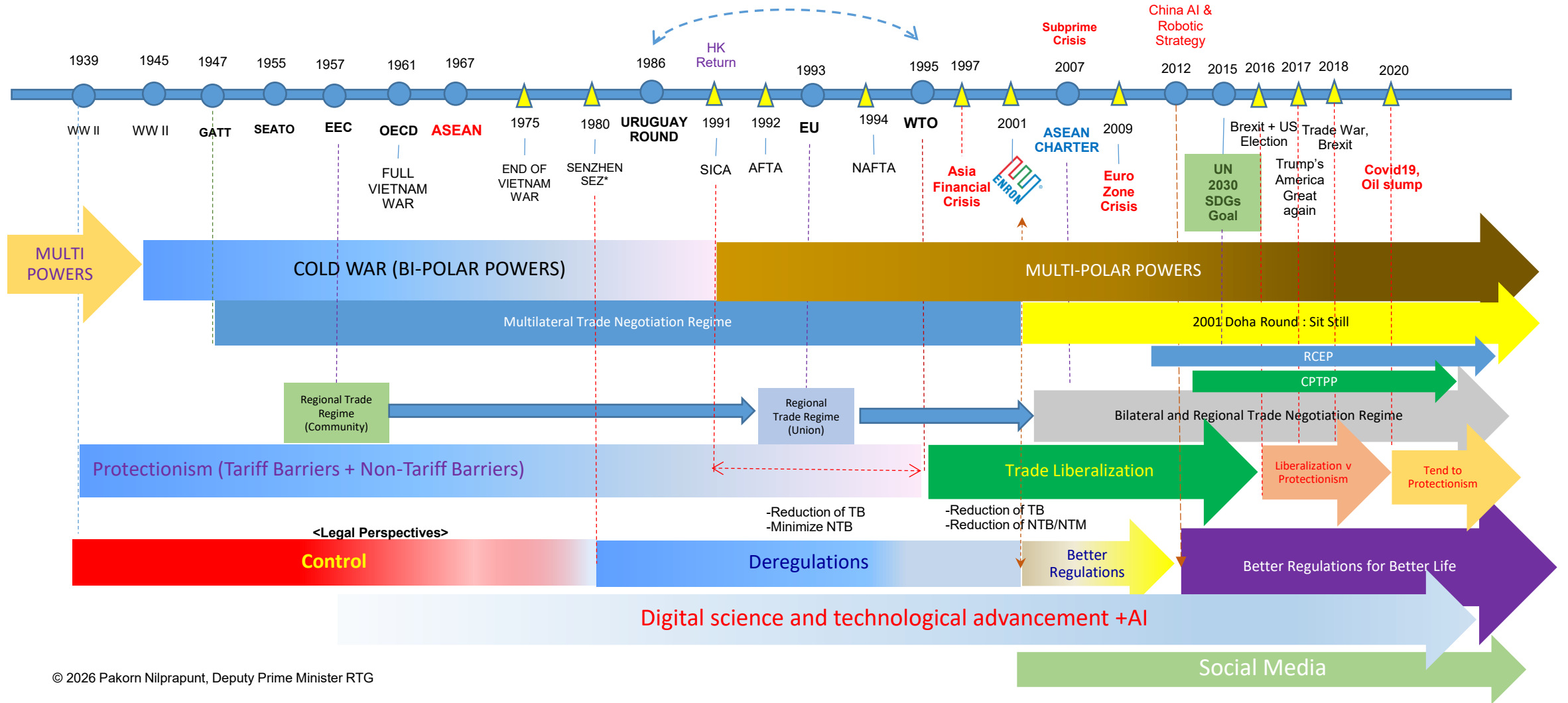


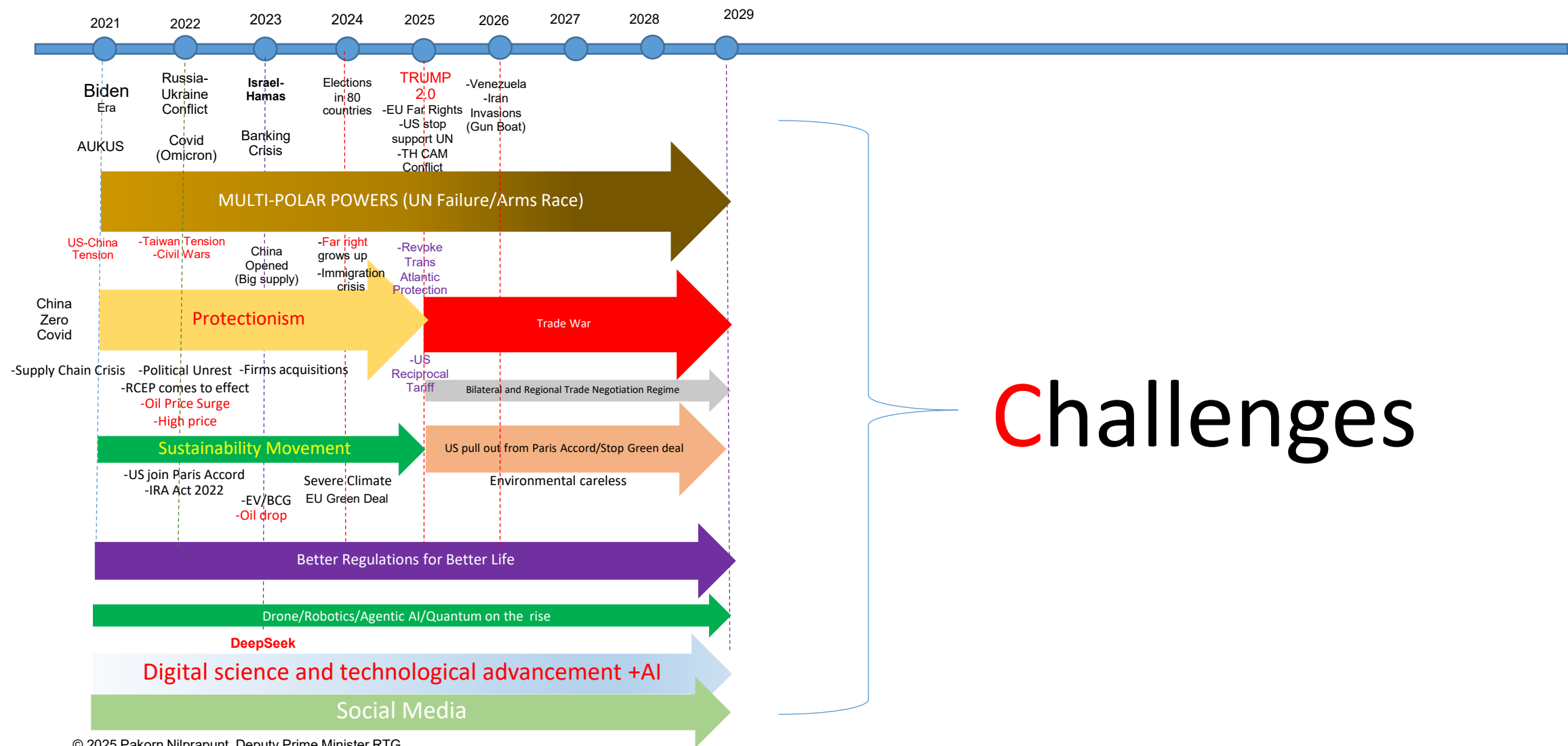
Trust in Government

Pakorn Nilprapunt

International Perspective as of 2026/1



International Perspective as of 2026/2



Challenges

Trans-National Challenges

Technology advancement

Individualism

Climate change/Natural Disaster

Geopolitics

Geo-Economics

Aged Society

Inequality

Trans-National Challenges



TRUST & CONFIDENCE



P₂P

P₂B

P₂G

B₂G



S₂S

S₂Int' Laws

6 key elements of
TRUST in
Government

Reliability

Responsiveness

Openness

Better Regulations

Integrity and Fairness

Inclusive Policy Making

RELIABILITY

- Governments have an obligation to **minimise uncertainty** in the economic, social and political environment.

Responsiveness

- Trust in government can depend on citizens experiences when receiving public services. The interaction between citizens and the state is a crucial factor of trust in government. Under tight fiscal constraints and growing expectations, governments are increasingly engaging with citizens to ensure quality, responsiveness and ultimately trust in public services.
- Governments are also exploring how improved service delivery can boost confidence and trust in the public sector.

Openness

- Open government policies that concentrate on citizen engagement and access to information can help increase public trust and initiatives are receiving traction in an increasing number of Member and non-Member countries.

Better Regulations

- The regulatory system must work for everyone in society.

