OECD Trust Survey Design and Technical Documentation

Annex to the OECD Survey on Drivers of Trust in Public Institutions - 2024 Results

OECD

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Table of contents

1 Introduction 4

2 Survey preparation and design 5
2.1 Questionnaire revisions and translations 6
2.2 Sampling design 11

3 Data collection 14
3.1 Selection of valid responses and post-stratification weighting 18
3.2 Preparation of the Trust Survey microdata 19

4 Data quality assessment 21
4.1 The accuracy, reliability and validity of the 2023 Trust Survey 21
4.2 The analytical value of newly added survey questions 25
References 27

Annex A. OECD Trust Survey 2023 Questionnaire 30

Annex B. Question coverage by country 38

Annex C. Income Levels 41

Annex D. Sample composition by age, gender, education, and region 43

Annex E. Correlation matrix 53

Annex F. OECD Trust Survey 2023 Codebook 54

FIGURES

Figure 4.1. Correlations between trust in government in the 2023 OECD Trust Survey and other data sources 22
Figure 4.2. Trust in national government in 2021 and 2023 survey wave 23
Figure 4.3. Larger share of ‘don’t know’ responses among integrity related survey questions 24
Figure E.1. Trust Survey items: Correlation matrix 53

TABLES

Table 2.1. Comparison of survey questions implemented in 2021 and 2023 survey wave 7
Table 2.2. Additional survey questions in Australia, Chile and Slovenia 10
Table 2.3. Overview on hard and soft sampling quotas and related survey questions 11
Table 3.1. Data collection overview 14
Table 3.2 Survey providers and data collection by country 15
Table C.1. Net monthly income decile breakdown in OECD Trust Survey 2023 42
Table D.1. Sample gender, age and education distribution, by country (unweighted and weighted) 43
Table F.1. OECD Trust Survey 2023 variable codebook 54

1 Introduction

This online annex to the *OECD Survey on Drivers of Trust in Public Institutions – 2024 results* (OECD, 2024[1]) **outlines the technical details of the 2023 Trust Survey data collection**. It describes the entire data collection cycle of the Trust Survey, beginning with questionnaire revision, followed by testing and piloting through to data collection and data quality checks; highlighting similarities and deviations to the 2021 OECD Trust Survey.[1]

The OECD Trust Survey was guided by an Advisory Group, including National Statistical Offices, representatives from line ministries and academics. The survey's governance followed that of 2021, allowing countries to choose between participating in a centralised data collection coordinated by the OECD Secretariat or managing their own data collection through their National Statistical Office or another survey provider. 24 countries opted for the first and 6 countries for the second option. The data collection preparation included multiple stages of review, quality assurance, cognitive interviews and pilot testing.

The 2023 survey data was collected at a similar point in time in 30 OECD countries. More precisely, the survey was fielded between the 20th of September and the 12th of December 2023, though for the majority of countries it occurred in October and November and yielded a total number of 58 230 valid responses among the adult population (18+) across countries. In most countries, data collection was conducted online. In a few, data were collected using a mix of telephone, face-to-face, and paper-based data collection.

[1] Details on 2021 survey preparation and data collection which apply without any changes to the 2023 survey, such as considerations regarding the choice of survey mode and response scales, can be found in Nguyen et al. (2022[5]) and are not elaborated in this annex again.

2 Survey preparation and design

The 2023 OECD Trust Survey was based on the 2021 inaugural Trust Survey's survey questions and data collection methodology. The implemented changes were deliberately limited to ensure comparability over time while allowing the exploration of a few additional aspects. As was the case for the inaugural survey, the OECD Trust Survey was guided by an Advisory Group, which included country representatives from ministries and National Statistical Offices as well as academics. The OECD Secretariat and the Trust Survey Advisory Group collaborated in the preparation of the data collection, including through the development of the survey instrument and the review of its translations, and the approval of the same methodology as used in 2021 for data collection.

The Trust Survey offered participating countries two options for the survey data collection, but with aligned survey questionnaires and sampling methodologies to ensure data comparability:

1. In most of the countries, the data collection was coordinated by the OECD Secretariat and carried out by the survey company Ipsos, selected by the OECD procurement office through an open and competitive call for tender. As a result, Ipsos administered the online survey in 24 out of 30 countries, namely Australia, Belgium, Canada, Chile, Colombia, Costa Rica, Czechia, Denmark, Estonia, France, Germany, Greece, Italy, Latvia, Luxembourg, Netherlands, New Zealand, Portugal, Slovak Republic, Slovenia, South Korea, Spain, Sweden, and Switzerland.
2. A more limited number of countries, namely Finland, Iceland, Ireland, Mexico, Norway and the United Kingdom, managed their own data collection. In these cases, the data collection was implemented either by the country's National Statistical Office or a survey provider selected by the country itself. These countries were responsible for translating the survey questionnaire and managing the data collection throughout the entire data collection cycle. They then securely transferred[2] the microdata to the OECD's Directorate for Public Governance.

[2] All data that was transmitted to the OECD (including from the data collection company) was stripped from direct and personal identifiers of respondents, such as names, addresses (including IP addresses), or any other information that could potentially lead to the direct identification of individuals. Additionally, data collected by the six countries themselves was further anonymised to ensure that no sensitive information was shared and that no respondents could be indirectly identified by a combination of individual characteristics.

2.1 Questionnaire revisions and translations

The 2023 survey questionnaire closely resembles that of the 2021 survey. Most 2021 survey questions, as well as the response scales[3] and randomisation patterns[4], were kept identical. However, a few 2021 survey questions were amended or deleted, and additional questions added. The changes aim to strike a balance between maintaining most of the original questionnaire, to allow for comparative analysis over time, and integrating new elements that assess the influence of additional aspects of public governance drivers and contextual factors on public trust.

In a few cases, 2021 questions were amended or deleted. Table 2.1 lists the questions as well as the motivation behind the implemented changes. Concerning modifications, the 2021 survey for example included a question on perceptions of government preparedness for a contagious disease, asked in the context of the COVID-19 pandemic. This question was modified to broaden the scope to perceptions about government preparedness for a large-scale emergency. Concerning question deletions, a question on the stability of business conditions, for instance, yielded a high share of 'don't know' and neutral responses, which may be a signal that this question might have been difficult to understand. Other questions were deleted because they were highly correlated with other driver questions or background variables. This suggests that they measured similar concepts as other questions, and their deletion could free up space to measure additional concepts. Finally, a question on judicial independence was replaced by a question on the checks and balances between parliament and executive government due to survey length considerations but may be reintroduced in later survey waves.

The final selection of new survey questions integrates lessons learned through country case studies and combines countries' suggestions with the broader challenges of public governance related to the Reinforcing Democracy Initiative (OECD, 2024[2]). The 2023 survey includes several new questions covering three areas that emerged as important for assessing people's trust in public institutions: perceptions of accountability and transparency (relating to checks and balances between government branches) (Smid, 2023[3]); governmental use of evidence and communication of political reforms; and lastly economic and social concerns, such as the public's views on discrimination and on their own political priorities. The inclusion of new questions, such as on government use of evidence in policymaking and the extent to which individuals can access reliable information about government actions, contribute to better understanding how information quality affects perceptions of government trustworthiness.

Cognitive testing was conducted to assess the clarity and comprehensibility of questions. In Australia, Chile and the United Kingdom, in-depth qualitative interviews provided feedback on the new survey questions and country-specific formulations and concepts:

- The Australian Bureau of Statistics (ABS) and the United Kingdom Office for National Statistics (ONS) tested the new or revised survey questions to ensure that they were understandable for survey respondents and to gain insights into how survey respondents interpreted certain questions, such as what they understood by 'large-scale emergency'. Suggested revisions were implemented, in some cases in an adjusted form, in the final questionnaire. Firstly, to reduce the cognitive burden and length of the questionnaire, the formulation of the situational survey questions, asking about the likelihood of an event to occur, were standardised and shortened from 'how likely or unlikely'

[3] The 11-point response scale proved useful in the first survey round to minimise cultural cross-country differences in translations and response behaviour, and to illustrate the depth of responses across the entire response scale (Nguyen et al., 2022[5]).

[4] These patterns included randomising the order of the main survey modules on public governance drivers to mitigate response-order effects following sensitive response items, such as for example on integrity, and randomising the order of survey response items in survey questions showing a large number of options.

to 'how likely'. Secondly, the use of terms that some may find unclear, such as 'direct and indirect political participation', were deleted. Additionally, 'direct experience with public services' were replaced with 'personally made use of'. The inclusion of a 'Not applicable' option was also recommended and included for a number of questions.[5]

- As the survey was implemented for the first time in Chile, the Modernisation Secretariat at the Ministry of Finance carried out cognitive interviews to test the Spanish translation of the survey questions and the understandability in the Chilean context. For comparability, the survey questions tested in the cognitive interviews used the 2021 Spanish translation from Mexico and Colombia as a starting point. Most of the suggested changes were relevant and implemented in the Chilean version of the Spanish questionnaire, such as clarifying complex political or economic terms; for example, definitions of public consultations and greenhouse gases were added to the relevant survey questions. Additionally, the mentioning of a response scale in the survey questions were streamlined in the English baseline questionnaire. The final baseline questionnaire in English can be found in Annex A.

Table 2.1. Comparison of survey questions implemented in 2021 and 2023 survey wave

Question changes: **Added** **Adjusted** **Deleted**

Trust/Public governance driver	Concept: What is measured?	Political level	Survey question	Implemented changes in 2023 survey wave
Trust	Trust in state (provincial/regional) government	*Regional*	*On a scale of 0 to 10, where 0 is not at all and 10 is completely, how much do you trust each of the following? The regional government*	Added to measure trust in the regional government in federal countries
Trust	Trust in regional civil service	*Regional*	*On a scale of 0 to 10, where 0 is not at all and 10 is completely, how much do you trust each of the following? The regional civil service*	Added to measure the difference between the national and regional civil service
Integrity	Independence of judiciary from political influence	*National*	*If a court is about to make a decision that could negatively impact on the government's image, how likely or unlikely do you think it is that the court would make the decision free from political influence?*	Deleted and replaced with a new question on checks and balances
Integrity	Checks and balances between the executive and legislative	*National*	*If a corporation promoted a policy that benefited its industry but could be harmful to society as a whole, how likely do you think it is that the national government would agree to the corporation's demand?*	Added to measure government accountability and as a driver of trust in the parliament
Reliability	Government preparedness for an emergency	*National*	***2021**: If a new serious contagious disease spreads, how likely or unlikely do you think it is that government institutions will be prepared to protect people's life?* ***2023**: If there was a large-scale emergency, how likely do you think it is that government institutions would be ready to protect people's lives?*	Modified to measure how governments react to a large-scale emergency to broaden the scope from a health emergency, relevant in 2021 due to the ongoing pandemic
Reliability	Stability of business environment	*National*	*How likely or unlikely do you think it is that the business conditions that the government can influence (e.g. laws and regulations businesses need to comply with) will be stable and predictable?*	Deleted as the share of individuals answering 'don't know' was the second highest across all survey questions in 2021 (10.5%) and feedback received that this may have

[5] For example, the response option '*Not applicable – I don't read, watch or listen to news*' was implemented to the survey question '*Which of the following factors matter the most to you in deciding whether the news is trustworthy?*'.

				been unclear
Reliability	Regulation of new technologies	*National*	*If new technologies (for example artificial intelligence or digital applications) became available, how likely do you think it is that the national government will regulate them appropriately and help businesses and citizens use them responsibly?*	Added to capture a new aspect of reliability on the handling of new technologies
Responsiveness	Evidence-based government decision	*National*	*If the national government takes a decision, how likely do you think it is that it will draw on the best available evidence, research, and statistical data?*	Added as countries suggested a question on scientific evidence in policy making. Previously explored in Portugal Case Study (OECD, 2023[4])
Openness	Clear explanation of government reform	*National*	*If the national government was carrying out a reform, how likely do you think it is that it would clearly explain how you will be affected by the reform?*	Added to explore the link between public communication and trust in public institutions
Fairness	Procedural fairness: interaction with government employee	*Local*	*If a public employee has contact with the public in the area where you live, how likely or unlikely is it that they would treat both rich and poor people equally?*	Deleted as the responses were similar to the question that asked about equal treatment based on other characteristics
Fairness	Procedural fairness: interaction with government employee	*Local*	***2021**: If a government employee interacts with the public in your area, how likely or unlikely do you think it is that they would treat all people equally regardless of their gender, sexual identity, ethnicity or country of origin?* ***2023**: If a public employee interacted with the public in the area where you live, how likely do you think it is that they would treat all people equally regardless of their income level, gender identity, sexual orientation, ethnicity or country of origin?*	Modified to combine equal treatment based on socio-economic and other individual characteristics (previously two separate questions)
Fairness	Distributive fairness: fair treatment of societal groups	*National*	*If the national parliament/congress debated a new policy, how likely do you think it is that it would adequately balance the needs of different regions and groups in society?*	Added to measure another aspect of fairness in addition to procedural fairness, covering equity between population groups

Note: The table shows the main differences in the trust and public governance driver survey questions in the English baseline questionnaire between 2021 and 2023. Blue shows new survey questions added in the 2023 survey wave; green modified survey questions; and red deleted survey questions from the 2021 survey wave.
Source: OECD Trust Survey 2021 and 2023.

Maintaining accuracy and consistency across all languages and country contexts is a crucial element for surveys that are conducted in several countries. The translation procedure followed for the 2021 Survey was repeated in 2023. This process included translation by professional translation agencies, adaptations to the national linguistic and institutional particularities for languages spoken across multiple countries, and reviews of the translations by native speakers from the OECD Secretariat and country experts with knowledge about public governance from national administrations (Nguyen et al., 2022[5]). In addition, translators sought to maintain consistency to the 2021 translation, except in limited cases where alternative translations were believed to significantly improve question comprehension.

The scripted survey was piloted across all 24 countries where data collection was carried out by Ipsos. This pilot phase, conducted over two days before the main data collection period, ensured the survey was correctly scripted and translated in all participating countries. For example, the term referring to the last elections in Switzerland was adapted in all languages and the survey question about trust in the regional government and regional civil service was adjusted in a few countries. The pilot involved between 90 and 200 respondents per country, with a total of 3 301 respondents completing the pilot survey across

the 24 countries.[6] This piloting phase was crucial for ensuring that the survey questionnaire was of a reasonable length, with average response times ranging from 15 to 20 minutes and to assess that the survey questions were understandable, indicated by the number of responses to the response options 'don't know' or 'prefer not to answer'. All piloting responses were deleted before the main data collection except of in Canada, Colombia and South Korea, because of implemented changes in the questionnaire, including revisions in the income deciles. In addition, 12% of survey responses in the pilot were flagged for lower data quality, a figure that dropped to 6% in the main survey data collection.[7]

[6] The number of completed pilot surveys exceeded 200 in Chile (817) but remained below 90 in the Netherlands (88), South Korea (84), and Luxembourg (77).

[7] The criteria used to assess 'low data quality' was based on an interview duration below 50% of the country's median duration, response patterns and non-response (don't know and prefer not to answer).

Box 2.1. Country Case Studies and additional survey questions

Australia, Chile and Slovenia chose to conduct an in-depth case study or shorter policy lessons brief with the OECD Secretariat. This work provided the countries the option to add survey questions to the baseline questionnaire tailored to the countries' needs (Table 2.2). The questions implemented in *Australia* aimed to capture whether the population felt the Australian government and its public service would act in the public interest. *Chile* was curious about the other side of the citizen and government relationship, namely if people perceive the government can trust fellow citizens to provide accurate information; and the perceived ability of regional representatives to voice regional views given recent decentralisation reforms. Lastly, in *Slovenia*, survey questions were added to gain further insight into patterns of information consumption about the national government and policies, to better understand the relation between public communication and trust.

Table 2.2. Additional survey questions in Australia, Chile and Slovenia

Survey module	Concept: What is measured?	Survey question	Country
Trust	Trust in electoral system/civil society organizations	*On a scale of 0 to 10, where 0 is not at all and 10 is completely, how much do you trust each of the following?*	Chile
Trust	Reciprocal trust: Trust of Chilean government in citizens	*On a scale of 0 to 10, to what extent would you say the Chilean government can trust citizens to provide accurate information when applying for benefits or paying taxes?*	Chile
Integrity	APS gives government honest advice on new policy (11-point scale)	*If a government minister considers a new policy, how likely do you think it is that the Australian Public Service will give Government Ministers honest advice?*	Australia
Openness	Opportunity of regional representatives to voice regional views and needs	*If a decision affecting your region is to be made by the national government, how likely or unlikely do you think it is that regional representatives would have an opportunity to voice regional views and needs?*	Chile
Openness	Confidence in country's ability to cooperate with stakeholders	*On a scale of 0 to 10, how confident are you in the national government's ability to cooperate with other national stakeholders, such as private sector organisations and trade unions to better tackle long-term challenges?*	Chile
Background	Social mobility: Prospects of personal economical situation	*Thinking about your current economic situation and future prospects, do you think you will do better, worse or about the same as your parents have?*	Chile
Background	Feeling of physical insecurity: Frequency of worrying about crime	*How often, if at all, do you worry about becoming a victim of a violent crime in [Country]?*	Chile
Background	Australian government acting in best interest of society	*How strongly do you agree or disagree with each of these statements? - Australian Government institutions act according to the best interest of society.*	Australia
Background	Australian Public Service looks out for long-term interests of society	*How strongly do you agree or disagree with each of these statements? - The Australian Public Service looks out for the long-term interests of society, even as elected governments and society change.*	Australia
Background	Sources of information	*On a typical day, from which of the following sources do you get information about the national government activities and policies of [COUNTRY]?*	Slovenia
Background	Getting information passively or actively	*In general, do you tend to come across information about national government activities and policies by chance, or do you deliberately look for such information?*	Slovenia

Note: The table shows the survey questions that were implemented in the 2023 OECD Trust Survey in Australia, Chile and Slovenia.

