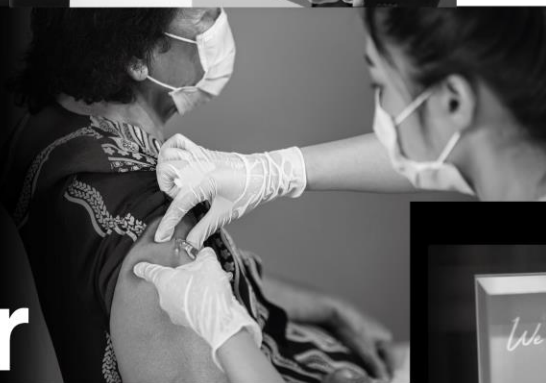




# Edelman Trust Barometer 2021



# 21<sup>st</sup> ANNUAL EDELMAN TRUST BAROMETER

## Methodology



Online survey in 28 countries\*

33,000+ respondents

2021 Edelman Trust Barometer fieldwork  
conducted from October 19 to November 18, 2020

*\*The 2021 Trust Barometer 27-market global averages (for the general population, mass population and informed public) do not include Nigeria*

27-market global data margin of error: General population +/- 0.6% (N=31,050); informed public +/- 1.3% (N=6,000); mass population +/- 0.6% (N=25,050+); half-sample global general online population +/- 0.8% (N=15,525).

Country-specific data margin of error: General population +/- 2.9% (N=1,150); informed public +/- 6.9% (N=min 200, varies by country), except for China and U.S. +/- 4.4% (N=500) and Nigeria +/- 9.8% (N=100); mass population +/- 3.0% to 3.6% (N=min 736, varies by country), except for Nigeria +/- 2.9% (N=1,125).

U.S. Post-Election Supplement margin of error: +/- 2.5% (N=1,500).

U.S. Post-Election Supplement ethnicity-specific data margin of error: Non-Hispanic White +/- 3.3% (N=894); all others +/- 4.0 (N=607).

## General Online Population

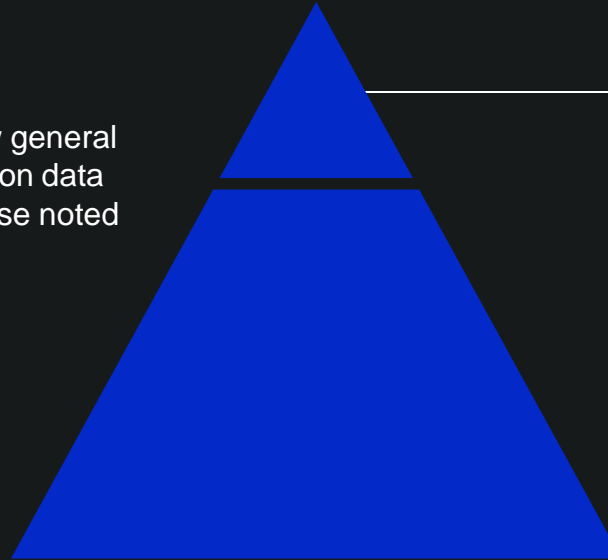
**1,150**

respondents per country

Ages

**18+**

All slides show general  
online population data  
unless otherwise noted



## Informed Public

**500** respondents in U.S. and China;  
**100** respondents in Nigeria;  
**200** in all other countries

Represents **17%** of total global population

Must meet 4 criteria:

- ▶ Age **25-64**
- ▶ College-educated
- ▶ In top **25%** of household income per age group in each country
- ▶ Report significant engagement in public policy and business news

## Mass Population

All population not including  
informed public

Represents **83%** of total global  
population



## U.S. Post-Election Supplement

**1,500** U.S. respondents, fielded December 14 to 18, 2020

# 21 YEARS OF TRUST

2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011
Rising Influence of NGOs	Fall of the Celebrity CEO	Earned Media More Credible Than Advertising	U.S. Companies in Europe Suffer Trust Discount	Trust Shifts from "Authorities" to Peers	A "Person Like Me" Emerges as Credible Spokesperson	Business More Trusted Than Government and Media	Young People Have More Trust in Business	Trust in Business Plummets	Performance and Transparency Essential to Trust	Business Must Partner With Government to Regain Trust
2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	
Fall of Government	Crisis of Leadership	Business to Lead the Debate for Change	Trust is Essential to Innovation	Growing Inequality of Trust	Trust in Crisis	The Battle for Truth	Trust at Work	Trust: Competence and Ethics	Declaring Information Bankruptcy	

# TRUST INDEX IN SINGAPORE RISES BY 6 POINTS

## Trust Index



Greatest decline in China (-10);  
greatest increase in Australia (+12)

16 countries gained trust,  
9 countries lost trust

**2021 Edelman Trust Barometer.** The Trust Index is the average percent trust in NGOs, business, government and media. TRU\_INS. Below is a list of institutions. For each one, please indicate how much you trust that institution to do what is right. 9-point scale; top 4 box, trust. General population, 27-mkt avg.

## 2020 General population

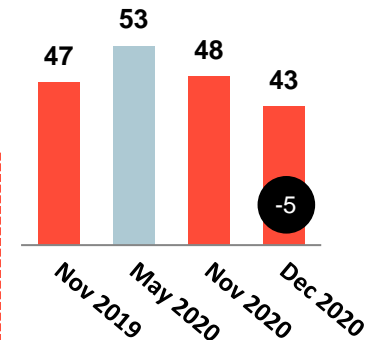
54	Global 27
82	China
79	India
73	Indonesia
66	Thailand
65	UAE
62	Mexico
62	Singapore
61	Saudi Arabia
60	Malaysia
57	Kenya
57	The Netherlands
53	Canada
53	Colombia
51	Brazil
50	S. Korea
49	Argentina
49	Italy
47	Australia
47	U.S.
46	Germany
45	France
45	Ireland
45	Spain
44	S. Africa
42	Japan
42	UK
30	Russia

## 2021 General population | YtY Change

56	Global 27	+2
77	India	-2
72	China	-10
72	Indonesia	-1
69	Saudi Arabia	+8
68	Singapore	+6
67	UAE	+2
66	Malaysia	+6
63	The Netherlands	+6
61	Thailand	-5
59	Australia	+12
59	Kenya	+2
59	Mexico	-3
56	Canada	+3
53	Germany	+7
52	Italy	+3
51	Brazil	0
50	Ireland	+5
48	Colombia	-5
48	France	+3
48	S. Africa	+4
48	U.S.	+1
47	Argentina	-2
47	S. Korea	-3
45	Spain	0
45	UK	+3
40	Japan	-2
31	Russia	+1

Record year-over-year decline in China's Trust Index

## U.S. Trust Index

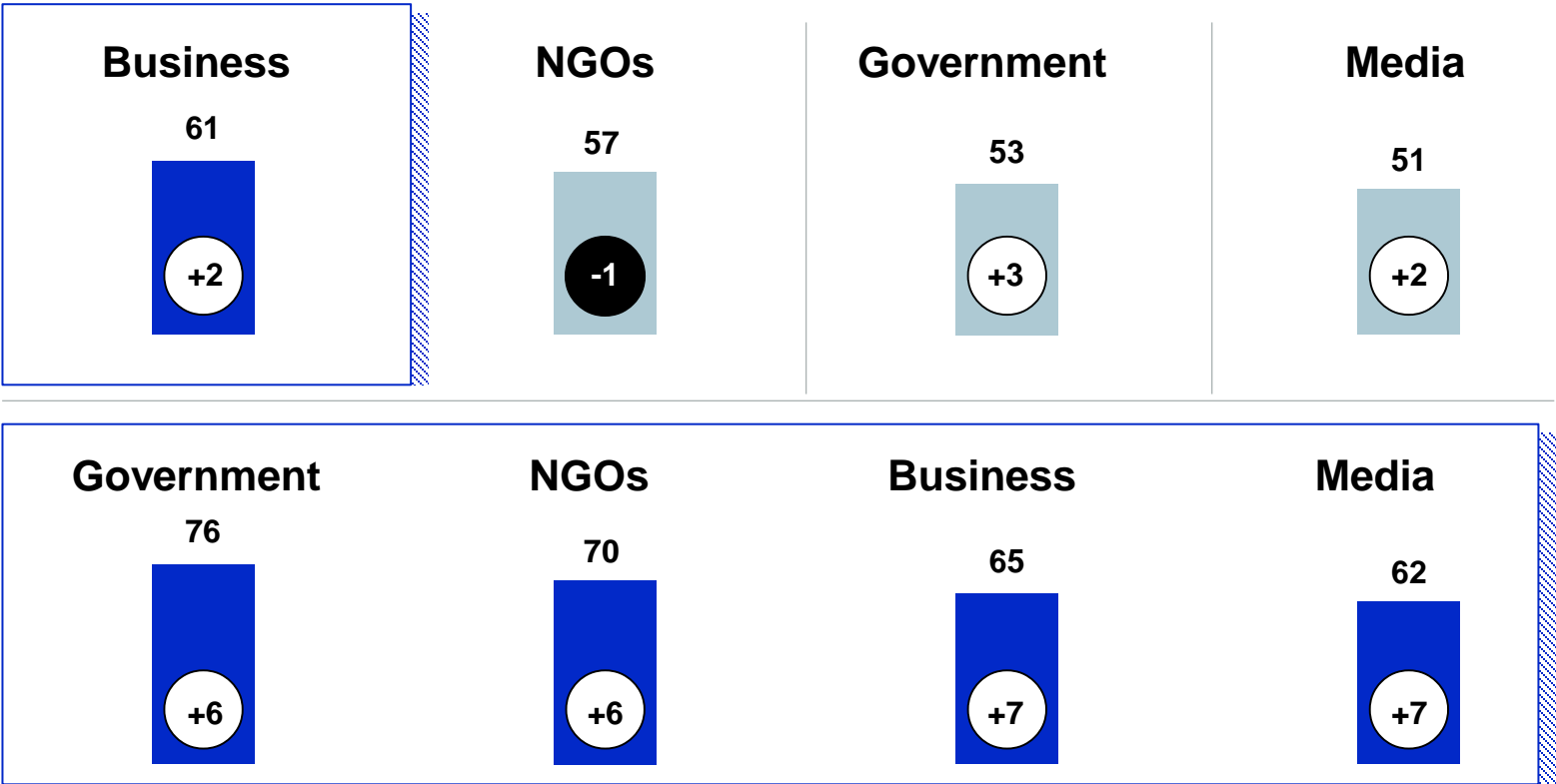
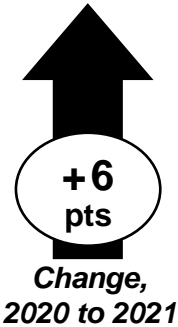
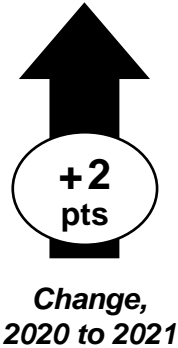


