



OBSERVATORIO DE DERECHOS SOCIALES  
CUBA

# ***THE STATE OF SOCIAL RIGHTS IN CUBA***

REPORT IV - 2021



Observatorio Cubano  
de Derechos Humanos

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## 1 - INTRODUCTION

We present the fourth study on the situation of social rights in Cuba, at a historic moment for the country. Since our first report, we publicly warned about the impoverishment of Cuban families and the real situation of the so-called “revolutionary conquests”; and on several occasions we denounced the actions of the government, choosing to place itself between immobility and erratic policies despite the high social and humanitarian cost that this has for Cubans.

When we analyze the causes that led to the civic protests that occurred on the island during July 11 and 12, there is consensus among national and international actors that the growing deterioration of social rights was one of the main ones.

The protests channeled the clamor of millions of Cubans faced with the overwhelming dilemma of choosing between leaving home to stand in a long line and buy some yogurt, exposing themselves to state fines and the coronavirus, or staying home on an empty stomach. The protests channeled the cries for freedom and prosperity that the vast majority of Cubans hope to achieve, after more than 60 years suffering the shortcomings and promises of a system based on social control and structurally incapable of fulfilling even their most basic needs.

Today we present the most relevant findings of the fourth consecutive report on the State of Social Rights in Cuba, the result of the work of a team of collaborators residing on the island and advised by international experts. We have managed to collect and analyze the perceptions of **1,141** Cubans on the situation and quality of their social rights. This information reflects, once again, a harsh and stubborn reality that is increasingly evident to the world and more difficult for the regime to hide.

The survey was carried out under the serious health situation related to the management of the Covid19 pandemic on the island, one of the countries with the worst numbers of infections and deaths; in a period in which, the failure of the Ordering Task, the inclemency of Hurricane Elsa, and the historic citizen protests that began on July 11 (J11) aggravated the structural social and economic crisis. A third of the interviews were carried out during and after J11, which gives a qualitative value to the study that goes beyond its statistical representativeness. The results presented below allow us to see more clearly the social tensions and the sensitivity regarding the critical situation to which the Cuban people are subjected. The post-J11 data can be seen as a true “amplifier” of the people's voice, the loss of fear and the opinion of a country that is dissatisfied with the current political regime and is summarized in the demand for freedom and change.

## 2 - Methodology and technical data sheet

Interviews were conducted in thirty-nine municipalities in the western, central, and eastern regions distributed in eleven provinces, to obtain a representative sample of the national population. A stratified sample design has been used according to the population residing in the different provinces, applying quotas based on sex and age by province, and according to racial groups for the entire population. To achieve the best possible statistical representativeness, as in previous surveys, the number of interviews has been adjusted to the proportions of the population based on these characteristics.

Several teams of interviewers intervened in the data collection, using Open Data Kit technology to send data online through mobile phones or tablets, specially designed to work in difficult internet access conditions, such as in the case of humanitarian or medical emergencies, catastrophes, etc.

The questionnaire has been designed by the Cuban Observatory for Human Rights team, with the advice of international experts and based on the questionnaires used for the three previous surveys.

<p><b>UNIVERSE</b> Population residing in Cuba aged 18 years and above, both sexes.</p>
<p><b>SAMPLE</b> 1.141 interviews.</p>
<p><b>SAMPLING METHOD</b> Simple random. Sampling stratification by conglomerates: habitat of residence, sex, age, and racial group.</p>
<p><b>ALLOCATION</b> Proportional.</p>
<p><b>MARGIN OF ERROR</b> +/- 2,9% for global data</p>
<p><b>CONFIDENCE LEVEL</b> 95% with p/p probability = 50%.</p>
<p><b>FIELD WORK METHODOLOGY</b> Personal survey with interviewers, with assisted data entry through mobile phones and tablets.</p>
<p><b>FIELD WORK DATE</b> June 25 to July 19, 2021.</p>

During the survey, some protests had already begun on July 11, **when 810 interviews of the planned total had been conducted. Faced with this situation, the decision was made to continue with the field work**, allowing us to build a sample of great comparative value. Although the statistical representativeness after J11 is not the same, the data are of qualitative interest and allow us to make statistical inferences and detect significant trends in the change of opinions and attitudes in the population.

### **NOTES ON THE METHODOLOGY**

As for data processing in the report, since the margin of error is several percentage points, the decimals in tables and graphs have been rounded for reading clarity, without affecting statistical accuracy.





## 2 - SOCIO-DEMOGRAPHIC DATA





## 2.1 - DISTRIBUTION ACCORDING TO GENDER, AGE, AND RACIAL GROUPS

Having adjusted the number of interviews to the proportions of the population according to sex, age, racial group, and region, to achieve the best possible statistical representativeness, the distribution by sex and age reflects the demographics of the country according to the data available from the last census (ONEI, 2012). In the set of interviews, there are practically the same number of men as women.

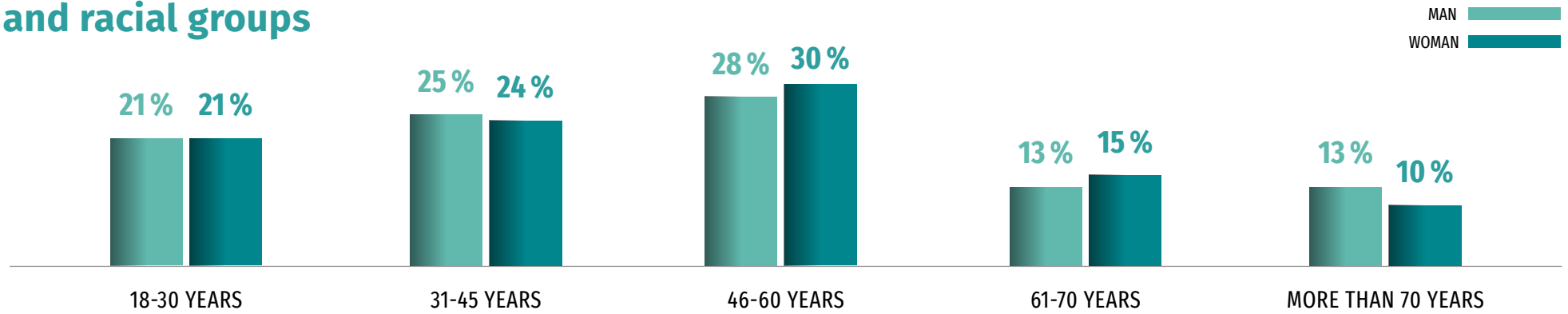
Even with the difficulties of data collection in the current circumstances, it has been possible to maintain the proportion of ages and sex, with minimal variations that affect only a smaller proportion of women older than 70 years among the black group, maintaining a great uniformity by age groups and sex in the entire sample.

TABLE 2-1

TOTAL ACCORDING TO SEX AND AGE	TOTAL %	TOTAL %		WHITE %		MULATTO OR MESTIZO %		BLACK %	
		MEN	WOMEN	MEN	WOMEN	MEN	WOMEN	MEN	WOMEN
BETWEEN 18 AND 30 YEARS	21	21	21	24	24	19	18	19	19
BETWEEN 31 AND 45 YEARS	24	25	24	24	25	27	21	24	24
BETWEEN 46 AND 60 YEARS	30	28	30	28	28	31	33	26	32
BETWEEN 61 AND 70 YEARS	14	13	14	15	15	11	14	11	15
OVER 70 YEARS	12	13	10	9	8	12	15	20	10
<b>TOTAL</b>	<b>1141</b>	<b>566</b>	<b>575</b>	<b>266</b>	<b>290</b>	<b>176</b>	<b>160</b>	<b>123</b>	<b>124</b>

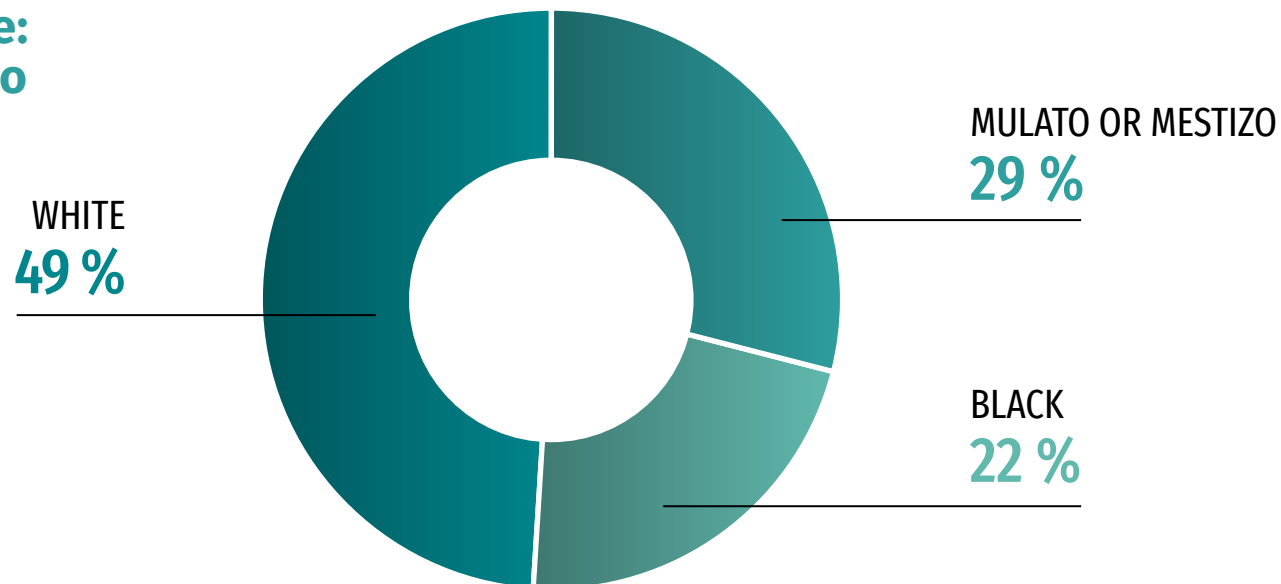
## Distribution according to gender, age, and racial groups

GRAPHIC 2-1



By maintaining uniformity with the previous surveys in the distribution by racial groups, a better representativeness is given to the survey in general terms; about half of those interviewed are white, almost a third are mulatto or mestizo, and slightly more than 20% are black.

## Distribution by race: Black, White, Mulato or Mestizo



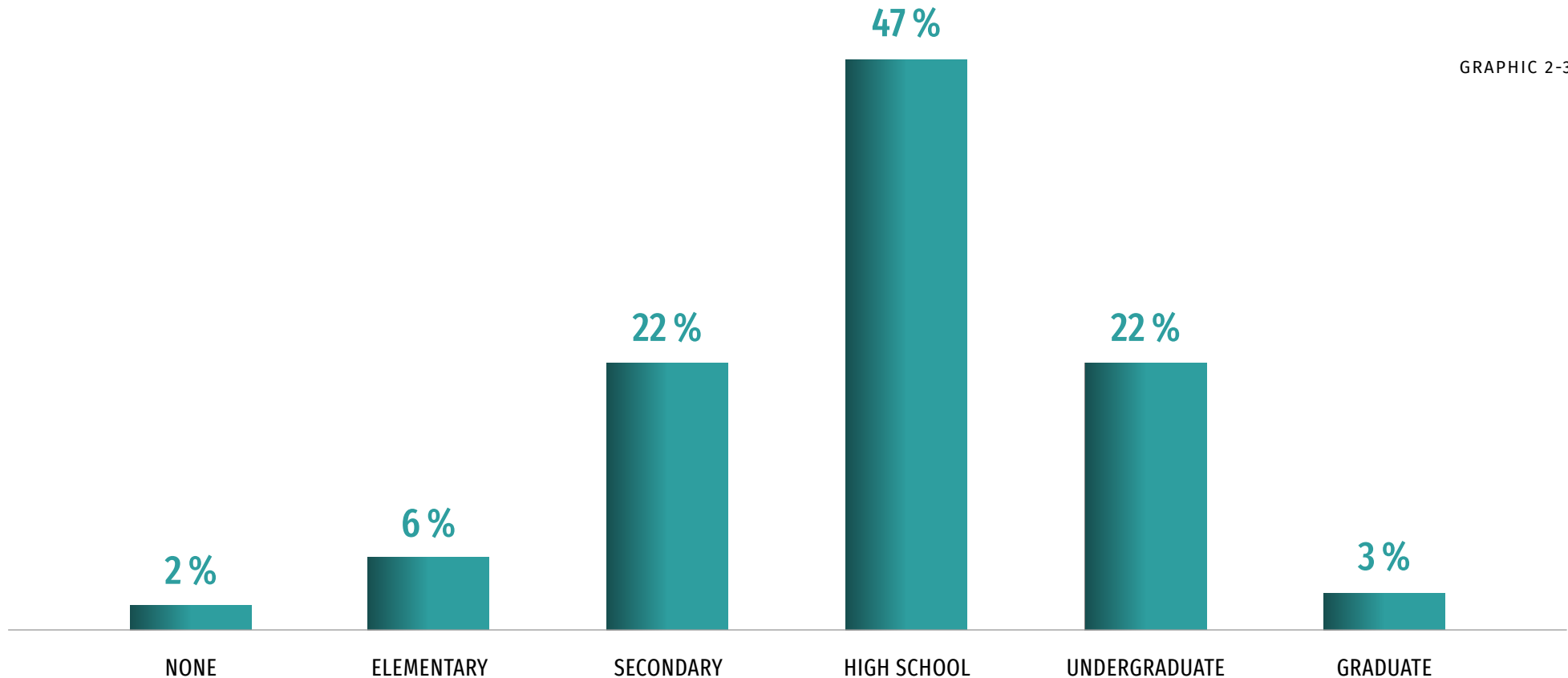
GRAPHIC 2-2



## 1.2 - EDUCATIONAL LEVEL

It is an important fact that the educational level of the interviewees matches what was represented in the previous surveys, which indicates that the homogeneity of the methodology is allowing us to obtain samples with stable sociodemographic characteristics.

### What was the last level of education you attended?



GRAPHIC 2-3





### 3 - SOCIAL ISSUES AND MANAGEMENT OF THE PANDEMIC



### 3.1 - MAIN ISSUES FACING CUBA

When asking about the three main issues facing the country, public opinion clearly reflects that, above all else, there is the food crisis (60%) and the health crisis aggravated by Covid-19 (59%). Along with these, the third most cited issue is the *Ordering Task*, mentioned by the 29%.

Following these issues, we find the political system in general (24%), inflation (17%), unemployment (17%), the government (16%) and **the health system (12%)**. **This last piece of information is obviously largely related to the second concern of Cubans, the Covid-19 pandemic. Therefore, beyond the pandemic, the Cuban health situation continues to be a concern.**

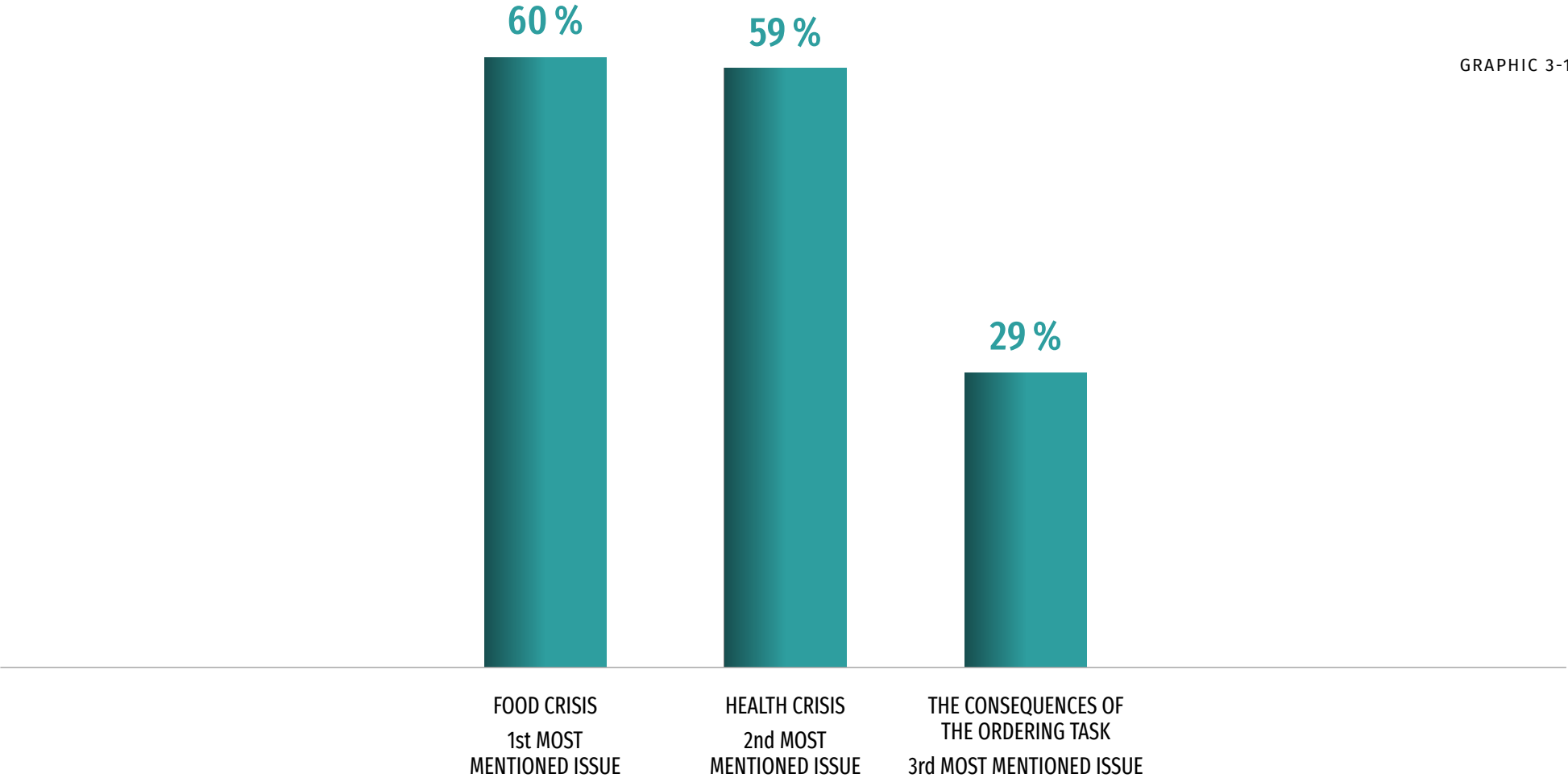
It is important to note that the North American embargo, with 8%, was not among the ten most mentioned issues by the Cubans that were interviewed.

