



# WHAT DRIVES TRUST IN GOVERNMENTS?

Monica Brezzi, Santiago Gonzalez, David Nguyen, Mariana Prats

OECD Public Governance Directorate, Governance Indicators and Performance evaluation Division

CFE-GOV Webinar, 7 July 2021





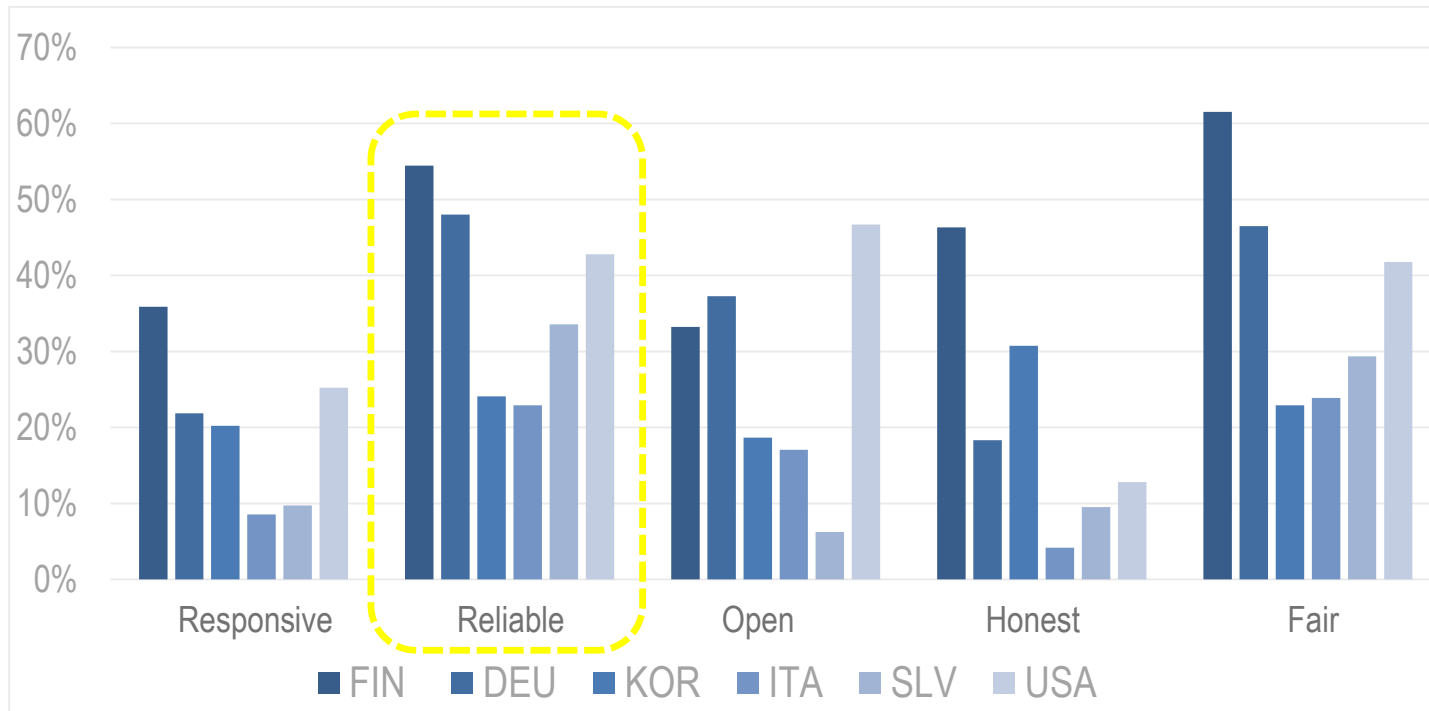
# OECD framework to measure drivers of trust through national population surveys

Levels of trust		
Trust in people, central government, local government, parliament, police, civil service		
Public governance drivers		
Competence	Responsiveness	Provide efficient, quality, affordable, timely and citizen-centred public services;
	Reliability	Anticipate and assess evolving challenges; Provide consistent and predictable behaviour and stable environment to business and citizens
Values	Integrity	Align public institutions with ethical principles and standards of conduct to safeguard public interest; Take decisions and use public resources ethically, while combatting corruption; Introduce accountable mechanisms at all levels of public policies
	Openness	Provide information for citizens to understand what the government is up to and data in open format for public use; Develop engagement opportunities that lead to tangible results;
	Fairness	Improve living conditions for all Provide consistent treatment of citizens and businesses
Political efficacy and satisfaction with services		
Interest and ability to participate in politics; experience and satisfaction with services		
Evaluation of government action on key long-term policies		
Perceived effectiveness of future-oriented policies on environment, public debt, inequalities, social cohesion		
Perception of global governance (in development)		
Capacity of government to cooperate internationally to address global challenges		



# OECD Trust survey: Compare citizens' experience on key drivers of trust across countries

## Percentage of people that trust their national government to be...



*Note:* Overall aggregate results based on multiple questions on each driver of trust.

