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*for a sustainable future*

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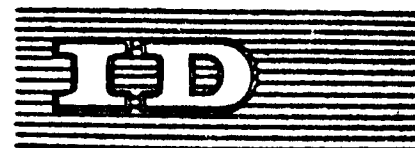
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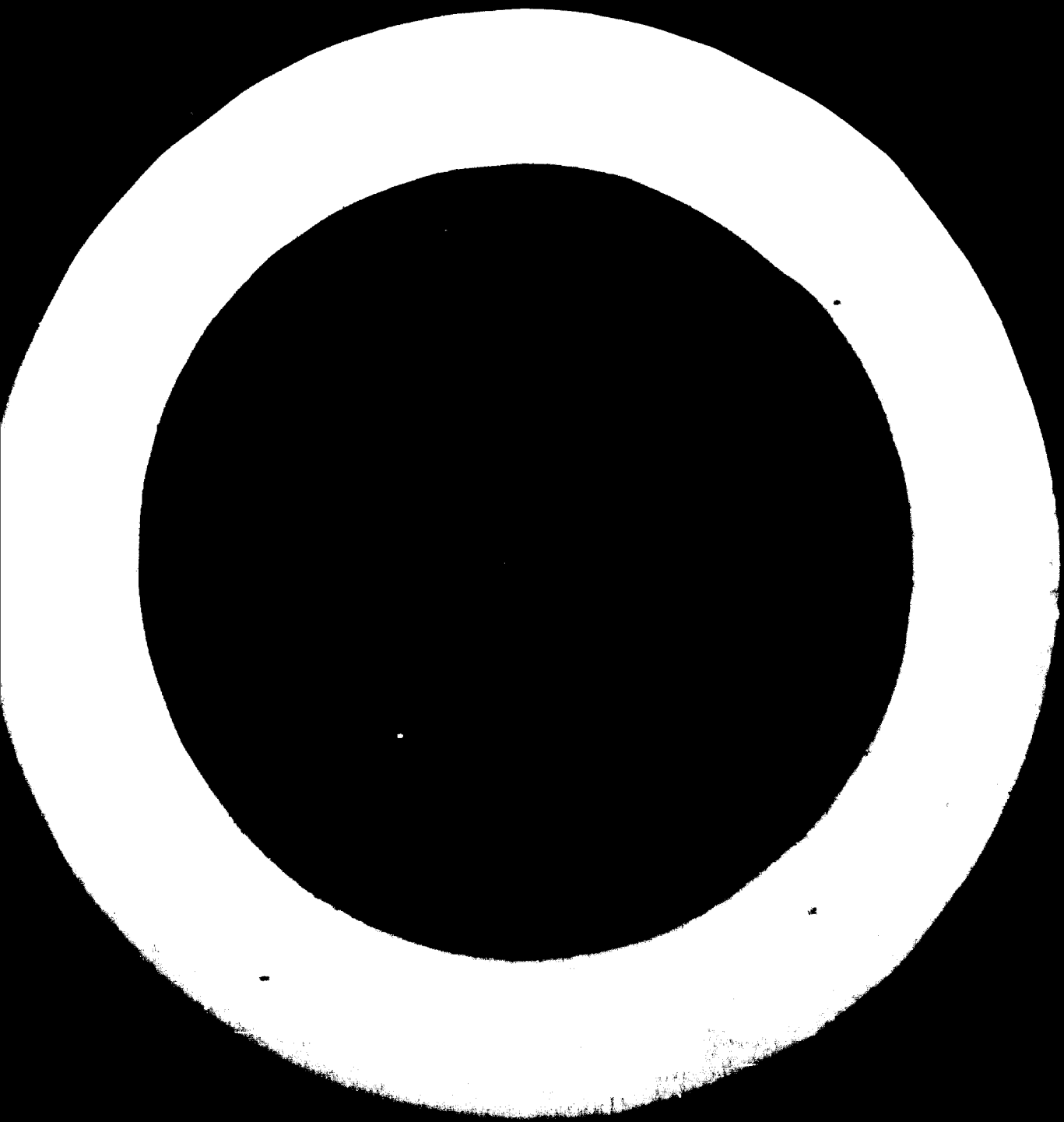
TRINIDAD AND TOBAGO <sup>1/</sup>

by

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<sup>1/</sup> The views and opinions expressed in this paper are those of the author and do not necessarily reflect the views of the secretariat of UNIDO.



