Quality of Governance in Pakistan: An Investigation through Public Trust in National Institutions

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Abstract

Throughout the universe, a major problem that is faced by almost every government is the 'quality of governance'. Malfunction and corruption plays central role in creating administrative problems. Due to these evil practices public distrust on government increases. Present study acknowledges public trust in national institutions is the variable which gives results, closer to the accuracy. The quantitative measurement of the relationship between quality of governance and public trust has not been given due importance in the domain studies. Therefore, present study targeted this relationship quantitatively. It is a descriptive study in which cross-sectional survey was conducted. Data were collected from the five major cities of Pakistan i-e; Islamabad, Karachi, Quetta, Lahore and Peshawar. Statistical package for social sciences (SPSS) 24.0 was used to examine the data. The results of the study suggests that public trust in parliament, judiciary and military have a positive relation with the governance while a negative relation was found between public trust in media and quality of governance. Study concludes that Pakistan should have to decrease the level of people's distrust in-order to increase the quality of governance which is essential for a sustained development of system.

Keywords: Quality of Governance, Public Trust, National Institutions.

1. Introduction

Modern world does not originated the term "governance" but it is known by human since he/she became familiar to society or community. The noesis regarding the harmonious existence in the society was a basic factor behind law making and implementation. It was done in-order to protect human freedom and provide justices to the entire society. It was the fundamental approach to understand the concept of governance. The word governance is one the familiar words, but yet it is misread, misjudged and misinterpreted. It is not so simple to define the word "governance" because it has several potential meanings. Notwithstanding, numerous researchers and social scientist have tried to explain it. According to Fukuyama, (2013) "governance" is a competence of the government with the help of that, laws are legislated and implemented. In addition, he also claimed that it is an ability of the government to perform or deliver. Fukuyama,

(2013) does not limit this concept only to the democratic government but he argues that the concept is equally important for the undemocratic governments. Moro (2001) finds that it is an institutional frame work, pattern, model or process of the government. It is a decision making process (Ali & Mujahid, 2015). Heritier (2003) defines it as a political steering, to achieve particular goal. Hyden & Mease, (2004) declares the term governance as a stewardship, that modulate the traditional and legal laws. A political, economic or social management of institutions, resources and national interest is known as governance. A common saying, "which is not manageable that is not measurable". In the light of this axiom, several political scientists, international research institutions, media and development aid donors are striving to measure governance. Fukuyama (2013) argues that it must be conceived before the measurement of governance that what brings about governance. Before going in detail it would be better to comprehend good governance. Governance is the ability of the government through which an accountable and effective process is developed in which people can easily participate (Albassam, 2015). It is a scale by which quality of governance ascertains by the international institutions, researchers and other countries. The concept of good governance is a standard to evaluate the system and affair of any country (Albassam, 2015). The domain of good governance is greatly contributed by the current research. Which is the systematic and accurate method to analyze or measure the quality of governance? To answer this question, numerous international agencies and governance indicators has been acquainted, such as; Freedom House Index (FHI), Transparency International (TI), Economist Intelligence Unit (EIU), Global Competitiveness Survey (GCS), Worldwide Governance Indicators (WGI), Gallup International, International Country Risk Guide (ICRG) and many more. Unfortunately, governance's clear picture could not be taken through the data, presented by these institutions. Due to the limitations which prevail in the way, these institutions are unable to produce complete picture of governance. The debate over the meaningful way to measure the governance is facing a great disagreement (Hyden & Mease, 2004). Kaufmann D. *et al.* (2010) argues that governance's measurement will bring fruitful results when it will be measured through citizen's trust in the national institutions. Hutchinson (2018) argues that, on the one side public trust is compulsory for the good governance and on the other, good governance is mandatory for trust. In other words, public trust and good governance are significantly related. Social and economic development, quality of governance and performance of judiciary are associated with trust (Algan & Cahuc, 2014). The significance of trust in running political institutions, systematically and successfully is restated by Guinaudeau & Persico (2013).