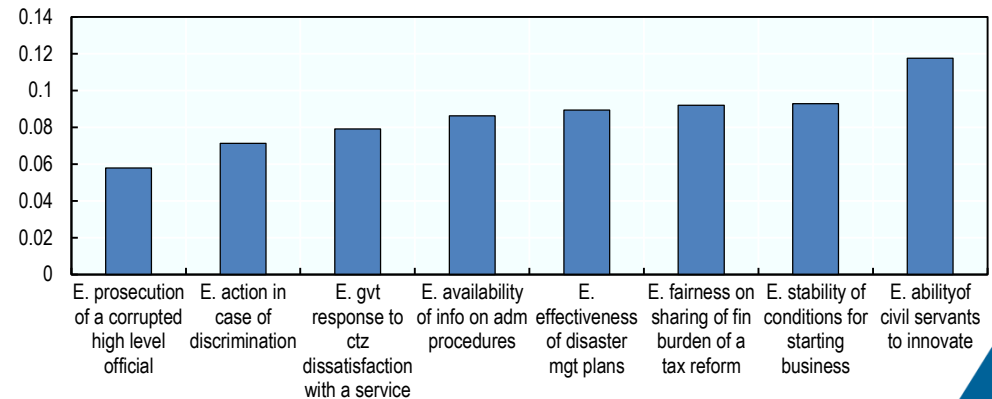
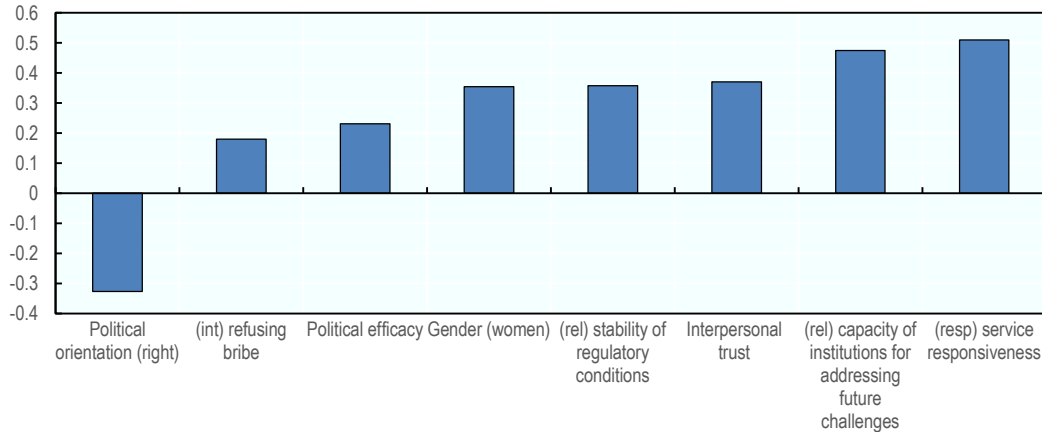
*Source:* OECD Trust Survey for Finland (2020), Korea (2018) and OECD Trustlab for Germany, Italy, Slovenia and the United States (2018)



# In Finland and Korea, the main factors influencing trust are responsiveness in service provision and reliability to future challenges

## Main drivers of trust in government in Finland (left) and Korea (right)

Change in self-reported trust associated with one standard deviation increase in...



Note: This figure shows the most robust determinants of self-reported trust in government in an ordinary least squares estimation that controls for individual characteristics. All variables depicted are statistically significant at 99%



