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Survey design and technical  
documentation supporting  
the 2021 OECD Survey  
on Drivers of Trust  
in Government Institutions

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# Survey design and technical documentation supporting the 2021 OECD Survey on Drivers of Trust in Government Institutions

David Nguyen, Valerie Frey, Santiago González, and Monica Brezzi, OECD Public Governance Directorate

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The inaugural OECD Survey on Drivers of Trust in Public Institutions carried out in 2021 (“Trust Survey”) is a novel measurement tool supporting OECD governments in reinforcing democratic processes, improving governance outcomes, and, correspondingly, strengthening people’s trust in their democratic government. This paper provides the technical details of the surveying process for the inaugural OECD Trust Survey, including its coverage and sample design. The paper also reviews the methodological aspects of the survey to provide an account of the progress made in measuring trust in public institutions cross-country, with respect to previous projects and recommendations included in the OECD Guidelines for Measuring Trust. Finally, it proposes the continuation of the survey in the future, highlights potential areas for improvement in cross-country comparability and for continued cooperation with National Statistical Offices.

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# 1 Introduction

The 2021 inaugural OECD Survey on Drivers of Trust in Public Institutions (“Trust Survey”) is a novel measurement tool to support OECD governments in reinforcing democratic processes, improving governance outcomes, and, ultimately, strengthening people’s trust in their democratic government. The main findings from the 2021 survey are published in the OECD report “Building Trust to Reinforce Democracy: Main Findings from the OECD Survey on the Drivers of Trust in Public Institutions” (OECD, 2022 forthcoming).

Conducted across nationally-representative samples in 22 countries, the Trust Survey gauges citizens’ perceptions and assessment of public institutions. It is the first cross-national investigation dedicated to specifically to identifying the drivers of trust in government, across levels of government and across public institutions. The OECD Trust Survey is a key instrument in modern public governance and responds to a mandate and guidance from the OECD’s Public Governance Committee. Countries who opted to participate in the survey are aware of the great importance of monitoring citizens’ feedback on public institutions to improve their responsiveness, reliability, inclusiveness, integrity and openness.

People’s trust in public institutions is an important indicator to measure how people perceive the quality of, and how they associate with, government institutions in democratic countries. It is a multidimensional construct that depends on a number of individual, cultural and socioeconomic determinants (Ananyev and Guriev, 2018<sup>[1]</sup>; Algan et al., 2018<sup>[2]</sup>). At the same time, the performance of public institutions and values underlying public governance also influence people’s trust (Van de Walle and Bouckaert, 2003<sup>[3]</sup>). The OECD measurement of trust in public institutions focuses on these public governance drivers.

The Trust Survey in its current form has been revised and expanded based on methodological suggestions and empirical lessons reflected in the OECD Guidelines on Measuring Trust (OECD, 2017<sup>[4]</sup>), the TrustLab project (Murtin et al., 2018<sup>[5]</sup>), the consultative process “Building a New Paradigm for Public Trust” that took place through six workshops between 2020-2021, the updated conceptual Framework on Drivers of Trust in Public Institutions (Trust Framework) (Brezzi et al., 2021<sup>[6]</sup>), in-depth case studies conducted in South Korea, Finland and Norway (OECD/KDI, 2018<sup>[7]</sup>; OECD, 2021<sup>[8]</sup>; OECD, 2022<sup>[9]</sup>), and discussions held at the OECD Public Governance Committee in 2021 (GOV/PGC/RD(2021)3) and at the OECD Committee for Statistics and Statistical Policy in 2020 SDD/CSSP(2020)9. The survey questionnaire was also thoroughly reviewed in 2021 by an Advisory Group set up by the Secretariat and the Public Governance Committee that comprises public officials from participating countries, representatives from National Statistical Offices, and international experts. The final version of the survey questionnaire is included in Annex A.

The survey questionnaire consists of five main parts: levels of trust in different institutions; respondents’ evaluation of the five main public governance drivers (responsiveness, reliability, integrity, openness and fairness); satisfaction with public services; political attitudes and participation; and evaluation of government action and desired policies on intergenerational and global challenges. The last two parts of the questionnaire were added following an update of the Trust Framework in 2021 (Brezzi et al., 2021<sup>[6]</sup>), with some questions tested in the surveys implemented previously in Finland and Norway.



In alignment with the definition included in the OECD Guidelines for Measuring Trust, trust is defined as “a person’s belief that another person or institution will act consistently with their expectations of positive behaviour” ([hyperlink to definition box in report](#)). The Survey uses situational questions on people’s expectations of conduct by, and experience with, public institutions and services, to build measures of “trustworthiness” similar to consumer confidence indicators. Trustworthiness is based on expectations of positive behaviour that are central to the working definition of trust used in the Survey.

This paper provides the technical details of the survey process for the inaugural OECD Trust Survey, including its coverage and sample design. The paper also reviews the revisions and improvements made to the questionnaire and measurement choices based on the experience from previous projects and the recommendations included in the OECD Guidelines for Measuring Trust (OECD, 2017). It finds that the survey is relevant for countries as it provides outcome measures for public governance, and that it is of good quality in terms of reliability and validity. It proposes continuing the survey in the future and outlines potential areas of improvements or expansion in a statistical roadmap. It also suggests continuing discussions with National Statistical Offices as well as the Advisory Group on issues of question formulation, updated guidelines and quality standards of non-probability samples.

## 2 Sample design and description

### Data collection and coverage by country

The first wave of the Trust Survey was conducted in 22 OECD countries, listed in Table 1. Fieldwork in most countries was completed between late November and mid-December 2021, while in some instances data collection was aligned with an in-depth case study, including in Norway and Finland (both in 2020), and New Zealand (2022). The typical sample size across countries is around 2 000 respondents, with a median survey response time of between 8 to 18 minutes.<sup>1</sup> Questionnaires were sent out to a representative sample of citizens (representativeness was largely ensured through the use of quotas). Response rates for most countries ranged from 40-80% of all questionnaires sent out.<sup>2</sup> The full English questionnaire is included in Annex A.

The Trust Survey questionnaire was prepared in English and translated into 20 languages by professional translation agencies. The translated questionnaires were also reviewed by public governance specialists (civil servants) in countries themselves through the Advisory Group established for the survey<sup>3</sup>. Also where the same language is spoken (e.g. English in Canada and Australia and New Zealand, or Dutch/Flemish in the Netherlands and Belgium) the questionnaires were reviewed by mother tongue speakers to ensure that the formulations and language used would be appropriate to the specific cultural and institutional settings of each country. This lengthy and labour-intensive process was necessary to maximise confidence in the comparability of questions across countries. The summary in Table 1 shows the survey characteristics including the languages in which the survey was implemented in each country.

Detailed translation notes were discussed with the Advisory Group and added to the English questionnaire to facilitate translation. The notes define key terms and make sure that they are adapted appropriately into cultural and institutional contexts.

To further minimise differences across countries due to translation it was decided to use an eleven-point numeric scale with verbal anchors on the extreme values for most questions. Research shows that eleven point scales, by allowing for greater variance, perform better in cross-country comparisons (OECD, 2017<sup>[4]</sup>). They are an improvement on binary scales, which force respondents into an absolute answer, and on scales with several intermediate categories using words (e.g. very, a lot, some, quite), which generally leave more room for interpretation and subtle differences in language.

**Table 1. Description of survey sample and data collection by county**

ISO Code	Country	Sample size (net final)	Languages	Fieldwork dates	Response rate to total questionnaires sent*	Median interview duration
AUS	Australia	2014	English	26 Nov - 15 Dec 2021	53.0%	16 min / 10 sec
AUT	Austria	2022	German	24 Nov - 13 Dec 2021	79.0%	13 min / 10 sec
BEL	Belgium	2036	French, Flemish	26 Nov - 7 Dec 2021	67.0%	13 min
CAN	Canada	2016	English, French	26 Nov - 13 Dec 2021	63.0%	13 min
COL	Colombia	2092	Spanish	25 Nov - 9 Dec 2021	64.0%	19 min
DNK	Denmark	2657	Danish	24 Nov - 9 Dec 2021	72.0%	13 min / 50 sec
EST	Estonia	1206	Estonia, Russian	29 Nov - 28 Dec 2021	41.0%	12 min / 30 sec
FIN	Finland	1011	Finnish, Swedish, English	1 Aug - 19 Aug 2020	46.5%	n/a
FRA	France	2009	French	26 Nov - 8 Dec 2021	68.0%	14 min / 20 sec
ISL	Iceland	1458	Icelandic	25 Nov - 20 Dec 2021	44.5%	17 min / 22 sec
IRL	Ireland	1135	English	24 Nov - 17 Dec 2021	22.0%	17 min / 43 sec
JPN	Japan	1335	Japanese	29 Nov - 15 Dec 2021	52.0%	10 min
LVA	Latvia	1728	Latvian & Russian	29 Nov 2021 - 5 Jan 2022	40.0%	12 min / 40 sec
LUX	Luxembourg	1220	French, German, Luxembourgish	11 Feb - 19 Feb 2022	63.0%	15 min
MEX	Mexico	2527	Spanish	21 Sep - 5 Oct 2021	84.2%	15 min / 50 sec
NLD	Netherlands	2057	Dutch	26 Nov - 7 Dec 2021	85.0%	11 min / 50 sec
NZL	New Zealand	2211	English	8 Feb - 24 Feb 2022	n/a	13 min (mean)
NOR	Norway	9913	Bokmål, Nynorsk, Sami, Polish, English	6 May 2020 - 16 Aug 2020	24.8%	18 minutes**
PRT	Portugal	1888	Portuguese	11 Mar - 11 Apr 2022	41.0%	14 min / 40 sec
KOR	South Korea	2004	Korean	26 Nov - 17 Dec 2021	42.0%	8 min
SWE	Sweden	2012	Swedish	24 Nov - 14 Dec 2021	64.0%	12 min / 30 sec
GBR	United Kingdom	3162	English	11 - 27 Mar 2022	78%	19 min**

Notes: \* Response rate in countries where the survey was conducted by YouGov refers to share of completed interviews to total invitations that were sent out. Details on response rates in other countries are provided in Box 1. \*\* In Norway and the United Kingdom the questionnaire was considerably longer, making the median response time not directly comparable.

## Description of national samples

Data collection of the first wave of the Trust Survey was managed via the following arrangements: countries could opt to have the data collected via a single survey provider and facilitated by the OECD, via their own National Statistical Office, or via a survey provider of choice. In the latter two cases, the microdata was safely transferred to the OECD for further processing and integration into the main dataset and there was prior agreement on the statistical criteria to be observed for ensuring the comparability of the data. Overall 15 countries signed up for the centralised data collection via the survey provider YouGov which was selected following an open and competitive market consultation run by the OECD procurement office. In three other countries, data collection was administered by the National Statistical Office by adding Trust Survey questions in an existing survey (Finland), designing and implementing a brand-new National Trust Survey (Mexico), or implementing it as ad hoc pilot surveys (Ireland and the United Kingdom). Iceland, New Zealand and Norway used a national (private sector) survey provider of choice. Table 2 shows the survey provider and panels used in each country.

The microdata were fully anonymised by the survey providers before transmission to the OECD. This means no names, addresses (including IP) or other information that could lead to direct identification of

individuals were available to OECD staff. Moreover, any identifiers used by the survey providers were replaced by a generic number once data was received by the OECD. Other measures included the removal of respondents that answered the survey very quickly (“speeders”) or those that opted for the same response in the majority of questions (“straight-liners”). None of them were included in the final dataset.

As with any microdata, a risk of re-identification remains if enough detailed data points on individuals are available and the samples are small. For instance, a person’s exact age in combination with their gender and detailed geographical information could lead to re-identification. To counter this risk, the OECD only reports aggregate figures and the micro data tables were grouped wherever sub-samples are relatively small (i.e. below 50 observations).

**Table 2. Survey providers and panels by country**

Country	Survey provider	Contact method	National panel(s)	Quotas	Weighting method
Australia	YouGov	Online	YouGov	Gender, age, region, education	Rim weighting
Austria	YouGov	Online	YouGov	Gender, age, region, education	Rim weighting
Belgium	YouGov	Online	YouGov	Gender, age, region, education	Rim weighting
Canada	YouGov	Online	YouGov	Gender, age, region, education	Rim weighting
Colombia	YouGov	Online	YouGov	Gender, age, region, education	Rim weighting
Denmark	YouGov	Online	YouGov	Gender, age, region, education	Rim weighting
Estonia	YouGov	Online	CINT & MobOpinions	Gender, age, region	Rim weighting
Finland	Statistics Finland	Online, telephone	Statistics Finland Population Database	Age, gender, region, language	Calmar
France	YouGov	Online	YouGov	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, region	Add when information from IRL becomes available
Japan	YouGov	Online	Rakuten	Gender, age, region, education	Rim weighting
Latvia	YouGov	Online	CINT & MobOpinions	Gender, age, region	Rim weighting
Luxembourg	YouGov	Online	TNS Ilres	Gender, age	Rim weighting
Mexico	INEGI	Face-to-face	INEGI	Gender, age, education	Probabilistic, stratified
Netherlands	YouGov	Online	YouGov	Gender, age, region, education	Rim weighting
New Zealand	Research New Zealand	Online	Dynata	Gender, age, region, ethnicity	Rim weighting
Norway	Kantar	Online, postal	National Population Register	Gender, age, region	Cell weighting
Portugal	YouGov	Online	YouGov & Netquest	Gender, age, region, education	Rim weighting
South Korea	YouGov	Online	CINT	Gender, age, region, education	Rim weighting
Sweden	YouGov	Online	YouGov	Gender, age, region, education	Rim weighting
United Kingdom	ONS	Online, telephone	Previous ONS survey respondents	Gender, age, region, education	Rim weighting

## Question coverage by country

The same questionnaire was used in all countries, with few exceptions where the survey was implemented before the final version came out of discussions with the Advisory Group. This was the case in Mexico, Finland, and Norway. However, data for most questions were collected in all countries and Table 6 in Annex B provides a full matrix of question coverage by country. Where question formulations differed a decision was made to include data when it was considered that there was sufficient overlap. A detailed “crosswalk” between each question where the formulation differed can be found in Table 7, Annex A3.

