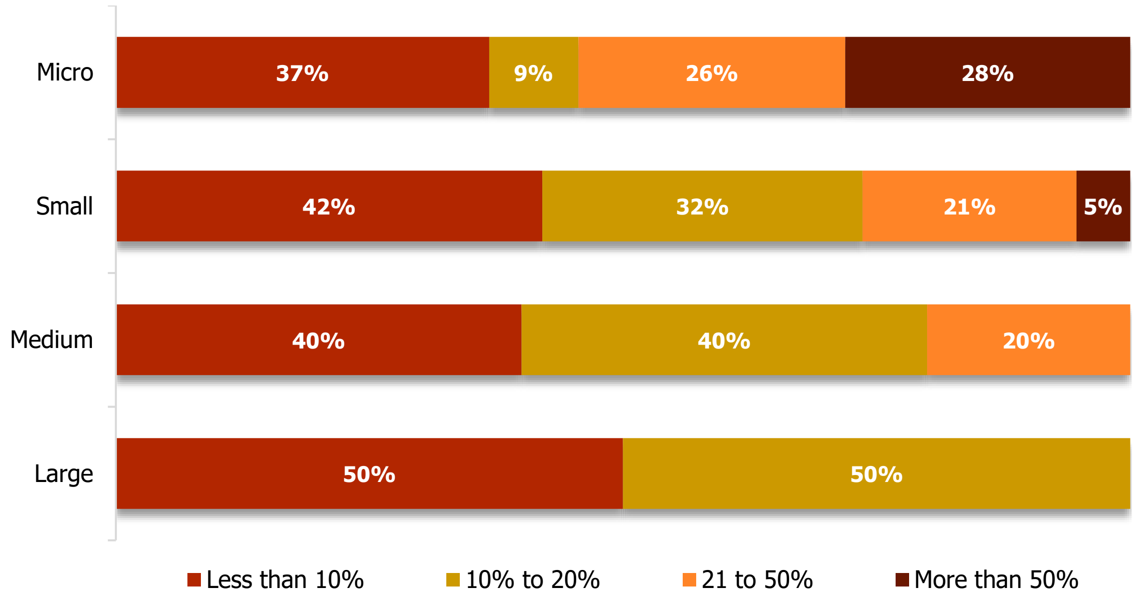
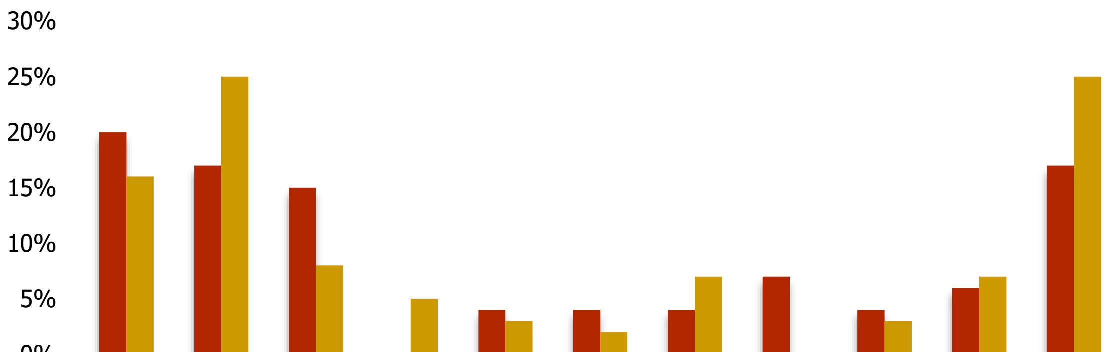


Figure 54: Export Share of Gross Annual Sales by Employment Type – 2021

5.4.9: Export Share of Annual Sales by Mode – 2020 and 2021

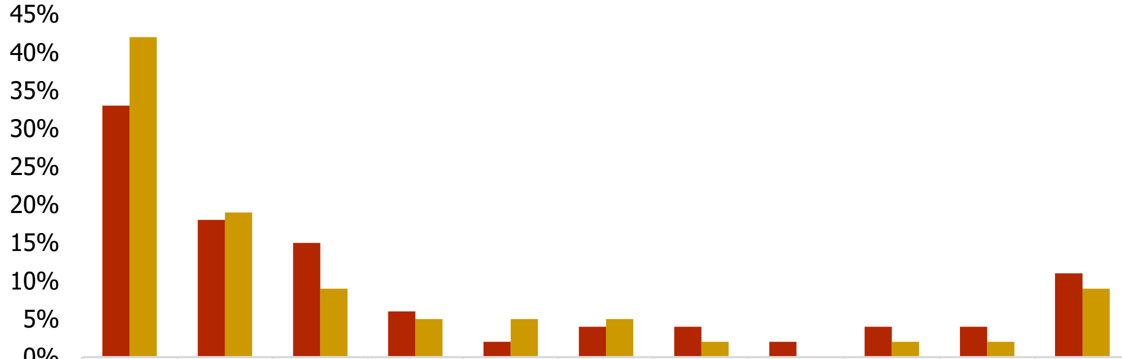


	0%	1% to 10%	11% to 20%	21% to 30%	31% to 40%	41% to 50%	51% to 60%	61% to 70%	71% to 80%	81% to 90%	91% to 100%
2020	20%	17%	15%	0%	4%	4%	4%	7%	4%	6%	17%
2021	16%	25%	8%	5%	3%	2%	7%	0%	3%	7%	25%

Figure 55: Export Share of Gross Annual Sales by Cross Border Supply – 2020 and 2021

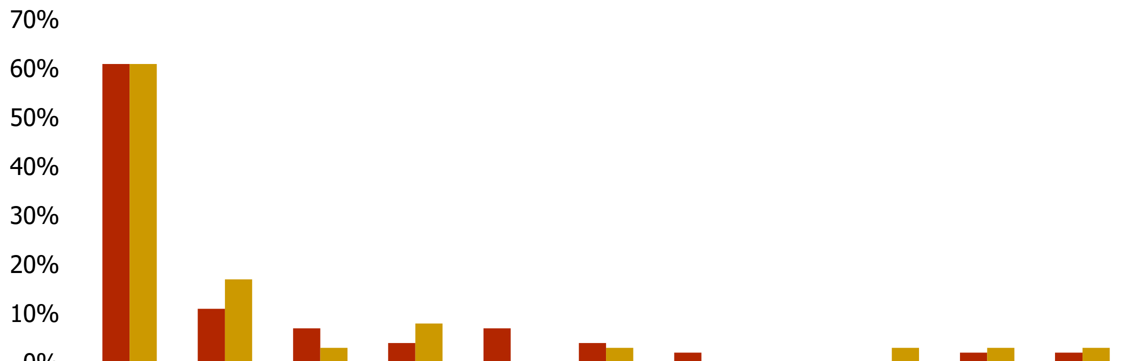
Cross Border Supply is the most popular export mode, followed by consumption abroad as seen in Figure 45. As seen in Figure 55, the most popular response was either 1 to 10% or 91% to 100% of the export share was accounted for by cross border supply. Similar to cross border supply, 1% to 10% and 91% to 100% were the most common responses for the export share by consumption abroad, Figure 56.

A larger proportion of 0% export share by commercial presence and movement of natural persons was seen in both 2020 and 2021 when compared to cross border supply and consumption abroad modes, as shown in Figures 57/58.



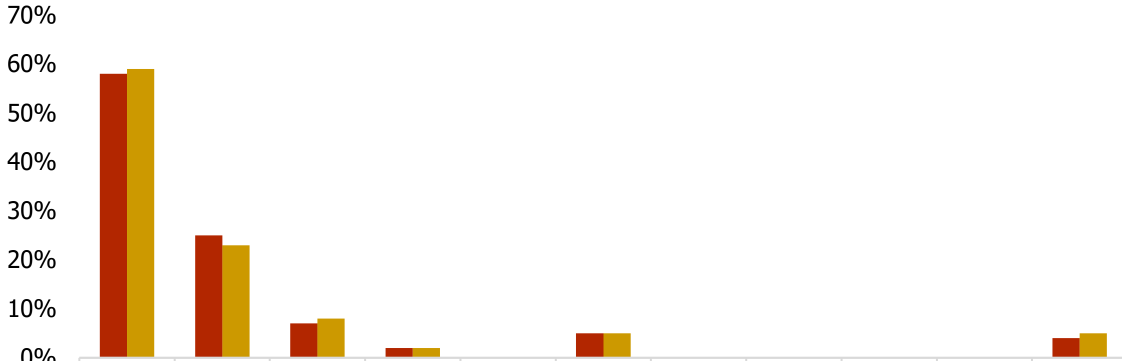
	0%	1% to 10%	11% to 20%	21% to 30%	31% to 40%	41% to 50%	51% to 60%	61% to 70%	71% to 80%	81% to 90%	91% to 100%
2020	33%	18%	15%	6%	2%	4%	4%	2%	4%	4%	11%
2021	42%	19%	9%	5%	5%	5%	2%	0%	2%	2%	9%

Figure 56: Export Share of Gross Annual Sales by Consumption Abroad – 2020 and 2021



	0%	1% to 10%	11% to 20%	21% to 30%	31% to 40%	41% to 50%	51% to 60%	61% to 70%	71% to 80%	81% to 90%	91% to 100%
2020	61%	11%	7%	4%	7%	4%	2%	0%	0%	2%	2%
2021	61%	17%	3%	8%	0%	3%	0%	0%	3%	3%	3%

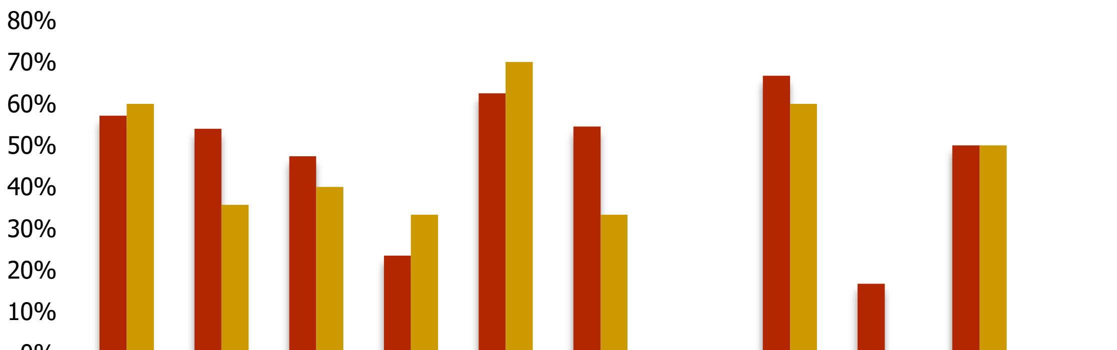
Figure 57: Export Share of Gross Annual Sales by Commercial Presence – 2020 and 2021



	0%	1% to 10%	11% to 20%	21% to 30%	31% to 40%	41% to 50%	51% to 60%	61% to 70%	71% to 80%	81% to 90%	91% to 100%
2020	58%	25%	7%	2%	0%	5%	0%	0%	0%	0%	4%
2021	59%	23%	8%	2%	0%	5%	0%	0%	0%	0%	5%

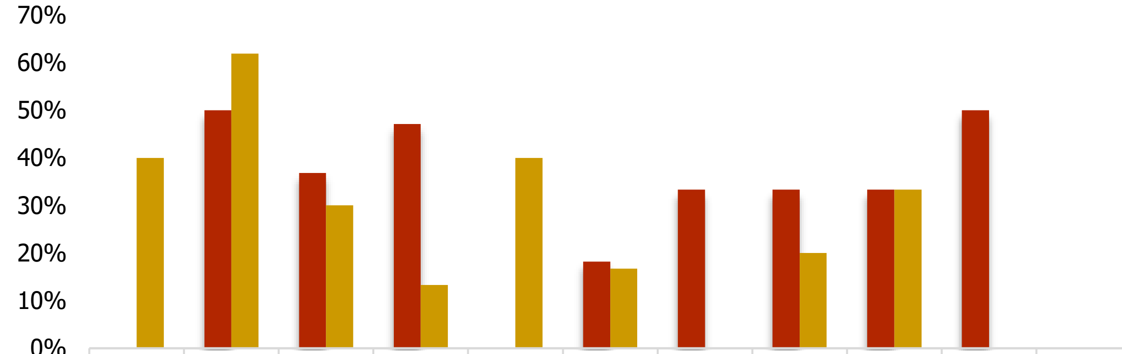
Figure 58: Export Share of Gross Annual Sales by Movement of Natural Persons – 2020 and 2021

5.4.10: Export Share of Annual Sales to the Top 5 Destinations – 2020 and 2021



	0%	1% to 10%	11% to 20%	21% to 30%	31% to 40%	41% to 50%	51% to 60%	61% to 70%	71% to 80%	81% to 90%	91% to 100%
2020	57%	54%	47%	24%	63%	55%	0%	67%	17%	50%	0%
2021	60%	36%	40%	33%	70%	33%	0%	60%	0%	50%	0%

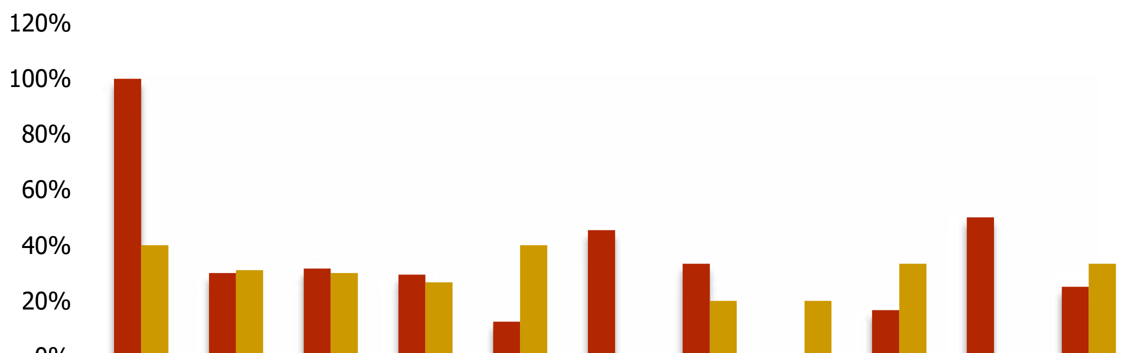
Figure 59: Export Share of Gross Annual Sales to Barbados – 2020 and 2021



	0%	1% to 10%	11% to 20%	21% to 30%	31% to 40%	41% to 50%	51% to 60%	61% to 70%	71% to 80%	81% to 90%	91% to 100%
2020	0%	50%	37%	47%	0%	18%	33%	33%	33%	50%	0%
2021	40%	62%	30%	13%	40%	17%	0%	20%	33%	0%	0%

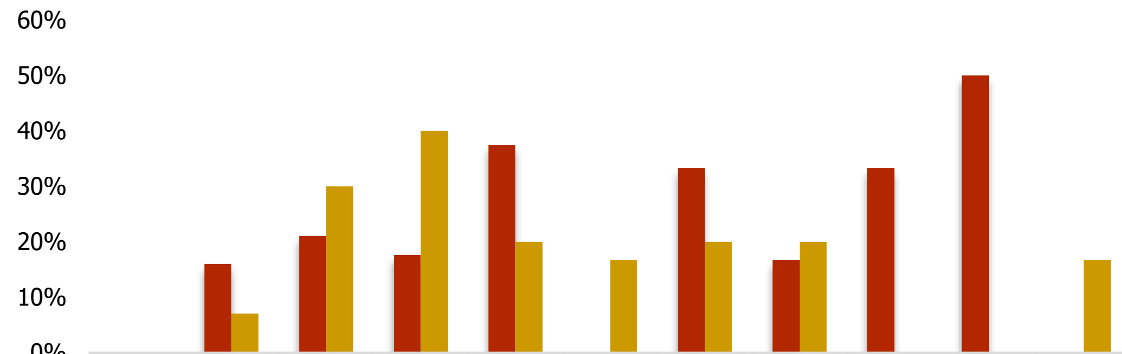
Figure 60: Export Share of Gross Annual Sales to Guyana – 2020 and 2021

The United States of America and Barbados are the most popular export destinations as seen in Figure 43. As seen in Figure 59, the most popular response was either 31% to 40% or 61% to 70% of exports were accounted for by Barbados. For the United States of America (Figure 63), there were varying proportions from 1% to 100% of the export share. Notably, in 2021, 100% of those who export to the USA indicated that 41% to 50% of their exports are accounted for by said destination. Figures 60, 61 and 62 show the varying proportions of export shares for Guyana, Jamaica and the United Kingdom, three (3) of the five (5) top export destinations indicated in the survey.



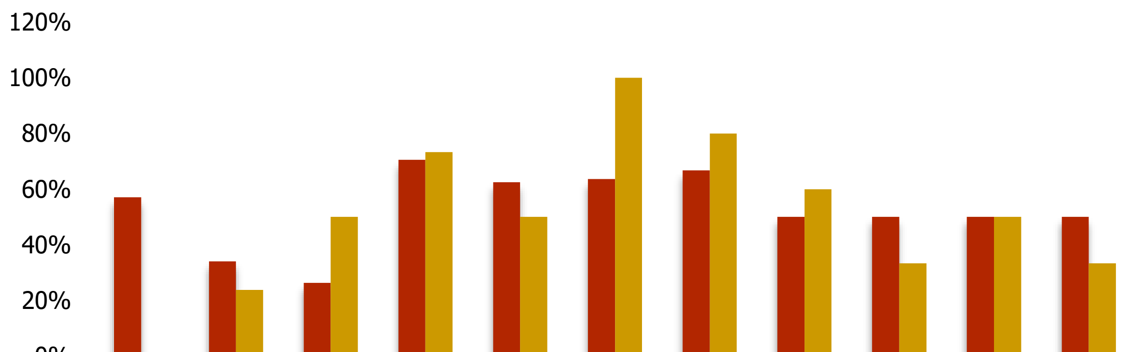
	0%	1% to 10%	11% to 20%	21% to 30%	31% to 40%	41% to 50%	51% to 60%	61% to 70%	71% to 80%	81% to 90%	91% to 100%
2020	100%	30%	32%	29%	13%	46%	33%	0%	17%	50%	25%
2021	40%	31%	30%	27%	40%	0%	20%	20%	33%	0%	33%

Figure 61: Export Share of Gross Annual Sales to Jamaica – 2020 and 2021



	0%	1% to 10%	11% to 20%	21% to 30%	31% to 40%	41% to 50%	51% to 60%	61% to 70%	71% to 80%	81% to 90%	91% to 100%
2020	0%	16%	21%	18%	38%	0%	33%	17%	33%	50%	0%
2021	0%	7%	30%	40%	20%	17%	20%	20%	0%	0%	17%

Figure 62: Export Share of Gross Annual Sales to the United Kingdom – 2020 and 2021



	0%	1% to 10%	11% to 20%	21% to 30%	31% to 40%	41% to 50%	51% to 60%	61% to 70%	71% to 80%	81% to 90%	91% to 100%
2020	57%	34%	26%	71%	63%	64%	67%	50%	50%	50%	50%
2021	0%	24%	50%	73%	50%	100%	80%	60%	33%	50%	33%

Figure 63: Export Share of Gross Annual Sales to the United States – 2020 and 2021

5.4.11: Change in Exports – 2020 versus 2021

Figure 64 shows that a larger fraction of exporting respondents had better performance in exports in 2021 versus 2020 with less respondents indicating that exports declined in 2021 (37 percent of respondents) vs 2020 (49 percent). Furthermore, over two (2) times as many respondents indicated that exports increased in 2021 (35 percent of respondents) versus 2020 (16 percent).

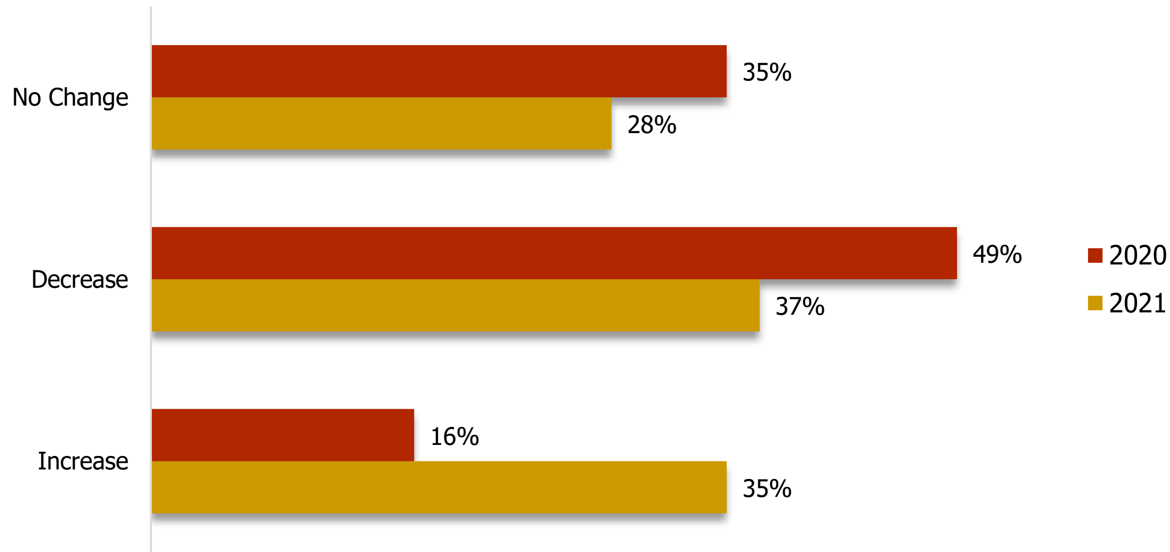


Figure 64: Reported Change in Exports in 2019/2020 and 2020/2021

5.4.12: Estimated Change in Exports – 2020

Figure 65 shows that most exporting respondents estimated their change in exports to be negative in 2020, with more than 1/3 of exporting respondents estimating this decline to be greater than 91 percent. Of those respondents that saw an increase in exports for the period, almost 1/2 estimated that this increase was between 1 percent and 10 percent.

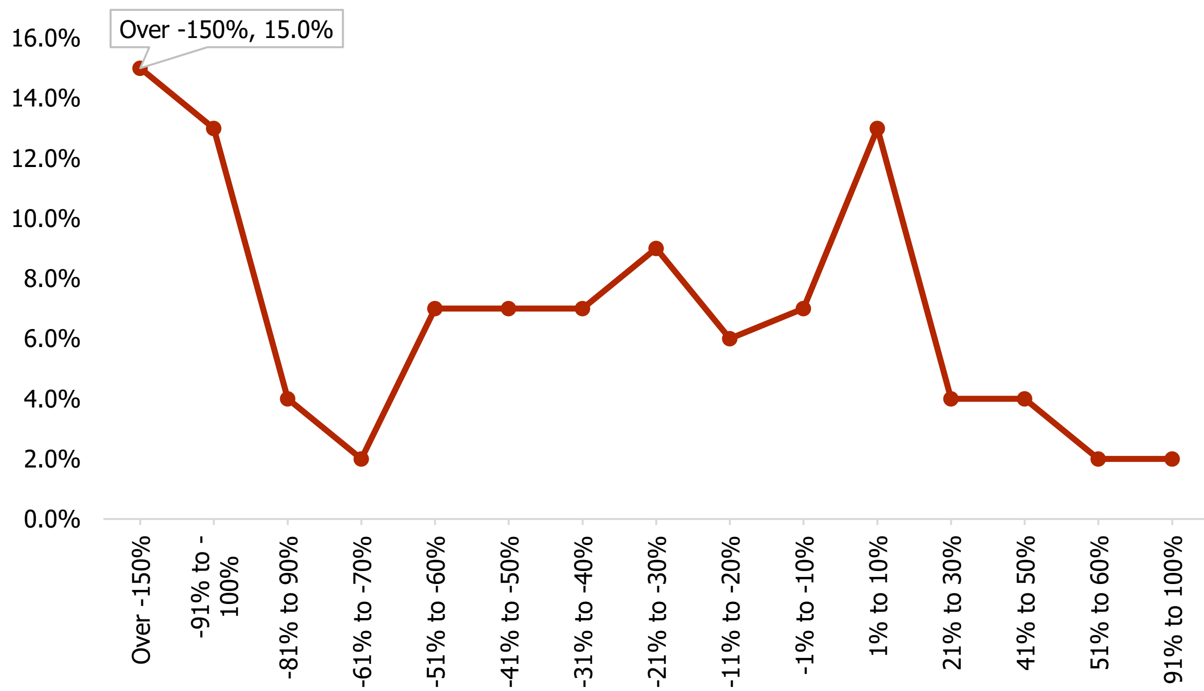


Figure 65: Estimated Percentage Change in Exports – 2020

5.4.13: Estimated Change in Exports – 2021

Relative to 2020, significantly more exporting respondents estimated exports to be positive in 2021, with more than 25 percent of all exporting respondents indicating that this increase was between 1 and 20 percent. Figure 66 also shows that the proportion of exporting respondents reporting higher estimated declines in exports is also lower for 2021 than 2020.

