



Analysis of University Students' Generalized Trust on Public Institutions

Shahnaz Perveen *

Hina Kaynat †

Rabia Latief ‡

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Abstract: *Generalized trust is the most common and natural concept. It plays an important role in society. It depends on the performance of public institutions. Generalized trust in public institutions creates a positive environment in society. The major purpose of the current study was to analyze the generalized trust of university students in public institutions. 600 students were randomly selected as a sample from four public universities of Punjab. The questionnaire was used to collect the data. The questionnaire demonstrated Cronbach Alpha Coefficients of more than .70. Findings revealed that generalized trust of students was higher on the military institution, but overall, students showed distrust in these institutions such as police, parliament. Results also showed that fighting terrorism, corruption, political pressure, poverty, lack of education are major problems faced by public institutions.*

Key Words: Generalized Trust, Public Institutions, Universities, Transparency, Merit

Introduction

The most commonly recognized form of public capital is trust. Generalized trust is very important for the development of public skills. Generalized trust is positive for personal relationship ([Tan & Tambyah, 2011](#)). According to [Letki \(2006\)](#), generalized trust has played an important role in the developed countries. The generalized trust focuses on desirable outcomes like tolerance, public morality, which are significant features of good governance. [Bădescu & Sum \(2015\)](#) says that generalized trust is attached to the advancement of public institutions. Different experiences in the generalized trust are an impact on social behavior. Most researchers are in favor of generalized trust because trust is socially improving behavior of the society. It is very important for maintaining the public and social system in society. Generalized trust and public institutional trust are most important for social behaviors. Public trust is attached to good interactions, pleasant behavior and better performance ([Irwin, 2009](#)).

A Good society personally knows the scope of trust because it improves the performance of the institutions. The educational theory describes generalized trust into two styles includes private or personalized trust and identity-based trust. Personalized trust outcomes emerge from teamwork skills, and good communication can be with the existing circle in which to be a family, community or fellow members of volunteer institution. The identity-based trust focuses on identification and grouping. In this trust, peoples understand the expressions of each other ([Stolle, 2002](#)).

[Thoening \(2007\)](#) describes that Public institutions are providing an ethical, experimental framework and developing good attitudes in public. Public institutions are providing a high level of general supports to youth. In developing countries, public institutions are facing corruption. The root of corruption cannot increase the trust of the public related to the performance of institutions. If public institutions want to gain public trust, then the government should focus on the issues as required by the institutions,

*Assistant Professor, Department of Education, The Government Sadiq College Women University Bahawalpur, Punjab, Pakistan. Email: drshahnaz@gscwu.edu.pk

†PhD Scholar, Department of Education, The Islamia University of Bahawalpur, Bahawalpur, Punjab, Pakistan.

‡MPhil Scholar, Department of Education, Government College University Faisalabad, Faisalabad, Punjab, Pakistan.

such as low corruption, improve social behavior with the public and democratic system, health and education ([Bohnet & Baytelman, 2007](#)).

According to ([Calin, 2015](#)) Public institutions are handling new different projects and services like education, culture, health services under the supervision of the government. The system of these public institutions should be well registered. In developing countries, the government should give attention to the performance of public institutions. Public institutions are social and economic institutions that are bearing different challenges with change.

In Pakistan, public institutions are working under the supervision of the government. There are different public institutions working like national, regional and local level institutions. Public trust depends on the good performance and management of the government. Ethics and principles are related to generalized trust ([Rothstein & Stolle, 2008](#)). The public is facing a trust deficit because corruption has been common in public institutions. Every new government guarantees to eliminate corruption from public services but have been failed to control corruption from the public institutions. Trust deficit can be repaired if government and institutions, but every person will work with honesty ([Bashir, Hamid Rafiq Khattak, Hanif, & Sara Naseer Chohan, 2011](#)).

Generalized trust is necessary for maintaining democracy. Generalized trust is based on the performance of the institutions. Trust creates a positive environment in public institutions. Generalized trust to write on the paper is very easy, but trust is a difficult matter ([Walle & Six, 2014](#)). Pakistan is a developing country. Pakistani government provides insufficient resources to the public institutions; if the government provides a lot of funds to the public institutions, then institutions can come back in better condition. These funds can bring improvement to public institutions. Public trust can be gain when institutions and government personally follow principles and ethics. So, it proved from the study that public trust in the institutions is most important for good governance.

