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# Public Service Experiences: Outcome and Process Evaluations and Their Relations to Trust and Distrust

Matthijs Gillissen, Silke Goubin and Lisanne de Blok

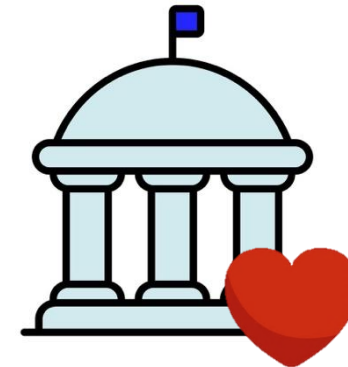
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# What's the 'problem'?

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Public service evaluations



Political trust

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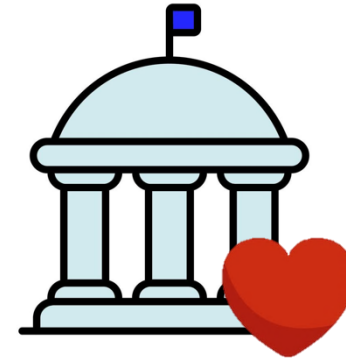
# What's the 'problem'?

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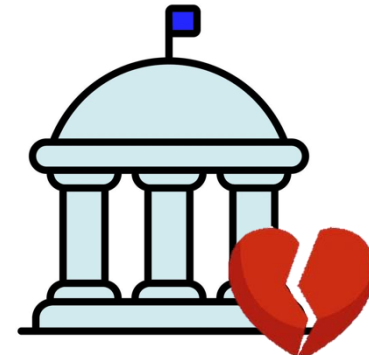


Public service evaluations

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Political trust



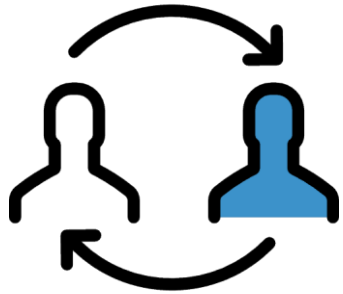
Political distrust

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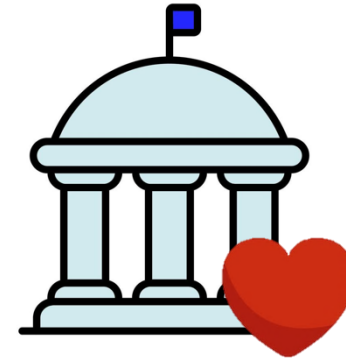
# Expectations

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Procedural fairness

+



Political trust



VS



Outcome satisfaction

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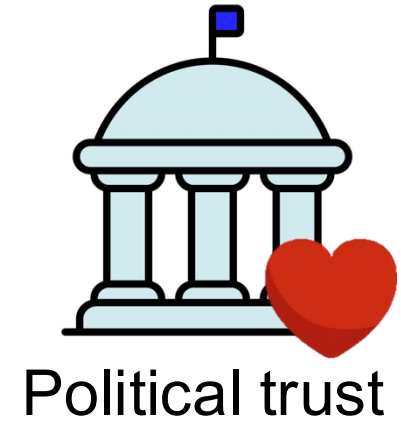
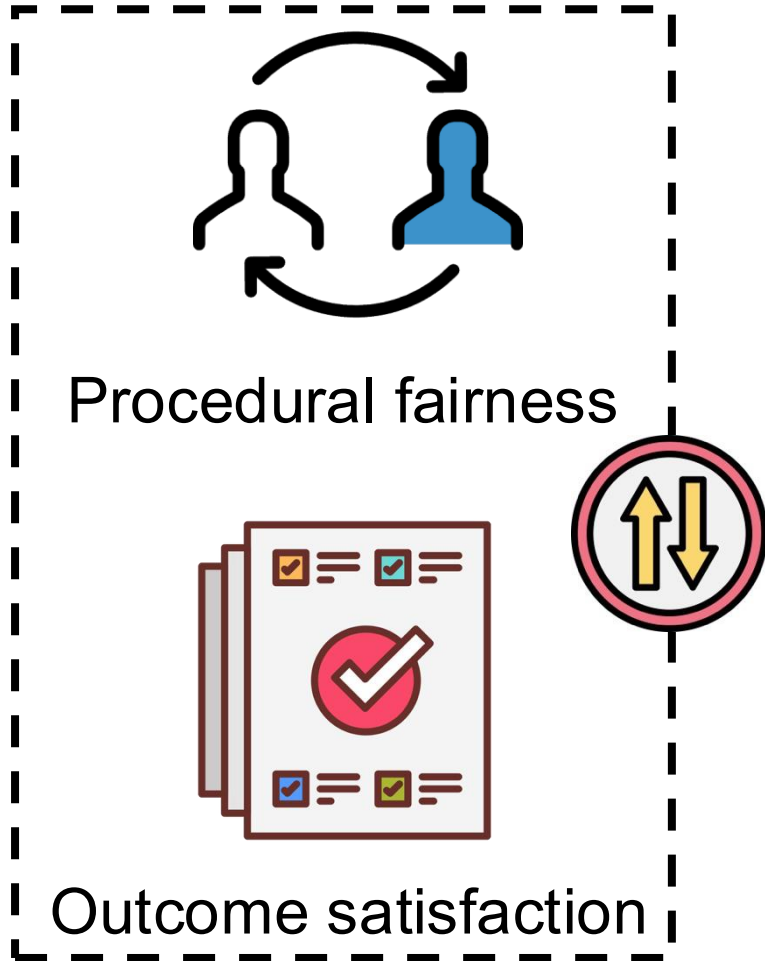
Political distrust