2.2 Sampling design

Following the methodology from the 2021 survey wave, the 2023 survey implemented a non-probability sampling approach, based on *ex-ante* country-level quotas on the distribution of age, gender, education and regions (hard quotas) and income (soft quota)[8]. Using a non-probability design for sample construction often offers a quicker and more cost-effective way to gather survey data via online panels (Vehovar, Toepoel and Steinmetz, 2016[6]). Essentially, non-probability sampling does not provide an equal chance of selection for each adult person in a specific country, as survey respondents are selected from an online panel and the chance of being selected is determined by the quotas. The country-specific quotas of the country distribution of age, gender, education and region ensures national representativeness of the data for these characteristics, in addition to *ex-post* weighting of the data (section 3.1). For the Trust Survey, the quotas were derived from national statistics, census data or administrative data, OECD or other internationally comparable data sources, such as Eurostat (Table 2.3).

Table 2.3. Overview on hard and soft sampling quotas and related survey questions

	Categories	Related survey questions	Source
Age	**Six groups:** 18-24, 25-34, 35-44, 45-54, 55-64, 65+	**Birth year**: In which year were you born?	Latest census; national statistics
Gender	**Two groups:** female and male	**Gender with a non-binary and prefer not to say option**: How would you describe yourself? 1=Male, 2=Female, 3=Another gender, 98=Prefer not to say	Latest census; national statistics
Education	**Three groups:** low (<upper secondary), medium (upper & post-secondary), high (tertiary)	**Country-equivalent ISCED 2011 levels**: What is your highest level of education? • ISCED 0=I did not complete any formal education/Early childhood education; • ISCED 1=Primary education; • ISCED 2=Lower secondary education (GCSEs or equivalent level); • ISCED 3=Upper secondary education (A-Levels or baccalaureate); • ISCED 4=Post-secondary, non-tertiary education (generally vocational/ professional qualification of 1-2 years, e.g. college; • ISCED 5=Short-cycle tertiary education (vocational education and training, studying towards a non-academic degree, e.g. nursing; • ISCED 6=Bachelors or equivalent level degree; • ISCED 7=Masters or equivalent level degree; • ISCED 8=Doctoral or equivalent level degree	Latest census; national statistics: Group classification based on ISCED-2011 definition
Large Region	**Number varying by country**	1. **Country-relevant large regions**: In which region do you live? (in EU countries: NUTS classification) 2. **Country-relevant postcodes or lowest spatial unit**: In which municipality do you live? What is your postcode?[9]	OECD.Stat: Regional Demography – Population, Large regions

[8] Hard quotas mean that the pre-identified number of respondents was achieved. In the case of soft quotas, fewer respondents as originally planned were assigned in some groups that were harder to reach during the data collection to achieve the final sample size. Further differences were adjusted with post-stratification weights (see section 3.1). In practice, however, the use of strict (hard) quotas means that weighting only provides a marginal difference in the average response values by question.

[9] The postcode question included the following note: 'This question may be considered personal. We would like to remind you that your participation is strictly voluntary and that your responses are used for research purposes only. The answers that you provide will be presented in aggregate form and none of them will be linked back to you in any way. All data will be collected and processed in adherence to the Market Research Society's Code of Conduct and the General Data Protection Regulation (GDPR).'

Income	**Three groups:** bottom 20%, middle 60%, top 20%.	**Monthly household income based on country specific deciles**: Could you please indicate your household's monthly income (that is, after income taxes have been paid)?	OECD Income Distribution Database/ European Social Survey/Household Income Surveys

Note: The table shows the groups used in the four hard quotas (age, gender, education and large region) and the soft quota (income) to ensure national representative survey data based on these characteristics.

The design of the quotas followed the 2021 survey implementation to ensure data comparability, while updating country-level distributions with new data sources where relevant. This survey design allows for representative survey data by each of the quota categories separately across each surveyed country. However, one of the restrictions is that the survey data is not nationally representative at the intersection of subgroups across the quota variables. For example, while the share of women and of under-30 year olds in the sample generally corresponds to the share of women and under-30 year olds in the population, the share of under-30 year old women included in the sample does not necessarily correspond to the share of under-30 year women in the population.

The choice of quota categories and their practical implementation generally followed the procedure from 2021 (Nguyen et al., 2022[5]), but some particularities are worth noting:

- As indicated in Table 2.3, the **education quota** was intended to be based on three groups (low, medium and high education). Employing the International Standard Classification of Education scheme (ISCED 2011) (UNESCO, 2012[7]), respondents were asked to specify their highest level of education attained, corresponding to the equivalent level within their country's educational framework. However, the 'low' education demographic group represented a small share of the panels in certain countries, providing challenges to reach the quota target for education even when the survey provider drew on additional panels. For this reason, education levels were combined into two groups (1- low/medium and 2- high) in Chile, Costa Rica, Colombia, Denmark, Greece, Estonia, Portugal, and South Korea.
- The **quota targets for regions** were established based on the OECD's territorial grid definitions of regions (OECD, 2022[8]), which classifies sub-national regions into two groups: large regions (Territorial Level 2, TL2) and small regions (Territorial Level 3, TL3). Typically, large regions correspond to the first administrative boundary below the national or federal level.

In some countries where the data collection was managed by National Statistical Offices or by other survey providers, the sampling deviated from non-probability sampling. These sampling approaches included a variety of sampling frames suitable for (a mix of) telephone, face-to-face and paper-based survey data collection. In *Finland*, the survey was an add on to the Consumer Confidence Survey and the Statistics Finland census database was used as the sampling frame (Statistics Finland, 2023[9]). The stratified random sample in *Iceland* was selected from the Social Science Institute's online panel, for which panel members are recruited through telephone interviews, using random samples drawn from Iceland's National Register (SSRI, 2023[10]). In *Ireland*, the sampling frame was drawn from the Central Statistics Office's census and matched to a non-probability sample based on gender, age group, education level, household size, principal economic status, and housing status. The survey in *Norway* was incorporated as one out of three survey parts into the regular Citizen Survey managed by the Agency for Public and Financial Management and survey provider Verian, based on a random sample from the Norwegian Population Register (Verian, 2024[11]). In the *United Kingdom*, respondents included those that had previously participated in the Labour Force Survey, while addresses for Northern Ireland residents were a random sample drawn from a list of all residential addresses in the country and provided by the Northern Ireland Statistics and Research Agency (Office for National Statistics, 2024[12]). Lastly, *Mexico* implemented face-to-face survey interviews in urban households based on a probabilistic, stratified

household selection. Even though the selection of the sample followed the same criteria as in the 2021 OECD Trust Survey (probabilistic, stratified, and clustered) (Nguyen et al., 2022[5]), the survey's size and scope was increased by including a representative city in each of the states of the country to achieve greater national representativeness. The sampling was carried out in three stages: first, the selected cities were divided into sets of households, which constitute the primary sampling units (PSU), based on the Census-based National Housing Framework; then, PSUs were grouped into strata according to various sociodemographic criteria; and finally, PSUs were randomly selected within each stratum, and an adult respondent within each selected household.

3 Data collection

The data collection of the 2023 Trust Survey wave was primarily carried out from mid-October to the end of November 2023 (Table 3.1). Exceptions were Finland and Iceland, where the data collection predominantly took place in October 2023; Ireland, Mexico and the United Kingdom, where it already started in late September; and Norway, where it lasted from October to mid-December 2023, partially due to delays in scanning incoming paper based questionnaires (Verian, 2024[11]). The total number of valid responses collected in the 2023 Trust Survey across 30 OECD countries was 58 230. At the outset of the data collection process, the survey targeted a final number of 2 000 respondents aged 18 and above in most countries. Except for Iceland, Finland, and Luxembourg[10], all countries achieved a minimum of 1 900 responses. The median interview duration across 29 countries was 14 minutes and 25 seconds per respondent.[11] In Mexico, where the survey was conducted face-to-face, the average response time lasted 45 minutes.[12] The response rates varied from 40% to 70% in most surveyed countries, aligning closely with the rates observed in the previous wave (Nguyen et al., 2022[5]; OECD, 2021[13]).

Table 3.1. Data collection overview

Country	Sample size (net final)[13]	Languages	Fieldwork dates	Response rate[14]	Median interview duration
Australia	2,020	English	25 Oct – 26 Nov	59%	12 mins, 47 secs
Belgium	2,000	French, Flemish	25 Oct – 20 Nov	70%	11 mins, 39 secs
Canada	2,002	English, French	14 Oct – 25 Nov	58%	11 mins, 54 secs
Chile	2,008	Spanish	25 Oct – 27 Nov	51%	16 mins, 43 secs
Colombia	2,067	Spanish	16 Oct – 25 Nov	39%	17 mins, 23 secs
Costa Rica	2,019	Spanish	25 Oct – 28 Nov	47%	16 mins, 43 secs
Czechia	2,002	Czech	25 Oct – 24 Nov	57%	13 mins, 39 secs
Denmark	2,016	Danish	25 Oct – 27 Nov	58%	12 mins, 13 secs
Estonia	2,016	Estonian, Russian	26 Oct – 26 Nov	49%	17 mins, 45 secs
Finland	1,035	Finnish, Swedish,	1 Oct – 19 Oct	47%	17 mins, 24 secs

[10] The target number of responses in Luxembourg was 1 000.

[11] In the data collection managed by Ipsos, the average survey duration ranged from 11 to 19 minutes across the 24 countries. The average length was shorter than that observed during the pilot phase, which varied between 15 and 20 minutes. The reason is that a few questions were excluded after the pilot to minimise drop-out throughout the data collection.

[12] One of the reported challenges in Mexico was that, in a face-to-face data collection mode, respondents can express doubts about what they are asked and that some questions were difficult to understand.

[13] Net final sample size refers to the total number of completed interviews in each of the countries used in the data analysis, excluding respondents that did not complete the questionnaire, and after data cleaning.

[14] The response rate in online surveys were calculated as the sum of completed surveys (prior to quality assessment), divided by the total of completed interviews, and respondents who were screened out (such as those under 18 or declining to answer questions on respondents' region), over-quota cases (survey terminated due to quota fulfilment), and respondents who dropped out (those who initiated the survey but did not finish all questions, resulting in partially completed surveys).

		English			
France	2,000	French	25 Oct – 20 Nov	67%	11 mins, 45 secs
Germany	2,000	German	25 Oct – 18 Nov	73%	11 mins, 25 secs
Greece	2,116	Greek	25 Oct – 23 Nov	47%	13 mins, 52 secs
Iceland	1,253	Icelandic	3 Oct – 4 Nov	38%	19 mins, 38 secs
Ireland	1,969	English	20 Sep – 23 Oct	40%	19 mins, 22 secs
Italy	2,000	Italian	25 Oct – 20 Nov	57%	11 mins, 14 secs
Latvia	2,027	Latvian, Russian	26 Oct – 26 Nov	47%	16 mins, 17 secs
Luxembourg	1,009	German, French, English, Luxembourgish	26 Oct – 24 Nov	53%	16 mins, 10 secs
Mexico	1,965	Spanish	25 Sep – 4 Oct	84%	45 min*
Netherlands	2,011	Dutch	25 Oct – 27 Nov	43%	11 mins, 43 secs
New Zealand	2,004	English	25 Oct – 27 Nov	61%	13 mins, 28 secs
Norway	2,671	Nynorsk, Bokmål, Sami, English, Polish	3 Oct – 12 Dec	13%	17 mins
Portugal	2,021	Portuguese	25 Oct – 27 Nov	56%	14 mins
Slovak Republic	2,016	Slovak	25 Oct – 17 Nov	56%	14 mins, 9 secs
Slovenia	2,019	Slovenian	26 Oct – 28 Nov	68%	13 mins, 18 secs
South Korea	2,016	Korean	16 Oct – 26 Nov	49%	10 mins, 12 secs
Spain	2,024	Spanish	25 Oct – 22 Nov	51%	11 mins, 50 secs
Sweden	2,001	Swedish	25 Oct – 19 Nov	60%	12 mins 45 secs
Switzerland	2,004	German, French, Italian	25 Oct – 27 Nov	57%	12 mins 56 secs
UK	1,919	English, Welsh	27 Sep – 23 Oct	46%	18 mins 54 secs
OECD	58,230 (total)	20 languages	20 Sep – 12 Dec	55% (average)	14 mins, 25 secs**

Note: The median interview duration in countries managed by Ipsos were calculated after excluding low-quality interviews from the dataset.
* The response rate in Mexico corresponds to the average and was considerably longer as the survey data was collected face-to-face.
** The OECD median excludes Mexico because it implemented as the only country a face-to-face survey, which resulted in considerably longer interview times compared to other countries.

As was the case in 2021, in most countries, the survey was conducted online, and respondents were recruited via an online panel. In the 24 countries in which Ipsos collected the data, the sample was based on Ipsos' and partners' online panels, comprised of individuals in each country who willingly signed up to be engaged in market research surveys (Table 3.2).[15]

Table 3.2 Survey providers and data collection by country

Country	Survey Provider	Data collection method	Online panel(s) or sampling frame	Quotas	Weighting method
Australia	Ipsos	Online	Dynata, Pure Spectrum, Lucid, Cint	gender, age, region, education	Rim weighting
Belgium	Ipsos	Online	Isay, Dynata	gender, age, region, education	Rim weighting
Canada	Ipsos	Online	Isay, Dynata, Cint	gender, age, region, education	Rim weighting
Chile	Ipsos	Online	Isay, Dynata, Netquest, Borderless, Cint, Thinknow	gender, age, region, education	Rim weighting
Colombia	Ipsos	Online	Isay, Dynata, Netquest, Cint, Thinknow, Offerwise, Borderless	gender, age, region, education	Rim weighting
Costa Rica	Ipsos	Online	Offerwise, Cint, Thinknow	gender, age, region, education	Rim weighting

[15] To engage a diverse number of respondents, Ipsos drew on a variety of partners with online panels, ensuring reliable data protection. A range of online channels including social networks, email lists, banners, websites, text ads, and search engines were used to recruit individuals to the panel. Ipsos regularly updates its online panels using a variety of sources and methods to sustain the representativeness and achieve high response rates.

Czechia	Ipsos	Online	Dynata, Cint	gender, age, region, education	Rim weighting
Denmark	Ipsos	Online	Isay, Dynata, Cint, Lucid, Pure Spectrum	gender, age, region, education	Rim weighting
Estonia	Ipsos	Online	Norstat, Cint	gender, age, region, education	Rim weighting
Finland	Statistics Finland	Online, telephone	Consumer Confidence Survey	gender, age, region, education	Calmar
France	Ipsos	Online	Isay, Dynata	gender, age, region, education	Rim weighting
Germany	Ipsos	Online	Isay, Dynata	gender, age, region, education	Rim weighting
Greece	Ipsos	Online	Dynata, Cint, xpresspanel, Pure Spectrum, Lucid, Data diggers, Talk online	gender, age, region, education	Rim weighting
Iceland	Social Science Research Institute	Online	Social Science Research Institute internet panel	gender, age, region, education	Rim weighting
Ireland	Central Statistics Office	Online	LFS / Central Statistics Office	gender, age, education, household size, principal economic status, and housing status*	Cell weighting
Italy	Ipsos	Online	Isay, Dynata	gender, age, region, education	Rim weighting
Latvia	Ipsos	Online	Norstat, Cint	gender, age, region, education	Rim weighting
Luxembourg	Ipsos	Online	Ilres SA	gender, age, region, education	Rim weighting
Mexico	INEGI	Face-to-face	INEGI	Randomly selected households based on complex sampling	Probability weights
Netherlands	Ipsos	Online	Isay, Dynata, Cint	gender, age, region, education	Rim weighting
New Zealand	Ipsos	Online	Isay, Dynata, Cint, Pure profile	gender, age, region, education	Rim weighting
Norway	Verian/ Kantar	Online, paper-based	Verian (formerly Kantar Public)	gender, age, region	Cell weighting
Portugal	Ipsos	Online	Dynata, Cint, Netquest	gender, age, region, education	Rim weighting
Slovak Republic	Ipsos	Online	Dynata, Cint, Narodni Panel	gender, age, region, education	Rim weighting
Slovenia	Ipsos	Online	JTN, Cint, Talk Online	gender, age, region, education	Rim weighting
South Korea	Ipsos	Online	Isay, Dynata, Rakuten, Cint	gender, age, region, education	Rim weighting
Spain	Ipsos	Online	Isay, Dynata, Cint	gender, age, region, education	Rim weighting
Sweden	Ipsos	Online	Isay, Dynata, Cint	gender, age, region, education	Rim weighting
Switzerland	Ipsos	Online	Isay, Dynata, Cint, Talk Online, Lucid, Pure Spectrum, Data diggers	gender, age, region, education	Rim weighting
United Kingdom	Office for National Statistics	Online, telephone	Office for National Statistics (ONS), Northern Ireland Statistics and Research Agency (NISRA)	gender, age, region, education	Rim weighting

Note: * The housing status in Ireland refers to whether individuals are renting or owning the place they live in, considered important due to a deteriorating housing situation in Ireland.