Statement of the Problem

It is a significant need for the public that provides a healthy and supportive environment in public institutions. Whenever a proper environment is not provided in public institutions, it has a basically negative effect on academic performance and trust in public institutions. However, higher education public institutions affect on motive, intelligence and behavior of the students. Thus, generalized trust is a very important factor and its effect on the study life and practical life of students. Sometimes generalized trust badly effects due to a lack of closeness or knowledge about the workings of these public institutions. Keeping in view the value of these recently rapid arising issues, researchers plan to analyze the generalized trust of university students in public institutions.

Research Questions

The major objective of the current study was to analyze the generalized trust of university students in public institutions in district Faisalabad. Following research questions were formulated to achieve the research objectives.

1. How to investigate the prevalence of generalized trust in public institutions among university students included in the sample?
2. How to compare prevailing generalized trust on different public institutions among the university students included in the sample?

Research Methodology

The research population consisted of all the students enrolled in public sector universities in district Faisalabad. Randomly six hundred students were selected as a research sample. Total three universities were randomly selected for this research in district Faisalabad. From each university, five departments of two different programs, i.e. Education, Applied Psychology, Computer Science, Economics and Mathematics, were randomly selected for participation. Gender and Program wise distribution of the sample is described in Table 1.

Table 1. Division of Sample

	B.S Program	M.S.C Program	Total
Female	219	111	330
Male	181	89	270
Total	400	200	600

The study was descriptive in nature. By looking at the nature of this study, the survey method was used for data collection. Data were collected with the help of a research instrument: Trust Scale. A questionnaire having only fifty items was developed on the Likert scale. The validity of the questionnaire was confirmed by consulting 5 experts in the fields. The questionnaire demonstrated Cronbach Alpha Coefficients of more than .70. For data collection, researchers personally visited the institutions and collected the data. Collected data were entered into an SPSS file. Data were analyzed by using descriptive statistics and mean differences. Data were presented in a graphical presentation.

Findings of the Study

Findings linked to generalized trust in public institutions among university students. Following major findings were drawn from data analysis.

Item Wise Information of Respondents

Table 2. Students' Response in Percentage showing their generalized trust related to Universities in Pakistan

S. No	Indicators	HDS	DS	UD	S	HS
1	Sincerity	15.7	12.0	10.3	41.5	20.5
2	Transparency	12.5	19.5	12.8	43.8	11.3
3	Merit	14.8	14.2	12.3	43.7	15.0
4	Competency	10.2	14.3	13.2	44.0	18.3
5	Working Culture	9.0	14.0	20.7	40.0	16.3
	Accumulative Mean score			3.29		

Data show that 27.7% of the university students rejected the statement with the prevalence of sincerity among the university sector. 62% of the university students accepted this trust indicator. The 10.3% of university students opine that they are undecided on this issue. 32% of the university students rejected the concept with the prevalence of transparency related to the university sector. 12.8% of students are undecided about this concept. While 55.1% of the university students accepted this trust indicator. 34.3% of university students deny this concept with the prevalence of merit in universities department. 12.8% of the university students are doubtful about this viewpoint. Thus, 87.6% of university students are in favor of this concept. 24.5% of the university students rejected the statement with the prevalence of competency among the university sector. 13.2% of the university students opine that they are undecided on this issue. 62.3% of the university students are in favor of this trust indicator. 23% of the university students rejected the concept with the prevalence of culture related to the universities sector. 20.7% of the university students are undecided. While 56.3% of the university students accepted this trust indicator.

Table 3. Students' Response in Percentage showing their generalized trust Related to police in Pakistan

S. No	Indicators	HDS	DS	UD	S	HS
1	Sincerity	19.5	22.2	21.5	25.7	11.2
2	Transparency	21.0	24.5	22.8	18.7	13.0
3	Merit	21.0	25.2	20.8	20.5	12.5

S. No	Indicators	HDS	DS	UD	S	HS
4	Competency	20.3	23.5	16.7	25.7	13.8
5	Working Culture	19.5	28.2	18.5	23.8	10.0
	Accumulative Mean score			2.76		