# A STRONG TRUST ECOSYSTEM IN SINGAPORE, LED BY GOVERNMENT

Percent trust

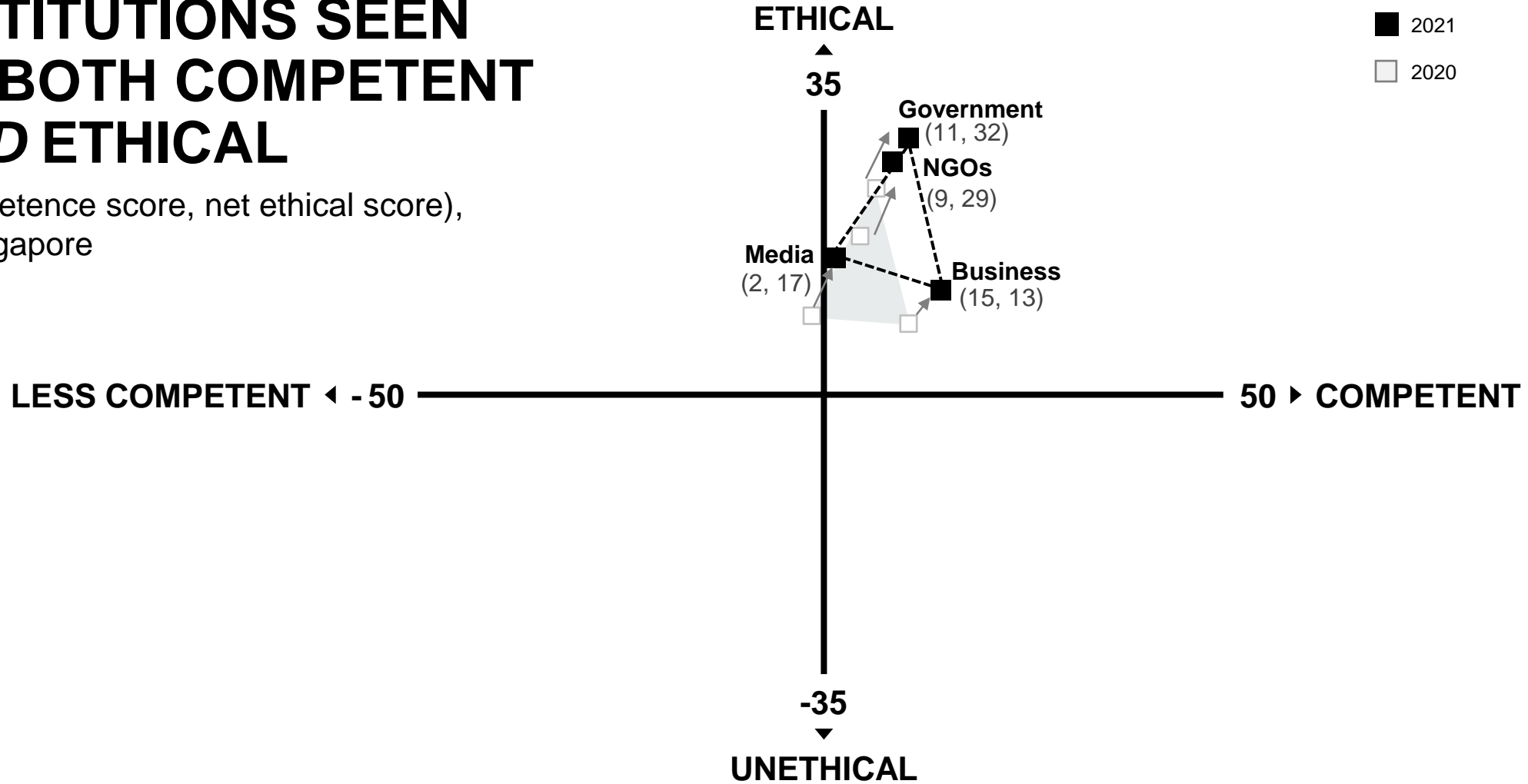


Business more trusted than government in 18 of 27 countries



# IN SINGAPORE, ALL INSTITUTIONS SEEN AS BOTH COMPETENT AND ETHICAL

(Competence score, net ethical score),  
in Singapore



**2021 Edelman Trust Barometer.** The ethical scores are averages of nets based on INS\_PER\_DIM/1-4. Question asked of half of the sample. The competence score is a net based on TRU\_3D\_INS/1. Depending on the question it was either asked of the full of half the sample. General population, Singapore. For full details regarding how this data was calculated and plotted, please see the Technical Appendix.

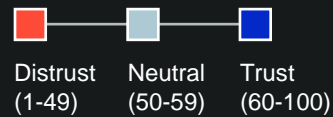




# PANDEMIC PUTS TRUST TO THE TEST

# TRUST INEQUALITY SPREADS FURTHER

## Trust Index



Mass population 16 points less trusting

**2021 Edelman Trust Barometer.** The Trust Index is the average percent trust in NGOs, business, government and media. TRU\_INS. Below is a list of institutions. For each one, please indicate how much you trust that institution to do what is right. 9-point scale; top 4 box, trust. Informed public and mass population, 27-mkt avg. \*Nigeria not included in the global average

### 2021 Informed public

<b>68</b>	<b>Global 27</b>
86	India
86	Saudi Arabia
83	Indonesia
82	China
79	The Netherlands
79	UAE
78	Malaysia
77	Australia
<b>76</b>	<b>Singapore</b>
75	Thailand
66	Italy
66	Mexico
65	France
65	Kenya
65	S. Africa
64	Canada
63	Ireland
62	Brazil
62	Germany
62	U.S.
59	Colombia
59	S. Korea
59	UK
57	Spain
56	Argentina
52	Japan
52	Nigeria*
41	Russia

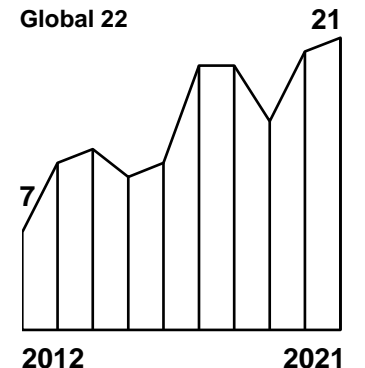
### 2021 Mass population | Trust gap

<b>52</b>	<b>Global 27</b>	<b>16</b>
68	China	14
68	Indonesia	15
67	India	19
67	Saudi Arabia	19
<b>66</b>	<b>Singapore</b>	<b>10</b>
65	UAE	14
63	Malaysia	15
62	The Netherlands	17
58	Kenya	7
56	Mexico	10
56	Thailand	19
55	Australia	22
55	Canada	9
52	Germany	10
51	Italy	15
49	Nigeria*	3
48	Ireland	15
47	Brazil	15
46	Colombia	13
45	France	20
44	Argentina	12
44	S. Africa	21
44	Spain	13
44	U.S.	18
43	S. Korea	16
43	UK	16
39	Japan	13
28	Russia	13

Record trust inequality

## DOUBLE-DIGIT TRUST INEQUALITY IN RECORD NUMBER OF COUNTRIES

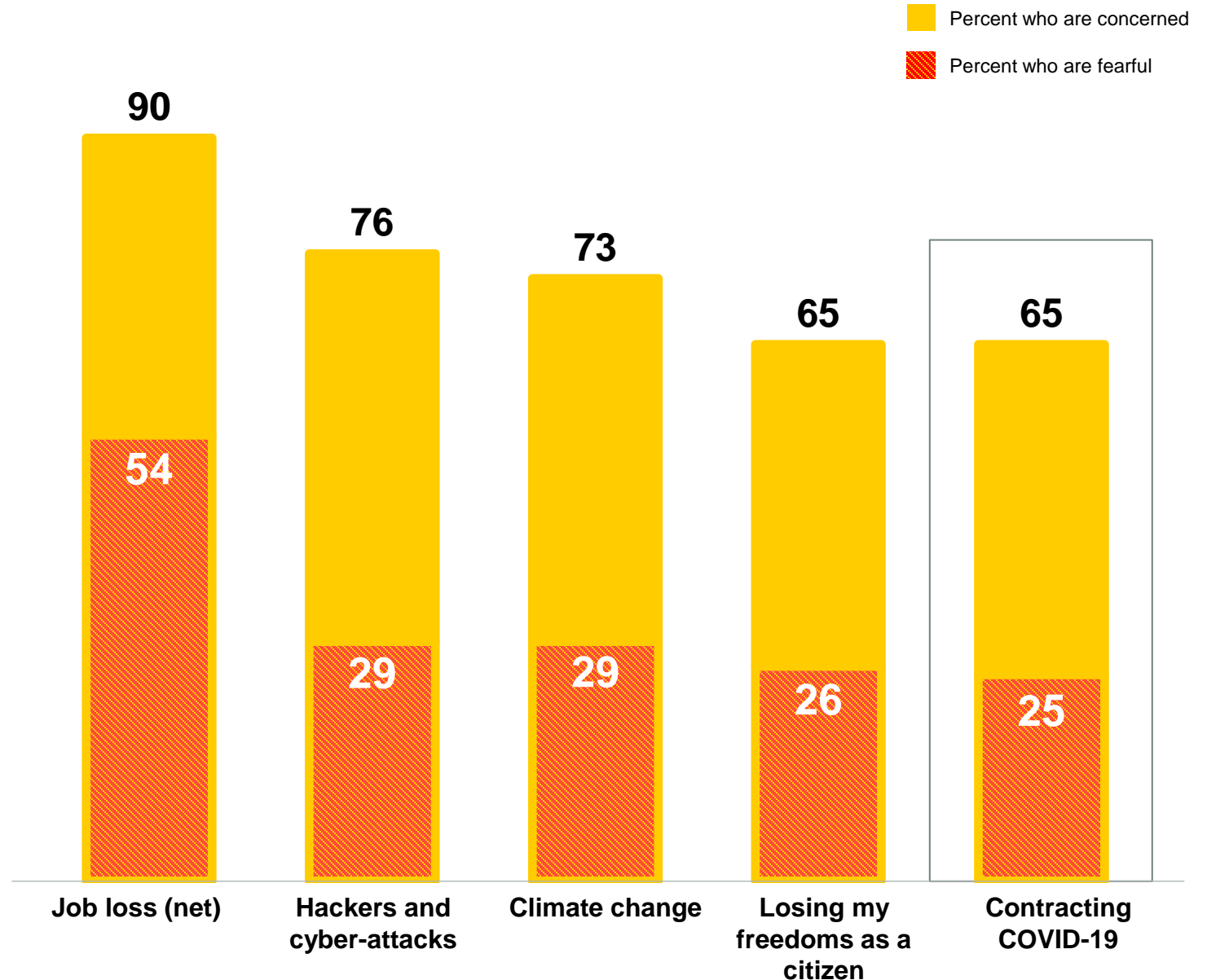
Nr. of countries with double-digit trust inequality





# PANDEMIC ADDED TO PERSISTENT PERSONAL AND SOCIETAL FEARS

Percent who are concerned, and percent who are fearful, in Singapore



2021 Edelman Trust Barometer. POP\_EMO. Some people say they worry about many things while others say they have few concerns. We are interested in what you worry about. Specifically, how much do you worry about each of the following? 9-point scale; top 4 box, worry; top 2 box, fear. Non-job loss attributes shown to half of the sample. General population, Singapore. Job loss asked of those who are an employee (Q43/1). Job loss is a net of attributes 1-3, 5, and 22-24.

