IPSA RC27 International Workshop 2025
Structure and Organization of Government (SOG)

Building Citizen Trust in Times of Crisis: Challenges and Opportunities for the Administrative State

December 4–6, 2025 (Thursday to Saturday Morning)
Universitat Pompeu Fabra, Campus Ciutadella, Barcelona

Introduction

The traditional approach to state intervention—relying on coercive measures and compulsory compliance—has historically been effective and played a significant role in the expansion of the administrative state throughout the 20th century. However, this model has also contributed to growing public dissatisfaction and a widening disconnect between the state and its citizens. To address this issue, a shift from a government-centric model to a governance-oriented paradigm appears necessary. This transition is guided by contemporary perspectives that link government transparency, the reduction of administrative burdens, and the reinforcement of democratic values with increased public trust. In essence, the administrative state must forge stronger connections with citizens to enhance its responsiveness and legitimacy.

Rebuilding the bond between citizens and the administrative state is more urgent than ever in a world increasingly marked by crisis. Existential threats—ranging from climate change and pandemics to geopolitical conflict, technological disruption, and social fragmentation—challenge our collective survival. At the same time, democratic institutions are under growing attack, authoritarianism is on the rise, and liberal values are being increasingly questioned. These forces are reshaping how we understand the role and responsibilities of the administrative state.

In this context, the administrative state plays a vital role in assessing and managing complex risks by gathering information, setting standards, and influencing behavior. However, during times of crisis, public disaffection with the administrative state presents a significant obstacle to delivering legitimate and effective responses. Navigating an evolving political landscape only adds to this challenge. Rebuilding citizen trust is therefore essential to restoring this critical connection. To build trust in a rapidly changing world, the administrative state must reduce bureaucratic barriers that hinder citizen engagement with state institutions and their delegated actors. Additionally, leveraging digital tools to streamline these connections is becoming increasingly important within a modern governance framework.

Workshop aims and thematic lines

The workshop aims to explore the extent to which the administrative state enhances citizen trust—both interpersonal trust and trust in public institutions and services—in contexts where multiple threats across geographical, functional, and organizational boundaries challenge societies globally. It also seeks to examine how the administrative state enhances trust, with whom it does so, and the factors that explain its role in this process. The workshop takes a distinctly organizational perspective, exploring both theoretically and empirically the characteristics and capabilities of government organizations to anticipate, manage, and adapt to socio-political, economic, and environmental challenges, all while fostering citizen trust.

Venue

All plenary and parallel sessions will take place at the Mercè Rodoreda Building, Ciutadella Campus, Universitat Pompeu Fabra:

- **Main sessions:** Mercè Rodoreda Auditorium (Building No. 23)
- **Parallel sessions:** Room 24.009 (Building No. 24)

Workshop conveners

- Jacint Jordana (Universitat Pompeu Fabra / Institut Barcelona d'Estudis Internacionals)
- Juan Carlos Triviño-Salazar (Universitat Pompeu Fabra)

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Programme

Note: An asterisk (*) indicates the presenting author.

Thursday, December 4

08:30 – 09:00 Registration

09:00 – 09:15 Opening Session
Welcome Remarks

09:15 – 11:00 Panel 1. Digital Governance and Trust
Chair: Raquel Gallego (Universitat Autònoma de Barcelona)
Discussant: David Levi Faur (Hebrew University of Jerusalem)

- Abena Bimpomaa Amponsah* (Cocoa Marketing Company), Frank Ohemeng* (Concordia University) & Rosina K. Foli (University of Ghana)
  The Administrative State and Citizen Trust in an Era of Digital Governance in Developing Countries: The Ghanaian Perspective
- Oliver James*, Sen Lin & Clare Maudling (University of Exeter, UK)
  Building Citizens' Trust in the State Through Effective Administration: Experimental Evidence About Trustworthiness and Trust in Digital Government
- Amour Joel Ombassa (Université du Québec à Trois-Rivières, Canada)
  The SAAQclic Project and media coverage: when digital transformation in public administration becomes an administrative burden
- Federica Zavattaro (University of Zurich, Switzerland)
  DigiTrust: Building Trust for Digital Health Policies in the WHO European Region