Data show that 41.7% of the university students reject the statement with the prevalence of sincerity among the police sector. 36.9% of the university students accept the idea with the prevalence of sincerity in the police. 21.5% of university students opine that they are undecided on this issue. Results show that 45.5% of the university students reject the concept with the prevalence of transparency related to the police sector. 22.8% of students are undecided about this concept. While 31.7% of the university students accepted this trust indicator. Findings show that 46.2% of university students deny this concept with the prevalence of merit in the police department. 20.8% of the university students are doubtful about this viewpoint. Thus, 33% of university students are in favor of this concept. Results reveal that 43.8% of the university students reject the statement with the prevalence of competency among the police sector. 16.7% of the university students opine that they are undecided on this issue. 39.5% of the university students accept the idea with the prevalence of competency in the police. Data show that 47.7% of the university students reject the concept with the prevalence of culture related to the police sector. 18.5% of the university students are undecided about this concept. While, 33.8% of the university students accepted this trust indicator.

Table 4. Students' Response in Percentage showing their generalized trust related to Military in Pakistan

S. No	Indicators	HDS	DS	UD	S	HS
1	Sincerity	7.0	9.5	16.5	37.2	29.8
2	Transparency	7.0	7.7	14.5	39.3	31.5
3	Merit	7.3	7.0	9.3	41.8	34.5
4	Competency	5.2	5.8	8.5	38.0	42.5
5	Working Culture	3.5	9.7	10.3	34.8	41.7
	Accumulative Mean Score			3.96		

Data show that 16.5% of the university students reject the statement with the prevalence of sincerity among the military sector. 67% of the university students accept the idea with the prevalence of sincerity in the military. 16.5% of university students opine that they are undecided on this issue. 14.7% of the university students reject the concept with the prevalence of transparency related to the military sector. 14.5% of students are undecided about this concept. While 70.8% of the university students accepted this trust indicator. Findings show that 14.3% of university students deny this concept with the prevalence of merit in the military department. 9.3% of the university students are doubtful about this viewpoint. Thus, 76.3% of university students are in favor of this concept. Results reveal that 11% of the university students reject the statement with the prevalence of competency among the military sector. 8.5% of the university students opine that they are undecided on this issue. 80.5% of the university students accept the idea with the prevalence of competency in the military. Data show that 13.2% of the university students reject the concept with the prevalence of culture related to the military sector. 10.3% of the university students are undecided about this concept. While, 76.5% of the university students accepted this trust indicator.

Compare prevailing Generalized Trust on Different Public Intuitions among University Students

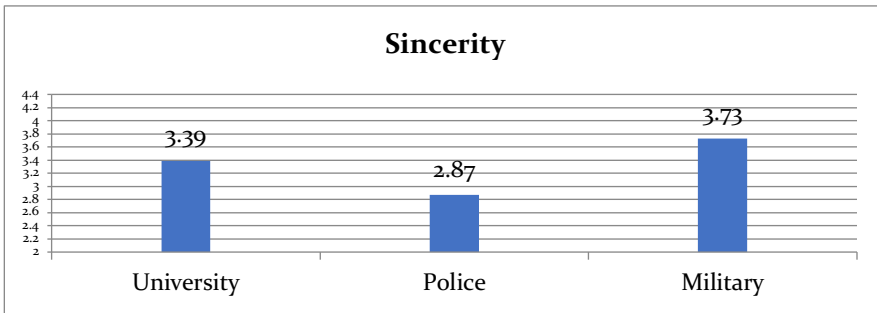


Figure 1: Comparing Student’s Perceptions about the Sincerity of Different Situation

Figure 1 shows the difference in student’s perceptions with the prevalence of sincerity in different institutions. Figure 4.1 shows that level of trust in the sincerity of the military is comparatively mean score (M= 3.73) higher than the other public institutions. The mean score (M= 3.39) shows that Universities is the second most sincere institution according to generalized trust.

