



**TRUEDEM: Trust in European Democracies  
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**D8.2. QUALITATIVE STUDIES (2)  
EXPERT INTERVIEWS WITH POLITICIANS AND  
POLICYMAKERS**

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The

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## Summary

### About the project

TRUEDEM is a 3-year multinational research project funded by the Horizon program of the European Commission with several core objectives. TRUEDEM aims to design and implement a complex research effort to collect comprehensive evidence on the perceptions of trust and judgments of trustworthiness in a range of European states. The project will create a robust and comprehensive knowledge base on long-term dynamics and predictors of trust in political institutions of representative democracy (parties, executives, parliaments, judiciary etc.) in the EU. TRUEDEM will examine the role of new patterns of electoral behavior, impact of socioeconomic transformations, the erosion of old and emergence of new political cleavages for the inclusiveness, representativity and legitimacy in European democracies, and political trust. TRUEDEM will identify strategies to address the demands and needs of citizens expressed via both electoral and non-electoral forms of political participation as means to enhance active engagement and inclusion and thus booster inclusive and responsive decision-making and governance in Europe. TRUEDEM will distinguish clusters of values that can hinder or foster pro-democratic values and attitudes and thus contribute to the barriers and opportunities to re-invigorating and enhancing representative democratic systems. Finally, TRUEDEM will develop a comprehensive and transparent toolbox of policy interventions including recommendations, toolkits and methodologies for enhancing trust in political institutions, boosting transparency inclusiveness of representative systems. TRUEDEM is coordinated in Austria with partners in Czech Republic, France, Germany, Greece, Italy, Poland, Romania, Slovakia, Slovenia, Sweden, and Ukraine. The three-year program runs from January 2023 to December 2025.

### Annotation of the Deliverable (D8.2)

The deliverable D8.2 entitled “Qualitative Studies: Methodological Guidelines and Data” comprises a qualitative dataset accompanied by methodological instructions and tools for its collection. It forms part of Work Package 8 (WP8) and contains transcripts of focus group discussions (FGDs), elite interviews, and consultations with civil society organizations (CSOs) conducted across twelve European countries. These datasets are intended to support future analyses and serve as a resource for examining trust dynamics and trustworthiness perceptions in diverse political and social contexts.

The document begins with a conceptual framework that underpins qualitative studies. It explores the relational and situational nature of political trust and trustworthiness, drawing on established theories of trust. The framework identifies key themes for investigation, including who trusts whom and for what reasons, how context influences trust dynamics, and the underlying models of democracy shaping evaluations of institutions and political actors. It also delves into the cues and information sources used by individuals and groups to assess trustworthiness. This theoretical foundation guides the structure and design of the qualitative studies, ensuring they align with the broader project aims.

Section two presents the first component of the qualitative studies – the focus group discussions with citizens. This section details the organization and implementation of FGDs, which were conducted in six European countries: Czech Republic, France, Greece, Italy, Poland, and Romania. A total of 21 FGDs were held, with each group consisting of 6-10 participants. These FGDs targeted diverse demographic groups to capture a range of perspectives on political trust. Recruitment guidelines emphasized inclusivity and diversity, balancing factors such as age, education, and political attitudes while maintaining gender balance. The FGDs explored themes such as citizens’ satisfaction with political systems, the qualities they associate with trustworthy leaders and institutions, and their perceptions of governance in specific contexts, including crises. Moderation protocols ensured that

discussions remained productive, with moderators trained to encourage participation, manage conflicts, and document key insights effectively.

Section three presents the second component of qualitative studies represented by expert and elite interviews with politicians and policymakers. These interviews sought to uncover the perspectives of those directly involved in governance and policy implementation. Elite interviews with politicians and policymakers were conducted in ten European countries: Austria, Czech Republic, France, Greece, Italy, Poland, Romania, Slovakia, Slovenia, and Sweden. These interviews targeted 10-20 informants per country (161 interviews in total). The guidelines for these interviews included detailed scripts to ensure consistency while allowing flexibility to address country-specific issues. The interviews explored topics such as institutional trust-building, challenges in fostering citizen engagement, and strategies for enhancing transparency and accountability in governance. This component aimed to capture the institutional side of trust dynamics, offering insights into the challenges and opportunities for fostering trust in democratic systems.

The third component involved consultations with leaders of CSOs, exploring their unique role as intermediaries between citizens and political institutions. Consultations with CSOs were also conducted in ten countries, following a structure similar to the elite interviews (159 consultations in total). These consultations engaged leaders of CSOs to understand their roles in trust-building and their interactions with both citizens and political institutions. The discussions explored how CSOs contribute to enhancing transparency, inclusivity, and democratic accountability, as well as the obstacles they encounter in fulfilling these roles. The methodological provisions ensured a thorough understanding of the CSO perspective, emphasizing the importance of their role in bridging gaps between citizens and political elites and in holding political institutions accountable.

Section 6 of the document describes the workplan for the qualitative studies, outlining the timeline and steps involved in their implementation. It covers the key stages of the process, including the translation of materials, recruitment of participants, data collection, quality checks, transcription, and translation of transcripts into English. Section 7 focuses on qualitative data anonymization. It provides guidelines for removing personally identifiable information to protect participants' privacy. The section emphasizes the application of full anonymization, ensuring that data cannot be linked back to any individual, even by researchers. It discusses the procedures for separating identifying details from datasets, following GDPR and national data protection laws.

The annexes included in the document provide additional resources and tools used throughout the qualitative studies. Annex 1 contains translations of the FGDs guide, ensuring that the methodology was uniformly applied across all participating countries while accommodating linguistic and cultural differences. Annex 2 includes translations of the recruitment questionnaire for focus groups, used to identify and select participants in each national context. Annex 3 provides translations of the interview guide for politicians, offering a standardized framework for conducting elite interviews in multiple languages. Annex 4 features translations of the interview guide for CSOs, enabling consistent yet culturally sensitive consultations with CSO leaders across countries. Finally, Annex 5 includes sample letters of invitation used for recruiting experts, ensuring clear and professional communication with participants during the recruitment process.

Part II of the document features the data represented by anonymized transcripts of all interviews, with the original interviews conducted in the respective national languages and translated into English for cross-national analysis. The transcripts are organized by country and type of informant.



## INTRODUCTION: AIMS AND GOALS OF WP8

The main objective of the TRUEDEM work package 8 is to deliver new empirical evidence to verify or refute the project's research hypotheses concerning the specific context in which people make decisions about trustworthiness, individual and institutional characteristics considered as the main indicators of trustworthiness, and individual and country-level factors that influence trust-building. This new empirical evidence also provides information on the specific factors and contexts in which the perceptions of trustworthiness are being formed and trust-building occurs, including voting in elections (WP2); socioeconomic changes (pandemic, digitalization of work, migration) (WP3); growing political polarization (WP5); participation through social media (WP6); information environments and media use (WP7); democratic innovations and other modes of citizens' participation to enhance trust in the political system (WPs 9-10).

To fulfil this objective, TRUEDEM WP8 consists of four components, each corresponding to a specific study distinguished based on the data collection method on one hand and the target group on the other. Component 1 deals with the design and implementation of an online quantitative survey of citizens in a number European countries<sup>1</sup>; component 2 concerns organization of a series focus groups with citizens in 6 European countries; component 3 includes organization of a series of 10-20 expert and elite qualitative interviews with politicians and policymakers in 10 European countries; finally, component 4 deals with the organization of a series of 10-20 consultations with the civil society organizations using the method of qualitative interview in 10 countries. For practical purposes, the work within the WP in general and each sub-study has been split into the preparatory (or design) stage (September 2023 to January 2024) and implementation stage (January/ February 2024 to June 2024). Data processing took place in July-November 2024, with the data analysis planned through the end of the project.

The data research outputs in qualitative studies of WP8 comprise a set of anonymized transcripts of qualitative interviews and focus groups. The transcripts first produced in the original language of the interview have been further fully translated into English to enable cross-country comparative analysis and collaboration. Anonymized English transcripts are available to the whole TRUEDEM consortium, with all project teams encouraged to use this qualitative data in their analysis. Primary empirical data collected in WP8 shall then inform the following project deliverables: D1.5 – Report on long term developments in political trust in EU; D2.5 – Electoral participation and political trust: policy implications; D3.5 – Consolidated report on the implications of socioeconomic transformations for democratic attitudes, political participation and trust; D6.4 – Empowered by social media? Social media and political trust; D7.3 – Role of media environment in forming trust in the EU; D9.3 – Audience-targeted recommendations on promoting democratic innovations.

In addition, findings from the consultations with CSOs shall comprise the core empirical database to validate the research hypothesis on strengthening partnership and enhancing CSO's trust towards the political system and institutions and to develop D10.2 – Policy-action plan for inclusion and trust-building of civil society organizations (short-term, mid-term, long-term) on local, national, regional and EU levels. Findings from the quantitative survey and focus groups with citizens shall provide insights for the set of policy recommendations for trust-building oriented to citizens produced in D10.1. Policy-action plan for inclusion and trust-building of citizens (short-term, mid-term, long-term) on local, national, regional and EU levels. Finally, data from the elite interviews with politicians and policymakers shall be employed to develop guidelines for policy-interventions for inclusion and trust-building in different environments and societies (D10.3). The remaining sections of this document discuss the thematic scope and methodological provisions for the organization of the qualitative studies within WP8.

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<sup>1</sup> Methodology and findings are presented in deliverable D8.1: <https://www.truedem.eu/resources-and-deliverables>

## METHODOLOGICAL GUIDELINES

### 1 CONCEPTUAL FRAMEWORK OF THE STUDY<sup>2</sup>

The overall aim of this study is to extend and deepen the understanding of perceptions of trustworthiness and trust-building through the exploration of conceptions of and expectations towards good governance of citizens, political elites and civil society. One of the strengths of the TRUEDEM project is its systematic approach to identifying trust relations among categories of political agents or agencies with distinct expertise and experience, using a research design that builds on mixed methods (see [D1.1. Conclusive section](#)). Therefore, the qualitative survey design shall seek to maximize the comparability of the questions asked to the three major categories of selected agents. With this in mind, *the focus group discussion guide for ordinary citizens and the interview guides for politicians and CSO leaders have been structured in accordance with a common framework, following the principle of a ‘mirror survey’.*

Based on the literature review, a number of overarching topics which are particularly relevant for investigating the key objectives set out by TRUEDEM have been delineated. These topics were divided in four sections, to be addressed consecutively in the qualitative studies design.

- ***Who trusts whom, for what, and how?*** This first section serves as a descriptive introduction. Its aim is to examine trust as a social relationship and the criteria on which trustworthiness is based. It will provide significant insight into the conceptual typology of trust relations outlined by the project.
- ***How does context enhance or inhibit trust mechanisms?*** The second section invites interviewees to put political trust in perspective. More specifically, it aims to address the effects of context on the mechanisms that lead to a positive assessment of trustworthiness and how contextual factors (e.g. crisis) can result in variations in trust relations (e.g., from skeptical to cynical mistrust).
- ***What are the underlying conceptions of democracy?*** The third section is more reflective, delving into the core of trustworthiness by questioning the preferences of interviewees for different institutional settings or processes and, more broadly, their views of political representation. This section also provides a seamless entry point for discussing the key issue of democratic innovations.
- ***What kind of information and cues do agents use in their diagnosis and evaluations?*** The fourth section serves a more explanatory purpose. It aims to map out the elements used by the interviewees to form their judgments of trust/trustworthiness. The interviewees are primarily viewed here as experts in the realm of political trust, whereas the first three sections also invite them to position themselves as actors in this domain.

Below, we further detail the concepts, dimensions, and underlying issues for each of these four sections. It is argued that the comparative analysis of common topics across different categories of agents is likely to bring significant scientific value.

WP8 Qualitative data collection aims to *understand how actors make decisions on the political system’s trustworthiness, their judgment formation mechanisms, as well as the individual and collective factors influencing trust*. Since trust is essentially relational and situational (Van der Meer, Zmerli 2017), our qualitative research is designed to study the (respective and mutual) perceptions of the *different actors in the trust relationship: citizens, political elites and the civil society organizations*. And since political trust is often contextual and specific, our research will investigate

<sup>2</sup> Authors of this section: Prunelle Aymé, Laurie Beaudonnet, Céline Belot, Hélène Caune, and Frédéric Gonthier (GAU-FR and CNRS-FR).

the three dimensions contained in Hardin's (2000) formula, "A trusts B to do X". Political (mis)trust can be better understood by *investigating the fabric of citizens', political elites' and CSOs' conceptions of and expectations towards the political system and towards one another.*

Among the limited number of studies that have jointly studied elite and ordinary conceptions of the political system, most have evidenced substantial differences among agents. Recent research finds that citizens' have an idea of "the good politician" (Clarke et al. 2018), that values authenticity and proximity (Valgarðsson et al. 2021), which is quite different from the roles that highly professionalized political actors actually perform - one of the explanations for the rise of anti-politics.

When it comes to views and evaluations of democracy, *empirical studies show significant differences between policymakers, political elites and citizens, as well as among citizens themselves*, some endorsing more procedural definitions of democracy while others valuing direct democracy and/or social justice (Ceka, Magalhães 2016; Kotze, Garcia-Rivero 2017; Kriesi et al. 2016; Miller et al. 1997). Finally, civil society organizations may define themselves and operate as intermediaries in the trust relationship, endorsing roles as diverse as counterpowers, representatives, interest groups. Thus, CSOs may help bridge the gap between citizens and political elites or do just the opposite and act as democratic watchdogs casting light on the political systems' lack of trustworthiness.

It follows from the above that one approach to studying political (mis)trust is to examine the intersections and disparities in citizens, CSOs and elites' expectations and assessments of the political system. More specifically, the qualitative studies have been designed to answer the following interrelated research questions:

### **1. Who trusts whom, for what, and how?**

First, we aim to investigate the relational nature of political trust by identifying the mechanisms behind actors' decision to trust one another. As shown in the literature, different agents have different evaluations of different institutions and actors (parliament, government, administrations, representatives, local and national governments...), and expect different things from political institutions and actors (justice, performance, transparency, equity, integrity...). They might use different criteria to evaluate the political system. Norris (2023) stresses that people might (mis)trust the political system based on informed evaluations of its objective trustworthiness, or (dis)trust it relying on cognitive and political biases (skeptical/cynical/credulous attitudes).

Consequently, interviews with ordinary citizens, political elites and CSO representatives answer these interrelated questions: *Who trusts whom? When trust is granted, which actions and mandate does it refer to? And what are the criteria and mechanisms involved in the fabric of trustworthiness?*

### **2. How does context enhance or inhibit the production of political trust?**

Second, we aim to understand how different contextual factors might influence the trust relationship on the side of citizens, political elites and CSOs. As Van der Meer and Zmerli (2017) argue, *trust is contextual and should be studied by accounting for institutional factors (political regime, institutional arrangements), political context, information environments, etc., which might constitute obstacles or incentives for agents to trust one another.* One method to identify these contextual factors is to focus, in our three types of interviews, on distinct policy domain that are characterized by different institutional arrangements and have different political salience:

- policy domains that affect citizens' lives more or less directly
- policy domains that involve the local, national or international level
- policy domains that concern crisis or more routine situations

- policy domains that relate to distributive policies or to security issues
- policy domains that are more or less open to a variety of players (CSOs, experts, politicians, citizens, counter-powers...)

These policy domains may well vary from one country to the other so as to better fit national contexts and depending on their political salience, but they are expected to fulfil these criteria so that variations can be explored in a way that allows for comparison. Relevant policy domains might be pandemic, war in Ukraine, immigration, housing policies, etc. On one hand, ordinary citizens can be prompted to express their views on the trustworthiness of political institutions/actors in these different domains. On the other hand, these thematic focuses can serve as a selection criterion for interviews with politicians and CSO leaders.

### **3. What are the underlying models of democracy behind actors' evaluations and expectations of the political system?**

Agents' trust judgements are closely tied to their expectations towards the political system. Agents compare the way they perceive the system to work (who makes decisions, for whom, following what processes?) with the way they consider it should work. These expectations may reflect, more deeply, different conceptions of democracy, representations, and mandates, and the role that each actor (citizens, elites, intermediary bodies, experts, etc.) should play in it. *To what extent can the mechanisms of political trust be linked to preferences for certain models of democracy (liberal, populist, technocratic, etc.)? And what are the discrepancies (if any) between (different groups of) ordinary citizens', elites', and CSOs leaders' conceptions of democracy?*

Likewise, focus groups and interviews seek to understand the *links between political trust, conceptions of democracy and democratic innovations*. Who are the actors and groups demanding democratic innovations? How do citizens, political elites and CSOs conceive participatory or deliberative innovations and what roles do they expect to play in these?

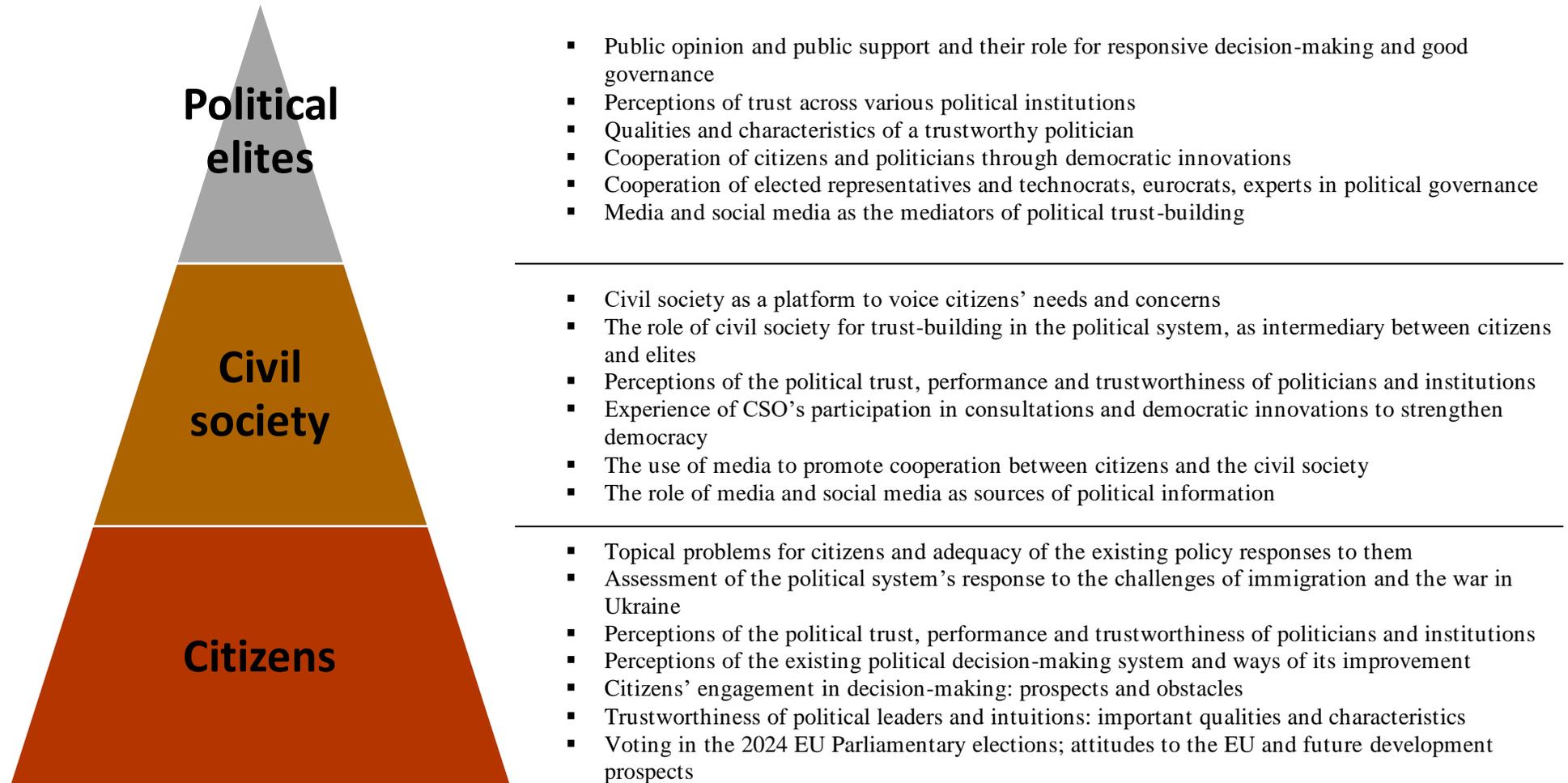
### **4. What kind of information and cues do actors rely on to monitor and evaluate the political system and one another?**

Finally, our qualitative investigation aims to identify the types of information on which actors rely to assess the political system and decide upon their levels of political support and political trust. Democratic systems require a distribution of cognitive tasks, wherein agents delegate some or all decision-making to others, thus departing from the ideal of a fully informed citizenry. Following Rudolph (2017), political trust can be approached 'as a heuristic' allowing people to expedite their political judgements by making the most of their limited resources and will to engage in effortful, albeit accurate, thinking.

The *trust heuristic has been found to play a key role when complex policy judgments are involved*. Hetherington (2005) claims that individuals who have confidence in the government are more likely to endorse policies involving risk or support government actions in situations characterized by risk, in comparison to individuals who lack trust in the government. This is because trustful citizens are more prone to make material and/or ideological sacrifices involved by risky policy initiatives.

This also highlights the significance of understanding whether ordinary citizens and political actors inform themselves about each other, how they acquire information, and how they process the available information. Put differently, *what sources of information do ordinary citizens, political elites and CSOs use to construct their trust evaluations? How do the media, opinion surveys, social networks and other types of messages and cues inform their judgments?*

**Figure 1. TRUEDEM qualitative studies research framework by target group**





## 2 ELITE INTERVIEWS WITH POLITICIANS AND POLICYMAKERS

### 2.1. INTRODUCTION

The existing Political Science literature attributes a number of positive outcomes that public trust has for the development of the political system<sup>3</sup>. Political trust drives citizens' interest and engagement in politics, increases voting turnout and makes law-abiding behaviour more common. Political trust is frequently equated to diffuse regime support and thus linked to the effective functioning and stability of the political system. Public support and adherence to public policy has proven to be positively correlated with political trust. Political trust plays a central role in times of crisis and change, such as the ongoing pandemic when, as numerous evidence suggests, societies with the higher levels of political trust have been more successful in making their citizens to follow lockdown, quarantine, and further restrictive anti-corona measures. Political trust has thus proven to be a valuable resource for governments and other political bodies in their ambition to implement or reform the public policies. In addition, the success rate of policy implementation and law-abiding is likely to increase the more reliable and trustworthy the political actor or institution are perceived by the public<sup>4</sup>.

While public trust and positive trustworthiness perceptions are formed under the influence of numerous factors (performance of institutions; own cognitive skills; societal values among the other), particular importance is attributed to the greater responsiveness of the political system (that is its capacity to respond efficiently and effectively to the actual needs of the public)<sup>5</sup>. And as many research activities in TRUEDEM aim at examining how the public perceptions of political trust and trustworthiness of politicians and institutions are established, it becomes essential to “match” this new data and information against the opinion, attitudes, and perspectives of the representatives of political elite – politicians and policymakers. Elite is generally defined as a small group of persons who exercise disproportionate power and influence. More specifically, political elite are those who have the power, authority and exercise influence in political institutions that have the capacity to shape or influence political outcomes. Study of political elites has a long tradition in Political Science in the context of policy research, study of political and cultural ideologies, as a force shaping political development and changes of states. Furthermore, political elites are also attributed importance as elite opinion about public policy has a capacity to shape and potentially manipulate the opinion of the public. In TRUEDEM, as trustworthiness is considered as a feature of dyadic relationship, study of both the representatives of the elite on one hand and the public on the other becomes essential.

The aim of the series of expert and elite interviews with politicians and policymakers is twofold and includes collecting new qualitative data of both factual and attitudinal nature. First, these interviews contribute to the TRUEDEM fact-finding mission on the existing approaches, frameworks, policies and tools that the national executive and legislative bodies as well as civil service have established to a) collect information about the political trust of the public; b) employ this information in their work when developing or planning the implementation of new policy initiatives; c) use information on citizens' needs, attitudes and perceptions when organizing the work of politicians and political bodies (=element of responsiveness); d) use information on citizens' attitudes and perspective when developing their communication with citizens (choice of media, messages). In addition, the informants - members of the local, national, and European political elites - are in a possession of a

<sup>3</sup> Easton, 1975; Putnam, 1993; van der Meer 2017; van der Meer & Zmerli 2017; Haerpfer et al. 2019; Schraff, 2021; Devine et al. 2021; Farzanegan & Hofmann 2021

<sup>4</sup> Norris, 2022

<sup>5</sup> Ibid.

unique knowledge on the past experience of democratic innovations and other attempts to increase citizens' involvement in decision-making in the studied country. Finally, the interviews became instrumental to identify the experts' own perspective and ideas on a) the overall importance of public trust in their work or for the work of the political body they represent; b) possible ways and approaches to increase the responsiveness of the political system and thus to enhance public trust.

In addition to the primary data from the TRUEDEM quantitative and qualitative studies being employed as empirical evidence to validate key project research hypotheses, expert and elite interviews with politicians and policymakers become instrumental for delivering a number of project results and outputs, including:

- the critically revised theory of political trust – by developing and deepening the understanding of political trust as the perception of the trustworthiness of political institutions.
- the new theoretical conceptualization of the role of performance and responsiveness of political institutions in forming the perceptions of public trust and the judgments of trustworthiness in the EU – by facilitating the dialogue and strengthening cooperation between the researchers and policymakers.
- the comprehensive and transparent toolbox of democratic innovations including recommendations, toolkits and methodologies for enhancing trust in political institutions, boosting transparency, representativeness and inclusiveness of representative systems – by contributing to the comprehensive assessment of democratic innovations and their effectiveness on one hand and contribution to identifying the gaps which are not covered by the democratic innovations developed / implemented to date.
- the policy briefs featuring short-, mid- and long-term policy interventions at the local, national, regional and EU levels – by helping to identify the primary domains for public policy improvement.
- the audience-targeted communication strategy highlighting tailored approaches to promote new policy measures and democratic innovations – by helping to identify the key elements of the communication strategy for political elites.
- the increased efficiency of media political communications in engendering perceptions of trustworthiness – through advancing the understanding of the role of media and information environment for trust-building.
- finally, the interviews contribute to the generation of the impact for the revival of democratic governance through the establishment of new references and policy frame for the improvement of accountability, transparency, effectiveness and trustworthiness of political institutions and democratic sustainability.