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11:00 – 11:15 Coffee Break

11:15 – 13:00 Panel 2. Public Participation in the Policy Process
Chair: Ana Mar Fernández (Universitat Autònoma de Barcelona)
Discussant: Irina Ciornei (Universitat Autònoma de Barcelona)

- Adriana Bunea & Idunn Nørbech (University of Bergen)
  Does Citizens' Participation in Supranational Policymaking Enhance the Output Legitimacy of the European Commission's Legislative Proposals?
- Christel Koop*, Mayang Rizky, & Chris Townley (King's College London)
  Citizen Engagement With Technocratic Bodies: What Conditions Affect Willingness to Participate?

- Andrea Noferini & David Sancho (Universitat Pompeu Fabra, Spain)
  Micro-Level Dynamics of Participatory Governance: Enhancing Trust Through Collaborative Administrative Practices
- Moritz Wassum (European University Institute, Italy)
  Political Attitudes, Public Participation, and Trust in Regulatory Agencies

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13:00 – 14:15 Lunch Break

14:15 – 14:30 Welcome by IPSA SOG Coordinators and Section Award Presentation
Gabriela Lotta (FGV) & Eckhard Schroeter (The German Police University (DHPol)

14:30 – 15:00 Featured Talk – Capsule 1
Featured Speaker: John Braithwaite (Australian National University)
Title: *Enculturating Trust, Institutionalizing Distrust With Principles and Rules*
Chair: Juan Carlos Triviño-Salazar (Universitat Pompeu Fabra)

15:00 – 16:45 Panel 3. Trust in the Bureaucracy
Chair: Ixchel Pérez-Durán (Universitat Autònoma de Barcelona)
Discussant: Moritz Wassum (EUI)

- Jana Gómez Díaz* (University of Konstanz); Alexa Lenz (Geschwister-Scholl Institute of Political Science, LMU Munich) & Eva Thomann (University of Konstanz)
  Administrative Overload and Citizen Trust: How Bureaucratic Coping Strategies Shape Administrative Burdens and Public Perceptions
- Tian Gan* (Renmin University of China) & Liang Ma (Peking University)
  Democracy Participation, Scientific Endorsement, and Algorithmic Trust in Public Services Delivery
- Gabriela Lotta (FGV, Brazil)
  Navigating Vulnerabilities: Exploring Trust Dynamics in Citizen–State Interactions in Vulnerable Contexts
- Francisco Ferraioli (Politecnico di Milano)
  The Hidden Costs of Digital Bureaucracy: Administrative Burden Experience and Its Influence on Public Attitudes and Political Engagement

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15:00 – 16:45 Panel 4. Responsive Institutions: Transparency and Trust (Parallel Session – Room 24.009)
Chair: Laura Chaqués (Institut Barcelona d'Estudis Internacionals / Universitat de Barcelona
Discussant: Christel Koop (King's College of London)

- Umut Aydin (Universidad Católica de Chile)
  Who Is Really Looking? Chilean Transparency Reforms and Their Impact on Public Trust
- David Coen (University College of London) & Alexander Katsaitis (Stockholm University)
  Lobbying Regulation and Public Ethics: Navigating the Space Between Trust and Transparency
- Rinat Hilo-Merkovich (University of Antwerp), David Levi-Faur (the Hebrew University), Koen Verhoest (University of Antwerp)*, Yuval Feldman (Bar-Ilan University), Ravit Alfandari (Haifa University)
  Designing effective reporting regimes: How institutional factors, personal attitudes and type of misconduct shape reporting choices of citizens.