Post-J11 perceptions regarding political issues, unemployment, and health gain particular importance, with responses that refer to the political system as an issue, going from 22% to 28%; unemployment from 14 to 23%; and in health, even more, going from 9% before J11 to 21% after J11.

Age differences are another central theme that explains the different sensitivities to social issues, with young people and people between 31-45 years old referring significantly more to the political system as a social issue, coinciding with 30% of responses in both age groups; while, among those over 60 years of age, this drops to around 15%. Among those over 70 years of age, a greater reference to the embargo stands out, which also reaches 15%, while in the entire sample is placed at 8%, and among young people (18-30 years) it is only 3%.



### What are the three main issues facing the country?



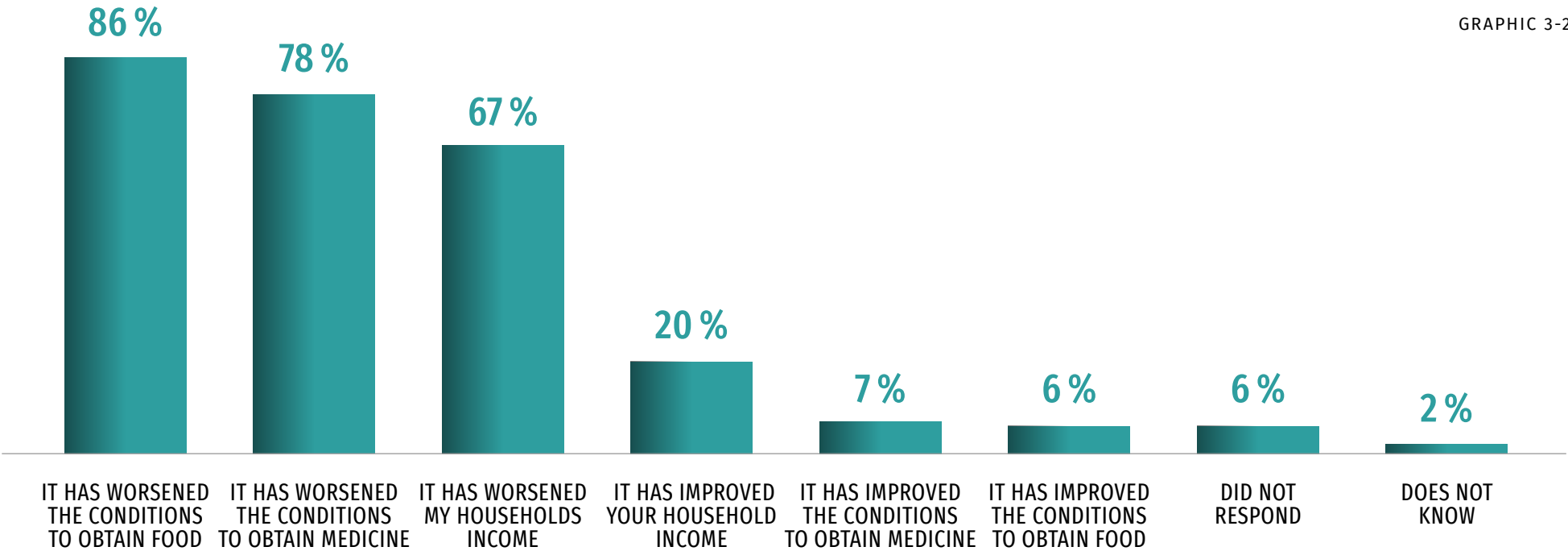
GRAPHIC 3-1

### 3.2 - ASSESSMENT OF THE ORDERING TASK

In the assessment of the way in which the Ordering Task affects Cubans, 86% consider that the conditions for obtaining food have worsened; 78% feel the conditions for obtaining medicines has worsened; and 67% feel their household income situation has worsened. **In other words, the Ordering Task has had a very negative social cost for the majority of citizens.**

**Within this trend, that considers that the impact of the Ordering Task has been negative, there is an increase in this type of assessment in the responses after J11.**

#### How has the ordinance task affected your day-to-day life?



GRAPHIC 3-2

### 3.3 - SECTORS OF THE POPULATION MOST AFFECTED BY THE CRISIS

The survey asked which sectors of the population believe that they are going through a more challenging situation in this context of lack of food and medicines, health and economic issues, and the decline of household income. .

The most widely held opinion (73%) is that the most affected are the elderly; this trend had a notable increase in responses after J11.

After the elderly, we find the people who do not receive remittances (55%), and, thirdly, with a similar percentage of responses, the unemployed (51%). Previous sectors are followed by the self-employed (22%), which has to do with the accumulation of legal and bureaucratic limitations they have suffered for several years. This is a scenario that is averse to entrepreneurship and aggravated by the Covid-19 pandemic, both due to mobility limitations and its impact on the arrival of foreign visitors.

According to 15 percent of the participants, young people are the most affected sector. The lack of conditions for young people to develop their career paths in the country is an essential factor for a significant number of those consulted.

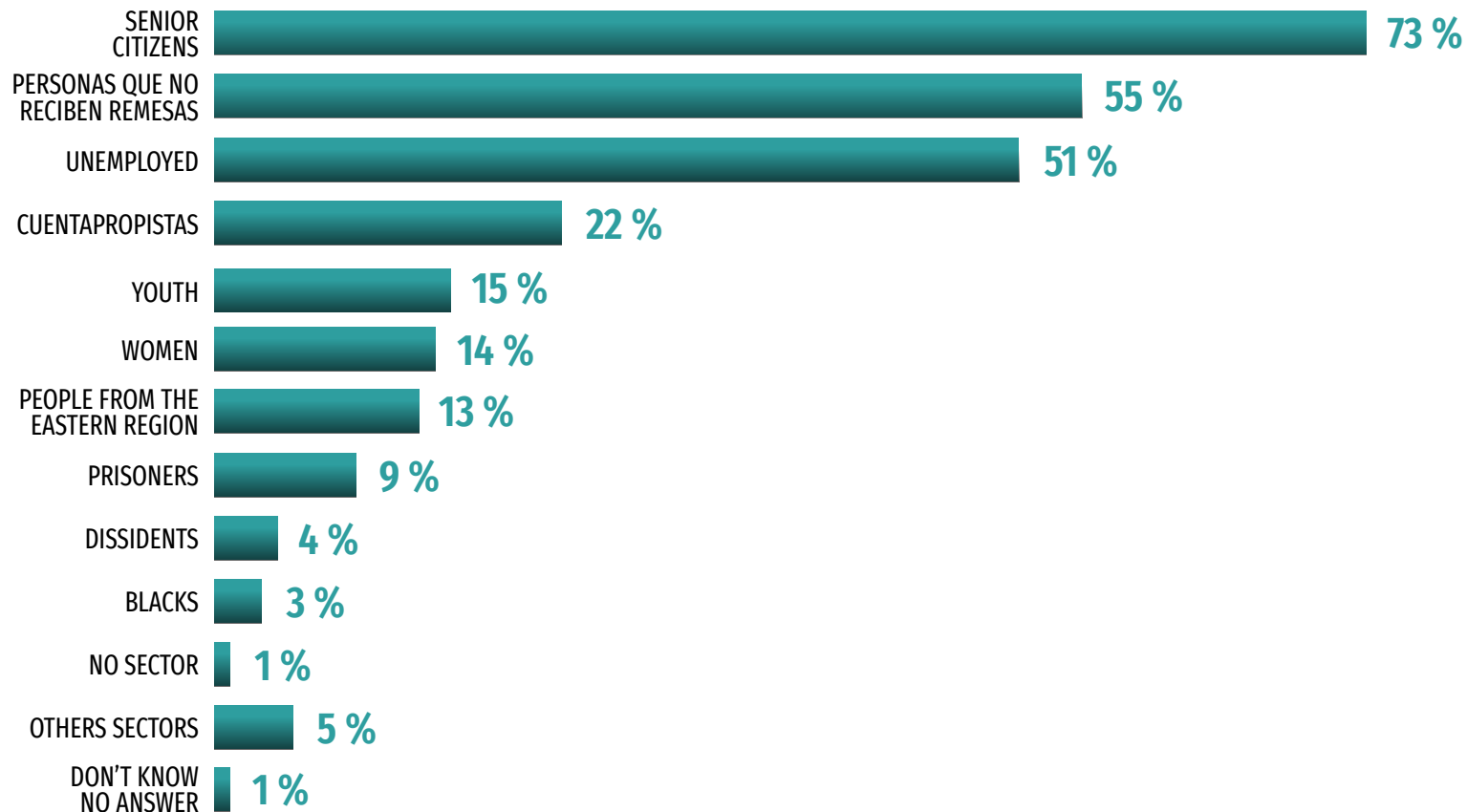
Women may be particularly affected by the crisis (opinion held by 14%) due to their role as heads of households, in charge of children and the elderly, and people who require special care. It should be noted that women tend to refer to people without remittances significantly more than men (59% versus 52%). On the other hand, they mention the self-employed less as the most affected population sector, alluded to the 26% of responses among men and only 18% among women.

Young people tend to place themselves, more than others, among the most affected sectors: almost one in three young people hold this opinion (32%).



Likewise, the self-employed are mentioned more by people between the ages of 31 and 45 (27%), and among those who indicated that they receive remittances (26%). On the other hand, women are mentioned more among those with a low-income level (25%), the group with the highest number of women, while those with middle incomes refer more to the unemployed (54%).

### Mention which sectors of the population do you consider to be having a worse time given the situation of the country.



GRAPHIC 3-3



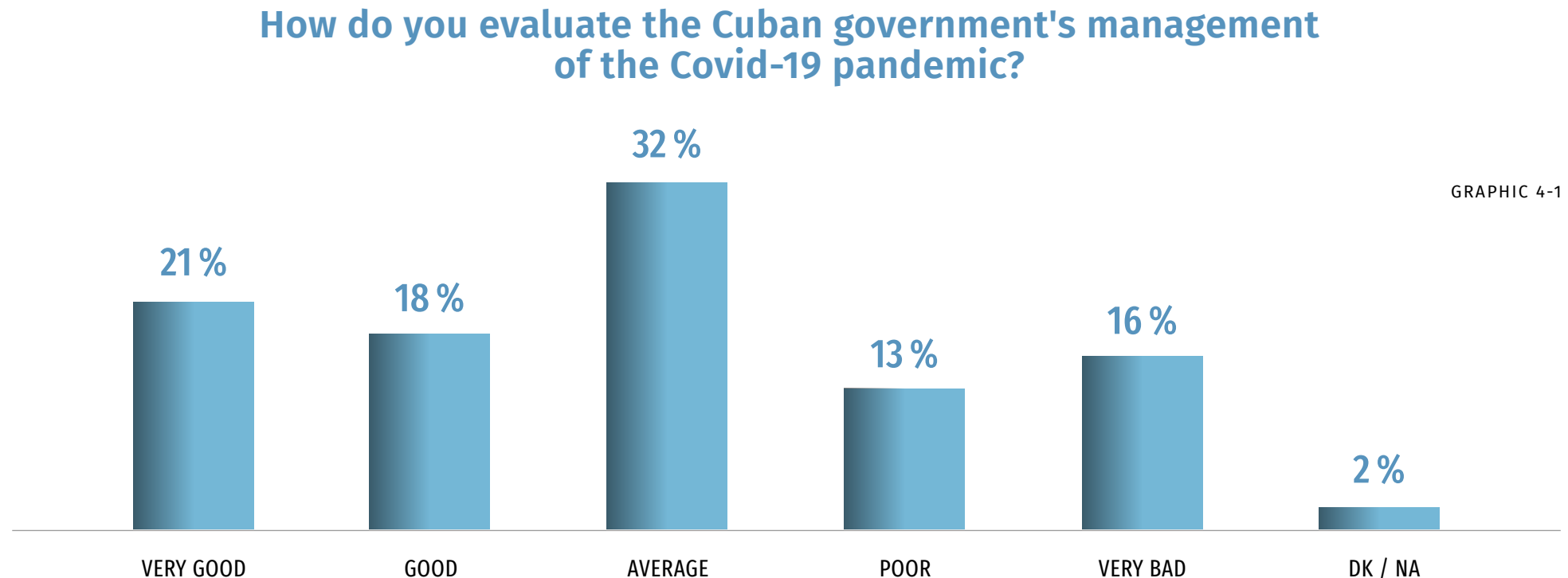
## 4 - PUBLIC HEALTH AND ACCESS TO MEDICINES



## 4.1 - ASSESSMENT OF THE GOVERNMENT'S MANAGEMENT OF THE PANDEMIC

The government's management of the pandemic, specifically considering public health aspects, is assessed between fair and very poor by 60% of those consulted, and within this range we can highlight 28% who qualifies it as poor or very poor (16%).

This data, analyzed together with others that are presented in this section, gain great political significance if we consider that “health” is one of the so-called revolutionary “conquests,” of which the Cuban government presumes both nationally and internationally.



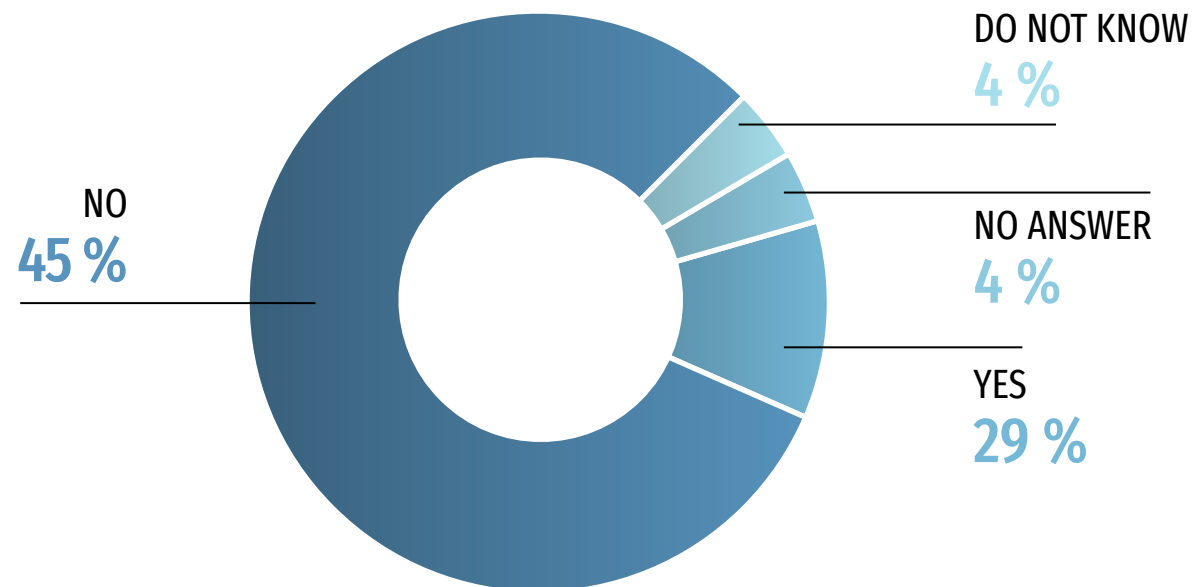
GRAPHIC 4-1



The data on the percentage of the population that has received some economic aid from the Government due to the pandemic show that 81% has not received any help, compared to 12% who mentioned they did get help.