## 2.2. METHODOLOGY AND OVERALL APPROACH

An expert interview can be defined as a qualitative semi-structured or open interview with a person who holds extensive knowledge or expertise i.e. is an expert in a particular field<sup>6</sup>. In the same vein, elite interview is a qualitative open interview with an informant who is a representative of the elite – that is has power, status and/or authority. Informant in an elite interview usually has functional responsibility and high status in a particular area. One distinction highlighted in the literature suggests that experts are characterized by certain position and knowledge, while elites – by position and status. One implication of such distinction is that information collected in interviews with experts is likely to be accurate, while answers of elites can potentially contain bias. While experts have extensive knowledge in the studied fields, elites have access to high levels of information and thus become an important target group to collect this information for research purposes. When using transcripts for analysis, all TRUEDEM teams shall be notified of the bias risk and the necessity to be careful when interpreting the collected qualitative data.

In qualitative studies in TRUEDEM, the interviewing combines elements of both experts and elite interviews. For one, as described in the next section, this sub-study involves both elected politicians, party leaders, civil servants, but also can involve members of committees/ commissions tasked with the development of policies, laws, party programs, who can be described as experts in a particular field. The interviewed politicians and policymakers do have access to the unique information on the country-specific context and peculiarities of political decision-making, overview of the experience of democratic innovations, policy initiatives being under development and whether public perceptions of political trust are considered as integral elements of policymaking. On the other hand, elected representatives of legislative bodies and representatives of executive bodies working at European, national, and local levels comprise the political elite overseeing development and implementation of all policy initiatives, and hence their opinion (whether factually accurate or not) provides valuable insights into the way how political system in their country and Europe operates, and the role of public perceptions of trust and trustworthiness for its development.

Qualitative interviews can be divided into several types depending on the type of knowledge they are aimed to produce. Exploratory interviews typically uncover technical knowledge (factual information). The opposite to this, systematizing interviews aim at generating procedural or context knowledge – that is information and opinion systematized in a comprehensive way. Finally, in explanatory interview the main input is the subjective opinion of the expert/ informant on the studied phenomena, its causes and consequences. In TRUEDEM, the expert/ elite interviews are aimed to generate primarily the last two types of knowledge: factual information about the political system and public opinion data on political trust are well known, and the interviews shall focus at deepening the underlying mechanisms by studying experts/ informants' subjective opinion on these processes, their context, and causes.

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<sup>6</sup> Abels, G., & Behrens, M. (2009). Interviewing experts in political science: A reflection on gender and policy effects based on secondary analysis. In A. Bogner, B. Littig, & W. Menz (Eds.), *Interviewing experts* (pp. 138–156). London: Palgrave Macmillan.

### **2.3. EXPERTS AND INFORMANTS: POLITICIANS AND POLICYMAKERS**

Our target group comprised policymakers and politicians and included both elected representatives and civil servants at the local, national and European level. Elected officials are targeted given their primary role as the representatives of the people and the implementers of their will, and their centrality in the citizens-elites political trust relationship. Civil servants are included because their mission is to inform policy making, to develop and deliver public programs and services, and to provide evidence-based advice to political leaders. More precisely, respondents included: (1) elected representatives of legislative bodies at the local, national, and European level (members of municipal or regional councils, MPs, MEPs); (2) representatives of executive bodies at the local, national and European level (local executives, government officials, members of the European commission); (3) high-level civil servants; (4) party cadres and party officials, authors of party programs. For more information, see Table 3.1. Matrix for the political elite informants' recruitment.

Important notes:

- 1) Examples are listed for information purposes, and there was no requirement to recruit informants from exactly these organizations. Each cell could vary by +/- 1 respondent. Project teams were advised to cover as many categories as possible.
- 2) The final sample of elite representatives participating in interviews was developed taking into account the gender balance requirement and the need for inclusion of the informants of different age, as these factors are often causal for the experience politicians and policymakers make in their work and in communication/ cooperation with citizens and CSOs.
- 3) Given that various political bodies have different experience in their communication/ cooperation with citizens and the civil society, to ensure greater diversity of inputs, no more than 1 expert per organization per category was consulted in all countries. Exceptions included the National Parliament (in case of multiple informants being interviewed, they came from various committees, sectors, departments). Each ministry was counted as a separate organization. Certain overlap was acceptable between the categories: for instance, the Deputy Minister could be interviewed as informant at executive national level; and a civil servant from the same ministry was then interviewed as informant from civil servants' national level category. The teams, however, aimed to broaden the scope of interviews and involve representatives of as many political bodies as possible.
- 4) When interviewing leaders/ deputies/ program authors of political parties, the teams were required to ensure that the experts come from various parties rather than the same political party/ cluster. Diversification of party affiliation was also required when interviewing officials from legislative and executive bodies.
- 5) Local level stands for all sub-national levels. Pilots suggested that politicians at the very low levels (districts in cities, villages) were more engaged with the citizens, but sometimes lacked the general perspective. To ensure all interviews are informative, the teams were advised against interviewing politicians at the lowest local levels.
- 6) The list of informants/ experts/ elite representatives was compiled by every team and submitted to the Project Coordinator for approval prior to the fieldwork start.



**Table 3.1. Matrix for the political elite informants' recruitment**

Cluster	Level of activity	Examples of positions	N=10	N=15	N=20
Elected representatives of legislative bodies (4)	Local level (if applicable)	<i>Members of local (sub-national level) legislative bodies; if not applicable – merge with the national level</i>	1	1	2
	National level	<i>Members of national Parliament – especially committees whose work is related to the issues of democratic governance, active citizenship etc.</i>	2	2	2
	European level	<i>Members of European Parliament and specific committees within it; Members of the Council of the EU (Education, Youth, Culture and Sport Council configuration; General Affairs Council configuration)</i>	0	1	1
Representatives of executive bodies (5)	Local level	<i>Mayors and deputies of cities, towns and villages; members and deputies of local, municipal and regional governments (e.g. Regional Cabinet in Italy; Municipal Councils in Slovenia)</i>	1	2	2
	National level	<i>Ministries and their deputies in the National Government; members/ representatives of other national executive bodies, depending on the country's political system</i>	2	2	2
	European level	<i>European Commission's departments/ Directorate-Generals: Commissioners and representatives of their offices</i>	-	1	1
Civil Servants (3)	Local level	<i>High-level civil servants shall be identified among the legislative and executive bodies similar to those described above for local level</i>	1	1	2
	National level	<i>High-level civil servants shall be identified among the legislative and executive bodies similar to those described above for national level (e.g. advisors to ministers)</i>	2	2	2
	European level	<i>Cabinet/ secretariat of the European Ombudsman; Leadership/ members/ national delegation to the Commission for Citizenship, Governance, Institutional and External Affairs (CIVEX) of the European Committee of the Regions</i>	-	-	2
Political party officials/ leaders (3)	Local level	<i>Leaders / deputies of local/ regional chapters of the political party</i>	-	1	2
	National level	<i>Leaders / deputies of political parties at the country level; authors of party programs</i>	1	2	2

## 2.4. INTERVIEW GUIDE FOR POLITICIANS, POLICYMAKERS

The guide consists of 4 sections; the main questions are shown in **bold blue font**. The others (black italic) are *follow-up questions or supplementary questions*, to keep in mind and to be used if the respondent's answer to the main question has been very short and he/she has not developed these points. The experts/ informants shall be **free to speak longer**. However, for the sake of time, we recommend that the interviewer stays alerted: in case the story goes too far away from the topic of our research and the topic of the original question, the interviewer should try to politely interrupt the speaker and guide them into the right with one of the additional questions. This becomes essential as all four themes mentioned in the guide need to be addressed in each interview.

Every interviewer should decide on the exact **format how the guide is to be printed** (bigger font, spaces between lines for notes, listing additional supplementary questions relevant for the country's national context).

Unlike FGDs, the **sequence of question can differ** and should ideally follow the narrative of the expert/ informant. We still recommend starting with Part I which serves as an introduction. After this, in case the respondent first talks about media (or else), you can first clarify those topics, and then come back to those questions which have not been discussed yet. It is essential, however, that **all four themes are addressed in every interview** (I-Important of trust; II-Perceptions of trustworthiness; III-Value of democratic innovations; IV-Role of media for citizens information and trust).

Pilots suggest that different types and levels of experts and informants are likely to provide more/ less information on different themes in the guide. If an expert has little knowledge about democratic innovations (part III) or the EU (2.4, 2.5), proceed to the next sections of the guide. For more information, please, see section 5 "Guidelines" in this document.

### Introduction

Good day. My name is \_\_\_\_\_; I am a researcher at the \_\_\_\_\_. Our organization is a partner in a research project called "TRUEDEM: Trust in European Democracies". This is a 3-years project funded by the Horizon Europe program. Within this project, our consortium is studying the issues of political trust – how and why citizens choose to trust or not to trust the politicians, the government and other institutions, which qualities or characteristics become essential to judge about the trustworthiness of the politicians, and what is the role of other actors such as media, civil society in this process.

Thank you very much for agreeing to take part in this project. Before we begin, I'd like to briefly explain how the discussion will proceed [*hand over the project information sheet and let the expert read it and answer their questions if any*].



## **Part I: Importance of Political Trust and Political Trust Trends [10 mins]**

### **1.1. What does citizens' trust mean to you? Is it important for you as a politician and your institution?**

*How do you understand citizens' trust (or describe it)?*

*Is trust of citizens an important matter for you as a politician and your institution and in your relationship with citizens?*

### **1.2. There was recently a lot of discussion about political trust in our country. How would you describe the state of political trust in our country?**

*Do you think there are political institutions and bodies that are trusted more and some which are trusted less by the public? Which ones?*

*[If not mentioned, asked about several institutions] What about the government, parliament, judiciary, local governance bodies, the police?*

### **1.3. According to you, how trusted or distrusted is the <institution to which the expert belongs>?**

*Do you often use public opinion research data on political trust in your work?*

*If yes: how exactly is this information being used? [for strategic plans, communication messages, public policy, just as a matter of regular checks, else].*

## **Part II: Perceptions of Trustworthiness [15 mins]**

### **2.1. What, in your opinion, are the main reasons why citizens do not trust some institutions and politicians in our country?**

*Do you think citizens have objective, legitimate reasons to distrust? Are politicians no longer doing a good job?*

*For example, have the government and the parliament proven to be inefficient during the Corona-pandemic or during the recent crisis due to the war in Ukraine?*

*Are they distrusted because of the way the media present them? Or else?*

### **2.2. What do you think citizens value as qualities of a trustworthy politician?**

*[If no suggestion made, propose transparency, inclusiveness, democratic norms, efficiency or else].*

*Note the experts do not necessarily need to describe themselves here, especially if they are not very comfortable about it; it is more a general category of a "good politician".*

### **2.3. What politicians can do in order to prove more trustworthy to citizens and to increase their trust?**

*What activities or measures would you recommend in general to enhance social and political trust in our country? Is that an objective you have in your work?*

*Examples can include in-person meetings with citizens; more frequent consultations with citizens; better communications etc. - or anything else proposed by the expert.*

### **2.4. What about the European Union and its institutions? Do you think they are perceived as trustworthy in our country?**

*Why is that? What should they do to improve citizens' trust?*



[OPTIONAL but try to include it in the interviews with national and European level experts]

**2.5. It's often said that besides elected representatives, more and more other actors actually make decisions on important political matters, such as experts and technocrats, agencies... What is your opinion on that matter? Is it a good thing or a bad thing?**

*Do you believe this impacts the trust relationship between citizens, institutions, and politicians?*

### **Part III: Enhancing trust through democratic innovations? [5-10 mins]**

**3.1. Thinking of citizens' involvement in policymaking, what role do you think citizens should play in making decisions that concern them?**

*Do you think people are ready to/willing to participate in such decision-making?*

*Do you see the obstacles for involvement of citizens in policy making?*

**3.2. Have you or your organisation been involved in any consultations or participatory democracy processes (such as citizen assemblies, local citizen councils...)? What was your experience like?**

*Do you think such processes should be implemented more frequently or more broadly? If yes: which policy domains could benefit most from it?*

*Do you think such processes are a useful practice to build citizens' trust in the political system?*

*Note that if an expert has no knowledge or no experience on the subject, proceed to the next topic for the sake of time.*

### **Part IV: Role of Media and Social Media [10 mins]**

**4.1. Which types of media do you think citizens should use in our country to build informed views about political matters?**

*What are the best sources of political information for citizens, in your opinion?*

[OPTIONAL, if time permits] **4.2. When informing the public and the civil society about your activities, plans, decisions through various media channels, do you usually get their feedback? If yes, how do you integrate their views or reactions in your work?**

*Does your organization employ any specific tools, strategic plans, approaches or communication techniques to enhance its trustworthiness for the public? What are they?*

**4.3. Speaking of social media, do you think that social media have a rather positive or negative influence on politics in our country in general – and on political trust? Do you think social media can help citizens build informed views on politics?**

## 2.5. GUIDE PRETEST SUMMARY

The pilot of the interview guide aimed to assess its effectiveness in capturing relevant data and identifying areas for refinement. The pilot included interviews with individuals from varying political roles to evaluate the guide's adaptability across different contexts. Key findings of the pilot are summarized below. They were taken into account during the finalization of the guide.

**Interview Guide Design.** Questions were generally well-understood, but their relevance varied significantly based on the interviewee's political position and experience. For local politicians, the guide sometimes required additional prompts or examples to elicit meaningful responses. A flexible approach to the guide was beneficial but highlighted the need for interviewers to be familiar with its structure to navigate conversations seamlessly.

**Variation in Response Depth.** Politicians at the national level provided detailed and comprehensive answers, often elaborating beyond the scope of the questions. Their understanding of the broader political context enriched the discussion, and flexibility in question order proved helpful. Local-level politicians, due to the nature of their roles, gave more concise responses. Many questions, particularly those related to politics at the national, were less applicable, necessitating clarification or adaptation during the interview. Based on these findings, sub-questions for every section of the guide were elaborated further to address adaptation of the question depending on the level (European, national, local). Additionally, all teams were informed that the responses will likely vary in terms of their length, and some experts might be giving more detailed feedback on certain questions, while others – to other questions.

**Practical Recommendations.** The pilot revealed that an advance distribution of information sheets, while retaining the consent process on the day of the interview, could save valuable time. Avoiding overly academic language and tailoring questions to the respondent's political level was advisable to maintain engagement and extract useful insights.

**Transcription Tools.** The pilot confirmed the efficacy of using advanced AI transcription software (e.g., Trint) for improved accuracy and efficiency. Clear audio and standard language use were critical for reliable transcription.

**Operational Insights.** The diversity of respondent backgrounds and roles underscores the importance of designing adaptable and inclusive interview guide. Skilled interviewing, which balances sensitivity and structured guidance, was identified as crucial to accommodating the range of knowledge and experience among respondents.

The pilot successfully highlighted the guide's strengths and areas for improvement, ensuring it is robust enough for broader implementation across different levels of political representation. The findings were used to inform revisions to enhance the guide's usability and effectiveness in interviews.

## **2.6. FINAL MATRIX OF INFORMANTS: POLITICIANS, POLICYMAKERS**

Elite and expert interviews with politicians and policymakers were conducted across ten European countries: Austria (AT), Czech Republic (CZ), France (FR), Greece (GR), Italy (IT), Poland (PL), Romania (RO), Slovakia (SK), Slovenia (SI), and Sweden (SE). The interviews targeted politicians, policymakers and civil servants at various levels of government – local, national, and European – and included a range of roles and positions such as elected representatives, executive body members, civil servants, and political party officials or leaders. In total, 161 interviews were conducted.

Among elected representatives of legislative bodies, interviews were conducted at the local, national, and European levels. At the local level, 12 interviews took place involving participants from Austria, the Czech Republic, France, Italy, Poland, Slovakia, Slovenia, and Sweden. At the national level, 25 legislators from all ten countries shared their experiences and viewpoints. Additionally, 10 interviews were held with European-level legislators from Austria, the Czech Republic, Greece, Italy, Poland, Romania, Slovakia, Slovenia, and Sweden, providing insights into the workings of the European policymaking and implementation processes.

Among the representatives of executive bodies, at the local level, 24 interviews were conducted with officials from all participating countries, highlighting the practical aspects of policy implementation at the grassroots. National-level executives from Austria, the Czech Republic, France, Greece, Italy, Poland, Romania, Slovakia, Slovenia, and Sweden participated in 19 interviews, offering a national perspective on executive functions. Furthermore, 5 interviews at the European executive level involved participants from Austria, the Czech Republic, Greece, Italy, and Slovenia, shedding light on the executive operations within the EU and the EC.

Civil servants, who play a crucial role in the administration and execution of government policies, were interviewed at various levels. At the local level, 11 civil servants from Austria, the Czech Republic, France, Greece, Italy, Poland, and Slovenia provided their insights. At the national level, 21 interviews were conducted with civil servants from all ten countries, offering a comprehensive view of national administrative structures. Additionally, 7 European-level civil servants from Austria, the Czech Republic, Romania, Slovakia, and Slovenia participated, discussing the complexities of European administrative processes.

Political party officials and leaders were another key group of experts interviewed. At the local level, 11 interviews included officials from Austria, Czech Republic, Italy, Poland, Romania, Slovakia, Slovenia, and Sweden, exploring local party dynamics and organizational strategies. National-level party officials and leaders from Austria, France, Greece, Italy, Poland, Romania, Slovakia, Slovenia, and Sweden were part of 16 interviews, providing perspectives on national political agendas and party policies.

The final distribution of interviews across the countries was as follows: Austria (20 interviews), the Czech Republic (14), France (11), Greece (16), Italy (19), Poland (14), Romania (14), Slovakia (15), Slovenia (21), and Sweden (17). This comprehensive approach allowed for the collection of rich qualitative data highlighting the diverse political landscapes and governance structures within Europe. According to the original plan outlined in the Grant Agreement (GA), a total of 155 interviews were to be conducted across these countries. The actual number of interviews completed was 161, slightly exceeding the planned total. The additional interviews in Italy, Slovenia, and Sweden provided valuable extra insights into local and national political processes.



**Table 3.2. Distribution of Interviewed Experts: Politicians and Policymakers**

	Level	AT	CZ	FR	GR	IT	PL	RO	SK	SI	SE	Total
Elected representatives of legislative bodies	Local level	2	1	1	0	2	1	0	1	2	2	12
	National level	3	2	2	4	4	2	2	2	2	2	25
	European level	1	1	0	1	1	1	1	1	1	2	10
Representatives of executive bodies	Local level	2	2	1	3	4	2	3	2	2	3	24
	National level	2	2	2	2	1	2	3	1	2	2	19
	European level	1	1	0	1	1	0	0	0	1	0	5
Civil Servants	Local level	2	1	2	2	1	1	0	0	2	0	11
	National level	2	2	2	1	2	2	2	3	3	2	21
	European level	1	1	0	0	0	0	1	2	2	0	7
Political party officials/ leaders	Local level	2	1	0	0	1	1	1	1	2	2	11
	National level	2	0	1	2	2	2	1	2	2	2	16
<b>Total</b>		<b>20</b>	<b>14</b>	<b>11</b>	<b>16</b>	<b>19</b>	<b>14</b>	<b>14</b>	<b>15</b>	<b>21</b>	<b>17</b>	<b>161</b>
Originally planned in GA		20	15	10	15	15	15	15	15	20	15	155

	Local level	National level	European level	Total
Elected representatives of legislative bodies	12	25	10	47
Representatives of executive bodies	24	19	5	48
Civil Servants	11	21	7	39
Political party officials/ leaders	11	26	0	27
<b>Total</b>	<b>58</b>	<b>81</b>	<b>22</b>	<b>161</b>

### **3. METHODOLOGICAL GUIDELINES FOR CONDUCTING EXPERT AND ELITE INTERVIEWS**

In the first series of CSOs consultations, the method of individual expert interview has been employed for the data collection. Interviewing of politicians and policymakers was conducted using a combination of the elite interview and expert interview method. It should be noted that while certain specifics can be attributed to elite interviews as opposed to expert interviews, the methodological guidelines for conducting this qualitative one-to-one conversation with the expert/ informant are quite similar and are summarized below.

For the project research purposes, each interview was conducted by one team member. It was also acceptable that 2 members of the research team were present during the interview, yet measures were taken that the respondent did not feel confused or overwhelmed and that there was a clear division of work (for example, one person asking questions, the other one taking notes). If two members of the research team were conducting an interview, they were instructed not to interrupt each other and avoid competition over asking various questions. On the other hand, if one interviewer overlooked something important, the second colleague's task was to bring back the question gently. For the best result, the exact mode of collaboration was discussed and agreed by the researchers in advance in each team.

Partners had a possibility to delegate interviews to anyone in their team – or a subcontractor, but the interviewer has to be well-trained. The criteria for the selection of the interviewer have been a) past experience of conducting qualitative and expert interviews; b) sufficient knowledge about the country's political system, political institutions, their functions and organization; c) familiarity with the TRUEDEM project goals and tasks. To summarize, the interviewer needed a) to understand the questions they are asking; b) to be able to explain this question in case expert asks for a clarification, and c) also have an understanding as to why these questions are being asked (i.e. at what result this study shall arrive). At the end, all project teams conducted the interviews themselves, without involving subcontractors. It was also recommended that most interviews are conducted by the same 2-4 team members to ensure quality and comparability of data.

For the project research purposes, vast majority of CSOs consultations and interviews with politicians were to be conducted in person. The interview could take place in the respondent's office or in another place (university office, quiet café). All teams were required to make an appointment with the respondents in advance via email or telephone and agree on the specific date, time, and location for the interview. All interviews were audio recorded (mandatory). Individual interviews did not require video recording (only FGDs were video recorded). Interviewers were required to mention the purpose of their visit, the topic of the interview, and the tentative duration of the talk when making an appointment to avoid misunderstandings. In exceptional cases, it was acceptable that a limited number of consultations is conducted over Zoom (or a similar software) in case the expert's perspective is very important, and he/ she could not be reached onsite for one or another reason.

The interviewer was also required to do prior desk research on the CSO they were consulting with or political body where the elite representative was interviewed. Information to be collected in such desk research included general information on the mission and goals of the organization, any latest news, developments etc. related to it. There was no task for the interviewer to become an expert on this organization, but it was certainly helpful to have a general understanding of what the organization deals with. Such research was also instrumental to identify which member of staff was the best informant on behalf of this organization.

As a rule, in expert interviews for social sciences research there are no incentives offered to the informants. The informants are considered as experts in the particular field who voluntarily contribute their time for the sake of the public good. In line with this, the interviewers were required to be mindful of the informant's time (i.e. not being late for the agreed appointment time; during the conversation, not being distracted with non-related topics, and listening rather than talking themselves).

Before the interview, the interviewer was required to provide the respondents with the information sheet in the local language that outlines details about the TRUEDEM project, the aim of the research and other details (translations included in this document as annex). It was recommended that the information sheet was sent by email to the expert some time before the interview or at the stage of recruitment. At the same time, having a printed copy with you when coming to the interview was essential in case the expert had no time to read it beforehand. Every expert was required to sign an informed consent form, which confirmed their voluntary participation, agreement for audio record, assurance of anonymity, and also detailed how the data is to be stored and used (every informant needed to sign 2 copies, one stayed with him/her, the other was collected and stored by the research team). While the name and affiliation of the expert were known to the local research team, the transcripts of interview were anonymized with the informants' name and other personal details adapted or removed. The names and affiliations of the experts shall not be listed in the analysis reports; quotations from transcriptions shall be attributed to unique respondent codes.

Interviews were semi-structured, with all open-ended questions that encouraged the respondent to develop his/her long answers. The questions were asked in such a manner that prompted the respondent not only to provide descriptive information, but also to argue and explain their opinion. The interview guide consisted of a set of main questions with a number of additional, supplementary questions for each. The recommended procedure was such that main questions constitute the primary line of inquiry, while additional questions could be asked in case the informant did not understand the main question or their first provided answer was too short. It was required that all thematic sessions of the guide were covered in each interview. At the same time, it was acceptable if different informants focused on different aspects of the topic.

The guide was designed for a 45 min interview with politicians and 45 min to 1 hour consultation with CSOs leaders. As open-ended questions can prompt long answers, it was the interviewer's task to ensure that all questions are covered, and to dedicate more time only if the respondent was willing to stay longer. If the respondent was short on time, the interviewer was required to focus on the key questions. Thus, the interviewers were recommended to stay alerted and interrupt the speaker gently if necessary. While the interviewers were free to use the printed version of the guide and read out the questions, they were also required to study the guide during the training and be prepared to adapt on the fly. For example, if the informant already commented a lot on the role of media in the first part of their response, the interviewer could skip or shorten the last section on media in the guide. The interview guide was not to be shared with the informants prior to the interview.

When conducting the interview, the interviewer was required to be motivated and be able to communicate that motivation to the respondent. Often, this meant that the interviewer had to be convinced of the importance of the research and showed interest in the conversation. Interviewers had to be able to think on their feet. Respondents could raise objections or concerns that were not anticipated. The interviewer had to be able to respond candidly and informatively. Differences in interviewers' qualifications and skills can result in interviewer effects, i.e. variations in the responses to questions that can be traced back to the interviewer. It was recommended that the interviewers for

this project were not only well trained, but also possessed quite some past experience of conducting qualitative interviews.

All interviewers were required to introduce themselves properly to the respondent. Interviewers were required to give their name and family name as well as the name of the local organization conducting the TRUEDEM interviews in the country. TRUEDEM teams in every country were required to provide their interviewers with the following items to establish their legitimacy: a) official identification from the research organization/ university; b) printed project information sheet; c) other letters of support from the university if available; d) a copy of ethics permit/ approval (in case it might be requested by the respondents). Before the interview began, all respondents were explicitly informed about the aims and purposes of the project, provided with the project's contact details and the web-site address. It was also mentioned that the study is funded by the European Union and that this project is a non-governmental, non-commercial international academic research effort.

