

Asian Journal of Human Services

Journal homepage: <https://www.ashs-human.net/international-journal/ajhs/>

Online ISSN: 2188-059X / Print ISSN: 2186-3350

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ORIGINAL ARTICLE

Good Governance and Citizen's Trust in Pakistan: A Moderation Effect of Unethical Behavior

Muhammad MUZAFFAR¹⁾, Yeo Sook FERN^{1) 2)*}, Zahid YASEEN³⁾

1) Multimedia University, Malaysia

2) Daffodil International University, Bangladesh

3) Government College for Women University Sialkot Sialkot, Pakistan

ABSTRACT

Background: The objective of the study was to determine the impact of unethical behavior of the officials of different departments on citizens' trust with reference to good governance in Pakistan. The livelihood, way of life, and general standards of living of the general masses take all benefits from good governance. It is generally acknowledged that effective governance is an essential component in the process of attaining the trust of citizens. **Methodology:** The current study was quantitative in nature and linear regression analysis with the help of descriptive and inferential statistics was conducted. A three dimensional five point likert scale covering good governance, unethical behavior and citizens' trust was adapted. A sample of 784 male and female was collected from the four provinces of Pakistan. **Results:** Results of the study revealed that unethical behavior has a significant impact on citizens' trust. **Conclusion:** It is concluded that governance is directly linked with the performance of government public servants and they are in need of citizens' trust and Officials with Unprofessional and unethical behavior are serious threat for good governance. **Recommendation:** It was recommended that a transparent accountability system should be launched in order to eradicate different forms of unethical behavior among the government officials so that the trust of citizens might be restored.

Keywords: Accountability, citizen trust, good governance, rule of law, unethical behavior

* Yeo Sook FERN, yeo.sook.fern@mmu.edu.my

Received: 2023/09/20 ; *Revised:* 2024/02/21 ; *Accepted:* 2024/02/28 ; *Published:* 2024/04/30



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1. Introduction

There are many distinct ways that trust in a government can manifest itself, each of which is affected by a combination of socio-political and socioeconomic factors. There is no address that the reality and/or recognitions of a state's great and moral administration are one of the essential components that contribute to the arrangement of believe or doubt at the national level. In spite of the fact that the responsibilities of elected politicians are not clearly defined and are more problematic in character when compared with civil workers, trust in politicians and public officials is eroded when there is actual or perceived corruption in the public sector¹⁾. Citizens' trust in, or mistrust of, their government can manifest itself in a broad range of ways, each of which can have affected governance directly or indirectly and the formation of political attitudes political imperatives, and public policy, that emerge from those attitudes.

When will this thing (corruption) come to an end, is one of the most frequently raised queries in the public sphere in the contemporary international setting. Because this phenomenon has developed over the years to become nationwide, complicated, and repetitious²⁾, providing a response to this issue is not an easy task by any stretch of the imagination. Kane, and Rotberg and Gisselquist defined good governance as the process by which a government "exercises its power to manage a country in an ethical manner, through an honest and transparent utilization of the country's human, natural, and social resources for the equitable, effective, and efficient development of the entire population"^{3,4)}. According to Gisselquist it is an accepted notion that corruption is the basic problem that causes the diversion of good governance⁵⁾. It is obvious that such a generalized conceptualization can be improved with particular cases that either confirm or discredit the presence of "great administration" such as political stability, responsibility, peaceful co-existence, straightforwardness, at all layers of government, majority rule representation, adherence to the rule of law, formative goals, and to control debasement. This can be understood. The nature of the system, which is multifaceted and complicated, sets it apart from interpersonal trust in major ways⁶⁾. As a result, the individuals' trust placed in government institutes and officials will definitely be different from interpersonal trust⁷⁾. However, the primary causes of distrust and a danger to the very legitimacy of the system are political acts such as unethical behavior, corruption, and persistent legal transgressions⁶⁾. Non-compliance with the law on the part of individuals can be traced back to these causes. Good governance, which is promised on the availability of ethical rules and accountability systems in all aspects of human life, is the bedrock upon which political trust is constructed⁸⁾. A comprehension of this nature indicates that individuals have the expectation that all levels of society will be governed in an ethical and responsible manner. It is widely known that public administrators and political leaders are expected to follow the principles of accountability, transparency, and integrity. These principles are the foundation for measures to find, stop, and discourage corruption^{2,5)}.