16:45 – 17:00 Coffee Break

17:00 – 18:30 Panel 5. Trust and Government Capacity (Parallel session – Room 24.009)
Chair: Ruth Plato-Shinar (Netanya Academic College)
Discussant: Sjors Overman (Utrecht University)

- Carol Heimer (American Bar Foundation & Northwestern University, USA)
  Really, You Can Trust Us: Watchmen and Wagerers in Pandemic Preparedness
- Cristie Ford (University of British Columbia, Canada)
  Local Roots, Shifting Trust: Institutional Transformation after the Regulatory State.
- Anat Gofen & Hana Kidron (Hebrew University of Jerusalem)
  Decision Makers' Trust in the Public: Implications for Policy Design

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17:00 – 18:30 Panel 6. Trust, Crises, and Administrative Responses
Chair: Oliver James (University of Exeter)
Discussant: Sharon Gilad (Hebrew University of Jerusalem)

- Magnus Åsblad & Julia Fleischer (University of Potsdam, Germany)
  Crises and Trust in Government: On the Mediating Role of Government Structures

- ***(Online)*** Parisa Maki Nayeri (Administrative and Recruitment Affairs Organization of Iran)
  Narratives of Neglect and the Restoration of Trust: Crisis Governance and Citizen–State Relations in Iran
- Joaquín Alcañiz-Colomer*, Laman Orujova, Violetta Tucci, Iñigo Aldama, and Daniel Edmiston (Universitat Autònoma de Barcelona)
  Political Trust, Poverty and Welfare Receipt

20:00 Workshop Dinner at [El Cangrejo Loco – Port Olímpic]

Friday, December 5

09:00 – 10:45 Panel 7. Trust and Accountability
Chair: Umut Aydin (Universidad Católica de Chile)
Discussant: Eckhard Schroeter (The German Police University (DHPol)

- Michael Ibrahim (German University of the Police, Münster) & Stephen Page (Univerity of Washington)
  Can Police Oversight Foster Public Trust? A Transatlantic Comparison of Police Accountability Mechanisms
- **(*Online*)** Ibrahim Mohammed Machina (University of Warwick)
  Beyond the Courtroom: The Practice of Community-Based Justice in Northern Nigeria
- Moshe Maor (Reichman University) & Sjors Overman (Utrecht University)
  Emotional Accountability

10:45 – 11:00 Coffee Break

11:00 – 11:30 Featured Talk – Capsule 2
Featured Speaker: Thomas Schillemans (Utrecht University, Netherlands)
Title: *Speaking Evidence to the Public: A Societal Mission for Public Administration Research*
Chair: Jacint Jordana (Universitat Pompeu Fabra / IBEI)

11:30 – 13:15 Panel 8. Trust in the Face of Authoritarianism and Democratic Backsliding
Chair: Nuria Font (Universitat Autònoma de Barcelona)
Discussant: Abelardo Gómez Díaz (Universitat Autònoma de Barcelona)

- Berta Caihuelas Navajas*, Juan A. Mayoral (Universidad Carlos III de Madrid) & Alejandro Tirado Castro (Spanish National Research Council)
  Trust Under Pressure: Navigating the EU Social Contract Amid Polycrisis
- Shah Daniya & Neil Lincoln Tannen (St. Joseph's University, India)
  Crisis as Crucible: Re-Negotiating Trust and Legitimacy in India's Multilevel State
- Weena Gera (University of the Philippines Cebu, Philippines)
  The Philippines' Open Government Partnership Initiative: Consolidating Citizen Trust Amid Polarization and Democratic Backsliding
- Sharon Gilad (Hebrew University of Jerusalem) & Ilana Shpaizman (Bar Ilan University)
  How Democratic Backsliding Shapes the Entry, Non-Entry, and Waiting of Potential Civil Servants

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13:15 – 14:15 Lunch Break

14:15 – 14:30 Book presentation
Edward Elgar Handbook on Trust in Public Governance Edited by Frédérique Six, Joseph A. Hamm, Dominika Latusek, Esther van Zimmeren and Koen Verhoest
Presented by: Koen Verhoest (University of Antwerp)

