



THE OECD WORK PROGRAM ON TRUST:

UNDERSTANDING THE KEY DRIVERS FOR BETTER POLICY MAKING

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Why trust in public institutions matter?

- 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**



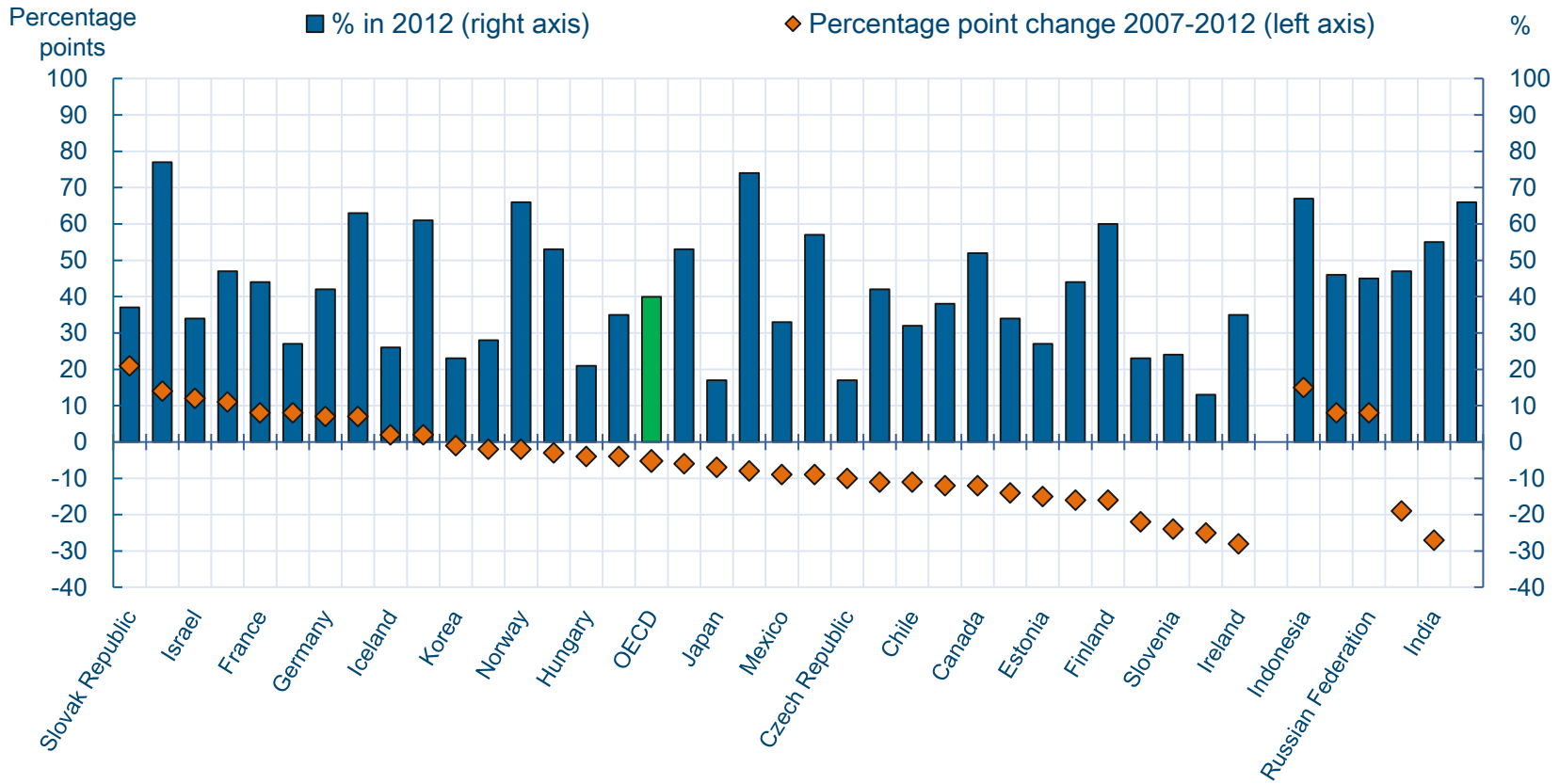
What is trust in public institutions ?