In a handful of cases, countries removed a few questions or suggested an adaptation of the question wording in advance of the survey to better fit their national institutional and cultural contexts or to collect additional insights.

For example, in Mexico, as in many other federal countries, the configuration of different levels of government is complex.<sup>4</sup> The three levels of government - federal government, state, and municipal - are each charged with some degree of public goods provision, in some cases overlapping. It is therefore often difficult for respondents to know exactly which level of government, or which Ministry, delivers which service or programme. Asking people about “government” therefore, can lead to misinterpretation. Thus the Mexican National Statistical Office (INEGI) asked respondents about their level of trust in the President and Governors of states. While the trust estimates for the President match the results of national opinion polls collected around the same time, for the purposes of cross-national harmonisation, there is a risk that an individual person is mistaken for the institution of the executive.

In the case of New Zealand, since the Public Service Commission deployed the survey, some questions were excluded that would have violated guidelines on “political neutrality” of public agencies issued by the Public Service Commission. Consequently, the question on “trust in national government” was could not be asked in New Zealand.

As a result of these unique circumstances, estimates for trust in national government are not available for Mexico or New Zealand in this report. In some selected instances, estimates for trust in the civil service are therefore used instead of “trust the national government” for Mexico and New Zealand. The main report indicates whenever this is case, also indicating that on average across OECD countries trust in civil service is higher than trust in government.

Other countries sought to address additional topics. Ireland, for example, included additional questions on interpersonal trust and social capital based on a “lost wallet” hypothetical example. Portugal included exploratory questions to assess the perceived importance of science and citizen engagement in the policymaking process. New Zealand asked background questions on ethnicity as a demographic variable. The United Kingdom asked about satisfaction with specific public services. The results of these unique investigations are being evaluated in OECD case studies or by national statistical offices.

## Pros and cons of using online surveys

The survey mode in most countries was web-form, with exceptions in Finland and the United Kingdom (web-based and telephone), Norway (web-based and postal), and Mexico (face-to-face only).

Surveys administered online are generally less expensive and data can be collected more quickly compared to other survey methods such as face-to-face or telephone interviews. While cost matters, the reduced overall fieldwork time becomes important when measuring a phenomenon that can be influenced considerably by sudden events or shocks. Due to mobility and contact restrictions online surveying also became the main method during the COVID-19 pandemic, including for National Statistical Offices (NSOs). Another distinct advantage is that the respondent can fill in the survey whenever it is most convenient, rather than when the interviewer calls or rings at the door. Finally, the anonymity of online surveys can be

advantageous when respondents are asked about topics that they could consider sensitive (voting behaviour, political activities, opinions on corruption, etc.).

An often-mentioned potential drawback of online samples is their representativeness given that only people with access to the Internet can feasibly be interviewed online. While this is less of an issue in most OECD countries, where Internet penetration is usually above 80%<sup>5</sup> it can be lower in other contexts such as Latin America. Importantly, within countries some groups are much less likely to be online than others. This might include people who are older, less educated, living in rural areas or those who are offline by choice due to privacy concerns. Given the difficulty of reaching rural respondents, the national sample is mainly representative of the urban population in Colombia. It should be noted that also Mexico decided to sample only urban population, although the interviews were conducted face-to-face. Finally, another concern with self-completed questionnaires is that there is less opportunity for clarification, which a trained interviewer could provide.

## Use of non-probabilistic samples in the Trust Survey

In most countries, non-probabilistic sampling was used by YouGov or other private providers based on *ex-ante* country-level quotas for gender, age, large regions and education (see Table 2). This type of sample construction was considered to be the most feasible option for the OECD Trust Survey given the simplicity, timeliness, and lower costs of implementing the survey in the same period in a large number of countries. In practice, all surveys administered by YouGov make use of online panels to which people have signed up with their personal details and opted in to receive invitations for surveys. In some other countries (Ireland and United Kingdom), respondents agreed to be contacted for the survey elsewhere (e.g. another survey) and are thus part of a panel. The quotas were derived from national estimates of group prevalence based on probabilistic surveys, census data or administrative data.

Finland, Norway and, to some extent, Mexico<sup>6</sup> were exceptions, as probabilistic samples could be designed using a national sampling frame and database to randomly contact individuals by email and postal mail or by carrying out face-to-face interviews. Box 1 provides a detailed overview of sample design in those countries, which ran the survey via a local survey provider or their own national statistical office; the countries covered by YouGov are overviewed in Table 1. Nevertheless, in all countries post-stratification weights are applied to correct for lower response rates of some groups (discussed in more detail in following section).

In terms of sample design it is fair to say that probabilistic sampling is often considered the 'gold standard' in survey research, given that, in theory, every person has the same non-zero probability of being selected to take part in the survey. However, there are increasing concerns regarding their representativeness, given declining response rates in recent years. One possible reason is that with the advancement of digital technologies, people are less likely agree to be interviewed over the phone or on their doorstep. The latter could also be due to security concerns, particularly in some countries or places within countries. Experience in Norway and Finland tends to confirm this somewhat as, respectively, only around 25% and 47% of targeted (randomly selected) respondents replied to the invitation to take part in the survey.

In Ireland, Iceland and the United Kingdom, the starting point for the panel was a probabilistic sample used for a different survey (e.g. national Labour Force Survey) that allowed people to opt in to be contacted for further surveys. However, the potential selection biases are likely very similar to the opt-in, non-probabilistic model used in most other countries, given that only those who completed the other survey and agreed to receive further survey invitations or that are specifically invited to a panel were contacted. Moreover, among those that were contacted only some completed the survey (22% in Ireland, 44.5% in Iceland, and 78% in the United Kingdom).

All in all, while some limitations in terms of representativeness for some groups or places needs to be acknowledged, the use of non-probabilistic samples and quotas by population groups seems to achieve a good level of national representativeness. In addition to collaborating with NSOs in the design of the Trust Survey, the OECD carried out some checks of external validity by comparing results across comparable questions in the Trust Survey with other surveys (see “Reliability” below).

### Box 1. Sample design in countries running survey via own survey provider or statistical office

While in most countries the survey was administered via the OECD and YouGov, some chose to run this first wave using their own survey providers or statistical offices. This box provides some details on the sample construction by country:

- In Finland, the survey was fielded as part of the Consumer Confidence Survey which uses systematic random sampling (SYS) based on geographical population density. The population database for the survey is maintained by Statistics Finland and includes 3.9 million people aged 18 to 74.<sup>7</sup> Each month 2 200 people are invited via letter or email to answer the survey using a web form. After some time, those not responding are given the opportunity to be interviewed over the phone. Overall around 47% of invited respondents completed the survey, of which 78% were online.
- In Iceland the sample is built using simple random sampling from Iceland’s National Register. However, the survey sample itself is a stratified random sample of 3 300 individuals from the Institute’s internet panel based on respondents opting in to take the survey online following invitations by email and a reminder by SMS. In this case the response rate was 44.5%.
- In Ireland, the survey sample was based on a subsample of the Labour Force Survey. Respondents had to opt-in in order to receive online survey invitations from the Central Statistics Office.<sup>8</sup> Hence, while the LFS is a probabilistic survey, the subsample used for the Trust Survey is similar to online panels used in the other countries. The response rate among people that have opted in to complete the survey was 22%.
- In Mexico, the survey was conducted face-to-face using a probabilistic sample for 10 selected cities accounting for 6.4% of the total adult population in the country. The sample was selected by randomly selecting: areas within cities, households within areas, and people within households.
- In Norway, the survey was fielded within the regular Citizen Survey carried out by the Agency for Public and Financial Management (DFO). Declining response rates to the paper-based survey also led to the decision to administer the survey online drawing on a new address register allowing for digital communication between citizens and government agencies. However, given lower digital availability, people above the age of 70 were sent a questionnaire by post. The overall response rate was 25% and somewhat higher in the analogue sample (37.8%) as compared to online (22.2%).
- In the United Kingdom, approximately 4 000 individuals were invited to fill-in a self-completion questionnaire online, and of those 78% replied. The sampling frame from which the 4 000 individuals were drawn initially consists of people that have completed the Labour Force Survey (LFS) as well as the Opinions and Lifestyle Survey (OPN) or the European Health Interview Survey (EHIS) and consented to be contacted for further surveys. An option to complete the survey via telephone was provided but less than 0.2% of the responses were collected in this way.

In remaining countries, where the online survey was run by YouGov, the sample is drawn from national panels compiled by YouGov or its partners to which respondents have signed up voluntarily at some



point. Quotas were used to only invite respondents within specific groups to ensure national representativeness. For response rates, time to complete and other descriptive statistics for the countries covered by YouGov, see Table 1 and Table 2.

Source: OECD Trust Survey, Technical Reports by country

## Sampling quotas and post-stratification

As with any survey, *ex ante* decisions need to be made regarding the desired level of representativeness across respondent characteristics and groups. Generally, the more sub-groups are defined, the larger the survey sample needs to be in order to make sure that each group has a sufficient number of respondents. However, a larger sample *per se* does not guarantee that groups which are hard to reach will be represented sufficiently. For the Trust Survey the goal was to have a sample that is representative at the national level, and also across gender, age, education and large regions within countries. These are non-interlocking quotas, meaning that the gender, education, age and region criteria are seen individually and not crossed. Information on income was collected but not used for the weighting given the relatively higher rate of respondents that preferred not to report their income and the potential inaccuracy of self-reported income. National estimates of the “true” size of these groups were based on probabilistic survey estimates, national census estimates, or national administrative data typically held by the OECD (e.g. the OECD Income Distribution Database).

In practice, in countries where YouGov ran the survey, responses were collected until the country-specific quotas were filled. For example, if 32% of people in France have university level of education, also 32% of respondents were recruited from this group. **Hard quotas were enforced for gender (2 groups), age (5 groups), education (3 groups), and region (varying by country), with exceptions in Estonia, Latvia and South Korea where data was collected according to soft quotas which were adjusted slightly during data collection (see Table 2 for details on quotas).**<sup>9</sup> In practice this means that in some groups which are known to be harder to reach (typically younger and with lower levels of education) and despite additional effort made to reach them the number of responses was *a priori* expected to be lower.

In a second step, post-stratification weights were calculated in order to account for remaining differences between the sample and the target population due to idiosyncratic non-response. In most countries the “random iterative method (RIM)” was used to calculate the weighting coefficients (also referred to as “raking”). RIM describes a data fitting process that applies weight factors to each respondent in order to match the target figures for each country and group. In practice, an algorithm fits the respondent-level data to maximise the match between the sample and target population and minimise the amount of manipulations that need to be done, while accounting for all weighting variables that are specified (e.g. gender, age, region, education).

For the age quota and weights, six broad groups were defined (18-24, 25-34, 35-44, 45-54, 55-64, 65+);<sup>10</sup> respondents were aggregated into three groups for the presentation of results in the main report (18-29, 30-49, 50+). Wherever year of birth was available instead the following approximation was used:  $Age = (year\ of\ survey + 1) - year\ of\ birth$ . In the case of Ireland the statistical office defined the youngest age group as 18-34 in order to maintain confidentiality of the data, while quotas were based on 7 age groups in Iceland (18-25, 26-35, 36-45, 46-55, 56-65, 66-75, 76+), 5 groups in Norway (18-24, 25-34, 35-49, 50-66, 67+), 4 groups in Finland (18-29, 30-49, 50-64, 65-74), 4 groups in the United Kingdom (18-29, 30-49, 50-64, 65+). Table 8 in Annex D shows the share and number of respondents in the Trust Survey by age group and country.



For gender, two quotas were set (male and female), but respondents were also given the possibility to choose the answer options “Prefer not to say” or “Don’t know/None of these”. Overall around 0.5% of respondents chose one of these two options, which is too small for the sample to be representative as the national level. Table 9 in Annex D shows the share and number of respondents in the Trust Survey by age group and country.

Based on the ISCED-2011 classification, respondents were asked to indicate their highest level of education shown to them in the equivalent national education system. For example, a respondent that completed upper secondary education (“high school”) but did not enter the tertiary education track would be assigned a “medium” level of education. Then quotas for education levels were based on three aggregate groupings shown in Table 3. The share and number of respondents by group and country is presented in Table 10 in Annex D.