# Understanding short and long term impact of COVID-19 on trust in governments

---

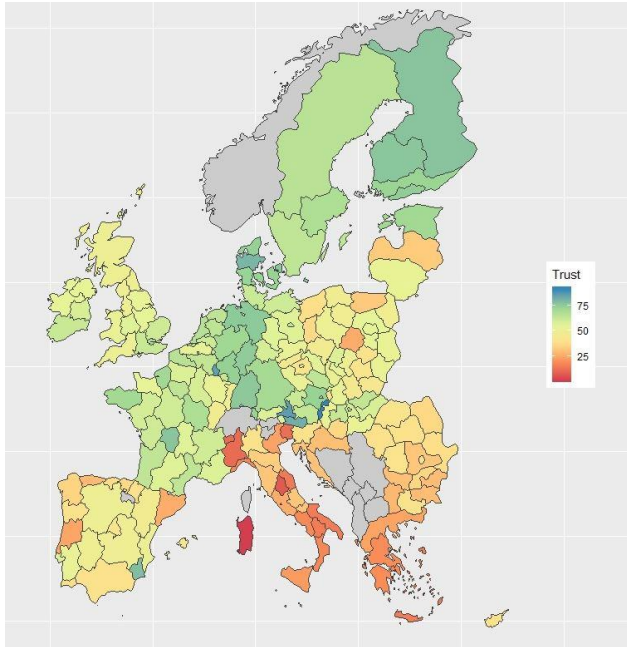
## 4 emerging issues and forthcoming results in:

- OECD/GOV Webinar Series “[Building a new paradigm for public trust](#)”
- OECD “Trust in crisis: Building a new paradigm to measure citizen trust in government” (November 2021)
- Launch of the OECD Trust Survey in 20+ OECD countries in October 2021 with expanded questionnaire.

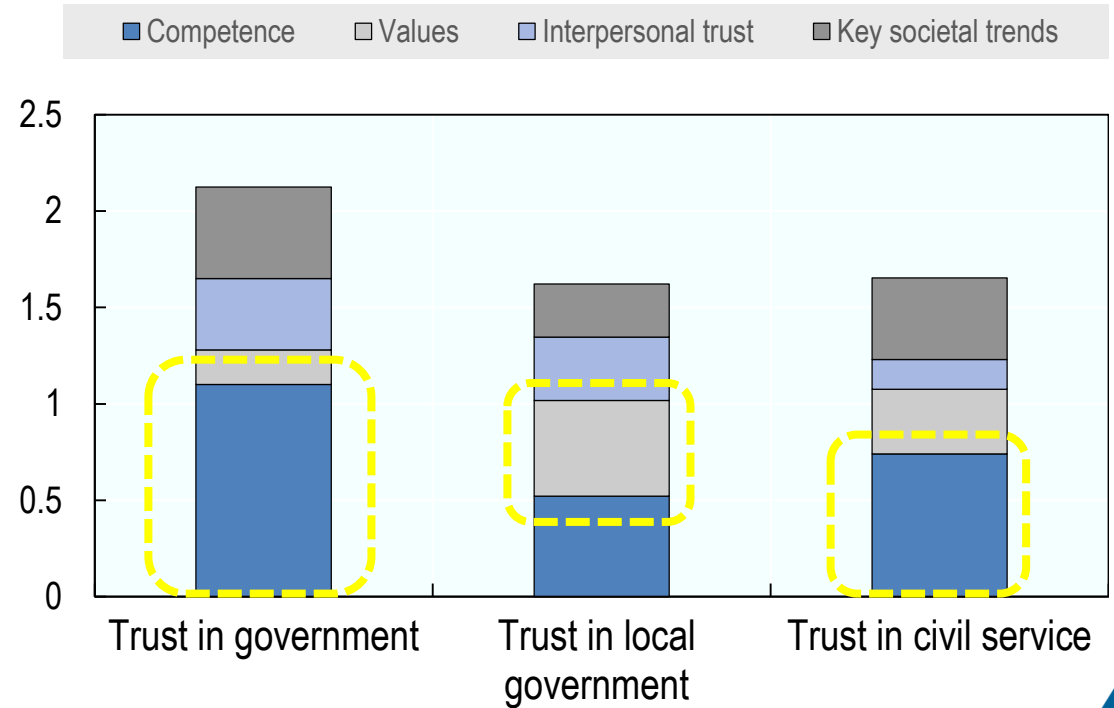


# 1. Need to have more granular data (individual and geography): large regional differences not only in level of trust but on its drivers

Trust in public administration in 173 regions



”Trust pay-off”: increase in trust levels associated to 1-point increase in competence, values, interpersonal trust, and key societal trends; Finland, 2020

