



LOCAL GOVERNMENT PROFESSIONALISATION INDABA _____ 2023



“STRONG PARTNERSHIPS FOR RESTORING TRUST IN A CAPABLE AND DEVELOPMENTAL LOCAL GOVERNMENT: A CLARION CALL TO DRIVE THE LOCAL GOVERNMENT PROFESSIONALISATION AGENDA”

Building citizen trust and strengthening professionalisation through coproduction strategies

Strong Partnerships for Restoring Trust in A Capable and Developmental Local Government

CORE SUB-THEME OF INDABA

Improving citizen perceptions to rebuild institutional trust

- Issues of governance
- Strengthening managerial decision making and administrative capacity
- Performance of (local) government and trust

OBJECTIVES OF PAPER:

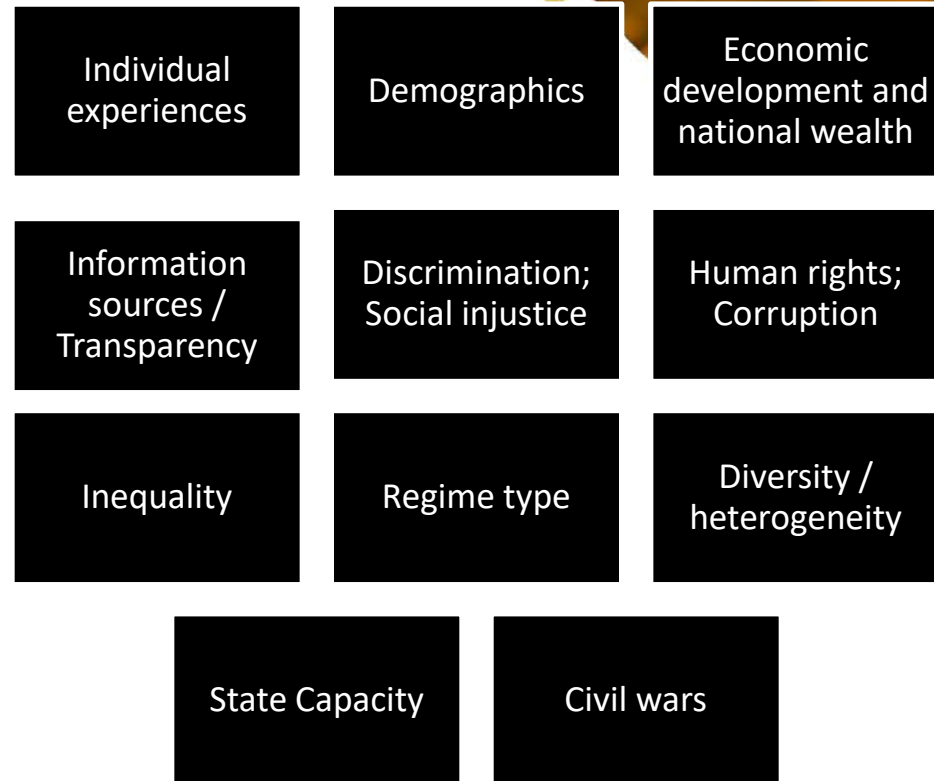
1. Define and analyze factors that influence trust from available evidence
2. Understand measures of trust to assess government performance
3. Analyze social and institutional trust related to local development planning
4. Identify strategies for strengthening state-society relations and meaningful citizen engagement.





Trust as a construct for planning

1. Trust is seen as a **resource for legitimacy** and stability of public institutions
2. Trust has **public value: instrumental** (vertical relationship btw citizens and the State) and **social** (horizontal relations for mutual respect & political relations)
3. Trust is measured as an outcome in terms of a **judgement on Government performance - competence & intentions**
4. Many interacting, influencing & relational **factors impact on trust**



