Citizens' Trust in Public Institutions in Sri Lanka and Bangladesh: A Comparative Study

By

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MPPG 6th Batch

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Public Policy & Governance Program
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Dedicated to my

Late Father who is my source of inspiration

Declaration

I declare that the dissertation entitled "Citizens' Trust in Public Institutions in Sri Lanka and Bangladesh: A Comparative Study" submitted to the PPG Program of North South University, Bangladesh for the Degree of Master in Public Policy and Governance (MPPG) is an original work of mine. No part of it, in any form, has been copied from other sources without acknowledgement or submitted to any other university or institute for any degree or diploma. Views and expressions of the thesis bear the responsibility of mine with the exclusion of PPG for any errors and omissions to it.

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Acknowledgement

Abstract

This comparative study examines the level of trust and explains the variation in trust in public institutions in Sri Lanka and Bangladesh. The objective of this study is to map citizens' trust on key public institutions (parliament, political parties, police, civil service and judiciary) in Sri Lanka and Bangladesh having different living area, and ethnicity/religion. Trust is one that glues all society together; it is increasingly becoming a crucial element of performance within the public institutions in the world. Research on trust is critical and crucial of Sri Lanka and Bangladesh. Therefore, the two countries have been chosen owing to the critical need of the level of trust in research content in this study. Using quantitative comparative method mainly I analyzed country wide questionnaire survey in 2015 conducted under the NORHED project. Secondary sources of data have also been used for further analysis and inferences. The findings of this study reveal that Bangladesh has high trust than Sri Lanka in key public institutions. Likewise, almost 20% of variance is seen in trust in both countries and performance of institutions' factors are the main variables determining trust in both countries than socio-demographic variables. Transparency, accountability, citizens' participation, living area and ethnicity are significantly associated with institutional trust in public institutions in both countries. In addition, age and gender have bad predictor of trust in public institutions in both countries. Apart from this, male, senior citizens, the minorities and more developed and modernized area citizens have more trust on public institutions in both countries. The social capital theory explains trust as socio-demographic factors and institutional performance is very poor while, cultural theories explain this well. Ethnicity has a significant effect on trust in Sri Lanka than Bangladesh. Likewise, living area has a significant effect on trust in Bangladesh than Sri Lanka. At the same time, in the citizens' perspective, corruption is inversely related to trust and institutional performance in both countries. However, the study of institutional trust would evaluate certain period of time, regime change, less ethnic diversity and religious anxiety, reducing corruption, can be a deciding factor (variables) for evaluate trust in public institutions.

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List of abbreviation

ACA	Anti-Corruption Agencies
BAN	Bangladesh
CT	Cultural Theories
GDI	Gender Development Index
HDI	Human Development Index
MPPG	Master of Public Policy and Governance
NGO	Non-Governmental Organization
SD	Stranded Deviation
SL	Sri Lanka
SCT	Social Capital Theory
UNDP	United Nations Development Programme
UNO	Upazila Niruvahi Office

Chapter 1

Introduction

1.1 Introduction

Trust is the glue of all society together. The concept of trust has occupied a central position in social sciences and trust as a necessary goal of achieving the effective administration of government (Fukuyama 1995; Sztompka 1999; Naseer 2010; Jamil and Askvik 2013). In fact, citizens' trust is now an important study area in many disciplines such as political, economic, sociological, physiological etc. Citizens' trust occupies a central place in democratic governance, which has become a fundamental concern in public administration communities because of a trend of declining trust over the past several decades. The past two decades have shown a trend of declining trust of institutions among citizens across the globe due to the political struggle, non-democratic culture and practice, weak institutional reform, corruption, etc. (Kathi and Cooper 2008). Therefore, there is evidence to show that citizen trust in institutions is decreasing all over the world.

Trust has not yet been able to clearly identify cause and definition of trust, but a complete and universally approved definition has remained intangible. Therefore, trust is a multifaceted, complex, and rather ambiguous concept. In this sense, Fukuyama (1995) argues that trust has increasingly come to be considered in a number of social phenomena; it has been used as independent variables for economic growth; it is significant factor promotes civic engagement and community building (Fukuyama 1995). According to Russell Hardin (2006), trust is not a simple primitive term; it is constituted by certain things, including expectations and cognitive judgment of the motivations of others (Hardin 2006). However, trust refers to citizens' expectations of the function of government, and behavior of professions and individuals.

Trust is centralistic of society distinguished between interpersonal trust and generalized trust. Currently, the quantitative research has tended to use indicators

of generalized trust as a proxy for public institutions. The empirical evidence from the many surveys show that generalized trust increases citizens' trust in political and public institutions in all countries. The generalized trust refers to whom we trust. Simply say, when trust is transferred to the public institutions we have no personal relation to the people in charge and this is what we call a generalized trust (Gleave et al., 2012). The "generalized trust is the belief that most people can be trusted and it is a measure of the scope of a community and based on morals and collective experience" Uslaner (2000: 573). In this sense, we can say, generalized trust refers to trust in other members of society and it can feature shared norms, regular, honest and cooperative behavior among citizens.

Citizens' trust is a significant indicator for demonstrating how public institutions are processing. However, high trust can make the action of individuals and organizations more predictable, more legitimacy and ensures good governance (Askvik et al., 2011). On the other hand, when an institution fails to meet citizens' expectations, this may create distrust in public institutions, which affect the process of the governance in country.

Sri Lanka and Bangladesh has a huge diversity of ethnicity, religion, culture, political history. On the other hand, they have common interstate and intrastate inter conflict, corruption, political struggle etc. Indeed, the issue of generalized trust is critical in Sri Lanka and Bangladesh. Therefore, a comparative study can be a mechanisms creating generalized trust in both countries. What determines the status of generalized trust in public institutions? What role do socio-demographic factors play in Sri Lanka and Bangladesh? How does generalized trust in public institutions vary between Sri Lanka and Bangladesh? This study makes an attempt to investigate these broad questions by comparatively studying citizens' generalized trust in public institutions in Sri Lanka and Bangladesh. Trust in public institution varies extensively, which has been studies in many public institutions such parliament, central government, civil service, political parties, police, judiciary, army, election commission, anti-corruption commission etc. In this case, this study

investigates generalized trust in public institutions such as parliament, political parties, judiciary, police, and civil service.

This study attempts to map citizens' generalized trust on major public institutions in Sri Lanka and Bangladesh having different living area, and ethnicity/religion. The concern of this study is to measure citizens' perception of public institutions through socio-economic background of the respondent and performance of public institutions in terms of accountability, transparency and citizens' participation. Therefore, several factors are used in order to investigate to above questions and scope of the study.

1.2 Background of Study

In case of Sri Lanka and Bangladesh, citizens' trust in public institutions has been a serious issue among the civil servants, politicians, stakeholders and citizens. Because of the political struggle, ethnic diversity, non-democratic culture and practice, corruption, etc. Citizens' trust is not stable, it may change, but it affect quality of life, governance and civic participation.

Trust is increasingly becoming a crucial element of performance within the public institutions in South Asia. Thus, trust in public institutions leads to the discourse of governance issue. Indeed, trust is an issue in explaining differences in social capital, democracy, governance, institutional development and quality, measuring corruption, and citizens' satisfaction in cross-country. The subsistence of these enviable effects make a demand for research on the determinants of trust; for example, are status of trust relatively successful in one country as compared to another in the context of the present study and whether there is a role for democracy, governance and public policy in creating trust. This thesis therefore addresses the issue of what causes differences in generalized trust in key public institution in Sri Lanka and Bangladesh using the most recent data from the country wide questionnaire survey conducted in 2015 in Sri Lanka and Bangladesh.

The study of generalized trust has thoughtful implications for public policy, democracy and governance, and important aspect of civic culture and social capital. It refers to trust in other members of the society. More the generalized trust in institutions are high, it can be assumed that there would be good governance and democratic norms prevailing in the society. In this sense, Fukuyama (1995) argues that 'generalized trust has been the focus of the social capital and much related work on civic attitudes and behaviors' (Fukuyama 1995). The concept of social capital has become a household word in economics because social capital is related to features of social organization and citizen's everyday life. Social capital is a trusting relationship. Higher social capital in society can enhance the level of citizens' trust in public institutions. Social capital and trust are highly systemic in two countries with a strong institutions and individual relationships such as hierarchical control, power distance, ethnicity, cultural relationships, etc.

The reason for choosing these two countries (Sri Lanka and Bangladesh) is their similarities in economic performance and cultural compositions, but also differences in their geographical placement and historical factors. Sri Lanka and Bangladesh have different governance contexts, including variations in geography, population, history and religion. For instance, religiously, Sri Lanka is a Buddhist dominant country, Bangladesh is Muslim dominant country. Sri Lanka has ethnicity/language/religion diversity whereas in Bangladesh it is highly homogeneous in terms of language, ethnicity, and religion.

However, given Sri Lanka and Bangladesh experiences with similarities in almost all the indices of human development report by UNDP (especially human development index [HDI], level of trust in national government, gender development index [GDI]), democratic political systems, globalization, economic crises, multiple government reforms, and decentralization, culture, political systems, economic development, and democratization.

Sri Lanka and Bangladesh is fairly similar countries. If one is treating each country as context of study, comparing fairly similar countries may prove most useful,

particularly to inform regionally-based (Hantrais, 1999). Therefore, this comparative study is seeking relations among dimensions on which the two countries vary in status of generalized trust. This comparative study of citizens' trust in public institution may enhance our understanding of the variations of and the common factors associated with trust in public institutions.

1.3 Problem Statement

For every human interaction there is the element of trust which acts deliberately or subconsciously. South Asia has experienced a decline in trust in institutions (Naseer 2010). The issue of trust is critical in Bangladesh because, with increased citizens' distrust, confidence in democracy, the trustworthiness of public institutions and its incumbents will deter (Jamil, et al. 2016). The civil servants of Bangladesh are criticized as not being trustworthy, less accessibility, unfriendly, and unequal treatment of citizens (Jamil,et.al. 2016). Similarly, Sri Lanka and Bangladesh indicate that despite, the Anti-Corruption Agencies, low level of effectiveness in curbing corruption, trust level varies (Baniamin and Jamil 2017).

The ethnic majority has more trust in public institutions than minority- identity, language of administration, and lack of representative bureaucracy also considerably determine level of trust citizens have in public institutions in Sri Lanka (Kandy and Nuwara-Eliya District). In ethnically diverse societies, building citizens' trust in public institutions continues to be a challenge due to the ethnic, religious, linguistic, geographical location, and political division (Ramesh and Umadevi 2016).

However, as discussed above, there is declining trust in Sri Lanka and Bangladesh because of political struggle, non-democratic culture and practice, weak institutional reform, corruption etc. The problem of the study are politicizations of professions, corruption and dysfunctional bureaucracy, religious and ethnic dominant, cultural identity, declining of generalized trust in public institutions, weak institutional norms, and ineffective service. Many authors have found significant variation across countries in levels of trust and they have addressed this knowledge gap by

conducting measurement equivalence map on trust in the public institutions. As discussed above, there is decline in trust in Sri Lanka and Bangladesh. It is declining internal dynamic, different culture, ethnicity, language and political history across country. Therefore, this study investigates, why Internal dynamics (governance, socio-economic status, religious, ethnic dominant) are emerging in the generalized trust in public institutions in Sri Lanka and Bangladesh.

1.4 Objectives of the Study

To map citizens' generalized trust on public institutions (parliament, political parties, police, civil service and judiciary) in Sri Lanka and Bangladesh, with diversified living area (Province/Divisions), and ethnicity/religion.

1.5 Scope of the Study

This study is restricted to seeking relations among dimensions on which countries vary in status of generalized trust in parliament, political parties, police, civil service and judiciary in Sri Lanka and Bangladesh having different living area, and ethnicity/religion. These institutions are three main branches of government (legislative-parliament, political parties, executive-civil service and judicial-police and judiciary). These public institutions underpin every society; play an important role in public interest, administering the public policy and good governance than other public institutions. Thus, particular institutions are closely related to citizens' everyday life.

1.6 Research Questions

1. What is the state of generalized trust on public institutions (parliament, political parties, police, civil service and judiciary) in Sri Lanka and Bangladesh?

2. What factors are responsible for variations in trust in particular institutions in Sri Lanka and Bangladesh?

1.7 Rationale and Significance of the Study

The high level of trust is regarded as evidence that the government perform effectively, efficiency, democratically and ensures good governance (Askvik et.al. 2011). Trust is inevitably important in democratic society. The successfully implementing public policies, ensuring legitimacy and ensuring good governance, which are dependent on the citizens' trust and satisfaction (Jamil and Askvik, 2015). Trust in public institutions is a vital factor for a functioning democracy, a stable society and is therefore needed in order to achieve development. It is also interesting to see what factors determines trust and what is the state of generalized trust on public institutions.

The study of trust in two different countries with differences in language, ethnicity, diversity, political history, culture in South Asian countries are yet to be studied. The survey data conducted by Master of Public Policy and Governance (MPPG) under the NORHED project gives ample opportunity to make a comparative study and allow to see variations or commonalities in trust across institutions. These may indicate quality of governance and quality of life in these countries. Therefore, this study tries to examine citizens' perception of trust and assess status of trust in public institutions by comparing Sri Lanka with Bangladesh. This comparative analysis can shed light on the nature of citizens' trust by identifying similarities and distinctions across nations as well as this study will sharpen our new knowledge of the role of trust in various institutional outcomes, such as collaboration and flexibility.

This study would provide empirical evidence about generalized trust in public institutions. In addition, this study includes new information to the trust theories. This study would provide theory (ies) that have vastly different approaches to explaining trust, and which theory of trust adopted for this thesis supports an argument that it is the degree of perceived fairness and impartiality in the institutions and why trust occurs in public institutions. Practically, an explicit and clear discussion of the theory would contribute to explain how and why citizens in Sri

Lanka and Bangladesh choose to trust or distrust the public institutions in their country and demonstrate a comprehensive status of generalized trust in this study.

This study may provide a greater awareness and a deeper understanding of social reality and policy making in different national contexts because citizens trust is an essential tool for a successful public, social institutional development, implementing policies. Practically, the result of this comparative study can be used to exciting insights and a deeper understanding of trust issues in this context are central concern in public institution. Therefore, this study attempts to define the citizens' expectation of public institutions in Sri Lanka and Bangladesh.

Though plenty of research has been carried out regarding the level of citizens' trust in public institution; some research shows the empirical evidence and practical challenges of low level trust in public institutions. But, in the context of Sri Lanka, very few studies have taken place in the citizens' trust in public institutions. Moreover, no specific study has focused on the holistic viewpoint of trust in public institutions comparing Sri Lanka and Bangladesh. In addition, this study will examine the difference in the status of trust on the basis of difference in living area and ethnicity/religion.

The main concern of this study is to map citizens' generalized trust on public institutions in Sri Lanka and Bangladesh and it is seeking relations among dimensions on which countries vary in status of generalized trust. This study would measure citizens' perception of public institutions which may help to analysis what factors determines generalized trust in public institutions in Sri Lanka and Bangladesh. Moreover, this research is different from the earlier research and fulfills this research gap. Finally, this research develops a better understanding of the gaps that exists.

1.8 Research Methodology

A research design and approach is a plan for the research, meaning that the way of data collection, analysis and interpretations. This study adopts quantitative approach because a quantitative approach uses large samples and gives opportunity to see the bigger picture and generalize to a larger population. This study employs a comparative method. This research approach is deductive method, meaning that tests the theory and hypothesis. Statistical analysis also gives me the opportunity to test the hypotheses for the study as well as theories surrounding the field of trust.