# PANDEMIC ACCELERATES JOB LOSS FEARS

Percent who agree, in Singapore

As a result of the pandemic,  
a portion of our workforce has seen their  
**work hours reduced or their  
jobs eliminated**

63%

23

40

■ A large percentage  
■ A small percentage

I worry that the pandemic will accelerate  
the rate at which companies **replace  
human workers with AI** and robots

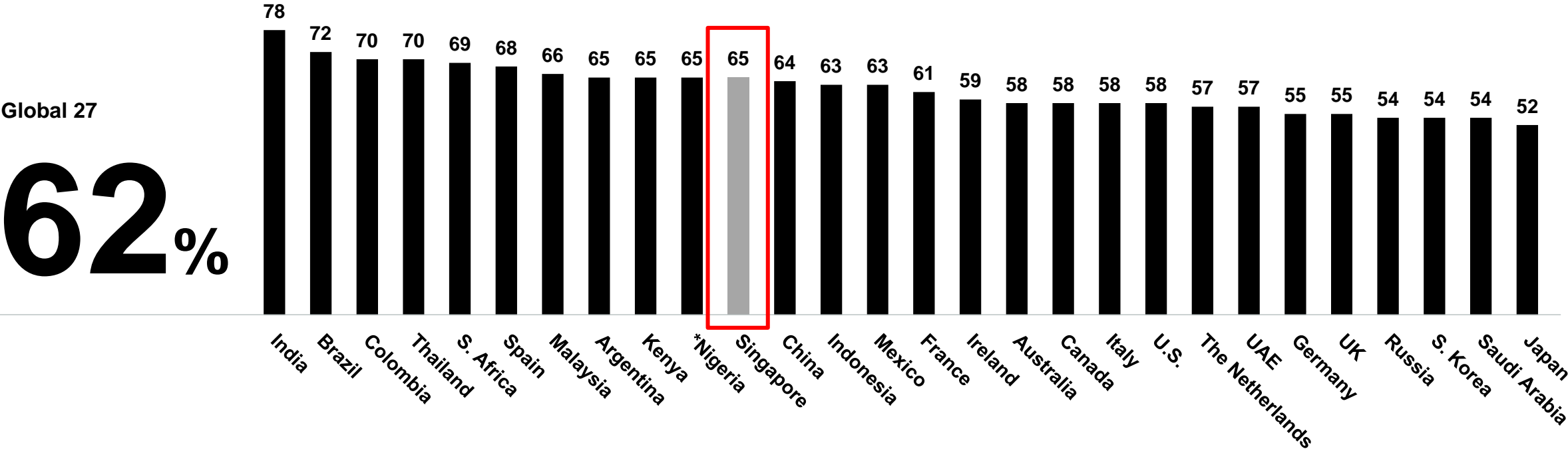
62%

2021 Edelman Trust Barometer. LAY\_OFFS. Has the organization you work for had to lay-off or furlough any employees as a result of the economic impact of the pandemic? Code 1, yes, a large percentage; code 2, yes, a small percentage. Question asked of those who are an employee (Q43/1). Total layoff/furlough percentage is a sum of code 1 and 2. SOC\_AGR. Please indicate how much you agree or disagree with the following statements. 9-point scale; top 4 box, agree. Question asked of half of the sample. General population, Singapore.

# PANDEMIC DEEPENS INEQUITIES AROUND THE WORLD

Percent who agree

Those with **less education, less money and fewer resources are being unfairly burdened** with most of the suffering, risk of illness, and need to sacrifice due to the pandemic



2021 Edelman Trust Barometer. CV1\_Q3. Please indicate your level of agreement with the statements below using a nine-point scale where one means “strongly disagree” and nine means “strongly agree”. 9-point scale; top 4 box, agree. Question asked of half of the sample. General population, 27-mkt avg.  
\*Nigeria not included in the global average

# A LOSS OF TRUST IN PEOPLE IN MY LOCAL COMMUNITY

Percent trust, in Singapore



*Employer CEO  
more trusted than  
CEOs in general*



# INCREASED URGENCY TO ADDRESS FOUNDATIONAL PROBLEMS

Change in importance since last year  
(more important minus less important)

2021 Edelman Trust Barometer. IMP\_POL\_PRIORITIES. For each of the following issues and challenges, please indicate whether our country addressing it has become more important to you, less important to you, or has stayed the same in importance, since last year. 5-point scale; top 2 box; more important; bottom 2 box, less important. General population, Singapore. Net change is the difference between more and less important.

<i>Change in importance since last year, in Singapore</i>	Net change	More Important	Less Important
Improving our <b>healthcare system</b>	<b>+47</b>	59	12
Addressing <b>poverty</b> in this country	<b>+41</b>	54	13
Addressing <b>climate change</b>	<b>+39</b>	54	15
Finding ways to combat <b>fake news</b>	<b>+39</b>	53	14
Addressing <b>discrimination, racism</b>	<b>+34</b>	48	14
Closing the <b>economic and social divide</b>	<b>+34</b>	49	15
Protecting people's <b>individual freedoms</b>	<b>+33</b>	48	15
Improving our <b>education system</b>	<b>+29</b>	45	16

┌

# RAGING INFODEMIC FEEDS MISTRUST

└

NO VACCINE

NEEDED

I HAVE

 AN 

IMMUNE  
SYSTEM

MY BODY

MY CHOICE

FAKE

NEWS  
RTE



# CONCERN THAT SOCIETAL LEADERS COULD DELIBERATELY MISLEAD PEOPLE

Percent who worry, in Singapore

**Our government leaders**  
are **purposely trying to mislead**  
people by saying things they know are false  
or gross exaggerations

└

**50%**

**Business leaders**  
are **purposely trying to mislead**  
people by saying things they know are false  
or gross exaggerations

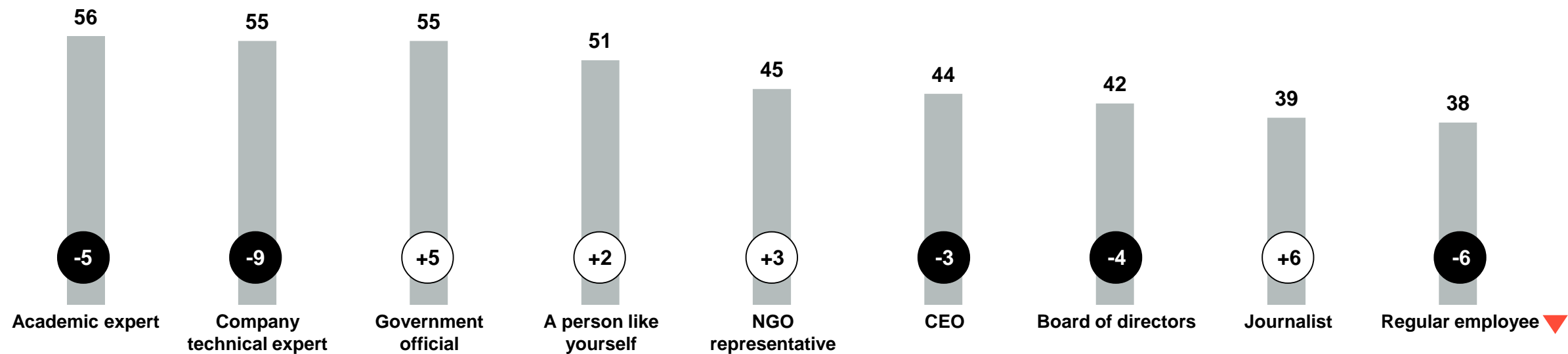
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**53%**

# CREDIBILITY OF EXPERTS AND COMPANY SPOKESPEOPLE DECLINES

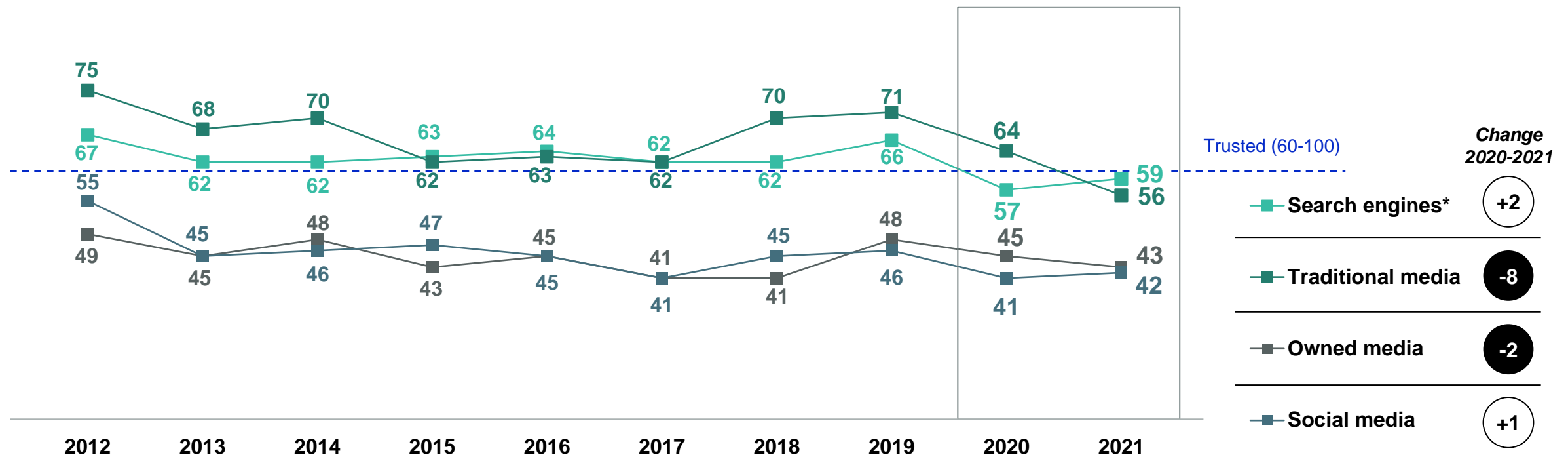
Percent who rate each as very/extremely credible as a source of information about a company, in Singapore

Change, 2020 to 2021 | All-time low



# TRUST IN INFORMATION SOURCES NEARS RECORD LOWS

Percent trust in each source for general news and information, in Singapore



2021 Edelman Trust Barometer. COM\_MCL. When looking for general news and information, how much would you trust each type of source for general news and information? 9-point scale; top 4 box, trust. Question asked of half of the sample. General population, Singapore.

\*From 2012-2015, "Online Search Engines" were included as a media type. In 2016, this was changed to "Search Engines."

# NEWS ORGANISATIONS SEEN AS BIASED

Percent who agree, in Singapore

**Journalists** and reporters could be **purposely trying to mislead** people by saying things they know are false or gross exaggerations

57%

Most **news organisations** are more concerned with **supporting an ideology** or political position than with informing the public

57%

The media is **not** doing well at **being objective** and non-partisan

49%

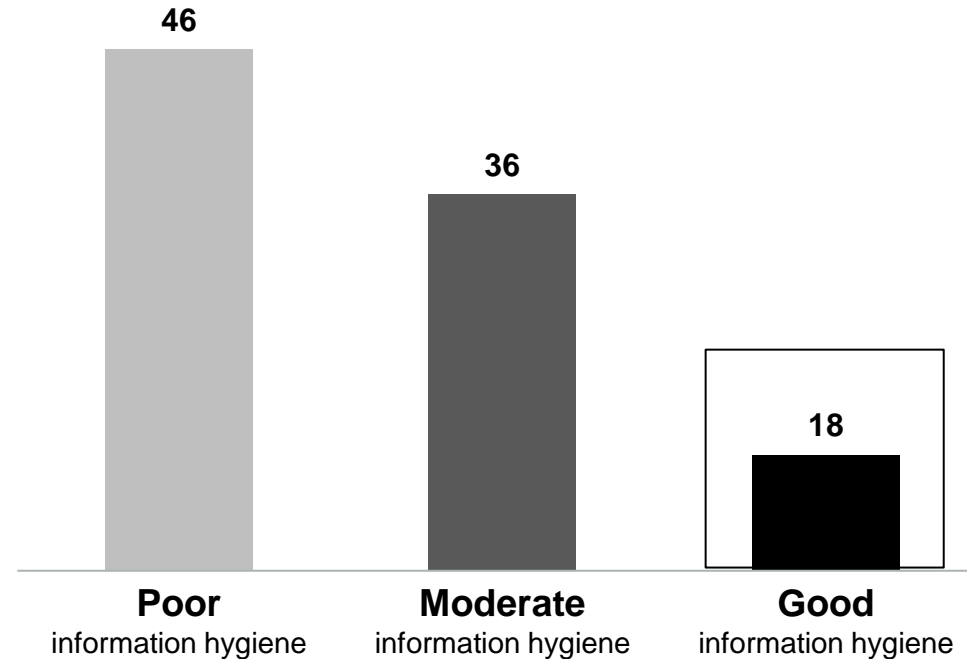
2021 Edelman Trust Barometer. POP\_EMO. Some people say they worry about many things while others say they have few concerns. We are interested in what you worry about. Specifically, how much do you worry about each of the following? 9-point scale; top 4 box, worry. Attributes shown to half of the sample. ATT\_MED\_AGR. Below is a list of statements. For each one, please rate how much you agree or disagree with that statement. 9-point scale; top 4 box, agree. Question asked of half of the sample. PER\_MED. How well do you feel the media is currently doing each of the following? Please indicate your answer using the 5-point scale below. 5-point scale; bottom 3 box, not doing well. Question asked of half of the sample. General population, Singapore.

