



# THE OECD WORK PROGRAM ON TRUST:

UNDERSTANDING THE KEY DRIVERS FOR BETTER POLICY MAKING

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# Why trust in public institutions matter?

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- A **foundation** upon which political systems' are built: it affects government ability to govern
- Essential element for **social cohesion**
- Ingredient for **successful policy making**, when success of policies depend on behavioural responses from the public
- Key element of a **stable economic environment** and favourable **investment climate**
- Core outcome of governmental **performance**



# What is trust in public institutions ?

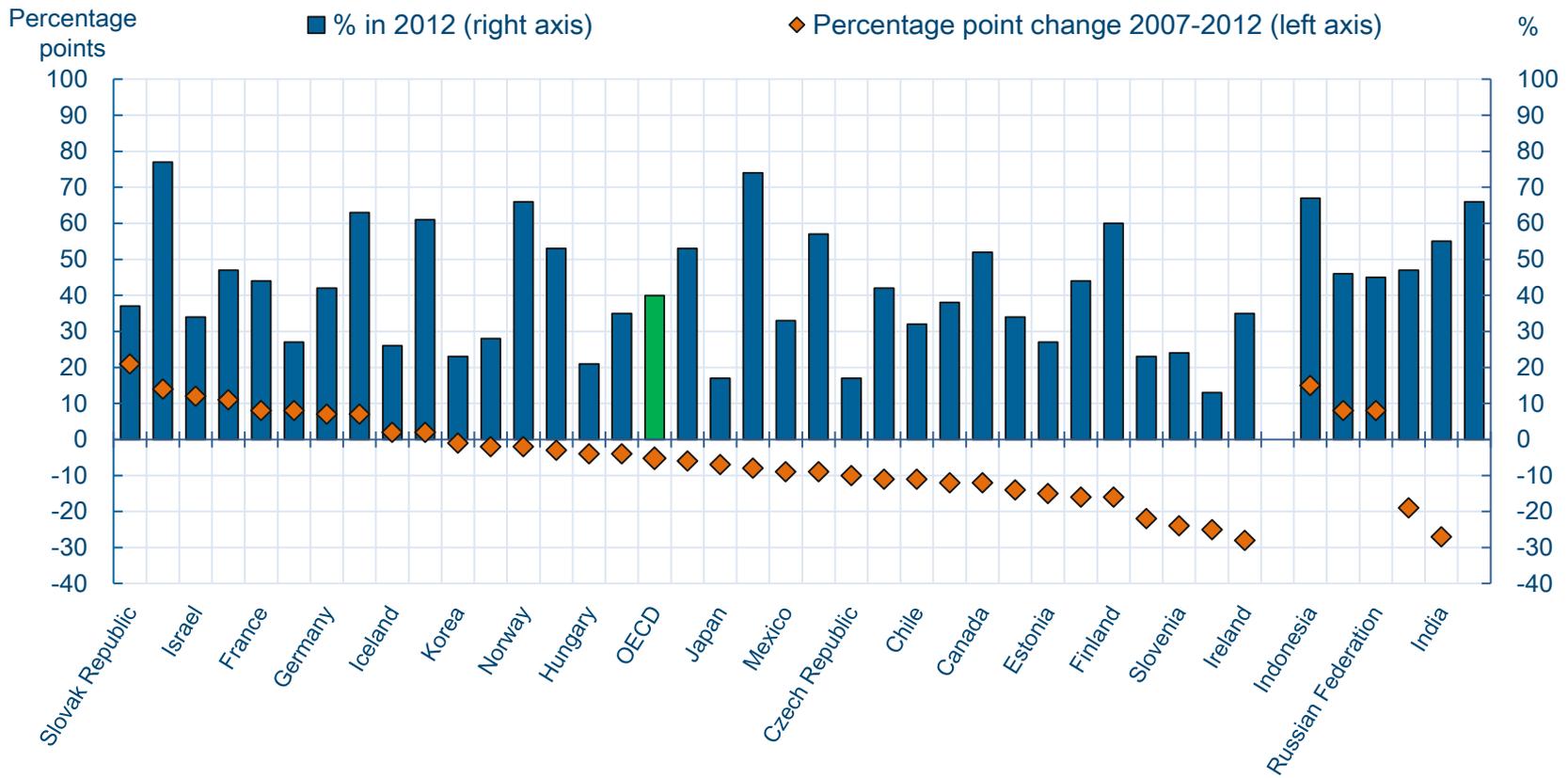
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- **Double dimensions of trust:**
  - **A subjective perception**, i.e. holding a positive perception about the actions of an individual or organization
  - **An attitude, influenced by experience**, that shapes the behaviour of respondents
- **Trust in public institutions:**
  - Confidence in the actions of these institutions to do **what is right** and **perceived to be fair** (Easton, 1965)