Since the beginning of the pandemic, different civil society organizations on the island and in exile have made various public proposals to the government to assist the poorest and most vulnerable sectors of the population, but their request were ignored.

### Have you or any member of your family received any direct financial assistance from the government as a result of the COVID-19 pandemic



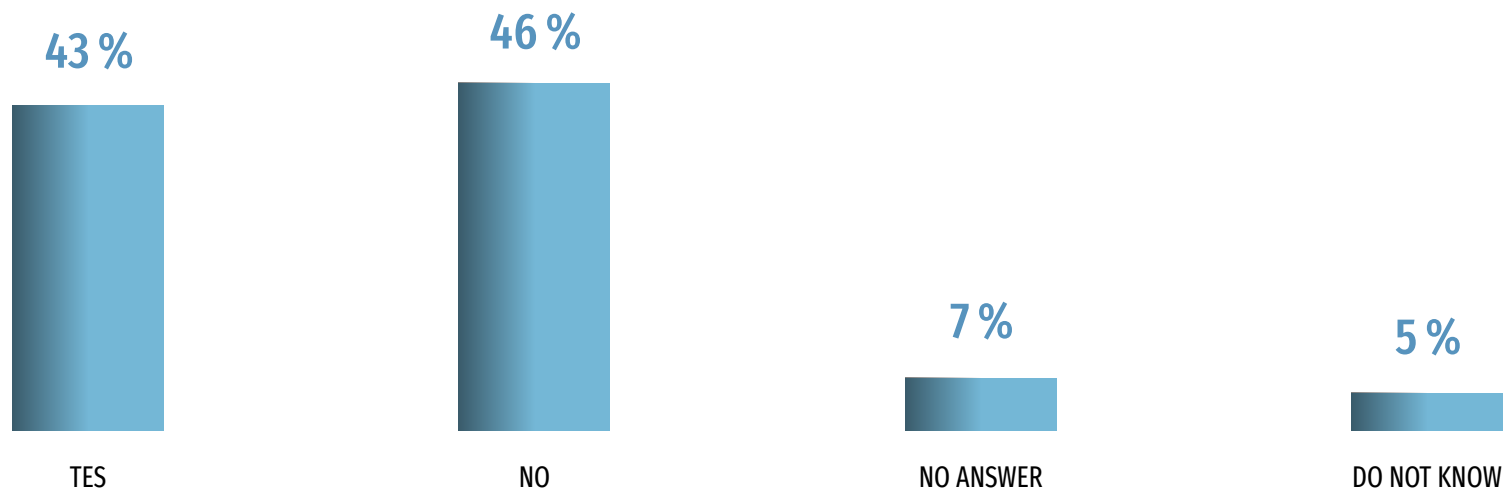
GRAPHIC 4-2

## 4.2 - ACCESS TO MEDICAL CONSULTATIONS

43% of those surveyed concluded that they or a close relative had to pay or give something to health professionals to access or expedite any consultation or service, a new piece of information collected in this study. A worrying situation that posits real challenges in terms of social cohesion; and reveals the hypocrisy of the government's propaganda on accessible and free health, and the immorality of those who, without criticizing said propaganda, accept gifts before offering a public service in a sphere so sensitive to human life.

People within the middle-income bracket are significantly more likely than others to offer this kind of favor, with 47% of affirmative responses compared with 35% of the total.

### Have you or a close relative ever had to pay or give something to a health professional to access or expedite a health service?



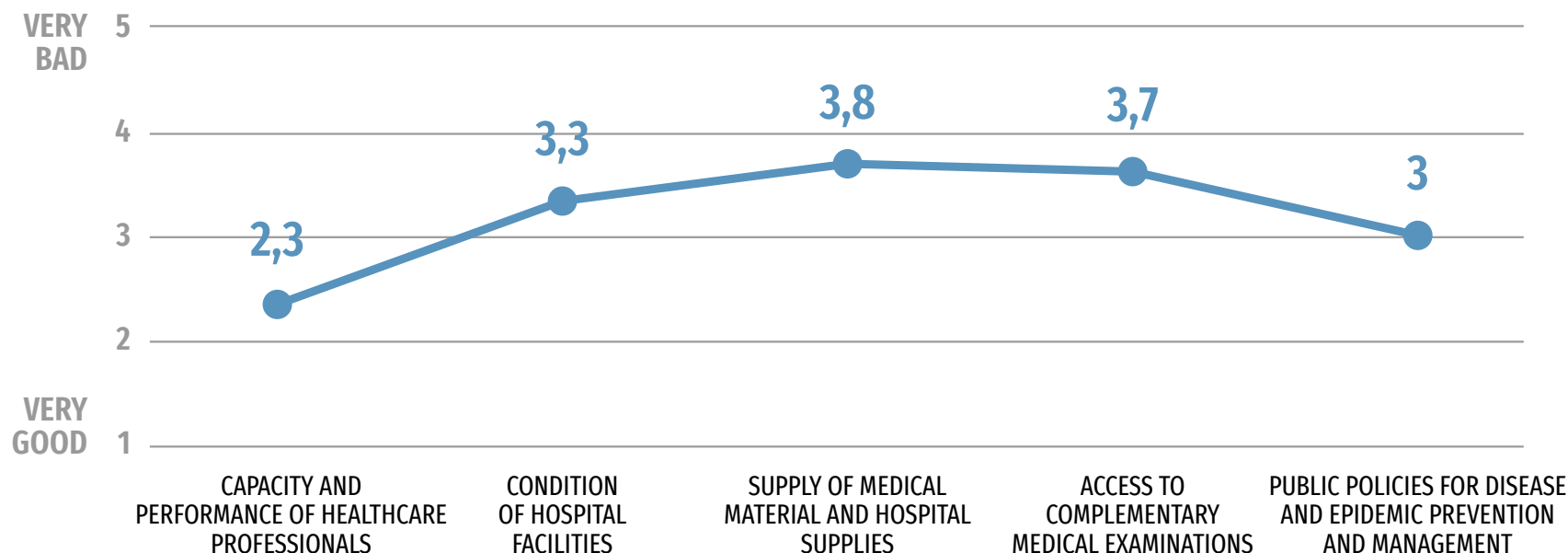
GRAPHIC 4-3

### 4.3 - ASSESSMENT OF THE QUALITY OF THE PUBLIC HEALTH SYSTEM

The general assessment of the health system is between "fair and poor", except for the rating given to health professionals (fair). The worst aspects rated by citizens are the supply of medical materials and access to medical exams (poor).

Before J11, the results were very similar to those registered in previous studies a year ago, although with a certain tendency towards a decline in the public health image; a trend that became firm when taking the pulse of public opinion since J11, with a further deterioration of all rated aspects. This is evidence of the increasing social unrest expressed in the protests during those days, considering that an important cause of the protests has to do precisely with the severe situation of public health, the number of infections and deaths, and the ineffectiveness of the government to alleviate this critical situation.

#### Evaluation of the public health system: Average scores



GRAPHIC 4-4

## 4.4 - ACCESS TO MEDICINES

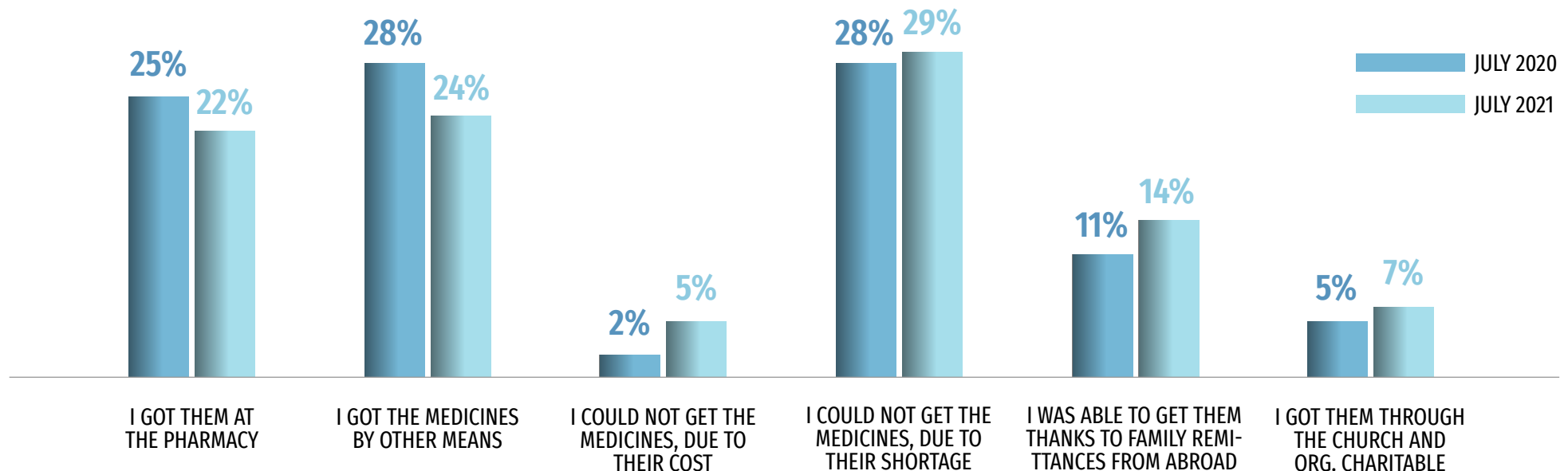
Here we confirm that the difficulties to access medicines is one of the main issues that persistently afflicts Cubans, amid the extreme need caused by the pandemic ( 61% needed medicines in the past three months).

Eight out of ten could not get their medicine from pharmacies. The main reason is due to the shortage (29%), where 24% was able to obtain their medicines by a different route than the state one, 14% thanks to their families from abroad, and 7% through churches and charitable organizations.

It should be noted that the number of people who cannot get their medicine specifically because of their cost goes from 2%, in the previous study, to 4.9%, a fact that may be related to the inflation generated by the Ordering Task.

### How has your experience been acquiring medication?

GRAPHIC 4-5



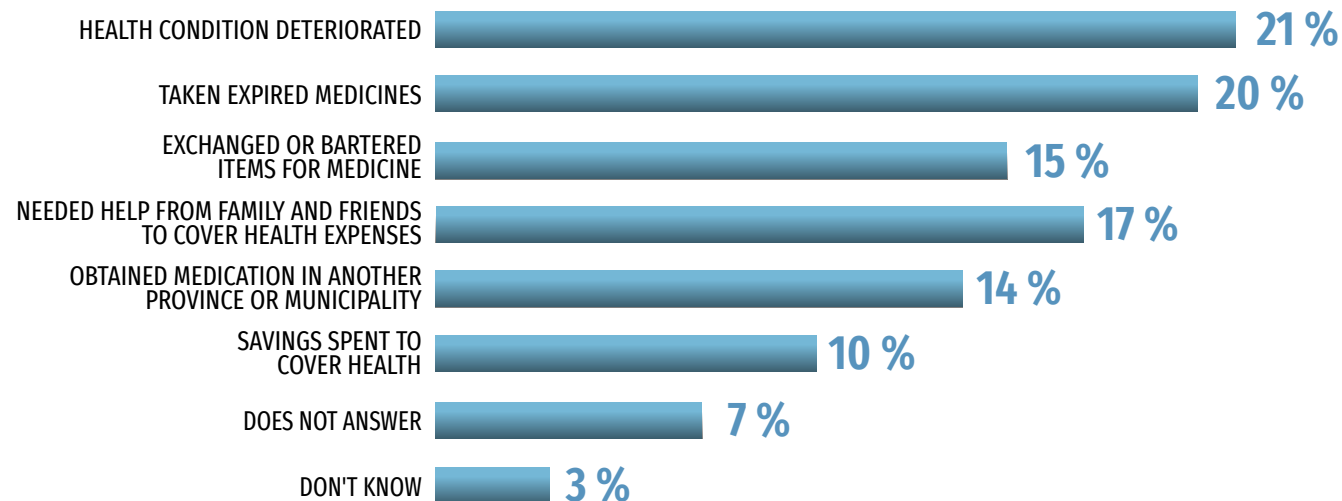


## 4.5 - WORSENING OF THE SITUATION IN THE LAST 3 MONTHS

21% stated that the lack of medicines or money to buy them had to do with the worsening of their health condition. This shortage situation forces many to take expired medicines (20%), use their savings to cover health expenses (10%) or ask for help to a family member (17%), get them outside their province or municipality (14%) or by means of barter (15%). Options that show a very dramatic picture of the situation with medicines.

People over 70 are more likely to report that their health has deteriorated due to lack of money or medicines (36%), that have taken expired medicines (28%), or that have resorted to help from family and friends to cover health expenses (30%). Among those interviewed with a low family income level, spending their savings to cover health has increased (15%) as well as the frequency with which they state that their health has deteriorated for these reasons (31%).

### In the last three months, due to lack of medication or lack of money, your family has: (multiple answers)



GRAPHIC 4-6

AREA ESTATAL

ENTRADA

## 5 - THE RIGHT TO FOOD AND FOOD SOVEREIGNTY

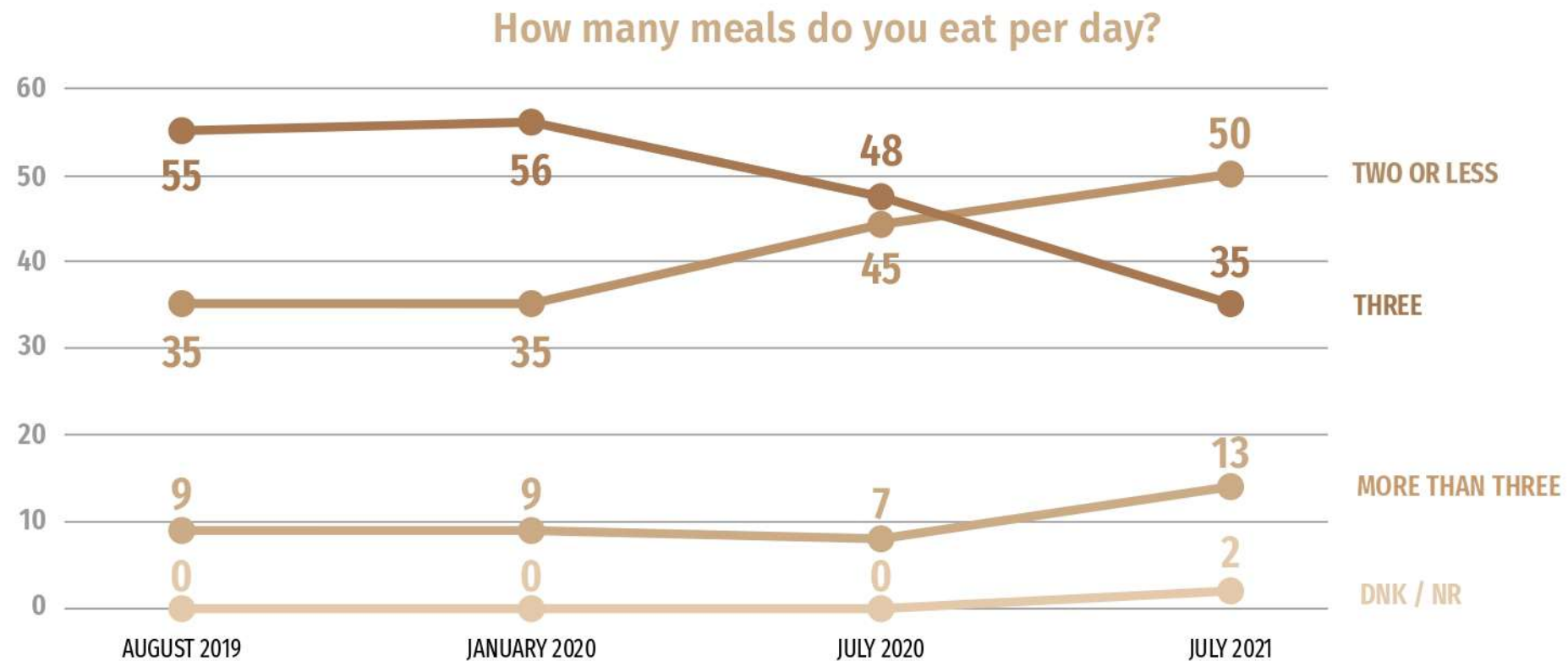
TOMATE	16,250
PEPINO	16,190
Lechuga	14
Melón T.	14,90
GUAYABA	11,25
NARANJA D.	14,200
PIMIENTO	16,35
FRUTA BONA	16,25
cebolla	14
ASI CHAY 1/2	14,25
JAKI	14,70
F. COLORADO	14
CAJON	14
1000	14,50
1000000	14,50
Pumpil	14,30





