

Fostering Institutional Trust in Korea: KDI-OECD Trust Research and Government Innovation

Soonhee Kim, Ph.D.

Professor of Public Administration

(KDI School of Public Policy and Management, Sejong)

&

Fellow

(National Academy of Public Administration, Washington D.C.)

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KDI-OECD Trust Research Collaboration

- **Motivation**
 - The urgency of restoring institutional trust in Korea
 - Commitment to *data collection* on citizens for exploring the *driving factors of institutional trust in Korea*
- **OECD Trust Framework: Competence and Values**

**Responsiveness, Reliability,
Integrity, Openness, & Fairness**

- **Implications for government innovation**

Taking *Institutional Trust* Seriously in Korea

Daunting Governance Challenges

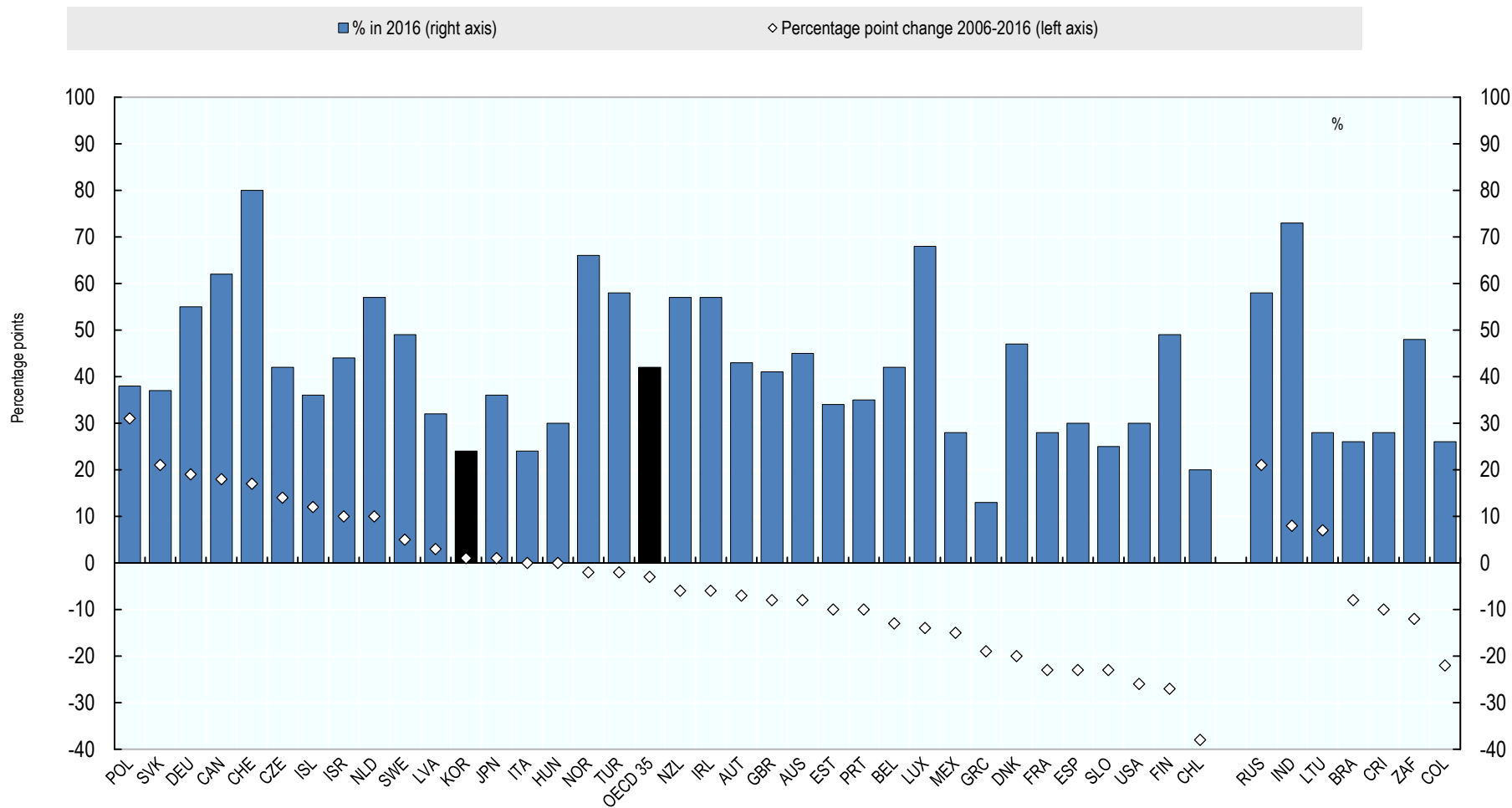
- **Sustainable growth and social equity**
 - Economic growth, income inequality, SMEs, aging population, gender, & employment
- **Crisis/emergency/risk management & regulations**
 - Gaps in citizen expectations & government performance
- **Balance of centralization and decentralization**
 - Resource allocation & quality of service in the context of speedy aging population & a low -birth rate
- **Politics and Public Administration – Effective Governance**
 - Integrity and fairness in public institutions
 - *Openness, anti-corruption, & accountability*
 - *Fairness & well-being: equal opportunity & social protection*
 - *Facilitating social, economic, & political conflicts*
 - Critical citizens, citizen engagement in policy decision-making process
 - Rule of law and access to justice

