

## *Table of contents*

Executive summary .....	11
Key findings .....	12
<b>CHAPTER 1 WHAT DRIVES PUBLIC TRUST? IDENTIFYING THE POLICY LEVERS .....</b>	<b>15</b>
Trust in what, from whom? .....	16
The current state of trust in public institutions .....	19
Focusing on the drivers of trust .....	20
Trust as competence .....	21
Trust as values .....	22
<b>CHAPTER 2 THE INFLUENCE OF INTEGRITY ON PUBLIC TRUST .....</b>	<b>27</b>
Introduction .....	28
Aligning integrity values with the public interest.....	29
Capitalising on major events and investments to strengthen and affirm integrity.....	32
The importance of political leaders and senior officials leading by example.....	35
Strengthening local integrity systems, where trust is forged.....	39
Conclusion.....	42
<b>CHAPTER 3 RESPONDING TO CITIZENS' NEEDS: PUBLIC SERVICES AND TRUST .....</b>	<b>47</b>
Public services: The cornerstone of trust in government.....	49
In practice: Serving citizens better to strengthen trust.....	53
Conclusion.....	60
<b>CHAPTER 4 REGULATIONS, FAIRNESS AND TRUST .....</b>	<b>67</b>
Introduction: The human dimension of regulation .....	68
Trust and fairness in the design of regulations .....	69
The keys to fair process: Voice, respect and explanation.....	71
The timing and practice of fair processes .....	75
Competence and integrity: Foundations of trustworthy regulation .....	76
Conclusion.....	77

<b>CHAPTER 5 TRUST AND BUDGETING: MEETING THE CHALLENGE OF COMPETENCE AND VALUES</b> .....	87
Introduction: How trust affects policy outcomes in budgeting.....	88
Budgeting and the different dimensions of trust.....	89
Key sources of mistrust .....	89
The impact of low trust on budgeting.....	93
Identifying good practices .....	93
Conclusion.....	101
<b>CHAPTER 6 OPEN GOVERNMENT: HOW TRANSPARENCY AND INCLUSIVENESS CAN RESHAPE PUBLIC TRUST</b> .....	105
Introduction .....	106
Exploring the link between open government and trust .....	106
Transparency and inclusion: The key factors .....	108
Conclusion.....	121
<b>CHAPTER 7 WHO EARNS THE TRUST OF CITIZENS AND WHY: EXPERIENCES FROM THE PRIVATE SECTOR</b> .....	125
Why we trust, whom we trust.....	126
How we <i>will</i> learn to trust driverless cars – Case Study 1.....	128
How we learned to trust cyberspace – Case Study 2.....	132
Conclusion.....	136
<b>CHAPTER 8 TRUST AND ACCESS TO JUSTICE</b> .....	141
Introduction: How trust affects policy outcomes in legal and justice services....	142
Legal and justice services and the drivers of trust.....	143
Why trust is important in justice services.....	144
Responsive, reliable, open and fair: Practical steps to trustworthy justice services.....	145
Conclusion.....	149
<b>ANNEX A UPDATE ON MEASURING TRUST</b> .....	153

## Figures

1.1. Confidence in national government in 2015 and its change since 2007 .....	20
2.1. Leveraging integrity for trust: key policy lessons.....	29
2.2. Level of disclosure and public availability of private interests by the level of public officials in the executive branch, 2014.....	36
2.3. Trust in regional or local public authorities (11/2015).....	39

2.4.	INEGI corruption ratio by level of government and region.....	40
2.5.	INEGI corruption ratio for public services, proxy for share of interactions where corruption was experienced.....	41
3.1.	Satisfaction with local public services and confidence in local government.....	50
3.2.	Satisfaction with local public services and confidence in national government.....	51
3.3.	Confidence and satisfaction with government services and institutions, 2015 .....	52
3.4.	Physician density in predominantly urban and rural regions (2011).....	54
4.1.	Obligation to provide feedback on comments.....	73
5.1.	The importance of transparency and openness in building trust.....	91
5.2.	The growth of IFIs in the OECD.....	99
6.1.	Relationship between voice and accountability and government effectiveness.....	108
6.2.	Open government theory of change .....	109
6.3.	Freedom of Media and confidence in national government.....	113
6.4.	Number of OECD countries with laws on access to information (1960-2008).....	114
6.5.	Stages of the policy cycle.....	118
6.6.	Percentage of survey respondents involved in various types of public engagement .....	121
7.1.	Percent who engage in each behaviour based on their level of trust in a company .....	127
7.2.	The four automation levels of self-driving cars .....	128
7.3.	Trust in AV technology (Responses to “I can trust the automated system to function properly while I am doing something else”).....	131
7.4.	B2C e-commerce sales worldwide from 2012 to 2018 (in billion US dollars).....	133
7.5.	Ideal e-commerce site trust features compiled from 15 experts mapped to Mayer’s interpersonal trust criteria.....	135
A1.1.	Linear correlation across household surveys in OECD countries asking about trust in government (2002 or earliest year available to 2015).....	156

## Tables

1.1.	Some definitions of trust .....	17
1.2.	Trust relationships in society .....	18
1.3.	Summary: The competence-values framework for citizens’ trust in public institutions.....	24

A1.1. Institutions considered in each of the surveys of the OECD trust dataset.....	155
---	-----

## Boxes

2.1. Developing professional standards for citizen engagement: The case of the Netherlands .....	30
2.2. EXPO Milano 2015: Leveraging integrity to restore public trust .....	33
2.3. The 2012 Olympic and Paralympic Games, London, United Kingdom.....	34
2.4. Transparency and accessible information: The case of the United States .....	37
2.5. Greater transparency in lobbying in the United Kingdom .....	38
2.6. Local integrity systems: The case of the City of Amsterdam .....	42
3.1. Integrated approach to digital welfare in Denmark.....	55
3.2. Improving accessibility of information in Sweden: Min Pension.....	56
3.3. The match of services to special needs: offering services to elderly and disabled persons at home over the phone in Italy.....	57
3.4. Effective delivery as a dimension of service quality: Social Impact Bonds .....	59
3.5. Improving road safety in South Somerset, United Kingdom .....	60
5.1. Budget transparency in Mexico.....	94
5.2. Participative budgeting in Ireland .....	95
5.3. A trust-building performance management system: The example of Austria.....	96
5.4. The debt brake rule in Germany.....	97
5.5. Rainy day funds in the United States .....	98
5.6. Oversight of fiscal policy by the Italian Parliamentary Budget Office .....	100
5.7. Costing of election platforms by the Australian Parliamentary Budget Office.....	100
6.1. Co-ordination for the implementation of the Law on Access to Information in the federal government of Brazil.....	111
6.2. Public dialogue and public information in Bojonegoro .....	117
6.3. Citizen Lake Monitoring Network (United States) .....	117
6.4. Guiding principles for open and inclusive policy making .....	119
8.1. Specialised justice services for indigenous communities.....	148
A1.1. OECD Guidelines on the Measurement of Trust .....	157