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Gallup Pakistan**

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Gallup Pakistan
URBAN
DEVELOPMENT
ISSUES
CYBERLETTER

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FROM THE EDITOR

Dear Reader,

Gilani Pakistan would like to present findings of a nation-wide study on Urban Development and Taxation. We hope it will be of interest to you and your readers.

If you have any further questions in this regard, please feel free to contact us.

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Introduction

This cyberletter by Gallup Pakistan examines the relationships between Urban Development, Taxation and Public Engagement.

As Pakistan follows the course of modernization and development, it is also facing accompanying changes in its demographics. With a shift away from agriculture as the major source of national income and a transition to industrial modes of production, the country has also experienced urbanization. An estimated 33% (59,634,300)* of Pakistan's population now resides in urban areas.

Therefore to expedite development in Pakistan and to make it more manageable, government could begin by focusing on urban development. Urban centers have the advantages of better infrastructure, large populations, embedded markets and business centers. Urban development is not only crucial, it can also pave the way for a more manageable and focused path to development.

Urban development can also serve as an important development metric for overall development in a country and there has been increasing focus on it for the past two democratic tenures in Pakistan. There has also been a recognition of the impact that public participation and positive public opinion can have on the way government policies are perceived widely. Ambitious and expensive projects like the Citizen's Voice Project (funded by USAID) are aiming to increase engagement between the citizens and state institutions of Pakistan. This cyberletter contains survey questions aimed at understanding the perception of urban development and the level of public engagement with government plans that is currently present.

Further this cyberletter will also examine the role of Taxation in this equation. Pakistan has one of the lowest Tax to GDP ratio in the world. According to the Economic Survey of Pakistan 2014/2015, tax to GDP ratio remained between 8.5% – 9.7% during the past 10 years despite revenue increase. Therefore, understanding the role of taxation in development and how this specific role is perceived by the public is another crucial question that this cyberletter will attempt to study.

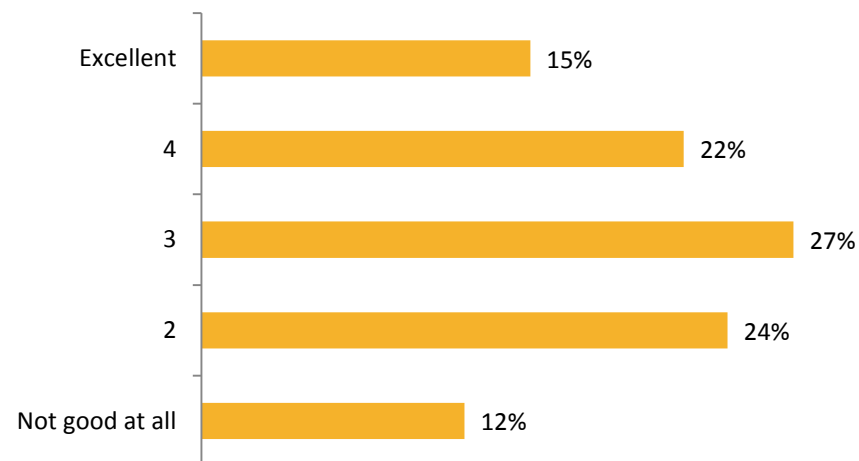
*Source: Projections for 2012 made by Gallup Pakistan based on Census of Pakistan 1998

Section 1: Satisfaction with Urban Facilities and Quality of Life

The first section of this cyberletter 'Satisfaction with Quality of Urban Life', aims to present the opinions of Pakistanis regarding the quality of life in their city. It includes perceptions about specific public facilities (public transport, health facilities etc.), as well as overall quality of life in the city and the reasons for these perceptions.

Most Pakistanis seem to have an average view of the overall quality of life in their city, with 22% rating it at 4, 27% rating it at 3, and 24% rating the quality of life in their city at 2. On the other hand, 15% Pakistanis think the quality of life in their city is excellent, and 12% think the quality of life in their city is not good at all.

Q. Overall, taking all aspects of your city life into consideration, on a scale of 1 to 5, how do you feel about your quality of life in this city? 1 represents not good at all, and 5 represents Excellent.

