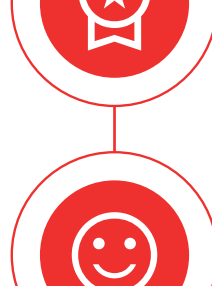


Public trust in government by the numbers



Public trust in government is comprised of two main elements:

A government's operational capability and reliability demonstrate its competence, while its **humanity** and **transparency** demonstrate positive intent.¹



Perceived competence



Positive intent

The state of public trust in government



Only **2%** of Americans

say they trust the government to do what is right?²



61% do not think their government organizations offer a reliable source of trustworthy information³

“Public trust is the cornerstone of effective governance and the glue that holds societies together.”

António Guterres
Secretary-General of the United Nations⁴

“Public trust in government is essential for a thriving democracy. It fosters citizen engagement, promotes cooperation, and ensures the legitimacy of government actions, ultimately leading to the well-being of society as a whole.”

OECD (Organisation for Economic Co-operation and Development)⁵

Consequences of public distrust



- Reduced voter turnout
- Decreased compliance with laws and regulations
- Hindrance to successful execution of government programs due to **citizen skepticism**
- Lower participation in public consultations
- Loss of trust in decisions
- Reduced economic growth as investors and businesses may be hesitant
- Diminished involvement in civic activities
- Lower government employee satisfaction
- Corruption and misuse of power with limited accountability and oversight
- Inefficient, unresponsive or unaccountable institutions
- Erosion of social cohesion in communities

Top 5 things the public wants from government



Using governance technology helps



- Enhanced accountability**
Greater transparency in government operations by providing accessible and real-time information on decision-making processes.
- Improved public engagement**
Enable citizens to provide feedback, participate in consultations, and stay informed about government initiatives, fostering a sense of inclusiveness and empowerment.
- Transparent and inclusive governance processes**
Promote a sense of shared ownership, encouraging collaboration and cooperation among government, citizens, and civil society organizations.
- Increased visibility through live streaming**
The community can better understand the local government's intention.
- Increased transparency in public spending**
Detailed information on government budgets, expenditures, and contracts help foster trust in the financial management of public resources.
- Improved anti-corruption measures**
Digital auditing tools can help identify and mitigate corrupt practices, bolstering public trust in government integrity.
- Enhanced data privacy and security**
Robust cybersecurity measures, data protection protocols, and compliance frameworks can instill confidence in citizens.
- Data-driven decision making**
Technology tools enable the collection, analysis, and visualization of data, enabling evidence-based decision making and informed policy choices, leading to more effective and efficient outcomes.
- Impact from mission communication**
The mission of various government agencies can greatly influence citizens' perception of trust.
- Strengthened trust and social cohesion**
By leveraging governance technology to improve transparency and citizen engagement.
- Higher trust via digital experience**
A citizen's digital experience with a government agency is a strong predictor of their overall level of trust.

See how Diligent Community can transform your local government or school board and help deliver trust and transparency.

[Request a demo](#)

community@diligent.com | diligent.com/community

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