

## Trust of Population Within Social Relations System of the Population: a Case Study of Nasleg Administration in the Republic of Sakha (Yakutia)

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### ABSTRACT

The research consists in studying the level of population's trust in nasleg administration (in the administrative-territorial unit) of MS "Khatyryksky nasleg" of Namsky ulus using the case study. The leading research methods for the problem are empirical methods that allow revealing the level of population's trust in administration. The population of Khatyryksky nasleg is satisfied with the quality of state services provided by the nasleg administration. The index of the nasleg administration is higher than that of the ulus administration, although both values exceed the high population trust index mark. The population's satisfaction with the activity of local government agencies is an index by which the efficiency of activity of the local self-government agencies can be determined in the sphere of municipal administration organization. This index characterizes the extent of the population's satisfaction with the activity of the local self-government agencies and its level of trust in government. It has been revealed that the population of MS "Khatyryksky nasleg" of Namsky ulus is not frank enough in expressing their opinion about the authorities. This research will allow administration enhancing the efficiency of using the tools for implementation of social and economic strategies and municipal structures development programs which influence the welfare and quality of life of the population.

### KEYWORDS

Municipal administration, trust, authorities, administration, political sociology

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### Introduction

In daily life, everyone needs from time to time certain reference and standard information about their rights and responsibilities in the form of various certificates and documents that can only be provided by the authorities. It is for obtaining such information and documents that a citizen has to directly contact the authorities of various levels. However, if the citizen spends much effort and time or faces an unacceptable attitude and bureaucratic hurdles then he develops a negative attitude not only to those representatives of government he has to deal with directly but to all government as a whole.

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It is at the daily life level when receiving the information services from the authorities that most people form their attitude to the authorities. Yet if the society turns out to lack sufficient information about the decisions made and prepared a number of actions of the legislative power, about the current events and situation in social, economic, social and political spheres, and if citizens and social structures cannot obtain valid, objective and necessarily documented information on the questions that interest them, then favorable conditions arise in the society for emergence of various conjectures and stable myths that as a rule show a negative attitude towards the authorities. In such situations, mistrust and suspicion will prevail in the society's attitude to the government and all actions of the authorities, even those objectively aimed at satisfying the interests of each person and the society as a whole, will be perceived in the society poorly. With regard to this, it should be borne in mind that mistrust to authorities is initially peculiar to a person, for even the democratic government in its nature is designed for functions of certain coercion and limiting the person's freedom in the interests of the entire society. It is these provisions that give relevance to the study. The object of the study is the population of Khatyryksky nasleg (Khatyryksky rural settlement) of Namsky ulus (Namsky rural area). The subject of the study is the population's trust in the settlement administration of the municipal structure "Khatyryksky settlement" of Namsky rural area. The objective of the study consists in using a case study of the research object to find out the level of population's trust in the settlement administration of the "Khatyryksky settlement" MS of Namsky rural area. Many researchers tend to consider trust as a condition of independent choice to be one of the principal features of the modern society distinguishing it from the traditional one. The modernity forms a special environment from which the "copresences" that are characteristic of the traditional lifestyle pattern gradually disappear. The logics of an individual's actions becomes less predictable, hence the opportunities for controlling the actions of others get limited. Such non-transparency of a large quantity of social situations, an opportunity to choose generates a need of finding other ways than the traditional society ones for maintaining stability of social interactions.

### Literature Review

The review of approaches to determining the notion of trust should be commenced from the ideas of G. Zimmel (1999) and F. Tjonnis (2002). In their works, the conditions and signs of the transition from the traditional society to the modern one during which the nature of trust changes. So, in the modern society, trust remains one of the ways for maintaining the stability of social interactions acquiring an impersonal character. As G. Zimmel (1999) believes, the modern societies are characterized by reduction of the area of personal trust, as other grounds for exchange become relevant, in particular, the impersonal trust: social interactions are objectified and the essence is brought down not to exchange between individuals but to exchanging a certain object. In this case, trust is not an expression of admitting the partner's personal reliability but acts as a depersonified guarantor of continuation of the interactions. Personal features of the exchange participants lose the previous meaning giving their place to objects. Exchange is viewed as "objectivation of human interactions" and the impersonal and fragmented character of today's society due to objectivation of culture leads to loss of the need of personal knowledge.

