

## PAKISTANIS' PREFERENCE FOR GOVERNMENT HEALTH FACILITIES HAS CONSISTENTLY INCREASED OVER THE YEARS

As Gallup Pakistan celebrates its 44<sup>th</sup> Anniversary, we plan to **disseminate** our 44 years' experience of public opinion on lifestyles, healthcare and diseases to all the stakeholders working for a **Healthy Pakistan**. This press release provides a glimpse into the **first chapter** of Gallup Pakistan's larger health research report on "**Healthcare, Lifestyles and Diseases in Pakistan**." Gallup Pakistan plans to release individual chapters given each chapter covers an extensive range of topics with data spanning 40 years.

**To view the First Chapter on "Health and Healthcare," [CLICK HERE](#)**

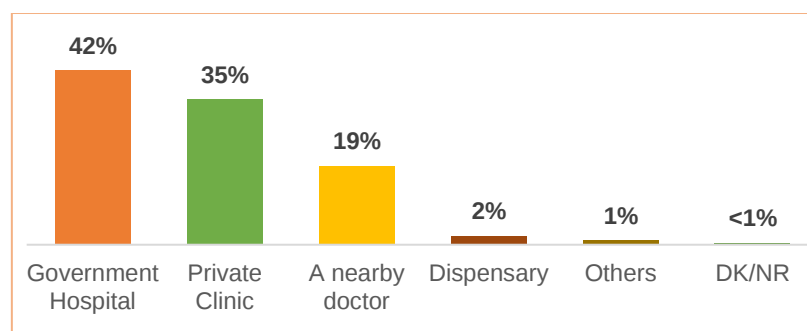
### Top Findings:

- In 2006, only **13%** people preferred to go to government hospitals to seek medical treatment. This has increased to **42%** in 2022, representing a percentage increase of **30%**.
- **44%** Pakistanis also consider the standard of government hospitals as good. This perception regarding government facilities has changed positively by **34%** from **10%** in 1991 to **44%** in 2022.
- Overall, majority of the Pakistanis (**72%**) are satisfied with the healthcare facilities in their areas.

Healthcare delivery in Pakistan has traditionally been jointly administered by the federal and provincial governments with districts mainly responsible for implementation. It is organized through 4 main streams namely preventive care, promotive care, curative care and rehabilitative services. The health sector faces many challenges such as the burden of the rising population, limited healthcare workforce and lack of adequate funding to provide quality services. There has, however, been a gradual improvement in healthcare services. Currently, 92% of the rural population and 100% of the urban population has access to health services.<sup>1</sup>

In 2006, only **13%** people preferred to go to government hospitals to seek medical treatment (*Figure 1.1*). This has increased to **42%** in 2022, representing a percentage increase of **30%**. (*Trend Data 1.2*). In case of an illness, there is a marginal difference in the preference for government healthcare facilities versus private healthcare facilities (**50%** versus **48%**, respectively. *Figure 1.3*). The bridging of this gap over nearly 2 decades (as can be seen from *Trend Data 1.4*) is in line with the healthcare realities of Pakistan as improvements have been made over time, especially in the public sector health infrastructure space.