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# Expectations

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**Data**



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# INVOLVE Survey

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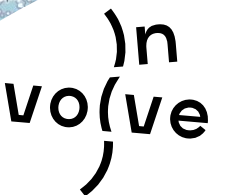
August 2024 in 8 European countries

Total +11.000 respondents (representative on age, gender, region, education)

**Cross-sectional:**

Trust, Distrust, Mistrust Item Battery (randomized order)

**Survey Vignette experiment**



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# Study 1: cross-sectional evidence

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# Measurement political trust/distrust

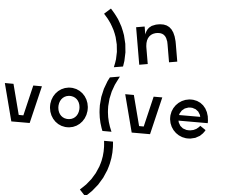
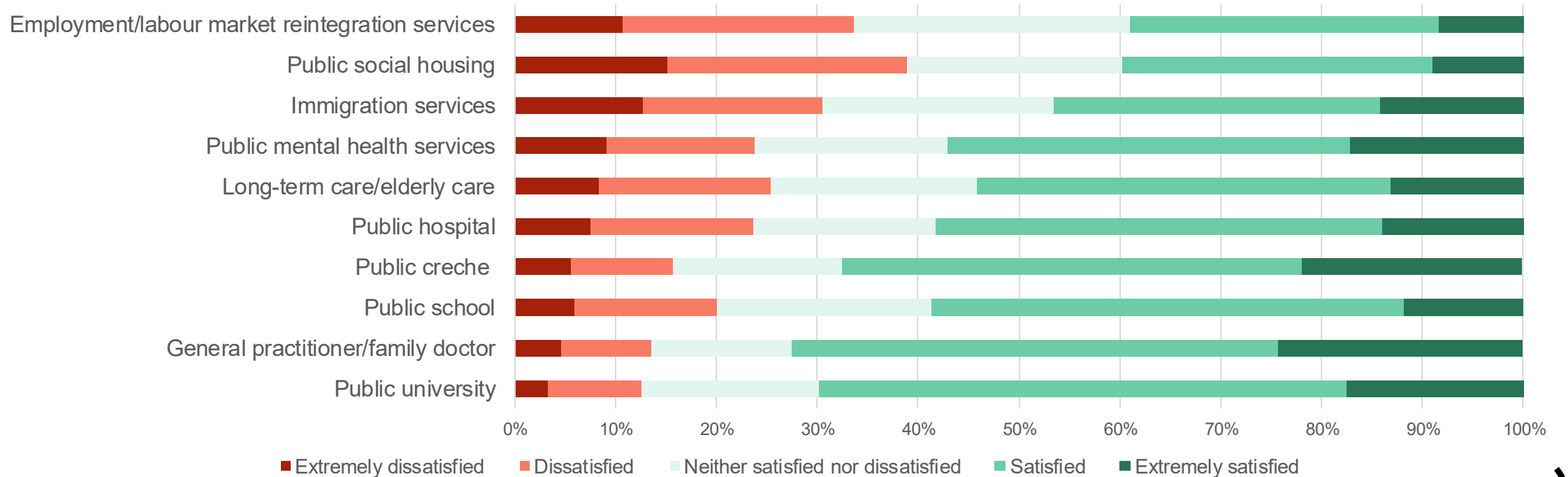
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	Mean (S.D.)
<b>Trust (sum-score)</b>	2.76 (0.88)
I can count on the government to serve the public interest	2.82 (1.08)
Political parties typically have good intentions	2.89 (1.04)
Most politicians are honest and competent	2.65 (1.08)
The government understands the needs of my community	2.63 (1.08)
The government usually does the right thing	2.79 (1.05)
<b>Distrust (sum-score)</b>	3.59 (0.86)
As a rule, the government is ineffective and deceitful	3.28 (1.10)
Political parties typically ignore people like me	3.65 (1.05)
Most politicians put their own interest before the country's interest	3.84 (1.07)

