



Building Trust to Reinforce Democracy: Main Findings from the OECD Trust Survey

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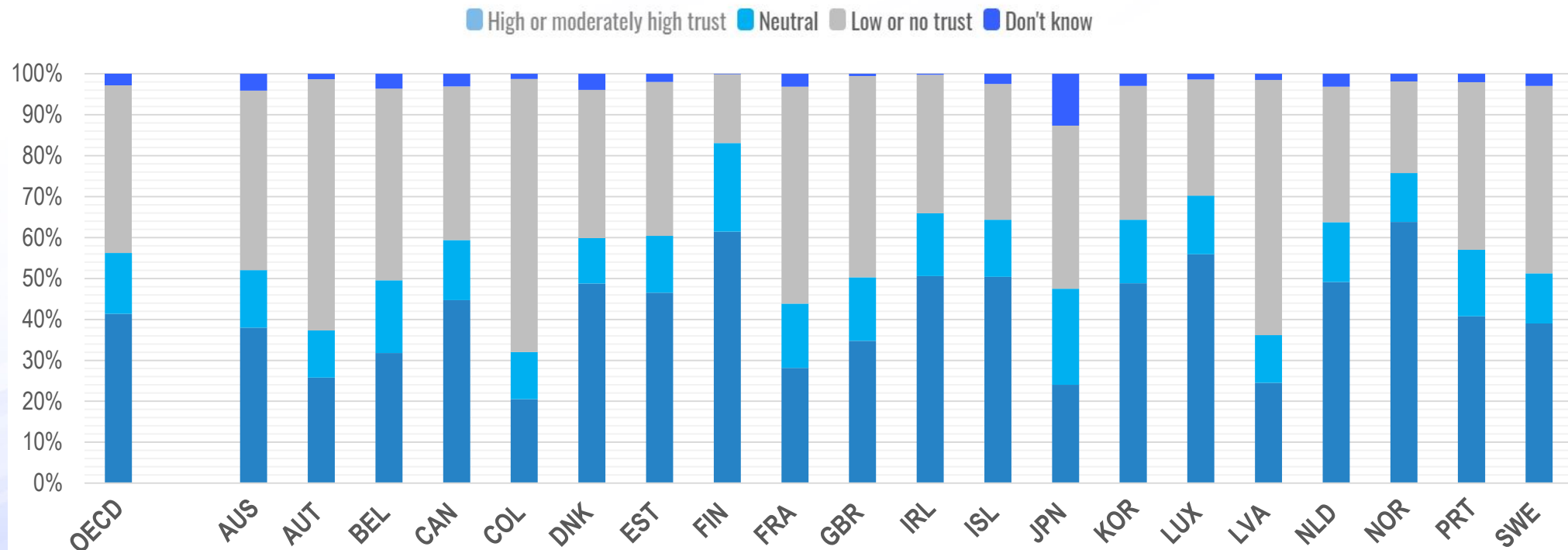
<http://oe.cd/trust>



An even split between those who trust and those who distrust

Just over four in ten people indicate high or moderately high trust in their national government

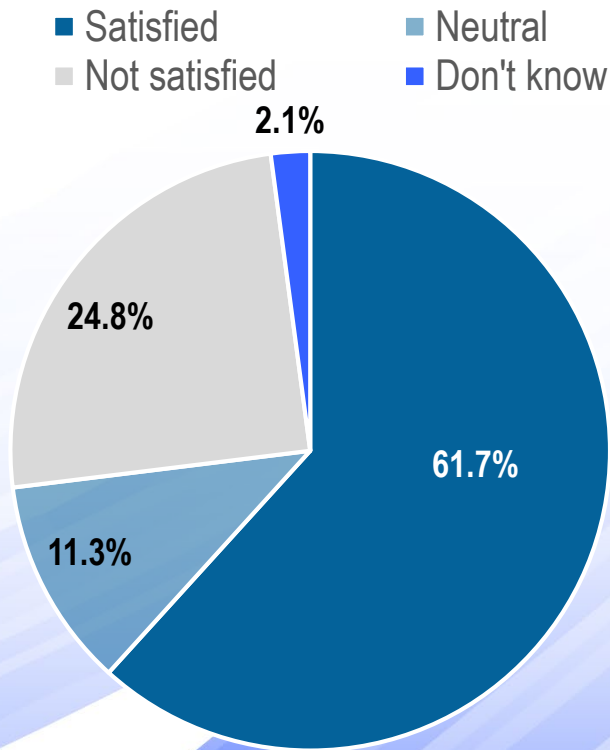
Share of respondents who indicate different levels of trust in their national government (on a 0-10 scale), 2021