14:30 – 15:00 Featured Talk – Capsule 3
Featured Speaker: David Levi-Faur (Hebrew University of Jerusalem)
Title: *Trust and Regulation*
Chair: Juan Carlos Triviño-Salazar (Universitat Pompeu Fabra)

15:00 – 16:45 Panel 9. Political Trust
Chair: Juan Carlos Triviño-Salazar (Universitat Pompeu Fabra)
Discussant: Libby Maman (Hebrew University of Jerusalem)

- Abelardo Gómez Díaz* (Universitat Autònoma de Barcelona) & Jana Gómez Díaz (University of Konstanz)
  The Autonomy of Election Management Bodies and Citizen Trust: A Cross-Country Study of Latin America
- Anja Gvozdanović (Institute for Social Research in Zagreb) & Dragan Stanojević, (University of Belgrade)

Youth Trust in Government in Southeast Europe: The Role of Institutions, Social Capital, and Authoritarian Orientation

- Hao Zha (Blavatnik School of Government, Oxford University, UK)
  Traditional Culture, Social Capital, and Political Trust

16:45 – 17:00 Coffee Break

17:00 – 18:45 Panel 10. Trust in Regulatory Regimes
Chair: Gabriella Lotta (FGV)
Discussant: Kutsal Yesilkagit (Leiden University, Netherlands)

- Libby Maman* (Hebrew University of Jerusalem) David Levi-Faur (Hebrew University of Jerusalem), Jacint Jordana (IBEI/UPF) & Marlene Jugl (Bocconi University)
  Configurations of Trust and Regulatory Governance
- Sjors Overman*, Judith van Erp, Isa Bertram & Nienke Kuitenbrouwer (Utrecht University)
  Affective Reactions to Regulatory Intervention
- Ixchel Pérez Durán*, Joaquín Rozas (Universitat Autònoma de Barcelona) & Jorge Rodríguez (Universitat Pompeu Fabra)
  Trust in Care Robotics for the Elderly: Innovative Care in Nursing Homes?
- Koen Verhoest (University of Antwerp)
  Does trust-based regulatory interventions stimulate regulatees' performance and innovativeness?

Saturday, December 6

09:00 – 10:45 Panel 11. Institutional Norms, Regulatory Principles, and Trust
Chair: Lars Niklasson (Linköping University)
Discussant: Cristie Ford (University of British Columbia)

- Valerie Braithwaite* & John Braithwaite (Australian National University)
  Principles, Rules, and Trust
- Vincenza Falletti*, Anthony Bertelli (IBEI) & Eleanor Florence Woodhouse (University College of London)
  Interbranch Impartiality
- Katerina Sharova (Universitat Pompeu Fabra / IBEI, Spain)
  Bureaucratic Discretion and Institutional Integrity: A Cultural Theory Approach to Public Organizations

- Susan S. Silbey (MIT)
  What Accounts for Institutional Longevity and Trust: Adapting and Revising Institutional Theory

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10:45 – 11:00 Coffee Break

11:00 – 11:30 Featured Talk – Capsule 4
Featured Speaker: Kutsal Yesilkagit (Leiden University, Netherlands)
Title: *Measuring Bureaucratic Resilience Amid Democratic Backsliding: The Guardian State Index*
Chair: Jacint Jordana (Universitat Pompeu Fabra / IBEI)

11:30 – 13:15 Panel 12. Trust and Administrative Capacity
Chair: Susan S. Silbey
Discussant: John Braithwaite (Australian National University)

- Alexis Galán (CUNEF University), Yane Svetiev (University of Sydney Law School) & Noah Corbett (Oxford University)
  Engendering Trust and Avoiding Negative Spillovers: Transnational Peer Reviews in Finance
- Lars Niklasson (Linköping University, Sweden)
  Building Citizen Trust in Africa: The Administrative State Under Construction
- Ruth Plato-Shinar (Netanya Academic College, Israel)
  Trust in the Central Bank and Public Willingness to Adopt a CBDC – Insights From a Survey Experiment