*Note: Respondents were asked 'To what extent do you agree or disagree with the following?' on a 5-point Likert scale.*

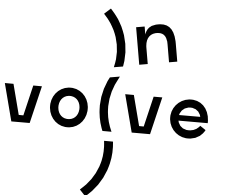
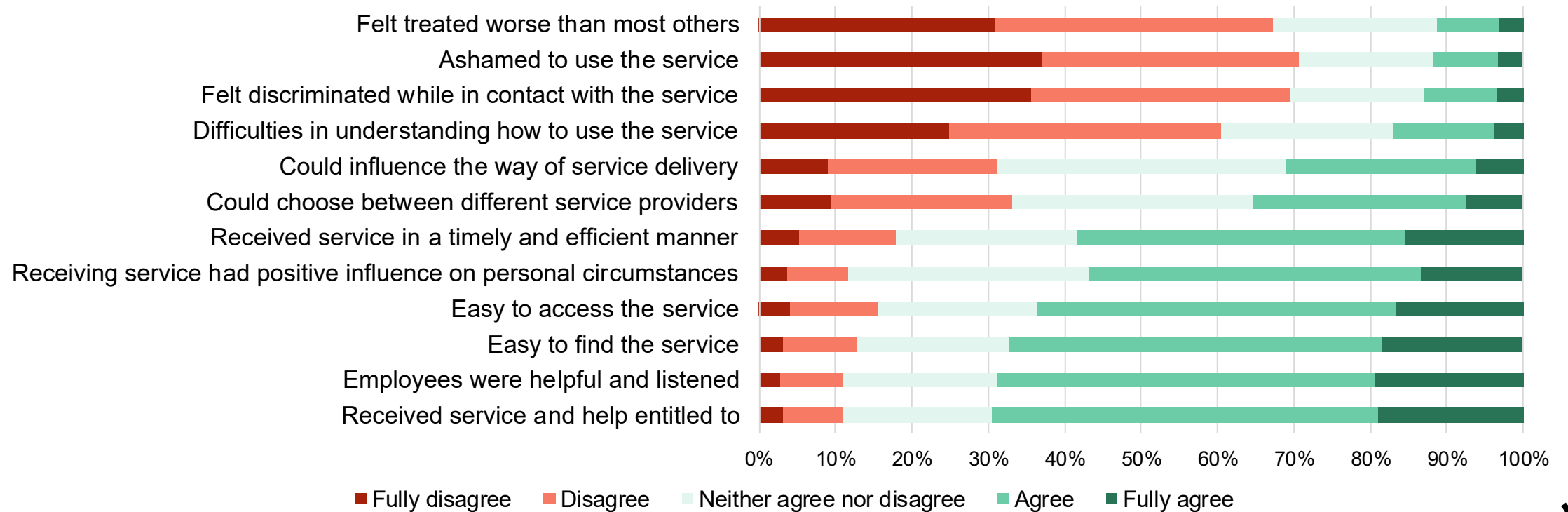
# Outcome satisfaction personal experiences

Satisfaction with services provided



# Procedural satisfaction

## Reflection personal experiences



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# Regression results Study 1

