

Modeling Trust in Government: Empirically Assessing Mayer et al.'s Integrative Model of Organizational Trust

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Research Objective



- Advance understanding of how citizens' trust in their government is related to observable / measureable government characteristics
 - Specifically, is the “integrative model of organizational trust” empirically supported by Sahel survey data?
- Assuming trust is related to support, could facilitate insight into causes of unstable governments
 - In particular, what stabilizes a government?
 - Could be useful for determining where and how to apply resources



Trust Critical to Human Interaction



- Psychology: “trust is one of the most important components – and perhaps the most essential ingredient – for the development and maintenance of ... well-functioning relationships”

Social Psychology: Handbook of Basic Principles,
A.W. Kruglanski and E.T. Higgins (eds.), 2007, p. 587

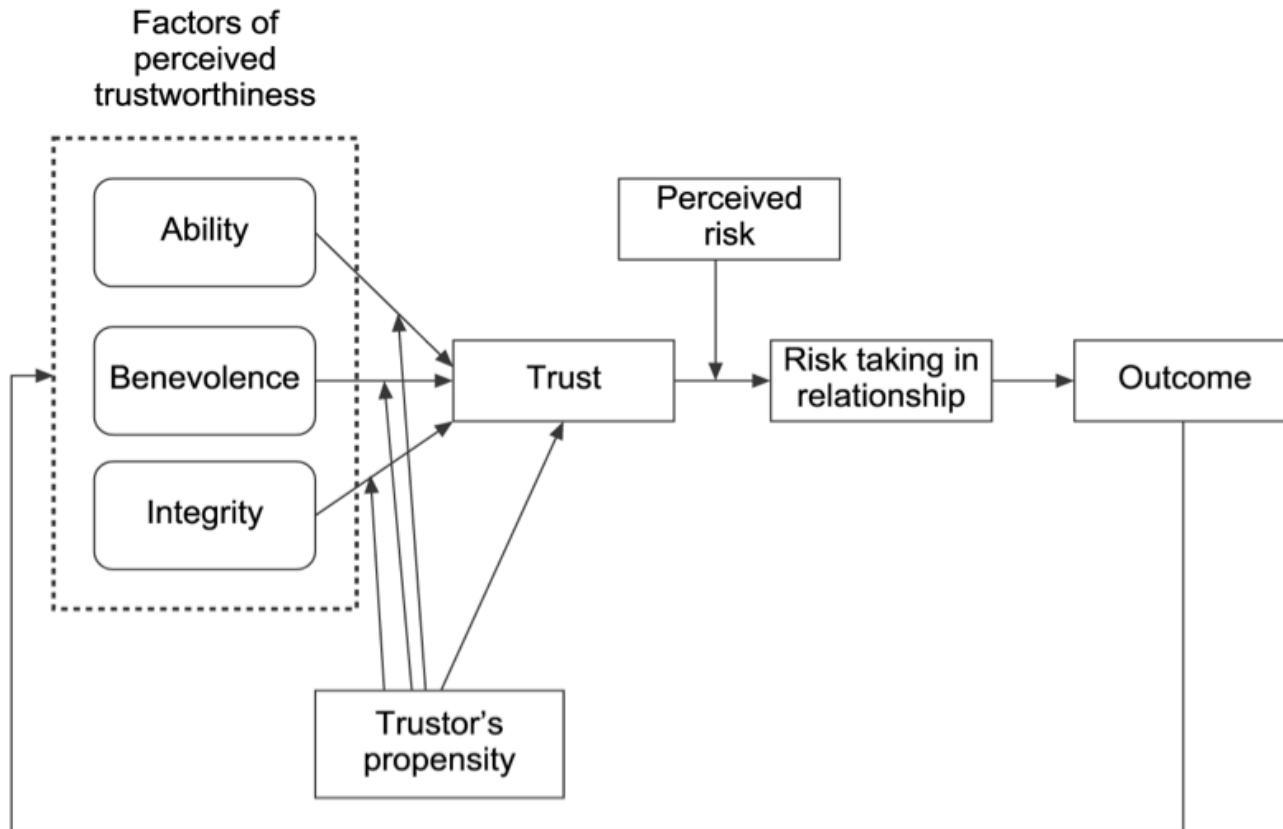
- International relations: trust within the international system is “the underpinning of all human contact and institutional interaction”

