

Review of the Chinese Government's Trust Reconstruction: Based on the Research of Government Quality

Mengting Ding

School of Public Affairs & Law, Southwest Jiaotong University, Chengdu, China

*Corresponding Author:

Mengting Ding

Email: 872412796@qq.com

Abstract: The quality of government is a key variable affecting the government's trust. Then, how to measure the quality of government? How to study the influence of government quality on government trust? This paper focuses on combing the research status of government quality and government trust at home and abroad, defines the concept of government quality involved in the article, and points out the importance of the division of government quality indicators. Through the literature review of the efficiency of the government, the rule of law, clean government effect on government trust, a general overview of the quality of government's trust in the government, provide basic materials for studying the relationship between government quality and government trust.

Keywords: Government quality; Government trust; Reconstruction

INTRODUCTION

The government trust is an important bridge between the people and the rulers, which is the core foundation of the legitimacy of the political system. At the same time, its significance to the political stability and the smooth functioning of the political system. However, that research shows that public confidence in the government continued to decline has become an international common phenomenon in the United States, Canada, Britain, Belgium, Italy, Spain, Ireland, Holland and other countries are faced with declining political trust.

At present, China's public trust is on the downward trend, and China in a social transition is in a period of frequent occurrence of a crisis of confidence. According to the "well-off" magazine in 2014 "credit off" survey shows that 49% of the people said "very worried" to the government, interpersonal relationship, company, about 37.8% people are more concerned about the credit crisis of the government. In the investigation of "you believe the government of various social and economic survey data", that "for reference only, a lot of adulterated ingredients" or "is absolutely false, never believe the proportion is as high as 91.1%, while in the 2010 survey, the proportion is 79.3%. Public confidence is down 10 percentage points. National University of Singapore professor Zheng Yongnian said since the reform and opening to the outside world, "the Berlin wall "has not appeared while the economy is developing at a high speed, but there has been an increasingly thick wall, that is" a wall of social "built with high strength distrust. These walls not only exists between labor and capital, between the poor

and the rich, but also exists between the people and the government. From experience, anxiety, panic filled in the society in recent years, especially the frequent occurrence of social anger, violent attacks events show that the wear and tear of China's political trust has been serious. Some people even think that what the government says are all doubt, this has become the habit of most people, Chinese people have become "old unbelief".

At the same time, under the new public management movement in the west, the Chinese government has continuously pushed forward the modernization reform, and has made great efforts to improve the quality of the government. This article hopes to analyze the trust crisis at the present stage based on the government's quality, and explores the complex relationship between the government's quality and the trust of the government, and finally put forward the necessary suggestions for the promotion of the government's trust.

LITERATURE REVIEW AT HOME AND ABROAD

Government trust

Government trust is an important dimension of political trust. Political trust has two important dimensions, the first is the current government and trust in the political authority, commonly known as the government trust; the second is the government system and the political system of the trust, commonly known as the government trust or political trust. This article only discusses government trust. Government trust is a kind of belonging psychology and evaluation attitude

between the public expectation and cognition and the government operation. The deep-seated reason for government trust or government distrust lies in the gap between public expectations and perceptions of government. The dependent variable of government trust consists of three levels: The trust of particular government worker, the trust of particular government body, and the trust of a general institutional environment.

At present, the research on government trust is focused on the following aspects:

(1) The study of the basic elements of government trust

At present, there are a lot of research on the basic elements of government trust, which are the most basic content of government trust. Mainly include: the rise of the theoretical basis of political trust and social background; the meaning and level of political trust (structure) and measurement; research and value characteristics of the concept, the formation mechanism of the political trust; political trust; facing the dilemma of political trust and strategic choice etc..

(3) Research on government trust and specific groups

Specific individuals including rural residents, city residents, white-collar workers, students and consumers. The existing research mainly includes the data of investigating the current situation of public cultural service in rural areas, Taking rural public cultural service as an example, this paper probes into the influence and function of public service on enhancing the political trust of rural residents to the grass-roots government; A study on the formation mechanism of urban residents' political trust; social status and influence factors of the modern white-collar political trust; political trust structure and causes of college students; the influence of government trust to consumer behavior research .

(3) Micro study of political trust and its influencing factors

At present, the research about government trust focused more on the microscopic study, study a specific influence factor effect on government trust, such as information disclosure of empirical research on trust in government; government transparency and trust in government; Political trust, interpersonal trust and non traditional political participation; influencing factors of trust in government: based on the media research perspectives; Research on citizen participation, citizen expression and government trust.

(4) The study of government trust and risk communication

Since the 1980s, there has been a great deal of research on the relationship between trust and risk perception, and trust is regarded as an important prerequisite for effective risk communication. The position and function of trust in risk communication is paid more and more attention. The goal of risk communication is to obtain the trust of all parties, and to achieve the consistency of risk cognition among all parties. The government as the master and publisher of risk information plays a vital role in the government, how to design the process of public risk communication, Dealing with the public perception of risk perception in risk oriented environmental projects. The existing studies include: risk communication, government information trust and consumer purchase recovery; the role of political trust in risk communication; the impact of risk communication on government trust.

