Building Trust to Reinforce Democracy: OECD Trust Survey

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http://oe.cd/trust
In 2022, an even split between those who trust and those who distrust

On average 4 out of 10 people trust their national government while 4 out of 10 do not trust it.

Source: OECD Trust Survey

http://oe.cd/trust
1. People feel government is reliable in providing services – a very important driver of trust in public administrations and national government

Positive perceptions of preparedness for a future crisis are associated with higher trust in the national government – and vice versa, 2021

Source: OECD Trust Survey
http://oe.cd/trust
2. Governments need to be more responsive using people’s feedback and concerns

A minority say a public service would be improved if people complained
3. Public perception of government accountability and integrity is an issue

Almost half predict that a high-level political official would grant a political favour in exchange for the offer of a well-paid private sector job.

Source: OECD Trust Survey
http://oe.cd/trust
4. Few people see opportunities to participate in policy making, with strong influence on trust in government at all levels

Half say the political system does not let them have a say in decision making

Source: OECD Trust Survey  
http://oe.cd/trust
People with personal financial concerns are less likely to trust the government

- Among respondents with less financial concerns
- Among respondents with more financial concerns

Source: OECD Trust Survey
OECD Framework on Drivers of Trust in Public Institutions

<table>
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<th>Levels of trust in different public institutions: national government, local government, civil service, parliament, police, political parties, courts, legal systems, media, and intergovernmental organisations</th>
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1. Public Governance Drivers of Trust in Public Institutions

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<tr>
<th>Competencies:</th>
<th>Responsiveness</th>
<th>Reliability</th>
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<tbody>
<tr>
<td>Values:</td>
<td>Openness</td>
<td>Integrity</td>
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2. Cultural, Economic and Political Drivers of Trust in Public Institutions

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<th>Individual and group identities</th>
<th>Socio-economic status</th>
<th>Interest and ability to participation</th>
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<td>Interpersonal socialisation and networks</td>
<td>Distrust of and disengagement from the system</td>
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3. Perception of government action on intergenerational and global challenges

| Perceived government effectiveness on intergenerational challenges | Individual preferences on government priorities |
2023 OECD Trust Survey – results to be published on 27 June 2024

Sample:
- **58 230 respondents** from **30 countries** completed the survey
- The sample is representative of ≈ **600 million** people
- Samples are representative of national population by **age, gender, education, income** and **region**
- Fielded in **October-November 2023**

30 OECD Countries covered – of which 20 participated also in 2021 Trust Survey

Questionnaire 2023:
- Core questions are the same to **monitor changes** between 2021 and 2023
- New questions on information environment and media consumption; checks and balance of institutions; transparency and accountability.

Launch of 2023 OECD Trust Survey Results on 27 June – you are invited!
- New trends, persistent patterns and evolving drivers
- Role of information environment and media consumption on trust
Countries actions to build trust following the 2021 Trust Survey

Korea (2018): The Case Study recommended strengthening innovative capacity by fostering better coordination and flexible environment. The government incorporated the measurement and promotion of trust in the National Innovation Strategy (MOIS).

Finland (2021): National dialogues were institutionalized based on the “Lockdown Dialogues” to engage with diverse population groups (and improve low levels of "political efficacy").

Norway (2022): Trust Reform in the government program to foster bottom-up, results-focused processes for public service delivery.

OECD Trust Survey (2021):
- Colombia used the data as a baseline and will serve as monitoring indicators for its National Development Strategy.
- Iceland launched a working group to address low levels of policy effectiveness.
- In Ireland the results informed the Public Services Transformation Strategy to 2030, launched in May 2023.
- Latvia organized National Dialogues in 2023, following Finland model.

Portugal (2023): Based on the results on use of evidence in public policies, an institutional framework for exchange between decision-makers and sciences is being developed.

New Zealand (2023): Has committed resources to ensure monitoring of the drivers of trust and cross-checking with data on socioeconomic characteristics.
Thank you

Find out more about the Trust Survey at: oe.cd/trust

Discover more about the OECD Directorate for Public Governance at www.oecd.org/gov/