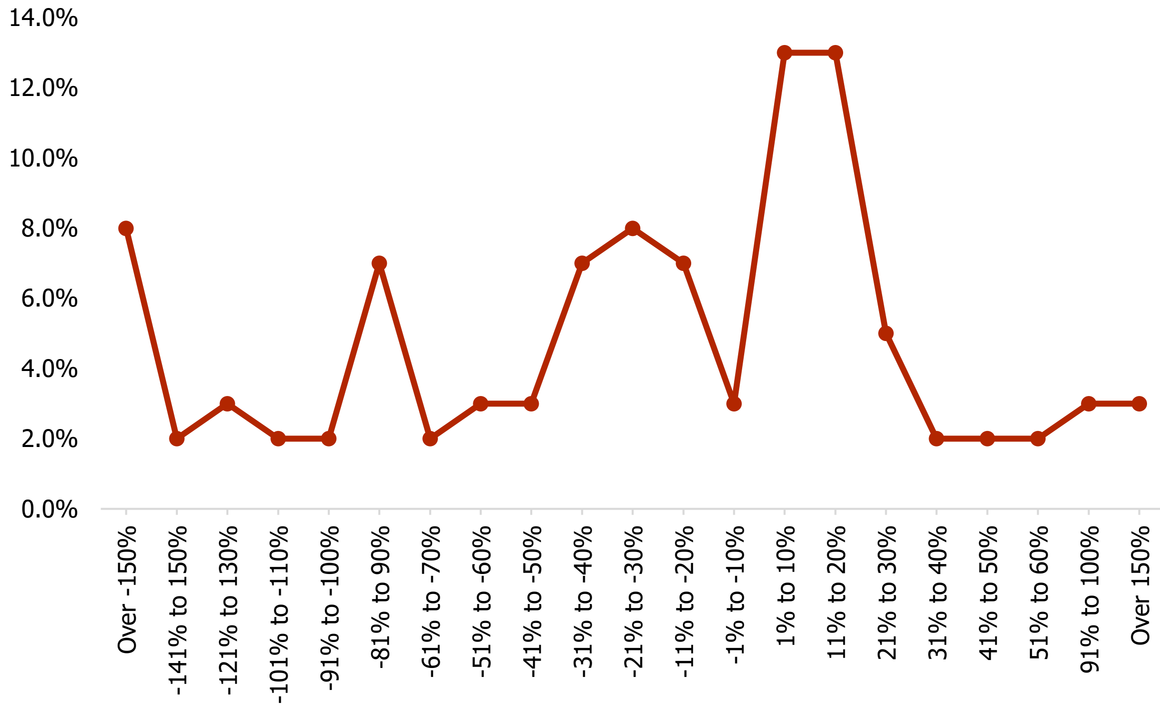


Figure 66: Estimated Percentage Change in Exports – 2021

5.4.14: Change in Exports by Sub-Sector (Exporters) – 2020

Figure 67 shows that 5 out of 10 sectors experienced an increase in exports, while the remainder experienced no change or decreased in exports in 2020. The largest proportion of a positive change in exports of 100% was observed in the Health and Wellness services sub-sector while the largest proportion of a decrease in exports was observed in the Fashion services sub-sector. Figure 67 also highlights the largest proportion of no change in exports experienced was in the Education services sub-sector.

5.4.15: Change in Exports by Sub-Sector (Exporters) – 2021

Compared to 2020, Figure 68 indicates that 9 out of 10 sub-sectors experienced a positive change in exports in 2021. The only sub-sector that has yet to experience an increase in exports in 2021 was the Tourism services sub-sector. Unfortunately, the largest decrease in exports of 80% was also accounted for by the Tourism services sub-sector.

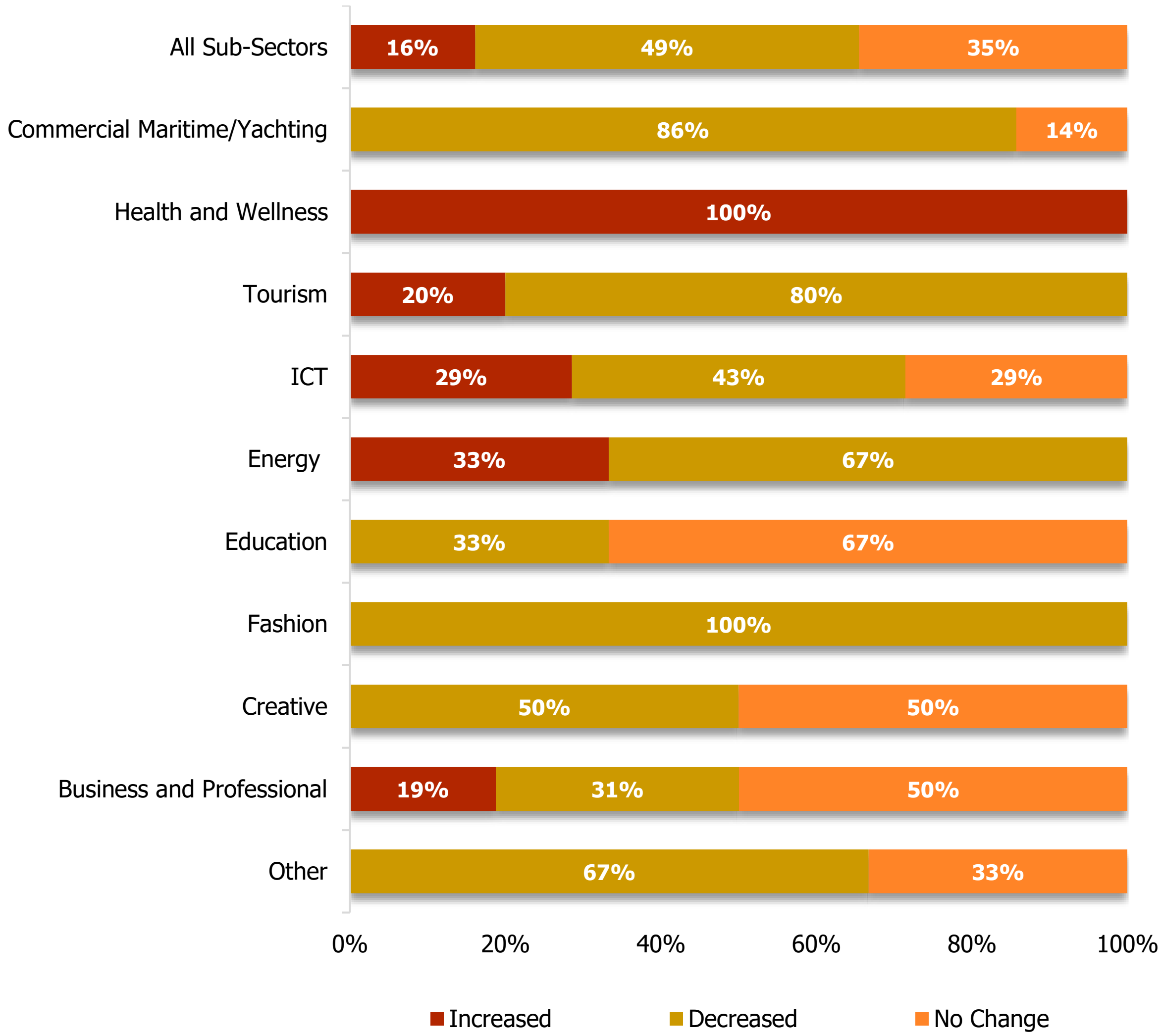


Figure 67: Change in Exports by Sub-Sector (Exporters) – 2020

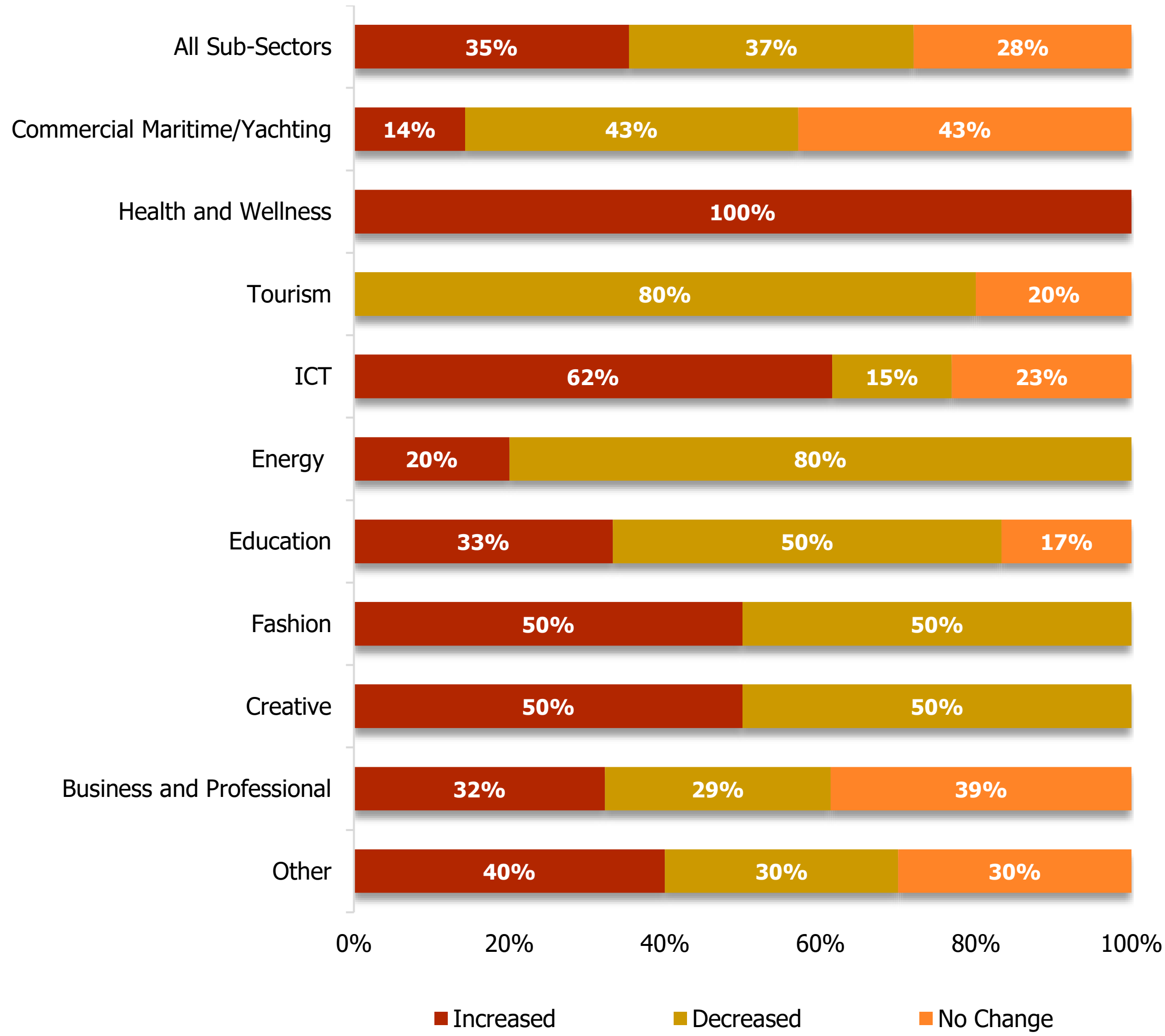


Figure 68: Change in Exports by Sub-Sector (Exporters) – 2021

5.4.16: Change in Exports by Location – 2020 and 2021

Figure 69 shows that in 2020, all regions comprised respondents who indicated an increase in exports with the exception of Tobago West. The largest increase in exports was observed in West Trinidad, while the largest proportion of a decline in exports was observed in Central Trinidad. one respondent having more than 50% of their annual sales accounted for by exports. In 2021, the trends observed in 2020 were also apparent. Moreover, the proportion of respondents who indicated that they experienced an increase in exports was over three-folds higher in 2021 for the East-West Corridor than in 2020, 45 percent vs 14 percent.

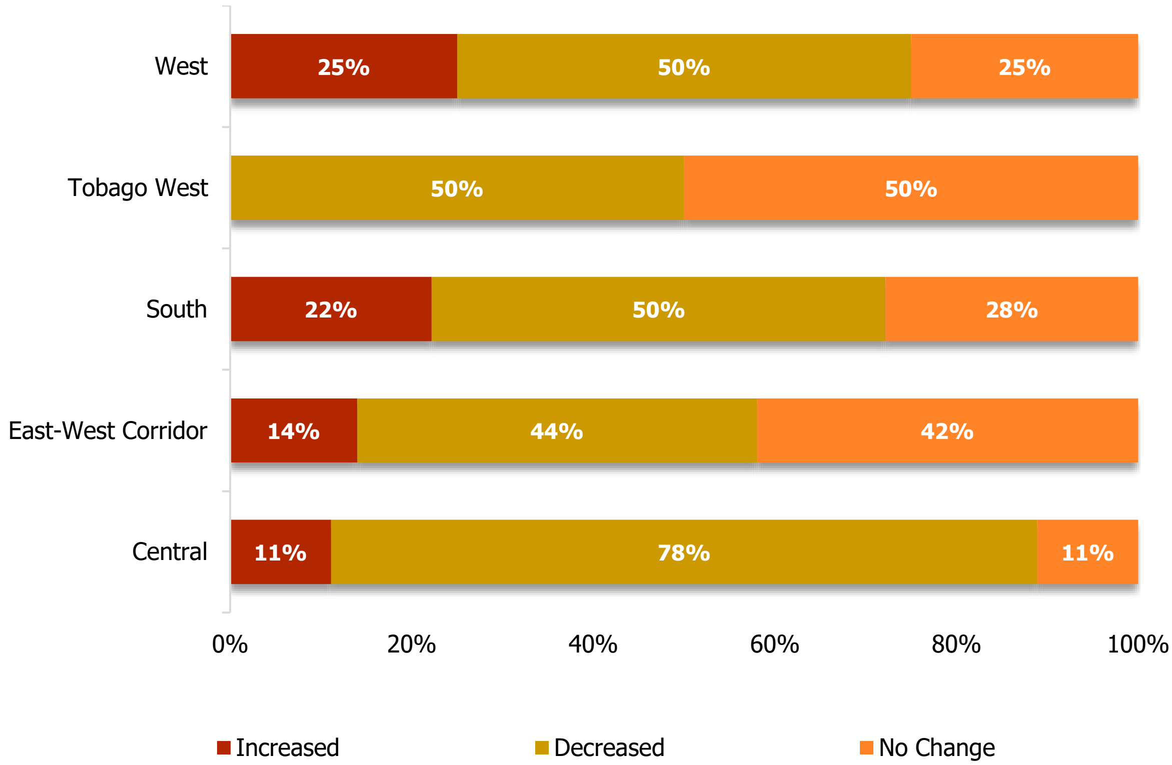


Figure 69: Change in Exports by Region (Exporters) – 2020

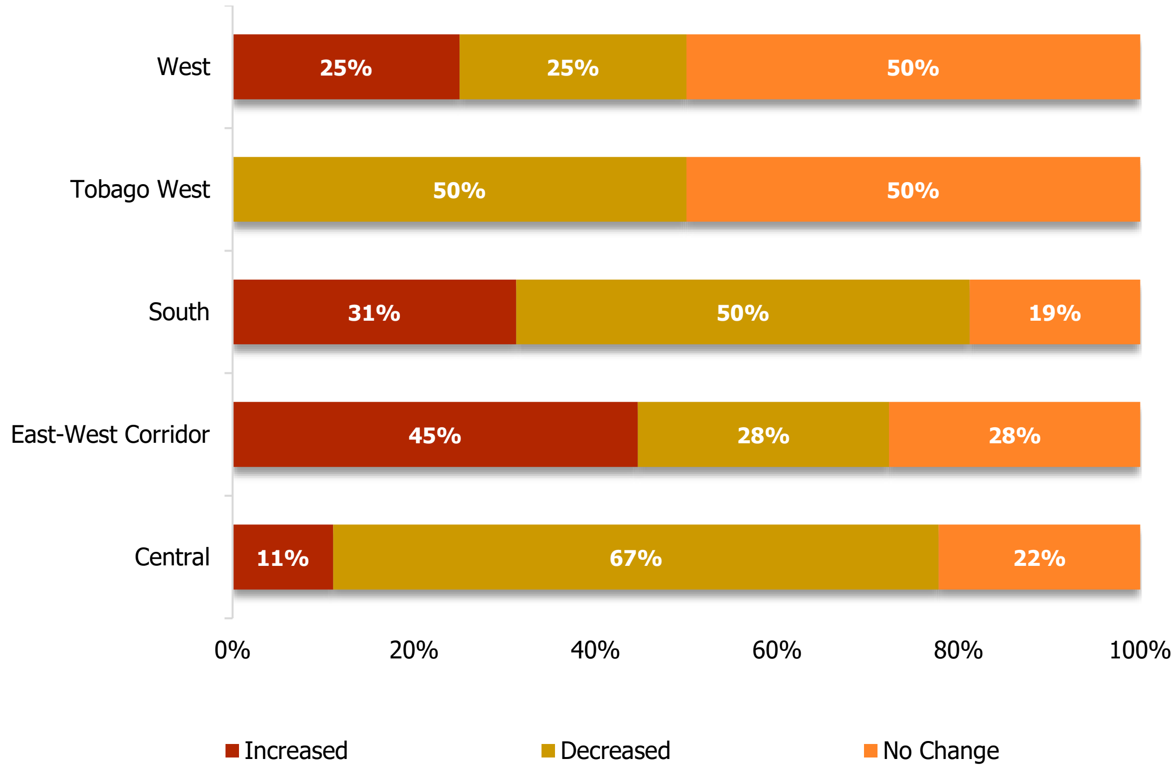


Figure 70: Change in Exports by Region (Exporters) – 2021

5.4.17: Change in Exports by Business Type – 2020 and 2021

In 2020, Figure 71 indicates that only Private LLCs and Individual Proprietorship/Sole Traders experienced increases in exports, while the other business types experienced either a decrease or no change in exports. In 2021, as shown in Figure 72, a larger proportion of Private LLCs experienced an increase in exports while the proportion for Individual Proprietorship/Sole Traders remain unchanged, 21 percent. The remainder of the business types continued to experience decreases in exports in 2021.

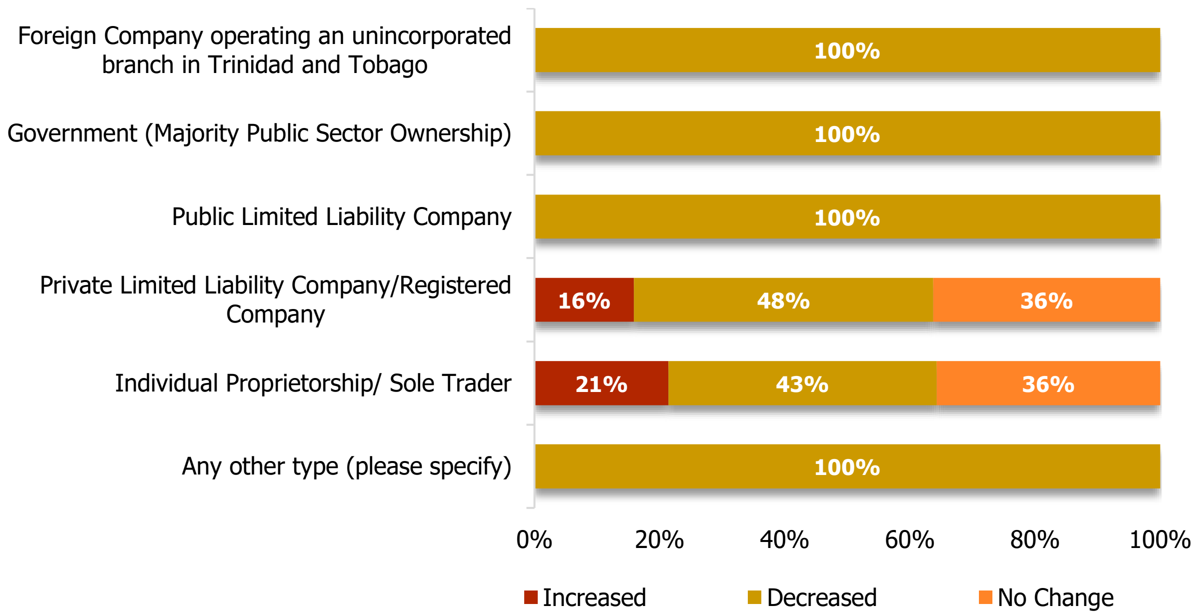


Figure 71: Change in Exports by Business Type – 2020

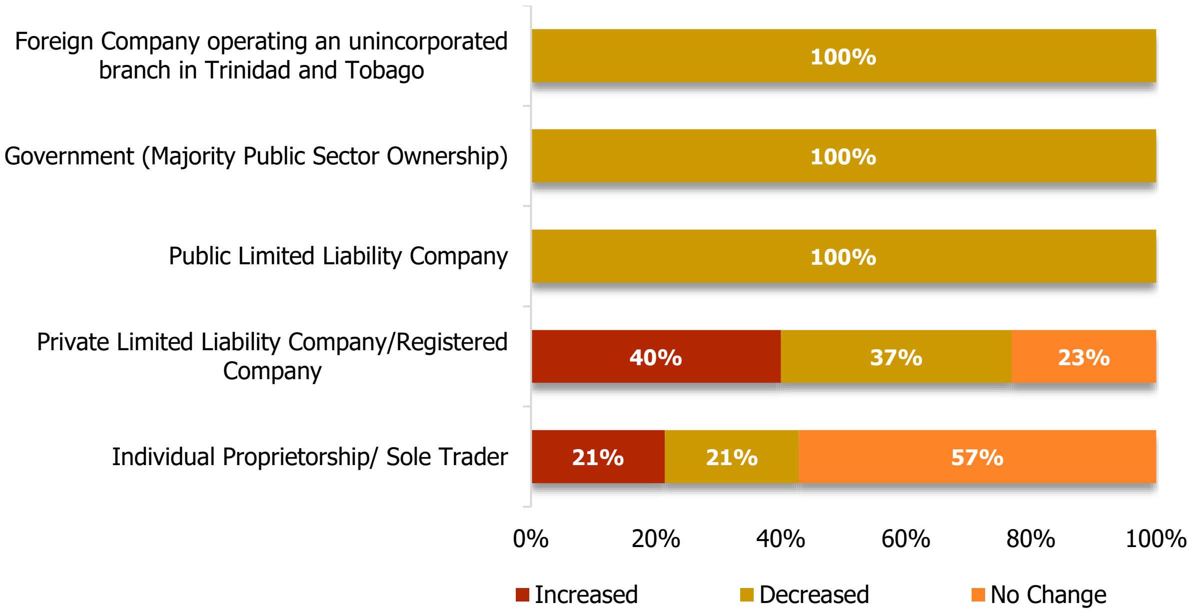


Figure 72: Change in Exports by Business Type – 2021

5.4.18: Change in Exports by Employment Type – 2020 and 2021

Figure 73 shows that in 2020, all establishment sizes with the exception of large enterprises comprised of respondents who experienced an increase in exports. Large enterprises did not experience any change in exports in both 2020 and 2021 as indicated by respondents. It is important to note that in 2021, each establishment size category experienced significant increases in the proportion of respondents who had increases in exports compared to 2020. For example, Figure 74 highlights that the proportion of medium enterprises who experienced an increase in exports was 80 percent in 2021 compared to 20 percent in 2020, a four-fold increase.