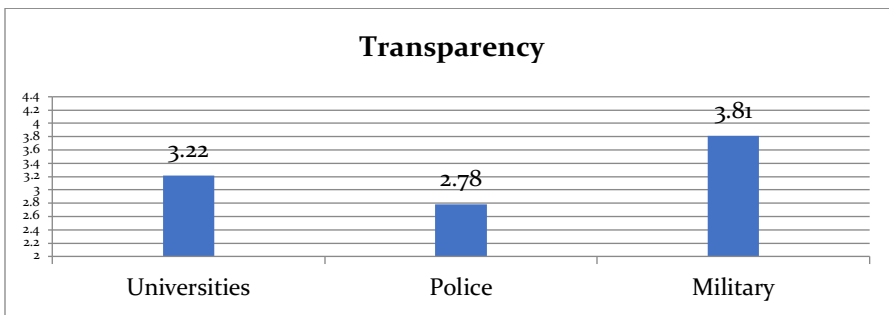


Figure 2: Comparing Student’s Perceptions about the Transparency of Different Situation

Figure 2 explains the perceptions of the university students in favor of transparency related to different public institutions. It is also evident that the respondents show comparatively higher mean scores to show trust in the Military (M= 3.81). The students demonstrate comparatively least trust in police institution (M = 2.78).

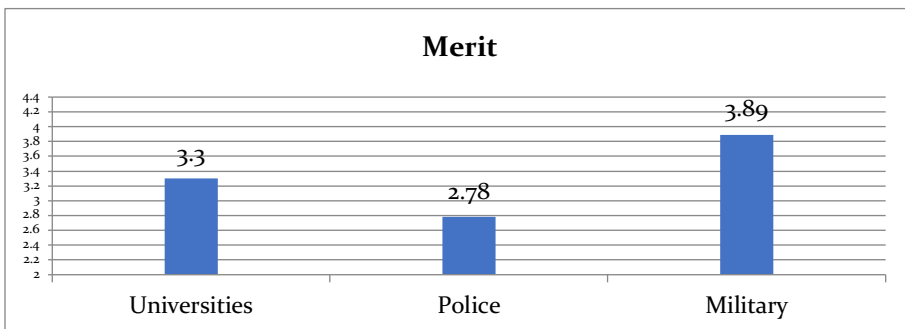


Figure 3: Comparing Student’s Perceptions about the Merit of Different Situation

Figure 3 reflects the differences of perceptions among the university students in favor of merit. It shows the level of generalized trust of university students about all the public institutions. However, the respondents show comparatively higher mean scores to show trust in the Military (M= 3.89). The mean scores to show students' trust in universities and police are 3.30 and 2.78, respectively. The students demonstrate comparatively least trust in the institution.

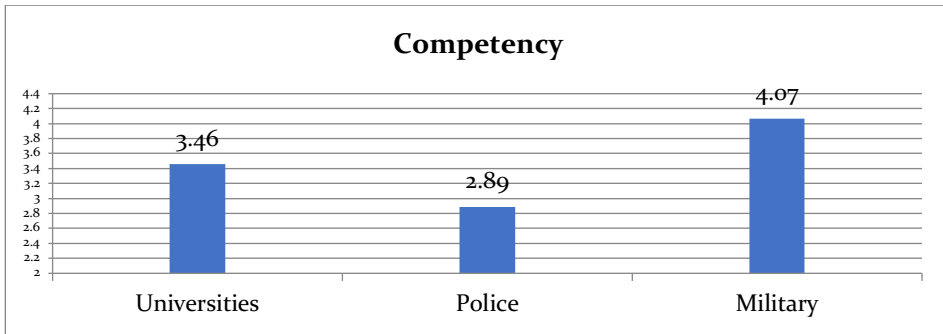


Figure 4: Comparing Student's Opinions about the Competency of Different Situation

Figure 4 demonstrates the opinions of university students regarding competency among different public institutions. The figure explains that university students are more generalized trust in Military Public institution (M = 4.07) than the other public institutions.

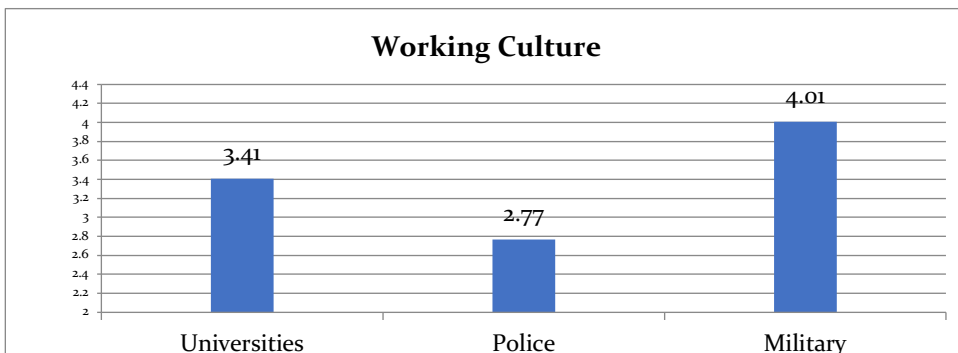


Figure 5: Comparing Student's Opinions about the Working Culture of Different Situation

