Measuring Trust in Government. Expectations, Performance and Realities

INEGI
INSTITUTO NACIONAL
DE ESTADÍSTICA Y GEOGRAFÍA

"[…] **Trust** explains basically all the difference between the per capita income of the United States and Somalia,"
ventures **Steve Knack**

"**Trust** is **worth** $12.4 trillion dollars a year to the **U.S.**, which, in case you are wondering, is **99.5% of this country's income** (2006 figures).

If you make $40,000 a year, then $200 is down to hard work and **$39,800 is down to trust**."

Tim Harford, *The Economics of trust*.

Trust Matters!!!

What is TRUST?

But…

How do we measure it?

What is TRUST?

"… trust has a very important **pragmatic value**, if nothing else. **Trust is an important lubricant of a social system. It is extremely efficient; it saves a lot of trouble to have a fair degree of reliance on other people's word**. Unfortunately **this is not a commodity which can be bought very easily**. If you have to buy it, you already have some doubts about what you've bought".

Kenneth J. Arrow, The limits of organization, 1974.

Government
Trust
Society
Market

Can we measure it?

Our efforts for measuring Trust in Government…

INEGI counts with **subjective** and **objective measurements** of Trust, depending on the **statistical project**:

National Survey on Victimization and Perception of Public Safety
&
Crime Against Business National Survey

It measures trust and perceptions of corruption and performance from Public Institutions related to Government, Public Safety and Justice, as well as from other social spheres

National Survey on Governmental Quality and Impact

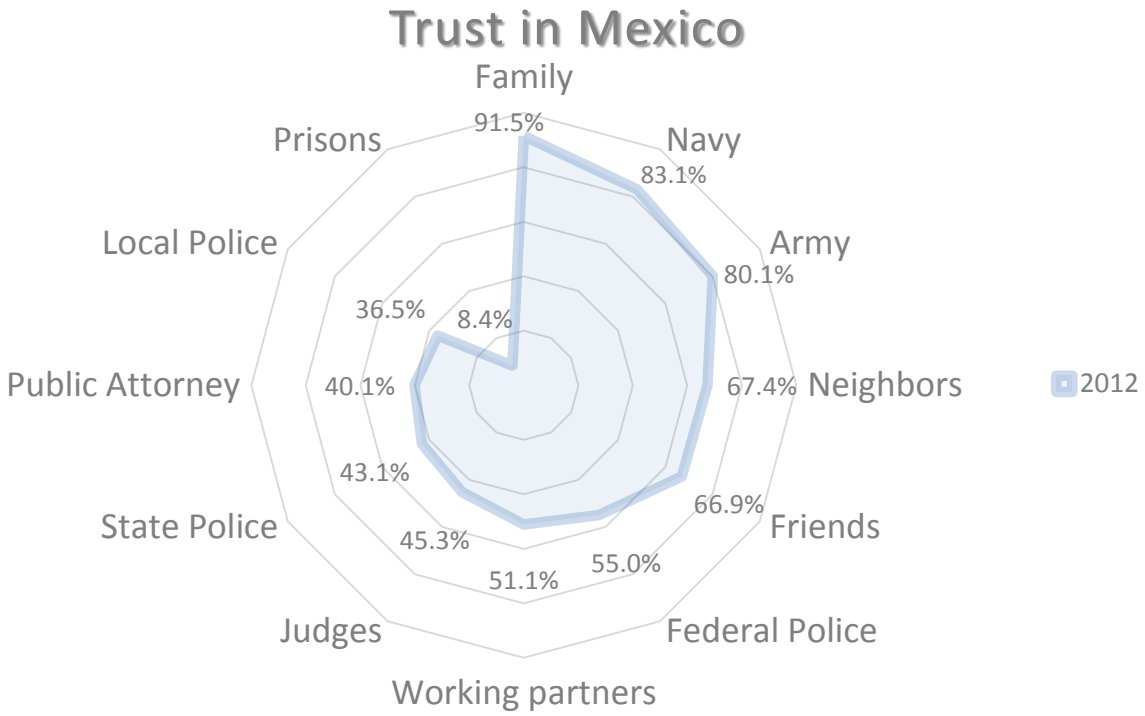
It measures perceptions and experiences across different levels of Government and Public Services with a focus on quality performance and corruption.

National Census on Government, Public Safety and State Prisons
&
National Census of Municipal Governments

It generates data on Public Administration's characteristics: organization, budgeting-material-human resources, E-Gov, Public services, Transparency, internal control and anticorruption programs and regulations.