Governance and Institutional Trust

- ◆ Governance and the increased discourse of social capital and institutional effectiveness
- ◆ Revisiting social capital theories: ***Trust & Cooperation*** (Coleman 1988; Putnam 1993; Fukuyama 2014)

- Risk management & resilience:
 - ◆ The role of trust in facilitating effectiveness of risk management and *community resilience* (Drabek, 1986; Lindell and Perry, 1992; and Mileti and Sorensen, 1990)
- Trust and its impacts on policy compliance (Chanley, 2000)
 - ◆ “A distrustful citizenry is less likely to give its leaders the leeway they need to make innovative policy decisions” (Council for Excellence in Government, 2004: 55)
- An evaluation of the government performance (Newton & Norris, 2000)
- The emergence of “Critical Citizens” (Norris, 1999; Kim. 2010)

Confidence in national government in 2016 and its change since 2006, % (Source: Gallup World Poll)



Edelman Trust Barometer 2016-2017

Trust in Government Further Evaporates

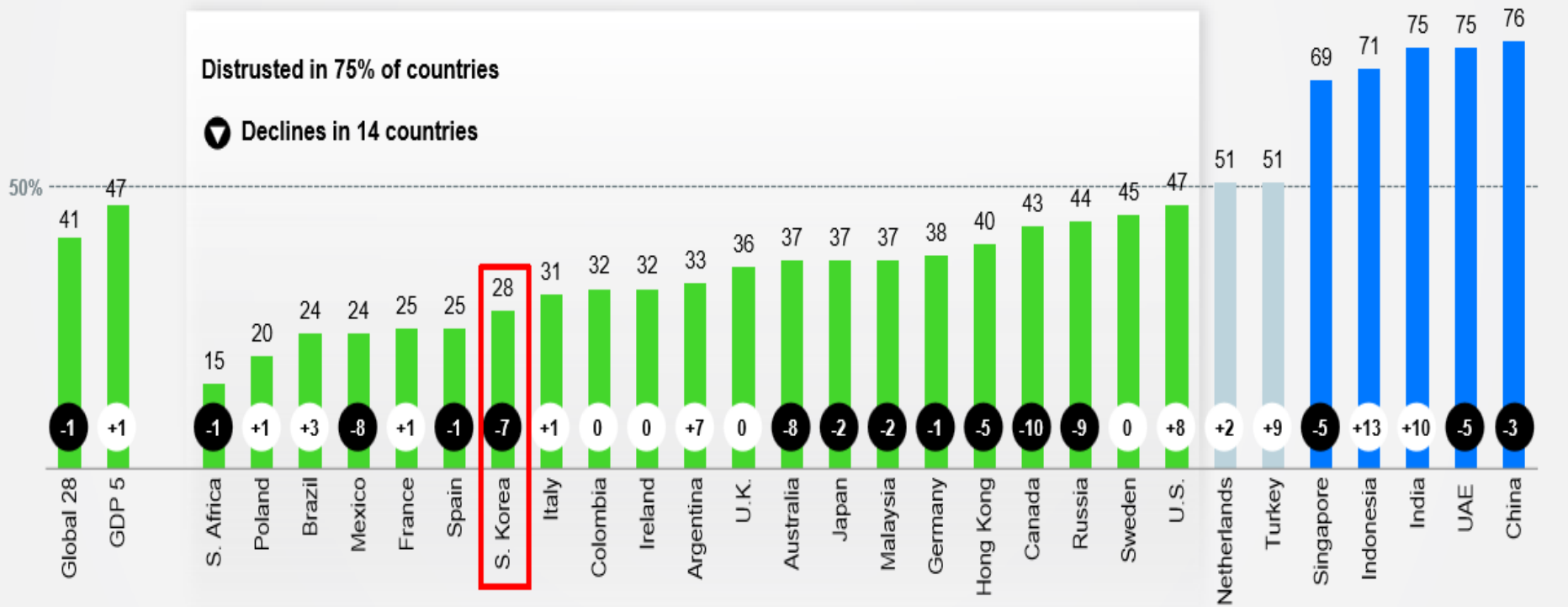
Percent trust in government, and change from 2016 to 2017

