

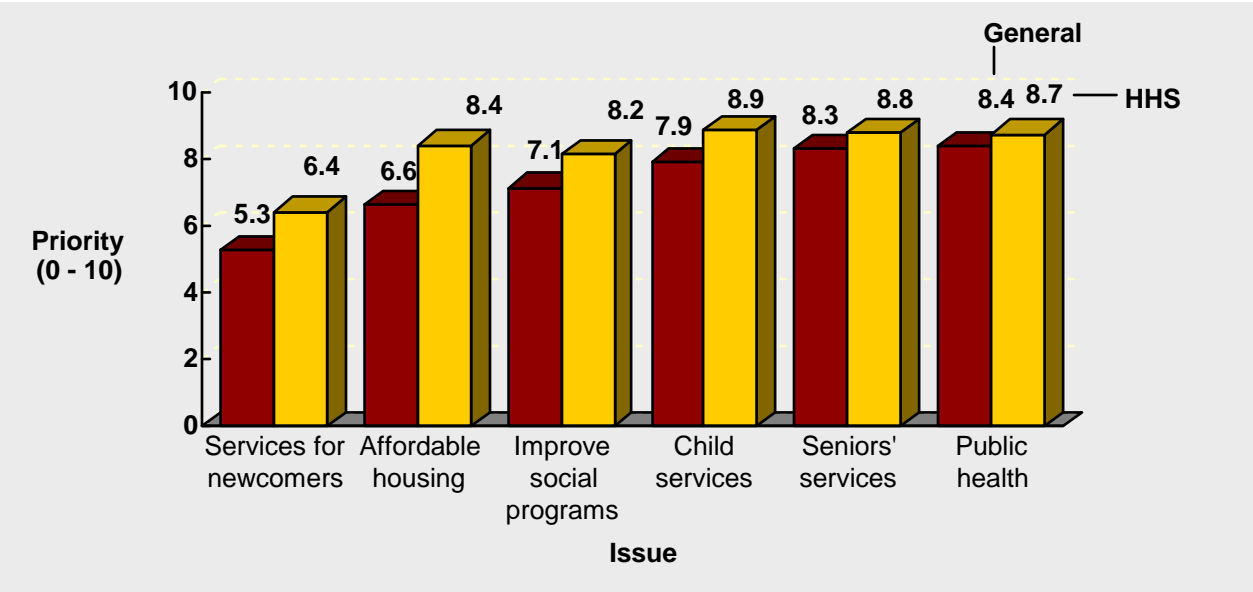
# 8. PRIORITIES FOR SERVICE IMPROVEMENT

Participants in both the general and HHS surveys were asked to state their priorities on a range of issues. The question was, “What priorities should governments place on these issues?’, and participants rated each on a scale from “Very low priority” to “Very high priority”.

The issues divide into two groups, those dealing with social services and those dealing with more general issues including ETPS services.

The HHS clients rated each of the social services as higher in priority than did those in the general population, (Figure 22). Each of these differences is statistically significant, but just one is what might be termed “large”. This is support for “More affordable housing”, where the difference approaches 2 points out of 10. For other services, the difference between the general population and HHS samples is no greater than 1.1 points out of 10.