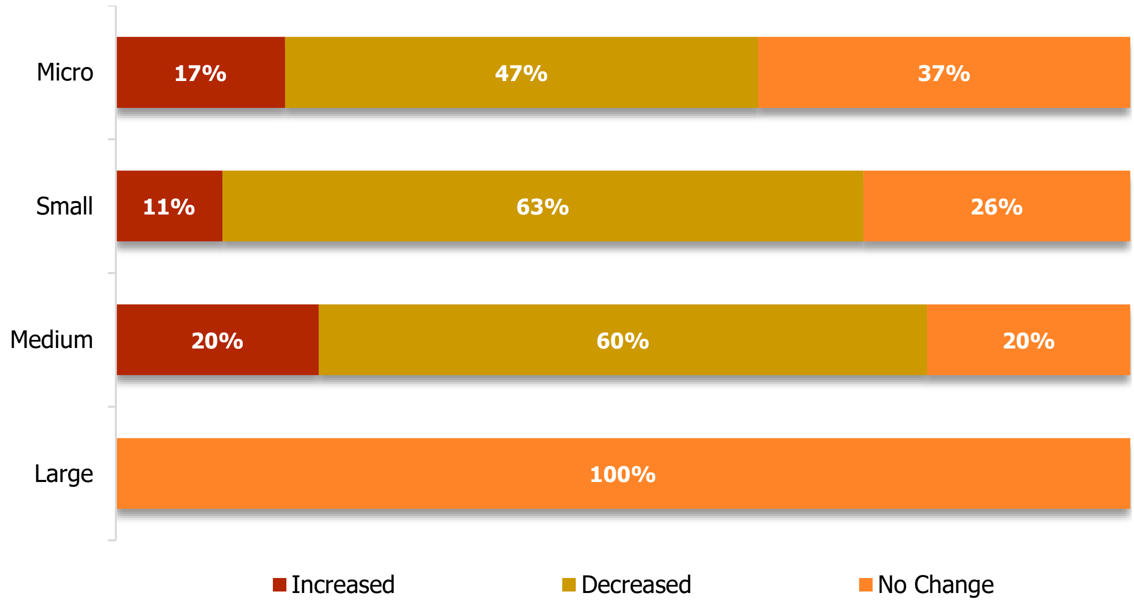


Figure 73: Change in Exports by Employment Type – 2020

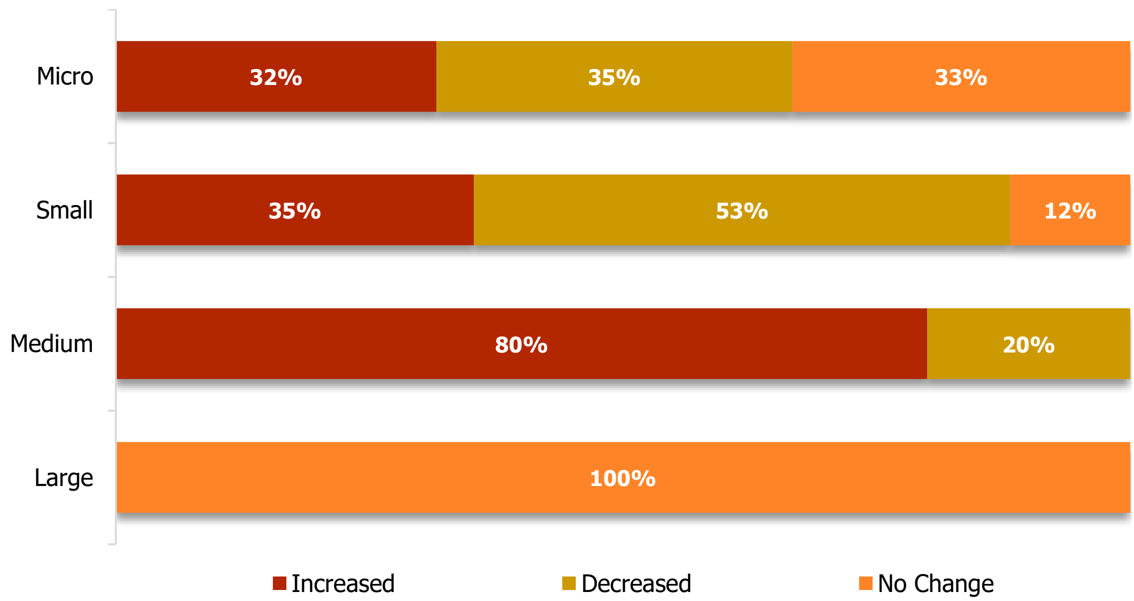
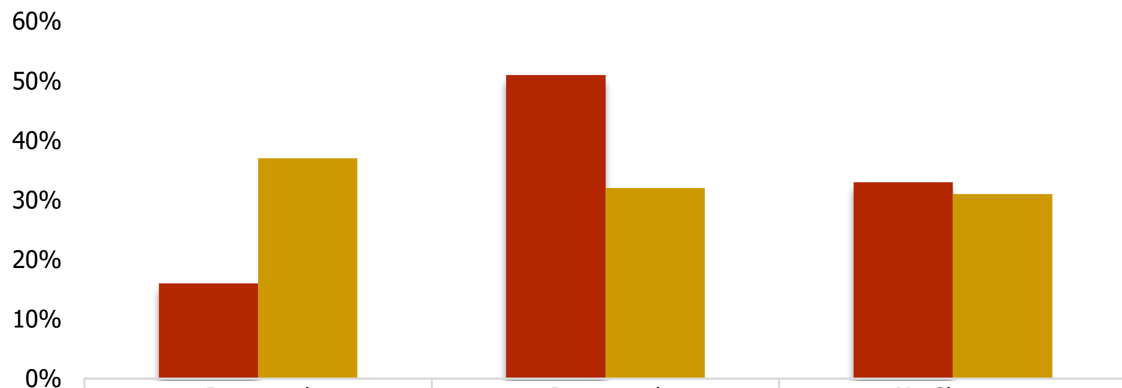


Figure 74: Change in Exports by Employment Type – 2021

5.4.19: Change in Exports by Mode – 2020 and 2021

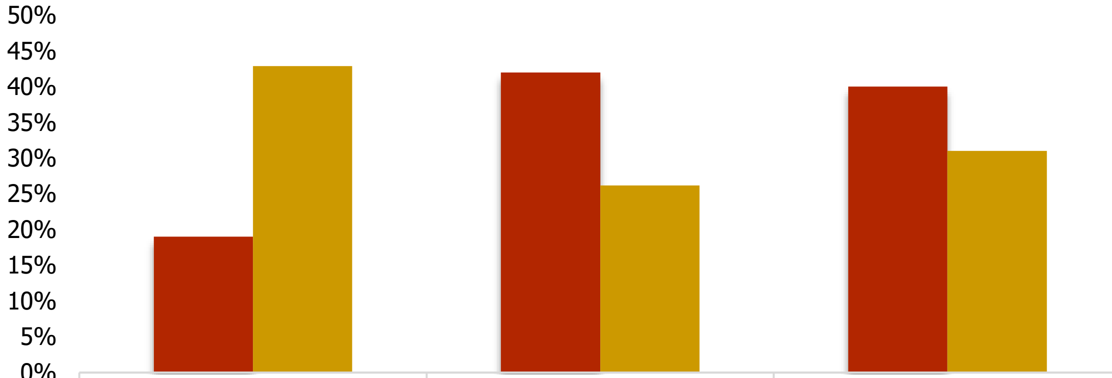


	Increased	Decreased	No Change
2020	16%	51%	33%
2021	37%	32%	31%

Figure 75: Change in Exports by Cross Border Supply – 2020 and 2021

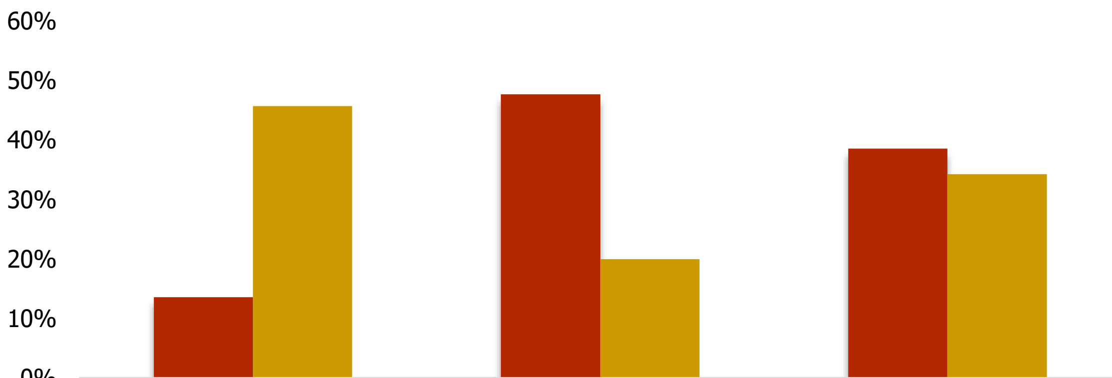
Across all modes, Figure 75 shows that the largest proportion of decrease in exports in 2020 was observed for cross border supply, 51 percent followed by 48 percent for commercial presence. The largest proportion of increase in export in 2020 was observed in the movement of natural persons as seen in Figure 78.

In 2021, increases in exports was the most common change in exports across all modes, with the largest proportion being observed in commercial presence, Figure 77. Furthermore, across all modes, the proportion of decreases in exports declined by approximately half for 2021 compared to that observed in 2020.



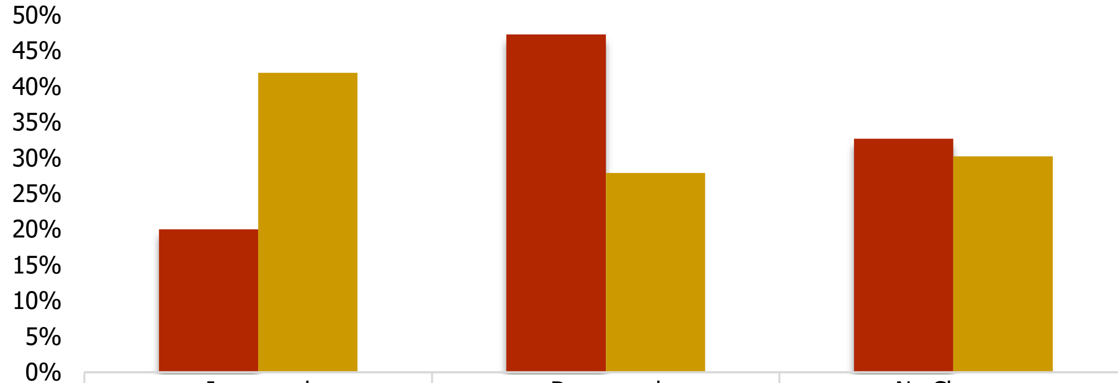
	Increased	Decreased	No Change
2020	19%	42%	40%
2021	43%	26%	31%

Figure 76: Change in Exports by Consumption Abroad – 2020 and 2021



	Increased	Decreased	No Change
2020	14%	48%	39%
2021	46%	20%	34%

Figure 77: Change in Exports by Commercial Presence – 2020 and 2021



	Increased	Decreased	No Change
2020	20%	47%	33%
2021	42%	28%	30%

Figure 78: Change in Exports by Movement of Natural Persons – 2020 and 2021

5.4.20: Change in Exports to the Top 5 Destinations – 2020 and 2021

Figure 79 shows that in 2020, the largest increase in exports was observed to Jamaica, while the smallest increase was observed in the United Kingdom. Moreover, the largest decrease in exports was observed to the United Kingdom while Barbados displayed the largest proportion of no changes in exports in 2020. However, in 2021, it is evident in Figure 80 that there were two- or three-fold growths in the proportion of increased exports to these top destinations. The largest proportion of increase in exports was observed in the United Kingdom destination.

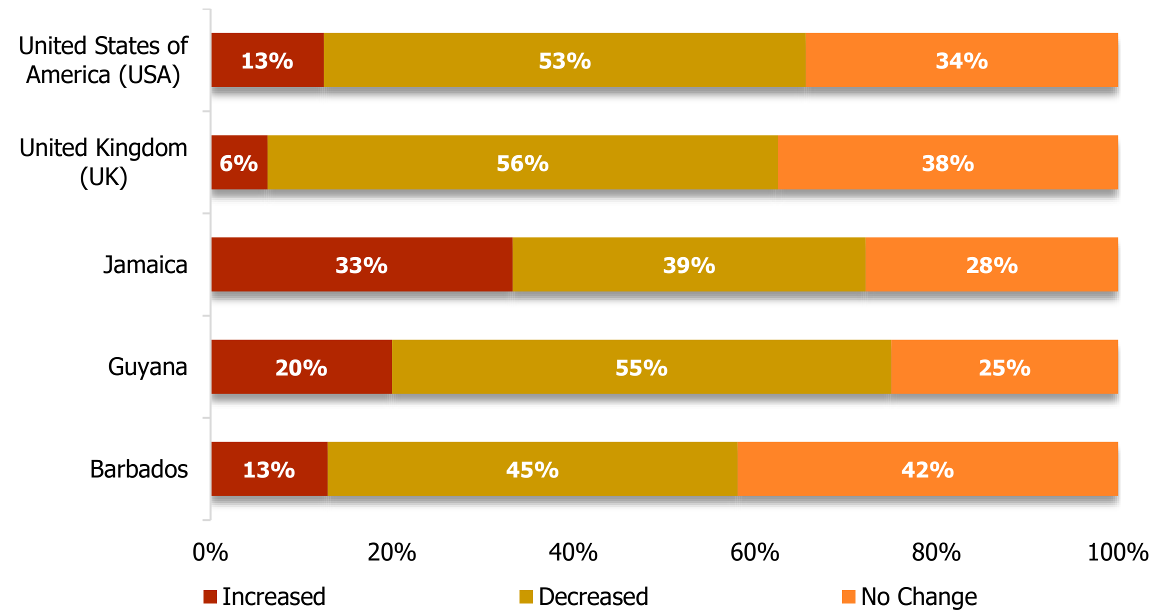


Figure 79: Change in Exports by Top 5 Destinations – 2020

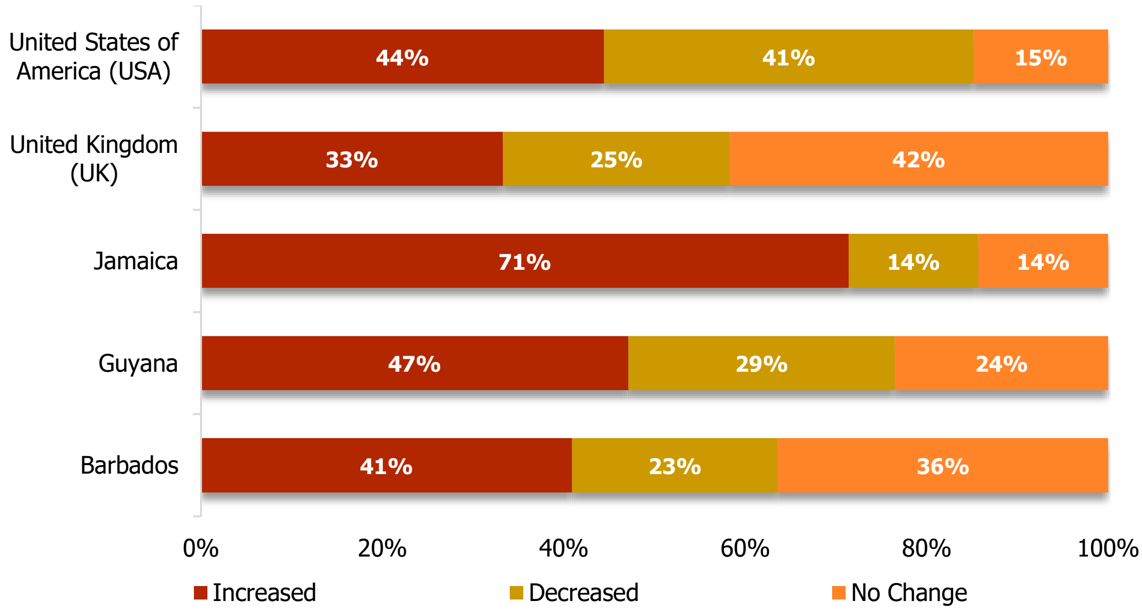


Figure 80: Change in Exports by Top 5 Destinations – 2021

5.5: Barriers to Exports

5.5.1: Ease of Exporting Services

Figure 81 shows that of the 39 percent of respondents that currently engage in exports, 53 percent indicated that exporting their services was an extremely easy to fairly easy process. In fact, the majority (1/3) of all exporting respondents found exporting to be a fairly easy process. On the other hand, a significant portion of exporting respondents still found exporting to be a difficult process, with almost 1/2 of exporting respondents indicating that the process was fairly to extremely difficult.

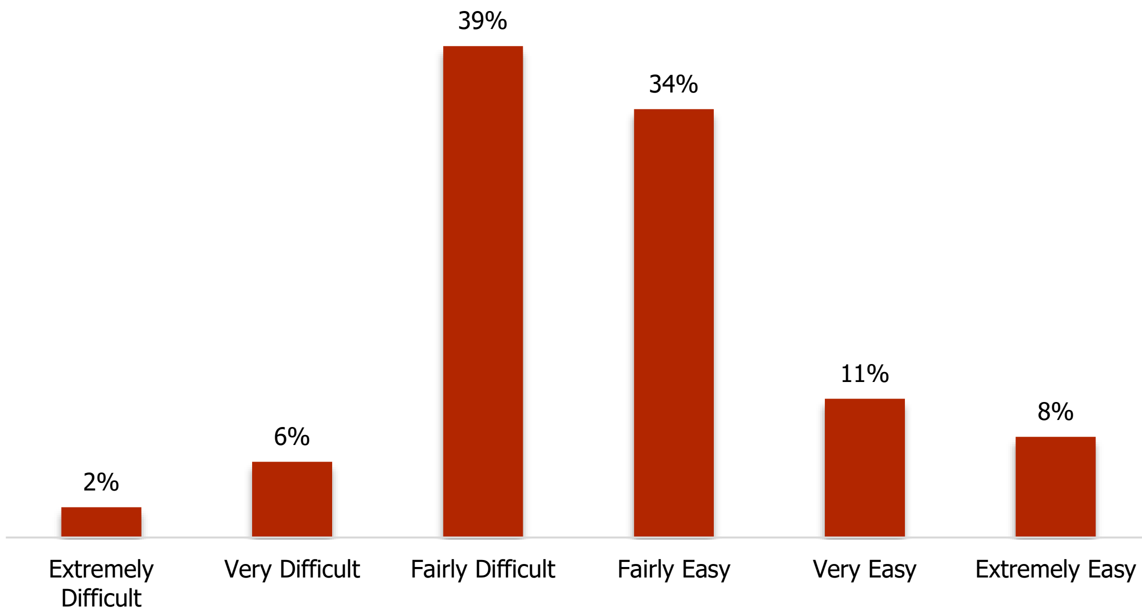


Figure 81: Respondents' Ease of Exporting

Figure 82 shows the ease of exporting services by sub-sector. Four (4) of the ten (10) sub-sectors under investigation comprised of persons who indicated that exporting their service was extremely easy. These sub-sectors included ICT, Fashion, Creative and Business/Professional with both Fashion and Creative sub-sectors having 50 percent of their cohort indicating that their service was extremely easy to export. Furthermore, the Creative services sub-sector is the only sub-sector whereby all respondents indicated that their service was easy to export, although in varying degrees. The Fashion and 'Other' sub-sectors were the only two (2) sub-sectors that indicated that exporting their service was extremely difficult.

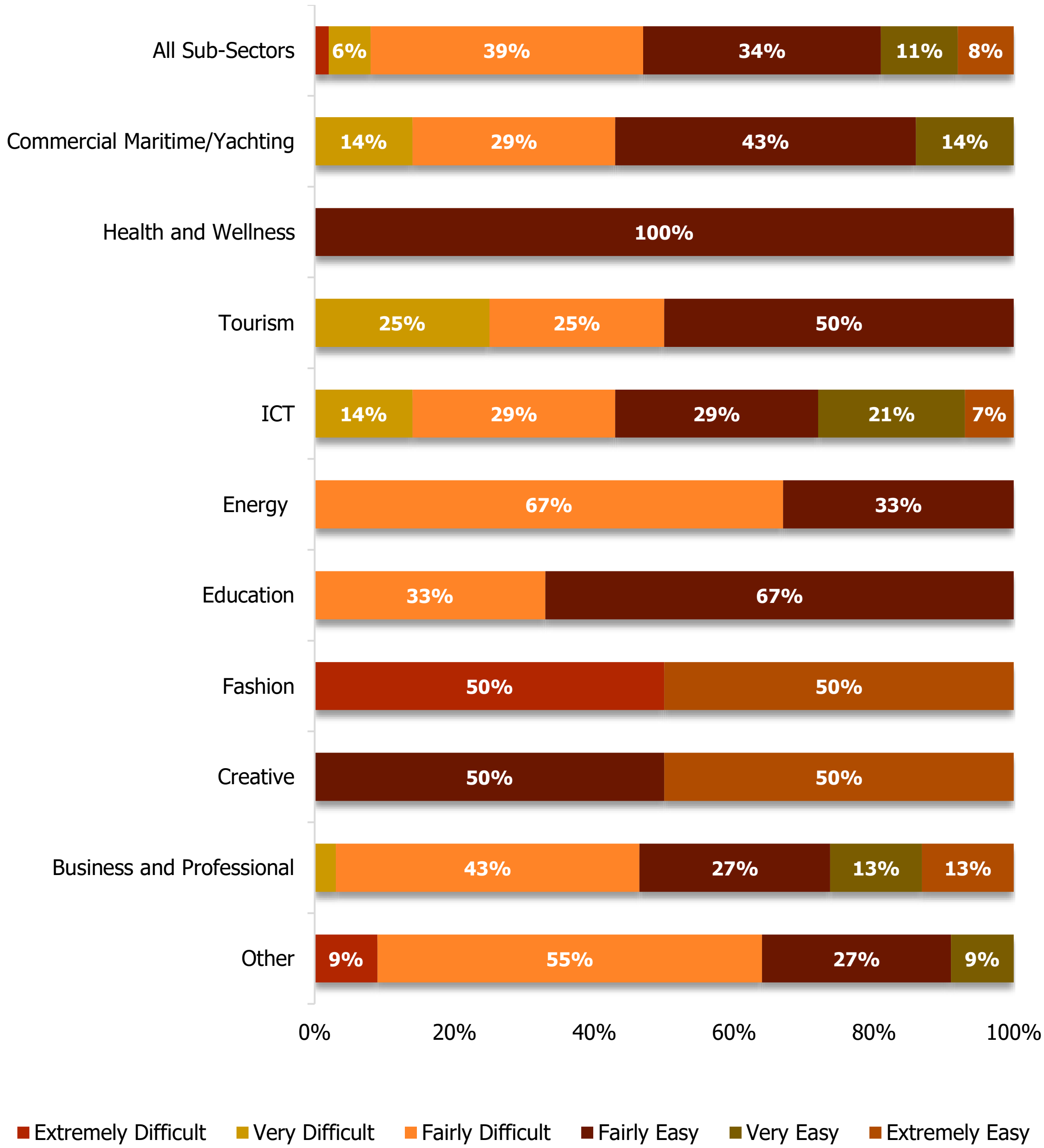


Figure 82: Respondents' Ease of Exporting by Sub-Sectors

5.5.2: Main Export Barriers

Figure 83 shows the most common export barriers indicated by respondents when asked to identify their top three (3) export barriers. The most frequently cited barriers to exports revolve around access to finance, market intelligence and research, access to international markets, the fierce competition in these markets and payment methods. Respondents also frequently cited human capital and financial barriers, including lack of competent staff, lack of technical competence, and labour market shortages.

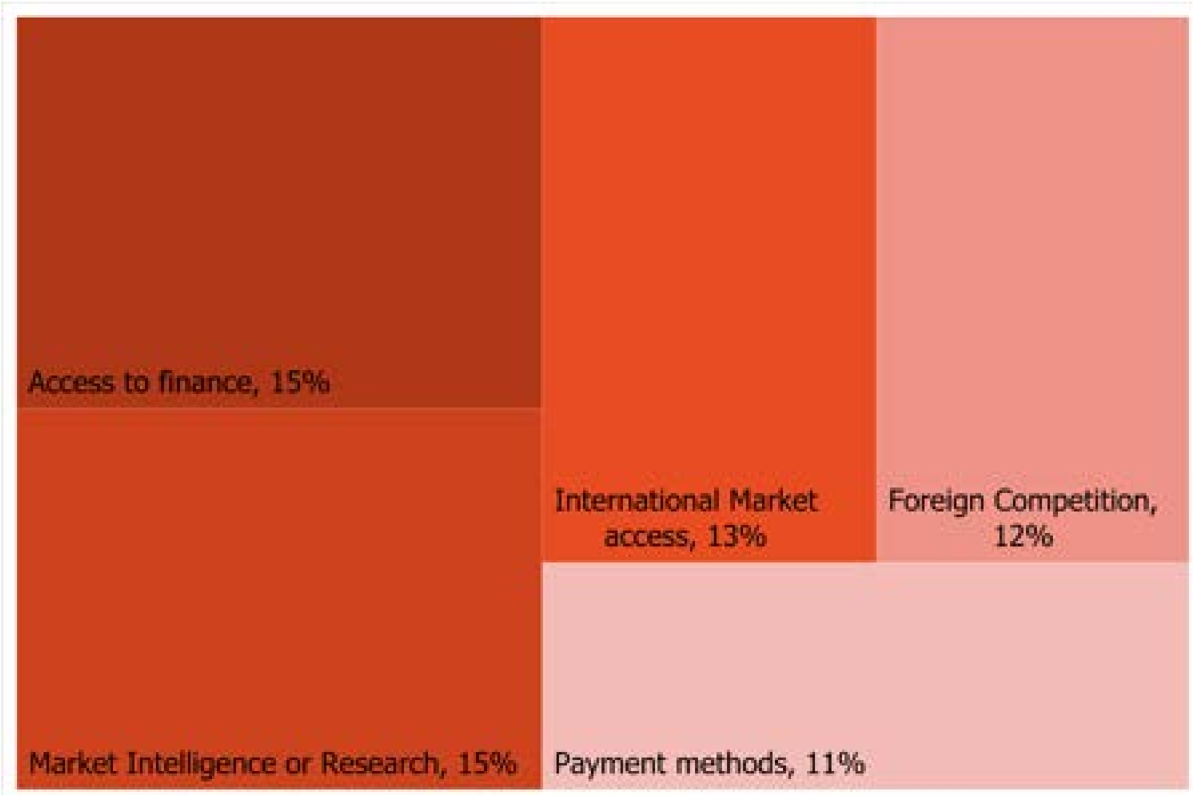


Figure 83: Top 5 Barriers to Exporting Services across all sub-sectors

5.5.3: Barriers to Export by Sub-Sector

Figures 84-93 show the top barriers in each sub-sector. Access to finance was selected as a top barrier in nine (9) out of the ten (10) sub-sectors, with the exception being the health and wellness services sub-sector. International market access was also cited as one of the top barriers in eight (8) of the ten (10) sub-sectors. Market intelligence and research was cited as a top barrier in seven (7) of the ten (10) sub-sectors.

The Energy, Tourism and Commercial Maritime/Yachting services sub-sectors were the only three (3) sub-sectors that included shipments and ship route as a top barrier to exporting their service.