The study is based on a comparative research method because this compares one relatively successful in country with another country. Therefore this comparative method is allowed me to see the causal relationships found in the statistical analysis in relation to their natural environment and the actual situation in either Sri Lanka or Bangladesh. This can strengthen the results from the correlations and regression models. The study includes three units of analysis. The first unit of analysis is citizens' generalized trust, second unit of analysis is the four selected public institutions (parliament, political parties, judiciary, police, and civil service), and third unit of analysis is two countries (Sri Lanka and Bangladesh). All the units of analysis interrelated to one another. Overall, the unit of analysis of this study is that citizens' generalized trust in five public institutions in Sri Lanka and Bangladesh.

Data gathered by using secondary sources. Secondary data gathered through official documents such as administrative reports, published books, research reports, symposium proceedings, journal articles, especially, this study is based on a country wide questionnaire survey conducted in 2015 in Sri Lanka and Bangladesh. The survey was conducted by Master of Public Policy and Governance (MPPG) under the NORHED project. The sample size of this study is that, in Sri Lanka-1398, and in Bangladesh-2748.

In order to analyze statistical data SPSS program uses processing and analysis of the data. This allowed me to do everything from the very simple analyses like a univariate analysis of all my variables (both dependent and independent) through

descriptive statistics, correlation analysis and regression analysis. It is presented using texts, tables, charts and figures.

1.9 Chapter Outline of the Study

This thesis is divided into five chapters; first chapter introduces the background of study, problem statement, research questions, objective of the study, rationale and significance of the study. It further focuses on the methodology adopted for this study and concludes with the organization of the thesis.

Second chapter present a literature review, theoretical and analytical framework. It included the field of trust, theories of trust, hypothesis, independent and dependant variable, analytical framework of the study.

Third chapter presents a methodological framework. It discussed research method, design, data collection, data analysis and background of the comparing countries and state of governance.

Fourth chapter present a presentation and analysis of data through descriptive statistics, correlation analysis and regression analysis.

Fifth chapter is the concluding chapter. It draws conclusions based on chapter four.

Chapter 2

Theoretical Framework and Literature Review

2.1 Introduction

This second chapter consists of four parts. The first part is a brief review of related literature on citizens' trust in public institutions. The second part explains theoretical discussion of trust and conceptual framework, which provide overview aiming to cover the relevant theories, past empirical evidence of trust in public institutions and explain the field of trust. The third is an analytical framework, which explains dependent and independent variables. The analytical framework grounded on the basis of this discussion of theatrical framework and literature review. The final part of this chapter is developing hypotheses, which is derived on the basis of this theoretical framework.

2.2 Literature Review

Literature reveals that there are several types of research on the citizens' trust in public institutions different perspective in developed countries and a few numbers of research in the South Asian context. However, in the case of Sri Lanka, to date, there have not been such studies, which assess the level of citizens' trust in public institutions: comparative study between Sri Lanka and Bangladesh. Moreover, it attempts to be identify the literature gap to addressed in the study. Further, it will clarify the status of citizens' trust, assess the popular pattern of trust, analysis different factors affecting the citizen trust issue in public institutions with compare Sri Lanka and Bangladesh. Following literature relevant to citizens' trust in public institutions in South Asian, European and African context will be reviewed.

2.2.1 Trust

The concept of trust has occupied a central position in social sciences and trust is a necessary goal of achieving effective administration of government (Putnam 1993; Fukuyama 1995; Naseer 2010; Jamal and Askvik 2013). In fact, citizens' trust is now

an important study area in many disciplines such as political, economic, sociological, physiological etc. Citizens' trust occupies a central place in democratic governance, which has become a fundamental concern in public administration, studying economic growth, good governance and civic engagement and social capital (Jamil and Askvik, 2015). Trust has not yet been able to clearly identify cause and defining trust (Krammer 1999). Therefore, trust is a multifaceted, complex, and rather ambiguous concept.

Trust defined as "a belief that others, at worst, will not knowingly or willingly do you harm, and at best, will act in your interests" (Newton, 2001:3). Fukuyama (1995) argues that trust has increasingly come to be the cause of a number of social phenomena, and it has been used as independent variables for economic growth, it is significant factor promotes civic engagement, community building. According to Russell Hardin (2006), trust is not a simple primitive term; it is constituted by certain things, including expectations and cognitive judgment of the motivations of others. Trust can be seen as a coping mechanism for individuals to handle the complex and uncertain social organization (Gleave et al., 2012). In this sense, trust is intimately related to risk. Luhmann (2000:95) said that "Trust is a solution for the specific problem of risk". Trusting becomes the crucial strategy for dealing with an uncertain and uncontrollable future despite the uncertainty; risk and trust have a relationship (Sztompka 1999).

2.2.2 Generalized Trust

Currently, the quantitative research has tended to use indicators of generalized trust as a proxy for public institutions. In this sense, generalized trust has focused on citizens' attitudes, behaviors, social capital, and economic development and growth (Fukuyama 1995). Social capital has been defined and measured as generalized trust, norms and reciprocity and networks (Putnam 1993). In the context of this study, generalized trust is the heart of the social capital and it has also been shown to explain democratic stability and democracy. Uslaner (2000: 575) finds that "it loads

heavily on trust in strangers, and concludes that does measure generalized trust."
The empirical evidence from the many surveys shows that generalized trust
increases citizens' trust in political and public institutions in all countries. In this
sense, we can say, there is some good evidence to suggest that the generalized trust
question does its work adequately. Uslaner (2000: 573) argue that "Generalized trust
is the belief that most people can be trusted". The generalized trust refers to whom
we trust. Simply say, when trust is transferred to the governments, public
institutions, the health care system and education system we have no personal
relation to the people in charge and this is what we call a generalized trust (Gleave et
al., 2012).

2.2.3 Citizens' Trust in Sri Lanka

Ramesh and Umadevi (2016) examine the level of citizens' trust and explore factors
that influence trust in selected public institutions in Sri Lanka. This study focuses on
District and Divisional Secretariat Divisions, Grama Niladari, Agriculture Service
Centre, Ceylon Electricity Board, Land Registry, Samurdhi Bank Office, Hospital, and
Police in Kandy and Nuwara-Eliya district in Sri Lanka, among above institutions,
hospitals, district secretariat, and divisional secretariat offices are the most trusted
institutions. They argue that ethnical categorization (the majority-minority [Sinhala,
Tamil, and Muslim]) is a significant barrier ensuring higher trust level in public
institutions in Sri Lanka. Major finding of this study is that ethnic majority has more
trust in public institutions than the minority- identity, language of administration,
and lack of representative bureaucracy also considerably determine level of trust
citizens have in public institutions in Kandy and Nuwara-Eliya district, Sri Lanka,
however, authors argue that, when compared to trust of the previous regime (2010-
2015), trust has improved to certain degree after the regime change. Throughout the
study, it appeared that in ethnically diverse societies, building citizens' trust in public
institutions continues to be a challenge due to the ethnic, religious, linguistic and
political division.

Another study conducted by **Umadevi (2015)** evaluates the level of patients' trust towards district level hospital and that affect the patients with regard to service delivery by Nuwara-Eliya district hospital in Sri Lanka. This study only focuses how far and to what extent doctor-patient relationship influences the level of trust in the Nuwara-Eliya district hospital. She argues that the communication between doctors and patients is a major determinant factor which influences the success of the doctor-patient relationship and patients' trust on the consultation depends on their perception of the doctors, communication skill and treatment of doctors. This study result shows that the level of patient's trust with health institution in Nuwara-Eliya was medium level, and majority (Sinhala) patients had more trust than other minority patients (Muslims and Tamils). Throughout the study, it appeared that language, ethnicity, and geographical location have been deciding factors at the level of citizens' trust in public institutions.

2.2.4 Citizens' Trust in Bangladesh

Anisuzzaman (2012) Assessed level of trust from a horizontal and vertical perspective in Bangladesh and found that horizontal trust is higher than vertical trust in field administration. The study suggests that within a bureaucratic organization, old aged employees are more trustworthy than middle age employees and less educated employee show high trust in co-workers while the highly educated employees show less trust in co-workers.

Jamil, Aminuzzaman, Haque and Ahmed (2016) carried out a study to identify and seek citizens' perceptions of their satisfaction to their trust level perceptions about selected institutions: the higher judicially, the parliament, the anti-corruption commission, the army, the election commission civil service etc. Data for the study was collected through a national wide questionnaire survey carried out in administrative divisions of Bangladesh with a sample population of 2000. The issue of trust is critical in Bangladesh because, with increased citizens' distrust, confidence in democracy, the trustworthiness of public institutions and its incumbents will

deter. They argue that, higher judiciary, the parliament, the army, the election commission, office of the deputy commissioner institutions are attracting the confidence of more than 80 percent of the respondents. In lower courts, central government, and the office of Upazila Niruvahi Office (UNO), more than 75 percent of the respondents showed a great deal and quite a lot of confidence. On the other hand, political parties, anti-corruption commission, NGOs, civil service and police institution are citizens' trust is low. Throughout the study, it appeared that overall the citizens of Bangladesh have high trust in public institutions and the present life; almost 50 percent said that they were moderately satisfied. However, this study is closely related to the present research because this is focused on national level citizens' trust and this survey shows empirical evidence for trust in public institutions. Overall, this study can help to get some idea regarding the citizens' trust in public institutions in Bangladesh.

2.2.5   Citizens' Trust in Comparative Analysis

2.2.5.1 Citizens' Trust in Bangladesh and Nepal

The study administered in Bangladesh and Nepal by **Jamil and Askvik (2013)** this study is primarily to examine and compare how citizens perceive the roles of civil servants in public institutions in Bangladesh and Nepal. According to this study, the status of citizens' trust in civil service is better in Nepal than Bangladesh. Similarly, Bangladeshi civil servants are perceived as more corrupt than Nepali civil servants. However, the corruption is a big issue in civil service in both courtiers. Throughout the study, it appeared that in the civil service, there is slightly higher trust in Nepal than Bangladesh. However, this study is closely related to the present research because this is focused on national level citizens' trust with a focus on comparative study.

2.2.5.2 Citizen's Trust in Sri Lanka, Bangladesh and Nepal

The study administrated in Bangladesh, Nepal and Sri Lanka by **Hasan Muhammad Baniamin and Ishtiaq Jamil (2017)** this study comparatively examines citizens' trust

in Anti-Corruption Agencies (ACAs) in Sri Lanka, Bangladesh and Nepal. According to this study, The Nepalese ACA has a higher level of trust than Bangladesh and Sri Lanka which is earned by targeting mainly lower level, civil servants. Even though, these three countries indicate that the ACA's low level of effectiveness is seen in curbing corruption, trust level varies.

2.2.5.3 Citizens Trust in African Countries

The study administrated in 36 African countries by **Michael Bratton and Gyimah-Boadi (2016).** This study has described cross-country variations in the status of citizens' trust in executive agencies, legislative and electronic institutions and analysis links between trustworthy institutions and selected development outcomes. In this study, data were collected from almost 54000 interviews in 36 countries (Afrobarometer Dispatch). The major finding of this study that across 36 countries in 2014/2015, Africans citizens express more trust in informal institutions such as religious and traditional leaders (72% and 61% respectively) than in the formal executive agencies of the state (on average 54%). And also authors said, citizens are quite trustworthy in the national army and state presidency (i.e. Niger and Burundi) compared with legislative and electronic institutions. Throughout the study, it appeared that people trust informal institutions more than formal ones.

2.2.5.4 Citizens' Trust in European Countries

The study administrated in 25 European countries by **Slomczynski and Janicka (2009)**, this study has described trust in parliament, political parties, and the judiciary in European countries. These studies are measured by socio-demographic factors: education, occupation, and income. These analyses are based on data from the European Social Survey (Round 3, 2006).The main finding of this study is that trust in democratic institutions is greater in "old democracies" of Western Europe (i.e. UK) than in the post-communist countries of Central and Eastern Europe (i.e. Czech Republic, Hungary, Slovakia, and Slovenia). Throughout the study, it appeared that the status of trust high/statistically significant in European countries, on the

other hand, the high level of trust in public institutions will ensure democracy and economic development.

Table 2.1: Summary of Literature Review

Name of Authors	Major Finding
Trust	
Fukuyama (1995)	Increasingly come to be a number of social phenomena, it is significant factor promotes civic engagement, community building.
Citizens' Trust in Sri Lanka	
Umadevi (2015)	The level of patient's trust with health institution in Nuwara-Eliya was medium level, and majority (Sinhala) patients had more trust than other minority patients (Muslims and Tamils).
Ramesh and Umadevi (2016)	The ethnic majority has more trust in public institutions than minority- identity.
Citizens' Trust in Bangladesh	
Anisuzzaman (2012)	Old aged employees are more trustworthy than middle age employees, and less educated employee show high trust in co-workers and the highly educated employees show less trust in co-workers.
Jamil, Aminuzzaman, Haque and Ahmed (2016)	The citizens of Bangladesh have high trust in public institutions and in present life; almost 50 percent opined that they were moderately satisfied.
Citizens' Trust in Bangladesh and Nepal	
Jamil and Askvik (2013)	In Bangladesh half of the citizens trust the civil service, it is 59 percent in Nepal.
Citizen's Trust in Bangladesh, Sri Lanka and Nepal	
Baniamin and	The Nepalese Anti-Corruption Agencies has a higher level of

Jamil (2017)	trust than Bangladesh and Sri Lanka.
Citizens Trust in African Countries	
Bratton and Boadi (2016)	People trust informal institutions (religious and traditional leaders) more than formal ones.
Citizens' Trust in European Countries	
Slomczynski and Janicka (2009)	The status of trust high/statistically significant in European countries.

The above existing literature explain that many research works have been conducted regarding the level of citizens' trust in public institutions, citizens perceive the roles of public officials, and some of them give the theoretical knowledge, empirical data and practical challenges of low level trust in public institutions. Even though there have been so many researches on citizens' trust, and those researches focused only some specific or selected public institution level of trust. Not many studies have focused on the holistic viewpoint of similarities and differences in trust in public institutions comparing Sri Lanka with Bangladesh. Therefore, this study attempts to map citizens' generalized trust in public institutions in two countries such as Sri Lanka and Bangladesh. Moreover, this research is different from the earlier research and fulfills the research gap. Finally, this research will develop a better understanding of the gaps that exists. The next step explains theoretical discussion of trust.

2.3 Theoretical Framework

Choosing theoretical framework is one of the vital aspects of research, which can help to verify our research finding and analysis. Neuman (2014:56) explain that an explicit and clear discussion of the theory helps to produce better designed, better conducted and an easier way to understand the study and it is a logically connected set of general propositions that establishes a connection between two or more variables. Trust research has proposed to apply some related theories such Social Capital Theory, Cultural Theory, Institutional Theory, Rational Choice Theory. But,

the trust research is yet to have any general theory to be used as a base or platform on which trust research may progress. Thus, the problem of having no general theories on trust, but trust is a derivative of social capital. There are instrumental perspectives of trust as well as socio-cultural perspectives of trust. Therefore, this study highlights some basic broad theories of citizens' trust such as social capital theory (SCT) and cultural theories (CT). These theories have vastly different approaches to explaining why generalized trust occurs in public institutions.

2.3.1 Social Capital Theory

Trust affects the achievement of institutional goals. Because trust is having a close relationship with economic growth, national development, and social capital, that is considered to enable citizens of society to be confident with each other and form new groups (Fukuyama 1995). In addition, more scholars have proven that trust in institutions improves the level of public policy acceptance, reduces information processing cost, increased satisfaction, reduces uncertainty and reduces administrative costs.