Subjective measures of Trust

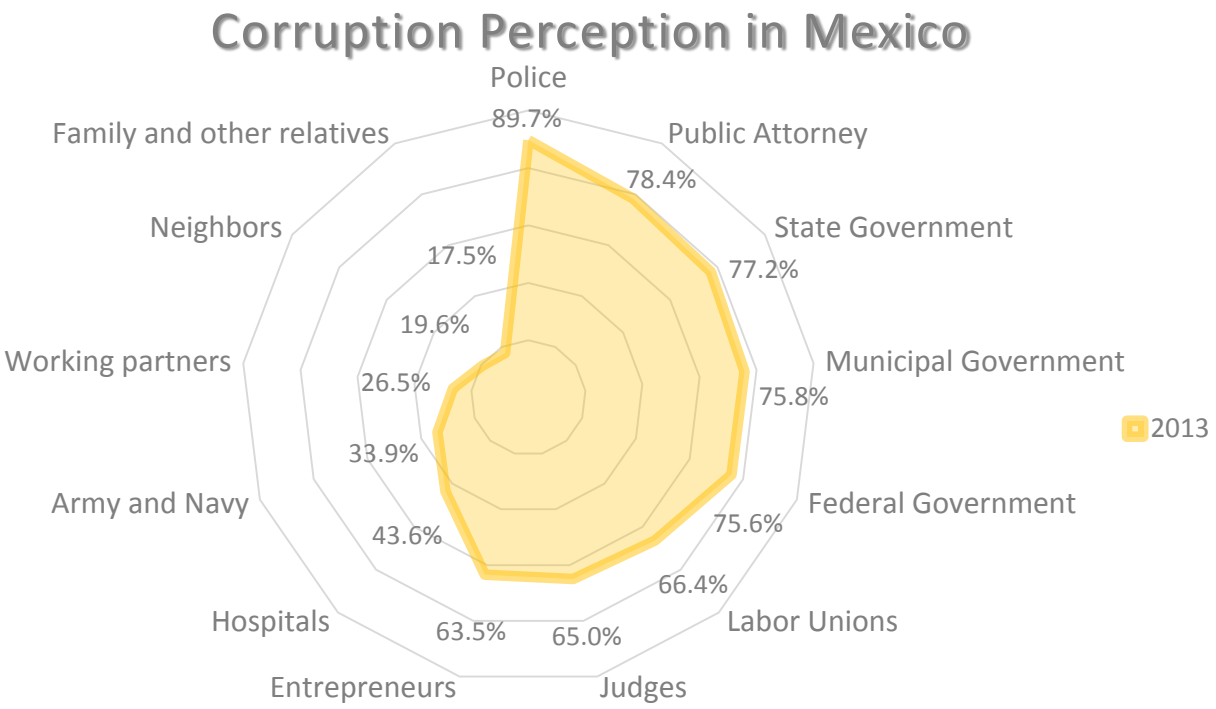
Subjective measures of Trust



"Percentage of the population over 18 who identifies who the authority is and trust in it somewhat or a lot"

Source: INEGI. National Survey on Victimization and Public Safety Perception 2013.

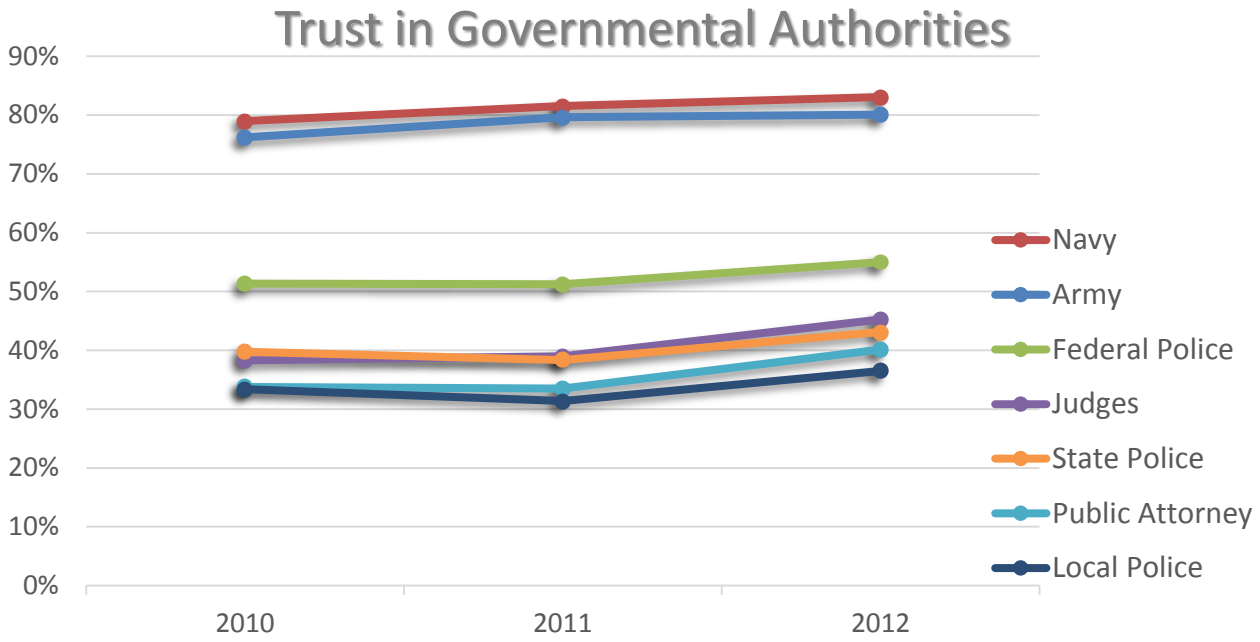
Subjective measures of Trust



"Percentage of the population over 18 who perceives frequently or very frequently acts of corruption in…"

Source: INEGI. National Survey on Governmental Quality and Impact 2013.

Subjective measures of Trust



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Source: INEGI. National Survey on Victimization and Public Safety Perception 2013.

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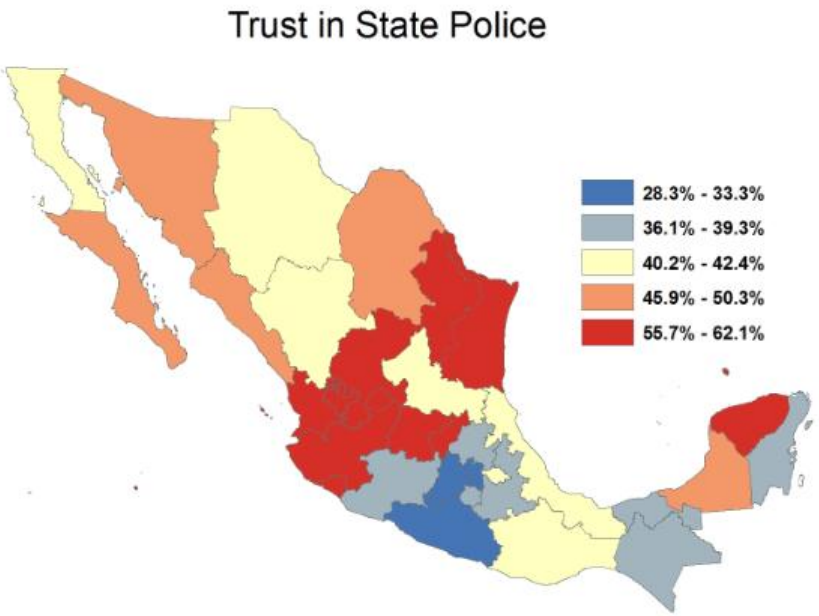
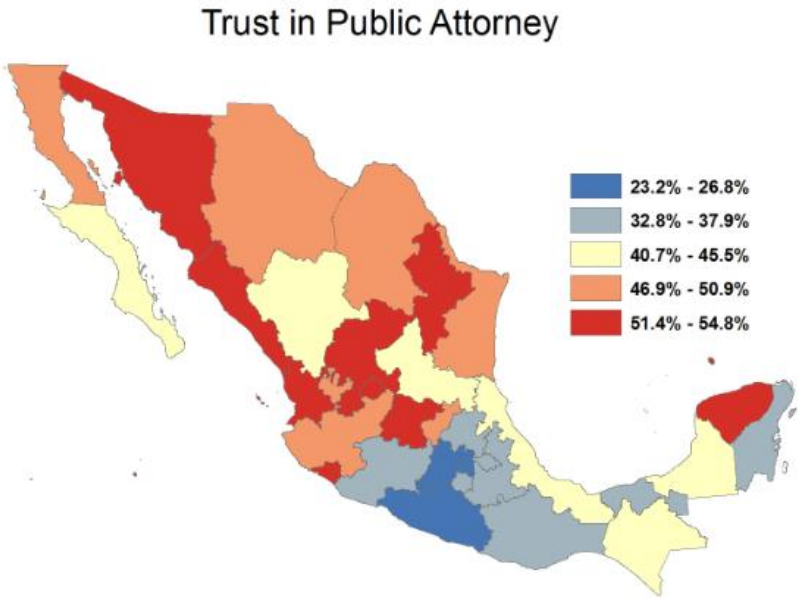