F. Tjonnis (2002) analyzes the phenomenon of trust similarly to G. Zimmel (1999), within the context of determining the key characteristics of the modern society. According to F. Tjonnis (2002), the influence of the phenomenon of "modern trust" is most notable in the economic sphere where not all the scope of contractual relations is

controlled by law (by the state). Under such conditions, the participants set rules the adherence to which much depends on the partners' ideas about reliability and responsibility, as well as on the credit capacity of the other "entity". This is not a feeling of trust resulting from the intimate nature of the community life but a necessity of introducing some certainty during exchange. When entering the exchange relations, the "entity" is included into the sphere of the shared (social) will every time getting under influence of the common opinions and values. Thus, the social opinion concentrates the social knowledge giving an opportunity to pay trust under the lack of experience of direct interaction.

J.M. Lewis et al. (2014) conducted a quantitative research where they studied the notion of social capital – trust of population in social and economic reforms in the society. In their study, I. Isiguro & Y. Okamoto (2013) described the theory of trust emancipation in society and the results of studying the social incertitude in the Japanese society. They came to the conclusion that those having a lower income and receiving social support have a greater trust in the state. The work by J.Wu & Ch. Francisco (2014) analyzes the level of trust in and that of agreement with the decisions of the authorities, the level of group cohesion, with the mechanism of feedback from the state demonstrated. H. Gyuseog & Ch.Sang-Chin (2011) conducted a sociological analysis of the level of trust – social capital as a case study of Asian countries. It has been revealed that the level of trust in the state and non-commercial organizations are influenced by the closeness of relations, culture in the society, traditions and customs of the state. As a result of a sociological survey, R. Pevnick (2009) has found that the quantity of immigrants influences the level of trust in authorities: the higher the quantity of immigrants is, the lower the level of trust in the state administration agencies is. Empirical proofs of the statement on the adjustment of social trust issues, governmental regulation and normative approach. K. Bijlsma-Frankema & A.C. Costa (2005) study the relation between the notion of trust and control in the state, the efficiency of reforms.

Research methodology issues were deeply considered at the international level in the works of O. Fedotova & O. Chigisheva (2015), A. Moravcsik (2014). F.J. Elgar (2010) research reflects the results of the study showing the difference in the level of income and public health in the light of the social reforms of the state. Some scholars (Buyukcan-Tetik et al., 2015; Mohseni & Lindstrom, 2007; Wang & Ma, 2016; Mihajlova & Popova, 2015; Rouchier, 2002; Isiguro & Okamoto, 2013; Kashima et al., 2008; Wilson, 2016) research different aspects of social problems in contemporary society and the level of people's trust to the state that is considered to be the key to efficient functioning of the society (Jovanović, 2016; Laborde, et al., 2014; Yee, 2015) and is formed mainly through competent use of media resources (Zolfaghar & Aghaie, 2012; Hung-Baesecke, Yi-Ru & Boyd, 2016, Schilke, Reimann & Cook, 2013).

Thus, the interest in the problem of trust is associated both with the attempts to build a general concept of modern society and with analyzing individual types of social communities. Various directions of research are possible in this problem range: trust as solidarity, trust as a social capital, trust as a way for reduction of transaction costs, main types of the modern trust and situational analysis of trust relationships.

### **Methodological Framework**

As the research method, the authors selected that of formalized interview with the tools (questionnaire form) prepared in advance, permitting no changes in wording and the order of putting the questions which allows covering a sufficient quantity of respondents and finding out their opinions as for the questions put with the required extent of depth. Today, in order to evaluate the level of trust, both foreign and Russian



researchers have worked out and rather widely used the "unidimensional" trust indices. For instance, Autonomous Nonprofit Organization Analytical Center of Yuri Levada (ANO Levada Center) (2016) created a renewed technique of calculation the social moods index, according to which they began to take into account the estimates of the population's level of trust in the basic governmental institutions. The index of trust TI is calculated as a total of the "completely trusting" percentage T and half of the "not quite trusting" share  $\check{T}$ , minus the percentage of "not trusting" NT and adding 100:

$$TI = T + \check{T}/2 - NT + 100.$$

The methods of calculating the aggregated index in the renewed technique remain unchanged: the questions used for building the index are aimed at singling out the positive or negative evaluations (or the directions of change of the evaluations) in order to focus the attention on the index behavior. In each question, an individual index is built up as the difference of shares of positive and negative answers and 100 is added to avoid negative values of the index. Thus, the index can change within the range of 0 to 200, with index values that are less 100 meaning the negative evaluations prevailing. A high absolute level of the particular trust index implies the trust index TI exceeding 100%.