Trust is the glue of all society together; it is linked to wider more popular concept called social capital. The term 'social capital' is used very broadly. The concept of social capital existed ever since small communities formed and humans interacted with the expectation of reciprocation and trust (Platteau 1994; Moore 1994). According to James Coleman (1988: 98), "Social capital is defined by its function. It is not a single entity but a variety of different entities, but with two elements in common: they all consist of some aspects of social structures, and they facilitate certain actions of actors…" In his application of the idea of social capital, he considers the lower-level structures of ongoing relationship, family, and work group (personalized or generalized). Robert Putnam, who first identifies social capital as "features of social organization, such as trust, networks, and norms, that can improve the efficiency of society by facilitating coordinated actions and improve cooperation for mutual benefit" (Putnam 1993: 167). He later reformulated this definition, arguing that social capital refers to "connections among individuals –

social networks and the norms of reciprocity and trustworthiness that arise from them" (Putnam 2000: 19). Social capital resources include trust, norms, diversity, demographic diversity, and networks of an association representing any group which gathers consistently for a common purpose. Social capital is essential for the formation and maintenance of democracy and satisfaction with government and political engagement (Putnam 1993).

Putnam (1993) suggests that the "social capital embodied in norms and networks of civic engagement seems to be a precondition for economic development as well as for effective government". He argues that social capital underpins good government and economic development, as such trust has a positive impact on social life, which is illustrated by how networks of civic engagement foster solid norms of generalized reciprocity, as well as civic networks also help coordination and communication and magnify information about the trustworthiness of other members.

Over the last few decades, we have seen an extensive growth in the literature concerning trust and it has become an important part of studying economic growth, development, good governance and civic engagement as well as social capital (Jamil and Askvik, 2015). Because, the culture, values of public groups and political participation will increase social capital- like trust, cooperation, and interaction, which leads to the development of democracy and economic prosperity (Putnam 1993).

The social capital concept argues that intentional organizations that bridges important social differences will help to generalized social trust between social groups (Delhey and Newton 2014) and generalized trust has focus on the social capital, civic attitudes and behaviors (Fukuyama 1995). The concept of social capital has become a household word in economics because social capital related to features of social organization and citizen's everyday life. Keele (2004: 16) argue that the social capital, as such, has a significant and strong effect on trust in government apart from, and along with, government performance. According to Kim (2005), the social capital theory emphasized, a social network recognized by associational

engagement such as voluntary organization and the other, reciprocal norms and trust between citizens. The social capital theory can be used to argue that in societies where people are in general trust over other people (Fukuyama 1995).

Putnam (1993) claim that social capital, in particular, is directly connected to trust and impossible to achieve without trust. Social capital is considered an essential tool for creating democratic governance. Social capital in the form of civic engagement and trust-based relationships leads to democratic governance (Putnam 1993; 2000). In this sense, social capital is associated with a set of largely informal relationships that may help the achievement of high trust. Social capital and trust are highly systemic in two countries with a strong institution and individual relationships such as hierarchical control, power distance, ethnicity, cultural relationships, etc. Indeed, the higher social capital in society can enhance the level of citizens' trust in public institutions.

The level of trust can be taken into consideration. Because the level of trust in the society may act as a proxy indicator of social capital (Putnam 2001), citizens' trust discussed extensively in social capital, which is one of the dimensions of trust (Offe 1999). Similarly, Blomkvist (2001) argues that if one has data on trust, one is in a better position to say something on social capital. When using a trust to measure social capital, the perceived trustworthiness of fellow citizens is often considered. Two conceptions of trust are put into consideration such as generalized trust and particularized trust.

However, Trust glues all society together. The social capital covers human interaction, rang and intensity of network of relationship. The social capital and trust are highly systemic and social capital has been defined and measured as generalized trust. When using trust to measure social capital, the perceived trustworthiness of fellow citizens is often considered. Thus, social capital is a trusting relationship. Higher social capital in society can enhance the level of citizens' trust in public institutions. Conversely, there is no single social capital theory, infect, this are many contradicting and confusing theory that tries to explain social capital.

2.3.2 Cultural Theory

This theory was developed by Mary Douglas, Michael Thompson, and Aaron Wildavsky. The cultural theory begins with an analysis of how we understand and assess risk and how we make decisions predicated on that understanding and assessment (Cultural Theory n.d.). The cultural theory has evolved over the past 20 years to become an important framework for understanding how people in society tend to perceive and interpret danger and build trust or distrust in creating institutions (Tansey and O'riordan 2007). The cultural theory appears to have more relevance to policy-making and governance (Marco 2005).

The cultural theories are divided as subsets between macro and micro variants. The macro-cultural theories emphasize the variation in trust among individuals within societies; micro-cultural theories focus on variation in political trust within as well as between societies (Mishler and Rose 2001). The cultural theories of trust differ from the institutional theories mainly because they discard all political factors in the trust relationship between individuals and public institutions. It is in many ways closely related to generalize trust and it is emphasizing exogenous determinants of trust in public institutions (Mishler and Rose 2001).

Cultural theory argues that there are four ways of organizing, perceiving, and justifying social relations: 1) the hierarchical (e.g. the Government), 2) the egalitarian (e.g. Greenpeace), 3) the individualistic (e.g. the markets), and 4) the fatalistic (nothing will make any difference), these four are called as a "way of life" (Marco 2005; Cultural Theory n.d.). In addition, Macro (2005) argues that the cultural theory's four ways of organizing, which includes patterns of both trust and distrust. The fatalism, which is mainly distinguished by high levels of various forms of distrust of the willingness of people to cooperate, but on the other hand other three ways, which incorporate both patterns of trust and distrust (Macro 2005). In this case, cultural theory includes patterns of both trust and distrust and it continues to be of value. Therefore, the cultural theory will provide a more useful and satisfactory framework for studying the generalized trust.

Cultural theories consist of six sub-theories; societal theory, success and well-being theory, individual personality theory, social network theory, social voluntary organization theory and community theory (Delhey and Newton 2003). The six main culturally based theories of the determinants of trust test them against survey data from seven societies such as: Spain, Germany, Slovenia, Hungary, Switzerland and South Korea between 1999 and 2001. Generally, these six theories are supported to some degree by survey data provided by the World Values Studies and the American General Social Survey, which suggest that social trust is measured through in term of money, status, and high levels of job and life satisfaction, and subjective happiness (Delhey and Newton, 2003).

Three of these theories do well in explaining trust; societal conditions theory, social networks theory, and success and well-being theory (Delhey and Newton, 2003). The societal theory is tested by relating variations in trust between income groups, class, and nationals groups and satisfaction with democratic institutions. Similarly, success and well-being theory can be tested by analyzing the relationship between social trust and a set of socio-demographic factors such as: income, social status, education, satisfaction with life, job satisfaction, happiness, and anxiety (Delhey and Newton, 2003).

Generally, these theories associated with trusts such as individual characteristics, and socio-demographic features. And also these theories run in equivalent with different interpretations of the concept of trust itself. Therefore, this research will include these theories because of the variables that are connected to the institutions.

However, this research will rely on social capital theory and cultural theories. These theories use different approaches to explaining why generalized trust occurs in public institutions and these two theories will provide a more useful and satisfactory framework for studying the generalized trust. The next step explains analytical framework.

2.4 Analytical Framework of the Study

The analytical framework given in figure 2.1 is based on the basis of literature review and theoretical framework. The analytical framework of this study displays a link between citizens' trust in public institutions (dependant variable) and Socio-demographic factors: living area, age, gender and ethnicity/religion and performance of institutions (independent variables). These analytical frameworks use measures of the cultural theory (socio-demographic factors of citizen) and social capital theory (performance of institutions) to map citizens' generalized trust in public institutions in Sri Lanka and Bangladesh.

Figure 2.1: Analytical Framework
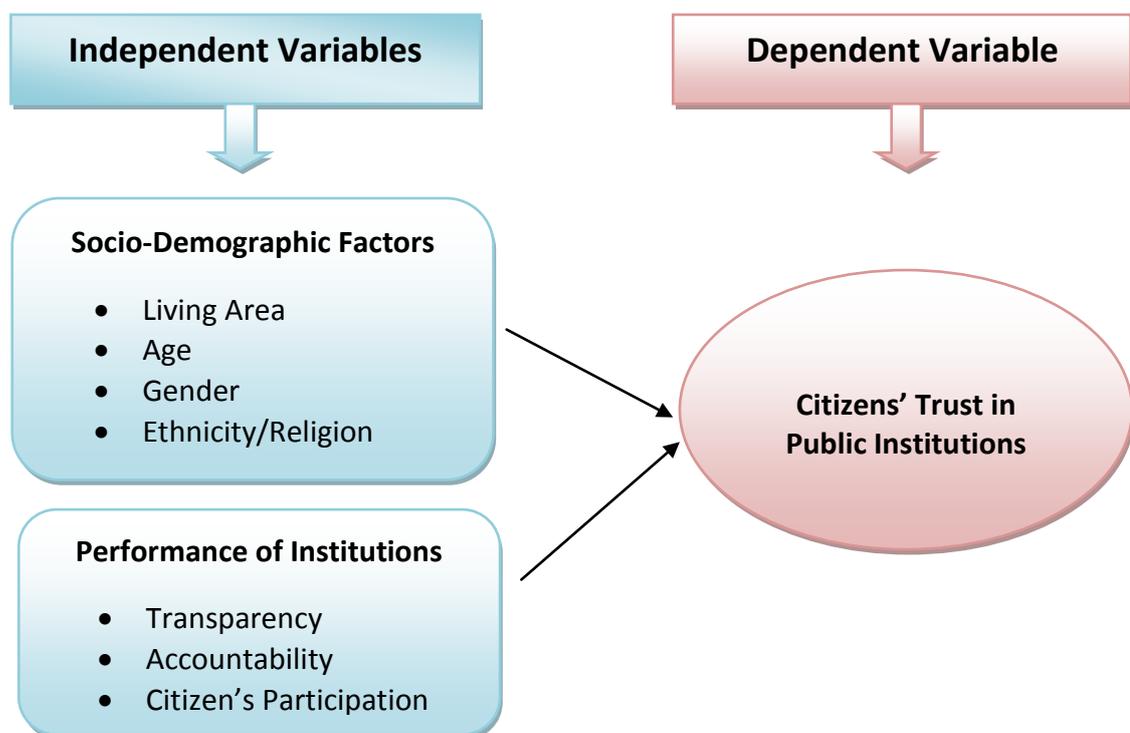
2.4.1   Dependent Variable: *Citizens' Trust in Public Institutions*

Trust has been studied in many public and social institutions. Trust in public institution varies extensively, which has been studies in numerous public institutions. Globally, the issue of low and decreasing levels of trust in many public institutions is significantly debated. The trust citizens have in public institutions may foster democratic practices and facilitate better provision of public services. The citizens'

trust in public officials is an indication of a political regime's legitimacy. It is an essential lubricant for the workings of any political system (Bratton and Boadi 2016). According to Jamil and Askvik (2013) citizens' trust is an essential tool for a successful public, social institutional development, implementing policies. In this sense, the citizens' trust in public institutions has been serious among the civil servants, politicians, stakeholders and citizens. And also it is an important indicator for demonstrating generalized institutional trust.

This thesis tries to find out what is the state of generalized trust on public institutions (parliament, political parties, police, civil service and judiciary) in Sri Lanka and Bangladesh? And what factors are responsible for variations in trust in two countries? This is operationalized through the data from the country wide questionnaire survey conducted in 2015 in Sri Lanka and Bangladesh; it has concerns over the citizens' trust in a number of public institutions.

The questionnaire survey 2015 contains question relating to citizens' trust in several institutions such as parliament, police, civil service, judiciary, etc. In this survey, dependent variable is citizens' trust in public institutions, which measure citizens' perception of public institutions, by a question that asks how much confidence you have in parliament? The response set consisted of 5 categories (1-None at all, 2-Not very much confidence, 3-Quite a lot of confidence, 4- A great deal of confidence and 9-Don't know). That is, 3 and 4 referred to having high trust in the public institutions and 1 and 2 referred having low trust in the public institutions. Therefore, a higher score indicated (3 and 4) a higher level of trust in the institutions. The dependent variable here concerns the relationship of trust in public institutions with the assessment of socio-demographic factors and performance of institutions. This thesis analyzes trust in parliament, police, civil service and the judiciary in Sri Lanka and Bangladesh.

2.4.2 Independent Variables

2.4.2.1 *Socio-demographic factors*

The socio-demographic factors (provinces/regions, age, gender and ethnicity/religion) developed as independent variables on the basis of previous trust related studies and related theories such social capital and cultural theories.

Hypothesis: Socio-demographic variable leads the variation in citizens' trust in Sri Lanka and Bangladesh.

Gender: Male and female citizens have different behavior, norms, integrity in society. Gender is another demographic factor to analyze the expectation of trust based on the male and female categories.

Hypothesis: Female has more trust than male. (Gender)

Ethnicity/Religion: Ethnicity/religion is also a characteristic which explains the ethnic and religious difference and ethnic difference may generate a trust.

Hypothesis: Ethnicity/Religion has a significant effect on trust in Sri Lanka than Bangladesh.

Hypothesis: The majority have less trust than the minority. (Ethnicity/Religion)

Age: Age of the respondents is treated as one of the socio-demographic factors. Age of citizens is used to determine which age group of citizen has high trust in public institutions.

Hypothesis: A senior citizen has high trust than young citizens. (Age)

Living Area: Living area is a deciding factor at the level of citizens' trust in public institutions.

Hypothesis: Living area has a significant effect on trust in Sri Lanka than Bangladesh.

Hypothesis: More developed and modernization peoples have high trust than less developed people. (Divisions or Provinces)

2.4.2.2 *Performance of Institutions*

Transparency: Refer to the extent how much citizens have access to information in public institutions performance. The public institutions should be transparent in its functions and activities for general citizens.

Accountability: Refer to the obligation of an institution to account for its activities, accept responsibility for them. The accountability denotes that decision-makers in government, the private sector, and civil society organizations are accountable to the public, as well as to institutional stakeholders. It has three important dimensions: financial, political and administrative accountability. In this respect, civil servants have a clear idea as to what and to whom they are accountable and it is also intensive. That is the performance goals should be clearly defined and be measurable.

Citizens' Participation: This study uses the citizens' participation as a key indicator to assess the level of citizens' trust in selected public institutions. The people representatives should take over the responsibility of the citizens to shape public affairs because of ensuring the citizen-based governance in public institutions. Collaboration and partnership building to engage citizens, enhance governance, and maximize citizen trust in public institutions. Citizens must be actively engaged as part of innovation in policy and capacity building for governance and public administration. Strong community relationship, involving community stakeholders in countries, citizens' feedback, and suggestions are the mechanism for ensuring higher citizens' trust in public institutions.

The questionnaire survey 2015 contains question relating to citizens' trust in several institutions. In this survey, independent variables are socio-demographic factors and performance of institutions. Socio-demographic factor is measure by a question that asks socio-economic background of the respondent. The performance of institutions measures citizens' perception on the performance of public institutions in terms of accountability, transparency and citizens' participation, by a question that asks "to

what extent do you consider the performance of public institutions in term of accountability, transparency and citizens' participation"? The response set consisted of 5 categories ranging 1 to 5. That is, 1 referred to very low performance in public institutions and 5 referred to very high performance in public institutions. These two independent variables correlate with dependant variable.

2.5 Hypothesis

The following hypothesis is derived on the basis of the theoretical framework of this study.