Despite proportionally reaching out more to hard-to-reach population groups, it remained more challenging in some countries to reach older respondents and those with a lower education. Prior to the data collection, Ipsos identified respondents with lower levels of education and individuals aged 18-24 and aged 65 and over as more difficult to reach; and therefore initially sent out invitations to panel members with these characteristics.[16] Moreover, the survey provider collaborated with additional survey

[16] For example, Ipsos began inviting the remaining age groups to participate in the survey only after achieving an 80% target completion rate for both the 18-24 and 65+ age groups in each respective country.

panel providers to ensure a more comprehensive representation of diverse population segments within the survey data; and extended fieldwork in Costa Rica, Chile, Colombia, Greece, Portugal and Slovenia. Despite these steps, the originally targeted quotas could not be achieved in all countries. For this reason, the low and medium education groups were consolidated in Chile, Costa Rica, Colombia, Denmark, Greece, Estonia, Portugal, and South Korea. In the countries where data collection was extended, responses that were missing in the 65+ age category from quota targets were compensated for by additional respondents in the 55-64 age group.

In four out of the six countries where survey data was collected by National Statistical Offices or by country's own survey providers, data collection methods other than online surveys were employed (Box 3.2). *Norway* used online surveys as their primary data collection mode, complemented with a paper based version for individuals who opted out of accessing public services digitally and the elderly population (75+), for whom it may be more difficult to access the questionnaire online (Verian, 2024[11]).[17] In *Finland* and the *United Kingdom*, respondents were given a choice and the majority of respondents participated through online surveys, with only a minority who opted for telephone interviews (Statistics Finland, 2023[9]; Office for National Statistics (ONS), released 1 March 2024[14]). In *Mexico*, respondents were exclusively interviewed in-person.

Box 3.2. Data collection in countries who conducted the survey via their own providers or statistical offices

In 24 countries, the survey data was collected by the survey provider Ipsos. However, six countries opted to administer the 2023 survey wave independently using their own survey providers or statistical offices:

- In **Finland**, the Trust Survey questions were included in the Consumer Confidence Survey. The sample was selected based on a single-stage cluster sampling of the registered population (Statistics Finland) by gender, age, education, and region of residence. Respondents participated either online (89%) or via a telephone interview (11%). The survey was conducted in three languages (Finnish, Swedish, and English).
- In **Iceland**, a stratified random sample of 3 623 individuals was drawn from the Social Science Institute's online panel and invited to participate in an online survey. Panel members are recruited through telephone interviews, using random samples drawn from Iceland's National Register. Iceland quotas were structured based on seven age groups: 18-25, 26-35, 36-45, 46-55, 56-65, 66-75, and 76+, but younger people turned out to be more difficult to reach.
- In **Ireland**, 5 000 individuals were drawn from the Central Statistics Office's (CSO) census population register. This sample was matched to a non-probability sample based on gender, age group, education level, household size, principal economic status, and housing status. The selected individuals received an email from the CSO and were asked to complete the questionnaire online. With the aim of expanding the sample size among the youth, Ireland implemented a probability sample matched to a non-probability sample.

[17] For the entire Citizen Survey, around 14% of respondents were invited via postal invitations in Norway. 25% of those people who were invited via postal mail participated in the survey, but only 13% of people invited online took part in the survey (Direktoratet for forvaltning og økonomistyring, 2024[24]). One potential explanation for this lower response rate among online respondents may be that the response rate is generally lower among the young than among the elderly (Verian, 2024[11]).

- In **Mexico**, the survey was administered face-to-face employing probabilistic sampling at various levels: areas within cities, households within those areas, and individuals within households. The average duration of those face-to-face interviews was longer than in other online surveys (45 minutes), due to the complexity of the survey questions being administered via an interviewer. 1 965 respondents from 2 340 randomly selected households in urban areas participated in the survey.
- In **Norway**, the Trust Survey component of the Citizen Survey was distributed to 20 000 residents who had been selected from the official population register. The survey was fielded within the regular Citizen Survey, which is carried out by the Norwegian Agency for Public and Financial Management (DFO). The survey provider Verian (formerly Kantar Public) managed the data collection process. Several measures were implemented to reach younger and older age groups during the sampling process. With advanced stratification techniques, a disproportionately high proportion of young respondents were included in the sample due to previous encountered low response rates among the young. Additionally, all people over the age of 75, together with those who opted out of being contacted digitally, received a paper-based survey by post. 75% of responses were submitted digitally, while 25% were sent via postal forms.
- In the **United Kingdom**, the survey was administered by the Office for National Statistics. While most respondents completed the survey online, a small proportion (1.7%) participated via telephone interview, which was included as an option. A total of 4 135 adults aged 18 and over living in the United Kingdom were selected and invited to participate. Participants were selected from individuals who had previously participated in the Labour Force Survey for residents of Great Britain. For residents of Northern Ireland, addresses were sampled from an address register from the Northern Ireland Statistics and Research Agency (NISRA).

3.1 Selection of valid responses and post-stratification weighting

Survey responses with low quality and those stopping midways because respondents dropped out of the survey were removed from the data. These low-quality responses included so-called speeders (respondents who answered too fast without paying attention to the survey questions), straightliners (answering the same response across the survey questionnaire) and non-response (answering many times 'don't know' or 'prefer not to answer' where available or dropping out). Further checks on interview duration and non-response rates were conducted to ensure high quality and consistency of survey responses. The analysis concluded that the percentage of low-quality was 6% on average across countries. Following this quality control, the post-stratification weighting was based on these complete and valid responses.

Post-stratification weights are applied to account for any discrepancies between the quota target and the achieved distribution. Post-stratification weighting, a statistical technique, is used to improve the representativeness of the sample by calculating weights for each individual survey response based on known population characteristics. Similar to the 2021 survey wave, weights were calculated using in most countries the 'random iterative method' (RIM)[18] to align the unweighted within-country distribution by age,

[18] RIM weighting, or 'raking', is a technique used to adjust survey data so that it more accurately reflects the distribution of the overall population within each surveyed country. Essentially, it assigns different weights to each survey response based on certain characteristics (in the Trust Survey: age, gender, education, large region). The weighting helps to ensure that the sample matches the target population proportions, making the survey results more reliable and representative by country.

gender, education and larger regions with the target distribution (Table D.1).[19] A detailed sample composition with weighted and unweighted shares of these variables are provided in Annex D.

The comparative analyses between the weighted samples and the target distribution shows that post-stratification weights efficiently minimised within-country variations across most socio-demographic quota variables. Nevertheless, despite the use of quotas and post-stratification weights, the weighted distribution deviates from the within-country distribution by education and age in a few countries. In Chile and Greece, the combined low and medium education group deviated by 6 and 2 percentage points, respectively, from the actual distribution, and the weighted distribution of the age group 65+ in Costa Rica differed from the actual distribution by 8 percentage points.

The underrepresentation of elderly respondents aged 65 and above, as well as lower-educated individuals, within the achieved and weighted sample in Chile, Costa Rica and Greece can be attributed to two factors. Firstly, the lower-educated and older 65+ individuals are underrepresented among panel members. Secondly, these groups additionally tend to drop out more frequently during the survey.

3.2 Preparation of the Trust Survey microdata

The compilation of the cross-country microdata required a few steps to ensure consistency across countries and data collection providers. The six countries which led their own data collection generally implemented the same baseline survey questionnaire, but there were a few variations which required additional adjustments. In particular, in most countries where the survey was conducted online, it was not possible to skip questions, but respondents were given 'don't know' as a response option, and 'prefer not to answer' when asking about sensitive questions such as income or feeling of belonging to a discriminated-against group. However, in Ireland, respondents were allowed to skip questions, and questions did not include a 'don't know' response, but 'prefer not to answer' was added for sensitive questions. Here, respondents who skipped a question were coded as having answered 'don't know' in the cross-country dataset, assuming that skipping a question captures a similar intention than answering 'don't know'. In Norway, a few responses with a high non-response (missing) rate were excluded for comparability reasons[20], as in the cross-country data collection by Ipsos all respondents were forced to answer all questions, unless they responded 'don't know' or 'refuse to answer' for sensitive questions. In Iceland, 37 responses were deleted as these respondents provided too few responses. Lastly, a few countries altered the order of the questionnaire, implemented different randomisation patterns, or deleted/added a few survey questions or response items not deemed relevant in their country context. All of these country-specifics were reflected when compiling the final cross-country microdata base. Some of the phrasing of certain survey questions were altered to a positive (or negative) direction. In the 24 countries collected by Ipsos, this corresponded to a negative formulation of the survey question on corporations' demands.[21] Consequently, all questions in the final cross-country dataset followed the same (positive) directional format.

[19] For the survey weighting, respondents were categorized into different groups (strata) based on the variables age (18-24, 25-34, 35-44, 45-54, 55-64, 65+), gender (male, female), education (low, medium, high), and region (TL2 in most countries) to correct for the deviations observed in the final data.

[20] In the Norwegian dataset, all respondents who had more than 6 missing responses on the main public governance drivers were excluded, resulting in a final number of observations of 2 671 compared to 2 764 in the original dataset.

[21] This question refers to Q7: *'If a corporation promoted a policy that benefited its industry but could be harmful to society as a whole, how likely do you think it is that the national government would agree to the corporation's demand?'*. In the final dataset, the question is coded to correspond to the question '*If a corporation promoted a policy that*

Data anonymisation steps were implemented to create a data file accessible to researchers working outside of the OECD. This process involved removing variables including postcodes (or lowest administrative units), smaller regions and household income deciles. Some of the demographic variables required top or bottom coding and grouping, using statistical disclosure control to minimise the disclosure risk of data, to prevent the re-identification of individuals based on multiple characteristics. Lastly, respondents who identified as 'another gender' or preferred not to answer to this question were recoded as missing.

benefited its industry but could be harmful to society as a whole, how likely do you think it is that the national government would refuse the corporation's demand', meaning that the 'likely' response corresponds to an expectation of positive behaviour.

4 Data quality assessment

Assessing the data quality of survey measures, by evaluating their accuracy, reliability and validity, is an important part for the reporting and publication of governance statistics. 'Accuracy' refers to the closeness of a survey measurement to the true value in the population. 'Reliability' ensures the measure's consistency over time and across various methodologies, while 'validity' assesses whether the measure truly reflects the theoretical concepts it aims to capture (OECD, 2017[15]). The data quality of the Trust Survey, along with practical guidance for statistical offices and data collection agencies, will be further evaluated in the updated Guidelines on Measuring Trust in Public Institutions, expected to be published later during 2024.

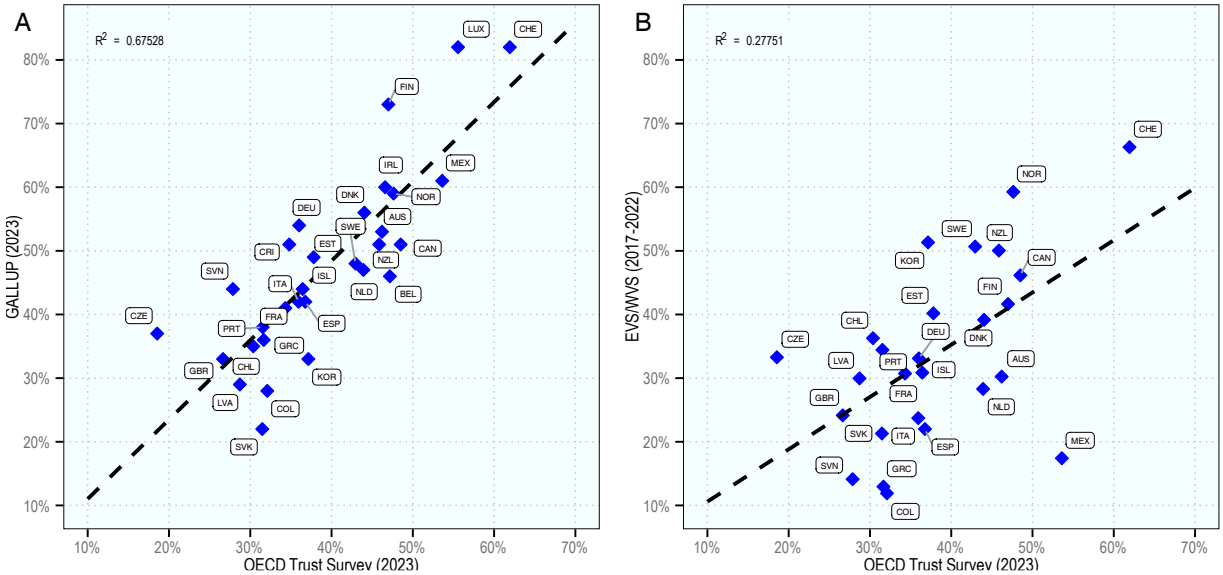
4.1 The accuracy, reliability and validity of the 2023 Trust Survey

Standard errors are an important measure to assess the accuracy of survey results. They are important in survey research, because they account for the fact that surveys only include a sample of people rather than everyone in a country, providing an estimate of how accurate the findings based on the sample compared to the true population are. Similar to the 2021 findings report (OECD, 2021[13]), the main findings are presented using an aggregated 11-point response scale: 0-4 = low or no trust/unlikely/not confident; 5 = neutral; 6-10 = high or moderately high trust/likely/confident. A 'don't know' option is reported separately. This approach to aggregating survey responses helps minimise potential country-specific biases and response patterns. Standard errors were calculated for all survey responses, for each of the surveyed countries, including the proportions of people who answered 'high or moderately high trust/likely/confident', 'neutral', 'low or no trust/unlikely/not confident', and 'don't know', as well as for differences between socio-economic and demographic groups. Similarly to the 2021 survey wave, having achieved sample sizes of around 2 000 in most countries, the standard errors are quite small, being at around 1% for the main trust and public governance driver questions across countries.

The reliability of survey results refers to how consistent a measure is across surveys and over time. Essentially, the data reliability ensures that the same results can be obtained in different situations or at different times, indicating the measure's dependability and stability. The aggregated cross-country shares of high or moderately high trust in the national government in the 2023 OECD Trust Survey have a moderately high correlation with the share of trust levels in the national government in comparable and known large cross-country surveys, as implemented in the Gallup World Poll (2023) and the World Value Survey/European Value Survey (2017-2022) (Figure 4.1). The R-Squared is 0.68 (Gallup World Poll) and 0.28 (World Value Survey/European Value Survey) respectively, implying that 68% and 28% of the variance can be explained. The lower match to the WVS as opposed to the Gallup World Poll measures is likely partially due to the larger gap to the data collection period of the OECD Trust Survey. While conducting these tests as a proof of the reliability of the OECD Trust Survey, it is important to note that the exact wording of the survey questions, response scales and data collection methodologies differ across these cross-country surveys. Nonetheless, these cross-country surveys, which are known for their implementation of trust-related questions in a large number of countries, provide a useful indication of the reliability of the 2023 OECD Trust Survey results.

