

ROLE OF SERVICE DELIVERY IN STRENGTHENING STATE-CITIZEN RELATIONSHIP: EVIDENCE FROM BALOCHISTAN, PAKISTAN

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ABSTRACT

The trust of citizens on state organs highly depends on the imperatives of public service delivery in various sectors of the economy. The delivery of basic services is less available, accessible and of poor quality in the rural areas than that of the urban areas of Pakistan in general and Balochistan in particular. There has been a dire need of examining the status of service delivery in remote areas of Balochistan. This research endeavor is thus aimed at understanding and examining the problem of public service delivery and satisfactions level of end users. Mixed method approach was employed to testify the core hypothesis. A well representative data set of primary nature collected in BRACE Programme of RSPN was used for thematic and empirical analysis. Qualitative part of that data was gathered through in-depth interviews while quantitative one was acquired by structured interviews. For the qualitative data thematic analysis was carried out while technique of descriptive analysis was used for quantitative data. The level of satisfaction from various services were evaluated on the basis of responses of the members of households by constructing a Likert Scale of five categories. The result showed that among these services only there are 6 services (education, health, employment, poverty, transportation and electricity) for which a very negligible percentage of respondents showed their high satisfaction. For rest of all, none of the respondents were found highly satisfied. However, respondents said during last 12 months public services like functioning of union council office, education and local government functioning has been worsened. Finally, this research concludes that there is a huge gap between governance of public service institutions and public service delivery. Therefore, public dissatisfaction and lack of public distrust with these institutions was specifically indented. An urgent policy action is required to revise the local governance system and public service delivery mechanism not only to meet the needs of the local people but also to strengthen the state-citizen bond for sustainable development in Balochistan.

Keywords: Public service delivery, Governance, Satisfaction, Poverty, Health

1. INTRODUCTION

The availability, accessibility and quality of public services around the world are very different across regions. They often determine the level of development of the country and reflect on the capacity of the government (Brinkerhoff *et al.*, 2018). A significant disparity exists in developed and developing countries in terms of service delivery to the public. It has been documented in the existing body of literature that developing countries often suffer from inefficiencies in providing vital public services, inadequate allocation of resources, poor transparency, and inefficient income systems. Such a scenario is often leading to acute problems in various sectors like

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that of health, education, infrastructure development along with others (Shah, 2005; Berglof & Claessens, 2006).

In the context of developed countries, Ott (2011) studied the relationship between government performance and average subjective well-being which appears in terms of public trust and satisfaction that they receive from the public service delivery institutions. It was found in that study that in the well-governed nations, the level of happiness and the subjective wellbeing in the nations are higher than the relatively less well governed nations. Good governance not only affects contacts among citizens and governments but also affects the quality of such contacts. In any social context, social networks and trust are considered essential elements (Ott, 2011; Bjørnskov *et al.*, 2010; Alvarez-Diaz *et al.*, 2010). Similarly, living in communities is desirable for a happier life where people feel that they can trust others, including neighbours, strangers, police, and work colleagues (Helliwell & Wang, 2011). In this way, one of the important components between service delivery and governance is public trust (Hutchinson, 2018)

In most of the developing countries, the reputation of government for providing services is not very good. In many cases, it is associated with repetitive and manual operations in government institutions (Bassara *et al.*, 2005). Hutchinson (2018) explored various dimensions of governance and defined two types including technical governance and democratic governance. Interestingly study suggest that improvement in technical governance and democratic governance will increase the happiness level of the citizens (Rahim *et al.* 2017). While, access to a poor public service generates general mistrust in the political system and, consequently, decreases political participation (Hamilton & Svenson, 2017).

Salim *et al.* (2017) empirically investigated the relationship between citizens' satisfaction with the performance of government and its effect on public trust towards the government in Yemen. Public confidence in the government of Yemen was found to be much lower than expected. Additionally, citizens' satisfaction with the quality of public services, government performance and government transparency in the fight against corruption was positively linked with public confidence. However, to reduce public distrust, it is vital to improve governance by bringing betterment in the service delivery (Mangi, Chachar & Shah, 2019).

In the case of Pakistan, it has been observed that the country has severe governance issues since its inception which has been shaping and reshaping public option towards government and state. In a recent study, it has been stated that a direct relationship exists between quality of public service delivery and public trust towards the state in Pakistan (Jameel, Asif & Hussain, 2019). While specifically talking about the health service delivery and public trust in Pakistan, it has been observed that the nature of information patient received, medical equipment at health facility, physical infrastructure, and travel distance to hospital have a positive effect on patient satisfaction.

