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

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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)

% in 2016 (right axis)  ▲ Percentage point change 2006-2016 (left axis)

The chart illustrates the confidence in national government in 2016 and its change since 2006 for various countries. The right axis shows the percentage of respondents who have confidence in their national government in 2016, while the left axis indicates the percentage point change from 2006 to 2016.
Trust in Government Further Evaporates

Percent trust in government, and change from 2016 to 2017

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, 29-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

<table>
<thead>
<tr>
<th>Perception</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Provide good public services</td>
<td>5.27</td>
</tr>
<tr>
<td>Consider the interests of the future generations</td>
<td>5.13</td>
</tr>
<tr>
<td>Protect citizens</td>
<td>5.25</td>
</tr>
<tr>
<td>Use power ethically</td>
<td>4.98</td>
</tr>
<tr>
<td>Use public resources ethically</td>
<td>5.03</td>
</tr>
<tr>
<td>Listen to citizens</td>
<td>4.89</td>
</tr>
<tr>
<td>Improve socio economic conditions for all</td>
<td>4.95</td>
</tr>
</tbody>
</table>

**AVERAGE COMPETENCE:** 5.22  
**AVERAGE VALUES:** 4.96
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: Inv** *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

Distrusted in 21 countries

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!

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