Figure 4.1. Correlations between trust in government in the 2023 OECD Trust Survey and other data sources

Share of population who indicate high or moderately high trust in their national government according to different data sources, 2023

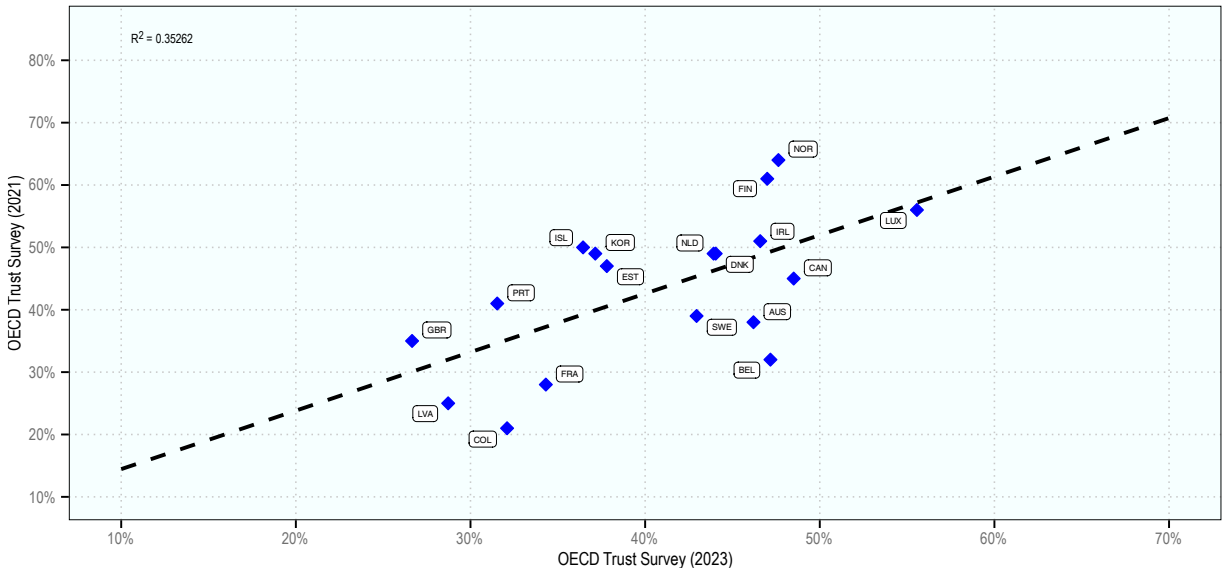


Note: The left scatterplot shows the cross-country correlation between the share of the population with high or moderately high trust in the national government in the OECD Trust Survey 2023 and the Gallup World Poll 2023. In the OECD Trust Survey this corresponds to responses 6-10 to the question: 'On a scale of 0 to 10, where 0 is not at all and 10 is completely, how much do you trust each of the following? The national government' and in the Gallup World Poll this corresponds to responses 'yes' to the question: 'In this country, do you have confidence in each of the following, or not? How about national government?'. The right scatterplot shows the cross-country correlation between the share of the population with high or moderately high trust in the national government in the OECD Trust Survey 2023 and the World Value Survey/European Value Survey (2017-2022), where the survey response corresponds to responses 'A great deal' and 'Quite a lot' (4 point response scale) to the survey question 'Please look at this card and tell me, for each item listed, how much confidence you have in them, is it a great deal, quite a lot, not very much or none at all? Government'.
Source: OECD Trust Survey 2023, Gallup World Poll 2023, World Value Survey/European Value Survey 2017-2022.

Data reliability aims to ensure the consistency of surveys' results over time. Comparing the aggregated country results for high or moderately high trust in the national government in 2021 and 2023 similarly shows a moderately high correlation. This moderate correlation confirms that – despite anticipated changes in trust (OECD, 2024[1]) – country rankings and relative results are comparable in both survey waves (Figure 4.2).

Figure 4.2. Trust in national government in 2021 and 2023 survey wave

Share of population who indicate high or moderately high trust in their national government, 2021 (y-axis) and 2023 (x-axis)



Note: The figure presents the share of 'high or moderately high trust' (responses 6-10) across two survey waves to the question 'On a scale of 0 to 10, where 0 is not at all and 10 is completely, how much do you trust the national government?'. The figure shows the 6-10 'high or moderately high trust' responses for the listed countries for which the survey question was asked in both 2021 (y-axis) and 2023 (x-axis). Mexico and New Zealand participated in the 2021 survey wave, but the survey for this year did not include the question about trust in the national government for these countries.
Source: OECD Trust Survey 2021 and 2023.

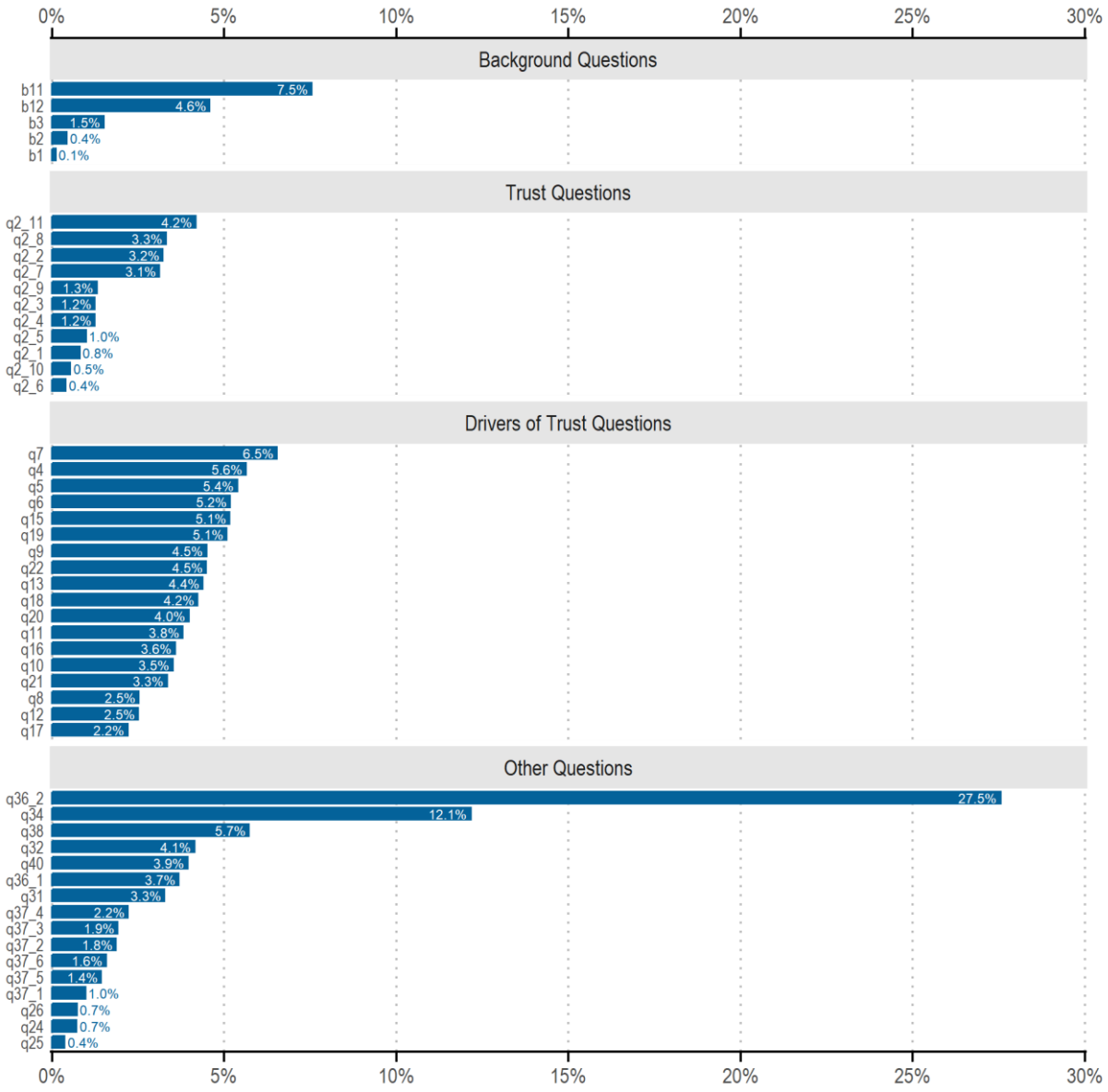
Data validity concerns the accuracy and appropriateness of a measure in capturing what it is supposed to measure. Validity includes *construct validity*, which tests if a measure aligns with theoretical expectations and the initial intentions of the survey, ensuring that the survey measures the constructs it claims to. Additionally, *face validity* refers to whether the measure appears effective and plausible, meaning it should intuitively seem to fit with underlying hypotheses and expectations.

One of the useful methods to assess the *face validity* of the Trust Survey data involves exploring the share of 'don't know' answers. A high proportion of these responses may signal shortcomings in question clarity or relevance. All questions in the Trust Survey included a 'don't know' option and in a few cases, for sensitive questions, a 'prefer not to answer' option was added. Given these two survey options, the responses to all survey questions were mandatory, with exceptions in Ireland. Across all countries, few of the survey questions showed a higher share of 'don't know' responses than 10%. Three of these questions encompass politically sensitive topics or purposefully vague questions. For example, 28% of those who did not cast a vote in the last national election (9 905 respondents in total across all countries), responded they did not know who they would have voted for – a finding that is intuitive and only corresponds to 2 722 respondents in total. The other two questions having a higher 'don't know' response asked about whether people should be able to vote directly in a referendum on national issues (12%) and whether people identify as belonging to a group that is discriminated against in the country (8%). Additionally, three of the survey questions measuring individuals' perceptions of government integrity resulted in higher 'don't know' responses than the survey questions of other public governance drivers. Besides these core questions, the non-response rate for other questions varied between 1% and 3% and generally showed lower levels than in comparable survey questions in the 2021 Trust Survey wave (Figure 4.3). This potentially indicates higher respondent engagement with the survey subject. Given

changes in the willingness to respond to the income question, it may also indicate a generally rising willingness among online panel members to answer even sensitive questions. Additionally, cognitive testing of new survey questions, in English and in Spanish, as described in section 2.1 also contributed to ensuring the validity of the questionnaire across different languages and contexts. For example, the shortening of the situational public governance driver questions through systematically removing 'or unlikely' may have slightly increased the intelligibility of questions.

Figure 4.3. Larger share of 'don't know' responses among integrity related survey questions

Share of population who answered 'don't know' across survey questions, 2023



Note: The figure shows the unweighted country average of 'don't know' responses across OECD countries. The question numbers correspond to the question numbers in Annex A.
Source: OECD Trust Survey 2023.

Another indication of problems of comprehension in online surveys is a higher drop-out rate in specific survey questions. In the countries in which Ipsos managed the data collection, the highest drop-out rates were observed after screening questions[22], as well as during the first survey module on trust in public institutions. Additionally, a total of 1 767 respondents dropped out when asked about the post code. However, this includes both people who decided to drop out themselves and those that were screened out because of filling specific quota targets. This was similarly the case for questions about education and income. Income related survey questions are often considered as more sensitive and elicit higher non-response or drop-out rates (Yan, Curtin and Jans, 2010[16]). In fact, about one in ten (5 483 respondents) across survey countries answered 'don't know' or 'prefer not to answer' for the income question, compared to 15-20% depending on the country in 2021. The drop-out rates for trust and the drivers of trust questions were evenly spread across all countries, with 1 816 and 1 193 respondents who dropped out, respectively, throughout the questionnaire when asked about the questions on trust and the questions on the core drivers of trust in public institutions.

Turning to the *construct validity* of the survey data shows that the statistical tests confirm expected data patterns (Figure E.1). For example, trust in the national government is highly correlated with trust in other public institutions. Generally, the correlation matrix highlights a sufficiently high correlation among all survey measures for trust in public institutions and the public governance drivers of trust (reliability, responsiveness, openness, integrity, fairness), ranging between a correlation coefficient of 0.3 and 0.7. Additionally, the correlation among survey questions within one public governance driver is higher (for example on openness, the correlation coefficient between opportunity to voice concerns and the government clearly explains a reform impact is 0.40), showing *construct validity* among the selected survey items in these survey modules. One of the exceptions is one of the new survey questions implemented to measure how people perceive the parliament/congress to hold the national government accountable, which generally shows to be less correlated with other public governance measures.

4.2 The analytical value of newly added survey questions

The statistical quality of the Trust Survey is important, ensuring the survey meets statistical standards of governance measures. This involves evaluating the data's accuracy, reliability, and validity, which are essential for the reporting and publication of governance statistics, as highlighted in the previous section 4.1. However, assessing the survey data also requires considering its analytical usefulness for identifying and tracking the levers of public governance that can enhance trust in the respective countries. The data aims to generate innovative and measurable insights into how public sector activities and service delivery can be instrumental to boost public trust.

The analytical value of the 2023 Trust Survey is substantial. As highlighted in the report on the Drivers of Trust in Public Institutions (OECD, 2024[1]), this edition of the survey provided a first-time opportunity to track changes in trust levels and drivers in the 20 OECD countries that also participated in the 2021 survey. Additionally, the survey introduced new topics which impact people's trust in public institutions, such as people's information environment. The survey indicators allowed not only descriptive and trend analyses but also cross-country logistic regression and decomposition analyses, examining the relationships between trust in national and local governments, parliaments, and civil services across different countries and the changes in trust levels that can be explained by the changes in the public governance drivers and

[22] Screening questions are questions that were used to mimic the survey responses to the distribution of the quota variables (i.e. age, gender, region, education and income), at times requiring respondents to drop out, if sufficient responses from people with certain socio-economic and demographic characteristics were already collected in that category.

individuals' background characteristics.

The 2023 Trust Survey featured a new question about trust in the regional civil service, aiming to measure how people's perceptions of the national and regional civil service differ. However, the comparison of these two measures revealed that most respondents did not distinguish between the two levels and provided very similar answers to both questions, providing low analytical value. The analysis resulted in consistent cross-country findings indicating high or moderately high trust in each (regional and national) civil service. As a result, the next survey wave will revert to a single question about the 'civil service', as implemented in the 2021 Trust Survey.

Overall, the Trust Survey measures have demonstrated high statistical quality. Firstly, the share of respondents answering 'don't know' to a survey question is minimal, with a few exceptions for sensitive questions (see section 4.1). Even for some of the more complex questions covering new aspects of the drivers of trust in public institutions and introduced in this year's survey wave, such as questions about government's ability to refuse corporations' interests; and regulate technologies (Table 2.1), the proportion of 'don't know' responses does not exceed 6.5% (Figure 4.3). Secondly, the correlation between survey measures is high, though it remains at a level indicating that within each driver of trust, the survey questions measure different concepts (Figure E.1). These findings give reassurance that most respondents have understood the survey questions despite all their complexities and noticed the nuances, such as the level of government and type of political institution. For instance, the question about the ability of the national parliament to hold the government accountable correlates highly with overall trust in the national parliament.

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Annex A. OECD Trust Survey 2023 Questionnaire

OECD TRUST SURVEY – INTRODUCTION

As part of its work on people's trust in government, the Organisation for Economic Cooperation and Development (OECD) has commissioned [PROVIDER] to conduct this survey on a variety of topics related to your experience with, and evaluation of government and public institutions. The survey will take around 15 minutes to complete.

Please read all the information and answers carefully. There are no right or wrong answers to questions asked in the survey. It is your honest opinion that matters to us.

As part of the survey, we will ask you some questions related to your perceptions of government and public institutions. Rest assured that either a "Prefer not to answer" or ''Don't know'' option will always be available for you to select at your discretion. Your answers throughout this survey will be kept ***confidential****. No third party will receive any information that would allow you to be identified. Your responses will be grouped together with the responses provided by all participants. Any personal data gathered in the survey will be held for no longer than 12 months. Your answers will be used strictly for research purposes and may be used to inform policy decisions in the future.*

Participation in the survey is ***voluntary*** *and you may withdraw consent at any time by contacting the support team and quoting study. Before agreeing, please also do read this information sheet.*

By agreeing to take part in this survey, ***you confirm that****:*

- *You have read the information about the survey (please click here [insert hyperlink to information screen] to read the information sheet).*
- *You are taking part in this survey by your own free will.*

Do you agree to participate given the above conditions?

1. *Yes, I have read the information above and agree to take part in the survey.*
2. *No, I do not accept [screen out]*

OECD TRUST SURVEY – INFORMATION SHEET

Purpose of the survey
The purpose of this survey conducted by [PROVIDER] is to better understand your experiences and perceptions of government and public institutions. There are no anticipated physical or psychological risks involved in taking this survey.

What is [PROVIDER's] legal basis for processing your personal data?
[PROVIDER] requires a legal basis to process any personal data collected from you. [PROVIDER's] legal basis for processing is your consent to take part in this research. If you wish to withdraw your consent at any time, please contact the support team and quote study 23-026521-01.

Confidentiality of collected data
Responses from all respondents will be combined and no individual responses will be identified in any research reports. The organisation for which [PROVIDER] is running the study will only have access to anonymous research data.

How will [PROVIDER] ensure my personal information is secure?
[PROVIDER] takes its information security responsibilities seriously and applies various precautions to ensure your information is protected from loss, theft or misuse. Security precautions include appropriate physical security of offices and controlled and limited access to computer systems. Access to the data collected will be strictly limited to [PROVIDER] personnel assigned to work on the research project.

Voluntary participation
Participation in this survey is voluntary. You can end the survey at any time by closing your browser window. If you do not complete the survey, none of your answers will be used in the analysis of survey responses.

Contact information
If you have specific questions regarding this project, as well as for usual [PROVIDER] panel participation questions and technical troubleshooting, you may contact the panel support team and reference study [23-026521-01].

Information about the Data Controller
The OECD has commissioned this research and you can contact govtrustinfo@oecd.org for more information. The OECD is committed to protecting the personal data it processes, in accordance with its Personal Data Protection Rules. If you have further queries or complaints related to the processing of your personal data, please contact the Data Protection Officer. If you need further assistance in resolving claims related to personal data protection you can contact the Data Protection Commissioner.

1. LEVELS OF TRUST

Q1. To start with, a general question about trust. On a scale from 0 to 10, where 0 is not at all and 10 is completely, in general how much do you trust most people?

- [Not at all – Completely – 97. Don't know]
  [0 1 2 3 4 5 6 7 8 9 10]

Q2. On a scale of 0 to 10, where 0 is not at all and 10 is completely, how much do you trust each of the following?