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In the same context, another study showed the degree of impact of five qualities of service structure, i.e., responsiveness, tangibility, empathy, assurance, and reliability. This study concluded that responsiveness is closely related to patient satisfaction in the private sector whereas patient satisfaction linked to empathy in the public sector (Javed & Ilyas, 2018). Hence, patient satisfaction is an essential tool for measuring hospital performance as well as the service provider and services they provide to patients that categorically create relationship between governance and public trust. Appropriate improvement measures are needed to enhance the level of satisfaction among the patients (Hussain *et al.*, 2019).

Muhammad, Asim and Wajidi (2011) analyzed the scope of the public sector activity and its performance in various functional areas such as finance, planning, performance appraisal, and team building in Balochistan. The results revealed that most employees are dissatisfied with the public sector and found that the performance in team building is substantially poor. The most frequently mentioned elements are lack of accountability, lack of coordination, lack of incentive for better performance, interference and the inadequacy of checks and balances.

The situation worsens when one moves from centre to periphery. Till today, around 65 percent of the country's population is rural. Rural area does not only mean lacking urban culture and infrastructure but also lacking basic amenities of life. Balochistan which comprises 44 percent of the area has only 6 percent of the total population of Pakistan. None of the districts of Balochistan could purely be included in the urban areas excluding the capital city of Quetta and perhaps few district headquarters.

There is moderate score of HDI in Balochistan's districts with a score of 0.523 which is second last from the bottom. It is due to weak performance of government departments that effects service delivery. There are around 2 million children out of school in Balochistan (Pakistan Education Statistics, 2018). Similarly, in 30 districts of Balochistan, the number of DHQ and THQ hospitals are 27 and 10 respectively. Maternal mortality ratio is 785 out of 100,000 live births while infant mortality rate is 51 out of 1000 live births, the status of malnutrition urban and rural regions is 41 percent and 44 percent respectively.

Therefore, majority of the province on the one hand lacks the availability of government service delivery departments in the villages while on the other those (public service delivery departments) present in the district headquarters have failed to gain the confidence of the rural communities because of the poor service delivery mechanisms.

2. RESEARCH LOCALE

This research paper documents the voices of the communities from 12 different villages in three districts of Balochistan namely Loralai, Khuzdar and Kech regarding the issues and constraints they are dealing with. These imperatives are in terms of availability of public services, their satisfaction level and perception about different

government departments. The paper also discusses perception of the community members if they have seen any significant change in governance over the period of last 12 months.

This research was conducted under Balochistan Rural Development and Community Empowerment Programme (BRACE); a five-year (2017-2022) programme funded by the European Union (EU) and implemented by Rural Support Programmes Network (RSPN), Balochistan Rural Support Programmes Network (BRSP) and National Rural Support Programme (NRSP) in nine districts of the Balochistan province, namely Kech, Pishin, Zhob, Washuk, Loralai, Duki, Khuzdar, Jhal Magsi and Killa Abdullah. The BRACE is an integrated poverty reduction programme that includes Social Mobilization (formation of community institutions), Community Investment Fund (CIF), Income Generating Grants (IGG), Technical and Vocational Skills Training (TVST), and Community Physical Infrastructure (CPI).

2.1. Research Question and Objectives

There are a variety of research questions that swing in the mind of researchers regarding service delivery in Balochistan and respective spectrum of citizen state relationship. The key question is why the role of service delivery is important for strengthening the relationship between government and masses. What is the role of local government in improving the service delivery? What kinds of faults and problems are linked to the service delivery domain in Balochistan? What is the perception and satisfaction level of end users of various public services? What policy gaps are there that need to be filled? On the basis of these question, the following research objectives has been coined.

1. To understand the types of public service problems in Balochistan.
2. To explore the perception of people towards governance of public service institutions.
3. To explore the level of satisfactions towards public services at user end and public trust towards state and its organs providing public services.