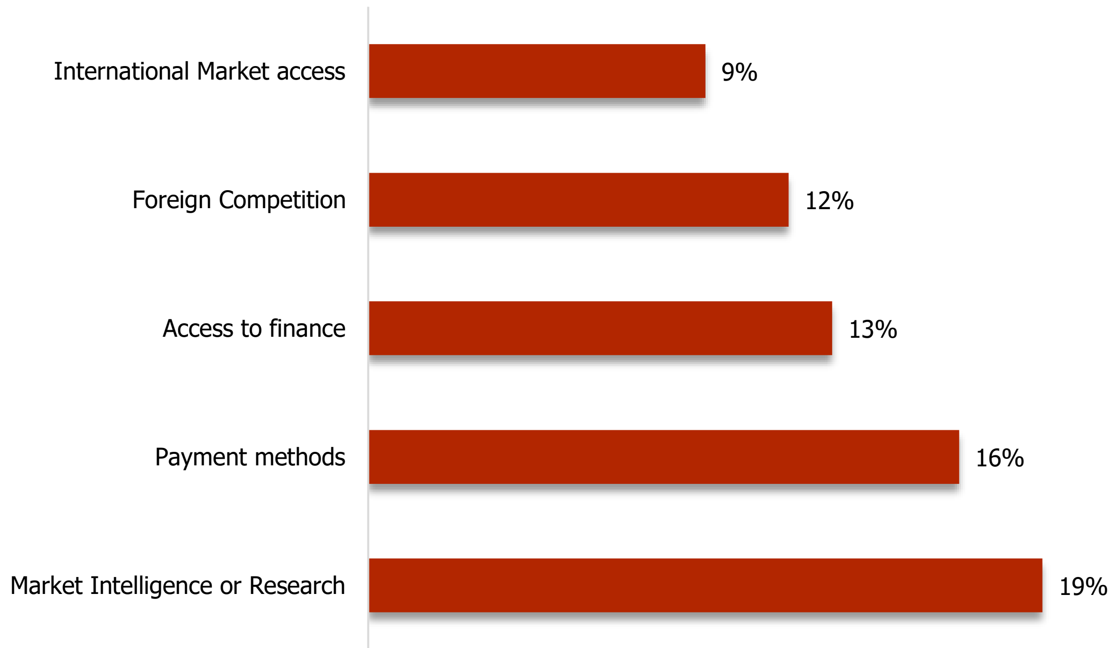


Figure 84: Top Barriers to Exporting Business and Professional Services

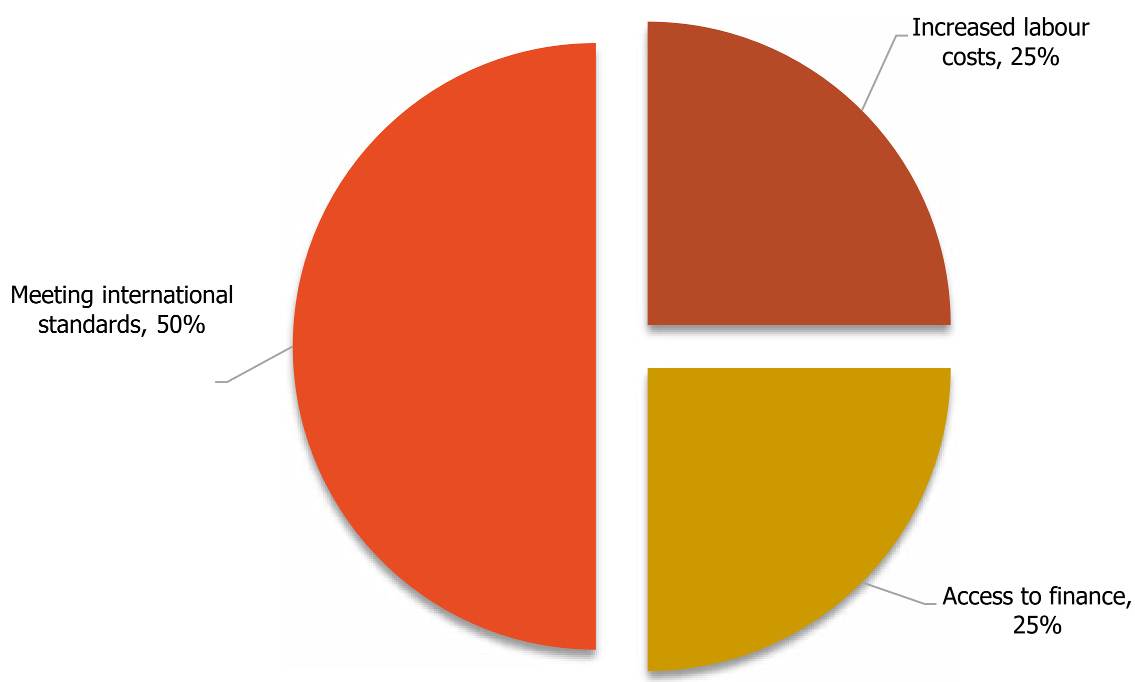


Figure 85: Top Barriers to Exporting Creative Services

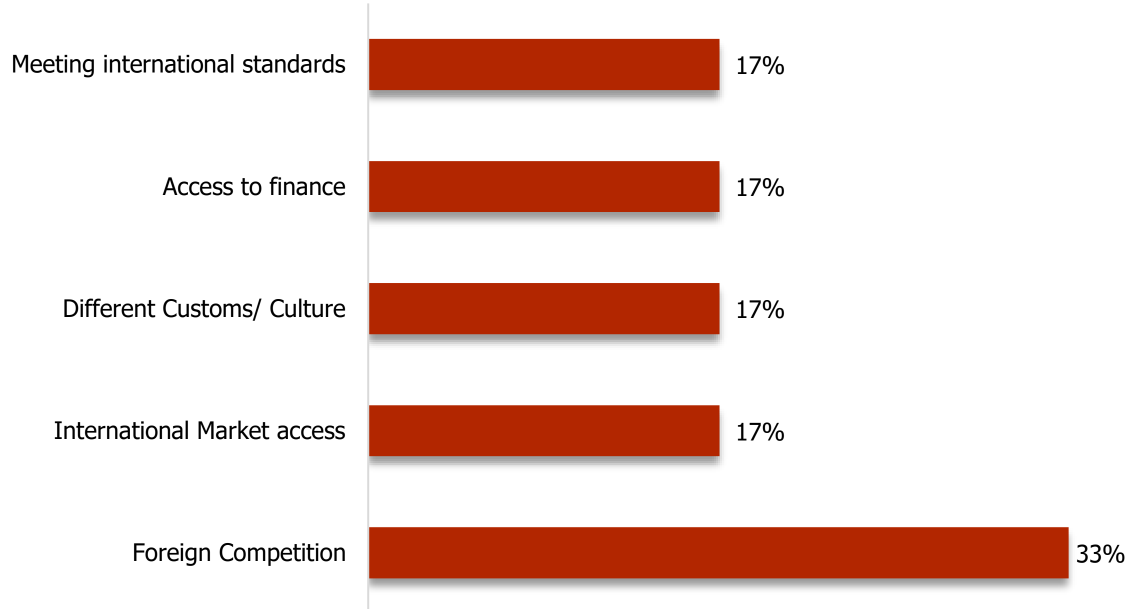


Figure 86: Top Barriers to Exporting Fashion Services

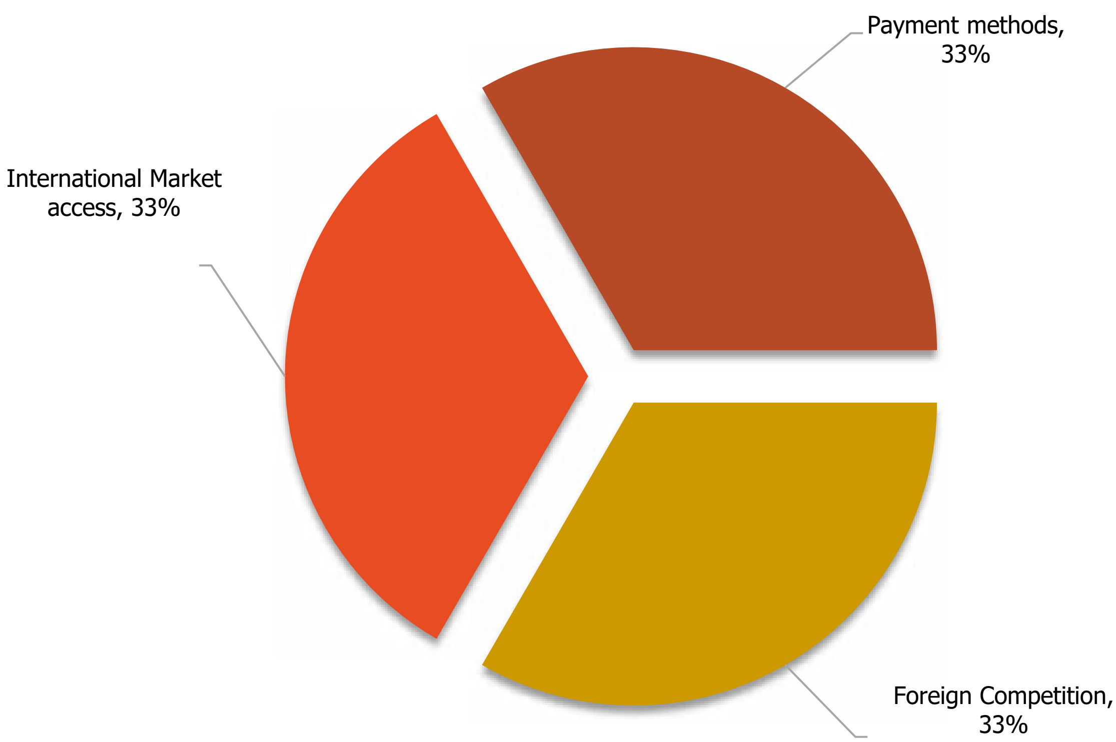


Figure 87: Top Barriers to Exporting Health and Wellness Services

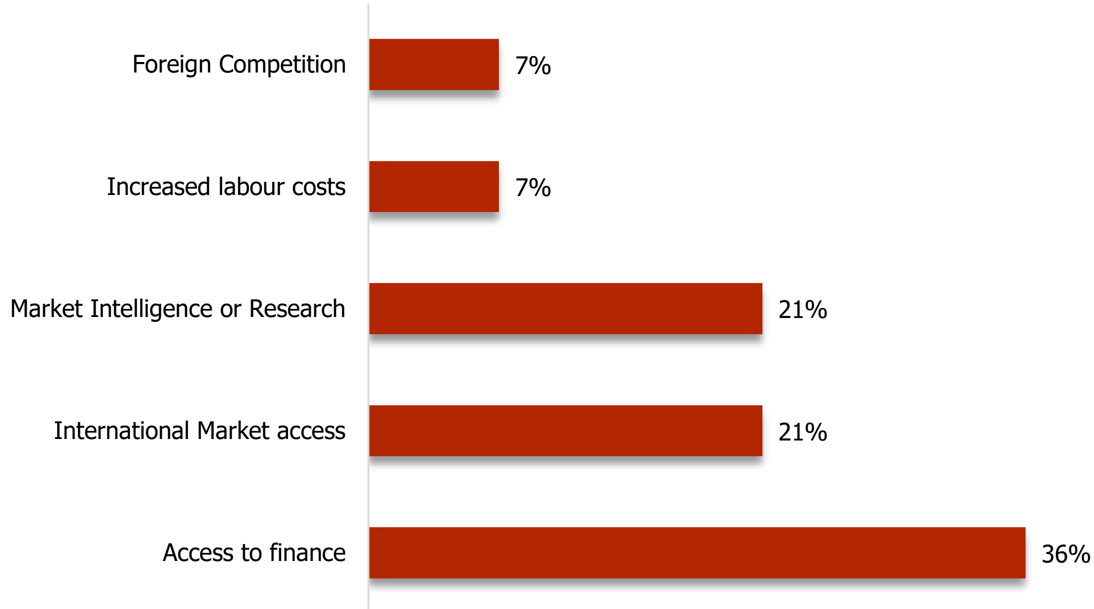


Figure 88: Top Barriers to Exporting Education Services

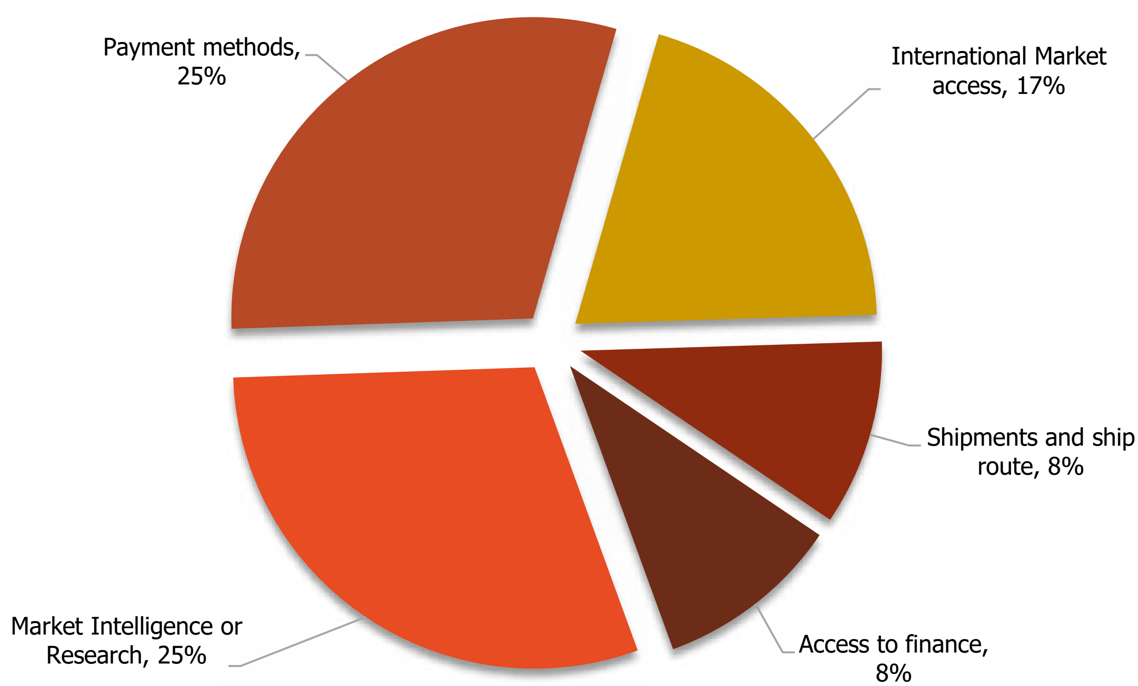


Figure 89: Top Barriers to Exporting Tourism Services

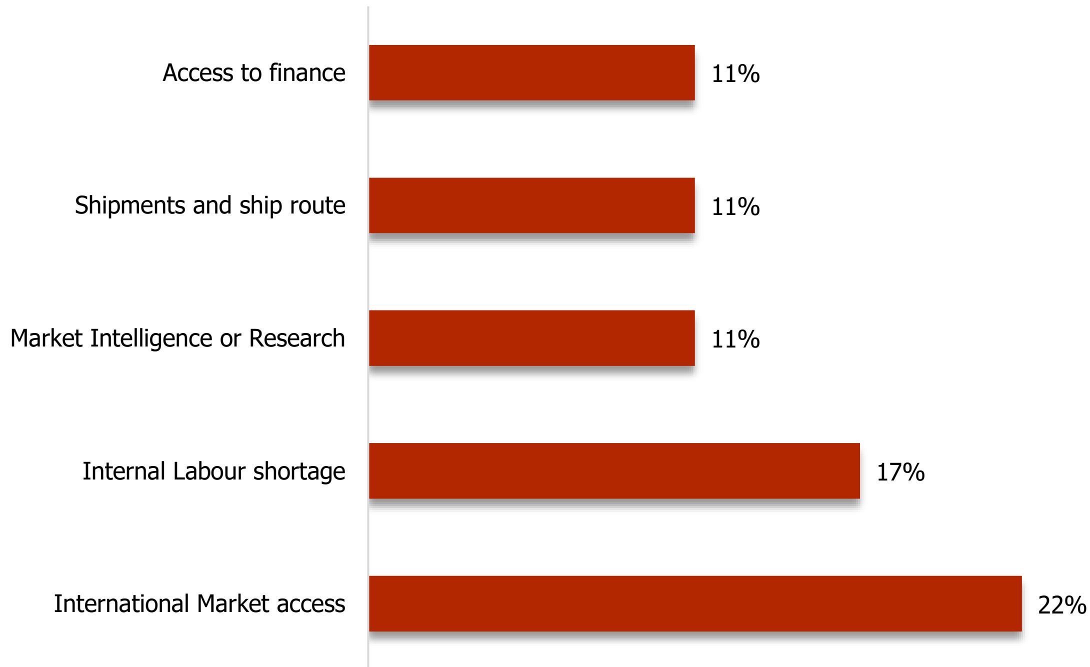


Figure 90: Top Barriers to Exporting Energy Services

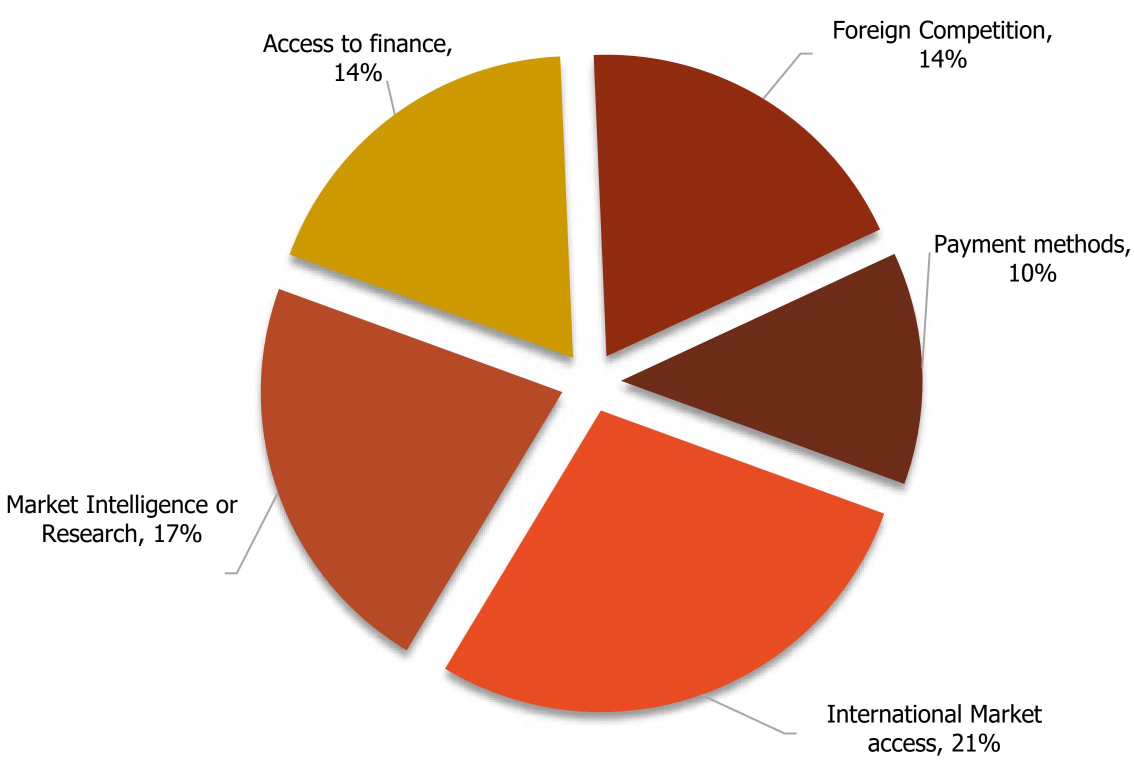


Figure 91: Top Barriers to Exporting ICT Services

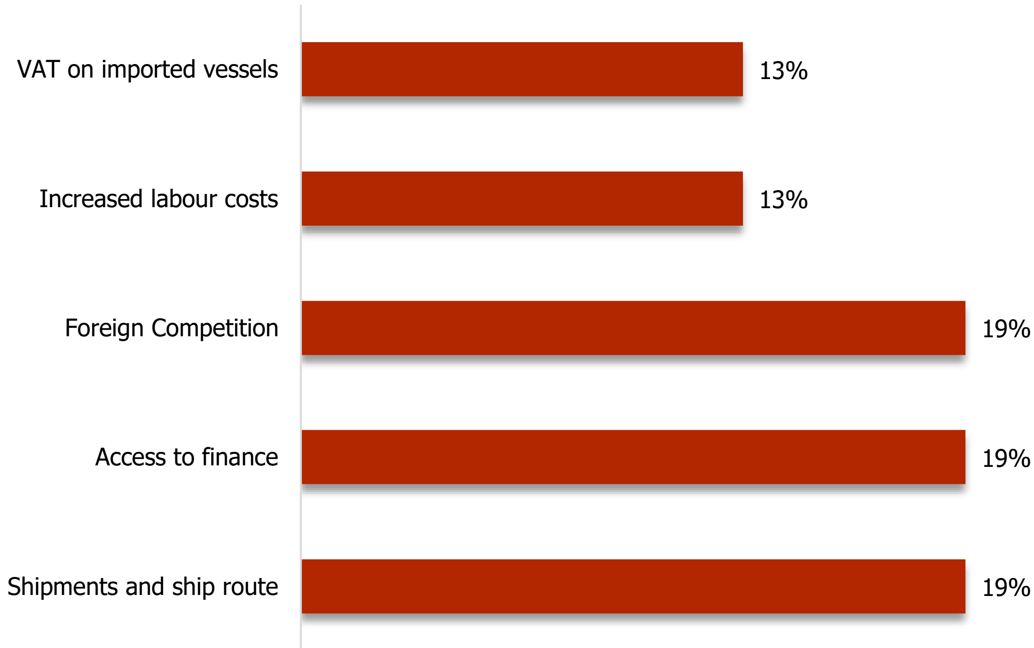


Figure 92: Top Barriers to Exporting Commercial Maritime/Yachting Services

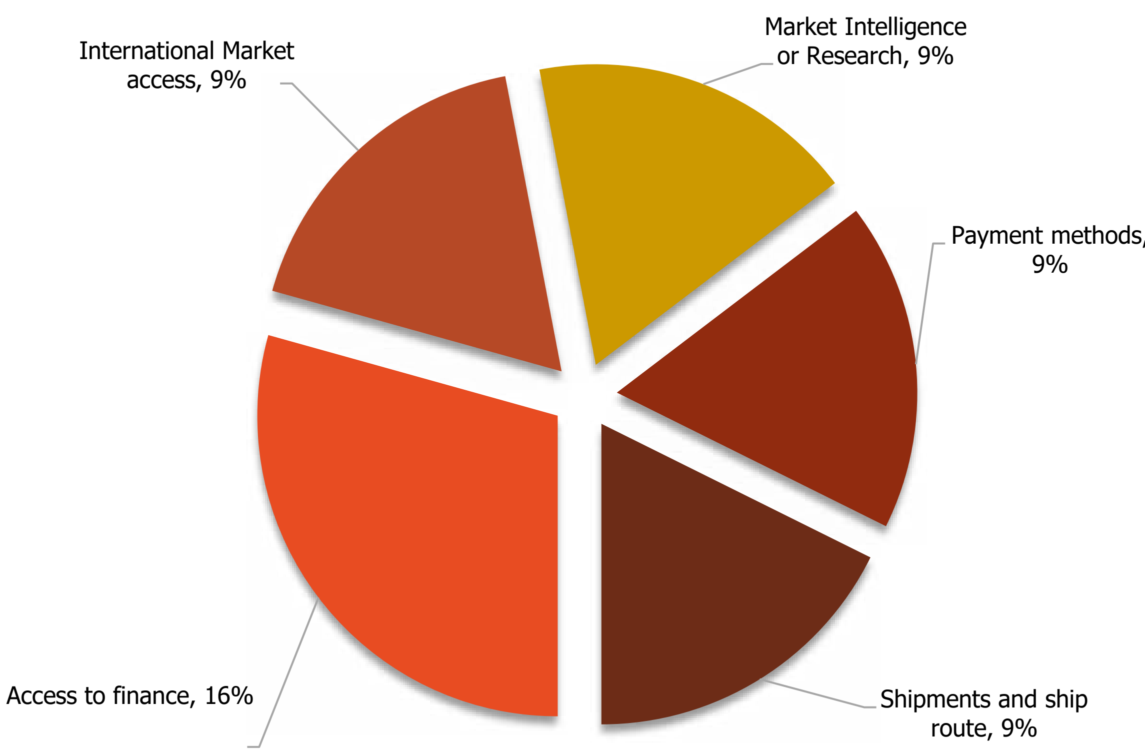


Figure 93: Top Barriers to Exporting Other Services

5.5.3: Barriers to Export by Location

Figures 94-98 highlight the top barriers to export by location. Across all locations, access to finance was listed as a top barrier, with the lowest proportion of respondents indicating this in West Trinidad. The top barriers cited in West Trinidad were market intelligence or research and payment methods.

In Central Trinidad, the top barriers included foreign competition, also cited as a top barrier in all regions except West Trinidad. Furthermore, technical competence of staff, internal labour shortage and meeting international standards were three barriers unique to the Central region (Figure 95).