- The national government
- The state/regional government
- The local/municipal government
- The national parliament
- The political parties
- The police
- The national civil service
- The regional civil service
- The courts and judicial system
- The news media
- International organisations

2. DRIVERS OF TRUST IN INSTITUTIONS

You will now read about situations that may happen in any country and be asked how likely you think they are to occur in [COUNTRY]. The following questions are about <u>your</u> expectations of how public institutions will behave. There are no right or wrong answers, we simply would like to hear your views. Please respond on a scale from 0 to 10 where 0 means very unlikely and 10 means very likely.

2.1. Integrity

Q3. If a politician was offered a well-paid job in the private sector in exchange for a political favour, how likely do you think it is that they would refuse it?

- [Very unlikely – Very likely – 97.Don't know]
  [0 1 2 3 4 5 6 7 8 9 10]

Q4. If a Government employee was offered money by a citizen or a firm for speeding up access to a public service, how likely do you think it is that they would refuse it?

- [Very unlikely – Very likely – 97.Don't know]
  [0 1 2 3 4 5 6 7 8 9 10]

Q5. How likely do you think it is that the national parliament would effectively hold the national government accountable for their policies and behaviour, for instance by questioning a minister or reviewing the budget?

- [Very unlikely – Very likely – 97.Don't know]
  [0 1 2 3 4 5 6 7 8 9 10]

Q6. If a corporation promoted a policy that benefited its industry but could be harmful to society as a whole, how likely do you think it is that the national government would agree to the corporation's demand?

- [Very unlikely – Very likely – 97.Don't know]
  [0 1 2 3 4 5 6 7 8 9 10]

2.2 Responsiveness

Q8. If many people complained about a public service that is working badly, how likely do you think it is that it would be improved?

- [Very unlikely – Very likely – 97.Don't know]
  [0 1 2 3 4 5 6 7 8 9 10]

Q9. If there was an innovative idea that could improve a public service, how likely do you think it is that it would be adopted by the responsible institution?

- [Very unlikely – Very likely – 97.Don't know]
  [0 1 2 3 4 5 6 7 8 9 10]

Q10. If over half of the people in [COUNTRY] clearly expressed a view against national or central policy, how likely do you think it is that it would be changed?

- [Very unlikely – Very likely – 97.Don't know]
  [0 1 2 3 4 5 6 7 8 9 10]

Q11. If the national government takes a decision, how likely do you think it is that it will draw on the best available evidence, research, and statistical data?

- [Very unlikely – Very likely – 97.Don't know]
  [0 1 2 3 4 5 6 7 8 9 10]

2.3 Reliability

Q12. If there was a large-scale emergency, how likely do you think it is that government institutions would be ready to protect people's lives?

- [Very unlikely – Very likely – 97.Don't know]
  [0 1 2 3 4 5 6 7 8 9 10]

Q13. If you shared your personal data with a public agency/office/department, how likely do you think it is that it would be used for legitimate purposes only?

- [Very unlikely – Very likely – 97.Don't know]
  [0 1 2 3 4 5 6 7 8 9 10]

Q15. If new technologies (for example artificial intelligence or digital applications) became available, how likely do you think it is that the national government will regulate them appropriately and help businesses and citizens use them responsibly?

- [Very unlikely – Very likely – 97.Don't know]
  [0 1 2 3 4 5 6 7 8 9 10]

2.4 Openness

Q16. If a decision affecting your local community is to be made by the local government, how likely do you think it is that you would have an opportunity to voice your opinion?

- [Very unlikely – Very likely – 97.Don't know]
  [0 1 2 3 4 5 6 7 8 9 10]

Q17. If you needed information about an administrative service (for example obtaining a passport, registering a birth, applying for benefits, etc.), how likely do you think it is that clear information would be easily available?

- [Very unlikely – Very likely – 97.Don't know]
  [0 1 2 3 4 5 6 7 8 9 10]

Q18. If the national government was carrying out a reform, how likely do you think it is that it would clearly explain how you will be affected by the reform?

- [Very unlikely – Very likely – 97.Don't know]
  [0 1 2 3 4 5 6 7 8 9 10]

Q19. If you participated in a public consultation on reforming a policy area, how likely do you think it is that the government would adopt the opinions expressed in the consultation?

- [Very unlikely – Very likely – 97.Don't know]
  [0 1 2 3 4 5 6 7 8 9 10]

2.5 Fairness

Q20. If a public employee interacted with the public in the area where you live, how likely do you think it is that they would treat all people equally regardless of their income level, gender identity, sexual orientation, ethnicity or country of origin?

- [Very unlikely – Very likely – 97.Don't know]
  [0 1 2 3 4 5 6 7 8 9 10]

Q21. If you or a member of your household applied for government benefit or service, how likely do you think it is that your application would be treated fairly?

- [Very unlikely – Very likely – 97.Don't know]
  [0 1 2 3 4 5 6 7 8 9 10]

Q22. If the national parliament or congress debated a new policy, how likely do you think it is that it would adequately balance the needs of different regions and groups in society?

- [Very unlikely – Very likely – 97.Don't know]
  [0 1 2 3 4 5 6 7 8 9 10]

2.6 Drivers of Trust

Q23. Generally speaking, which three have the greatest impact on how much trust you have in the national government?

- The government competently carries out its tasks
- Government policies match my preferences
- Government officials abide by the same rules as everybody else
- The government engages with citizens on the most important issues, through citizens assemblies, referendum, public consultations, etc.
- The government delivers on electoral promises
- Government policies balance the interest of current and future generations

3. SATISFACTION WITH PUBLIC SERVICES

We will ask you a few questions about your use and satisfaction with specific public services.

Q24. On a scale of 0 to 10, how satisfied are you with the education system in [COUNTRY]?

- [Not at all satisfied – Completely satisfied – 97.Don't know]
  [0 1 2 3 4 5 6 7 8 9 10]

Q25. On a scale of 0 to 10, how satisfied are you with the healthcare system in [COUNTRY]?

- [Not at all satisfied – Completely satisfied – 97.Don't know]
  [0 1 2 3 4 5 6 7 8 9 10]

Q26. On a scale of 0 to 10, how satisfied are you with the quality of administrative services in [Country] (for example applying for an ID, registering a birth or applying for benefits)?

- [Not at all satisfied – Completely satisfied – 97.Don't know]
  [0 1 2 3 4 5 6 7 8 9 10]

Q27. In the last 2 years, have you or somebody in your household been enrolled in an educational institution in [COUNTRY]?

- Yes
- No
- Don't know

Q28. In the last 12 months, have you or somebody in your household personally made use of the healthcare system in [COUNTRY]?

- Yes
- No
- Don't know

Q29. In the last 12 months, have you personally made use of [Q29_INS] in [COUNTRY] (for example, applying for a passport, registering a birth, or applying for benefits etc.)?

- Yes
- No
- Don't know

Q30. Thinking about the most recent administrative service that you personally made use of, how satisfied were you with each of the following?

- [Not at all satisfied – Completely satisfied – 97.Don't know]
  [0 1 2 3 4 5 6 7 8 9 10]
  - Ease of obtaining the service
  - Speed of obtaining the service
  - Courtesy of the employees I interacted with
  - Clarity of the language and information throughout the process
  - Competence of the public employees I interacted with
  - Degree to which the service met my needs
  - Ability to access the service in the way I wanted (online, by phone, by mail or in person)
  - Ease of using the digital service (website, app)

4.POLITICAL ATTITUDES AND PARTICIPATION

We will ask you a few questions about your use and satisfaction with specific public services.

Q31. How much would you say the political system in [COUNTRY] allows people like you to have a say in what the government does?

- [Not at all – Completely – 97.Don't know]
  [0 1 2 3 4 5 6 7 8 9 10]

Q32. How confident are you in your own ability to participate in politics?

- [Not at all confident – Completely confident – 97.Don't know]
  [0 1 2 3 4 5 6 7 8 9 10]

Q33. Over the last 12 months, have you done any of the following activities?

- Voted in the last local/municipal election
- Contacted a politician, government or local government official or provided input or feedback on a government policy or law
- Attended a meeting of a trade union or political party
- Participated in a public consultation
- Ran for or held an elected office
- Voted in a national or state-level referendum
- Taken part in a street protest or demonstration
- Created or signed a petition (on paper or online)
- Posted or forwarded political content on social media
- Boycotted certain products for political reasons
- Volunteered for social or environmental causes
- None of the above
- Prefer not to answer

Q34. Do you think people in [COUNTRY] should be able to vote directly on specific issues of national importance in a referendum?

- Yes
- No
- Don't know

Q35. Did you vote in the last national election on [Date]?

- Yes
- No
- Don't know

Q36_1. Is the party you voted for in the last national election on [Date] currently part of the government?

- Yes
- No
- Don't know

Q36_2. Is the party you would have most likely voted for in the last national election on [date] currently part of the government?

- Yes
- No
- Don't know

5. EVALUATION OF GOVERNMENT ACTION ON LONG-TERM POLICIES & GLOBAL CHALLENGES

We will now ask you some questions about challenges faced by society today and in the future. We are interested in your views on policy priorities in your country and in co-operating with other countries.

Q37. On a scale of 0-10, how important do you think it is that each of the following goals are prioritised in [COUNTRY]?

- Providing equal opportunities for all in [Country]
- Helping workers in [Country] adapt to automation, digitalisation, and new technologies
- Reducing [Country] greenhouse gas emissions
- Reducing public debt in [Country]
- Creating the conditions for businesses to thrive in [Country]
- Managing migration in [Country]

Q38. On a scale of 0 to 10, how confident are you that [COUNTRY] will succeed in reducing greenhouse gas emissions in the next ten years?

- [Not at all confident – Completely confident – 97.Don't know]
  [0 1 2 3 4 5 6 7 8 9 10]

Q40. On a scale of 0 to 10, how confident are you that the national government adequately balances the interests of current and future generations?

- [Not at all confident – Completely confident – 97.Don't know]
  [0 1 2 3 4 5 6 7 8 9 10]

B5. What do you think are the three most important issues facing [COUNTRY]?

- Rising Prices/Inflation/Cost of living
- Unemployment and jobs
- Climate change or other threats to the environment
- Crime or violence
- Defence /foreign affairs (e.g. war, terrorism)
- The availability, quality or affordability of healthcare essential services (healthcare, education etc.)
- The availability, quality or affordability of housing
- Corruption
- Immigration
- Poverty and social inequality
- Dangers of social media
- Spread of misinformation/fake news
- Something else [Please specify]
- None of these
- Prefer not to answer
- Other specified

6. COMMUNICATION / INFORMATION

B6. On a typical day, from which of the following sources, if any, do you get information about politics and current affairs?

- News or current affairs programmes on TV or the radio
- Social media (such as Facebook, Twitter/X, YouTube, Instagram, TikTok, etc.)
- Newspapers, magazines or online news websites
- Conversation with friends, family, colleagues, teachers
- Other
- You don't get any information on this subject

- Don't know

B7. What percentage of information on politics and current affairs do you get from social media (Facebook, twitter, YouTube, Instagram, TikTok, reddit etc.)?

- numerical (0-100)

B8. Which of the following factors matter the most to you in deciding whether the news is trustworthy? 0=Not selected, 1=Selected

- The organization or the specific journalist reporting the story
- The type of people or organisations who share the story
- The number of shares, comments or likes the story has on social media
- The sources cited in the story
- The number of news organisations that report the story
- That you agree with the point of view or information provided in the story
- None of the above
- Don't know
- Not applicable – I don't read, watch or listen to news

6. BACKGROUND QUESTIONNAIRE

You are about to read and answer a series of background questions about your home life and work. We assure you that all answers will be treated anonymously and confidentially.

B2. Were you born in [Country]?

- Yes
- No
- Don't know
- Prefer not to answer

B3. In general, thinking about the next year or two, how concerned are you about your household's finances and overall economic well-being?

- Not at all concerned
- Not so concerned
- Somewhat concerned
- Very concerned
- Don't know
- Prefer not to answer

We would now like to ask you a question about other people in your household. *By household we mean everyone who usually lives at your main place of residence (including yourself), that shares a common budget (that is, excluding flatmates and lodgers).*

B10. How many people – including children and yourself – normally live with you as members of this household?

- [Numeric] Valid range: 1-20

B11. Would you describe yourself as being a member of a group that is discriminated against in [Country]?

- Yes
- No
- Don't know
- Prefer not to answer

B12. All things considered, how satisfied are you with your life as a whole nowadays?

- [Not at all satisfied – Completely satisfied – 97.Don't know]
  [0 1 2 3 4 5 6 7 8 9 10]

B13. What is your postal code?

- [6 digits number]

Region: TL1/ TL2/ TL3. In which region do you live?

- [country specific list]

- 97. Don't know
- 98. Prefer not to answer

D1. Birth year/month. What is your date of birth?

- YEAR
  - 1910
  - ...
  - 2015
- MONTH
  - January
  - February
  - March
  - April
  - May
  - June
  - July
  - August
  - September
  - October
  - November
  - December

D2. Gender. How would you describe yourself?

- Male
- Female
- Another gender
- Prefer not to answer

D4. Education. What is your highest level of education?

- I did not complete any formal education
- Early childhood education
- Primary education
- Lower secondary education (GCSEs or equivalent level)
- Upper secondary education (A-Levels or baccalaureate)
- Post-secondary, non-tertiary education (generally vocational/ professional qualification of 1-2 years, e.g. college
- Short-cycle tertiary education (vocational education and training, studying towards a non-academic degree, e.g. nursing
- Bachelors or equivalent level degree
- Masters or equivalent level degree
- Doctoral or equivalent level degree

D6. Could you please indicate your household's monthly income (that is, after income taxes have been paid)?

Your total household income includes your own income plus the incomes of all household members who live together with you. The total income includes income from jobs, pensions, social security, interest, dividends, capital gains claimed, profits from businesses, unemployment payments, and all other money you received.

- [Country specific income deciles in country's currency]
- Don't know
- Prefer not to answer

Annex B. Question coverage by country

Table B.1 Question coverage by country

	AUS	BEL	CAN	CHE	CHL	COL	CRI	CZE	DNK	ESP	EST	FIN	FRA	DEU	GBR	GRC	ISL	IRL	ITA	KOR	LAT	LUX	MEX	NLD	NOR	NZL	PRT	SVK	SVN	SWE
D1	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
D2 gender	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
B13	X	X	X	X				X	X	X	X		X	X	X	X			X		X						X	X	X	X
region	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
D4	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
D6	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Q1	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Q2_1	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Q2_2	X	X	X	X	X	X		X	X	X	X	X	X	X	X	X			X	X	X	X	X	X		X	X	X		X
Q2_3	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Q2_4	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Q2_5	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Q2_6	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Q2_7	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Q2_8	X	X	X	X	X	X	X	X	X	X	X		X	X	X	X	X		X	X	X	X	X	X		X	X	X	X	X
Q2_9	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Q2_10	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Q2_11	X	X	X	X	X	X	X	X	X	X	X		X	X	X	X	X	X	X	X	X	X	X	X		X	X	X	X	X
Q4	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Q5	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Q6	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Q7	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Q8	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Q9	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Q10	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Q11	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Q12	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Q13	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Q15	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Q16	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Q17	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Q18	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Q19	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Q20	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X

	AUS	BEL	CAN	CHE	CHL	COL	CRI	CZE	DNK	ESP	EST	FIN	FRA	DEU	GBR	GRC	ISL	IRL	ITA	KOR	LAT	LUX	MEX	NLD	NOR	NZL	PRT	SVK	SVN	SWE
Q21	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Q22	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Q23_1	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Q23_2	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Q23_3	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Q23_4	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Q23_5	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Q23_6	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Q24	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Q25	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Q26	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Q27	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Q28	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Q29	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Q30_1	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Q30_2	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Q30_3	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Q30_4	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Q30_5	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Q30_6	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Q30_7	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Q30_8	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Q31	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Q32	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Q33_1	X	X	X	X	X	X	X	X	X	X	X		X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Q33_2	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Q33_3	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Q33_4	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Q33_5	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Q33_6	X	X	X	X		X	X	X	X	X	X		X	X	X	X	X	X	X	X	X	X	X	X	X	X		X	X	X
Q33_7	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Q33_8	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Q33_9	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Q33_10	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Q33_11	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Q33_12	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Q33_13	X	X	X	X	X	X	X	X	X	X	X	X	X	X		X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Q34	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Q35	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Q36_1	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X		X	X	X	X
Q36_2	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X			X	X	X	X		X	X		X	X	X	X
Q37_1	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Q37_2	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Q37_3	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Q37_4	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X			X	X	X	X
Q37_5	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Q37_6	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Q38	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Q40	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
B2	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
B3	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
B5_1	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X