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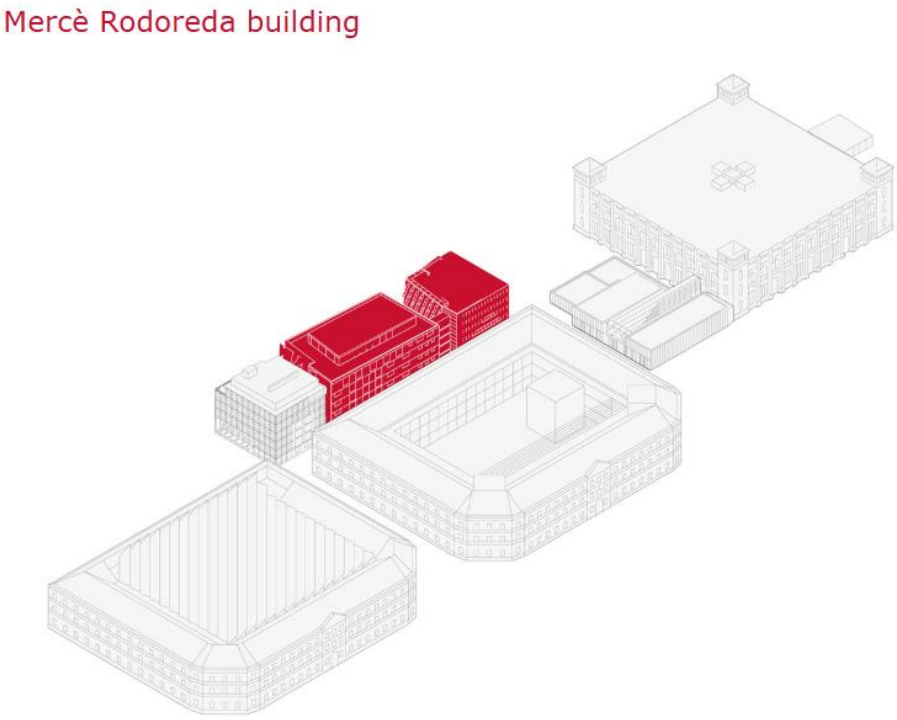
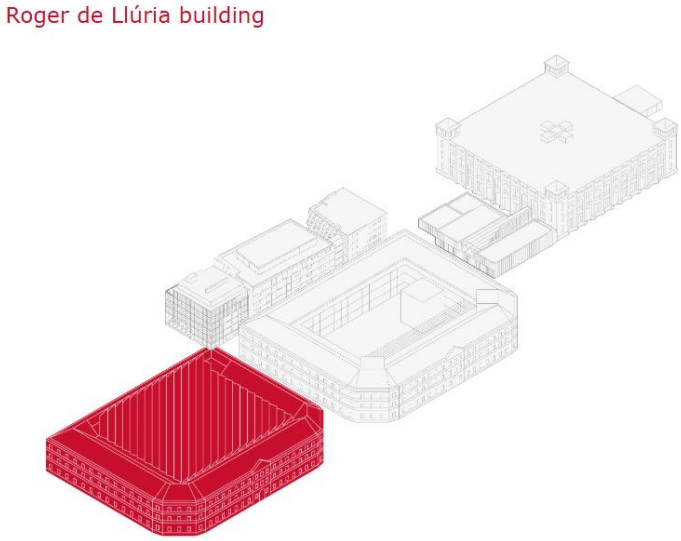
13:15 Workshop Concludes

Logistics

The Mercè Rodoreda Auditorium (as well as Room 24.009), where the workshop will take place, is located inside the Mercè Rodoreda Building (Building number 23 & 24) on the UPF Ciutadella Campus.



Lunch during the workshop will be served at the university's self-service cafeteria, located on the -1 floor of the Roger de Llúria Building (Building nr. 40).