



“IPS3: Trust in public institutions and trust in statistics”.

All you need is trust : Informing the role of government in the COVID-19 context

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Abstract:

Measures of people’s trust in government are commonly used indicators of public administration performance. During the pandemic for example, trust was found to be strongly correlated with citizens’ compliance to measures designed to flatten the infection curve (Bargain and Aminjonov, 2020). The erosion of people’s trust in government is nurturing political polarisation and favouring the emergence of populist movements (Devine et al. 2020). Understanding what is captured by these metrics, and the role that trust plays in the implementation of policies will help policy-makers design a more inclusive and sustainable recovery, as well as monitoring its implementation, based on methodologically sound and relevant governance statistics. The presentation will provide an overview of the OECD approach that aims to understand citizens’ perception and evaluation of the public sector, measure the influence of trust on policymaking, and identify public policy tools that can enhance trust. The focus is to develop comparative evidence, through a population survey, on trust in different public institutions and to measure the main determinants of trust, such as responsiveness, reliability, integrity, fairness and openness. Results from the application of the OECD Trust Survey to some countries will be presented. These results also shed light to further expansion of the measurement both to capture differences among population groups and territories, and to incorporate measures of confidence in long-term reforms.

Keywords:

trust in government; trust in public institutions; responsiveness of public services; political efficacy;