# LESS THAN 1 IN 5 HAVE GOOD INFORMATION HYGIENE

Percent in each segment

## Information hygiene:

1. News engagement
2. Avoid information echo chambers
3. Verify information
4. Do not amplify unvetted information



**60%** of respondents **share or forward news items** that they find to be interesting.

Of those, **only 18%** have good information hygiene

# PRIORITIES SHIFT: MY INFORMATION LITERACY NOW MATTERS MORE

Change in importance since last year  
(more important minus less important)

2021 Edelman Trust Barometer. IMP\_VALUES. For each of the following, please indicate whether it has become more important to you, less important to you, or has stayed the same in importance, since last year. 5-point scale; top 2 box; more important; bottom 2 box, less important. Question asked of half of the sample. General population, Singapore. Net change is the difference between more and less important.

<i>Change in importance since the start of the year, in Singapore...</i>	Net change	More Important	Less Important
Prioritising my family and their needs	+49	62	13
Increasing my <b>media and information literacy</b>	+37	49	12
Increasing my <b>science literacy</b>	+37	49	12
Being politically aware	+34	48	14
Speaking out when I see need for changes and reforms	+20	37	17





A black and white photograph of a city skyline, likely Singapore, featuring several prominent skyscrapers. In the foreground, a large, metallic, dome-shaped structure is visible. The sky is overcast. The text 'A NEW MANDATE FOR BUSINESS' is overlaid in large, white, sans-serif capital letters. To the left of the text, there are two small white symbols: a vertical line with a horizontal bar at the top, and a vertical line with a horizontal bar at the bottom.

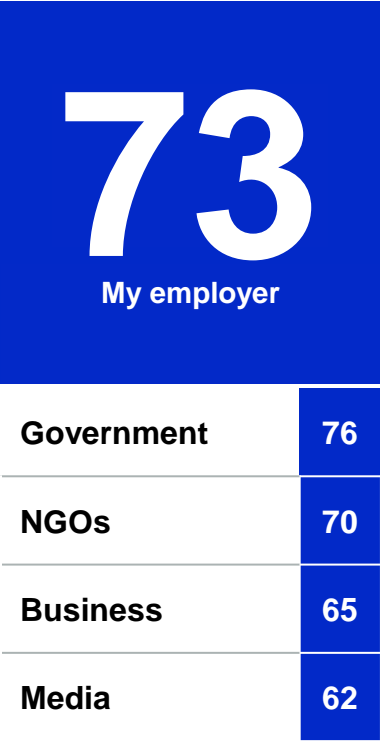
# A NEW MANDATE FOR BUSINESS

# TRUST IS LOCAL: MY EMPLOYER A MAINSTAY OF TRUST

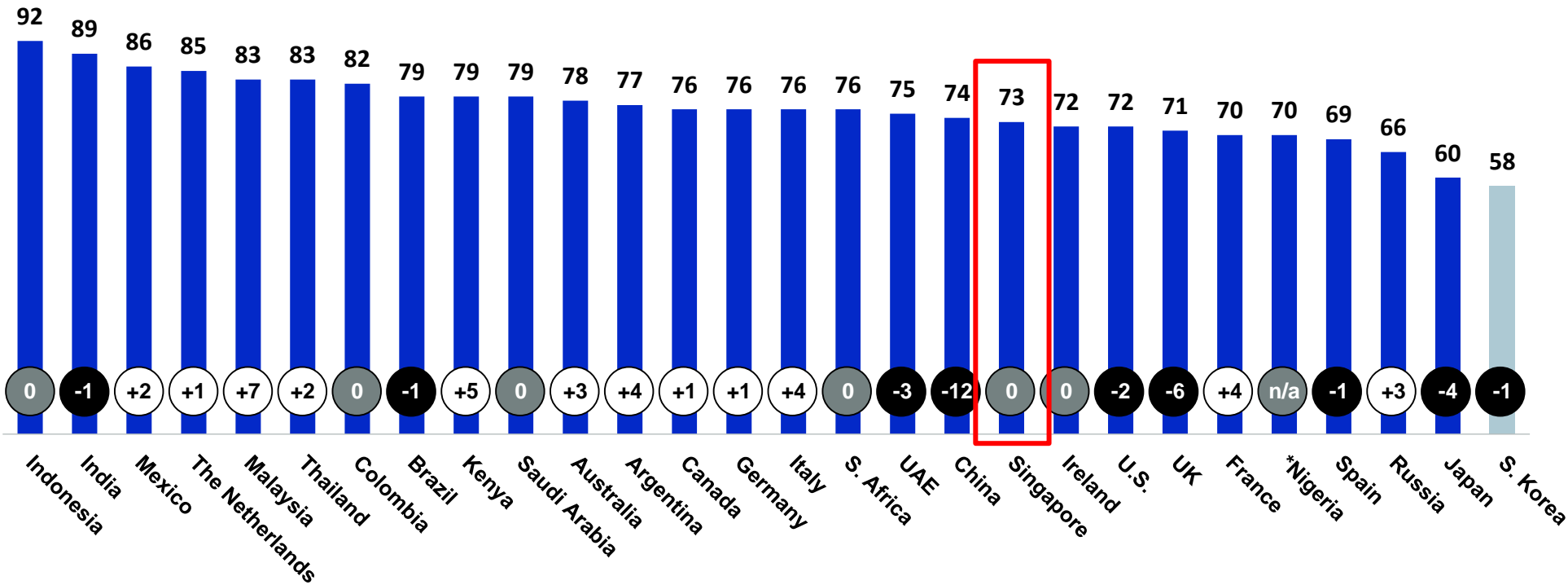
Percent trust in my employer



## Singapore

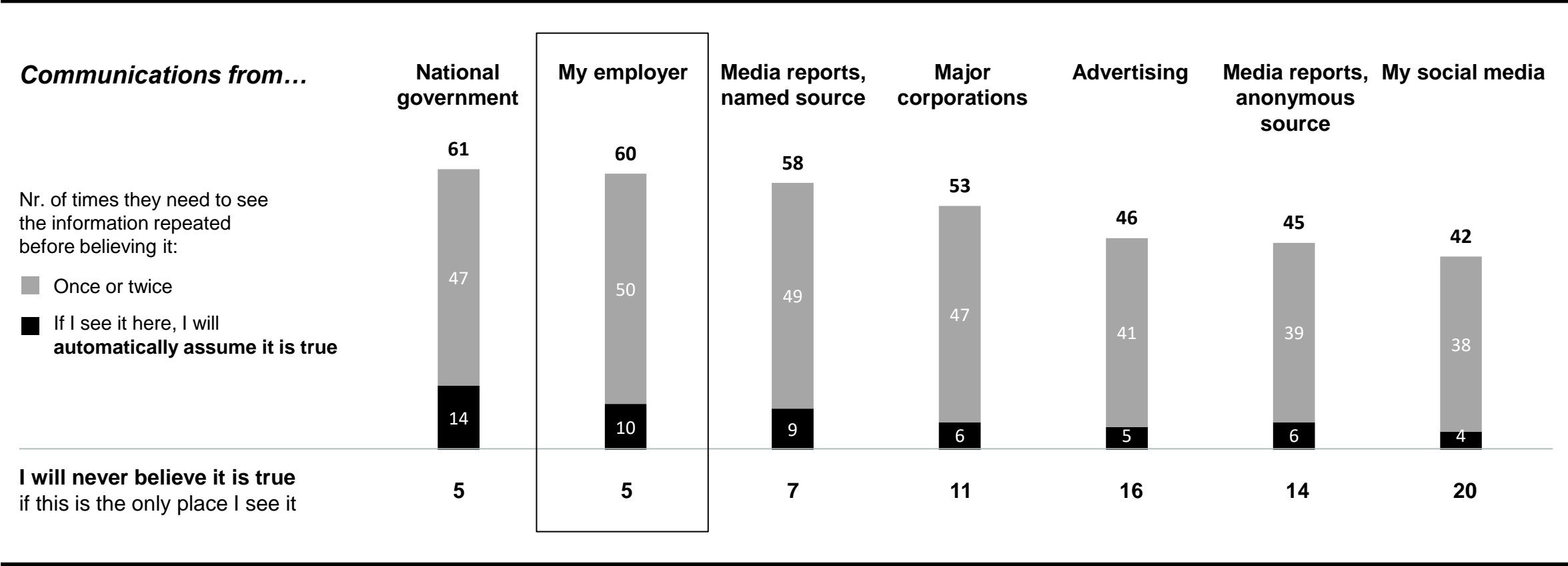


Trust in my employer stable or rising in 18 of 27 countries



# EMPLOYER MEDIA AMONG MOST BELIEVABLE SOURCES

Percent who believe information from each source automatically, or after seeing it twice or less, in Singapore



2021 Edelman Trust Barometer. HEAR\_TIME1. When you see a new piece of information or a news story in each of the following information sources, how many times do you need to see it or hear it repeated in that same type of information source before you believe it is really true? Question asked of half of the sample. "Once or twice" is a sum of codes 2 and 3. General population, Singapore. "Employer communications" only shown to those that are an employee (Q43/1).

# EMPLOYEE EXPECTATIONS SHIFT: SAFETY AND UPSKILLING MATTER MORE

Change in importance since last year  
(more important minus less important)

2021 Edelman Trust Barometer. EMP\_IMP\_VAL. When considering an organization as a potential place of employment, please indicate whether each of the following has become more important to you, less important to you, or has stayed the same in importance since last year. 5-point scale; top 2 box; more important; bottom 2 box, less important. Question asked of those who are an employee (Q43/1). General population, Singapore. Net change is the difference between more and less important.

*Change in importance as an employer attribute since the start of the year in Singapore...*

	Net change	More Important	Less Important
Keep workers, customers safe	+47	59	12
Having the option to WFH, even after the pandemic is over	+42	56	14
Job skills training programs	+41	55	14
Regular employee communications	+40	54	14
Diverse, representative workforce	+40	52	12

# CONSUMERS AND EMPLOYEES EXPECTED TO HAVE A SEAT AT THE TABLE

Percent who agree, in Singapore

67%

Consumers ...