Government quality

"Quality of Government" as a new concept of assessing government work, its attention has been rising in recent years. The quality of government is different from the quality of governance, government performance and other related concepts, the main emphasis is on the government itself, is a measure of the government policy formulation and implementation of the quality, focus on the formulation and implementation of the quality policy measure, the government work assessment results to advocate non oriented. The concept of government quality academic definition is still in the exploratory stage, at the same time, the quality of government and institutional quality, often governance concepts such as mix, but we can still find the definition from the definition of the quality of government has been a growing tendency to make up for lack of previous similar concepts, highlighting the evaluation process of formulating and implementing the policy of the government.

The Rothstein and Teorell [1] put forward clearly the quality of government is a concept of procedural justice, that "quality for the government to provide a clear and rich connotation, universal and measurable conception". Fan Bohong (2011) believes that the quality of government is the extent to which the government benefits its clients and whether the government develops and implements decisions in a manner that is legal and socially acceptable". Fukuyama [2] will be defined as "the quality of government or the implementation of the rules, provide the public service ability", which is the approval and use of the definition of the concept, which is a key feature of the quality of government is the exercise of public power to avoid leaning to either side to maintain. At present, the research on government quality mostly focuses on the

concept definition, the influence factors of government quality, and the research on the government quality difference between different countries and regions. There are also a few scholars with cross database data, attempts from the multi-dimensional government quality measurement more comprehensive, but because of the different definitions of database index, the index fit is poor, or even a different index meaning overlap condition. This article uses the three international indicators of governance, corruption and government performance to measure the quality of government, and to study the complex relationship between it and government trust.

(1) Ruling the country by law

Rule of law is in accordance with the law of governance reflects the will of the people and the law of social development of the country, and not in accordance with the individual will, advocate the governance of the country; the requirement of the political, economic and social activities of all operation in accordance with the law, without any intervention, the individual will obstruct or damage. Here will quantify the rule of law, mainly through laws and regulations formulated by the quality and quantity, and the public on the rate of miscarriages of justice according to the law of perception (questionnaire) index.

(2) Government efficiency

The government efficiency is quantified as follows: first level index, two level index and basic index. The first level indicators include government public service, government public provision and government scale. two level indicators include: government public services (health education, public security service, meteorological services), the government's public offer (social infrastructure, city infrastructure), the size of government (the government relative scale, government consumption, social security, social security input output).

Three indicators include: illiteracy, semi illiteracy rate, traffic accident rate, crisis management effect, etc. (specific indicators need to be screened according to the actual situation of the investigation).

(3) Government corruption

Mainly through the petition rate, property disclosure system, corruption case, the public perception of government corruption and other indicators to measure. By analyzing the relationship between the indicators of government corruption and government trust (regression analysis). Propose concrete measures to enhance public confidence in the government.

The relationship between government quality and government trust

The quality of government is a key variable affecting the government's trust. Then, how to measure the quality of government? Scholars have done a lot of research on the government performance, the rule of law and the government's corruption.

Studies abroad have concluded that the main reason people distrust the government is that the government is inefficient, waste public money and spends the wrong policy [3], Volcker believes that people evaluate the overall performance of the government is low, and the political Qili disillusionment is the main cause of the decline of government [4]. Hu Rong [6] studied the social capital and government performance effect on government trust, the study found that two had significant effect, and the influence of government performance over the impact of social capital, the satisfaction of the government performance is the impact of Citizen Trust in government is the most important factor, and the public satisfaction with the low level of government agencies has a significant influence on the overall government citizen trust.

Some scholars believe that the local government especially the local government and public officials are generally not trust, largely related with the years of local government the doings show naked to profit for the purpose of the company .The frequent exposure of rent-seeking and corruption events and the constant occurrence of terrorist incidents push political trust to the abyss step by step. The United States Justice salmon. P. Zeiss said "the law is the distribution of interests". Even the most savage government has a system of rules and regulations about the distribution and operation of its own power, or the regime can not last long. Scholars have done a lot of research on the influence of the rule of law on government trust, and by measuring the content of legislation and the number of legislation to rule the rule of law, to a certain extent, it represents the influence of the rule of law and government trust.

According to Bo. Rothstein's [5] "government quality: the government's ability to govern and corruption, social trust and inequality", three kinds of government quality indicators are the world bank law, government efficiency indicators, the World Bank Transparency International corruption index. At the same time, he pointed out that when the doings of a government increased people's well-being, the working of democracy gained public recognition, and corruption in government are under control, then the credibility of the government or the system will lead to increased government or political system of trust. From this point of view, the quality of government can enhance their

confidence in government institutions through the well-being of the public.

Specifically: the rule of Law Dimension of the quality of government can solve the social public problems faced by the government in accordance with the law to increase public trust; efficiency dimension of government quality and improve the quality of public service, can let the public feel their interests are protected and enhanced trust in government; The incorruptible dimension of government quality can make the public feel the clean and honest situation of the administrative organs, it has been considered as an important factor of trust in government, if the public thinks that the administrative personnel occupation moral good, the public will be higher on their level of trust.

CONCLUSIONS

Accordingly, the higher quality of government services will lead the public have a higher tendency to evaluate the ability of administrative institutions, goodwill and integrity, and the public trust in the government will be higher. To sum up, the following hypotheses are proposed:

H1: government quality is positively related to government trust;

H1a: the rule of law is closely related to the government's trust;

H1b: The government efficiency is positively related to government trust;

H1c: the integrity of government services is positively related to government trust.

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