Source: INEGI. National Survey on Victimization and Public Safety Perception 2013.



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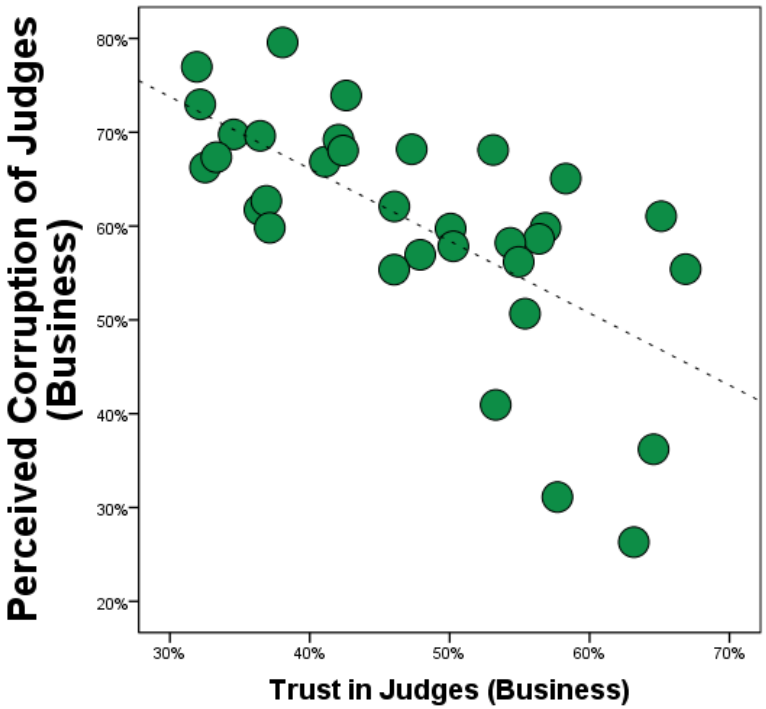
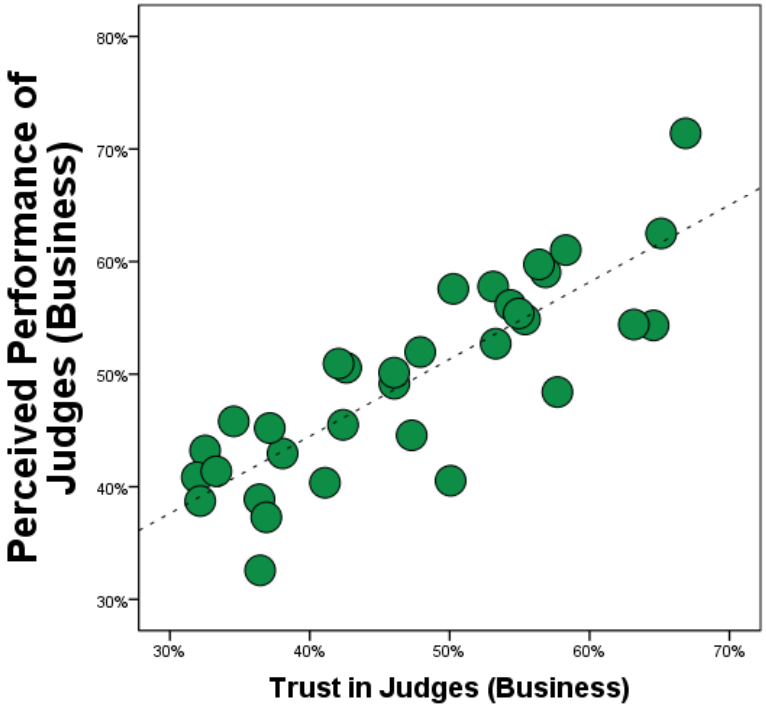