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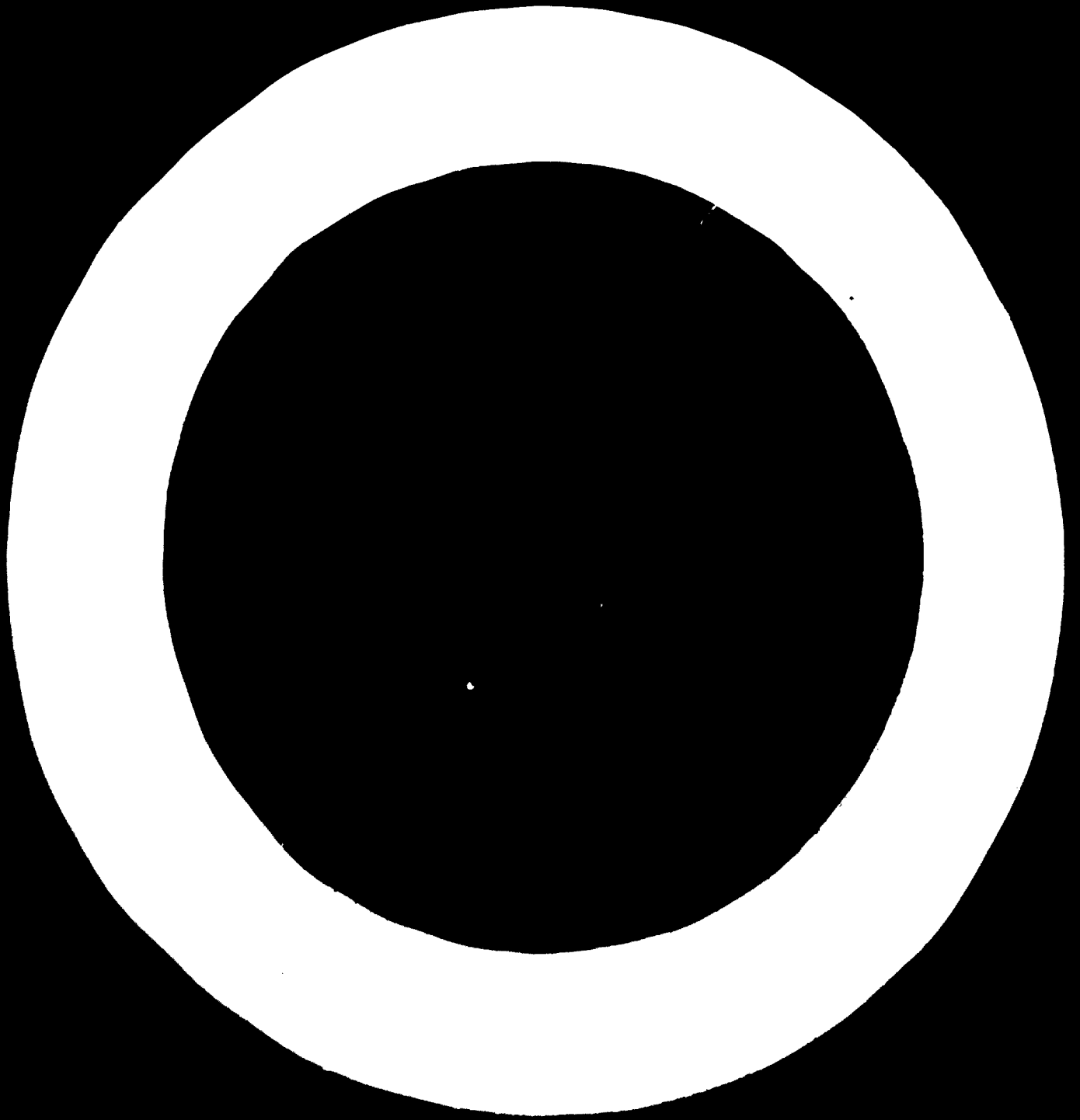
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### SUMMARY

The main bodies involved in providing information services to industrialists have been listed in part I of my country's report.

