

## **ABSTRACT OF THE DISSERTATION**

### **CITIZEN-GOVERNMENT INTERACTION AND ITS EFFECTS ON TRUST IN GOVERNMENT**

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This study attempts to determine the effects of citizen-government interaction on trust in government and compares traditional interaction to digital interaction. This study develops a four-stage model of citizen-government interaction -- accessibility, dialogue, transaction and deliberation -- and delineates the framework of the relationship between such interaction and trust in government. Based on a questionnaire survey to collect data from those who have had experiences with both traditional and digital interaction, 261 valid instruments were utilized for descriptive statistics, regression, and PATH analysis.

According to the results, the level of trust in government is low. Specifically, trust in public administrators is slightly higher than trust in politicians. In addition, the level of trust in government differs according to the level of government, with trust in local government at relatively higher levels, and trust in the Federal government at lower levels.

This study also compares traditional interaction to digital interaction in terms of satisfaction with each component: accessibility, dialogue, transaction and deliberation. Overall, the level of satisfaction with each component in digital interaction is higher than in traditional interaction.

In addition, the results indicate that accessibility, dialogue and transaction among citizen-government interaction variables have a positive effect on trust in government. Of those three variables, citizen-government dialogue has the strongest impact on trust in government, followed by transaction and accessibility. In sum, the results support conclusion that a higher level of satisfaction with accessibility, dialogue and transaction in citizen-government interaction is positively associated with a higher level of trust in government.

Furthermore, the results show that those who are younger, more educated and richer have more experience with digital citizen-government interaction than those who are old, less educated and poor. Accordingly, those who are younger, more educated and richer are over-represented in the governance process. These contrasts are more problematic in terms of widespread digital citizen-government interaction in an information society.

This study concludes that citizen-government interactions have a significant impact on trust in government. Accordingly, public officials should find ways to ensure efficient, facile and comprehensive citizen-government interaction. The institutionalization of citizen-government interaction and the transformation of public officials' behaviors are keys to improving trust in government.