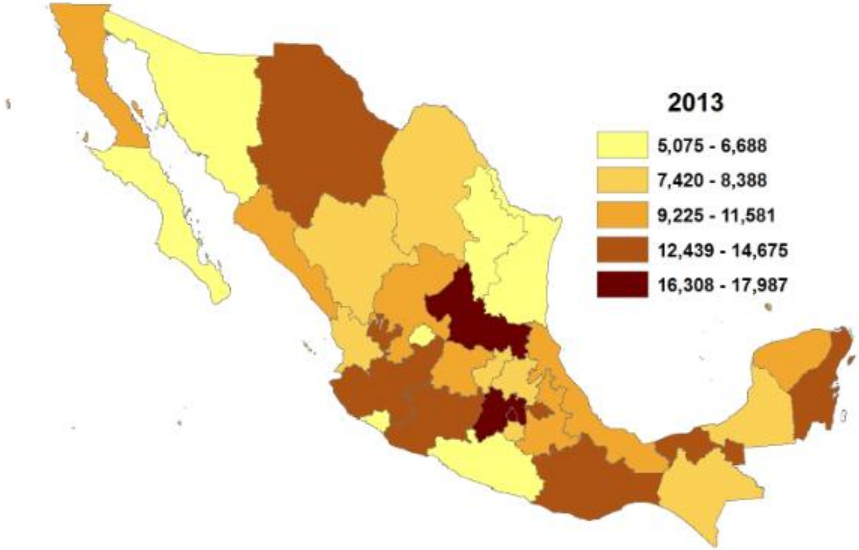


Source: INEGI. Crime Against Business National Survey 2012

Objective measures of Trust

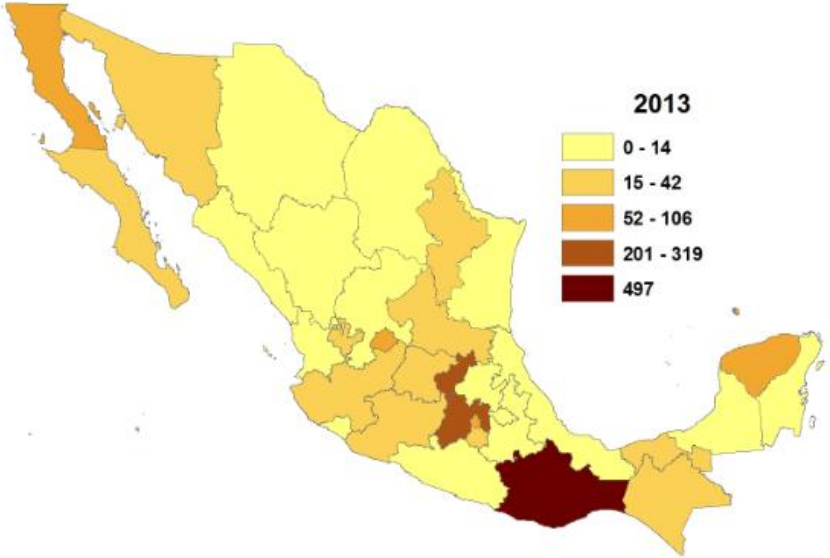
Objective measures of Trust

Prevalence Corruption Rate*



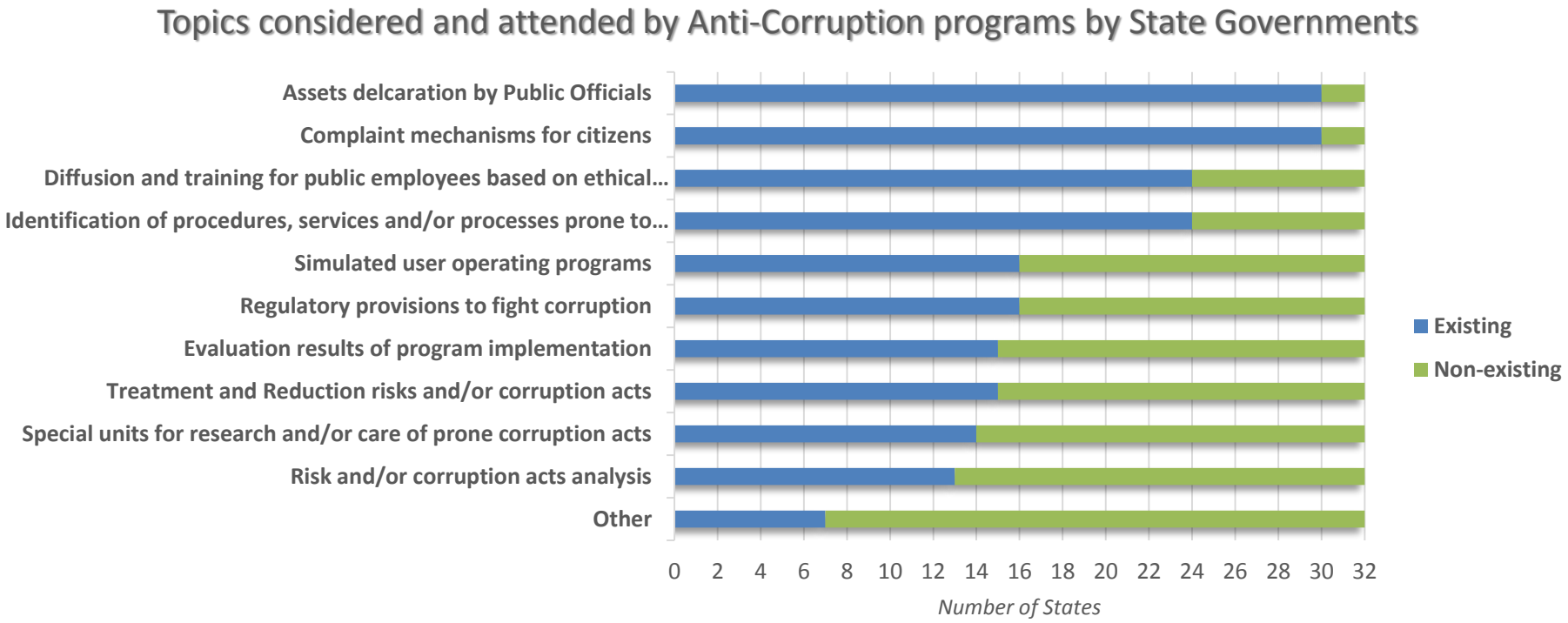
Source: INEGI. National Performance and Quality of Government Survey 2013
**Victims of corruption per 100,000 inhabitants*