Some of the problems faced are:

1. Lack of co-ordination of information centres.
2. Lack of dynamic promotion of the uses which businessmen can make of these bodies.
3. Lack of systematic organization of feedback.
4. Lack of equipment for setting up a pilot plant and testing facilities.
5. Lack of enough documentation on availability of machinery suited to the market size.
6. Lack of a nucleus of trained and skilled personnel.
7. Inappropriate material taught by disseminators of information.



Part I of my report consists of a summary of the organizations that provide industrial information services in Trinidad and Tobago. Part II will list some of the problems that are encountered in the organization and administration of information services.

#### PART I

The main bodies involved in providing information services to industrialists both potential and present are:

- (1) Caribbean Industrial Research Institute (CARIRI)
- (2) Industrial Development Corporation (IDC)
- (3) Trinidad and Tobago Productivity Centre (TTPC)
- (4) Trinidad Manufacturers Association (TMA)
- (5) Development Finance Corporation (DFC)
- (6) Private consulting agencies
- (7) University of the West Indies - Faculty of Engineering.

#### 1. CARIBBEAN INDUSTRIAL RESEARCH INSTITUTE

The main functions of CARIRI are:

- (a) To provide industry with technical services which will include the following:
  - (i) Collection and dissemination of technical information including applicable standard specifications and quality control techniques.
  - (ii) Chemical analytic work, i.e. quality control testing in food industries and other local industries.
  - (iii) Physioal (measurement) and material testing.
  - (iv) Engineering services, i.e. assistance with existing production lines, prototype designs and maintenance and repair problems.
  - (v) Economic and technical feasibility studies including market surveys.
- (b) To advise the Government on the preparation of industrial standards and to carry out the associated testing and certifying.
- (c) To engage in industrial research programmes relating to industrial operations in the region, i.e. the Caribbean region.
- (d) To provide training for staff in the above-mentioned fields.

At present CARIRI is only serving the needs of industrialists in a limited manner. Being only one year old, it is experiencing teething problems involved in making a name for itself, the establishment of contacts, convincing people of the services that can be provided, and at the same time treading cautiously.

## 2. THE TRINIDAD AND TOBAGO INDUSTRIAL DEVELOPMENT CORPORATION

Established in 1959, this Corporation was set up to foster and to stimulate industrial employment through the establishment of factories and the expansion of hotel enterprises. It also functions as a liaison between the Government and investors.

The Corporation makes recommendations for the grant of pioneer status, which provides the privileges of income tax holidays, accelerated depreciation allowances, customs duty remission, financial aid to hotels and the leasing of lands for industrial sites.

At present IDC's main concern is to promote small businesses. The organization aims at finding information for the small businessman in the form of feasibility studies done. Trade catalogues and up-to-date documentation are kept on available machinery, etc. However, IDC is unable to estimate how successful its promotional activity has been - i.e. what percentage of the population is really aware of what services IDC provides - the kinds of soft loans, etc.

Also there is no systematic organization of a feedback of information from the businessman who has set up a business. There is need for more evaluation or post-implementation auditing.

## 3. PRODUCTIVITY CENTRE

The function of this centre is to create a national consciousness of all aspects of productivity with emphasis on a proper appreciation of the considerations affecting management and labour. It provides training and advisory services particularly to the management of small and medium-size industries. Its activities extend to other industrial and service enterprises whether in the public or private sector.

Some of these activities are: management development and supervisory training courses, seminars, in-plant demonstrations, direct advice and assistance to small and medium-size industries, problems of financial management and cost accounting, productivity and production control, marketing and loan evaluation.



