



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 of Technology (MIT) and has taught at leading universities in Pakistan and abroad, is Chairman of Gallup Pakistan.

GILANI POLL'S SCORE CARD OF SATISFACTION WITH PUBLIC AND PRIVATE SERVICES: Both Public and Private Education and Health Score Well. Electricity, Roads, Sewage, and Safety Sore Poorly.

Islamabad, July 24, 2009

According to a Gilani Research Foundation survey carried out by Gallup Pakistan, Pakistani public appears to be very satisfied with private sector's facilities such as private educational institutes (58%) and health services (58%). They are also satisfied with the public educational (46%) and health facilities available (48%) in their areas. However it is noticed that other services provided by the government for which the public is not required to pay any amount, enjoy less satisfaction level; such as availability of roads (31%), sewage and drainage (31%), and cleanliness (26%).

A nationally representative sample of men and women from across the country were asked "To what extent are you satisfied with the provision of the following facilities/services in your local area?" It is seen that 48% of the respondents are satisfied to a great or some extent with the **Public Health Services**, where as a significant 37% claimed to be only fairly satisfied or not satisfied at all. Remaining 15% said that there are no public health facilities available in their areas.

When the respondents were asked about the **Private Health Services** available to them in their areas, more than half 58% said they are satisfied with this facility to a great or some extent and the remaining were divided between those who said they are satisfied to a very little extent (26%), not satisfied at all (11%) and those who said their respective area doesn't have private health facilities (6%).

Forty Six percent (46%) claimed they are satisfied to a great or some extent with the **Public Educational Facilities**, such as colleges and schools, where as a comparatively higher percentage (48%) is either satisfied to a very little extent or highly dissatisfied. Four percent (4%) said no such educational facilities are available in their local areas.

On the other hand **Private Educational Services** enjoy a lot more public support as 58% said they are satisfied with this facility to a great or some extent and 25% claimed to be satisfied to a very little extent. Only 9% have shown dissatisfaction with the private educational services where as 7% claimed to have no such facility available to them in their local areas.

Thirteen percent (13%) of the respondents claimed to be extremely satisfied with the **Law & Order** situation in their areas, 22% are satisfied to some extent, 21% said very little and 32% showed their dissatisfaction regarding law and order situation. Two percent (2%) claimed there is no law and order maintained in their area and 1 % gave no response.

Next the respondents were asked to express their extent of satisfaction with the **Availability of Proper Roads** in their local areas. Thirty seven percent (37%) appeared to be satisfied to a great or some extent, 32% claimed to be satisfied to some extent, and 23% said they are not satisfied at all. Seven percent (7%) said there are no proper roads in their areas and 1% gave no response.

Thirty six percent (36%) claimed they are satisfied to a great or some extent with the **Public Transport Facilities** where as a comparatively higher percentage (57%) is either satisfied to a very little extent or highly dissatisfied. Six percent (6%) said no public transport facilities are available in their local areas and 1% gave no response.

When they respondents were asked about **Electricity Supply**, 6% claimed to be extremely satisfied, 16% are satisfied to some extent, 22% said very little and a significant 52% showed their dissatisfaction regarding electricity supply. Two percent (2%) claimed there is no law and order maintained in their area and 1 % gave no response.

Forty six percent (46%) claimed they are satisfied to a great or some extent with the **Gas Supply** where as 34% is either satisfied to a very little extent or highly dissatisfied. Twenty percent (20%) said the area they reside in do not have any gas facilities.

Thirty one percent (31%) claimed they are satisfied to a great or some extent with the **Public Water Supply** and a proportionately higher percentage 43% is either satisfied to a very little extent or highly dissatisfied. Twenty six percent (26%) said their residential area does not get any public water supply.

The survey findings show that 48% of the respondents are satisfied to a great or some extent with **Any Other Source of Water Supply** and almost just as many 42% claimed to be satisfied to a little extent or highly dissatisfied. Nine percent (9%) claimed they do not get water from any other source.

Sewerage and Drainage is a problem prevailing in many areas. The data also shows that while 31% are satisfied with the sewerage and drainage facilities of their local areas to a great or some extent, the majority (61%) expressed low satisfaction or dissatisfaction. Eight percent (8%) said there is no proper sewerage and drainage system available and 1% gave no response.

In the end the respondents were asked about **Cleanliness** of their surroundings, 6% claimed to be extremely satisfied, 20% are satisfied to some extent, 36% said very little and 27% showed their dissatisfaction regarding hygiene of their local areas. Eleven percent (11%) claimed there is no system for proper cleanliness.

SATISFACTION SCORE CARD

Facilities	(1) To a great extent	(2) To some extent	(3) Very little	(4) Very dissatisfied	(5) Facility not available	(6) NR
Public Health Services	15%	33%	22%	15%	15%	-
Private Health Services	21%	37%	26%	11%	6%	-
Public Educational Facilities	13%	33%	34%	14%	4%	-
Private Educational Services	19%	39%	25%	9%	7%	1%
Law & Order Situation	13%	22%	31%	32%	2%	1%
Availability of Proper Roads	9%	28%	32%	23%	7%	1%
Public Transport Facilities	11%	25%	29%	28%	6%	1%
Electricity Supply	6%	16%	22%	52%	4%	-
Gas Supply	17%	29%	20%	14%	20%	-
Public Water Supply	10%	21%	24%	19%	26%	-
Any other Source of Water Supply	14%	34%	25%	17%	9%	-
Sewage & Drainage	9%	22%	35%	26%	8%	1%
Cleanliness	6%	20%	36%	27%	11%	-

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 2577 men and women in rural and urban areas of all four provinces of the country, during July 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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