Another facet of good governance is the prevention and detection of corrupt practices. The disease of corruption is a major problem that, if allowed to spread throughout a community or economic system, can have fatal consequences. The term mismanagement of finances has been used interchangeably with corruption here. In conclusion, the idea of voice and accountability (VA) is yet another significant one brought up in this investigation. It is essential for any society to have sources at its disposal in order to guarantee a voice against unethical acts and to hold the perpetrators of wrongdoing accountable in any field. If these processes do not exist, there will be no fear element among those who engage in inappropriate behavior.

It is essential to have an effective governance in order to support and preserve a healthy political system in any given nation. Good governance is a topic that is receiving a lot of attention in today's academic community, and it is also included

prominently in the slogans of a number of different political parties. Some studies have found that having a strong government is important for economic growth. However, it does not always mean that there is a direct connection between these two factors.

It is necessary for the citizens to trust their government since this improves social cohesion, which is directly related to a government's capacity to govern effectively. Moreover, it was discovered that trust in government seems to be especially critical in crises, such as natural disasters, economic crisis, or political unrest that focuses attention on the core functions of public governance⁹). This was one of the findings of the study. The capacity of governments to successfully manage crises and carry out exit strategies is frequently a condition for continued existence as well as reelection. After catastrophic disasters, a lack of trust in others may impede relief and reconstruction efforts. Effective cooperative compliance depends on maintaining the public's trust throughout the process of establishing and executing public policy¹⁰⁻¹²). Public trust is a metaphor for the effectiveness and power of the government in its efforts to ensure the happiness of the community. According to Ward et al. trust is necessary for persuasive functions in order for the government to function in the best interest and unethical behavior affects good governance and the trust of citizens, which will allow them to prioritize and focus greater attention on the concept of obtaining the trust of citizens¹³).

Accountability is the fundamental building block of effective governance. It has a direct connection to the system of transparency in the governmental system as well as the concept of the rule of law. Therefore, it is necessary to get an understanding of the factors that could affect the faith that citizens place in their government. This study adds empirical knowledge for the government officials and policymakers to understand that there must be a strict accountability mechanism that is also objective, and it must deal with instances of corruption everywhere in an even-handed and non-discriminatory manner as the most effective element of good governance is to win the trust of citizens. When there is a widespread lack of trust among citizens, this can lead to a loss of faith in the democratic system as well as unhappiness with it. When citizens have very little trust in each other, there can be long periods of protests and violence, which can make things unstable. This is bad for governments and how they run things^{14,15}).

The governance performance in Pakistan faces a complex and multifaceted dilemma, presenting a significant challenge to the attainment of good governance practices. Despite numerous efforts to enhance governance structures, the country grapples with persistent issues such as corruption, bureaucratic inefficiency, and a lack of transparency. This governance dilemma hinders the effective implementation of policies and erodes public trust in the institutions meant to serve the populace. Moreover, the intersection of political, economic, and social factors adds layers of complexity to the challenge, making it imperative to identify a comprehensive and sustainable pathway towards good governance.

2. Literature Review

Governance is a critical concept that plays a crucial role in earning the trust of its citizens which further ensures economic growth of that country. There have been numerous studies conducted on the subject of economic growth and good governance, with the vast majority of them pointing to a beneficial connection between the two¹⁶). It is found that a higher level of governance is required for higher levels of income per capita. However, Dube focused that the idea of governance is not a straightforward association with development¹⁷). The primary goals of good governance are to combat corruption and other obstacles to growth, as well as to alleviate the effects of poverty¹⁸). Additionally, Campos and Nugent developed their metrics for measuring political stability and law rules and political stability by using indices. They used GDP as a

