

Opinion Poll
**Energy
 Electricity**

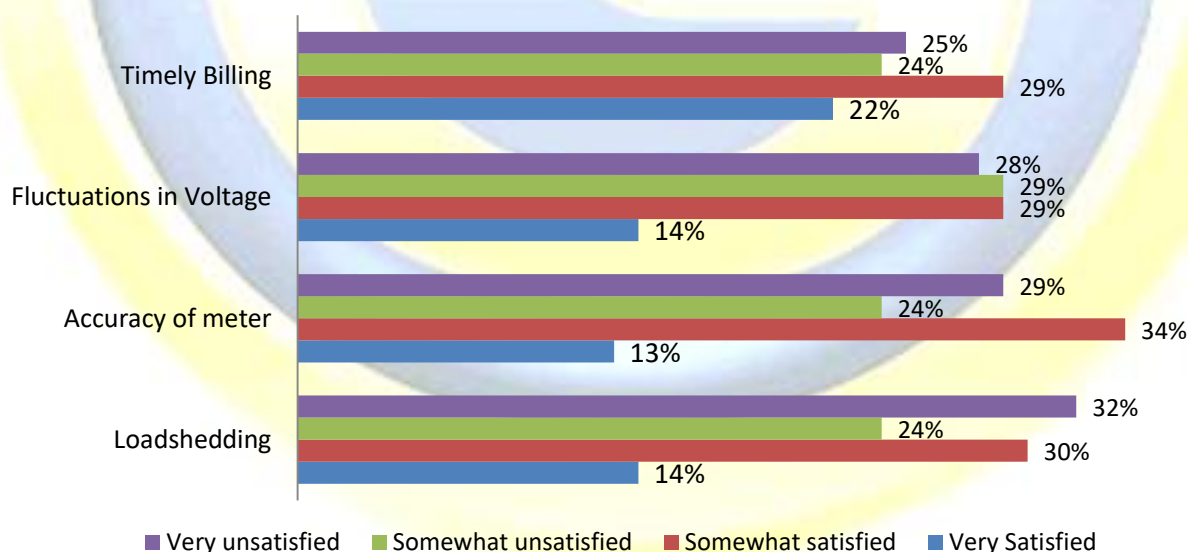
Modest levels of satisfaction observed across Pakistan in regards to the performance of the Electricity companies. Level of dissatisfaction varies on different dimensions such as Load shedding (56%), Faulty Meters (53%), Unstable Voltage (57%), and Irregular Billing (49%). (GALLUP & GILANI PAKISTAN POLL)

Islamabad, November 13, 2017

According to a Gilani Research Foundation Survey carried out by Gallup & Gilani Pakistan, Modest levels of satisfaction observed across Pakistan in regards to the performance of the Electricity companies. Level of dissatisfaction varies on different dimensions such as Load shedding (56%), Faulty Meters (53%), Unstable Voltage (57%), and Irregular Billing (49%).

A nationally representative sample of men and women from across the four provinces who answered in the affirmative about having electricity at home were further asked, “For supply of electricity to your home, how satisfied or dissatisfied are you with the performance of suppliers such as WAPDA, KESC or IESCO?” In response to this question, in regards to load shedding, 14% said they were highly satisfied, 30% said somewhat satisfied, 24% said somewhat dissatisfied and 32% said very dissatisfied. In regards to accuracy of meter, 13% said they were highly satisfied, 34% said somewhat satisfied, 24% said somewhat dissatisfied and 29% said very dissatisfied. In regards to fluctuations in voltage, 14% said they were highly satisfied, 29% said somewhat satisfied, 29% said somewhat dissatisfied and 28% said very dissatisfied. Lastly, 22% said they were highly satisfied with timely billing, 29% said somewhat satisfied, 24% said somewhat dissatisfied and 25% said very dissatisfied.

Question: “For supply of electricity to your home, how satisfied or dissatisfied are you with the performance of suppliers such as WAPDA, KESC or IESCO?”



Source: Gallup & Gilani Pakistan Poll
 Field work conducted by Gallup & Gilani Pakistan, the Pakistani affiliate of Gallup International Association
www.gallup-international.com; www.gallup.com.pk; www.gilanifoundation.com

The study was released by Gilani Research Foundation and carried out by Gallup & Gilani Pakistan, the Pakistani affiliate of Gallup International. The recent survey was carried out among a sample of 1687 men and women in rural and urban areas of all four provinces of the country, September 04 – September 11, 2017. Error margin is estimated to be approximately ± 2-3 per cent at 95% confidence level.



Opinion Poll from Gallup Pakistan

The Pakistani Affiliate of Gallup International



GILANI RESEARCH
FOUNDATION

Monday, November 13, 2017

(2 Pages, English version Only)

Gilani Research Foundation is a not for profit public service project to provide social science research to students, academia, policy makers and concerned citizens in Pakistan and across the globe.

Gilani Research Foundation is headed by Dr. Ijaz Shafi Gilani who pioneered the field of opinion polling in Pakistan and established Gallup Pakistan in 1980. Currently Dr. Gilani, who holds a PhD from the Massachusetts Institute of Technology (MIT) and has taught at leading universities in Pakistan and abroad, is Chairman of Gallup Pakistan.

If you have any further questions regarding this poll, please feel free to contact us.

Best Regards,

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Daily Gilani Poll
2017



of Gallup Pakistan
(1980-2017)