

ANNEX 2

Question modules

Use of the question modules

In recognition of the different users' needs and resources available to statistics producers, five question modules, rather than a single set of questions, are presented here (A to E). Each question module focuses on a distinct approach to measuring trust. Question Module A, the “core module”, contains the core measures of both interpersonal and institutional trust for which international comparability is the highest priority. Module A is unique in that data producers – particularly national statistical agencies – are encouraged to implement it **in its entirety**. When this is not possible, the single primary measure outlined in the module should be used at a minimum. Modules B to E focus on different approaches to measuring trust in greater depth. Unlike the core module, these modules are not intended to be used in their entirety or unaltered, but provide a resource for national statistical agencies that are developing their own questionnaires. Data producers can use these modules partly or combine them as needed.

A detailed discussion of the rationale behind the different questions included in each module is contained in Chapter 4. In particular, Section 4.4 includes explanations for each module, outlining the reasons for the choices made with regard to wording and scale use as well as decisions around what to include in each module. In general, all questions in this Annex 2 have been selected based on them having been used and tested in household surveys before.

Module A. Core measures

Objective

This module is intended to provide a minimal set of measures of trust that cover both interpersonal trust and institutional trust and could readily be included in household surveys. The core measures included here are the measures for which there is the strongest evidence for their validity and relevance, and for which international comparability is the most important. Data producers wishing to gather trust data are recommended to include in their survey the questions in this core module **as they are** shown below.

The additional modules included in this Annex (module B to D) should be seen as **additions** (rather than replacements) of the core module; they should be used by data producers wishing to collect more detailed trust data than those in the core module (hence some questions from the core module reappear in other modules).

Description

The module contains a single question on generalised trust (A1). This question, focusing on the aspect of trust with the widest general use and strongest validity, aims to capture the most important information on generalised trust while imposing the minimum level of respondent burden. It is envisaged that question A1 will serve as the **primary measure** of trust when limited resources allow for only a single measure. The complete core module also includes a second question on interpersonal trust (A2), focusing on limited trust and intended to complement A1. Finally, three questions on institutional trust are listed (A3 to A5). These questions capture two of the main underlying dimensions of institutional trust, the political system and the law and order system, as identified via factor analysis (Box 2.1). Question A5 is intended to establish whether the respondent views the non-political civil service differently to political institutions more generally. The three institutional trust questions are of a more experimental nature than the questions on interpersonal trust, but deemed of sufficient validity for data producers to include them in the core module.

Box A.2.1. Core questions

A1. And now a general question about trust. On a scale from zero to ten, where zero is not at all and ten is completely, in general how much do you trust most people?

Not at all	Completely	DK
0 1 2 3 4 5 6 7 8 9 10		88

A2. On a scale from zero to ten, where zero is not at all and ten is completely, in general how much do you trust most people you know personally?

Not at all	Completely	DK
0 1 2 3 4 5 6 7 8 9 10		88

The next questions are about whether you have trust in various institutions in [COUNTRY].

Even if you have had very little or no contact with these institutions, please base your answer on your general impression of these institutions.

Using this card, please tell me on a score of 0-10 how much you personally trust each of the institutions I read out. 0 means you do not trust an institution at all, and 10 means you have complete trust. Firstly... **READ OUT**

A3. [Country's] Parliament?

Not at all	Completely	DK
0 1 2 3 4 5 6 7 8 9 10		88

A4. The police?

Not at all	Completely	DK
0 1 2 3 4 5 6 7 8 9 10		88

A5. The civil service?

Not at all	Completely	DK
0 1 2 3 4 5 6 7 8 9 10		88

Origin

The primary question is based on the generalised trust question from the New Zealand General Social Survey 2014. This, in turn, is derived from the widely used Rosenberg question on generalised trust (Rosenberg, 1957) but focuses on *trust* rather than on *caution when dealing with people*, and is amended to use a 0-10 scale with end labels and with neutral question wording at both ends of the scale. The rationale and evidence supporting this choice of wording and response scale is outlined in Chapter 4's Section 4 as well as in Sections 3 and 4 of Chapter 3.