All respondents were required to be provided with the information that participation was voluntary and anonymous and that their responses would be used in a generalized format only. Collecting a written consent form from the respondents was mandatory; scanned copies of signed consent forms were required to be stored securely by the team and could be requested by the coordinator for quality control purposes. Respondents' names, family names, phone numbers, and affiliations were permitted to be recorded for quality control purposes, but this information was not to be published anywhere and was to be stored separately from the interview transcript.

Researchers were required to respect respondents' decisions regarding their participation in the research and were instructed not to use any methods or techniques that would place respondents in a position where they could not exercise their right to withdraw or refuse answers at any stage of the research.

During the interview, if necessary, researchers were required to ensure that respondents understood there were no right or wrong answers to any question; each question was intended to learn the respondent's opinion, whatever that opinion was. Researchers were instructed to read the questions as formulated in the guide and, if necessary, use examples of recent political or other events from the country's life to illustrate the questions. If the answer to the first question was too short, follow-up questions were to be asked to develop the topic further.

Interviewers were allowed to ask clarification questions or seek the expert's opinion on alternative points of view. However, interviewers were instructed not to openly argue with the respondent, even if they believed the response was incorrect, as the objective was to gather the expert's opinion. If the expert's opinion on a subject was unconventional or extreme, interviewers were advised to ask for reasons or justifications (for example: "Public trust in the government is absolutely unimportant!" – "Why do you think so? Is this the case only in our country or in other European societies as well? What about trust in other political institutions?").

At the end of the consultation, experts were to be thanked for their time, and researchers were required to inquire whether the project team in the expert's country could contact them in the future via emails, newsletters, invitations to events, or the dissemination of project reports.

### 3.1. PROJECT INFORMATION SHEET FOR POLITICIANS AND CSOs<sup>7</sup>

**Research project: Trust in European Democracies (TRUEDEM)**

**Team responsible for data collection in [country]**

**Coordinator: [name, affiliation, email]**

**Team members: [name, affiliation, emails]**

Dear participant,

We would like to invite you to participate in the study mentioned above. Your participation in this study is voluntary. You can refuse to participate at any time, without having to give a reason. There will be no negative consequences for you if you refuse to participate or if you withdraw from this study early.

This kind of study is necessary to gain new, reliable *academic* research results. Your written consent to participate in the study is an indispensable prerequisite for us to conduct this study. Please take time to read the following information carefully, and do not hesitate to ask questions.

Please only sign the declaration of consent

- if you have fully understood the type and procedure of the study,
  - if you are willing to give your consent to participate, and
  - if you are aware of your rights as a participant in this study.
- 

#### 1. What is the purpose of this study?

TRUEDEM is a multinational European research project that investigates public trust in the institutions of local, national, and European governance. The project focuses on the mechanisms of public trust-building, and whether and how trust emerges through the public assessment of trustworthiness of political bodies and institutions. More specifically, TRUEDEM studies the increasing public distrust in politicians, cynicism towards political institutions and disillusionment with democratic processes. The project aims to understand the consequences of these phenomena for the legitimacy and stability of political regimes and the quality of democracy, and to formulate proposals for remedying them.

**[POLITICIANS]** Political leaders have access to unique information on the country-specific context and peculiarities of political decision-making, overview of the experience of democratic innovations, policy initiatives under development and whether public perceptions of political trust are considered as integral elements of policymaking. Thus, politicians and policymakers are important participants in the TRUEDEM study.

**[CSOs]** Civil society organizations and trade unions engaged in social dialogue play an important role in the democratic system by enhancing inclusiveness, responsiveness, transparency, and representativeness. Thus, these organizations are important participants in the TRUEDEM study.

#### 2. Who is conducting this study?

TRUEDEM is funded by the Horizon Europe program of the European Commission and implemented by a consortium of 12 teams coming from European universities and research organizations; the project is executed in 2023 to 2025 and field-work stage is scheduled mainly for the first half of 2024. In this phase, we aim to collect information on political trust and trustworthiness in a range of European states. The opinions of both citizens, politicians, and the civil society are studied and compared in this project.

In <COUNTRY NAME>, the project team is from the <ORGANIZATION NAME>, led by <TEAM LEADER NAME>. The whole project is coordinated by the Institute for Comparative Survey Research

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<sup>7</sup> Make sure to send the project information sheet by email to the informant/ expert in advance. It will also be available as an URL to the page at the project website, including all translations into national languages of the participating countries.

“Eurasia Barometer” (ICSR-EAB, <https://www.truedem.eu/2>) and led by two Principal Investigators Prof. Christian Haerper and Prof. Pippa Norris (<https://www.truedem.eu/1>). More details about the project can be found at our website [www.truedem.eu](http://www.truedem.eu).

This research program and instruments of the study have been approved by the European Commission (Horizon Europe Grant # 01095237). Review and approval of ethics issues in <COUNTRY> have been done <ORGANIZATION>.

### **3. What is the procedure of the study?**

**[POLITICIANS]** Today we invite you to participate in the TRUEDEM research project by the means of an interview. In the case you agree to participate, a member of our research team will ask you to comment on the working of political institutions in this country. In particular, we are interested in your perspective on political communication and its role in forming the perceptions of trustworthiness and trust-building; new democratic innovations and policy actions to enhance trust; societal and political cleavages shaping the European societies; as well as your thoughts on different groups’ ability to have a say in our political system. We expect the interview to last approximately 45 minutes. In total, [N] politicians and policymakers from different institutions and working at various levels (local, national, European) will be interviewed in [country] in February-April this year.

**[FOR CSOs]** Today we invite you to participate in the first round of TRUEDEM consultations with representatives of the civil society. In the case you agree to participate in this interview, a member of our research team will ask you about your perceptions of our political institutions and the ways in which they cooperate with civil society. In particular, we are interested in learning your thoughts and perspective on the ability of different groups to have a say in our political system; on the role of civil society organizations and their position between the policymakers and citizens; and on the role of CSOs for the enhancement of trustworthiness and trust in institutions. We expect the interview to last between 45 minutes to 1-hour. In total, [N] representatives of civil society organizations working at various levels (local, national, European) will be interviewed in [country] in February-April this year.

**[ALL INFORMANTS]** Your participation in this study is voluntary, and you can stop at any time without having to give a reason. If you do agree to participate, we would ask you to sign a consent form. At the beginning of the interview, you will be asked if you agree to record the conversation on an audio tape. This procedure will only help us to better remember the conversation. You will be free to reject this procedure, as well as to refuse to answer to some questions or to stop the interview at any time. You can also ask that anything you say that you feel uncomfortable about is not recorded.

At the end, we will ask you to give us your contact details for the purposes of quality control by the Project Coordinator. These data will be stored separately from the contents of the interview and kept at a secured location until the end of the project. After that, all personal identifiers will be destroyed. Your personal data such as name, professional affiliation, contact details will not be included into the analytical report and will never be published in public access.

Finally, apart from your valuable time, you will not incur any costs from participating in this study.

### **4. What will happen to the information that you give us?**

The audio record of the interview will be stored securely by the TRUEDEM project partner in <COUNTRY NAME>. Only members of the <COUNTRY> team will have access to it. The audio records will only be used to prepare fully anonymized transcript of the interview and will be destroyed after the end of the project. This means that any of your personal data or any other details that you shared that might reveal your personality are removed or replaced in the transcript. Anonymized transcripts of all interviews from all studied countries will be used by the international TRUEDEM project team to elaborate our research results. When specific citations from an interview will be used, they will only be associated with general characteristics of the interlocutor, which will not allow him or her to be identified (e.g. "Austrian local elected official", "French trade union representative"). The reports and analyses will be submitted to the European Commission and made available

to the public on the project website.

All data collected in this interview (and the TRUEDEM project in general) will be used only for research and scientific purposes such as production of analytical reports, policy recommendations for the European Commission, scientific publications (journal articles, books etc.). This data will not be used for unscientific publications in media, commercial purposes, or political campaigns.

In case you change your mind and no longer wish for your data to be a part of this study, please, notify the member of our research team in <COUNTRY> about it (<NAME> at <EMAIL>) **by July 15, 2024**.

### **5. What are the benefits of participating in the study?**

Project's outcomes are expected both in scientific and policy domains. For one, the project will improve our understanding of political trust and the mechanism for building the political system's trustworthiness. TRUEDEM will also deliver proposals to improve the reliability, transparency and inclusiveness of political institutions and strengthen trust in local, national, regional and EU democratic institutions. Finally, the project will facilitate the engagement of in campaigns to restore political trust, by providing them with new knowledge and tools.

As an expert in the field, in this study you have an opportunity to share your individual knowledge, experience and any important tips, insights that will inform the project's scientific and policy-oriented results.

### **6. Where the results of this study can be found?**

All TRUEDEM project reports are published on the project's website: [www.truedem.eu](http://www.truedem.eu), and already now you can access some of the project publications and findings produced to date. Mostly the reports are published in English, however, summaries of the most important results will be produced in all European languages and can be provided to you in [country], upon request, by December 2025. In the consent form you will be asked to tick a box if you wish to be provided with the project results reports.

### **7. For further information**

We do not want to do anything that will make people feel uncomfortable during the whole research process, therefore all questions, comments or suggestions that might arise are very welcome. The coordinator of this study is also happy to answer any further questions that you might have about the project. You are kindly requested to address the following contact person:

[Name of country co-ordinator]  
[address]  
[phone number]  
[email]

**Thank you very much for your time and help!**



## 3.2. INFORMED CONSENT FORM<sup>8</sup>

### DECLARATION OF CONSENT TO PARTICIPATE IN THE STUDY

Name of the participant in block letters: \_\_\_\_\_

I agree to participate in the study conducted by the **TRUEDEM “Trust in European Democracies”** research project.

The member of the research team, <NAME> provided me with clear and detailed information about the objectives, significance and scope of the study, as well as about the requirements resulting from my participation in the study. In addition, I have read this information sheet for participants and the declaration of consent, especially section 3 (regarding the anonymization of transcripts, data use and secure storage of my personal data till the end of the project).

The member of the research team answered all my questions sufficiently and in a comprehensible manner. I had enough time to decide whether I would like to participate in this study. At the moment, I have no further questions.

I will follow the instructions that are necessary for conducting this study. However, I reserve the right to end my voluntary participation at any time, without this being to my disadvantage. If I want to withdraw from the study, I can do so at any time by contacting <NAME> either in writing or verbally.

At the same time, I agree that my data collected in this study are audio recorded and analyzed. I agree that my data are permanently saved electronically in an anonymized form. Data that have not yet been anonymized are stored in a form that is only accessible to the project team in <COUNTRY> and are secured in accordance with current standards.

If I want my data to be deleted at a later time, I can arrange for it by contacting <name> at <email> by email, and without having to give a reason.

I have read and understood the information for participants. In the explanatory meeting, I had the opportunity to ask all the questions I was interested in. My questions were answered fully and in a comprehensible manner.

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<sup>8</sup> See for more information: Guidelines 05/2020 on consent under Regulation 2016/679 ([https://edpb.europa.eu/sites/default/files/files/file1/edpb\\_guidelines\\_202005\\_consent\\_en.pdf](https://edpb.europa.eu/sites/default/files/files/file1/edpb_guidelines_202005_consent_en.pdf))

The same consent form shall be used without alterations by all TRUEDEM partners. As a rule, the informed consent form shall also be submitted as a part of your Ethics Application. Compulsory elements of the consent: a) freely given (participants do not depend on the research team and do not feel under pressure to give consent); b) specific (for this particular study, with the application of the specific method); c) informed (the participants shall be informed about the aims, goals of the study, the procedure of the data collection, how the data will be used); d) listing all rights of the participant (voluntary participation, right to anonymity, right to withdraw at any time from the participation; right to request withdraw of the given data after the end of the FGD, i.e. right to withdraw from the consent).



I have received a copy of this information for participants and a copy of the declaration of consent. The original remains with the study coordinator.

<i>Please, tick the box:</i>	
1. I have read the TRUEDEM Project Information sheet (printed version or online). I have had the opportunity to consider the information, ask questions and have had these answered satisfactorily.	
2. I agree to take part in the above study.	
3. I understand that my participation is voluntary and that I am free to withdraw at any time, without giving any reason.	
4. I give permission that the interview is audio-recorded for the research purposes. I understand that recordings will be stored securely by the project team and will not be used in any way (other than to produce a transcript) and will not be made publicly available.	
5. I understand that the audio data will be stored on the password protected university or personal computer(s) and will be destroyed after the end of the project	
6. I give permission for the data (transcript) that emerges from this interview to be used by all TRUEDEM researchers only in anonymized form, with my name, affiliation, and any other personal details to be modified or removed from the transcript.	
7. I give permission to be quoted without using my real name in scientific reports or academic publications produced within the TRUEDEM project.	
8. I give permission for the anonymized transcript of this interview to be shared with other researchers, upon their request, for research purposes only.	
9. I understand that the anonymized transcript of interview will be used by the TRUEDEM researchers to produce scientific reports and policy recommendations that will be available in free public access.	
10. I would like to receive a copy of project results in the language of this country by email.	
11. I agree to be contacted by the project team in the future to participate in other project activities, presentations of results or other events.	

Name of the Research  
Participant

Date

Signature

Name of the Researcher

Date

Signature

### 3.3. LETTER OF INVITATION FOR EXPERT INTERVIEWS (example)

*If the institution/person/office has been contacted by telephone in advance, please include the following in the letter after the salutation:*

As just discussed over the phone, I would like to provide you with information about the TRUEDEM research project, with the request that you send this to Ms./Mr. personally.

Dear Ms./Mr. (personalized salutation)

My name is \_\_\_\_\_ and I am a research assistant in a multinational research project entitled TRUEDEM “Trust in European Democracies” ([www.truedem.eu](http://www.truedem.eu)). The research project TRUEDEM deals with the public trust in democratic institutions at the level of Europe, the national level of the member states of the EU, and the regions. This study on the development of trust in democracy is carried out in 2023-2025 by a consortium of 12 European teams from universities and research organizations. The research project is funded by the European Commission's Horizon Europe program.

The important phase of field work, that is the expert interviews to be carried out, is scheduled from January to mid-April 2024 and should therefore take place before the EU elections and the National Council elections. We have made a list of important personalities and organizations, whose views, assessments and analyses we would like to collect as a part of expert interviews. The research team will greatly appreciate if you, as a leading representative of your institution, could agree to take part in the interview. We sincerely hope that you will find the topic of the interview of interest to you.’

The quality of our research results also depends on your friendly willingness to take part in this expert interview. When it comes to time and place, I will completely adapt to you! The interview will last between 30 and 45 minutes and I look forward to hearing your views and comments on this! If you are interested in further information about the research project, I would be happy to refer you to the project website: [www.truedem.eu](http://www.truedem.eu).

I would like to contact you personally to arrange an appointment. You are also welcome to send me a suggested appointment date, time - or email me.

On behalf of the project management and the entire research team, I would like to thank you for your interest and I look forward to your feedback!

Best regards,

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[www.truedem.eu](http://www.truedem.eu)

[https://twitter.com/TRUEDEM\\_EU](https://twitter.com/TRUEDEM_EU)

<https://www.facebook.com/TRUEDEMEU>

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## 4 WORKPLAN

As a part of the set of Qualitative studies organized within TRUEDEM WP8, there were 155 consultations with CSOs in a format of expert interviews; 155 interviews with politicians and policymakers; 22 focus groups with citizens planned. They are distributed across the TRUEDEM participating countries as presented in the table below. The number (155; 155; 22) refers to the total amount of fully completed interviews/ consultations/ FGDs; pilot, interrupted and unfinished interviews/ FGDs need to be replaced. FGDs where less than 6 participants in presence were considered incomplete and were rescheduled. Likewise, FGDs which started with a greater number of participants, but where 2, 3 or even more participants decided to leave before the end of the FGD were rescheduled. To reduce the number of interrupted interviews/ FGDs, the project teams were advised to carefully plan the recruitment stage when all potential respondents should be notified in detail on the aims of the interview/ consultation, the scope of the project, duration of the meeting etc. Project information sheet was sent in advance by email to allow the informants to study it, visit the project website and learn more about the project theme. In case an incentive was offered to FGD participants, it was provided only after the end of the FGD to ensure all participants stayed till the very end.

**Table 6.1. Planned Scope of the TRUEDEM qualitative research**

	<b>Expert interviews with policymakers and politicians</b>	<b>Consultations with CSO leaders</b>	<b>FGDs with citizens</b>
Austria	N=20	N=20	-
Czech Republic	N=15	N=15	N=3
France	N=10	N=10	N=4
Greece	N=15	N=15	N=4
Italy	N=15	N=15	N=4
Poland	N=15	N=15	N=3
Romania	N=15	N=15	N=4
Slovak Republic	N=15	N=15	-
Slovenia	N=20	N=20	-
Sweden	N=15	N=15	-
<b>Total</b>	<b>N=155</b>	<b>N=155</b>	<b>N=22</b>

Work on all qualitative studies within WP8 was coordinated by ICSR-AT (WP8 leader) and the Qualitative Studies Sub-Group (chaired by GAU-FR). The research process was divided into two stages: preparatory stage (October 1, 2023, to January 31, 2024), and implementation stage (February 01, 2024, to June 30, 2024). During the preparatory stage, in a series of 8 meetings of the Qualitative Group with the participation of all project partners, interview guide and methodological guidelines have been developed. The pilot of the new tools was conducted in Austria and France throughout December 2023 and January 2024, with the final texts of guides being submitted to the project teams for localization and translation on January 19, 2024. The specific sections of this document that needed to be translated into the language(s) spoken in every studied country were the Interview guides; the Project information sheets; the Informed consent forms.

In the implementation stage, training, recruitment, interviewing and transcription was organized by all project partners as parallel processes. It was recommended that for both CSOs and political elites, a list of relevant organizations/ positions/ informants was completed based on the content of this

manual and organized in two columns: primary target organization/ informant for each category and level, and a substitute organization/ informant in case the first one is not available. The list was updated as interviewing proceeded, to avoid consulting informants from the same or very similar organizations and to diversify the organizations in terms of their experience and the scope of the information to be collected there. Apart from identifying the informants, it was recommended to search for professional biographical information, what was the role and responsibility of the experts to be interviewed.

Specific techniques used to recruit the informants include desk research (search of online and printed sources, including specialized literature, on the CSOs and political institutions operating in the country) and snowballing (that is asking one of the informants to recommend one or several colleagues for an interview). Snowballing became particularly helpful in a situation when the team had no other contacts to the CSO/ political institution. Large organizations became difficult to approach as they often had one general email/ phone number on the website, which was then overwhelmed with inquiries, and the research team's correspondence remained unnoticed. When using snowballing to identify some of the informants, it became essential to reduce the bias. For example, teams could ask the politician to recommend a colleague from another political party rather than the same as he/she belongs to, or if a CSO leader said that they worked closely with the government due to similar political views, the interviewer could ask them to recommend another CSO that did not have such experience (or worked with the opposition). The overall aim was to diversify the collected knowledge through involving different types of CSOs/ political institutions (different in size, scope of work, political views etc.). Furthermore, for the TRUEDEM partners whose organizations were located in regional centres, travelling to the capital to interview experts for national/ EU/ international level of expertise was necessary. Specific communication means used for recruitment can include emails, phone calls, and personal visits.

All teams aimed to conduct the first interview before the end of February 2024. In case any part of the work was delegated to another organisation, a public call for tenders needed to be announced in January 2024; at least three offers were to be collected, with the best value for money offer being identified by the team following the criteria established at their organization. The official period of data collection was first announced through April 30, 2024, but later had to be extended to July 30, 2024, due to extended period required for recruitment, experts busy schedule and the campaign for the European Parliament election. During the period of data collection, all teams were contacted by the project coordinator twice with a request for an update on the status of fieldwork and the number of completed interviews. In case of any methodological, technical etc. issues that affected the quality of the fieldwork or prevented it from timely completion, the team was required to contact the coordinator immediately and inform about the problems that occurred.

Translations of the guides, consent forms and project information sheets as well as the list of expert/ informants were submitted to the Project Coordinator for review and approval. A pre-condition for the fieldwork start was the receipt of an Ethics Approval certificate by every team in their country. Copies of ethics certificates are included in the [Project Ethics Plan](#).

Every FGD, consultation and interview were subject to a quality control check performed by another team member. Average interview duration, the completeness of the answers, interviewers' effort to help the informant comprehend difficult questions and other parameters that directly or indirectly point out the quality of the interviewing process and the quality of the collected information were controlled. Quality control checks and monitoring were performed immediately after every interview;

interviewers who conduct 2 poor quality interviews were immediately replaced and/or sent into additional training.

**Table 6.2. Timeline of WP8 Qualitative Studies**

<b>Activities</b>	<b>Deadline</b>
Outline of the interview guide and methodological tools	31 Oct 2023
Feedback/ input from partners	15 Nov 2023
First draft of the interview guide and methodological tools	30 Nov 2023
Feedback/ input from partners	15 Dec 2023
Pre-final version of the interview guide and methodological tools	19 Dec 2023
Translation and pilot in Austria and France	31 Dec 2023
Finalization of all tools based on the pilot results	19 Jan 2024
Translation of the guide and other materials into all project languages	31 Jan 2024
Begin recruitment of CSOs leaders and politicians, policymakers	31 Jan 2024
Call for tenders, identifying sub-contractor(s) (if applicable)	31 Jan 2024
Data collection to start (partners or subcontractors)	29 Feb 2024
Update 1 from all teams to the coordinator	29 Mar 2024
Update 2 from all teams to the coordinator	30 Apr 2024
Data collection end (partners or subcontractors)	31 Jul 2024
Quality checks	31 Aug 2024
Pseudonymized transcripts in national languages are ready	30 Sept 2024
Pseudonymized transcripts in English are ready	30 Nov 2024
Finalization of D8.2	31 Dec 2024

In September-November 2024, in the final step of the implementation stage, completion of anonymized transcripts in national language and in English was conducted. Transcripts are mostly produced automatically using specialized software (TRUEDEM Qualitative Group recommended Trint (<https://trint.com/>)); in some cases, transcripts were produced manually by the team or subcontractors. In case of automated transcription, a proof-reading by the team members (preferably by the interviewer) was required. English language translation was prepared immediately using the

transcript. While originally production of only English languages summaries was planned, the project team opted for the full translation of the transcripts as the original raw data provides more opportunities for analysis (as compared to a brief summary). Transcripts and summaries were prepared and submitted to the coordinator in anonymized format. It was also recommended that the transcription process was taking place in parallel to the data collection to spread the effort throughout the whole period.

Contact details of all informants who participated in the study were collected by the national team. If agreed with the expert, invitations to future project event, project newsletters and other project-related materials shall be shared with these experts. Contact details of experts, including their name, affiliation, and email (=personal data), are stored safely by every TRUEDEM national team. Experts' names, contact information and affiliations are not included into the final transcripts or the translations; experts' names, contact information and affiliations are not to be listed in any project report. Transcripts will be analysed in anonymized format only.

**Table 4.3. Data and documentation in the WP8 qualitative interviews/ consultations**

<b>Documentation</b>	<b>Language</b>	<b>Access mode</b>
Manual and methodological guidelines (this document)	EN	For internal use; included in D8.2
Interview guides and translations	EN; DE; CZ; FR; GR; IT; PL; RO; SK; SI; SE	Public; at the project website
Project information sheet and translations	EN; DE; CZ; FR; GR; IT; PL; RO; SK; SI; SE	Public; at the project website
Informed consent form and translations	EN; DE; CZ; FR; GR; IT; PL; RO; SK; SI; SE	For internal use; included in D8.2
Completed informed consent forms	DE; CZ; FR; GR; IT; PL; RO; SK; SI; SE	Not for distribution; securely stored by the national teams till 2026
Audio-records	DE; CZ; FR; GR; IT; PL; RO; SK; SI; SE	Not for distribution; securely stored by the national teams till 2026
Video-records	CZ; FR; GR; IT; PL; RO	Not for distribution; securely stored by the national teams till 2026
List of informants/ FGDs participants with their names and contact details	DE; CZ; FR; GR; IT; PL; RO; SK; SI; SE	Not for distribution; securely stored by the national teams till 2026
Anonymized transcripts	DE; CZ; FR; GR; IT; PL; RO; SK; SI; SE	For internal use
Anonymized English transcripts	EN	For internal use; available to external users (researchers) upon request; included in D8.2

## 5 QUALITATIVE DATA ANONIMIZATION

### 5.1. ANONYMIZATION GUIDELINES

Data anonymization refers to a procedure when any personal identifying characteristics in the data are removed and the data subject can no longer be directly identified. The opposite to pseudonymization, which presumes that some unique identifiers and a table of correspondences can be used to match the data to the personal data of the informant (as a rule, accessible to the limited number of people that is the members of the research team), anonymization refers to a procedure when such identifying characteristics in the data are removed permanently, irreversibly. As a result of full data anonymization, it is impossible, even for the researchers who carried out the project, to associate a specific person with a data in the dataset. Given the high sensitivity of the qualitative data which due its unstructured format often includes numerous personal details of one's life and professional experience, in TRUEDEM it is the full anonymization that shall be applied to the primary collected qualitative data.

Anonymization aims to protect sensitive data, concerning people's identity, but also cultural practices, political/religious opinions or social affiliations that is studied in TRUEDEM. Such data fall within the scope of GDPR and the national personal data protection laws. At the same time, anonymized data that no longer relate to identifiable persons, such as aggregate and statistical data, or data that have otherwise been rendered anonymous so that the data subject cannot be re-identified, are not personal data and are therefore outside the scope of data protection law<sup>9</sup>. Such data can, for example, be shared with other scientists for research purposes. To comply with the GDPR provisions, it was required that any information that could be used to identify the personality of the data subject were to be stored separately from the data and was subject to technical and organisational safety measures to ensure that the personal data were not attributed to an identified or identifiable natural person, in accordance with Article 4 (5) of Regulation (EU) 2018/1725.

While anonymised data are no longer considered personal data, anonymisation processes are often challenging, particularly when qualitative data – extensive interview transcripts containing a wide range of personal data are concerned<sup>10</sup>.

While the data protection laws do not prescribe any particular techniques for anonymisation, anonymization can be implemented with the application of several techniques<sup>11</sup>. The choice of the procedure largely depends on the type of individual identifier – direct or indirect. Direct identifiers (data/ information from which a person can be immediately directly identified) need to be removed completely. Indirect identifiers refer to data/ information which can compromise data confidentiality if linked to other data (for example, single mother of five children in a small village can be easily identified, even if her name was removed from the dataset). Common anonymization techniques, which were also followed in TRUEDEM, are summarized below.