	AUS	BEL	CAN	CHE	CHL	COL	CRI	CZE	DNK	ESP	EST	FIN	FRA	DEU	GBR	GRC	ISL	IRL	ITA	KOR	LAT	LUX	MEX	NLD	NOR	NZL	PRT	SVK	SVN	SWE
B5_2	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
B5_3	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
B5_4	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
B5_5	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
B5_7	X	X	X	X	X	X	X	X	X	X	X	X	X	X		X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
B5_8	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
B5_9	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
B5_10	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X		X		X	X	X	X	X
B5_14	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
B5_15	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
B5_16	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
B6_17	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
B6_18	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
B6_1	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
B6_3	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
B6_10	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
B6_13	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
B7	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X		X	X	X	X	X
B8_1	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
B8_2	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
B8_3	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
B8_4	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
B8_5	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
B8_6	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
B8_7	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
B9_1	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X		X	X	X	X	X
B9_2	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X		X		X	X	X	X	X
B9_3	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X		X	X	X	X	X
B9_5	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X		X	X	X	X	X
B10	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
B11	X	X	X	X	X	X	X	X	X	X	X	X		X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
B12													X										X		X	X				

Annex C. Income Levels

Table C.1. Net monthly income decile breakdown in OECD Trust Survey 2023

	Decile 1 (<)	Decile 2 (up to)	Decile 3 (up to)	Decile 4 (up to)	Decile 5 (up to)	Decile 6 (up to)	Decile 7 (up to)	Decile 8 (up to)	Decile 9 (up to)	Decile 10 (>)	Currency	Year	Source
AUS	2180	3432	4676	6097	7739	9568	11808	14720	19595	19595	AUD	2019	Australian Bureau of Statistics, Household Income Data
BEL	1300	1600	2000	2400	2900	3600	4300	5200	6300	6300	EUR	2018-2022	ESS 9, ESS10, EU-SILC, local sources
CAN	2500	3750	5000	6250	7500	9167	10833	12500	16667	16667	CAD	2016	Census2016
CHL	300000	450000	590000	730000	910000	1110000	1400000	1840000	2750000	2750000	CLP	2020	Encuesta Casen 2020 (Encuesta de Caracterización Socioeconómica)
COL	377000	601000	774000	967000	1229000	1563000	2028000	2868000	7226000	7226000	COP	2021	National Household Budget Survey 2016 – 2017[23]
CRI	146263	218126	374339	466200	599611	757091	863015	1162062	2515509	2515509	CRC	2022	INEC-Costa Rica (National Household Survey, 2021 and 2022)
CZE	14000	18000	24000	29000	34000	41000	48000	57000	71000	71000	CZK	2018-2022	ESS 9, ESS10, EU-SILC, local sources
DNK	11000	14000	17000	20000	24000	29000	36000	44000	55000	55000	DKK	2018-2022	ESS 9, ESS10, EU-SILC, local sources
EST	450	500	800	1000	1300	1600	2000	2500	3300	3300	EUR	2018-2022	ESS 9, ESS10, EU-SILC, local sources
FIN		1510						3420			EUR	2021	Statistics Finland, Household Income Data
FRA	1300	1600	1900	2300	2700	3200	3800	4500	5800	5800	EUR	2018-2022	ESS 9, ESS10, EU-SILC, local sources
DEU	1000	1500	1900	2300	2700	3200	3800	4700	5900	5900	EUR	2018-2022	ESS 9, ESS10, EU-SILC, local sources
EL	450	600	800	950	1100	1300	1600	1900	2400	2400	EUR	2018-2022	ESS 9, ESS10, EU-SILC, local sources
ISL	379000	459000	569000	709000	819000	969000	1119000	1309000	1659000	1660000	ISK	2023	Statistics Iceland
ITA	800	1200	1500	1800	2200	2600	3100	3800	5000	5000	EUR	2018-2022	ESS 9, ESS10, EU-SILC, local sources
KOR	1112248	1979333	2651560	3300580	4069383	4943627	5932000	7157080	9042209	9042209	KRW	2020	Statistics Korea[24]
LAT	300	400	550	750	950	1200	1500	1900	2600	2600	EUR	2018-2022	ESS 9, ESS10, EU-SILC, local sources
LUX	2000	2800	3500	4200	4900	5700	6700	8200	10500	10500	EUR	2018-2022	ESS 9, ESS10, EU-SILC, local sources
NLD	1300	1700	2000	2400	2900	3500	4300	5100	6400	6400	EUR	2018-2022	ESS 9, ESS10, EU-SILC, local sources
NOR		200000							350000		NOK	2022	Statistics Norway
NZL	1806	2509	3135	3763	5016	6272	7525	8779	12542	12542	NZD	2001	NZL National Statistics - Household composition and total household income, for households in private occupied dwellings, 2001, adjusted for cumulative inflation since 2001
PRT	550	750	950	1200	1400	1600	1900	2300	3000	3000	EUR	2018-2022	ESS 9, ESS10, EU-SILC, local sources
SVK	500	700	900	1100	1300	1500	1700	2000	2400	2400	EUR	2018-2022	ESS 9, ESS10, EU-SILC, local sources
SVN	650	950	1200	1500	1800	2200	2500	3000	3800	3800	EUR	2018-2022	ESS 9, ESS10, EU-SILC, local sources
ESP	800	1100	1400	1700	2100	2500	2900	3600	4700	4700	EUR	2018-2022	ESS 9, ESS10, EU-SILC, local sources
SWE	11000	14000	19000	23000	27000	32000	40000	49000	61000	61000	SEK	2018-2022	ESS 9, ESS10, EU-SILC, local sources
CHE	3292	4333	5417	6500	7625	8833	10417	12375	15500	15500	CHF	2020	ESS10
GBR	1000	1,800	2300	2700	3100	3600	4000	4900	5900	10900	GBP	2022	Office for National Statistics (Average Household Income)

Note: The table above presents a country-specific overview of monthly income deciles used in the OECD Trust Survey 2023, with the respective source for each country. Based on net disposable monthly household income data, three income categories were used as soft quotas: 20% (low), 60% (medium), and 20% (high). Deciles 1 and 2 were classified as "Low" monthly income. Deciles 3 to 8 were classified as "Mid" monthly income. Deciles 9 and 10 were classified as "High" monthly income. Respondents could also select "Other" or "Prefer not to answer," which were recoded as "Missing." The six countries collecting their own data did not all provide deciles as survey responses. The income question in Ireland had a too high share of missing values.

[23] https://www.dane.gov.co/files/investigaciones/boletines/enph/boletin-enph-2017.pdf

[24] https://kosis.kr/statHtml/statHtml.do?orgId=101&tblId=DT_1L9U044&conn_path=I3

Annex D. Sample composition by age, gender, education, and region

Table D.1. Sample gender, age and education distribution, by country (unweighted and weighted)

Distribution: **Unweighted** **Weighted**

			Unweighted Count (N)	Unweighted (%)	Weighted Count (N)	(Weighted %)
Australia	**Gender**	Male	1004	49.7%	1026	50.8%
		Female	1016	50.3%	994	49.2%
		Total	2020	100.0%	2020	100.0%
	Age	18-24	238	11.8%	234	11.6%
		25-34	373	18.5%	386	19.1%
		35-44	360	17.8%	348	17.2%
		45-54	284	14.1%	327	16.2%
		55-64	306	15.1%	302	14.9%
		>64	459	22.7%	423	20.9%
		Total	2020	100.0%	2020	100.0%
	Education	Low	422	20.9%	368	18.2%
		Middle	652	32.3%	906	44.9%
		High	946	46.8%	745	36.9%
		Total	2020	100.0%	2020	100.0%
Belgium	**Gender**	Male	977	48.9%	978	48.9%
		Female	1023	51.2%	1022	51.1%
		Total	2000	100.0%	2000	100.0%
	Age	18-24	209	10.5%	201	10.1%
		25-34	292	14.6%	324	16.2%
		35-44	328	16.4%	325	16.2%
		45-54	337	16.9%	334	16.7%
		55-64	339	17.0%	333	16.7%
		>64	495	24.8%	483	24.1%
		Total	2000	100.0%	2000	100.0%
	Education	Low	575	28.8%	548	27.4%
		Middle	677	33.9%	716	35.8%
		High	748	37.4%	736	36.8%
		Total	2000	100.0%	2000	100.0%
Canada	**Gender**	Male	978	48.9%	1017	50.8%
		Female	1024	51.1%	985	49.2%
		Total	2002	100.0%	2002	100.0%

	Age	18-24	223	11.1%	223	11.2%
		25-34	344	17.2%	346	17.3%
		35-44	324	16.2%	330	16.5%
		45-54	310	15.5%	318	15.9%
		55-64	345	17.2%	345	17.2%
		>64	456	22.8%	440	22.0%
		Total	2002	100.0%	2002	100.0%
	Education	Low	296	14.8%	344	17.2%
		Middle	786	39.3%	710	35.5%
		High	920	46.0%	947	47.3%
		Total	2002	100.0%	2002	100.0%
Chile	**Gender**	Male	1008	50.2%	1027	51.2%
		Female	1000	49.8%	981	48.8%
		Total	2008	100.0%	2008	100.0%
	Age	18-24	263	13.1%	263	13.1%
		25-34	386	19.2%	435	21.7%
		35-44	377	18.8%	373	18.6%
		45-54	380	18.9%	335	16.7%
		55-64	344	17.1%	286	14.2%
		>64	258	12.8%	316	15.7%
		Total	2008	100.0%	2008	100.0%
	Education	Low	119	5.9%	286	14.2%
		Middle	711	35.4%	1058	52.7%
		High	1178	58.7%	664	33.1%
		Total	2008	100.0%	2008	100.0%
Colombia	**Gender**	Male	1032	49.9%	1077	52.1%
		Female	1035	50.1%	990	47.9%
		Total	2067	100.0%	2067	100.0%
	Age	18-24	391	18.9%	344	16.7%
		25-34	433	20.9%	464	22.4%
		35-44	340	16.4%	391	18.9%
		45-54	374	18.1%	329	15.9%
		55-64	307	14.9%	272	13.2%
		>64	222	10.7%	267	12.9%
		Total	2067	100.0%	2067	100.0%
	Education	Low	574	27.8%	875	42.3%
		Middle	562	27.2%	699	33.8%
		High	931	45.0%	493	23.9%
		Total	2067	100.0%	2067	100.0%
Costa Rica	**Gender**	Male	894	44.3%	984	48.7%
		Female	1125	55.7%	1035	51.3%
		Total	2019	100.0%	2019	100.0%
	Age	18-24	408	20.2%	335	16.6%
		25-34	593	29.4%	519	25.7%
		35-44	539	26.7%	443	21.9%
		45-54	267	13.2%	314	15.6%
		55-64	173	8.6%	329	16.3%
		>64	39	1.9%	79	3.9%
		Total	2019	100.0%	2019	100.0%
	Education	Low	414	20.5%	1078	53.4%
		Middle	730	36.2%	438	21.7%

		High	875	43.3%	503	24.9%
		Total	2019	100.0%	2019	100.0%
Czech Republic	**Gender**	Male	934	46.7%	978	48.9%
		Female	1068	53.3%	1024	51.1%
		Total	2002	100.0%	2002	100.0%
	Age	18-24	189	9.4%	154	7.7%
		25-34	312	15.6%	309	15.4%
		35-44	358	17.9%	380	19.0%
		45-54	329	16.4%	363	18.1%
		55-64	309	15.4%	299	14.9%
		>64	505	25.2%	497	24.8%
		Total	2002	100.0%	2002	100.0%
	Education	Low	530	26.5%	383	19.1%
		Middle	1097	54.8%	1259	62.9%
		High	375	18.7%	360	18.0%
		Total	2002	100.0%	2002	100.0%
Denmark	**Gender**	Male	1031	51.1%	995	49.4%
		Female	985	48.9%	1021	50.6%
		Total	2016	100.0%	2016	100.0%
	Age	18-24	238	11.8%	221	11.0%
		25-34	330	16.4%	332	16.5%
		35-44	247	12.3%	293	14.6%
		45-54	335	16.6%	343	17.0%
		55-64	330	16.4%	322	16.0%
		>64	536	26.6%	506	25.1%
		Total	2016	100.0%	2016	100.0%
	Education	Low	373	18.5%	571	28.3%
		Middle	788	39.1%	783	38.8%
		High	855	42.4%	662	32.8%
		Total	2016	100.0%	2016	100.0%
Estonia	**Gender**	Male	943	46.8%	940	46.6%
		Female	1073	53.2%	1076	53.4%
		Total	2016	100.0%	2016	100.0%
	Age	18-24	176	8.7%	164	8.1%
		25-34	316	15.7%	334	16.6%
		35-44	344	17.1%	354	17.6%
		45-54	344	17.1%	333	16.5%
		55-64	338	16.8%	322	16.0%
		>64	498	24.7%	509	25.2%
		Total	2016	100.0%	2016	100.0%
	Education	Low	219	10.9%	317	15.7%
		Middle	1292	64.1%	879	43.6%
		High	505	25.0%	819	40.6%
		Total	2016	100.0%	2016	100.0%
Finland	**Gender**	Male	511	49.4%	523	50.5%
		Female	524	50.6%	512	49.5%
		Total	1035	100.0%	1035	100.0%
	Age	18-24	71	6.9%	112	10.8%
		25-34	159	15.4%	184	17.8%
		35-44	201	19.4%	191	18.5%
		45-54	185	17.9%	175	16.9%

		55-64	207	20.0%	190	18.4%
		>64	212	20.5%	182	17.6%
		Total	1035	100.0%	1035	100.0%
	Education	Low	147	14.2%	225	21.7%
		Middle	437	42.2%	453	43.8%
		High	451	43.6%	357	34.5%
		Total	1035	100.0%	1035	100.0%
France	**Gender**	Male	946	47.3%	954	47.7%
		Female	1054	52.7%	1046	52.3%
		Total	2000	100.0%	2000	100.0%
	Age	18-24	205	10.3%	209	10.5%
		25-34	283	14.2%	293	14.6%
		35-44	324	16.2%	315	15.8%
		45-54	338	16.9%	335	16.7%
		55-64	326	16.3%	322	16.1%
		>64	524	26.2%	526	26.3%
		Total	2000	100.0%	2000	100.0%
	Education	Low	476	23.8%	452	22.6%
		Middle	848	42.4%	794	39.7%
		High	676	33.8%	754	37.7%
		Total	2000	100.0%	2000	100.0%
Germany	**Gender**	Male	983	49.2%	977	48.9%
		Female	1017	50.9%	1023	51.1%
		Total	2000	100.0%	2000	100.0%
	Age	18-24	186	9.3%	178	8.9%
		25-34	287	14.4%	302	15.1%
		35-44	301	15.1%	298	14.9%
		45-54	332	16.6%	332	16.6%
		55-64	364	18.2%	364	18.2%
		>64	530	26.5%	526	26.3%
		Total	2000	100.0%	2000	100.0%
	Education	Low	470	23.5%	410	20.5%
		Middle	949	47.5%	1034	51.7%
		High	581	29.1%	557	27.8%
		Total	2000	100.0%	2000	100.0%
Greece	**Gender**	Male	1047	49.5%	1017	48.1%
		Female	1069	50.5%	1099	51.9%
		Total	2116	100.0%	2116	100.0%
	Age	18-24	193	9.1%	188	8.9%
		25-34	345	16.3%	274	13.0%
		35-44	435	20.6%	359	17.0%
		45-54	371	17.5%	383	18.1%
		55-64	489	23.1%	337	15.9%
		>64	283	13.4%	574	27.1%
		Total	2116	100.0%	2116	100.0%
	Education	Low	210	9.9%	630	29.8%
		Middle	1011	47.8%	1068	50.5%
		High	895	42.3%	418	19.8%
		Total	2116	100.0%	2116	100.0%
Iceland	**Gender**	Male	681	54.5%	637	51.0%
		Female	568	45.5%	612	49.0%

		Total	1249	100.0%	1249	100.0%
	Age	18-25	36	2.9%	138	11.0%
		26-35	97	7.7%	246	19.6%
		36-45	175	14.0%	234	18.7%
		46-55	278	22.2%	214	17.1%
		56-65	308	24.6%	193	15.4%
		66-75	247	19.7%	138	11.0%
		>75	112	8.9%	88	7.0%
		Total	1253	100.0%	1250	100.0%
	Education*	Low	116	9.4%	281	22.8%
		Middle	478	38.8%	479	38.9%
		High	637	51.8%	470	38.2%
		Total	1231	100.0%	1230	98.1%
Ireland	**Gender**	Male	1085	55.1%	963	48.9%
		Female	884	44.9%	1006	51.1%
		Total	1969	100.0%	1969	100.0%
	Age	18-29	124	6.3%	375	19.0%
		30-39	290	14.7%	338	17.2%
		40-49	371	18.8%	394	20.0%
		50-59	416	21.1%	322	16.4%
		60-69	430	21.8%	260	13.2%
		70-79	272	13.8%	182	9.3%
		80+	66	3.4%	98	5.0%
		Total	1969	100.0%	1969	100.0%
	Education	Low	141	7.2%	97	5%
		Middle	507	25.8%	474	24.3%
		High	1315	67.0%	1391	70.9%
		Total	1963	100.0%	1963	100.0%
Italy	**Gender**	Male	965	48.3%	966	48.3%
		Female	1035	51.8%	1034	51.7%
		Total	2000	100.0%	2000	100.0%
	Age	Male	174	8.7%	164	8.2%
		Female	210	10.5%	252	12.6%
		Total	315	15.8%	300	15.0%
		18-24	388	19.4%	381	19.1%
		25-34	356	17.8%	344	17.2%
		35-44	557	27.9%	558	27.9%
		45-54	2000	100.0%	2000	100.0%
	Education	55-64	838	41.9%	889	44.4%
		>64	791	39.6%	754	37.7%
		Total	371	18.6%	357	17.9%
		Low	2000	100.0%	2000	100.0%
South Korea	**Gender**	Male	1038	51.5%	1011	50.2%
		Female	978	48.5%	1005	49.8%
		Total	2016	100.0%	2016	100.0%
	Age	18-24	209	10.4%	203	10.1%
		25-34	304	15.1%	318	15.8%
		35-44	355	17.6%	355	17.6%
		45-54	401	19.9%	400	19.8%
		55-64	371	18.4%	368	18.3%
		>64	376	18.7%	371	18.4%
		Total	2016	100.0%	2016	100.0%

