



# Building Trust to Reinforce Democracy: OECD Trust Survey

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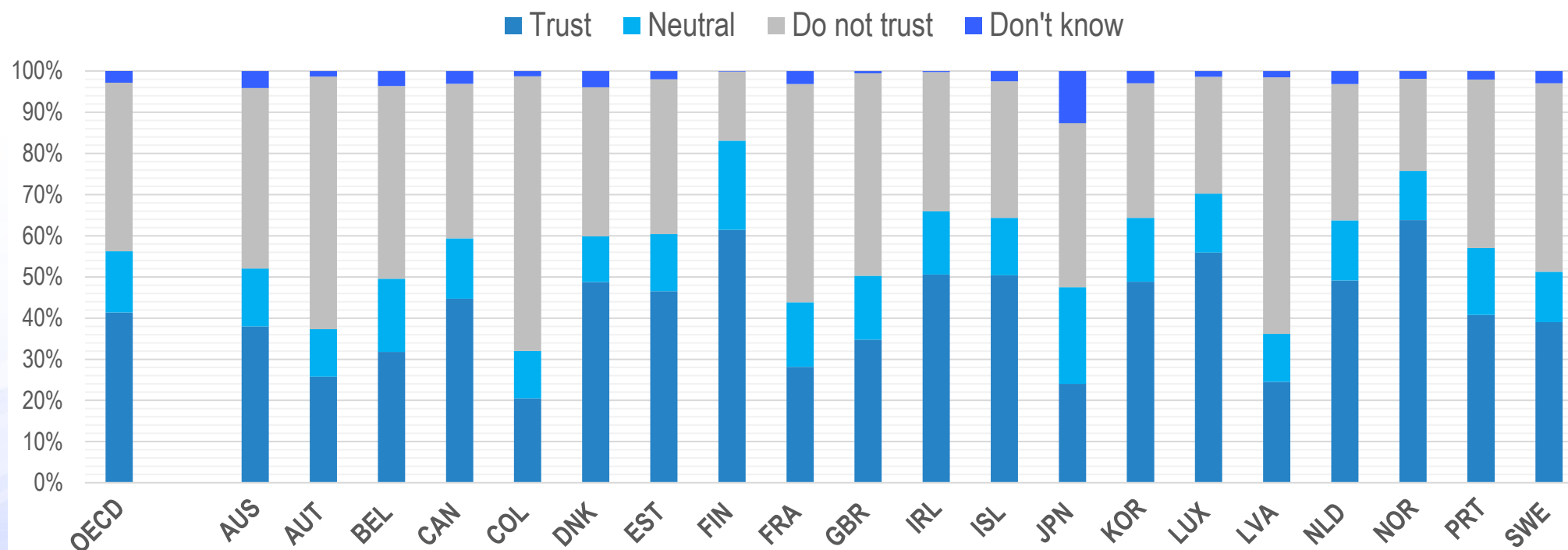
<http://oe.cd/trust>