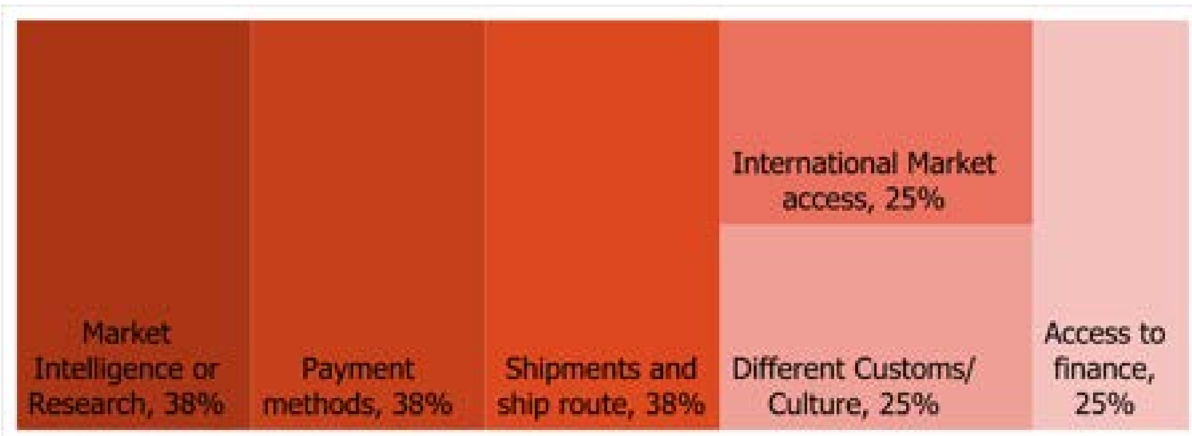


Figure 94: Top Barriers to Exporting Services in West Trinidad

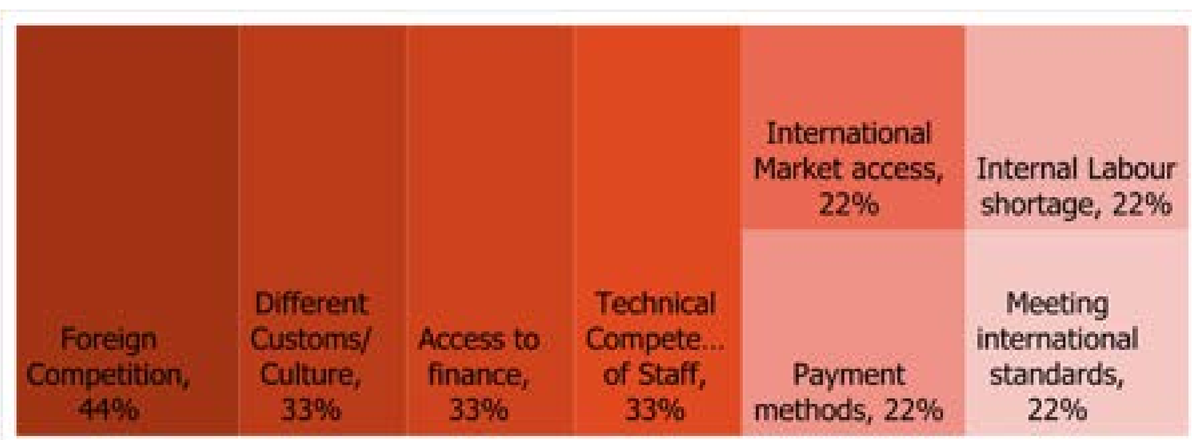


Figure 95: Top Barriers to Exporting Services in Central Trinidad

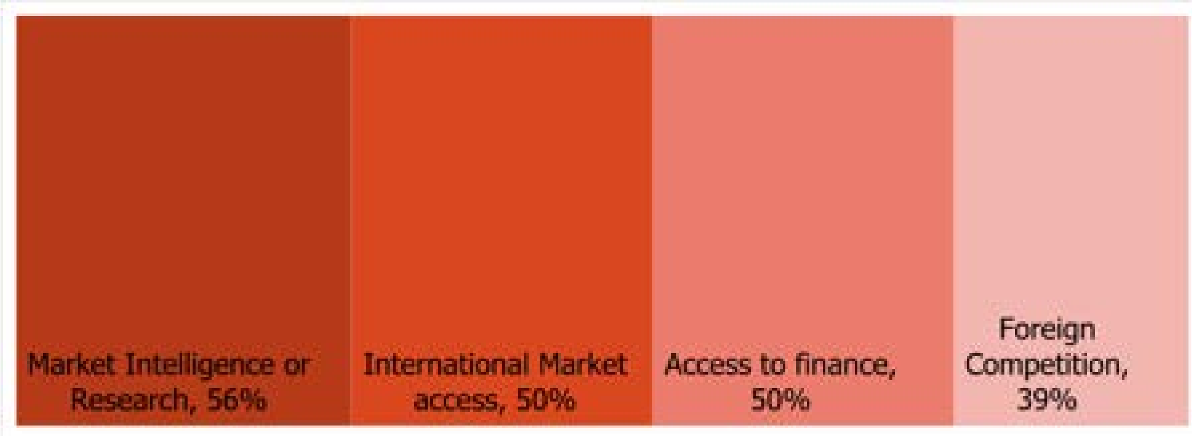


Figure 96: Top Barriers to Exporting Services in South Trinidad

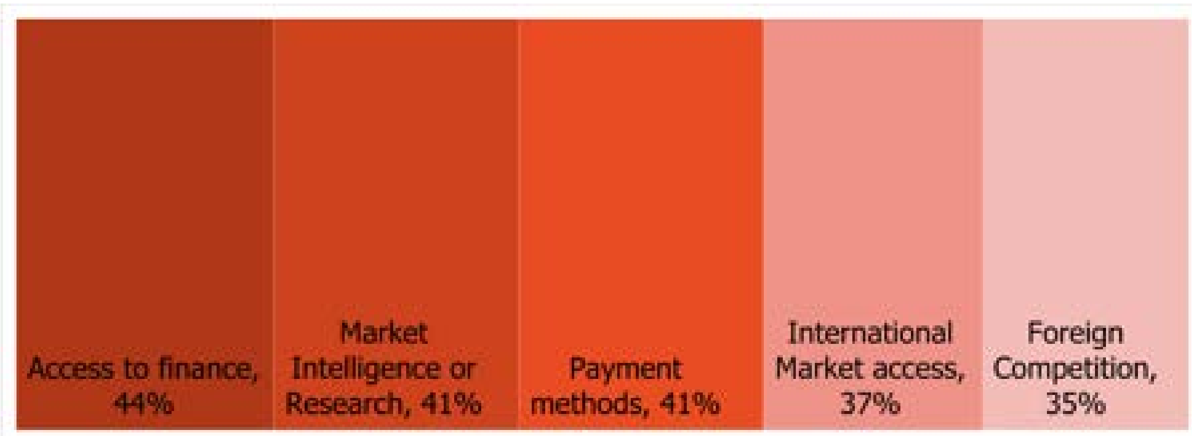


Figure 97: Top Barriers to Exporting Services on the East-West Corridor Trinidad

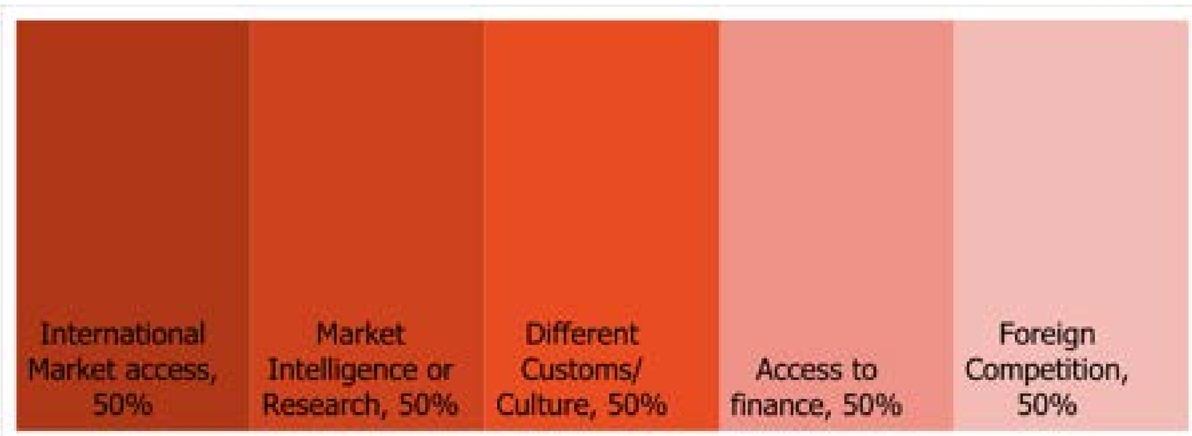


Figure 98: Top Barriers to Exporting Services in Tobago West

5.5.4: Barriers to Export by Employment Type

Across all establishment size cohorts comprised of at least one participant who indicated that access to finance is a barrier to exporting the service. A unique barrier to micro enterprises is payment methods while unique to SMEs is international market access, seen in Figures 99 and 100. The medium enterprises cohort was the only establishment size that cited shipments and ship route as a top barrier, shows in Figure 101. Market intelligence and research was cited as a barrier across all establishment sizes with the exception of large enterprises, shows in Figure 102.

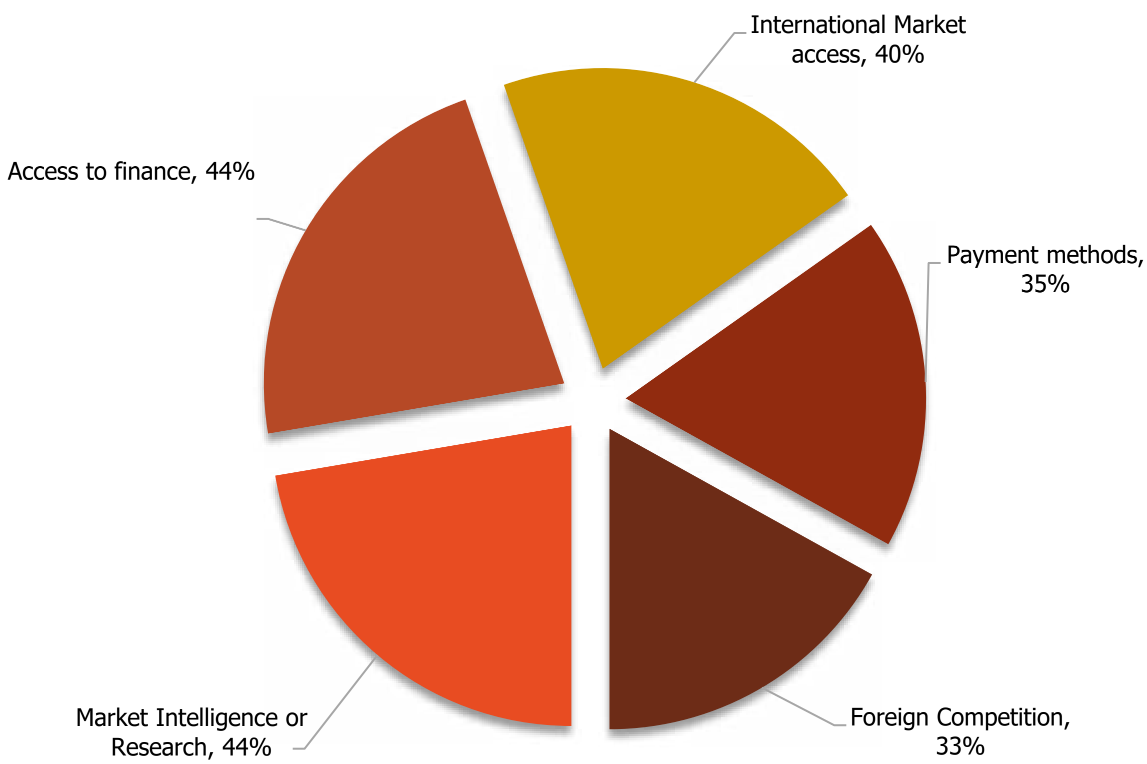


Figure 99: Top Barriers to Exporting Services for Micro Enterprises

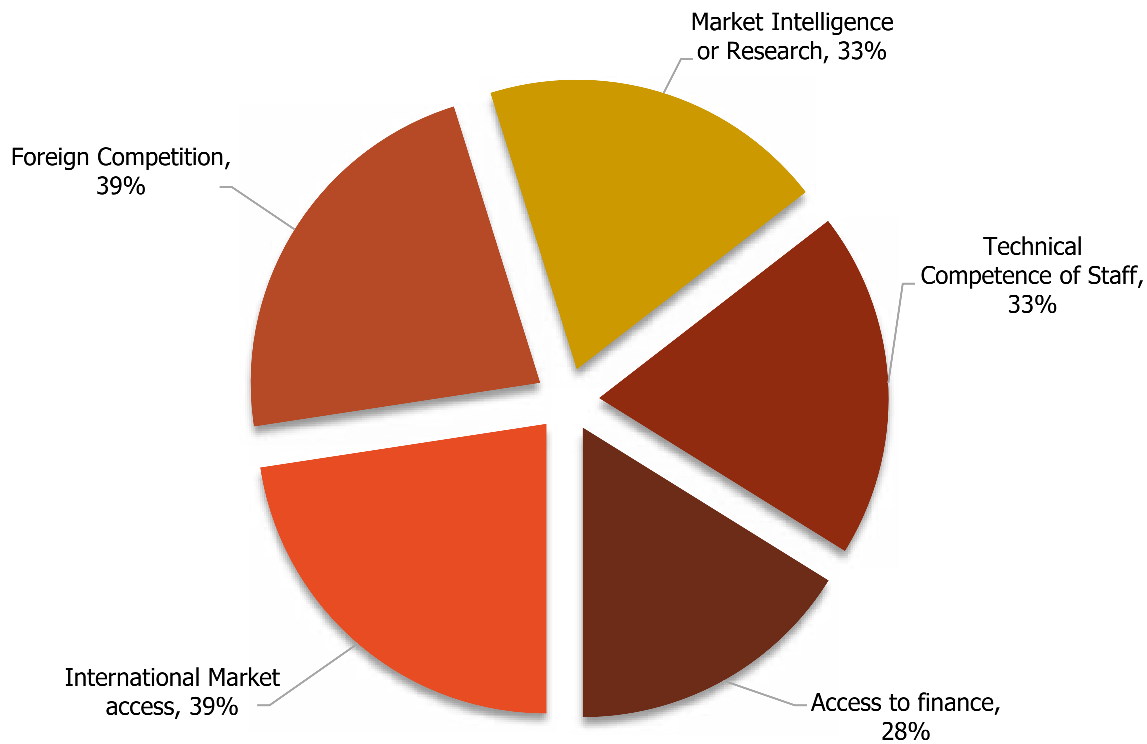


Figure 100: Top Barriers to Exporting Services for Small Enterprises

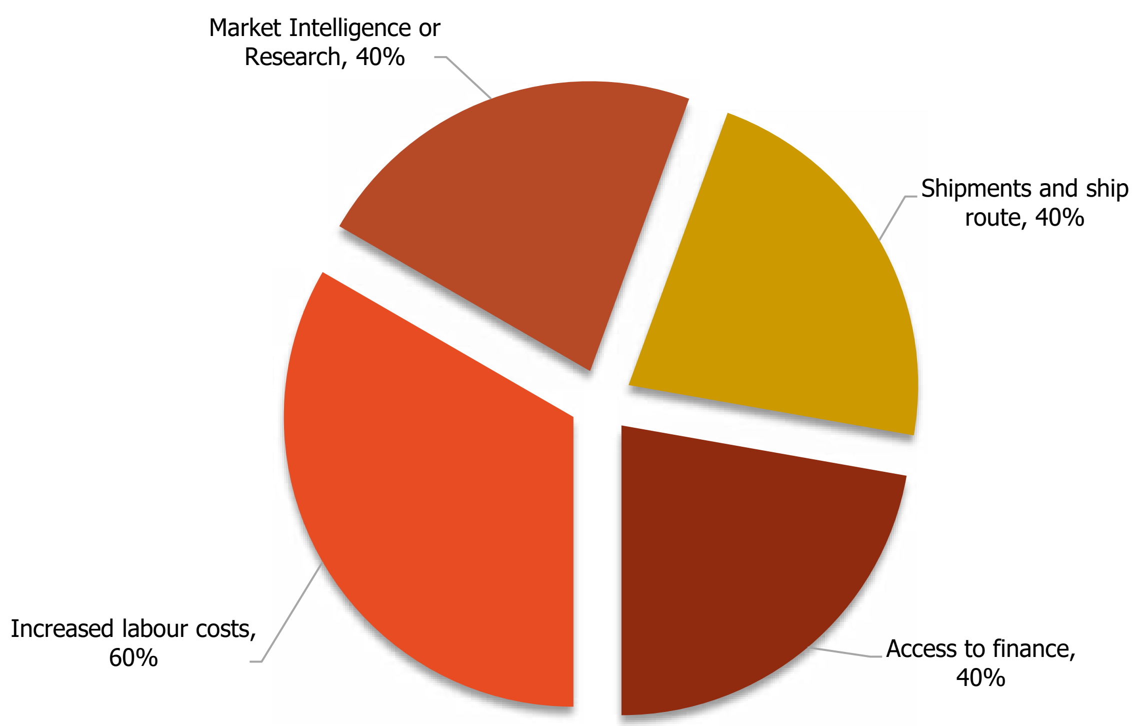


Figure 101: Top Barriers to Exporting Services for Medium Enterprises

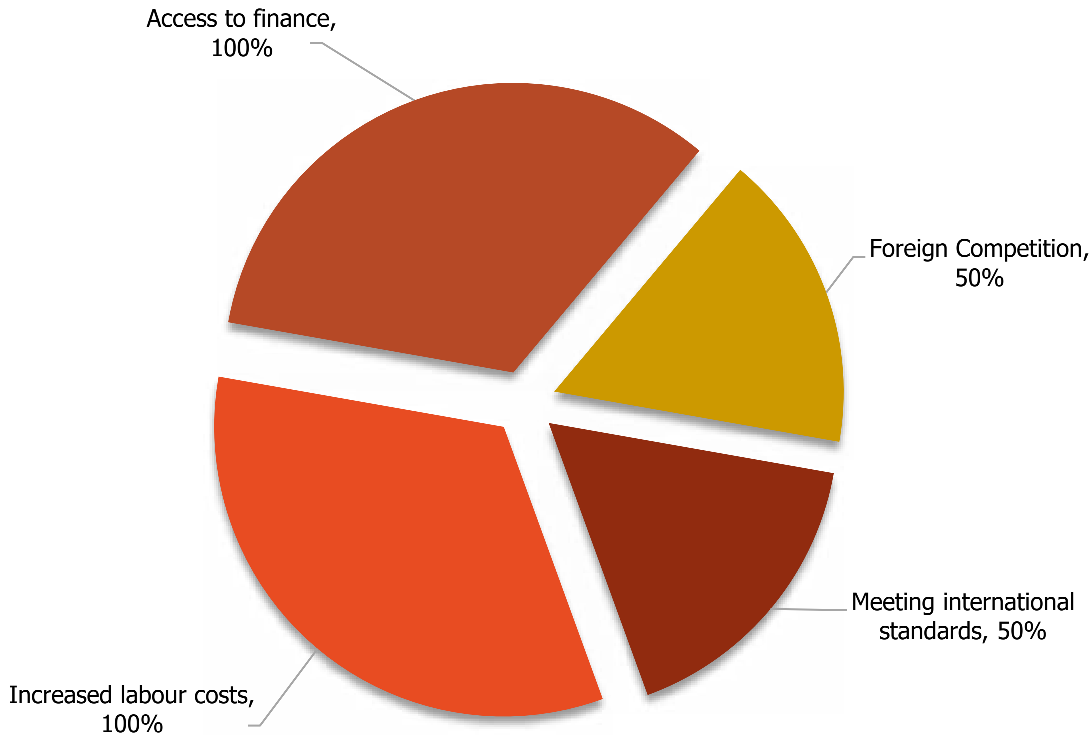


Figure 102: Top Barriers to Exporting Services for Large Enterprises

5.6.5: Barriers to Export by Destination

Figures 103 – 107 provides information on the top barriers to exporting destinations for both 2020 and 2021. With the exception of Barbados, the top barrier cited for exporting to all other countries was access to finance, with even larger proportions citing this as the top barrier in 2021 vs 2020.

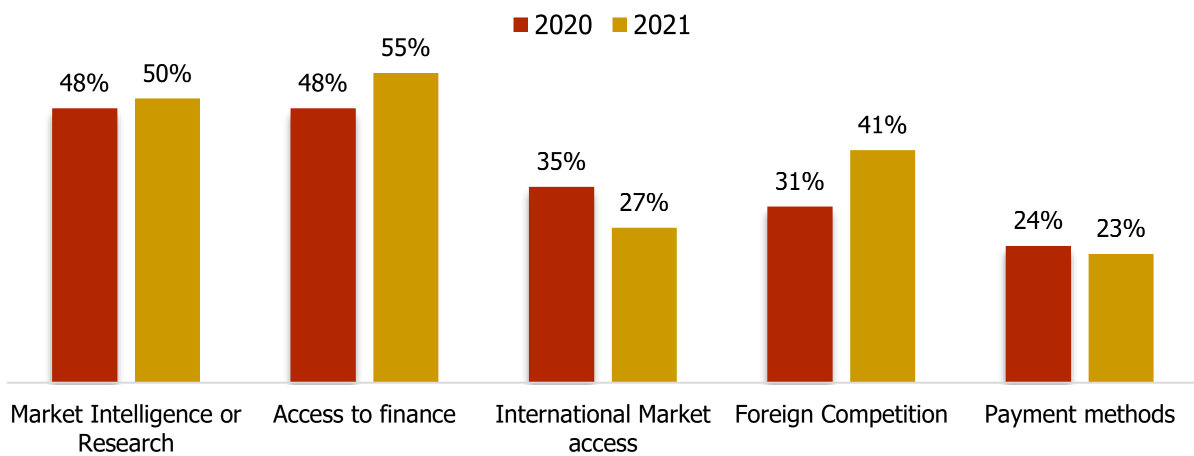


Figure 103: Top Barriers to Exporting Services to Barbados

In both 2020 and 2021, the top barriers for exporting to Barbados were market intelligence or research and access to finance. However, international market access was ranked as a top barrier by a larger proportion of respondents in 2020 than in 2021, while foreign competition was cited by more respondents as a barrier in 2021, shown in Figure 103.

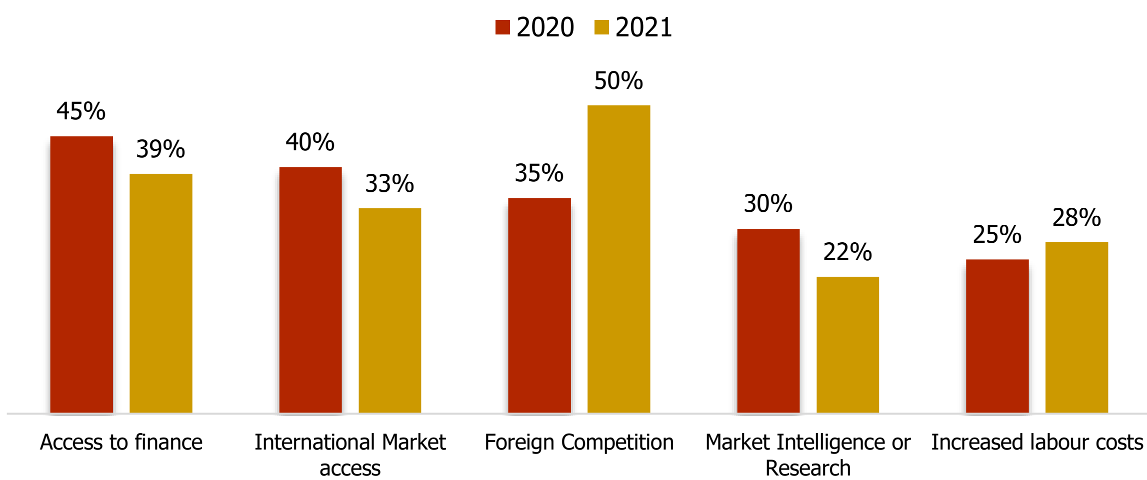


Figure 104: Top Barriers to Exporting Services to Guyana

In 2020, the top barriers for exporting to Guyana were access to finance and the international market. Figure 104 also shows that in 2021, foreign competition was ranked as a top barrier by a larger proportion of respondents than in 2020.

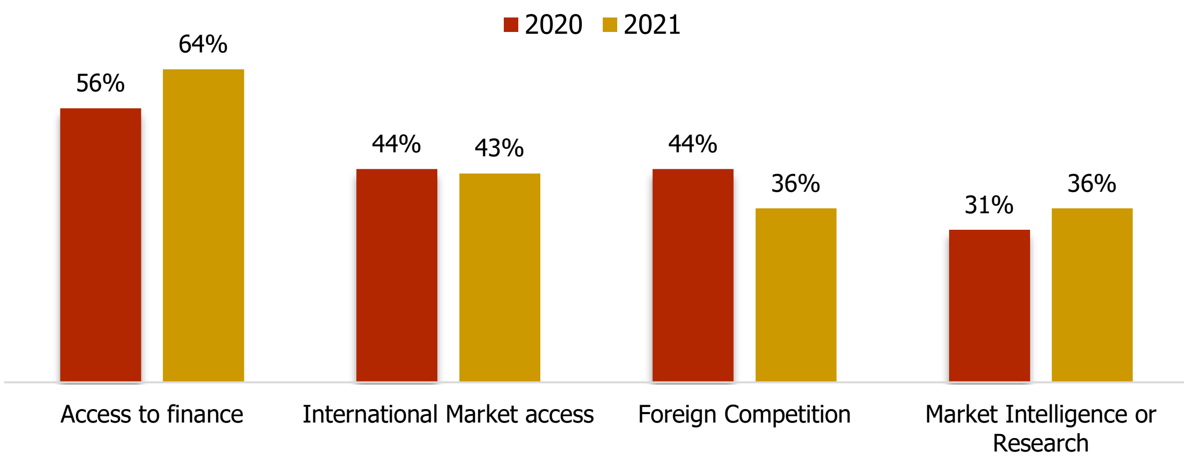


Figure 105: Top Barriers to Exporting Services to Jamaica

Similar to the trends observed for Guyana, in 2020, the top barriers for exporting to Jamaica were access to finance and the international market as shown in Figure 105.