**Removal of direct identifiers.** First, any direct identifiers (name, telephone number, email, social security number etc.) were removed from the data completely. This concerned both the information about the informant themselves and any references to the personal data of other persons whom the information mentioned in the interview. Information that is essential for the analysis and interpretation of qualitative data was included in a generalized format. For this, every participant of

<sup>9</sup> [https://ec.europa.eu/info/funding-tenders/opportunities/docs/2021-2027/horizon/guidance/ethics-and-data-protection\\_he\\_en.pdf](https://ec.europa.eu/info/funding-tenders/opportunities/docs/2021-2027/horizon/guidance/ethics-and-data-protection_he_en.pdf)

<sup>10</sup> Ibid.

<sup>11</sup> <https://hevs.ch/libguides.com/RDM/Anonymization-pseudonymization>



the focus group was described through a set of social and demographic characteristics, including gender, age group, education level, income group, urban/ rural settlement, occupation group [*For example: male, 18-35 years, tertiary education, medium-high income group, urban, manager*]. Similar to this, experts and representatives of elites can be described through a set of their professional characteristic, including gender, age group, type of political body/ CSO, level of activity [*for example: female, 36-45 years, representative of an executive body at local level; male, 46-55 years, representative of a democracy advocacy CSO at national level*].

**Generalization of data.** In this case individual characteristics that are important for data analysis and interpretation (for example, age, settlement name or geocodes) were not removed from the data and instead substituted with more general information. For example, the exact age was replaced with the age group (i.e. 18-25 years); the name of the settlement was replaced with the name of the district or region; geographical coordinated were rounded to one or two digits after decimals. Generalization of the data was sometimes achieved through a process of “k-anonymisation”, which involves ensuring that each value relating to a data subject is shared by at least a minimum number (k) of others within the data set. This allows to choose an appropriate size for the bands of information. This technique involves reducing the granularity of data, so that only less precise data is disclosed<sup>12</sup>.

**Top-encoding of outliers.** Outstanding individual characteristics that are rare or constitute outliers from a normal variable distribution in this particular region/ group of respondents/ type of data can serve as indirect data identifiers and, if analysed together with other information, can also lead to a breach of the anonymity of the data subject. Such outlying values were replaced with “Other” or intervals (for example, age group “80 years and older”; household size “6 persons or more”; income group “10 000 eur or more”). Top-encoding of outliers and generalization become most helpful in social sciences research where attribution of data subjects to broader geographical regions or social-demographic groups does not limit the possibility of data analysis.

Anonymization of qualitative data becomes a particularly challenging procedure. Qualitative data in TRUEDEM is represented by texts of interviews where direct and indirect identifiers are not allocated in a structured and predictable way (under several columns like in case of quantitative datasets) and can be distributed throughout the whole transcript. To meet the anonymization criteria, interview transcripts were carefully edited and proof-read by at least two team members. Names of people were replaced with roles (colleague, friend etc.) or pronouns; names of organizations with general type of functionality (i.e. university, political party; political institution); exact geographical locations with regions.

**Table 7.1. Data anonymization guidelines**

TYPE OF IDENTIFIER	ANONYMIZATION PROCESS	EXAMPLE
<b>Direct identifier linked to respondent</b>	Remove and replace by pseudonym (same in whole transcript)	“My name is Pierre Durand...”  → “My name is [Jacques Dupont]” – choose a pseudonym which looks like the real name sociologically (when the name is from foreign origin, choose another name from the same foreign origin / when the name says something on the social

<sup>12</sup><https://www.dataprotection.ie/sites/default/files/uploads/2019-06/190614%20Anonymisation%20and%20Pseudonymisation.pdf>



TYPE OF IDENTIFIER	ANONYMIZATION PROCESS	EXAMPLE
		identity of the interview, choose a name which gives the same type of hints).
<b>Names of other people</b>	> if mentioned without personal connection: keep  > if mentioned because of a personal connection (colleague, friend...): generalize	“In 2022, when President Macron launched this policy...” → keep unchanged  “In 2022, when Pierre Durand, my supervisor, launched this policy...” → “In 2022, when [my supervisor] launched this policy...”
<b>Position in a general institution</b>	Keep if general enough to avoid respondent’s identification	“National/regional Parliament” “City council” “Government” → keep
<b>Specific position, but held by several people</b>	keep the position but delete the identifier (sector, dates, city...)	“I am the mayor of Grenoble” → “I am the mayor of a large urban node”  “I am the MP for the constituency of Paris in the Socialist Party” → “I am a MP in a center-left party”  “I was the ministry of health from 2017 to 2019” → “I was the ministry of health” OR “I was ministry in the 2010s”, depending on what information seems more relevant to keep.
<b>Unique position</b>	Generalize, for example using WP 8 Qualitative Group respondents’ categories	“I work at the Interdepartmental Center for Citizen Participation in the Ministry of Civil Service” → “I am [a representative of an executive body at the national level] and I work on [citizen participation]”
<b>Name of organization (especially for CSOs)</b>	Generalize using WP 8 Qualitative Group respondents’ categories	“I founded the association “I voted” → “I founded [the democracy advocating association]”  “I am a member of the Movement of French Enterprises” → “I am a member of [an employer’s Union]”  “I work for the association “SOS racism” → “I work for an NGO fighting against racism”
<b>Political parties, political affiliation</b>	Important to keep a left-right	“I am a member of the Rassemblement National” → “I am a member of [a radical-right party]”



TYPE OF IDENTIFIER	ANONYMIZATION PROCESS	EXAMPLE
	<p>position/affiliation (as it is a variable for political trust)</p> <p>→ discuss the relevant categories (left, center-left, right, etc.) within your team</p>	
<b>Places</b>	<p>Delete if not relevant, or generalize what might identify the respondent's place of birth, living, or occupation</p>	<p>If not relevant for the analysis: "The mayor of Dijon at that time..." → "The mayor at that time"</p> <p>If relevant for the analysis: "The mayor of Dijon at that time..." → "The mayor of a city [between 100 000 and 300 000 inhabitants] at that time"</p> <p>"The mayor of Grenoble" in case it is identified as the core of a big conurbation: → "The mayor of [the agglomeration's central city]"</p>
<b>Names of enterprises</b>	<p>Generalize</p>	<p>"Total / Exxon Mobil" → "a large private company"</p>
<b>Numbers, dates</b>	<p>Generalize if might identify the respondent</p>	<p>"I am the mayor of a city of 357 000 inhabitants" → "I am the mayor of a city [between 300 000 and 500 000 inhabitants]"</p> <p>"Our association was founded in 1898" → "Our association was founded [more than a century ago]"</p>
<b>Names of specific projects, initiatives, policies, in which the respondent was not personally involved</b>	<p>Keep unchanged</p>	<p>"When the Citizen Convention on Climate change was launched, I thought it was a good idea" → keep unchanged</p>
<b>Names of specific projects, initiatives, policies in which the respondent was personally involved (i.e launched it)</b>	<p>Delete if just mentioned</p> <p>Generalize if mentioned and used as an example to illustrate an opinion related to political</p>	<p>"When I was the coordinator of the Citizen Convention on Climate" → "When I was the coordinator of [a national democratic innovation]"</p>



TYPE OF IDENTIFIER	ANONYMIZATION PROCESS	EXAMPLE
	trust or trustworthiness	
<b>Title of publication authored by the respondent (article, book...)</b>	Generalize or delete	“I wrote an article in the French review of political science in 2017...” → “I wrote a piece”
<b>Identification by cross-referencing information</b>	Delete or generalize the information that seems less relevant for the analysis → discuss within your team	A woman, from socialist party, former ministry of Higher education and from Grenoble → A woman, former ministry and from Grenoble → OR a woman, former ministry, socialist → OR a woman, former ministry of Higher Education Etc.

## 5.2. FURTHER PROVISIONS

The following codes for files naming have been used. For FGDs:

- FG1\_Young\_Tertiary education\_Urban\_FR
- FG2\_MiddleAged\_Secondary education\_Rural\_FR
- FG3\_Senior\_Tertiary education\_Urban\_FR
- FG4\_Young\_Secondary education\_Suburbs\_FR

**Table 10.2. Matrix for the political elite informants’ files names (change FR with the initials of each country)**

Cluster	Level of activity	Files’ name
Elected representatives of legislative bodies	Local level	POL_REP_LEG_LOC1_W_FR POL_REP_LEG_LOC2_M_FR
	National level	POL_REP_LEG_NAT1_W_FR POL_REP_LEG_NAT2_M_FR
	European level	POL_REP_LEG_EUR_W_FR POL_REP_LEG_EUR_M_FR
Representatives of executive bodies	Local level	POL_REP_EXC_LOC1_W_FR POL_REP_EXC_LOC2_M_FR
	National level	POL_REP_EXC_NAT1_W_FR POL_REP_EXC_NAT2_M_FR
	European level	POL_REP_EXC_EUR_W_FR POL_REP_EXC_EUR_M_FR
Civil Servants	Local level	POL_CIV_SER_LOC1_W_FR POL_CIV_SER_LOC2_M_FR
	National level	POL_CIV_SER_NAT1_W_FR



Cluster	Level of activity	Files' name
		POL_CIV_SER_NAT2_M_FR
	European level	POL_CIV_SER_EUR1_W_FR POL_CIV_SER_EUR2_M_FR
Political party officials/ leaders	Local level	POL_PAR_LEA_LOC1_W_FR POL_PAR_LEA_LOC2_M_FR
	National level	POL_PAR_LEA_NAT1_W_FR POL_PAR_LEA_NAT2_M_FR

**Table 10.3. Matrix for the CSOs informants' files names**

Cluster	Level of activity	Files' name
Trade unions (social partners)	National level	CSO_TU_NAT1_W_FR CSO_TU_NAT2_M_FR CSO_TU_NAT3_W or M_FR
	European level	CSO_TU_EUR1_W_FR CSO_TU_EUR2_M_FR
Grassroot organizations and social movements	Local level	CSO_Grass_LOC1_W_FR CSO_Grass_LOC2_M_FR CSO_Grass_LOC3_W or M_FR
	National level	CSO_Grass_NAT1_W_FR CSO_Grass_NAT2_M_FR CSO_Grass_NAT3_W_FR CSO_Grass_NAT4_M_FR
Democracy advocacy organizations	Local level	CSO_Demo_LOC1_W_FR CSO_Demo_LOC2_M_FR CSO_Demo_LOC3_W or M_FR
	National level	CSO_Demo_NAT1_W_FR CSO_Demo_NAT2_M_FR CSO_Demo_NAT3_M or W_FR
	European & international level	CSO_Demo_EUR1_W_FR CSO_Demo_EUR2_M_FR

## Transcripts' layout

### CSO\_TU\_NAT1\_W\_FR

Date of the interview: 17/01/2024

Duration: 1h31min

Interviewer: Women researcher PhD – 30's

Place of the interview: respondent's office

Respondent:

Gender: female

Age: 45-59 (Intervals - 18-29 ; 30-44 ; 45-59 ; 60 and more)

Position: member of an employer's union at the national level, elected representative in the Economic, Social and Environmental Council

Interviewer\_ Once again, thank you very much for taking the time. So, as I was saying, we contacted you as a member of the Economic, Social and Environmental Council (ESEC)<sup>13</sup> and a representative of [an employer's union at the national level], but also because of your previous political experience [...]. So don't hesitate, I've got some fairly general questions, which you can answer as you see fit.

CSO\_TU\_NAT1\_W\_FR\_Right. No, but it's true. It all adds up... I can see, even here, we were in a working committee... It's sometimes very useful to be able to take advantage of these different professional experiences.

Interviewer\_Right. That's it. Now, I'm familiar with the ESEC and the [employer's union at the national level], I will not ask you to tell me their whole history, but could you start by just telling me in a few words what your mission is here, what your role is here?

CSO\_TU\_NAT1\_W\_FR\_ Yes. So the Economic, Social and Environmental Council, I'm not going to go into detail. As you know, it was recently reformed, and one of the consequences of that reform is that it's now the place where the so-called organized civil society expresses itself, both the social partners, for example representatives of employers' and employees' unions, and associations that are active, whether NGOs or not, in the political field, I was going to say, but in any case on the major issues that cross our society today. I'm one of these 175 people

(...) CSO\_TU\_NAT1\_W\_FR\_ Having worked for some time in the ministries, and then having... I think French people don't appreciate the quality of their organizations, and of their politicians. That's the first point. Then... Political doubt comes from... the perception of a gap between the concerns of citizens and public decisions.

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<sup>13</sup> The ESEC is France's third constitutional assembly, gathering representatives of employers, trade unions, and CSOs.



## ANNEX 1. TRANSLATIONS OF INTERVIEW GUIDE FOR POLITICIANS

### GERMAN

#### POLITIKERINNEN / POLITIKGESTALTERINNEN

##### Einführung

Guten Tag. Mein Name ist Claudia Palt und ich bin wissenschaftliche Mitarbeiterin am Institut für vergleichende Umfrageforschung. Unsere Organisation ist Partner in einem Forschungsprojekt mit dem Titel „TRUEDEM: Vertrauen in europäische Demokratien“. Dies ist ein dreijähriges Projekt, das vom Horizon Europe-Programm finanziert wird. Im Rahmen dieses Projekts untersucht unser internationales Konsortium die Fragen des politischen Vertrauens – wie und warum Bürger:innen entscheiden, den Politiker:innen, der Regierung und anderen Institutionen zu vertrauen oder nicht zu vertrauen, welche Qualitäten oder Merkmale für die Beurteilung der Vertrauenswürdigkeit der Politiker:innen von entscheidender Bedeutung sind. Und: Welche Rolle spielen andere Akteure wie zum Beispiel Medien und zivilgesellschaftliche Organisationen in diesem Prozess?

Vielen Dank, dass Sie sich bereit erklärt haben Ihre Expertise in das Forschungsprojekt einfließen zu lassen.

Bevor wir beginnen, möchte ich noch kurz erläutern, wie unser Gespräch ablaufen wird [Projektinformationsblatt übergeben und dem Experten/der Expertin die Lektüre und die Beantwortung eventueller Fragen überlassen].

Ich habe vor unserem Interview die Website Ihrer Organisation studiert, aber vielleicht möchten Sie die wichtigsten Aktivitäten selbst hervorheben? Könnten Sie bitte kurz Ihre Organisation vorstellen / Ihre Tätigkeit beschreiben?

##### Teil I: Bedeutung von politischem Vertrauen und Vertrauendrends [10 Min.]

#### 1.1. Was bedeutet für Sie das Vertrauen der Bürger:innen? Ist es für Sie als Politiker:in und Ihre Institution wichtig?

*Wie verstehen Sie das Vertrauen der Bürger:innen (oder beschreiben es)?*

*Ist Ihnen als Politiker:in, Ihrer Institution und in Ihrem Verhältnis zu den Bürger:innen das Vertrauen der Bürger:innen ein wichtiges Anliegen?*

#### 1.2. Über politisches Vertrauen in unserem Land wurde zuletzt viel diskutiert. Wie würden Sie den Zustand des politischen Vertrauens in unserem Land beschreiben?

*Glauben Sie, dass es politische Institutionen und Gremien gibt, denen mehr und andere weniger vertrauen? Welche?*

*[Falls nicht erwähnt, nach mehreren Institutionen gefragt] Was ist mit der Regierung, dem Parlament, der Justiz, den lokalen Regierungsbehörden und der Polizei?*

#### 1.3. Wie vertrauenswürdig oder misstrauisch ist Ihrer Meinung nach die <Institution, der der Experte angehört>?

*Nutzen Sie in Ihrer Arbeit häufig Meinungsforschungsdaten zum Thema politisches Vertrauen?*

*Wenn ja: Wie genau werden diese Informationen verwendet? [für strategische Pläne, Kommunikationsbotschaften, öffentliche Ordnung, nur für regelmäßige Kontrollen usw.].*

##### Teil II: Wahrnehmung von Vertrauenswürdigkeit [15 Min.]

#### 2.1. Was sind Ihrer Meinung nach die Hauptgründe dafür, dass die Bürger einigen Institutionen und Politikern in unserem Land kein Vertrauen schenken?

*Glauben Sie, dass Bürger:innen objektive und legitime Gründe haben, zu misstrauen? Machen Politiker:innen keine gute Arbeit mehr?*

*Haben sich Regierung und Parlament beispielsweise während der Corona-Pandemie oder während der jüngsten Krise aufgrund des Krieges in der Ukraine als ineffizient erwiesen?*

*Sind die Bürger:innen aufgrund der Art und Weise, wie die Medien sie präsentieren, misstrauisch? Oder gibt es Ihrer Meinung nach einen anderen Grund?*

#### 2.2. Was schätzen die Bürger:innen Ihrer Meinung nach an den Eigenschaften eines vertrauenswürdigen Politikers/ einer Politikerin?

*[Wenn kein Vorschlag gemacht wird, schlagen Sie Transparenz, Inklusivität, demokratische Normen, Effizienz oder anderes vor].*

**Beachten Sie, dass sich die Expert:innen hier nicht unbedingt selbst beschreiben müssen, insbesondere wenn**



*sie sich damit nicht sehr wohl fühlen; es handelt sich eher um eine allgemeine Kategorie eines „guten Politikers/einer guten Politikerin“.*

**2.3. Was können Politiker:innen tun, um den Bürger:innen gegenüber vertrauenswürdiger zu sein und ihr Vertrauen zu stärken?**

*Welche Aktivitäten oder Maßnahmen würden Sie generell empfehlen, um das gesellschaftliche und politische Vertrauen in unserem Land zu stärken? Ist das ein Ziel Ihrer Arbeit?*

*Beispiele können persönliche Treffen mit Bürgern sein; häufigere Konsultationen mit Bürgern; bessere Kommunikation usw. – oder alles andere, was der Experte vorschlägt.*

**2.4. Was ist mit der Europäischen Union und ihren Institutionen? Glauben Sie, dass sie in unserem Land als vertrauenswürdig wahrgenommen werden?**

*Warum das? Was sollten sie tun, um das Vertrauen der Bürger zu stärken?*

[OPTIONAL, aber versuchen Sie, es in die Interviews mit Experten auf nationaler und europäischer Ebene einzubeziehen] **2.5. Es wird oft gesagt, dass neben den gewählten Vertreter:innen immer mehr andere Akteur:innen tatsächlich über wichtige politische Angelegenheiten entscheiden, etwa Expert:innen und Technokrat:innen, Agenturen ... Wie ist Ihre Meinung zu diesem Thema? Ist es eine gute oder eine schlechte Sache?**

*Glauben Sie, dass dies Auswirkungen auf das Vertrauensverhältnis zwischen Bürgern, Institutionen und Politikern hat?*

**Teil III: Vertrauen durch demokratische Innovationen stärken? [5-10 Min.]**

**3.1. Welche Rolle sollten die Bürger:innen Ihrer Meinung nach bei der Einbindung der Bürger:innen in die Politikgestaltung bei Entscheidungen spielen, die sie betreffen?**

*Glauben Sie, dass die Menschen bereit sind, sich an solchen Entscheidungen zu beteiligen?*

*Sehen Sie Hindernisse für die Einbindung der Bürger:innen in die Politikgestaltung?*

**3.2. Waren Sie oder Ihre Organisation an Konsultationen oder partizipativen Demokratieprozessen beteiligt (z. B. Bürger:innenversammlungen, lokale Bürgerrät:innen usw.)? Wie war da Ihre Erfahrung?**

*Denken Sie, dass solche Prozesse häufiger oder umfassender umgesetzt werden sollten? Wenn ja: Welche Politikbereiche könnten am meisten davon profitieren?*

*Halten Sie solche Prozesse für eine nützliche Praxis, um das Vertrauen der Bürger:innen in das politische System wieder aufzubauen?*

*Bitte beachten: Wenn ein Experte/eine Expertin keine Kenntnisse oder keine Erfahrung zu diesem Thema hat, fahren Sie aus Zeitgründen mit dem nächsten Thema fort.*

**Teil IV: Rolle von Medien und sozialen Medien [10 Min.]**

**4.1. Welche Arten von Medien sollten die Bürger:innen Ihrer Meinung nach in unserem Land nutzen, um sich eine fundierte Meinung zu politischen Themen bilden zu können ?**

*Was sind Ihrer Meinung nach die besten politischen Informationsquellen für Bürger:innen?*

[OPTIONAL, wenn es die Zeit erlaubt] **4.2. Wenn Sie die Öffentlichkeit und die Zivilgesellschaft über verschiedene Medienkanäle über Ihre Aktivitäten, Pläne und Entscheidungen informieren, erhalten Sie in der Regel deren Feedback? Wenn ja, wie integrieren Sie deren Ansichten oder Reaktionen in Ihre Arbeit?**

*Setzt Ihre Organisation bestimmte Instrumente, strategische Pläne, Ansätze oder Kommunikationstechniken ein, um ihre Vertrauenswürdigkeit gegenüber der Öffentlichkeit zu stärken? Was sind Sie?*

**4.3. Apropos soziale Medien: Glauben Sie, dass soziale Medien einen eher positiven oder negativen Einfluss auf die Politik in unserem Land im Allgemeinen haben – und auf das politische Vertrauen? Glauben Sie, dass soziale Medien den Bürger:innen helfen können, sich eine fundierte Meinung über die Politik zu bilden?**



## CZECH

### PRŮVODCE ROZHOVORY S POLITIKY, TVŮRCI POLITIK

Průvodce se skládá ze 4 částí; hlavní otázky jsou vyznačeny **tučným modrým písmem**. Ostatní (černá kurzíva) jsou *doplňující otázky*, které je třeba mít na paměti a použít je v případě, že odpověď respondenta na hlavní otázku byla velmi stručná a respondent tyto body nerozvinul. Experti/informátoři **mají mít možnost hovořit déle**. V zájmu zachování času však doporučujeme, aby tazatel zůstal ve střehu: v případě, že se vyprávění příliš vzdálí od tématu našeho výzkumu a tématu původní otázky, měl by se tazatel pokusit mluvčího zdvořile přerušit a uvést ho na pravou míru některou z doplňujících otázek. To je zásadní, protože v každém rozhovoru je třeba se zabývat všemi čtyřmi tématy uvedenými v příručce.

Každý tazatel by se měl rozhodnout, **v jakém formátu bude průvodce vytištěn** (větší písmo, mezery mezi řádky pro poznámky, uvedení dalších doplňujících otázek relevantních pro národní kontext dané země).

Na rozdíl od FGD **se pořadí otázek může lišit** a v ideálním případě by mělo navazovat na vyprávění experta/informátora. Přesto doporučujeme začít částí I, která slouží jako úvod. Poté, v případě, že respondent nejprve hovoří o médiích (nebo jinak), můžete nejprve objasnit tato témata a poté se vrátit k těm otázkám, které ještě nebyly probány. Podstatné však je, **aby se v každém rozhovoru probírala všechna čtyři témata** (I-Důležitost důvěry; II-Vnímání důvěryhodnosti; III-Význam demokratických inovací; IV-Role médií pro informovanost a důvěru občanů).

Pilotní rozhovory naznačily, že různé typy a úrovně odborníků a informátorů pravděpodobně poskytnou více/méně informací k různým tématům příručky. Pokud má expert málo znalostí o demokratických inovacích (část III) nebo o EU (2.4, 2.5), přejděte k dalším částem průvodce. Další informace naleznete v části 5 “Pokyny” tohoto dokumentu.

#### Úvod

Dobrý den. Jmenuji se \_\_\_\_\_; jsem výzkumník na Metropolitní univerzitě Praha. Naše organizace je partnerem výzkumného projektu s názvem “TRUEDEM: Trust in European Democracies”. Jedná se o tříletý projekt financovaný z programu Horizon Europe. V rámci tohoto projektu naše konsorcium zkoumá otázky politické důvěry – jak a proč se občané rozhodují důvěřovat či nedůvěřovat politikům, vládě a dalším institucím, jaké vlastnosti či charakteristiky se stávají zásadními pro posouzení důvěryhodnosti politiků a jakou roli v tomto procesu hrají další aktéři, jako jsou média, občanská společnost.

Děkuji Vám, že jste souhlasil/a s účastí na tomto projektu. Než začneme, rád bych stručně vysvětlil, jak bude diskuse probíhat [*předejte expertům informační list k projektu a nechte je, aby si jej přečetli a zodpověděli své případné dotazy*].

#### Část I: Význam politické důvěry a trendy v politické důvěře [10 min]

##### 1.1. Co pro vás znamená občanská důvěra? Je pro vás jako politika a vaši instituci důležitá?

*Jak chápete důvěru občanů (nebo jak ji popisujete)?*

*Je pro vás jako pro politika a instituci, kterou reprezentujete, a ve vztahu k občanům důvěra občanů důležitá?*

##### 1.2. V poslední době se v naší zemi hodně diskutovalo o politické důvěře. Jak byste popsal stav politické důvěry v naší zemi?