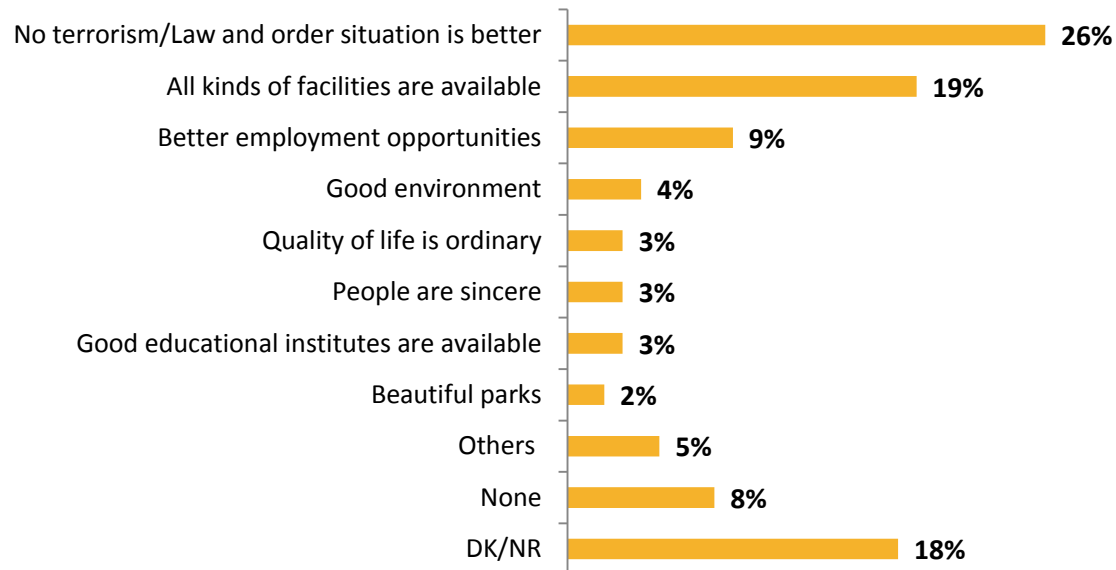
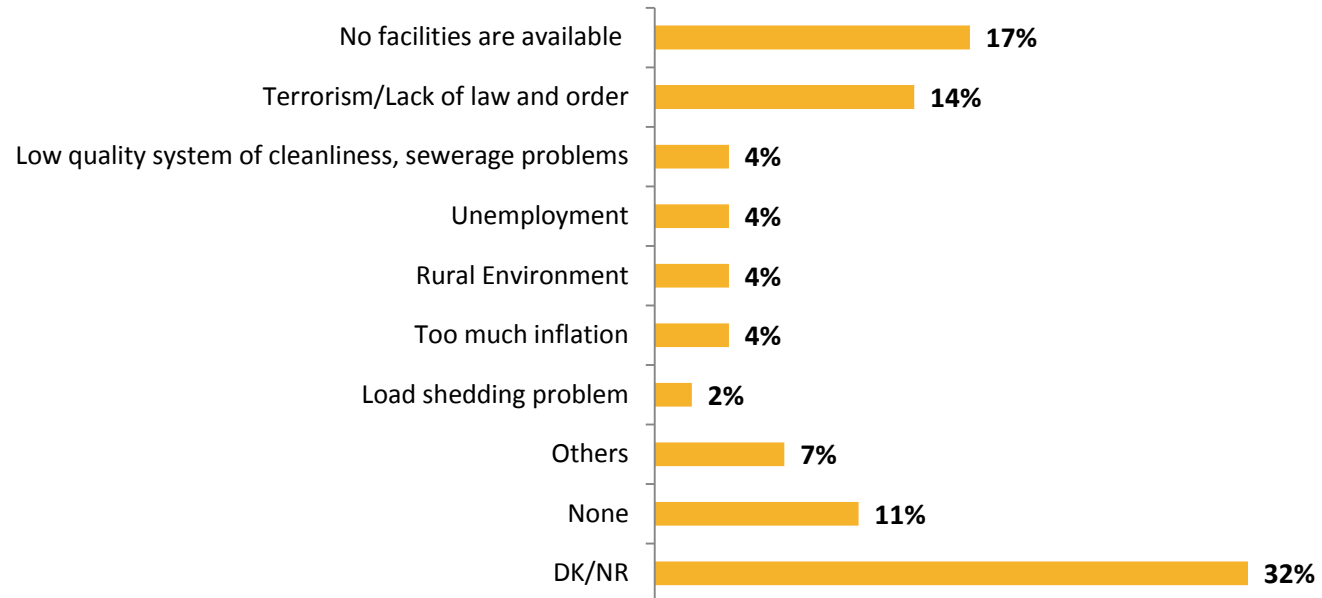


