



**“IPS205: Trust in public institutions and trust in statistics”.**  
**Implementing “trust in public institutions” as standard questions in citizen surveys:**  
**The case of Norway**

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**Abstract:**

During 2020 Norway’s public administration and specifically the Agency for Public and Financial Management agreed to participate in an OECD-project to measure the citizens trust in institutions and the drivers of trust.

Norway is known for generally having high levels of trust in the population but has in recent years seen a decline in citizen’s trust towards institutions. This decline parallels many other countries in the OECD. Therefore, studying possible reasons for this decline, in cooperation with the OECD, presented a great opportunity to better the knowledge we have on patterns of trust among citizens.

In our case, it was natural to implement the survey questions in the citizen survey, which has been distributed every other year since 2010. The survey already includes several questions on citizen’s satisfaction with services, participation in civil society, and general well-being. This provides an opportunity to study issues of trust and how they relate to the issues that are already in the survey.

**Keywords:**

Trust; public administration; service satisfaction; citizens; implementation