# In 2022, an even split between those who trust and those who distrust

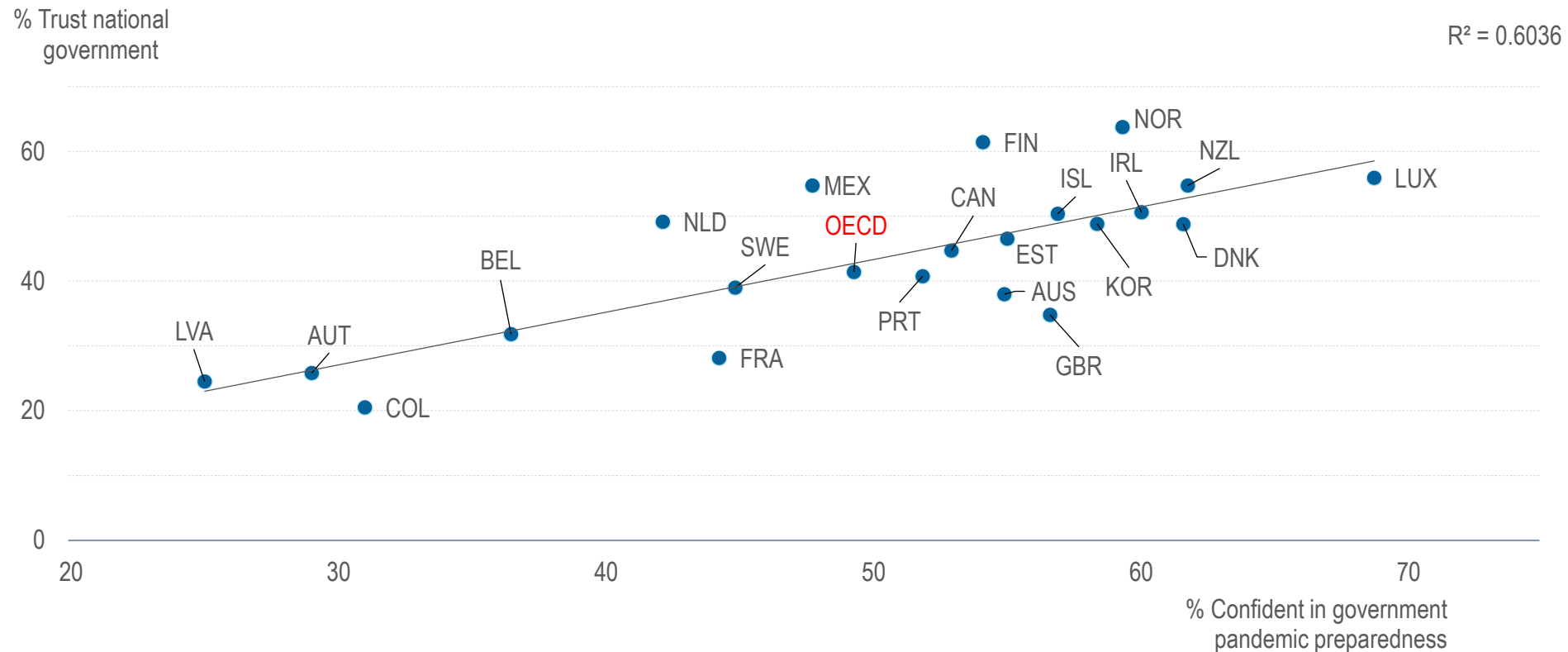
On average 4 out of 10 people trust their national government while 4 out of 10 do not

Share of respondents who indicate different levels of trust in their national government (on a 0-10 scale), 2021



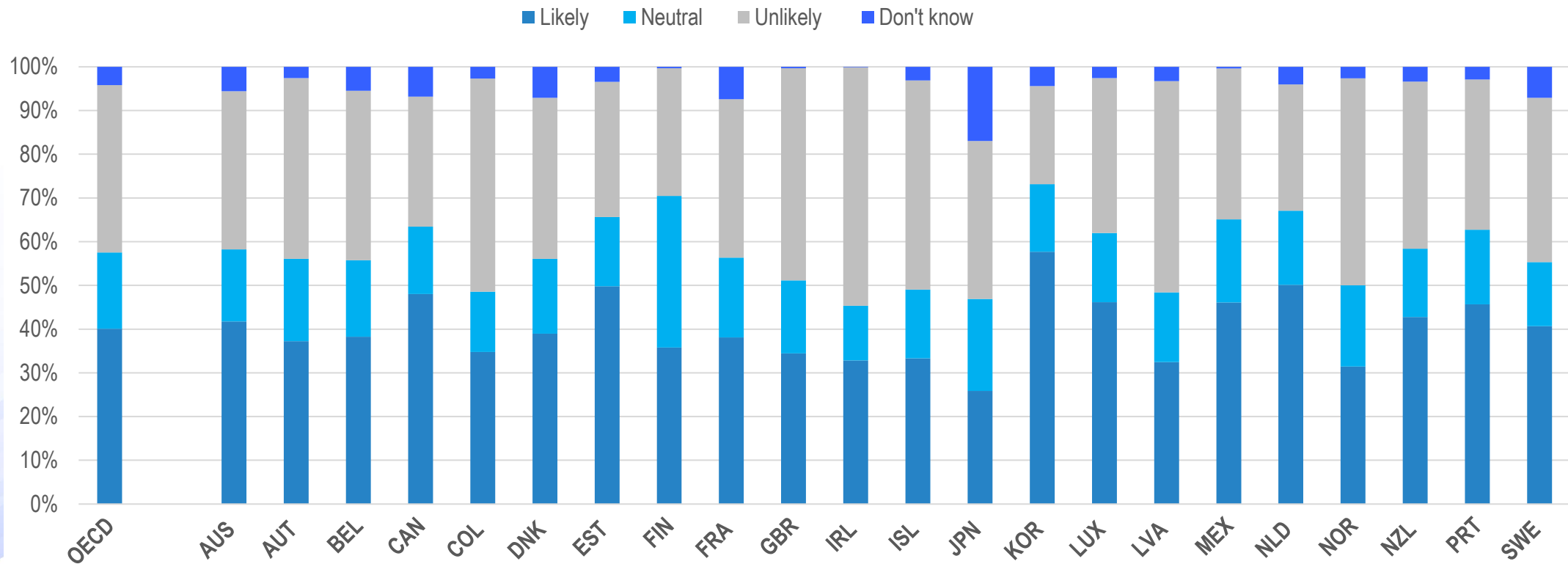
# 1. People feel government is reliable in providing services – a very important driver of trust in public administrations and national government