Source: Gilani Research Foundation Poll (March, 2015)

Q. Please tell us why do you feel this way?

A. Negative

When asked to explain why they feel this way about the quality of life in their city, 32% of those respondents who had given a negative rating in Q1 chose not to respond, while 11% did not give a specific reason. Among those who did mention reasons, 17% respondents said they feel this way because no facilities are available and 14% said it was due to terrorism and lack of law and order.

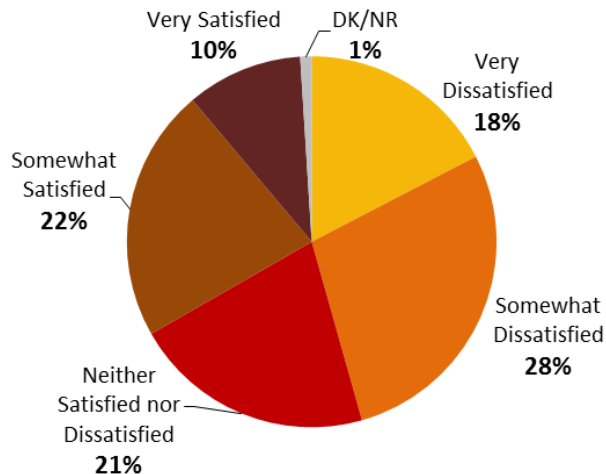


B. Positive

Those respondents who gave a positive rating to the quality of life in their city were better able to articulate a reason for that compared to those who gave negative ratings. 26% of the respondents said they feel this way because of the lack of terrorism in their city, 19% gave a positive rating to the quality of life because all kinds of facilities are available and 9% said it was because they have better employment opportunities.

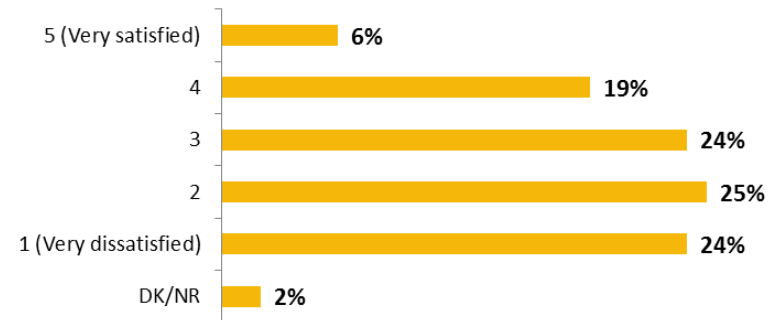
Q. Now we would like you to ask about your ability to reach and use public spaces in the City of XYZ. By public spaces we mean lands, buildings and structures owned by government organizations for use by the general public such as City parks, walking trails, streets, City Hall, recreation centers etc. How satisfied are you with your ability to reach and use public spaces in the City of XYZ?

Pakistanis were also asked about their access to and satisfaction with specific public services and facilities available in the city. When respondents were asked about their satisfaction with their ability to reach and use public spaces in their city, 18% said they are very dissatisfied, 28% are somewhat dissatisfied, 21% are neither satisfied nor dissatisfied, 22% are somewhat satisfied, while 10% are very satisfied and 1% did not respond.