Sanctioned Public Officials Rate*



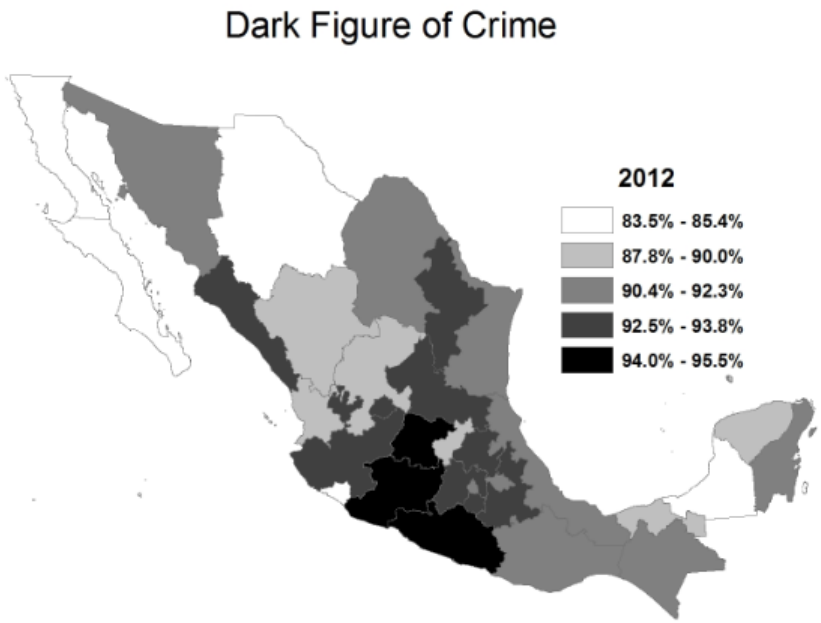
Source: INEGI. National Government Census 2013
**Public Officials Sanctioned per 10,000 Public Officials working in State Government*

Objective measures of Trust

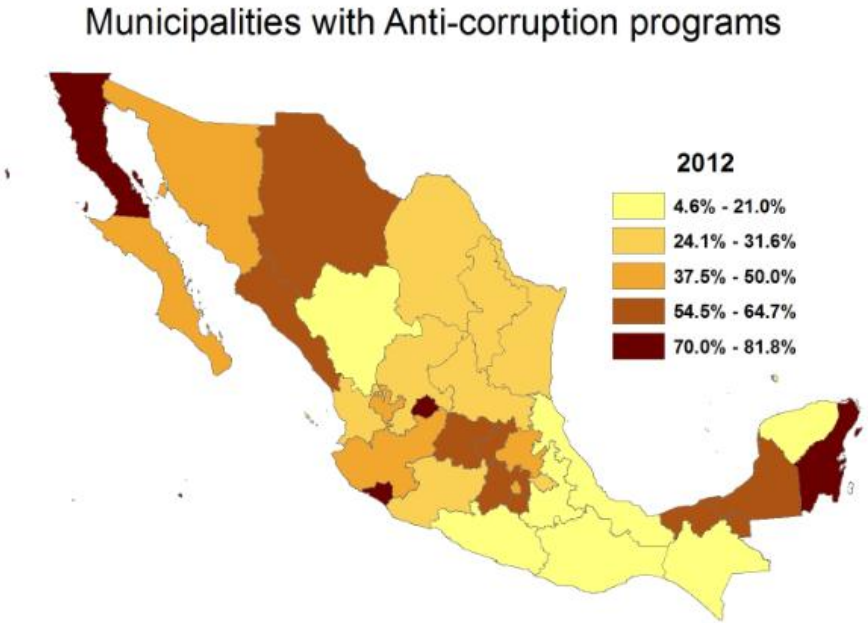


Source: INEGI. National Government Census 2013

Objective measures of Trust



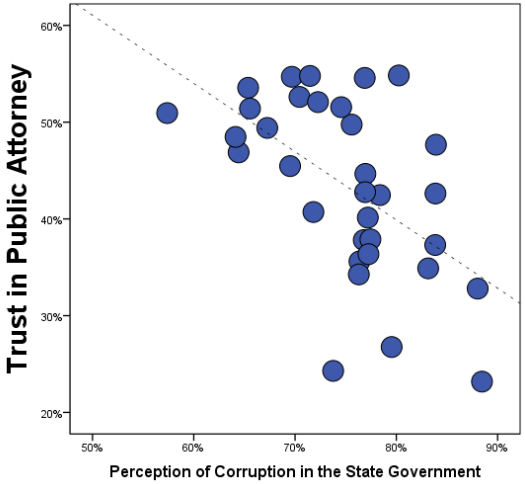
Source: INEGI. National Survey on Victimization and Public Safety Perception 2013.

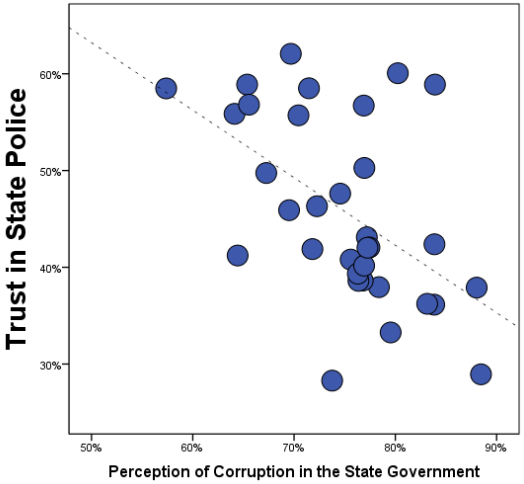


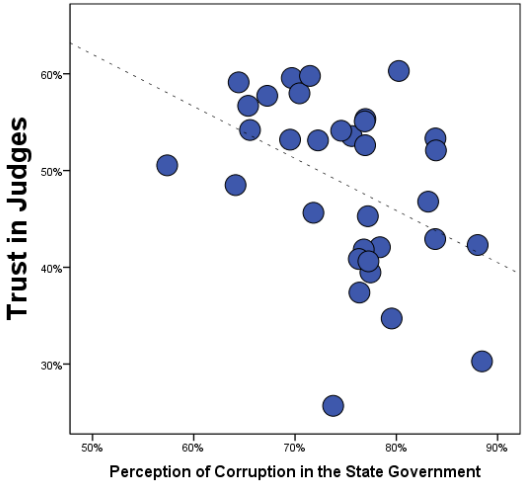
Source: INEGI. National Municipalities Government Census 2013