Distrust Neutral Trust

Y-to-Y Change

Distrusted in 75% of countries

Declines in 14 countries



Source: 2017 Edelman Trust Barometer. Q11-620. [TRACKING] [GOVERNMENT IN GENERAL] Below is a list of institutions. For each one, please indicate how much you trust that institution to do what is right using a nine-point scale where one means that you "do not trust them at all" and nine means that you "trust them a great deal." (Top 4 Box, Trust) General Population, 28-country global total.



OECD-KDI Trust Survey 2016:

- *How to better understand public trust in government?*
- *How to foster Institutional trust?*

“Towards Actionable Insights for Public Governance Innovation in Korea”

- A citizen-centered, policy data driven, and integrated survey: *subjective well-being, individual trust, institutional trust, & demographic data*
- Institutional trust and its drivers:
 - **OECD framework (competence and values):** perceived performance, situational questions & expectations

OECD Institutional Trust Framework (OECD 2017)

Competence

- **Responsiveness:** *Provide Public Services*
- **Reliability:** *Anticipate Change, Protect Citizens*

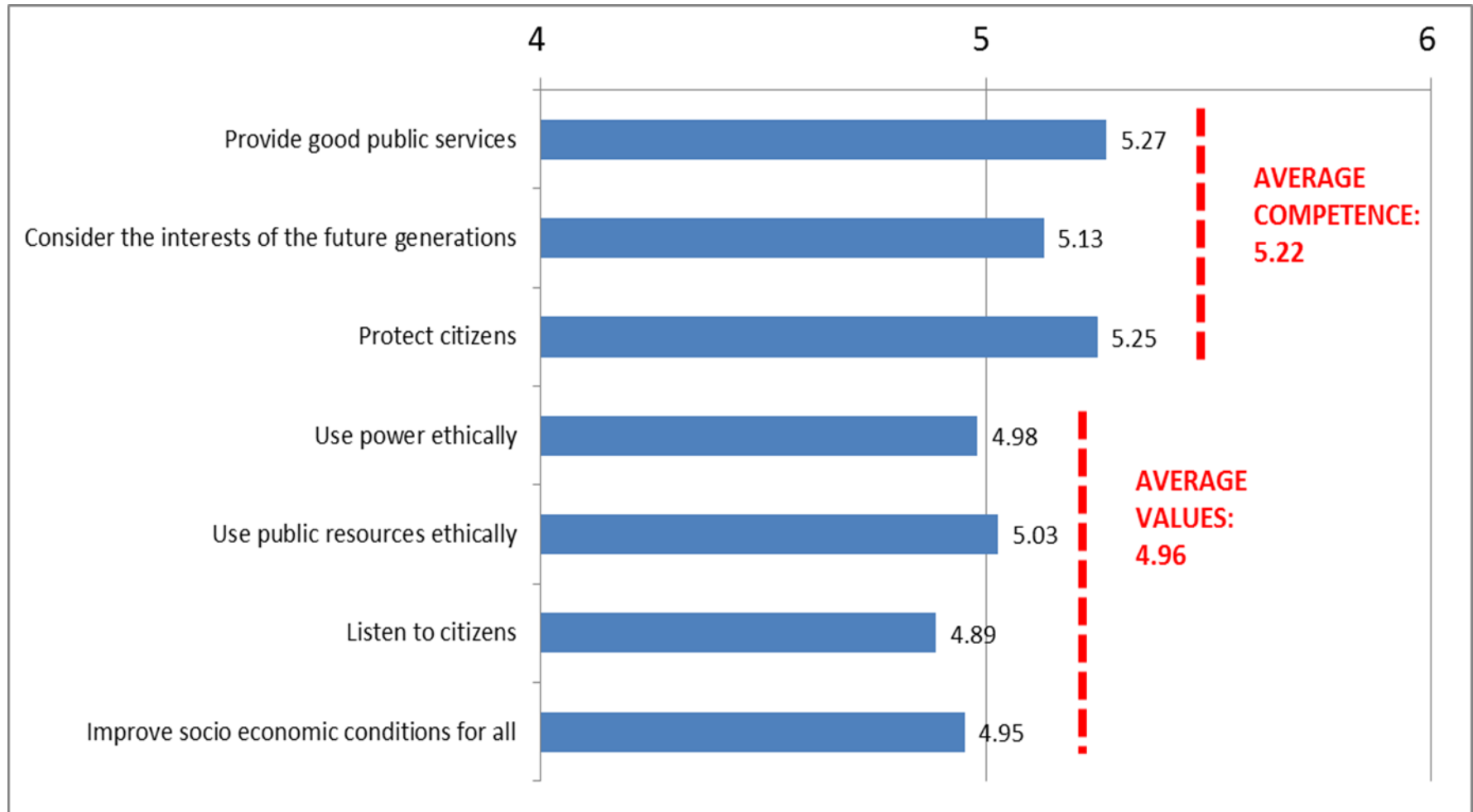
Values

- **Integrity:** *Use power and public resources ethically*
- **Openness:** *Inform, consult and listen to citizens*
- **Fairness:** *Improve socio economic condition for all*

Perception of Competence and Values

(OECD-KDI Survey 2016)

“How much confidence do you have in public institutions to ...” 0- No confidence at all, 10-full confidence“
0- no trust at all, 10-I trust very much



Implications for Government Innovation in Korea

Action I: *Active experimentations of participatory governance for innovations & government reforms*

- A journey for creating openness, interactions, creativity, and feeling of community; Commitment to deliberative democracy on policy reforms (fairness of tax reform, regional growth, & regulations)

Action II: *Investing in civil service competency building for innovation, risk management, and facilitative leadership*

Action III: *Citizen-centered, data-driven policy-making & evaluation (policy effectiveness cycle – stakeholder engagement from agenda setting to monitoring/evaluation phases)*

- Performance data management and quality of life by demographic groups such as gender & generations (anti-discrimination laws, poverty, & access to justice)

Action IV: *Align disaster management systems with the value of social equity and resilience*

Action V: *Commitment to integrity and anti-corruption & keen attention to monitoring & sharing tangible results*

- Assessing the effectiveness of current laws and policy (politicians, political appointees, and civil servants)
- A whole of society partnership (system, culture, & accountability for public integrity); youth engagement in public integrity programs
- Action V could affect the effectiveness of all the 4 actions above.

Government Innovation Trends (OECD 2016)