The additional question on limited trust is derived from the World Values Survey module on the extent of trust and has been modified to adopt consistent wording with A1.

The three institutional trust questions included here are based on wave 6 of the European Social Survey. However, only two of the seven institutions covered by the ESS module are included in the core module here (parliament and the police). These two institutions selected reflect the results of factor analysis of the underlying dimensionality of institutional trust discussed in Chapter 2 of these Guidelines (Box 2.1). The third institution (the civil service) is added from the World Values Survey. Although in the factor analysis the civil service loads, albeit with a weaker score, in the same dimension as parliament (the political system), this institution is less connected to the current government. This question will thus help to establish whether respondents view non-political and political intuitions differently.

Time

The module is expected to take about 90 seconds to complete in full. The primary question alone (A1) takes 15 to 20 seconds to complete.

Output

All five questions are collected in numerical format on a 0-10 scale. Data on interpersonal trust can be presented as the mean value of responses, excluding missing values, or as the proportion of the population reporting trust under a given threshold. On the basis of existing data, the proportion reporting a score of 0-4 might be a reasonable threshold. Standard measures of distribution should be reported, including the standard deviation of responses and the inter-quartile range of responses.

Information should be broken down by relevant population groups, ideally showing both the mean and proportion with a score of 0-4 for each population group.

None of the questions in this module should be combined into an index of "overall" trust in public institutions.

Guidelines for interviewers

The primary question (A1) is intended to be general with respect to who is meant by *most people*, and guidance on how the question should be interpreted should be avoided. If the respondent specifically asks who is meant by the term *most people*, it would be acceptable to clarify that this means *anyone in this country*.

Question A2 focuses on people that the respondents know personally. This should be taken to include not just close friends and family, but also other people with whom the respondent has an ongoing relationship. It is not intended to include people the respondent has met only once.

The three questions related to institutional trust (A3 to A5) are intended to capture the respondent's trust in the institution itself rather than the current performance of the institution, or broader issues relating to the respondent's views of the current government in power. If the respondent asks for clarification, it should be stressed that he/she is being asked to evaluate the institution (e.g. parliament) rather than the current leadership of the institution (e.g. the political party in power). Further, interviewers should not provide respondents with any kind of narrow definition of the institution asked about in the question when posing the question itself.

It is recommended that the order of the three institutions is randomised across the survey to minimise order effects.

Module B. Experimental module on evaluations

Objective

The objective of this experimental module is to assess trust levels based on an evaluation of the respondent's own feelings (trust, confidence or a related concept) at the current point in time rather than collecting information about the future or about past experiences. This module should be seen as additional to the core module. As the evidence base currently available to assess its statistical quality is weaker than in the case of the core module, the questions included below could be revised as better evidence becomes available in the future.

Description

The module has two sub-sections, the first focusing on interpersonal trust and the second on institutional trust. It is not envisaged that the module would be used in its entirety, but rather that it be used as a resource for questionnaire developers where more detail on measures of trust is required than is provided in the core module. Data producers can select and adjust questions as necessary for their needs (apart from B1 to B4, which should be used unaltered). This also explains why the response scales in this module have not been harmonised but for the most part left as they have been devised in the original source of each question. Questions B1 to B4 form a single block capturing interpersonal trust (B1 and B3) and caution when dealing with others (B2 and B4); these questions have been experimentally validated (in small samples), and are included here even if some of the issues covered overlap with those included in the core module. Questions B5 to B8 focus on collecting more detail as to who the respondent trusts, and they can be used as a full module or individually. In the case of institutional trust questions (B9 to B18), the goal is to flesh out a broader range of institutions beyond the three presented in the core module; questions on trust in the parliament, the police and the civil service (which were also included in the core module) are also included below; they can be dropped from the core module in those cases where data producers want to collect information on the broader range of institutions included in this experimental module.