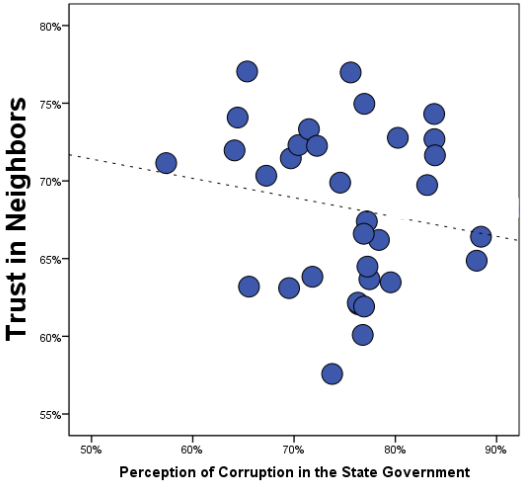
Policy implications of Trust

Trust vs Perception of Corruption

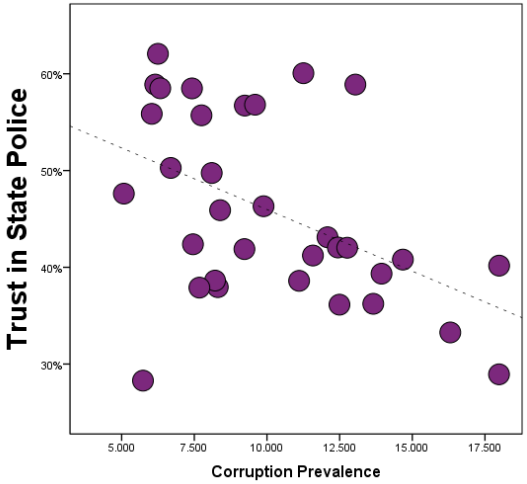


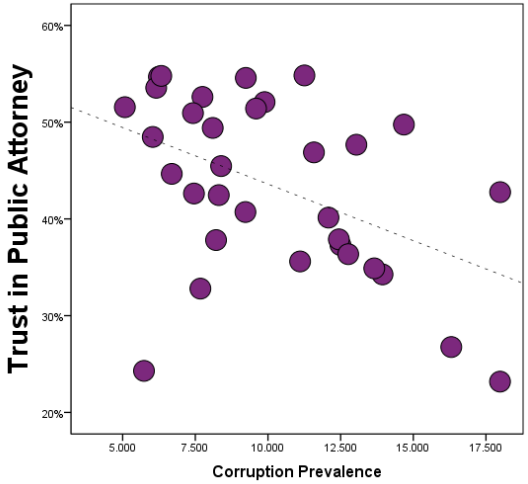


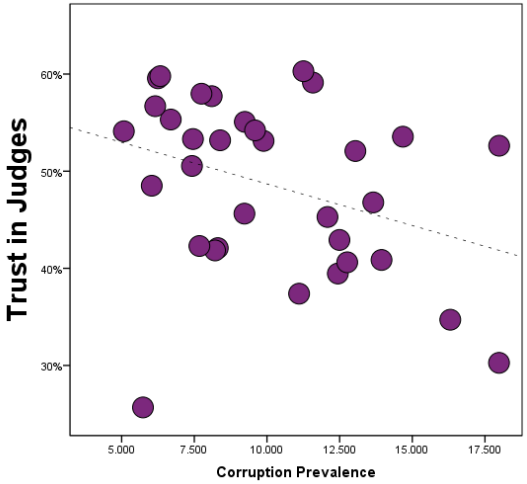


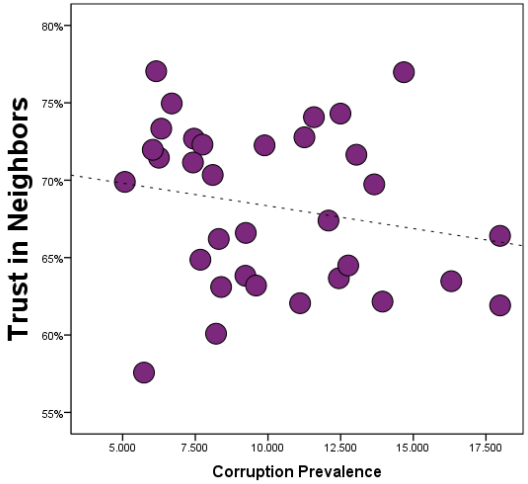


Trust vs Corruption Prevalence

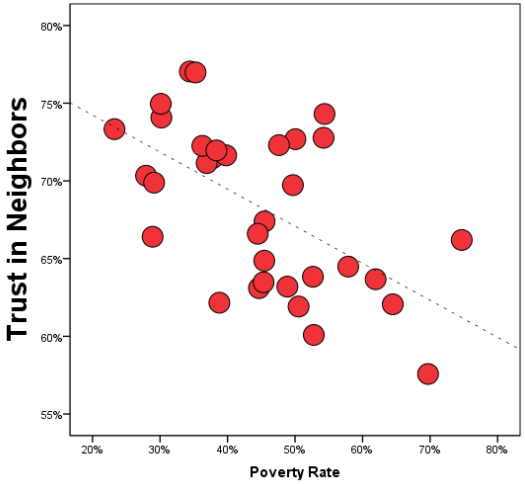