*Building Trust in Government in the Twenty-first Century:
Review of Literature and Emerging Issues,*
P.K. Blind, 2006, p. 3

- Counterinsurgency: trust building is the military’s “true main effort: everything else is secondary”

Counterinsurgency, D. Kilcullen, 2010, p. 37

Integrative Model of Organizational Trust



Trust: “the willingness of an individual to be vulnerable to the actions of another party based on the expectation that the other will perform a particular action important to the individual, irrespective of the ability to monitor or control the other party”

Mayer, R.C., Davis, J.H., and F.D. Schoorman (1995). An Integrative Model of Organizational Trust, *Academy of Management Review*, 20, p. 712.



Definitions



- Ability is defined as “that group of skills, competencies, and characteristics that enable a party to have influence within some specific domain”
 - In our domain: citizens’ confidence that the government is competent in providing desired services
- Benevolence is the “extent to which a trustor believes that a trustee wants to do good for the trustor”
 - In our domain: the belief that the government acts with kindness and goodwill towards its citizens
- Integrity is the trustor’s perception “that the trustee adheres to some set of principles that the trustor finds acceptable”
 - In our domain: citizens’ perception that the government adheres to and supports ethical and socially beneficial principles of governance, including fairness, justice, democracy, etc.



An Empirical Assessment: Is the Model Supported by Data?



