



## Government & Citizens Building Trust

*Tension between Hong Kong's people and its government can hinder long-term economic and social progress. Building public trust is essential for good governance. What do 15-34 year-olds think of this state of affairs?*

Trust is precious and for an enlightened, harmonious society it is essential. The Chief Executive, Mrs Carrie Lam, said in her inaugural speech that strengthening trust in her government was a key task.

This survey's findings suggest that if the government gave examples of the ways in which integrity, fairness and transparency can be seen in the policy-making process, this would help to build trust.



### Key points from survey respondents

- 79.1%** believe that lack of trust is a major obstacle to policy implementation
- 70.8%** feel that the HKSAR government does not trust young people
- 63.4%** say that they do not trust the HKSAR government
- 43.6%** distrust the election system most
- 38.5%** trust the judicial system most
- 31.4%** doubt the government's ability to grasp public opinion
- 28.2%** doubt its ability to communicate with the public
  
- 63.6%** say listening to public opinion more would build public trust
- 35%** believe that mutual trust could benefit policy implementation most
- 31.8%** believe integrity is the most important factor for boosting trust
- 29.3%** ability to manage public finance is trusted more than other functions

### Comments from Youth I.D.E.A.S. think tank members

**Ray Poon, group convener** People today usually lack the time and the patience to read policy documents in detail. It would be more efficient and might help to build trust if the government used infographics or other visual tools to explain its policies.

**Ansel Lam, deputy convener** District officials act as a bridge between the government and local residents. They should be more proactive at district level to strengthen this relationship between the government and the public.

### Polarization of trust

In OECD countries, where responsiveness, openness, inclusivity and integrity are among the main factors for building trust, only 43% of citizens trust their government.\* Another global measure of distrust that includes both Hong Kong and mainland China,

\* [oecd.org/gov/trust-in-government.htm](http://oecd.org/gov/trust-in-government.htm)

\*\* [cms.edelman.com/sites/default/files/2018-01/2018%20Edelman%20Trust%20Barometer%20Global%20Report.pdf](https://www.edelman.com/sites/default/files/2018-01/2018%20Edelman%20Trust%20Barometer%20Global%20Report.pdf)

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Five focus groups with 20 young people took part in this survey in October 2017. 525 15-34 year-olds responded to an on-site poll survey in early November 2017. Five specialists were also interviewed.

**Full details** [in Chinese] with tables can be found at

[yrc.hkfyg.org.hk/wp-content/uploads/sites/56/2017/12/YI025GC\\_FullReportForPress05.pdf](http://yrc.hkfyg.org.hk/wp-content/uploads/sites/56/2017/12/YI025GC_FullReportForPress05.pdf)

**Enquiries** Sharon Cheung 3755 7039