### 1.1. If God forbid, someone falls ill in the household, from where do you seek medical treatment?



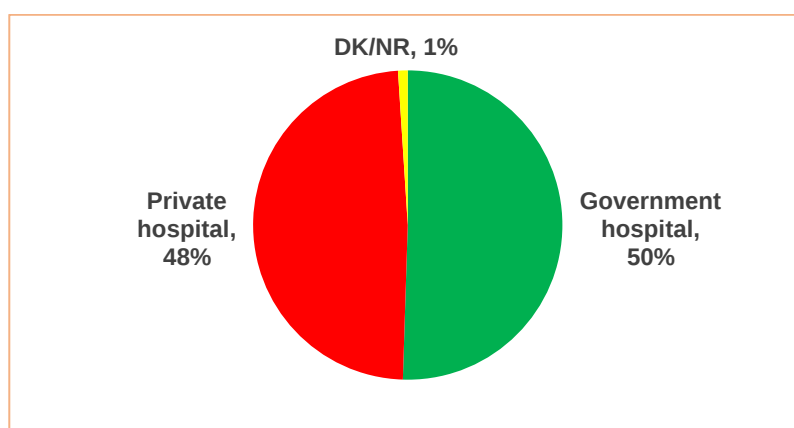
Source: Gallup Survey, 2022

<sup>1</sup> <https://borgenproject.org/facts-about-healthcare-in-pakistan/>

## 1.2. Trend Data

|                          | 2006 | 2007 | 2008 | 2009 | 2012 | 2014 | 2022 |
|--------------------------|------|------|------|------|------|------|------|
| Government Hospital      | 13%  | 24%  | 24%  | 20%  | 18%  | 29%  | 42%  |
| A nearby doctor          | 54%  | 38%  | 44%  | 47%  | 41%  | 47%  | 19%  |
| Private Clinic           | 28%  | 32%  | 24%  | 28%  | 36%  | 21%  | 35%  |
| Dispensary               | 4%   | 6%   | 6%   | 5%   | 4%   | 3%   | 2%   |
| Others                   | -    | -    | -    | -    | -    | -    | 1%   |
| Don't know / No response | 1%   | -    | 2%   | 1%   | -    | 1%   | 0%   |

## 1.3. In case of an illness in the household, would you prefer Private or Government Healthcare Facility for seeking help?



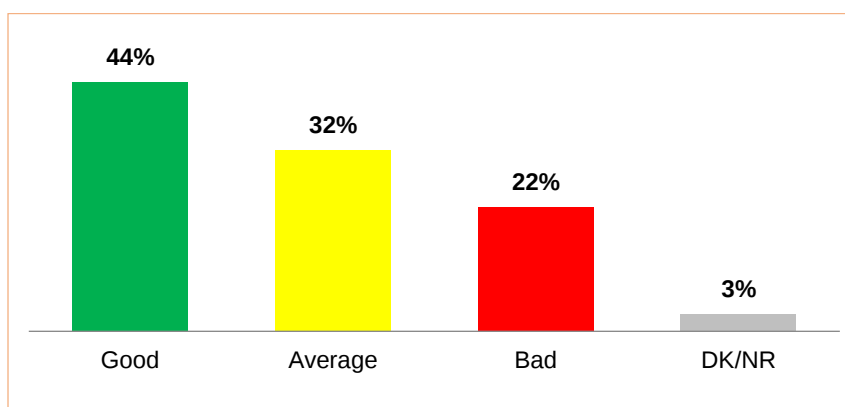
Source: Gallup Survey, 2022

## 1.4. Trend Data

|                          | 2005 | 2022 |
|--------------------------|------|------|
| Government hospital      | 44%  | 50%  |
| Private hospital         | 55%  | 48%  |
| Don't Know / No Response | -    | 1%   |

**44%** Pakistanis also consider the standard of government hospitals as good (*Figure 2.1*). This perception regarding government facilities has changed positively by **34%** from **10%** in 1991 to **44%** in 2022 (*Trend Data 2.2*).