**Table 3. Education levels included in OECD Trust Survey**

OECD Trust Survey / ISCED 2011	Aggregate
I did not complete any formal education	Low
Early childhood education	Low
Primary education	Low
Lower secondary education (GCSEs or equivalent level)	Low
Upper secondary education (A-Levels or baccalaureate)	Medium
Post-secondary, non-tertiary education (generally vocational/ professional qualification of 1-2 years, e.g. college, trade school)	Medium
Short-cycle tertiary education (vocational education and training, studying towards a non-academic degree, e.g. nursing/ teaching diploma)	High
Bachelors or equivalent level degree	High
Masters or equivalent level degree	High
Doctoral or equivalent level degree	High

Note: In the case of the Netherlands there are some concerns that the translation process resulted in relatively technical terms that some respondents could have struggled with to understand. As a result it may be possible that more people with a “high” education ended up in the “medium” category than in similar surveys.

For broad regional representativeness respondents were asked to indicate their current place of residence by choosing from a list of regions. In some cases, given that the sample size would not be sufficient to make the information representative for each small region, these were further aggregated into larger regions on which the sampling quotas were based on (see Table 11 in Appendix D). This also means that the survey is representative at the national level and at the level of macro regions. It should be noted, however, that in most surveyed countries, information on respondent’s postcode was also asked, and further analysis could be undertaken in the future on differences by degree of urbanisation within countries.

For information on income, survey respondents were asked to choose separate bands that include their gross and net disposable monthly household income. In addition, the options of “Don’t know” and “Prefer not to say” were given. As expected, response rates for these questions were somewhat lower, making it more difficult to claim full representativeness. On average given that around 15-20% of respondents did not provide information on their income, it was also not used when creating the survey weights. Information on income was then used to allocate respondents into 3 broad income groups based on their position in the national income distribution (bottom 20%, middle 60%, top 20%).

Table 4 provides an overview of the value ranges included in each aggregate group.

Table 4. Net household income groupings by country

Country Code	Country	Bottom 20%	Top 20%	ISO Code
AUS	Australia	< 20 000	> 120 000	Australian Dollar (AUD)
AUT	Austria	< 15 000	> 50 000	Euro (EUR)
BEL	Belgium	< 15 000	> 50 000	Euro (EUR)
CAN	Canada	< 20 000	> 100 000	Canadian Dollar (CAD)
COL	Colombia	< 600 000	> 2 000 000	Colombian Peso (COP)
DNK	Denmark	< 171 000	> 357 000	Danish Krone (DKK)
EST	Estonia	< 7 200	> 19 200	Euro (EUR)
FIN	Finland	< 18 900	> 77 800	Euro (EUR)
FRA	France	< 15 000	> 45 000	Euro (EUR)
ISL	Iceland	< 300 000	> 900 000	Icelandic Krona (ISK)
IRL	Ireland	(not available)	(not available)	
JPN	Japan	< 3 000 000	> 9 000 000	Japanese Yen (YEN)
LVA	Latvia	< 4 800	> 16 800	Euro (EUR)
LUX	Luxembourg	< 2 150 (month)	> 5 300 (month)	Euro (EUR)
MEX	Mexico	(not available)	(not available)	
NLD	Netherlands	< 15 000	> 70 000	Euro (EUR)
NZL	New Zealand	TBC	TBC	New Zealand Dollar (NZD)
NOR	Norway	TBC	TBC	Norwegian Krone (NOK)
PRT	Portugal	< 10 959	> 26 180	Euro (EUR)
KOR	South Korea	< 15 000 000	> 42 000 000	South Korean Won (KRW)
SWE	Sweden	< 300 000	> 800 000	Swedish Krona (SEK)
GBR	United Kingdom	< 20 801	> 56 200	Pound Sterling (GBP)

Note: Information on thresholds from YouGov database and OECD Income Distribution Database. For New Zealand and Norway respondents were asked to provide their gross (rather than net) annual household income. In the case of Denmark net equivalised income was used which is adjusted for household size and hence appears relatively low.

# 3 Assessing survey quality

A key concern for the production of economic, environmental, social or governance statistics is their accuracy, or the degree to which they result in measures that are reliable and valid. In other words, do they measure what they were designed to and with a high statistical quality? This is particularly the case here as measures of public governance, including trust in institutions, are less established in national statistical systems, and not collected frequently or coherently across countries (González, 2020<sup>[10]</sup>; González, Fleischer and Mira d'Ercole, 2017<sup>[11]</sup>). “Reliability” refers to the degree to which a measure produces information that is consistent over time and over different measurement approaches, while “validity” refers to whether a measure captures the theoretical concepts it is supposed to. Both are discussed in greater detail in the Guidelines on Measuring Trust (OECD, 2017<sup>[4]</sup>).

This section discusses the development and revisions to the survey questionnaire, highlighting the lessons and improvements of recent years, thanks to a number of international initiatives such as the OECD work on Trust in Government, the UN Praia Handbook on Public Governance Indicators, the inclusion of an *ad hoc* on-line module of questions on trust in government in the 2022 European Social Survey, as well as national initiatives to promote the measurement of trust in public institutions and its drivers, such as surveys carried out by the National Statistical Offices in Colombia, Finland, Ireland, Mexico and the United Kingdom and by the Department of the Prime Minister and Cabinet in Australia and the Agency of Financial and Public Management in Norway. It also takes a closer look at the quality of the survey results and finds that the reliability and face validity are generally high.

## Questionnaire development and revisions

The development of the questionnaire for the Trust Survey was built on several initiatives and documents produced by the OECD over many years. While the Guidelines on Measuring Trust were developed before any coherent survey on measuring the drivers of trust existed, the statistical feasibility has been tested in a number of countries via the TrustLab and case studies in Korea, Finland and Norway. The Guidelines took stock of existing trust measures and concluded on their statistical quality recognising room for improvement, particularly on what pertains measures of the drivers of trust where the instruments put forward were recognised as experimental. Box 2 provides a brief overview of the main steps behind the development of the OECD Trust Survey questionnaire since the OECD Guidelines for Measuring Trust.

## Box 2. Key initiatives and documents behind development OECD Trust Survey questionnaire

The final questionnaire for the OECD Trust Survey benefits from a number of documents and projects at the OECD. This box provides a brief overview of the main ones:

- The “OECD Guidelines on Measuring Trust” were developed under the umbrella of the OECD Better Life Initiative and published in 2017 with the aim of assisting “data producers in collecting and reporting trust measures, and to support users of trust data in understanding different measurement approaches and their implications for analysis” (OECD, 2017<sup>[4]</sup>).
- An in-depth analysis of the reliability and validity of a range of trust measures finds that they are largely reliable with a good construct validity (González and Smith, 2017<sup>[12]</sup>).
- The OECD TrustLab has run interpersonal experiments in a controlled setting and surveys on trust and its drivers including a subset of question on trust and its drivers in France, Germany, Italy, Japan, Korea, Slovenia, United Kingdom and United States in 2017 and 2018 (Murtin et al., 2018<sup>[5]</sup>).
- A previous version of the full trust survey questionnaire was applied via country case studies in Korea, Finland and Norway (OECD/KDI, 2018<sup>[7]</sup>; OECD, 2021<sup>[8]</sup>; OECD, 2022<sup>[9]</sup>). This ensures the feasibility of applying the questionnaire in population surveys and the possibility to develop economic indicators based on the micro data. It also contributed to further fine tune the questions of the drivers of trust.
- The questionnaire was also applied in 12 European countries in 2021 through the online panel survey CRONOS-2 of the European Social Survey (ESS). The questionnaire was discussed with a group of academic experts on survey design as well as with the ESS methodological team.
- A consultative process on measuring public trust during a crisis “Building a New Paradigm for Public Trust” which involved policy makers, civil servants, researchers, data providers, and representatives from the private and non-profit sectors between 2020-2021.
- A comprehensive review of the conceptual framework underlying the Trust Survey leads to the development of a new module on people’s attitudes or preferences towards global and intergenerational challenges (Brezzi et al., 2021<sup>[6]</sup>).
- Learnings from population surveys carried out by countries on trust, performance of and satisfaction with public services, such as the Australian Citizens Survey carried out by the Department of the Prime Minister and Cabinet and the Norwegian Citizen Survey carried out by the Agency of Financial and Public.
- Several meetings with an expert Advisory Group with representatives from the countries involved in the survey, experts from national statistical offices, and academia, were convened in 2021 to further inform and guide the development of precise question formulations, answer scales, and translation notes.

The OECD Trust Survey attempts to harmonise the measurement of trust in government institutions and its drivers across OECD countries. This implies striking a balance between making the questionnaire as comparable as possible and accounting for national specificities. In some cases, countries suggested an adaption of question wording to better fit their national, cultural and institutional context, or to collect additional insights (see “Question coverage by country” above). Based on this a crosswalk between different questions was developed to highlight the main differences between countries in terms of question coverage and wording (see Table 7 in Annex C). Nevertheless, the overwhelming majority of questions, particularly on the drivers of trust, were fielded in all 22 countries.

Conceptually, the Trust Survey is guided by the “Framework on Drivers of Trust in Public Institutions” (OECD, 2017<sup>[13]</sup>) and its recent revision (Brezzi et al., 2021<sup>[6]</sup>). The framework revision became necessary to directly account for the impact of periods of crisis (including the COVID-19 pandemic) and recovery on people’s trust, as well as people’s preferences for governments to prepare for global challenges such as climate change. To this end the OECD Trust Survey includes an entirely new module with 5 questions on people’s evaluation and preferences for government action on long-term and global challenges, which have been shown to be related to people’s trust in government. The importance of trust in institutions in combatting climate change is also found in another recent OECD survey (Dechezleprêtre et al., 2022<sup>[14]</sup>).

In terms of survey design, a number of measures have been taken to increase the quality of the survey. This closely follows the suggestions from the Advisory Group, discussions with NSOs and lessons from the case studies and related projects (see Box 2). Suggestions included new questions, rewording of questions, review of answer scales, and the randomisation of questions and answer options. Box 3 provides an overview of the main steps taken to arrive at the final questionnaire.

### Box 3. Main revisions to final questionnaire following work with experts

Several steps were taken to improve the final questionnaire following suggestions and discussions with the Advisory Group and National Statistical Offices. This box outlines the main ones:

- Randomisation can help alleviate concerns regarding survey fatigue and respondents picking the first reasonable response (“satisficing”) or the first response (“primacy effect”). The rationale is that each question has the same probability to be asked towards end of survey, and each response choice has the same probability to be shown first or last. As a result, the order of the main set of questions on the drivers of trust (Q3-Q17) and the answer options in several other questions (Q25, Q26, Q28) are presented in random order to respondent.
- Additional institutions were included in the questions on the levels of trust (Q2), including trust in international organisations, political parties, and news media.
- Satisfaction with services (healthcare, education, administrative services) was asked about in combination with questions on actual experience with a public service, as previous results, confirmed in our survey, show that people with direct experience also have higher levels of satisfaction. The questions on satisfaction with services were reformulated in accordance to what is proposed in the UN Handbook on Governance Statistics for measuring the SDG17 (UN Handbook on Governance Statistics, 2020 <https://paris21.org/sites/default/files/2021-12/PRAIA%20Handbook%20final%20WEB-REVISED2021.pdf>) and the question on administrative services added.
- Questions on political participation, sources of news, and on people’s perceived social status were added.
- Inclusion of two additional modules, related to political attitudes and participation, and respondent’s evaluation of government action and desired policies on intergenerational and global challenges. The importance of these questions for policy makers was recognised and it was decided to include them despite limited prior testing. Also the earlier surveys applied in Finland and Norway confirmed the theoretical and empirical relevance of these questions.

## Question scales and standard errors

Given the 11-point scale, there are different ways to summarise the data to make the information easier to interpret. The choice is to present the data by thresholds (e.g. share of people choosing an answer of 6 or above), or by some central tendency measure (e.g. means or medians). The alternative of presenting the frequency of responses for each of the 11 answer categories would render the data difficult to understand.

The OECD Trust Survey aggregates 11-point response scales as follows: 0-4 = Low / unlikely; 5 = Neutral; 6-10 = High / likely. In addition, all questions have the “Don’t know” option that is reported separately, and the background questionnaire includes also the “Prefer not to say” separate option for some questions. Mean response values and associated standard deviation by question and response group were computed and examined and can be made available. In the case of Finland a 1-10 scale was used. Given the even number of answer categories and in the absence of an obvious neutral category, a choice was made for Finland to aggregate values 5-6 as neutral and values above and below as high/likely and low/unlikely. This is also in line with what was done for the Finland trust case study (“Drivers of Trust in Public Institutions in Finland”) (OECD, 2021<sup>[8]</sup>).

There is likely some systematic, country-specific bias in responses even when using a continuous scale. Survey-based market research suggests, for example, a greater propensity for a “middle response” to Likert scale-type questions in Asian countries and a higher propensity for responses on more extreme ends of the scale in Latin American countries (Moss and Vijayendra, 2018<sup>[14]</sup>). This aligns with some of the results in the OECD Trust Survey in, for example, Japan, where a relatively high share of respondents tend to report a mid-range (neutral) response or a “Do not know” response in the report. Cross-country comparisons of question specific share of “Don’t know” responses is also used for assessing the degree to which a measure is intuitively plausible, as discussed in the section on validity. In general, further analysis on interpreting “neutral” and “don’t know” results could be envisaged.

