Trust in Digital Government

The Method behind the Publication 'Trust in Digital Government 2022'

The publication presents a number of findings based on data from Statistics Denmark. The analysis of trust in public digital services is based on the theoretical insight that these data can be grouped into three distinct factors, which affect citizens' trust in public digital services. The three factors include citizens' individual characteristics (the individual level), citizens' perception of the public authorities (government level) and citizens' experience with and perception of specific digital services (technology and service-specific level).

The individual, government and service-specific level (independent variables) are used to understand general trust in e-government (dependent variable). The statements in Statistics Denmark's survey used to capture the three levels of factors in the TPSD-model are described in the following. All of the statements are asked on a 5-point scale from strongly agree to strongly disagree.

Factor	Statement
Individual level	I have the necessary technical abilities to use public digital services
Individual level	I prefer to use digital services to run my errands in the public sector
Individual level	I know what different public authorities can help me with as a citizen
Government level	It is easy to gain insight into what information public authorities have on me
Government level	The public sector takes good care of my personal information
Government level	It is my experience that the public authorities have the right skills to develop digital services
Government level	It is my experience that the public authorities develop digital services to make everyday life easier for me

Technology and service-specific level	My experience using public digital services are mostly good.
Technology and service-specific level	Public digital services work in roughly the same way as other apps and websites I use in everyday life

Note: Own grouping of statements after the TPDS-model's factors.
Source: Statistics Denmark, *IT-usage in the Danish population 2022* and Kristensen, Brünner & Duminski (2021).