3. METHODOLOGY

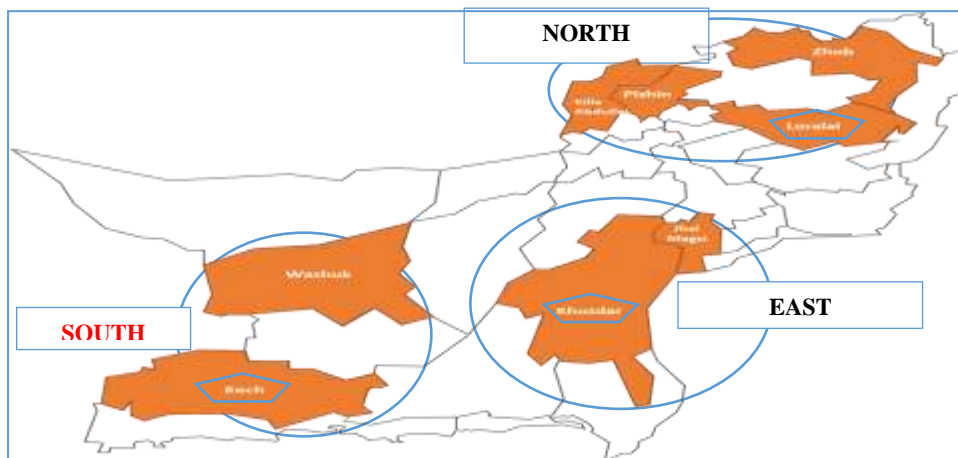
A mix methodology was used by employing both qualitative and quantitative research tools. The quantitative tools comprised of i) Poverty Score Card (PSC) and ii) Socio-economic Survey (SES) while the qualitative tools were i) Life History Interview tool/questionnaire, ii) Focus Group Discussions guides, iii) Consultative meetings and iv) Participatory Rural Appraisal.

Multistage purposive random sampling was employed to draw the best representative sample of the population of selected districts for this study. BRACE Programme interventions are being implemented in nine different culturally, agriculturally and ecologically diverse districts of Balochistan. Therefore, the province has been divided into three major zones as North (Killa Abdullah, Pishin, Zhob & Loralai), East (Jhal

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Magsi, & Khuzdar) and South (Washuk & Kech) keeping intervention of BRACE Programme in view. From each identified cluster a sample district having lower socio-economic profile was selected as shown below.

Selection of Study Districts using Map of Balochistan



Following were the samples of villages and different qualitative and quantitative tools selected for the study in the three districts of Balochistan;

Table 1. Sample design of the survey

District	Tehsil	UC	Village	PSC	SES	LHI	FDG		Consultative Meeting	PRA
							M	F		
Kech	Turbat	Solband	Meer Nizar Muhammad Bazar Solband Ward	20	20	20	1	1	1	1
			Baloch Abad Ward	20	20	20	1	1		1
	Dasht	Kunchiti	Kunchiti Mashriqi	20	20	20	1	1		1
		Sangahi	Peerani Lamb	20	20	20	1	1		1
Khuzdar	Khuzdar	Abhey Noghey	Kili Yar Muhammad	20	20	20	1	1	1	1
			Hinar Noghey	20	20	20	1	1		1
		Baghbana – 2	Mehmoodani	20	20	20	1	1		1
			Sabazal Khanzai	20	20	20	1	1		1

Continued on next page

(continued) Table 1. Sample design of the survey

District	Tehsil	UC	Village	PSC	SES	LHI	FDG		Consultative Meeting	PRA
							M	F		
Loralai	Bori	Aghbarge	Khaskai Nushkhel	20	20	20	1	1	1	1
			Mara Khurad Malak Fateh Muhammad	20	20	20	1	1		1
	Duki	Gharbi Tal	Yaro Shehar	20	20	20	1	1		1
			Malak Muhammad Jan	20	20	20	1	1		1
				Total	240	240	240	12		12

For the qualitative data thematic analysis technique was used. To follow the analysis procedure, all the acquired data was coded by following multistage coding scheme. The codes containing similar attributes were grouped and formed into categories. Further, on the bases of the established relationship between categories, themes were formed. At the other hand, quantitative data was entered in SPSS and description analysis was carried out to show the frequency and respective percentages of the responses.

4. RESULTS AND DISCUSSION

This section consists of following five parts; Section 4.1 shows major constraints and problems of the community, section 4.2 represents availability and proximity of services in the rural areas, Section 4.3 shows satisfaction level of communities from different services, section 4.4 reflect change in service quality over last 12 months and section 4.5 deals perception of governance.