**have the power to force  
corporations to change**

63%

Employees ...

54% of those who  
are employed

**I am more likely now** than a year  
ago to voice my objections to  
management or **engage in  
workplace protest**



# CEOS EXPECTED TO BE ACCOUNTABLE TO THE PUBLIC, NOT JUST SHAREHOLDERS

Percent who agree, in Singapore

**CEOs should step in**  
when the government does not fix  
societal problems

⊥  
**77%**

**CEOs should take the lead**  
on change rather than waiting  
for government to impose change  
on them

⊥  
**71%**

**CEOs should hold  
themselves accountable to  
the public** and not just to the  
board of directors or stockholders

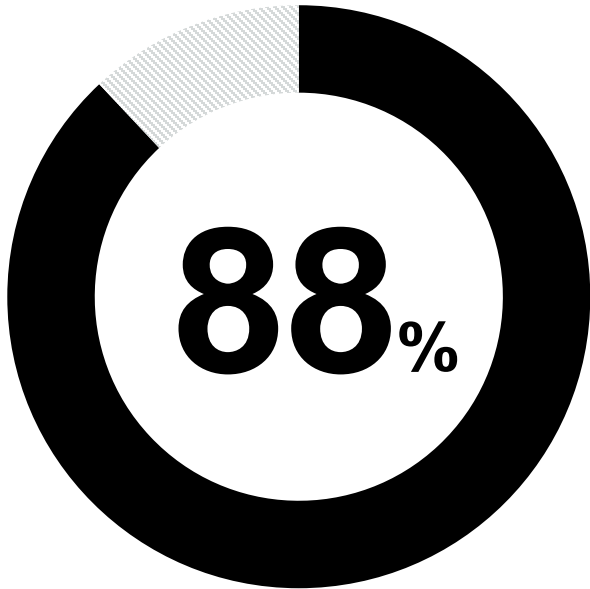
⊥  
**72%**

2021 Edelman Trust Barometer. CEO\_EXP. Below is a list of potential expectations that you might have for a company CEO. Thinking about CEOs in general, whether they are global CEOs or a who oversees a particular country, how would you characterize each using the following three-point scale? 3-point scale, sum of codes 2 and 3. Question asked of half of the sample. CEO\_AGR. Thinking about CEOs, how strongly do you agree or disagree with the following statement? 9-point scale; top 4 box, trust. Question asked of half of the sample. General population, Singapore.



# CEOS MUST LEAD ON SOCIETAL ISSUES

Percent in Singapore who expect **CEOs to publicly speak out** about one or more of these societal challenges



Pandemic impact	52
Job automation	51
Local community issues	42
Societal issues	41

# KEY TAKEAWAYS FOR SUPPORTING TRUST IN SINGAPORE

1

## **Business: Embrace expanded mandate**

*CEOs must lead on issues from sustainability and systemic racism to upskilling. Act first, talk after.*

2

## **Lead with facts, act with empathy**

*Societal leaders must have the courage to provide straight talk, but also empathize and address people's fears.*

3

## **Provide trustworthy content**

*All institutions must provide truthful, unbiased, reliable information.*

4

## **Don't go it alone**

*Business, government, NGOs and others must find a common purpose and take collective action to solve societal problems.*

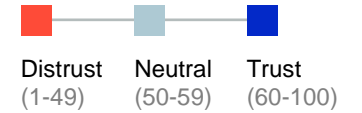
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# **SUPPLEMENTAL DATA**

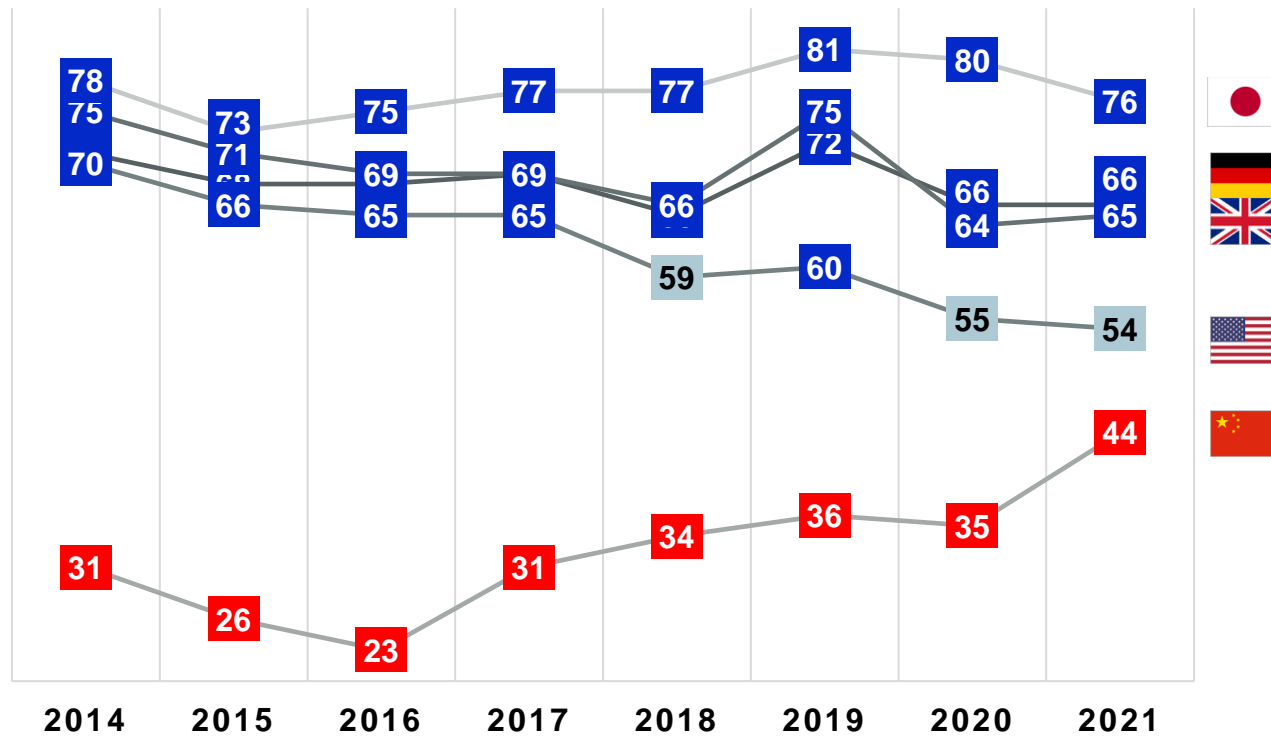
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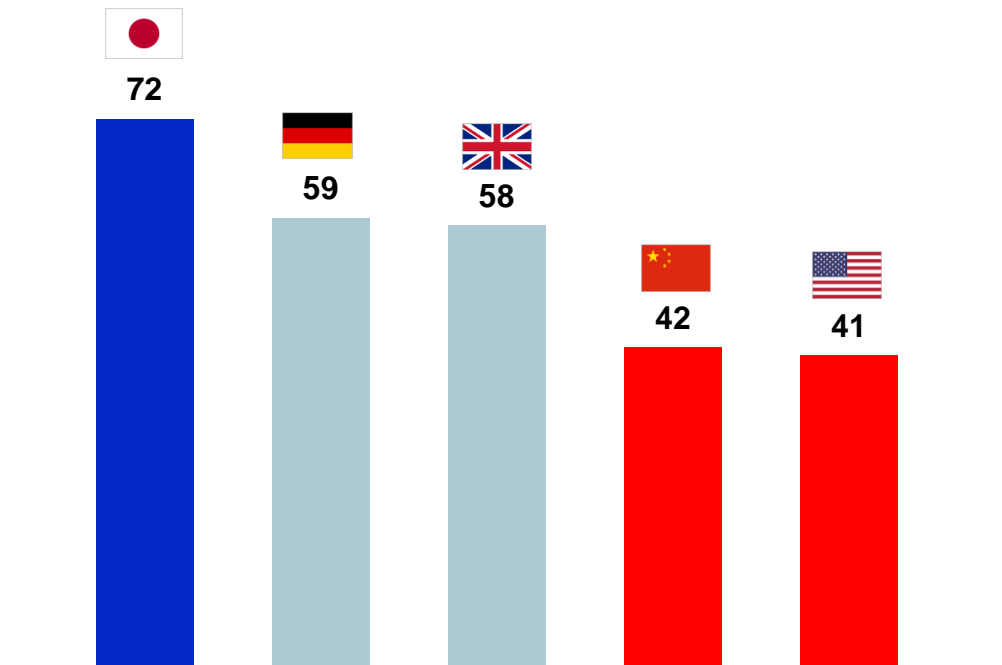
# AMONG RESPONDENTS IN SINGAPORE, TRUST INCREASE FOR BRAND CHINA



Percent trust in **companies** headquartered in each country, in Singapore



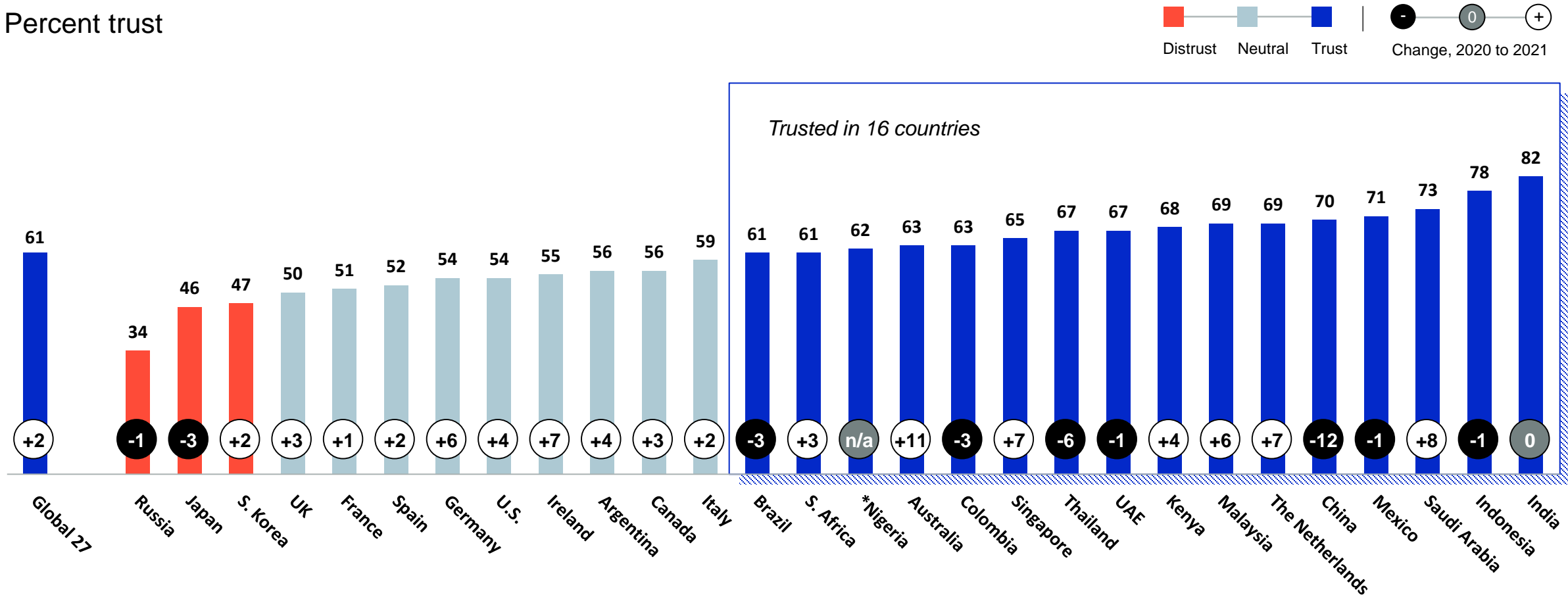
Percent trust in the **national government** of each foreign country, in Singapore



2021 Edelman Trust Barometer. TRU\_NAT. Now we would like to focus on global companies headquartered in specific countries. Please indicate how much you trust global companies headquartered in the following countries to do what is right. 9-point scale; top 4 box, trust. Question asked of half of the sample. TRU\_GOV. Please indicate how much you trust the national government of each of the following countries to do what is right using a 9-point scale where one means that you "do not trust them at all" and nine means that you "trust them a great deal". 9-point scale; top 4 box, trust. Question asked of half of the sample. Respondents were not asked to rate their home country. General population, Singapore.