way to measure success in their study and found that having fair and stable laws and politics is important to have strong legal support and efficient systems¹⁹). These are crucial for removing barriers that stop a country from getting foreign investments. Foreign investment is one of the primary factors contributing to economic growth²⁰). This investigation aims to conduct a literature analysis. The researchers examined each of the four dimensions individually in the following section. They begin by exploring the connection between good governance and the rule of law. The rule of law and effective governance are critical components of any successful development effort. While governments tend to focus on making laws to maintain good governance, simply creating laws is not enough. It is crucial to ensure that these laws and norms are implemented correctly²¹). Good governance requires transparency and answerability in various spheres under the government's control, not just the rule of law. According to Morita and Zaelke, one important part of good governance is having strong rules for managing money and people²¹). Lane (2010) explains that the rule of law can be divided into two separate parts: the independence of judges and the principles of constitutional democracy. Later, he connects the economy with the rules that everyone must follow, putting together the two groups of ideas mentioned before. This research found that it is important to have laws and regulations that protect people's rights to own property in order to have the best possible market activity²²). This means that businesses are more likely to put money into and be involved in things when there are better laws to protect them. Zureiqat studied how well a country's economy does and how stable its politics are connected to each other. He used the average income for each person in the country to measure one thing, and a score on how democratic the country is to control how unsure the politics are. By studying information from twenty-five various countries, he found out through data that there is a reverse connection between the two things that were previously mentioned²³). In a similar manner, Gyimah-Brempong looked at how poor countries' economic growth and political problems are connected²⁴).

The level of trust, people have in public institutions, is a significant measure of how they perceive the quality of government institutions and their relationship with them in democratic nations^{25,26}). This concept is multidimensional and influenced by individual, cultural, and economic factors and effectiveness of public institutions and the ideals that underpin public governance can also impact people's trust²⁷).

Keeping in mind that legislative issues are a fundamental component of capable government. In societies that are endeavoring to fortify the run the show of law, the strife and delay that regularly go with free political discourse may show up to be an excessively expensive extravagance or a critical issue. Numerous reformers see government as a collection of specialized authoritative duties and see open engagement as a professional form that must be choreographed from over through high-profile but short-lived mass campaigns. In either of these scenarios, citizens have a few openings or motivations to take an interest in a maintained way or to interface official guarantees to the challenges confronting their communities. Respectful society, wherever it exists, has the potential and the commitment to take an interest in characterizing the destinations and strategies of administration change, advantage of its achievements, and take credit for effective activities. An open debate that highlights genuine differences of opinion, even if it does so at the expense of stirring up some controversy, has the potential to elicit continued participation, particularly if it has a direct bearing on the decisions and policies that are ultimately implemented. Involving citizens and non-governmental organizations (NGOs) in the process of formulating reform agendas from the outset is critical. Citizens will be the ultimate judges of what constitutes credible governance change in both established democracies and those that are being regenerated. It is necessary to garner support for the reforms from a wide range of sources. Administration alter requires long-term administration and devotion

from those in higher positions, and finding "champions" of change may be an imperative early organize in giving such authority. Such endeavors will not be fruitful in case they are constrained to blue-ribbon boards that issue announcements or to the "one-man show" worldview of change. In spite of the fact that it requires time, effort, and assets, and indeed in spite of the fact that it will include sharing the credit for the administration, it is distant best to induce out into communities, learn around the issues confronting the common populace, and set up a wide base of bolster. This will make it much easier to improve governance. Give particular attention to issues that are causing controversy and problems. As already expressed, these challenges and discussions can persuade the common public energies and commitment much more successfully than "great thoughts" alone. Without these sorts of associations, citizens will see few joins between, on the one hand, the run the show of law, straightforwardness, and responsibility, and the concrete issues of standard of, living and they will not create a sense that alter for the way better requires their possess bolster, interest, and compliance. Additionally, citizens will not create a sense that altering for the way better requires them to comply. People who are not good at explaining things and come from different backgrounds will find it much harder to convince politicians and groups who are skeptical or fully against change. People who are actively corrupt will think that if not many people support the reform movement, it will not last very long. And usually, they will be right about that. Public cynicism will grow as a result of well-known attempts that do not succeed, making it harder to achieve future changes and improvements²⁸).

2.1. Hypotheses

- A. There is no significant difference in the opinion of male and female respondents regarding good governance, citizen trust, and unethical behavior,
- B. There is no province wise significant difference in the opinion of male and female respondents regarding good governance, citizen's trust and unethical behavior,
- C. Unethical behavior has a significant impact on citizen's trust,
- D. Unethical behavior moderates the impact of responsiveness on citizen's trust,
- E. Unethical behavior moderates the impact of the rule of law on citizen's trust,
- F. Unethical behavior moderates the impact of transparency on citizen's trust,
- G. Unethical behavior moderates the impact of accountability on citizen's trust

3. Material and Methods

3.1. Research Design

The study was descriptive in nature with quantitative approach in order to reach the desired results. A three dimensional five point likert scale covering different factors was adapted. The main objective of the study was to determine the effect of unethical behavior of the officials of different departments on citizens' trust with reference to good governance in Pakistan.