Standard errors are widely used to assess the precision of survey estimates and they account for the fact that measures are based on a sample rather than a census of all people in a country. Standard errors were computed and published for all questions in the OECD Trust Survey, for the proportions who answered “likely”/ “neutral”/ unlikely”/ “don’t know”, and to test for differences across groups. Generally they are very low, which would be expected with a sample of around 2 000 respondents in most countries. The average standard error for questions is around 1% to 1.5%, although they can be higher for some questions and countries.

## Reliability

The reliability of statistical results assesses the consistency of a measure across different surveys and over time (and ideally at the same point in time).

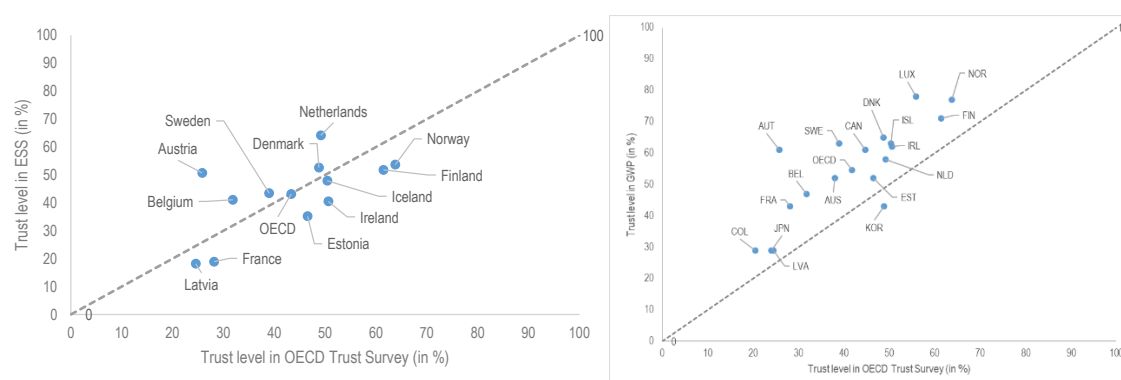
Questions on levels of trust in government and other institutions have been asked in a number of international surveys carried out by non-profit research institutions, for-profit organisations, and intergovernmental organisations, including the European Social Survey, Eurobarometer, World Values Survey, European Values Study, and the Gallup World Poll. Some interesting insights can be obtained from this comparison which also enhances the confidence in the reliability of the measures from the OECD Trust Survey, notwithstanding differences in timing, construction of the panel, or the formulation of questions. With the availability of more waves of the OECD Trust Survey in the future, it will be possible to test consistency also within a country over time.

Questions on the levels of trust in government and other institutions (Q1-Q2) in the OECD Trust Survey follow the formulation in the European Social Survey (ESS) as well as the 0-10 response scale. The main differences are that the ESS does not cover non-European countries, and data for its latest round were

mainly collected before the COVID-19 pandemic between 2018 and 2019.<sup>11</sup> Nevertheless a comparison of the level of trust as reported by the ESS and Gallup World Poll shows similar patterns to what is found in the OECD Trust survey. Figure 1 shows a scatter plot between the share of people that report to trust the government (OECD Trust Survey), have confidence in the government (Gallup World Poll, GWP) or report to be satisfied with the government (ESS). The closer countries are to the 45 degree line, the more similar the results from both surveys are. The correlation coefficient between the two data series is 0.62 for the ESS-OECD and Iceland, Denmark, Sweden and Latvia are closest to the line while the Netherlands and Austria show the largest deviations (both with higher levels of trust in the pre-pandemic ESS). In the GWP-OECD comparison the correlation coefficient is higher at 0.82, possibly due to the fact that both survey were conducted in the same year and more similar questions used.

**Figure 1. Comparison of trust in government levels in European Social Survey, Gallup World Poll and OECD Trust Survey**

% of people that report trusting the national government (6-10 on 0-10 scale)





**Table 5. Correlation between measures from OECD Trust Survey and other surveys**

	European Social Survey 2019	Gallup World Poll 2021	World Values Survey 2017-20	Eurobarometer 2021
Trust in national government	0.62	0.82	0.63	0.84
Trust in national parliament	0.81	n/a	0.77	n/a
Trust in judicial system	n/a	0.85	0.77	n/a
Trust in political parties	0.89	n/a	0.64	n/a
Level of personal financial concerns	n/a	0.73	n/a	n/a
Feeling of having a say in what government does	0.59	n/a	n/a	n/a

Note: For the question on financial concerns the GWP asks “In the last seven days, you have worried about money?”. For trust in government the ESS asks “Now thinking about the [country] government, how satisfied are you with the way it is doing its job?”.

Source: OECD calculations based on data from OECD Trust Survey, and latest data from European Social Survey 2019, Gallup World Poll 2021, World Values Survey/European Values Study 2017-20, Eurobarometer 2021

The statistical office in Colombia (Departamento Administrativo Nacional de Estadística, DANE), conducted some further tests by including a number of questions from the OECD Trust Survey in the national Political Culture Survey. The Political Culture Survey is a probabilistic survey that investigates various topics including people’s perception of democracy, political participation, elections, and corruption. The 2021 edition of the Political Culture Survey had a sample of more than 24 000 households and fieldwork was conducted around the same time as the OECD Trust Survey in Colombia. Interestingly, the findings in terms of levels of trust in different institutions and questions related to the drivers of trust all showed remarkably similar results to the online survey conducted by YouGov.

## Validity

The validity of statistical results generally refers to testing whether a measure behaves as expected in theory and when designing the survey (construct validity) and whether it is plausible or intuitive (face validity). The Guidelines on Measuring Trust discuss several aspects related to survey validity. Generally, construct validity was found to be high for measures of institutional trust, while was more mixed for face validity, due essentially to lack of data to measure it (González and Smith, 2017<sup>[12]</sup>; OECD, 2017<sup>[4]</sup>).

It should be noted that questions for the Trust Survey were developed and chosen by expert policy communities based on what is relevant for public governance processes from the viewpoint of policy makers as well as citizens. In terms of survey method it was decided to use situational questions that put respondents in specific situations or scenarios that can plausibly happen in their country. This also enhances the confidence in the face and construct validity of the measures.

In terms of statistical validity, some tests were carried out. For example, the measures correlate with other variables in the survey as one would expect. Given the availability of micro data on 50 000 respondents across the OECD it is possible to examine the correlation between certain variables in more detail and Annex E provides a full correlation matrix between the main questions included in the survey. For example, measures of trust in government correlate mostly with other measures of institutional trust and most highly with trust in parliament (0.83). The variable that is most highly correlated with trust in courts and judicial system is the question on whether courts are free of undue political influence (Q4).

Construct validity is also established by the fact that questions aimed at testing similar concepts (e.g. fairness) correlate highly among each other, but less so with variables measuring other drivers (e.g.

reliability). For example, the questions on equal treatment of poor and rich (Q15) correlates highly with other question on fairness (correlation coefficient of 0.7 with Q16 and 0.6 with Q17), while correlations with any other variable in the dataset are considerably lower.

Face validity refers to the degree to which a measure is intuitive or plausible. A key issue with assessing face validity is that there is no obvious way of testing for it. Rather, it relies on “common sense” and critical examinations of questions and the resulting data. Cognitive testing via focus groups would be one way to get a better sense of how different people understand a question and what their thought process is when forming a reply. This is also useful when running the same survey in different cultural and institutional contexts. For example, the Australian Bureau of Statistics conducted some interviewing cognitive testing on the OECD Trust survey questionnaire, which supported adjustment to the language in the Australian implemented version. The testing demonstrated that comprehension was quite good for the questions included and improvements were made on the basis of this testing (e.g. regarding the local terms used for specific institutions).

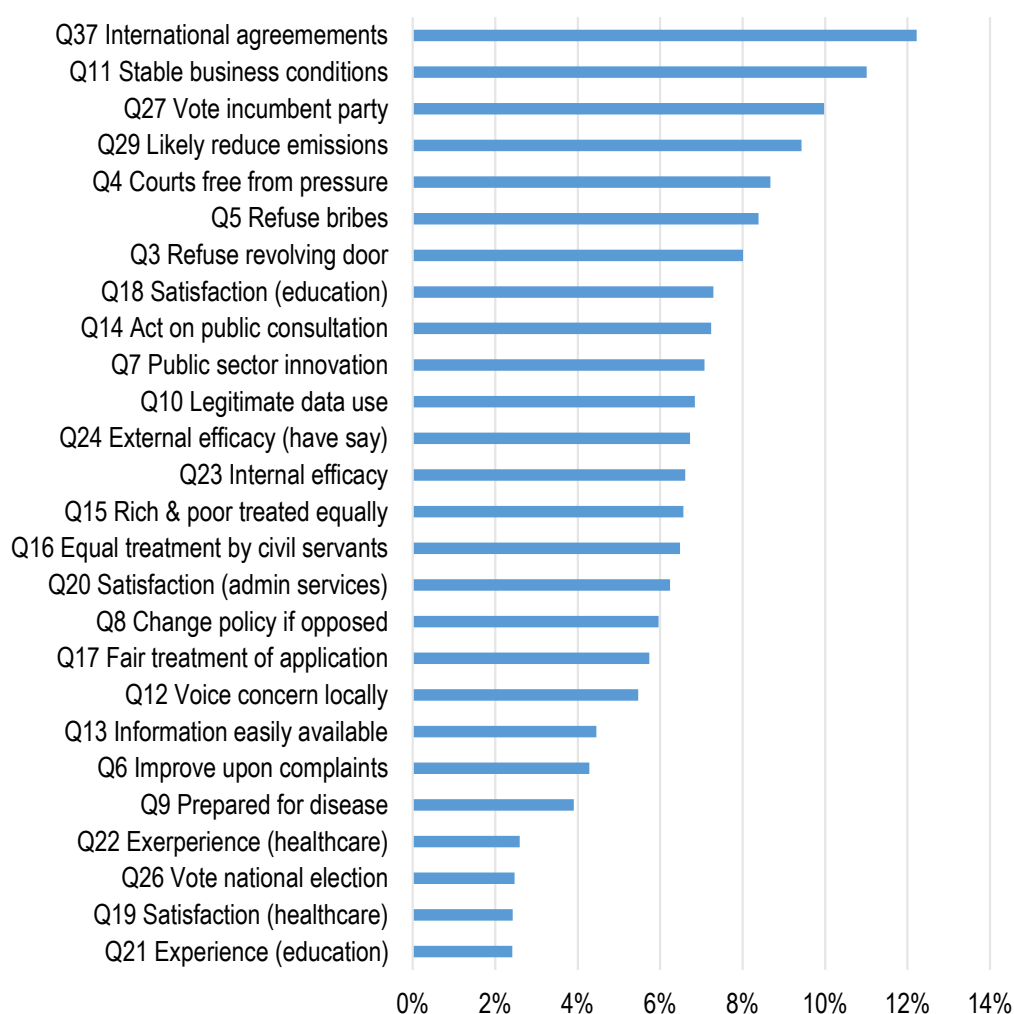
Looking at the share of respondents that select “Don’t Know” can be a more formal way of exploring this issue, as it could be an indicator of respondents actually not understanding the question. All questions included in the OECD Trust Survey provide the answer option of “Don’t know” and Figure 2 shows the share of people choosing this response by question. Results show that “don’t know” response for the drivers of trust questions varies across countries. In the case of the questions on level of trust in various institutions, around 2-4% of respondents say they don’t know the answer, reaching 7% for the question on “trust in international organisations”. This seems plausible as people might be less familiar with the work of international organisations when compared to national ones. The share of “Don’t know” responses for the “trust in government” question is also broadly in line with other surveys such as the ESS (3%), World Values Survey (2.1%) and GWP (2.6%).

For three core questions the share of people choosing “Don’t know” is above 10%, while for the remaining questions it’s around 4-8%. The questions with the highest share of Don’t know responses include the question on whether people believe existing global agreements are sufficient to tackle global challenges (Q37), whether people think that business conditions that the government can influence will be stable and predictable (Q11) and whether people voted for any of the parties currently in power (Q27). At least for the former two, this was somewhat expected given that they ask about the future. Next iterations of the survey need to consider whether they can be reformulated. The share of Don’t know responses is lowest when respondents are asked whether they had experience or are satisfied with specific public services (Q19, Q21, Q22) and whether they voted in the last election (Q26).

In the case of Japan, consistently with findings from other sources, results from the OECD Trust Survey find higher share of “don’t know” responses in many questions than those in the other OECD countries. Cultural differences together with a possible flexibility of respondents in terms of trust in government – shares of neutral responses are also high in Japan – may explain this result, which could be investigated further.

The share of “don’t know” responses may vary also across population groups. For example, for the question on trust in government, around 5% of people with lower levels of education say they don’t know the answer compared to an average of 2.7% for the whole sample. Similarly, younger people are around half as likely to say they don’t know when compared to older age groups.