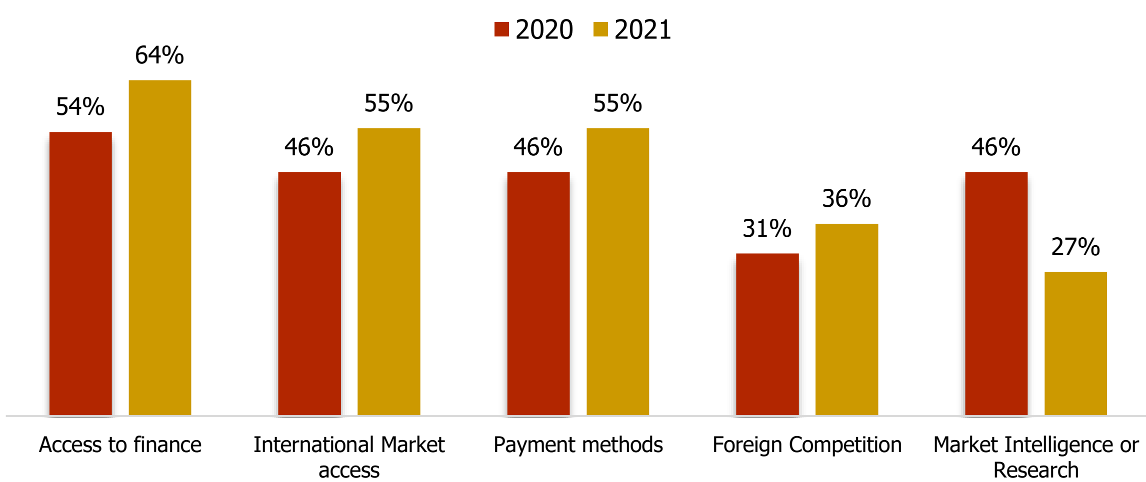


Figure 106: Top Barriers to Exporting Services to the United Kingdom

In 2020, similar to the trends observed for Guyana and Jamaica, the top barriers for exporting to the United Kingdom were access to finance and the international market. Figure 106 also shows that in 2020, market intelligence or research was cited by almost two-fold the proportion of respondents as a top barrier than in 2021.

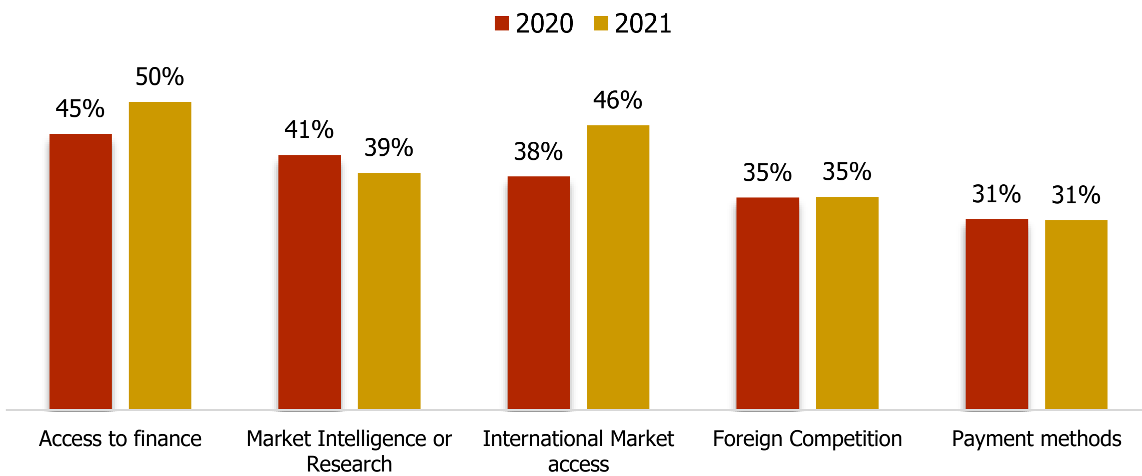


Figure 107: Top Barriers to Exporting Services to United States

In 2020, similar to the majority of other export destinations, the top barrier for exporting to the United States was access to finance, shown in Figure 107. However, in 2021, the top two barriers included international market access as opposed to market intelligence or research in 2020. Figure 107 also shows that foreign competition and payment methods were both cited equally as top barriers in 2020 and 2021.

5.5.6: Barriers to Export by Business Type

Figure 108 shows that the top barrier amongst Individual Proprietorship/Sole Traders was market intelligence or research while for Private LLCs, the top barrier cited was access to finance. International market access was ranked as the second major barrier to export by both Private LLCs and Individual Proprietorship/Sole Traders.

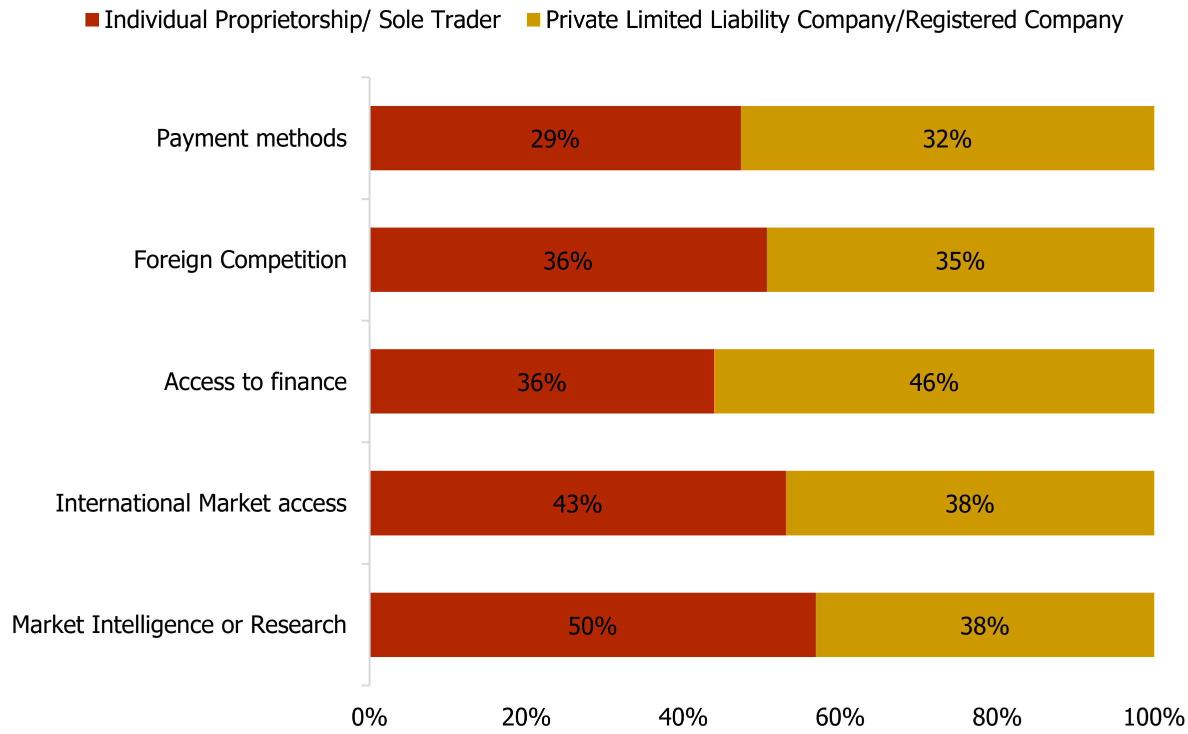


Figure 108: Top Barriers to Exporting Services by Business Type

In addition to the above, respondents were asked to agree, disagree, or state neutrality on a pre-set list of common export barriers. Table 2 and Figure 109 show the mean scores and percentage of respondents that agreed, disagreed or were neutral respectively on whether they faced a particular impediment to exporting. Table 2 shows that out of fifteen (15) barriers presented to respondents, eleven (11) had the majority of respondents agree or strongly agree (mean score of 3.0 or more) relative to those disagreeing, strongly disagreeing or stating neutrality combined. The most restricting barriers are shown to be lack of knowledge on utilizing free/foreign trade agreements where 60 percent of respondents agreed/strongly agreed (mean score = 3.5), finding trade partners where 53 percent of the respondents agreed/strongly agreed (mean score = 3.5) and regulatory barriers/regulatory complexity where 51 percent of respondents agreed/strongly agreed (mean score = 3.5); respondents' lack of access to financing (46 percent); obtaining visas and work permits (46 percent) and difficulty in starting (40 percent).

While many of the other export barriers presented received high levels of agreement from respondents, the majority of respondents either disagreed with or had a neutral stance on them. Thus, the above barriers are the top limiting factors to exporting for the current set of respondents.

TABLE 2: MEAN SCORE OF PERCEPTION OF BARRIERS TO SELLING SERVICE TO FOREIGN CUSTOMERS

BARRIERS TO SELLING SERVICE TO FOREIGN CUSTOMERS	MEAN
Regulatory barriers/complexity	3.5
Unaware how to utilize free/foreign trade agreements	3.5
Can't get financing	3.5
Finding trading partners is very difficult	3.5
Too costly	3.3
Obtaining visas and work permits	3.3
Other	3.3
Restrictions on forming partnerships or joint ventures, or the requirement to have partnerships with local businesses	3.2
Don't know much about it and not sure, where to start	3.1
Unfair trade practices	3.1
Insufficient protection of intellectual property rights (patents, copyrights, trademarks)	3.0
I'd worry too much about getting paid	2.9
International trade is not part of our business strategy	2.8
It would take too much time away from my regular, domestic sales	2.7
I don't' have goods and/or services that are exportable	2.6

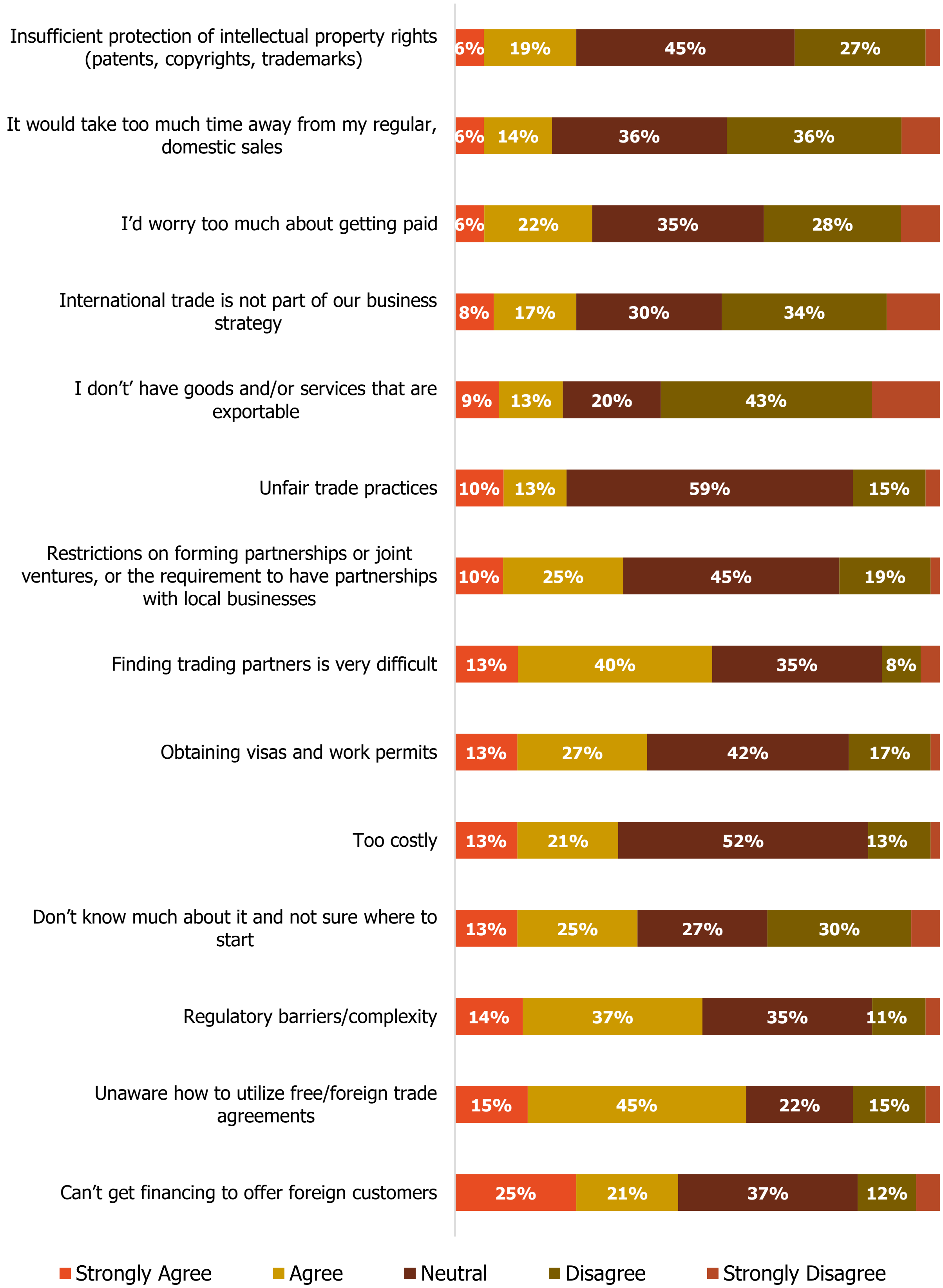


Figure 109: Top Barriers to Selling Services to Foreign Customers

5.5.7: Support Needed to Enable Services Exporting (Non-Exporters)

Figure 110 shows that of those respondents that currently do not engage in exports, just over 1/3 of them believed that to enable export of their services, increases in initiatives to build market connections was needed. These non-exporting respondents also highlighted that there was a need for more market research to build market intelligence and financial assistance to support firms that want to export.

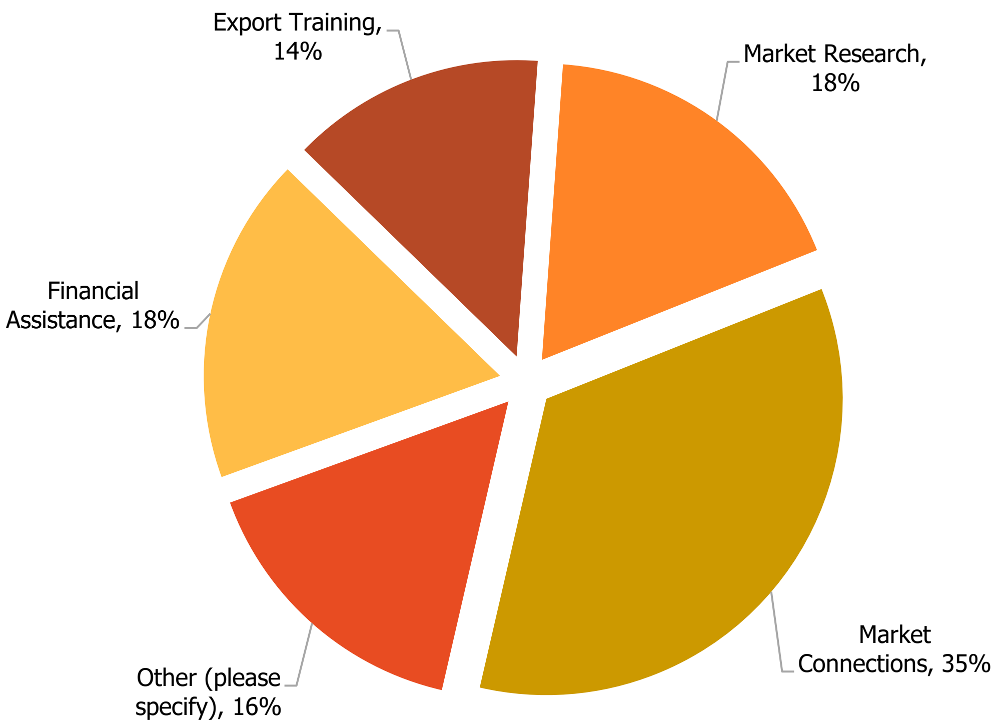


Figure 110: Support Respondents Require to Enable Exporting (Non-Exporters)

5.6: COVID-19 Impact and Response

5.6.1: Impact of COVID-19 by Sub-Sector

When asked about the impact of the COVID-19 pandemic on respondents, unsurprisingly, almost 2/3 of businesses were negatively affected while 22 percent stated they benefited from the pandemic.

Not surprisingly, the data shows that Tourism and Fashion services were the only sub-sectors where 100 percent of respondents were negatively affected by the pandemic while Health and Wellness services was the only sub-sector where 50 percent of respondents stated they were positively affected, shown in Figure

111. However, as emphasised throughout the report, respondents within these three (3) sub-sectors constitute the smallest portion of the sample so caution should therefore be taken in making cross-sector comparisons at this time.

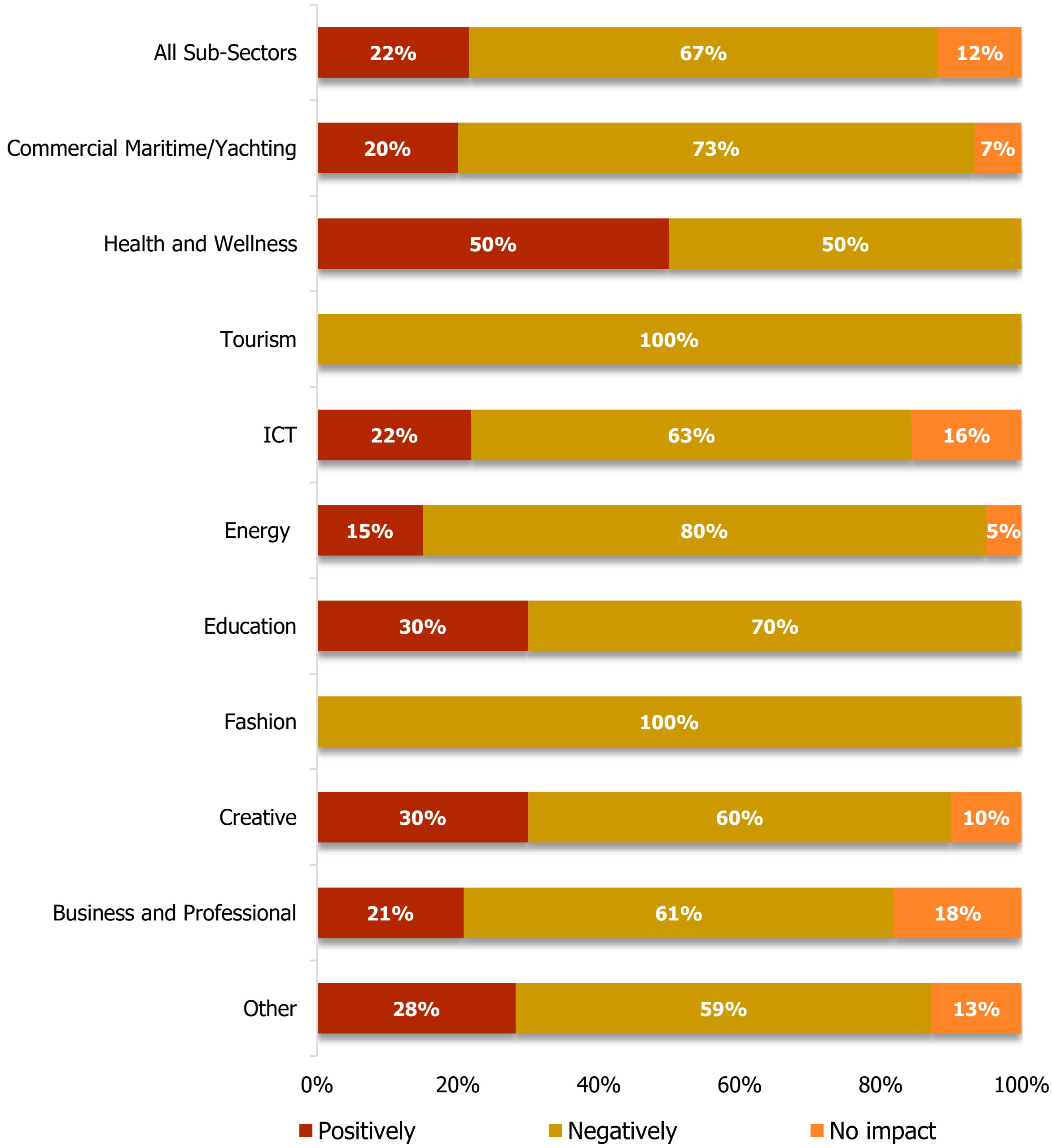


Figure 111: Impact of COVID-19 by Sub-Sector

5.6.2: Indicated Impacts of COVID-19

Respondents were given a pre-set list of likely impacts of COVID-19 on their businesses and were asked to select those that applied to them. Figure 112 shows that the two (2) most frequently indicated impacts of the pandemic were changes in market opportunities, changes in sales. Less respondents indicated that the pandemic incited changes in operational efficiency and technological innovation (such as the adoption of new equipment or machinery, operational processes or leveraging information and communication technologies).

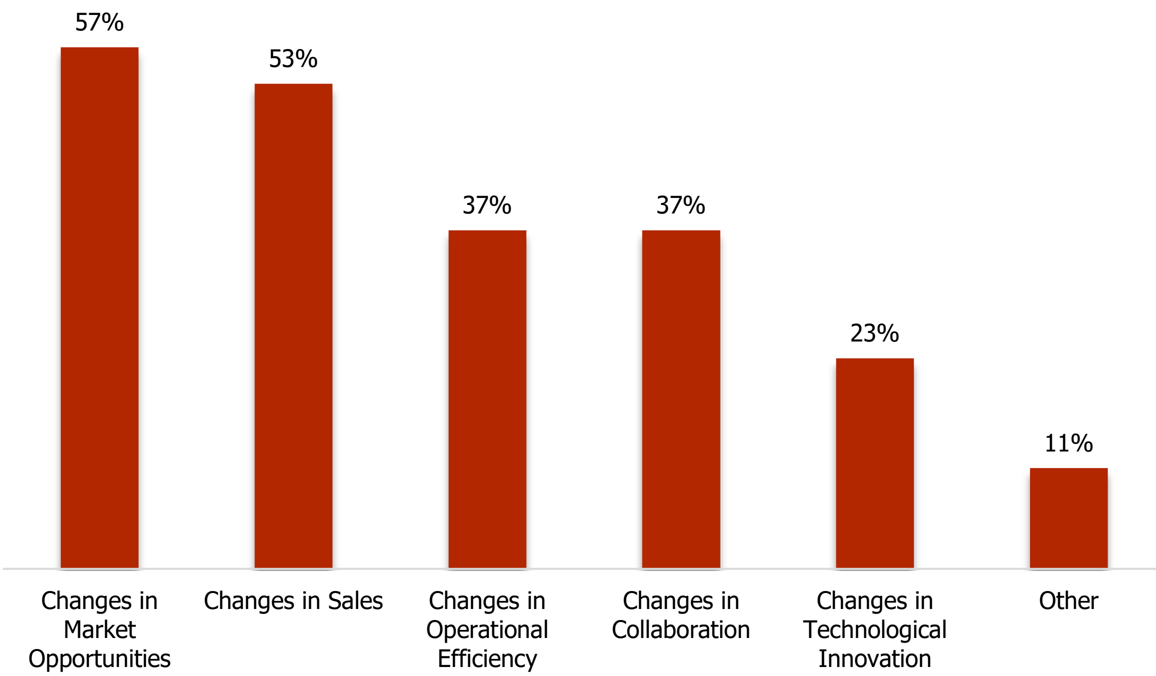


Figure 112: COVID-19's Impact as Indicated by Respondents

5.6.3: Access to Government's COVID-19 Support

When asked if respondents received Government support during the pandemic, 80% of respondents stated that they did not receive assistance, as shown in Figure 113.

