

Figure 3

Important factors in trusting or not trusting public organisations – responses to our 2012 survey

Most responses related to the attributes of reliability and honesty.

Responses that related to competence	Responses that related to reliability	Responses that related to honesty
“skilled personnel”	“checks are in place”	“corruption” or “not corrupt”
“past performance”	“wasting money”	“public servants are well intentioned”
“poor decision-making”	“bureaucracy”	“politically neutral”
	“red tape”	“people/bodies with their own agenda”