3.2. Conceptual Framework

In this study following conceptual framework was used

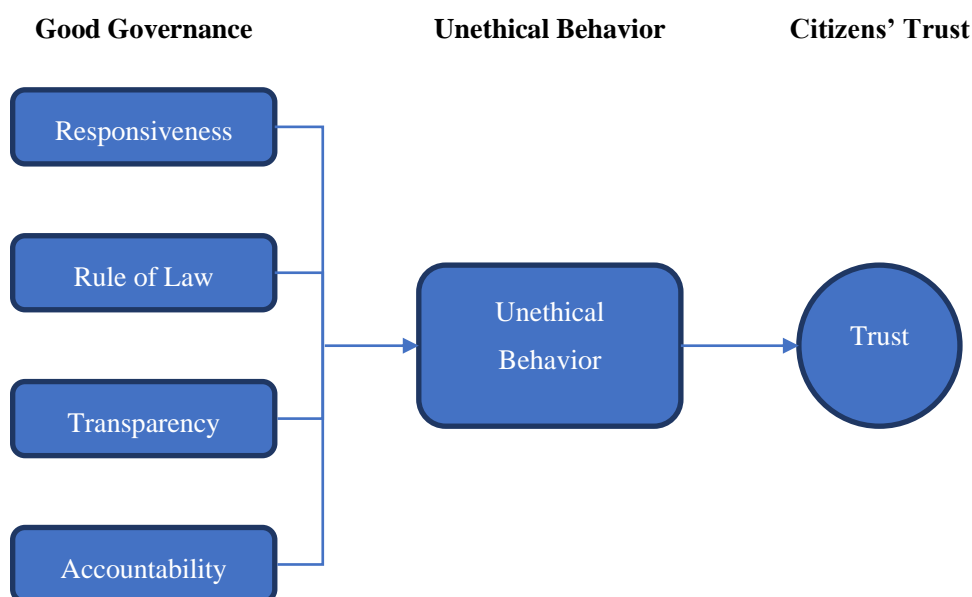


Figure 1. Theoretical Framework

3.3. Population

As this study concentrates to explore and determine the trust of citizens in good governance in Pakistan therefore the entire population of Pakistan was the population of study with following delimitations;

- The respondents must have above 20 years of age, and
- The respondents must have secondary school certificate education.

3.4. Sample Size

The minimum sample size, with the help of Cochran Bach formula, was collected 384 with 95% of confidence level to avoid from non-response bias and error in data researcher doubled the sample size recommended by Hair et al.²⁹.

3.5. Instruments of the Study

In order to collect the data, an instrument was adapted from “The Ibrahim Index of African Governance” (2007), Salminen & Norrbacka (2010) on “Trust, good governance and unethical actions in Finnish public administration”. OECD Guidelines on Measuring Trust (OECD, 2017) European Label of Governance Excellence (ELoGE). The questionnaire consists of 81 items under different sections as

Section I consists of 05 items of demographic information (gender, age, province location, and education) of the respondents. Section II consists of 17 items of good governance. Section III consists of 06 items of trust. Section IV consists of 08 items regarding unethical behavior.

Further 02 more sections V and VI were added to determine the trust level of respondents on 19 different serving

departments working under federal and provincial administration and 15 items of different issues were added to find out the issues and problems of good governance. Five point Likert scale was selected to quantify collected data.

3.6. Pilot Testing

A pilot test was conducted in cantonment, rural and urban areas of district Sialkot, Punjab, Pakistan 50 questionnaires were distributed with the help of students to collect the desired results.

3.7. Reliability and Validity of Tools

The following committee of experts from the Departments of Political Science, Education and English checked the face and content validity of instrument. After pilot testing, the instrument was reconstructed and the Alpha Coefficient value was calculated at 0.829 with the help of SPSS 23 as shown in the table 1.

The experts at the Department of Urdu and the Department of English, Government College for Women University Sialkot, Pakistan checked the content and face validity of the questionnaire.

