



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.

Public's Perceptions about Various Government Institutes: GILANI POLL / GALLUP PAKISTAN

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According to a Gilani Research Foundation survey carried out by Gallup Pakistan, while majority of Pakistanis have expressed their discontentment with some of the government institutes, there are certain departments which come up to public's demands and expectations. Amongst government institutes, Police and WAPDA are rated the worst in public dealing cited by 72% and 83% respectively, while Sui Gas department and Schools enjoy the highest level of public satisfaction as mentioned by 61% and 65% of the respondents respectively.

A nationally representative sample of men and women from across the country were asked to comment on a list of government departments they might have had a troublesome experience with. *"Some departments of our country are said to be very troublesome to deal with. Have you had any troublesome experience with the following departments?"* Seventy two percent (72%) said they have had bad experience with the '**Police**', 27% have not and 1% gave no response. The data further reveals that a proportionately higher percentage of ruralites (74%) than urbanites (69%), and males (79%) than females (65%) claimed to have had a direct or indirect troublesome experience with the police.

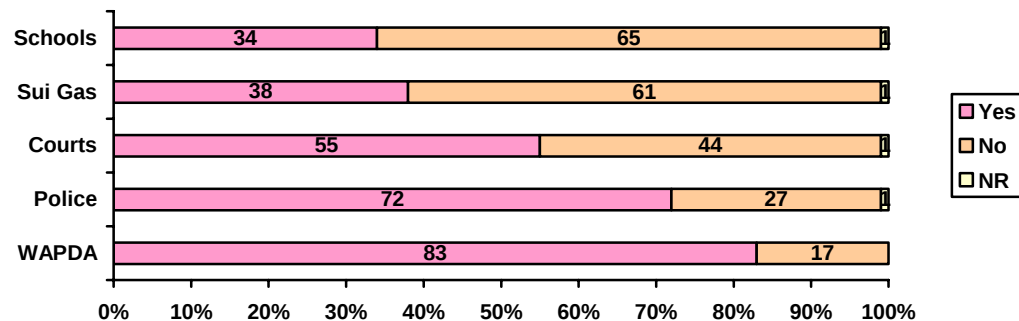
Next, respondents were asked about whether or not they have had any bad experience with the '**Courts**'. Fifty five percent (55%) said they have had to face problems with courts while 44% responded that they have not faced any problems and 1% gave no response. A proportionately higher percentage of ruralites (57%) than urbanites (52%) claimed to have had a bad experience with courts. It is noticed that comparatively more men seemed to have had problems regarding in issues related to courts.

Concerning **WAPDA** 83% said they have had trouble with this 'water and power development authority' establishment while 17% claimed to have had no troublesome experience. A proportionately higher percentage of urbanites, men, and elderly people have expressed negative feelings about WAPDA.

Thirty eight percent (38%) of the respondents claimed to have had a bad experience with the department of '**Sui Gas (natural gas)**' where as 61% never had a negative encounter with this government institute. One percent (1%) gave no response. A proportionately higher percentage of urbanites (48%) as opposed to ruralites (32%) claimed to have had difficult experience with this institution, which is partly because this service is not available in many rural areas of the country.

When the respondents were asked about their experiences with **Schools**, majority (65%) showed satisfaction by stating that they have not had any bad experience with schools. However a significant percentage (34%) did claim to have gone through bad incidents with respect to schools and 1% gave no response. Interestingly, a proportionately higher percentage of urbanites (40%) than rural dwellers (31%) and men (39%) than women (28%) have had troublesome experience with schools, reflecting on the possibility of poorer service in rural areas.

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Have you had any troublesome experience with the following departments?”*



Source: Gilani Poll conducted by Gallup Pakistan,
the Pakistani affiliate of Gallup International Association (www.gallup-international.com; www.gallup.com.pk)

The study was released by Gilani foundation and carried out by Gallup Pakistan, the Pakistani affiliate of Gallup International. The latest survey was carried out among a sample of 2650 men and women in rural and urban areas of all four provinces of the country, during August 2009. Error margin is estimated to be approximately ± 2 -3 per cent at 95% confidence level.

Gallup Pakistan proposes that its poll results be attributed as Gilani Poll conducted by Gallup Pakistan, the Pakistani affiliate of Gallup International. This is to distinguish our polls from polls on Pakistan sometimes released by other organizations not part of Gallup International Association (www.gallup-international.com) and referred to by the same title. Also please see necessary Disclaimer on our website (www.gallup.com.pk). Gallup Pakistan takes responsibility for only its own polls on Pakistan.

For more survey data on social and other issues see website www.gallup.com.pk

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