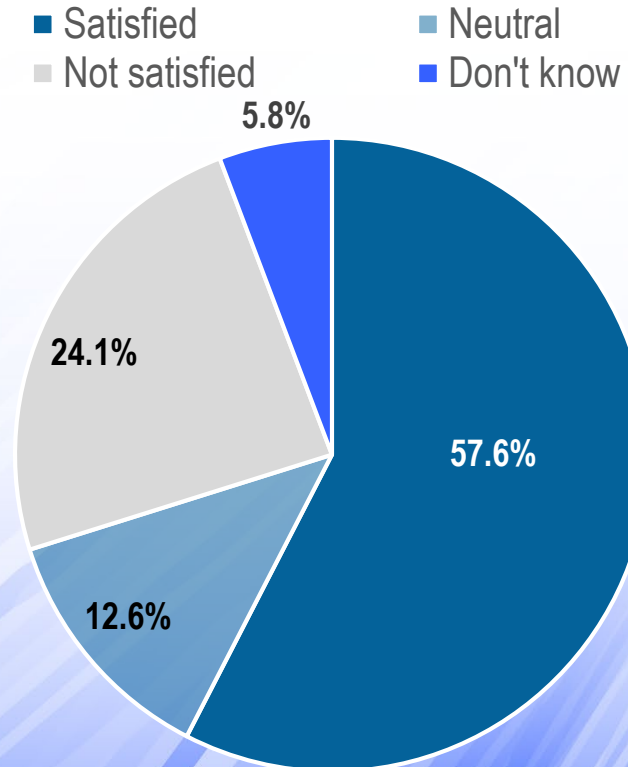
Governments seen as reliable, even during COVID-19