In February-March of 2016, the respondents (citizens of the "Khatyryksky settlement" MS of Namsky rural area) were asked to evaluate to what extent the following local self-government agencies deserve trust:

- Head of Namsky rural area;
- Administration of Namsky rural area;
- Head of Khatyryksky settlement;
- Administration of Khatyryksky settlement.

In order to achieve representativeness of the survey results, for all the adult population of Khatyryksky settlement, the authors used the quota sample formed on the basis of statistical data of age and gender characteristics and the data about education of the population. The parameters of quotas reproduce the population structure and are a micromodel of the object studied. The total scope of the sample is 100 respondents.

**Table 1.** Total quantity of the population of Khatyryksky settlement

Age	Total quantity of the population	Men	Percentage	Women	Percentage
18-19	16	8	48%	8	52%
20-24	82	43	53%	39	47%
25-29	90	46	51%	44	49%
30-34	78	39	50%	39	50%
35-39	86	45	52%	41	48%
40-44	88	55	63%	33	37%
45-49	72	42	58%	30	42%
50-54	58	29	50%	29	50%
55-59	45	13	28%	32	72%
60-64	50	18	37%	32	63%
65-69	39	16	42%	23	58%
70 and older	32	11	33%	21	67%
Total	736	365		371	

Source: compiled by the authors on the basis of the data provided by Administration of Khatyryksky settlement.

**Table 2.** Quota assignment for the interviewer

Age	Men	Women	Total
18-19	1	1	2
20-24	6	5	11
25-29	6	6	12
30-34	5	6	11
35-39	6	6	12
40-44	7	5	12
45-49	6	4	10
50-54	4	4	8
55-59	2	4	6
60-64	3	4	7
65-69	2	3	5
70 and older	1	3	4
Total	49	51	100

Source: compiled by the authors.

The questionnaire form includes 18 questions determining the attitude and extent of trust of the Khatyryksky settlement population in the settlement administration. When developing the research tools, indices that allow analyzing the general attitude of the respondents to the settlement administration – the overall evaluation of its activity and the level of trust in it – were integrated in the questionnaire. Alongside with that, it was expected to find out if there was a relation between these two most important parameters of attitude to the municipal government agencies. During the survey (February-March 2016), the respondents were asked to select a word that would describe their attitude to the administration of the "Khatyryksky settlement" municipal formation in the most precise way.

Two expert interviews were conducted on the basis of the "Khatyryksky settlement" municipal formation of Namsky rural area in March 2016. The following people were selected as experts:

1. Head of administration of the "Khatyryksky settlement" municipal formation of Namsky rural area;
2. A citizen of Khatyryksky settlement of Namsky rural area, labor veteran, veteran of the State and municipal service.

Each expert was asked to answer questions of the survey tool prepared in advance.

## Results and Discussions

During the research, the following results were obtained. The word "respect" was selected the greatest number of times – by 23 respondents. Other most popular answers included "trust" and "support" – in 20 and 22 respondents, accordingly. 26% of the surveyed chose the word "indifference". And it is only 9 respondents that said the word "mistrust" described their attitude towards the local self-government agencies in the most exact manner. The majority of the population surveyed – 65% – selected the positive answer options as ones describing their attitude to the administration of the Khatyryksky settlement MS most precisely.

To answer the second question – whose thoughts and ideas in the respondents' opinion are represented by the officials of Khatyryksky settlement, the majority chose



the "ones of their superiors" option (39%), with 30% answering that the officials represent the interests of the population. 17 respondents think it is the state, and 9 respondents believe the settlement administration represents its own interests only.

**Table 3.** Contingency of the respondents' age and their answers to the question "In your opinion, whose thoughts and ideas do the officials of the administration of Khatyryksky settlement of Namsky rural area represent?"

Answer options	18-34	35-54	55-70 and more	Total
Ones of the state	4	10	4	18
Ones of the superiors	15	14	12	41
Their own ones	4	2	3	9
Ones of the population	9	15	8	32
Total	32	41	27	100

Source: compiled by the authors.

Practically all of the respondents surveyed address to the local self-government agencies on a regular basis, and only 6 respondents admitted to have never gone to get any services to the local self-government agencies of Khatyryksky settlement. Most respondents turn to them once every 2-3 months (33%).

**Table 4.** Contingency of the respondents' age and their answers to the question "How often do you address to the administration in order to solve certain questions?"