Table 1. Case Processing Summary

		N	%
Cases	Valid	784	100.0
	Excluded	0	.0
	Total	784	100.0
Reliability Statistics			
	Cronbach's Alpha	No of Items	
	.829	30	

Source: Authors

3.8. Distribution of Instrument

1700 sets of questionnaires (English and Urdu Version) were got printed and distributed through personal visits and with the help of research assistants, students of post-doctoral, master, and bachelor study levels in different cantonments, rural and urban areas of Pakistan by using a simple random sampling technique. The return statistics are.

The table 2 shows that 1700 questionnaires were distributed to the respondents. 46.11% questionnaires were received which were complete.

Table 2. Questionnaires Distributed and Received

Sr. No	Province	Distributed	Received	%
1	Balochistan	300	120	40.00
2	KPK	300	139	46.34
3	Punjab	600	304	50.66
4	Sindh	500	221	44.20
	Total	1700	784	46.11

Source: Authors

3.9 Ethical Consideration

According to Hesse-Biberet al. researchers conducting research in the social sciences should be prepared to deal with any ethical concerns that might crop up during the process of investigation because it often involves collecting data from and about people³³). The first ethical issue was to seek permission from the participants. Informed consent was obtained from all participants and second issue was the confidentiality of the data. The participants of the study were assured that the data gleaned from them would be used for this study only. Hence, ethical guidelines for this research involving human subjects were strictly followed.

3.10. Data Analysis

The data were collected from respondents with the help of a field survey and results were drawn with the help of SPSS 23 by using descriptive and inferential statistics.

4. Results

The table 3 shows that 31.6% sample consists of female respondents and the rest 68.40 % respondents were male.

Table 3. Gender of Respondents

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Female	248	31.60	31.60	31.60
	Male	536	68.40	68.40	100.00
	Total	784	100.00	100.00	

Source: Authors

The table 4 shows that 13.10% respondents have >20 years of age, 50.00% respondents have > 30 years of age, 28.70% respondents have > 40 years of age, 06.00% respondents have > 50 years of age, 01.30% respondents have > 60 years of age and 0.90% respondents have > 70 years of age.

Table 4. Age of Respondents

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	>20	103	13.10	13.10	13.10
	>30	392	50.00	50.00	63.10
	>40	225	28.70	28.70	91.80
	>50	47	6.00	6.00	97.80
	>60	10	1.30	1.30	99.10
	>70	7	.90	.90	100.0
	Total	784	100.0	100.0	

Source: Authors

The table 5 shows that 15.30% of respondents belong to Balochistan, 17.70% of respondents belong to KPK, 38.80% of respondents belong to Punjab and 28.20% of respondents belong to Sindh province.

Table 5. Province Wise Respondents

		Frequency	Percent	Valid Percent	Cumulative Percent
	Balochistan	120	15.30	15.30	15.30
	KPK	139	17.70	17.70	33.00
Valid	Punjab	304	38.80	38.80	71.80
	Sindh	221	28.20	28.20	100.00
	Total	784	100.00	100.00	

Source: Authors

The table 6 shows that 19.40% respondents are the resident of cantonment area, 32.70% respondents are the resident of rural area and the remaining 48.00% respondents are the resident of urban area.

Table 6. Place of Residence of Respondents

		Frequency	Percent	Valid Percent	Cumulative Percent
	Cantonment	152	19.40	19.40	19.40
Valid	Rural	256	32.70	32.70	52.00
	Urban	376	48.00	48.00	100.00
	Total	784	100.00	100.00	

Source: Authors

The table 7 shows that 34.20% respondents' education is SSC (matric), 36.70% respondents' education is intermediate, 19.60% respondents have bachelor degrees, 7.70% respondents are graduates and the remaining 1.80% respondents have post graduate degree.

Table 7. Qualification of Respondents

		Frequency	Percent	Valid Percent	Cumulative Percent
	SSC	268	34.20	34.20	34.20
	Intermediate	288	36.70	36.70	70.90
Valid	Bachelor	154	19.60	19.60	90.60
	Graduate	60	7.70	7.70	98.20
	Post Graduate	14	1.80	1.80	100.00
	Total	784	100.00	100.00	

Source: Authors

A no significant difference in the opinion of male and female respondents regarding good governance with t-value (t-value = -2.306, $p > .234$) at $p \leq 0.05$ level of significance was existed (see Table 8).