Most people feel their government is delivering public services

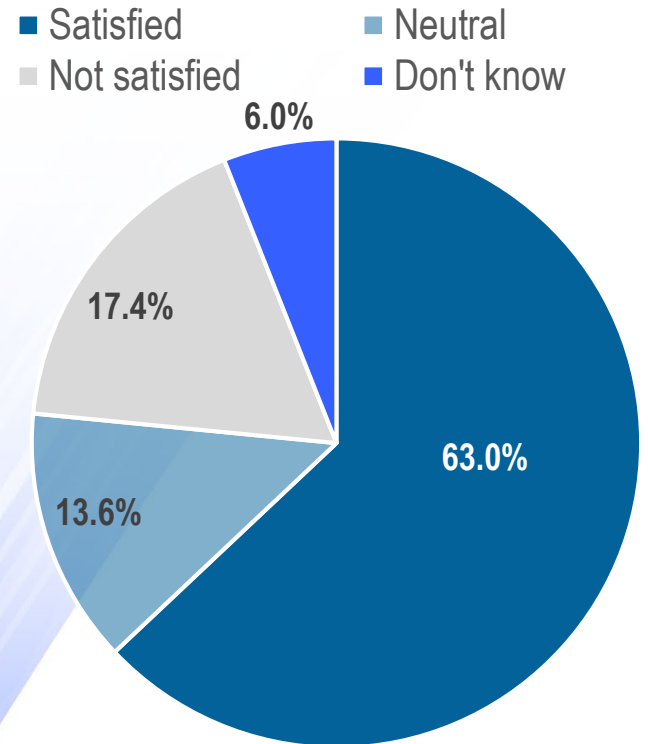
Satisfaction with healthcare system



Satisfaction with educational system



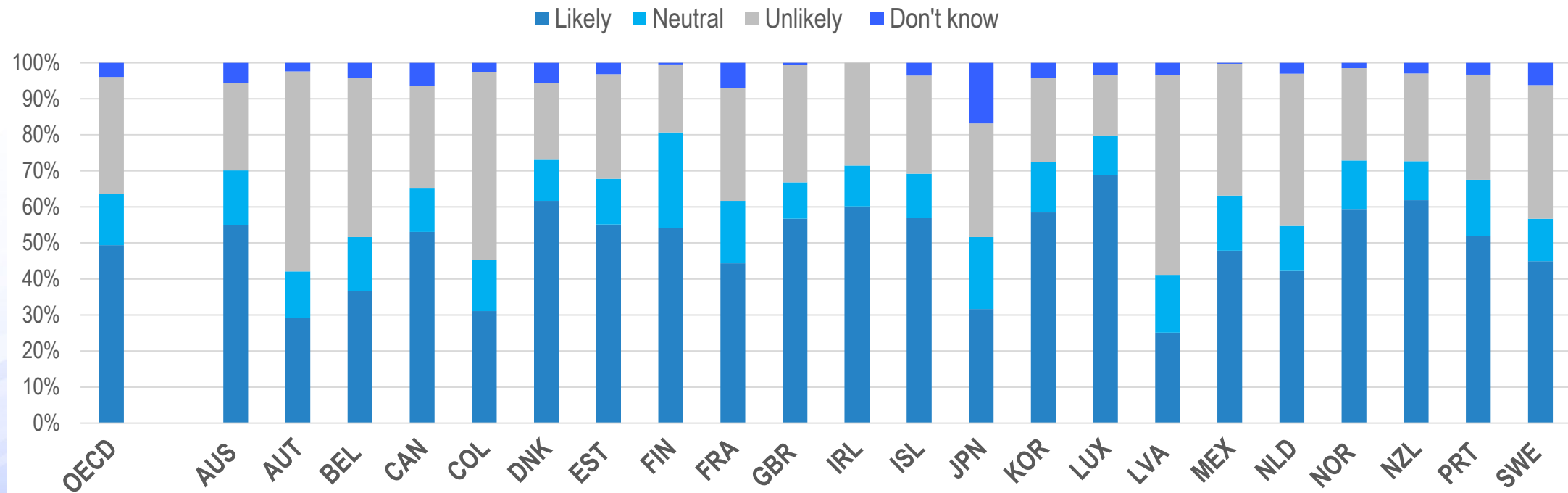
Satisfaction with administrative services