# TRUST IN BUSINESS INCREASES IN 17 OF 27 COUNTRIES

Percent trust

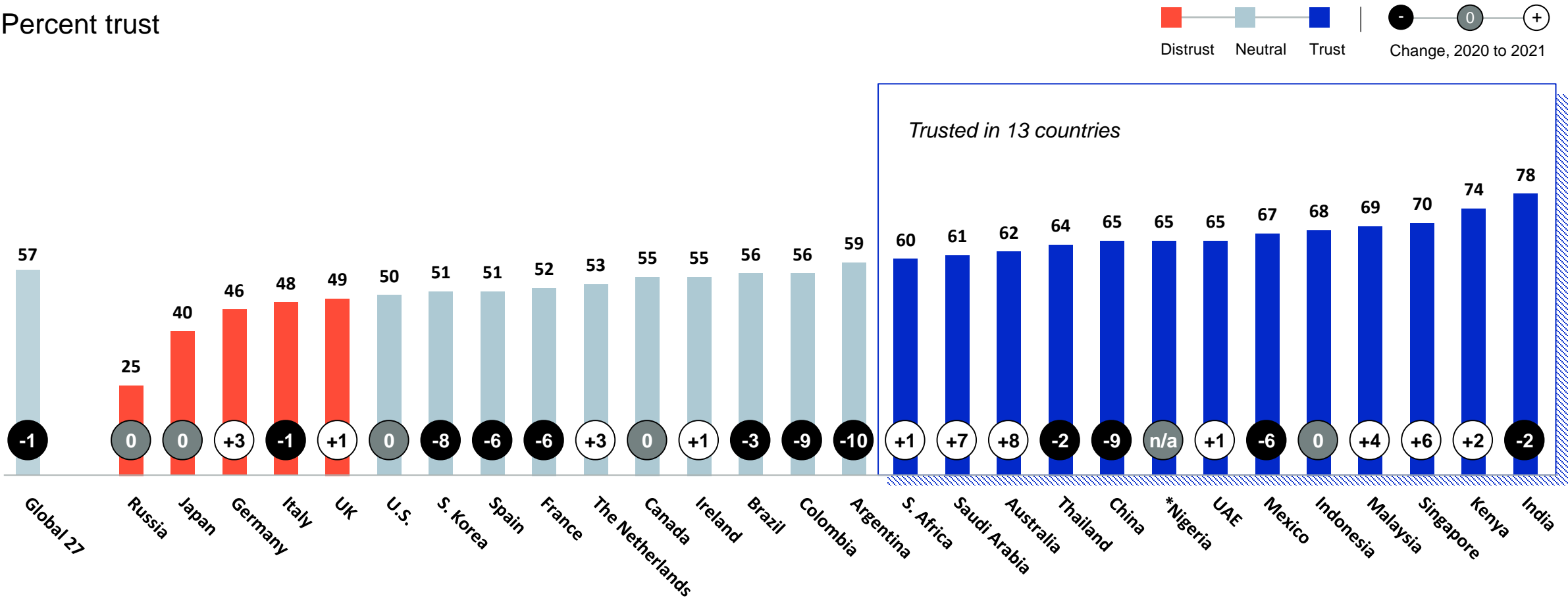


2021 Edelman Trust Barometer. TRU\_INS. [Business in general] Below is a list of institutions. For each one, please indicate how much you trust that institution to do what is right. 9-point scale; top 4 box, trust. General population, 27-mkt avg.

\*Nigeria not included in the global average

# TRUST IN NGOS DECREASES IN 11 OF 27 COUNTRIES

Percent trust

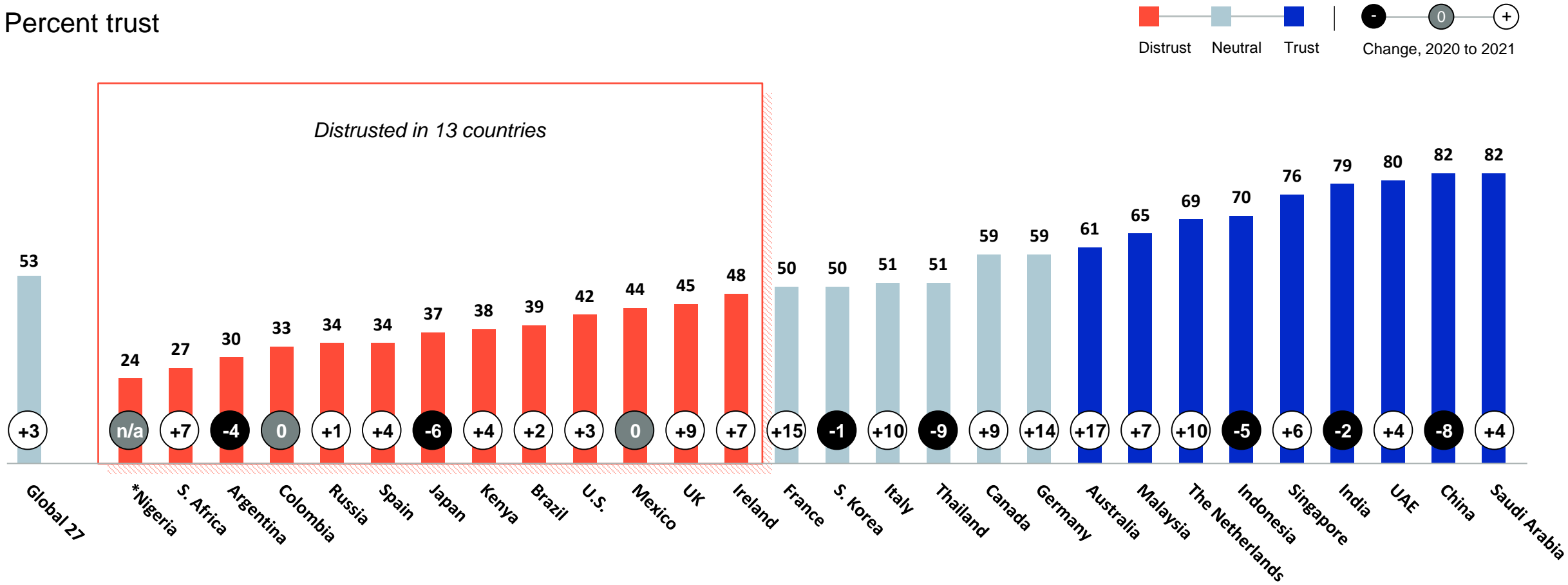


2021 Edelman Trust Barometer. TRU\_INS. [NGOs in general] Below is a list of institutions. For each one, please indicate how much you trust that institution to do what is right. 9-point scale; top 4 box, trust. General population, 27-mkt avg.  
\*Nigeria not included in the global average



# TRUST IN GOVERNMENT INCREASES IN 18 OF 27 COUNTRIES

Percent trust

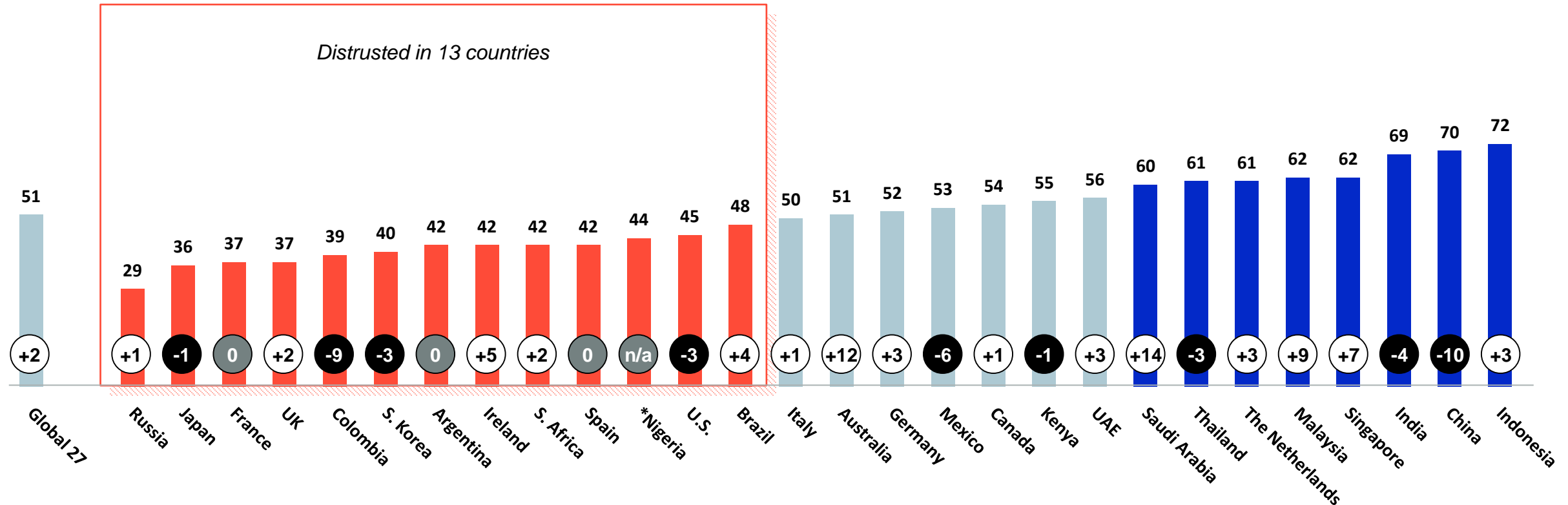


2021 Edelman Trust Barometer. TRU\_INS. [Government in general] Below is a list of institutions. For each one, please indicate how much you trust that institution to do what is right. 9-point scale; top 4 box, trust. General population, 27-mkt avg.