Table 8. Difference in the opinion of male and female respondents regarding good governance

Variables	Gender	N	M	SD	df	t-value	Sig.
Good Governance	Female	248	36.09	10.42	782	-2.306	.234
	Male	536	38.00	10.96			

Source: Authors

A significant province wise difference in the opinion of male and female respondents regarding good governance with p-value ($p > .000$) at $p \leq 0.05$ level of significance was existed (Table 9).

Table 9. Province wise Difference in the opinion of male and female respondents regarding Good Governance

	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	27540.861	3	9180.287	111.387	.000
Within Groups	64285.964	780	82.418		
Total	91826.825	783			

Source: Authors

Post hoc was applied to find out difference between groups. Therefore, a significant province wise difference in the opinion of male and female respondents regarding good governance within groups with p-value at $p \leq 0.05$ level of significance was existed (Table 10).

Table 10. Post hoc Test (Tukey)

(I) Province of the respondents	(J) Province of the respondents	Mean Difference (I-J)	Std. Error	Sig.
Blochistan	KPK	14.66948*	1.13126	.000
	Punjab	15.72346*	.97874	.000
	Sindh	17.75992*	1.02944	.000
KPK	Blochistan	-14.66948*	1.13126	.000
	Punjab	1.05398	.92954	.669
	Sindh	3.09043*	.98278	.009
Punjab	Blochistan	-15.72346*	.97874	.000
	KPK	-1.05398	.92954	.669
	Sindh	2.03645	.80252	.055
Sindh	Blochistan	-17.75992*	1.02944	.000
	KPK	-3.09043*	.98278	.009
	Punjab	-2.03645	.80252	.055

Source: Authors

Dependent Variable Citizen’s Trust

The table 11 shows that unethical behavior has significant impact on citizen’s trust ($R^2 = .44$) at $p \leq 0.05$ level of significance.

Table 11. Effect of Unethical Behavior on Citizen’s Trust

Model	Unstandardized	Standardized	β	T	p	df	F	R^2
	Co-efficient	Co-efficient						
	β	Std. Error B						
Constant	3.27	.27						
Unethical Behavior	.81	.03	.66	25.09	.00	782	629.94	.44

Source: Authors

Dependent Variable Good Governance

The table 12 shows that unethical behavior has significant impact on good governance ($R^2 = .61$) at $p \leq 0.05$ level of significance.

Table 12. Effect of Citizen’s trust on Good Governance

Model	Unstandardized	Standardized	β	T	p	df	F	R^2
	Co-efficient	Co-efficient						
	β	Std. Error B						
Constant	1.70	.18						
Citizen’s trust	.16	.00	.78	35.55	.00	782	1263.83	.61

Source: Authors

Dependent Variable: Citizen’s Trust

The table 13 shows that responsiveness has significant moderation impact on citizen’s trust ($R^2 = .92$) at $p \leq 0.05$ level of significance.

Table 13. Effect of Responsiveness on Citizen’s Trust

Model	Unstandardized	Standardized	β	T	P	df	F	R^2
	Co-efficient	Co-efficient						
	β	Std. Error β						
Constant	8.13	.137			.00			.58
Responsiveness	.104	.011	.132	15.08		782	3267.40	
UB	-.759	.022	-.924					
Moderation Effect	.079	.001	1.64		.00			.92

Source: Authors

Dependent Variable Citizen's Trust

The table 14 shows that the rule of law has a significant moderation impact on citizen's trust ($R^2 = .62$) at $p \leq 0.05$ level of significance.

Table 14. Effect of Responsiveness on Citizen's Trust

Model	Unstandardized	Standardized	β	T	P	df	F	R^2
	Co-efficient	Co-efficient						
	β	Std. Error B						
Constant	.292	.714			.00			.62
Rule of Law	.680	.090	.683					
UB				13.37		782	656.68	
Moderation	.429	.076	.522					
Effect	-.016	.009	-.287		.00			.62

Source: Authors

Dependent Variable Citizen's Trust

The table 15 shows that transparency has a significant moderation impact on citizens' trust ($R^2 = .46$) at $p \leq 0.05$ level of significance.

Table 15. Effect of Transparency on Citizen's Trust

Model	Non-standardized	Standardized	β	T	p	df	F	R^2
	Co-efficient	Co-efficient						
	B	Std. Error B						
Constant								
Transparency	2.526	.933	-.207		.00			.46
UB	-.468	.274	.926	17.57		782	337.84	
Moderation Effect	.761	.085	-.086		.00			.46
	-.008	.019						

Source: Authors

Dependent Variable Citizen's Trust

The table 16 shows that accountability has a significant moderation impact on citizens' trust ($R^2 = .52$) at $p \leq 0.05$ level of significance.