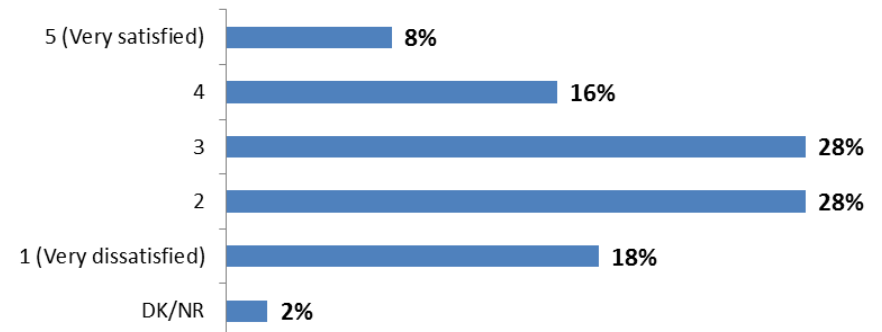
Q. On a scale of 1 to 5, how satisfied are you with the water and sanitation facilities in your city? 1 represents Very Dissatisfied and 5 represents Very Satisfied.

Public opinion leaned towards the negative side when asked to rate their satisfaction with water and sanitation facilities. 24% respondents rated their dissatisfaction with the water and sanitation facilities at 1 (very dissatisfied), 25% rated it at 2, 24% rated their satisfaction at 3, while 19% rated it at 4 and 6% respondents rated their satisfaction with water and sanitation facilities at 5 (excellent).



Q. On a scale of 1 to 5, how satisfied are you with the public transport facilities in your city? 1 represents Very Dissatisfied and 5 represents Very Satisfied?

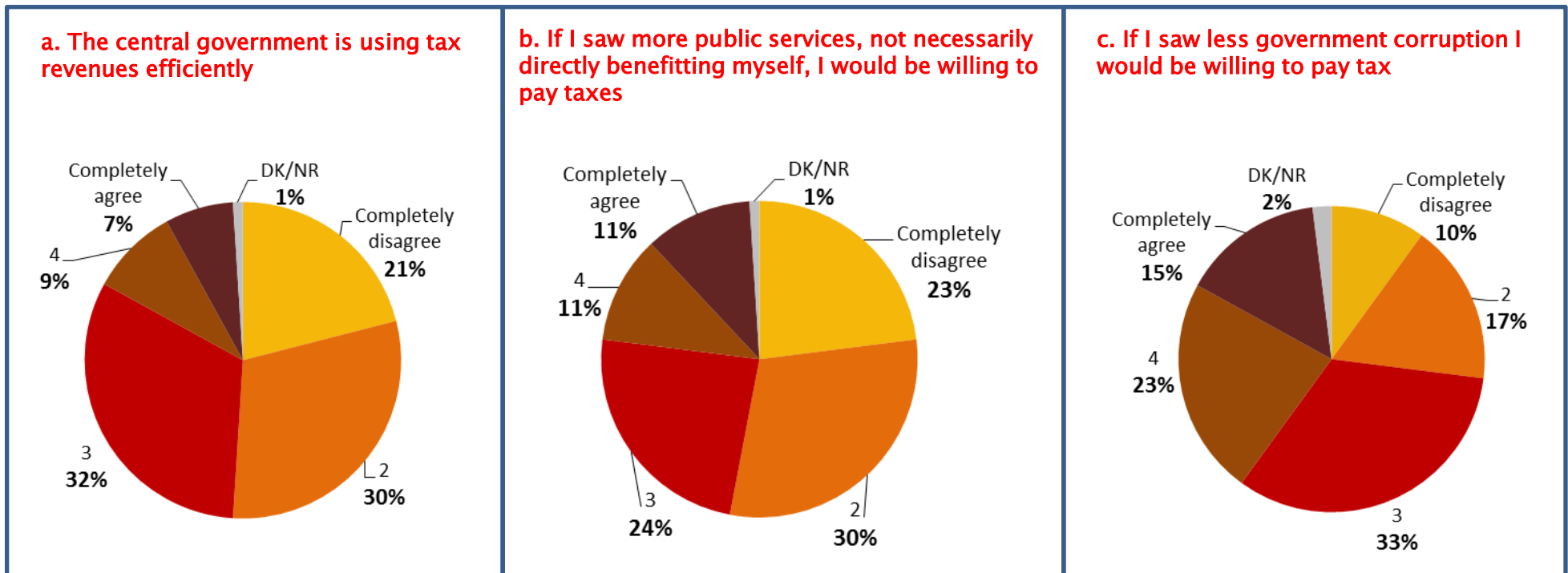
Slightly less than half (46%) respondents are dissatisfied with the public transport facilities available in their city, with 18% rating their satisfaction at 1 (very dissatisfied) and 28% rating it at 2.



