

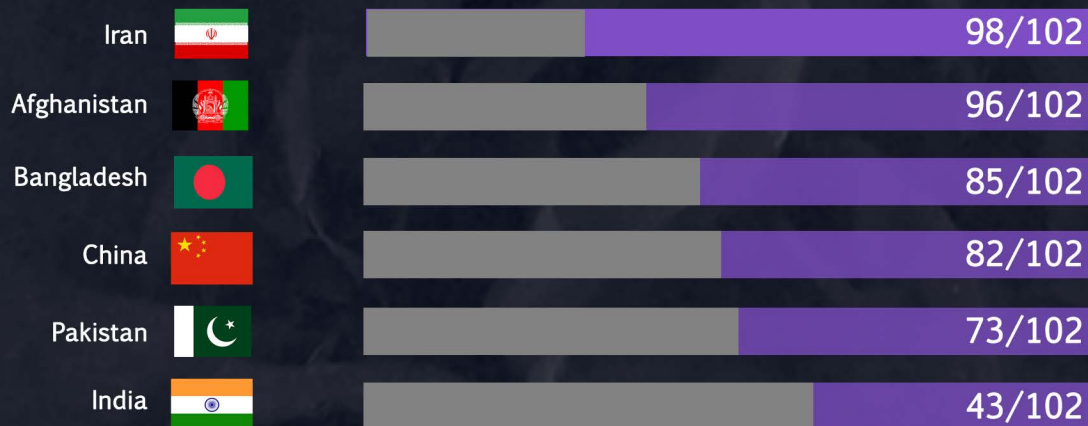
Pakistan ranks 73 amongst 102 countries in the world in terms of ensuring effective complaint mechanisms for the public (Part 4 of a 4 part series).

Open Government Index
Third Dimension: Complaint Mechanisms
(Selected few countries presented below from 102 countries)

Pakistan vs. Developed Nations



Pakistan vs. Neighbouring Countries





Opinion Poll Politics Governance

Pakistan ranks 73 amongst 102 countries in the world in terms of ensuring effective complaint mechanisms for the public (Part 4 of a 4 part series). World Justice Project / GALLUP PAKISTAN

Islamabad, October 29, 2015

According to a World Justice Project (WJP) Survey conducted by Gallup Pakistan, Pakistan ranks 73 among 102 countries surveyed in the world in terms of providing effective complaint mechanisms for the public.

The global survey results are based on an Open Government Index developed by WJP, which measures government openness in practice based on the experiences and perceptions of the general public worldwide. An open government – conventionally understood as a government that shares information, empowers people with tools to hold the government accountable, and fosters citizen participation in public policy deliberations – is a necessary component of a system of government founded on the rule of law. Thus the Open Government Index intends to evaluate the extent to which countries provide official information to their citizens, encourage community involvement, and improve government responsiveness.

The fourth dimension of WJP Open Government Index on which Pakistan ranked 73, measures whether people are able to bring specific complaints to the government about the provision of public services or the performance of government officers, and how government officials respond to such complaints. It also measures whether people can challenge government decisions before another government agency or a judge.

According to the results, Pakistan received an aggregate score of 0.48 on the fourth dimension of Open Government Index (0 being least open and 1 being most open) that measured effectiveness of complaint mechanisms. Pakistan ranked on the 73rd position out of 102 countries of the world.

Comparison with Neighbouring Countries:

A comparison of Pakistan with its neighboring countries reveals it to have received a higher ranking in the South Asian region. China for instance received a lower aggregate score (0.46) than Pakistan (0.48) placing it on the 82nd position. Bangladesh too received a lower aggregate (0.44) placing it on the 85th position while Afghanistan (score 0.36) and Iran (score 0.28) received the lowest scores in the region. India however, received a higher aggregate score (0.58) than Pakistan placing it on the 43rd position.