4. TRINIDAD MANUFACTURERS ASSOCIATION

This is a voluntary membership organization dedicated to the promotion of manufacturing industries in Trinidad and Tobago. It provides information only to its members. Such information includes business opportunities, legislation, market trends, Government affairs, credit facilities, analysis of trade statistics, and trade inquiries. It does not help the potential small businessman.

5. DEVELOPMENT FINANCE CORPORATION (DFC)

This body gives business financial information, e.g. on the kinds of loans available, rates of interest and lists of feasible projects. They are also willing to help finance medium and long-term projects.

6 & 7. University professors and private research organizations act as consultants giving information about appropriate technologies and potential industries.

PART II

Problems which CARIRI faces are:

- (1) A shortage of equipment to test some manufacturers' claims. Delays occur because all equipment has to be imported, e.g. for setting up pilot plants, etc.
- (2) The problem of establishing itself in the country as an aid to industrialists. The major problem is a human or psychological one - one of convincing existing industrialists that the group of young professionals at CARIRI can be of some service to them in helping them to be more efficient. Some success has been achieved, however, in that certain businessmen who formerly sought advice abroad are now regular clients.
- (3) Lack of facilities at CARIRI to give aid on the use of local raw materials. This is where Latin America can help us. In some cases we have similar raw materials, e.g. fish, pitch, oil, and would prefer getting information from them rather than having to send to the United States, the United Kingdom and Japan.
- (4) Lack of proper information at CARIRI on technology suited to our size and our market. This lack of information invariably leads to over-capacity.
- (5) Difficulty of getting market information.
- (6) Lack of export promotion studies.

### PROBLEMS WHICH THE PRODUCTIVITY CENTRE FACES

The courses are not free and, though advertised regularly, are only attractive to people who already know something about a subject and want to have a refresher course. So, even if an inexperienced businessman attends, the courses are too academic. In most cases they do not cater to the practical experience of very small or medium-sized business in Trinidad and Tobago. Often the marketing, accounting, finance and organizational structure courses are taught by experts or graduates who have learnt from textbooks written in the United States. There are not as yet enough textbooks on business administration that are suited to the experience of the developing countries.

### PROBLEMS WITH IDC

Though it has adopted a policy of industrialization by invitation, giving generous incentives:

- (1) We do not know - because of lack of feedback from firms established under pioneer status - exactly how much value added these firms have contributed to the economy. They give the layman a false picture of the country's development. The large buildings that are going up give an impression of growth, but it is difficult to find out how much some international subsidiaries actually contribute to the economy.
- (2) Also because there is no systematic form of feedback, it is impossible to evaluate how far the industrial incentives and free information services provided are useful.
- (3) Even if there is a systematic feedback, there will be problems of getting businessmen to reply to questionnaire. There are difficulties involved in convincing businessmen that data are confidential and will not be used for tax purposes.
- (4) Very late start in a dynamic promotional campaign. Only for the past two years has there been any promotion: e.g. 1971 Small Businessman's Year 1970 - Year of Co-operation, etc. Also Prime Ministers' visits to industries.

### GENERAL PROBLEMS

- (1) Lack of co-ordination of information centres to avoid duplication and to avoid delay in tapping existing sources of information.
- (2) Not enough emphasis is placed by information services on establishing contacts and maintaining them.

(3) Problem of convincing businessmen that newly set-up information services can be useful to them in changing traditional production techniques.

(4) Delay in processing applications by all the agencies; for example, DFC received 60 applications for loans in 1970, but only 20 were processed.

(5) All the institutions face continuous turnover of trained personnel.

#### SPECIFIC AREAS WHERE UNIDO CAN HELP

(1) Given our limited resources, we are unable to subscribe to relevant catalogues or trade journals etc. UNIDO can help by making these available.