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



## 2. Governments need to be more responsive using people's feedback and concerns

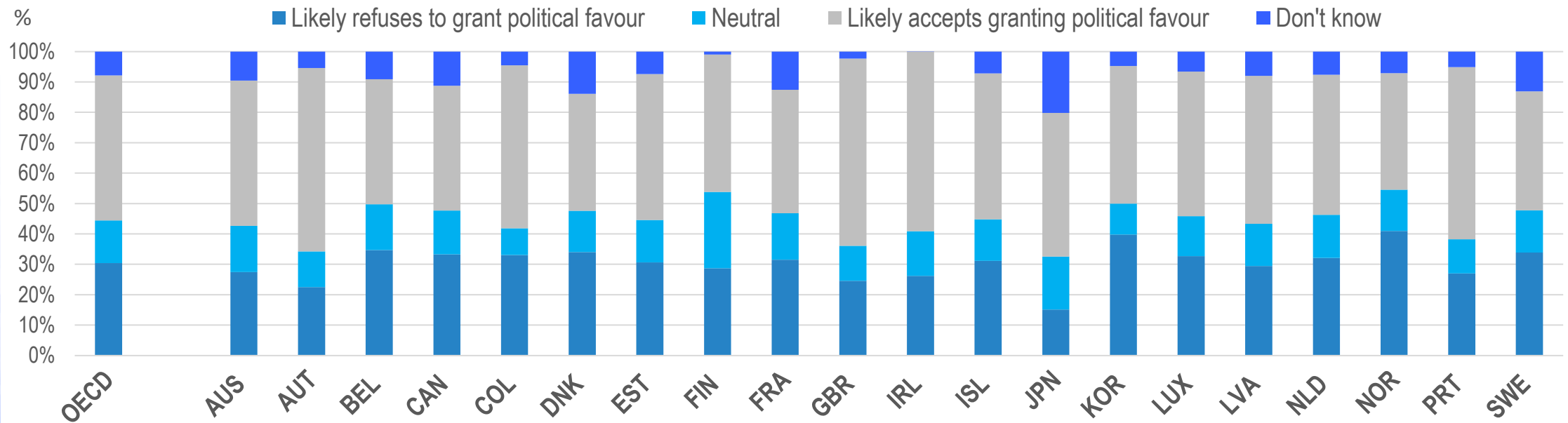
A minority say a public service would be improved if people complained