Because happiness, prosperity, governance, economic, social and political factors are strongly related to citizen's trust. Therefore, the study aims to examine the quality of governance in Pakistan by investigating citizen's trust in judiciary, media, military and parliament. After spending more than seventy years of independence, the state of Pakistan failed to install a transparent, substantial and sustained system of governance. This study may be helpful to achieve this target. The sustained democracy enhanced the

greater chances of sustained economy. Hence, it can be claimed that this study may be the foreground for the development of economy by introducing developed democratic system in Pakistan through good governance.

2. Related studies

For the welfare and ontogeny of any society, "governance" is an indispensible element. As described above that the concept of governance is difficult to explain because it is complex as well as multi-dimensional. Griffin (2010) argues that governance fulfills the needs and desires of the public as it is a broad concept which functions entirely, top to bottom. It is acknowledged good when the collective problems and issues of the citizens are solved. Kaufmann D. *et al.* (2010) claim, the authority of governance is concocted by the traditions, customs, values and institutions of the society. They further consider governance as the administrative capacity by which policies are designed and enforced. Kaufmann D. et al. (2010) acknowledges governance as an idea which elect the authority of any state or society. Further, this idea holds the authority accountable and replaces it when ever needed. Yousif *et al.* (2016) finds that to comprehend the governance, it is necessary to perceive it through the values given by it to human rights, the respect of public freedom, esteem to the wishes and desires of the public in the process of decision making. World Bank sees governance in two ways (Khan, 2002). First, it emphasizes political powers to enhance the quality of management in-order to manage the national issues. In the second way, governance accentuate on the usage of political powers in the management of socio-economic resources for national development.

Existing literature suggests that different variables and approaches have been used by social scientist and international institutions to examine the quality of governance. According to Albassam, (2015) publishing literature is unable to show the clear method to measure the quality of governance due to the limitations it posses. Oates (1999) finds that governance which is trusted by people will be vigilant and more responsible in finding easier and better ways to serve the citizens. Alike governance, Yousaf et al. (2016) finds "trust" also a difficult term to describe. Public trust helps governing authority to perfume objectively and wisely as compared to distrusted. Fard & Rostamy, (2007) advocates the claim, governing authority which is trusted by the public, enjoys more autonomy in the process of decision making. Laws and policies of the state are eagerly obeyed by the citizens when they trust their government (Caillier, 2010 & Tsang *et al.*, 2009). Public trust over the governance shows that government is functioning to fulfill the needs and desires of public (Bouckaert & Van de Walle, 2003). Bhattacharyya & Hodler, (2015) acknowledged that the quality of the performance is interrelated to the public trust. When institutions are trusted their performance quality will be high but it will be low when institutions are distrusted (Mangi *et al.,* 2018). According to Bouckaert (2012) there are three levels of public trust. At the first level, democratic way and public trust in political institutions comes. The second level is government's efficiency to manage the socio-economic issues. The third level is associated to the service of government and its impact on daily life of the citizens. During last three decades a

considerable consideration has been given to the relationship of trust and governance (Klesner, 2007). Public trust has been investigated by various researchers. These studies find significance influence of trust on the functioning capacity of the institutions (Chanley et al., 2000; Tyler, 2000; Inglehart & Welzel, 2005).

Adversary, number of study claims that trust is a product of the institution's performance not only cause (Morris & Klesner, 2010; Rothstein & Stolle, 2007). A concern shown by Cheema & Popovski (2010) that political institutions as well as the government are losing public trust since last two decades. This decaying level of public trust in institutions as well as governance is a time to be worried about. About the consequences of decreasing trust; policy makers, citizens, politicians, researchers and journalist are alarmed by Bok (2001). Diamond (2007) argues that political distrust is an only reason behind the devalued situation of the system in the eyes of public. He further claims that due to the political distrust, the entire political process will fail and in the result, a weak state takes birth which will not be able to develop. According to Yousaf et al. (2016) Pakistan is a sufferer of poor governance and mismanagement. Decentralization, mal governance and corrupt activities have been seen in Pakistan Ismail & Rizvi (2010). Consequently, the examination of governance through citizen's trust has been chosen.