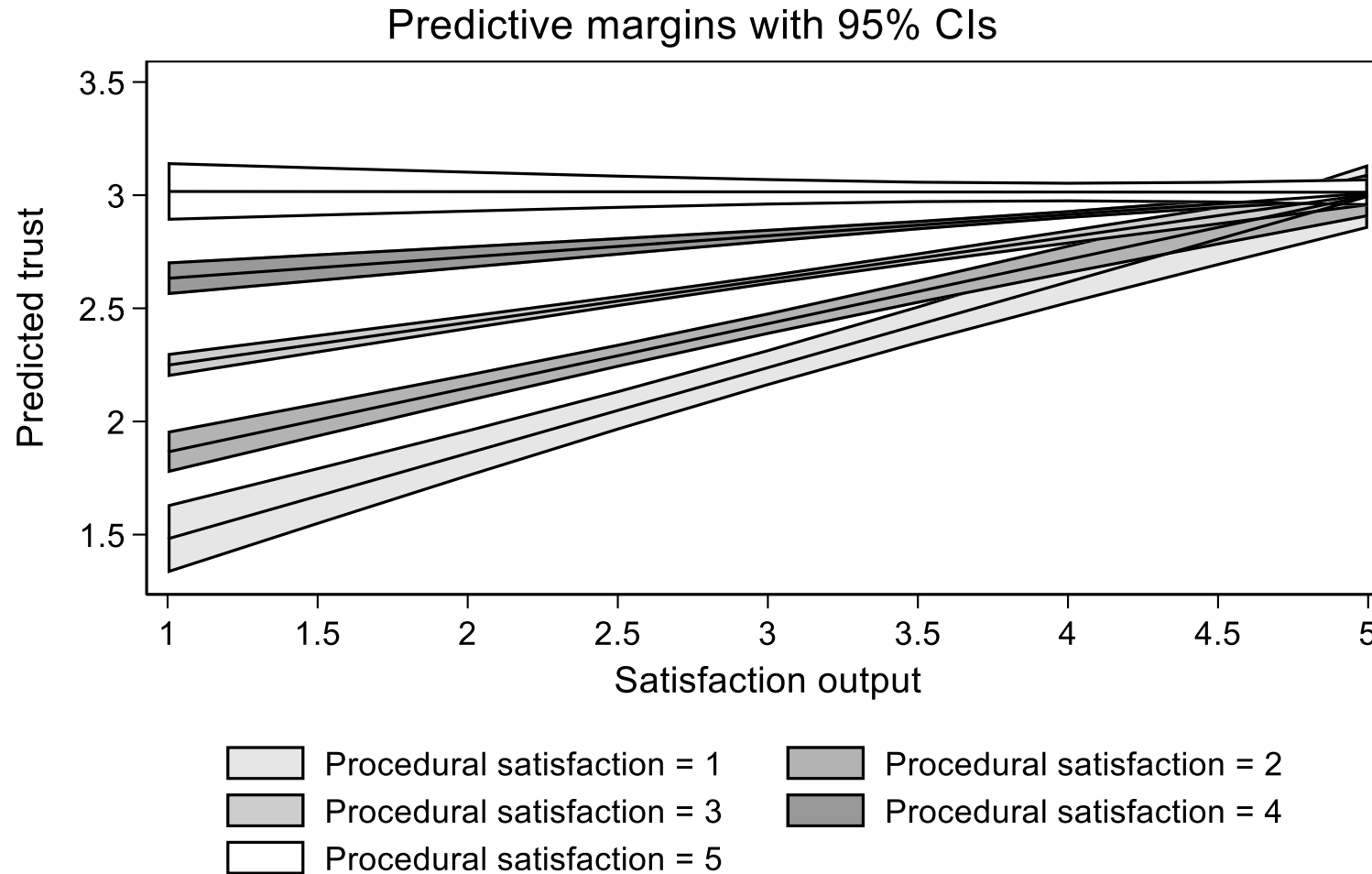
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	<b>Trust</b>	<b>Distrust</b>
Outcome satisfaction	<b>0.14<sup>***</sup></b> (0.01)	-0.02 (0.01)
Procedural fairness	<b>0.15<sup>***</sup></b> (0.02)	<b>-0.20<sup>***</sup></b> (0.02)
Controls	Yes	Yes
Intercept	1.15 <sup>***</sup> (0.07)	4.76 <sup>***</sup> (0.08)
R <sup>2</sup>	0.19	0.11