## 5.1 - The Quality of Family Nutrition

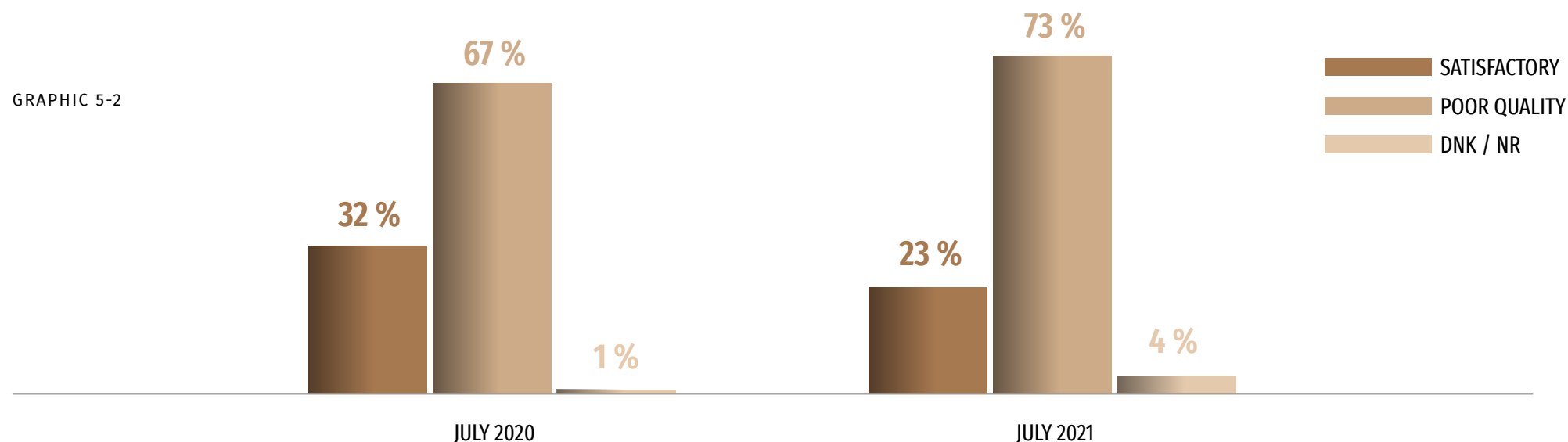
The food issue is among the main concerns reflected by public opinion, as seen in the second section of this report. The worsening of the situation concerning the two previous years for which information is available is reflected in the latest survey results. When comparing the frequency of daily meal intake in the time series of the last two years, we can see that the percentage of the population that eats two or fewer meals increases notably compared to 2019, and compared to a year ago, and is currently placed at 50%. The data reflects a decline in food supply for most households.



For households with income of up to 2,500 CUPs the situation of two or less meals a day rises to an alarming 78%. Clearly related to the household income level, the situation of families receiving remittances is also related with a better frequency of daily meals: one in four people who receive remittances would be within the more than three meals bracket (26%). Among households that did not receive remittances in recent months (61% of the total according to the latest data), 59% would be eating two or fewer meals, ten points above the figure for the population as a whole.

The quality of food is classified as poor by almost three-quarters of the population, specifically 73%. These are values that have notably worsen when compared to those registered a year ago, increasing the deficient rating by just over six percentage points, and are equal to those registered just before the pandemic began in January 2020.

### How would you rate the quality of your and your family's food?



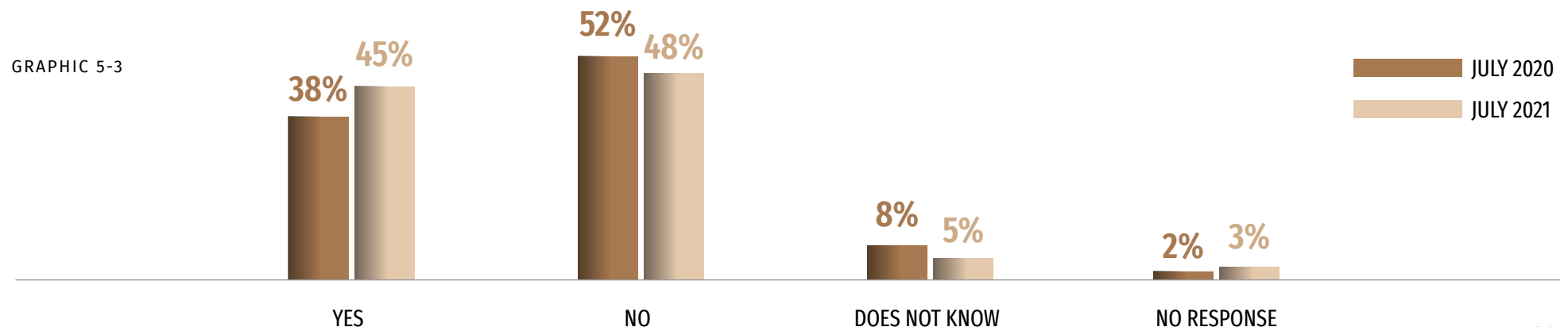


**Women are significantly more likely than men to rate food quality as poor, with 76% of the responses compared to 71% of the men in the total.**

The existence of significant food insecurity is confirmed by another indicator, which is the number of people who have had to stop eating any of the daily meals due to lack of money or resources in the last three months. The upward trend in cases that have had to deprive themselves of one of the main meals has been clearly on the rise since January of last year, practically doubling previous figures. This would be consistent with the results on the increasing number of people who eat less than three meals a day, as well as with the rating of personal and family food quality as deficient, as analyzed above.

In cases found in the lower income bracket (up to 2,500 CUPs) the lack of one meal increases to 78%, while for the high-income bracket (more than 7,000 CUPs) these situations drop to 13%, which is still doubly significant, both **because of the difference between both extremes and because even among households with the highest income there is still more than 10% of cases of scarcity.** By age, we detect a significant increase in people over 70 years of age who stopped eating a meal, as 56% answer affirmatively.

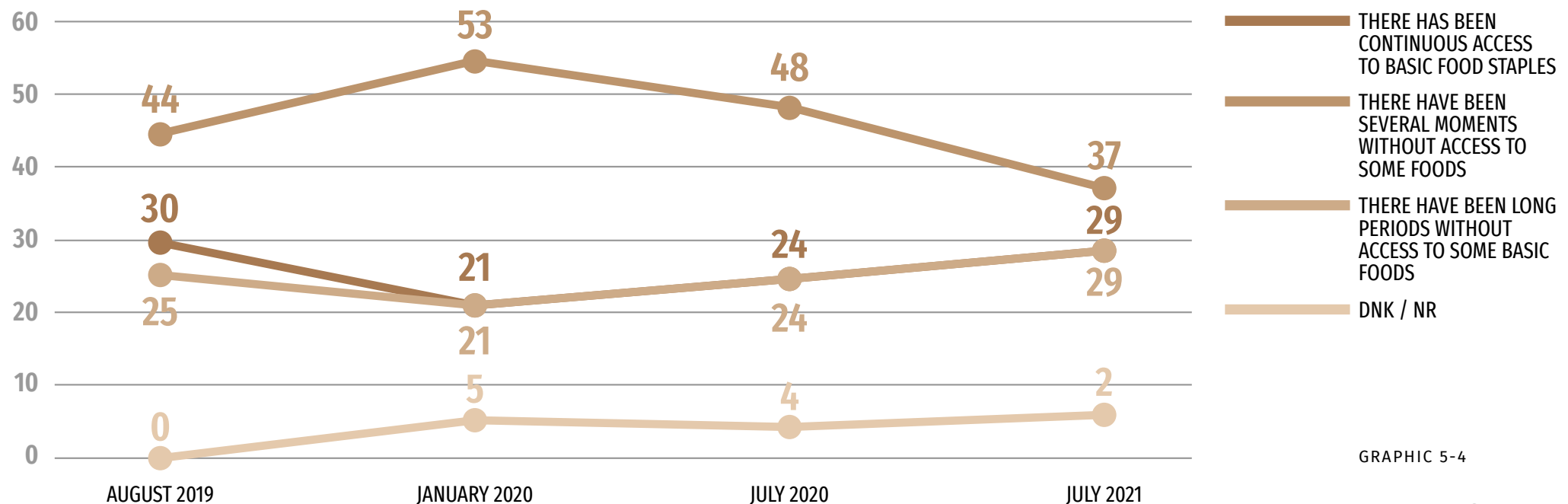
**In the last 3 months, because of lack of money or resources, have you or any member of your family stopped eating breakfast, lunch or dinner**



## 5.2 - Access to basic food with the State booklet

Taking the last three months as a time reference, the majority of the population has had interruptions in access to basic food through the State booklet, close to the 30% of those surveyed consider that these were long interruption periods, and for 37% they were specific interruptions. Comparing the evolution of the data within the time series, we can see that since August 2019, the long periods without access to food through the booklet first decreased to 20%, before the start of the pandemic, and then went up to 25% of cases in July last year and continued to climb up to the current 29%. On the other hand, continuous access to basic food remains more constant, approaching the same values it had two years ago and even increasing up to 27% with the latest data for the total. In view of the data, it would seem that the public system of access to food does not tend to reduce inequalities, but it can be said that in some way it maintains or reproduces them.

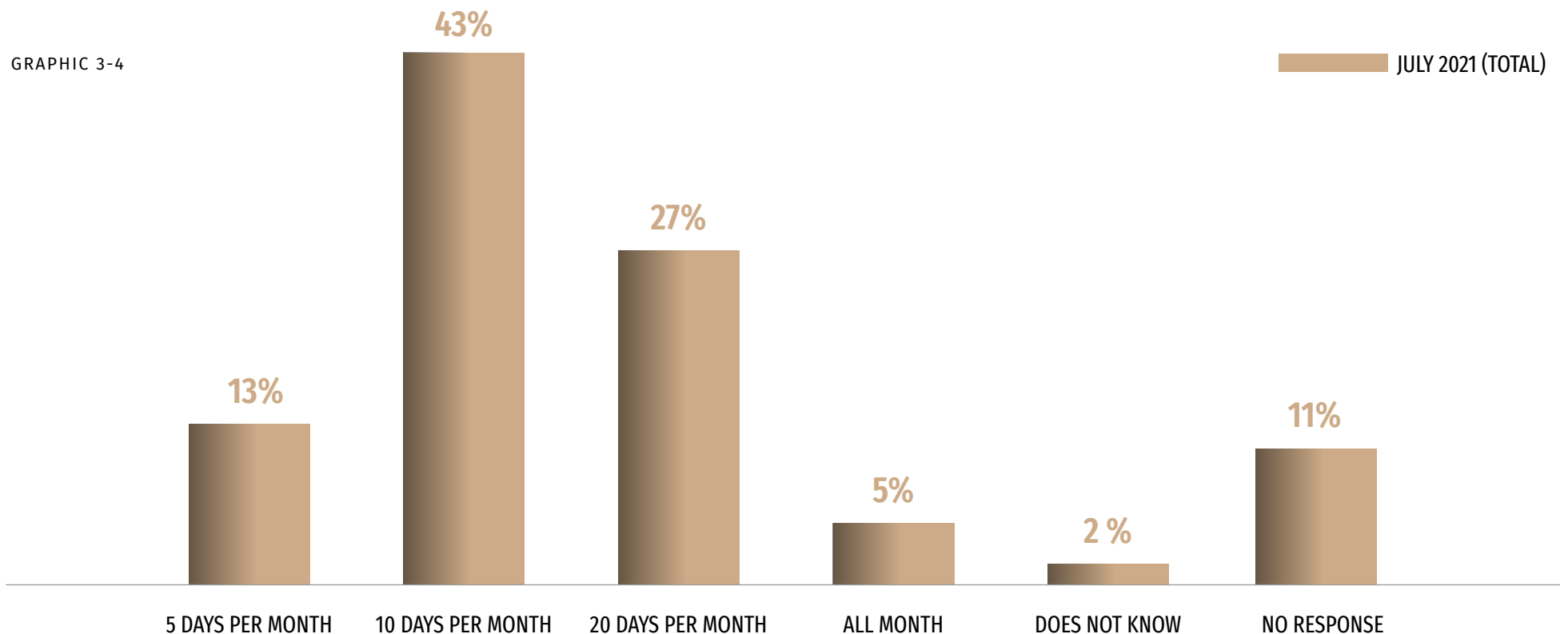
Access to basic food provided by the State



GRAPHIC 5-4

Most of the population's products purchased via the rationing booklet cover only ten days of one month's supply. A quarter covers 20 days of the month, and only for a small percentage, it covers the entire month's supply. In this sense, there is hardly any variation with the data from the previous surveys.

### How many days do the products purchased by the rationing book in Cuba last your family?





## 6 - RIGHT TO DECENT HOUSING



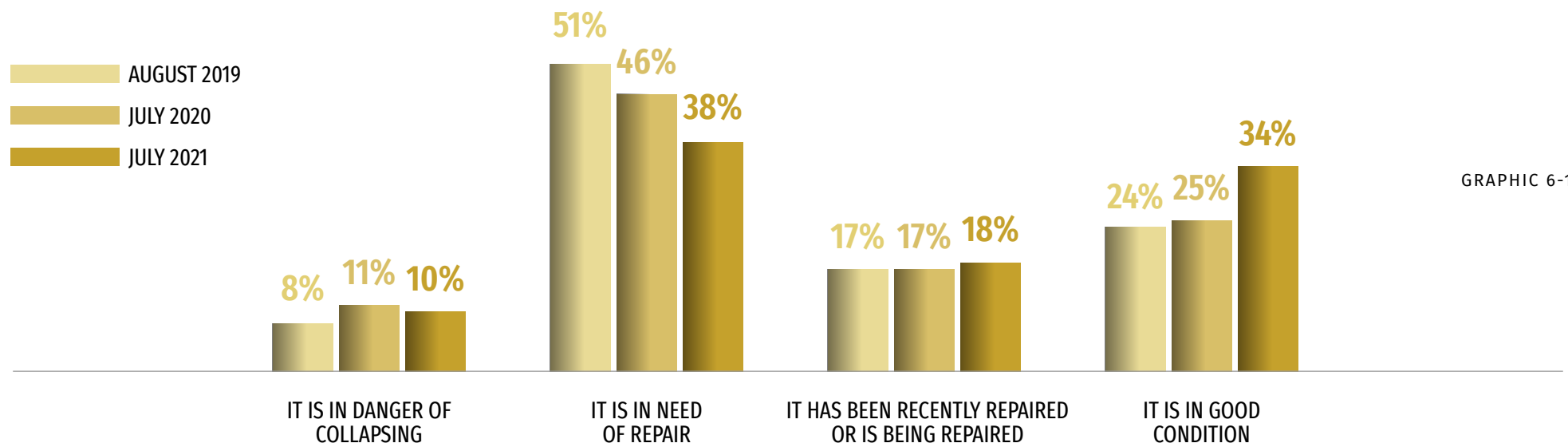


## 6.1 - HOUSING QUALITY

Regarding the quality of the houses, the previous reports described a situation that seems to have improved somewhat in the last year. The data indicate a gradual decrease in the percentage of houses that need renovation, now placed at 38%, when two years ago these were half of the households. And the houses in good condition increase up to 10%, placed now as one third of all households (34%). However, it is striking that the proportions remain more or less constant for the households in worst conditions: 10% would be in danger of collapsing, when a year ago was they were 11%, and 17% of homes maintain a recently repaired condition.

Among young people there are more cases rating their home as kept in good condition (39%); while among those over 70 years there is a significant increase in situations of danger of collapsing (18%).