*Myslíte si, že existují politické instituce a orgány, kterým veřejnost důvěřuje více a kterým méně? Kterým?*

*[Pokud nebyly zmíněny, ptejte se na více institucí] Co vláda, parlament, justice, orgány místní správy, policie?*

##### 1.3. Jak důvěryhodná nebo nedůvěryhodná je podle vás <instituce, ke které odborník patří>?

*Využíváte při své práci často údaje z průzkumů veřejného mínění o politické důvěře?*

*Pokud ano: jak přesně tyto informace využíváte? [pro strategické plány, komunikační sdělení, veřejnou politiku, jen jako záležitost pravidelné kontroly, jinak].*

#### Část II: Percepce důvěryhodnosti [15 min]

##### 2.1. Jaké jsou podle vás hlavní důvody, proč občané nedůvěřují některým institucím a politikům v naší zemi?

*Myslíte si, že občané mají objektivní a legitimní důvody k nedůvěře? Neodvádějí už politici dobrou práci?*



*Ukázaly se například vláda a parlament jako neefektivní během koronové pandemie nebo během nedávné krize způsobené válkou na Ukrajině?*

*Jsou nedůvěryhodní kvůli tomu, jak je prezentují média? Nebo ještě jinak?*

## 2.2. Co podle vás občané oceňují jako vlastnosti důvěryhodného politika?

*[Pokud nebyl navržen žádný podnět, navrhněte transparentnost, inkluzivitu, demokratické normy, efektivitu nebo jiné].*

*Uvědomte si, že odborníci zde nemuejí nutně popisovat sami sebe, zejména pokud jim to není příliš příjemné; jedná se spíše o obecnou kategorii "dobrého politika".*

## 2.3. Co mohou politici udělat pro to, aby se stali pro občany důvěryhodnějšími a zvýšili jejich důvěru?

*Jaké aktivity nebo opatření byste obecně doporučil/a ke zvýšení sociální a politické důvěry v naší zemi? Je to cíl, který si ve své práci kladete?*

*Příkladem mohou být osobní setkání s občany; častější konzultace s občany; lepší komunikace atd. – nebo cokoli jiného, co navrhne respondent.*

## 2.4. A co Evropská unie a její instituce? Myslíte si, že jsou u nás vnímány jako důvěryhodné?

*Proč tomu tak je? Co by měly udělat pro zvýšení důvěry občanů?*

**[VOLITELNĚ, ale zkuste to zahrnout do rozhovorů s odborníky na národní a evropské úrovni] 2.5. Často se mluví o tom, že kromě volených zástupců o důležitých politických záležitostech rozhoduje stále více dalších aktérů, například odborníků a technokratů, agentur... Jaký je váš názor na tuto věc? Je to dobře, nebo špatně?**

*Myslíte si, že tato skutečnost ovlivňuje vztah důvěry mezi občany, institucemi a politiky?*

## Část III: Posilování důvěry skrze demokratické inovace? [5-10 min]

### 3.1. Pokud jde o zapojení občanů do tvorby politik, jakou roli by podle vás měli občané hrát při rozhodování, které se jich týká?

*Myslíte si, že jsou lidé připraveni/ochotni podílet se na takovém rozhodování?*

*Vidíte překážky pro zapojení občanů do tvorby politik?*

### 3.2. Zapojili jste se Vy nebo Vaše organizace do nějakých konzultací nebo procesů participativní demokracie (jako jsou občanská shromáždění, místní občanské rady...)? Jaké jsou Vaše zkušenosti?

*Myslíte si, že by se takové procesy měly provádět častěji nebo v širším měřítku? Pokud ano: které oblasti politiky by z nich mohly mít největší prospěch?*

*Myslíte si, že takové procesy jsou užitečnou praxí pro budování důvěry občanů v politický systém?*

*Upozorňujeme, že pokud expert nemá žádné znalosti nebo zkušenosti s daným tématem, přejděte z časových důvodů k dalšímu tématu.*

## Část IV: Role médií a sociálních médií [10 min]

### 4.1. Které typy médií by podle vás měli občané v naší zemi využívat, aby si vytvořili informovaný názor na politické záležitosti?

*Jaké jsou podle vás nejlepší zdroje politických informací pro občany?*

**[VOLITELNĚ, pokud to čas dovolí] 4.2. Když informujete veřejnost a občanskou společnost o svých aktivitách, plánech a rozhodnutích prostřednictvím různých mediálních kanálů, získáváte obvykle jejich zpětnou vazbu? Pokud ano, jakým způsobem začleňujete jejich názory nebo reakce do své práce?**

*Používá vaše organizace nějaké konkrétní nástroje, strategické plány, přístupy nebo komunikační techniky ke zvýšení své důvěryhodnosti pro veřejnost? Jaké to jsou?*

**4.3. Když hovoříme o sociálních médiích, myslíte si, že sociální média mají na politiku v naší zemi obecně - a na politickou důvěru - spíše pozitivní, nebo negativní vliv? Myslíte si, že sociální média mohou pomoci občanům vytvořit si informovaný názor na politiku?**



## FRENCH

### GUIDE D'ENTRETIEN POUR LES ÉLUS ET DÉCIDEURS POLITIQUES

Le guide se compose de 4 sections ; les questions principales sont indiquées en caractères gras. Les autres (en italique) sont des questions de relance ou des questions complémentaires, à garder à l'esprit et à utiliser si la réponse de la personne interrogée à la question principale a été très courte et qu'elle n'a pas développé ces points. Les experts/informateurs sont libres de s'exprimer plus longuement. Toutefois, pour gagner du temps, nous recommandons à l'intervieweur de rester vigilant : au cas où le propos s'éloignait trop du sujet de notre recherche et du sujet de la question initiale, l'intervieweur devrait essayer d'interrompre poliment l'orateur et de le guider dans la bonne direction avec l'une des questions supplémentaires. Ceci est essentiel car les quatre thèmes mentionnés dans le guide doivent être abordés dans chaque entretien.

Chaque enquêteur doit décider du format exact de l'impression du guide (police plus grande, espaces entre les lignes pour les notes, liste des questions supplémentaires pertinentes pour le contexte national du pays).

L'ordre des questions peut varier et devrait idéalement suivre le récit de l'expert/informateur. Nous recommandons toutefois de commencer par la première partie, qui sert d'introduction. Ensuite, si la personne interrogée parle d'abord des médias (ou autre), vous pouvez d'abord clarifier ces sujets, puis revenir aux questions qui n'ont pas encore été abordées. Il est toutefois essentiel que les quatre thèmes soient abordés dans chaque entretien (I - Importance de la confiance ; II - Perceptions de la fiabilité ; III - Valeur des innovations démocratiques ; IV - Rôle des médias dans l'information et la confiance des citoyens).

Les entretiens pilotes suggèrent que différents types et niveaux d'experts et d'informateurs sont susceptibles de fournir plus ou moins d'informations sur les différents thèmes du guide. Si un expert a peu de connaissances sur les innovations démocratiques (partie III) ou sur l'UE (2.4, 2.5), passez aux sections suivantes du guide.

#### Introduction

Bonjour. Je m'appelle \_\_\_\_\_ ; je suis chercheur à \_\_\_\_\_. Notre organisation est partenaire d'un projet de recherche intitulé "TRUEDEM : Trust in European Democracies". Il s'agit d'un projet de trois ans financé par le programme Horizon Europe. Dans le cadre de ce projet, notre consortium étudie les questions de confiance politique - comment et pourquoi les citoyens choisissent de faire confiance ou non aux hommes politiques, au gouvernement et à d'autres institutions, quelles qualités ou caractéristiques deviennent essentielles pour juger de la fiabilité des hommes politiques, et quel est le rôle d'autres acteurs tels que les médias, la société civile dans ce processus.

Je vous remercie d'avoir accepté de participer à ce projet. Avant de commencer, j'aimerais vous expliquer brièvement comment la discussion va se dérouler [remettre la fiche d'information sur le projet et laisser l'expert la lire et répondre à ses questions éventuelles].

#### Partie I : Importance et tendances de la confiance politique [10 min]

##### **1.1. Que signifie pour vous la confiance des citoyens ? Est-elle importante pour vous en tant que (élu, responsable politique, etc.) et pour votre institution ?**

*Comment comprenez-vous la confiance citoyenne ? Comment la décririez-vous ?*

*La confiance est-elle une question importante dans vos relations avec les citoyens ?*

##### **1.2. La confiance politique a récemment fait l'objet de nombreux débats dans notre pays. Comment décririez-vous l'état de la confiance politique en France ?**

*Pensez-vous qu'il y a des institutions et des organes politiques en qui le public a davantage confiance et d'autres en qui il a moins confiance ? Lesquels ?*

*Qu'en est-il du gouvernement, du parlement, du pouvoir judiciaire, des collectivités locales, de la police, des services publics ?*

##### **1.3. Selon vous, quel est le degré de confiance ou de méfiance à l'égard de (l'institution à laquelle appartient l'expert) ?**

*Vous arrive-t-il d'utiliser des études d'opinion publique sur la perception des citoyens et la confiance politique dans votre travail ?*



*Si oui, comment ces informations sont-elles utilisées exactement ? Pour des plans stratégiques, pour définir votre communication, pour élaborer des politiques publiques, dans le cadre de contrôles réguliers, etc. ?*

## **Partie II : Perceptions de la fiabilité des institutions [15 min]**

### **2.1. Quelles sont, selon vous, les principales raisons pour lesquelles les citoyens ne font pas confiance à certaines institutions et à certains hommes et femmes politiques en France ?**

*Pensez-vous que les citoyens ont des raisons objectives, légitimes de se méfier du politique ? Les responsables politiques ne font-ils plus du bon travail ?*

*Par exemple, est-ce que le gouvernement et le parlement se sont montrés inefficaces pendant la pandémie, ou pendant la crise récente due à la guerre en Ukraine ?*

*Les responsables politiques font-ils l'objet de méfiance du fait de la manière dont les médias les présentent ? Ou pour d'autres raisons ?*

### **2.2. Selon vous, qu'est-ce que les citoyens considèrent comme les qualités d'un homme politique digne de confiance ?**

*[Si pas de proposition, proposer la transparence, l'inclusivité, le respect des normes démocratiques, l'efficacité, etc..].*

*Il ne s'agit pas pour les répondants de se décrire, mais plutôt de parler de la catégorie Générale du « bon homme politique »/ « bonne femme politique »*

### **2.3. Que peuvent faire les élus et les responsables politiques pour se montrer davantage dignes de confiance et pour améliorer le niveau de la confiance des citoyens ?**

*Quelles actions et quelles mesures recommanderiez-vous pour améliorer la confiance sociale et politique dans notre pays ? Est-ce un objectif que vous poursuivez dans votre travail ?*

*Les exemples peuvent inclure : des rencontres en personne avec les citoyens, des consultations plus fréquentes, une meilleure communication...*

### **2.4. Qu'en est-il de l'UE et de ses institutions ? Pensez-vous qu'elles sont perçues comme dignes de confiance en France ?**

*Pourquoi ? Que pourrait faire l'UE pour améliorer la confiance des citoyens à son égard ?*

### **OPTIONNEL : 2.5. On entend souvent dire qu'en parallèle des représentants élus, de plus en plus d'autres acteurs prennent des décisions sur des questions politiques importantes, comme les experts, les technocrates, les cabinets de conseil, les agences... qu'en pensez-vous ? Est-ce une bonne ou une mauvaise chose ?**

*Pensez-vous que ce phénomène a un impact sur la relation entre les citoyens, les institutions et les élus ?*

## **Partie III : Améliorer la confiance via les innovations démocratiques ? [5-10 min]**

### **3.1. En ce qui concerne la participation des citoyens à l'élaboration des politiques, quel rôle pensez-vous que les citoyens devraient jouer dans la prise de décisions qui les concernent ?**

*Pensez-vous que les gens sont prêts à participer/veulent participer à la prise de décision ?*

*Voyez-vous des obstacles à la participation des citoyens à l'élaboration des politiques ?*

### **3.2. Avez-vous, vous-même ou votre organisation, participé à des consultations ou à des processus de démocratie participative (tels que des assemblées de citoyens, des conseils locaux de citoyens...) ? Quelle a été votre expérience ?**

*Pensez-vous que de tels processus devraient être mis en œuvre plus fréquemment ou plus largement ? Si oui : quels domaines politiques pourraient en bénéficier le plus ?*

*Pensez-vous que ces processus constituent une pratique utile pour renforcer la confiance des citoyens dans le système politique ?*

*Si un répondant n'a pas de connaissances ou d'expérience sur le sujet, passez au sujet suivant pour gagner du temps.*

## **Partie IV : Rôle des médias et des réseaux sociaux [10 min]**

### **Quelles sont, selon vous, les meilleures sources d'information politique pour les citoyens ?**



*Quelles sont selon vous les meilleures sources d'information politique pour les citoyens ?*

**[OPTIONNEL] 4.2. Lorsque vous informez le public et la société civile de vos activités, de vos projets et de vos décisions par le biais de divers canaux médiatiques, obtenez-vous généralement leurs réactions ? Si oui, comment intégrez-vous leurs opinions ou réactions dans votre travail ?**

*Votre organisation utilise-t-elle des outils, des plans stratégiques, des approches ou des techniques de communication spécifiques pour renforcer sa crédibilité auprès du public ? Quels sont ces outils, plans stratégiques, approches ou techniques de communication ?*

**4.3. En ce qui concerne les réseaux sociaux, pensez-vous qu'ils ont une influence plutôt positive ou négative sur la politique dans notre pays en général - et sur la confiance politique ? Pensez-vous que les réseaux sociaux peuvent aider les citoyens à se forger une opinion éclairée sur la politique ?**



## GREEK

### Πρόγραμμα Ερωτήσεων για Συνεντεύξεις με Πολιτικούς και Διαμορφωτές Πολιτικής

#### Εισαγωγή

Καλημέρα. Το όνομά μου είναι \_\_\_\_\_. Είμαι ερευνητής στο Πανεπιστήμιο Πελοποννήσου. Ο οργανισμός μας είναι εταίρος σε ένα ερευνητικό πρόγραμμα που ονομάζεται "TRUEDEM: Trust in European Democracies". Πρόκειται για ένα έργο διάρκειας 3 ετών που χρηματοδοτείται από το πρόγραμμα Horizon Europe. Στο πλαίσιο αυτού του έργου, η κοινοπραξία μας μελετά τα ζητήματα της πολιτικής εμπιστοσύνης - πώς και γιατί οι πολίτες επιλέγουν να εμπιστευτούν ή να μην εμπιστευτούν τους πολιτικούς, την κυβέρνηση και άλλους θεσμούς, ποιες ιδιότητες ή χαρακτηριστικά καθίστανται απαραίτητα για να κρίνουμε την αξιοπιστία των πολιτικών και ποιος είναι ο ρόλος άλλων παραγόντων όπως τα μέσα ενημέρωσης, ή η κοινωνία των πολιτών σε αυτή τη διαδικασία.

Σας ευχαριστώ πολύ που συμφωνήσατε να συμμετάσχετε σε αυτό το έργο. Πριν ξεκινήσουμε, θα ήθελα να εξηγήσω εν συντομία πώς θα προχωρήσει η συζήτηση [παραδώστε το ενημερωτικό δελτίο του έργου και αφήστε τον εμπειρογνώμονα να το διαβάσει και να απαντήσει στις ερωτήσεις του, εάν υπάρχουν].

#### Μέρος I: Σημασία της πολιτικής εμπιστοσύνης και των τάσεων πολιτικής εμπιστοσύνης [10 λεπτά]

##### 1.1. Τι σημαίνει για εσάς η εμπιστοσύνη των πολιτών; Είναι σημαντικό για εσάς ως πολιτικό και το θεσμικό σας όργανο [το θεσμό που εκπροσωπείτε];

*Πώς αντιλαμβάνεστε την εμπιστοσύνη των πολιτών (ή πώς την περιγράφετε);*

*Είναι η εμπιστοσύνη των πολιτών σημαντικό ζήτημα για εσάς ως πολιτικό και το θεσμικό σας όργανο [το θεσμό που εκπροσωπείτε] και στη σχέση σας με τους πολίτες;*

##### 1.2. Πρόσφατα έγινε πολλή συζήτηση για την πολιτική εμπιστοσύνη στη χώρα μας. Πώς θα περιγράφατε την κατάσταση πολιτικής εμπιστοσύνης στη χώρα μας;

*Πιστεύετε ότι υπάρχουν πολιτικοί θεσμοί και φορείς που χαίρουν μεγαλύτερης εμπιστοσύνης και κάποιοι που χαίρουν μικρότερης εμπιστοσύνης από το κοινό; Ποια είναι αυτοί;*

*[Αν δεν αναφερθούν, ρωτάτε για διάφορους θεσμούς] Τι γίνεται με την κυβέρνηση, το κοινοβούλιο, το δικαστικό σώμα, τα όργανα τοπικής αυτοδιοίκησης, την αστυνομία;*

##### 1.3. Κατά τη γνώμη σας, πόσο αξιόπιστο ή μη αξιόπιστο είναι το <θεσμός στο οποίο ανήκει ο εμπειρογνώμονας>;

*Χρησιμοποιείτε συχνά δεδομένα ερευνών κοινής γνώμης σχετικά με την πολιτική εμπιστοσύνη στο έργο σας;*

*Εάν ναι: πώς ακριβώς χρησιμοποιούνται αυτές οι πληροφορίες; [για στρατηγικά σχέδια, επικοινωνιακά μηνύματα, δημόσια πολιτική, απλώς ως θέμα τακτικών ελέγχων, διαφορετικά].*

#### Μέρος II: Αντιλήψεις αξιοπιστίας [15 λεπτά]

##### 2.1. Ποιοι είναι, κατά τη γνώμη σας, οι κύριοι λόγοι για τους οποίους οι πολίτες δεν εμπιστεύονται ορισμένους θεσμούς και πολιτικούς στη χώρα μας;

*Πιστεύετε ότι οι πολίτες έχουν αντικειμενικά, νόμιμους [έγκυρους] λόγους να μην τους εμπιστεύονται; Οι πολιτικοί δεν κάνουν πλέον καλή δουλειά; [δεν κάνουν όπως πρέπει τη δουλειά τους;]*

*Για παράδειγμα, έχουν αποδειχθεί αναποτελεσματική η κυβέρνηση και το κοινοβούλιο κατά τη διάρκεια της πανδημίας του κορωνοϊού ή κατά τη διάρκεια της πρόσφατης κρίσης λόγω του πολέμου στην Ουκρανία;*

*Είναι δύσπιστοι λόγω του τρόπου με τον οποίο τα μέσα ενημέρωσης τους παρουσιάζουν; Ή αλλιώς; [για κάποιο άλλο λόγο;]*

##### 2.2. Τι πιστεύετε ότι εκτιμούν οι πολίτες ως ιδιότητες μίας/ενός αξιόπιστης/ου πολιτικού;

*[Εάν δεν γίνει καμία υπόδειξη, προτείνετε διαφάνεια, συμμετοχικότητα, δημοκρατικούς κανόνες, αποτελεσματικότητα ή αλλιώς].*

*Σημειώστε ότι οι ειδικοί δεν χρειάζεται απαραίτητα να περιγράψουν τον εαυτό τους εδώ, ειδικά αν δεν είναι πολύ άνετοι ως προς αυτό· [η ερώτηση] αφορά περισσότερο στη γενική κατηγορία του «καλού πολιτικού».*



**2.3. Τι μπορούν να κάνουν οι πολιτικοί για να αποδειχθούν πιο αξιόπιστοι στους πολίτες και να αυξήσουν την εμπιστοσύνη τους σ' αυτούς;**

*Ποιες δραστηριότητες ή μέτρα θα προτείνετε γενικότερα για την ενίσχυση της κοινωνικής και πολιτικής εμπιστοσύνης στη χώρα μας; Είναι αυτός ένας στόχος που έχετε στη δουλειά σας;*

*Παραδείγματα μπορούν να περιλαμβάνουν προσωπικές συναντήσεις με πολίτες· συχνότερες διαβουλεύσεις με τους πολίτες· καλύτερες επικοινωνίες κ.λπ. - ή οτιδήποτε άλλο προτείνει ο εμπειρογνώμονας.*

**2.4. Τι γίνεται με την Ευρωπαϊκή Ένωση και τα θεσμικά της όργανα; Πιστεύετε ότι θεωρούνται αξιόπιστοι στη χώρα μας;**

*Για ποιο λόγο θεωρείτε κάτι τέτοιο; Τι πρέπει να κάνουν για να βελτιώσουν την εμπιστοσύνη των πολιτών σε αυτή/ά;*

**[ΠΡΟΑΙΡΕΤΙΚΗ, αλλά προσπαθήστε να την συμπεριλάβετε στις συνεντεύξεις με εμπειρογνώμονες σε εθνικό και ευρωπαϊκό επίπεδο]**

**2.5. Λέγεται συχνά ότι εκτός από τους εκλεγμένους εκπροσώπους, όλο και περισσότερο άλλοι παράγοντες, όπως είναι οι εμπειρογνώμονες και τεχνοκράτες, υπηρεσίες ... , λαμβάνουν αποφάσεις για σημαντικά πολιτικά θέματα. Ποια είναι η γνώμη σας για το ζήτημα αυτό; Είναι κάτι το θετικό ή αρνητικό;**

*Πιστεύετε ότι αυτό επηρεάζει τη σχέση εμπιστοσύνης μεταξύ πολιτών, θεσμών και πολιτικών;*

**Μέρος III: Ενίσχυση της εμπιστοσύνης μέσω δημοκρατικών καινοτομιών; [5-10 λεπτά]**

**3.1. Λαμβάνοντας υπόψη τη συμμετοχή των πολιτών στη χάραξη πολιτικής, ποιο ρόλο πιστεύετε ότι πρέπει να διαδραματίζουν οι πολίτες στη λήψη αποφάσεων που τους αφορούν;**

*Πιστεύετε ότι οι πολίτες είναι έτοιμοι/πρόθυμοι να συμμετάσχουν σε μια τέτοια διαδικασία λήψης αποφάσεων;*

*Βλέπετε την ύπαρξη εμποδίων στη συμμετοχή των πολιτών στη χάραξη πολιτικής;*

**3.2. Έχετε συμμετάσχει εσείς ή ο οργανισμός σας σε διαβουλεύσεις ή διαδικασίες συμμετοχικής δημοκρατίας (όπως συνελεύσεις πολιτών, τοπικά συμβούλια πολιτών...); Ποια η εμπειρία σας;**

*Πιστεύετε ότι τέτοιες διεργασίες θα πρέπει να εφαρμόζονται συχνότερα ή ευρύτερα; Εάν ναι: ποιοι τομείς/πεδία πολιτικής θα μπορούσαν να επωφεληθούν περισσότερο από αυτό;*

*Πιστεύετε ότι τέτοιες διεργασίες αποτελούν χρήσιμη πρακτική για την οικοδόμηση της εμπιστοσύνης των πολιτών στο πολιτικό σύστημα;*

*Σημειώστε ότι εάν ένας ειδικός δεν έχει γνώση ή εμπειρία σχετικά με το θέμα, προχωρήστε στο επόμενο θέμα για την οικονομία χρόνου.*

**Μέρος IV: Ο ρόλος των μέσων ενημέρωσης και των μέσων κοινωνικής δικτύωσης [10 λεπτά]**

**4.1. Ποια είδη μέσων πιστεύετε ότι πρέπει να χρησιμοποιούν οι πολίτες στη χώρα μας για να διαμορφώνουν τεκμηριωμένες απόψεις για πολιτικά θέματα;**

*Ποιες είναι οι καλύτερες πηγές πολιτικής πληροφόρησης για τους πολίτες, κατά τη γνώμη σας;*

**[ΠΡΟΑΙΡΕΤΙΚΗ, εφόσον το επιτρέπει ο χρόνος]** **4.2. Όταν ενημερώνετε το κοινό και την κοινωνία των πολιτών σχετικά με τις δραστηριότητες, τα σχέδια, τις αποφάσεις σας μέσω διάφορων καναλιών μέσων ενημέρωσης λαμβάνετε συνήθως τα σχόλιά τους; Εάν ναι, πώς ενσωματώνετε τις απόψεις ή τις αντιδράσεις τους στη δουλειά σας;**

*Χρησιμοποιεί ο οργανισμός σας συγκεκριμένα εργαλεία, στρατηγικά σχέδια, προσεγγίσεις ή τεχνικές επικοινωνίας για να ενισχύσει την αξιοπιστία του στο κοινό; Ποια είναι αυτά;*

**4.3. Μιλώντας για τα μέσα κοινωνικής δικτύωσης, πιστεύετε ότι τα μέσα αυτά έχουν μάλλον θετική ή αρνητική επίδραση στην πολιτική στη χώρα μας γενικότερα – και στην πολιτική εμπιστοσύνη; Πιστεύετε ότι τα μέσα κοινωνικής δικτύωσης μπορούν να βοηθήσουν τους πολίτες να διαμορφώσουν ενημερωμένες απόψεις για την πολιτική;**

## ITALIAN

### GUIDA ALL'INTERVISTA PER POLITICI E RESPONSABILI POLITICI

La guida è composta da 4 sezioni; le domande principali sono indicate in **grassetto blu**. Le altre (in corsivo nero) sono *domande di follow-up o supplementari*, da tenere a mente e da utilizzare se la risposta dell'intervistato alla domanda principale è stata molto breve e non ha sviluppato questi punti. Gli esperti/informatori sono **liberi di parlare più a lungo**. Tuttavia, per motivi di tempo, raccomandiamo all'intervistatore di rimanere all'erta: nel caso in cui il racconto si allontani troppo dal tema della nostra ricerca e dall'argomento della domanda iniziale, l'intervistatore dovrebbe cercare di interrompere gentilmente l'interlocutore e guidarlo verso il giusto con una delle domande aggiuntive. Questo è essenziale perché tutti e quattro i temi menzionati nella guida devono essere affrontati in ogni intervista.

Ogni intervistatore deve decidere l'esatto **formato di stampa della guida** (caratteri più grandi, spazi tra le righe per le note, elenco di domande supplementari rilevanti per il contesto nazionale del Paese).

A differenza degli FGD, la **sequenza delle domande può essere diversa** e dovrebbe idealmente seguire la narrazione dell'esperto/informatore. Raccomandiamo comunque di iniziare con la Parte I, che funge da introduzione. In seguito, nel caso in cui l'intervistato parli prima di tutto di media (o altro), è possibile chiarire prima questi argomenti e poi tornare alle domande che non sono ancora state discusse. È essenziale, tuttavia, che **tutti e quattro i temi siano affrontati in ogni intervista** (I-Importanza della fiducia; II-Percezioni di affidabilità; III-Valore delle innovazioni democratiche; IV-Ruolo dei media per l'informazione e la fiducia dei cittadini).

I progetti pilota suggeriscono che diversi tipi e livelli di esperti e informatori possono fornire più o meno informazioni su diversi temi della guida. Se un esperto ha scarse conoscenze sulle innovazioni democratiche (parte III) o sull'UE (2.4, 2.5), passare alle sezioni successive della guida. Per ulteriori informazioni, consultare la sezione 5 "Linee guida" del presente documento.

#### Introduzione

Buongiorno. Mi chiamo \_\_\_\_\_ e sono una ricercatrice dell'Università di Salerno. La nostra organizzazione è partner di un progetto di ricerca chiamato "TRUEDEM: Trust in European Democracies". Si tratta di un progetto triennale finanziato dal programma Horizon Europe. Nell'ambito di questo progetto, il nostro consorzio sta studiando le questioni relative alla fiducia politica: come e perché i cittadini scelgono di fidarsi o meno dei politici, del governo e di altre istituzioni, quali qualità o caratteristiche diventano essenziali per giudicare l'affidabilità dei politici e qual è il ruolo di altri attori come i media e la società civile in questo processo.

