

# Some views from the interdisciplinary GOVTRUST Centre of Excellence

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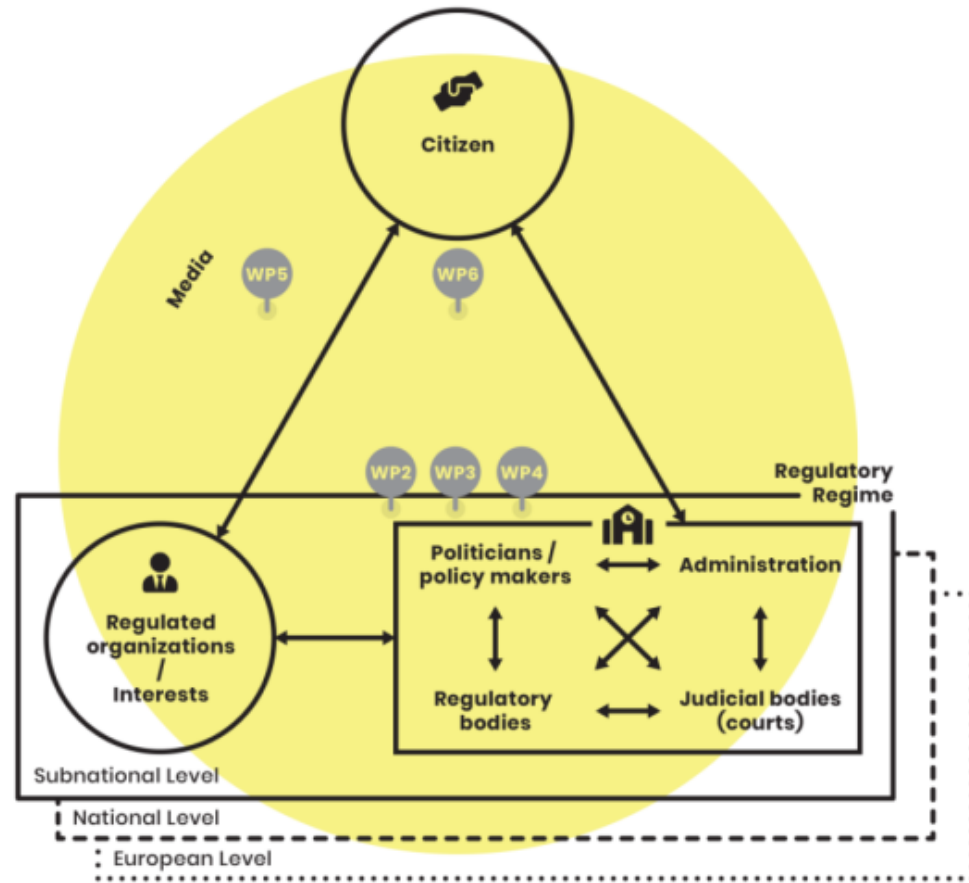


**GOVTRUST**  
Centre of Excellence

 University  
of Antwerp

**GOVTRUST and TiGRE studies**  
**trust and distrust in multi-level regulatory regimes: causes, dynamics and effects**

- From citizens in the regulatory regime
- But also between actors and government levels within the regulatory regime
- Several sectors like data protection, financial sector and food safety
- Across countries in Europe



*Figure 1: The trust triangle studied in the TiGRE project.*



## Interdisciplinary Multi-method

- Political science, public administration, public law, media and communication studies, and behavioural economics
- Using surveys, social network analysis, interviews, survey experiments and media analysis and legal analysis
- See: <https://www.tigre-project.eu/>

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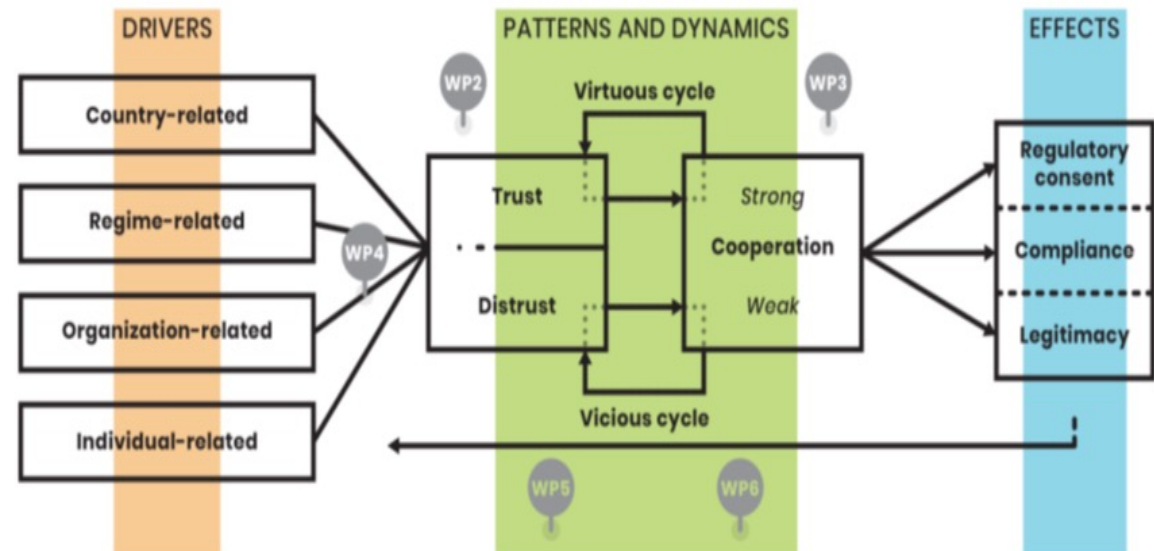


Figure 1.3-2: The TiGRE conceptual-analytical scheme.



## Some inputs

- Trust is a belief determined by **perception** and an **actor's role**
- Trust and distrust combinations – importance of **'watchful trust'** instead of 'good faith trust'
- Trust in rules and trust in regulatory authorities influences **trust in the market and companies**, but moderating factors
- Content of **rules** signals but also influences trust: detailedness versus discretion, changeability, enforcement possibilities
- Trust in **regulatory authorities** → **trust – transference** at different levels
  - Trust of regulatory authorities strongly determined by **general trust in government** besides their reputation based in ability, benevolence and integrity (visible in expertise, neutrality, accountability, transparency and participation)
  - Trust in market and companies not only determined by trust in regulatory authority but **also partially by trust in politicians, administration, courts...**
  - Trust in authorities and trust in experts in general legitimises expert-driven standard setting bodies and regulatory intermediaries

## Some inputs (2)

- But also **trust-signalling** not only by institutional features, regulatory behavior but also by communicative symbolic behaviour
- Crucial for trust in regulatory regime is the extent of **coordination, collaboration and consistency** between different actors in the regulatory chain, across levels of government and between EU-member states
- **Country and sector differences** play a role
  - General level of societal trust and institutional trust in countries
  - Sector maturity, proliferation of regulatory bodies, multi-levelness, extent of shared values and goals between public and private actors, weight of risks for citizens

# More information

## GOVTRUST Centre of Excellence

- Website and quarterly newsletter
  - [www.uantwerpen.be/govtrust](http://www.uantwerpen.be/govtrust)
- LinkedIn
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