Figure 5 shows the difference in student's perceptions with the prevalence of working culture in different institutions. Figure 5 shows that level of trust in the culture of the military is comparatively mean score (M = 4.01) higher than the other public institutions. The mean score (M = 3.41) shows that Universities is the second most honest institution according to generalized trust.

Discussion

The current research was an attempt to advance the knowledge of students. It focused on the role of students in generalized trust. The initial description of the findings reveals different aspects of students about generalized trust in public institutions. The explanation was made on the foundation of data. This is the personal judgment of the researchers which is obtained as a result.

The study reveals that military institution first priority of university students because university students more trust the military institution. While the second-most generalized trust of students was in universities of Pakistan. In this present research, Students showed very low trust in police institution. (Asghar, 2013) describes that Pakistan is a developing country. Due to developing country, Pakistan

government is facing major problems, e.g. bad condition of education and public institutions etc. Public institutions are facing different issues, e.g. lack of resources, integrity in the public sector, less coordination of government with public institutions. Due to these issues public least trust in public institutions.

To further elaborate the generalized trust in different public institutions among university students. Findings reveal that mean difference existed in the prevalence of trust indicators in different public institutions. Results of the study indicated that university students are more trusting of the military institution than other public institutions of Pakistan. University students show results that universities are the second most institution according to generalized trust than other institutions of Pakistan. While the study of (Yosuf & Nauman, 2015) is in favor of this study as they checked the generalized of the students on public institutions and concludes from his research that public higher trust in the military than other public institutions of Pakistan. Pakistan is a developing country. In Pakistan, public institutions are facing different problems, e.g. corruption. The Pakistani government is not providing sufficient resources to public institutions. Army has become strong power of Pakistan because last retired chief of army staff there was less involvement of the military in government affairs than other army chiefs. In Pakistan, the public about the military is considered that military well sincere, reliable, competent institution because forces have fought on all fronts in Pakistan. The military of Pakistan is a perfect volunteer force. Students show more trust in the military institution on behalf of the performance, e.g. Pakistani military fighting wars with India and fighting with terrorist forces. Mansoor (2003) describes that Universities are playing an important role in society. In Pakistan, universities are under the control of the federal government and provincial government. In Pakistan, Higher Education Commission (HEC) is an independent institution that follows the rules of the federal government. While the Pakistan government is providing insufficient resources to universities. Due to a lack of resources public has less trust in higher educational institutions. So, in this study, university students were not more trust in universities than a military institution.

In this study university, students were not high trust in the police than a military institution. (Khalid, 2009) revealed that In Pakistan, Police is a controversial institution. In Pakistan, Police Institution are facing different problems, e.g. corruption. Corruption is most harmful to the reputation of the institution. Police institution has not transparency, honesty and the rule of law. Political participation of the Pakistan government is most significant in police institution. Due to these reasons, police institution has bad effects.

Conclusion

The major purpose of the current study was to analysis of university students generalized trust in public institutions. Current research has identified different trust indicators that played a role in developing generalized trust in public institutions in university students. Generalized trust is most important for social cooperation, stable democracy and performance of public institutions. Through this study, significant conclusions appear as a result of the quantitative analysis. Conclusions found out on the basis of data analysis. The study concludes that students showed second most generalized trust in universities of Pakistan with the prevalence of indicators because the accumulative mean score was not higher than a military institution. While few students revealed very low trust related to the police department in Pakistan, the accumulative mean score very low than other public institutions. The generalized trust of students in the military institution was comparatively stronger than in other public institutions.

Generalized trust in different public institutions, the study concludes that mean difference existed in different institutions (Universities, Police and Military) about the prevalence of sincerity. While the study revealed that mean difference existed on a graphical presentation about the prevalence of transparency in different institutions. The mean difference existed in the prevalence of merit trust indicator in different public institutions. The mean difference existed regarding competency among different public institutions. The mean difference existed in different public institutions in favor of working culture.

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