

## TiGRE's study on the drivers of citizens' trust in regulatory agencies and regulated organisations

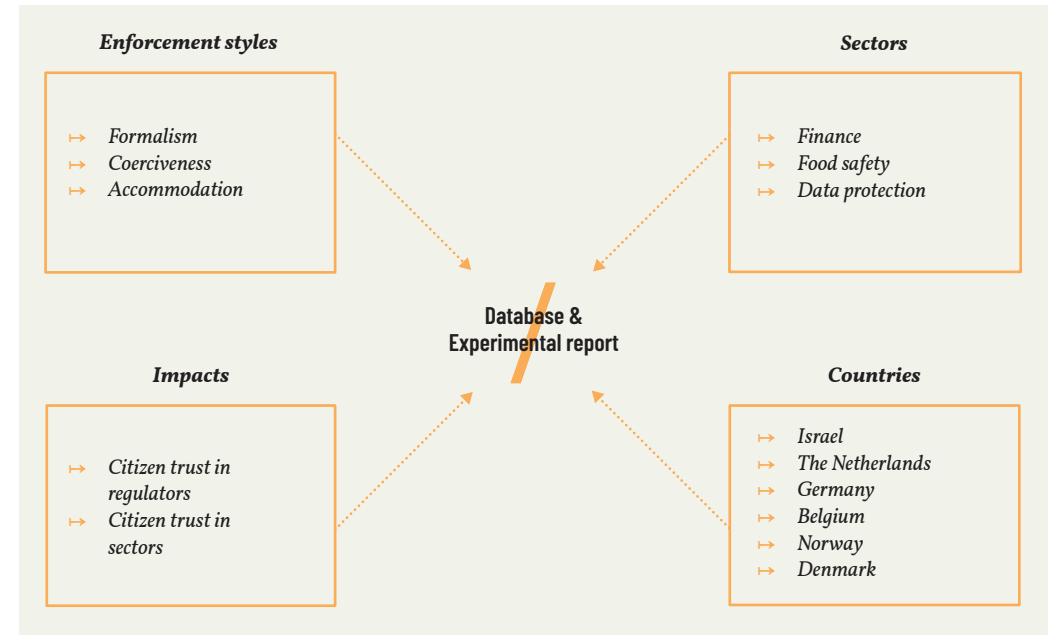
*"In this survey experiment we explore how different enforcement styles affect citizens' trust in six countries in a rigorous way. The large scale of this cross-national experiment allows us to also explore contextual differences across countries and between domains."*

– Stephan Grimmelikhuisen, Associate Professor, Utrecht University

**Aim of the study** /// Regulatory agencies often adopt different enforcement practices in their role as regulators. They can be punitive and coercive, or lenient and accommodating towards regulated organisations. This study zooms in on the link between these regulatory practices and citizens' trust in regulatory agencies and regulated organisations. Specifically, it aims to study the effect that the different instruments and styles of regulatory enforcement have on citizens' trust.

**Scope of the study** /// Our large-scale study will examine the drivers of citizens' trust in regulatory agencies and regulated organisations by surveying in total 6,000 citizens in six countries: the Netherlands, Denmark, Norway, Israel, Germany and Belgium. The citizens' perceptions of regulatory agencies will be investigated in three key sectors, namely, food safety, finance and data protection.

**Design of the study** /// We make use of vignettes, which depict different situations of regulated organisations' conduct and responses of regulatory agencies. The citizens' perceptions of the regulatory agencies and regulated organisations are then examined in response to the described situations. The vignettes are modelled on the basis of real-world situations, yet they do not present real events. To assure their comparability across countries, the vignettes are pre-tested on a sample of citizens in each country.



**What's next?** /// The study's data will be published in a publicly-available dataset, while the findings from the analysis will be presented in a research report and scientific articles. In addition, the study's findings will be incorporated in TiGRE's second policy brief, providing tools and recommendations for policymakers.