4.1. Major Constraints and Problems of the Community

Table 2 shows the main limitations and problems encountered by the communities. Overall, a very small percentage of respondents considered that there is no problem with public services and their delivery including in education, health, water supply, drainage, street pavement, transport, fuel supply, electricity, etc. However, majority of the respondent rated it a serious or very serious issue. For the services of health, electricity income, and employment percentages of respondent reported them very serious constraint and problem, at 31.3 percent, 35.8 percent, 34.7 percent and 39.9 percent respectively. Other services with high numbers of households reporting them to be serious problem included the services of health (40.3 percent), education and water supply (30.9 percent), transportation (36.1 percent), electricity, income and employment (34.4 percent) and basic health units (20.6 percent). Overall respondents are dissatisfied (See the cluster of graphs on next page).

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Given the facts determined by other field research tools, such a drastic scenario implicitly reflects the state of poverty in the current situation and its likely trend in the years to come. One of the LHI respondent mentioned that,

“At first we had water in our fields and the yield was good but when the water became scarce we had to bear a lot of loss and due to which we had to take loans and our condition became worse and we were pushed to poverty”.

Similarly, another respondent during LHI said,

“I don’t have a house I live on the mountain and I do not have education therefore sometimes I find work and sometimes I am unable to find work and for those days we have to starve.”

Both responses given above specifically indicates that challenging situation which some of the people are facing. These challenges restrict the administrative and service delivery side. In the first quote a transformation can be seen where a family lost their economic status which initiated from the scarcity of the water and compelled to borrow from others as a coping strategy. However, the family was not able to recover its lost economic status and could not repay the loans taken. The sufferings continue across generations.

So, what is the point of concern at this situation? In fact, focus is service delivery and public trust. Is government not aware about the changing situation and scarcity of resources which are pushing people under the poverty line? The answer of the question come into the form of service delivery even to access very basic public services is a challenge for the people who were residing in the study local.

Table 2. Percentage Distribution of the respondent for the perception on the major constraints and problems of the community.

Utility	No Problem	Slight Problem	Serious Problem	Very Serious Problem	Not Sure
Education	8.3	17.7	30.9	26.0	17.0
Health	4.9	9.4	40.3	31.3	14.2
Water Supply	18.8	18.1	30.9	13.9	18.4
Drainage	20.5	16.7	25.0	8.7	29.2
Street Pavement	18.8	19.8	21.5	10.4	29.5
Transport	4.9	19.4	36.1	21.2	18.4
Fuel Supply	9.7	20.8	25.0	11.1	33.3
Electricity	6.6	10.4	34.4	35.8	12.8
Income (Poverty)	2.8	7.6	34.7	34.7	20.1
Job/Employment	1.7	8.0	34.4	39.9	16.0
Access to Credit	7.3	21.9	24.0	13.2	33.7
Social Cohesion	12.2	28.1	21.9	9.0	28.8