Origin

Questions B1 to B4 are taken from the German Socio-Economic Panel (Naef and Schupp, 2009), and have been validated against experimental lab measures of trust. The questions relating to who the respondent trusts (B5 to B8) are derived from the World Values Survey, but the question wording and response scale have been brought into line with the 0-10 scale used in the core question module.

Box A.2.2. **Evaluative questions****Interpersonal Trust**

B1. *In general, you can trust people.*

- Disagree strongly
- Disagree somewhat
- Agree somewhat
- Agree strongly

B2. *Nowadays, you can't rely on anybody.*

- Disagree strongly
- Disagree somewhat
- Agree somewhat
- Agree strongly

B3. *How much do you trust strangers you meet for the first time?*

- No trust at all
- Little trust
- Quite a bit of trust
- A lot of trust

B4. *When dealing with strangers, it's better to be cautious before trusting them.*

- Disagree strongly
- Disagree somewhat
- Agree somewhat
- Agree strongly

Using a scale of 0 to 10 where 0 means "not at all" and 10 means "completely", how much do you trust each of the following groups of people:

B5. *People in your family?*

Not at all	Completely	DK
0 1 2 3 4 5 6 7 8 9 10		88

B6. *People in your neighbourhood?*

Not at all	Completely	DK
0 1 2 3 4 5 6 7 8 9 10		88

B7. *People you work or go to school with?*

Not at all	Completely	DK
0 1 2 3 4 5 6 7 8 9 10		88

B8. *Strangers?*

Not at all	Completely	DK
0 1 2 3 4 5 6 7 8 9 10		88

Institutional Trust

The next questions are about whether you have trust in various institutions in [COUNTRY].

Even if you have had very little or no contact with these institutions, please base your answer on your general impression of these institutions.

Box A.2.2. Evaluative questions (cont.)

Using this card, please tell me on a score of 0-10 how much you personally trust each of the institutions I read out. 0 means you do not trust an institution at all, and 10 means you have complete trust. Firstly... **READ OUT**

B9. [Country's] Parliament?

Not at all	Completely	DK
0 1 2 3 4 5 6 7 8 9 10		88

B10. The courts?

Not at all	Completely	DK
0 1 2 3 4 5 6 7 8 9 10		88

B11. Political parties?

Not at all	Completely	DK
0 1 2 3 4 5 6 7 8 9 10		88

B12. Politicians?

Not at all	Completely	DK
0 1 2 3 4 5 6 7 8 9 10		88

B13. The police?

Not at all	Completely	DK
0 1 2 3 4 5 6 7 8 9 10		88

B14. The armed forces?

Not at all	Completely	DK
0 1 2 3 4 5 6 7 8 9 10		88

B15. The civil service?

Not at all	Completely	DK
0 1 2 3 4 5 6 7 8 9 10		88

B16. The media?

Not at all	Completely	DK
0 1 2 3 4 5 6 7 8 9 10		88

B17. The banks?

Not at all	Completely	DK
0 1 2 3 4 5 6 7 8 9 10		88

B18. Major companies?

Not at all	Completely	DK
0 1 2 3 4 5 6 7 8 9 10		88

The institutional trust questions use the same format as questions A3 to A5, but cover a wider range of institutions. They are derived from the World Values Survey and wave 6 of the European Social Survey.

Time

Questions B1 to B4 are intended to be used together and would take approximately 60 seconds to complete. A similar amount of time is likely to be required for questions B5 to B8.

The institutional trust module is longer, and is likely to take approximately 150 seconds of survey time to complete.

Output

The four-item interpersonal trust scale comprised by questions B1 to B4 should be reported as the mean of all four questions, excluding non-responses. Distributional information can be reported based on the standard deviation of responses and inter-quartile range.