### What is the situation regarding the quality of your housing?



GRAPHIC 6-1





## 7 - WATER AND ELECTRICITY

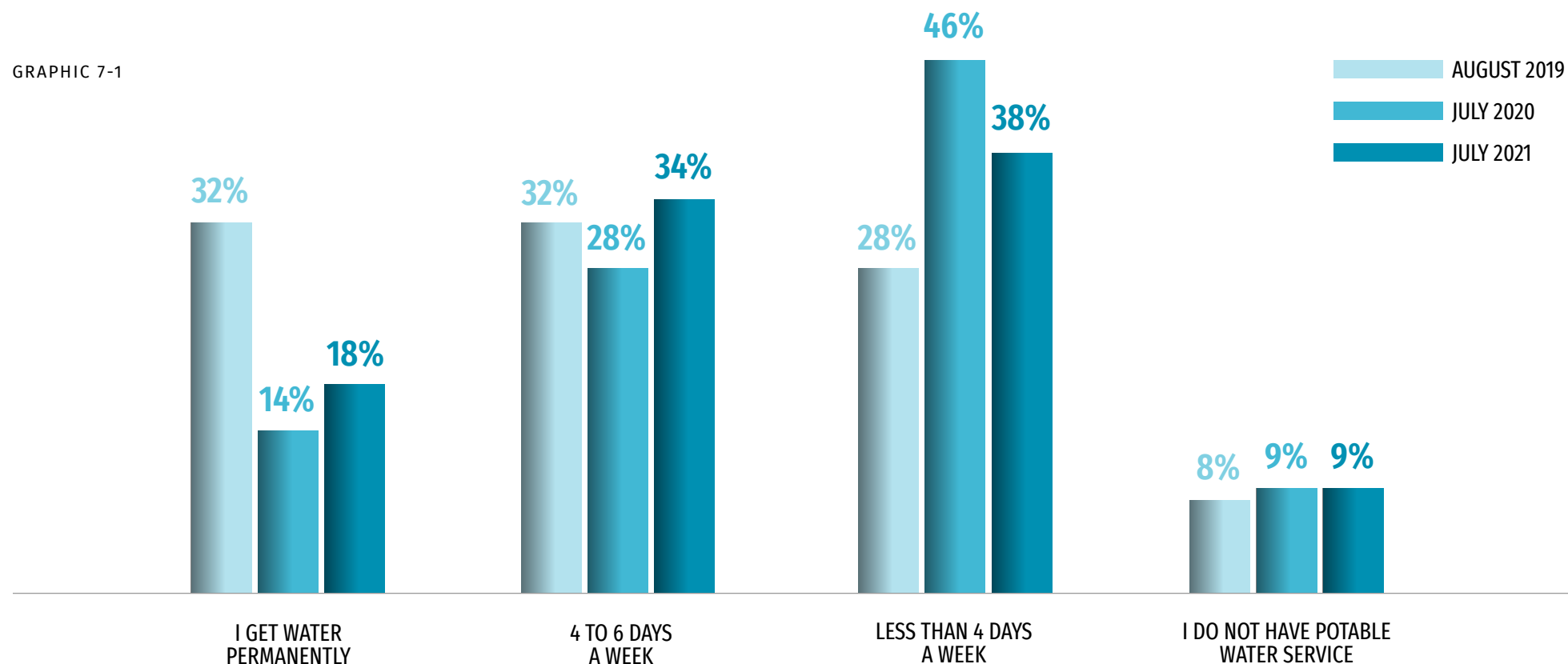


## 7.1 - SUPPLY AND QUALITY OF DRINKING WATER

Comparing the results with previous surveys, the number of households without any supply remains constant throughout the series, between 8 and 9%, although we can observe in the other intervals that the water supply in homes has a great variability throughout the two years in which information has been collected, reflecting a variable supply infrastructure as well.

### Water coverage

GRAPHIC 7-1

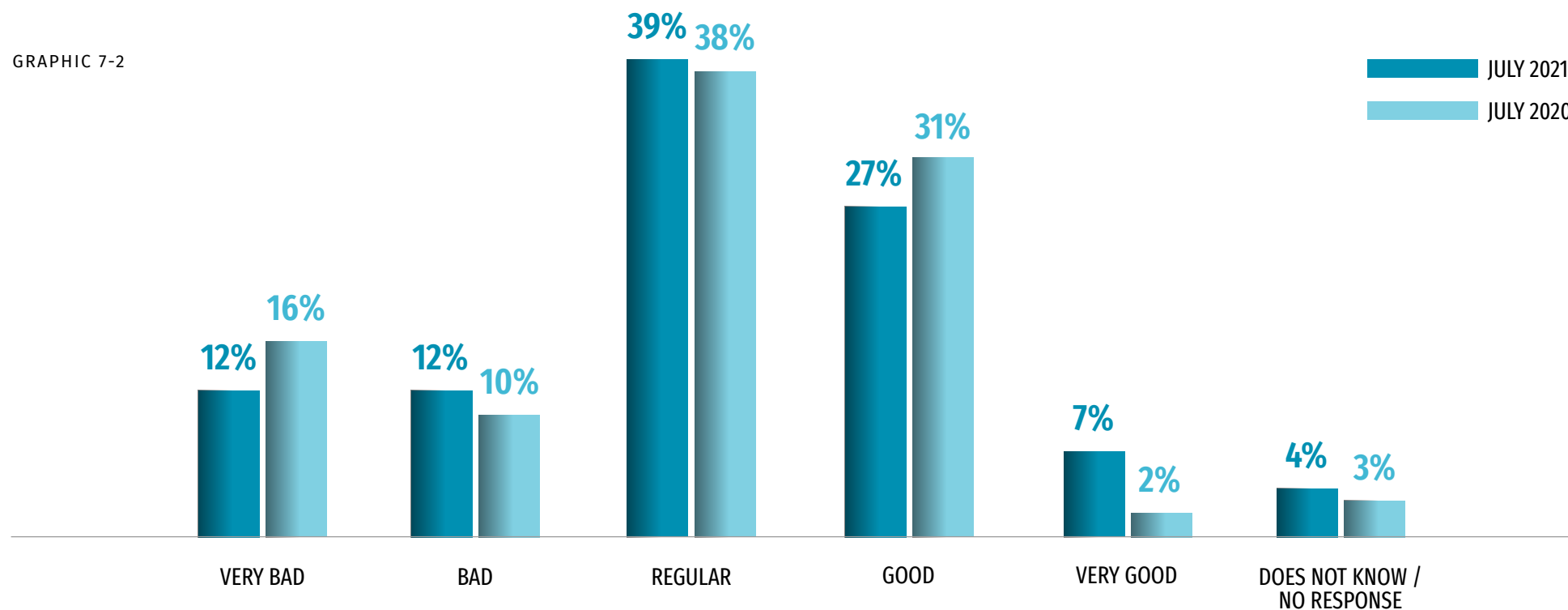




Unlike the frequency of supply, the assessment of water quality remains constant compared to the previous study.

## Drinking water quality (state service)

GRAPHIC 7-2



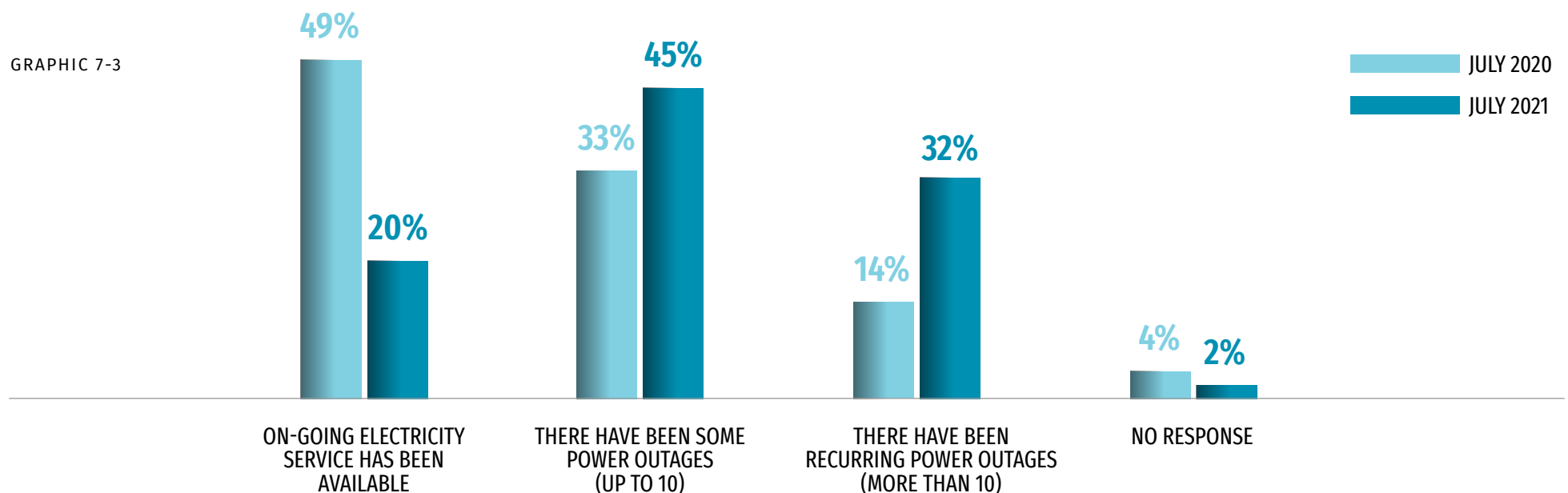


## 7.2 - POWER SUPPLY

The power supply of homes shows variations with respect to previous surveys since the percentage of homes that have had recurrent outages increases notably, with 32%, doubling the number of outages from a year ago. Continuous supply has dropped to values identified two years ago (with 20%); it now reaches one in five households, when a year ago it reached almost half. These problems with power supply are evenly distributed among the different population sectors. There are no significant differences by age, educational level, or household income, which would indicate that in general these respond more to a structural problem of the grid and not to differences in purchasing power or personal circumstances of the population.

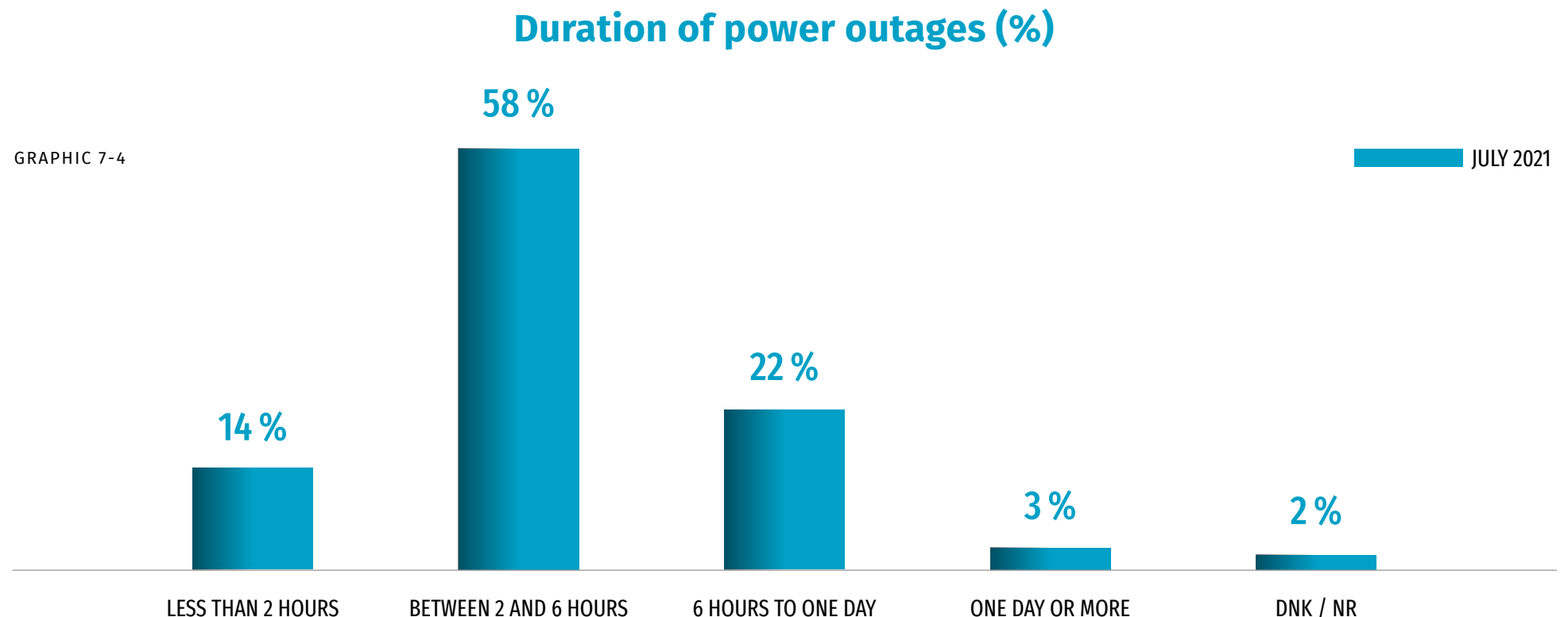
### Supply of electricity in the last 3 months:

GRAPHIC 7-3



In the population as a whole, the duration of power outages on average is between 2 and 6 hours (58%), indicating that these are specific outages; although in two out of ten cases they extend to more than six hours in a day (22%), and they seldom last more than a day. As was previously observed with the water supply, when comparing it to the previous surveys, a notable variability is found, which also indicates that the power grid is irregular and that although outages lasting 6 hours to a day remain at similar values, those of 2-6 hours have increased compared to a year ago and have risen to match the values registered two years ago.

Significant differences have also been found when comparing the sub-sample of post-J11 interviews, where short power outages increase up to 18% and those from 6 hours to a day up to 31%.







## 8 - WORKFORCE AND SOCIAL SECURITY

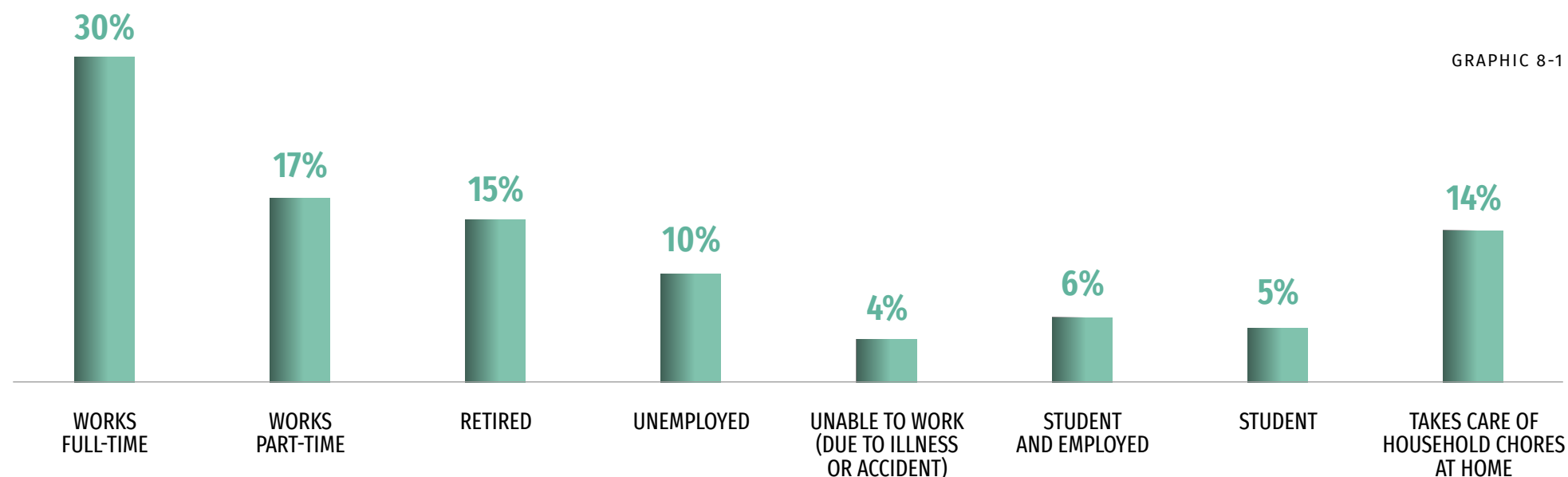


## 8.1 - WORKFORCE AND UNEMPLOYMENT

Even with the circumstances imposed by the pandemic, the general outlook of the population's employment situation remains similar to that found a year ago. As indicated in the previous report, the fact that there are no significant variations in the degree of employment as an effect of the Covid-19 pandemic is due to the fact that most of the country's labor market corresponds to the state sector.

Although unemployment in a strict sense in Cuba corresponds to 10%, when considering the people who are in charge of housework (13%) as well as those who cannot work due to illness (4%), the percentage of people who do not receive any remuneration reaches 27% of the working-age population, a proportion very similar to that registered a year ago.

### Current employment status



GRAPHIC 8-1



Unemployment is higher among men (13% versus 8% in women) and also full-time work (37% versus 22% in women).

