

While Over Half of Businesses in Islamabad (52%) Are Satisfied with Garbage Collection, a High 38% Report Dissatisfaction—Pointing to Uneven Service Performance.



Question: How would you rate the following services in your business area? - Garbage collection?





(Also emailed*/faxed separately)



PRESS RELEASE

Opinion Poll Islamabad's commercial areas **Public Services** **Garbage disposal service**

While Over Half of Businesses in Islamabad (52%) Are Satisfied with Garbage Collection, a High 38% Report Dissatisfaction—Pointing to Uneven Service Performance. (Gallup & Gilani Survey)

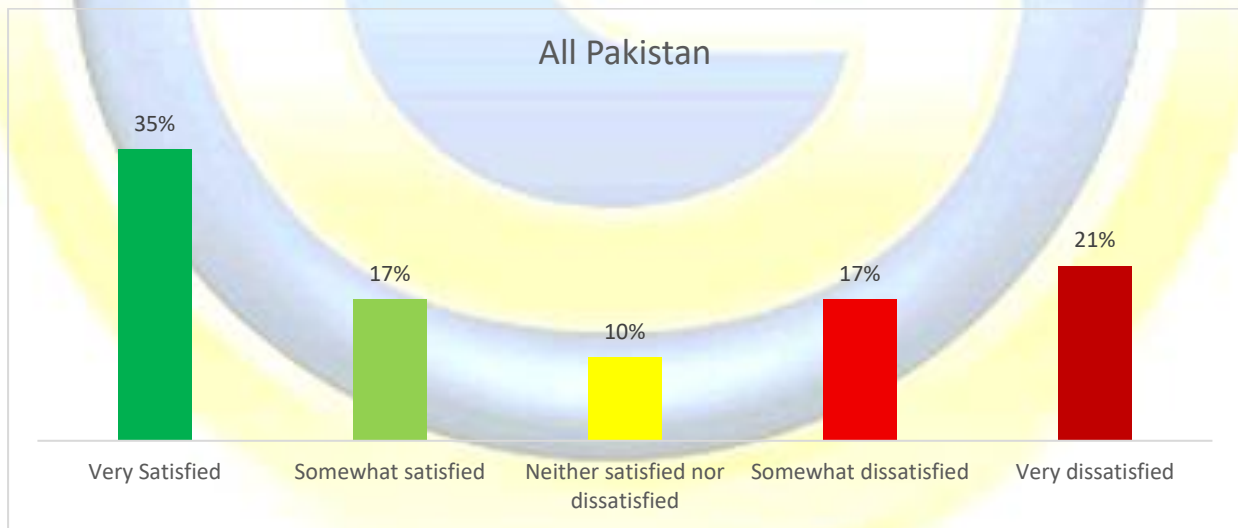
(Islamabad), 24th December 2025

According to a survey conducted by Gallup & Gilani Pakistan, while over half of businesses in Islamabad (52%) are satisfied with garbage collection, a high 38% report dissatisfaction, pointing to uneven service performance.

A nationally representative sample of business owners across Islamabad's commercial areas was asked the following question: **“How would you rate the following services in your business area? - Garbage collection?”** In response, 35% said ‘very satisfied,’ 17% ‘somewhat satisfied,’ 10% ‘neither satisfied nor dissatisfied,’ 17% ‘somewhat dissatisfied,’ and 21% ‘very dissatisfied.’

The findings suggest that while a majority of business owners have some level of satisfaction, there remains significant room for improvement in service delivery, especially among those dissatisfied.

Question: How would you rate the following services in your business area? - Garbage collection?



Source: Gallup & Gilani Pakistan
(www.gallup-international.com; www.gallup.com.pk; www.gilanifoundation.com)

The study in Pakistan was conducted and released by Gallup & Gilani Pakistan, the Pakistani affiliate of Gallup International. The recent survey was carried out among a sample of 432 business owners across Islamabad's commercial areas, conducted from 22 July 2025 to 14 October 2025. The error margin is estimated to be approximately $\pm 2-3$ percent at the 95% confidence level. The methodology used for data collection was telephonic surveys (CATI).



Opinion Poll from Gallup Pakistan
The Pakistani Affiliate of Gallup
International



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Gilani Research Foundation is a not-for-profit public service project to provide social science research to students, academia, policymakers, 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 Ph.D. 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,
Gallup Pakistan*

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Daily Gilani Poll
2025



of Gallup Pakistan
(1980-2025)