H1: Ethnicity would have a significant effect on trust in Sri Lanka than   Bangladesh

   H1 $_{(a)}$: The majority has less trust than the minority

H2: Living area would have a significant effect on trust in Sri Lanka than Bangladesh

   H2 $_{(a)}$: More developed and modernized people have high trust than less developed people

H3: Socio-demographic variable leads the variation in citizen's trust in both countries

   H3 $_{(a)}$: Senior citizen has high trust than young citizens

   H3 $_{(b)}$: Age would have a great effect on trust

   H3 $_{(c)}$: Female would have more trust than male

H4: The level of trust in public institutions moderately high in Sri Lanka and Bangladesh

2.6 Conclusion

This chapter has explained the related literature review, theoretical implications, the developed analytical framework and the formulated hypothesis for this study. The following chapter will present the methodological framework used in this study in order to analyses within the analytical framework.

Chapter 3
Methodological Framework

3.1 Introduction

This chapter presents the research approach, research design, research method, data collection and data analysis. Next, I discuss and explain why I have chosen Sri Lanka and Bangladesh to make a good comparison and why I have chosen a quantitative research method. This study considers country wide questionnaire survey data (Sri Lanka and Bangladesh) as the source of data collection.

3.2 Research Design and Research Approach

A research design and approach is a plan for the research, meaning that the way of data collection, analysis, and interpretations. The approach to the study is in large part shaped by the nature of the research problem and the issues it undertakes (Creswell, 2014). This study's research problem investigates, why internal dynamics (governance, socio-economic status, religious, ethnic dominant) emerges from the institutional trust in public institutions in Sri Lanka and Bangladesh and lays the ground for a quantitative approach and method. This study adopts a quantitative approach because a quantitative approach uses large samples gives the opportunity to see a bigger picture and generalize to a larger population. This study uses a comparative method. This research approach is a deductive method, which means that it tests the theory and hypothesis. Statistical analysis also gives me the opportunity to test the hypotheses for the study as well as theories surrounding the field of trust.

3.3 Quantitative Comparative Study

The study is based on a comparative research method because this study compares one relatively successful country with another country. Therefore, this comparative method allows me to see the causal relationships found in the statistical analysis in relation to their natural environment and the actual situation in either Sri Lanka or

Bangladesh. This can strengthen the results from the correlations and regression models.

3.4 Unit of Analysis

The study includes three units of analysis. The first unit of analysis is citizens' generalized trust, the second unit of analysis is the four selected public institutions (parliament, political parties, judiciary, police, and civil service), and the third unit of analysis is two countries (Sri Lanka and Bangladesh). All the units of analysis are interrelated to one another. Overall, the unit of analysis of this study is the citizens' institutional trust in four public institutions in Sri Lanka and Bangladesh.

3.5 Data Collection

Data gathered by using secondary sources. This study mainly used secondary sources of data based on a country wide questionnaire survey conducted in 2015 in Sri Lanka and Bangladesh. The survey data was conducted by Master of Public Policy and Governance (MPPG) under the NORHED project. In the case of Sri Lanka data was collected by the University of Peradeniya, Sri Lanka, similarly, in the case of Bangladesh data was collected by North South University, Bangladesh. Moreover, data gathered through official documents such as administrative reports, published books, research reports, symposium proceedings, journal articles will be used to review the existing literature on citizen's trust in the context of different countries. Further secondary sources will be analyzed to find out similar research findings to make it more viable.

3.6 Sample Size

The sample size of this study is in Sri Lankan context 1398. The samples were collected from 12 districts such as Ampara, Kalutara, Kurunegala, Ratnapura, Anuradhapura, Badulla, Kandy, Colombo, Galle, Jaffna, Vavuniya and Nuwara Eliya. In the case of Bangladesh, the total number of respondents were 2748 on the data set. The samples were collected from 22 districts such Bandarban, Bhola, Bogra, Chandpur, Chuadanga, Cox's Bazar, Dhaka, Gaibandha, Gopalganj, Khulna,

Madaripur, Meherpur, Moulvibazar, Mymensingh, Natore, Netrakona, Nilphamari, Pirojpur, Rajshahi, Sherpur, Sunamganj, and Thakurgaon.

Table 3.1: Respondent's demographic Profile

Profile	Sri Lanka	Bangladesh
Gender *Male* *Female*	680 (48.6%) 718 (51.4%)	1379 (50.2%) 1368 (49.8%)
Age *Min. - Max.*	17-88	17-100
District	12	22
Religion *Muslim* *Hindu* *Buddhist* *Christian* *Others* *Not answered* *Missing*	144 (10.3%) 263 (18.8%) 935 (66.9%) 54 (3.9%) - 2 (0.1%) -	2445 (89.0%) 212 (7.7%) 50 (1.8%) 31 (1.1%) 3 (0.1%) - 7 (0.3%)
Education *Illiterate* *Literate* *Primary Level* *Secondary Level* *Graduation/ Post-graduation* *Others* *Not answered* *Missing*	21 (1.5%) 71 (5.1%) 214 (15.3%) 898 (64.2%) 176 (12.6%) 17 (1.2%) 1 (0.1%) -	671 (24.4%) 498 (18.1%) 550 (20.0%) 867 (31.5%) 161 (5.9%) - - 1 (.0%)
Occupational Status *Working/Employee* *Self-employed* *Unemployed* *Retired* *Student* *Housewife* *Not answered* *Other* *Missing*	580 (41.5%) 194 (13.9%) 88 (6.3%) 115 (8.2%) 51 (3.6%) 365 (26.1%) - 3 (0.2%) -	820 (29.8%) 428 (15.6%) 104 (3.8%) 45 (1.6%) 98 (3.6%) 1218 (44.3%) 34 (1.2%) - 1 (.0%)
N	**1398**	**2748**

3.7 Data analysis

After the data is collected, the different techniques will be organized, processed, and analyzed by using different statistical tools with the help of SPSS. In order to analyze statistical data SPSS program will be used in processing and analyzing the data. This allowed me to do all from the very simple analyses like a univariate analysis of all my variables (both dependent and independent) through descriptive statistics, correlation analysis, and regression analysis. It will be presented using texts, tables, charts, figures, and percentage. The hypotheses related to socio-economic background will be tested by using Chi-square test to find out whether hypothesizes are statistically significant or not. Further, the correlation and regression analysis will be used to establish the relationship between performance variables and the dependent variables and related hypotheses used in this research.

3.8 Why Sri Lanka and Bangladesh?

The reason for choosing these two countries (Sri Lanka and Bangladesh) is their similarities in economic performance and cultural compositions, and the differences in their geographical placement and historical factors. Sri Lanka and Bangladesh have different governance contexts, including variations in geography, population, history, and religion. For instance, religiously, Sri Lanka is a Buddhist dominant country, Bangladesh is Muslim dominant country. Sri Lanka has ethnicity/language/religion diversity; Bangladesh is highly homogeneous in terms of language, ethnicity, and religion.

However, given Sri Lanka and Bangladesh experiences with similarities in almost all the indices of human development report by UNDP (especially human development index [HDI], level of trust in national government, gender development index [GDI]), democratic political systems, globalization, economic crises, multiple government reforms, and decentralization, culture, political systems, economic development, democratization, the function of public institutions, oppositional representation in parliament, etc.

3.9 Conclusion

The methodological framework of a research should give a detailed presentation and discussion of how one has planned and followed through with the data collection and analyses of the quality of the data. In this study, I have chosen quantitative comparative method because it will help to find the best answer for research questions and it will help to generalize the finding of this study. The study will be done using SPSS analysis and data especially based on county-wide questionnaire survey data by NORHED project.

Chapter 4

Empirical Findings and Analysis

4.1 Introduction

This chapter presents the outcome of statistics data analyses in SPSS. This contains three components. The primary component is supplying the discovery from the descriptive information, which provides both the frequencies table and the descriptive statistics table for dependent and all of the independent variables. The second component is correlation analyses, which presents all of the correlations in a single table between dependent and independent variables. Regression models are the final component of this chapter, which supplies of three models. The entire tables for the descriptive statistics, correlation and regression analysis may be observed in this chapter four and five. Findings inside the regression models for every collection of independent variables will be discussed separately before I finish with a quick discussion of all of the independent variables' impact on institutional trust. The subsequent chapter explains a further analysis and discussion of my findings.

4.2 Descriptive Statistics

4.2.1 Dependent variable: Trust in public institutions

The dependent variable of belief in public institutions will be measured by means of the following question: "How much confidence you have in following public institutions in Bangladesh and Sri Lanka?" This is a way to compute the institutional trust. These records offer many public and social institutions in Sri Lanka and Bangladesh, However, this study selected best five public institutions as a dependent variable such as the parliament; the police; the political parties; the judiciary; and civil service. The dependent variable belief in public institutions is presented in the data set. It is far functionalized on a four point scales, in which response classification varieties (1); not very much confidence (2); quite a lot of confidence (3); and a great deal of confidence (4). The above variables had been used as signs to assess the level of citizens' trust in public institutions in Sri Lanka and Bangladesh.

When considering the frequencies and descriptive facts for the dependent variable about the trust within public institutions, the first consideration is that the variety of legitimate answers remarkably drops for Bangladesh than Sri Lanka. Only 77.7 percent of the feedback is valid in Bangladesh, whilst the variety for Sri Lanka is 99.9 percent. The numbers from Sri Lanka may consequently be extra legitimate for generalization as it is a much greater example. We need to flip the real numbers with greater importance for trust. As referred to above, the trust index is computed from the values for trust in the diverse public institutions. The values supplied here is consequently the overall wide variety of solutions for each value in addition to the combined average for trust in public institutions. As a way to abbreviate a little, I have divided the trust index in two with the lower half representing low trust and the higher half representing high trust. Low trust includes the values from "not at all" to "not very much confidence", at the same time as high trust consists of the values from "quite a lot of confidence" to "a great deal of confidence".

Respondents express 42.7 percent of low trust and 47.2 percent of high trust for Sri Lanka. And we see that 52.4 percent show high trust though 25.3 percent express low trust for Bangladesh. We need to additionally have a look at the valid percentage which is 47.5 percent for low agree with and 52.5 percent for high trust in Sri Lanka. We see valid percentage which is 32.5 percent for low trust and 67.5 percent for high trust for Bangladesh. The reality that the majority of the population expresses low trust is unexpected and that there seems to be lower trust in Sri Lanka than in Bangladesh is even more unexpected.

Table 4.1: Trust in Public Institutions in Bangladesh and Sri Lanka (percent distribution)

	Frequency		Percent		Valid Percent	
	Bangladesh	Sri Lanka	Bangladesh	Sri Lanka	Bangladesh	Sri Lanka
Low Trust	693	598	25.3	42.7	32.5	47.5
High Trust	1441	661	52.4	47.2	67.5	52.5
Missing	614	139	22.3	9.9		
N	2748	1398	2748	1398	2748	1398

Respondents were asked:

How much confidence you have in following public institutions in Bangladesh and Sri Lanka?

a)the Parliament; b) the Police; c) the Political Parties; d) the Judiciary; e) the Civil Service: The answer alternatives varied from 1 to 4 where 1 referred to is it a not at all; 2- not very much confidence; 3- quite a lot of confidence; 4- a great deal of confidence.

Almost fifty percentage clusters are around middle of the index in Sri Lanka. The average reply for Sri Lanka is 2.60 that mean that half of the respondents in Sri Lanka reply that they trust the public institutions quite a lot of confidence or a great deal of confidence. This is right in the low score of the scale. The ordinary institutional trust is barely higher with 2.80 in Bangladesh. Therefore maximum respondents in Bangladesh seem to have quite a lot of confidence or a great deal of confidence (high trust) within the public institutions. This has stated that low level scores for trust in public institutions in both countries (mean scores: respectively 5.53 and 2.68). However, respondents in Bangladesh show a relatively higher level of trust in public institutions than Sri Lanka.

The following table features descriptive figures from all included dependent variables. Such as: the trust index, mean, median, standard deviation and total amount of valid number.

Table 4.2: Descriptive statistics for trust in Public Institutions in Sri Lanka and Bangladesh

	Mean		Median		Std. Deviation	
	Bangladesh	Sri Lanka	Bangladesh	Sri Lanka	Bangladesh	Sri Lanka
Trust Index	2.68	5.53	2.80	2.60	.621	11.029
Valid N	2134	1396	2134	1396	2134	1396

In Bangladesh, trust in public institutions is higher than in Sri Lanka, because of this, most people (42.7%) of Sri Lankan citizens state low trust though a massive majority of citizen's in Bangladesh trust the public institutions. But, the lowest levels of trust

in public institutions were recorded in citizens of Sri Lanka than Bangladesh. Nearly half of the citizens express lower trust in public institution and the same time half of citizens express higher trust in public institutions in Sri Lanka. These findings addresses my first research question, what is the state of generalized trust on public institutions (parliament, political parties, police, civil service and judiciary) in Sri Lanka and Bangladesh?

4.2.2 Independent Variables

The socio-demographic factors (living area, age, gender and ethnicity/religion) and performance of institutions are industrialized as independent variables on the premise of previous trust associated studies and related theories such as social capital and cultural theories. Those variables are straightforwardly coded.

4.2.2.1 Socio-Demographic Factors: Age

Age of the respondents was handled as one of the socio-demographic elements. Age of citizens is used to decide which age group of citizen high trust in public institutions. In term of age, citizens from numerous age groups between 17 and 100 denoted in the survey in both countries. The respondents are between 18 to 88 years old with median age being 42 years in Sri Lanka. However, median age is 38, the eldest respondent is 17 years old and oldest respondent is 100 years old in the context of Bangladesh. For you to simplify a bit, I have divided the age cluster in to two stages with the junior citizens and senior citizens. Junior citizens consists of the age 18 to 49, even as senior citizens encompass the age more than 50 years old. According to Sri Lanka survey data, 68 percent is junior citizens and 32 percent is senior citizens. However, 77.5 percent respondent is junior and 22.5 percent senior citizens in Bangladesh.

Almost 53 % of senior citizens (50+years) showed high trust while this number is 47% for the junior citizens (18-49 ages) in Sri Lanka. Similarly, 67% of senior citizens showed that they have high trust while the number is 33% for the junior citizens.

This figure presents that there is positive relation between the age of the respondents and level of trust in public institutions.

4.2.2.2 Socio-Demographic Factors: Gender

Male and female citizens have different behavior, norms, integrity in society. Gender has some other demographic factor to research the anticipation of trust based totally on the male and female groups. Gender percentage is nearly same in both countries. 49 percent male and 51 percentages female have been the participants in Sri Lanka. Alternatively male and female equally participated in Bangladesh.

In term of gender it shows that male has high trust than female in both countries. In Sri Lanka, 49.5% female has high trust in key public institutions. On the other hand male has 50.5% has high trust. In Bangladesh, 49.6% female has high trust, whilst 50.4% male high trust in public institutions. However, in comparing the two countries in term of gender, the highest number of respondent in Bangladesh trust more in public institutions than Sri Lanka (See table below).

Table 4.3: Trust Level in Public Institutions: In term of Gender

| | Confidence in Public Institutions | | | | | |
| | Low Trust | | High trust | | Total | |
Gender	SL	BAN	SL	BAN	SL	BAN
Female	309 (49.5%)	311 (33%)	329 (51.5)	635 (67%)	638	946
Male	289 (46.5%)	382 (32%)	332 (53.5%)	804 (68%)	621	1186
Total					1259	2132

4.2.2.3 Socio-Demographic Factors: Ethnicity/religion

Ethnicity/religion is a characteristic and it is the reason for the ethnic and religious variance and ethnic difference may additionally generate a trust. 69 percent respondents are Buddhist, 12 percent Sri Lankan Tamil, 9 percent Indian Tamil and Muslims are 10 percent according to the survey records in Sri Lanka, while, 89

percent respondents are Muslims; Hindu, Buddhist and Christian are rest of the respondent in Bangladesh. However, Sri Lanka is a Buddhist dominant country and Bangladesh is Muslim dominant country. Sri Lanka has diversity in ethnicity, language, and religion, while in Bangladesh it is enormously homogeneous in terms of language, ethnicity and religion.