\*Nigeria not included in the global average

# TRUST IN MEDIA INCREASES IN 15 OF 27 COUNTRIES

Percent trust

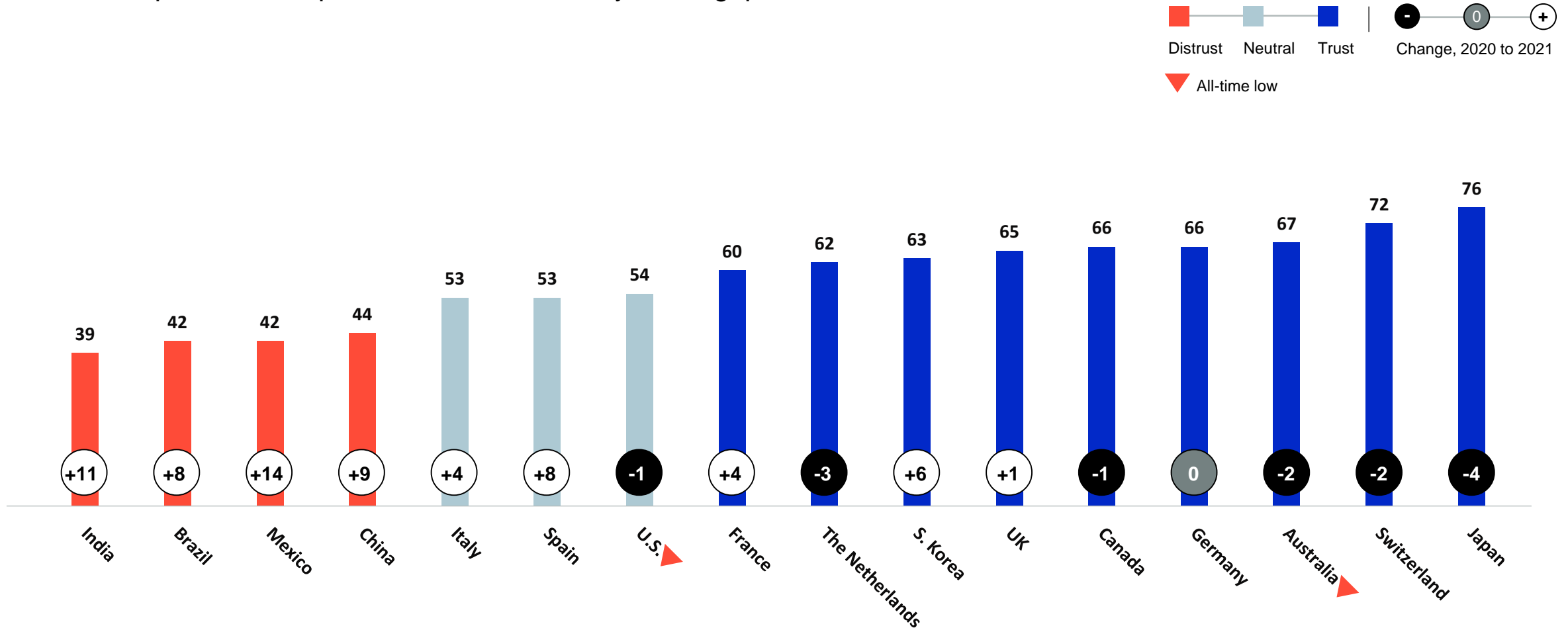


2021 Edelman Trust Barometer. TRU\_INS. [Media in general] Below is a list of institutions. For each one, please indicate how much you trust that institution to do what is right. 9-point scale; top 4 box, trust. General population, 27-mkt avg.

\*Nigeria not included in the global average

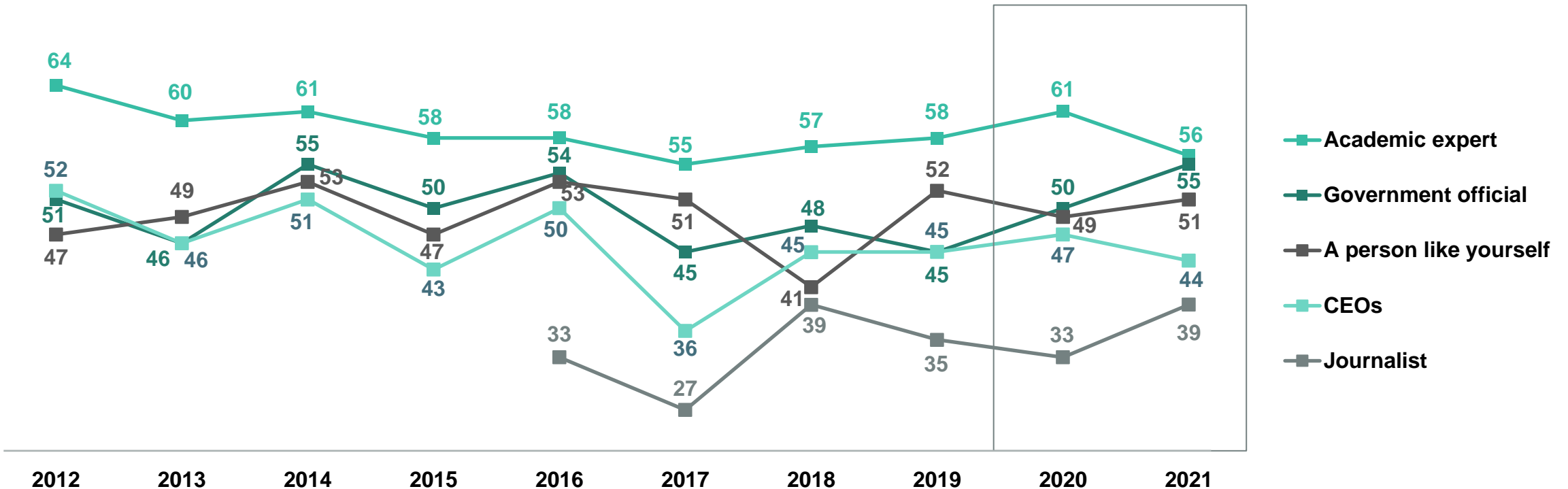
# TRUST INCREASES IN 9 OF 16 COUNTRY BRANDS

Trust in companies headquartered in each country, in Singapore



# SPOKESPEOPLE CREDIBILITY OVER TIME

Percent who rate each as very/extremely credible  
as a source of information about a company, in Singapore



2021 Edelman Trust Barometer. CRE\_PPL. Below is a list of people. In general, when forming an opinion of a company, if you heard information about a company from each person, how credible would the information be--extremely credible, very credible, somewhat credible, or not credible at all? 4-point scale; top 2 box, credible. Question asked of half of the sample. General population, Singapore.

# VACCINE HESITANCY REMAINS A MAJOR HURDLE

Percent who say they will take the COVID-19 vaccine within the next year

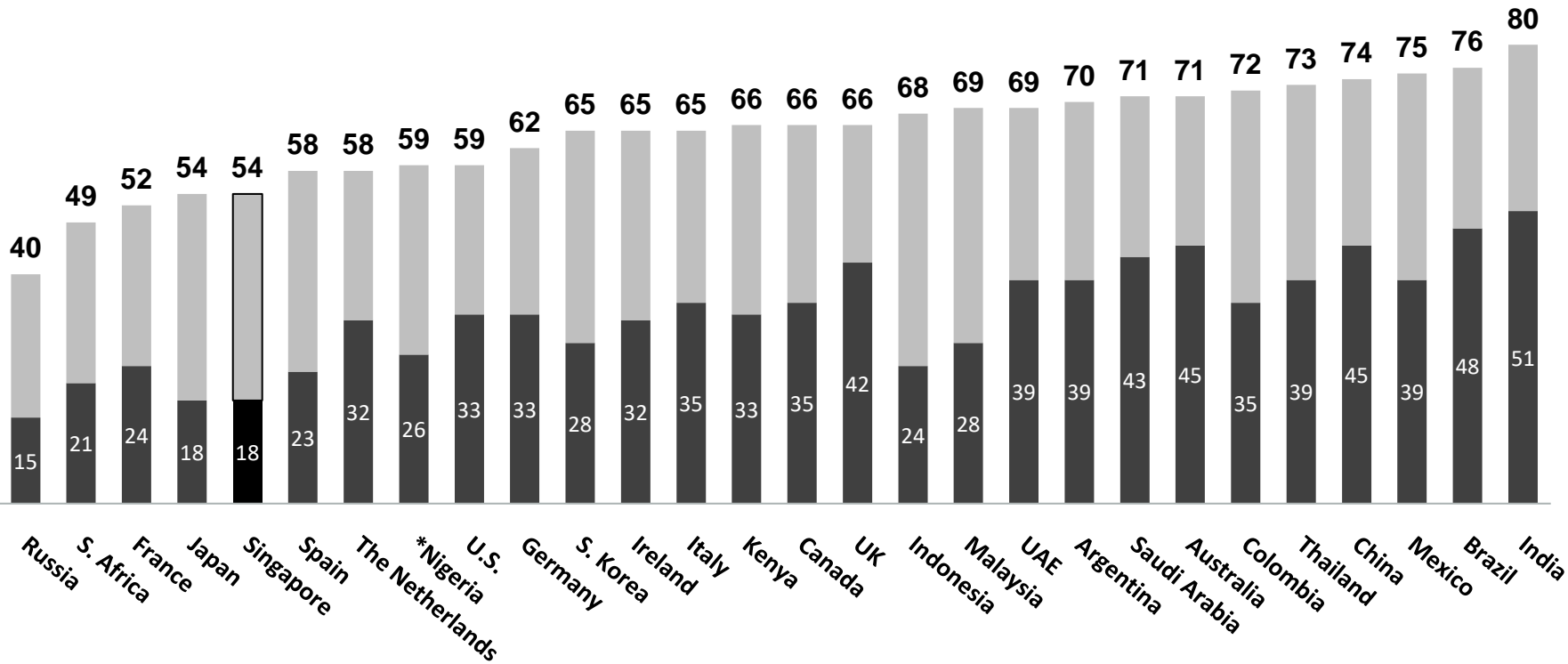
Global 27

64%

Willing to vaccinate...

31	Six months to one year
33	As soon as possible

Only 1 in 3 ready to take the vaccine as soon as possible



2021 Edelman Trust Barometer. VACCINE1. If and when a COVID-19 vaccine becomes available will you take it? Code 1, yes as soon as possible; code 2, yes, within a year. Question asked of half of the sample. General population, 27-mkt avg.  
\*Nigeria not included in the global average

# PANDEMIC FEARS IMPEDE RETURN TO WORKPLACE

Percent who say each reason is why they are choosing to work from home vs. choosing to return to the workplace, in Singapore

**71%** choosing **to work at home**,  
for the following reasons:

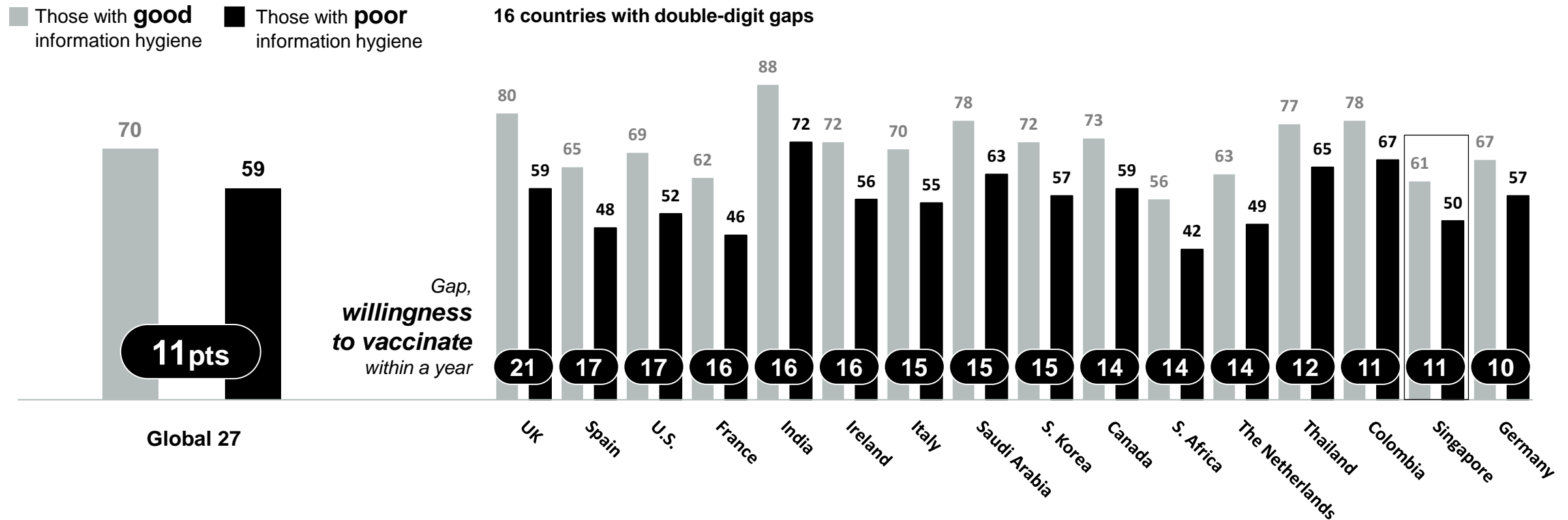
**29%** choosing to **return to the office**,  
for the following reasons:



