



TiGRE – 1st Stakeholder Forum meeting

Summary Report

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On the 10th of June 2021, the TiGRE project organised its first Stakeholder Forum with the aim to obtain stakeholders' feedback on the first results of the TiGRE survey on trust and distrust in regulation. For this purpose, we invited stakeholders from organisations included in the TiGRE survey. The stakeholders, in large majority interest groups' representatives, came from three sectors: food safety, data protection and finance. In total, 11 practitioners from national organisations (Belgium, Switzerland, Denmark, the Netherlands, Israel) and organisations at the EU-level kindly participated in the online event.

The Stakeholder Forum began with a presentation of the TiGRE survey results on trust in regulation, which included, among others, results on the variations of trust between actors, sectors and countries. After the presentation, the participants of the Stakeholder Forum and TiGRE consortium members were invited to join one of the three breakout rooms based on their expertise in one of the sectors: food safety, data protection and finance.

Based on the discussion in the three breakout rooms, we derive the following general conclusions: (1) trust in regulatory regimes is rather high and (2) trust levels differ across sectors and countries. Food safety is the sector enjoying the highest level of trust, followed closely by finance. The level of trust in data protection is the third highest. We further observe some country differences, although interestingly, the country patterns vary across sectors. Most of the discussions in the breakout rooms focused on sectoral variations. Different possible explanations for these variations have been put forward by the participants. These are as follows:

- Sectoral dynamics may impact trust levels. These include, in particular, sectoral crises. The financial crisis was mentioned in all three breakout rooms. It was suggested that the level of trust in the sector depends on the extent to which sectors managed to deal with or recover from the crisis. It may be that the crises in the financial and food sectors have been addressed in a way that helped to restore trust in financial and food safety regulation.
- Shadowing effects may impact trust levels. Large crises manifesting in other sectors may cast a shadow on the involved sector and affect trust perceptions. For example, the recent crisis in the health sector may have increased citizen's distrust towards financial sector regulation.
- The intensity of regulation may also affect trust levels. A sector that is subject to more stringent regulation may generate more feelings of security and trust with public regime actors and consumers' interest groups, but probably less with regulated organisations and business interest groups.
- The age and level of maturity of the regulatory regime may impact citizens' familiarity with the regime and level of trust. Food safety, for example, is the oldest of the three regimes studied. Data protection, by contrast, is a relatively new regime (namely with respect to electronic data). Along the same line, the nature of the regulated object may affect perceptions of familiarity and trust.
- The type of relationship between regulatees and regulators could also influence trust levels. For instance, in food safety, there is a close dialogue and relationship between the regulators and regulatees, sustaining a climate of cooperation and trust. In relation to this, it was mentioned that decentralisation of enforcement may foster the establishment of a cooperative relationship – and hence of trust – among regulatees and regulators.
- Finally, respondents often mentioned the type of organisation surveyed as an important factor to take into account when analysing the varying levels of trust across different organisations and sectors.