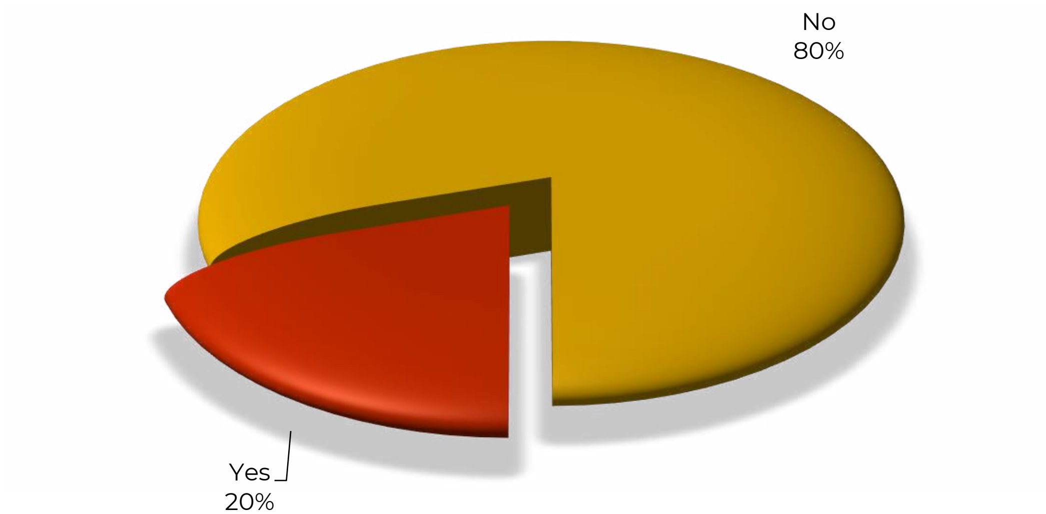


Figure 113: Proportion of Respondents that Received COVID-19-Related Government Support

5.6.4: Access to Government's COVID-19 Support by Sub-Sector

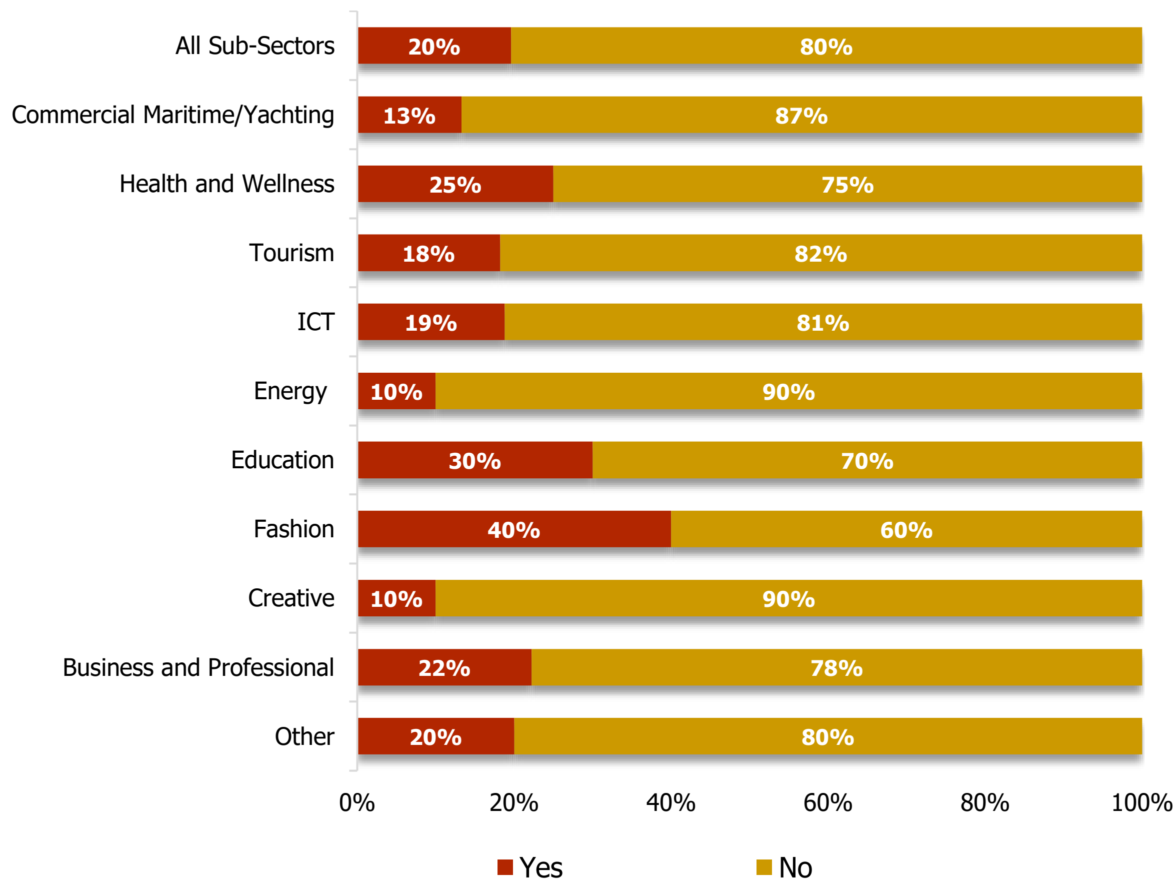


Figure 114: Access to Government's COVID-19 Support by Sub-Sector

Figure 114 shows receipt of Government support during the pandemic by sub-sector. The Energy and Creative services sub-sectors included the largest proportion of respondents who indicated that they did not receive Government support during the pandemic, i.e., 9 in 10 respondents indicated this. Conversely, the Fashion and Education sub-sectors included 40 percent and 30 percent respectively of respondents who indicated that they did receive Government support during the COVID-19 pandemic.

5.6.5: Access to Government's COVID-19 Support by Establishment Size

Figure 115 shows receipt of Government support during the pandemic by establishment size. 100% of the large establishments indicated that they did not receive Government support during the pandemic. Small businesses had the largest proportion of respondents indicating that they received Government support, 98 percent.

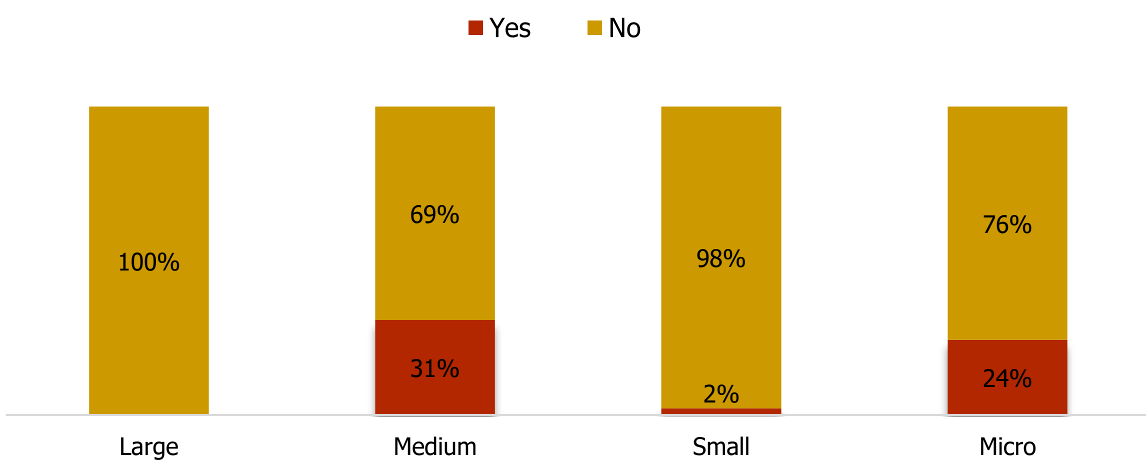


Figure 115: Access to Government's COVID-19 Support by Sub-Sector

5.6.6: Access to Government's COVID-19 Support by Exporters/Non-Exporters

Figure 116 shows that there was no difference in the receipt of Government support during the pandemic between exporters and non-exporters.

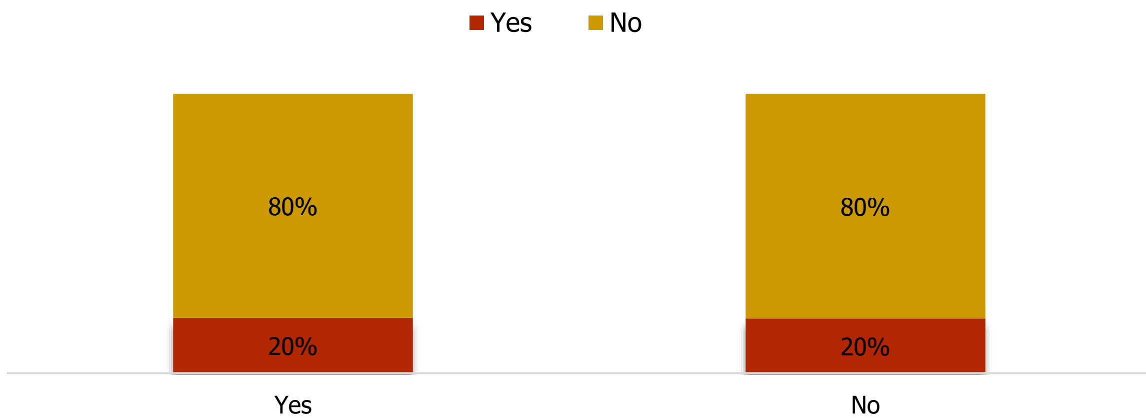


Figure 116: Access to Government's COVID-19 Support by Exporters/Non-Exporters

5.6.7: Access to Government's COVID-19 Support by Location

100% of the respondents in East Trinidad and Tobago West indicated that they did not receive Government support during the pandemic. Figure 117 also shows that South and Central Trinidad had the largest proportion of respondents who indicated that they received Government support during the pandemic.

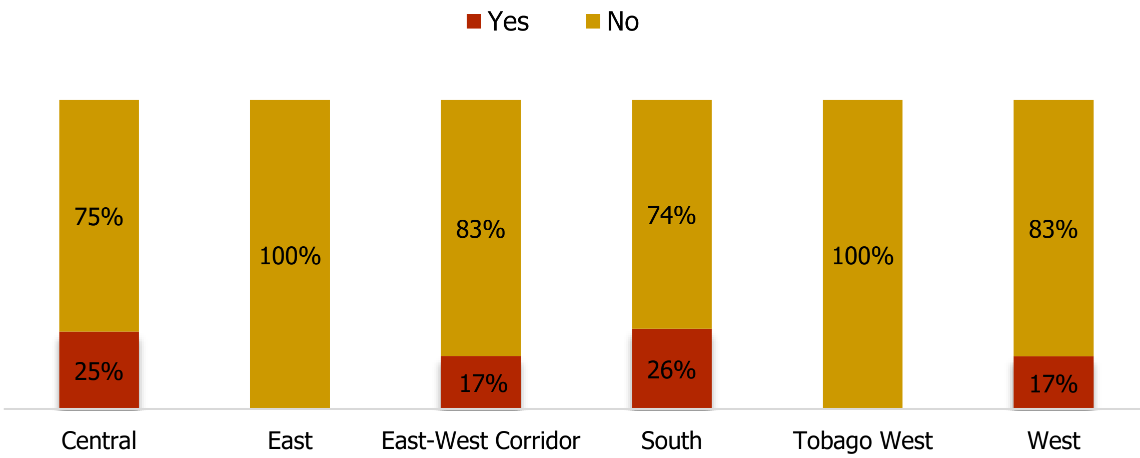


Figure 117: Access to Government's COVID-19 Support by Location

5.6.8 Access to Government's COVID-19 Support by Business Type

With the exception of "Other" establishments, Government and Foreign Company, there was no difference in the proportion of respondents who accessed Government support during the pandemic vs those who did not, shown in Figure 118.

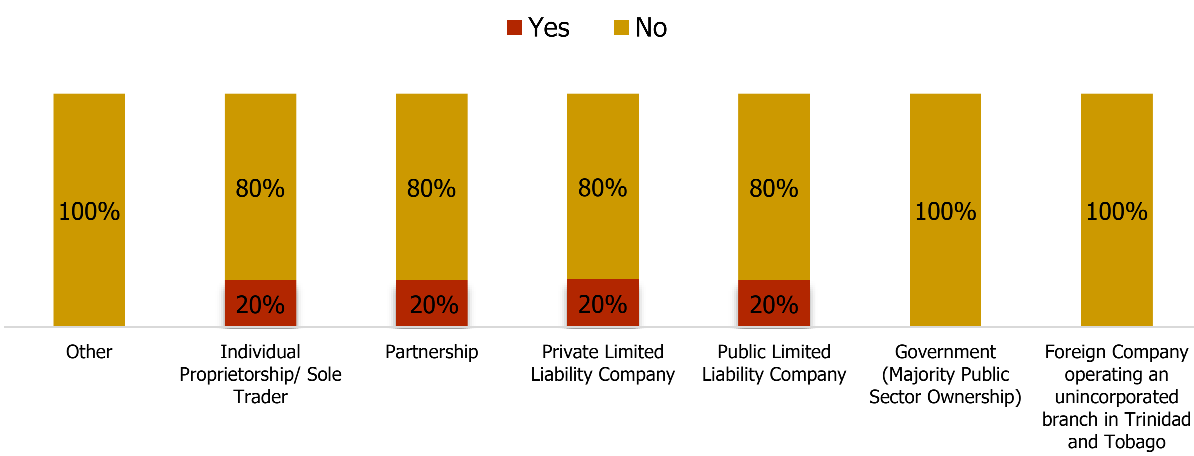


Figure 118: Access to Government's COVID-19 Support by Business Type

5.6.9: Reasons Government's COVID-19 Support Was Not Accessed

When asked for the main reasons respondents did not access the various COVID-19 support, Figure 119 shows that respondents sighted lack of eligibility (29 percent of respondents) and lack of awareness of the various support available (25 percent) as the main reasons. A much smaller fraction of respondents perceived the application process for assistance to be difficult (13 percent) and that they applied and failed to receive support (13 percent).

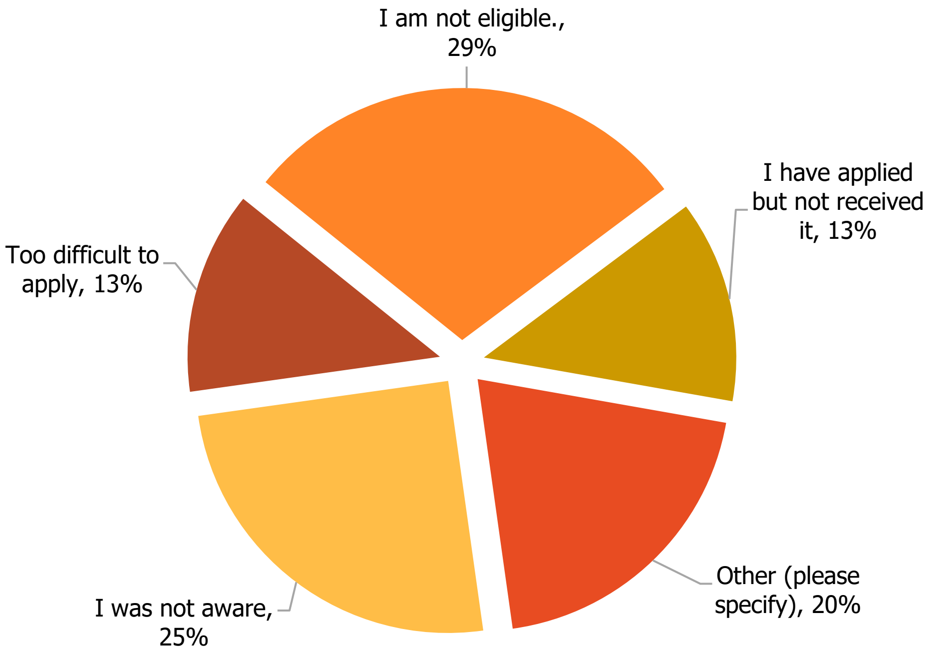


Figure 119: Reasons Government Support Was Not Accessed

For those respondents that received Government support during the pandemic, Figure 120 shows the relative frequency of responses provided. It shows that receipt of cash transfers was cited most frequently by respondents (45 percent of responses) while wage subsidies constituted 14 percent of responses.

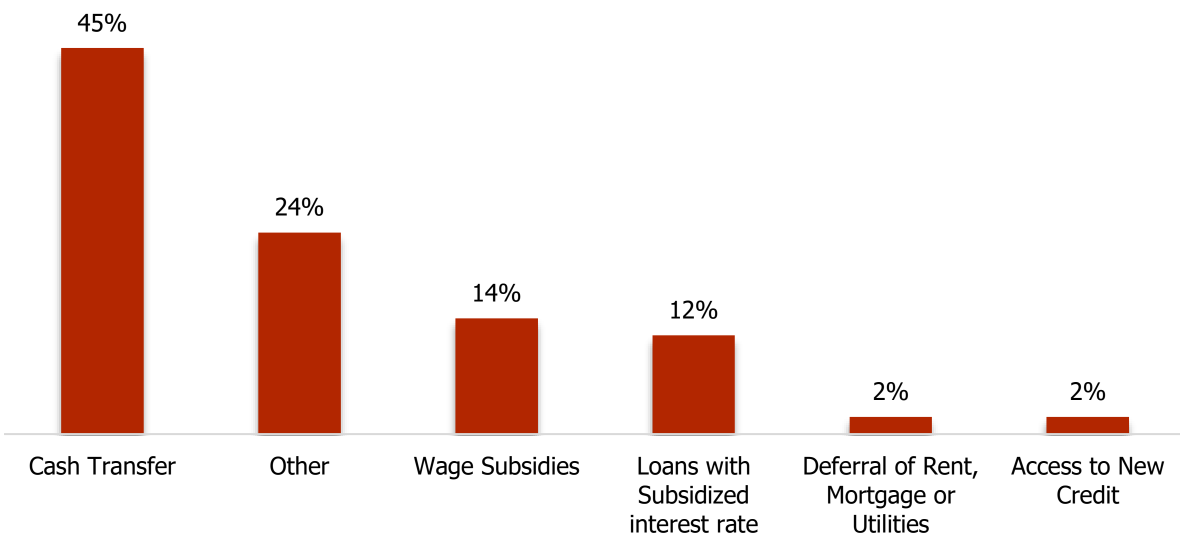


Figure 120: Types of Government Support Received

SECTION 6: CONCLUSION

This report presents the main findings from two hundred and fifty-six (256) respondents in the National Services Exporters Survey 2022. Overall, between 2020 and 2021, a larger percentage of respondents performed better in 2021 with respect to both sales revenue and exports. As it pertains to sales revenue, a larger fraction of respondents saw sales revenue decline in 2020 versus 2021 while a larger fraction of respondents either saw sales revenue increase or remain unchanged in 2021 compared to 2020.

As for export performance, a smaller proportion of respondents experienced extreme declines in exports in 2021 versus 2020, with 1/5 of respondents stating that exports declined by more than 90 percent in 2021 versus 1/3 of respondents in 2020. A larger proportion of respondents also stated that exports made up more than 50 percent of sales in 2021 versus 2020.

The export markets respondents exported to were mostly confined to North America, the Southern Caribbean, and Western Europe, where the United States, Canada, Barbados, Guyana, and the United Kingdom make up the main export destinations. Exports to these and other destinations are not without difficulties, however, because although 53 percent of exporting respondents stated that exporting is an easy process, almost a 1/2 of exporting respondents still feel that the process is fairly to extremely difficult.

Some of the major barriers that make exporting a challenge were highlighted by respondents and include difficulty in accessing international markets; fierce foreign competition; lack of access to market intelligence and research; regulatory complexity; lack of knowledge of free/foreign trade agreements; lack of access to financing, and difficulty finding trading partners. To overcome some of these barriers, the majority of respondents highlighted that initiatives to improve market connections, increase market research (and intelligence) and improve access to financial assistance are three (3) key necessities.

This report also highlighted the impact of the COVID-19 pandemic on respondents, showing that the pandemic had the most negative impact on sales, market opportunities and the way respondents' businesses collaborated and networked internally and externally.

As for COVID-19 support initiatives, the report highlights that only 1/5 of respondents successfully accessed Government assistance during the pandemic, with the main form of support being cash transfers in the form of relief grants provided by various Government Ministries, Agencies and Departments. Conversely, respondents that were not in receipt of COVID-19 support cited lack of eligibility and lack of awareness as the main barriers they faced in accessing the various support initiatives.

SECTION 7: RECOMMENDATIONS AND NEXT STEPS

The Establishment of a Services Taskforce

The Trinidad and Tobago Coalition of Services Industries strongly support the proposal presented by Globe Views Strategies that is, for the establishment of a Services Taskforce comprising key players from Government, the Private Sector and Business Support Organizations. TTCSI is prepared to take the lead on this Taskforce comprising key players from Government, the Private Sector and Business Support Organizations. Thus far there has not been a coordinated and structure approach for management of services exports in the country hence the urgency to adopt a new strategic focus that is led by an organization such as the TTCSI that has the competency and drive to implement a collaborative and focused Plan.

The primary objectives of the Taskforce must be:

1. To develop a five-year Strategic Plan for the Go Global TT Services initiatives of the TTCSI
2. To prioritize support for Gateway to Trade until 2026
3. The support for high level trade missions for G2T participants in identified priority markets namely CARICOM, North and Central America, Africa and Europe
4. The completion of the National Services Strategic Plan
5. An evaluation and assessment of the ecosystem governing services
6. Mapping of the services portfolio undertaken by all State Agencies
7. The development of an Action Plan with clear deliverables for the next three to five years

Top 5 Priorities for Priority Services Sector in the Short to Medium Term

Animation Sector

Top 5 Priorities in the Short to Medium Term (3 to 5 years)

1. Activate the cultural provisions of the EU-CARIFORUM Economic Partnership agreement (EPA) Stronger lobbying and better support for film and animation practitioners trying to access the benefits of the cultural provisions in Protocol III of the EPA audiovisual works.
2. Administer ALL the existing incentive framework more efficiently. The application and subsequent qualification for the current incentives offered takes too long to process and puts an additional risk on animation projects where cash flow is already restrictive.
3. Provide new fiscal incentives for net foreign exchange earners. The Government can advance funding to animation practitioners through loan guarantees or interest-free loans up to the value of the contract and also avail (fiscal) incentives to investors/financers willing to support animation projects.
4. Foster a better working relationship between the animation sector and the private investment/financing sector in a way that will allow the industry to grow as intended.
5. A more efficient government administration and regulatory environment is needed.

Business and Events Tourism

Top 5 Priorities in the Short to Medium Term (3 to 5 years)

1. Launch of an education awareness campaign on the benefits of tourism to the economy of Trinidad and Tobago. This is necessary to change the national psyche and mindset of the industry.
2. Reactivate the Trinidad and Tobago Hospitality and Tourism Institute (check name for me please)
3. Robust data analytics that must be used to guide the strategic direction of the industry
4. More recognition that the Sub-sector does not deal solely with the matter of hotels but is also an opportunity for revenue from Meetings Incentives Conferences and Exhibitions (MICE) and Sport Tourism.

5. The need to address the adequate training facilities and licensing for employees of the Tourism Subsector
6. Access to finance and the sourcing of sustainable partnerships

Business and Professional Services

Top 5 Priorities in the Short to Medium Term (3 to 5 years)
1. Build awareness among service providers on the process of exporting their services
2. The need for market intelligence, to help with matters such as identifying estimates and growth rates
3. Access to finance as well as difficulty with the business registration process
4. Trade Missions when executed, need to be more proactive and aggressive in pairing the needs of the local business with the structure of the trade mission planned
5. A focus on the coverage of receivables may go a long way towards assisting local companies when trying to export a service

Energy Services

Top 5 Priorities in the Short to Medium Term (3 to 5 years)
1. Access to sufficient financing and assistance for new companies to kickstart their businesses 2. Service Providers have difficulty in finding the right partners within the region to engage in export relations. They require assistance with the building of partner relationships in other markets, and the vetting of the potential partners. 3. The need to address markets where there are issues achieving access/partners/penetration include the United States, Suriname and Guyana 4. The need to address the issue of permanent physical arrangement in key export markets where countries had no objection to Trinidad and Tobago services suppliers coming to temporarily supply services 5. Address barriers to services trade which include improving the ease of moving equipment in and out of T&T, expanding the list of skills certificates under the CARICOM skills certification programme and remove barrier to movement of capital (including tax issues)

Information Technology Services

Top 5 Priorities in the Short to Medium Term (3 to 5 years)
1. Address the challenge of Business promotion and export promotion 2. Service Providers required more tangible support from Embassies and High Commissions in other countries. 3. Service Provider require more support from state bodies for research, addressing barriers to entry and evaluating and auditing software 4. Service Providers need support to retain skilled labour at their companies. There is a significant challenge in retaining skilled labour at these companies. 5. Generate greater awareness of grants and co-financing that may be available for Service Providers.

Maritime/Yachts Services

Top 5 Priorities in the Short to Medium Term (3 to 5 years)

1. Specific regulations are needed for the operation of Super Yachts
2. The development of marinas to house Super Yachts
3. Specific regulations are needed for the use of helicopters
4. Yachting Industry needs more land in the Chaguaramas area (limited to only 2.2 square miles at present) for expansion and growth sustainability.
5. Permit the free movement of yachts between bays in Trinidad and Tobago, which is permitted in other Caribbean countries with thriving yachting sectors

ANNEXES

1: Sample Email Correspondence to Businesses

National Services Exporters Survey 2022

Introduction

Dear Valued Stakeholder,

The services sector has been hardest hit by the global pandemic. With this in mind, the Trinidad and Tobago Coalition of Services Industries (TTCSI) is conducting a survey to first and foremost, assess the state of play of services providers and firms in the country. The primary objectives of the survey are to:

1. Assess the impact of the global pandemic on the services sector.
2. Identify obstacles and vexing issues that are impacting the growth and development of business in the industry.
3. Gauge the ability of services providers and firms to export your services.
4. Identify services providers and firms that has the capacity to increase their export earnings by 2025.
5. Track the economic contribution of sub sectors within services thereby enabling the TTCSI to advocate robustly on your behalf.

It is our intention to share the Report and Key Findings with relevant Ministries. The Report will also be made public. Please note that no individual company information will be publicized as only aggregate measures will be published.

The survey will take you approximately 15 minutes to complete. The deadline to complete is Friday May 27th, 2022. If you have any questions, please feel free to contact Mr. Mark Taylor, Research and Trade Portal Analyst via email at tradeportal@ttcsi.org or 622.9229 ext. 2400.

We look forward to your participation and representing your interests.