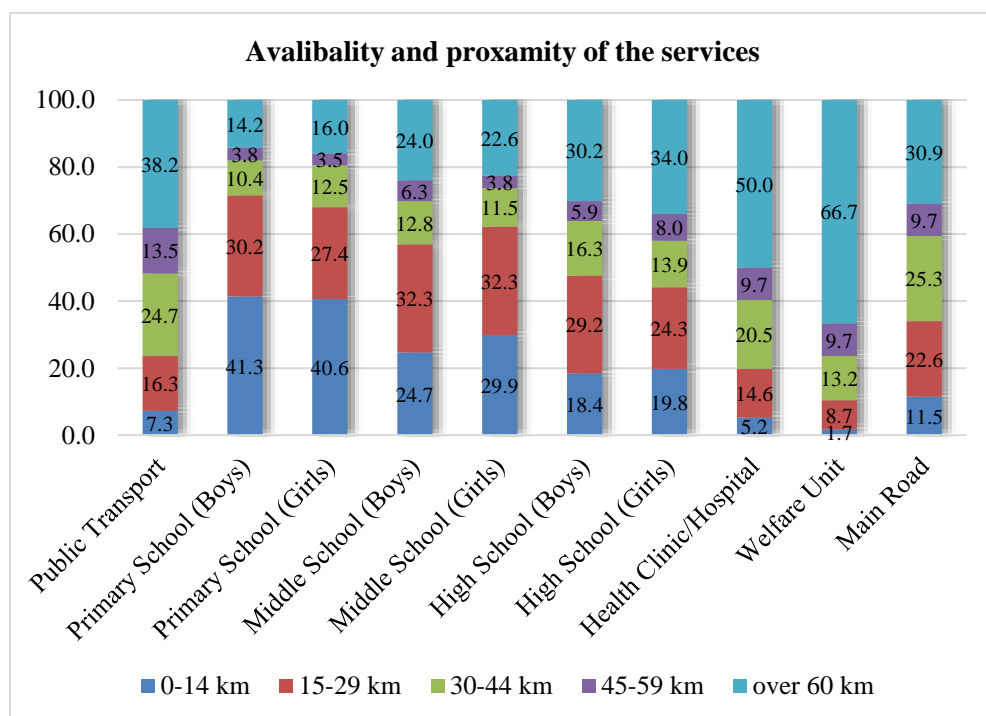
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While looking at the second quote given above; people are also not finding regular work to sustain themselves economically and being un-educated increase their misery. They related this misery with public service delivery where education stand one of the most important problem among the respondents, they kept it in the category of serious problem (30.9 percent) and very serious problem (26 percent) and slight problem (17.7 percent). It means almost 76 percent of the respondents considered education as a problem in the locality. Only 8.3 percent respondent considered education is not a problem. It is important to mention that education is part of public service delivery and government is sole entity to provide education in most of the study areas.

4.2. Availability and Proximity of Services in the Rural Areas

Access to services is measured by the average distance from the population to the facilities. Distance from available facilities is important because people consider the facility unavailable or accessible if not close to home. Longest distance indicates lack of access to services and shorter distance indicated access to services. The majority of the respondents reported that to access to public transport, high school for boys and girls, health clinic, welfare unit and main road were very difficult to access as with 38.2 percent, 30.2 percent, 34 percent 50 percent, 66.7 percent and 30.9 percent of the respondents respectively reporting the distance of over 60 km to reach these facilities as shown in Figure 2.

Figure 2. Distribution the availability and proximity of the services



In the FGD the collective view of the respondent was mentioned that:

“we fall in poverty because lack of education, and health facilities, no school available in this area. Children had to go to cities to get education which are far away from here. Expenditure on education is very high. Children are interested in education. Demand is there but supply is missing, our area people have to travel a long way to get health services from cities.”

On the other hand, 41 percent of the respondents had to travel 14 km to reach primary school for boy and girls. Whereas, for 32 percent of the respondent that the middle school for boys and girls were 15 to 29 km away from their residence.

4.3 Satisfaction level of Communities from different services

The level of satisfaction from various services were evaluated on the basis of responses of the members of households by constructing at 5-point Likert scale; 1 represent unsatisfactory, 2 moderately unsatisfactory, 3 moderately satisfactory, 4 satisfactory and 5 highly satisfactory (See Table 3). For the services of veterinary clinic, agriculture (extension), police, bank, union council office, local magistrate, district education department, district local government office, and electricity and gas departments relatively more than 30% of the respondents are unsatisfied with these services. Other services for which the large number of respondents are unsatisfied are Basic Health Unit (22.2 percent), school (25 percent), road (21.7 percent) and drinking water (18 percent). While a number of services were voted moderately satisfactory by the majority of households, with more than 20 percent of households reporting lady health worker, road, bus, NADRA office, local magistrate and district local government office moderately satisfied from the services.

On the other hand, more than 40 percent of the respondents are satisfied with the services of Lady Health Worker, vaccinator, bank, drinking water, NADRA office and district health department. Overall, very few numbers of the respondent are highly satisfied with these services.

If we critically examine types of public service which were having a bit higher level of satisfactions, then we come across those that were somehow door to door and outreach services. For instance, it is important to refer to a report about Lady Health Worker services in the target areas. They used to visit house to house, although all of the respondent did not show satisfactions with their work but still 50 percent of the respondent were satisfied. The same way, the role of vaccinator brought satisfaction among 48.3 percent of the respondents. The highest level of satisfactions was associated with drinking water among 51 percent of the respondents. However, it is not clear if the drinking water was coming from the public services or people were having their own system of arranging drinking water.