Figure 2. Share of “Don’t know” responses by question, full sample



Note: Figure shows average share of respondents that choose answer option “Don’t know”. See Annex for questions associated with labels.  
Source: OECD Trust Survey 2021

# 4 A measurement roadmap for the OECD Trust Survey

The research and policy communities working on trust in public institutions have come a long way in developing better measures of this key indicator of governance outcomes. The OECD Trust Survey is the first cross-national survey devoted extensively to measuring not only trust in different levels of government and public institutions, but also the main drivers of trust that can be amenable to policy change, allowing governments to use this evidence to guide concrete actions for better policies and improve public governance. The survey also includes questions of satisfaction with key public services, political attitudes and participation, and people's evaluation of government actions towards global and intergenerational challenges.

This paper provides an overview of the advancements made in measuring trust in public institutions in recent years. The inaugural OECD Trust Survey is used here to highlight methodological choices made by the international community in the questionnaire design to overcome previous limitations and to test the quality of the results. Given the advancement on a number of measurement issues identified in the OECD Guidelines for Measuring Trust, this paper could provide the foundation for developing updated guidelines on measuring trust in government and public institutions.

The application of the OECD Trust Survey to 22 countries in 2021 and the discussions of the results both in the technical Advisory Group and in the Public Governance Committee also indicate some areas for further research to strengthen the quality and interpretability of results across countries. These areas of improvement include:

- **Additional areas to be researched in light of the findings.** There is scope to develop additional question modules or to expand existing ones in order to dive deeper into specific factors related to public trust. At the same time, additional question modules need to be reconciled with the need to keep limited the survey length and burden on respondents. Some of the areas in which countries have expressed an interest for further analysis include: more in-depth analysis of public services performance and trust by typology of services; further understanding of the links between institutional aspects, economic and social inequalities, and public trust, given significant differences among countries; the growing concern regarding the impact of social media and mis- and disinformation on trust; better differentiating public trust towards political and administrative institutions; understanding territorial divides of trust within countries; gauging levels of trust across additional government institutions, e.g. tax agencies or statistical offices.
- **Improving the quality and representativeness of non-probabilistic online samples.** More testing could be done regarding the accuracy of responses by population groups. Certain population groups may be more difficult to include in non-probability samples. There is a possibility that some of the questions from the Trust Survey could be added to existing national probabilistic citizen surveys or carried out by National Statistical Offices to enable comparisons across samples. In principle, and especially if carried out at the same time as a comparable non-probability sample in the same countries, testing Trust Survey questions in a probabilistic sample would help in getting a better understanding of the relevance of potential accuracy issues related to a non-probabilistic

sample. In addition, some guidance from National Statistical Offices on quality requirements and sample design for the probabilistic sample of the Trust Survey would help harmonise methods and increase quality of results. Aspects to be considered would include sample size, using quotas, standard errors, etc.

- **Continue assessing and improving the statistical validity of trust measures.** There is scope for working with statistical offices and academia to improve on the statistical validity of trust measures, for example by conducting some cognitive testing and focus groups using a set of survey questions to see how respondents in different contexts interpret the question. This also includes further testing and assessment of the international comparability and contextualisation of trust measures, as well as the use of alternative response scales. For instance, specific institutional settings could make it necessary to further disaggregate some institutions that currently remain relatively broad (e.g. the judicial system, the police, international organisations, etc.). Moreover, there is a need to better understand country-specific propensities to select “middle” or “neutral” categories or a “Don’t know” responses.

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# Annex A. OECD Trust Survey Questionnaire

## OECD TRUST SURVEY – INTRODUCTION

*“As part of its work on people’s trust in government the Organisation for the Economic Co-operation and Development (OECD) has commissioned YouGov to conduct this survey on a variety of topics regarding your experience and evaluation of government and public institutions.*

*Your YouGov Account will be credited with 50 points for completing the survey.*

*We have tested the survey and found that, on average it takes around 10 to 12 minutes to complete. This time may vary depending on factors such as your Internet connection speed and the answers you give. The data from this survey will then be treated anonymously and confidentially.*

*Please click the forward button below to continue.”*

### 1. LEVELS OF TRUST (2 questions)

**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 – 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 local government
- The [parliament/congress]
- The political parties
- The police
- The civil service (non-elected government employees at central or local levels of government)
- The news media
- The courts and legal system
- International organisations

### 2. DRIVERS OF TRUST IN INSTITUTIONS (15 questions)

*“You will now read about some situations that can happen in any country and asked how likely or unlikely you think they will happen in [COUNTRY]. The following questions are about your expectations of behaviour of public institutions. 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 high-level politician was offered the prospect of a well-paid job in the private sector in exchange for a political favour, how likely or unlikely do you think it is that they would refuse it?**

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

**Q4. 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?**

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

**Q5. If a public employee were offered money by a citizen or a firm for speeding up access to a public service, how likely or unlikely do you think it is that they would refuse it?**

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

## 2.2 Responsiveness

**Q6. If many people complained about a public service that is working badly, how likely or unlikely do you think it is that it would be improved?**

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

**Q7. If there is an innovative idea that could improve a public service, how likely or unlikely do you think it is that it would be adopted by the responsible [public agency/office]?**

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

**Q8. If over half of the people clearly express a view against a national policy, how likely or unlikely do you think it is that would be changed?**

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

## 2.3 Reliability

**Q9. 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?**

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

**Q10. If you share your personal data with a [public agency/office], how likely or unlikely do you think it is that it would be exclusively used for legitimate purposes?**

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



**Q11. 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?**

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

## 2.4 Openness

**Q12. If a decision affecting your community is to be made by the local government, how likely or unlikely do you think it is that you would have an opportunity to voice your views?**

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

**Q13. If you need information about an administrative procedure (for example obtaining a passport, applying for benefits, etc.), how likely or unlikely do you think it is that the information would be easily available?**

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

**Q14. If you participate in a public consultation on reforming a major policy area (e.g. taxation, healthcare, environmental protection), how likely or unlikely do you think it is that the government would adopt the opinions expressed in the public consultation?**

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

## 2.5 Fairness

**Q15. 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?**

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

**Q16. 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?**

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

**Q17. If you or a member of your family would apply for a government benefit or service (e.g. unemployment benefits or other forms of income support), how likely or unlikely do you think it is that your application would be treated fairly?**

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

## 3. SATISFACTION WITH PUBLIC SERVICES (5 questions)

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

**Q18. On a scale of 0 to 10, how satisfied or dissatisfied are you with the [education system] in [COUNTRY] as a whole?**

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

**Q19. On a scale of 0 to 10, how satisfied or dissatisfied are you with the [healthcare system] in [COUNTRY] as a whole?**

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

**Q20. On a scale of 0 to 10, how satisfied or dissatisfied are you with the quality of administrative services (e.g. applying for an ID or a certificate of birth, death, marriage or divorce)**

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

**Q21. In the last 2 years, have you or any children you have been enrolled in an educational institution in [COUNTRY]?**

- Yes
- No
- Don't know

**Q22. In the last 12 months, have you or somebody in your household had a direct experience with the healthcare system in [COUNTRY]?**

- Yes
- No
- Don't know

#### **4. POLITICAL ATTITUDES AND PARTICIPATION (4 questions)**

*"We will now ask you a few questions about your direct or indirect participation in politics."*

**Q23. How confident are you in your own ability to participate in politics?**

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

**Q24. 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 – A great deal – Don't know]  
[0 1 2 3 4 5 6 7 8 9 10]

**Q25. Over the last 12 months, have you done any of the following activities? Please tick all that apply.**

- Voted in last local or municipal election (if there were any)
- Contacted a politician, government or local government official
- Attended a meeting of a trade union, political party or political action group
- Participated in a Citizen Assembly, Citizen Dialogue or Citizen Jury
- Provided input or feedback on government policy, law or document

- Worn or displayed a campaign badge or sticker
- Taken part in a public demonstration
- Signed a petition, including an e-mail or online petition
- Posted or forwarded political content on social media
- Boycotted certain products for political reasons
- None of these
- Prefer not to answer

**Q26. Did you vote in the last national election on [date]?**

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

**Q27. Is the party you voted for in the last national election (or would have voted for if you didn't vote) currently part of the government?**

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

## **5. EVALUATION OF GOVERNMENT ACTION ON LONG-TERM POLICIES & GLOBAL CHALLENGES (5 questions)**

*"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."*

**Q28. On the following issues, do you think the government should be prioritising them more, about the same, or less?**

Providing equal opportunities for all in [COUNTRY]	• A lot less
Helping workers in [COUNTRY] to adapt to automation and new technologies	• Less
Reducing [COUNTRY's] contribution to climate change	• About the same
Reducing public debt in [COUNTRY]	• More
Creating the conditions for businesses to thrive in [COUNTRY]	• A lot more
	• Don't know

**Q29. How confident are you that [COUNTRY] will succeed in reducing greenhouse gas emissions in the next 10 years?**

- Not at all confident
- A little confident
- Somewhat confident
- Completely confident
- Don't know

**Q35. Which of the following issues do you think are best addressed by working with other countries than by [COUNTRY] alone? Please choose your top three issues for global co-operation.**

- Tackling climate change
- Taxing large multinational companies regardless of where they are headquartered
- Protecting personal data and privacy online
- Preparing for the next pandemic
- Managing migration
- Protecting refugees
- Reducing inequality and discrimination
- Tackling fake news and misinformation
- Fighting international crime and terrorism
- None of these
- Don't know

**Q36. Which of the following areas do you think the government in [COUNTRY] should prioritise in order to better tackle global challenges (such as climate change, sharing of data, and migration, etc.)? Please choose your top two priorities.**

- Engaging with multinational companies
- Joining forces with other governments internationally
- Strengthening [COUNTRY]'s role in international institutions
- Engaging with citizens on global issues
- Strengthening co-ordination across government offices
- Investing in the training and skills of government employees
- None of these
- Prefer not to answer

**Q37. Do you agree or disagree that existing international agreements between countries (e.g. on migration, climate change, protection of personal data) are sufficient to solve long-term issues facing humanity?**

- Disagree strongly
- Disagree somewhat
- Neither agree nor disagree
- Agree somewhat
- Agree completely
- Don't know

**Q40. Please feel free to share any additional thoughts on what influences your trust towards government and public institutions?**

- Open box in the end of survey, not mandatory

## **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."*

**B1. Are you a citizen of [COUNTRY]?**

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

**B2. Are you born in a different country and moved to [country] at some point in your life?**

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

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

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

**B4. If you imagine status in society as a ladder, some groups could be described as being closer to the top and others closer to the bottom. Thinking about yourself, where would you place yourself in this scale?**

- 1 (bottom)
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10 (top)
- Don't know
- Prefer not to say

**B5. From which of the following sources do you get information about politics and current affairs at least once per week:**

- TV
- Radio
- Newspaper/magazines (including online)
- Online social media
- Other online sources

- Family/friends
- Place of work or study
- None of the above
- Prefer not to say

**B6. In which city, municipality or council do you usually live?**

- [open text field]

**B7. What is the postcode of the place where you usually live?**

- [open text field]

**B8. How would you describe yourself?**

- Male
- Female
- In another way

**B9. In which year were you born?**

- [open numerical field, 4 digits]

**B10. What is the highest educational level that you have attained? Please tick one.**

- No formal education
- Complete primary school
- Complete secondary school/high school
- Vocational training (post-secondary school)
- University education, with degree

**B11. Please tell us the total gross annual income of your household in 2021.**

Note: By gross annual income, we mean before tax and deductions, but including benefits/allowances. By household, we mean all members of your household, regardless of whether or not they are a member of your family.

[open numerical field] or [choice of bands based on deciles of national income distribution]

**B12. Please tell us the total disposable (net) annual income of your household in 2021.**

Note: By disposable annual income, we mean after taxes, benefits, and allowances. By household, we mean all members of your household, regardless of whether or not they are a member of your family.

