



Opinion Poll
CONSUMER/COMMERCIAL
Banking and Consumer Finance

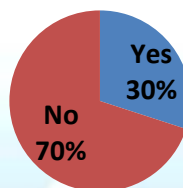
**1 in 3 Pakistanis, who own an ATM card, faced a problem while using the ATM for their last transaction. 66% respondents listed troubles associated with the functioning of the machine.
(GALLUP & GILANI PAKISTAN POLL)**

Islamabad, September 18, 2017

According to a Gilani Research Foundation Survey carried out by Gallup & Gilani Pakistan, 1 in 3 Pakistanis, who own an ATM card, faced a problem while using the ATM for their last transaction. 66% respondents listed troubles associated with the functioning of the machine.

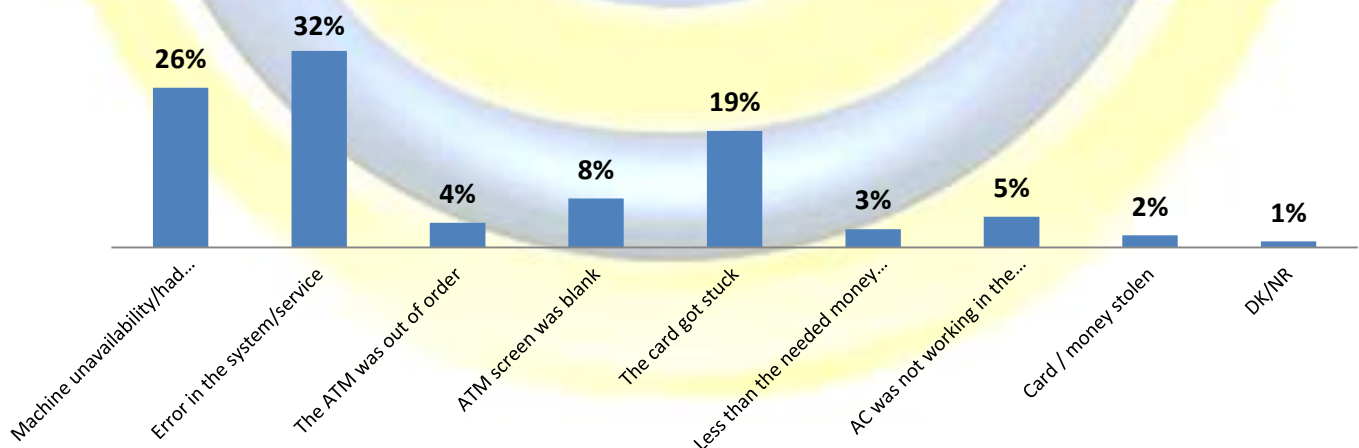
A nationally representative sample of men and women from across the four provinces who answered in the affirmative about having an ATM card was further asked, “Did you have to face any problem while using the ATM last time?” In response, 30% said yes, 70% said no.

Question: “Did you have to face any problem while using the ATM last time?”



Respondents were then asked “Please tell us what the nature of this problem was.” In response, 26% said machine was unavailable/they had to wait, 32% said there was an error in the system, 4% said the machine was out of order, 8% said the ATM screen was blank, 19% said their card got stuck, 3% said less than their needed amount was received from the ATM, 5% said the air conditioning wasn’t working inside the booth, 2% said their card got stolen and 1% did not know or wish to respond.

Question: “Please tell us what the nature of this problem was.” (Multiple responses allowed)



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 184 men and women in rural and urban areas of all four provinces of the country, during August 21 – August 28, 2017. Error margin is estimated to be approximately $\pm 6-7$ per cent at 95% confidence level.



Opinion Poll from Gallup Pakistan

The Pakistani Affiliate of Gallup International

Monday, September 18, 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)