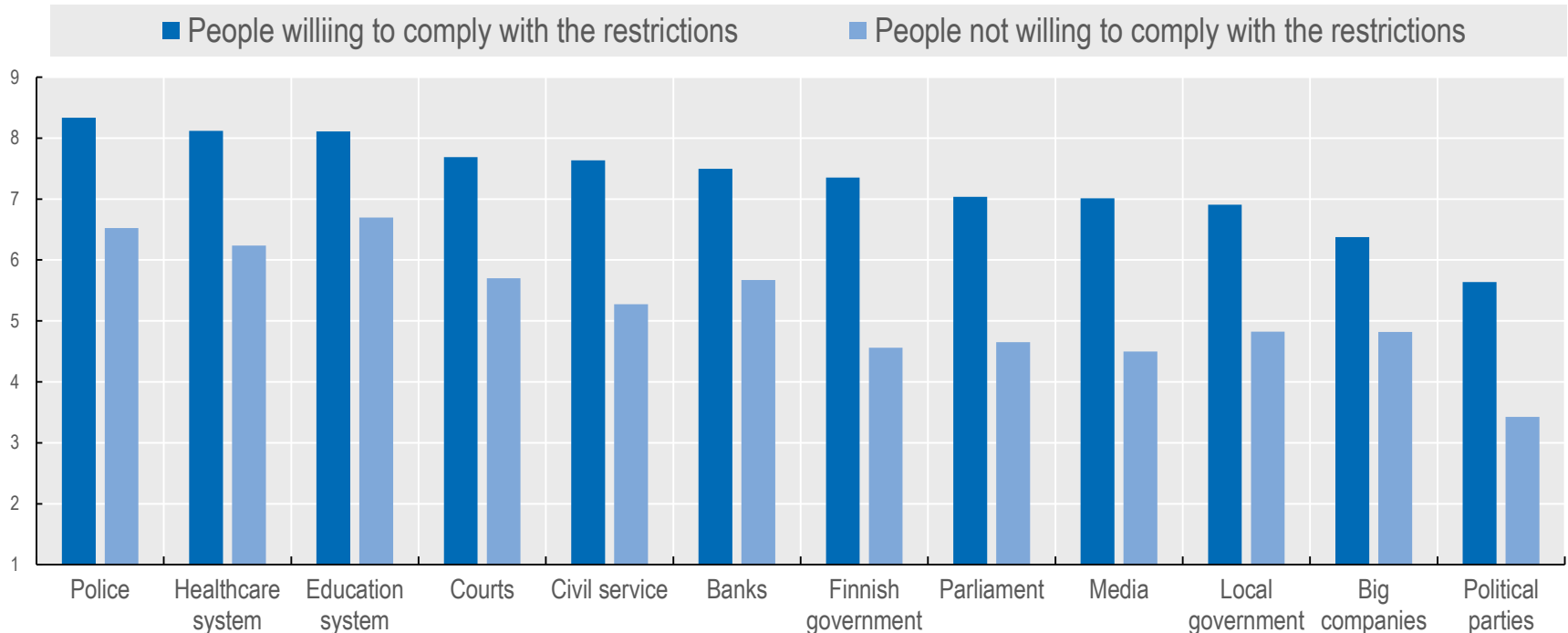


Source: OECD (2021) “[Drivers of trust in public institutions in Finland](#)”



## 2. Citizens' trust that policies are sustainable in the long term is essential for recovery

Trust and compliance: Average trust levels of people willing and unwilling to comply with the COVID-19 restrictions, November 2020



Source: OECD (2021) "[Drivers of trust in public institutions in Finland](#)"