Figure 0.1: Trends Identified through this review



Pairing human and machine



Zoom in or zoom out:
scaling government



Citizens as experts



Mass or personalised services

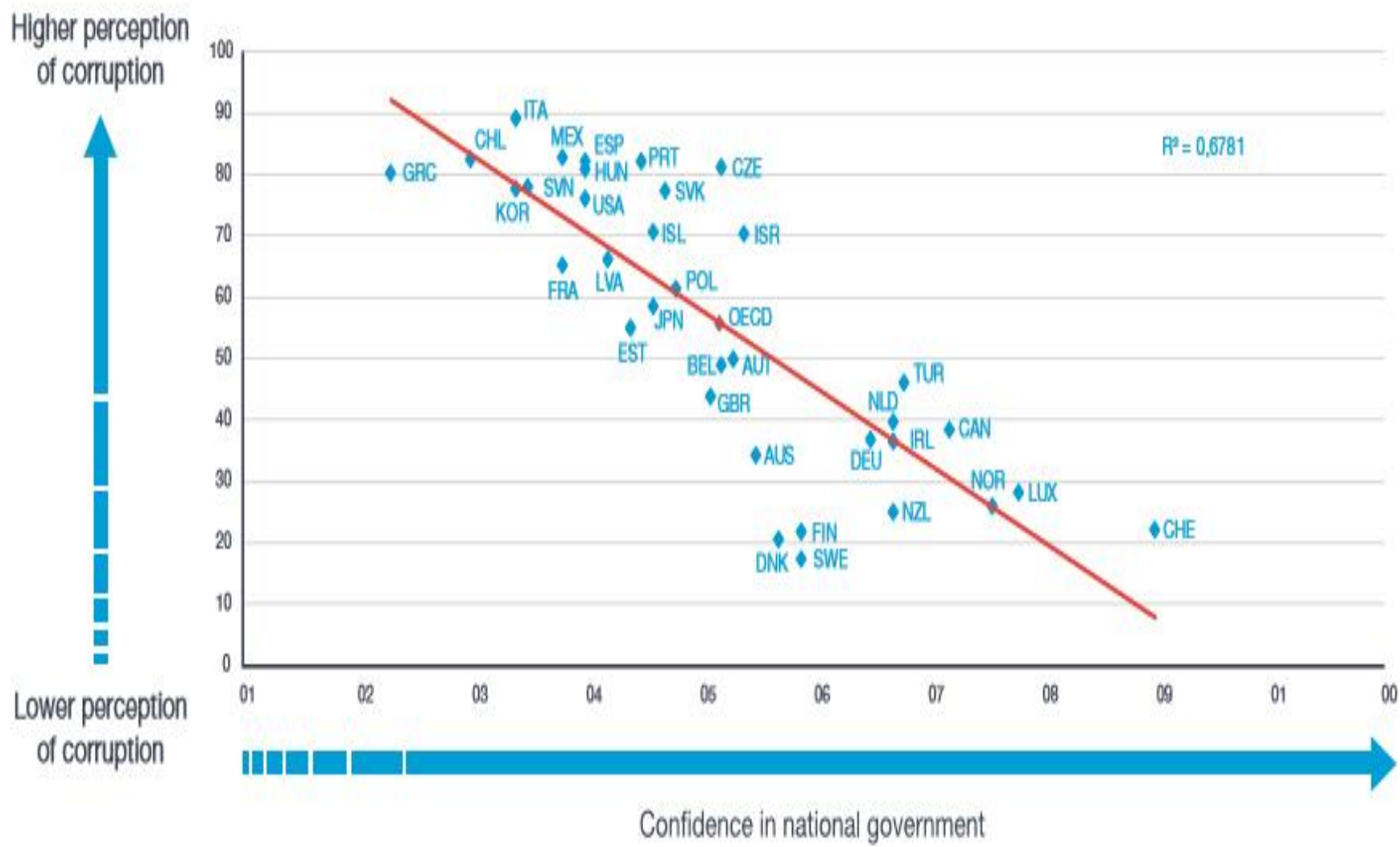


Experimental government



Breaking the norms

Confidence in national government and perception of government corruption



Source: Government at a Glance 2017 (forthcoming) using World Gallup Poll data

1997-1998 Financial Crisis in Korea: Shock and Recovery

The "gold collection campaign" led by citizens to raise money to help Korean government repay loans from the IMF (Kim, 2017)



Seoul - December 3, 2016 (www.hani.co.kr)



Edelman Trust Barometer 2017-2018

Trust in Government Increases in 16 of 26 Countries

Percent trust in government, and change from 2017 to 2018



Source: 2018 Edelman Trust Barometer. TRU_INS. [GOVERNMENT IN GENERAL] Below is a list of institutions. For each one, please indicate how much you trust that institution to do what is right using a nine-point scale where one means that you "do not trust them at all" and nine means that you "trust them a great deal." (Top 4 Box, Trust) General Population, 28-country global total



Thank you for your attention!

Please contact me by e-mail:

soonheekim@kdischool.ac.kr