Questions B5 to B8 should be reported individually and not combined into a single scalar measure. For each measure, both the mean and the proportion with low levels of trust (0-4) should be reported, along with the standard distributional measures.

Results from the institutional trust questions should be reported individually as the mean response excluding non-responses and the proportion of the population reporting low trust (0-4). These questions should not be combined into an index of “overall” trust in institutions.

Guidelines for interviewers

These questions go into more detail with respect to trust than the questions in the core module, but are otherwise very similar.

In general, respondents should be allowed to interpret questions B1 to B4 for themselves. The question content overlaps significantly between the four questions in order to obtain a more reliable overall measure of trust. If respondents comment on this, it should be stressed that different people will interpret each question slightly differently and that the repetition across four questions is to enable a more consistent overall picture to be drawn.

Questions B5 to B18 all require a more precise response from respondents in that each question focuses on trust in a specific group or institution. The groups mentioned by each question are intended to be mutually exclusive. If respondents ask, for example, *strangers* can be taken to mean people who are not family, neighbours or work colleagues. In the case of questions B9 to B18, respondents may be concerned that they have had no interaction with a particular institution. In this case, it should be emphasised that the question is focused on **trust** in the institution, rather than **satisfaction** with the services that these institutions provide. Further, interviewers should not provide respondents with any kind of narrow definition of the institution asked about in the question when posing the question itself.

It is recommended that the order of institutions is randomised across the survey to minimise order effects.

Module C. Experimental module on expectations

Objective

This module contains questions that ask about the respondent's expectations as to what would or will happen in a given situation. These questions focus directly on the conduct expected of a third party, for example neighbours, police officers or strangers. As such, it provides measurement on the trustworthiness of a given institution, community or society. As the evidence base currently available to assess its statistical quality is weaker than in the case of the core module, the questions included below could be revised as better evidence becomes available in the future.

Description

The module has two sub-sections, the first focusing on interpersonal trust and the second on institutional trust. It is not envisaged that the module would be used in its entirety, but rather that it would be used as a resource for questionnaire developers where more detail on measures of trust is required than is provided in the core module. Data producers can select and adjust questions as necessary for their needs. In the case of institutional trust, the questions have been designed under the five dimensions that have been identified by the OECD Trust Framework as drivers of trust in public institutions.

Box A.2.3. Expectations questions

Interpersonal Trust

In the city or area where you live, imagine that you lost your wallet or something holding your identification or address and it was found by someone else.

C1. Do you think your wallet (or your valuables) would be returned to you if it were found by a neighbour?

1. Yes
2. No

C2. Do you think your wallet (or your valuables) would be returned to you if it were found by a stranger?

1. Yes
2. No

Institutional Trust

The following questions are about your expectations of behaviour from public institutions. In each question, you will be asked whether you think a particular example of behaviour is something that would be expected not to occur at all, or to always occur.

Please respond on a scale from 0 to 10 where 0 means very unlikely and 10 means very likely.

C3. If you were to complain about bad quality of a public service, how likely is that the problem would be easily resolved?

Very unlikely	Very likely	DK
0 1 2 3 4 5 6 7 8 9 10		88

C4. If a natural disaster occurs, do you think that the provision by government of adequate food, shelter and clothing will be timely and efficient?

Very unlikely	Very likely	DK
0 1 2 3 4 5 6 7 8 9 10		88

C5. If a decision affecting your community were to be taken by the local or regional government, how likely is it that you and others in the community would have an opportunity to voice your concerns?

Very unlikely	Very likely	DK
0 1 2 3 4 5 6 7 8 9 10		88

C6. If an individual belongs to a minority group (e.g. sexual, racial/ethnic and/or based on national origin), how likely is it that the individual will be treated the same as other citizens by a government agency?

Very unlikely	Very likely	DK
0 1 2 3 4 5 6 7 8 9 10		88

Box A.2.3. Expectations questions (cont.)

C7. If taxes were to be increased, do you think that the financial burden would be shared fairly across social groups?