Table 4.4: Ethnic and Religion Background of the Respondents

Sri Lanka			Bangladesh		
Ethnic Group	**Count**	**%**	**Religion Group**	**Count**	**%**
Sinhalese	968	69.2	Muslim	2445	89.2
Sri Lankan Tamil	164	11.7	Hindu	212	7.7
Indian Tamil	121	8.7	Buddhist	50	1.8
Muslims	144	10.3	Christian	31	1.1
Others	1	.1	Others	3	.1
Total	1398	100	Total	2741	100

The minority have high trust than the majority in key public institutions in both countries. In context of Sri Lanka, Indian Tamil peoples have high trust (more than 80%) than other ethnic group. On the other hand Hindu and Buddhist have high trust (more than 80%) than Muslim (Majority) peoples in Bangladesh (See table below). These results explain my research objective, to map citizens' generalized trust on public institutions in Sri Lanka and Bangladesh having different ethnicity/religion. However, among the key public institutions, they have similarities and differences in both countries. The civil service (almost 70%) and the judiciary (almost 80%) have similar result (high trust) in all kind of ethnicity and religion in both countries. Though, Sinhalese has less trust in parliament (71%) than other ethnic group in Sri Lanka. But, Muslims has high trust in parliament (78%) than other religions. In case of political parties both countries are less confident, though, 84% of Sinhalese have low trust in Sri Lanka. 47% of Muslims has less trust in Bangladesh in term of political parties. The minority have high trust than the majority in police in both countries. Overall, the minority have high trust than the majority peoples (Sinhalese-Sri Lanka and Muslims-Bangladesh) in both countries.

Table 4.5: Trust Level in Public Institutions in Sri Lanka

Ethnic Group in Sri Lanka	Parliament		Civil Service		Political Parties		Judiciary		Police	
	Low	High	Low	High	Low	High	Low	High	Low	High
Sinhalese	71%	29%	37%	63%	84%	16%	23%	77%	58%	42%
Sri Lankan Tamil	25%	75%	21%	79%	52%	48%	13%	87%	42%	58%
Indian Tamil	19%	81%	14%	86%	61%	39%	0%	100%	12%	88%
Muslims	25%	75%	26%	74%	52%	48%	10%	90%	35%	65%
Total	56%	44%	32%	68%	75%	25%	18%	82%	50%	50%

Table 4.6: Trust Level in Public Institutions in Bangladesh

Religions in Bangladesh	Parliament		Civil Service		Political Parties		Judiciary		Police	
	Low	High	Low	High	Low	High	Low	High	Low	High
Muslims	22%	78%	28%	72%	47%	53%	22%	78%	56%	44%
Hindu	9%	91%	15%	85%	39%	61%	14%	86%	42%	58%
Buddhist	24%	76%	0%	100%	81%	19%	13%	87%	84%	16%
Christian	14%	86%	27%	73%	36%	64%	18%	82%	41%	59%
Total	21%	79%	27%	73%	47%	53%	21%	79%	55%	45%

4.2.2.4 Socio-Demographic Factors: Living Area (Divisions or Provinces)

These sample are from Sri Lanka in 1398. In order to attain a sample representative of the citizens, data were collected from urban, rural and estate areas in both countries. The samples have been gathered from 12 districts such Ampara, Kalutara, Kurunegala, Ratnapura, Anuradhapura, Badulla, Kandy, Colombo, Galle, Jaffna, Vavuniya and Nuwara Eliya in Sri Lanka. The full range of respondents changed into 2748 at the records set in the case of Bangladesh, the samples had been amassed from 22 districts such Bandarban, Bhola, Bogra, Chandpur, Chuadanga, Cox's Bazar, Dhaka, Gaibandha, Gopalganj, Khulna, Madaripur, Meherpur, Moulvibazar, Mymensingh, Natore, Netrakona, Nilphamari, Pirojpur, Rajshahi, Sherpur, Sunamganj and Thakurgaon in Bangladesh. In Sri Lanka, living area divided into nine

provinces such North, East, West, South, Central, North West, North Central, Uva and Sabragamuwa. The majority respondents are from Western province. Whilst in Bangladesh living area is divided in to eight divisions such Dhaka, Chittagong, Rajshahi, Sylhet, Khulna, Barisal, Rangpur and Mymensingh. (See below table).

In case of Sri Lanka, the North (74%), East (89%) and Uva (70%) provinces have high trust than other provinces, especially North Central (26%), South (35%), West (51%) and Central (59%) provinces. The central and western provinces have more developed and modernized citied in Sri Lanka. But, Northern and Eastern provinces are war affected and less developed area and the majority is Sri Lankan Tamil and Muslims. As well as, Uva province has estate peoples (Most of the citizens are Indian Tamil). Therefore, the less developed and estate citizens have high trust than more developed and modernized provinces in Sri Lanka. In Bangladesh, Sylhet (95%), Barisal (90%), and Rangpur (80%) divisions have high trust than Dhaka (63%), Chittagong (61%) and other divisions. Consequently, more developed and urban division's citizens have less trust in public institutions in Bangladesh. In general, less developed provinces/divisions peoples has high trust than more developed/ modernized area in both countries.

Table 4.7: Trust Level in Living Area in Both Countries

Provinces in Sri Lanka	Trust Level		Divisions in Bangladesh	Trust Level	
	Low (%)	High (%)		Low (%)	High (%)
North	26%	74	Dhaka	37	63
East	11	89	Chittagong	39	61
South	65	35	Rajshahi	47	53
West	49	51	Sylhet	5	95
Central	41	59	Khulna	34	66
North Central	74	26	Barisal	10	90
Uva	30	70	Rangpur	20	80
Sabragamuwa	67	33	Mymensingh	34	66
North West	33	67			

Table 4.8: Descriptive statistics for the independent variables: Bangladesh and Sri Lanka compared

	Sri Lanka		Bangladesh	
	Mean Value	SD	Mean Value	SD
Socio-Demographic Variables				
Age	42.9	14.0	40.8	14.0
Gender	0.49	0.50	1.5	0.50
Ethnicity/Religion	1.6	1.0	1.1	0.49
Living Area	4.5	1.9	47.0	27.8
Performance of Institutions				
Transparency	7.5	16.1	3.4	1.9
Accountability	7.7	15.8	3.4	1.9
Citizen's Participation	8.5	17.0	3.4	1.9

4.2.2.5 Performance of Institutions: Transparency

Public institutions should be transparent in its tasks and activities; the empirical statistics data from both countries suggests that citizen's opinion to numerous shortcomings in transparent governance. The citizens predominantly showed a lack of transparency in regards to the financial management and service delivery of public institutions. The citizens' perceptions on the overall performance of public institutions were measured in terms of accountability, transparency and citizens' participation. The respondents were requested to indicate their opinion when it comes to the numerous actions of public institutions to compute the performance of institutions. The independent variable of transparency become measured via the subsequent question: "To what extent do you consider the performance of public institutions in term of transparency?"

This data gives a performance of many public and social institutions in Sri Lanka and Bangladesh, However, this learning carried out on associated public institutions. It is operationalized on a five point scale, in which reaction category level from 1 to 5 in which 1 referred to is it a very low; 2- low; 3- not low/not high; 4- high; 5- very high.

The above independent variables were used as signs to evaluate the level of citizens' trust in public institutions in Sri Lanka and Bangladesh.

To shorten a bit, the transparency variable is divided in to three level with the low level, Medium level and high level performance. Low level performance contain values from "very low", "low", not low/not high contain as a medium level, while high level performance consists values from "high" and "very high".

In case of Sri Lanka, The transparency variable tell us that 77 percent of the respondents' express medium level institutional performance, 13 percent of the respondent's express low institutional performance. While only 10 percent express high institutional performance in Sri Lanka, in Bangladesh, 67 percent of the respondents express medium level institutional performance. Although, 22 percent of the responded express low institutional performance in public institutions whilst only 11 percent agree that public institutions perform very well. However, most of the people generally agree on the subject that performance of public institutions is in the best possible way. As we see, the frequencies show that the highest answer in both is high and medium level. However, in Sri Lanka, the level of institutional performance is better than Bangladesh.

4.2.2.6 Performance of Institutions: Accountability

Accountability denotes that decision-makers in government, the public institutions are accountable to the general public, as well as to institutional stakeholders. Civil servants have awareness as to what and to whom they may be accountable and it is also demanding in this respect. This is the overall performance desires ought to be genuinely described and measured. The respondents were requested to signify their opinion with regard to the various activities of public institutions to calculate the performance of institutions. The independent variable of transparency turned into measured by the way of the following question: "To what extent do you consider the performance of public institutions in term of accountability?"

The accountability variable inform us that 80 percent of the respondents' show medium level institutional performance, simply 7 percent of the respondent's show low institutional performance in case of Sri Lanka. Whilst most effectively, 12 percent express high institutional performance in Sri Lanka and 67 percent of the respondents show medium level institutional performance in term of accountability in Bangladesh. Even though, 22 percent of the responded express low institutional performance in public institutions whilst only 11 percent approve that public institutions carry out thoroughly. But, most of the people typically agree to the subject that in term of accountability, overall performance of public institutions in the great feasible manner. The frequencies display that the highest answer in each is high and medium stage. However, in Sri Lanka the level of institutional performance is enhanced than Bangladesh.

4.2.2.7 Performance of Institutions: Citizen's Participation

This learning used the citizens' contribution as a key variable to evaluate the level of citizens' trust in the public institutions. Respondents have been requested to answer on the subject of citizens' participation, "What extent do you consider the performance of public institutions in term of citizen's participation?" The citizen's participation variable inform us that 78 percent of the respondents' precise medium level institutional performance in case of Sri Lanka, most effectively 8 percent of the respondent's express low institutional performance. At the same time as best 14 percent show high institutional performance in term of citizen's participation in Sri Lanka. 67 percent of the respondents show medium level institutional performance in Bangladesh. Only 12 percent agree that public institutions carry out thoroughly in term of citizen's participation. Although, 21 percent of the responds are express low institutional performance in public institutions. However, the majority usually agree at the matter that overall performance of public institutions in the satisfactory possible manner in time period of citizen's participation. The frequencies show that the best solution in each is high and medium level as we see. However, the level of institutional performance is better than Bangladesh in Sri Lanka.

The result was quite encouraging, when citizens from the region were requested in the survey about what quantity the chosen public institutions can keep the government servant into accountable, transparence, and citizens' participation. Greater than half of the people assume that public institutions perform quite well on their responsibility at the citizens. But, it's far clear that a selected amount of people in Bangladesh (greater than 25 percent) have disappointment of accountability, transparency and citizens' participation of public institutions. People are usually extra satisfied with the institutional performance in Sri Lanka than in Bangladesh. However, in both countries respondents express as equal level in a few public institution performance. The police man gets a rather lower performance in term of transparency in both nations. 50.4 percent in Bangladesh and 54.7 percent in Sri Lanka. The fact that the majority of the population express low performance is shocking and that there seems to be lower trust in term in police in both countries.

Table 4.9: Performance of Institutions in term of Transparency, Accountability and Citizens' Participation in Sri Lanka and Bangladesh

	Transparency		Accountability		Citizens' Participation	
	SL	BAN	SL	BAN	SL	BAN
Very Low + Low	13%	22%	7%	22%	8%	21%
Medium	77%	67%	80%	67%	78%	67%
High + Very High	10%	11%	12%	11%	14%	12%
N	1398	2748	1398	2748	1398	2748

4.3 Correlation Analysis

Indications will notify, of any connection between the dependent variable, institutional trust and the independent variables in the correlation evaluation and quite a few are linked with institutional trust as we have anticipated, but only the significant variables are covered. The causality does not clearly mention so it is no longer sure that the independent variables have any impact on trust. It can simply as nicely be the opposite way round. The first factor to notice when looking at the correlation analysis is that almost all variables associated with institutional principle are correlated with institutional trust, even as an alternative few, as a minimum for Sri Lanka, of the ones associated with cultural theories have a correlation with belief. The variables associated with institutional concept typically also have more potent correlations than those linked with cultural theories. A few variables are, as predicted, negatively correlated to institutional trust, like corruption.

4.3.1 Age

The correlations between belief index and the socio-demographic variables show that age has a significant relationship between public institutions and age for both Sri Lanka (0.100**) and Bangladesh (0.016). There is a significant positive relationship between age and citizens' trust because; p value (significance value) is less than .05. Each these correlations are valid because the significance value is 0.00 and the significance level is 0.05. In Sri Lanka p value is .00, [r (1393) = 0.10, p=.00]. In Bangladesh p value is .44 [r (2121) =0.01, p=.44]. The positive correlations among age and belief tell us that more experience could affect trust positively. Statistically it is proved that the difference of trust level is significant.

4.3.2 Gender

According to descriptive analysis, male have more trust than female. The statistical Chi-square test has been applied to test whether this difference is significant or not.

The correlation between gender and institutional trust has a negatively and significantly correlated with trust in both countries; In Sri Lanka, (-.059*), while Bangladesh is slightly higher, (-.057**). Although these two values seem different, But significant, the p value is less than .05. The *p* value in Sri Lanka, 0.02, [*r* (1394)=-.059*], in Bangladesh, 0.00, [*r* (2131)=-.057**]. The result shows that age and gender are insignificantly correlated with trust, these result little support the cultural theories.

4.3.3 Ethnicity/Religion

The correlations between trust index and ethnicity/religion show that for both countries are positively, in Bangladesh (.039) while Sri Lanka is slightly higher (.115**). Both these correlations are valid as the significance value is 0.00 and the significance level is 0.07. In Sri Lanka *p* value is .00, [*r* (1394) =.115**, *p*=.00]. In Bangladesh p value is .07 [*r* (2128) =0.039, *p*=.07]. There is a significant relationship between ethnicity and institutional trust in Sri Lanka because significant value is less than 0.05. Whilst, in Bangladesh, there is no significant relationship between religion and institutional trust because significant value is more than 0.05.

4.3.4 Living Area

Statistically, we see that Pearson Correlation value is -.153** which are negatively and significantly correlated with trust in Sri Lanka. Whilst, correlation value is .189** which is positivity significantly correlated with trust in Bangladesh. Both these correlations are valid as the significance value is 0.00. In Sri Lanka p value is .00, [r (1257) =-.153**, p=.00]. In Bangladesh p value is .00 [r (2132) =.189**, p=.00]. There is a significant relationship between living area and institutional trust in both countries because significant value is less than 0.05. However, the positive correlation between living area and trust in Bangladesh might support the theory of success and wellbeing than Sri Lanka.

4.3.5 Performance of Institutions: Transparency

Citizens' trust in the performance of public institutions in term of transparency in Sri Lanka, 92% of responds expressed that they believe institutions performance is high or medium, the rest of only 8% respondents believe performance is low. On other hand, in Bangladesh, 69% of the citizens express that institutional performance is high or medium; whilst 31% responds believe performance is low. As a comparison, performance of institutions in term of transparency in Sri Lanka is better than in Bangladesh. Though statistical Chi-square test has been applied to test whether this difference is significant or not. The Pearson's correlation coefficient (r) value is positively and significantly correlated with trust in both countries. In Sri Lanka, [r (1391) =.335**, p=.00]. In case of Bangladesh [r (2120) =.304**, p=.00]. Commonly, this might mean that if citizens express the performance of public institutions in terms of transparency, they agree institutions are performing well and they trust more.