Regards,

Vashti G. Guyadeen

Chief Executive Officer, TTCSI

2: Survey Instrument: National Services Exporters Survey 2022

Section 1: Business Profile

1. Name of Business (Open Ended)
2. Location (Constituency, Dropdown box)
3. Address (Open Ended)
4. Name of respondent (Individual Name, Open ended)
5. Position
6. Phone number
7. Email Address
8. What year was the business created?
9. Please state the type of ownership (Dropdown box/Multiple choice)
    a. Individual Proprietorship
    b. Partnership
    c. Private Limited Liability Company/Registered Company
    d. Public Limited Liability Company
    e. Government (Major Public Sector Ownership)
    f. Co-operative
    g. Foreign Company operating an unincorporated branch in Trinidad and Tobago
    h. Any other type (Please specify)
10. Number of employees
    0 to 1
    2 to 4
    5 to 9
    10 to 24
    25 to 49
    50 to 99
    100 to 249
    250 to 500
    501 to 999
    1000 & Over
    Branch
    Not Available [Employment not reported]

Section 2: Employment

11. Did you experience any change in employment levels in 2020?
    a. Increase
    b. Decrease
    c. No Change
12. If the change is positive, can you please state the change in **2020**?
    a. -1% to -5%
    b. -6% to -10%
    c. -11% to -15%
    d. -16% to -20%
    e. Over -20%

f. 1 to 5%
g. 6 to 10%
h. 11 to 15%
i. 16 to 20%
j. Over 20%

13. Can you please state what is the reason for the change in employment in **2020**? (Tick all that apply)
    a. Change in the demand for services
    b. Changes in the supply chain of inputs
    c. Changes in the operations of the business
    d. Changes in Government policy
    e. Other please specify

14. Did you experience any change in employment levels in **2021**?
    a. Increase
    b. Decrease
    c. No Change
15. If the change is positive, can you please state the change in **2021**?
    a. -1% to -5%
    b. -6% to -10%
    c. -11% to -15%
    d. -16% to -20%
    e. Over -20%
    f. 1 to 5%
    g. 6 to 10%
    h. 11 to 15%
    i. 16 to 20%
    j. Over 20%
16. Can you please state what is the reason for the change in employment in **2021**? (Tick all that apply)
    a. Change in the demand for services
    b. Changes in the supply chain of inputs
    c. Changes in the operations of the business
    d. Changes in Government policy
    e. Other please specify

Section 3: Primary Economic Activity

17. What sector does your primary economic activity belong to?
    a. Business and Professional Services (e.g., Legal Activities, accounting, bookkeeping, and auditing activities; tax consultancy, Activities of head offices, advertising, market research technical testing and analysis, architectural and engineering activities, and related technical consultancy etc.)
    b. Creative Services (e.g., art galleries, entertainment activities, library and archives activities, museums activities and operation of historical sites and buildings, botanical and zoological gardens and nature reserves activities, gambling and betting activities, operation of sports facilities, activities of sports clubs, activities of amusement parks)

c. Fashion Services (e.g., wholesale of textiles, clothing and footwear, retail sale of textiles in specialized stores, retail sale of clothing, footwear, and leather articles in, specialized design activities, repair of other personal and household goods)
d. Education Services (e.g., higher, technical, and vocational secondary education, higher education, sports and recreation education, cultural education, etc.)
e. Energy Services (e.g., support to the petroleum sector as it relates to mining and quarrying)
f. Information and Communication Technology Services (e.g., motion picture/film, publishing, sound recording, radio broadcasting, computer programming, software developers, animation etc.)
g. Tourism Services (e.g., accommodation, restaurants, fast food, cafes, coffee shops, travel services such as tour operators, travel agencies, tour guides, transportation such as airlines, car rentals, buses, boats)
h. Health and Wellness Services (e.g., medical activities, diagnostic activities, treatment activities, optometrist services dental practices, nursing services, medical messages, physiotherapist, diagnostic imaging centers, mental institutions, rehab institutions, assisted living facilities etc.)
i. Aviation Services (e.g., charter flights for passengers, scenic and sightseeing flights, transport of freight by air etc.)
j. Commercial Maritime/Yachting Services (Leisure Marine Services) (e.g., renting of pleasure boats, sightseeing boats, transport of freight via sea, repair and maintenance of ships and boats etc.)
k. Other Services Please specify

18. Business and Professional services (e.g., Legal Activities, accounting, bookkeeping, and auditing activities; tax consultancy, Activities of head offices, advertising, market research technical testing and analysis, architectural and engineering activities, and related technical consultancy etc.)
    a. Legal and accounting activities
    b. Activities of head offices; management consultancy activities
    c. Architectural and engineering activities; technical testing and analysis
    d. Scientific research and development
    e. Advertising and market research
    f. Veterinary activities
    g. Other professional, scientific, and technical activities (please specify insert response)
19. Creative Services (e.g., art galleries, entertainment activities, library and archives activities, museums activities and operation of historical sites and buildings, botanical and zoological gardens and nature reserves activities, gambling and betting activities, operation of sports facilities, activities of sports clubs, activities of amusement parks)
    a. Creative, arts and entertainment activities (e.g., music, live performances)
    b. Library and archives activities
    c. Museum's activities and operation of historical sites and buildings
    d. Botanical and zoological gardens and nature reserves activities
    e. Gambling and betting activities
    f. Operation of sports facilities
    g. Activities of sports clubs
    h. Other sports activities
    i. Activities of amusement parks and theme parks
    j. Other Creative service activity (please specify insert response___)

20. Fashion (e.g., wholesale of textiles, clothing and footwear, retail sale of textiles in specialized stores, retail sale of clothing, footwear, and leather articles in, specialized design activities, repair of other personal and household goods)
    a. Manufacture of textiles
    b. Manufacture of wearing apparel
    c. Manufacture of leather and related products
    d. Wholesale of textiles, clothing, and footwear
    e. Retail sale of textiles in specialized stores
    f. Retail sale of clothing, footwear, and leather articles in specialized stores
    g. Retail sale via stalls and markets of textiles, clothing, and footwear
    h. Specialized design activities
    i. Repair of other personal and household goods
    j. Other fashion service activity (please specify insert response____)
21. Education Services (e.g., higher, Technical, and vocational secondary education, Higher education, Sports and recreation education, Cultural education, etc.))
    a. Post-secondary stage of NON-TERTIARY EDUCATION (technical/ vocational)
    b. First stage of TERTIARY EDUCATION (not leading to an advanced research qualification), e.g., Undergraduate studies professional certificate
    c. Second stage of TERTIARY EDUCATION (leading to an advanced research qualifications) e.g., postgraduate studies
    d. Educational consulting
    e. Educational guidance counselling services
    f. Educational testing evaluation services
    g. Educational testing services
    h. Other service activity (please specify insert response____)
22. Energy Services (e.g., support to the petroleum sector as it relates to mining and quarrying)
    a. Support activities for petroleum and natural gas extraction
    b. Other energy service activity (please specify insert response____)
23. Information and Communication technology (e.g., motion picture/film, publishing, sound recording, radio broadcasting, computer programming, software developers, etc.)
    a. Publishing activities
    b. Motion picture, video and television programme production, sound recording and music publishing activities
    c. Programming and broadcasting activities
    d. Telecommunications
    e. Computer programming, consultancy, and related activities
    f. Information service activities (e.g., data processing, web portals, news agency activities)
    g. Other ICT service activity (please specify insert response____)
24. Tourism Services (e.g., accommodation, restaurants, fast food, cafes, coffee shops, travel services such as tour operators, travel agencies, tour guides, transportation such as airlines, car rentals, buses, boats)
    a. Accommodation for visitors
    b. Food and beverage serving activities
    c. Organization of conventions and trade shows
    d. Road passenger transport
    e. Water passenger transport
    f. Air passenger transport
    g. Transport equipment rental

  h. Travel agency, tour operator and other reservation related service activities
  i. Cultural activities
  j. Sports and Recreational Activities
  k. Retail trade of country-specific tourism characteristic goods
  l. Other country-specific tourism characteristic activities (please specify insert response____)

25. Health and Wellness (Section Q Human Health and social work ISIC Rev 4) (e.g., medical activities, diagnostic activities, treatment activities, optometrist activities, dental practices, nursing services, medical messages, physiotherapist, diagnostic imaging centres, mental institutions, rehab institutions, assisted living facilities etc.)
    a. Human health activities
    b. Residential care activities
    c. Social work activities without accommodation
    d. Other health and wellness activities (Please specify____)
26. Aviation (ISIC rev 4 elements of Section H Transportation and storage) (e.g., charter flights for passengers, scenic and sightseeing flights, transport of freight by air etc.)
    a. Passenger air transport
    b. Freight air transport
    c. Other aviation activities (Please specify_____)
27. Commercial maritime/Yachting services (Leisure marine services) (e.g., renting of pleasure boats, sightseeing boats, transport of freight via sea, repair and Maintenance of ships and boats etc.)
    a. Sea and costal passenger transport
    b. Sea and costal freight water transport
    c. Repair of transport equipment, except motor vehicles
    d. Service activities incidental to water transport
    e. Other commercial maritime/ yachting services activities (Please specify_____)
28. What were gross sales or revenue like for your firm in **2020**?
    a. Less than TT$100,000
    b. TT$100,000 to less than TT$250,000
    c. $250,000 to less than TT$500,000
    d. TT$500,000 to less than TT$1,000,000
    e. TT$1,000,000 to less than TT$5,000,000
    f. Over TT$5,000,000
29. What was the growth in sales or revenue like for your firm in **2020**?
    a. Increase
    b. Decrease
    c. No Change
30. Please estimate the change in your firm's sales or revenue in **2020**. (Dropdown box ranging from Over -150% to Over -150%)
31. Can you please select the reason(s) for the change in sales or revenue in **2020**? (Tick all that apply)
    a. Changes in demand for services
    b. Changes in competition
    c. Changes in the ability to obtain inputs
    d. Changes in Government policy
32. What were gross sales or revenue like for your firm in **2021**?
    a. Less than TT$100,000
    b. TT$100,000 to less than TT$250,000
    c. $250,000 to less than TT$500,000

d. TT$500,000 to less than TT$1,000,000
e. TT$1,000,000 to less than TT$5,000,000
f. Over TT$5,000,000

33. What was the growth in sales or revenue like for your firm in **2021**?
    a. Increase
    b. Decrease
    c. No Change
34. Please estimate the change in your firm's sales or revenue in **2021**. (Dropdown box ranging from Over -150% to Over -150%)
35. Can you please select the reason(s) for the change in sales or revenue in **2021**? (Tick all that apply)
    a. Changes in demand for services
    b. Changes in competition
    c. Changes in the ability to obtain inputs
    d. Changes in Government policy
36. Do you export your primary economic activity?
    a. Yes
    b. No

Section 4: Primary Economic Activity Exports

37. How many years have you been exporting your Primary Economic activity?
    a. Less than 5
    b. 5 to 10 years
    c. 11 to 20 years
    d. More than 20 years
38. What percentage of your sales is made up of the export of your primary economic activity in **2020**?
    a. Less than 10%
    b. 10% to 20%
    c. 21 to 50%
    d. More than 50%
39. Please state what percentage of your export sales fall within the following mode for the year **2020**: (Matrix of Dropdown boxes)

	Percent of export sales
Mode 1: **cross border supply: Cross** border supply is when a service is provided from a supplier in one country, to a consumer in another and **only the service crosses the border.** This is most often done using electronic delivery, namely the internet	
Mode 2: **consumption abroad**: Consumption abroad is when a service is supplied in the country of the supplier, but to a consumer from another country (i.e., **the consumer goes abroad)**	

Mode 3: **commercial presence**: commercial presence is when the supplier of a service establishes a presence in another country **by setting up a subsidiary or branch** for example. The consumer then purchases the service from the subsidiary in their own country	
Mode 4: **Movement of natural persons**: Movement of natural persons is when a supplier of a service temporarily visits the country of a consumer to offer a service **(i.e., the service provider goes abroad).**	

(Ranges 1% to 100%)

40. Please list the top four countries to which you export your Primary Economic Activity in **2020**. (Matrix of dropdown menus)

	Country	Percentage (1% to 100%
Country 1		
Country 2		
Country 3		
Country 4		

41. How much has your exports changed for your Primary Economic Activity in **2020**?
    a. Increase
    b. Decrease
    c. No Change
42. Please state by how much your exports have changed in **2020**. (Ranges Over -150% to Over 150%)
43. What percentage of your sales is made up of the export of your primary economic activity in **2021**?
    a. Less than 10%
    b. 10% to 20%
    c. 21 to 50%
    d. More than 50%

44. Please state what percentage of your export sales fall within the following mode for the year **2021**: (Matrix of Dropdown boxes)

	Percent of export sales
Mode 1: **cross border supply: Cross** border supply is when a service is provided from a supplier in one country, to a consumer in another and **only the service crosses the border.** This is most often done using electronic delivery, namely the internet	
Mode 2: **consumption abroad**: Consumption abroad is when a service is supplied in the country of the supplier, but to a consumer from another country (i.e., **the consumer goes abroad)**	

Mode 3: **commercial presence**: commercial presence is when the supplier of a service establishes a presence in another country **by setting up a subsidiary or branch** for example. The consumer then purchases the service from the subsidiary in their own country	
Mode 4: **Movement of natural persons**: Movement of natural persons is when a supplier of a service temporarily visits the country of a consumer to offer a service **(i.e., the service provider goes abroad).**	

(Ranges 1% to 100%)

45. Please list the top four countries to which you export your Primary Economic Activity in **2021**. (Matrix of dropdown menus)

	Country	Percentage (1% to 100%
Country 1		
Country 2		
Country 3		
Country 4		

46. How much has your exports changed for your Primary Economic Activity in **2021**?
    a. Increase
    b. Decrease
    c. No Change
47. Please state by how much your exports have changed in **2021**. (Ranges Over -150% to Over 150%)

Section 5: Emerging Markets

48. What region of the world do you believe to be the greatest emerging market for your business in the next three years? (Rank 1 being the highest to Rank 3 being the lowest)

Rank 1	North America Latin America Caribbean Northern Asia & Pacific Rim (China/Japan/Taiwan) South America Western Europe Southern Asia (India/ Indonesia/Malaysia) Middle East Central America

	South Africa Eastern Europe
Rank 2	North America Latin America Caribbean Northern Asia & Pacific Rim (China/Japan/Taiwan) South America Western Europe Southern Asia (India/ Indonesia/Malaysia) Middle East Central America South Africa Eastern Europe
Rank 3	North America Latin America Caribbean Northern Asia & Pacific Rim (China/Japan/Taiwan) South America Western Europe Southern Asia (India/ Indonesia/Malaysia) Middle East Central America South Africa Eastern Europe

49. Overall, how easy it is to export your service?
    a. Extremely Difficult
    b. Very Difficult
    c. Fairly Difficult
    d. Fairly Easy
    e. Very Easy
    f. Extremely Easy
50. What do you consider your top three barriers to selling your services to foreign customers in (Please rank the top 3, Rank 1 being the highest and Rank 3 being the lowest)?

- International Market access
- Market Intelligence or Research

- Increased labour costs
- Payment methods
- Different Customs/ Culture
- Internal Labour shortage
- Shipments and ship route
- Access to finance
- Foreign Competition
- Technical Competence of Staff
- Meeting international standards
- VAT on imported vessels
    - Access to new Technology

51. Can you please state what organisation/s assist you in overcoming these export challenges?
    a. Government organisations
    b. Private sector firms in your sector
    c. Private sector firms outside your sector
    d. Business Support Organisations (Business chambers, Non-Profit Trade Organisations etc)
    e. Other (Please Specify)
52. What was provided to your organisation?

Section 6: Non exporters section

53. Are you interested in exporting your services?
    a. Yes
    b. No
54. If no, why
55. Has the Has the COVID-19 Pandemic affected your decision to export?
    a. Yes
    b. No
56. Briefly state why
57. What do you consider the main barriers to selling your services to foreign customers? (Matrix/Rating scale)

	Strongly Agree	**Agree**	**Neutral**	**Disagree**	**Strongly Disagree**
I don't' have goods and/or services that are exportable					
Don't know much about it and not sure, where to start					
I'd worry too much about getting paid					
Regulatory barriers/complexity					
Unaware how to utilize free/foreign trade agreements					
Can't get financing to offer foreign					

customers					
It would take too much time away from my regular, domestic sales					
Insufficient protection of intellectual property rights (patents, copyrights, trademarks)					
Too costly					
. Obtaining visas and work permits					
. Restrictions on forming partnerships or joint ventures, or the requirement to have partnerships with local businesses					
. Unfair trade practices					
. Finding trading partners is very difficult					
. International trade is not part of our business strategy					
. Other please specify					

58. If you selected other, please specify.
59. What support would you require to assist you in exporting your services?
    a. Financial Assistance
    b. Export Training
    c. Market Research
    d. Market Connections
    e. Other (Please specify)
60. Does your business have a secondary economic activity?
    a. Yes
    b. No

Section 6: Secondary Economic Activity

61. What sector does your primary economic activity belong to?
    a. Business and Professional Services (e.g., Legal Activities, accounting, bookkeeping, and auditing activities; tax consultancy, Activities of head offices, advertising, market research technical testing and analysis, architectural and engineering activities, and related technical consultancy etc.)
    b. Creative Services (e.g., art galleries, entertainment activities, library and archives activities, museums activities and operation of historical sites and buildings, botanical and zoological gardens and nature reserves activities, gambling and betting activities, operation of sports facilities, activities of sports clubs, activities of amusement parks)

c. Fashion Services (e.g., wholesale of textiles, clothing and footwear, retail sale of textiles in specialized stores, retail sale of clothing, footwear, and leather articles in, specialized design activities, repair of other personal and household goods)
d. Education Services (e.g., higher, technical, and vocational secondary education, higher education, sports and recreation education, cultural education, etc.)
e. Energy Services (e.g., support to the petroleum sector as it relates to mining and quarrying)
f. Information and Communication Technology Services (e.g., motion picture/film, publishing, sound recording, radio broadcasting, computer programming, software developers, animation etc.)
g. Tourism Services (e.g., accommodation, restaurants, fast food, cafes, coffee shops, travel services such as tour operators, travel agencies, tour guides, transportation such as airlines, car rentals, buses, boats)
h. Health and Wellness Services (e.g., medical activities, diagnostic activities, treatment activities, dental practices, nursing services, medical messages, physiotherapist, diagnostic imaging centers, mental institutions, rehab institutions, assisted living facilities etc.)
i. Aviation Services (e.g., charter flights for passengers, scenic and sightseeing flights, transport of freight by air etc.)
j. Commercial Maritime/Yachting Services (Leisure Marine Services) (e.g., renting of pleasure boats, sightseeing boats, transport of freight via sea, repair and maintenance of ships and boats etc.)
k. Other Services Please specify

62. Business and Professional services (e.g., Legal Activities, accounting, bookkeeping, and auditing activities; tax consultancy, Activities of head offices, advertising, market research technical testing and analysis, architectural and engineering activities, and related technical consultancy etc.)
    a. Legal and accounting activities
    b. Activities of head offices; management consultancy activities
    c. Architectural and engineering activities; technical testing and analysis
    d. Scientific research and development
    e. Advertising and market research
    f. Veterinary activities
    g. Other professional, scientific, and technical activities (please specify insert response
63. Creative Services (e.g., art galleries, entertainment activities, library and archives activities, museums activities and operation of historical sites and buildings, botanical and zoological gardens and nature reserves activities, gambling and betting activities, operation of sports facilities, activities of sports clubs, activities of amusement parks)
    a. Creative, arts and entertainment activities (e.g., music, live performances)
    b. Library and archives activities
    c. Museum's activities and operation of historical sites and buildings
    d. Botanical and zoological gardens and nature reserves activities
    e. Gambling and betting activities
    f. Operation of sports facilities
    g. Activities of sports clubs
    h. Other sports activities
    i. Activities of amusement parks and theme parks
    j. Other Creative service activity (please specify insert response___)

64. Fashion (e.g., wholesale of textiles, clothing and footwear, retail sale of textiles in specialized stores, retail sale of clothing, footwear, and leather articles in, specialized design activities, repair of other personal and household goods)
    a. Manufacture of textiles
    b. Manufacture of wearing apparel
    c. Manufacture of leather and related products
    d. Wholesale of textiles, clothing, and footwear
    e. Retail sale of textiles in specialized stores
    f. Retail sale of clothing, footwear, and leather articles in specialized stores
    g. Retail sale via stalls and markets of textiles, clothing, and footwear
    h. Specialized design activities
    i. Repair of other personal and household goods
    j. Other fashion service activity (please specify insert response____)
65. Education Services (e.g., higher, Technical, and vocational secondary education, Higher education, Sports and recreation education, Cultural education, etc.))
    a. Post-secondary stage of NON-TERTIARY EDUCATION (technical/ vocational)
    b. First stage of TERTIARY EDUCATION (not leading to an advanced research qualification), e.g., Undergraduate studies professional certificate
    c. Second stage of TERTIARY EDUCATION (leading to an advanced research qualifications) e.g., postgraduate studies
    d. Educational consulting
    e. Educational guidance counselling services
    f. Educational testing evaluation services
    g. Educational testing services
    h. Other service activity (please specify insert response____)
66. Energy Services (e.g., support to the petroleum sector as it relates to mining and quarrying)
    a. Support activities for petroleum and natural gas extraction
    b. Other energy service activity (please specify insert response____)
67. Information and Communication technology (e.g., motion picture/film, publishing, sound recording, radio broadcasting, computer programming, software developers, etc.)
    a. Publishing activities
    b. Motion picture, video and television programme production, sound recording and music publishing activities
    c. Programming and broadcasting activities
    d. Telecommunications
    e. Computer programming, consultancy, and related activities
    f. Information service activities (e.g., data processing, web portals, news agency activities)
    g. Other ICT service activity (please specify insert response____)
68. Tourism Services (e.g., accommodation, restaurants, fast food, cafes, coffee shops, travel services such as tour operators, travel agencies, tour guides, transportation such as airlines, car rentals, buses, boats)
    a. Accommodation for visitors
    b. Food and beverage serving activities
    c. Organization of conventions and trade shows
    d. Road passenger transport
    e. Water passenger transport
    f. Air passenger transport
    g. Transport equipment rental

h. Travel agency, tour operator and other reservation related service activities
i. Cultural activities
j. Sports and Recreational Activities
k. Retail trade of country-specific tourism characteristic goods
l. Other country-specific tourism characteristic activities (please specify insert response____)

69. Health and Wellness (Section Q Human Health and social work ISIC Rev 4) (e.g., medical activities, diagnostic activities, treatment activities, dental practices, nursing services, medical messages, physiotherapist, diagnostic imaging centres, mental institutions, rehab institutions, assisted living facilities etc.)
    a. Human health activities
    b. Residential care activities
    c. Social work activities without accommodation
    d. Other health and wellness activities (Please specify____)
70. Aviation (ISIC rev 4 elements of Section H Transportation and storage) (e.g., charter flights for passengers, scenic and sightseeing flights, transport of freight by air etc.)
    a. Passenger air transport
    b. Freight air transport
    c. Other aviation activities (Please specify_____)
71. Commercial maritime/Yachting services (Leisure marine services) (e.g., renting of pleasure boats, sightseeing boats, transport of freight via sea, repair and Maintenance of ships and boats etc.)
    a. Sea and costal passenger transport
    b. Sea and costal freight water transport
    c. Repair of transport equipment, except motor vehicles
    d. Service activities incidental to water transport
    e. Other commercial maritime/ yachting services activities (Please specify_____)
72. How much does your secondary activity contribute to overall sales or revenue? (Ranges 1% to 100%)
73. Do you export your secondary economic activity?
    a. Yes
    b. No
74. How much does your secondary activity contribute to overall export revenue? (Ranges 1% to 100%)

Section 8: COVID-19 Impact

75. Overall, how has COVID-19 impacted your business? (Choose option that most applies)
    a. Positively
    b. Negatively
    c. No impact
76. In what ways has COVID-19 impacted on your business? (Check all that apply)
    a. Changes in market opportunities
    b. Changes in sales
    c. Changes in operational efficiency
    d. Changes in technological innovation (such as new equipment or machinery, operational processes, leveraging information and communication technologies)

e. Changes in collaboration and networking (across firms and organizations)
f. Other (please specify)

Section 9: Government Support

77. Since the outbreak of COVID-19 have you received any government support?
    a. Yes
    b. No
78. What type of support has been provided to your business by Government during the COVID-19 (Check all that apply)
    a. Cash Transfer
    b. Deferral of rent, mortgage, or utilities
    c. Deferral of credit payments
    d. Access to new credit
    e. Loans with subsidized interest rate
    f. Fiscal exemptions
    g. Tax deferrals
    h. Wage subsides
    i. Other (please specify)
79. What of the follow options best describe the reason why this establishment did not receive any national or local government measures issued in response to the crisis?
    a. I was not aware
    b. Too difficult to apply
    c. I am not eligible.
    d. I have applied but not received it
    e. Other (specify)

<<END OF SURVEY>>

List of Key Deliverables of the National Services Exporters Survey

- Development of workplan for the NSES 2022
- Development of survey instrument
- Development of sample frame
- Upload of survey instrument to the Survey Monkey platform
- Conduct pilot test for the NSES 2022
- Dissemination of the NSES
- Conduct enumeration and telemarketing exercise for the NSES
- Monitoring of participants for the NSES
- Cleaning of data generated from the survey
- Analysis of survey results
- Preparation of PowerPoint presentation based on results
- Development of data visualisations of survey results

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