	Education	Low	159	7.9%	368	18.2%
		Middle	829	41.1%	695	34.5%
		High	1028	51.0%	953	47.3%
		Total	2016	100.0%	2016	100.0%
Latvia	**Gender**	Male	895	44.2%	912	45.0%
		Female	1132	55.8%	1115	55.0%
		Total	2027	100.0%	2027	100.0%
	Age	18-24	170	8.4%	156	7.7%
		25-34	317	15.6%	320	15.8%
		35-44	320	15.8%	337	16.6%
		45-54	346	17.1%	342	16.8%
		55-64	361	17.8%	353	17.4%
		>64	513	25.3%	520	25.6%
		Total	2027	100.0%	2027	100.0%
	Education	Low	453	22.3%	256	12.6%
		Middle	728	35.9%	1120	55.2%
		High	846	41.7%	651	32.1%
		Total	2027	100.0%	2027	100.0%
Luxembourg	**Gender**	Male	535	53.0%	505	50.1%
		Female	474	47.0%	504	49.9%
		Total	1009	100.0%	1009	100.0%
	Age	18-24	106	10.5%	103	10.2%
		25-34	180	17.8%	194	19.2%
		35-44	193	19.1%	192	19.0%
		45-54	189	18.7%	183	18.1%
		55-64	165	16.4%	156	15.5%
		>64	176	17.4%	182	18.0%
		Total	1009	100.0%	1009	100.0%
	Education	Low	192	19.0%	181	17.9%
		Middle	334	33.1%	379	37.6%
		High	483	47.9%	449	44.5%
		Total	1009	100.0%	1009	100.0%
Mexico	**Gender**	Male	901	45.9%	952	48.4%
		Female	1064	54.1%	1013	51.6%
		Total	1965	100.0%	1965	100.0%
	Age	18-24	232	11.8%	279	14.2%
		25-34	342	17.4%	379	19.3%
		35-44	367	18.7%	305	15.5%
		45-54	406	20.7%	411	20.9%
		55-64	297	15.1%	293	14.9%
		>64	321	16.3%	299	15.2%
		Total	1965	100.0%	1965	100.0%
	Education	Low	336	17.1%	320	16.3%
		Middle	879	44.7%	934	47.5%
		High	750	38.2%	712	37.2%
		Total	1965	100.0%	1965	100.0%
Netherlands	**Gender**	Male	960	47.7%	992	49.3%
		Female	1051	52.3%	1019	50.7%
		Total	2011	100.0%	2011	100.0%
	Age	18-24	219	10.9%	219	10.9%
		25-34	260	12.9%	321	16.0%

		35-44	306	15.2%	296	14.7%
		45-54	344	17.1%	343	17.1%
		55-64	355	17.7%	341	17.0%
		>64	527	26.2%	491	24.4%
		Total	2011	100.0%	2011	100.0%
	Education	Low	651	32.4%	608	30.2%
		Middle	459	22.8%	742	36.9%
		High	901	44.8%	662	32.9%
		Total	2011	100.0%	2011	100.0%
New Zealand	**Gender**	Male	982	49.0%	1021	51.0%
		Female	1022	51.0%	983	49.0%
		Total	2004	100.0%	2004	100.0%
	Age	18-24	246	12.3%	239	11.9%
		25-34	342	17.1%	386	19.2%
		35-44	333	16.6%	327	16.3%
		45-54	348	17.4%	335	16.7%
		55-64	324	16.2%	314	15.7%
		>64	411	20.5%	403	20.1%
		Total	2004	100.0%	2004	100.0%
	Education	Low	395	19.7%	409	20.4%
		Middle	732	36.5%	866	43.2%
		High	877	43.8%	729	36.4%
		Total	2004	100.0%	2004	100.0%
Norway	**Gender**	Male	1401	52.5%	1358	50.8%
		Female	1270	47.6%	1313	49.2%
		Total	2671	100.0%	2671	100.0%
	Age	18-24	173	6.5%	275	10.3%
		25-34	325	12.2%	483	18.1%
		35-44	305	11.4%	419	15.7%
		45-54	394	14.8%	470	17.6%
		55-64	465	17.4%	481	18.0%
		>64	1009	37.8%	542	20.3%
		Total	2671	100.0%	2671	100.0%
	Education	Low	239	9.0%	202	7.6%
		Middle	983	37.1%	1001	37.7%
		High	1426	53.9%	1445	54.6%
		Total	2648	100.0%	2648	100.0%
Portugal	**Gender**	Male	944	46.7%	937	46.3%
		Female	1077	53.3%	1084	53.7%
		Total	2021	100.0%	2021	100.0%
	Age	18-24	196	9.7%	184	9.1%
		25-34	273	13.5%	262	13.0%
		35-44	374	18.5%	333	16.5%
		45-54	382	18.9%	364	18.0%
		55-64	438	21.7%	336	16.6%
		>64	358	17.7%	542	26.8%
		Total	2021	100.0%	2021	100.0%
	Education	Low	467	23.1%	933	46.2%
		Middle	992	49.1%	665	32.9%
		High	562	27.8%	423	20.9%
		Total	2021	100.0%	2021	100.0%

Slovak Republic	**Gender**	Male	969	48.1%	972	48.2%
		Female	1047	51.9%	1044	51.8%
		Total	2016	100.0%	2016	100.0%
	Age	18-24	188	9.3%	177	8.8%
		25-34	320	15.9%	343	17.0%
		35-44	395	19.6%	404	20.0%
		45-54	350	17.4%	346	17.2%
		55-64	328	16.3%	323	16.0%
		>64	435	21.6%	423	21.0%
		Total	2016	100.0%	2016	100.0%
	Education	Low	742	36.8%	718	35.6%
		Middle	824	40.9%	852	42.2%
		High	450	22.3%	446	22.1%
		Total	2016	100.0%	2016	100.0%
Slovenia	**Gender**	Male	949	47.0%	1009	50.0%
		Female	1070	53.0%	1010	50.0%
		Total	2019	100.0%	2019	100.0%
	Age	18-24	197	9.8%	164	8.1%
		25-34	336	16.6%	287	14.2%
		35-44	429	21.2%	363	18.0%
		45-54	404	20.0%	352	17.4%
		55-64	376	18.6%	346	17.1%
		>64	277	13.7%	507	25.1%
		Total	2019	100.0%	2019	100.0%
	Education	Low	458	22.7%	428	21.2%
		Middle	997	49.4%	1067	52.9%
		High	564	27.9%	524	25.9%
		Total	2019	100.0%	2019	100.0%
Spain	**Gender**	Male	975	48.2%	981	48.5%
		Female	1049	51.8%	1043	51.5%
		Total	2024	100.0%	2024	100.0%
	Age	18-24	184	9.1%	173	8.6%
		25-34	255	12.6%	273	13.5%
		35-44	367	18.1%	366	18.1%
		45-54	402	19.9%	395	19.5%
		55-64	338	16.7%	333	16.5%
		>64	478	23.6%	484	23.9%
		Total	2024	100.0%	2024	100.0%
	Education	Low	706	34.9%	908	44.9%
		Middle	617	30.5%	458	22.6%
		High	701	34.6%	658	32.5%
		Total	2024	100.0%	2024	100.0%
Sweden	**Gender**	Male	970	48.5%	1001	50.0%
		Female	1031	51.5%	1000	50.0%
		Total	2001	100.0%	2001	100.0%
	Age	18-24	207	10.3%	197	9.8%
		25-34	335	16.7%	356	17.8%
		35-44	291	14.5%	316	15.8%
		45-54	324	16.2%	326	16.3%
		55-64	300	15.0%	296	14.8%
		>64	544	27.2%	510	25.5%

		Total	2001	100.0%	2001	100.0%
	Education	Low	429	21.4%	423	21.2%
		Middle	853	42.6%	819	40.9%
		High	719	35.9%	759	37.9%
		Total	2001	100.0%	2001	100.0%
Switzerland	**Gender**	Male	963	48.1%	986	49.2%
		Female	1041	51.9%	1018	50.8%
		Total	2004	100.0%	2004	100.0%
	Age	18-24	197	9.8%	183	9.1%
		25-34	297	14.8%	333	16.6%
		35-44	343	17.1%	344	17.2%
		45-54	346	17.3%	354	17.7%
		55-64	339	16.9%	332	16.5%
		>64	482	24.1%	459	22.9%
		Total	2004	100.0%	2004	100.0%
	Education	Low	220	11.0%	360	17.9%
		Middle	971	48.5%	832	41.5%
		High	813	40.6%	812	40.5%
		Total	2004	100.0%	2004	100.0%
United Kingdom	**Gender**	Male	920	48.9%	916	48.7%
		Female	962	51.1%	966	51.3%
		Total	1882	100.0%	1882	100.0%
	Age	18-24	31	1.62%	71	3.71%
		25-34	383	19.99%	516	26.93%
		35-44	279	14.56%	243	12.68%
		45-54	326	17.01%	282	14.72%
		55-64	418	21.82%	354	18.48%
		>64	479	25.00%	450	23.49%
		Total	1916	100.00%	1916	100.00%
	Education	Low	353	14.2%	852	43.4%
		Middle	544	42.2%	370	18.8%
		High	1022	43.6%	742	37.8%
		Total	1919	100.0%	1919	100.0%

Note: *Iceland included the response option 'Prefer not to say' when asking respondents about their education. 22 respondents answered 'Prefer not to say', which is why the number of observation is smaller than the total number of observations. Differences in the total number of observations in the weighted N are due to rounding to the first decimal.

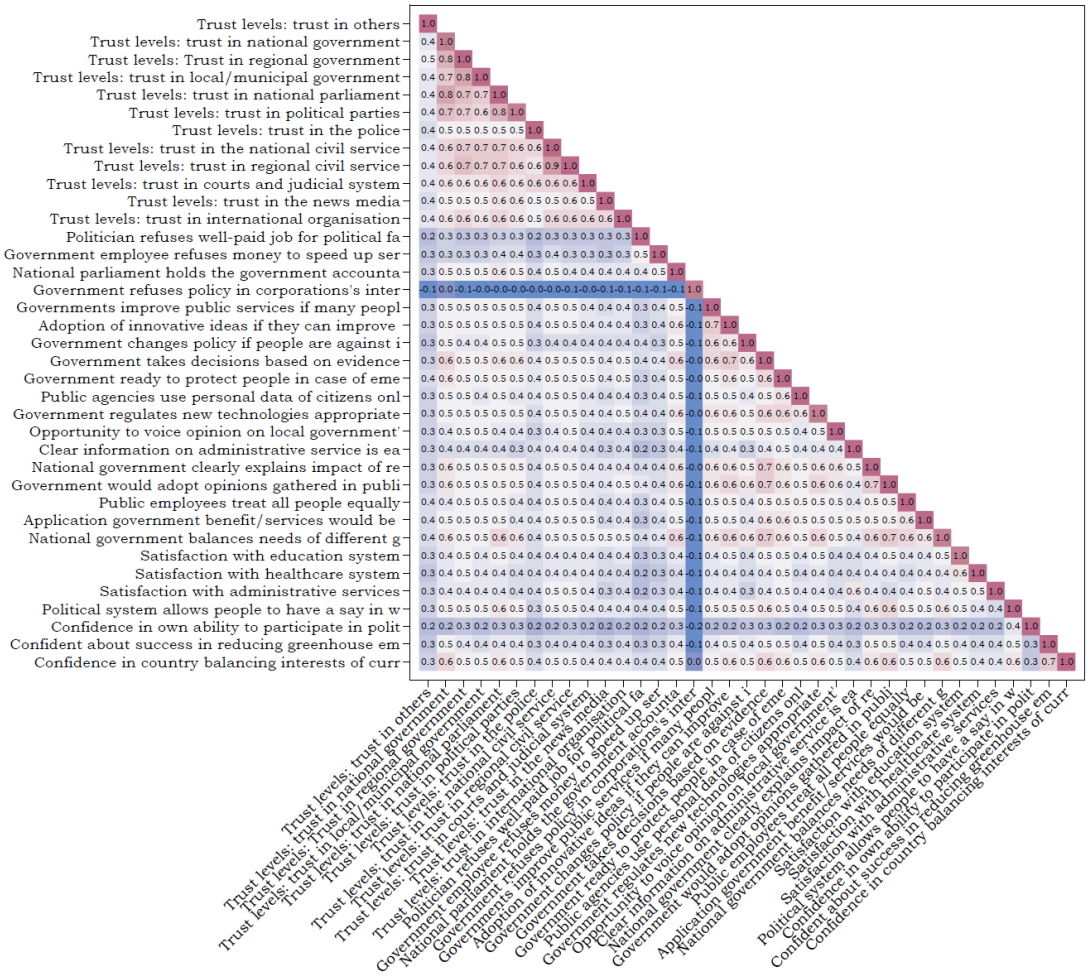
Table D.2. Regions used for quota

Country	Regions: In which region do you live?
Australia	1 New South Wales, Australian Capital Territory 2 Victoria, Tasmania 3 Queensland 4 South Australia, Northern Territory, Western Australia
Belgium	1 Brussels Capital Region 2 Flemish Region 3 Wallonia
Canada	1 Prairies 2 British Columbia 3 Atlantic 4 Northern 5 Ontario 6 Quebec
Chile	1 Tarapacá 2 Antofagasta 3 Atacama 4 Coquimbo 5 Valparaíso 6 O'Higgins 7 Maule 8 Biobío 9 Araucanía 10 Los Lagos 11 Aysén 12 Magallanes y Antártica 13 Santiago Metropolitan 14 Los Ríos 15 Arica y Parinacota 16 Ñuble
Colombia	1 Central/ Andean Region 2 Amazon Region 3 Eastern Region 4 Caribbean Region 5 Pacific Region
Costa Rica	1 Alajuela 2 Cartago 3 Guanacaste 4 Heredia 5 Limón 6 Puntarenas 7 San José
Czech Republic	1 Prague 2 Central Bohemian Region 3 Southwest 4 Northwest 5 Southeast 6 Northeast 7 Central Moravia 8 Moravia-Silesia
Denmark	1 Capital City Region 2 Zealand 3 Southern Denmark 4 Central Jutland 5 Northern Jutland
Estonia	1 North Estonia 2 West Estonia 3 Central Estonia 4 Northeast Estonia 5 Southern Estonia
Finland	1 Western Finland 2 Helsinki-Uusimaa 3 Southern Finland 4 Northern and Eastern Finland
France	1 Île-de-France 2 Centre - Val de Loire 3 Bourgogne-Franche-Comté 4 Normandy 5 Hauts-de-France 6 Grand Est 7 Pays de la Loire 8 Brittany 9 Nouvelle-Aquitaine 10 Occitanie 11 Auvergne-Rhône-Alpes 12 Provence-Alpes-Côte d'Azur 13 Corsica 14 Guadeloupe 15 Martinique 16 French Guiana 17 La Réunion 18 Mayotte
Germany	1 Baden-Württemberg 2 Bavaria 3 Berlin 4 Brandenburg 5 Bremen 6 Hamburg 7 Hesse 8 Mecklenburg-Vorpommern 9 Lower Saxony 10 North Rhine-Westphalia 11 Rhineland-Palatinate 12 Saarland 13 Saxony 14 Saxony-Anhalt 15 Schleswig-Holstein 16 Thuringia
Greece	1 Voreia Ellada 2 Kentriki Ellada 3 Attiki 4 Nisia Aigaiou, Kriti
Iceland	1 Capital area 2 Outside of capital area
Ireland	1 Northern & Western 2 Southern 3 Eastern & Midlands
Italy	1 Nord-Ovest 2 Nord-Est 3 Centro (IT) 4 Sud 5 Isole
South Korea	1 Chungcheong 2 Gangwon 3 Gyeonggi 4 Gyeongsang 5 Jeolla
Latvia	1 Kurzeme 2 Latgale 3 Pieriga 4 Riga 5 Vidzeme 6 Zemgale
Luxembourg	1 Zentrum 2 Süden 3 Norden 4 Osten
Mexico	1 Aguascalientes 2 Baja California 3 Baja California Sur 4 Campeche 5 Coahuila de Zaragoza 6 Colima 7 Chiapas 8 Chihuahua 9 Ciudad de Mexico 10 Durango 11 Guanajuato 12 Guerrero 13 Hidalgo 14 Jalisco 15 Mexico 16 Michoacan de Ocampo 17 Morelos 18 Nayarit 19 Nuevo Leon 20 Oaxaca 21 Puebla 22 Queretaro 23 Quintana Roo 24 San Luis Potosi 25 Sinaloa 26 Sonora 27 Tabasco 28 Tamaulipas 29 Tlaxcala 30 Veracruz de Ignacio de la Llave 31 Yucatan 32 Zacatecas
Netherlands	1 Noord-Nederland 2 Oost-Nederland 3 West-Nederland 4 Zuid-Nederland
New Zealand	1 Auckland Region 2 Bay of Plenty Region 3 Canterbury Region 4 Gisborne Region 5 Hawke's Bay Region 6 Manawatu-Wanganui Region 7 Northland Region 8 Otago Region 9 Southland Region 10 Taranaki Region 11 Tasman-Nelson-Marlborough 12 Waikato Region 13 Wellington Region 14 West Coast Region
Norway	1 Viken 2 Oslo 3 Innlandet 4 Vestfold og Telemark 5 Agder 6 Rogaland 7 Vestland 8 Møre og Romsdal 9 Trøndelag 10 Nordland 11 Troms og Finnmark
Portugal	1 Central Portugal 2 Alentejo 3 North 4 Algarve 5 Metropolitan area of Lisbon 6 Autonomous Region of the Azores 7 Autonomous Region of Madeira
Slovak Republic	1 Bratislava Region 2 West Slovakia 3 Central Slovakia 4 East Slovakia
Slovenia	1 Eastern Slovenia 2 Western Slovenia
Spain	1 Noroeste 2 Noreste 3 Comunidad de Madrid 4 Centro 5 Este 6 Sur 7 Canarias
Sweden	1 Stockholm 2 East Middle Sweden 3 South Sweden 4 Småland with Islands 5 West Sweden 6 North Middle Sweden 7 Central Norrland 8 Upper Norrland
Switzerland	1 Lake Geneva Region 2 Espace Mittelland 3 Northwestern Switzerland 4 Zurich 5 Eastern Switzerland 6 Central Switzerland 7 Ticino
United Kingdom	1 England=North East 2 England=North West 3 England=Yorkshire & Humberside 4 England=East Midlands 5 England=West Midlands 6 England=Eastern 7 England=London 8 England=South East 9 England=South West 10 Wales=Wales 11 Scotland=Scotland 12 Northern Ireland=Northern Ireland