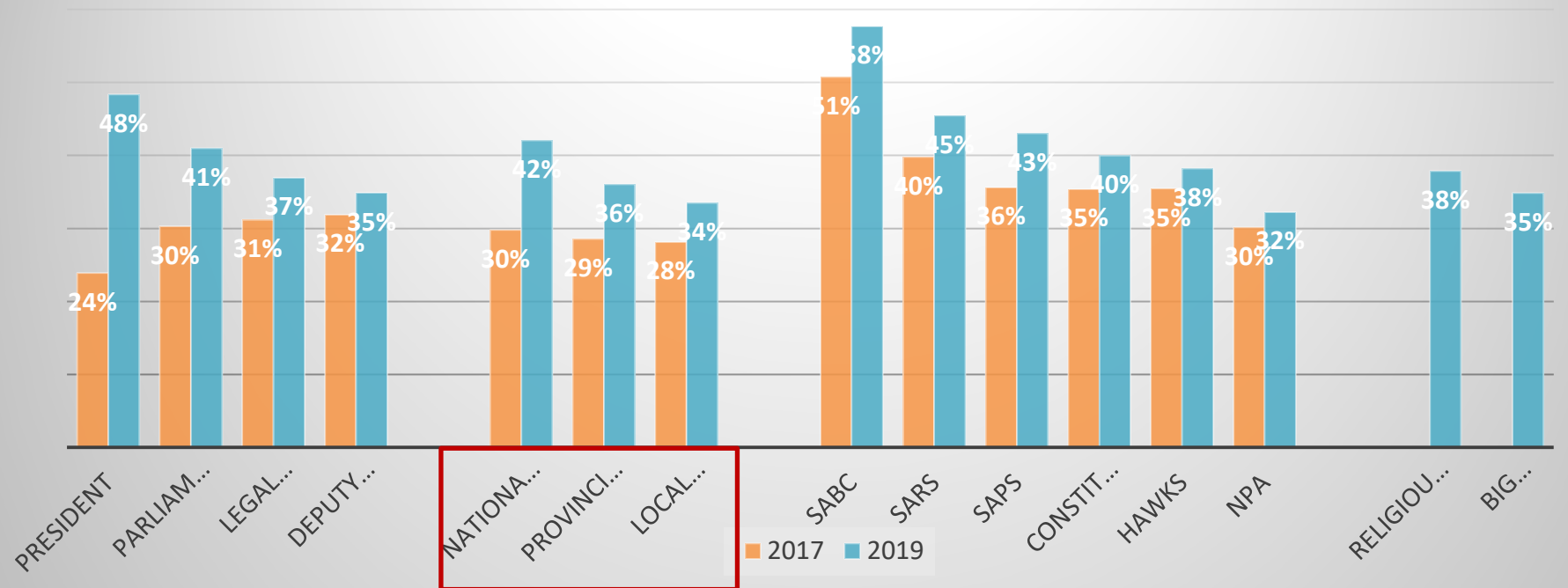


Key finding from the literature

- ❑ **Trust in public institutions is declining** according to OECD and Edelman Trust Barometer - but there is great **heterogeneity**
- ❑ **Different measures of trust** are used across the countries: subjective (confidence), objective (proxy) and experimental data & evidence
- ❑ **Trust is sensitive to time and events.** Results shift due to contextual realities, regional shifts or global changes, typically experienced currently under the Covid-19 pandemic.
- ❑ Country cases confirm that
 - **Government performance and service delivery** influences **institutional trust** for social and economic outcomes
 - **Social trust** can be built through horizontal relations between citizen as well as actions of the State



Trust at local government level compared to other state institutions (Institute of Justice & Reconciliation)