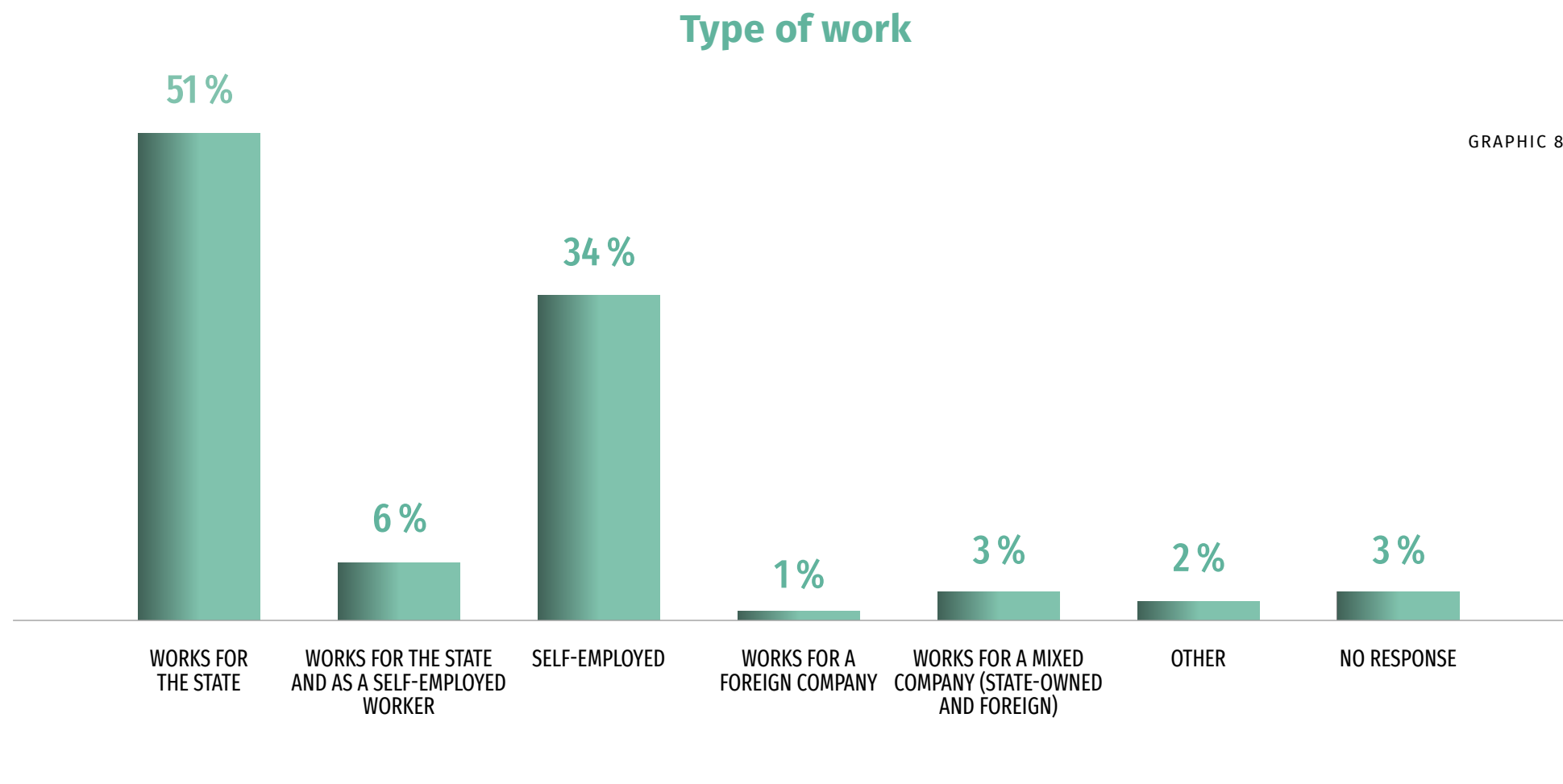
As might be expected, housework is significantly higher among women (26% versus just 1% of men). Distinguishing by educational level, full-time work is notably higher (48%) among those with university studies, and they have a lower proportion of unemployed (5%). And among those who are at high school and pre-university level, part-time work rises (20%), are more likely to study (7%), or to combine studies and work (9%).

Among the unemployed, we can observe that the time spent in unemployment has increased. Compared to a year ago, there are almost twice as many people who have been unemployed for more than a year (22% in August 2020 and 40% currently).

Among the youngest unemployed (18-30 years), the proportion of people who have never worked (32%); and those who have been without work between 6 and 12 months 36% is significantly higher.

## 8.2 - TYPE OF WORK

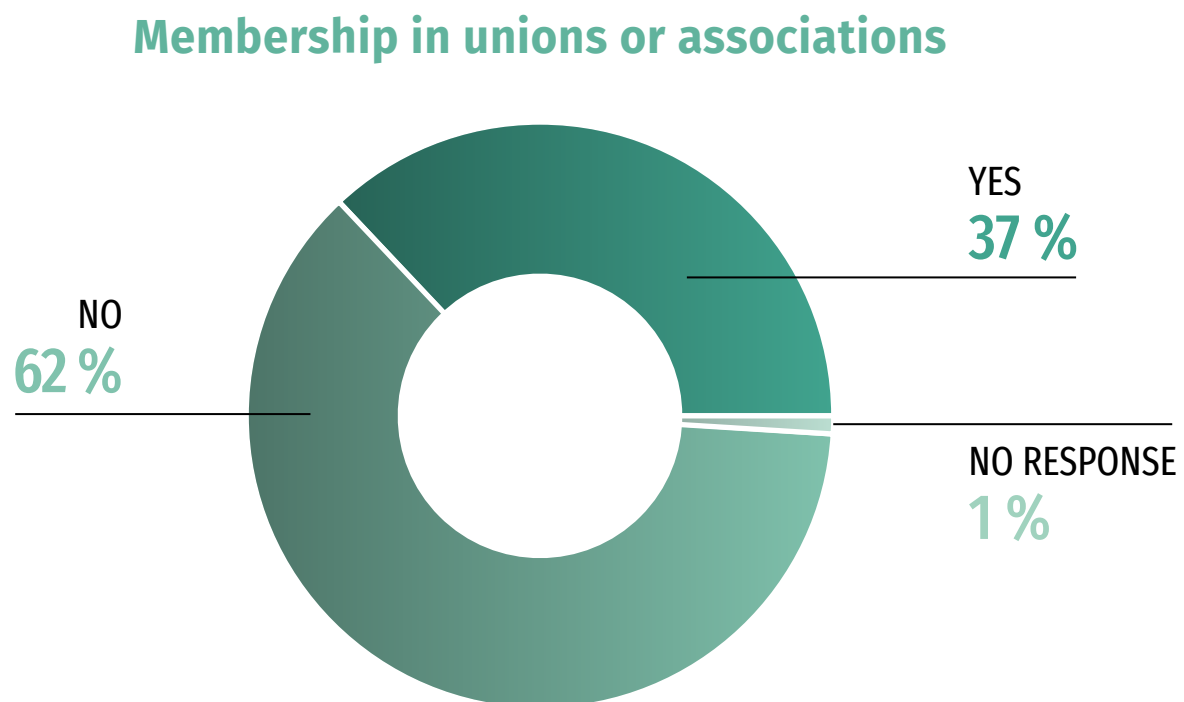
Compared with the previous reports, the number of self-employed people decreases notably, six percentage points compared to the last one standing at 40%. During the August 2020 survey, the trend is confirmed where self-employment increases among young people (18-30 years) significantly, reaching 47%.



GRAPHIC 8-2

### 8.3 - MEMBERSHIP IN LABOR UNIONS OR WORKERS' ASSOCIATIONS

Most of the Cuban population does not belong to labor unions or workers' associations.



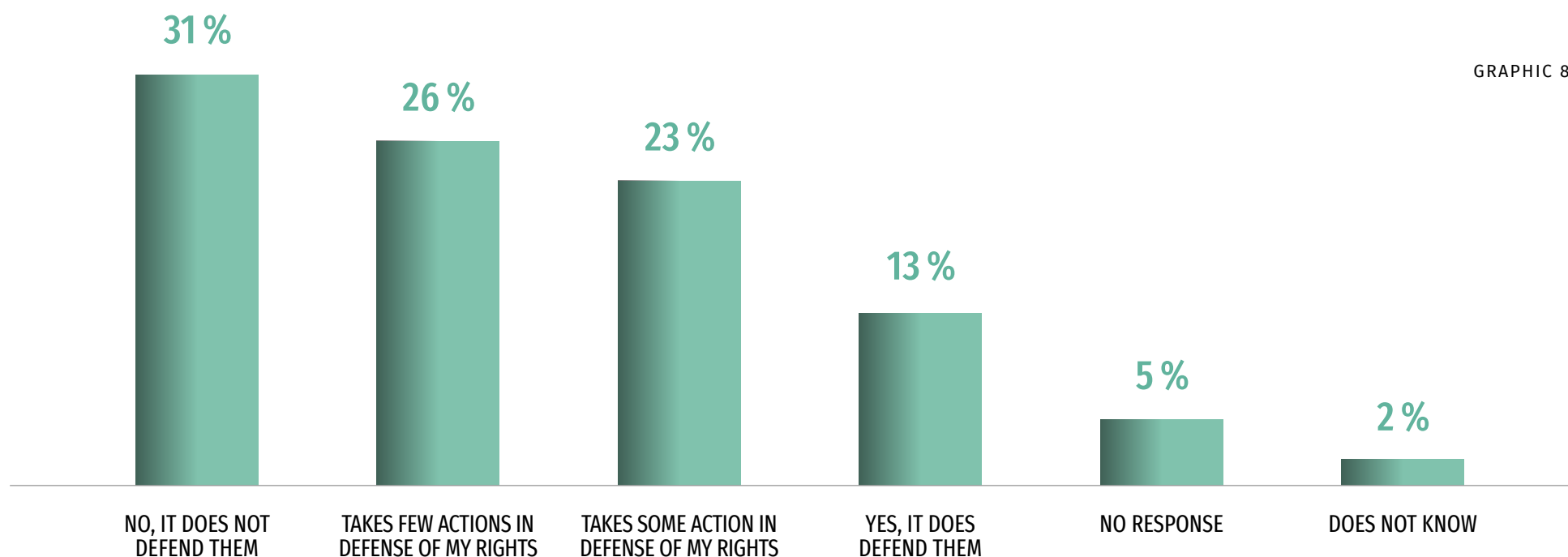
GRAPHIC 8-3



The assessment of those who belong to this type of association regarding their role in defending their rights is quite critical, since close to 50% believes that they perform few actions in this regard or that they do not defend them at all (26% and 30% respectively). This criticism remains a trend throughout the comparison with previous surveys: the assessment of the poor role of unions remains similar.

These data show the distrust of citizens in official organizations and mechanisms to seek the defense of the interests of workers.

### Do you believe that such union or association defends your rights as a worker?



GRAPHIC 8-4

## 8.4 - SUPPORT FOR THE UNEMPLOYED

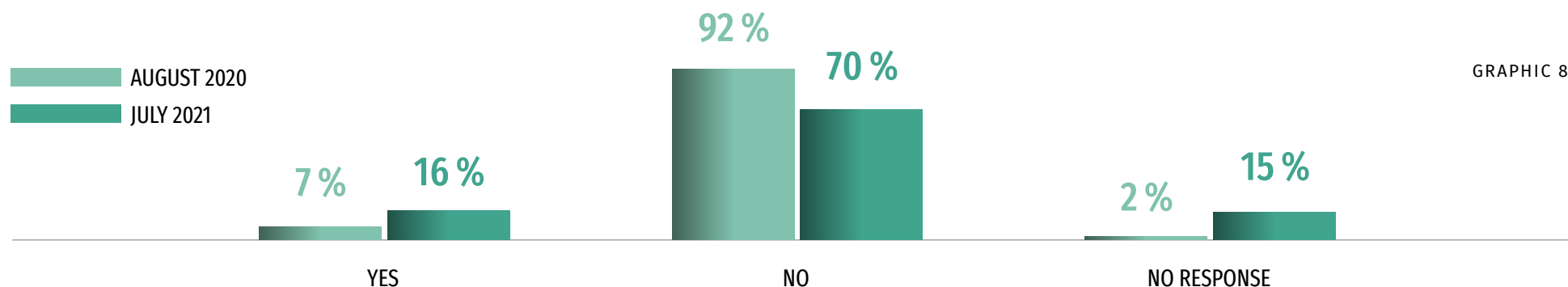
We previously analyzed the duration unemployment, verifying that there had been an increase in time, where more than 50% stay unemployed over six months and more than a year. It has also been noted that the percentage of unemployed people has remained largely stable, with 8% in August 2019, 10% in August 2020 and 10% in July 2021.

Faced with this trend, it is very interesting to contrast with previous surveys what proportion of the unemployed have received or are receiving any aid from the State. The results indicate that there has been a slight increase in unemployment benefits, although the vast majority of the unemployed still do not receive them, after more than a year has passed living with the COVID-19 pandemic. Currently close to 15% of the unemployed receive some state aid, whereas a year ago only 7%, and in January 2020, before the start of the pandemic, 3%.

As in other matters, here the weight of the inefficient State labor sector is relevant, because although many employment contracts have been suspended, workers have been sent home with a payment of 60% of their salaries

These aids are concentrated among the population over 45 years of age, but not among young people (only 3% receives them) or adults who are between 35 and 45 years old (9%). Among the unemployed who are over 45 years of age, slightly more than 20% say they have received aid.

### Have you received or are you receiving any support from the State because you are unemployed?

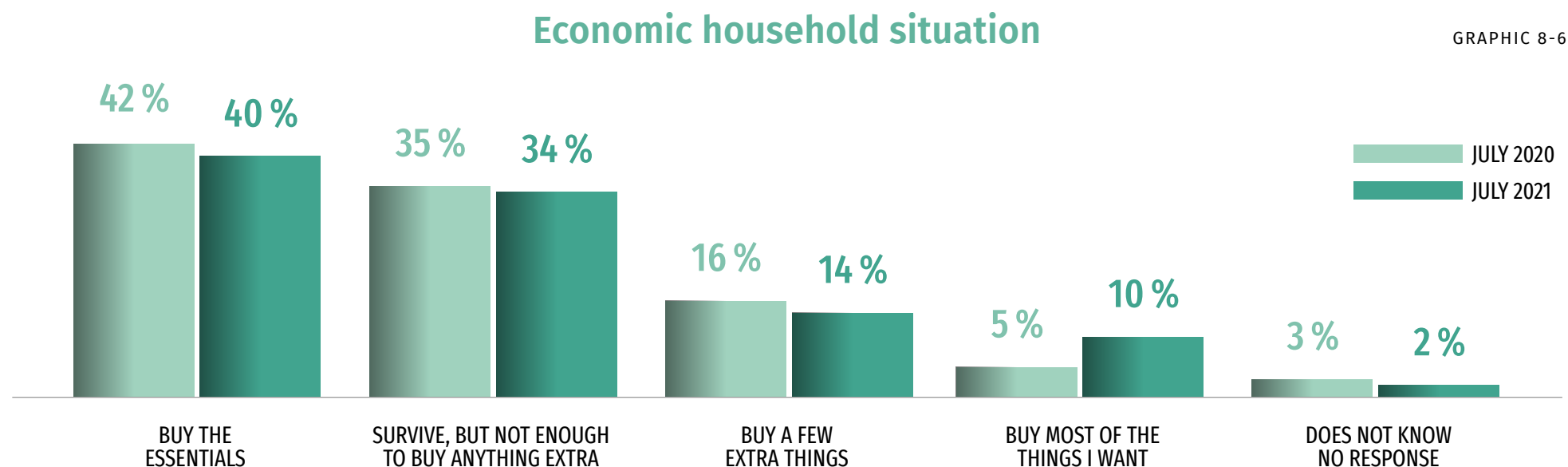


GRAPHIC 8-5

## 8.5 - ECONOMIC SITUATION OF THE FAMILY

The description of the economic situation of the household is similar to that collected in previous surveys, the most frequent answer is that they have problems even buying essential things to survive (40%). Along with this situation, one in three interviewees declares that they have enough income to live only with basic supplies, without being able to buy anything extra. The percentage of people who say they have enough income to buy some extra things remains more or less constant compared to a year ago (14%).

The economic situation of households improves notably in the cases that receive family remittances, something that, within the context of the difficulties imposed by the pandemic, has become even more evident. Among the households that receive remittances, those who have trouble buying even the essentials drop to 24%, and 31% indicate that they have enough to live but not to buy some extra things, while the presence of households that could buy some extra things increases significantly (22%), and even acquire everything they need (20%).