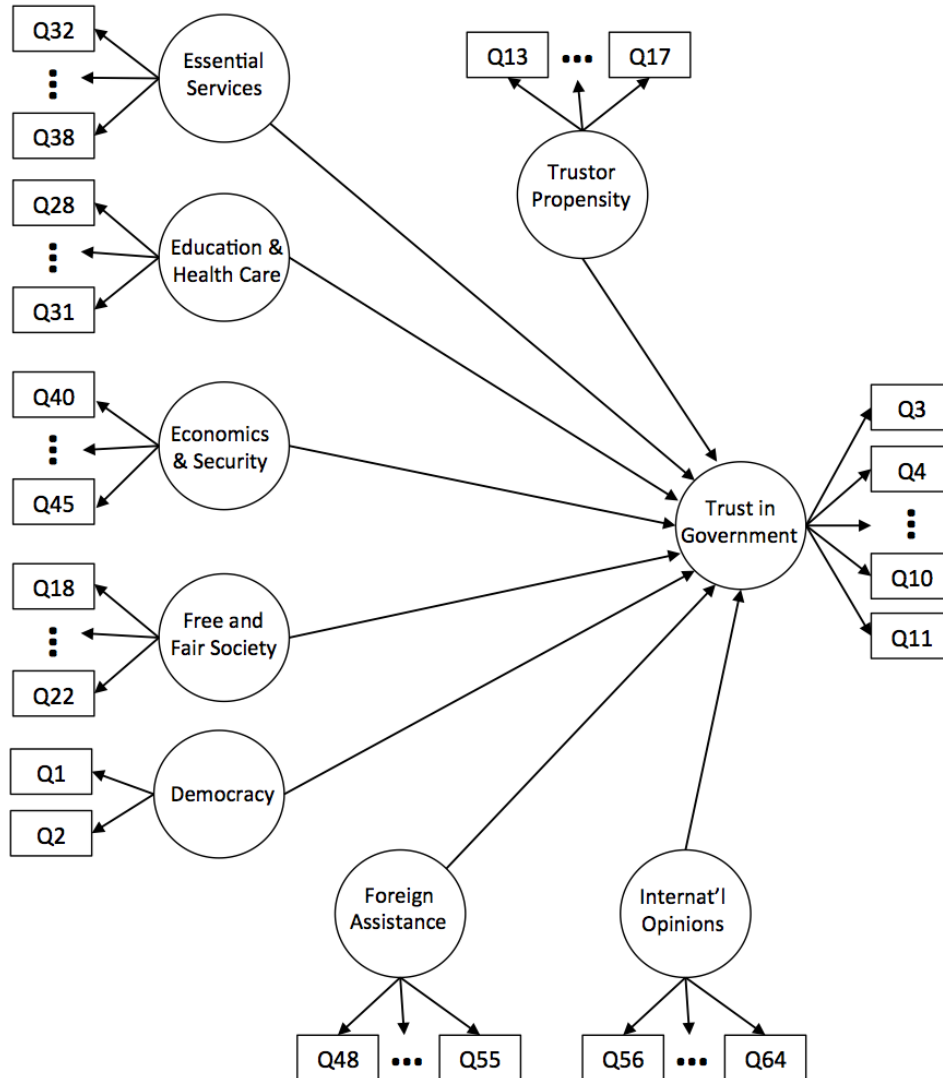
“IN GOD WE TRUST;
ALL OTHERS MUST
BRING DATA.”
- W. EDWARDS DEMING

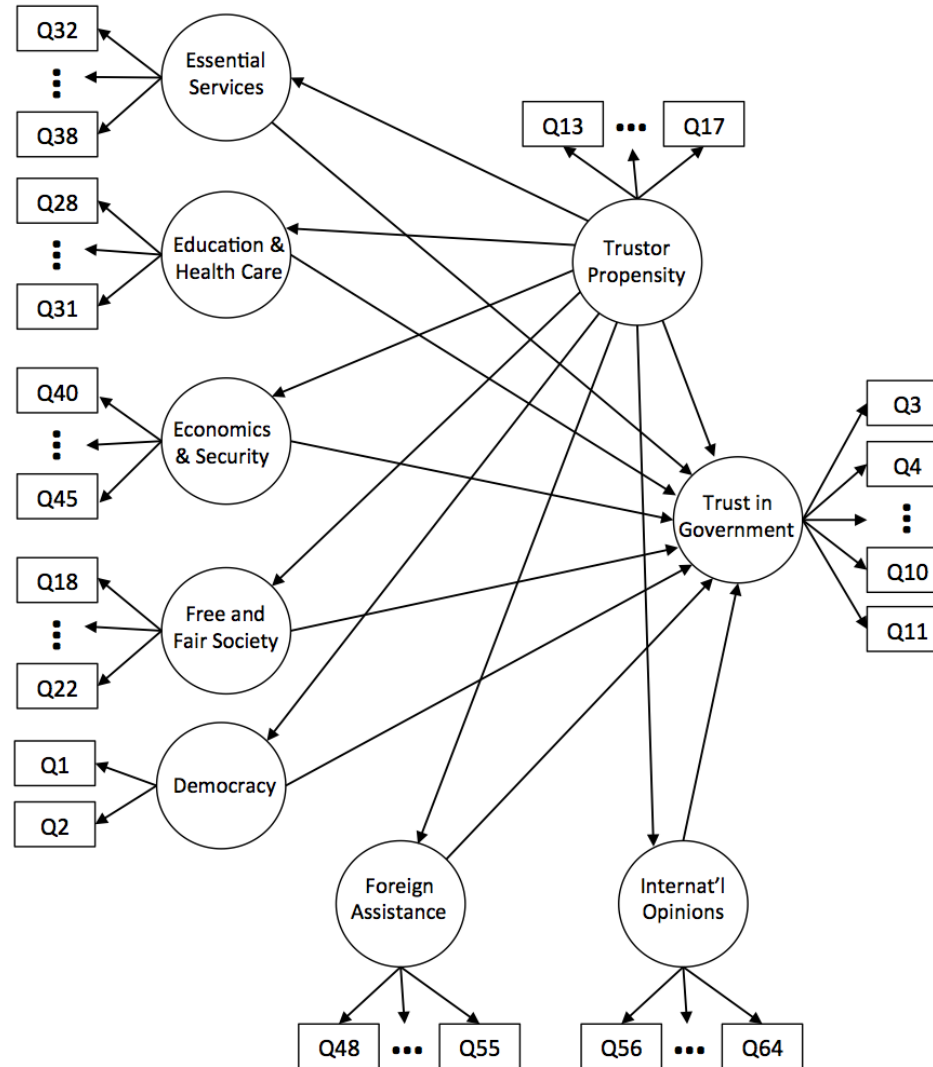
- 2010 national-level survey data from Sahel region of Africa: Nigeria, Senegal, Mali, and Burkina Faso
 - Face-to-face interview of local population
 - Conducted by local survey companies
- Survey comprised of about 140 questions
 - Largely consistent by country
- Almost 3,800 respondents in Nigeria and roughly 1,500-1,700 in the other countries
- Clustered, stratified sample design with post-stratification weights

