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Open government and public trust: a new revaluation of the citizen perspective

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The importance of trust in government is visible every day. Our trust determines the extent to which we follow rules and accept government decisions. It determines our willingness to pay taxes and, thereby, contribute to society. Public trust is essential for a well-functioning government and is necessary in every administrative, financial, and democratic system. Yet, public trust in parts of the government shows a declining trend. The ever-current question is therefore: how can the government turn the tide?

OPEN GOVERNMENT AND PUBLIC TRUST

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A new revaluation of the citizen perspective

This research uses a mixed-methods approach to provide insights into the role of openness in the formation of trust. Some of these insights are as expected, yet there are surprising results as well, for example, on the formation of citizens' perceptions of the government, the underlying causes of ineffective transparency, and the effects of public encounters on public trust.

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