



# Questionnaire of the online survey on individuals' trust and distrust in governance

## Deliverable 6.1

### EnTrust: Enlightened Trust: An Examination of Trust and Distrust in Governance – Conditions, Effects and Remedies

WP6: Appraising citizens' trust and distrust in governance: forms, determinants, effects  
and remedies

Work package leader: PANTEION

Due date: 31 January 2024

Submission date: 31 March 2024

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#### Project Information

Project Type: Collaborative Project  
Call: H2020 SC6 GOVERNANCE-01-2019: Trust in Governance  
Start date: February 2020  
Duration: 48 months  
Coordinator: Prof. Dr. Christian Lahusen, University of Siegen  
Grant Agreement No: 870572  
EU-funded Project Budget: € 2,978,151.25



This project has received funding from the European Union's Horizon 2020 research and innovation programme under grant agreement No 870572. The contents of this publication are the sole responsibility of the authors and do not necessarily reflect the opinion of the European Union.

[www.entrust-project.eu](http://www.entrust-project.eu)

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## EnTrust Comparative Survey Questionnaire

### [PART I. QUESTIONS RELATED TO DEMOGRAPHIC QUOTAS]

#### A1. You are:

1. Male | 2. Female | 3. Non-binary | 4. Other

#### A2. What year were you born?

[drop down list: year]

#### A3. What is the highest level of education you have successfully completed?

[country-specific list corresponding to ISCED 2011 levels]

ISCED 0: Early childhood education ('less than primary' for educational attainment)

ISCED 1: Primary education

ISCED 2: Lower secondary education

ISCED 3: Upper secondary education

ISCED 4: Post-secondary non-tertiary education

ISCED 5: Short-cycle tertiary education

ISCED 6: Bachelor's or equivalent level

ISCED 7: Master's or equivalent level

ISCED 8: Doctoral or equivalent level

#### A4. In what region is your permanent residence located?

[drop down list : NUTS1 regions]

### [PART II. POLITICAL CULTURE]

*To what extent do you agree or disagree with the following statements?*

#### **B1. I feel I have a pretty good understanding of the important political issues facing (COUNTRY).**

1. Strongly agree | 2. Agree | 3. Neither agree nor disagree | 4. Disagree | 5. Strongly disagree | 9 Don't know





		Expect very poor performance	1	2	3	4	5	6	7	8	9	10	Expect very competent performance	Don't know/ I have no expectations
<b>C18.</b>	The national government	0	1	2	3	4	5	6	7	8	9	10		98
<b>C20.</b>	The parliament	0	1	2	3	4	5	6	7	8	9	10		98
<b>C21.</b>	Political parties	0	1	2	3	4	5	6	7	8	9	10		98
<b>C19.</b>	The courts	0	1	2	3	4	5	6	7	8	9	10		98
<b>C20.</b>	The police	0	1	2	3	4	5	6	7	8	9	10		98
<b>C21.</b>	The armed forces	0	1	2	3	4	5	6	7	8	9	10		98
<b>C22.</b>	The civil service	0	1	2	3	4	5	6	7	8	9	10		98
<b>C23.</b>	Local government	0	1	2	3	4	5	6	7	8	9	10		98
<b>C24.</b>	The church[es]	0	1	2	3	4	5	6	7	8	9	10		98
<b>C25.</b>	Universities	0	1	2	3	4	5	6	7	8	9	10		98
<b>C26.</b>	Non-governmental organizations (environmental, human rights, charitable, etc.)	0	1	2	3	4	5	6	7	8	9	10		98
<b>C27.</b>	The European Commission	0	1	2	3	4	5	6	7	8	9	10		98
<b>C28.</b>	The European Parliament	0	1	2	3	4	5	6	7	8	9	10		98
<b>C29.</b>	Big private corporations	0	1	2	3	4	5	6	7	8	9	10		98
<b>C30.</b>	Traditional media	0	1	2	3	4	5	6	7	8	9	10		98
<b>C31.</b>	Social media	0	1	2	3	4	5	6	7	8	9	10		98

**C32. Some people think that political institutions can become more trustworthy if citizens are alert and vigilant. Others believe that no matter what people do, political institutions can never become trustworthy because the entire political system is irredeemably flawed and untrustworthy. Where would you place yourself between these opposing opinions? Please select your answer on a scale of 0 to 10, where 0 political institutions can never become trustworthy and 10 means that political institutions can become trustworthy.**

Political institutions can never be trustworthy	0	1	2	3	4	5	6	7	8	9	10	Political institutions can become trustworthy	Don't know	98
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**Imagine a scenario where the government has been in power for the last two years (in this scenario, the party in government is irrelevant). Difficult economic times during this period have**





**D6. What do you think of immigration policy? Please select your answer on a scale of 0 to 10, where 0 means you fully favor a restrictive immigration policy and 10 means that you fully oppose a restrictive immigration policy.**

Fully favor a restrictive immigration policy											Fully oppose a restrictive immigration policy	Don't know
0	1	2	3	4	5	6	7	8	9	10		98