Governments viewed as prepared for future health crises

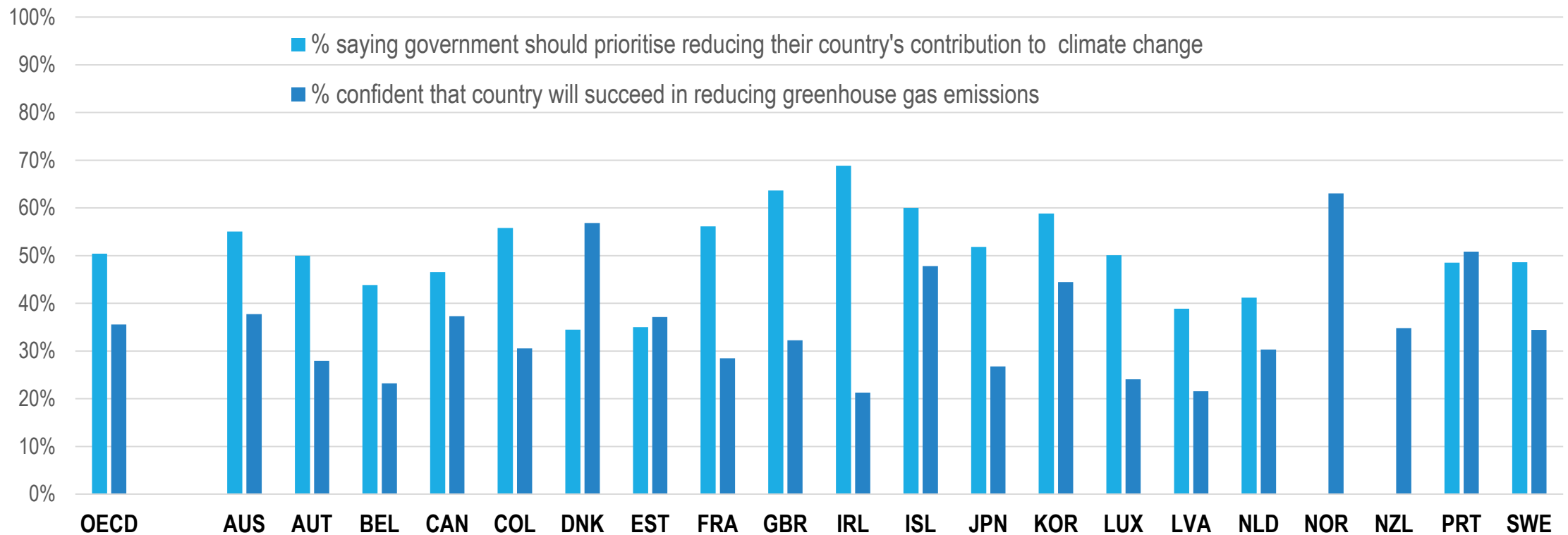
Nearly half say their government would be prepared for a future pandemic

Share of respondents reporting different levels of perceived likelihood that their government would be prepared to protect people's lives in the event of a new serious contagious illness (on a 0-10 scale), 2021



But they could do better in acting on citizens' concerns

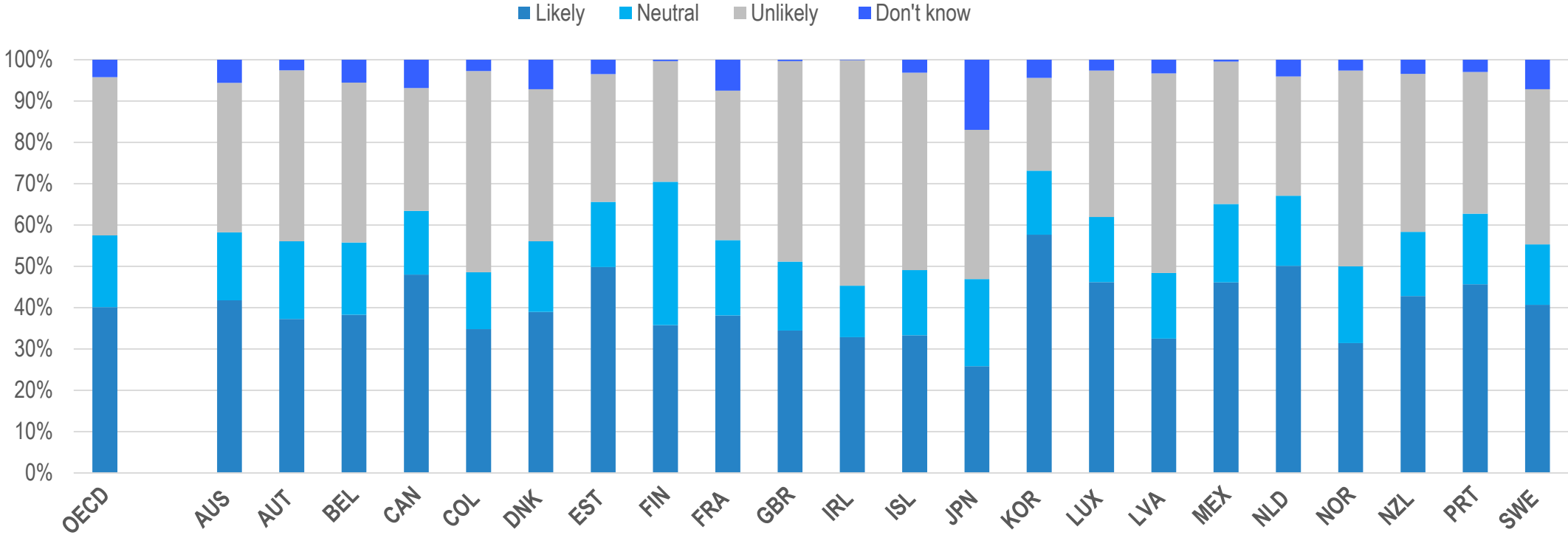
Half think their government should prioritise climate change, but only one-third are confident they will succeed