Section 2: Taxation

While Section 1 dealt with the public's opinion of and satisfaction with different public services and facilities, Section 2 "Taxation" of this cyberletter attempts to investigate the links between taxation and public services that may improve the quality of life. It considers questions such as the degree of information the public has about taxes, the advantages and disadvantages of paying taxes and where facilities and public services might fit into the equation.

Q. Please rate your agreement with the following statements using a scale of 1 to 5, where 1 is "Completely disagree" and 5 is "Completely agree."

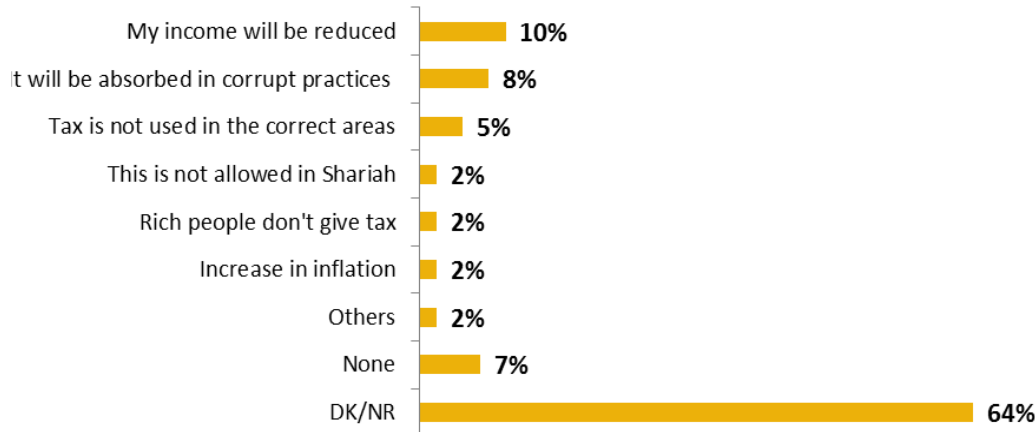
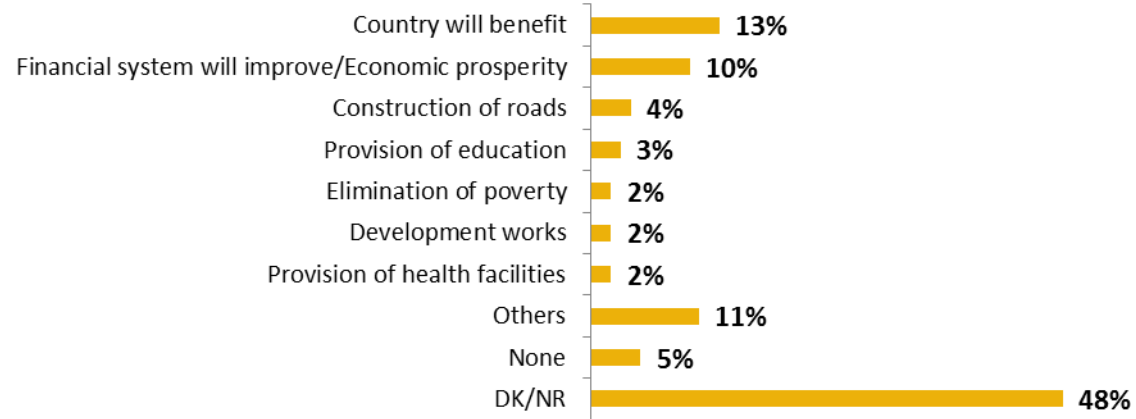


Source: Gilani Research Foundation Poll (March, 2015)

More than half Pakistanis (**53%**) disagree with the statement that they would be willing to pay taxes if they saw more public services, not necessarily directly benefitting themselves.

Q. Now I would like to talk to you specifically about what you think are the advantages of registering for tax? What is the biggest advantage of registering for tax?