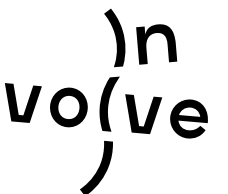
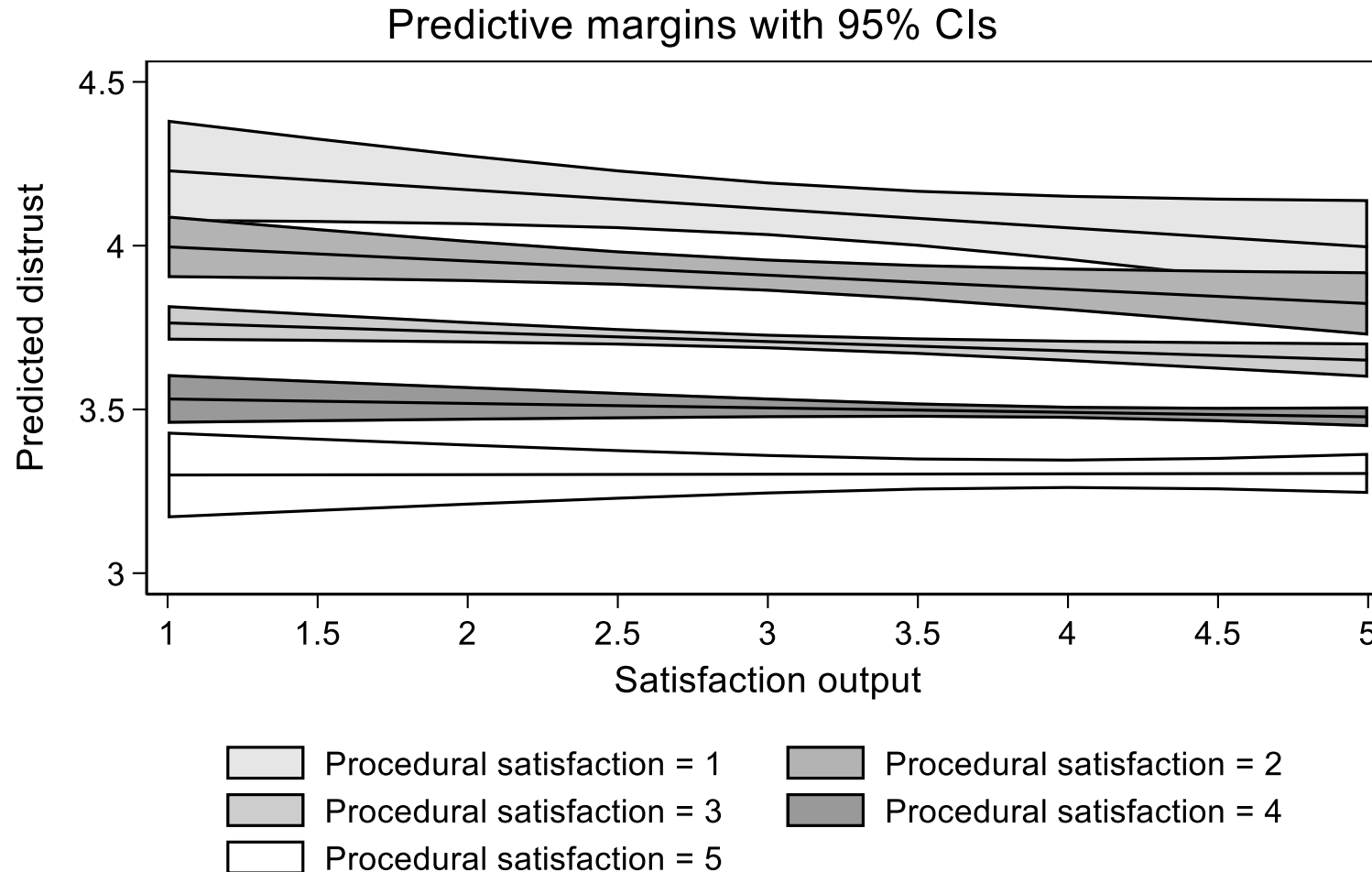
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# Trust: Process matters when output is bad

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# Distrust: process matters regardless of outcome



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# Study 2: Vignette Experiment

# Vignette experiment on digitalization

“You  
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I support the digital platform so far. [...] I can easily retrieve all decisions made from the website. [...]