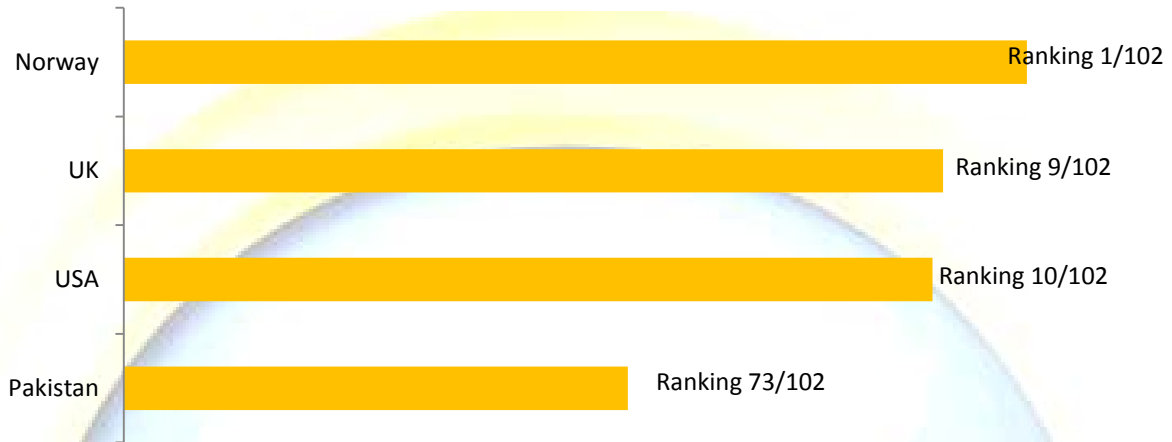
Comparison with Developed Countries:

When compared to developed countries of the world, Pakistan ranks considerably low. Norway (score 0.86), United Kingdom (score 0.78) and United States of America (score 0.77) all received much higher rankings and scores than Pakistan (aggregate score 0.48; ranking 73).

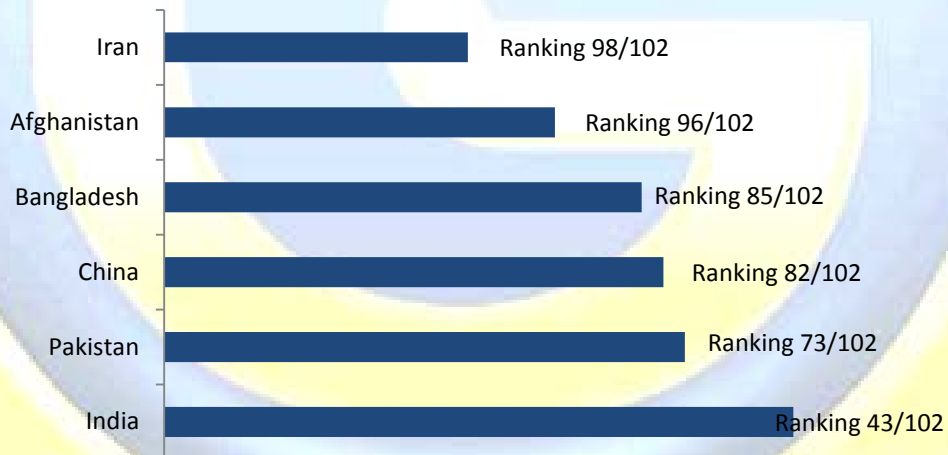
Some of the survey questions used to build this index included: Please indicate the extent to which you agree with the following statements, ‘Since July 2013, did you have any reason to complain about the quality of services rendered to you at public service facilities (public health, public schools and civil registries)?’ ‘Did you file a formal complaint about this incident?’ and ‘How effective was the complaint in terms of getting your problem resolved?’

Openness of Government Index
Fourth Dimension: Complaint Mechanisms
(Selected few countries presented below from 102 countries)

Pakistan vs Developed Nations



Pakistan vs Neighbouring Nations



*Source: World Justice Project 2015
National Survey conducted by Gallup Pakistan*

For more information and downloading of the latest report please click [here](#).

The study was released by World Justice Project and the fieldwork for the survey in Pakistan was conducted by Gallup Pakistan. The recent survey was carried out among a sample of 2007 men and women in Lahore, Faisalabad, Karachi, Peshawar and Quetta during 1st November 2014 – 22nd November 2014. Error margin is estimated to be approximately $\pm 2.8-4.9$ per cent at 95% confidence level.



Opinion Poll from Gallup Pakistan
The Pakistani Affiliate of Gallup International



Thursday October 29, 2015

(3 Pages including this and Urdu version)

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,

Ms. Fatima Idrees
Phone: +92-51-2655630
E-mail: fatima.idrees@gilanifoundation.com

Disclaimer: *Gallup Pakistan is not related to Gallup Inc. headquartered in Washington D.C. USA. We require that our surveys be credited fully as Gallup Pakistan (not Gallup or Gallup Poll). We disclaim any responsibility for surveys pertaining to Pakistani public opinion except those carried out by Gallup Pakistan, the Pakistani affiliate of Gallup International Association. For details on Gallup International Association see website: www.gallup-international.com*



Daily Gilani Poll
2015



of Gallup Pakistan
(1980-2015)