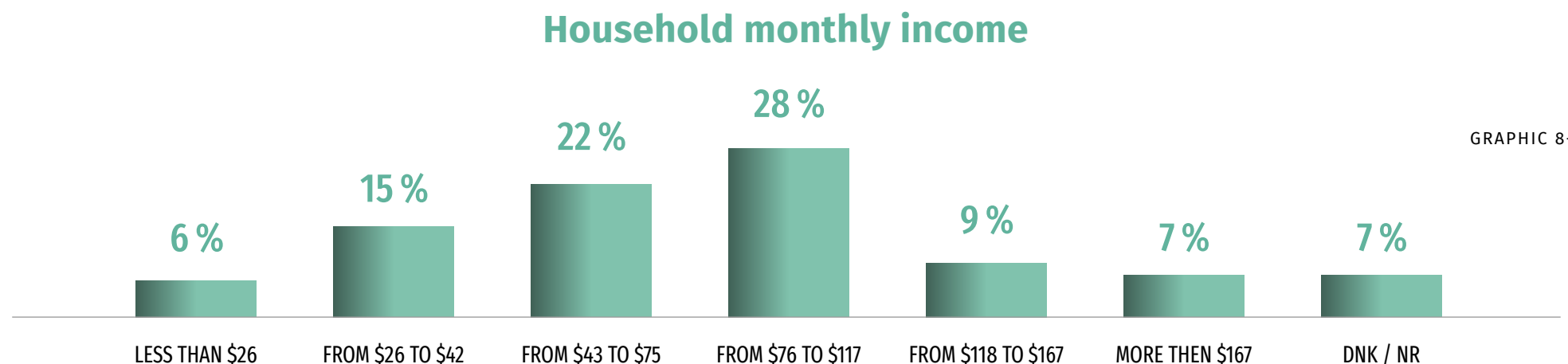


## 8.6 - HOUSEHOLD INCOME LEVEL

From the methodological point of view, it should be noted that the income brackets were modified according to the new salary scales and social benefits established by the government as part of the Ordering Task. Similarly, exchange rate measures and the lack of availability of currency in state banks to be purchased by the population, have caused the real reference of the dollar exchange rate in the country to be that of the informal market, and this was 60 Cuban pesos (CUP) for every US dollar (\$) in July, far from the official exchange rate, which is 24 CUP for every dollar.

71% of families live on less than \$ 3.8 per day. This means that for a household of 3 members, each one survives on less than \$ 1.28 per day. This places millions of Cubans below the poverty line according to international standards (\$ 1.90 per day).

Comparing the data collected before the start of the pandemic in January 2020 with August of the same year, and with the current data, a trend is observed towards a clear increase of family remittances sent from abroad to Cuban households. This increase in the arrival of remittances goes from 26% of the households at the beginning of last year to almost 37% of the households.

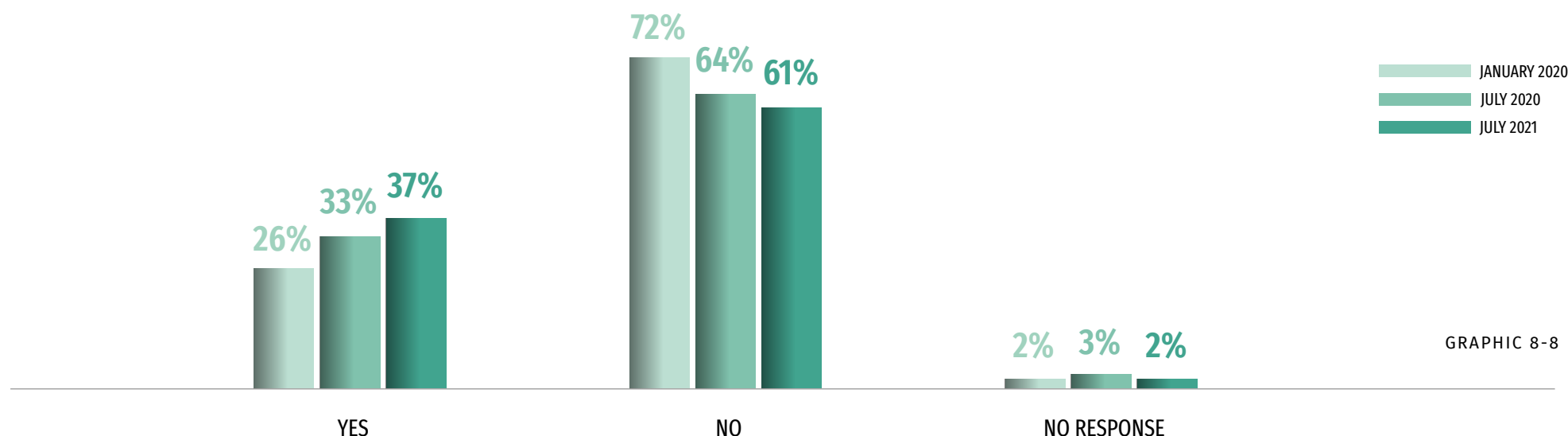


## 8.7 - FAMILY REMITTANCES

It should be noted that the survey did not ask what was considered to be a remittance. This is a matter to take into account, since it is public knowledge the tendency to consider as part of the remittance the purchase from abroad of baskets of national or international products, as well as the well-known telephone top-ups or recharges, which have opened a new economic exchange space, both through the sale of minutes and also through the sale of telephone account balances. In other words, in practice, for a Cuban, a remittance is any type of aid received -generally more or less systematically- from abroad, usually from a relative.

The previous consideration is important to understand the increase in remittances despite some limitations for sending them suffered in recent months, given the termination of Western Union operations in the Cuban market and the increase in the costs for sending them through “informal” routes.

### In the last three months, has your household received any family remittances?



GRAPHIC 8-8

Distinguishing by age, among the youngest, the frequency for receiving family remittances is greater, amounting to 47%, almost half of the cases in this group. This could be related to the fact that this sector is the most active in social networks and therefore the largest recipient of telephone top-ups or recharges from abroad.

At the other end of the household pyramid, those over 70 years of age are the ones who least received this type of family help, with only 24%. There are no differences by racial groups, but there are differences according to educational level.

When analyzing the relationship between the existence of family remittances and the economic situation of the household, the positive association between them is very clear. The data collected indicate that households with the lowest incomes received much fewer remittances in the last three months (10%); and two thirds (67%) of those with higher incomes did receive them. Evidencing, without a doubt, that the well-being of more than a third of the population depends on the economic assistance from their relatives abroad. And with this, it would seem that there is a certain external “dependence” for the economic well-being of households, a dependence that increases in times of crisis such as the current ones.

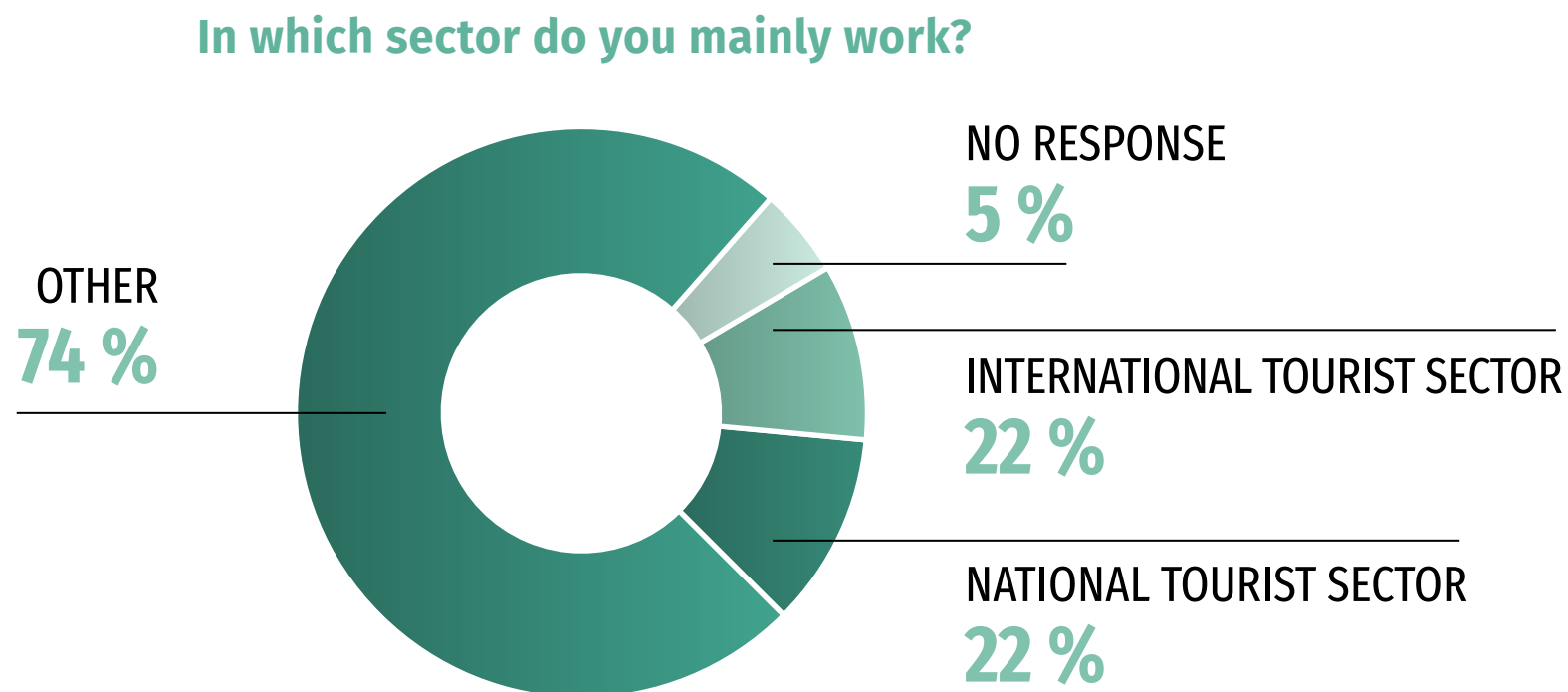




## 9 - WORK IN THE TOURISM SECTOR



In this study, emphasis has been placed on knowing the situation of the tourism sector, to which a later section of the report is dedicated to discuss it in depth. Here we only refer to what part of the active working population is currently working in this sector. The results indicate that one in five workers (21%) is employed in the tourism sector, divided almost equally between national and international tourism.



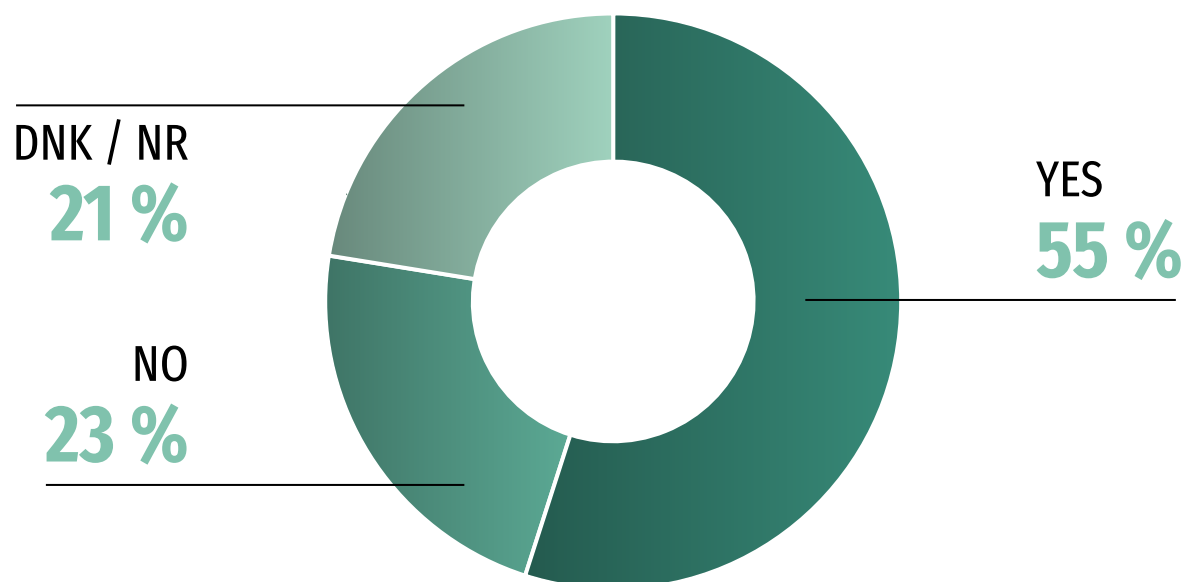
GRAPHIC 9-1

## 9.1 - DISCRIMINATION TO FIND WORK IN THE SECTOR

Most of the interviewees believe that there is discrimination of some kind when a person seeks to work in the tourism sector (55%), around one in five considers that there is no discrimination (23%), while a considerable sector of the population (22%) prefers not to give an assessment, either they do not wish to answer or express that they do not know whether or not there is discrimination (18%).

Those who strongly believe that there is discrimination are young people: 64% of those who are 18-30 years old, and 62% of those between 31 and 45 years old. It should be noted that among the workers who are in the tourism sector, there is also the majority opinion that there is discrimination (70%), a criterion shared with the majority of workers who do not belong to this sector (62%).

### Do you believe that there is discrimination for a person to be able to work in the tourism sector?

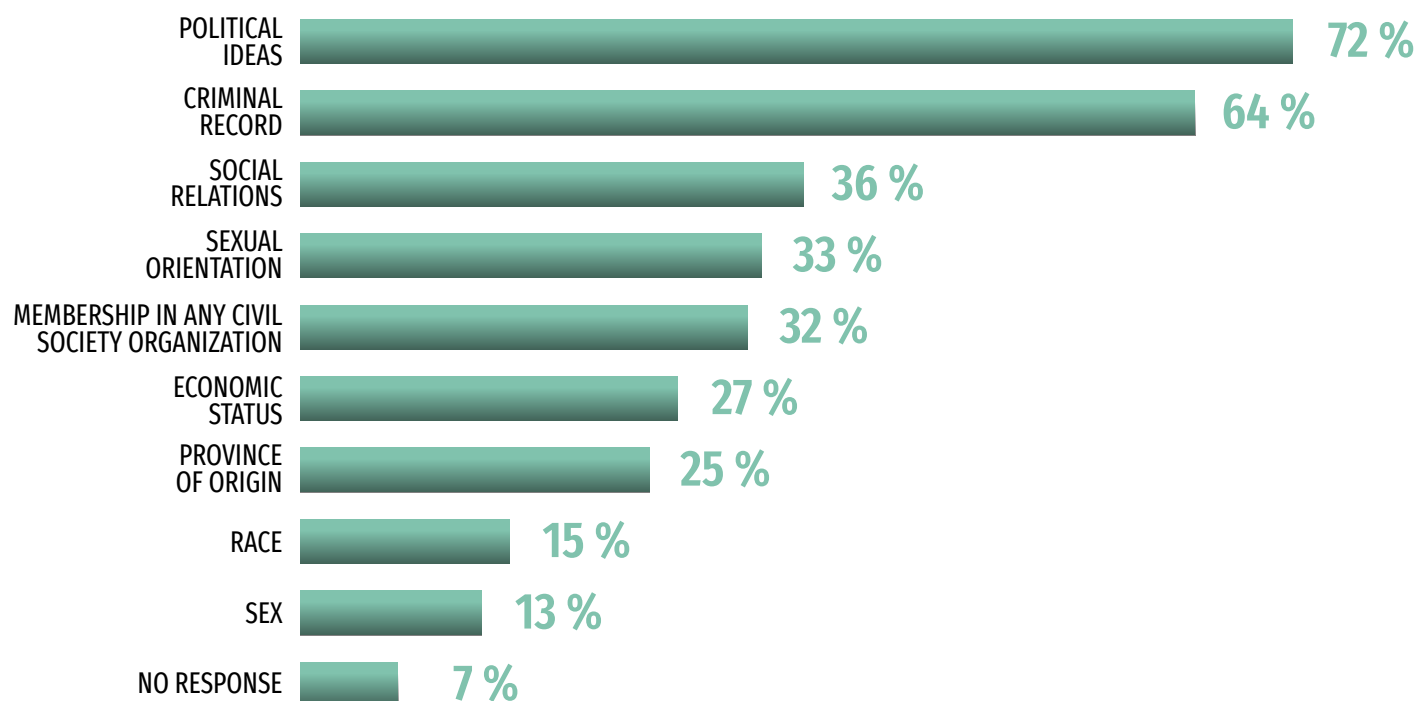


GRAPHIC 9-2

The main reasons for this discrimination would be political ideas (72% of those interviewed) and criminal records (64%), which in some cases would also possibly be related to political reasons. Among those who believe that discrimination does exist, the lack of definition in the answer about the reasons for it drops notably, in a way that is consistent with their assessment. And there are other very diverse responses, which allude to reasons for discrimination based on gender, race, economic status, region of origin, or sexual orientation.