Very unlikely Very likely DK
0 1 2 3 4 5 6 7 8 9 10 88

The response scale for the following questions has changed. Please respond on a scale from 0 to 10, but 0 now means most likely to refuse and 10 most likely to accept.

C8. If a private citizen offers a government employee an improper payment in order to speed up administrative procedures, do you think that the government employee would accept the bribe?

Most likely to refuse Most likely to accept DK
0 1 2 3 4 5 6 7 8 9 10 88

C9. If a large business offered a well-paid job to a high-level politician in exchange for political favours during their time in office, do you think that the politician would accept this proposal?

Most likely to refuse Most likely to accept DK
0 1 2 3 4 5 6 7 8 9 10 88

C10. If a member of [country's parliament] were offered a bribe to influence the awarding of a government contract, do you think that the member of parliament would accept the bribe?

Most likely to refuse Most likely to accept DK
0 1 2 3 4 5 6 7 8 9 10 88

Origin

The questions on interpersonal trust included here are based on the Gallup World Poll with some minor wording changes based on the conclusions of Chapter 2. Questions C3 to C10 were developed by the OECD to measure the main drivers of trust in the OECD Trust Framework (OECD, 2017). These questions were also included in the pilot countries of the *Trustlab* project.

Time

Questions C1 and C2 can be expected to be completed in approximately 30 seconds. The OECD question module on institutional trust is longer, and might be expected to take approximately 3 minutes of survey time to complete.

Output

Questions C1 and C2 should be presented as the proportion of the population answering yes to each of the questions. Because the questions are intended to capture the level of trust that the respondent has in different types of people, the questions should not normally be combined into a single index.

Questions C3 to C10 are intended to be used as a complete module and capture the five main drivers of institutional trust from the OECD Trust Framework (responsiveness, openness, reliability, fairness and integrity) under the umbrella concepts of a government's competence and values; question C3 relates to responsiveness; C4 to reliability; C5 to openness; C6 and 7 to fairness; and C8 to C10 to integrity. The responses to the questions can be reported as the mean value excluding non-responses, and in the cases where more than one question per driver is

included as index calculated as the mean response for the questions relating to the relevant dimension of trust, omitting non-responses. For example, the index value for integrity could be computed as the mean value of responses to questions C8, C9 and C10.

In addition to the indices on the drivers of trust, it is also possible to group the questions into the two broad dimensions of competence (C3 to C4) and values (C5 to C10). These indices combine the drivers into the two dimensions that are thought to influence how people form views of the trustworthiness of various institutions. Both indices can be calculated as the mean of the relevant sub-indexes/questions, excluding non-responses.

Guidelines for interviewers

Expectations questions such as those included in this module require the respondent to provide their views on the likely outcome of a hypothetical situation. One possible concern from respondents may be that they have no experience of the kind of situation discussed. This is particularly the case for the institutional trust questions, where a respondent might be concerned that they have never had contact with the institution in question. In all cases, it is important to emphasise that the information that this module is designed to collect is not an estimate of how likely the situations in question actually are, but rather of what the respondent believes. While it is very likely that respondent beliefs will differ significantly from the actual likelihood of many situations occurring, it is the respondent's beliefs that will drive their attitudes and behaviours. For this reason, respondents should be encouraged to respond with what they think will happen, even if they have no actual experience relevant to the situation in question.

Module D. Experimental module on experiences

Objective

This module collects information based on the respondent's past experiences and behaviour rather than their values, perceptions or evaluations. In consequence, respondents are confronted with a series of questions related to situations that they may have experienced and that are typically associated with a trusting behaviour. Questions of this type have been used to validate other measures of trust and are useful to confirm the validity of other sorts of trust measure. It is not envisaged that the module would be used in its entirety, but rather that it would be used as a resource for questionnaire developers where more detail on measures of trust is required than is provided in the core module. Data producers can select and adjust questions as necessary for their needs. This also explains why the response scales in this module have not been harmonised but for the most part left as they have been devised in the original source of each question. As the evidence base currently available to assess its statistical quality is weaker than in the case of the core module, the questions included below could be revised as better evidence becomes available in the future.