3. Theoretical model and the development of hypotheses

Governance is a concept or approach to respect the needs and desires of the public. Kaufmann D. et al. (2010) consider it as an idea to select the authority, accountability of the authority and replacement of that authority. Alike governance, quality of governance is also complex to measure. Different variables have been used in the published literature but the present literature is still not clear about the authentic method. A recent study conducted by Javaid, Ali, & Khan (2016) finds five variables indispensible for good governance, these factors are; political freedom, constitutional protection of public rights, common facilities of education and health, stable currency and accountable institutions. Additionally, Javaid et al. (2016) suggests six parameters for the governance, to consider it good. These parameters are; consensus, responsiveness, transparency, accountability, effectiveness and participation. Albassam (2015) asserts that governance is a tool to provide political stability and quality of service to public. He further declares that it is the responsibility of the governance to hold representatives and officials accountable and crackdown against corruption. Adversary, some researchers claims that only accountability and transparency are not sufficient to declare governance as "good" because, some other variables like; respect of human rights, independent judiciary and implementation of democratic laws are also essential for Denhardt & Denhardt, (2015); Kosack & Fung, (2014). Published literature suggests that economic variables have also been used to investigate quality of governance. According to Fiorina (1978) quality of service and economic growth are the factors which are more reliable to measure the quality of governance. Recent studies declare public trust as a key factor to examine the quality as well as effectiveness of the governance Yousaf et al. (2016) Albassam, (2015)

Morris & Klesner (2010). Cultural liberal discrepancy of the classical democratic theory also rectifies this claim (Mara, 2001). Public expectations that their government is functioning according to their desires, is the basic ingredient from where trust develops (Hetherington, 2005; Wheeless & Grotz, 1977). Public trust on institution, make the institution free from monitoring (Torcal, 2014). Researchers like; Nunkoo et al. (2018) acknowledges that institutions are formulated by public trust. Trust is not the source but it is the product which is being produced by the quality of governance (Morris & Klesner, 2010; Newton, 2006). The connection of trust and performance of the institutions is also recognized by MacKuen, Erikson, & Stimson, (1992). They argues that when government creates job opportunities, provide good quality of services and respects human right then people begun to trust their government. According to Sulemana & Issifu, (2015) public trust not only enhances the quality of governance but also it raises the economic growth. This argument is also supported by Foster & Frieden (2017). Trust is related to the quality of governance, quality of legal system, happiness and development of the society Bartolini, Mikucka, & Sarracino (2017). Considerable number of scholar has investigated public trust but most of these studies have been conducted in the industrial states (Wang & Gordon, 2011;Arnold et al., 2012). Besides, trust has also been investigated in the developing countries (Addai & Pokimica, 2012).

Therefore, the idea to examine governance with the help of public trust on different institutions of Pakistan has been developed. Limited studies have been conducted in Pakistan in which quality of governance has been measured through variables, which were used in this study. With the support of previous studies following model was developed (see figure. 1). The relationship of the dependent variables with the independent variables i-e; trust in judiciary, trust in parliament, trust in media and trust in military can be seen in the modal.