Among the youngest, the reference to sexual orientation reasons is greater, with 40% of the responses in the 18-30 year-old age group versus 33% in the total sample. In the white group they refer significantly, more than the rest, to social relationships (family to which a person belongs, etc.) (40%), sexual orientation (38%) and socioeconomic status (31%); while in the mulatto or mestizo group, the reference to economic status drops significantly (21%), and among blacks the province of origin (15%).

## Reasons for discrimination against people wishing to work in the tourism sector

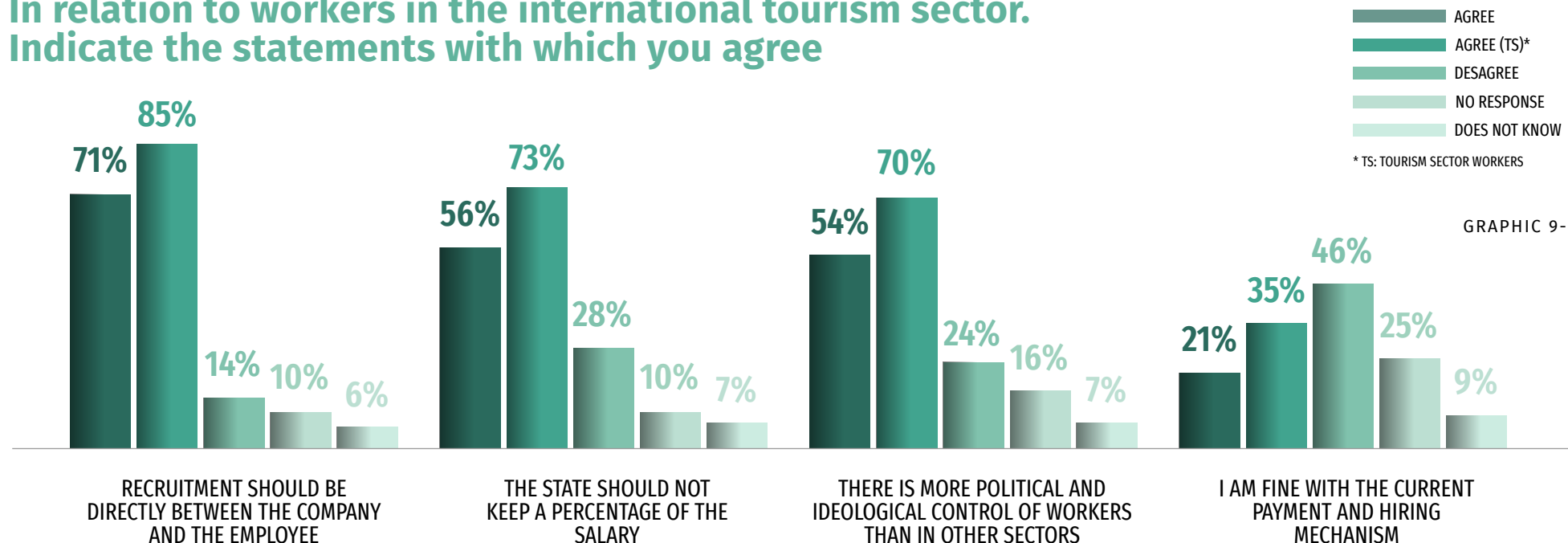


## 9.2 - WORKING CONDITIONS IN THE INTERNATIONAL TOURISM SECTOR

A large majority of the population agrees that hiring should be done directly between the company and the worker (71%), and that the State should not keep a percentage of the salary (56%). Also, a majority considers that there is more political and ideological control of workers than in other sectors (54%).

It should be remembered that around 20% of the interviewees who work do so in the tourism sector, either in its national (11%) or international side (10%). Considering the responses of these workers, in comparison with the sample as a whole, we can see that the degree of agreement with the first three questions increases significantly, exceeding 80% for freedom to contract by an international company, and reaching 70% in the following ones (a negative response regarding allowing the State to take a percentage of the salary, and an affirmative answer regarding greater political and ideological control).

### In relation to workers in the international tourism sector. Indicate the statements with which you agree



GRAPHIC 9-4

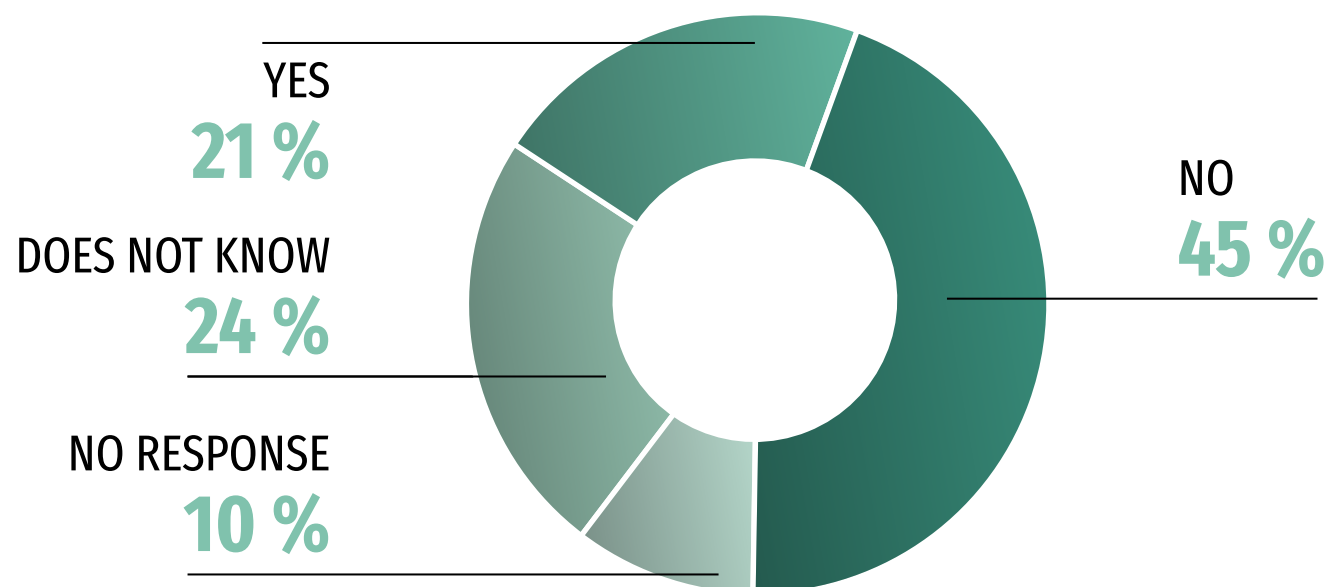


### 9.3 - LABOR RIGHTS AND FREE LABOR UNION ACTIVITY

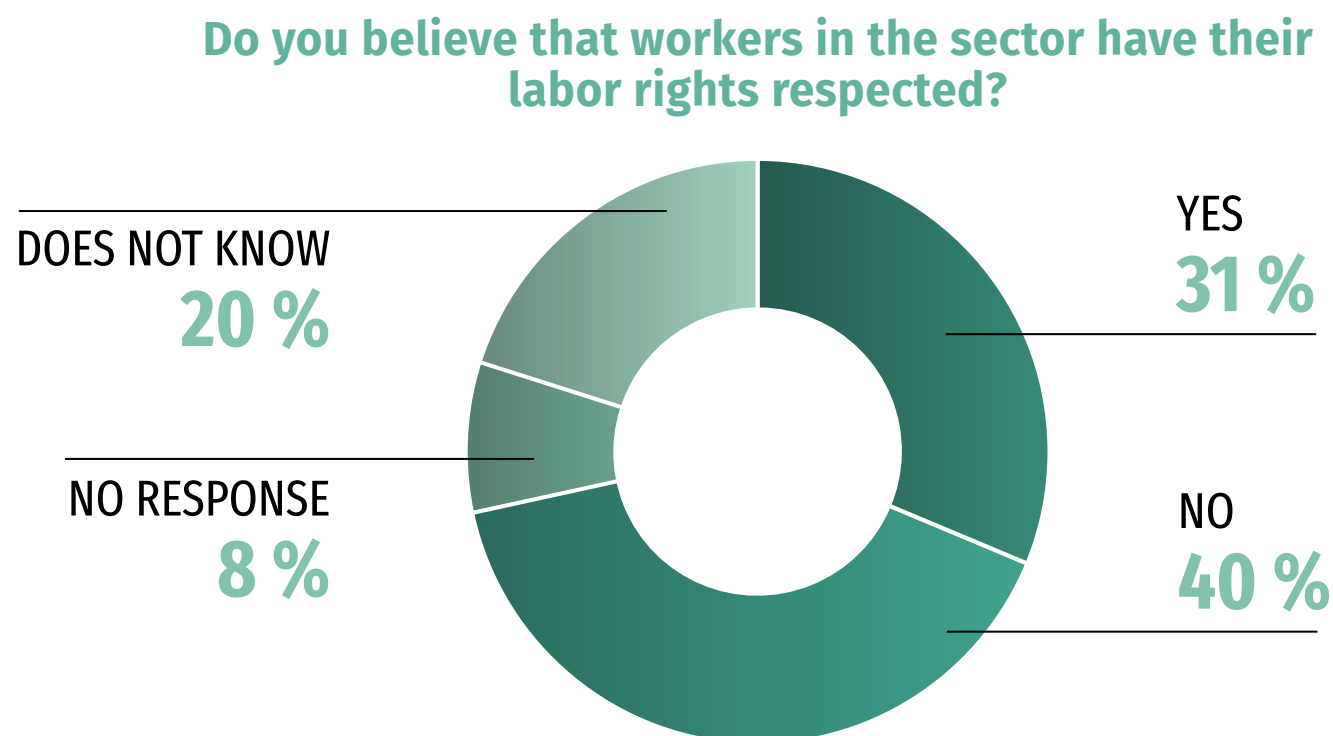
A large majority of those surveyed consider that free labor union activity is not allowed in the tourism sector (45%); and only 21% believe that there is freedom, although again there is an undecided sector that does not know or does not answer (34%), which increases among older people. When comparing the responses with those interviewees who are currently working in the tourism sector, we can observe that the assessment that free labor union activity is allowed increases significantly (36%) although the majority continues to think that it is not allowed (50%).

#### Do you consider that free trade union activity is allowed in the tourism sector?

GRAPHIC 9-5



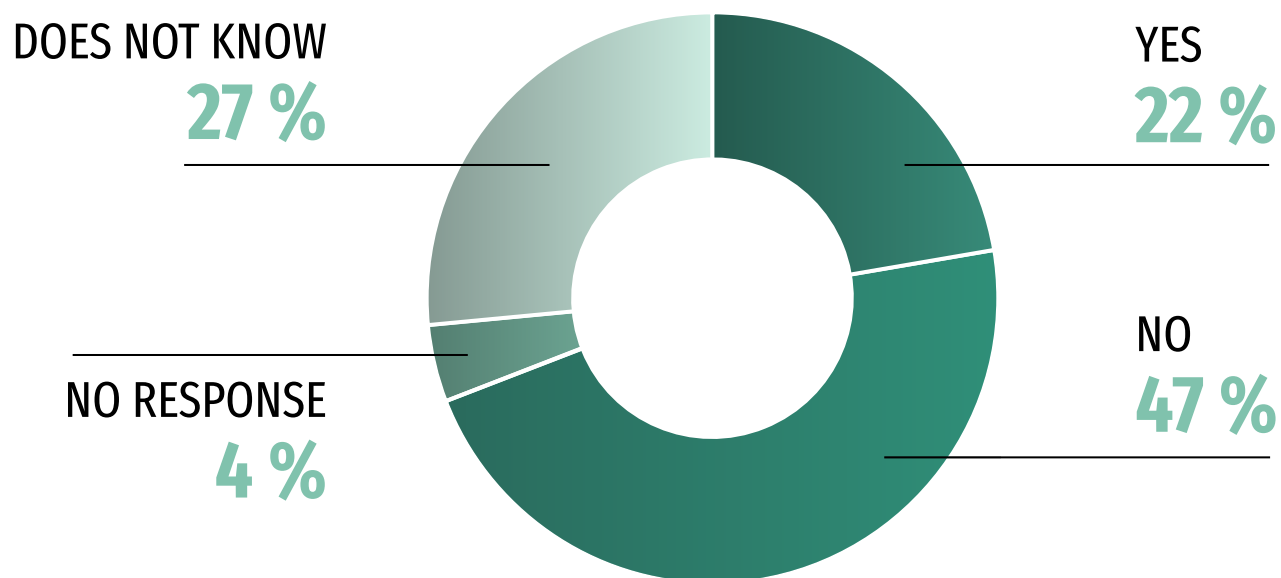
Along the same lines as in the previous results, most of the interviewees believe that the labor rights of workers are not respected in the tourism sector (40%), and 28% does not have an opinion on it, either because they prefer not to answer or because they do not know.



GRAPHIC 9-6

Regarding the protection of labor rights, 73% of those interviewed do not know if there are any organizations or mechanisms to which workers in the international tourism sector can turn to in case of a violation of their rights

### Do you know of an instance or mechanism where workers in the international tourism sector can turn to in case of violation of their labor rights?

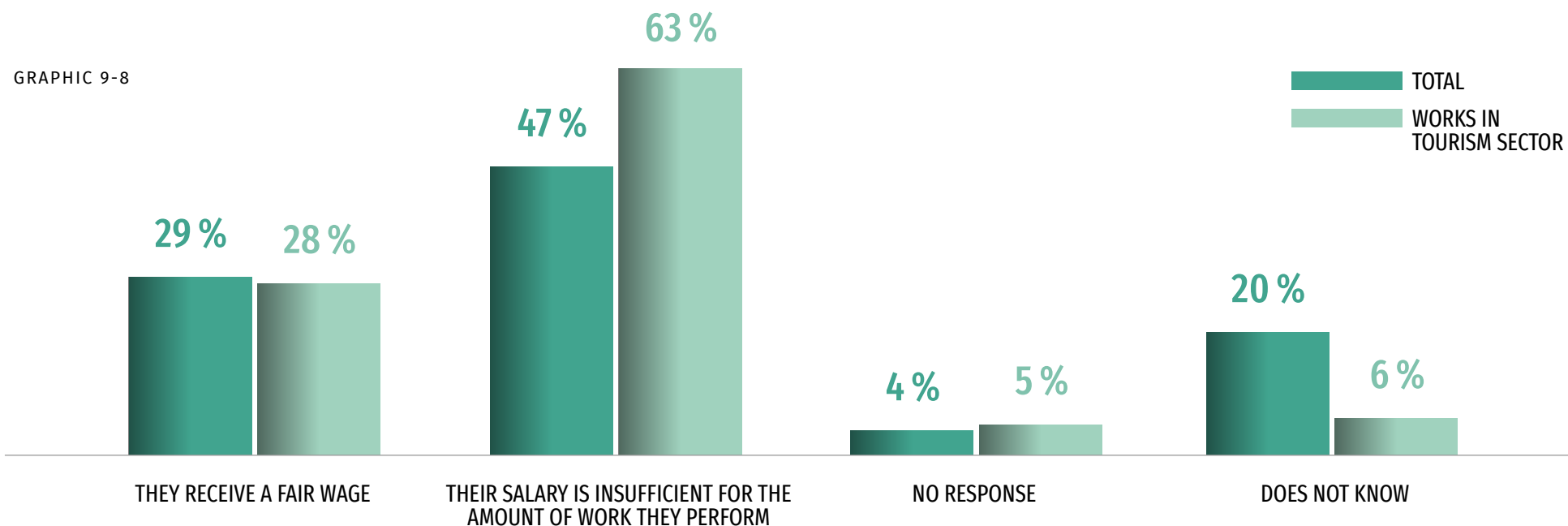


GRAPHIC 9-7

Almost half of the interviewees (47%) believe that workers in the tourism sector receive an insufficient salary for the amount of work they do. An assessment that increases significantly among those who work in the tourism sector, where 63% believe that their salary is insufficient and, among them, only one in four (27%) rate their salary as fair.

By age, those between 31 and 45 years old are the ones who most rate their salary as insufficient (52%), largely because a large part of the workers of this sector are found in this bracket.

### Regarding the salary of workers in the tourism sector in Cuba, do you consider that:





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