Survey Organization

Survey Section	Related Questions
Source of information	Q3 - Q5
Quality of life	Q6 - Q11
View of other countries	Q12 - Q23
Views of own country	Q24 - Q25
Trust and Religion	Q26 - Q37
Governance, politics and security	Q38 - Q55
Acts of violence	Q56 - Q59
U.S. Actions	Q60 - Q62
Demographics	D0 - D29







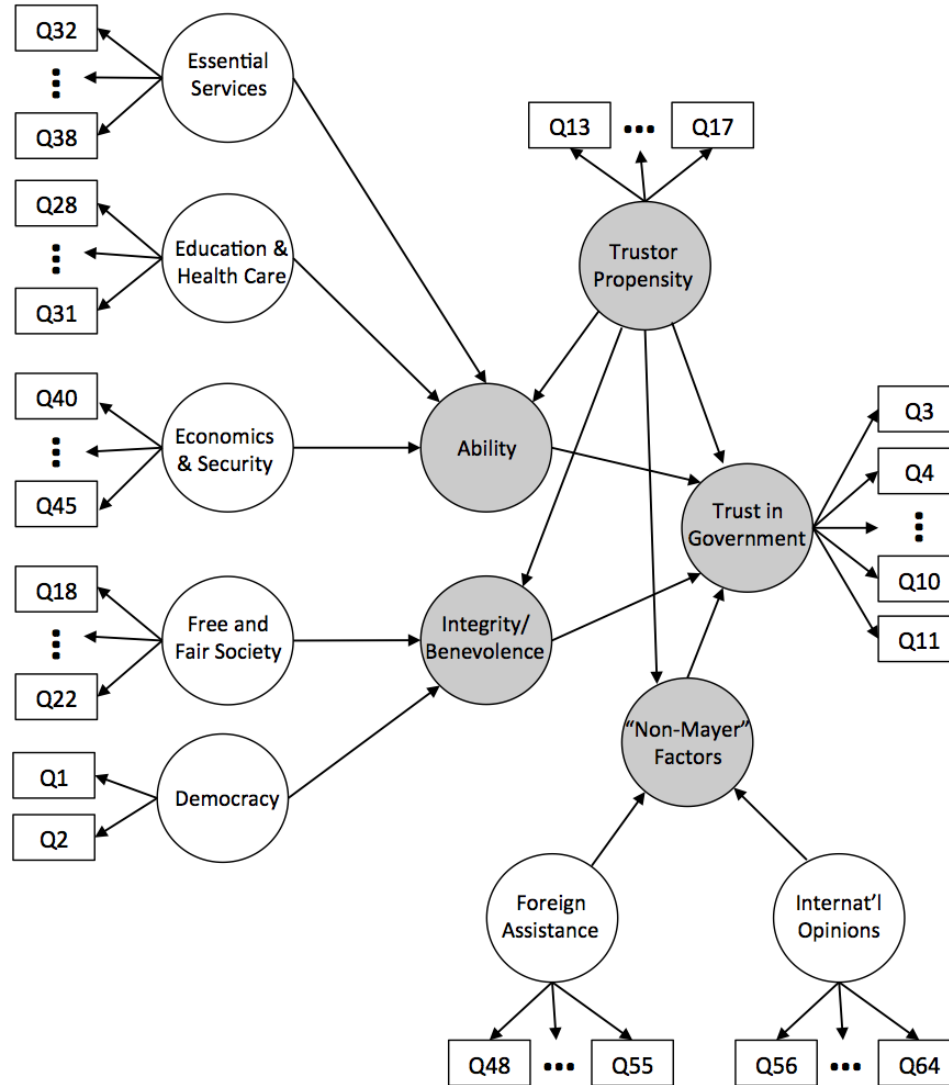


Table 9. Statistical significance of the paths between the grey factors in the Second Order SEM of Figure 4.