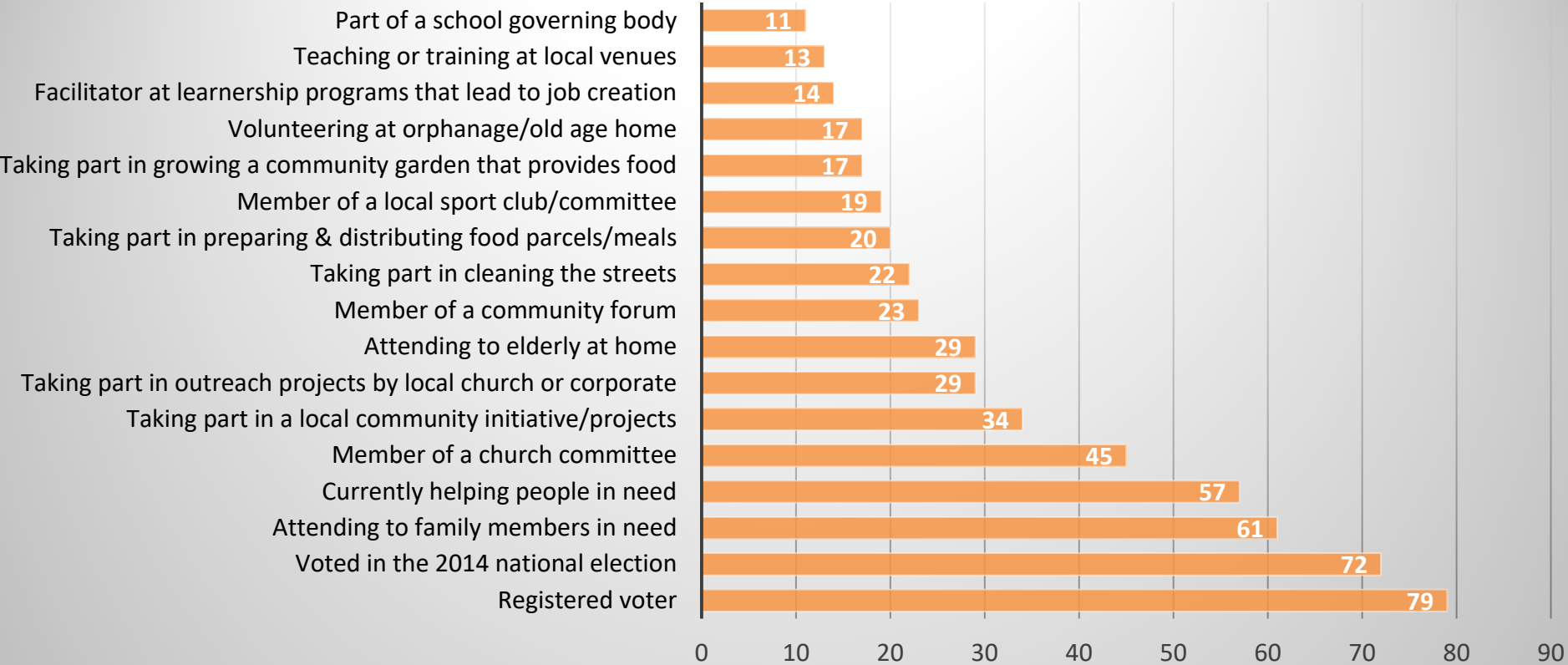
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