## 2.1. What is your opinion regarding the standard of Government Hospitals?



Source: Gallup Survey, 2022

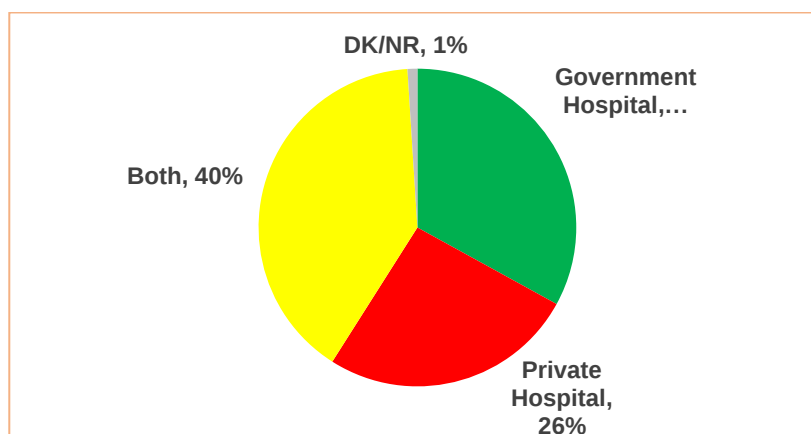
## 2.2. Trend Data

|                          | 1991 | 2006 | 2007 | 2008 | 2009 | 2010 | 2012 | 2015 | 2022 |
|--------------------------|------|------|------|------|------|------|------|------|------|
| Good                     | 10%  | 19%  | 33%  | 35%  | 21%  | 9%   | 18%  | 19%  | 44%  |
| Bad                      | 63%  | 36%  | 29%  | 27%  | 37%  | 48%  | 42%  | 35%  | 22%  |
| Average                  | 21%  | 40%  | 31%  | 32%  | 33%  | 37%  | 37%  | 36%  | 32%  |
| Don't Know / No Response | 6%   | 5%   | 7%   | 6%   | 9%   | 6%   | 3%   | 10%  | 3%   |

Pakistanis mostly felt that expert doctors were only available at private healthcare facilities (**53%** versus **15%** in government hospitals) in 2006 but from our most recent data, we note that this percentage is in fact, higher for government hospitals (**33%** versus **26%** in private hospitals) (*Figure 3.1 and Trend Data 3.2*).

Overall, majority of the Pakistanis (**72%**) are satisfied with the healthcare facilities in their areas (*Figure 3.3*) which represents an increase of **37%** from 2005 (*Trend Data 3.4*).

## 3.1. Do you think that expert doctors are available only in Government Hospitals or only in Private hospitals or both?

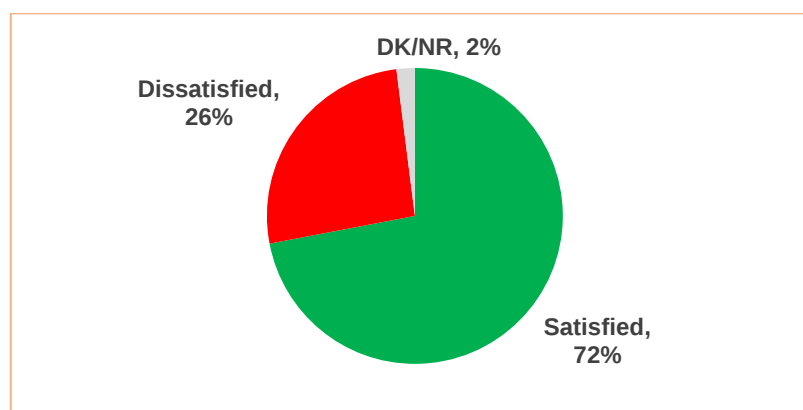


Source: Gallup Survey, 2022

### 3.2. Trend Data

|                          | 2006 | 2007 | 2008 | 2009 | 2012 | 2022 |
|--------------------------|------|------|------|------|------|------|
| Government Hospital      | 15%  | 23%  | 17%  | 16%  | 19%  | 33%  |
| Private Hospital         | 53%  | 36%  | 38%  | 41%  | 40%  | 26%  |
| Both                     | 32%  | 41%  | 44%  | 43%  | 40%  | 40%  |
| Don't Know / No Response | -    | -    | 1%   | -    | 1%   | 1%   |