**D7. Some people think that the state should protect civil liberties even if it hampers its ability to combat crime. Others think that the state should fight crime even if it means restricting certain civil liberties. Please select your answer on a scale of 0 to 10, where 0 means that you fully favor protection of civil liberties even if it hampers the state's ability to combat crime, and 10 means that you fully support state efforts to combat crime even at the cost of civil liberties.**

Fully favor protection of civil liberties											Fully favor state efforts to combat crime	Don't know
0	1	2	3	4	5	6	7	8	9	10		98

**D8. Some say that the fight against climate change should definitely take precedence, even at the cost of lower economic growth. Others say that policies that stimulate economic growth should take precedence over the fight against climate change. What is your personal view on this issue? Please select your answer on a scale of 0 to 10, where 0 means that you prioritize policies to stop climate change over economic growth and 10 means that you favor economic growth over the fight against climate change.**

Fully favor policies to stop climate change											Fully favor policies that stimulate economic growth	Don't know
0	1	2	3	4	5	6	7	8	9	10		98

**D9. Some people think that European unification should be pushed further in order to establish a common government. Other feel that European unification has already gone too far. What is your personal view on European unification? Please select your answer on a scale of 0 to 10, where 0 means that you think that European integration should be pushed further and 10 means that you think that European integration has gone too far.**

European integration should be pushed further											European integration has gone too far	Don't know
0	1	2	3	4	5	6	7	8	9	10		98

## **[PART V. POLITICAL PARTICIPATION]**

### **E1. Did you vote in the last national election?**

1. Yes | 2. No | 7. Refusal | 9. Don't know

### **E2. Are you a member of a political party?**

1. Yes | 2. No | 7. Refusal | 9. Don't know

### **E3. Have you worked in an election campaign during the past 5 years?**

1. Yes | 2. No | 7. Refusal | 9. Don't know

### **E4. Are you a member of a non-governmental organization?**

1. Yes | 2. No | 7. Refusal | 9. Don't know

### **E5. Have you participated in a public demonstration in the past 5 years?**

1. Yes | 2. No | 7. Refusal | 9. Don't know

### **E6. Have you participated in strikes during the past 5 years?**

1. Yes | 2. No | 7. Refusal | 9. Don't know

### **E7. Have you boycotted certain products during the past 5 years?**

1. Yes | 2. No | 7. Refusal | 9. Don't know

### **E8. Have you signed a petition during the past 5 years?**

1. Yes | 2. No | 7. Refusal | 9. Don't know

### **E9. Have you participated in political street actions (for example, blockade of roads, occupation of buildings, etc.) during the past 5 years?**

1. Yes | 2. No | 7. Refusal | 9. Don't know

## **[PART VI. POLITICAL KNOWLEDGE]**

### **F1. Which political party holds most of the seats in the national Parliament? (country-specific list: can select only one option)**

1. Party A
2. Party B
3. Party C
4. Party D
5. Party E
6. Party F
7. Party G
8. Party H
9. Other
10. None

99. Don't know
- 100.

**F2. Which of the following states is not an EU member?**

1. Finland | 2. Norway | 3. Hungary | 4. Malta | 9. Don't know

**F3. Who is the current UN general secretary?**

1. Donald Tusk | 2. António Guterres | 3. Herman Van Rompuy | 4. Kofi Annan | 9. Don't know

**[PART VII. COVID-19 BATTERY]**

**G1. Major world events have been the result of the activity of a small group of men who operate in secret.**

1. Strongly agree | 2. Agree | 3. Disagree | 4. Strongly disagree | 9. Don't know

**G2. The coronavirus was created artificially in a laboratory.**

1. Strongly agree | 2. Agree | 3. Disagree | 4. Strongly disagree | 9. Don't know

**G3. Have you been vaccinated against Covid-19?**

1. Yes | 2. No | 3. Prefer not to say

**G4. Among the following sources, which ones did you trust more in order to give you reliable information on Covid-19 vaccines?**

1. The European Union
2. The national government
3. The national health authorities
4. Health professionals
5. Media
6. Websites
7. Social Media
8. Church
9. People around me
10. Don't know

**[PART VII. EXPERIENCE WITH/PERCEPTIONS OF STATE INSTITUTIONS]**

*To what extent do you agree or disagree with the following statements?*

**H1. State institutions treat all citizens fairly.**

1. Strongly agree | 2. Agree | 3. Disagree | 4. Strongly disagree | 9. Don't know

**H2. State institutions generally protect the interests of people like me.**

1. Strongly agree | 2. Agree | 3. Disagree | 4. Strongly disagree | 9. Don't know

**H3. State institutions usually help citizens who have problems that fall under their jurisdiction.**

1. Strongly agree | 2. Agree | 3. Disagree | 4. Strongly disagree | 9. Don't know

**H4. The quality of services provided by state institutions usually meet the expectations of citizens.**

1. Strongly agree | 2. Agree | 3. Disagree | 4. Strongly disagree | 9. Don't know

**H5. There is corruption in state institutions.**

1. Strongly agree | 2. Agree | 3. Disagree | 4. Strongly disagree | 9. Don't know

**H6. How often do you think citizens have to pay a bribe, give a gift, or do a favor to civil servants in order to get the services they need? Does it happen never, rarely, frequently or always?**