Annex E. Correlation matrix

Figure E.1. Trust Survey items: Correlation matrix

Correlation coefficients across all trust and public governance survey items in the OECD Trust Survey



Note: The figure shows individual level correlations across survey items of the OECD Trust Survey, including survey weights. The figure shows the correlation coefficients across all possible combinations.
Source: OECD Trust Survey 2023.

Annex F. OECD Trust Survey 2023 Codebook

Table F.1. OECD Trust Survey 2023 variable codebook

Variable	Values	Description
country	string	Survey country
ctrcode	string	Survey country 3-digit ISO code
year	numerical	Survey year
id	numerical	Respondent identifier
weight	numerical	Survey weight based on age, gender, education, large region
D4	string	Education level
D6	1-10=country specific deciles, 97=DK, 98=PNTS	Household monthly income
Q1	0=Not at all, 10=Completely, 97=DK	Trust levels: trust in others (11-point scale)
Q2_1	0=Not at all, 10=Completely, 97=DK	Trust levels: trust in national government (11-point scale)
Q2_2	0=Not at all, 10=Completely, 97=DK	Trust levels: trust in regional government (11-point scale)
Q2_3	0=Not at all, 10=Completely, 97=DK	Trust levels: trust in local/municipal government (11-point scale)
Q2_4	0=Not at all, 10=Completely, 97=DK	Trust levels: trust in national parliament (11-point scale)
Q2_5	0=Not at all, 10=Completely, 97=DK	Trust levels: trust in political parties (11-point scale)
Q2_6	0=Not at all, 10=Completely, 97=DK	Trust levels: trust in the police (11-point scale)
Q2_7	0=Not at all, 10=Completely, 97=DK	Trust levels: trust in the national civil service (11-point scale)
Q2_8	0=Not at all, 10=Completely, 97=DK	Trust levels: trust in regional civil service (11-point scale)
Q2_9	0=Not at all, 10=Completely, 97=DK	Trust levels: trust in courts and judicial system (11-point scale)
Q2_10	0=Not at all, 10=Completely, 97=DK	Trust levels: trust in the news media (11-point scale)
Q2_11	0=Not at all, 10=Completely, 97=DK	Trust levels: trust in international organisations (11-point scale)
Q4	0=Very unlikely, 10=Very likely, 97=DK	Politician refuses well-paid job for political favour (11-point scale)
Q5	0=Very unlikely, 10=Very likely, 97=DK	Government employee refuses money to speed up service (11-point scale)
Q6	0=Very unlikely, 10=Very likely, 97=DK	National parliament holds the government accountable (11-point scale)
Q7	0=Very unlikely, 10=Very likely, 97=DK	Government agrees to policy in corporations interest (11-point scale)
Q8	0=Very unlikely, 10=Very likely, 97=DK	Governments improve public services if many people complain (11-point scale)
Q9	0=Very unlikely, 10=Very likely, 97=DK	Adoption of innovative ideas if they can improve public service (11-point scale)
Q10	0=Very unlikely, 10=Very likely, 97=DK	Government changes policy if people are against it (11-point scale)
Q11	0=Very unlikely, 10=Very likely, 97=DK	Government takes decisions based on evidence (11-point scale)
Q12	0=Very unlikely, 10=Very likely, 97=DK	Government ready to protect people in case of emergency (11-point scale)
Q13	0=Very unlikely, 10=Very likely, 97=DK	Public agencies use personal data of citizens only legitimately (11-point scale)
Q15	0=Very unlikely, 10=Very likely, 97=DK	Government regulates new technologies appropriately (11-point scale)
Q16	0=Very unlikely, 10=Very likely, 97=DK	Opportunity to voice opinion on local governments decision (11-point scale)
Q17	0=Very unlikely, 10=Very likely, 97=DK	Clear information on administrative service is easily available (11-point scale)
Q18	0=Very unlikely, 10=Very likely, 97=DK	National government clearly explains impact of reforms (11-point scale)
Q19	0=Very unlikely, 10=Very likely, 97=DK	Government would adopt opinions gathered in public consultation (11-point scale)
Q20	0=Very unlikely, 10=Very likely, 97=DK	Public employees treat all people equally (11-point scale)
Q21	0=Very unlikely, 10=Very likely, 97=DK	Application government benefit/services would be treated fairly (11-point scale)
Q22	0=Very unlikely, 10=Very likely, 97=DK	National parliament balances needs of different groups (11-point scale)
Q23_1	0=Not selected, 1=Selected	Impact on government trust - Carrying out tasks
Q23_2	0=Not selected, 1=Selected	Drivers of government trust - Policies match my preferences
Q23_3	0=Not selected, 1=Selected	Drivers of government trust - Government officials abide by the same rules
Q23_4	0=Not selected, 1=Selected	Drivers of government trust - Engages with citizens

Variable	Values	Description
Q23_5	0=Not selected, 1=Selected	Drivers of government trust - Delivers on electoral promises
Q23_6	0=Not selected, 1=Selected	Drivers of government trust - Policies balance current and future interests
Q24	0=Not at all satisfied, 10=Completely satisfied, 97=DK	Satisfaction with education system (11-point scale)
Q25	0=Not at all satisfied, 10=Completely satisfied, 97=DK	Satisfaction with healthcare system (11-point scale)
Q26	0=Not at all satisfied, 10=Completely satisfied, 97=DK	Satisfaction with administrative services (11-point scale)
Q27	1=Yes, 2=No, 97=DK	Respondent has recent experience with education system
Q28	1=Yes, 2=No, 97=DK	Respondent has recent experience with healthcare system
Q29	1=Yes, 2=No, 97=DK	Respondent has recent experience with administrative services
Q30_1	0=Not at all satisfied, 10=Completely satisfied, 97=DK, 99=NA	Administrative services satisfaction - Ease of obtaining the service
Q30_2	0=Not at all satisfied, 10=Completely satisfied, 97=DK, 99=NA	Administrative services satisfaction - Speed of obtaining the service
Q30_3	0=Not at all satisfied, 10=Completely satisfied, 97=DK, 99=NA	Administrative services satisfaction - Courtesy of the employees
Q30_4	0=Not at all satisfied, 10=Completely satisfied, 97=DK, 99=NA	Administrative services satisfaction - Clarity of language and information
Q30_5	0=Not at all satisfied, 10=Completely satisfied, 97=DK, 99=NA	Administrative services satisfaction - Competence of the public employees
Q30_6	0=Not at all satisfied, 10=Completely satisfied, 97=DK, 99=NA	Administrative services satisfaction - Degree to which the service met my needs
Q30_7	0=Not at all satisfied, 10=Completely satisfied, 97=DK, 99=NA	Administrative services satisfaction - Ability to access service way I wanted
Q30_8	0=Not at all satisfied, 10=Completely satisfied, 97=DK, 99=NA	Administrative services satisfaction - Ease of using the digital service
Q31	0=Not at all, 10=Completely, 97=DK	Political system allows people to have a say in what the government does
Q32	0=Not at all confident, 10=Completely confident, 97=DK	Confidence in own ability to participate in politics
Q33_1	0=No, 1=Yes	Past year activities - Voted in local/municipal election
Q33_2	0=No, 1=Yes	Past year activities - Contacted a politician or government
Q33_3	0=No, 1=Yes	Past year activities - Attended a meeting of a trade union or political party
Q33_4	0=No, 1=Yes	Past year activities - Participated in a public consultation
Q33_5	0=No, 1=Yes	Past year activities - Ran for or held an elected office
Q33_6	0=No, 1=Yes	Past year activities - Voted in a national or state level referendum
Q33_7	0=No, 1=Yes	Past year activities - Taken part in a street protest or demonstration
Q33_8	0=No, 1=Yes	Past year activities - Created or signed a petition
Q33_9	0=No, 1=Yes	Past year activities - Posted or forwarded political content on social media
Q33_10	0=No, 1=Yes	Past year activities - Boycotted certain products for political reasons
Q33_11	0=No, 1=Yes	Past year activities - Volunteered for social or environmental causes
Q33_12	0=No, 1=Yes	Past year activities - None of the above
Q33_13	0=No, 1=Yes	Past year activities - Prefer not to answer
Q34	1=Yes, 0=No; 97=DK; 98=PNTA	View on direct vote in a referendum
Q35	1=Yes, 0=No; 97=DK; 98=PNTA	Voted in last national election
Q36_1	1= Yes, 2=No; 97=DK/Too early to know (for SK, LU, CH); 98=PNTA	Voted for party currently in power
Q36_2	1= Yes, 2=No; 97=DK/Too early to know (for SK, LU, CH; 98=PNTA	Would have voted for party currently in power (did not vote at last national election)
Q37_1	0=Not at all important, 10=Extremely important, 97=DK	Country's priorities - Providing equal opportunities
Q37_2	0=Not at all important, 10=Extremely important, 97=DK	Country's priorities - Helping to adapt automation
Q37_3	0=Not at all important, 10=Extremely important, 97=DK	Country's priorities - Reducing emissions
Q37_4	0=Not at all important, 10=Extremely important, 97=DK	Country's priorities - Reducing public debt
Q37_5	0=Not at all important, 10=Extremely important, 97=DK	Country's priorities - Business conditions
Q37_6	0=Not at all important, 10=Extremely important, 97=DK	Country's priorities - Managing migration
Q38	0=Not at all confident, 10=Completely confident, 97=DK	Confident about success in reducing greenhouse emissions
Q40	0=Not at all confident, 10=Completely confident, 97=DK	Confidence in country balancing interests of current and future generations
B2	1=Yes, 2=No, 97=DK, 98=PNTS	Born in country
B3	1=Not at all concerned, 4=Very concerned, 97=DK, 98=PNTS	Concerns about household finances
B5_1	0=Not selected, 1=Selected	Country's most important issues - Rising Prices/Inflation/Cost of living
B5_2	0=Not selected, 1=Selected	Country's most important issues - Unemployment and jobs
B5_3	0=Not selected, 1=Selected	Country's most important issues - Climate change or other environmental threats
B5_4	0=Not selected, 1=Selected	Country's most important issues - Crime or violence
B5_5	0=Not selected, 1=Selected	Country's most important issues - Defence /foreign affairs (e.g. war, terrorism)

Variable	Values	Description
B5_7	0=Not selected, 1=Selected	Country's most important issues - Healthcare essential services
B5_8	0=Not selected, 1=Selected	Country's most important issues - Housing
B5_9	0=Not selected, 1=Selected	Country's most important issues - Corruption
B5_10	0=Not selected, 1=Selected	Country's most important issues - Immigration
B5_14	0=Not selected, 1=Selected	Country's most important issues - Poverty and social inequality
B5_15	0=Not selected, 1=Selected	Country's most important issues - Dangers of social media
B5_16	0=Not selected, 1=Selected	Country's most important issues - Spread of misinformation/fake news
B5_17	0=Not selected, 1=Selected	Country's most important issues - Something else [Please specify]
B5_18	0=Not selected, 1=Selected	Country's most important issues - None of these
B5_98	0=Not selected, 1=Selected	Country's most important issues - Prefer not to answer
B5_Other	String	Country's most important issues - Other specified
B6_1	0=No, 1=Yes	Source of information about politics - TV or radio
B6_3	0=No, 1=Yes	Source of information about politics - Social media
B6_10	0=No, 1=Yes	Source of information about politics - Newspapers
B6_13	0=No, 1=Yes	Source of information about politics - Conversations with people
B6_95	0=No, 1=Yes	Source of information about politics - Other
B6_96	0=No, 1=Yes	Source of information about politics - Don't get any information
B6_97	0=No, 1=Yes	Source of information about politics - Don't know
B7	numerical (0-100)	Percentage of information from social media
B8_1	0=Not selected, 1=Selected	News trustworthiness - Who reports the story
B8_2	0=Not selected, 1=Selected	News trustworthiness - Who shares the story
B8_3	0=Not selected, 1=Selected	News trustworthiness - Number of shares and likes
B8_4	0=Not selected, 1=Selected	News trustworthiness - Sources cited
B8_5	0=Not selected, 1=Selected	News trustworthiness - Number of organizations reporting
B8_6	0=Not selected, 1=Selected	News trustworthiness - Agree with the point of view
B8_7	0=Not selected, 1=Selected	News trustworthiness - None of the above
B8_97	0=Not selected, 1=Selected	News trustworthiness - Don't know
B8_99	0=Not selected, 1=Selected	News trustworthiness - Not applicable
B9_1	1=Never, 2=Rarely, 3=Sometimes, 4=Often, 5=Always, 97=DK, 99=NA	Government statistics - Easy to find
B9_2	1=Never, 2=Rarely, 3=Sometimes, 4=Often, 5=Always, 97=DK, 99=NA	Government statistics - Easy to understand
B9_3	1=Never, 2=Rarely, 3=Sometimes, 4=Often, 5=Always, 97=DK, 99=NA	Government statistics - That allow to verify
B9_5	1=Never, 2=Rarely, 3=Sometimes, 4=Often, 5=Always, 97=DK, 99=NA	Government statistics - Trustworthy
B10	Numerical	Household size
B11	1=Yes, 2=No, 97=DK, 98=PNTS	Being member of a discriminated group
B12	0=Not at all satisfied, 10=Completely satisfied, 97=DK	Life satisfaction
gender	1=Male, 2=Female, 3=Another gender, 98=PNTS	Respondent gender
age	numerical, 80 = 80+	Respondent age (based on birth year)
age_agg	1=18-29, 2=30-49, 3=50+	Respondent age group
educ	2=I did not complete any formal education/; Early childhood education; 3=Primary education; 4=Lower secondary education (GCSEs or equivalent level); 5=Upper secondary education (A-Levels or baccalaureate); 6=Post-secondary, non-tertiary education (generally vocational/ professional qualification of 1-2 years, e.g. college; 7=Short-cycle tertiary education (vocational education and training, studying towards a non-academic degree, e.g. nursing; 8=Bachelors or equivalent level degree; 9=Masters or equivalent level degree; Doctoral or equivalent level degree	Respondent highest level of education
educ_agg	1=Low, 2=Middle, 3=High	Respondent education group (ISCED 2011)
netinc_agg	1=Bottom, 2=Middle, 3=Top, 97=DK, 98=PNTS	Household income (net) in 3 groups
hhsize	numerical, 1-7, 8=8 or more	Household size
region_large	string	TL level used for the region quota in each of the countries
concerned_agg	1=Yes, 2=No, 97=DK, 98=PNTS	Aggregation of concern variable