4.3.6 Performance of Institutions: Accountability

The accountability variable correlates quite strongly and significant with performance of public institutions in Sri Lanka (0.334**). Although, in Bangladesh accountability variable correlates the least with performance of institutions (0.296**), but, this too is rather strong. Generally, this might mean that if citizens express the performance of public institutions in terms of accountability, they agreed institutions are performing well and they trust more. For instance, almost 80% of the respondents (Medium + High) say that institutions are performing well. Therefore, this might show that the institutional performance in term of accountability is reflected in citizens' trust in public institutions in general.

4.3.7 Performance of Institutions: Citizens' Participation

In both countries, there are positive and significant correlation between citizens' participation and institutional trust. But, both countries citizens' participation index correlates the least with performance of institutions (0.286** for Sri Lanka and

0.243** for Bangladesh). This correlation analysis shows that this variable does not have a great impact on trust in public institutions. Similarly, as a comparison with other variables (Transparency and Accountability), this displays weak correlation with institutional performance.

Table 4.10: Correlation analysis, dependent variable: Institutional Trust

	Sri Lanka		Bangladesh	
	Pearson Correlation	**Significance Value**	**Pearson Correlation**	**Significance Value**
Socio-Demographic Variables				
Age	0.10	.00	0.01	0.44
Gender	-.059*	0.02	-.057**	0.00
Ethnicity/religion	.115**	0.00	0.039	0.07
Living Area	-.153**	0.00	.189**	0.00
Performance of Institutions				
Transparence	.335**	0.00	.304**	0.00
Accountability	0.334**	0.00	0.296**	0.00
Citizens' Participation	0.286**	0.00	0.243**	0.00

**.Correlation is significant at the 0.01 level (two-tailed)

*. Correlation is significant at the 0.05 level (two-tailed)

4.4 Regression Analysis

The regression analysis is a significant contrivance for analyzing data. This model analyzed for the data comparing with dependant and independent variables. This analysis will help to find the causal effect relationship between variables. The following models explain that correlation coefficient between variables (R), the amount of change in dependent variable (R^2), how much variants of the dependant variable can be explained by the independent variables (Adjust R^2) and slop coefficients explain how much change (Positive or negative) in DV and IV.

Table 4.11: Multivariate Regression Analysis, Dependent Variable: Institutional Trust (Beta coefficients)

4.4.1 Model 1 (Socio-Demographic Factors)

Coefficients (Dependent Variable: Trust in Public Institutions in Sri Lanka)

Model 1	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
Constant	1.446	.033		43.628	.000
Age	-.001	.016	-.001	-.039	.969
Gender	.001	.016	.002	.085	.932
Ethnicity/ Religion	.103	.008	.354	13.392	.000
Living Area	-.017	.004	-.110	-4.158	.000
N: 1257	**R: .384[a]**		**R2: .147**	**Adjusted R2: .144**	

a. Predictors: (Constant), Age, Gender, Ethnicity, Living Area.

Coefficients (Dependent Variable: Trust in Public Institutions in Bangladesh)

Model 1	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
Constant	.510	.036		14.347	.000
Age	.001	.016	.001	.040	.968
Gender	-.011	.013	-.018	-.853	.394
Ethnicity/ Religion	.048	.016	.064	2.994	.003
Living Area	.002	.000	.191	8.956	.000
N: 2118	R: .203[a]		R2: .041	Adjusted R2: .040	

a. Predictors: (Constant), Age, Gender, Ethnicity, Living Area.

Model 1 explains that socio-demographic variables in both countries. In Sri Lanka the R^2 value shows that .147, it tell that 14.7% of the variants a number of dependant variable can explain the socio-demographic variables. While in Bangladesh R^2 value shows that .041. It is only 4.1% of the variations in trust can be explained by socio-demographic variable in Bangladesh.

It is 4.1%. The Adjust R2 is .144 in Sri Lanka. It shows that 14.4% of the variants of the dependant variable can be explain by the socio-demographic variables, although in Bangladesh this category of socio-demographic variables explains 4% of the variation.

The regression table tells us that the slope coefficient shows how much change, either positive or negative effect on trust. The Age and Gender has bad predictor of trust in public institutions in both countries. The age and gender has slope coefficients less in Sri Lanka (-.001) and Bangladesh (.001). In this case, significant value is .969 and .968 respectively. Which mean that age and gender has negative effect on trust in both countries. The slope coefficients for ethnicity/religion in Sri Lanka is .103 Whilst in Bangladesh is .048. The no (1.446 in Sri Lanka and .510 in Bangladesh), that is a constant line, which mean that the equation of the line for using ethnicity to product the trust in public institutions. It is significant. Significant

value is .000 and .003 respectively. Similarly, living area has less trust in public institutions in Sri Lanka, whilst slightly lower effects trust in Bangladesh.

4.4.2 Model 2 (Performance of Institutions)

Coefficients (Dependent Variable: Trust in Public Institutions in Sri Lanka)

Model 2	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
Constant	1.069	.040		27.050	.000
Transparency	.087	.024	.148	3.652	.000
Accountability	.138	.027	.213	5.187	.000
Citizens' Participation	.003	.021	.006	.164	.870
N: 1257	R: .340[a]		R2: .116	Adjusted R2: .114	

a. Predictors: (Constant), Transparency, Accountability, Citizens' Participation

Coefficients (Dependent Variable: Trust in Public Institutions in Bangladesh)

Model 2	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
Constant	.221	.024		9.388	.000
Transparency	.089	.017	.166	5.196	.000
Accountability	.103	.017	.191	6.217	.000
Citizens' Participation	.038	.014	.071	2.682	.007
N: 2118	R: .383[a]		R2: .147	Adjusted R2: .146	

a. Predictors: (Constant), Transparency, Accountability, Citizens' Participation

Model 2 explains the performance of institutions in both countries. In Sri Lanka the R^2 value shows that .116, it tell that 11.6% of the variants a number of dependant variable can explain the performance of institutions. While in Bangladesh R^2 value shows that .147. It is 14.7%. The Adjust R2 is .114 in Sri Lanka. It tells that 11.4% of the variants of the dependant variables can explained by the transparency, accountability and citizens' participation, although in Bangladesh this category of performance of institutions explains 14.6% of the variation.

The slope coefficients tell how much change, either positive or negative effect on trust. The transference and accountability has good predictor of trust in public institutions in both countries. The transparency and accountability s slope coefficient is moderately high in both countries. In this case significant value is less than .05. The slope coefficients for citizens' participation in Sri Lanka is .003 Whilst in Bangladesh is .038. It is not significant because significant value is more than 0.05. Similarly, citizens' participation has trust in public institutions in both countries. However, transparency and accountability has positive and higher effects trust in public institution than citizens' participation.

4.4.3 Model 3 All Independent Variables

Coefficients (Dependent Variable: Trust in Public Institutions in Both Countries)

Model 3	Sri Lanka	Bangladesh
R	.460a	.416a
R2	.212	.173
Adjusted R2	**.207**	**.170**
N	1257	2118

a. Predictors: (Constant), Age, Gender, Ethnicity, Living Area, Transparency, Accountability, Citizens' Participation.

The model 3 shows that the combination of all the Independent variables in one regression model. The adjusted R2 show that all Independent variables have quite good effects trust in public institutions in both countries. All the Independent variables collectively elucidate 20.7% of the variations in trust in Sri Lanka; whilst in Bangladesh, it explains 17% of the variation.

4.5 Analysis

This analysis is the central part of my thesis. This addresses of my research question, generalized my research objectives and analysis of the hypothesis. I also conclude that either social capital theory or cultural theories can clarify trust in public institution in Sri Lanka and Bangladesh. I also analyzed how socio-demographic factors and institutional performance variables vary in the descriptive statistics, correlation analysis and regression model.

4.5.1 Does Ethnicity and Living Area Have a Significant Effect on Trust in Both Countries?

My first hypothesis is whether ethnicity would have a significant effect on trust in Sri Lanka than Bangladesh. This is accepted, as we see the result shows that Sri Lanka *(.115**)* has slightly higher correlation in correlation analysis than Bangladesh *(.039)*, at the same time the ethnicity has significant effect on trust in Sri Lanka than Bangladesh. The slope coefficients for ethnicity in Sri Lanka is higher than Bangladesh (*.103* and *.048* respectively) which mean that the equation of the line for using ethnicity to produce the more significant effect on Sri Lanka than Bangladesh. The effect of the ethnicity confirms part of the societal theory, which is tested by radiating variations in trust between national groups and class.

Trust based on social identity and people trust having in common identity such religion or ethnicity (Marozzi 2012). Thus, ethnicity had a major impact on the manner citizen's evaluated ensuring trust in government. In case of Sri Lanka, ethnicity is a one of the major factor for evaluating trust in public institution, because people are very unequal compared with of the South Asian region, there is a hierarchical arrangement based on ethnicity (Sinhalese, Tamil, and Muslim), language (Sinhalam and Tamil), and regions (Northern, Eastern, and other region). Sri Lankan society always follows the different social classes in religion and between the religions. (Sri Sumangala Theoro 2007). Similarly, Sri Lanka is under pressure to create a balance in including different ethnic group system in their governance

system (Jamil et al. (eds.) 2013), it may influence level of trust ethnically in Sri Lanka. However, ethnically diverse societies, building citizens' trust in public institutions continues to be a challenge due to the ethnic, religious, linguistic and political division in Sri Lanka (Ramesh and Umadevi 2016). On the other hand, Bangladesh is the only country in South Asia with less ethnic and religious anxiety (Jamil et al. (eds.) 2013). However, the finding of this study is consistent with the study of Anisuzzaman (2012), which show that Buddhist employees have high trust in co-workers and superiors than other religious group. Also, tribal employee has high level trust than the mainstream Bengali citizen. Nevertheless, the public institutions are trusted when politicians, bureaucratic and other government officers are seen to signify the wellbeing and values of certain identity groups.

H1: Ethnicity would have a significant effect on trust in Sri Lanka than Bangladesh

In addition, the results of both countries produced very close outputs, and the results also supported the hypothesis. Although, the unique ethnicity based arrangement has a significant effect on trust and the minority ethnic group has high trust in key public institutions in both countries, in Sri Lanka, except Sinhalese (Majority) other ethnic groups have high trust in public institutions. Similarly, Hindu and Buddhist (Minority) have high trust in Bangladesh. In sum, the majority have less trust than minority *(H1$_{a)}$* in both countries.

H1 $_{(a)}$: Majority peoples have less trust than minority people

As stated, the link between institutional trust and living area is negatively and significantly correlated in Sri Lanka, whilst positively significantly correlated with trust in Bangladesh. In this study, another finding that emerged is that living area would have a significant effect on trust in Sri Lanka than Bangladesh *(H2)*. This hypothesis is rejected, because the Pearson correlation value is higher in Bangladesh than Sri Lanka. Likewise, living area has bad predictor of trust in the regression model in Sri Lanka, whilst it has a significant effect on trust in Bangladesh. However, there is a significant relationship between living area and trust in both countries.

H2: Living area would have a significant effect on trust in Sri Lanka than Bangladesh

The Northern, Eastern and Uva province has a high trust in public institutions in Sri Lanka. North and East are war affected and most of the places are less developed areas, Uva province has an estate peoples. The three provinces have high trust than other provinces such as West and Central. In case of Bangladesh, Sylhet, Barisal, Rangpur divisions has more trust than Dhaka, Chittagong and other developed urban area. In addition, the results of both countries produced very close outputs, and the results also supported the hypothesis *H2$_a$*.

H2 $_{(a)}$: More developed and modernized people have high trust than less developed people

The socio demographic factors are vital determinants and influence on trust (Christensen and Laegreid 2003; Kuenzi, 2008; Christensen and Lægreid 2005) and also give a part of explanation for varying in levels of trust. It is holistic theory of social capital and manipulating the level of trust in government. My third hypothesis is that the socio demographic variable leads the variation in citizen's trust in both countries. But, the correlation analysis shows that the socio demographic variables have a limited consequence in institutional trust. Many studies have minimal effect on trust in socio demographic variable in developed and developing countries. For instance, it is found that, some studies have initiated that the impact of demographic variables on citizen's trust in public organization is weak (Mishlerand Rose 2001; Turner and Martz 1997). However, most of the demographic variables positively and significantly correlate trust in both countries. It could support the theory of success and well being theory and personality theory. Because, these theories can be tested by analyzing the relationship between trust and set of socio-demographic variables and trust can also be based on citizen's personality characteristics (Delhey and Newton, 2003).

Nevertheless, the institutional performance variable lead the variation in citizen's trust in both countries, this finding is rejected in *H3*. The model 1 explains that in the

case of Sri Lanka, **14.7%** of the variants a number of dependant variable can explained by the socio-demographic factors, whilst **4.1%** is in Bangladesh. Beside, Model 2 explains that **11.6%** of the variants, a number of dependant variable can explained by the performance of institutions in Sri Lanka, it is **11.4%** is in the case of Bangladesh. Therefore, the institutional performance variable relatively leads the variation than socio-demographic factors.

H3: Socio-demographic variable leads the variation in citizens' trust in Sri Lanka and Bangladesh

Does gender has insignificant on trust while age?

The phenomenon of age can help to explain the level of trust in the world countries. Age has a positive effect on institutional trust and evaluations of performance (Marien and Hooghe, 2008; Herreros and Criado, 2008; Seligson 2002; Haque 2015). In this study, I expected that senior citizens have high trust than young citizens (H_{3a}); this hypothesis is accepted, because most of the senior citizens showed high trust in public institutions in Sri Lanka and Bangladesh (**53%** and **67%** respectively). Even though, senior citizens of Bangladesh have high trust than Sri Lanka. Another expectation of this study is age would have greatly effect on trust. But, the results show that there were little correlation in correlation analysis (**.100**** and **.016**), at the same time age has bad predictor of trust in public institutions in the regression model. However, the result supports H_{3a}. This H_{3a} is reliable with several studies such as Anisuzzaman (2012) in Bangladesh, Lozano (2002), Christensen and Lasgreid (2005) in Norway, Cheema and Popovski (2010) in Asia, Sivasubramaniam and Delahunty (2008) in Australia. Which shows that, senior peoples were more willing to calculate public institutions positively; the younger generation seemed less keen about the progress of public institutions. And also, the trust in public institutions is prejudiced by age and also young generation has less trust in public institution in developed and developing countries.

H 3$_{(a)}$: Senior citizen has high trust than young citizens

H 3$_{(b)}$: Age would have greatly effect on trust

Another indicator for consideration to test the level of institutional trust is gender of the respondents. Gender is one of the major socio demographic variables, which are closely associated with socio, economic and political activities. Gender has been key determinants of trust (Chang and Chu 2006; Kuenzi, 2008). Some studies show that women have high confidence on the public institutions than men (Laegreid 1993: 96, 115 cited in Christensen & Laegreid 2005: 495). As we see above, women have more active and confidence on public institutions and employees. Women have become more dependent, both directly and indirectly, upon the public sector for their employment (Christensen & Laegreid 2005:495).