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Table 3. Percentage Satisfaction Level of the Respondent with the Services

Services	Unsatisfactory	Moderately Unsatisfactory	Moderately Satisfactory	Satisfactory	Highly Satisfactory
Lady Health Worker	21.9	7.8	20.3	50.0	0.0
Basic Health Unit	22.2	22.2	16.7	38.9	0.0
Vaccinator	19.0	13.8	17.2	48.3	1.7
School	25.4	23.8	15.9	34.9	0.0
Veterinary Clinic	33.3	22.2	25.9	18.5	0.0
Agriculture (extension)	34.6	7.7	19.2	34.6	3.8
Police	36.8	10.5	15.8	36.8	0.0
Bank	35.0	10.0	5.0	45.0	5.0
Road	21.7	19.4	27.1	31.8	0.0
Drinking water	18.0	14.0	17.0	51.0	0.0
Bus	17.4	22.0	31.2	28.4	0.9
Post Office	54.5	9.1	27.3	9.1	0.0
NADRA Office	14.0	17.4	25.6	43.0	0.0
Union council office	43.5	4.3	26.1	26.1	0.0
Local magistrate	37.0	11.1	33.3	18.5	0.0
District Education Department	44.4	14.8	14.8	25.9	0.0
District Health Department	37.8	8.9	11.1	40.0	2.2
District Local Government Office	37.5	16.7	20.8	25.0	0.0
Electricity and Gas departments	54.5	18.2	18.2	9.1	0.0

4.4. Change in Service Quality Over Last 12 Months

Table 4 shows the respondent's perception of changes in the quality of services over the past 12 months. Some of the respondents indicated that services quality has deteriorated, including those of the Union Council office (30.4 percent), the district education department (25.9 percent), the local government office of the district (20.8 percent), while the rest is between about 2.3 percent and 19.2 percent.

Although, a reasonable percentage of the respondents indicated that the services have improved, included vaccinator (32.8 percent), school (34.9 percent), bank (50 percent), road (30.2 percent), and drinking water (36 percent). A significant percentage of respondents reported not knowing how services changed for lady health workers, agriculture, police, railway basic health units, district health department, district local government office, and electricity and gas departments. Most of the respondents indicated that the quality of the service remained the same as before 12 months.

Table 4 Respondent's Perception Regarding Changes in the Quality of Services Over the Past 12 Months

Services	Worst	Like Before	Better	Don't Know
Lady Health Worker	18.8	39.1	20.3	21.9
Basic Health Unit	13.9	66.7	9.7	9.7
Vaccinator	5.2	48.3	32.8	13.8
School	3.2	54.0	34.9	7.9
Veterinary Clinic	11.1	59.3	14.8	14.8
Agriculture (extension)	19.2	26.9	15.4	38.5
Police	21.1	26.3	26.3	26.3
Bank	10.0	20.0	50.0	20.0
Road	10.9	51.2	30.2	7.8
Drinking water	8.0	51.0	36.0	5.0
Bus	7.3	71.6	11.9	9.2
Railway	0.0	60.0	0.0	40.0
NADRA Office	7.0	59.3	27.9	5.8
Union council office	30.4	39.1	26.1	4.3
Local magistrate	11.1	55.6	22.2	11.1
District Education Department	25.9	33.3	25.9	14.8
District Health Department	13.3	35.6	28.9	22.2
District Local Govt. Office	20.8	37.5	20.8	20.8
Electricity and Gas departments	18.2	36.4	18.2	27.3

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4.5. Perception of Governance

The perception of the respondents about poverty reduction, capacity enhancement, accountability and transparency as well as empowerment are presented in table 5. In the case of poverty reduction, major of the respondent (78 percent) disagreed that poverty has been reduced over the period. This is followed by 11 percent of respondents who showed strong disagreement on the possibility of a reduction in poverty. One of the respondents in LHI mentioned that:

“Social norms and customs of their area are major contributors to push their households into poverty such as marriage expenses (vulvar/bride price) and large family size, or joint family system where one member of the households earned money and rest of the family dependent upon his income.”

In the capacity enhancement index, the more than 70 percent of the respondents disagreed with the perception that quality/performance of government officials was exceptional, access to government officials, administration, public services and the fund is easy and availability of local public services benefitted community positively. Women in LHI showed that:

“women had no mobility and no access to these institutions even though education and health are the most important institutes. But the government has failed to provide any kind of facilities to the women as well as to men also.”