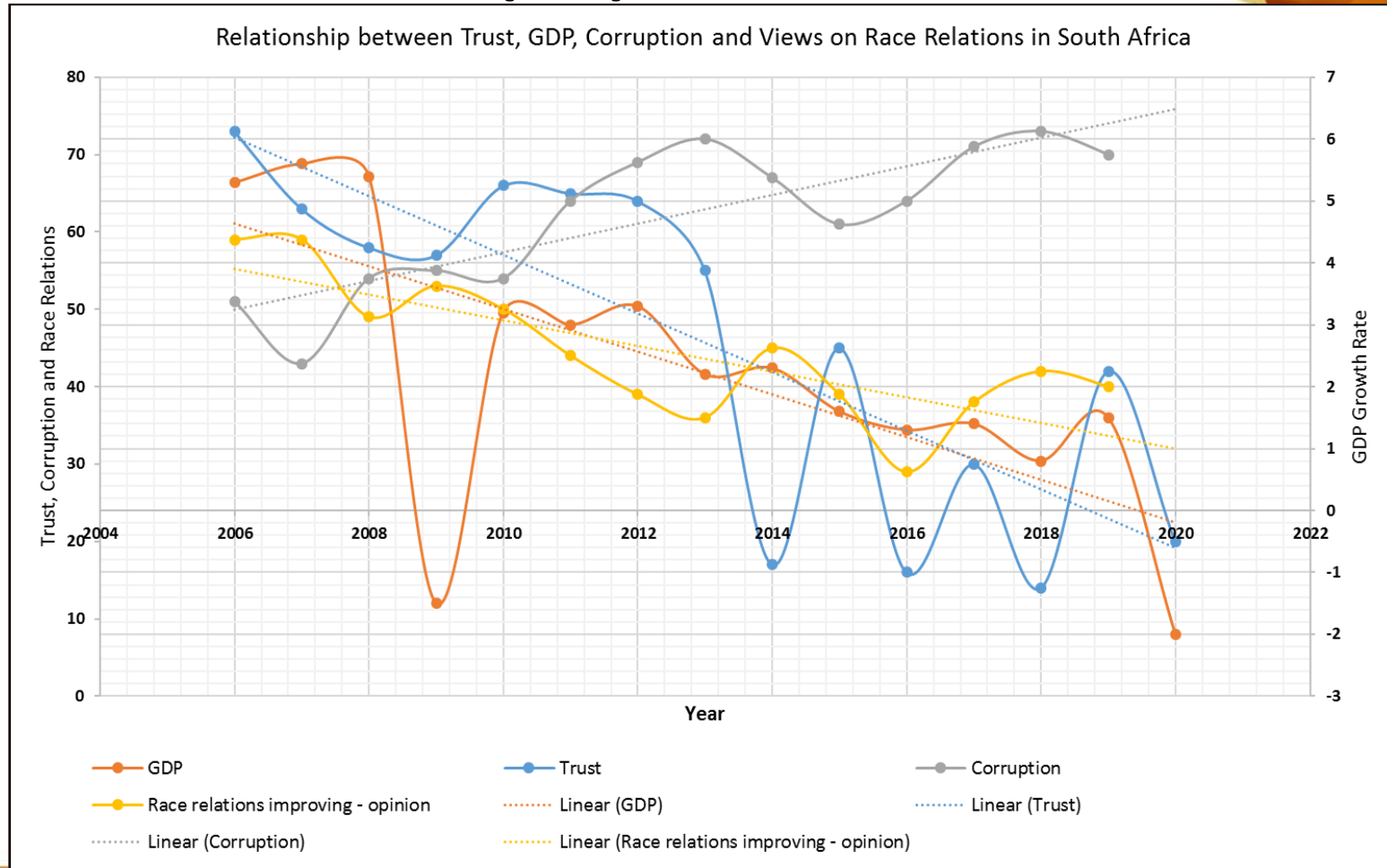