	Burkina Faso	Mali	Nigeria	Senegal
Trust in Government				
Ability	***	***	***	**
Integrity/Benevolence	***	***	***	*
Trustor Propensity	***	*		
Other "Non-Mayer" Terms		**	***	
Ability				
Trustor Propensity	***	***	***	
Integrity/Benevolence				
Trustor Propensity	***	***	***	
Other "Non-Mayer" Terms				
Trustor Propensity		***	***	

* $p < 0.05$, ** $p < 0.01$, *** $p < 0.001$

Table 8. Fraction of trust in government variance explained (R^2 values) for the Baseline, First, and Second Order SEMs by country.

	Burkina Faso	Mali	Nigeria	Senegal
Baseline Model	0.430	0.340	0.330	0.230
First Order SEM	0.345	0.390	0.577	0.228
Second Order SEM	0.512	0.685	0.788	0.270

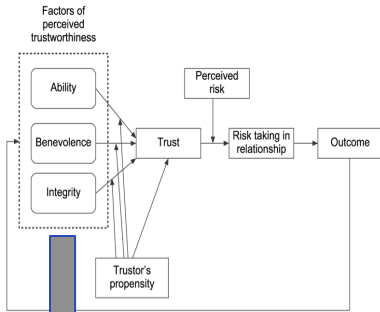


Conclusions



- Our data empirically supports the Integrative Model of Organizational Trust general form when applied to government trust
 - Ability and benevolence/integrity are important
 - However, each country does differ in terms of what specifically is important to the citizens in terms of government ability and integrity/benevolence
- But it also is clear that there are other important terms in a model of government trust
 - Begg the question of whether there are other relevant terms we could not assess because the questions were not asked in our surveys

Proposed Integrative Model of Government/Organizational Trust



Factors of perceived trustworthiness

Ability

- **Internal**
 - o Essential services
 - o Economics
 - o Individual safety, security
- **External**
 - o National security
 - o Aid / assistance (as appropriate)

Benevolence/ Integrity

- **Organizational**
 - o Democratic
 - o Open / transparent
- **Societal**
 - o Free and fair
 - o Peaceful, tolerant

Reputation

- Effective international relations
- National status

Perception that the government is competent at:

- Internally providing desired services desired by citizens
- Externally maintaining national security and attracting external aid

Perception that the government:

- Operates according to ethical / socially beneficial principles
- Promotes societal conditions desired by the citizenry

Perception that the government conducts effective international relations and fosters national status



Questions and Comments?





Backup Slides



Sample Sizes & Response Rates



Table 1. Sample sizes, response rates, and margins of error by country.

Country	Initial Sample Size	Final Sample Size	Response Rate	Margin of Error
Burkina Faso	1,447	1,481	98.0%	2.6%
Mali	2,091	1,874	89.6%	2.3%
Nigeria	4,423	3,770	85.2%	1.6%
Senegal	1,703	1,661	97.5%	2.5%
<i>Aggregate</i>	<i>9,664</i>	<i>8,786</i>	<i>90.9%</i>	<i>n/a</i>

Table 2. Survey items that measure trust in government and trustor propensity along with mean and standard deviations for Mali respondents.

Measure	Survey Item	Minimum	Maximum	Mean	SD
<i>Trust in Government (TiG)</i>	3. How much trust do you have in President [NAME]?	-2 = No trust at all	+2 = A lot	1.247	1.11
	4. To what extent do you approve of President [NAME]'s overall performance?	-2 = Strongly disapprove	+2 = Strongly approve	1.312	0.91
	5. How much trust do you have in Prime Minister [NAME]?	-2 = No trust at all	+2 = A lot	0.733	1.36
	6. How much trust do you have in your National Assembly?	-2 = No trust at all	+2 = A lot	0.406	1.43
	7. How much trust do you have in your political parties?	-2 = No trust at all	+2 = A lot	-0.175	1.46
	8. How much trust do you have in your armed forces?	-2 = No trust at all	+2 = A lot	1.239	1.11
	9. How much trust do you have in your local police?	-2 = No trust at all	+2 = A lot	0.547	1.40
	10. How much trust do you have in your local government?	-2 = No trust at all	+2 = A lot	0.486	1.35
<i>Trustor Propensity (TP)</i>	11. How much trust do you have in your courts and judges?	-2 = No trust at all	+2 = A lot	-0.292	1.53
	13. How much do you trust your relatives?	-2 = No trust at all	+2 = A lot	1.770	0.67
	14. How much do you trust people from your ethnic group?	-2 = No trust at all	+2 = A lot	1.429	1.01
	15. How much do you trust people who share your religion?	-2 = No trust at all	+2 = A lot	1.505	0.94
	16. How much do you trust people from other ethnic groups?	-2 = No trust at all	+2 = A lot	0.772	1.35
	17. How much do you trust people who practice a different religion?	-2 = No trust at all	+2 = A lot	0.459	1.47