However, the hypothesis was that female would have more trust than male, it is rejected. The result shows that male has high trust than female in both countries. In Sri Lanka **51.5%** of male have high trust and **50.4%** male high trust in Bangladesh. Even though, the Chi-square test between gender and trust on public institutions expose negatively and significant relationship (in Sri Lanka *-.059*** and in Bangladesh *-.057***), the regression model tell us the slope coefficients has negative effect on trust in term of gender. The gender has bad predictor on trust in both countries, therefore, no variance in gender and trust. This result is reliable with some studies, Anisuzzaman (2012) said that gender does not matter for trust information. Similarly, gender is insignificant in affecting trust in political institutions (Mishler & Rose 2001:50), and trust in developing democracies (Espinal, Hartlyn and Kelly 2006).

H 3$_{(c)}$: Female would have more trust than male

Jamil and Dhakal (2010), said that differences of trust level exists based on gender where it was seen that there are trust differentials across male and female population and females trust institutions such as parliament, central government and District Development Committees more than males. Males trust the political parties and the army more than the females in Nepal. Mahmud (2017) said that, gender does not see any significant impact on trust in city corporations in Bangladesh (Mahmud 2017); public institutions in Nepal (Askvik, Jamil and Dhakal 2011:426) and Botswana and Tanzania (Landmark 2016).

The descriptive statistics result shows that 51.5% male has high trust in Sri Lanka, while 50.4% male high trust in Bangladesh. It can thus be argued that the level of trust in public institutions may be distributed without any certain cluster regarding gender perspective in both countries. Gender in this context confirms the idea that institutional factors affect people randomly.

Why does transparency and accountability have positive association with trust in public institutions?

The transparency and accountability preserve the public service; it has good relationship between public, private and social institutions: parliament, the press, international organization, the courts, etc. Public institutions should be transparent and accountable in its functions and activities. The government can enhance trust in several ways: accountability and transparence in public service, encouraging reliability and so on (OCDE, 2005b:1). The era of good governance, it is concerned with institutional performance such as transparency, citizen participation, effective and confident leadership (Kim 2010). Bellver & Kaufmann (2005:5) argued that transparency can be a potential instrument for building trust in institutions among citizens. In this sense, many countries arranged different techniques, act and low to ensure good governance. In case of Bangladesh, there is emphasize to ensure accountability, transparency and citizens' participation through some provisions of local government act such as open meeting in the UP Act, 2009 (Aminuzzaman 2011). Furthermore, a Canadian study highlights that transparency and accountability are essential tools for ensuring public trust (Abelson & Gauvin 2004: 4).

The empirical data from both countries shows that citizens point to various shortcomings in transparent governance. The citizens predominantly declared transparency with regard to the service delivery of public institutions. The results indicate that in both Sri Lanka and Bangladesh, the level of perceived institutional performance on the quality of public service and transparency was positively association with trust in public institutions. In the correlation analysis, which was positively and significantly correlated with trust in both countries *(.335*** in Sri Lanka

and *.304*** in Bangladesh). Even though, in regression analysis, the transparency has good predictor of trust in public institutions in both countries. However, **92%** of respondents expressed that they believe institution performance is high or medium in Sri Lanka, whilst in Bangladesh only **69%**. In addition, citizens express the performance of public institution in term of transparency is well and trust more in Sri Lanka than Bangladesh.

Moreover, transparence has been measured via one specific question: To what extent do you agree or disagree the transparent with civil servants and public services? The finding shows that **71%** of citizens disagreed, while only 17% of citizens agreed in civil servant working transparently in Sri Lanka. Whilst, **57%** of citizens disagreed, 27% agreed in Bangladesh.

In term of accountability, the empirical data from both countries show that accountability variable is strongly significant with institutional trust (*.334*** in Sri Lanka and *.296*** in Bangladesh). Even, regression analysis shows that accountability has good predictor of trust in both countries (*β .138* in Sri Lanka and *β .103* in Bangladesh). In this sense, most of the citizens' answer typically agreed that institutional performance is higher in term of accountability and it is reflected that citizens trust level is higher. However, on a comparative basis, Sri Lanka's level of public institutions performs well and level of trust is better than Bangladesh.

Does high level of perceived corruption have a negative effect on institutional performance?

Focusing on this, the result retrieved from both countries show that people criticize the same issues with regard to the transparency of public institutions. The lack of transparency in governing process of their public institutions owing to various reasons such as corruption, bad image of public officials, nepotism, lack of prompt and efficient, ethnic politics, party politics, influence of local political elites, contract procedures, past experiences and lack of proper supervision and so on. Among those, corruption is a vital deciding factor of transparency. The issue of corruption is highly focused in every movement of South Asian context. Corrupt governance is the

ultimate destiny of South Asian countries; according to Transparency International's Corruption Perceptions Index in 2015, Sri Lanka was ranked 83rd out of 167 countries; Bangladesh was 139th. Likewise, According to the Corruption Perception Index of Transparency International, in 2015, Sri Lanka received a better score (4.0) than Bangladesh (2.60). According to Peters & Pierre (2012), corruption and inefficiency are endemic in Bangladesh and Sri Lanka, with nexus between politico-bureaucratic-business elites, busting patron-client relationship and leading to bribery and unethical activities. Morris and Klesner (2010) portrayed corruption as both a cause and an effect of trust. Bayley (1967) argued that tackling corruption can be an effective way of getting the bureaucracy working, which in the long run can increase the public's loyalty. Also, it is a rival of social trust and quality of government (Rothstein 2011).

According to the result of this study I examine how corruption influences in institutional performance in term of transparency. **71%** respondents agreed that civil servants are corrupt in Bangladesh, whilst **40%** of respondents agreed that civil servant is corrupt in Sri Lanka (See annexure 2). Even though, the result of correlation analysis shows that, Bangladesh has exposed negatively no significant relationship between institutional trust *(-.021).* In case of Sri Lanka, expose positively significant relationship between institutional trust *(.158).* Also, regression analysis result show that *β= -.055* in Bangladesh, *β= -.015* in Sri Lanka, which means that corruption has bad predictor of trust in both countries. This result is reliable with many scholars' argument such as Jamil and Askvik (2013:158) said that 'Bangladeshi civil servants are perceived as more corrupt, less friendly and helpful, and less predictable. Zafarulla and Siddiquee (2001) argued that public sector corruption is pervasive in Bangladesh. Knox (2009:120) argued that 42% respondent they had paid bribes for 'receiving services from different sectors' during the last 12 months of 2007 (Cited by Jamil and Askvik 2013).

On the other hand, Sri Lanka was scored 3 out of 6 in corruption and bureaucracy quality, which means that moderately clean corruption and moderately bureaucracy quality; Sri Lanka was scored in 6 out of 10 in red tapism which means that Sri Lanka

is more red tapist country (Jabes 2005). As viewed above Sri Lanka is one of the unbiased corrupt country. Thus we can say quality of bureaucracy is modernity in Sri Lanka. For instance in the context of the Provincial Councils of Sri Lanka, there had been more complaints about corruption, the unsolicited project propositions that have been on the increase in recent times led the politicians and officials to be criticized for abuse and corruption (Fernando 2013). However, South Asian culture may mitigate the negative impact of corruption on institutional trust.

Even though, the corruption is a vital challenge factor for ensuring good service delivery and transparency in the world. Many researchers note that corruption breeds distrust in public institutions and challenge for public sector, such as Pharr (1997); Inoguchi et al. (2005); Dadabaev (2005) in Japan, Seligson (2002) in four Latin American countries, Chang and Chu (2006) in Japan; South Korea; Thailand; Taiwan; and Philippines (Data based on East Asia Barometer). Similarly, according to the Euro barometer data, it shows that corruption is negatively significant with trust in government in France, Italy and Germany (Della Porta 2000).

In addition, as a result of the finding, it shows that the nepotism, treat unequally, unfriendly, less accessibility are challenges for ensuring transparency with public servant in both countries. For instance, corrupt civil servants are less trusted, in both countries, unfriendly, less accessibility and high nepotism in Bangladesh (See table below).

Table 4.12: Correlation and regression analysis between feature of trustworthiness and trust in the civil service in both countries

In general, civil servants (are)	Sri Lanka		Bangladesh	
	Pearson Correlation	Beta coefficients	Pearson Correlation	Beta coefficients
a) Prompt and Efficient	.258	.140	.279	.066
b) Corrupt	**.158**	**-.015**	**-.021**	**-.055**
c) Serve their personal interests instead of that of the citizens	.249	.061	.038	.006
d) Helpful and Responsive	.260	.015	.238	.034
e) Not responsive to Citizens	.184	.005	.254	.066

f)	Friendly	.250	.027	-.038	-.063
g)	Difficult to get access to	.218	.042	-.049	-.061
h)	Reliable/Trustworthy	.173	.012	.231	.025
i)	Treat all equally	.219	.046	.199	.026
j)	Nepotism	NA	NA	-.004	-.036
k)	Discharge their duties according to rule	.177	.002	.178	.013
l)	Work transparently	.201	-.008	.161	.004
m)	Know how to do their job	.237	.028	.181	-.015
n)	Honest	.234	.040	.277	.073

However, corruption has bad effect on institutional trust and institutional performance in Bangladesh than Sri Lanka. The result of Baniamin and Jamil's (2017) study shows that Sri Lanka has higher level of trust than Bangladesh; both countries in the degree of corruption negatively affect citizens' trust in anti-corruption agency. Therefore, corruption is the potential difficulty in using trust as a proxy for measuring institutional performance in terms of transparency.

In addition, the results of both countries produced very close outputs: the level of trust in public institutions is moderately high in both countries, which supports the hypothesis *H4*. The model 3 shows that all independent variables are moderately high in adjusted R square result (20.7% variation in Sri Lanka, 17% variation in Bangladesh). This is a quite acceptable result.

H4: The level of trust in public institutions moderately high in Sri Lanka and Bangladesh

Table 4.13: Hypothesis Results

Expectation	Supported
H1: Ethnicity would have a significant effect on trust in Sri Lanka than Bangladesh.	*Yes*
H1 (a): The majority have less trust than the minority	*Yes*
H2: Living area would have a significant effect on trust in Sri Lanka than Bangladesh	*No*

H2 $_{(a)}$: More developed and modernized people have high trust than less developed area people	*No*
H3: Socio-demographic variable leads the variation in citizen's trust in both countries.	*No*
H 3 $_{(a)}$: Senior citizen has high trust than young citizens	*Yes*
H 3 $_{(b)}$: Age would have a great effect on trust	*Yes*
H 3 $_{(c)}$: Female would have more trust than male	*No*
H4: The level of trust in public institutions is moderately high in Sri Lanka and Bangladesh	*Yes*

However, the level of trust in public institutions is higher in Sri Lanka than Bangladesh due to less corruption, high institutional performances and so on. The result shows that the less ethnic and religious anxiety in Bangladesh would be the reason for the social capital to be high, which helps to increase trust in public institutions. This is based on societal theories (Delhey and Newton 2003) that tested the satisfaction of democratic institutions which means well institutional performance would lead to more trust from the citizens.

Chapter 5

Summary and Conclusion

Trust is increasingly becoming a crucial element of performance within the public institutions in the world. Citizens' trust in public institutions has been a serious concern among the civil servants, politicians, stakeholders and citizens. The trust research has been widely discussed in many developed and developing countries. But, very few studies have been conducted in South Asian context on comparative basis. Based on this, I chose to study trust in public institution in Sri Lanka and Bangladesh. The reason for choosing these two countries is their similarities in economic performance, administrative structure and tradition and cultural compositions, almost similar index of HDI, GDI, and corruption index, and also their differences in their geographical placement, ethnic compositions and historical factors. Therefore this study has been based on the Most Similar Systems Design (MSSD). This comparative study of citizens' trust in public institution have been enhanced our understanding of the variations of and the common factors associated with trust in public institutions.

This study adopted a quantitative comparative method approach to find out the link between level of citizen's trust and public institutions in Sri Lanka and Bangladesh as a comparative study. It also examined the varying socio-demographic factors in citizens' trust in both countries. Data was collected through secondary sources and country wide questionnaire survey conducted in 2015. The survey was conducted by Master of Public Policy and Governance (MPPG) under the NORHED project. In the case of Sri Lanka, data was collected by the University of Peradeniya, Sri Lanka, similarly, in the case of Bangladesh data were collected by North South University, Bangladesh. The sample size of this study was 1398 in Sri Lanka, it is 2748 in Bangladesh. The result of this study presented an analysis through SPSS (univariate analysis of all my variables through descriptive statistics, correlation analysis and regression analysis) relationship between independent and dependent variables.

This statistical data gave me the possibility to examine my research questions, to address the research problem.

My research problem asked why internal dynamic: governance, socio-economic status, religious, ethnic dominant, living area, performance of institutions emerges in the institutional trust in public institutions in Sri Lanka and Bangladesh. In order to answer, I used trust in public institution as my dependant variable and socio-demographic factors and performance of institutions as my independent variables. Theoretical implications were drawn from both social capital and cultural theories. Ethnicity was seen to produce more significant effect on Sri Lanka; it fully explains and confirms part of the societal theory, which is tested by radiating variations in trust between national groups and class. But, in case of Bangladesh public institutions, citizen's trust cannot be fully explained by this theory. In addition, the most of the demographic variables positively effect on trust in both countries. It fully supports the theory of success and well being theory and personality theory. Similarly, the theory of social capital has been helpful to evaluate level of trust in the public institutions in both countries. Overall, the social capital theory explains trust as socio-demographic factors and institutional performance is very poor, besides, cultural theories explains this well.

The objective of this study was to map citizens' generalized trust on public institutions (parliament, police, civil service, political parties and judiciary) in Sri Lanka and Bangladesh having different living area, and ethnicity/religion. There were two broad research questions of this study such: 1) what is the state of generalized trust on public institutions (parliament, police, civil service and judiciary) in Sri Lanka and Bangladesh? And 2) what factors are responsible for variations in trust in particular institutions in Sri Lanka and Bangladesh? In order to answer the research question and generalized research objective, the result of this study found that the level of trust in key public institutions is satisfactory in both countries. Comparatively, Bangladesh has high trust than Sri Lanka. 67.5% of the respondents had expressed high trust in public institutions; it is 53% in Sri Lanka. Beside, the

minority had high trust in both countries. In this sense, this study has examined two independent variables 1) socio-demographic factors: age, gender, ethnicity/religion, and living area 2) performance of institutions: transparency, accountability, citizens' participation. However, some socio-demographic factors have high effect in trust such as living area and ethnicity, but, age and gender have bad predictor of trust in public institutions in both countries. Besides, transparency, accountability and citizens' participation has positive and higher effect on trust in public institutions in both countries. Thus, better institutional performance can be generating high trust. But, comparatively, respondent are more satisfied with institutional performance in Sri Lanka, but trust levels are lower than in Bangladesh.

The research problem investigates, why Internal dynamic (governance, socio-economic status, religious, ethnic dominant) emerge in the institutional trust in public institutions in Sri Lanka and Bangladesh. In order to answer this, I developed theoretical and analytical framework. This research approach was a deductive method and it tested theory and hypothesis. The theoretical component was drawn from social capital theory and cultural theories. These two theories provided a more useful and satisfactory framework for studying the generalized trust in both countries.

The finding of this study reveals that, trust varies widely from one public institution to another. Trust in the civil service, and judiciary is high, whilst, political parties and police have less trust in both countries. Even though, the parliament has high trust in Bangladesh (79%), it is low trust in Sri Lanka (44%), this result suggest that many Sri Lankan citizens' have bad image of parliamentarians because of lack of political stability, exchanging political parties, lack of dedication, attention, enthusiasm of elected representatives. Similarly, regime change may also influence the low trust, because, this data was collected during the latter period of 2015, this time was the regime change period (Mahinda Rajapaksa government to Maithripala Sirisena government). Beside, majority (Sinhalese) citizens has little trust in parliament (29%) in Sri Lanka, on the other hand in case of Bangladesh the majority (Muslims) have

high trust in parliament (78%). The overall finding shows that both countries' citizens express more trust executive (civil service) and judicial institution than legislative institution (Political parties) of the state. Beside, both countries citizens are less trustworthy in the police. Comparatively, The Sri Lankan citizens express very less trust in parliament and political parties than Bangladesh citizens.