As far as transparency of government operations is concerned, only 11 percent respondents agreed its validity while the majority either disagreed (12 percent) or strongly disagreed (77 percent). Similarly, there was around 10 percent agreement on the narratives of government's accountability to the community and government's accountability with reference to funds. Ironically, around 75 percent respondents perceive that there were financial discrepancies and fraudulent activities in the funds supplied by the government in the area. Government activities are not fairly benefiting all residents of the area as perceived by 77 percent respondents. It is good to note that around 90 percent jointly believed that government employees have never been involved in corrupt practices and dealings. About 77 percent respondents disagreed to the idea that government employees have never been found guilty of being involved in nepotism

In the domain of empowerment, two imperatives were evaluated from the perception of selected respondents. Around 80 percent and 13 percent of respondents disagreed and strongly disagreed that the government implemented inclusive development programmes for the marginalized community. Only 7.3 of the respondent agreed with this viewpoint. Similarly, 91 percent collectively disagreed and strongly disagreed that the government implemented sustainable poverty reduction programmes for marginalized community, only 9 percent agreed and strongly agreed on the implementation of sustainable poverty reduction programmes. Such a state of affairs indicates the empowerment scenarios in the marginalized communities and the seriousness on the part of local and provincial governments.

Table 5. Perception of the Respondent on the Governance System

Measure Response on the Scale of 1 to 4	Strongly Disagree	Disagree	Agree	Strongly Agree
1. Poverty Reduction Perception				
How would you rate the local authorities' (elected representatives, public departments) performance in reducing poverty in your community	10.8	78.1	9.0	2.1
2. Capacity Enhancement Perception				
The quality/performance of government officials was exceptional?	12.5	75.7	11.1	0.7
Access to government officials and administration is easy	12.5	79.2	7.9	0.4
Access to public services and funds is easy	13.5	78.8	7.6	0
Local public services made available in your area by government have benefitted your community positively	14.2	80.6	5.2	0
There has been substantial improvement in government performance in the projects undertaken in your community	10.8	77.1	11.8	0.35
3. Accountability & Transparency Perception Index				
The government operated in a transparent manner in your community.	11.5	77.1	11.1	0.35
The government remained accountable to your community while undertaking projects in this area.	11.8	77.4	10.4	0.4
The government remained accountable for the funds supplied for projects in your community.	11.8	77.4	10.8	0
There were no financial discrepancies in the funds supplied by the government in your area.	12.2	70.5	16.7	0.7
There were no fraudulent activities in the projects undertaken by the government in your area.	11.1	70.1	18.4	0.4
The government activities have equally benefitted all residents of your area.	13.5	80.6	5.6	0.4
The government employees have never been involved in corrupt practices and dealings.	13.9	77.1	7.6	1.4
I completely trust the government development activities and projects in my area.	12.2	79.2	7.9	0.7
The government employees have never been found guilty of being involved in nepotism	10.1	77.4	11.8	0.7
4. Empowerment Perception				
The government created and implemented "inclusive" development programmes for the marginalized members of your community	13.2	79.5	7.3	0
The government created and implemented "sustainable" poverty reduction programmes for the marginalized members we should disaggregated what marginalized include (women, widow, old age , etc) of your community.	13.2	77.8	8.7	0.4

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5. DISCUSSION

The major findings of this research reveal around the three broader domains; a) types of public service problems, b) people perception towards governance of public services, and c) people's level of satisfactions towards public services. A great deal of causal relationship was established between trust in government and satisfaction of masses on the service quality. The quality of service resembles the general acceptance of the programme or service. Higher the quality of the development intervention and allied services, there is highly likelihood of trust of public on such initiatives. This study has indicated that if the quality of any public service is not up to the mark, people lose their interest in that initiative thereby implementation of a particular policy becomes difficult.

Some studies show that inappropriate delivery services fade way the impression of government on general masses. As for instance, poor quality services may divide communities between those who may afford private health care and education and people who cannot afford it (Badri, Al Khaili, & Al Mansoori, 2015). As far as types of public service are considered in the research area, it has been reported significantly that socio-economic situation of the people is not up to the mark and they are deprived of public services. The same was reported in some other studies as well (Javed and Ilyas, 2018; Jameel, Asif & Hussain, 2019).