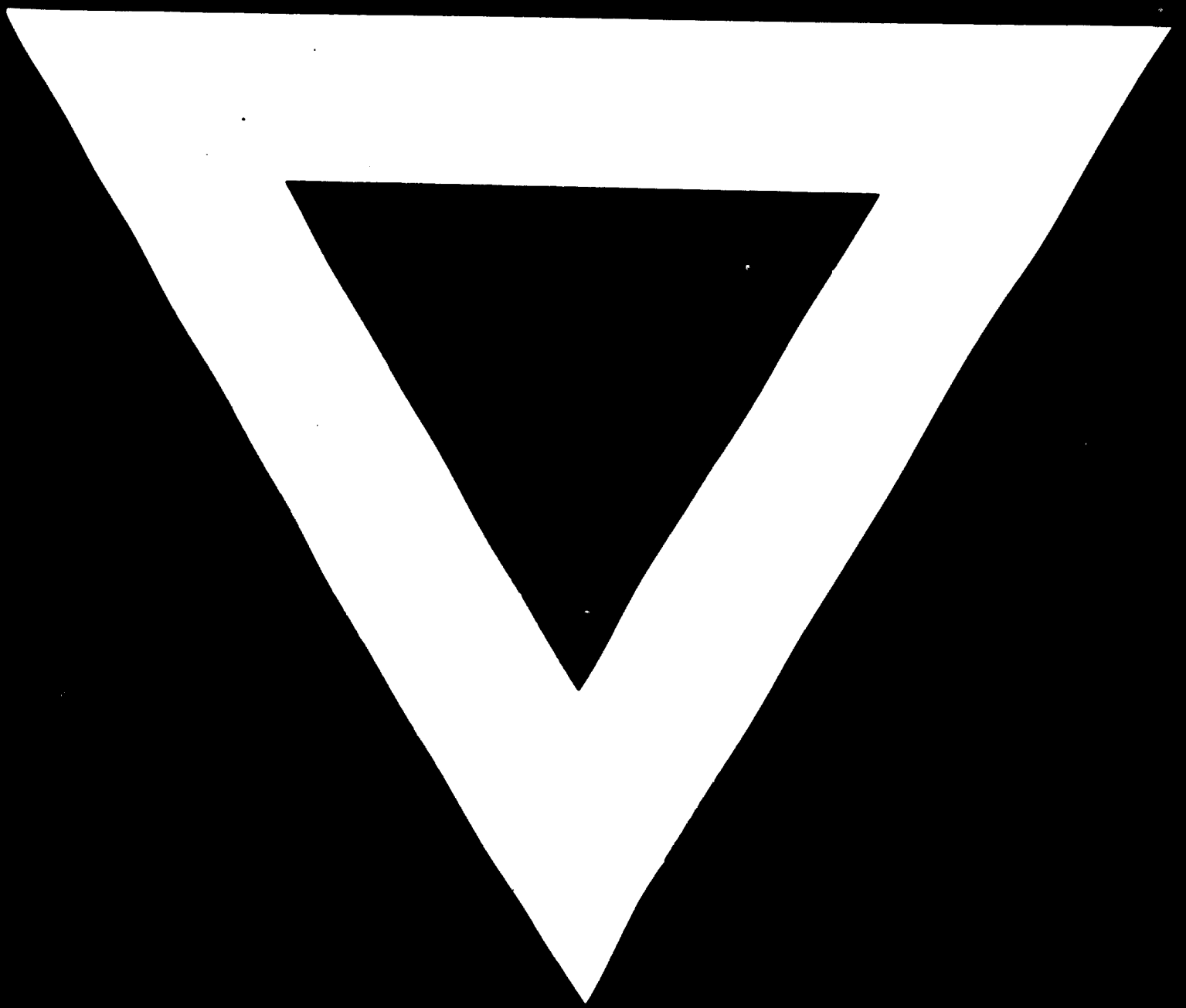
(2) UNIDO can help in the information of their own establishment of a central agency where member countries can give and receive information about other countries.

This agency can service mainly developing countries where there is an urgent need for getting information quickly.

(3) Too quick a turnover of United Nations experts who go to set up information centres abroad. Their vast experience enables them to have insight into problems but they go away before implementing the recommendations they have presented.

(4) How can UNIDO help us in making our information flow more efficient? How do we organize or centralize data internally?

(5) Can UNIDO set up a research centre for the adaptation of technology to suit developing countries? Generally countries face a problem of over-capacity.



**8.8.73**