Governments seen by many as unresponsive to public feedback

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

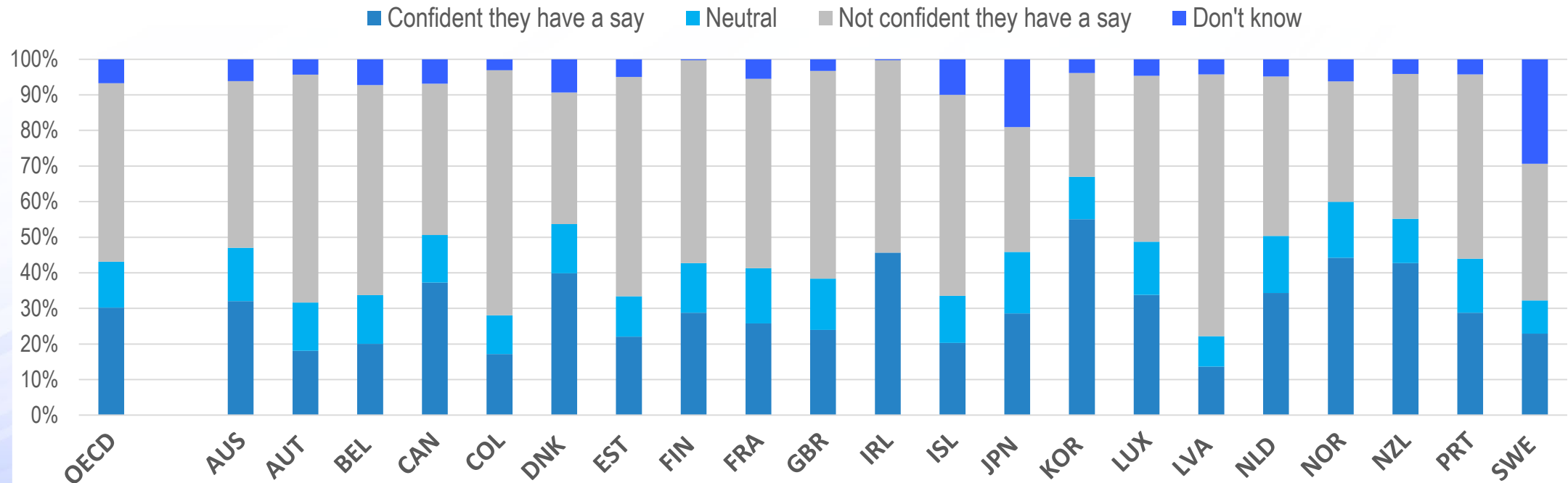
Share of respondents reporting different levels of perceived likelihood that a poorly performing public service would be improved if many people complained about it (on a 0-10 scale), 2021