Grazie per aver accettato di partecipare a questo progetto. Prima di iniziare, vorrei spiegare brevemente come si svolgerà la discussione [*consegnare la scheda informativa del progetto e lasciare che l'esperto la legga e risponda alle sue eventuali domande*].

#### Parte I: Importanza della fiducia politica e tendenze della fiducia politica [10 min].

##### 1.1. Che cosa significa per lei la fiducia dei cittadini? È importante per lei come politico e per la sua istituzione?

*In che cosa consiste la fiducia dei cittadini, secondo lei?*

*La fiducia dei cittadini è una questione importante per lei come politico, per la sua istituzione e nel suo rapporto con i cittadini?*

##### 1.2. Recentemente si è discusso molto della fiducia politica nel nostro Paese. Come descriverebbe lo stato della fiducia politica nel nostro Paese?

*Ritiene che ci siano istituzioni e organismi politici di cui i cittadini si fidano di più e altri di cui si fidano meno? Quali?*

*E il governo, il parlamento, la magistratura, gli organi di governo locale, la polizia?*

##### 1.3. Secondo lei, quanto si fida o meno dell'istituzione a cui lei appartiene?

*Nel suo lavoro utilizza spesso i dati della ricerca sull'opinione pubblica sulla fiducia politica?*

*Se sì: come vengono utilizzate esattamente queste informazioni? [Per i piani strategici, i messaggi di comunicazione, le politiche pubbliche, per i controlli periodici, ecc.]*



**Parte II: Percezione dell'affidabilità [15 min.]**

**2.1. Quali sono, secondo lei, le principali ragioni per cui i cittadini non si fidano di alcune istituzioni e politici nel nostro Paese?**

*Pensa che i cittadini abbiano ragioni oggettive e legittime per diffidare? I politici non fanno più un buon lavoro? Ad esempio, il governo e il parlamento si sono dimostrati inefficienti durante la pandemia o durante la recente crisi dovuta alla guerra in Ucraina?*

*Sono diffidenti a causa del modo in cui i media presentano questi attori politici? O altro?*

**2.2. Secondo lei, quali sono le qualità che i cittadini apprezzano di un politico affidabile?**

[Se non è stato fatto alcun suggerimento, proporre trasparenza, inclusività, rispetto delle norme democratiche, efficienza o altro].

Si noti che gli esperti non devono necessariamente descriversi qui, soprattutto se non sono molto a loro agio; si tratta piuttosto di una categoria generale di "buon politico".

**2.3. Cosa possono fare i politici per dimostrarsi più affidabili nei confronti dei cittadini e per aumentare la loro fiducia?**

*Quali attività o misure raccomanderebbe in generale per aumentare la fiducia sociale e politica nel nostro Paese? È un obiettivo che avete nel vostro lavoro?*

Gli esempi possono includere incontri di persona con i cittadini, consultazioni più frequenti con i cittadini, migliori comunicazioni, ecc. - o qualsiasi altra cosa proposta dall'esperto.

**2.4. E l'Unione europea e le sue istituzioni? Pensa che nel nostro Paese siano percepite come affidabili?**

*Perché? Cosa dovrebbero fare per migliorare la fiducia dei cittadini?*

**[FACOLTATIVO, ma cercate di includerlo nelle interviste con gli esperti a livello nazionale ed europeo] 2.5. Si dice spesso che, oltre ai rappresentanti eletti, sempre più attori prendono decisioni su questioni politiche importanti, come esperti e tecnocrati, agenzie... Qual è la sua opinione al riguardo? È una cosa positiva o negativa?**

*Crede che questo influisca sul rapporto di fiducia tra cittadini, istituzioni e politici?*

**Parte III: Migliorare la fiducia attraverso le innovazioni democratiche? [5-10 min]**

**3.1. Pensando al coinvolgimento dei cittadini nella definizione delle politiche, quale ruolo ritiene che i cittadini debbano avere nel prendere le decisioni che li riguardano?**

*Pensa che le persone siano pronte o disposte a partecipare a questo processo decisionale?*

*Vede degli ostacoli al coinvolgimento dei cittadini nella definizione delle politiche?*

**3.2. Lei o la sua organizzazione siete stati coinvolti in consultazioni o processi di democrazia partecipativa (come assemblee di cittadini, consigli cittadini locali...)? Come è stata la vostra esperienza?**

*Pensa che tali processi dovrebbero essere implementati più frequentemente o più ampiamente? Se sì: quali ambiti politici potrebbero trarne maggiore beneficio?*

*Ritiene che tali processi siano una pratica utile per costruire la fiducia dei cittadini nel sistema politico?*

Se l'esperto non ha conoscenze o esperienza sull'argomento, passare all'argomento successivo per motivi di tempo.

**Parte IV: Il ruolo dei media e dei social media [10 min].**

**4.1. Quali tipi di media pensa che i cittadini dovrebbero utilizzare nel nostro Paese per costruirsi un'opinione informata sulle questioni politiche?**

*Quali sono, secondo lei, le migliori fonti di informazione politica per i cittadini?*

**[FACOLTATIVO, se il tempo a disposizione lo consente] 4.2. Quando informate il pubblico e la società civile sulle vostre attività, i vostri piani e le vostre decisioni attraverso i vari canali mediatici, di solito ricevete i loro commenti, osservazioni e proposte? Se sì, come integrate le loro opinioni o reazioni nel vostro lavoro?**

*La vostra organizzazione utilizza strumenti, piani strategici, approcci o tecniche di comunicazione specifici per migliorare la propria affidabilità nei confronti del pubblico? Quali sono?*

**4.3. Parlando di social media, pensa che i social media abbiano un'influenza piuttosto positiva o negativa sulla politica nel nostro Paese in generale - e sulla fiducia politica? Pensa che i social media possano aiutare i cittadini a costruire opinioni informate sulla politica?**



## **POLISH**

### **Przewodniki do wywiadów**

#### **PRZEWODNIK PO WYWIADACH DLA POLITYKÓW I DECYDENTÓW 14**

##### **Wprowadzenie**

Dzień dobry. Nazywam się \_\_\_\_\_; jestem badaczem w Uniwersytecie Śląskim w Katowicach. Nasza organizacja jest partnerem w projekcie badawczym o nazwie "TRUEDEM: Trust in European Democracies". Jest to 3-letni projekt finansowany przez program Horyzont Europa. W ramach tego projektu nasze konsorcjum bada kwestie zaufania politycznego - jak i dlaczego obywatele decydują się ufać lub nie ufać politykom, rządowi i innym instytucjom, jakie cechy stają się niezbędne do oceny wiarygodności polityków i jaka jest rola innych podmiotów, takich jak media, społeczeństwo obywatelskie w tym procesie.

Bardzo dziękuję za zgodę na udział w tym projekcie. Zanim zaczniemy, chciałabym krótko wyjaśnić, jak będzie przebiegać dyskusja [przekazać arkusz informacyjny projektu i pozwolić ekspertowi przeczytać go i odpowiedzieć na ewentualne pytania].

##### **Część I: Znaczenie zaufania politycznego i trendy zaufania politycznego [10 min]**

###### **1.1. Czy zaufanie obywateli jest ważną kwestią dla Pana/Pani jako polityka i Pana/Pani instytucji?**

*Co oznacza dla Pana/Pani zaufanie obywateli? Jak je Pana/Pani rozumie (lub opisuje)?*

*Czy zaufanie obywateli jest ważną kwestią dla Pana/Pani jako polityka i Pana/Pani instytucji oraz w Pana/Pani relacjach z obywatelami?*

###### **1.2. Ostatnio dużo dyskutowano na temat zaufania politycznego w naszym kraju. Jak Pana/Pani opisałby/a stan zaufania politycznego w naszym kraju?**

*Czy uważa Pana/Pani, że istnieją instytucje i organy polityczne, którym społeczeństwo ufa bardziej, a którym mniej? Które z nich?*

*[Jeśli nie wymieniono, zapytaj o kilka instytucji] Co z rządem, parlamentem, sądownictwem, lokalnymi organami władzy, policją?*

###### **1.3. Jak dużym zaufaniem lub nieufnością cieszy się według Pana/Pani instytucja, w której Pan/Pani pracuje?**

*Czy często wykorzystuje Pan/Pani w swojej pracy dane z badań opinii publicznej dotyczące zaufania politycznego?*

*Jeśli tak: jak dokładnie wykorzystywane są te informacje? [w planach strategicznych, komunikatach komunikacyjnych, polityce publicznej, w ramach regularnych kontroli, itp.]*

##### **Część II: Postrzeganie wiarygodności [15 min]**

###### **2.1. Jakie są Pana/Pani zdaniem główne powody, dla których obywatele nie ufają niektórym instytucjom i politykom w naszym kraju?**

*Czy uważa Pana/Pani, że obywatele mają obiektywne, uzasadnione powody do nieufności? Czy politycy nie wykonują już dobrej roboty?*

*Na przykład czy rząd i parlament okazały się nieskuteczne podczas pandemii koronawirusa lub podczas ostatniego kryzysu związanego z wojną na Ukrainie?*

*Czy są nieufni ze względu na sposób, w jaki przedstawiają ich media? A może jeszcze inaczej?*

###### **2.2. Jakie cechy według Pani/Pana opinii są cenione przez obywateli jako cechy polityków budzących zaufanie?**

*[Jeśli nie podano żadnej sugestii, zaproponuj przejrzystość, inkluzywność, normy demokratyczne, wydajność lub inne].*

*Należy zauważyć, że eksperci niekoniecznie muszą opisywać siebie tutaj, zwłaszcza jeśli nie czują się z tym zbyt komfortowo; jest to raczej ogólna kategoria "dobrego polityka".*

###### **2.3. Co Pana/Pani zdaniem powinni zmienić politycy i instytucje polityczne, aby okazać się bardziej godnymi**

<sup>14</sup> Przewodnik składa się z 4 części; główne pytania są zaznaczone pogrubioną czcionką. Pozostałe to pytania uzupełniające, o których należy pamiętać i których należy użyć, jeśli odpowiedź respondenta na główne pytanie była bardzo krótka i nie rozwinął on tych punktów.



### zaufania dla obywateli?

*Jakie działania lub środki zaleciłbyś ogólnie w celu zwiększenia zaufania społecznego i politycznego w naszym kraju? Czy jest to cel Twojej pracy?*

*Przykłady mogą obejmować osobiste spotkania z obywatelami, częstsze konsultacje z obywatelami, lepszą komunikację itp. - lub cokolwiek innego zaproponowanego przez eksperta.*

### 2.4. A co z Unią Europejską i jej instytucjami? Czy uważasz, że są one postrzegane jako godne zaufania w naszym kraju?

*Dlaczego tak się dzieje? Co powinni zrobić, aby zwiększyć zaufanie obywateli*

**[OPCJONALNIE, ale spróbuj uwzględnić to w wywiadach z ekspertami na poziomie krajowym i europejskim].**

### 2.5. Często mówi się, że oprócz wybranych przedstawicieli, coraz więcej innych podmiotów, takich jak eksperci i technokraci, agencje, faktycznie podejmuje decyzje w ważnych sprawach politycznych... Jaka jest Pana/Pani opinia na ten temat? Czy to dobrze, czy źle?

*Czy uważa Pan/Pani, że ma to wpływ na relacje zaufania między obywatelami, instytucjami i politykami?*

## Część III: Jak zwiększyć zaufanie poprzez demokratyczne innowacje? [5-10 min]

### 3.1. Myśląc o zaangażowaniu obywateli w kształtowanie polityki, jaką rolę Pana/Pani zdaniem powinni oni odgrywać w podejmowaniu decyzji, które ich dotyczą?

*Czy uważa Pan/Pani, że obywatele są gotowi/chętni do uczestniczenia w takim procesie decyzyjnym?*

*Czy widzi Pan/Pani przeszkody w zaangażowaniu obywateli w kształtowanie polityki?*

### 3.2. Czy Pan/Pani lub Pana/Pani organizacja braliście udział w konsultacjach lub procesach demokracji uczestniczącej (takich jak zgromadzenia obywatelskie, lokalne rady obywatelskie...)? Jakimi były Pana/Pani doświadczenia?

*Czy uważa Pan/Pani, że takie procesy powinny być wdrażane częściej lub w szerszym zakresie? Jeśli tak: które obszary polityki mogłyby na tym najbardziej skorzystać?*

*Czy uważa Pan/Pani, że takie procesy są przydatną praktyką budowania zaufania obywateli do systemu politycznego?*

*Zwróć uwagę, że jeśli ekspert nie ma wiedzy lub doświadczenia w danym temacie, przejdź do następnego tematu ze względu na czas.*

## Część IV: Rola mediów i mediów społecznościowych [10 min]

### 4.1. Czy uważa Pan/Pani, że media w naszym kraju przedstawiają informacje polityczne w sposób, który pomaga obywatelom budować świadome poglądy na temat polityki?

*Jakie są Pana/Pani zdaniem najlepsze źródła informacji politycznych dla obywateli?*

### [OPCJONALNIE, jeśli czas na to pozwala] 4.2. Czy informując opinię publiczną i społeczeństwo obywatelskie o swoich działaniach, planach i decyzjach za pośrednictwem różnych kanałów medialnych, zazwyczaj otrzymujesz od nich informacje zwrotne? Jeśli tak, w jaki sposób uwzględnia Pan/Pani ich opinie lub reakcje w swojej pracy?

*Czy Pana/Pani organizacja stosuje jakieś konkretne narzędzia, plany strategiczne, podejścia lub techniki komunikacyjne w celu zwiększenia swojej wiarygodności dla opinii publicznej? Jakimi to narzędziami??*

### 4.3. Mówiąc o mediach społecznościowych, czy uważa Pana/Pani, że media społecznościowe mają raczej pozytywny czy negatywny wpływ na politykę w naszym kraju w ogóle - i na zaufanie polityczne? Czy uważa Pana/Pani, że media społecznościowe mogą pomóc obywatelom w budowaniu świadomych poglądów na temat polityki?



## ROMANIAN

### GHID DE INTERVIU PENTRU POLITICIENI, FACTORI DE DECIZIE

Ghidul este format din 4 secțiuni; întrebările principale sunt indicate cu **caractere albastre și îngroșate**. Celelalte (italice negre) sunt *întrebări de urmărire sau întrebări suplimentare*, de care trebuie să se țină cont și care trebuie utilizate în cazul în care răspunsul respondentului la întrebarea principală a fost foarte scurt și acesta nu a dezvoltat aceste puncte. Experții/informatorii sunt **liberi să vorbească mai mult timp**. Cu toate acestea, de dragul timpului, recomandăm ca intervievatorul să rămână în alertă: în cazul în care povestea se îndepărtează prea mult de subiectul cercetării noastre și de subiectul întrebării inițiale, intervievatorul ar trebui să încerce să întrerupă politicos interlocutorul și să îl ghideze în dreapta cu una dintre întrebările suplimentare. Acest lucru devine esențial, deoarece toate cele patru teme menționate în ghid trebuie abordate în fiecare interviu.

Fiecare intervievator ar trebui să decidă asupra **formatului** exact în care va **fi tipărit ghidul** (font mai mare, spații între rânduri pentru note, enumerarea întrebărilor suplimentare relevante pentru contextul național al țării).

Spre deosebire de FG, **secvența întrebărilor poate fi diferită** și, în mod ideal, ar trebui să urmeze narațiunea expertului/informatorului. Recomandăm în continuare să începeți cu partea I, care servește drept introducere. După aceasta, în cazul în care respondentul vorbește mai întâi despre mass-media (sau altceva), puteți să clarificați mai întâi acele subiecte, iar apoi să reveniți la acele întrebări care nu au fost discutate încă. Cu toate acestea, este esențial ca **toate cele patru teme să fie abordate în fiecare interviu** (I-Importanța încrederii; II-Percepțiile de încredere; III-Valoarea inovațiilor democratice; IV-Rolul mass-media pentru informarea și încrederea cetățenilor).

Interviurile pilot sugerează că diferite tipuri și niveluri de experți și informatori sunt susceptibile de a furniza mai multe/măi puține informații cu privire la diferite teme din ghid. În cazul în care un expert are puține cunoștințe despre inovațiile democratice (partea III) sau despre UE (2.4, 2.5), treceți la următoarele secțiuni ale ghidului. Pentru mai multe informații, vă rugăm să consultați secțiunea 5 "Orientări" din prezentul document.

#### Introducere

Bună ziua. Numele meu este Claudiu Tufiș și sunt cercetător la Universitatea din București. Organizația noastră este partener într-un proiect de cercetare numit "TRUEDEM: Trust in European Democracies". Acesta este un proiect de 3 ani finanțat de programul Orizont Europa. În cadrul acestui proiect, consorțiul nostru studiază aspectele legate de încrederea politică - cum și de ce cetățenii aleg să aibă sau nu încredere în politicieni, în guvern și în alte instituții, ce calități sau caracteristici devin esențiale pentru a judeca despre încrederea în politicieni și care este rolul altor actori, cum ar fi mass-media, societatea civilă, în acest proces.

Vă mulțumim foarte mult pentru că ați acceptat să participați la acest proiect. Înainte de a începe, aș dori să vă explic pe scurt modul în care se va desfășura discuția [*înmânați fișa de informații despre proiect și lăsați expertul să o citească și să răspundă la eventualele întrebări*].

#### Partea I: Importanța încrederii politice și tendințele încrederii politice [10 minute]

##### 1.1. Ce înseamnă pentru dumneavoastră încrederea cetățenilor? Este importantă pentru dumneavoastră ca politician și pentru instituția dumneavoastră?

*Cum înțelegeți încrederea cetățenilor (sau cum o descrieți)?*

*Este încrederea cetățenilor o chestiune importantă pentru dumneavoastră ca politician și pentru instituția dumneavoastră și în relația cu cetățenii?*

##### 1.2. În ultima vreme s-a discutat mult despre încrederea politică în țara noastră. Cum ați descrie starea încrederii politice în țara noastră?

*Credeți că există instituții și organisme politice în care publicul are mai multă încredere și altele în care are mai puțină încredere? Care dintre ele?*

*[Dacă nu sunt menționate, întrebați despre mai multe instituții] Dar guvernul, parlamentul, sistemul judiciar, organele de guvernare locală, poliția?*

##### 1.3. După părerea dumneavoastră, cât de multă încredere sau neîncredere se acordă <instituția din care face parte expertul>?

*Folosiți adesea în activitatea dumneavoastră date de cercetare a opiniei publice privind încrederea politică?*



*Dacă da: cum anume sunt utilizate aceste informații? [pentru planuri strategice, mesaje de comunicare, politici publice, doar pentru verificări periodice, altele].*

## **Partea a II-a: Percepția încrederii [15 minute]**

### **2.1. Care sunt, în opinia dumneavoastră, principalele motive pentru care cetățenii nu au încredere în unele instituții și politicieni din țara noastră?**

*Credeți că cetățenii au motive obiective și legitime de neîncredere? Nu mai fac politicienii o treabă bună?*

*De exemplu, guvernul și parlamentul s-au dovedit a fi ineficiente în timpul pandemiei Corona sau în timpul recente crize cauzate de războiul din Ucraina?*

*Sunt ei neîncrezători din cauza modului în care îi prezintă mass-media? Alte motive?*

### **2.2. Ce credeți că apreciază cetățenii ca fiind calități ale unui politician de încredere?**

*[Dacă nu se face nicio sugestie, propuneți transparență, incluziune, norme democratice, eficiență sau altceva].*

*Rețineți că experții nu trebuie neapărat să se descrie pe ei înșiși aici, mai ales dacă nu se simt foarte confortabil în această privință; este mai degrabă o categorie generală a unui "bun politician".*

### **2.3. Ce pot face politicienii pentru a se dovedi mai demni de încredere în fața cetățenilor și pentru a le spori încrederea?**

*Ce activități sau măsuri ați recomanda în general pentru a spori încrederea socială și politică în țara noastră? Este acesta un obiectiv pe care îl aveți în activitatea dumneavoastră?*

*Exemplele pot include întâlniri personale cu cetățenii; consultări mai frecvente cu cetățenii; o mai bună comunicare etc. - sau orice altceva propus de expert.*

### **2.4. Cum rămâne cu Uniunea Europeană și instituțiile sale? Credeți că acestea sunt percepute ca fiind demne de încredere în țara noastră?**

*De ce? Ce ar trebui să facă pentru a îmbunătăți încrederea cetățenilor?*

**[OPȚIONAL, dar încercați să o includeți în interviurile cu experții de la nivel național și european] 2.5. Se spune adesea că, pe lângă reprezentanții aleși, tot mai mulți alți actori iau de fapt decizii în chestiuni politice importante, cum ar fi experții și tehnocrații, agențiile... Care este opinia dumneavoastră în această privință? Este un lucru bun sau un lucru rău?**

*Credeți că acest lucru are un impact asupra relației de încredere dintre cetățeni, instituții și politicieni?*

## **Partea a III-a: Consolidarea încrederii prin inovații democratice? [5-10 minute]**

### **3.1. Gândindu-vă la implicarea cetățenilor în elaborarea politicilor, ce rol credeți că ar trebui să joace cetățenii în luarea deciziilor care îi privesc?**

*Credeți că oamenii sunt pregătiți/doritori să participe la un astfel de proces decizional?*

*Considerați că există obstacole în calea implicării cetățenilor în elaborarea politicilor?*

### **3.2. Dvs. sau organizația dvs. ați fost implicați în consultări sau procese de democrație participativă (cum ar fi adunări ale cetățenilor, consilii locale ale cetățenilor...)? Cum a fost experiența dumneavoastră?**

*Credeți că astfel de procese ar trebui să fie implementate mai frecvent sau mai larg? Dacă da: ce domenii de politică ar putea beneficia cel mai mult de ele?*

*Credeți că astfel de procese sunt o practică utilă pentru a construi încrederea cetățenilor în sistemul politic?*

*Rețineți că, dacă un expert nu are cunoștințe sau experiență în domeniu, treceți la subiectul următor pentru a câștiga timp.*

## **Partea a IV-a: Rolul mass-mediei și al rețelelor sociale [10 minute]**

### **4.1. Ce tipuri de media credeți că ar trebui să folosească cetățenii din țara noastră pentru a-și forma opinii informate despre chestiuni politice?**

*Care sunt, în opinia dumneavoastră, cele mai bune surse de informare politică pentru cetățeni?*



**[OPȚIONAL, dacă timpul permite] 4.2. Atunci când informați publicul și societatea civilă cu privire la activitățile, planurile, deciziile dumneavoastră prin diverse canale media, obțineți de obicei feedback-ul acestora? Dacă da, cum integrați opiniile sau reacțiile acestora în activitatea dumneavoastră?**

*Organizația dvs. utilizează instrumente, planuri strategice, abordări sau tehnici de comunicare specifice pentru a-și spori gradul de încredere în fața publicului? Care sunt acestea?*

**4.3. Vorbind despre social media, credeți că social media au o influență mai degrabă pozitivă sau negativă asupra politicii din țara noastră în general - și asupra încrederii politice? Credeți că rețelele de socializare pot ajuta cetățenii să-și formeze opinii informate despre politică?**



## SLOVAK

### NÁVOD ROZHOVORU S POLITIKMI, TVORCAMI POLITICKÝCH ROZHIDNUTÍ

Sprievodca rozhovorom pozostáva zo 4 častí; hlavné otázky sú zobrazené **tučným modrým písmom**. Ostatné (čiernou kurzívou) sú *nadväzujúce otázky alebo doplňujúce otázky*, ktoré treba mať na pamäti a použiť ich, ak odpoveď respondenta na hlavnú otázku bola veľmi krátka a on/ona tieto body nerozvinul/a. Expertom/informátorom by malo byť umožnené **hovoriť obširnejšie**. Z časových dôvodov však odporúčame, aby anketár zostal v strehu: v prípade, že sa príbeh príliš vzdáľuje od témy nášho výskumu a od témy pôvodnej otázky, mal by sa anketár pokúsiť zdvorilo prerušiť rečníka a usmerniť ho správnym smerom jednou z doplňujúcich otázok. Toto sa stane nevyhnutnosťou, najmä vzhľadom na fakt, že všetky štyri témy uvedené v spievodcovi je potrebné pokryť v každom rozhovore.

Každý anketár by sa mal sám rozhodnúť o presnom **formáte, akým sa má príručka vytlačiť** (väčšie písmo, medzery medzi riadkami na poznámky, zoznam dodatočných doplňujúcich otázok relevantných pre národný kontext krajiny).

Na rozdiel od FGD **sa poradie otázok môže líšiť** a v ideálnom prípade by malo nasledovať rozprávanie experta/informátora. Avšak, stále odporúčame začať s časťou I, ktorá slúži ako úvod. Potom, v prípade, že respondent najprv hovorí o médiách (alebo inom), môžete najprv objasniť tieto témy a potom sa vrátiť k tým otázkam, ktoré ešte neboli prediskutované. Je však nevyhnutné, aby sa **každý rozhovor venoval všetkým štyrom témam** (I-Dôležitosť dôvery; II-Vnímanie dôveryhodnosti; III-Posilnenie dôvery cez demokratické inovácie; IV-Úloha médií pre informovanosť občanov a dôveru).

Pilotné projekty naznačujú, že rôzne typy a úrovne odborníkov a informátorov pravdepodobne poskytnú viac/menej informácií o rôznych témach v príručke. Ak má odborník málo vedomostí o demokratických inováciách (časť III) alebo EÚ (2.4, 2.5), prejdite na ďalšie časti spievodcu. Ďalšie informácie nájdete v časti 5 „Pokyny“ v tomto dokumente.

#### Úvod

Dobrý deň. Moje meno je \_\_\_\_\_; a som výskumníčkou/výskumníkom Univerzity Komenského v Bratislave. Naša organizácia je partnerom výskumného projektu s názvom „TRUEDEM: Trust in European Democracies“. Ide o 3-ročný projekt financovaný z programu Horizon Europe. V rámci tohto projektu naše konzorcium študuje otázky politickej dôvery – ako a prečo sa občania rozhodnú dôverovať alebo nedôverovať politikom, vláde a iným inštitúciám, ktoré kvality alebo vlastnosti sa stávajú zásadnými pri posudzovaní dôveryhodnosti politikov a aká je úloha iných aktérov, ako sú médiá, občianska spoločnosť v tomto procese.