(Mali) Items and Scales



Table 3. Survey items that measure integrity and benevolence along with mean and standard deviations for Mali respondents.

Measure	Survey Item	Minimum	Maximum	Mean	SD
<i>Free & Fair Society (FFS)</i>	How much do you agree or disagree with the following statements:				
	18. People of all religions are free to practice their faith.	-2 = Strongly disagree	+2 = Strongly agree	1.623	0.85
	19. People are free to join any organization they want.	-2 = Strongly disagree	+2 = Strongly agree	1.607	0.84
	20. People are free to criticize the government.	-2 = Strongly disagree	+2 = Strongly agree	1.199	1.18
	21. People choose their political leaders through fair elections.	-2 = Strongly disagree	+2 = Strongly agree	0.829	1.41
	22. The media are free to accurately report the news.	-2 = Strongly disagree	+2 = Strongly agree	1.140	1.11
<i>Democracy (D)</i>	1. How satisfied are you with the way democracy works in your country?	-2 = Not at all satisfied	+2 = Very satisfied	0.491	1.28
	2. In your opinion, how stable is democracy in your country?	-2 = Very fragile	+2 = Very stable	0.710	1.17

Table 4. Survey items that measure ability along with mean and standard deviations for Mali respondents.

Measure	Survey Item	Minimum	Maximum	Mean	SD
<i>Essential Services (ES)</i>	32. How would you rate water in your community?	-2 = Poor	+2 = Very good	0.002	1.42
	33. Do you think that water has improved, stayed the same, or gotten worse from a year ago?	-2 = Gotten worse	+2 = Improved	0.528	1.19
	34. How would you rate roads in your community?	-2 = Poor	+2 = Very good	-0.840	1.42
	35. Do you think that roads has improved, stayed the same, or gotten worse from a year ago?	-2 = Gotten worse	+2 = Improved	0.048	1.44
	36. How would you rate electricity in your community?	-2 = Poor	+2 = Very good	-0.703	1.52
	37. Do you think that electricity has improved, stayed the same, or gotten worse from a year ago?	-2 = Gotten worse	+2 = Improved	-0.046	1.37
	38. In your neighbourhood, how often do you have electricity?	-2 = Never	+2 = Always	-0.417	1.80
<i>Education & Health Care (E&HC)</i>	28. How would you rate education in your community?	-2 = Poor	+2 = Very good	-0.184	1.38
	29. Do you think that education has improved, stayed the same, or gotten worse from a year ago?	-2 = Gotten worse	+2 = Improved	0.471	1.30
	30. How would you rate health care in your community?	-2 = Poor	+2 = Very good	-0.102	1.37
	31. Do you think that health care has improved, stayed the same, or gotten worse from a year ago?	-2 = Gotten worse	+2 = Improved	0.704	1.25
<i>Security Concerns (SC)</i>	40. How much do economic problems in the country worry you?	-2 = A lot	+2 = Not at all	1.529	0.96
	41. How much does border security worry you?	-2 = A lot	+2 = Not at all	1.193	1.22
	42. How much does terrorist attacks in neighbouring countries worry you?	-2 = A lot	+2 = Not at all	0.859	1.44
	43. How much does the war in Iraq worry you?	-2 = A lot	+2 = Not at all	0.482	1.51
	44. How much does the Palestinian/Israeli crisis worry you?	-2 = A lot	+2 = Not at all	0.526	1.52
	45. How much does the conflict in Afghanistan worry you?	-2 = A lot	+2 = Not at all	0.377	1.53

Table 5a. Cronbach's alpha values for Tables 2-4 and related factors for all countries. Shaded cells indicate that those factors are not relevant for the associated country. See Appendix B.