Description

The module has two sub-sections, the first focusing on interpersonal trust and the second on institutional trust. The module on interpersonal trust focuses on the respondent's past behaviour and identifies the degree to which the respondent has recently behaved in a way that is consistent with trusting behaviour. In the case of institutional trust, the questions relate to behaviours that reflect confidence in that specific institution. There are three questions relating to interpersonal trust and two relating to institutional trust.

Box A.2.4. Experiential questions**Interpersonal Trust**

D1. How often do you lend personal possessions to your friends?

1. Never
2. Infrequently
3. Sometimes
4. Often
5. Very often

D2. How often do you lend money to your friends?

1. Never
2. Infrequently
3. Sometimes
4. Often
5. Very often

D3. How often do you leave your door unlooked?

1. Never
2. Infrequently
3. Sometimes
4. Often
5. Very often

Institutional Trust

Have you done any of the following in the past month?

How about:

D4. Voiced your opinion to a public official?

Yes

No

D5. Signed a petition?

Yes

No

Origin

The questions on interpersonal trust are based on a set of questions used by Naef and Schupp (2009) to validate a survey module on trust in the German Socio-Economic Panel. The two questions on institutional trust are taken from the Gallup World Poll.

Time

This module can be expected to take approximately 60 to 80 seconds to complete.

Output

The questions on interpersonal trust are collected as a five-point labelled Likert scale. For output purposes, they can be reported as the proportion of respondents in each output

category, or alternatively some of the output categories can be grouped together as a single category. In addition, it is useful to report the mean numeric value for each question, excluding non-responses. Because all three questions relate to the same underlying concept, it is also possible to construct an index of trusting behaviour calculated as the mean value of questions D1 to D3, excluding non-responses. Standard measures of distribution used should be the standard deviation of responses and the inter-quartile range of responses. The mean value of responses, and the standard error of this estimate, could be used to describe differences in responses to the various questions among sub-groups of the population.

The questions relating to institutional trust should be reported as the percentage of respondents replying yes to the question.

Module E. Experiments

Objective

One recent alternative to collecting information on trust through surveys involves experimental techniques to measure trusting and trustworthy behaviour by respondents in controlled conditions. Pioneered by academic psychologists and experimental economists, games such as the Trust Game and the Dictator Game collect information on the respondent's actual behaviour in circumstances where genuine rewards – typically, but not always, relatively small amounts of money – are at stake.

Description

The experimental module described here includes two games, the protocols for which are detailed in Box A.2.5. The first of these is the Dictator Game, which provides an experimental measure of altruism. The Dictator Game does not itself provide information on trust, but information on altruism is important in order to control for the impact of altruism on the first mover's choice in the Trust Game. The second game included here is the Trust Game, which provides an experimental measure of trust and a measure of trustworthiness. Both games are adapted for use in internationally comparative studies (using online formats), such as the OECD's *Trustlab* project.

The Trust and Dictator Games can be designed in different variations, depending on the mode of implementation and the exact research purpose. In in-person games, such as in Berg et al. (1995), respondents interact with other participants live, meaning a responder learns the actions of the first mover and then chooses a response. This process is also known as the direct-response method. For practical reasons, this is difficult when implementing an online module such as *Trustlab*, because participants would need to log on to the platform at exactly the same time. To circumvent this, the module below relies on the so-called strategy method (Selten, 1967), in which a responder makes conditional decisions for each possible information set (the strategy method thus has the added advantage of collecting data for each information set, including nodes that are only reached occasionally in the actual course of play). The strategy method also facilitates matching participants with players who have previously logged on to the platform – players hence find out about their payoff based on *ex post* matching at the end of the study. A review by Brandts and Charness (2011) established that most studies found no difference in experimental results between the direct-response and strategy methods.