# 3. Public perception of government accountability and integrity is an issue

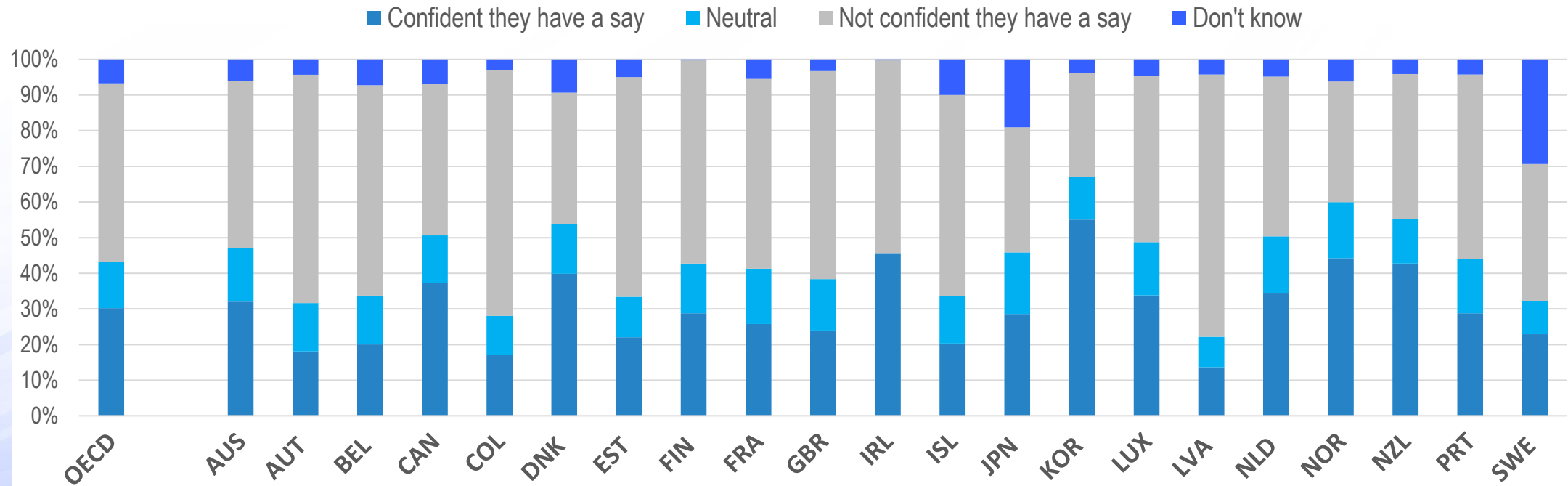
Almost half predict that a high-level political official would grant a political favour in exchange for the offer of a well-paid private sector job

Share of respondents who indicate that an elected or appointed official would accept or refuse the offer of a well-paid private sector job in exchange for a political favour (on a 0-10 scale), 2021



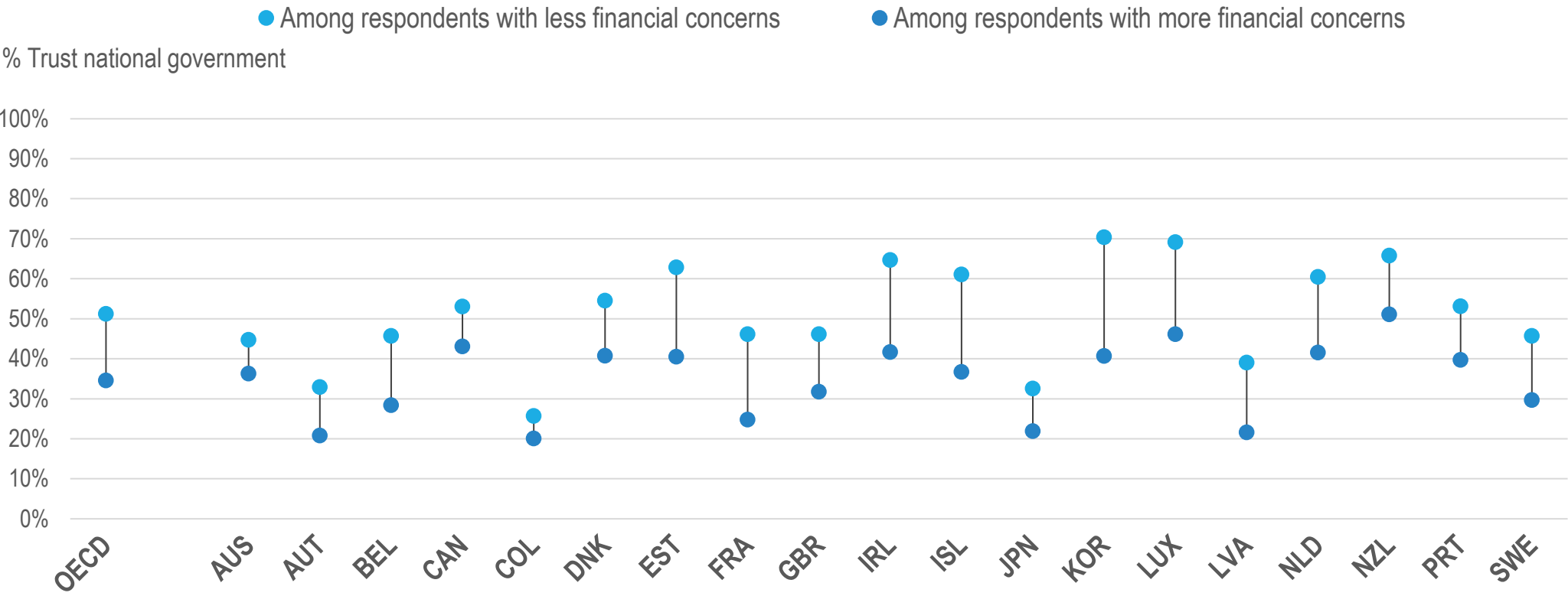
## 4. Few people see opportunities to participate in policy making, with strong influence on trust in government at all levels