The geographical complications may also cause issues in the access of public services. Even in some of the evidences, local people in Balochistan need to travel more than 60 km to access the health facilities. Definitely, such distances reduce the level of satisfactions with the public services. This also increases various types of hazards as well. For instance, most of the respondents reported that unavailability of health services is the cause of their being poor. Such scenario increase vulnerability for the maternal mortality death. It has been reported that more than 65 km distance increase 30 percent chance of maternal mortality (Safdar, Inam & Omair, 2002). Hence, it has been well established that the cost of transportation and distance from primary care services are the main obstacles to care and the use of health services, particularly in rural areas (Blanford *et al.* 2012). This study has proved that remote rural areas of Balochistan are classical advocates and examples of such studies.

Majority of the people are not satisfied with the transparency of government operations. The satisfactions with the public services are directly related to the availability and performance (Mangi, Chachar & Shah, 2019; Hussain *et al.*, 2019). However, in the locale of the study, the level of satisfactions with service delivery was low; such findings of this research are also consistent with another study conducted in Balochistan (Muhammad, Asim & Wajidi, 2011). Similarly, government's accountability with reference to utilization funds is not encouraging as large number of community members perceive that there were financial discrepancies and fraudulent activities in the funds supplied by the government in the area.

Another study drew comparative analysis with other provinces of Pakistan and documented that despite Balochistan is having a large geographical area, state has not succeeded to keep a pace of socio-economic development in the province as

compared to other provinces of Pakistan (Ahmed & Baloch, 2017). To add to this, the low momentum of service delivery along with policy ignorance in Balochistan may further hamper the citizen state relationship in the years to come.

6. CONCLUSION

Based on analytical narratives, it has been synthesized that the governance pattern and institutional structure at local government level in Balochistan are not of inclusive nature as the access of ordinary members of the communities to government authorities is substantially poor. Similarly, the tendency of improvements in service delivery mechanism is not fairly encouraging. It appeared that there is no attention on health and sanitation services for the rural communities. Almost all the community members have to travel huge distances in order to have an access the public services. The satisfaction level of the respondents was recorded as disappointing keeping in view the quality of these services. This unavailability, inaccessibility and poor quality of services may contribute to the weakening the bond between the state and the citizens. This is not too late for the provincial and the federal governments to take the corrective measures in order to facilitate the common citizens and provide them with basic amenities as envisaged in the constitution of Pakistan.

7. RECOMMENDATIONS AND THE WAY FORWARD

The paper has identified many reasons that may damage the trust of communities greatly and thus they lose faith in the functioning and operation of state organs. These reasons include incompetency, corruption in various forms, leakages and nepotism in most of the government departments. The wide spectrum of corruption and allied kickbacks in the form of percentages in the public sector projects have resulted in the sub-standard infrastructure like roads, hospitals, schools, etc. There negative externality of such development initiatives due to low quality and short life is significantly higher than that of positive externality that may be benefitting the communities.

It was also deeply observed that a systematic kind of check and balance mechanism is missing in all the Government departments. The Government officers at all the tiers (provincial, district and union council level) have very weak work plans regarding deliverables at monthly, quarterly or annual basis. This further creates chaos and confusion when it comes to service delivery. Therefore, a realistic workable work plan needs to be adopted with concrete deliverables and a robust state of the art check and balance system to ensure efficiency and transparency in service delivery. This is highly important to revive the lost trust of public by convincing them that the tendency of development work is going to be inclusive. This kind of impression would create many positive externalities.

All the rural areas should be provided accessible basic facilities after consulting and prioritizing the needs of the rural communities. Inclusiveness of the facilities and services should be ensured at all administrative tiers i.e. village, union council, tehsil

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and district level so that all disadvantaged groups including women, children and sick persons could get equal benefits of the public services. According to a social development legend, Shoaib Sultan Khan, the social pillar along with political and administrative pillars need to be established so that the rural communities are able to identify their issues and then united to resolve these with the help of the service delivery departments. This would not only pave the way for Community Driven Development in Pakistan but bind the citizens together.

The policy makers should not forget the very established point that policy formulation is backed by primary data based studies conducted in those communities where some development intervention is required. The voices of all stakeholders need to be recorded for developing a holistic policy framework. Moreover, every policy action may be backed by some workable implementation plan so that the efficiency and effective service delivery could be chased. The strengthening of state citizen relationship is implicitly related to the fact how holistic policies are formulated along with respective actionable plans and programmes.

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