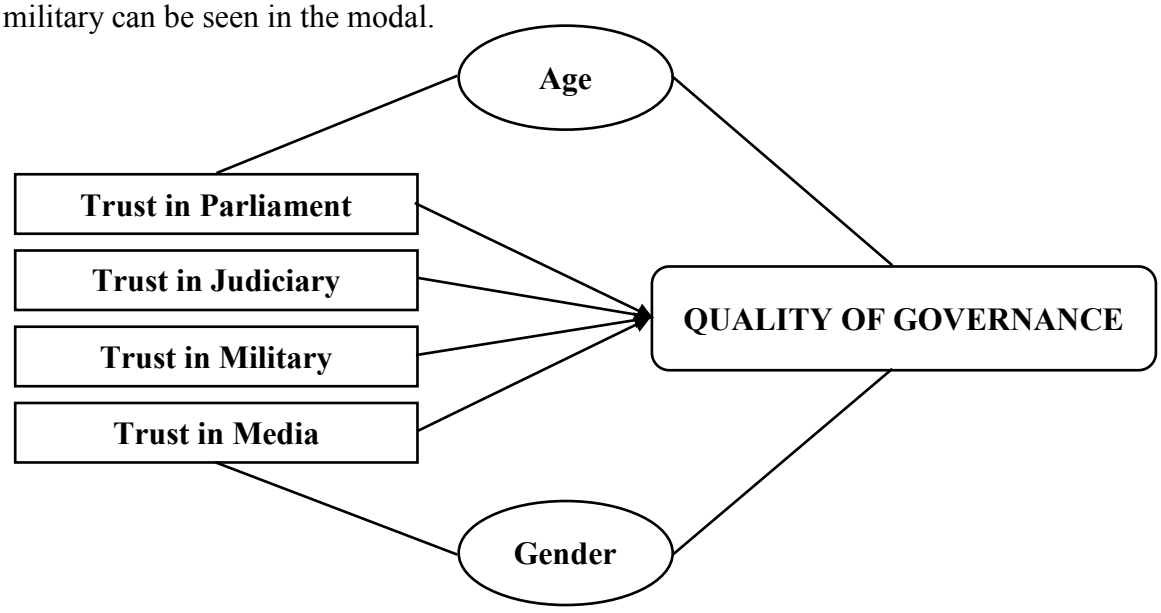

Figure: 1. Conceptual model of this study

Conceptual model of the study shows a complex relation between governance and public trust. According to the model, low level of trust on public institutions creates high level of distrust about government among the citizens. In this way, high level of public trust in the state's institutions decreases the level of distrust which ultimately increases the performance of the government. In other words; quality of governance undermined through public distrust or public trust undermined through quality of governance. Hence, it can be hypothesized;

H1. There is significant and positive relation between public trust in parliament and quality of governance.

H2. There is significant and positive relation between public trust in judiciary and quality of governance.

H3. There is significant and positive relation between public trust in military and quality of governance.

H4. There is significant and positive relation between public trust in media and quality of governance.

4. Research methodology

Data used in the present study was collected by using a research instrument, adopted from the study of Sulemana & Issifu (2015). A cross sectional survey was conducted across the country but data of the five major cities were examined and interpreted in the current study. It is seen in the literature that several scholars have used the deductive method to measure human attitude and trust (Park, 2012; Tang, Woods & Zhao, 2009; Zhong, 2014). Therefore, it was also applied in this study.

4.1. Research instrument, Sampling and Procedure for distribution

The instrument consists on close-ended questions. Five-points Likert scale (1= quite a lot of trust and 5= none at all) are used to measure these items. Simple language is used to make the instrument more understandable. Additionally, instrument was translated into Urdu language without changing its original meaning. In total 8000 samples were collected by the survey team but only five hundred (500) questionnaires were distributed for present study. These five hundred samples were distributed in the major cities of Pakistan i-e; Islamabad, Quetta, Karachi, Peshawar and Lahore. Adult having eighteen years or above age were selected as the respondent. Respondent's consent for volunteer participation was obtained prior to the distribution of the questionnaire. Respondents were informed to withdraw at any stage without any hesitancy. The instrument was distributed through personal visits by the survey team during the period of December 2016 to December 2017. Out of total distributed questionnaire, the research became able to receive back 244 questionnaire.