% Participation in community activities/actions

(ETHICS SA, 2015)



Core drivers of (dis) trust in South Africa





REFLECTION POINT

Given the evidence generated, internationally and locally on citizen trust, together with existing programs, projects and activities aimed at improving government performance – are we guided by effective strategies to influence change?

Two strategies proposed

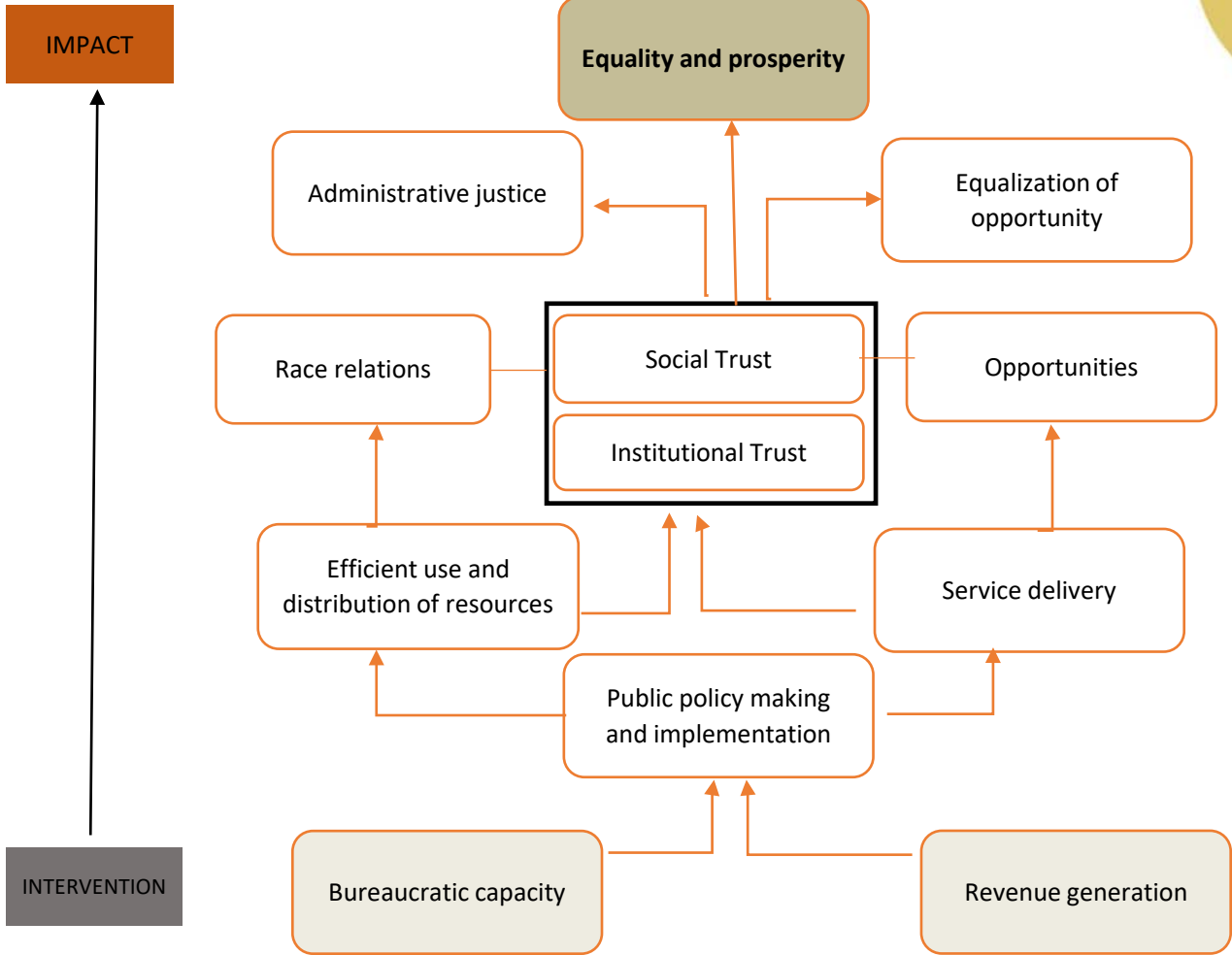


*Evidence-informed
Pathways to
change*



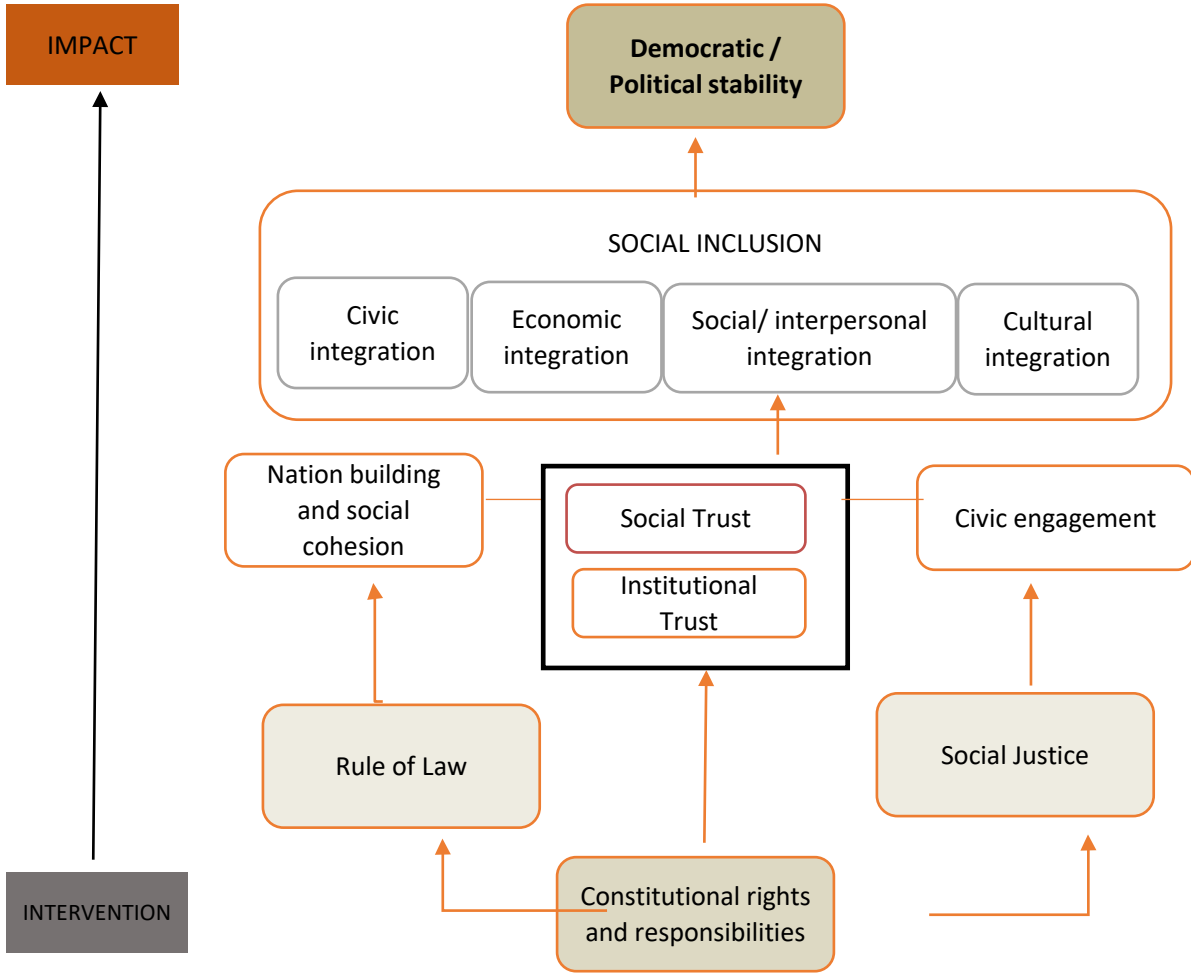
**Coproduction
Governance**





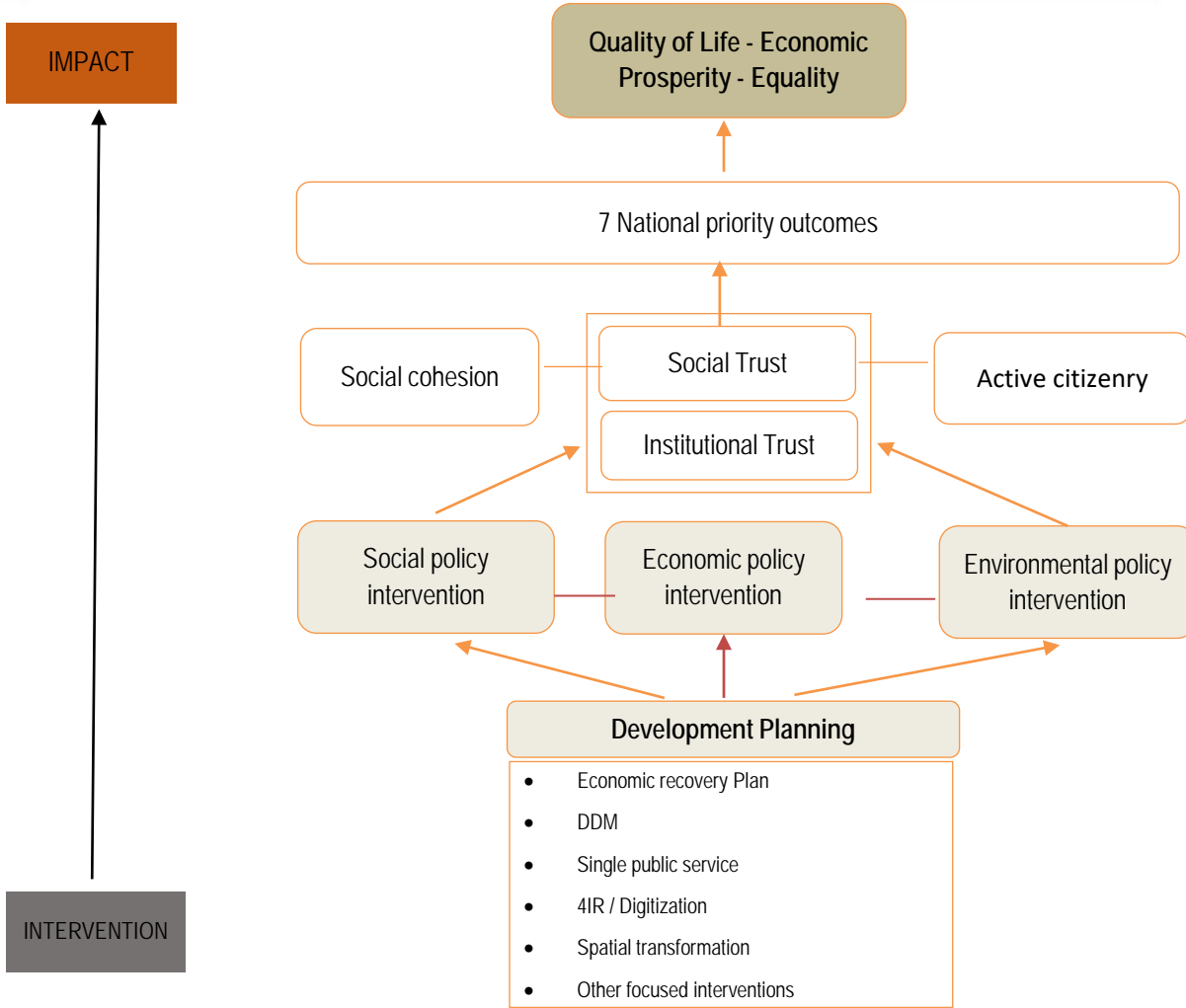
Proposed pathway of change through a capable state





Proposed pathway of change through an ethical state





Proposed pathway of change through a developmental state



Coproduction strategies

SERVICE COPRODUCTION

Relationship between STATE & SOCIETY

- ❑ Political, socio-economic & historical roots
- ❑ Influences development paradigm directly
- ❑ Focused on vertical relations (institutional trust) between citizens and state
- ❑ Regressed horizontal relations (social trust) between citizens across groups has exacerbated unequal power relations and increased tensions = SOCIAL COMPACTING

KNOWLEDGE COPRODUCTION

Relationship between SCIENCE & SOCIETY

- ❖ Science remains the dominant knowledge producer though policy analysis has expanded understanding of what constitutes evidence
- ❖ Democratization of knowledge for effective governance at local levels
- ❖ Influences 'professionalization' of public service directly, through use of data, information and evidence to plan, implement, monitor and evaluate public policy



It is possible to build citizen trust by design to strengthen state-society relations and meaningful engagement





DANKIE **KE A LEBOGA**
NGIYABONGA
NDIYABULELA
INKOMU **NDI KHOU**
LIVHUHA

Thank you