Answer options	18-34	35-54	55-70 and more	Total
1-2 times per month	3	6	6	15
Once every 2-3 months	14	15	4	33
Once every half a year	3	6	9	18
Not sure	8	11	8	27
Total	28	38	27	93

Source: compiled by the authors.

The population of middle age (from 35 to 54 years old) addresses to the administration of Khatyryksky settlement the most frequently. The respondents said they turned to the administration for solving certain problems once a month or several times every 2-3 months (21% of the respondents). The population's satisfaction with the activity of the local self-government agencies, including their information openness, is an index by which the efficiency of the activity of the local self-government agencies in the sphere of organizing the municipal administration. This index characterizes the population's satisfaction with the activity of the local self-government agencies, its level of trust in the authorities, including the social and economic policy carried out in the region, as well as the extent of openness of the executive power agencies.

Many (23%) of the respondents were not sure to answer the question about their satisfaction with the accessibility of information about the procedure and results of activity of the municipal officials. However, almost half of the surveyed said they were not satisfied with the accessibility of information (47%). The remaining 30% answered they were satisfied with the information about the activity of the municipal officials. The majority – 46% – of the respondents are satisfied with the quality of replies received from the local self-government agencies to their requests in the oral and written form, while 21% were not sure to answer. The question "Do you consider the terms of answering your requests acceptable?" was answered in the positive by 55% of

the respondents, with 45% saying the terms were unacceptable. The professionalism level of the municipal officials satisfied 42% of the respondents, with 39% being not satisfied by it and 19 respondents being not sure to answer. The level of state services provision by the administration of Khatyryksky settlement was evaluated as excellent by 2% of the respondents, as a good one – by 29%, and as a satisfactory one – by 47% of the surveyed 100. 22% of the respondents marked the "bad / unsatisfactory" option. On balance, the respondents evaluated the work of administration as "satisfactory".

Therefore, a general conclusion can be made from the above that the population of Khatyryksky settlement is on average satisfied by the quality of state services provided by the settlement administration.

The authors have calculated the index of trust TI. In Table 5, TI (the head of the rural area) =  $65 + 26/2 - 3 + 100$  TI (the head of the rural area) = 175%.

**Table 5.** The extent the head of Namsky rural area deserves trust

Head of Namsky rural area	Quantity of respondents	Percentage
Completely deserves	65	65%
Not completely deserves	26	26%
Does not deserve at all	3	3%
No answer	6	6%
Total	100	100%

Source: compiled by the authors.

**Table 6.** The extent the head of Khatyryksky settlement deserves trust.

Head of Khatyryksky settlement	Quantity of respondents	Percentage
Completely deserves	44	44%
Not completely deserves	41	41%
Does not deserve at all	8	8%
No answer	7	7%
Total	100	100%

Source: compiled by the authors.

In Table 6, TI (the head of the settlement) =  $44 + 41/2 - 8 + 100$  TI (the head of the settlement) = 156,5%. As it is clear from the calculations, the index of trust of the head of Khatyryksky settlement is much lower than that of the head of Namsky rural area. Nevertheless, both enjoy a high level trust with the population of Khatyryksky settlement, with the value exceeding 100%.

**Table 7.** The extent the administration of Namsky rural area deserves trust

Administration of Namsky rural area	Quantity of respondents	Percentage
Completely deserves	38	38%
Not completely deserves	48	48%
Does not deserve at all	6	6%
No answer	8	8%
Total	100	100%

Source: compiled by the authors.

In Table 7, TI (the administration of the rural area) =  $38 + 48/2 - 6 + 100$  TI (the administration of the rural area) = 156%.

**Table 8.** The extent the administration of Khatyryksky settlement deserves trust



Administration of Khatyryksky settlement	Quantity of respondents	Percentage
Completely deserves	47	47%
Not completely deserves	42	42%
Does not deserve at all	5	5%
No answer	6	6%
Total	100	100%

Source: compiled by the authors.

In Table 8, TI (the settlement administration) =  $47 + 42/2 - 5 + 100$  TI (the settlement administration) = 163%.

Similarly, the calculations performed demonstrate that this time the trust index of the settlement administration is higher than the one of the rural area administration, although both values exceed a high population trust index mark.