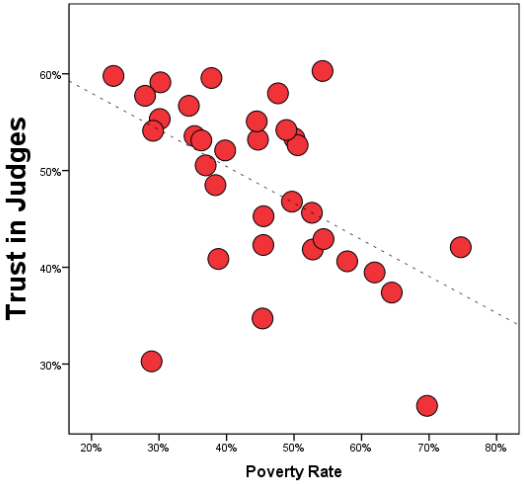


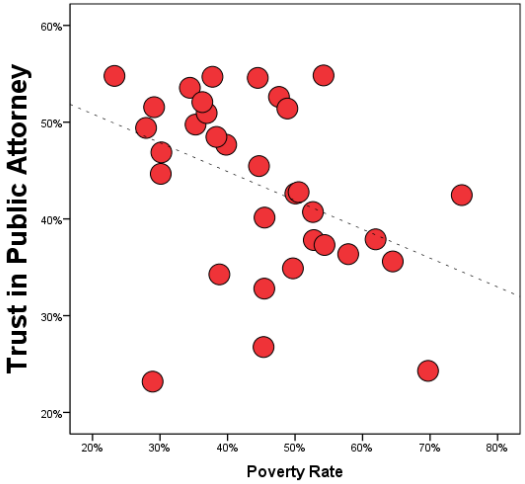


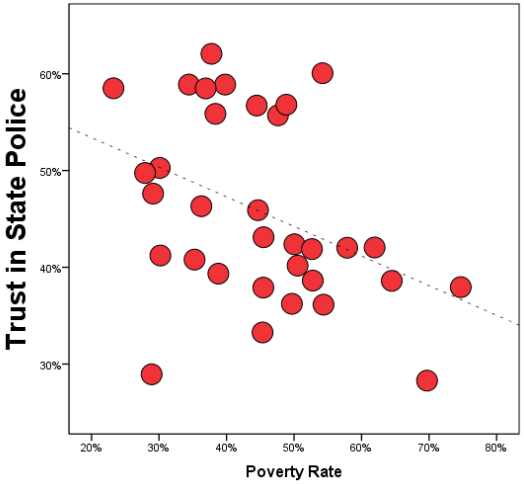


Trust vs Poverty

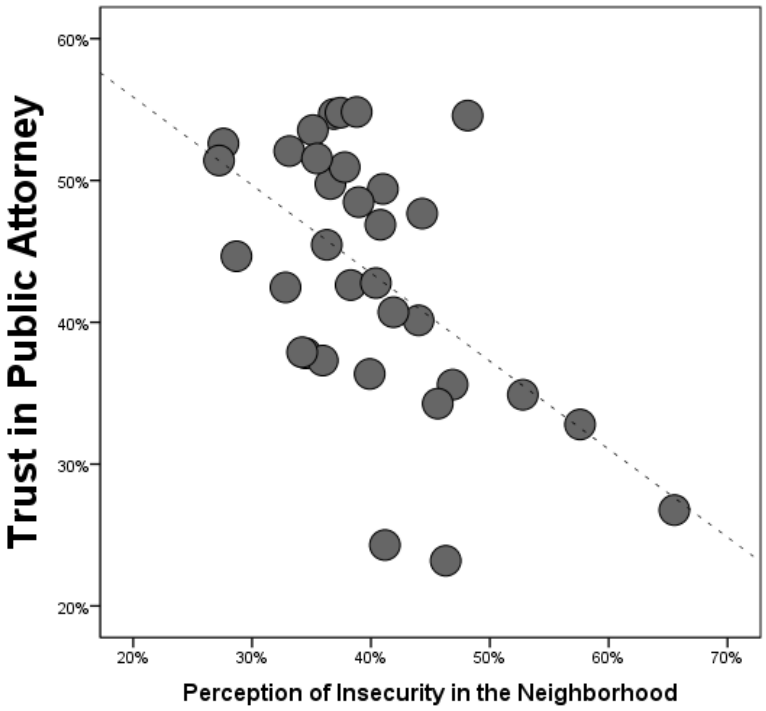


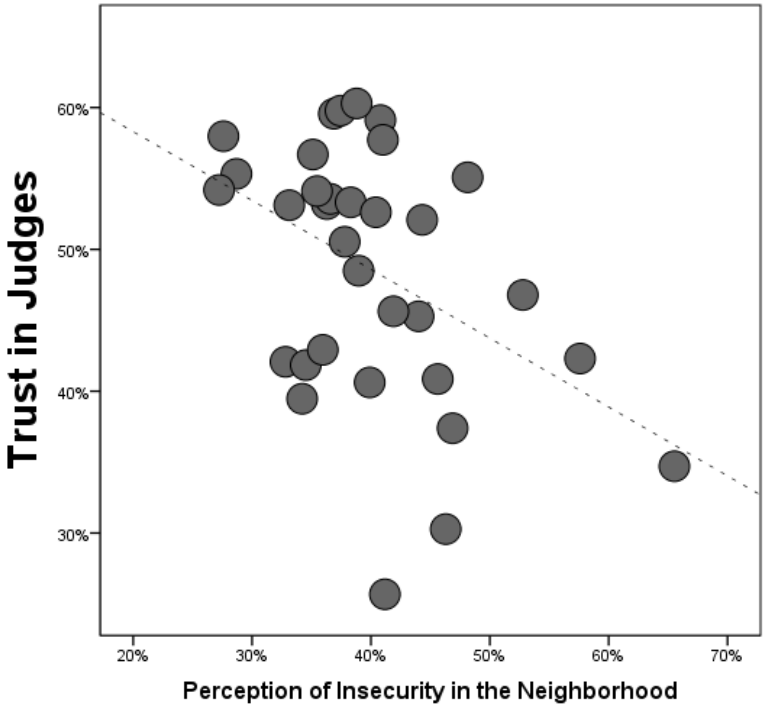




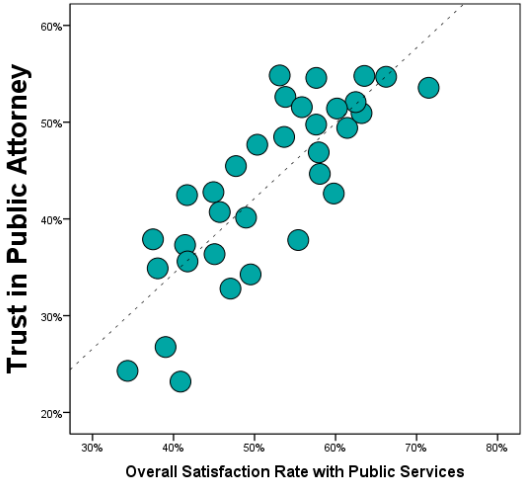


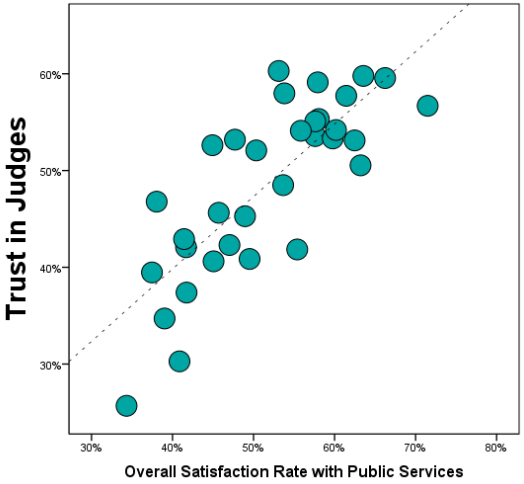
Trust vs Perception of Insecurity

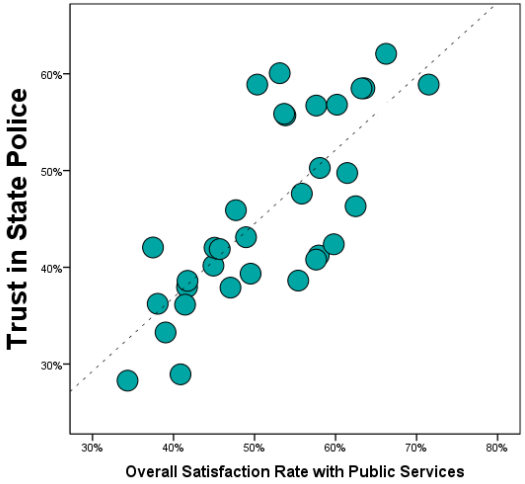