Few people see opportunities to participate in policy making

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

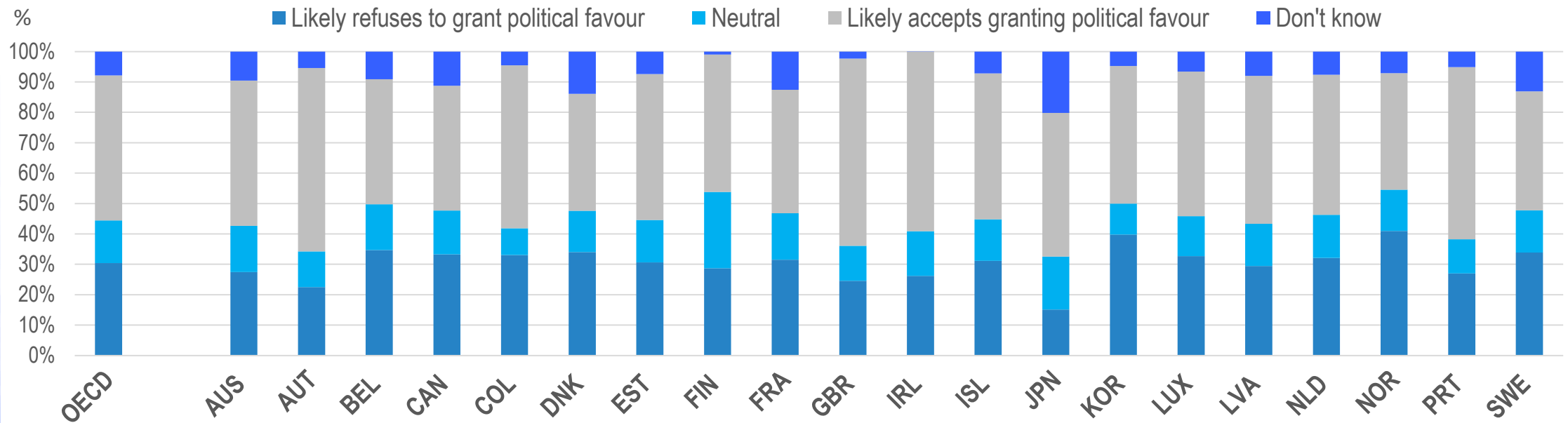
Share of respondents reporting different levels of confidence that the political system lets them have a say in government decision making (0-10 scale), 2021