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



# 5. Political agency, socio-economic conditions and demographics influence trust (in this order)

People with personal financial concerns are less likely to trust the government





# OECD Framework on Drivers of Trust in Public Institutions

**Levels of trust in different public institutions:** national government, local government, civil service, parliament, police, political parties, courts, legal systems, media, and intergovernmental organisations

## 1. Public Governance Drivers of Trust in Public Institutions

Competencies:	Responsiveness		Reliability
Values:	Openness	Integrity	Fairness

## 2. Cultural, Economic and Political Drivers of Trust in Public Institutions

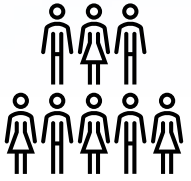
Individual and group identities	Socio-economic status	Interest and ability to participation
Interpersonal socialisation and networks		Distrust of and disengagement from the system

## 3. Perception of government action on intergenerational and global challenges

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

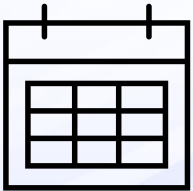


## Sample:

- **58 230** respondents from **30 countries** completed the survey
- The sample is representative of  $\approx$  **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).



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



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

## 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

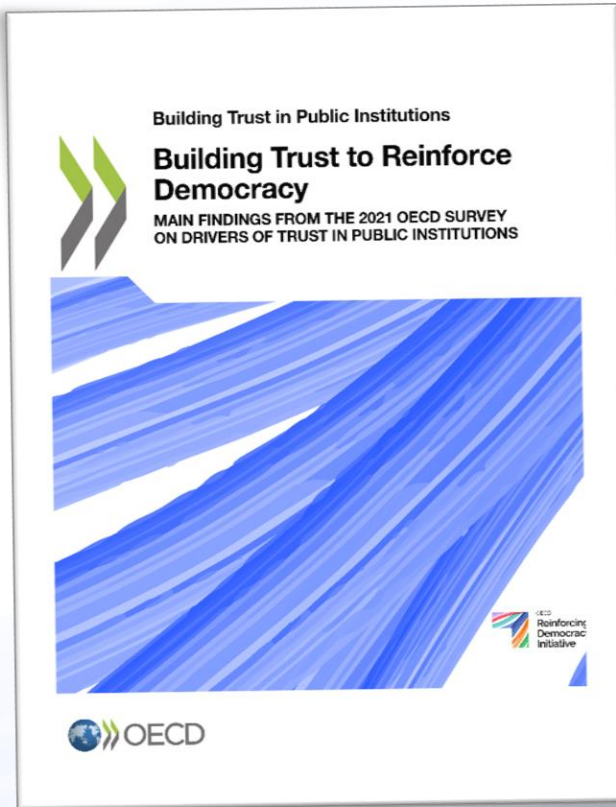


**Portugal (2023):** Based on the results on use of evidence in public policies, an institutional framework for exchange between decision-makers and sciences is being developed.



**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](https://oe.cd/trust)

Discover more about the OECD Directorate for Public Governance at [www.oecd.org/gov/](https://www.oecd.org/gov/)