Ďakujem veľmi pekne za súhlas s účasťou na tomto projekte. Skôr než začneme, rád by som stručne vysvetlil, ako bude diskusia pokračovať [odovzdajte informačný list projektu a nechajte odborníka, aby si ho prečítal a zodpovedal prípadné otázky].

#### Časť I: Význam politickej dôvery a trendy politickej dôvery [10 minút]

##### 1.1. Čo pre vás znamená dôvera občanov? Je to pre vás ako politika a vašu inštitúciu dôležitá?

*Ako chápete dôveru občanov (alebo ako by ste ju opísali)?*

*Je pre vás ako politika a vašu inštitúciu a vo vzťahu k občanom dôvera občanov dôležitá?*

##### 1.2. V poslednom čase sa veľa diskutovalo o politickej dôvere na Slovensku. Ako by ste opísali stav politickej dôvery v našej krajine?

*Myslíte si, že existujú politické inštitúcie a orgány, ktorým sa dôveruje viac a ktorým menej? Ktoré sú to?*

*[Ak nie je spomenuté, pýtať sa na viaceré inštitúcie] Ako je na tom vláda, parlament, súdnictvo, orgány miestnej samosprávy, polícia?*

##### 1.3. Do akej miery je podľa vás dôveryhodná alebo nedôveryhodná <inštitúcia, ku ktorej odborník patrí>?

*Využívate vo svojej práci často údaje z prieskumov verejnej mienky o politickej dôvere?*

*Ak áno: ako presne sa tieto informácie používajú? [pre strategické plány, komunikačné posolstvá, verejnú politiku, len ako vec pravidelných kontrol, inak].*

#### Časť II: Vnímanie dôveryhodnosti [15 minút]

##### 2.1. Aké sú podľa Vás hlavné dôvody, prečo u nás občania nedôverujú niektorým inštitúciám a politikom?

*Myslíte si, že občania majú objektívne, legitímne dôvody na nedôveru? Politici už nerobia dobrú prácu?*



*Ukázali sa napríklad vláda a parlament ako neefektívne počas pandémie Covid 19 alebo počas nedávnej krízy v dôsledku vojny na Ukrajine?*

*Nedôverujú im kvôli tomu, ako ich médiá prezentujú? Alebo iný dôvod?*

## 2.2. Čo si myslíte, že občania oceňujú ako vlastnosti dôveryhodného politika?

*[Ak nebol predložený žiadny návrh, navrhnite: transparentnosť, inkluzívnosť, demokratické normy, efektívnosť, autenticnosť alebo iné].*

*Pozn. Nie je nutné aby tu odborníci opisovali samých seba, najmä ak im to nie je veľmi príjemné; ide skôr o všeobecnú kategóriu „dobrého politika“*

## 2.3. Čo môžu politici urobiť pre to, aby boli pre občanov dôveryhodnejší a zvýšili ich dôveru?

*Aké aktivity alebo opatrenia by ste vo všeobecnosti odporučili na posilnenie spoločenskej a politickej dôvery v našej krajine? Je to cieľ, ktorý nasledujete vo svojej práci?*

*Príklady môžu zahŕňať osobné stretnutia s občanmi; častejšie konzultácie s občanmi; lepšia komunikácia atď. - alebo čokoľvek iné, čo navrhol odborník.*

## 2.4. A čo Európska únia a jej inštitúcie? Sú podľa vás na Slovensku vnímané ako dôveryhodné?

*Prečo je to tak? Čo by mali urobiť, aby zvýšili dôveru občanov?*

**[VOLITEĽNÉ, ale skúste to zahrnúť do rozhovorov s odborníkmi na národnej a európskej úrovni] 2.5. Často sa hovorí, že okrem volených zástupcov o dôležitých politických záležitostiach v skutočnosti rozhoduje čoraz viac iných aktérov, ako sú experti a technokrati, agentúry... Aký je váš názor na túto vec? Je to dobrá alebo zlá vec?**

*Myslíte si, že to ovplyvňuje vzťah dôvery medzi občanmi, inštitúciami a politikmi?*

## Časť III: Posilnenie dôvery prostredníctvom demokratických inovácií [5-10 minút]

### 3.1. Ak uvažujete o zapojení občanov do tvorby politiky, akú úlohu by podľa vás mali zohrávať občania pri prijímaní rozhodnutí, ktoré sa ich týkajú?

*Myslíte si, že ľudia sú pripravení/ochotní podieľať sa na takomto rozhodovaní?*

*Vidíte prekážky zapojenia občanov do tvorby politiky?*

### 3.2. Boli ste vy alebo vaša organizácia zapojení do nejakých konzultácií alebo procesov participatívnej demokracie (ako sú občianske zhromaždenia, miestne občianske rady...)? Aká bola vaša skúsenosť?

*Myslíte si, že by sa takéto procesy mali implementovať častejšie alebo širšie? Ak áno: ktoré oblasti politiky by z toho mohli mať najväčší úžitok?*

*Myslíte si, že takéto procesy sú užitočnou praxou na budovanie dôvery občanov v politický systém?*

*Pozn.: ak odborník nemá žiadne znalosti alebo skúsenosti s touto témou, prejdite na ďalšiu tému kvôli času.*

## Časť IV: Úloha médií a sociálnych médií [10 minút]

### 4.1. Ktoré typy médií by podľa vás mali občania v našej krajine využívať na vytváranie informovaných názorov na politické záležitosti?

*Aké sú podľa vás najlepšie zdroje politických informácií pre občanov?*

**[VOLITEĽNÉ, ak to čas dovolí] 4.2. Pri informovaní verejnosti a občianskej spoločnosti o svojich aktivitách, plánoch, rozhodnutiach prostredníctvom rôznych médií, dostávate zvyčajne ich spätnú väzbu? Ak áno, ako integrujete ich názory alebo reakcie do vašej práce?**

*Používa vaša organizácia nejaké špecifické nástroje, strategické plány, prístupy alebo komunikačné techniky na zvýšenie dôveryhodnosti pre verejnosť? Čo sú zač?*

### 4.3. Keď už hovoríme o sociálnych sieťach, majú na politiku (všeobecne a na politickú dôveru) skôr pozitívny alebo negatívny vplyv? Myslíte si, že sociálne médiá môžu pomôcť občanom získať informované názory na politiku?



## SLOVENIAN

### NAVODILA/USMERITVE ZA INTERVJUJE S POLITIKI IN OBLIKOVALCI POLITIK

The guide consists of 4 sections; the main questions are shown in **bold blue font**. The others (black italic) are *follow-up questions or supplementary questions*, to keep in mind and to be used if the respondent's answer to the main question has been very short and he/she has not developed these points. The experts/ informants shall be **free to speak longer**. However, for the sake of time, we recommend that the interviewer stays alerted: in case the story goes too far away from the topic of our research and the topic of the original question, the interviewer should try to politely interrupt the speaker and guide them into the right with one of the additional questions. This becomes essential as all four themes mentioned in the guide need to be addressed in each interview.

Every interviewer should decide on the exact **format how the guide is to be printed** (bigger font, spaces between lines for notes, listing additional supplementary questions relevant for the country's national context).

Unlike FGDs, the **sequence of question can differ** and should ideally follow the narrative of the expert/ informant. We still recommend starting with Part I which serves as an introduction. After this, in case the respondent first talks about media (or else), you can first clarify those topics, and then come back to those questions which have not been discussed yet. It is essential, however, that **all four themes are addressed in every interview** (I-Important of trust; II-Perceptions of trustworthiness; III-Value of democratic innovations; IV-Role of media for citizens information and trust).

Pilots suggest that different types and levels of experts and informants are likely to provide more/ less information on different themes in the guide. If an expert has little knowledge about democratic innovations (part III) or the EU (2.4, 2.5), proceed to the next sections of the guide. For more information, please, see section 5 "Guidelines" in this document.

#### Predstavitev/Uvod

Dober dan. Moje ime je \_\_\_\_\_; sem raziskovalec/ka na Fakulteti za družbene vede Univerze v Ljubljani. Naša fakulteta je partner v raziskovalnem projektu z naslovom "TRUEDEM: Zaupanje v evropskih demokracijah". TRUEDEM je triletni projekt, financiran iz programa Obzorje Evropa. V okviru tega projekta naš konzorcij preučuje vprašanja političnega zaupanja – kako in zakaj se državljani odločajo zaupati ali ne zaupati politikom, vladi in drugim institucijam, katere lastnosti ali značilnosti so oziroma postanejo ključne za presojo zaupanja politikom ter kakšna je vloga drugih akterjev (mediji, civilna družba) v tem procesu.

Najlepše se vam zahvaljujem, da ste pripravljeni sodelovati v tem projektu. Preden začnemo, bi vam na kratko rad/-a razložil(a), kako bo potekala razprava/pogovor [*predajte informativni letak projekta in dovolite sogovorniku, da ga prebere ter odgovorite na morebitna vprašanja*].

#### I. Del: Pomen političnega zaupanja in trendi političnega zaupanja [10 minut]

##### 1.1. Kaj vam pomeni zaupanje državljanov? Je zaupanje državljanov pomembno za vas kot politika in vašo institucijo?

*Kako razumete zaupanje državljanov (prosim, opišite)?*

*Je zaupanje državljanov za vas kot politika in vašo institucijo pomembno?*

*Je zaupanje državljanov pomembno v vašem odnosu z državljani?*

##### 1.2. V zadnjem času je bilo v Sloveniji veliko razprav o političnem zaupanju. Kako bi opisali stanje političnega zaupanja pri nas?

*Menite, da obstajajo politične institucije in organi, ki jim javnost zaupa bolj in tisti(e), ki jim zaupa manj? Kateri(e) so to?*

*[Če ne omeni, povprašaj po različnih institucijah] Kaj pa vlada, parlament, sodstvo, organi lokalne samouprave, policija?*

##### 1.3. Kakšno zaupanje po vašem mnenju uživa vaša institucija <institucija, kateri pripada strokovnjak - sogovornik>?

*Ali pri svojem delu pogosto uporabljate podatke javnomnenjskih raziskav o političnem zaupanju?*

*Če da: za kaj konkretno se te informacije uporabljajo? [za strateške načrte, komuniciranje, oblikovanje javnih politik, zgolj kot del rednega vrednotenja, drugo].*

#### II. Del: Zaznave zaupanja [15 minut]

##### 2.1. Kateri so po vašem mnenju glavni razlogi, da državljani ne zaupajo določenim institucijam in politikom v naši državi?

*Menite, da imajo državljani objektivne, legitimne razloge za nezaupanje? Ali politiki ne opravljajo več dobro svojega dela?*



*Sta se mogoče vlada in parlament izkazala za neučinkovita med pandemijo Covid-19 ali med nedavno krizo zaradi vojne v Ukrajini?*

*Ali jim mogoče ne zaupajo zaradi načina, kako jih predstavljajo mediji? Ali kaj drugega?*

## **2.2. Katere lastnosti po vašem mnenju državljani cenijo pri zaupanju vrednem politiku?**

*[Če ni predlogov, predlagajte transparentnost, vključenost, demokratične norme, učinkovitost ali kaj drugega].*

*Opomba: strokovnjaki tukaj ne potrebujejo nujno opisovati sebe, še posebej, če jim je neprijetno; gre bolj za splošno kategorijo "dobrega politika".*

## **2.3. Kaj lahko politiki storijo, da se državljanom dokažejo kot bolj zaupanja vredni in da povečajo njihovo zaupanje?**

*Katere dejavnosti ali ukrepe bi na splošno priporočili za povečanje družbenega in političnega zaupanja v Sloveniji? Je to cilj, ki ga zasledujete pri svojem delu?*

*Primeri lahko vključujejo osebna srečanja z državljani; pogostejša posvetovanja z državljani; boljše komunikacijo itd. - ali karkoli drugega, kar predlaga strokovnjak.*

## **2.4. Kaj pa Evropska unija in njene institucije? Menite, da so v Sloveniji evropske institucije dojete kot zaupanja vredne?**

*Zakaj je tako? Kaj bi morale storiti, da bi izboljšale zaupanje državljanov?*

**[NEOBVEZNO, vendar poskusite vključiti v intervjuje z nacionalnimi in evropskimi strokovnjaki] 2.5. Pogosto je slišati, da poleg izvoljenih predstavnikov odločitve o pomembnih političnih zadevah vse bolj sprejemajo tudi drugi akterji, kot so strokovnjaki in tehnokrati, agencije... Kakšno je vaše mnenje o tem? Je to dobro ali slabo?**

*Menite, da to vpliva oziroma na kakšen način to vpliva na zaupanje med državljani, institucijami in politiki?*

## **III. Del: Krepitev zaupanja z demokratičnimi inovacijami? [5-10 minut]**

### **3.1. Če pomislite na vključevanje državljanov v oblikovanje politik, kakšno vlogo bi po vašem mnenju morali imeti državljani pri sprejemanju odločitev, ki jih zadevajo?**

*Kako pripravljeni/usposobljeni so državljani za sodelovanje pri takšnih odločitvah?*

*Kakšne so ovire za vključevanje državljanov v oblikovanje politik?*

### **3.2. Ste vi ali vaša organizacija sodelovali oziroma organizirali kakršna koli posvetovanja ali procese participativne demokracije (kot so zbori državljanov, lokalne posvetovalne skupine ...)? Kakšna je bila vaša izkušnja?**

*Menite, da bi bilo treba takšne procese izvajati pogosteje ali širše? Če da: katera področja politik bi lahko imele od tega največ koristi?*

*Kako koristni so takšni procesi za krepitev zaupanja državljanov v politične institucije?*

*Opomba: če strokovnjak nima znanja ali izkušenj na tem področju, nadaljujte z naslednjo temo zaradi časovne učinkovitosti.*

## **IV. Del: Vloga medijev in družbenih omrežij [10 minut]**

### **4.1. Katere vrste medijev bi po vašem mnenju slovenski državljani morali spremljati, da bi si lahko ustvarili ozaveščen pogled/mnenje o političnih zadevah?**

*Kateri so po vašem mnenju najboljši viri političnih informacij za državljane?*

**[NEOBVEZNO, če čas dopušča] 4.2. Ko obveščate javnost in civilno družbo o svojih dejavnostih, načrtih, odločitvah prek različnih medijskih kanalov, ali prejmete povratne informacije državljanov? Če da, kako njihove poglede ali odzive vključite v svoje delo?**

*Ali vaša organizacija uporablja kakšna posebna orodja, strateške načrte, pristope ali komunikacijske tehnike za povečanje zaupanja javnosti v vašo organizacijo? Kateri so ti?*

### **4.3. Imajo po vašem mnenju družbena omrežja v Sloveniji na splošno prej pozitiven ali negativen vpliv na politiko – in na politično zaupanje? Menite, da lahko družbena omrežja pomagajo državljanom oblikovati ozaveščena mnenja o politiki?**



## SWEDISH

### INTERVJUGUIDE FÖR POLITIKER, BESLUTFATTARE OCH CIVILSAMHÄLLETS ORGANISATIONER

#### Kommentarer till teamet:

Guiden består av 4 avsnitt; huvudfrågorna visas i fet stil. De övriga är uppföljningsfrågor, att ha i åtanke och att använda om respondentens svar på huvudfrågan har varit mycket kort och han/hon inte har utvecklat dessa punkter. Huvudfrågorna är utvecklade på ett sådant sätt att ett svar i genomsnitt kan ta 3 minuter. Experterna/informatörerna ska vara fria att tala längre. Men för att hålla tiderna rekommenderar vi att intervjuaren förblir uppmärksam: om berättelsen går för långt bort från ämnet för vår forskning och ämnet för den ursprungliga frågan, bör intervjuaren försöka att artigt avbryta talaren och vägleda dem vidare med en av tillägsfrågorna.

#### Inledning

Goddag. Jag heter \_\_\_\_\_; Jag är forskare vid World Values Survey. Vår organisation är partner i ett forskningsprojekt som heter "TRUEDEM: Tillit till European Democracies".

Detta är ett treårigt projekt finansierat av Horizon Europe-programmet. Inom detta projekt studerar vårt konsortium frågorna om politiskt förtroende – hur och varför medborgare väljer att lita på eller inte lita på politikerna, regeringen och andra institutioner, vilka egenskaper eller egenskaper som blir avgörande för att bedöma om politikernas trovärdighet, och vilken roll spelar andra aktörer som media, civilsamhället i denna process.

Tack för att du tackar ja till att delta i detta projekt. Innan vi börjar vill jag kort förklara hur diskussionen kommer att fortskrida [lämna över projektinformationsbladet och låt respondenten läsa det och svara på deras frågor om några].

#### FRÅGOR

##### Del I: Vikten av politiskt förtroende och politiska förtroendetrender [10 min]

#### 1.1. Är medborgarnas förtroende en viktig fråga för dig som politiker och för din institution?

*Vad betyder medborgarnas förtroende för dig? Hur förstår du det (eller beskriver det)?*

*Är tillit viktigt i din relation till medborgarna?*

#### 1.2. Återkommande diskuteras politiskt förtroende i vårt land. Hur skulle du beskriva detta politiska förtroendet?

*Finns det enligt dig politiska institutioner och organ som allmänheten litar mer på och några som de litar mindre på? I så fall vilka?*

*[Om det inte nämns, fråga om flera institutioner] Hur är det med regeringen, parlamentet, rättsväsendet, lokala styrelseorgan, polisen?*

#### 1.3. Hur betrodd eller misstrodd är enligt dig den institution du tillhör? Använder du ofta opinionsforskningsdata om politiskt förtroende i ditt arbete?

*Om ja: exakt hur används denna information? [för strategiska planer, kommunikations-meddelanden, allmän politik, bara som en fråga om regelbundna kontroller, annat].*

##### Del II: Uppfattningar om trovärdighet [15 min]

#### 2.1. Vilka, enligt din åsikt, är de främsta anledningarna till att medborgarna inte litar på vissa institutioner och politiker i vårt land?

*Anser du att medborgarna har objektiva, legitima skäl att misstro politiker och institutioner? Gör politikerna inte längre ett bra jobb?*

*Har till exempel regeringen och parlamentet visat sig vara ineffektiva under Corona-pandemin eller under den senaste krisen på grund av kriget i Ukraina?*

*Är de misstrodda på grund av hur media presenterar dem? Finns det andra skäl?*

#### 2.2. Vad tror du att medborgarna värderar som bra egenskaper hos en pålitlig politiker?

*[Om inget förslag lämnas, föreslå transparens, inkludering, demokratiska normer, effektivitet eller annat]*

#### 2.3. Vad tycker du att politiker och politiska institutioner bör förändra för att visa sig mer trovärdiga för



### medborgarna?

*Vad kan övertyga folk om att man kan lita på en institution/en politiker?*

*Och hur kan en organisation som din bidra till att stärka det sociala och politiska förtroendet i vårt land? Är det ett mål du har i ditt arbete?*

### 2.4. Hur är det med Europeiska unionen och dess institutioner? Tycker du att de upplevs som pålitliga i vårt land?

*Varför är det så? Vad bör de göra för att öka medborgarnas förtroende?*

### 2.5. Det sägs ofta att förutom förtroendevalda så fattar fler och fler andra aktörer faktiskt beslut i viktiga politiska frågor, såsom experter och teknokrater, byråer... Vad tycker du om den saken? Är det en bra sak eller en dålig sak?

*Tror du att detta påverkar förtroenderelationen mellan medborgare, institutioner och politiker?*

### Del III: Kan man stärka tilliten genom demokratiska innovationer? [5-10 min]

#### 3.1. När du tänker på medborgarnas engagemang i beslutsfattandet, vilken roll tycker du att medborgarna bör spela för att fatta beslut som rör dem?

*Tror du att människor är redo att/vilja att delta i sådant beslutsfattande?*

*Ser du hindren för medborgarnas deltagande i beslutsfattandet?*

#### 3.2. Har du eller din organisation varit involverad i några samråd eller deltagande demokratiprocesser (som medborgarförsamlingar, lokala medborgarråd...)? Hur var din upplevelse?

*Tycker du att sådana processer borde implementeras oftare eller bredare? Om ja: vilka policyområden skulle kunna dra mest nytta av det?*

*Tror du att sådana processer är användbara för att bygga upp medborgarnas förtroende för det politiska systemet?*

### Del IV: Medier och sociala mediers roll [10 min]

#### 4.1. Vilka typer av medier tycker du att medborgare bör använda i vårt land för att bygga upp informerade åsikter om politiska frågor?

*Vilka är de bästa källorna till politisk information för medborgarna, enligt din åsikt?*

#### 4.2. När du informerar allmänheten och civilsamhället om dina aktiviteter, planer och beslut via olika mediakanaler, brukar du få deras feedback? Om ja, hur integrerar du deras åsikter eller reaktioner i ditt arbete?

*Använder din organisation några specifika verktyg, strategiska planer, tillvägagångssätt eller kommunikationstekniker för att öka dess trovärdighet för allmänheten? Vad är dem?*

#### 4.3. På tal om sociala medier, tror du att sociala medier har ett ganska positivt eller negativt inflytande på politiken i vårt land i stort – och på det politiska förtroendet? Tror du att sociala medier kan hjälpa medborgare att bygga upp en välgrundad syn på politik?



## ANNEX 2. LETTER OF INVITATION USED FOR RECRUITMENT OF EXPERTS<sup>15</sup>

### GERMAN

#### EINLADUNGSBRIEF FÜR EXPERTENINTERVIEWS (Beispiel)

Sofern die Einrichtung/Person/Stelle vorab telefonisch kontaktiert wurde, ergänzen Sie das Schreiben bitte nach der Anrede:

Wie gerade telefonisch besprochen, möchte ich Ihnen gerne Informationen zum Forschungsprojekt TRUEDEM zukommen lassen, mit der Bitte, diese an Frau/Herrn zu senden. persönlich.

Sehr geehrte Frau/Herr, (personalisierte Anrede)

Mein Name ist Claudia Palt und ich bin wissenschaftliche Mitarbeiterin in einem multinationalen Forschungsprojekt mit dem Titel TRUEDEM „Trust in European Democracies“ ([www.truedem.eu](http://www.truedem.eu)). Das Forschungsprojekt TRUEDEM beschäftigt sich mit dem öffentlichen Vertrauen in demokratische Institutionen auf der Ebene Europas, der nationalen Ebene der Mitgliedsstaaten der EU und der Regionen. Diese Studie zur Entwicklung des Vertrauens in die Demokratie wird im Zeitraum 2023–2025 von einem Konsortium aus 12 europäischen Teams aus Universitäten und Forschungseinrichtungen durchgeführt. Das Forschungsprojekt wird durch das Horizon Europe-Programm der Europäischen Kommission gefördert.

Die wichtige Phase der Feldarbeit, also die durchzuführenden Experteninterviews, ist von Februar bis April 2024 geplant und sollte daher vor den EU-Wahlen und den Nationalratswahlen stattfinden. Wir haben eine Liste wichtiger Persönlichkeiten und Organisationen zusammengestellt, deren Ansichten, Einschätzungen und Analysen wir im Rahmen von Experteninterviews einholen möchten. Das Forschungsteam würde es sehr begrüßen, wenn Sie als führender Vertreter Ihrer Institution einer Teilnahme am Interview zustimmen könnten. Wir hoffen aufrichtig, dass das Thema des Interviews für Sie von Interesse ist.“

Die Qualität unserer Forschungsergebnisse hängt auch von Ihrer freundlichen Bereitschaft ab, an diesem Experteninterview teilzunehmen. Zeitlich und örtlich passe ich mich ganz an Sie an! Das Interview wird zwischen 30 und 45 Minuten dauern und ich freue mich auf Ihre Meinung und Kommentare dazu! Wenn Sie an weiteren Informationen zum Forschungsprojekt interessiert sind, verweise ich Sie gerne auf die Projektwebsite: [www.truedem.eu](http://www.truedem.eu).

Für eine Terminvereinbarung würde ich mich gerne persönlich mit Ihnen in Verbindung setzen. Gerne können Sie mir auch einen Termin- und Uhrzeitvorschlag per E-Mail zusenden.

Im Namen der Projektleitung und des gesamten Forschungsteams bedanke ich mich schon vorab für Ihr Interesse und freue mich auf Ihr Feedback!

Beste Grüße

Claudia Palt

Mag. Dr. Claudia-Johanna PALT (PhD)  
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### CZECH

<sup>15</sup> Please, add here the translation in your national language; the text of the letter can be different if you would like to use an alternative letter in your country. In this case, please, add the text of the actual letter you intend to use to recruit politicians and CSOs leaders for interviews.

*Vážená paní, vážený pane*

Jmenuji se Ladislav Cabada a jsem výzkumníkem v mezinárodním výzkumném projektu s názvem TRUEDEM “Trust in European Democracies” (Důvěra v evropské demokracie; [www.truedem.eu](http://www.truedem.eu)). Výzkumný projekt TRUEDEM se zabývá důvěrou veřejnosti v demokratické instituce na evropské úrovni, na úrovni členských států EU a na úrovni regionů. Tuto studii o vývoji důvěry v demokracii provádí v letech 2023-2025 konsorcium 12 evropských týmů z univerzit a výzkumných organizací. Výzkumný projekt je financován z programu Evropské komise Horizon Europe.

Důležitá fáze terénního výzkumu, tedy expertní rozhovory, které mají být provedeny, je naplánována od ledna do poloviny dubna 2024, a měla by tedy proběhnout před volbami do Evropského parlamentu. Sestavili jsme seznam významných osobností a organizací, jejichž názory, hodnocení a analýzy bychom chtěli v rámci expertních rozhovorů shromáždit. Výzkumný tým velmi ocení, pokud byste jako čelný představitel vaší instituce souhlasil s účastí na rozhovoru. Pevně doufáme, že Vás téma rozhovoru zaujme.

Kvalita výsledků našeho výzkumu závisí také na Vaší vstřícné ochotě zúčastnit se tohoto odborného rozhovoru. Pokud jde o čas a místo, zcela se vám přizpůsobím. Rozhovor bude trvat 30 až 45 minut a těším se na vaše názory a připomínky k němu. Pokud Vás zajímají další informace o výzkumném projektu, rád Vás odkážu na webové stránky projektu: [www.truedem.eu](http://www.truedem.eu).