Public perception of government integrity is an issue

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

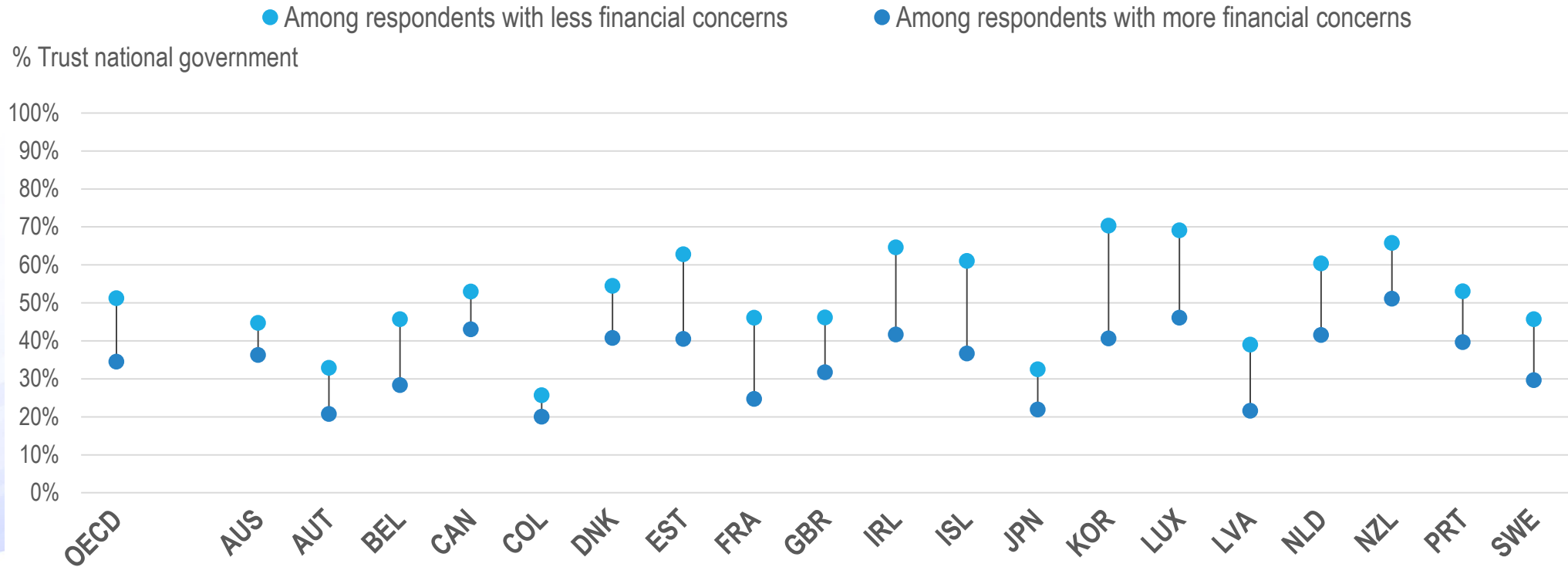
Share of respondents who indicate that an elected or appointed official would accept or refuse the offer of a well-paid private sector job in exchange for a political favour (on a 0-10 scale), 2021



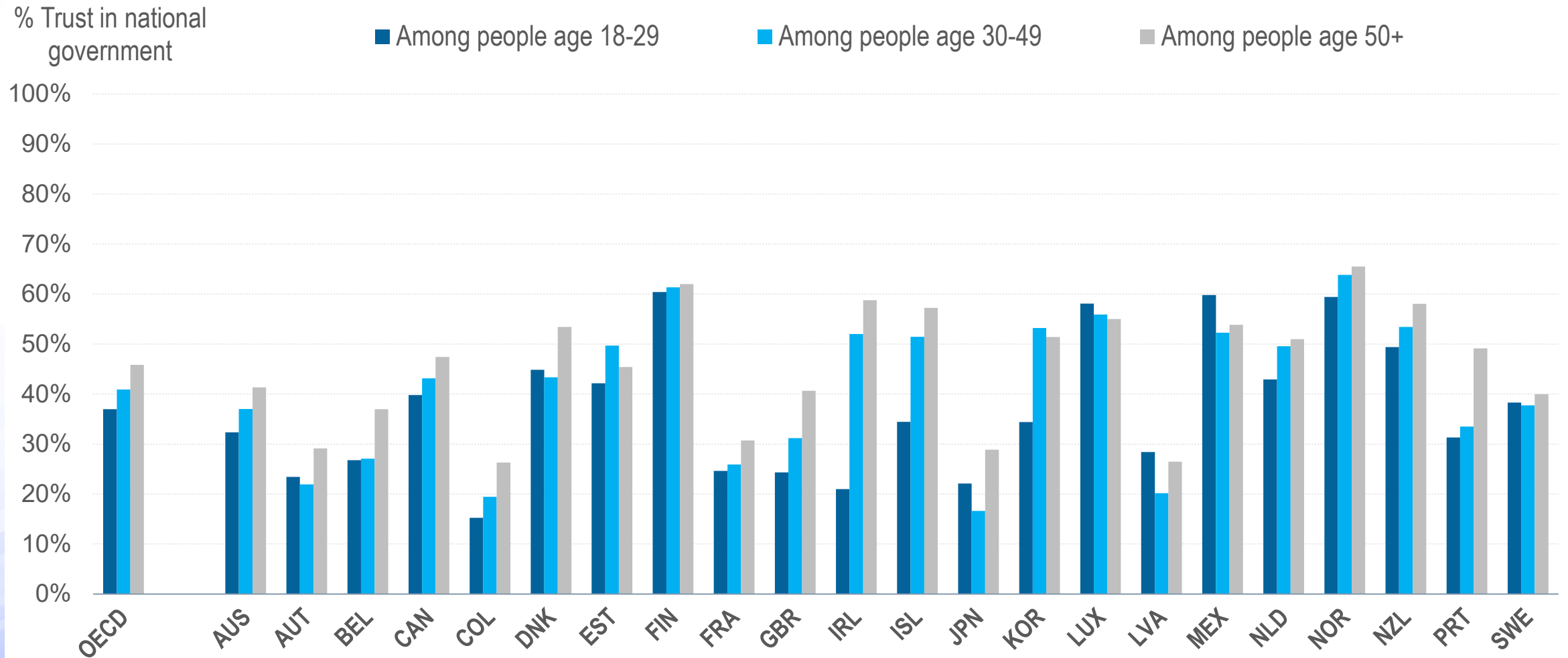
Disadvantaged groups have lower levels of trust in government