### 3.3. Are you satisfied with the health care facilities available in your area?



Source: Gallup Survey, 2022

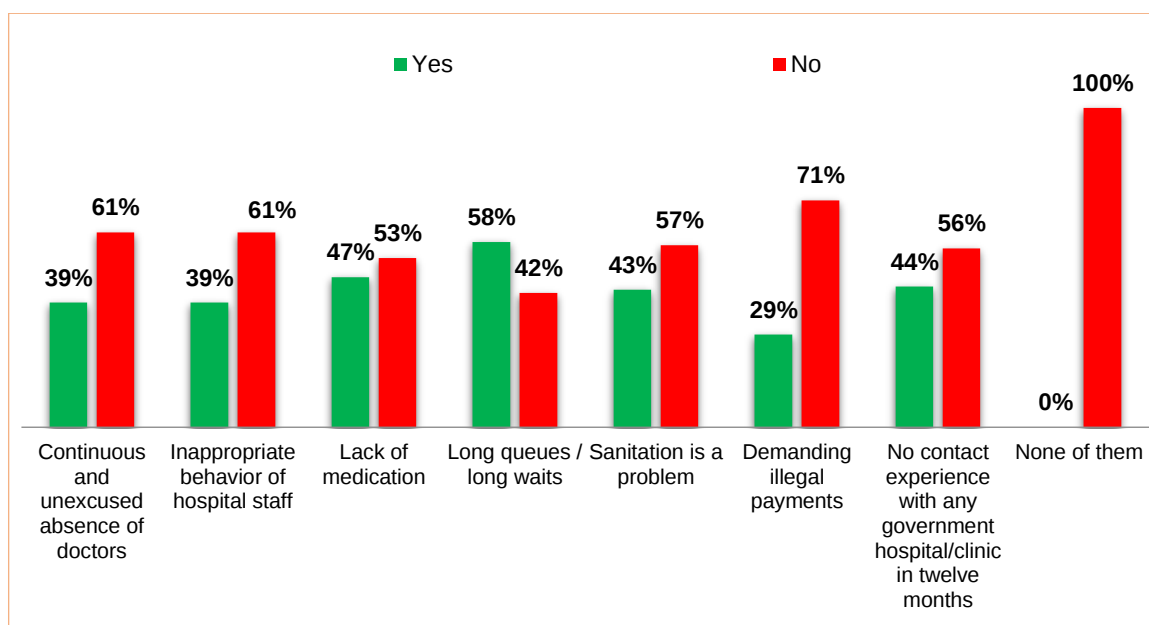
### 3.4. Trend Data

|                          | 2005 | 2008 | 2009 | 2012 | 2022 |
|--------------------------|------|------|------|------|------|
| Satisfied                | 35%  | 32%  | 41%  | 32%  | 72%  |
| Dissatisfied             | 62%  | 61%  | 50%  | 62%  | 26%  |
| Don't Know / No Response | 3%   | 7%   | 9%   | 6%   | 2%   |

While there is a positive perception regarding government health facilities, healthcare delivery is still fragmented and lacking in many different ways. The experiences of patients at healthcare facilities are an important determinant of the performance and management of facilities. Patient satisfaction affects clinical outcomes, patient retention and paves the way for timely, efficient and patient-centered delivery of healthcare services.

Although less than **50%**, at least a significant percentage of people reported facing issues such as the continuous absence of doctors, the inappropriate behavior of hospital staff, the lack of medication, long queues/wait times, poor sanitation facilities and the demand for illegal payments at the hospital. These are all critical elements across the patient-care continuum and perhaps this data can be utilized by healthcare facilities to address the particular challenges and improve patient care in future (*Figure 4.1 and Trend Data 4.2*).

#### 4.1. What problem did you encounter at a Public Healthcare Facility during the last 1 year?



Source: Gallup Survey, 2022

#### 4.2. Trend Data

|                                                                            | 2000 |     | 2022 |      |
|----------------------------------------------------------------------------|------|-----|------|------|
|                                                                            | Yes  | No  | Yes  | No   |
| Continuous and unexcused absence of doctors                                | 35%  | 65% | 39%  | 61%  |
| Inappropriate behavior of hospital staff                                   | 45%  | 55% | 39%  | 61%  |
| Lack of medication                                                         | 50%  | 50% | 47%  | 53%  |
| Long queues / long waits                                                   | 48%  | 52% | 58%  | 42%  |
| Sanitation is a problem                                                    | 44%  | 56% | 43%  | 57%  |
| Demanding illegal payments                                                 | 33%  | 67% | 29%  | 71%  |
| No contact experience with any government hospital/clinic in twelve months | 49%  | 51% | 44%  | 56%  |
| None of them                                                               |      |     | -    | 100% |

#### METHODOLOGY

For detailed methodology notes, you can view the full chapter here: [Chapter 1: Health & Healthcare](#)

#### GALLUP PAKISTAN

Gallup Pakistan, the Pakistani affiliate of Gallup International, is a leading survey research and consultancy firm in Pakistan. Gallup Pakistan is a specialist in independent third-party evaluation and ratings. The company is widely attributed to be the founder of science of polling in Pakistan and brings over 40 years of experience in conducting and analyzing opinion polling in Pakistan.