1. Never | 2. Rarely | 3. Frequently | 4. Always | 9. Don't know

**H7. The government is actively trying to crackdown on corruption.**

1. Strongly agree | 2. Agree | 3. Disagree | 4. Strongly disagree | 9. Don't know

**H8. The work done by state institutions is generally open and transparent.**

1. Strongly agree | 2. Agree | 3. Disagree | 4. Strongly disagree | 9. Don't know

**H9. The information provided by state institutions is usually unreliable.**

1. Strongly agree | 2. Agree | 3. Disagree | 4. Strongly disagree | 9. Don't know

**[PART VIII. SUBJECTIVE ECONOMIC SITUATION]**

**I1. Compared to 12 months ago, what do you think about your personal economic situation?**

1. It is a lot better | 2. It is better | 3. Stayed the same | 4. It is a little worse | 5. It is a lot worse | 9. Don't know

**I2. Over the next 12 months, how do you think your personal economic situation will be?**

1. A lot better | 2. Better | 3. Will stay the same | 4. A little worse | 5. A lot worse | 9. Don't know

**[PART IX. SOCIODEMOGRAPHIC VARIABLES]**

**J1. Which of the following best describes the area where you live?**

1. Big city | 2. Suburbs of a big city | 3. A town or small city | 4. A country village | 9. Don't know

**J2. Which of the following best describes your current family status?**

1. Married
2. Single living with a partner
3. Single
4. Divorced
5. Widow/Widower
8. Rather not say
9. Not sure

**J3. Do you have any children?**

1. Yes (go to J3a) | 2. No (go to J4) | 8. Rather not say (go to J4)

**J3a. How many?**

[drop down menu 1-12+]

**J4. Were you born in this country or are you an immigrant to this country?**

1. Born in this country | 2. Immigrant to this country | 8. Rather not say

**J5. Do you consider yourself to be:**

1. Catholic
2. Orthodox
3. Protestant
4. Other Christian
5. Jewish
6. Muslim
7. Atheist/Agnostic
8. Other
9. Don't know

**J6. Apart from weddings or funerals, how often do you attend religious services?**

1. More than once a week
2. Once a week
3. Once a month

4. About each 2 or 3 months
5. Only on special holy days
6. Less often
7. Never
9. Don't know

**J7. What is your current employment status?**

1. Self-employed
2. Employed
3. Working in household
4. Student
5. Retired
6. Unemployed
9. Don't know

**J8. To which of the following occupational groups do you belong? (If you do not work currently, think about your latest occupation)**

1. Professional and technical (for example: doctor, teacher, engineer, artist, accountant, nurse)
2. Higher administrative (for example: banker, executive in big business, high government official, union official)
3. Clerical (for example: secretary, clerk, office manager, civil servant, bookkeeper)
4. Sales (for example: sales manager, shop owner, shop assistant, insurance agent, buyer)
5. Service (for example: restaurant owner, police officer, waitress, barber, caretaker)
6. Skilled worker (for example: foreman, motor mechanic, printer, seamstress, tool and die maker, electrician)
7. Semi-skilled worker (for example: bricklayer, bus driver, cannery worker, carpenter, sheet metal worker, baker)
8. Unskilled worker (for example: laborer, porter, unskilled factory worker, cleaner)
9. Farm worker (for example: farm laborer, tractor driver)
10. Farm proprietor, farm manager
11. Never had a job

**J9. Are you working for the government or public institution, for private business or industry, or for a private non-profit organization? (If you do not work currently, think about your latest occupation). Do you or did you work for:**

1. Government or public institution
2. Private business or industry
3. Private non-profit organization

**J10. Do you currently receive any benefits from the government (due to unemployment, health disability, low income, etc.)?**

1. Yes | 2. No | 8. Rather not say | 9. Don't know

**J11. People sometimes describe themselves as belonging to the working class, the middle class, or the upper or lower class. Would you describe yourself as belonging to the:**

1. Upper class
2. Upper middle class
3. Lower middle class
4. Working class
9. Don't know

**J12. What is your monthly net income of your household? We are interested in the sum after the deduction of taxes and social security contributions.**

1. Under 500€
2. Between 500 and 1000 €
3. Between 1000 and 1500 €
4. Between 1500 and 2000 €
5. Between 2000 and 2500 €
6. Between 2500 and 3000 €
7. Between 3000 and 4000 €
8. Between 4000 and 5000 €
9. Between 5000 and 7500 €
10. Between 7500 and 10000 €
11. More than 10000 €
88. Rather not say
99. Don't know

**[QUESTION ABOUT PARTICIPATION IN ONLINE DELIBERATION EXPERIMENT]**

***Approximate time: about 20-25 minutes***