[open numerical field] or [choice of bands based on deciles of national income distribution]

**B13. Including yourself, how many people usually live in your household?**

[open numerical field]

## Annex B. Question coverage by country

Table 6. Question coverage by country

	A U S	A U T	B E L	C A N	C O L	D N K	E S T	F I N	F R A	I S L	I R L	J P N	L U X	M E X	N L D	N Z L	N O R	P R T	K O R	S W E	G B R
Q1	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
Q2-2	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
Q2-4	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
Q2-6	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
Q2-8	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
Q2-10	x	x	x	x	x	x	x	x	x	x	x	x	x		x			x	x	x	x
Q3	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
Q5	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
Q7	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
Q9	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
Q11	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
Q13	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x
Q14	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
Q16	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
Q18	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
Q20	x	x	x	x	x	x	x		x	x	x	x	x		x	x		x	x	x	x
Q21	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
Q23	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
Q25-1	x	x	x	x	x	x	x		x	x	x	x	x		x	x	x	x	x	x	x
Q25-2	x	x	x	x	x	x	x		x	x	x	x	x		x	x	x	x	x	x	x
Q25-3	x	x	x	x	x	x	x	x	x	x	x	x	x		x		x	x	x	x	x
Q25-4	x	x	x	x	x	x	x		x	x	x	x	x		x			x	x	x	x
Q25-5	x	x	x	x	x	x	x		x	x	x	x	x		x		x	x	x	x	x
Q25-6	x	x	x	x	x	x	x		x	x	x	x	x		x			x	x	x	x
Q25-7	x	x	x	x	x	x	x		x	x	x	x	x		x	x	x	x	x	x	x

	A U S	A U T	B E L	C A N	C O L	D N K	E S T	F I N	F R A	I S L	I R L	J P N	L V A	L U X	M E X	N L D	N Z L	N O R	P R T	K O R	S W E	G B R
Q25-8	x	x	x	x	x	x	x	x	x	x	x	x	x	x		x	x	x	x	x	x	x
Q25-9	x	x	x	x	x	x	x		x	x	x	x	x	x		x		x	x	x	x	x
Q25-10	x	x	x	x	x	x	x		x	x	x	x	x	x		x			x	x	x	x
Q25-977	x	x	x	x	x	x	x		x	x	x	x	x	x		x	x		x	x	x	x
Q25-988	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
Q27	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
Q28-1	x	x	x	x	x	x	x		x	x	x	x	x	x		x		x	x	x	x	x
Q28-2	x	x	x	x	x	x	x		x	x	x	x	x	x		x		x	x	x	x	x
Q28-3	x	x	x	x	x	x	x		x	x	x	x	x	x		x		x	x	x	x	x
Q28-4	x	x	x	x	x	x	x		x	x	x	x	x	x		x			x	x	x	x
Q28-5	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
Q30-1	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
Q30-3	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
Q30-5	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
Q30-7	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
Q30-9	x	x	x	x	x	x	x		x	x	x	x	x	x		x	x		x	x	x	x
Q30-977	x	x	x	x	x	x	x		x	x	x	x	x	x		x	x		x	x	x	x
Q30-988	x	x	x	x	x	x	x		x	x	x	x	x	x		x	x		x	x	x	x
Q31-1	x	x	x	x	x	x	x		x	x	x	x	x	x		x	x		x	x	x	x
Q31-2	x	x	x	x	x	x	x		x	x	x	x	x	x		x	x		x	x	x	x
Q31-3	x	x	x	x	x	x	x		x	x	x	x	x	x		x	x		x	x	x	x
Q31-4	x	x	x	x	x	x	x		x	x	x	x	x	x		x	x		x	x	x	x
Q31-5	x	x	x	x	x	x	x		x	x	x	x	x	x		x	x		x	x	x	x
Q31-6	x	x	x	x	x	x	x		x	x	x	x	x	x		x	x		x	x	x	x
Q31-977	x	x	x	x	x	x	x		x	x	x	x	x	x		x	x		x	x	x	x
Q31-988	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



## Annex C. Crosswalk mapping differences between local questionnaires

**Table 7. Crosswalk between questions used in country questionnaires**

<b>Trust levels: 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?</b>	
Norway	Overall, would you say that most people are trustworthy, or that you cannot be too careful when dealing with others?
<b>Trust level: 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 courts and legal system</b>	
Norway	How much trust do you have in the following institutions: the courts
<b>Integrity: If a high-level politician was offered the prospect of a well-paid job in the private sector in exchange for a political favour, how likely or unlikely do you think it is that they would refuse it?</b>	
Finland	If a large business offered a well-paid job to a high level politician in exchange for political favours during their time in office, do you think that he/she would refuse this proposal?
Norway	If a prominent politician were to be offered a well-paid job in business in return for a political favor, how likely is it that they would accept said job offer?
<b>Integrity: If a public employee were offered money by a citizen or a firm for speeding up access to a public service, how likely or unlikely do you think it is that they would refuse it?</b>	
Finland	If a parliamentarian were offered a bribe to influence the awarding of a public procurement contract, do you think that he/she would refuse the bribe?
Mexico	If a public servant were offered money to speed up the processing of a public service in the area where you live, how likely would they be to accept it?
Norway	If a member of the Storting were to be offered a bribe or other benefit in return for exercising their influence on a parliamentary matter, how likely are they to accept it?
<b>Responsiveness: If many people complained about a public service that is working badly, how likely or unlikely do you think it is that it would be improved?</b>	
Finland	If a large group of citizens expresses dissatisfaction with the functioning of a public service (e.g. the education, health or justice system) do you think that corrective actions will be taken?
Mexico	If many people complained about the quality of a public service, how likely would the government be to improve it?
Norway	If you complain about the quality of a public service, how likely is it that it will be improved?
<b>Responsiveness: If there is an innovative idea that could improve a public service, how likely or unlikely do you think it is that it would be adopted by the responsible [public agency/office]?</b>	
Finland	If a government employee has an idea that could lead to better provision of a public service, do you think that it would be adopted?
Norway	If a public servant has suggestions on how to improve a service, how likely is it that the suggestion will be taken into account?

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**Responsiveness: If over half of the people clearly express a view against a national policy, how likely or unlikely do you think it is that would be changed?**


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Mexico	If more than half of the people in the country complained about a national policy (education, taxes, security, etc.), how likely is it that the authorities would change it?
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**Reliability: 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?**


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Finland	If an alert due to the appearance of a new disease is raised, do you think that existing public health plans would be effective?
Norway	If a new and serious infectious disease were to start spreading in Norway, how likely is it that the authorities would be sufficiently prepared to be able to protect the citizens' lives and health?

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**Reliability: If you share your personal data with a [public agency/office], how likely or unlikely do you think it is that it would be exclusively used for legitimate purposes?**


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Mexico	If you were to share your personal data (name, telephone, address, etc.) with a public institution in Mexico, how likely is it that this information would be used exclusively for the reason for which it was requested?
Norway	If you share your personal details with a public authority, how likely is it that said information will be used only for the purposes for which it was collected?

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**Reliability: 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?**


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Finland	If you start a business today do you think that the conditions under which you operate (taxes, regulations, etc.) will remain stable enough so that unexpected changes do not threaten your business?
Norway	If you were to start a business, how likely is it that future framework conditions (taxation, regulations, etc.) will be predictable and able to ensure a viable business?

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**Openness: If a decision affecting your community is to be made by the local government, how likely or unlikely do you think it is that you would have an opportunity to voice your views?**


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Finland	If a decision affecting your community were to be taken by the local or regional government, how likely is it that you and others in the community would have an opportunity to voice your concerns?
Mexico	If the authorities were to make a decision that would affect the area where you live, how likely is it that the people who live there would have the opportunity to influence that decision?
Norway	If a decision is to be made which will impact on the area where you live, how likely is it that you and other local residents will be given the opportunity to influence the decision?

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**Openness: If you need information about an administrative procedure (for example obtaining a passport, applying for benefits, etc.), how likely or unlikely do you think it is that the information would be easily available?**

Finland	If you need information about an administrative procedure, do you think that it will be easy to find?
Mexico	If you needed to know how to complete a procedure, how likely is it that the information would be readily available for you to consult?
Norway	If you need information about how to use a public service, how likely is it that the information in question will be easy to access?

**Openness: If you participate in a public consultation on reforming a major policy area (e.g. taxation, healthcare, environmental protection), how likely or unlikely do you think it is that the government would adopt the opinions expressed in the public consultation?**

Mexico	If a public consultation were to be held to lower or raise taxes, how likely is it that your opinion would be taken into account?
Norway	If a decision is to be made which will impact on the area where you live, how likely is it that you and other local residents will be given the opportunity to influence the decision?
United Kingdom	If you participate in a public consultation on reforming a major policy area (for example, taxation, healthcare, environmental protection), how likely or unlikely do you think it is that the opinions expressed in the public consultation would be adopted?

**Fairness: 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?**

Mexico	How likely is it that a public servant (federal, state or municipal) would treat citizens in the same way, regardless of their economic status?
Norway	How likely is it that everyone where you live will be treated equally in contacts with public sector employees, regardless of their social or economic status?

**Fairness: 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?**

Finland	If an individual belongs to a minority group (e.g. sexual, racial/ethnic and/or based on national origin), how likely is it that he or she will be treated the same as other citizens by a government agency?
Mexico	If a citizen belongs to a vulnerable group such as indigenous, Afro-descendant, LGBTTTIQ, among others, how likely is it that a public servant (federal, state or municipal) will treat him/her in the same way, regardless of his/her social condition?
Norway	[Agree-disagree scale] The public sector treats all groups fairly, irrespective of gender, disability, ethnicity, religion, sexual orientation or similar.

**Fairness: If you or a member of your family would apply for a government benefit or service (e.g. unemployment benefits or other forms of income support), how likely or unlikely do you think it is that your application would be treated fairly?**

Mexico	If you were to submit an application for government support, how likely is it that your application would be treated fairly?
Norway	If you were to apply to the public authorities for help or support, how likely is it that your application will be processed fairly?

**Satisfaction with services: On a scale of 0 to 10, how satisfied or dissatisfied are you with the education system in [country] as a whole?**

Norway	How good or poor do you find upper secondary education/schools?
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**Satisfaction with services: On a scale of 0 to 10, how satisfied or dissatisfied are you with the healthcare system in [country] as a whole?**

Norway	How good or poor do you find primary doctors?
United Kingdom	In the last 12 months, have you had a direct experience with the NHS in the United Kingdom?

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**Satisfaction with services: In the last 2 years, have you or any children you have been enrolled in an educational institution in [country]?**


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Norway	Did you or your child use upper secondary school / Primary/lower secondary school in the last twelve months?
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**Satisfaction with services: In the last 12 months, have you or somebody in your household had a direct experience with the healthcare system in [country]?**


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Norway	Did you use a primary doctor / Public health centre / Health and care services in the home (home nursing care and home help) / Emergency medical services / Nursing home in the last 12 months?
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**Political participation: How confident are you in your own ability to participate in politics?**


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New Zealand	How much do you know about how central government in New Zealand works?
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**Political participation: How much would you say the political system in [country] allows people like you to have a say in what the government does?**


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Norway	To what extent would you say that the Norwegian political system allows people such as yourself to exercise political influence?
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**Political participation: Over the last 12 months, have you done any of the following activities? Please tick all that apply. Voted in last local or municipal election (if there were any)**


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Norway	Did you vote in the municipal elections on 8–9 September 2019? If so, what party did you vote for?
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**Political participation: Over the last 12 months, have you done any of the following activities? Please tick all that apply. Contacted a politician, government or local government official**


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Norway	In the past 12 months, have you contacted a municipal politician about a matter of concern to you? In the past 12 months, have you contacted a member of the Storting on a matter of concern to you?
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**Political participation: Over the last 12 months, have you done any of the following activities? Please tick all that apply. Attended a meeting of a trade union, political party or political action group**


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Norway	Are you an active member of any of the following types of associations/organisations? Political party, trade union [separate options that were aggregated]
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**Political participation: Over the last 12 months, have you done any of the following activities? Please tick all that apply. Provided input or feedback on government policy, law or document**


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Norway	During the last 12 months, have you... done anything to influence a decision being taken by the Storting, the government or a government department
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**Political participation: Is the party you voted for in the last national election (or would have voted for if you didn't vote) currently part of the government?**


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Norway	Did you vote in the Storting elections on 10–11 September 2017? If so, what party did you vote for?
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**Future policies: On the following issues, do you think the government should be prioritising them more, about the same, or less? Providing equal opportunities for all in [country]**


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Finland	Please indicate the degree to which you agree or disagree with the following: Public institutions are doing enough to ensure that everyone has equal opportunities in life.
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Norway	To what extent do you agree or disagree that public authorities do enough to ensure that everyone has the same opportunities?
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**Future policies: On the following issues, do you think the government should be prioritising them more, about the same, or less?**  
**Reducing [country]'s contribution to climate change**

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Finland	Please indicate the degree to which you agree or disagree with the following: Public institutions are doing enough to ensure the sustainability of the environment
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**Future policies: How confident are you that [country] will succeed in reducing greenhouse gas emissions in the next 10 years?**

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Norway	To what extent do you agree or disagree that public authorities do enough to protect the environment?
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## Annex D. Sample composition by age, gender, education, and region

**Table 8. Share and number of respondents by age group and country**

Country	18-29		30-49		50+	
	%	N	%	N	%	N
Australia	20.39	269	35.44	720	44.16	1 025
Austria	17.39	396	32.27	732	50.34	894
Belgium	17.48	349	34.01	717	48.51	970
Canada	17.42	287	32.98	650	49.59	1 079
Colombia	27.63	603	40.10	882	32.27	607
Denmark	19.14	441	29.91	706	50.95	1 510
Estonia	14.38	203	36.91	506	48.71	497
Finland	18.76	161	36.62	377	44.62	473
France	16.45	323	33.18	670	50.37	1 016
Iceland	20.86	172	36.14	368	43.00	879
Ireland	15.52	53	34.08	351	50.40	731
Japan	12.92	143	32.29	441	54.78	751
Korea	19.04	429	36.98	867	43.98	708
Luxembourg	19.06	237	36.71	448	44.23	535
Latvia	15.35	332	35.38	732	49.27	664
Mexico	25.38	536	38.64	1 029	35.98	962
Netherlands	17.21	364	32.72	665	50.06	1 028
Norway	18.50	1 244	35.56	2 640	45.95	6 028
New Zealand	20.51	449	35.43	786	44.06	928
Portugal	14.91	237	36.78	771	48.31	880
Sweden	18.54	295	30.67	588	50.79	1 129
United Kingdom	16.48	270	33.3	1 016	50.23	1 815
OECD	18.64	7 794	34.56	16 663	46.80	25 117