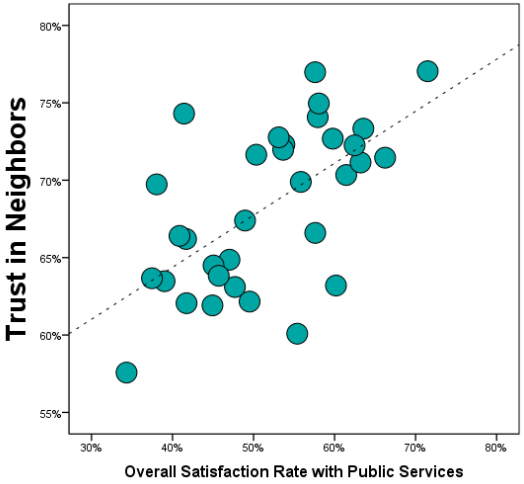


Trust vs Overall Satisfaction with Public Services

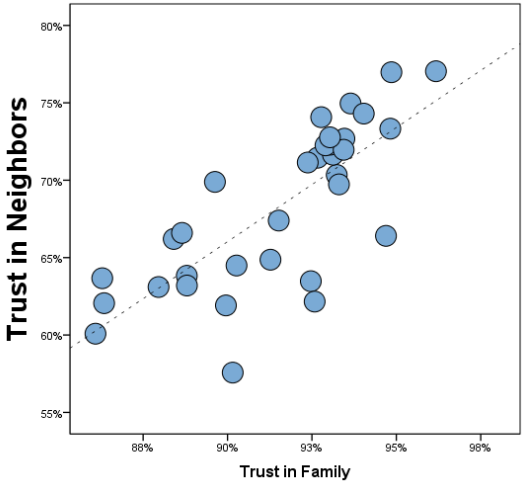


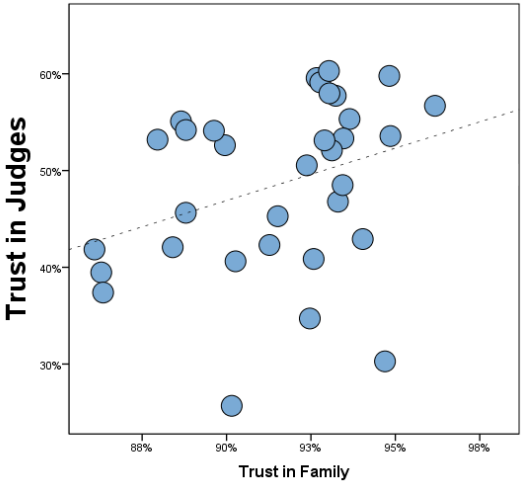


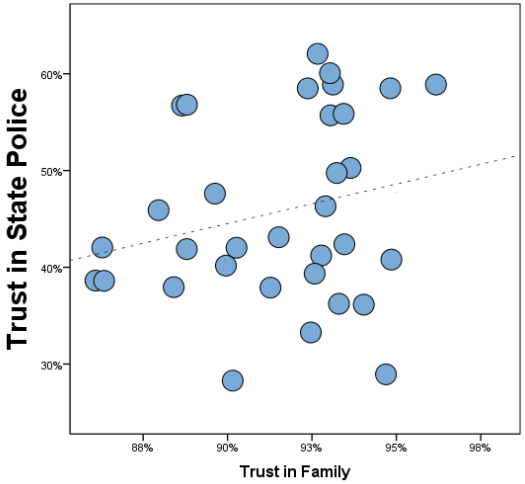


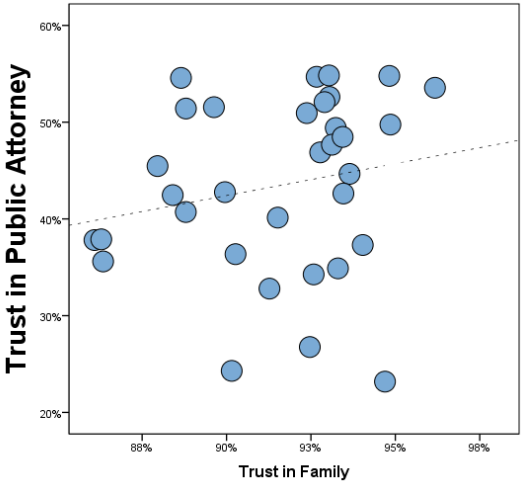


Trust vs Family Trust









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