Pakistanis do not seem well informed about tax regulations and procedures, as well as the potential effects of paying tax on public services and quality of life. When asked about the biggest advantages of registering for tax, the public gave vague answers with 13% respondents saying that the country will benefit, 10% saying there will be economic prosperity and 4% mentioning the construction of roads, while 48% chose not to respond.

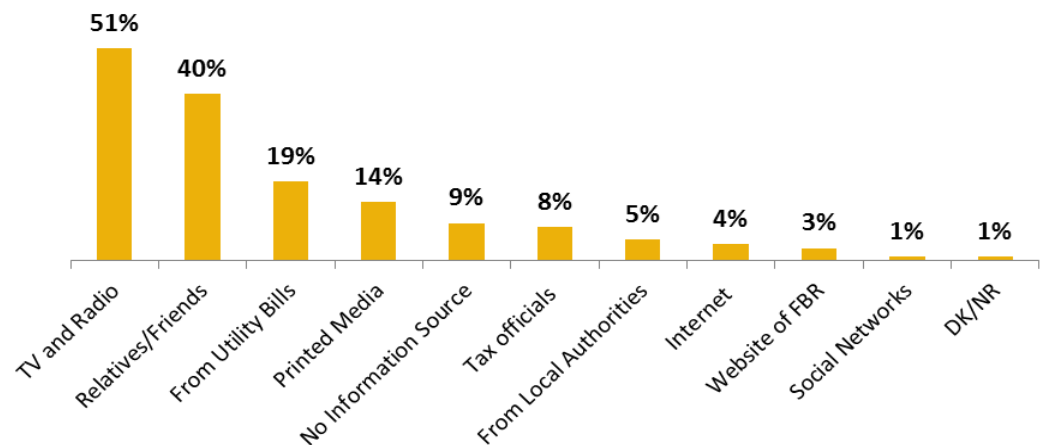


Q. Now I would like to talk to you specifically about what you think are the disadvantages of registering for tax? What is the biggest disadvantage of registering for tax?

When asked about the disadvantages of registering for tax, majority of 64% respondents chose not to answer, once again highlighting the lack of information available about tax procedures and benefits. 10% respondents said the biggest disadvantage is that their income will be reduced, while 8% believe the tax will be absorbed in corrupt practices and 5% believe the tax will not be used in correct areas.

Q. Where do you get information about taxes?

Considering the paucity of accurate information about taxation including the potential benefits and improvement it could bring to the quality of life, it is imperative to know the main sources of information about taxes for the public. 51% respondents said they get information about taxes from TV and radio, 40% get information from relatives and friends, 19% get it from utility bills and 14% get information about taxation from printed media.

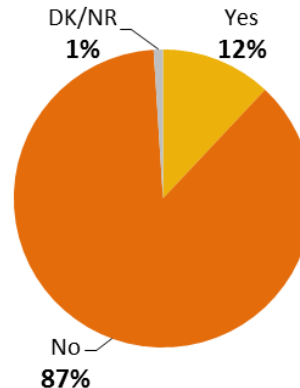


Section 3: Public Involvement in Urban Development

Section 2 of this cyberletter provided crucial insights into the lack of information available about taxes, including their potential advantages for the quality of life in cities and provision of improved public facilities. Section 3 “Public Involvement in Urban Development” tries to understand how this lack of information can be offset by increased public involvement in urban development. Efforts from the government to increase active public involvement can also potentially counter the distrust in government spending and the questions about productive use of tax revenue.

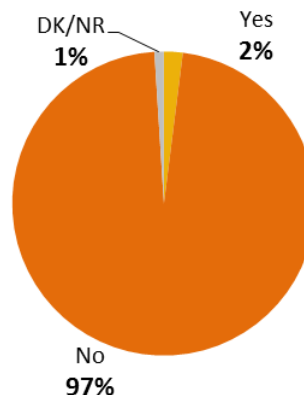
Q. In the past 12 months, have you attended a public engagement activity put on by the city such as a public meeting, open house or workshop?

Respondents were asked if they have attended a public engagement activity put on by the city in the past 12 months. In response, 12% said that they have attended some such activity while 87% said that they have not.