Traditionally, participants are randomised into one role (either Participant A or Participant B) in each game – as described in the protocols in Box A.2.5. In *Trustlab*,

participants in the Trust Game are asked to play, in turn, as both Participant A and Participant B. This way, a measure of both trust and trustworthiness is obtained for each respondent. The choice to randomise roles or have participants play both consecutively involves a trade-off between saving data collection time (the average time per participant increases when asked to play both roles) and doubling the number of observations. The impact of playing both roles as opposed to being randomised into only one role is documented by Burks et al. (2003), who found that playing both roles somewhat reduces trust and trustworthiness, but only when the participant is informed of this set-up in advance.

Participants are typically rewarded with real monetary incentives in order for the Dictator Game and Trust Game to raise the stakes and mimic real-world behaviour. In the context of OECD countries, starting endowments equivalent to USD 10 (PPP) are conventional and commonly considered a sufficient incentive to incite real behaviour (Johnson and Mislin, 2011). Increasing endowments has been found to influence Participant Behaviour, with higher stakes associated with less trust and less altruistic behaviour (Engel, 2011; Johnson and Mislin, 2011). If multiple experimental games are played, rewards can be randomised between games in order to economise the study design (Davis and Holt, 1993; Johnson and Mislin, 2011). Further, if multiple games are played, it is recommended to randomise their order.

The module below elicits responses focused on interpersonal interactions within a country. These protocols can be modified to focus on interpersonal trust within or between specific groups. By changing the description of the participant's characteristics, these games can be used to measure trust across age, gender, income or ethnic group, among others (Lei and Vesely, 2010; Stanley et al., 2012).

Box A.2.5. Experimental measures of trust

General Preface

At the beginning of each task, you will be grouped with other study participants, who are respondents from [country name] like you.

In each task, the other participants you interact with will be different: you will never interact with the same person more than once. Note that the other participants may not be online at this exact moment – we will record your and their answers and will match you at the end of the study.

Your earnings in each task will depend on your and the other participant's decisions.

At the end of the study, one of the tasks you have completed will be randomly selected. The amount of money you will receive will correspond to your earnings in this selected task.

Dictator Game Protocol

This task involves two participants: Participant A and Participant B.

These are the rules:

At the beginning of the task, Participant A receives [equivalent of USD 10].

Participant B does not receive any endowment: he or she has zero money.

Participant A must now decide whether he or she wants to transfer any of his or her [equivalent of USD 10] to Participant B.

Participant B cannot transfer any amount back to Participant A.

If selected as Participant A: You are selected to be in the role of Participant A. You have [equivalent of USD 10] in your possession.

Box A.2.5. **Experimental measures of trust** (cont.)

How much (if anything at all) do you want to transfer to Participant B?

If selected as Participant B: You are selected to be in the role of Participant B. This is a passive role.

Trust Game Protocol

This task involves two participants: Participant A and Participant B.

These are the rules:

At the beginning of the task, both participants receive [equivalent of USD 10].

Participant A has the option to transfer none, part or all of his or her [equivalent of USD 10] to Participant B.

Whatever amount Participant A transfers to Participant B is **multiplied by 3**.

Participant B, after receiving the transfer of Participant A, has to decide how much (if any) money he or she wants to send back to Participant A.

If selected as Participant A: You are selected to be in the role of Participant A. You have [equivalent of USD 10] in your possession.

How much (if anything at all) do you want to send to Participant B?

If selected as Participant B: You are selected to be in the role of Participant B. You have [equivalent of USD 10] in your possession. Remember that Participant A also starts with an endowment of [equivalent of USD 10].

If Participant A sends you 0 (your total endowment is [equivalent of USD 10]), how much (if anything at all) will you send back to Participant A?

[...]

If Participant A sends you [equivalent of USD 10] (your total endowment is [equivalent of USD 40]), how much (if anything at all) will you send back to Participant A?