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

Share of respondents that trust the government by level of respondents' personal financial concerns, 2021

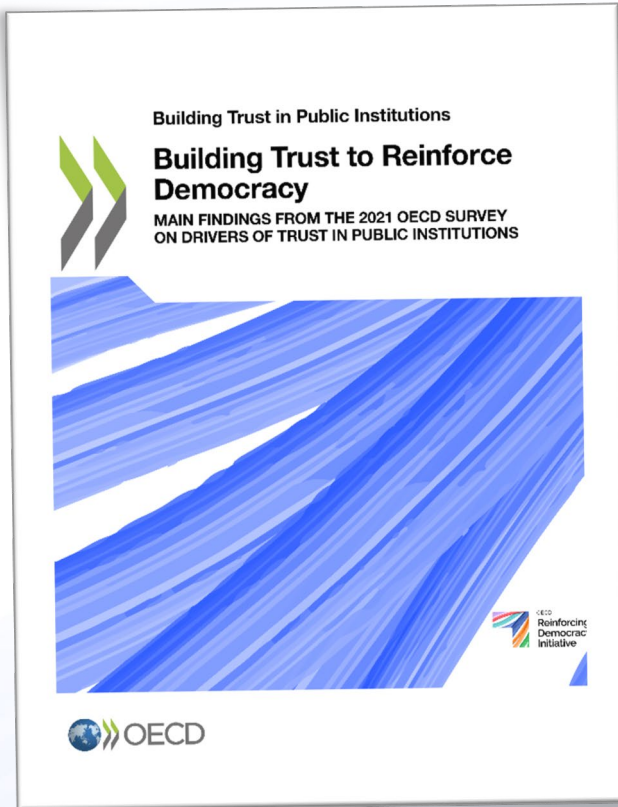


Younger people have lower levels of trust in government



Key takeaways for governments

- ✓ **Connect and engage better with citizens** in policy design, delivery and reform; enhance political voice; continuously improve public services; ensure the inclusion of vulnerable groups.
- ✓ **Invest in public integrity**
- ✓ **Don't rest on the laurels of reliability**: continue improving preparedness for future crises, designing better public services, and enhancing transparency
- ✓ **OECD Trust Survey data can help governments deliver better.** This is actionable evidence for countries as they try to strengthen public trust.
- ✓ **The Trust Survey will be a key input to the Reinforcing Democracy Ministerial** (November 2022).



Thank you

OECD Trust Survey: <https://www.oecd.org/governance/trust-in-government/>

OECD Directorate for Public Governance: www.oecd.org/gov/