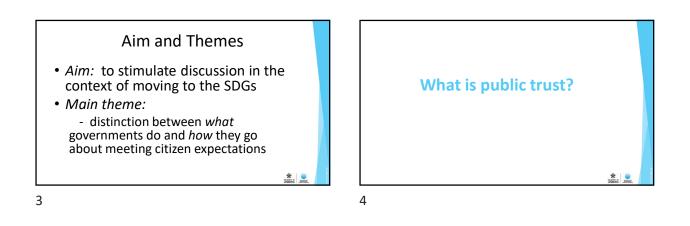


## Secretary General on Trust Deficit

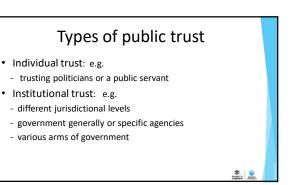
The public discourse has underscored the call for the urgent need to recognize and address the trust deficit between governments, institutions and the people UN The Road to Dignity by 2030 (2014:15)

2



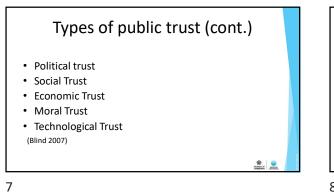
## What is public trust?

- Vague, slippery, subjective, multidimensional, complex
- In context of citizen trust in government: ...it is an assessment by them of a government's entitlement to enforce its decisions, laws and regulations as well as the probability that it will deliver on its obligations (World Bank 2010:52).



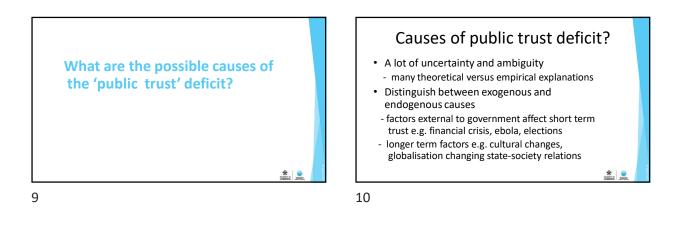
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Is public trust declining or just too low?

8

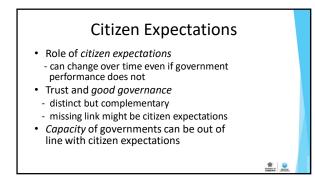


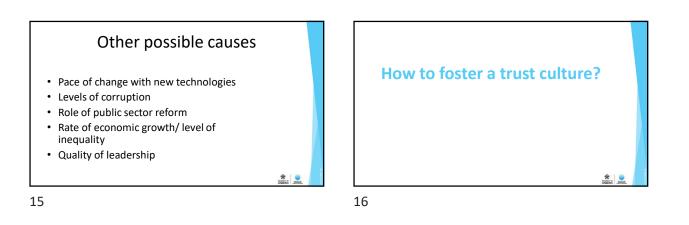


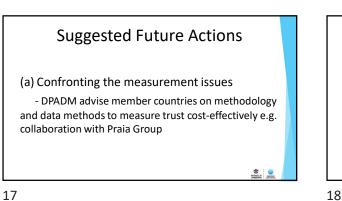


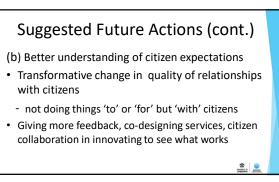
11











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## Suggested Future Actions (cont.)

(b) Better understanding of citizen expectations (cont.)

- Building a *relational state* for *relational trust*
- DPADM to create a knowledge exchange platform and broker contacts across member countries.

19

## **UN Secretary General**

Humankind has always been and will always be in need of trust. Trust in each other. And trust in our leaders and the institutions of State – to do right by the publics they serve. But trust is not easy. It implies commitment. It rests on relationships (2009)

20

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