# The Impact of the crisis on trust in government

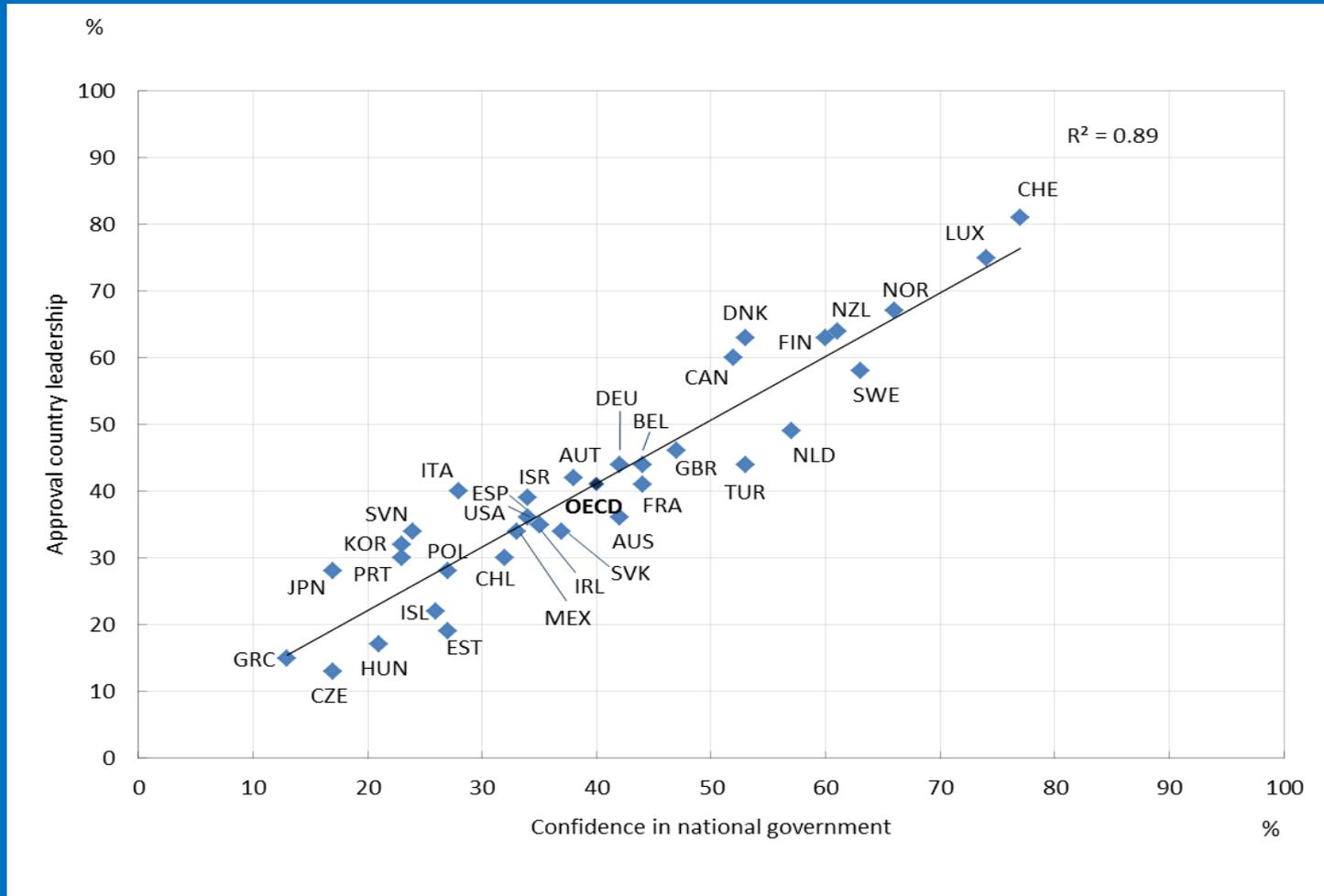
## Confidence in national government in 2012 and its change since 2007