4.2. Examination of the data and results

4.2.1. Data Cleaning

Statistical Package for Social Science (SPSS) version 24.0 for windows was selected for the examination of the data. Before performing the factor analysis the data was cleaned through treating missing values and outliers. From 244, five (5) samples were deleted due to completely missing. Furthermore, the outliers (univariate and multivariate) were detected through standardized z scores and Mahalanobis's distance test (Hair et al., 2009). As a result, nine (9) samples were deleted due to their standardized z scores which is $\pm \geq 2.5$, appearance of extreme and Mild-Outliers and D^2/df (degree of freedom) value exceed 2.5 or $p \leq 0.05$ (Hair et al., 2009). Finally, 230 samples were finalized for further analysis.

4.2.2. Respondent's Demography

Extensive description of the respondents is described below (table: 01). Results of the study highlights that among 230 participants majority were male 77.39% (n=178) while the female participants were in minority 22.60% (n=52). Results also reveals that majority of the respondents were young, who were in between 21 -40 years 70.43% (n=162). The results shows that 63.47% of the total participants were married (n=146). With regard to the educational background of the participants, most of the respondents had master degree 81.73% (n=188). In respect of the occupation, servants were in majority 65.65% (n=151) and professionals 26.08% (n=60) were the second highest occupation.

Table: 01. *Demographic description of the respondents*

	Group	Frequency	Percentage
Gender	Male	178	77.39
	Female	52	22.60
	Others	0	0.00
	Total	230	100.0
Age	21-40	162	70.39
	41-60	63	27.39
	Above 60	05	2.17
	Total	230	100.0
Marital Status	Single	83	36.08
	Married	146	63.47
	Divorced/Widow	1	0.43
	Other	0	0.00
	Total	230	100.0

Educational background	Bachelor Degree	34	14.78
	Master Degree	188	81.73
	M.Phil/Ph.D	7	3.04
	Other	1	0.43
	Total	230	100.0
Occupation	Managers	30	13.04
	Professionals	28	12.17
	Servants	151	65.65
	Self-employed laborer	21	9.13
	Total	230	100.0

4.2.3 Descriptive statistics and reliability assessment

Various statistical tests were applied to examine the trend and response of the participants. Mean or mean score was found in between 2.2–3.90 while standard deviation was noticed in between 1.08–2.24 (table: 02). Internal consistency of the items was investigated through Cronbach's alpha. The results of the Cronbach's alpha reveal the overall reliability 0.83, which is considered as excellent (Kothari, 2004; Weber, 2017). Besides, the individual's reliability of the factors was also found satisfactory (see further table: 02).

Table: 02. *Descriptive statistics and reliability of individual's factors N= 23*

S. No	Variables	Mean	Standard deviation	Alpha (α)
1	Quality of governance	3.90	1.11	.87
2	Trust in Parliament	2.64	1.44	.84
3	Trust in judiciary	3.90	1.08	.87
4	Trust in military	3.62	1.26	.81
5	Trust in media	2.2	2.24	.76

4.2.4 Hypotheses testing

The relations as well as the impact of dependent and independent variables were examine through Pearson's correlations and multiple regression. The score of Pearson's correlations and multiple regressions for H1($r = .359^{**}$; β=.241**; $t = 3.966$; $p < .01$) (see further; tables: 3 & 4). The results suggest that there is a positive and significant relation between public trust in parliament and quality of governance. Hence, hypothesis 1 (*H1*) was accepted. The results for H2 was ($r = .576^{**}$; β=.435**; $t = 7.379$; $p < .01$) (See further; tables: 3 & 4) showed a

positive and significant relation between public trust in judiciary and quality of governance. Thus, hypothesis 2 (H2) was supported. In regard to the H3, Pearson's correlations and multiple regression weights were found ($r = .256^{**}$; $\beta=.359^{**}$; $t = 4.474$; $p < .01$) for details see (tables: 3 & 4) the results proved that there is a positive and significant relation between public trust in military and quality of governance. Hypothesis 3 (H3) was also accepted. The results for the last hypothesis H4 was ($r = .137$; $\beta=.089^{**}$; $t = 1.400$; $p > .01$) (see further; tables: 3 & 4) highlights that there is negative and insignificant relation between public trust in media and quality of governance. Thus, hypothesis 4 (H4) was rejected.