Measure	Nigeria	Senegal	Mali	Burkina Faso
Trust in Government			0.62	0.54
Trust in Government Agencies	0.72	0.58		
Trust in Policy Makers	0.74	0.55		
Trustor Propensity	0.73	0.58	0.64	0.56
Free & Fair Society	0.73	0.59	0.63	0.56
Democracy	0.72	0.59	0.65	0.55
Essential Services	0.72	0.55	0.65	
Essential Services, current				0.57
Essential Services, changes in				0.59
Electricity	0.73	0.56		
Roads	0.72	0.56		
Education & Health Care			0.64	
Security Concerns	0.73	0.54	0.66	0.57
Economics & eth. relations/borders	0.74			0.59
Terrorism Concerns				0.57



(Mali) Items and Scales



Table 6. Survey items that measure foreign assistance along with mean and standard deviations for Mali respondents.

Measure	Survey Item	Minimum	Maximum	Mean	SD
<i>Foreign Assistance (FA)</i>	How much do you think that foreign countries [READ NEXT ITEM] in [SURVEY COUNTRY]?				
	48. Helps the military	-2 = Not at all	+2 = A lot	0.813	1.27
	49. Improves public health	-2 = Not at all	+2 = A lot	0.529	1.28
	50. Strengthens the education sector	-2 = Not at all	+2 = A lot	0.355	1.30
	51. Prevents terrorist attacks	-2 = Not at all	+2 = A lot	0.464	1.33
	52. Helps reduce corruption	-2 = Not at all	+2 = A lot	-0.212	1.32
	53. Helps develop the economy though investment	-2 = Not at all	+2 = A lot	0.474	1.30
	54. Provides humanitarian aid	-2 = Not at all	+2 = A lot	0.637	1.32
55. Builds roads, bridges, and buildings	-2 = Not at all	+2 = A lot	-0.408	1.37	



(Mali) Items and Scales



Table 7. Items that measure RESPONDENT'S opinions of other countries.

Measure	Survey Item	Minimum	Maximum	Mean	SD
<i>International Opinions (10)</i>	Overall, do you have a very favourable, somewhat favourable, somewhat unfavourable, or very unfavourable opinion of the [READ COUNTRY]?				
	56. United Kingdom	-2 = Very unfavorable	+2 = Very favorable	0.346	1.20
	57. France	-2 = Very unfavorable	+2 = Very favorable	0.695	1.21
	58. United States	-2 = Very unfavorable	+2 = Very favorable	1.122	1.02
	59. China	-2 = Very favorable	+2 = Very unfavorable	1.512	0.84
	60. Iran	-2 = Very favorable	+2 = Very unfavorable	0.319	1.23
	61. Saudi Arabia	-2 = Very favorable	+2 = Very unfavorable	1.152	1.03
	62. Libya	-2 = Very favorable	+2 = Very unfavorable	1.324	0.91
	63. Niger	-2 = Very unfavorable	+2 = Very favorable	0.455	1.23
64. South Africa	-2 = Very unfavorable	+2 = Very favorable	0.600	1.17	

Item	Government Trust Factors & Loadings			
	Nigeria	Senegal	Mali	Burkina Faso
Q1: How satisfied are you with the way democracy works in your country today?				0.49
Q2: In your opinion, how stable is democracy in your country?				0.53
Q3: How much trust do you have in President [NAME]?	0.85	0.90	0.72	0.81
Q4: To what extent do you approve of President [NAME]'s overall performance?	0.47	0.74	0.57	0.67
Q5: How much trust do you have in Prime Minister [NAME]?	0.53	0.85	0.77	0.80
Q6: How much trust do you have in your National Assembly?	0.62	0.66	0.73	0.83
Q7: How much trust do you have in your political parties?	0.68		0.56	0.78
Q8: How much trust do you have in your armed forces?	0.55	0.55	0.45	0.72
Q9: How much trust do you have in your local police?	0.54	0.60	0.56	0.76
Q10: How much trust do you have in your local government?	0.60	0.44	0.63	0.81
Q11: How much trust do you have in your courts and judges?	0.56	0.44	0.47	0.79
Q12: How much trust do you have in your religious leaders?				0.66