Rád bych vás kontaktoval osobně a domluvil si s vámi schůzku. Můžete mi také přímo poslat návrh termínu a času schůzky.

Jménem vedení projektu a celého výzkumného týmu bych vám rád poděkoval za váš zájem a těším se na vaši zpětnou vazbu!

S přátelským pozdravem,

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Tento projekt je financován z programu Evropské unie pro výzkum a inovace Horizont na základě grantové dohody č. 101095237 (TRUEDEM).

## **FRENCH**

Madame, Monsieur,

Je me permets de vous solliciter pour un entretien dans le cadre d'un projet de recherche conduit par une équipe de Sciences Po Grenoble et du CNRS.

Le projet de recherche porte sur l'état de la confiance politique en France et en Europe, dans un contexte où la crise de la démocratie représentative fait l'objet d'une attention politique croissante. Nous analysons les ressorts du soutien des citoyens aux institutions et à leurs représentants, afin de contribuer à l'élaboration de préconisations pour reconstruire la confiance citoyenne dans l'action publique.

Cette étude est menée dans le cadre du projet TRUEDEM (Trust in European Democracies), financé par la Commission européenne, et qui rassemble douze équipes issues d'universités européennes.

Dans ce cadre, notre équipe réalise des entretiens avec des élus de la majorité comme des oppositions. Nous souhaiterions échanger avec vous sur vos expériences et analyses sur la qualité de la gouvernance, sur la fiabilité des institutions politiques, et sur le rapport des citoyens à ces institutions. L'échange portera également sur la manière dont vous percevez la question de la confiance et son évolution dans le temps, et sur la manière dont intégrez cette question dans vos activités à [ l'Assemblée Nationale].

Nous aimerions réaliser cet entretien en face à face, pour une durée d'environ une heure. Cet entretien pourra se dérouler à la date et au lieu de votre choix. Votre participation sera rendue anonyme, de même que le contenu de l'échange, si vous le souhaitez.

Nous pouvons vous proposer de réaliser cet entretien dans le courant du mois de janvier si vous êtes disponible.

Vous trouverez plus de précisions sur le projet de recherche aux pages suivantes :

<https://www.pacte-grenoble.fr/fr/truedem>

<https://www.truedem.eu/>

Nous vous remercions par avance pour l'intérêt que vous porterez à cette étude, et nous restons à votre écoute pour toute question sur l'enquête.

Bien à vous,

[Signatures des membres de l'équipe concernés]



## GREEK

### ΕΠΙΣΤΟΛΗ ΠΡΟΣΚΛΗΣΗΣ ΓΙΑ ΣΥΝΕΝΤΕΥΞΕΙΣ ΕΜΠΕΙΡΟΓΝΩΜΟΝΩΝ (δείγμα)

*Εάν έχει προηγηθεί τηλεφωνική επικοινωνία με το θεσμικό όργανο/το πρόσωπο/την υπηρεσία, παρακαλείσθε να συμπεριλάβετε τα ακόλουθα στην επιστολή μετά τον χαιρετισμό:*

Όπως μόλις συζητήθηκε τηλεφωνικά, θα ήθελα να σας δώσω πληροφορίες σχετικά με το ερευνητικό πρόγραμμα TRUEDEM, με την παράκληση να τις στείλετε στην κα/κ. προσωπικά.

Αγαπητή κα/κ. (προσωποποιημένος χαιρετισμός)

Ονομάζομαι \_\_\_\_\_ και είμαι βοηθός ερευνητής σε ένα πολυεθνικό ερευνητικό πρόγραμμα με τίτλο TRUEDEM "Trust in European Democracies" ([www.truedem.eu](http://www.truedem.eu)). Το ερευνητικό πρόγραμμα TRUEDEM ασχολείται με την εμπιστοσύνη του κοινού στους δημοκρατικούς θεσμούς σε επίπεδο Ευρώπης, σε εθνικό επίπεδο των κρατών μελών της ΕΕ και στις περιφέρειες. Αυτή η μελέτη για την ανάπτυξη της εμπιστοσύνης στη δημοκρατία διεξάγεται την περίοδο 2023-2025 από μια κοινοπραξία 12 ευρωπαϊκών ομάδων από πανεπιστήμια και ερευνητικούς οργανισμούς. Το ερευνητικό έργο χρηματοδοτείται από το πρόγραμμα Horizon Europe της Ευρωπαϊκής Επιτροπής.

Η σημαντική φάση της επιτόπιας εργασίας, δηλαδή οι συνεντεύξεις εμπειρογνομόνων που θα διεξαχθούν, έχει προγραμματιστεί από τον Ιανουάριο έως τα μέσα Απριλίου 2024 και, ως εκ τούτου, θα πρέπει να πραγματοποιηθεί πριν από τις εκλογές της ΕΕ. Έχουμε κάνει μια λίστα σημαντικών προσωπικοτήτων και οργανισμών, των οποίων τις απόψεις, τις εκτιμήσεις και τις αναλύσεις θα θέλαμε να συλλέξουμε ως μέρος των συνεντεύξεων εμπειρογνομόνων. Η ερευνητική ομάδα θα εκτιμήσει ιδιαίτερα εάν, ως κορυφαίος εκπρόσωπος του ιδρύματός σας, θα μπορούσατε να συμφωνήσετε να λάβετε μέρος στη συνέντευξη. Ελπίζουμε ειλικρινά ότι θα βρείτε το θέμα της συνέντευξης που σας ενδιαφέρει.

Η ποιότητα των αποτελεσμάτων της έρευνάς μας εξαρτάται επίσης από τη προθυμία σας να λάβετε μέρος σε αυτή τη συνέντευξη εμπειρογνομόνων. Αναφορικά με τον χρόνο και τόπο, θα προσαρμοστώ πλήρως στις δικές σας διαθεσιμότητες και επιλογές! Η συνέντευξη θα διαρκέσει μεταξύ 30 και 45 λεπτών και ανυπομονώ να ακούσω τις απόψεις και τα σχόλιά σας σχετικά! Εάν ενδιαφέρεστε για περισσότερες πληροφορίες σχετικά με το ερευνητικό πρόγραμμα, μπορώ να σας παραπέμψω στην ιστοσελίδα του έργου: [www.truedem.eu](http://www.truedem.eu).

Θα ήθελα να επικοινωνήσω μαζί σας προσωπικά για να κανονίσουμε ένα ραντεβού. Είστε επίσης ευπρόσδεκτη/ος να μου στείλετε μια προτεινόμενη ημερομηνία, ώρα ραντεβού - ή να μου στείλετε email.

Εκ μέρους της διαχείρισης του έργου και ολόκληρης της ερευνητικής ομάδας, θα ήθελα να σας ευχαριστήσω για το ενδιαφέρον σας και ανυπομονώ για τα σχόλιά σας!

Με εκτίμηση

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## ITALIAN

### LETTERA DI INVITO PER INTERVISTE AD ESPERTI

*Se l'istituzione/persona/ufficio è stato contattato telefonicamente in anticipo, si prega di includere nella lettera, dopo il saluto, quanto segue:*

Come appena discusso al telefono, vorrei fornirle informazioni sul progetto di ricerca TRUEDEM, con la richiesta di inviarle personalmente alla signora/signore.

Gentile signora/signore (saluto personalizzato)

Mi chiamo \_\_\_\_\_ e sono assistente di ricerca in un progetto di ricerca multinazionale intitolato TRUEDEM "Trust in European Democracies" ([www.truedem.eu](http://www.truedem.eu)). Il progetto di ricerca TRUEDEM si occupa della fiducia dei cittadini nelle istituzioni democratiche a livello europeo, nazionale e regionale. Questo studio sullo sviluppo della fiducia nella democrazia è condotto nel periodo 2023-2025 da un consorzio di 12 team europei provenienti da università e organizzazioni di ricerca. Il progetto di ricerca è finanziato dal programma Horizon Europe della Commissione europea.

L'importante fase del lavoro sul campo, ovvero le interviste agli esperti, è prevista da gennaio ad aprile 2024 e dovrebbe quindi svolgersi prima delle elezioni dell'UE e del Consiglio d'Europa. Abbiamo stilato un elenco di personalità e organizzazioni importanti, le cui opinioni, valutazioni e analisi vorremmo raccogliere nell'ambito delle interviste agli esperti. Il team di ricerca apprezzerrebbe molto se lei, in qualità di rappresentante di spicco della sua istituzione, accettasse di partecipare all'intervista. Ci auguriamo sinceramente che l'argomento dell'intervista sia di suo interesse.

La qualità dei risultati della nostra ricerca dipende anche dalla sua amichevole disponibilità a partecipare a questo colloquio con gli esperti. Per quanto riguarda l'orario e il luogo, mi adatterò completamente a lei. L'intervista durerà tra i 30 e i 45 minuti e non vedo l'ora di ascoltare le sue opinioni e i suoi commenti in merito. Se è interessato a ulteriori informazioni sul progetto di ricerca, la rimando al sito web del progetto: [www.truedem.eu](http://www.truedem.eu).

Vorrei contattarla personalmente per fissare un appuntamento. Può anche inviarmi una proposta di data e ora per l'appuntamento, oppure inviarmi un'e-mail.

A nome della direzione del progetto e dell'intero team di ricerca, vorrei ringraziarla per il suo interesse e attendo con ansia un suo cortese riscontro.

Cordiali saluti,



## **POLISH**

### **ZAPROSZENIE NA WYWIADY Z EKSPERTAMI**

*Jeśli z instytucją/osobą/biurem skontaktowano się wcześniej telefonicznie, prosimy o umieszczenie w liście po powitaniu następujących informacji:*

W nawiązaniu do rozmowy telefonicznej, chciałbym przekazać informacje na temat projektu badawczego TRUEDEM, z prośbą o możliwość przesłania ich do Pani/Pana osobiście.

Szanowna Pani/Panie (spersonalizowane pozdrowienie)

Nazywam się \_\_\_\_\_ i jestem asystentem badawczym w międzynarodowym projekcie badawczym zatytułowanym TRUEDEM "Trust in European Democracies" ([www.truedem.eu](http://www.truedem.eu)). Projekt badawczy TRUEDEM dotyczy zaufania publicznego do instytucji demokratycznych na poziomie europejskim, krajowym państw członkowskich UE i regionów. Badanie dotyczące rozwoju zaufania do demokracji jest prowadzone w latach 2023-2025 przez konsorcjum 12 europejskich zespołów z uniwersytetów i organizacji badawczych. Projekt badawczy jest finansowany przez program Komisji Europejskiej "Horyzont Europa".

Ważny etap prac terenowych, czyli przeprowadzenie wywiadów eksperckich, zaplanowany jest na okres od stycznia do połowy kwietnia 2024 r., a zatem powinien odbyć się przed wyborami do UE i wyborami do Rady Narodowej. Sporządziliśmy listę ważnych osób i organizacji, których poglądy, oceny i analizy chcielibyśmy zebrać w ramach wywiadów eksperckich. Zespół badawczy będzie bardzo wdzięczny, jeśli Pan/Pani, jako wiodący przedstawiciel swojej instytucji, zgodzi się wziąć udział w badaniu. Mamy szczerą nadzieję, że temat wywiadu okaże się dla Pani/Pana interesujący.

Jakość wyników naszych badań zależy również od Pan/Pani chęci wzięcia udziału w tym eksperckim wywiadzie. Jeśli chodzi o czas i miejsce, całkowicie dostosuję się do Pan/Pani. Rozmowa potrwa od 30 do 45 minut i z niecierpliwością czekam na Pan/Pani opinie i komentarze na ten temat! Jeśli są Państwo zainteresowani dalszymi informacjami na temat projektu badawczego, z przyjemnością odsyłam na stronę internetową projektu: [www.truedem.eu](http://www.truedem.eu).

Chciałbym skontaktować się z Panią/Panem osobiście, aby umówić się na spotkanie. Zachęcam również do przesłania mi sugerowanej daty i godziny spotkania lub wysłania wiadomości e-mail.

W imieniu kierownictwa projektu i całego zespołu badawczego chciałbym podziękować za zainteresowanie i czekam na odpowiedź!

Pozdrawiam serdecznie

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## ROMANIAN

### SCRISOARE DE INVITAȚIE PENTRU INTERVIURILE CU EXPERTI (exemplu)

*În cazul în care instituția/persoana/biroul a fost contactat(ă) telefonic în prealabil, vă rugăm să includeți în scrisoare, după salut, următoarele informații:*

Așa cum tocmai am discutat la telefon, aș dori să vă pun la dispoziție informații despre proiectul de cercetare TRUEDEM, cu rugămintea de a le trimite personal dnei/domnului.

Stimate doamnă/domnule (salut personalizat)

Mă numesc \_\_\_\_\_ și sunt asistent de cercetare în cadrul unui proiect de cercetare multinațional intitulat TRUEDEM "Trust in European Democracies" ([www.truedem.eu](http://www.truedem.eu)). Proiectul de cercetare TRUEDEM se ocupă de încrederea publică în instituțiile democratice la nivel european, la nivel național al statelor membre ale UE și la nivel regional. Acest studiu privind dezvoltarea încrederii în democrație este realizat în perioada 2023-2025 de către un consorțiu format din 12 echipe europene din universități și organizații de cercetare. Proiectul de cercetare este finanțat de programul Horizon Europe al Comisiei Europene.

Faza importantă a activității pe teren, și anume interviurile cu experții care urmează să fie realizate, este programată din ianuarie până la jumătatea lunii aprilie 2024 și, prin urmare, ar trebui să aibă loc înainte de alegerile UE. Am întocmit o listă de personalități și organizații importante, ale căror opinii, evaluări și analize am dori să le colectăm în cadrul interviurilor cu experți. Echipa de cercetare va aprecia foarte mult dacă dumneavoastră, în calitate de reprezentant de frunte al instituției dumneavoastră, ați fi de acord să participați la interviu. Sperăm sincer că subiectul interviului va fi de interes pentru dvs."

Calitatea rezultatelor cercetării noastre depinde și de disponibilitatea dumneavoastră de a participa la acest interviu de specialitate. În ceea ce privește timpul și locul, mă voi adapta complet la dumneavoastră! Interviul va dura între 30 și 45 de minute și aștept cu nerăbdare să aflu opiniile și comentariile dvs. pe această temă! Dacă sunteți interesat de informații suplimentare despre proiectul de cercetare, vă pot trimite cu plăcere la site-ul web al proiectului: [www.truedem.eu](http://www.truedem.eu).

Aș dori să vă contactez personal pentru a stabili o întâlnire. De asemenea, sunteți binevenit să -mi trimiteți o sugestie de dată și oră pentru o întâlnire sau să -mi trimiteți un e-mail.

În numele conducerii proiectului și al întregii echipe de cercetare, aș dori să vă mulțumesc pentru interesul dumneavoastră și aștept cu nerăbdare feedback-ul dumneavoastră!

Cele mai bune salutări,

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## **SLOVAK**

### **POZVÁNKA NA EXPERTNÝ ROZHOVOR (príklad)**

*Ak bola inštitúcia/osoba/úrad vopred telefonicky kontaktovaná, uveďte v liste po pozdrave nasledovné:*

Ako sme práve prediskutovali po telefóne, rád by som Vám poskytol informácie o výskumnom projekte TRUEDEM so žiadosťou, aby ste ich zaslali osobne pani/p. XY.

Vážená/ý pani/pán (osobný pozdrav)

Volám sa \_\_\_\_\_ a som výskumným asistentom v nadnárodnom výskumnom projekte s názvom TRUEDEM „Dôvera v európske demokracie“ ([www.truedem.eu](http://www.truedem.eu)). Výskumný projekt TRUEDEM sa zaoberá dôverou verejnosti v demokratické inštitúcie na úrovni EÚ, národnej úrovni členských štátov EÚ a regiónov. Túto štúdiu o rozvoji dôvery v demokraciu realizuje v rokoch 2023 – 2025 konzorcium 12 európskych tímov z univerzít a výskumných organizácií. Výskumný projekt je financovaný z programu Európskej komisie Horizont Europe.

Dôležitá fáza terénnej práce, ktorou je realizácia rozhovorov s odborníkmi, je naplánovaná od februára do polovice apríla 2024 a mala by sa teda uskutočniť pred voľbami do EÚ. Vytvorili sme zoznam významných osobností a organizácií, ktorých názory, hodnotenia a analýzy by sme chceli zhromaždiť v rámci expertných rozhovorov. Výskumný tím veľmi ocení, ak by ste ako vedúci predstaviteľ Vašej inštitúcie/ významný/á politik/politička súhlasili s účasťou na rozhovore. Úprimne dúfame, že Vás téma rozhovoru zaujme.

Kvalita výsledkov nášho výskumu závisí aj od Vašej priateľskej ochoty zúčastniť sa tohto expertného rozhovoru. Pokiaľ ide o čas a miesto, úplne sa Vám prispôbim. Rozhovor bude trvať 30 až 45 minút a budem sa tešiť na Vaše názory a pripomienky.

Ak máte záujem o ďalšie informácie o výskumnom projekte, je Vám k dispozícii webová stránka projektu: [www.truedem.eu](http://www.truedem.eu).

Rád by som Vás osobne kontaktoval a dohodol si stretnutie. Môžete mi tiež poslať navrhovaný dátum a čas stretnutia e-mailom.

V mene vedenia projektu a celého riešiteľského tímu Vám ďakujem za Váš záujem a teším sa na Vašu spätnú väzbu!

S pozdravom,

[www.truedem.eu](http://www.truedem.eu)

[https://twitter.com/TRUEDEM\\_EU](https://twitter.com/TRUEDEM_EU)

<https://www.facebook.com/TRUEDEMEU>

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**Funded by  
the European Union**

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## SLOVENIAN

Spoštovana gospa/gospod (*osebno nagovarjanje*)

Na Vas se obračam kot vodja slovenske raziskovalne skupine večnacionalnega raziskovalnega projekta z naslovom TRUEDEM "Zaupanje v evropskih demokracijah" (uradna spletna stran [www.truedem.eu](http://www.truedem.eu))<sup>16</sup>.

Raziskovalni projekt TRUEDEM proučuje zaupanje javnosti v demokratične institucije na lokalni, regionalni, nacionalni in EU ravni. Projekt se izvaja med januarjem 2023 in decembrom 2025, in sicer v okviru konzorcija 12 raziskovalnih skupin iz evropskih univerz in raziskovalnih organizacij. Raziskovalni projekt financira program Evropske komisije Obzorje Evropa.

Pomembna faza terenskega dela, tj. intervjuji s strokovnjaki, je načrtovana od januarja do sredine aprila 2024. V ta namen smo kontaktirali pomembne posameznike in predstavnike organizacij in institucij, katerih mnenja, ocene in analize želimo zbrati v okviru intervjujev. Ker je za nas pomembno vaše mnenje, znanje in izkušnje, vas naprošamo za sodelovanje v intervjuju. Prav tako upamo, da so tematike, ki jih preučujemo zanimive za Vas in Vašo organizacijo.

Primarno bomo z raziskovalnimi rezultati projekta izboljšali razumevanje političnega zaupanja in mehanizmov za gradnjo zaupanja v politični sistem. Projekt TRUEDEM bo ponudil tudi predloge za izboljšanje zanesljivosti, transparentnosti in vključenosti političnih institucij ter okreplil zaupanje v demokratične institucije na lokalni, regionalni, nacionalni in EU ravni.

Kakovost raziskovalnih rezultatov je odvisna tudi od vaše pripravljenosti za sodelovanje v tem intervjuju. Zato se vam bomo v pogledu termina in kraja izvedbe intervjuja prilagodili. Intervju bo trajal približno 45 minut. Glede termina se lahko dogovorimo osebno, ali pa mi predlagani termin intervjuja posredujete na naslov: [alenska.krasovec@fdv.uni-lj.si](mailto:alenska.krasovec@fdv.uni-lj.si).

V primeru, da si želite o raziskovalnem projektu izvedeti več, vas prijazno vabimo, da obiščete spletno stran projekta: [www.truedem.eu](http://www.truedem.eu).

V imenu koordinatorja projekta TRUEDEM in celotne raziskovalne ekipe se vam že vnaprej zahvaljujem za Vaš odziv in se veselim srečanja.

Lepo pozdravljeni,

Vodja projekta v Sloveniji: prof. dr. Alenka Krašovec

Člani raziskovalne skupine: prof. dr. Damjan Lajh

izr. prof. dr. Meta Novak

mag. Anja Kolak

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[www.truedem.eu](http://www.truedem.eu)

[https://twitter.com/TRUEDEM\\_EU](https://twitter.com/TRUEDEM_EU)

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<sup>16</sup> Ta projekt je prejel sredstva iz programa Evropske unije za raziskave in inovacije Obzorje Evropa pod številko sporazuma o dodelitvi sredstev 101095237 (TRUEDEM).

## SWEDISH

### Information till forskningspersonen

Bilaga till inbjudan att delta i forskningsprojektet *Tillit och Demokrati: en intervjustudie med civilsamhällesföreträdare, tjänstepersoner samt politiska representanter i Sverige*. I detta dokument får du information om projektet och om vad det innebär att delta.

### Vad är det för projekt och varför vill vi att du ska delta?

Tillit och demokrati är ett pan-europeiskt forskningsprojekt som finansieras av EU-kommissionen inom ramen för forskningsprogrammet Horisont 2020. Projektet har bland annat fokus på allmänhetens ökande misstro mot politiker och samhällets institutioner liksom deras ofta uttryckta besvikelse över var demokratiska processer landar i praktiken. Målet med studien är att få en djupare förståelse för människors uppfattning om pålitlighet och tillit till demokratiska institutioner och hur ett sådant förtroende byggs upp. I projektet ingår att göra personliga intervjuer med politiker, beslutsfattare, tjänstemän och representanter för olika organisationer inom civilsamhället.

Det är således i denna egenskap vi tagit kontakt med dig efter att funnit ditt namn på kommunens/näringsdepartementets/sametingets/RegionVärmlands/Läkare utan gränsers hem-sida. Alternativt efter att ha fått ditt namn från kommunens/institutionens/organisationens representant NN. Vi bedömer att du har de kunskaper och erfarenheter som är avgörande för att få fram en mer nyanserad förståelse av förtroende och tillit från insidan av politiska och administrativa processer. Vi tror också att ditt deltagande kan bidra till att identifiera områden där det finns möjligheter till förbättring när det gäller att bygga förtroende mellan medborgarna och politiker, beslutsfattare och politiska institutioner. Ett deltagande innebär förstås också att du har möjlighet uttrycka och föra fram dina tankar, synpunkter och åsikter på hur den representativa demokratin fungerar i vårt land.

Forskningshuvudman i Sverige är Values Research Institute – Bikupan i Stockholm. Med forskningshuvudman avses den organisation som är ansvarig för projektet. Forskningen är godkänd av Etikprövningsmyndigheten med diarenummer XXXXXX:

### Hur går projektet till?

De delstudier i studien som kommer att genomföras i Sverige bygger på helt anonymiserade, strukturerade personliga intervjuer med ett antal beslutsfattare inom såväl politiken som i civilsamhällets olika organisationer på såväl lokal, regional och nationell nivå. Efter att ha kommit överens om ett deltagande bestämmer vi gemensamt tid och plats för intervjun – exempelvis på Values Research Institutes kontor i centrala Stockholm eller på annan plats som överenskomms. Intervjun som kommer att spelas in på ett digitalt fickminne tar mellan 45 min till en timme och har formen av ett samtal som bygger på ett antal frågeställningar om tillit, förtroende och demokrati.

### Vad händer med dina uppgifter?

Efter vårt möte kommer inspelningen försvaras i kassaskåp till dess intervjun transkriberas till skriven text. I samband med detta tas alla eventuella uppgifter eller markörer bort som gör det möjligt att identifiera vem du är. Ingenstans – vare sig i inspelningen eller i utskriften förekommer ditt namn. Istället beskrivs du i generella termer av typen: *Expert 1, Kvinna, 25 – 40 år, kommunpolitiker, västsverige*.

Efter transkriberingen gjorts, raderas alla inspelningar. Alla då anonymiserade intervjuer kommer att översättas till engelska och sedan sammanställas och delas med forskarna i samtliga deltagande länder. Därefter påbörjas analysarbetet som är uppdelat i fyra huvudområden som i sin tur är nedbrutet på ytterligare ett antal delområden.

All data som på något sätt är knutet till dig som intervjuperson kommer således att behandlas så att ingen obehörig kan ta del av den. Samtyckesformuläret, som fysiskt ej går att förknippa med intervjun, förvaras i ett kassaskåp som enbart är tillgängligt för forskningshuvudmannen.

Ansvarig för dina personuppgifter är Britt-Inger Puranen som också är forskningshuvudman för den svenska delen av projektet. Dataskyddsombud för den svenska delen av projektet är Peter Welander, World Values Survey, Tegnérgatan

15, 111 40 Stockholm, +46706 651651. Om du är missnöjd med hur dina personuppgifter behandlas har du rätt att inge klagomål till Integritetsskyddsmyndigheten, som är tillsynsmyndighet.

### **Hur får du information om resultatet av projektet?**

Arbetet kommer att presenteras i en forskningsrapport under 2025 som kommer att tillgängliggöras bland annat på projektets övergripande webbsida på [truedem.eu](http://truedem.eu). På denna adress kan du för övrigt redan idag hitta mer information om projektet – bland annat i form av ett antal youtube-filmer. Enligt EU:s dataskyddsförordning har du rätt att kostnadsfritt ta del av de uppgifter om dig som hanteras i projektet. Om du vill att vi ska skicka den färdiga rapporten till dig, måste du kontakta huvudansvarig forskare med namn och adress. Således kommer inga resultat att automatiskt skickas till dig eftersom alla uppgifter anonymiserats.

### **Deltagandet är frivilligt**

Ditt deltagande är frivilligt och du kan när som helst avbryta deltagandet utan att behöva uppge någon anledning till detta. Tyvärr utgår ingen ersättning för ditt deltagande i forskningsprojektet – däremot bjuder vi på fika.

Med vänlig hälsning

Projektansvarig:

Bi Puranen

Values Reseach Institute (VRI)

World Values Survey

Tegnérgatan 15

111 40 Stockholm

+46 705 521721