In a talk to the head of administration of the municipal structure, it has been found out that no studies of the population's level of trust in the settlement administration of the "Khatyryksky settlement" municipal structure of Namsky rural area were conducted before. According to the result of the questionnaire survey conducted by the authors, it has been revealed that both the administration and head of the municipal settlement administration have a relatively high absolute level of the particular trust index (its values exceeding 100% stand for the positive evaluations prevailing, in particular, the head scored 156,5, and the administration – 163). As it has been found, the administration does not provide for any special measures aimed at forming trust with the population. However, the administration, in particular – head of the municipal structure, pay much attention to the spiritual condition and development of the population. For this purpose, lecturers speaking on the important topics of personal development, mental integrity, the good in the world, selecting one's path, health improvement methods and many others have already visited the settlement several times. As the head of the municipal structure administration believes, "Trust is built up from honesty, and honesty – from accepting oneself, accepting and understanding what is happening".

The "Khatyryksky settlement" municipal structure has got its page in the official website of the government of the Republic of Sakha (Yakutia) which is updated on a regular basis. It should be recalled that the availability of the official website for a municipality is stipulated by the federal law in order to ensure the citizens' access to the information about the activity of the local self-government agencies.

The head of the "Khatyryksky settlement" municipal structure mentioned that people became much franker and they clearly expressed their opinions: "We live in a time when everything is broadly covered by the mass media. On the television and in newspapers, they speak much about politics, not only about the world powers but also about municipal administrations. Everybody has got their own opinions and everybody has the right to express it openly without fearing any pressure. This is clearly stated in our laws. Even when meeting the head of the republic, a simple worker can stand up and speak his mind and introduce his suggestions".

The same opinion is shared by the expert – the veteran of the State and municipal administration. When asked about the frankness of the officials and the population, the expert has confirmed the population is becoming more open in expressing their opinions yet there has been no certainty in this respect as for frankness of the officials. The words of the officials are not always up to reality. The expert listed some criteria which would promote trust in the administration of the "Khatyryksky settlement" municipal structure. First, this is creation of new jobs. The main drive force in the work



of administration is the wish to improve the quality of life of the population, with new jobs playing a special part in it. Jobs should be granted to the young people in order to avoid "brain drain". This problem has to be placed at a larger scale level by the administration. Second, one of the criteria for enhancing the trust are the specialists whose qualifications are up to their positions.

The results of the study conducted provide answers to the suppositions put forward earlier.

Hypothesis 1: the population's level of trust in the settlement administration is influenced by the extent of efficiency of activity of the administration and the population's satisfaction with this activity. The population's satisfaction with the activity of the local self-government agencies is an index using which the efficiency of the activity of the local self-government agencies in organizing the municipal administration is determined. This index characterizes the population's satisfaction with the activity of the local self-government agencies and its level of trust in the authorities.

For revealing the overall mark of the population's satisfaction with the activity of the local self-government agencies, the respondents were asked to answer 4 questions. The majority – 46% – of the respondents are satisfied with the quality of replies received from the local self-government agencies to their requests in the oral and written form, while 21% were not sure to answer. The question "Do you consider the terms of answering your requests acceptable?" was answered in the positive by 55% of the respondents, with 45% saying the terms were unacceptable. The professionalism level of the municipal officials satisfied 42% of the respondents, with 39% being not satisfied by it and 19 respondents being not sure to answer. The level of state services provision by the administration of Khatyryksky settlement was evaluated as excellent by 2% of the respondents, as a good one – by 29%, and as a satisfactory one – by 47% of the surveyed 100. 22% of the respondents marked the "bad / unsatisfactory" option. On balance, the respondents evaluated the work of administration as "satisfactory". The mathematical calculation of the population's trust index for the settlement administration and the head of the "Khatyryksky settlement" municipal structure has demonstrated 163% and 156,5%, respectively (the values exceeding 100% stand for the positive evaluations prevailing). So the hypothesis has been confirmed. During the study, a rather close connection between the level of trust expressed in the settlement administration and evaluation of their activity: the higher the evaluation of their activity, the higher the level of trust expressed in them.

Hypothesis 2: A high level of frankness between the population and the government, i.e. the people nowadays speak frankly about their attitude to the authorities, and the words of the officials are up to the reality. This supposition is only confirmed in part. The questionnaire survey has shown that most respondents believe the words of the officials of Khatyryksky settlement (34%). No respondent chose the item "always / almost always lie or keep back the truth". Meanwhile, the question about frankness of the population has got completely opposite results. 22% of the surveyed say almost all or the majority of people today frankly speak about their attitude to the authorities without keeping back what they really think about them. "Half answer frankly, the other half do not," 38% answered, and 26% of the surveyed ones chose the item "The majority keep back what they think". By the respondents' answers, it is evident that the population is not frank enough in expressing their opinion about the government.