For citizens

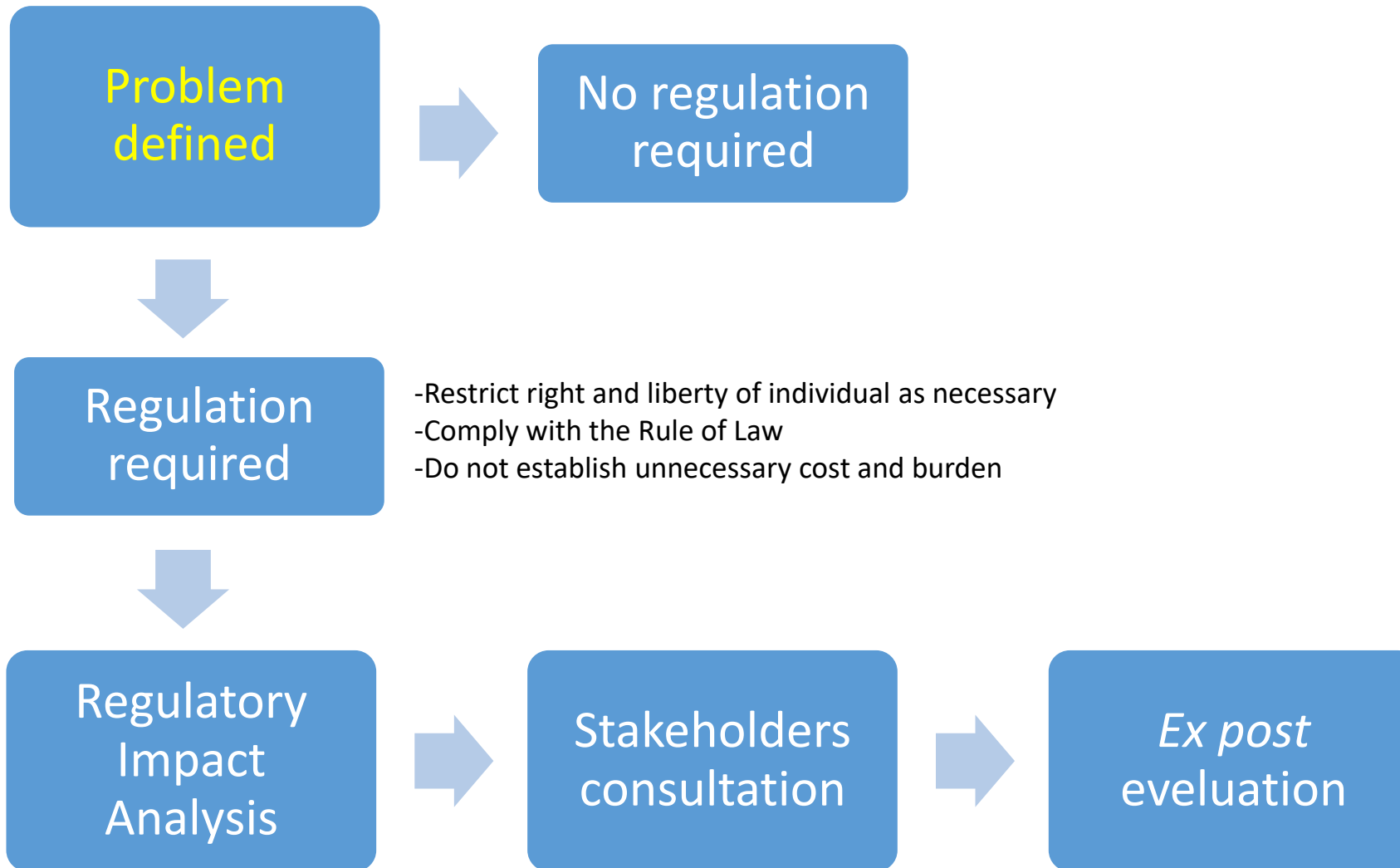
It is important for justice, fairness and the rule of law as well in delivering public services.

For businesses

It is important to have reliability and confidence in regulatory governance for investment and growth.

For public administrations

It is important to have the confidence of stakeholders to act and trust in the efficiency and appropriate use of public resources for equal benefit for all citizen's well-being and environmental protection.



Integrity and Fairness

- Integrity is a crucial determinant of trust. Evidence suggests a link between trust in politicians, both from the business community and citizens, and the perception of corruption.
- Integrity policies, aimed at preventing corruption and fostering high standards of behaviour, help to reinforce the credibility and legitimacy of those involved in policy decision making, safeguarding the public interest and restoring confidence in the policy making process.
- Policies addressing high-risk areas, such as the working relationship between the public and private sectors, can limit undue influence and build safeguards to protect the public interest. Policy areas include effective management of conflict of interests, high standards of behaviour in the public sector, and adequate lobbying and political finance regulation.

Inclusive Policy Making

- A priority for governments should be to build a policy making process conducive to trust. Concerns over the undue influence of vested interests over decision making has led to increasing demands for more transparency and a greater commitment to safeguarding the public interest. Efforts to guarantee that the policy making process is open, inclusive and fair would improve the quality of policy decisions.
- A policy-making process conducive to trust is built on informed decisions using reliable and relevant information, that are in the public interest, and are carried out with high standards of behaviour.