Trust Propensity Factors & Loadings

Item	Nigeria	Senegal	Mali	Burkina Faso
Q13: How much do you trust your relatives?	0.64	0.45	0.55	0.55
Q14: How much do you trust people from your ethnic group?	0.83	0.68	0.79	0.77
Q15: How much do you trust people who share your religion?	0.69	0.57	0.72	0.75
Q16: How much do you trust people from other ethnic groups?	0.74	0.73	0.59	0.83
Q17: How much do you trust people who practice a different religion?	0.61	0.54	0.44	0.81

Item	Integrity/Benevolence Factors & Loadings			
	Nigeria	Senegal	Mali	Burkina Faso
Q18: How much do you agree or disagree with the statement, "People of all religions are free to practice their faith"?	0.49		0.67	
Q19: How much do you agree or disagree with the statement, "People are free to join any organization they want"?	0.55		0.64	
Q20: How much do you agree or disagree with the statement, "People are free to criticize the government"?	0.58		0.53	0.58
Q21: How much do you agree or disagree with the statement, "People choose their political leaders through fair elections"?	0.66	0.65	0.46	0.62
Q22: How much do you agree or disagree with the statement, "The media are free to accurately report the news"?	0.75	0.69	0.52	0.68
Q23: How much do you agree or disagree with the statement, "The courts treat everyone equally under the law"?	0.57	0.46		0.61
Q1: How satisfied are you with the way democracy works in your country today?	0.51	0.65	0.83	**
Q2: In your opinion, how stable is democracy in your country?	0.54	0.68	0.80	**
Q24: How confident are you that the government will oversee a fair and transparent presidential election? <i>(Nigeria only)</i>	0.79	n/a	n/a	n/a
Q25: On the whole, how confident are you that the presidential elections next year will be free and fair? <i>(Nigeria only)</i>	0.76	n/a	n/a	n/a
Q26: In your experience, have relations between different ethnic groups in [SURVEY COUNTRY] improved, stayed the same, or worsened in the last five years?				0.73
Q27: In your experience have relations between different religious communities in [SURVEY COUNTRY] improved, stayed the same, or worsened in the last five years?				0.78

** Included in the Burkina Faso dependent variable

Item	Ability Factors & Loadings			
	Nigeria	Senegal	Mali	Burkina Faso
Q28: How would you rate education in your community?	0.73	0.54	0.60	
Q29: Do you think that education has improved, stayed the same, or gotten worse from a year ago?	0.71	0.60	0.53	0.69
Q30: How would you rate health care in your community?	0.73	0.67	0.59	0.44
Q31: Do you think that health care has improved, stayed the same, or gotten worse from a year ago?	0.82	0.69	0.48	0.75
Q32: How would you rate water in your community?	0.43	0.48	0.56	0.68
Q33: Do you think that water has improved, stayed the same, or gotten worse from a year ago?	0.46	0.54	0.46	0.51
Q34: How would you rate roads in your community?	0.84	0.81	0.55	0.53
Q35: Do you think that roads has improved, stayed the same, or gotten worse from a year ago?	0.54	0.79	0.57	0.47
Q36: How would you rate electricity in your community?	0.72	0.75	0.80	0.64
Q37: Do you think that electricity has improved, stayed the same, or gotten worse from a year ago?	0.80	0.77	0.71	0.48
Q38: In your neighborhood, how often do you have electricity?			0.73	
Q39: Have relations between different ethnic groups in your country improved, stayed the same, or worsened in the last five years?	0.41			
Q40: How much do economic problems in the country worry you?	0.41		0.44	0.53
Q41: How much does border security worry you?	0.44		0.54	0.76
Q42: How much does terrorist attacks in neighboring countries worry you?	0.64	0.50	0.67	0.49
Q43: How much does the war in Iraq worry you?	0.84	0.89	0.92	0.90
Q44: How much does the Palestinian/Israeli crisis worry you?	0.88	0.89	0.90	0.93
Q45: How much does the conflict in Afghanistan worry you?	0.85	0.92	0.91	0.92
Q46: Our government needs to work with American/European countries to combat terrorism.				0.70
Q47: Leaders in this country should speak out against terrorism.				0.76