**Table 9. Share and number of respondents by gender and country**

Country	Male		Female	
	%	N	%	N
Australia	49.10	830	50.90	1 167
Austria	48.50	899	51.50	1 106
Belgium	48.80	985	51.20	1 046
Canada	49.20	926	50.80	1 075
Colombia	48.70	976	51.30	1 104
Denmark	49.40	1 248	50.60	1 405
Estonia	45.80	507	54.20	693
Finland	50.02	499	49.98	512
France	47.60	946	52.40	1 058

Country	Male		Female	
	%	N	%	N
Iceland	51.15	693	48.85	714
Ireland	49.22	549	50.78	586
Japan	48.30	631	51.70	696
Korea	49.80	1 053	50.20	928
Luxembourg	50.00	605	50.00	610
Latvia	45.00	828	55.00	897
Mexico	47.18	1 177	52.82	1 350
Netherlands	49.00	991	51.00	1 053
Norway	50.20	5 054	49.80	4 858
New Zealand	48.85	1 054	51.15	1 095
Portugal	46.60	881	53.40	997
Sweden	49.89	891	50.11	1 102
United Kingdom	48.72	1 511	51.28	1 620
OECD	49.20	23 740	50.80	25 678

Table 10. Share and number of respondents by education and country

Country	Low		Medium		High	
	%	N	%	N	%	N
Australia	20.00	391	42.00	734	38.00	889
Austria	20.00	250	51.00	1 126	29.00	646
Belgium	28.00	457	37.00	827	35.00	752
Canada	19.00	340	37.00	782	44.00	894
Colombia	31.00	694	44.00	843	25.00	555
Denmark	33.00	665	37.00	938	30.00	1 054
Estonia	7.68	102	45.85	559	46.47	545
Finland	20.57	143	45.11	452	34.32	416
France	26.00	442	42.00	901	32.00	666
Iceland	32.81	152	36.90	522	30.28	712
Ireland	4.63	66	19.33	216	76.04	852
Japan	11.00	64	57.00	807	32.00	464
Korea	13.00	272	53.00	858	34.00	874
Luxembourg	14.24	174	44.32	539	41.44	507
Latvia	30.25	567	27.03	474	42.73	687
Mexico	46.01	1 109	26.83	643	27.16	775
Netherlands	28.27	570	38.72	772	33.01	715
Norway	9.07	1 089	38.66	3 660	52.27	4 930
New Zealand	9.31	191	28.30	597	62.39	1 285
Portugal	50.00	634	25.00	447	25.00	807
Sweden	21.90	327	41.40	896	36.70	789
United Kingdom	18.37	688	37.44	987	44.19	1 487
OECD	22.50	9 387	38.88	18 580	38.63	21 301

Table 11. List of regions in OECD Trust Survey 2021

Country	Region (small)	Region (large)
Australia	New South Wales, Victoria, Queensland, South Australia, Western Australia, Tasmania, Northern Territory, Australian Capital Territory (total 8)	New South Wales/Australian Capital Territory, Victoria/Tasmania, Queensland, South Australia/Northern Territory/Western Australia (total 4)
Austria	Burgenland, Kärnten, Niederösterreich, Oberösterreich, Salzburg, Steiermark, Tirol, Vorarlberg, Wien (total 9)	
Belgium	Brussels, Wallonie, Flandres (total 3)	
Canada	Alberta, British Columbia/Colombie Britannique, Manitoba, New Brunswick/Nouveau-Brunswick, Newfoundland & Labrador/Terre-Neuve-et-Labrador, Northwest Territories/Territoires du Nord-Ouest, Nova Scotia/Nouvelle-Écosse, Nunavut, Ontario, Prince Edward Island / Île-du-Prince-Édouard, Quebec / Québec, Saskatchewan, Yukon (total 13)	British Columbia, Prairies, Atlantic, Northern, Ontario, Quebec (total 6)
Colombia	Bogotá, Amazonas, Antioquia, Arauca, Archipiélago de San Andrés, Atlántico, Bolívar, Boyacá, Caldas, Caquetá, Casanare, Cauca, Cesar, Chocó, Córdoba, Cundinamarca, Guainía, Guaviare, Huila, La Guajira, Magdalena, Meta, Nariño, Norte de Santander, Putumayo, Quindío, Risaralda, Santander, Sucre, Tolima, Valle del Cauca, Vaupés, Vichada (total 33)	Caribbean Region, Pacific Region, Central/Andean Region, Eastern Region, Amazon Region (total 5)
Denmark	Hovedstaden inkl. Bornholm, Sjælland, Syddanmark, Midtjylland, Nordjylland (total 5)	
Estonia	Harju, Ida-Viru, Hiiu, Lääne, Pärnu, Saare, Järva, Lääne-Viru, Rapla, Jõgeva, Põlva, Tartu, Valga, Viljandi, Võru (total 15)	Põhja-Eesti, Kirde-Eesti, Lääne-Eesti, Kesk-Eesti, Lõuna-Eesti (total 5)
Finland	Western Finland, Helsinki-Uusimaa, Southern Finland, Northern and Eastern Finland (total 4)	
France	Nord-Est, Nord-Ouest, Région parisienne, Sud-Est, Sud-Ouest (total 5)	
Iceland	Capital area, Reykjanes peninsula, The South of Iceland, The East of Iceland, The North of Iceland, The West of Iceland	
Ireland	Eastern & Midland, Northern & Western, Southern (total 3)	
Japan	Hokkaidō, Aomori, Iwate, Miyagi, Akita, Yamagata, Fukushima, Ibaraki, Tochigi, Gunma, Saitama, Chiba, Tōkyō, Kanagawa, Niigata, Toyama, Ishikawa, Fukui, Yamanashi, Nagano, Gifu, Shizuoka, Aichi, Mie, Shiga, Kyōto, Ōsaka, Hyōgo, Nara, Wakayama, Tottori, Shimane, Okayama, Hiroshima, Yamaguchi, Tokushima, Kagawa, Ehime, Kōchi, Fukuoka, Saga, Nagasaki, Kumamoto, Ōita, Miyazaki, Kagoshima, Okinawa, Other (total 48)	Hokkaido, Kantō, Chūbu, Kansai, Chūgoku, Shikoku, Kyūshū, Tōhoku (total 8)
Latvia	Kurzeme, Latgale, Pierīga, Rīga, Vidzeme, Zemgale (total 6)	
Luxembourg	Luxembourg (total 1)	
Mexico	Tijuana, Colima, Durango, Acapulco, Naucalpan de Juárez, Cancún, Hermosillo, Tampico, Coatzacoalcas, Zacatecas (total 10)	Northwest, Northeast, Western, Central, Southeast (total 5)
Netherlands	Drenthe, Flevoland, Friesland, Gelderland, Groningen, Limburg, Noord-Brabant, Noord-Holland, Overijssel, Utrecht, Zeeland, Zuid-Holland (total 12)	North, East, West, South (total 4)
New Zealand	Northland, Auckland, Waikato, Bay of Plenty, Gisborne, Hawke's Bay, Taranaki, Manawatu-Wanganui, Wellington, Tasman, Nelson, Marlborough, West Coast, Canterbury, Otago, Southland (total 16)	
Norway	Oslo, Viken, Vestfold og Telemark, Agder, Rogaland, Vestlandet, Møre og Romsdal, Innlandet, Trøndelag, Nordland, Troms og Finnmark (total 11)	
Portugal	Aveiro, Beja, Braga, Bragança, Castelo Branco, Coimbra, Évora, Faro, Guarda, Leiria, Lisboa, Portalegre, Porto, Santarém, Setúbal, Viana do Castelo, Vila Real, Viseu, Açores, Madeira (total 20)	Centro, Alentejo, Norte, Algarve, Lisboa, Açores, Madeira (total 7)
South Korea	Daejeon - Metro city, Sejong Special Autonomous City, Chungcheongbuk-do, Chungcheongnam-do, Gangwon-do, Seoul - Metro city, Incheon - Metro city, Gyeonggi-do, Busan - Metro city, Daegu - Metro city, Ulsan - Metro city, Gyeongsangbuk-do, Gyeongsangnam-do, Gwangju - Metro city, Jeollabuk-do, Jeollanam-do, Jeju-do (total 17)	Chungcheong, Gangwon, Gyeonggi, Gyeongsang, Jeolla (total 5)
Sweden	Stockholm, Norra mellersta Sverige, Norra Sverige, Södra mellersta Sverige, Skåne, Halland och Blekinge (total 5)	
United Kingdom	North East, North West, Yorkshire and The Humber, East Midlands, West Midlands, East of England, London, South East, South West, Wales, Scotland, Northern Ireland (total 12)	



## Annex E. Correlation matrix

Table A E.1. Correlation matrix

	q1	q2_1	q2_2	q2_3	q2_4	q2_5	q2_6	q2_7	q2_8	q2_9	q3	q4	q5	q6	q7	q8	q9	q10	q11	q12	q13	q14	q15	q16	q17	q18	q19	q20	q23	q24
q1	1.00																													
q2_1	0.40	1.00																												
q2_2	0.40	0.67	1.00																											
q2_3	0.42	0.83	0.69	1.00																										
q2_4	0.40	0.75	0.66	0.79	1.00																									
q2_5	0.38	0.57	0.56	0.58	0.52	1.00																								
q2_6	0.42	0.66	0.68	0.68	0.64	0.61	1.00																							
q2_7	0.35	0.53	0.53	0.55	0.57	0.43	0.53	1.00																						
q2_8	0.39	0.62	0.59	0.67	0.60	0.67	0.65	0.48	1.00																					
q2_9	0.39	0.59	0.59	0.61	0.59	0.48	0.60	0.60	0.58	1.00																				
q3	0.26	0.36	0.32	0.36	0.38	0.26	0.30	0.27	0.28	0.27	1.00																			
q4	0.31	0.46	0.40	0.48	0.45	0.37	0.43	0.37	0.50	0.39	0.43	1.00																		
q5	0.28	0.38	0.36	0.41	0.39	0.33	0.37	0.28	0.38	0.31	0.53	0.48	1.00																	
q6	0.28	0.43	0.44	0.43	0.43	0.33	0.44	0.38	0.35	0.41	0.33	0.44	0.29	1.00																
q7	0.29	0.42	0.43	0.41	0.43	0.32	0.42	0.38	0.34	0.41	0.33	0.44	0.32	0.69	1.00															
q8	0.29	0.48	0.40	0.46	0.46	0.30	0.38	0.37	0.35	0.39	0.38	0.44	0.31	0.67	0.62	1.00														
q9	0.33	0.59	0.47	0.55	0.51	0.43	0.48	0.40	0.45	0.44	0.34	0.47	0.35	0.48	0.48	0.49	1.00													
q10	0.35	0.46	0.44	0.48	0.44	0.42	0.47	0.39	0.46	0.43	0.33	0.48	0.38	0.42	0.42	0.41	0.50	1.00												
q11	0.34	0.51	0.46	0.49	0.49	0.38	0.47	0.42	0.43	0.44	0.36	0.50	0.37	0.53	0.54	0.52	0.58	0.55	1.00											
q12	0.28	0.35	0.45	0.37	0.38	0.29	0.39	0.34	0.31	0.39	0.29	0.44	0.27	0.50	0.52	0.47	0.41	0.40	0.48	1.00										
q13	0.24	0.28	0.34	0.29	0.29	0.30	0.37	0.28	0.30	0.34	0.19	0.36	0.23	0.39	0.40	0.33	0.35	0.40	0.42	0.45	1.00									
q14	0.33	0.54	0.47	0.52	0.53	0.35	0.44	0.42	0.40	0.44	0.43	0.48	0.37	0.59	0.63	0.59	0.54	0.47	0.59	0.57	0.40	1.00								
q15	0.33	0.43	0.46	0.45	0.45	0.39	0.48	0.36	0.42	0.39	0.37	0.49	0.39	0.48	0.50	0.45	0.46	0.49	0.51	0.49	0.43	0.53	1.00							
q16	0.33	0.44	0.45	0.45	0.44	0.40	0.46	0.35	0.42	0.39	0.35	0.46	0.38	0.45	0.47	0.42	0.46	0.48	0.49	0.43	0.40	0.50	0.70	1.00						
q17	0.33	0.43	0.45	0.45	0.41	0.42	0.49	0.36	0.46	0.39	0.29	0.44	0.37	0.44	0.45	0.39	0.45	0.51	0.48	0.44	0.51	0.46	0.60	0.57	1.00					
q18	0.35	0.49	0.45	0.50	0.47	0.44	0.46	0.40	0.47	0.42	0.31	0.40	0.35	0.42	0.42	0.40	0.47	0.44	0.47	0.38	0.34	0.46	0.43	0.44	0.44	1.00				
q19	0.28	0.44	0.42	0.45	0.41	0.40	0.43	0.32	0.43	0.34	0.24	0.36	0.30	0.38	0.37	0.35	0.44	0.38	0.40	0.31	0.28	0.41	0.37	0.39	0.40	0.56	1.00			
q20	0.28	0.42	0.43	0.42	0.39	0.42	0.46	0.33	0.43	0.37	0.24	0.36	0.33	0.41	0.41	0.34	0.41	0.45	0.43	0.40	0.54	0.39	0.44	0.45	0.52	0.50	0.53	1.00		
q23	0.21	0.21	0.19	0.25	0.28	0.13	0.21	0.16	0.19	0.22	0.16	0.23	0.20	0.22	0.22	0.24	0.20	0.20	0.25	0.26	0.20	0.26	0.23	0.21	0.19	0.18	0.18	0.18	1.00	
q24	0.31	0.55	0.47	0.56	0.58	0.35	0.46	0.40	0.44	0.43	0.38	0.46	0.39	0.51	0.50	0.54	0.52	0.43	0.52	0.49	0.33	0.60	0.48	0.44	0.42	0.44	0.42	0.38	0.44	1.00