Hypothesis 3: The extent of trust demonstrated by the population depends both on the authority level (settlement administration, area administration) and the evaluation



object (head of the administration agency (the head) or the power structure headed by him (administration)). The calculation of the trust index has confirmed this hypothesis. The geographically close municipal administration agency, the administration of the "Khatyryksky settlement" municipal structure has got a higher value of trust index – 163% - than the administration of the rural area – 156%. According to the results obtained, the level of the population's trust in the head of the municipal structure is lower than that to the administration of the "Khatyryksky settlement" municipal structure itself. Experts explain this phenomenon as follows: head of administration is an elected position while the administration as a municipal authority has already earned a certain reputation for many years, an image which has got a positive characteristics among the Khatyryksky settlement population, as the research has demonstrated.

Proceeding from the results of the empirical study conducted, the following practical recommendations aimed at enhancing the population's level of trust in the administration of the "Khatyryksky settlement" municipal structure of Namsky rural area can be suggested.

1. Duties of an official responsible for public relations have to be added into the job description of the leading specialist of the "Khatyryksky settlement" municipal structure.

2. The leading specialist should continuously monitor the level of population's trust in and satisfaction with the activity of the settlement administration and the head of the municipal structure.

3. The deputy head keeping the official page of the "Khatyryksky settlement" municipal structure should create the Internet-based public office and supply more detailed information in the empty sections of the webpage.

4. Instructional measures for improving the population's Internet literacy should be taken on the basis of Khatyryksky comprehensive secondary school named after M.K. Ammosov.

## Conclusion

In the daily life, each person faces the question touching on the problem of trust in this or that way: whether I can trust this man, whether the publications of this newspaper can be trusted, whether this company is trustworthy, whether I should trust my savings to the bank and so on. All of them draw the attention directly or indirectly to the phenomenon of trust as a result or a condition for decision making. The majority of such situations are related to the problem of choosing only one action option from several possible ones: by making their choice people in fact show an act of trust in a certain person, organization, word etc. Many researchers tend to consider trust as a condition of independent choice to be one of the principal features of the modern society distinguishing it from the traditional one. The modernity forms a special environment from which the situations of "copresence" that are characteristic of the traditional lifestyle pattern gradually disappear. The logics of an individual's actions becomes less predictable, hence the opportunities for controlling the actions of others get limited.

The research conducted has completely confirmed two of the suggestions made. During the study, a rather close connection between the level of trust expressed in the settlement administration and evaluation of their activity: the higher the evaluation of their activity, the higher the level of trust expressed in them. The hypothesis was confirmed by calculation of the index of trust. The geographically close municipal administration agency, the settlement administration of "Khatyryksky nasleg"

municipal structure has got a higher value of trust index – 163% - than the administration of the rural area – 156%. According to the results obtained, the level of the population's trust in the head of the municipal structure is lower than that to the administration of "Khatyryksky settlement" municipal structure itself. Experts explain this phenomenon as follows: head of administration is an elected position while the administration as a municipal authority has already earned a certain reputation for many years, an image which has got a positive characteristics among the Khatyryksky settlement population, as the research has demonstrated.

The hypothesis about a high level of frankness between the population and the government was only confirmed in part. The questionnaire survey has shown that most respondents believe the words of the officials of Khatyryksky settlement (34%). No respondent chose the item "always / almost always lie or keep back the truth". Meanwhile, the question about frankness of the population has got completely opposite results. 22% of the surveyed say almost all or the majority of people today frankly speak about their attitude to the authorities without keeping back what they really think about them. "Half answer frankly, the other half do not," 38% answered, and 26% of the surveyed ones chose the item "The majority keep back what they think". By the respondents' answers, it is evident that the population is not frank enough in expressing their opinion about the government.

Thus, trust is becoming one of the fundamental processes in today's world. The topic of trust acts as a crucial one in the relationships of the state and the civil society, between different institutions, between individual social groups and citizens. The power not enjoying the people's trust is doomed. Meanwhile, trust in the authorities is made up first of all by the efficient implementation of social policy, taking care of people, by ensuring the normal conditions of life, and by providing support for the socially vulnerable groups of population first of all.

### Disclosure statement

No potential conflict of interest was reported by the authors.

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