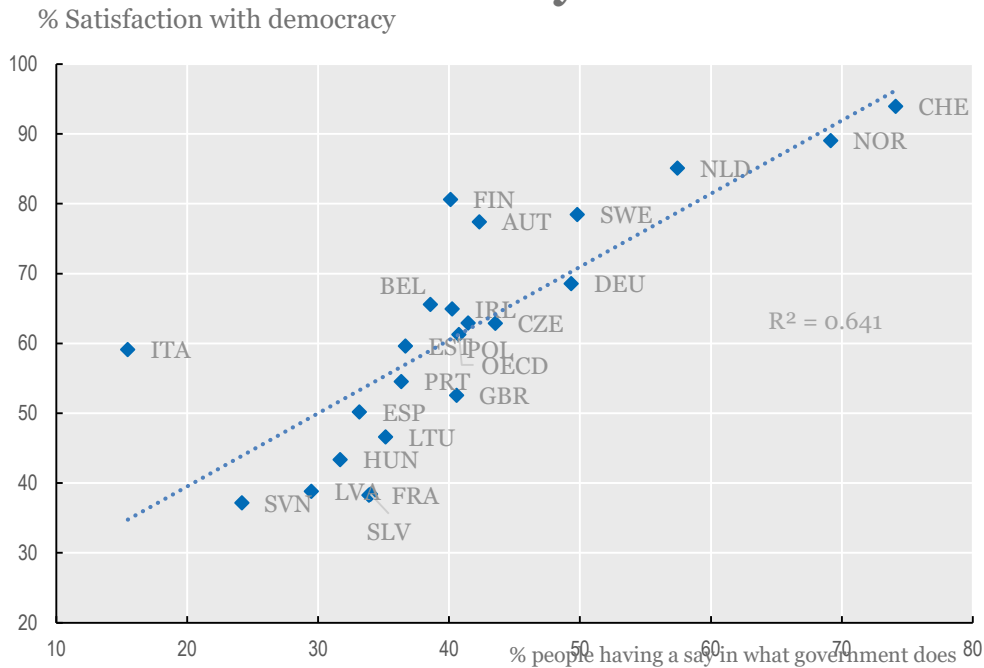


Questions on perceived effectiveness of future-oriented policies (environment, public debt, inequalities, social cohesion) included in the OECD trust survey

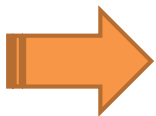


### 3. Enhance citizen' participation, equal access to policymaking and representation as conditions to improve trust

#### Political efficacy and satisfaction with democracy, 2018



Source: OECD calculations based in rounds 9 of the ESS; [Government at a Glance](#), 2021



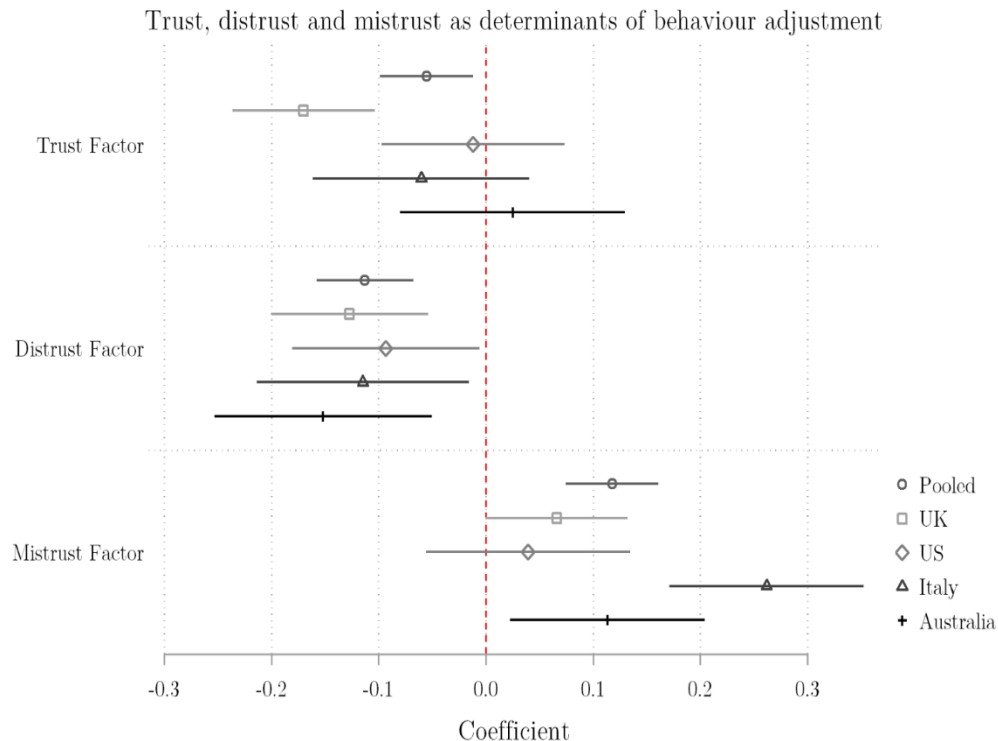
Analysis on 30 European finds that political efficacy (people's perception that their participation will influence what government does) has a positive impact on traditional forms of participation and within the political system, but a negative impact on digital forms and "outside of the system" participation ( Prats, M. and A. Meunier (2021), <https://doi.org/10.1787/4548cad8-en>.)



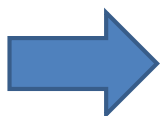


## 4. Distrust as a challenge to democracy, and role of disinformation to fuel it

**Distrust and mistrust affect behaviour changes in a different way than low levels of trust**  
Coefficient plots for the effect of trust, distrust and mistrust behaviour adjustment



Source: Jennings et al. (2020) How Trust, Mistrust and Distrust Shape the Governance of COVID-19



Growing literature on geography of discontent

# Thanks!

## OECD Trust Survey



## OECD Trust Framework and case studies



## Webinar Series



Contact: [govtrustinfo@oecd.org](mailto:govtrustinfo@oecd.org)