Source: Gallup World Poll



# Trust in government is closely related to the approval of country leadership





# Shortcomings of existing international perception survey measures

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- Sampling bias
- Response bias
- Question design bias

- **Most importantly:**

Very few surveys contain questions on people's **actual experiences** in dealing with different public institutions or their **behaviours and attitudes towards government**



# What influences people's trust in public institutions outside cultural and political factors?

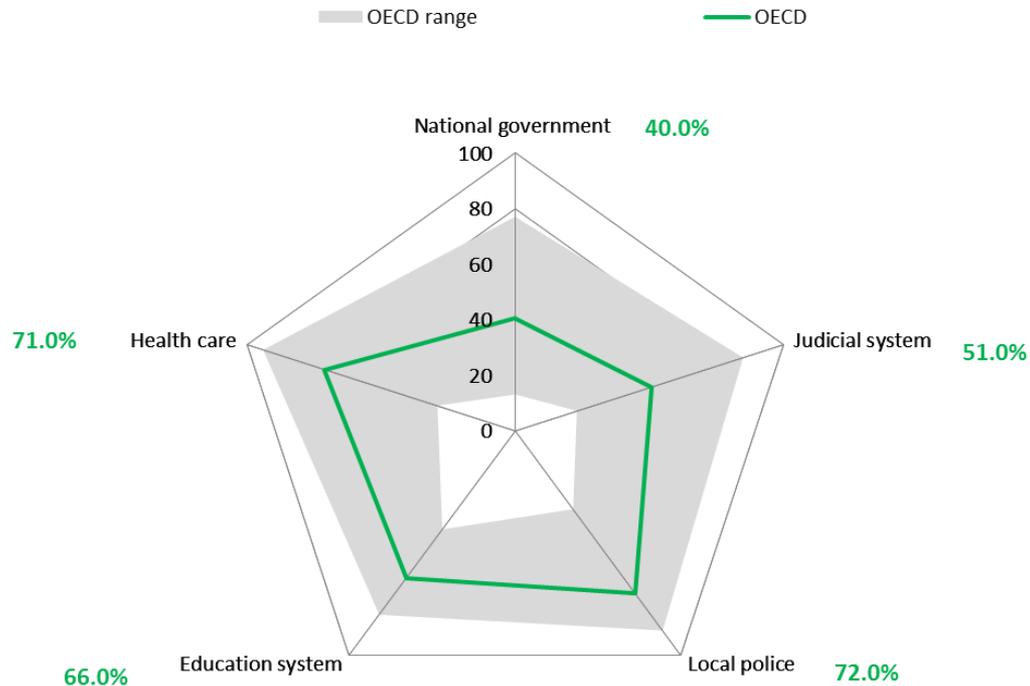
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- Five dimensions that could be amenable to government actions:
  - Reliability
  - Responsiveness
  - Openness and inclusiveness
  - Integrity
  - Fairness



# The OECD confidence and satisfaction halo over public services

Confidence and satisfaction with public services (2012)





# Focus on people's trust in public institutions in aftermath of the crisis

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- OECD now developing a *Trust Strategy* with focus on:
  - **policies** (factors shaping trust, case studies of selected institutions)
  - **measurement** (what exactly is being measured by perception surveys? what can be compared?)



# What's planned next in OECD?

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- **Follow-up work on trust and other aspects of government performance:**
  - **Conceptual framework** (key dimensions, e.g. reliability, responsiveness, openness, integrity, fairness, others?)
  - Operationalisation through **special households survey module** (perceptions, e.g. trust; experiences, e.g. corruption; behaviours, e.g. political participation; evaluations, e.g. are political and social rights guaranteed?; others?)



**THANK YOU!**