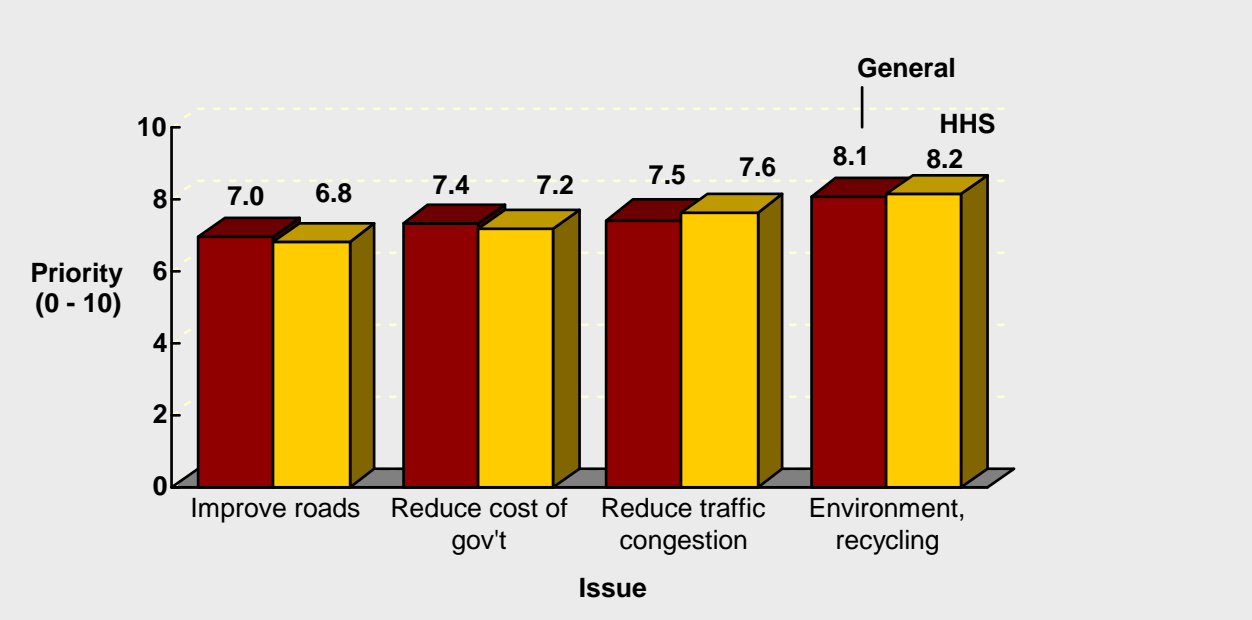
**Figure 22. Priorities for Health and Human Services**



*The general population and HHS sample differ significantly on each of these issues.*

In the second group of priorities, Figure 23, there are not statistically significant differences between the general and HHS samples. These issues include three ETPS services and the idea of “reducing the size and cost of government”.

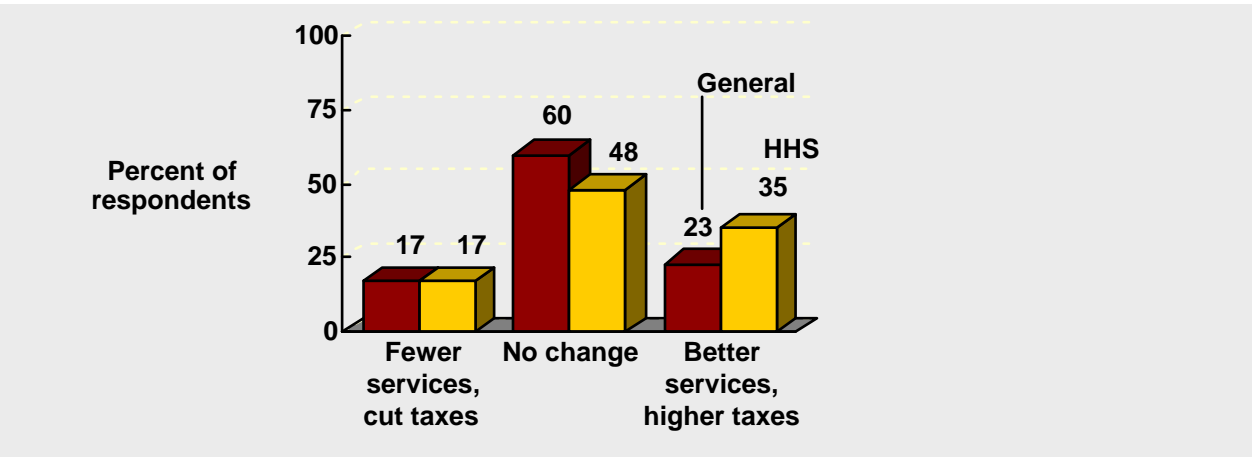
**Figure 23. Priorities for ETPS and cost of government**



The general population and HHS sample do not differ significantly on these issues.

A final question asked whether government should, in general, increase taxes to provide better services or provide fewer services and cut taxes. The most frequent response in both samples is, "No change". The HHS sample tilts slightly toward better services and higher taxes.

**Figure 24. Which direction should governments take?**



The general population and HHS sample differ significantly in response to this question.