

Research Abstract

The potential of e-government to strengthen public trust in government is well established. Yet, the degree to which democracies have realized such potential remains an issue of much debate. “In Pursuit of Trust: Determining the Impact of E-government on Public Trust in Government Across Democracies” offers scholars and practitioners insights into the impact of e-government on public trust in government across democracies, as well as the impact of quality of life and government economic performance factors on such trust. Through multivariate analysis of 2016 Organisation for Economic Co-operation and Development (OECD), United Nations E-Government Survey, Freedom House Freedom in the World, and Sustainable Development Solutions Network’s World Happiness Rankings country-level data, the study examines the influence of e-government, as well as e-participation, on public trust in government across 34 democracies, while controlling for measures of government economic performance and corruption, as well as subjective wellbeing, social trust, and economics. While no statistically significant relationships between measures of e-government development and public trust in government were found in the study, statistically significant relationships between measures of public trust in government and government economic performance and corruption, as well as subjective wellbeing, social trust, and economics, were identified. Study implications for democracies striving to improve public trust in government are discussed, and potential future research is determined.