2021 Edelman Trust Barometer. WRK\_CHOICE. Which of the following best describes your current working situation? Question asked of those who are an employee (Q43/1). Data among employees that have a choice of working from home or their workplace. WHY\_HOME. Why are you choosing to continue working from home even though you could return to the workplace if you wanted to? Select all that apply. Question asked of employees that are choosing to work from home (Q43/1 AND WRK\_CHOICE/3). WHY\_OFFICE. Why are you choosing to work at an office or other workplace even though you could work remotely if you wanted to? Select all that apply. Question asked of employees that are choosing to return to their workplace (Q43/1 AND WRK\_CHOICE/4). General population, Singapore. COVID-19 risk while commuting / in office is a net of WHY\_HOME/2-3.

# POOR INFORMATION HYGIENE THREATENS PANDEMIC RECOVERY

Percent who say they will take the COVID-19 vaccine within a year





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# TECHNICAL APPENDIX

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# 2021 EDELMAN TRUST BAROMETER

## SAMPLE SIZE, QUOTAS AND MARGIN OF ERROR

	General Population			Informed Public		
	Sample Size*	Quotas Set On**	Margin of Error	Sample Size*	Quotas Set On***	Margin of Error
<b>Global</b>	31,050	Age, Gender, Region	+/- 0.6% total sample +/- 0.8% half sample	6,000	Age, Education, Gender	+/- 1.3% total sample +/- 1.8% half sample
<b>China and U.S.</b>	1,150	Age, Gender, Region	+/- 2.9% total sample +/- 4.1% half sample	500	Age, Education, Gender	+/- 4.4% total sample +/- 6.2% half sample
<b>Nigeria</b>	1,150	Age, Gender, Region	+/- 2.9% total sample +/- 4.1% half sample	100	Age, Education, Gender	+/- 9.8% total sample +/- 13.9% half sample
<b>All other countries</b>	1,150	Age, Gender, Region	+/- 2.9% total sample +/- 4.1% half sample	200	Age, Education, Gender	+/- 6.9% total sample +/- 9.8% half sample

**NOTE:** Questions that afforded respondents the opportunity to criticize their government were not asked in China, Russia and Thailand.

\* Some questions were asked of only half of the sample. Please refer to the footnotes on each slide for details.

\*\* For the general population, there were additional quotas on ethnicity in the UK and U.S., and on nationality in the UAE and Saudi Arabia.

\*\*\* For the informed public, there were additional quotas on nationality in the UAE and Saudi Arabia.

# 2021 EDELMAN TRUST BAROMETER

## LANGUAGES AND INTERNET PENETRATION BY COUNTRY

The Edelman Trust Barometer is an online survey. In developed countries, a nationally-representative online sample closely mirrors the general population. In countries with lower levels of internet penetration, a nationally-representative online sample will be more affluent, educated and urban than the general population.

	Languages	Internet Penetration*
<b>Global</b>	-	83%
<b>Argentina</b>	Localized Spanish	93%
<b>Australia</b>	English	87%
<b>Brazil</b>	Portuguese	71%
<b>Canada</b>	English, French Canadian	94%
<b>China</b>	Simplified Chinese	59%
<b>Colombia</b>	Localized Spanish	63%
<b>France</b>	French	92%
<b>Germany</b>	German	96%
<b>India</b>	English, Hindi	41%

	Languages	Internet Penetration*
<b>Indonesia</b>	Indonesian	63%
<b>Ireland</b>	English	92%
<b>Italy</b>	Italian	93%
<b>Kenya</b>	English	87%
<b>Japan</b>	Japanese	94%
<b>Malaysia</b>	Malay	81%
<b>Mexico</b>	Localized Spanish	67%
<b>Nigeria</b>	Localized English	61%
<b>Russia</b>	Russian	81%
<b>Saudi Arabia</b>	English, Arabic	92%

	Languages	Internet Penetration*
<b>Singapore</b>	English, Simplified Chinese	88%
<b>S. Africa</b>	English, Afrikaans	55%
<b>S. Korea</b>	Korean	96%
<b>Spain</b>	Spanish	93%
<b>Thailand</b>	Thai	82%
<b>The Netherlands</b>	English, Dutch	96%
<b>UAE</b>	English, Arabic	96%
<b>UK</b>	English	95%
<b>U.S.</b>	English, Localized Spanish	90%

\*Data source: <http://www.internetworldstats.com/stats.htm> as of 1/12/21

# 2021 EDELMAN TRUST BAROMETER

## HOW WE MEASURED INFORMATION HYGIENE

To determine whether respondents practiced good information hygiene, we measured four dimensions:

1. Regular engagement with news: Do they stay informed?
2. Engagement with differing points of view: Do they avoid information echo chambers?
3. Information verification: Do they avoid assuming something is true simply because it supports their point of view?
4. Avoids spreading misinformation: Do they check information veracity before forwarding content to others?

Each respondent's level of information hygiene was categorized based on their performance across the four dimensions:

- **Good:** Performs well on three or more dimensions
- **Moderate:** Performs well on any two dimensions
- **Poor:** Performs well on one or fewer dimensions

### 1. News engagement *(does one or more of these several times a week or more)*

- “Read, view or listen to news and information produced by major news organizations or publications at the original source” MED\_SEG\_OFTr1
- “Read news and information from major news organizations sent to me by others or pushed to me on a news feed, social network platform or application” MED\_SEG\_OFTr2
- “Read, view or listen to news and information put out by major corporations regarding important social and political issues and events” MED\_SEG\_OFTr16
- “Listen to podcasts or read newsletters or blog posts put out by independent individuals whom I trust to keep me informed about important issues, but who do not work for a news media company” MED\_SEG\_OFTr17

### 2. Avoiding information echo chambers *(must say they do one or more of these)*

- “How often do you read or listen to information or points of view from people, media sources or organizations with whom you often disagree?” NEWS\_DIS *(weekly or more)*
- “When someone you know sends you some information that supports a position that you do NOT believe, which of the following do you typically do with it?” POS\_DIS *(study thoroughly)*

### 3. Verify information *(must say they do two or more of these)*

- “Confirm that a news story is really true by looking across multiple information sources” MED\_SEG\_OFTr15 *(several times a week or more)*
- “When someone you know sends you some information that supports a position you believe, which of the following do you typically do with it?” POS\_BEL *(use fact-checking sites and/or verify from people I know and/or go to original source material)*

### 4. Do not amplify unvetted information *(must never do this)*

- “Pass on news and information to others without first checking its accuracy or the integrity of the source” MED\_SEG\_OFTr18

# 2021 EDELMAN TRUST BAROMETER

## HOW WE PLOTTED THE INSTITUTIONAL COMPETENCE AND ETHICS SCORES

**The competence score (the x-axis of the plot):** An institution's competence score is a net of the top 3 box (AGREE) minus the bottom 3 box (DISAGREE) responses to the question "To what extent do you agree with the following statement? *[INSTITUTION] in general is good at what it does*". The resulting net score was then subtracted by 50 so that the dividing line between more competent and less competent institutions crossed the y-axis at zero.

**The net ethical score (the y-axis of the plot):** The ethics dimension is defined by four separate items. For each item, a net score was calculated by taking the top 5 box percentage representing a positive ethical perception minus the bottom 5 box percentage representing a negative ethical perception. The y-axis value is an average across those 4 net scores. Scores higher than zero indicate an institution that is perceived as ethical.

### ***Respondents were asked:***

In thinking about why you do or do not trust *[INSTITUTION]*, please specify where you think they fall on the scale between the two opposing descriptions. *(Please use the slider to indicate where you think [INSTITUTION] falls between the two extreme end points of each scale.)*



DIMENSION	ETHICAL PERCEPTION	UNETHICAL PERCEPTION
Purpose-Driven	Highly effective agent of positive change	Completely ineffective agent of positive change
Honest	Honest and fair	Corrupt and biased
Vision	Has a vision for the future that I believe in	Does not have a vision for the future that I believe in
Fairness	Serves the interests of everyone equally and fairly	Serves the interests of only certain groups of people

# 2021 EDELMAN TRUST BAROMETER

## HOW WE CALCULATED INCREASED LIKELIHOOD TO TRUST BUSINESS

Respondents were asked to evaluate the performance of business as an institution against a variety of behavioral expectations. These performance scores were then incorporated into a discrete choice analysis to determine which behaviors, if done well, would provide the greatest boost to trust in business.

The top five performance drivers of trust, defined in terms of marginal effect on likelihood to trust associated with doing that behavior well, are displayed on the slide.

### ***Respondents were asked:***

How well do you feel business is currently doing each of the following? Please indicate your answer using the 5-point scale below where 1 means the institution is “failing at this” and 5 means the institution is “doing this very well”.

### **Full list of behaviors examined (top 5 highlighted in bold)**

1. **Meeting your overall expectations for how they should be responding to the health and public safety aspects of the COVID-19 pandemic**
2. Meeting your overall expectations for how they should be responding to the economic consequences of the COVID-19 pandemic
3. Partnering with other organizations and societal institutions, even if they might be competitors, to mount the strongest and most effective responses possible to our societal challenges
4. Stepping in to fill leadership voids and policy gaps left by government
5. Doing everything they can to ensure the safety and wellbeing of our people and communities
6. Identifying and addressing systemic inequalities, unfair treatment, and prejudices within society and in the business world
7. Shaping our culture for the better by inspiring positive change in how we see and treat ourselves and each other
8. Developing new solutions to help address our country's problems
9. Working to benefit their employees, customers, and local community, in addition to their owners and shareholders
10. Putting people before profits
11. **Being the guardian of information quality, working to ensure that only true, verified information is being shared and circulated**
12. **Driving the economic prosperity of our country**
13. Working to ensure that our workers have the skills necessary to be competitive in the global job market
14. Investing in the local communities where they are headquartered or have large production facilities/offices
15. **Taking a long-term perspective when making business decisions versus focusing on short-term profits**
16. **Embracing sustainable practices across their business**

# 2021 EDELMAN TRUST BAROMETER TEAM



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# DIVIDER IMAGE CREDITS

## **Slide 14 Raging Infodemic Feeds Mistrust**

*A protester holds a placard during the Irish Freedom Party an anti-vaccination and anti-lockdown rally outside the Custom House, on day 39 of the nationwide Level 5 lockdown. On Saturday, November 28, 2020, in Dublin, Ireland: Artur Widak / NurPhoto via Getty Images*