- **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

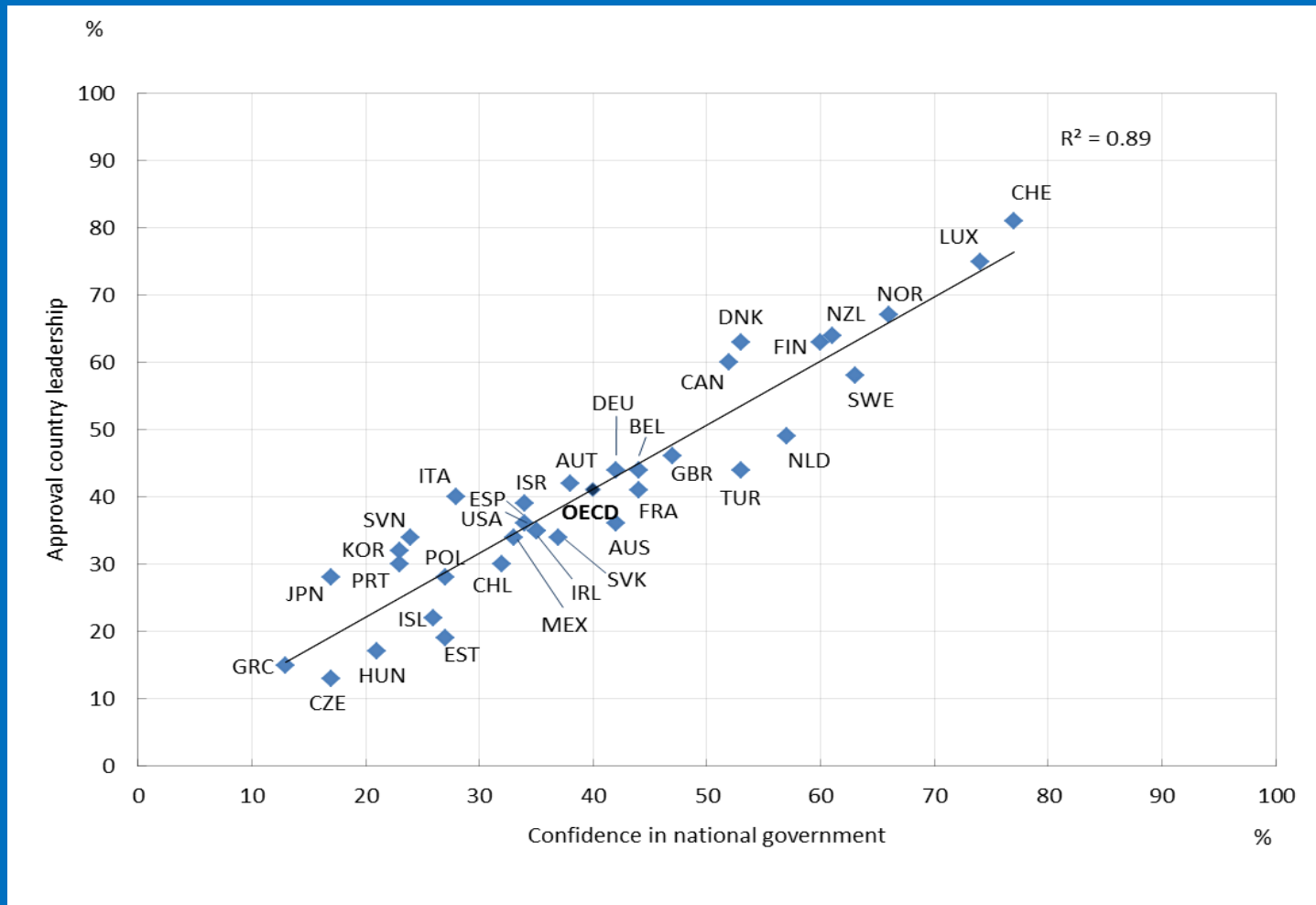
Confidence in national government in 2012 and its change since 2007



Source: Gallup World Poll



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





Shortcomings of existing international perception survey measures

- 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**



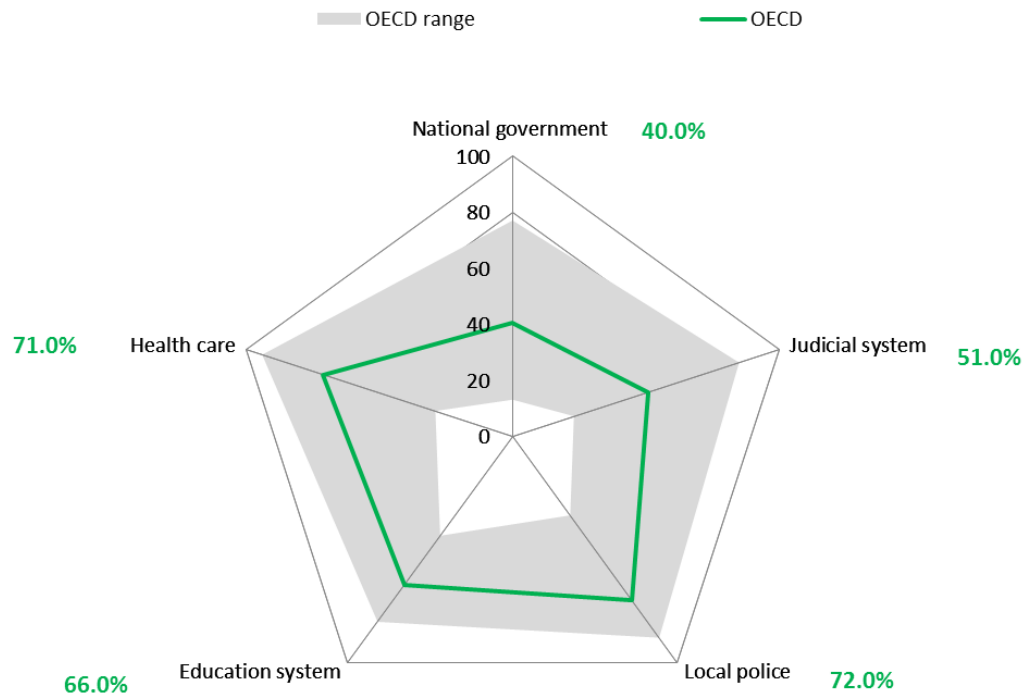
What influences people's trust in public institutions outside cultural and political factors?

- 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

- 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?

- **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!