Origin

The Trust game is derived from Berg, Dickhaut and McCabe (1995). Since the introduction of this game (commonly referred to as the BDM game, after its three authors), it has been repeated extensively. A thorough review of 162 studies involving the Trust Game can be found in Johnson and Mislin (2011). The original version of the Dictator Game was first proposed by Kahneman et al. (1986), and similar to the Trust Game, has been repeated extensively across different contexts (see Engel, 2011, for a meta-analysis).

Time

The Trust Game and the Dictator Game each take about 5 minutes to complete.

Output

The Dictator Game provides a measure of *altruism* by recording the amount that a participant is willing to transfer to an anonymous other participant, without any form of reciprocation. Since a participant has the choice to send integers between 0 and 10 (and the total starting endowment is the equivalent of USD 10), the scale can be easily compared with survey measures of altruism, and transfers as a proportion of the initial endowment can be intuitively derived. In the Trust Game, two outputs are collected: *trust* and *trustworthiness*.

Trust is equal to the proportion of his or her initial endowment that Participant A is willing to send to Participant B: it is a manifestation of the belief that Participant B will engage in co-operative behaviour and reward Participant A for his or her willingness to do so. Trustworthiness is equal to the amount that Participant B sends back to Participant A, conditional on the amount received. It is hence a manifestation of the degree to which Participant B is willing to reciprocate Participant A's co-operative behaviour (Camerer, 2003).

Guidelines for interviewers

There are several important procedural factors that need to be explained clearly to respondents. First, it is important to state clearly *whom* participants are interacting with in both the Dictator and Trust Games. In a nationally representative study aimed at measuring trust on a national level, the participant should be matched with a random other respondent from the same country. This should be clarified before explaining the game. When multiple games are played, it is best practice to remind participants that the other participants are also from the same country, and that the participants are not the same as in the previous game, emphasising the non-repeated nature of the games. It is also important that participants are aware that they are interacting in the game in an anonymous manner. This prevents fear of retribution or strategic behaviour (Johnson and Mislin, 2011). In online data collections, player anonymity is implicit due to the mode of participation: participants are geographically separated, and their identity is not revealed.

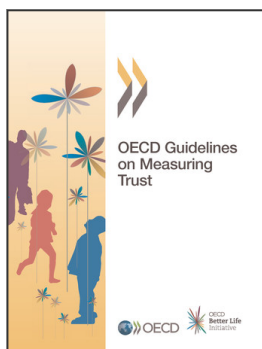
The second procedural factor that needs to be highlighted is *what* the participant is playing for. The incentives and endowments need to be clearly defined and easily accessible for the respondent in order to facilitate an informed decision. There are two approaches to representing the value of stakes in the Trust and Dictator Games. In the original Berg et al. experiment (1995), physical dollar bills were used in interactions, a strategy that has been modified to simplify implementation in online games by using references to currency values, which has been the practice in many subsequent studies (Johnson and Mislin, 2011). A different approach is to create an imaginary currency (tokens) and use a consistent exchange rate (e.g. 1 token = USD 0.20 in Kim et al., 2016). This approach ensures that the incentive is of exactly the same size in different countries, but it increases cognitive burden, because the token still needs to be converted into real money with varying exchange rates. In *Trustlab*, real national currency values are used in order to remind respondents that games involve real stakes.

Finally, it is critical that participants have a full understanding of the games before making their final decisions. The protocol included here sets out the rules of the game, but it is conventional that an explanation of the rules is complemented with additional guidance, for example, in the form of typical interactions (Berg et al., 1995), a visual simulation or a practice round.

In general, instructions or materials that actively mislead participants by stating or strongly implying something that is not true (e.g. telling participants that they are playing games versus another subject when they are actually playing a confederate of the experimenter, or a computerised robot, paying participants based on something other than the announced rules, or resolving random outcomes in a manner inconsistent with announced rules) count as deception and should be avoided at all costs.

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