Anonymous resident Y

My experience with the digital platform is disappointing. I miss having my permits and other documents on paper. [...]

Anonymous resident Y

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	Good outcome	Bad outcome
Good process		
Bad process		

Control group

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# Measuring trust and distrust

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'The local council generally makes the right decisions' (trust)

'The local council is not acting out of its residents' best interest' (distrust).



1 - Strongly Disagree

2 - Disagree

3 - Neutral

4 - Agree

5 - Strongly Agree

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# Results Study 2

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	(1)
	Evaluation
Negative outcome + negative process	<b>-0.70<sup>***</sup></b> (0.05)
Negative outcome + positive process	<b>-0.22<sup>***</sup></b> (0.05)
Positive outcome + negative process	<b>-0.11<sup>*</sup></b> (0.05)
Positive outcome + positive process	<b>0.11<sup>*</sup></b> (0.05)
Intercept (control group)	3.63 <sup>***</sup> (0.04)
N	5331
R <sup>2</sup>	0.06

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# Conclusion



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# Conclusion

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**Trust:** process matters when outcome is bad

**Distrust:** procedural fairness only matters

**Experimental Results:** no significant changes in trust/distrust, only finding an effect in strongest negative treatment.

Hard to manipulate?



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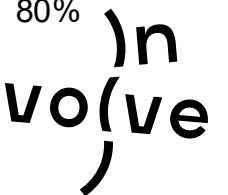
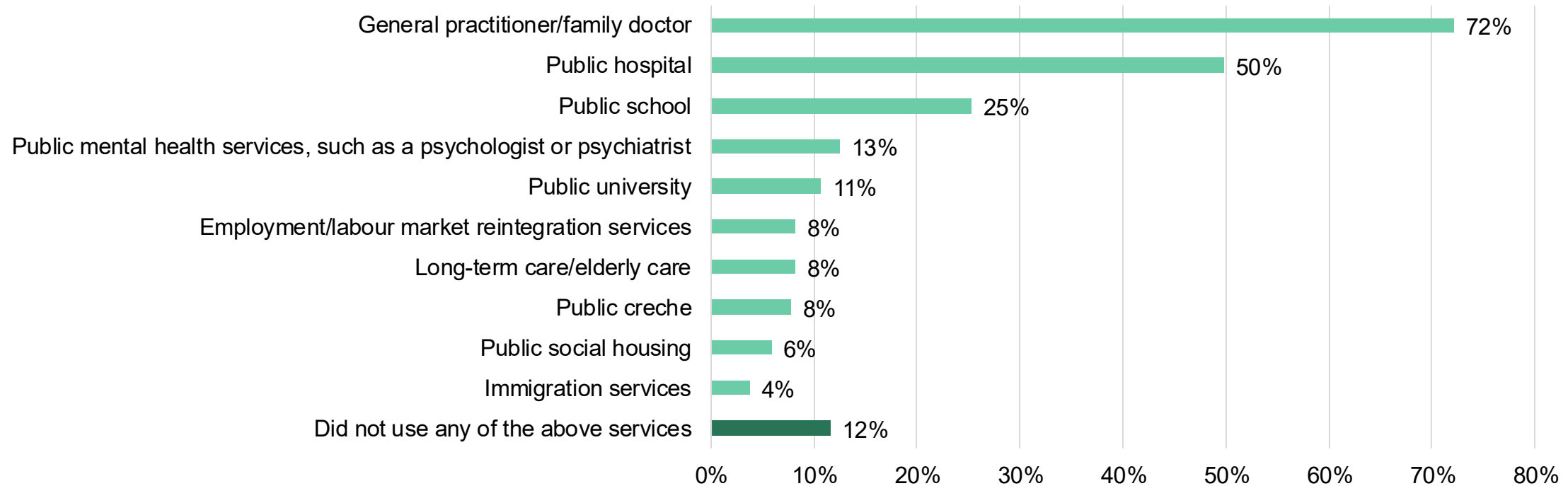
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# Public service usage

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Public services used by respondents or their closest family during the past 12 months



# Response Frequencies