In a nutshell, out of four hypotheses, three hypotheses were accepted while one hypothesis was rejected. Furthermore, an extensive detail of hypotheses testing is described in the table: 4 below.

Table: 03. *Pearson's Correlation*

	Variables	1	2	3	4	5	6	7
1	QGNC	---						
2	PTNP	.359**	---					
3	PTNJ	.576**	.351**	---				
4	PTNM	.256**	.539**	.512**	---			
5	PTNM	.137	.212	.209	.171	---		
6	Age	.141*	.240**	.130	.233*	.237	---	
7	Gender	.325**	.134*	.266**	.221**	.110*	.210	---

Note: ***QGNC****=quality of governance,* ***PTNP****=public trust in parliament,* ***PTNJ****=public trust in judiciary,* ***PTNM****=public trust in military,* ***PTNM****= public trust in media.*

Table: 04. *Multiple Regression Analysis*

Variables	β	t-value	p-value
Public trust in Parliament	.241	3.966	.000
Public trust in Judiciary	.435	7.379	.000
Public trust in Military	.359	4.474	.000
Public trust in Media	.089	1.400	.162
Age	.047	-.988	.324
Gender	.007	.130	.891
R^2		.488	
Adjusted R^2		.470	
F value		26.903	

Note: *Dependent variable: Quality of governance*

5. Discussion and Conclusion

Various useful tools and variables has been suggested in the existing literature to measure and fight against malfunctioning of the government. However, scant attention has been paid to public trust, particularly in Pakistan. Current study presents a model in which relation between public trust and governance has been examined. Finding of the study shows that all hypotheses were accepted except one (*H4*) in which significant and positive relation between public trust on media and quality of governance was claimed. This hypothesis was rejected, may be due to these two reasons. Firstly, majority of the media houses in Pakistan are not neutral (Nawaz et al., 2013). Either they are working for or against the government. Secondly, the high degree of public distrust is due to the fake news and propaganda particularly in electronic media (Hassan, 2014).

The result of *H1* shows that public trust in parliament has a significant and positive impact on quality of governance which is similar to the findings of the studies conducted by Arnold (Arnold et al., 2012; Fung, 2015). In this way, the obtained results of *H2* public trust has significant and positive impact on quality of governance is also supported by the previous studies (Grimmelikhuijsen & Klijn, 2015; Yang, 2005). Findings of the third hypothesis are not surprising. Because same result was seen in the study conducted by (Luhiste, 2006).

Current study recognizes governance's significance not only for the welfare and prosperity of the state but it finds governance a paramount factor for national building. It is considered "good" when public desire and need is given space at the time of policy making. Additionally, this study finds that quality of governance or efficacy of the government can be intensified through citizen's trust in institutions. Institutions can relish with their performance, when they are trusted by the public. When citizen's trust in the institutions increased, the planned policies as well as the will of the government can actively enforced over the state. Adversely, government decisions or policies cannot be implemented when the level of people's distrust increased. Turbulence in the state is created through public distrust. In order to create good governance, government of Pakistan may have to increase citizen's trust in various institutions. The study suggests that public trust in national institutions offers good governance which is essential for a sustained development of system. It is a lasting instrument to unite as well as provides firmness to the system.

Future research directions

Present study does not provide a final formula to measure the quality of governance, but a basis for discussion. Only public trust has been used in this study to examine quality of governance while other factors (i-e: economical, social and political) were ignored. In the future research, these variables can be included. Furthermore, the direct relations between dependent and independent variables have been measured. Therefore, it is suggested to incorporate mediator and moderator in the conceptual model in future.

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