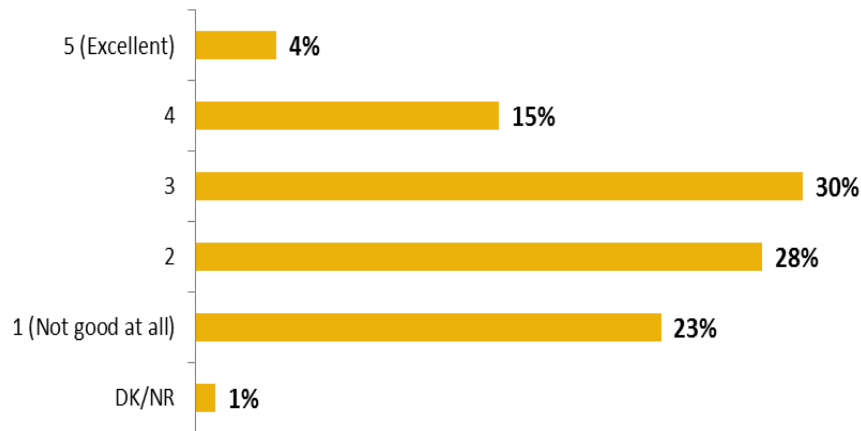
Q. Are you aware of the amount allocated for development budget of your city for the current fiscal year?

When asked if they are aware of the amount allocated for the development budget of their city for the current fiscal year, only 2% respondents said yes, while 97% said no.



Q. On a scale of 1 to 5, how would you assess the performance of your city's development officials? 1 represents not good at all, and 5 represents Excellent.

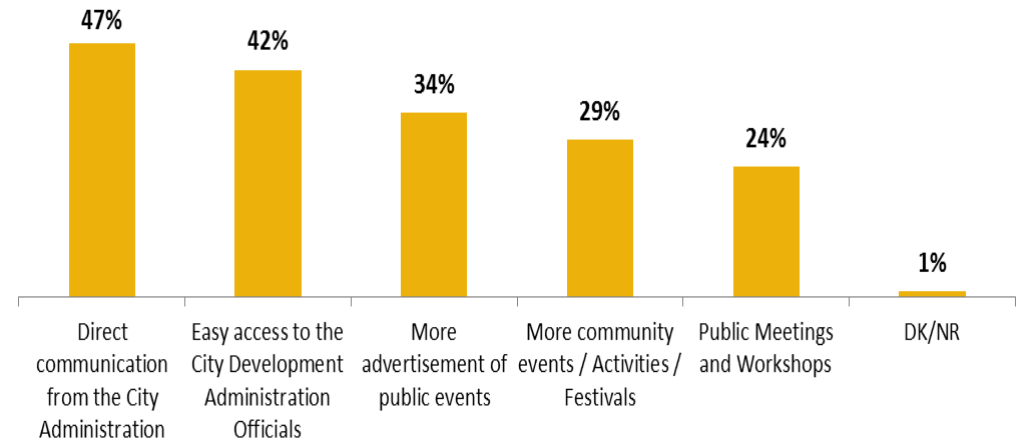
When asked to rate the performance of their city's development officials, public opinion mostly leant towards the negative with 23% respondents rating it as 1 (not good at all), 28% rating it as 2, 30% rating it as 3, while 15% rated it as 4, and only 4% rated it as 5 (excellent).



Source: Gilani Research Foundation Poll (March, 2015)

Q. Please inform us, which of the following actions you think can help you feel more involved in the urban planning and development of your city?

The public was asked about which actions can help them feel more involved in the development of their city. In response, 47% said direct communication from the city administration, 42% said easy access to city development administration officials, 34% asked for more advertisement of public events, while 29% asked for more community event and activities and 24% asked for public meetings.



METHODOLOGY:

All findings in this Cyberletter are from Survey released by Gilani Foundation and carried out by Gallup Pakistan, the Pakistani affiliate of Gallup International Association. This survey was carried out among a sample of more than 1000 adult men and women in rural and urban areas of all four provinces of the country, during March 2015. Error margin is estimated to be approximately $\pm 2-3$ per cent at 95% confidence level.

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