Table 16. Effect of Accountability on Citizen's Trust

Model	Non-standardized	Standardized	β	T	P	df	F	R^2
	Co-efficient	Co-efficient						
	β	Std. Error β						
Constant								
Accountability	2.650				.00			.52
UB	.458		.379	10.07		782	434.31	
Moderation	.265		.323					
Effect	.004		.074		.00			.52

Source: Authors

The table 17 shows that the respondents have graded very bad ethical behavior of the officials of different departments working under federal or provincial governments. However, the respondents were satisfied with the behavior and positive response of School education and 1122 rescue services.

Table 17. Level of Unethical Behavior in the Departments

Departments	Mean	Std. Deviation
Department of Revenue (Tehsildar & Others)	1.17	.440
Department of Law Enforcement (Police & Others)	1.18	.435
Department of Excise and Taxation	1.20	.494
Department of Social Welfare (Bait ul Maal & Others)	1.20	.491
Department of Railway	1.21	.535
Department of Health & Family Welfare (Hospitals)	1.23	.600
Department of Power (WAPDA)	1.24	.443
Department of Finance (Account office)	1.25	.510
Department of Law (Courts)	1.27	.552
Department of Local Government (Municipalities)	1.28	.606
Department of Social Security	1.28	.577
Department of Higher Education	1.32	.655
Department of Agriculture (Field Assistants & Others)	1.35	.651
Department of Animal Husbandry (Animal Hospitals)	1.36	.713
Department of Zakat & Ushr	1.36	.569
Pakistan Post Office	1.36	.687
Department of Forest and Wild Life Preservation	1.39	.744
Department of School Education	3.81	.863
1122	4.78	.417

Source: Authors

The table 18 shows the respondents in agreement with the notion that in Pakistan lack of leadership, political instability, political influence, corruption, political polarization and weak institutions have high effects, whereas the lack of education and lack of accountability have medium effects and inadequate infrastructure, nepotism, religious polarization, capacity of officials, economic challenges, geopolitical challenges and ethnic polarization have low effects on governance in Pakistan.

Table 18. Causes of Bad Governance in Pakistan

Causes	Mean	Std. Deviation
Lack of Leadership	4.56	.671
Political Instability	4.49	.523
Political Influence	4.23	.450
Corruption	4.08	.994
Political Polarization	4.04	.484
Weak Institutions	4.01	.597
Lack of Education	3.95	.240
Lack of Accountability	3.82	.864
Unemployment and Poverty	2.92	1.746
Inadequate Infrastructure	1.49	.960
Nepotism	1.47	.873
Religious Polarization	1.32	.656
Capacity of Officials/Servants	1.30	.600
Economic Challenges	1.28	.553
Geopolitical Challenges	1.28	.570
Ethnic Polarization	1.23	.573

Source: Authors

The table 19 shows the mean scores of unethical behavior and its impact. Respondents of the study were agreed that unparliamentarily language, bribe practices, embezzlements, fraud, nepotism, favouritism, political influence and religious polarization is observed in public departments.

Table 19. Impact of Unethical Behavior

Sr. No	Responses	Mean	Std. Deviation
1.	Usage of unparliamentarily language is observed in public departments	4.73	.600
2.	Bribe practices are observed in public departments	4.20	.446
3.	Embezzlement is observed in public departments	4.92	.352
4.	Fraud is observed in public departments	4.54	.729
5.	Nepotism is observed in public departments	4.58	.645
6.	Favoritism is observed in public departments	4.73	.600
7.	Political influence is observed in public departments	4.20	.446
8.	Religious Polarization is observed in public departments	4.34	1.083

5. Discussion

The main objective of the study was to find out the effect of unethical behavior of the officials of different departments on citizens' trust to determine the level of governance in Pakistan. In this study three dimensional questionnaire with the combination of good governance (responsiveness, rule of law, transparency and accountability), citizens' trust and unethical behavior was constructed. The questionnaires (Urdu version) was distributed in the in cantonment, rural and urban areas of four provinces (Balochistan, KPK, Punjab, and Sind) of Pakistan with limitations that respondents must have twenty years of age and must have secondary school certificate (see Tables 2-7). After the data analysis the following conclusions have been drawn.