# Annex F. OECD Trust Survey variable codebook

**Table 12. OECD Trust Survey variable codebook**

Variable	Values	Description
country	string	Survey country
ctrcode	string	Survey country ISO code
year	numerical	Survey year
id	numerical	Respondent identifier
weight_1	numerical	Survey weight based on age, gender, education, region
q1	0=Unlikely, 10=Likely, 97=DK	Trust levels: trust in others (11-point scale)
q2_1	0=Unlikely, 10=Likely, 97=DK	Trust levels: trust in national government (11-point scale)
q2_2	0=Unlikely, 10=Likely, 97=DK	Trust levels: trust in local government (11-point scale)
q2_3	0=Unlikely, 10=Likely, 97=DK	Trust levels: trust in parliament/congress (11-point scale)
q2_4	0=Unlikely, 10=Likely, 97=DK	Trust levels: trust in political parties (11-point scale)
q2_5	0=Unlikely, 10=Likely, 97=DK	Trust levels: trust in the police (11-point scale)
q2_6	0=Unlikely, 10=Likely, 97=DK	Trust levels: trust in the civil services (11-point scale)
q2_7	0=Unlikely, 10=Likely, 97=DK	Trust levels: trust in the news media (11-point scale)
q2_8	0=Unlikely, 10=Likely, 97=DK	Trust levels: trust in courts and legal system (11-point scale)
q2_9	0=Unlikely, 10=Likely, 97=DK	Trust levels: trust in international organisations (11-point scale)
q3	0=Unlikely, 10=Likely, 97=DK	Politicians refuse giving political favours in exchange for future job (11-point scale)
q4	0=Unlikely, 10=Likely, 97=DK	Courts free from political pressure (11-point scale)
q5	0=Unlikely, 10=Likely, 97=DK	Civil servants refuse bribes to speed up access to services (11-point scale)
q6	0=Unlikely, 10=Likely, 97=DK	Governments improve public services if many people complain (11-point scale)
q7	0=Unlikely, 10=Likely, 97=DK	Public agencies adopt innovative ideas if they can improve a public service (11-point scale)
q8	0=Unlikely, 10=Likely, 97=DK	Governments change national policies if over half of people are against it (11-point scale)
q9	0=Unlikely, 10=Likely, 97=DK	Government prepared if new serious contagious disease spreads (11-point scale)
q10	0=Unlikely, 10=Likely, 97=DK	Public agencies use personal data of citizens only legitimately (11-point scale)
q11	0=Unlikely, 10=Likely, 97=DK	Business conditions that governments can influence will remain stable and predictable (11-point scale)
q12	0=Unlikely, 10=Likely, 97=DK	Local government provides opportunity to voice concerns against local decisions (11-point scale)
q13	0=Unlikely, 10=Likely, 97=DK	Information on administrative procedures is easily available (11-point scale)
q14	0=Unlikely, 10=Likely, 97=DK	Government would adopt opinions gathered via public consultation (11-point scale)
q15	0=Unlikely, 10=Likely, 97=DK	Civil servants treat rich and poor people equally (11-point scale)
q16	0=Unlikely, 10=Likely, 97=DK	Civil servants treat all people equally (11-point scale)
q17	0=Unlikely, 10=Likely, 97=DK	Application for government benefit or services would be treated fairly (11-point scale)
q18	0=Dissatisfied, 10=Satisfied, 97= DK	Satisfaction with education system (11-point scale)
q19	0=Dissatisfied, 10=Satisfied, 97= DK	Satisfaction with healthcare system (11-point scale)
q20	0=Dissatisfied, 10=Satisfied, 97= DK	Satisfaction with administrative services (11-point scale)
q21	1=Yes, 2=No, 97=DK	Respondent has recent experience with education system
q22	1=Yes, 2=No, 97=DK	Respondent has recent experience with healthcare system
q23	0=Not confident, 10=Confident, 97=DK	Confidence in own ability to participate in politics (11-point scale)

Variable	Values	Description
q24	0=Not at all, 10=A lot, 97=DK	System allows me to have a say (11-point scale)
q25_1	0=Not mentioned, 1=Mentioned	Voted last local election
q25_2	0=Not mentioned, 1=Mentioned	Contacted politician
q25_3	0=Not mentioned, 1=Mentioned	Attended trade union or party meeting
q25_4	0=Not mentioned, 1=Mentioned	Participated in citizen assembly or dialogue
q25_5	0=Not mentioned, 1=Mentioned	Provided feedback on government document
q25_6	0=Not mentioned, 1=Mentioned	Worn campaign badge or sticker
q25_7	0=Not mentioned, 1=Mentioned	Took part in public demonstration
q25_8	0=Not mentioned, 1=Mentioned	Signed petition, including online
q25_9	0=Not mentioned, 1=Mentioned	Posted or forward political content on social media
q25_10	0=Not mentioned, 1=Mentioned	Boycotted products for political reasons
q25_977	0=Not mentioned, 1=Mentioned	None of these political participation activities
q25_988	0=Not mentioned, 1=Mentioned	Prefer not to answer to political participation activities
q26	1=Yes, 2=No, 97=DK, 98=PNTS	Voted in last national election
q27	1=Yes, 2=No, 97=DK, 98=PNTS	Voted for party currently in power
q28_1	1=A lot less, 2=Less, 3= About the same, 4=More, 5=A lot more, 97=DK	Policy priority: Equal opportunities for all
q28_2	1=A lot less, 2=Less, 3= About the same, 4=More, 5=A lot more, 97=DK	Policy priority: Help workers adapt to automation and new technologies
q28_3	1=A lot less, 2=Less, 3= About the same, 4=More, 5=A lot more, 97=DK	Policy priority: Reduce country contribution to climate change
q28_4	1=A lot less, 2=Less, 3= About the same, 4=More, 5=A lot more, 97=DK	Policy priority: Reduce public debt
q28_5	1=A lot less, 2=Less, 3= About the same, 4=More, 5=A lot more, 97=DK	Policy priority: Create conditions for businesses to be successful
q29	1=Not at all, 2=A little, 3=Somewhat, 4=Completely, 97=DK	Confidence in country reducing emissions
q35_1	0=Not mentioned, 1=Mentioned	Issues best addressed via global co-operation: Tackling climate change
q35_2	0=Not mentioned, 1=Mentioned	Issues best addressed via global co-operation: Taxing large multinational companies regardless of where they are headquartered
q35_3	0=Not mentioned, 1=Mentioned	Issues best addressed via global co-operation: Protecting personal data and privacy online
q35_4	0=Not mentioned, 1=Mentioned	Issues best addressed via global co-operation: Preparing for the next pandemic
q35_5	0=Not mentioned, 1=Mentioned	Issues best addressed via global co-operation: Managing migration
q35_6	0=Not mentioned, 1=Mentioned	Issues best addressed via global co-operation: Protecting refugees
q35_7	0=Not mentioned, 1=Mentioned	Issues best addressed via global co-operation: Reducing inequality and discrimination
q35_8	0=Not mentioned, 1=Mentioned	Issues best addressed via global co-operation: Tackling fake news and misinformation
q35_9	0=Not mentioned, 1=Mentioned	Issues best addressed via global co-operation: Fighting international crime and terrorism
q35_977	0=Not mentioned, 1=Mentioned	Issues best addressed via global co-operation: None of these
q35_966	0=Not mentioned, 1=Mentioned	Issues best addressed via global co-operation: Don't know
q36_1	0=Not mentioned, 1=Mentioned	Tackling global challenges: Engaging with multinational companies
q36_2	0=Not mentioned, 1=Mentioned	Tackling global challenges: Joining forces with other governments internationally
q36_3	0=Not mentioned, 1=Mentioned	Tackling global challenges: Strengthening [country]'s role in international institutions
q36_4	0=Not mentioned, 1=Mentioned	Tackling global challenges: Engaging with citizens on global issues
q36_5	0=Not mentioned, 1=Mentioned	Tackling global challenges: Strengthening co-ordination across government offices in [country]
q36_6	0=Not mentioned, 1=Mentioned	Tackling global challenges: Investing in the training and skills of government employees
q36_977	0=Not mentioned, 1=Mentioned	Tackling global challenges: None of these
q36_966	0=Not mentioned, 1=Mentioned	Tackling global challenges: Don't know

Variable	Values	Description
q37	1=Disagree strongly, 2=Disagree somewhat, 3=Neither, 4=Agree somewhat, 5=Agree completely, 97=DK	Agreement on whether existing international agreements are sufficient
b5_1	0=Not mentioned, 1=Mentioned	Weekly news consumption via TV
b5_2	0=Not mentioned, 1=Mentioned	Weekly news consumption via Radio
b5_3	0=Not mentioned, 1=Mentioned	Weekly news consumption via Newspapers/magazines
b5_4	0=Not mentioned, 1=Mentioned	Weekly news consumption via Social media
b5_5	0=Not mentioned, 1=Mentioned	Weekly news consumption via Other online sources
b5_6	0=Not mentioned, 1=Mentioned	Weekly news consumption via Family and friends
b5_7	0=Not mentioned, 1=Mentioned	Weekly news consumption via Place of work or study
b5_977	0=Not mentioned, 1=Mentioned	Weekly news consumption: None of these
b5_988	0=Not mentioned, 1=Mentioned	Weekly news consumption: Prefer not to say
gender	1=Male, 2=Female, 3=Another, 4=DK, PNTS	Respondent gender
age	numerical	Respondent age
age_agg	1=18-29, 2=30-49, 3=50+	Respondent age group
region	numerical	Respondent region
region_wgt	numerical	Large region used in survey weights
postcode	numerical	Respondent postcode
educ	numerical	Respondent highest level of education
educ_agg	1=Low, 2=Middle, 3=High	Aggregate of educ
citizen	1=Yes, 2=No, 97=DK, 98=PNTS	Respondent citizen of country
migrant	1=Yes, 2=No, 97=DK, 98=PNTS	Respondent migration background
concerned	1=Not at all, 2=Not so, 3=Somewhat, 4=Very, 97=DK, 98=PNTS	Respondent concerns about personal financial situation in next 2 years
concerned_agg	1=Yes, 2=No, DK, 98=PNTS	Aggregation of concern variable
status_agg	1=High, 2=Middle, 3=Low, 97=DK, 98=PNTS	Aggregate of status
hhsz	numerical, 1-7, 8=8 or more	Household size
grossinc	categorical, 97=DK, 98=PNTS	Household income (gross), country-specific categories
grossinc_agg	1=bottom, 2=middle, 3=top, 97=DK, 98=PNTS	Household income (gross) in 3 groups
netinc	categorical, 97=DK, 98=PNTS	Household income (net), country-specific categories
netinc_agg	1=bottom, 2=middle, 3=top, 97=DK, 98=PNTS	Household income (net) in 3 groups

# Notes

<sup>1</sup> Response times also vary across people and groups of people. For example, a detailed analysis in Ireland and Norway shows that on average older people and people with lower levels of education tend to take longer to respond to the questionnaire.

<sup>2</sup> Response rates in Ireland and Norway are lower at 22% and 24.8%, respectively.

<sup>3</sup> The Advisory Group met four times between June 2021 and March 2022. The meetings discussed the questionnaire, the translation, the data collection and execution of the survey (timing, coverage, within country representativeness, etc.) and the results of the survey to be presented in the OECD report.

<sup>4</sup> Mexico's INEGI administered Trust Survey questions in collaboration with the administration of their regular, ongoing national survey on the quality and impact of government services and procedures at different levels of government, the Encuesta Nacional de Calidad e Impacto Gubernamental (ENCIG). ENCIG looks more closely at the specific outcomes for different actors, institutions and levels of government. This may be a fruitful approach for future iterations of the OECD Trust Survey.

<sup>5</sup> This was also the reason why in Finland and Norway the survey was complemented by postal and telephone interviewing, and was entirely face-to-face in Mexico. While it is expected that Internet penetration in the future will increase, this could also be considered to be an option in other countries for future survey waves.

<sup>6</sup> In Mexico, data are representative (probabilistic sample) of the 10 largest cities.

<sup>7</sup> More information on the Statistics Finland Consumer Confidence Survey can be found via: <https://www.stat.fi/en/statistics/documentation/kbar>

<sup>8</sup> More information on the survey process in Ireland can be found via: <https://www.cso.ie/en/releasesandpublications/fp/fp-trus/trustsurveydecember2021/backgroundnotes/>

<sup>9</sup> Hard quotas mean that the pre-identified exact number of respondents was achieved. In the case of soft quotas, it was decided to have fewer respondents in some groups that were hard to reach, in order to reach the overall sample size. Any differences were then removed by weighting. In practice, however, the use of strict quotas means that weighting only makes a marginal difference in the average response values by question.

<sup>10</sup> In all countries respondents had to be 18 or older in order to participate in the survey.

<sup>11</sup> Field work in Iceland and Latvia was completed in January 2020.