Seventeen hundreds questionnaires were distributed and only 46.11% was the return rate which was higher than the desired sample size (Table 2). In which 68.40% of sample was consisted on the male and the remaining 31.60% was female respondents (Table 3), these respondents have different age groups from >20 to >70 (Table 4) with different level of education (Table 7) and different locality from cantonment, rural and urban area of different cities, villages of Balochistan, KPK, Punjab, and Sindh (Tables 5 and 6).

The results (see Tables 9 and 10) show that there was no difference in the opinion of male and female respondents regarding good governance. These results are in line with the results of previous studies^{10-12,25-27}.

It was also observed (see Tables 11-19) that ethical behavior and professional attitude of the officials of the department working under federal or provincial government in Revenue Department (Tehsildar and others), Enforcement (police and others), Excise and Taxation and Social Welfare (Bait-ul-Maal and others), Railway, Health and Family Welfare (hospitals), Power (WAPDA), finance (account office), law (courts, local government (municipalities), social security, higher education, Agriculture (field assistants and others), Animal Husbandry (animal hospitals), Zakat and Ushr, Pakistan Post Office and Forest and Wild Life Preservation was very poor and the whole sample showed poor level of acceptance. These results indicate that all the public institutions (with exception of School Education, and Rescue 1122 which have been found to have a higher level of public trust) functioning in Pakistan have lost the public trust. These results corroborate with the results of previous studies⁵⁻⁷.

In the response to what are the major causes of unethical behavior and bad governance most of the respondents were agreed that in Pakistan lack of leadership, political instability, political influence, corruption, political polarization and weak institutions have high effects, whereas lack of education and lack of accountability have medium effects and inadequate infrastructure, nepotism, religious polarization, capacity of officials, economic challenges, geopolitical challenges and ethnic polarization has low effects on governance in Pakistan. These results conform with the results of a number of previous studies^{2,5,16-19} discussed in the sections 1 and 2.

5.1 Originality of the Study

It is stated that this research article is an outcome of the independent and original work. The authors have duly acknowledged all the sources from which the ideas and extracts have been taken. In addition, this research article is free from any plagiarism and has not been submitted elsewhere for publication.

6. Conclusion

To sum up it is said that phenomenon of governance is directly linked with the performance of government officials and public servants and they are in need of citizens' trust. Unprofessional and unethical officials and servants are serious risk for good governance (responsiveness, rule of law, transparency and accountability) and citizens' trust.

Citizens' trust in the functioning of different departments is reduced usually when bad governance practices endure and ultimately effect and diminish the capacity of public institute to work for the betterment of common man. On the other hand when citizens trust is increased it foster and increase the functioning of the public institute which paves way for the progress of nation. It is necessary to develop sustainable policies to counter the unethical behavior at all level in society by following effective rules and regulations.

In Pakistan, the progress and development in different areas is quite difficult without good governance and without which Pakistani society cannot flourish and be prosper Therefore, it is need of the time that government should initiate such approach which may combat the unethical behavior to grant the equal rights to every citizens of Pakistan.

6.1. Recommendations

This study provides original quantitative research in three dimensions; good governance, unethical behavior and citizen's trust especially with reference to Pakistan being a developing country and opens the new dimensions for developing countries to address unethical behavior and in public as well as private sectors. The findings of this study may contribute practically to policy makers and individual researchers for further investigation. This study recommends that,

- Government should develop new governance system to address socio-political and socio-economic challenges
- Government should address inequality among citizens, caused by unethical behavior in public sector institutions, in the society by taking measures to protect the basic human rights and by improving the level of education, health, shelter, employment government can attain confidence and trust of her citizens which ultimately accelerate the level of governance and development.
- Government should appoint honest and well reputed administrator in the government institutions.
- Government should strengthen the institutions of accountability like NAB, for the purpose of accountability of government servants.
- To reduce the unethical behavior among the public sector officials and servants, government should provide proper training on ethical behavior.
- To reduce the mal practices such as corruption and exploitation, government should develop equitable budgeting plan.
- Proper grievance system should be made functional in each and every government institution
- General masses should follow the rules and regulations with true sense of spirit.

Acknowledgements

Acknowledgements and Reference heading should be left justified, bold, with the first letter capitalized but have no numbers. Text below continues as normal.

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