Apart from this, the minorities trust public institutions in both countries, while the majorities have (Sinhalese-Sri Lanka and Muslims-Bangladesh) less trust. Ethnicity was positively related to institutional trust. Ethnicity has significant effect on trust in Sri Lanka than Bangladesh because, the less ethnic and religious anxiety in Bangladesh would be reason social capital to be high, which help to increase trust in public institutions. However, commonly, ethnic minorities are suffering with lower capabilities and opportunity, but trust levels are higher than majority in both countries. Similarly, Living area has a significant effect on trust in Bangladesh than Sri Lanka. Living area in the two countries were both positive (Bangladesh) and negatively (Sri Lanka) correlated. The less developed area citizens have high trust in both countries; Northern, Eastern and Uva Province peoples in Sri Lanka have high trust, on the other hand Sylhet, Barisal and Rangpur divisions has high trust in Bangladesh. The more probable are lower levels of trust in the government in the war affected area, but, North (74%) and East (89%) people have high trust than other area in Sri Lanka.

Another finding demonstrates that in the context of both Sri Lanka and Bangladesh, the level of perceived institutional performance on the quality of public service and transparency was positively associated with trust in public institutions. But, in the citizens' mind, corruption is inversely related to trust and institutional performance, for instance, 71% respondents are agreed civil servants to be corrupt in Bangladesh, whilst 40% of respondents agreed civil servant are corrupt in Sri Lanka. However, corruption has bad predictor of trust in both countries. On the other hand, the features of high quality of government (prompt and efficient, helpful and responsive,

reliable/trustworthy, treat all equally, rule of low, work transparently, honest) can increase the quality of public institutions and trust.

Furthermore, I examined how much variants of the dependant variable can be explained by the independent variables. In this sense, I developed three different regression models. Model 1 was based on socio-demographic factors of respondents, which show that, the variations in trust can be explained by socio-demographic variable better in Sri Lanka than in Bangladesh. The model 2 was related to institutional performance, which shows that, the variations in trust can be explained by performance of institutions better in Bangladesh than in Sri Lanka. And model 3 was used for all independent variables. The result of all models explained less than 20% variance in trust. Therefore, all independent variables have quite good effects on trust in public institutions in both countries. Also, all the independent variables collectively explain 20.7% of the variations in trust in Sri Lanka; whilst in Bangladesh it explains 17% of the variation. Therefore, I conclude that independent variables have quite good effect on trust in public institutions. The overall performance of institutions factors are the main variables determining trust in both countries than socio-demographic variables.

In sum, ethnicity, living area, transparency, accountability and citizens' participation has significant relationship between trust, beside age and gender has weak relationship between trust in both countries. The result of this study consistent with many scholars' argument such as Mishler & Rose (2001:50); Uslaner (2005); Hartlyn and Kelly (2006); Wong and Hsiao's (2011); Askvik, Jamil and Dhakal (2011:426); Anisuzzaman (2012); Landmark (2016); Espinal, Mahmud (2017) regarding the influence between citizens trust and socio-demographic factors and institutional performance of public instructions.

However, the study of institutional trust was evaluated during a certain period of time, regime change (different government and president), development, poverty and budget, employment, tradition of community and family and technology. It can

be a deciding factor (variables) when evaluating trust in public institutions. The limitations of this thesis should be noted. First, this study measures perceptual rather than objective factors. Second, this study is limited to only quantitative method and questionnaire survey conducted at different time, in Bangladesh 2014-2015; in Sri Lanka it is 2015-2016. Several studies on trust in public institutions in both Sri Lanka and Bangladesh should be conducted in the future because the result of trust research could sharpen our new knowledge of the role of trust in various institutional outcomes and enhancing trust in institutions. Finally, I hope that this thesis may contribute to increase government's performance, ensuring citizens' trust, and implement the public policies.

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Annexure 1

Survey Questionnaire 2015-2016

Public Policy and Governance (PPG) Program
Department of Political Science and Sociology
North South University, Dhaka, Bangladesh

&
Department of Political Science
University of Peradeniya, Sri Lanka

Questionnaire Serial Number:

Name of the district: Date:
Constituency No:
Name of the upazila   Ward/Union/Municipality:
Village: Poling Station No:
Name of the interviewer:

Part A: Socio-economic background

1. **Gender:** (1) Male, (2) Female

2. **Age:**

3. **Religion:**

   Muslim (1)
   Hindu (2)
   Buddhist (3)
   Christian (4)
   Others (5)

4. **Place of birth:**
   District: Municipality: Union:

5. **Education qualification (according to last degree obtained):**
   1   Illiterate
   2   Literate
   3   Primary level (5th grade)
   4   Lower secondary level (8th grade)

5 Secondary level (10th grade)
6 Higher secondary level (12th grade)
7 Graduate degree
8 Master's degree or higher

6. Occupational Status:

1. Working
2. Self-employed
3. Unemployed
4. Retired
5. Student
6. House wife/homemaker

6a. **If "working" than in which profession in the followings you are involved with (if your answer is 1 in the question No.6):**

1. Farmer
2. Manual worker (skilled)
3. Manual worker (unskilled)
4. Executive, top management, director
5. Professionals (for example, lawyer, doctor, accountant, etc)
6. Teacher in a university
7. Teacher in a school
8. Teacher in a college
9. Military service/police/security
9. Public service
10. Other (please specify)………………
11. Not Applicable

6b. **Main occupational sector (if your answer is 1 "working" in the question No.6):**

1. Private sector
2. Public sector
3. NGOs/foundation/social organization/trade union/civil society
4. Other (please specify)…………………………………..
5. Not Applicable

7. **Please specify your monthly income …………**

8. **Are you involved with any social, voluntary, civil society or community organizations?**

1. Yes,
2. No

9**. If you answer is "yes" to the question No. 8 then please mark from the following list (you can chose multiple response)**

1. National level NGO
2. Local NGO
3. Trade Unions
4. Professional organization (for example, business association)
5. Student organization
6. Voluntary association
7. Community based organization
8. Religious organization
9. Cultural organization (drama and theatre, sports clubs, association or club)
10. International organization
11. Political party
12. Other (please specify) ……………
13. Not applicable

10. Do you attend religious services (such as religious ceremonies, festival, or going to mosque/mandir/pagoda/church)
Please explain you religiosity in the following manner.

Not religious at all				Very religious				Don't know
1	2	3	4	5	6	9	10	99

Part B: Level of satisfaction

11. Considering overall (for example, political, economic, family, etc.), how satisfied are you with your life?

Very Dissatisfied							Very Satisfied			Don't know
1	2	3	4	5	6	7	8	9	10	99

12. How satisfied were you five years ago?

Very Dissatisfied							Very Satisfied			Don't know
1	2	3	4	5	6	7	8	9	10	99

13. People have different views about the governance of our country. Where on this scale would you put the political system as it is today?

Very bad							Very good			Don't know
1	2	3	4	5	6	7	8	9	10	99

14. Where on this scale would you put the political system, as you would expect it to be 5 years from now?

Very bad   Very good   Don't know

| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |

15. Are you satisfied with the way democracy is developing in our country?

Very Dissatisfied   Very satisfied Don't know

| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |

16. Please respond to the following statements about the different social relationships.

	Strongly Disagree (1)	Quite Disagree (2)	Partly Agree (3)	Strongly Agree (4)	Don't know (5)
a) Even if parent's demands are unreasonable, children still should do what their parents ask.	1	2	3	4	9
b) Top officials in government/private sector/NGO are like head of the family. Their decisions should be followed by everyone.	1	2	3	4	9
c) It is normal that those with power, money and belonging to a high status family background should be respected and obeyed.	1	2	3	4	9

Part C: Citizens' trust in public/social institutions

17. I am going to name a number of organizations and institutions. How much confident do you have in them?

Organizations/Institution	None at all (1)	Not very much Confidence (2)	Quite a lot of confidence (3)	A great deal of confidence (4)	Don't know (9)
a) Parliament	1	2	3	4	9
b) Central Government	1	2	3	4	9
c) Upozilla council	1	2	3	4	9
d) Union council	1	2	3	4	9
e)Municipality/city corporation	1	2	3	4	9
f) Department of govt.	1	2	3	4	9

g) Political party	1	2	3	4	9
h) Higher court	1	2	3	4	9
i) Lower court	1	2	3	4	9
j) Police	1	2	3	4	9
k) Army					
l) NGO	1	2	3	4	9
m) Labor Organization/Trade Union	1	2	3	4	9
n)Student forum/association (apolitical)	1	2	3	4	9
0) Educational organization	1	2	3	4	9
p) Election Commission	1	2	3	4	9
q))Anti Corruption Commission	1	2	3	4	9

18. Generally speaking, would you say that most people can be trusted or that you need to be careful in dealing with people?

1. Most people can be trusted   (1) Yes (2) No (9) Don't know

2. Need to be careful in dealing with people   (1) Yes (2) No (9) Don't know

19. In your opinion what are the characteristics of a trusted man (please mention 3-5 characteristics).
a) …………………………………………………………………………
b) …………………………………………………………………………
c) …………………………………………………………………………
d) …………………………………………………………………………
e) …………………………………………………………………………

20. In your opinion what are the characteristics of a trusted organization (please mention 3-5 characteristics).
a) ………………………………………………………………………….
b) ………………………………………………………………………….
c) ………………………………………………………………………….
d) ………………………………………………………………………….
e) ………………………………………………………………………….

21. I am naming some professions. Please mark your perception on these professions weather they are positive or negative?

	Very Negative (1)	Negative (2)	Not negative, not positive (3)	Positive (4)	Very positive (5)	Don't know (6)
a) Civil servant	1	2	3	4	5	9
b) Central politician	1	2	3	4	5	9

c) Local politician	1	2	3	4	5	9
d) Elected representative of local government (chairman, member etc.)						
e) Policeman	1	2	3	4	5	9
f) Judge						
g) Physician/Doctor	1	2	3	4	5	9
h) Nurse	1	2	3	4	5	9
i) Military personnel/ Army office						
j) Student	1	2	3	4	5	9
k) Official/Staff of NGO	1	2	3	4	5	9
l) Businessman	1	2	3	4	5	9
m) Official/Staff of business sector	1	2	3	4	5	9
n) School/college teachers						
o) Madrasa teacher	1	2	3	4	5	9
p) University teacher	1	2	3	4	5	9
q) Lawyer		2	3	4	5	
r) Journalist	1	2	3	4	5	9

22. How proud you are on the following?

	Not at all proud (1)	Not that proud (2)	More or less proud (3)	Too much proud (4)	Don't know (5)
a. As a Bangladeshi					
b. As a member of district or citizen of a locality					

23. Please suggest whether you agree or disagree on the following statements regarding government employees and services delivered:

	Completely Disagree (1)	Partially Disagree (2)	Partially agree (3)	Completely agree (4)	Don't know (5)
a. Prompt and efficient					
b. Corrupt					
c. Self serving rather than serving public					
d. Helpful and responsive					
e. Friendly					
f. Disrespectful to the people					
g. Difficult to reach or inaccessible					

h. Reliable and trustworthy					
i. Treats everybody equally					
j. Not fully aware of own responsibility and duty					
k. Acts on 'tadbir'					
l. Follows existing rules and instructions while discharging duty					
m. Non-secretive in the disposal of official business					
n. Capable of discharging official tasks					

24. Stated below are different forms of government. Please give your opinion as to the different forms of government in governing this country:

Forms of Government	Completely Disagree (1)	Partially Disagree (2)	Partially agree (3)	Completely agree (4)	Don't know (5)
a. Parliamentary Form					
b. Presidential Form					
c. Federal Form					
d. Unitary Form					
e. Dictatorial Form					
f. Disrespectful to the people					
g. Monarchy					

25. Please give your opinion on the following statements:

Statements	Completely Disagree (1)	Partially Disagree (2)	Partially agree (3)	Completely agree (4)	Don't know (5)
a. It matters little whether you cast your vote or not, elected parties act on their own priorities					
b. Politics can hardly be influenced by ordinary people like us					
c. Most of the politicians make many promises					

without keeping them					
d. Politicians are corrupt					
e. Most of the politicians are capable and fully aware of their roles					
f. Politicians serve their own interest rather than that of public					
g. Most of the time politicians undertake appropriate actions					
h. Consequence may not be good when a government loses public trust					
i. Present political system has become polluted					
j. We need a strong visionary to lead us					
k. In general terms it can be said that, the country is being run to serve the interest of some big powers					
l. In general terms it can be said that, the country is being run for the welfare of the people of the country					

26.1 Please assess the following elements of governance in the overall performance of the public and private institutions:

Institutions/Sector(s)	Accountability					
	Very low (1)	Low (2)	Average (3)	High (4)	Very High (5)	Don't know (9)
a. Central Government						

b. City Corporations/Pourashovas/ Upazila/ Union Council					
c. Police					
d. Health Services					
e. Education System					
f. Agriculture Services					
g. NGO, Localized Institutions/ Associations					
h. Private Institutions					

26.2

Institutions/Sector(s)	Transparency					
	Very low (1)	Low (2)	Average (3)	High (4)	Very High (5)	Don't know (9)
a. Central Government						
b. City Corporations/Pourashovas/ Upazila/ Union Council						
c. Police						
d. Health Services						
e. Education System						
f. Agriculture Services						
g. NGO, Localized Institutions/ Associations						
h. Private Institutions						

26.3

Institutions/Sector(s)	Rule of law at Governmental Activities					
	Very low (1)	Low (2)	Average (3)	High (4)	Very High (5)	Don't know (9)
a. Central Government						
b. City Corporations/Pourashovas/ Upazila/ Union Council						
c. Police						
d. Health Services						
e. Education System						
f. Agriculture Services						
g. NGO, Localized Institutions/ Associations						
h. Private Institutions						

26.4

Institutions/Sector(s)	People's participation at Governmental Activities					
	Very low (1)	Low (2)	Average (3)	High (4)	Very High (5)	Don't know (9)
a. Central Government						
b. City Corporations/Pourashovas/ Upazila/ Union Council						
c. Police						
d. Health Services						
e. Education System						
f. Agriculture Services						
g. NGO, Localized Institutions/ Associations						
h. Private Institutions						

27. Please give your opinion on the quality of services delivered by the following institutions of your locality during the last few years:

Services	Completely unsatisfactory (1)	Unsatis-factory (2)	Average satisfactory (3)	Satisfactory (4)	Very Satisfactory (5)	Don't know (9)
a. Primary School						
b. Secondary School						
c. High School						
d. College						
e. University						
f. Health Services in a Public Hospital						
g. Health Services in a Private Hospital						
h. Law and Order						
i. Supply of electricity						
j. Supply of energy(gas, fire wood, kerosene)						
k. Waste disposal						
l. Construction of roads and maintenance						
m. Maintenance of bridges and culverts						
n. Water supply						

o. Drainage and sanitation						
p. Communication network with local markets						
q. Mass tan sports(bus, train, launch, steamer)						
r. Postal services						
s. Banking services						
t. IT services(Internet and communication technology)						
u. Agriculture extension(seeds, new or advanced technology, fertilizer)						
v. Livestock services(artificial insemination, control of diseases)						

28. Please give your opinion on the quality of services delivered by the following institutions of your locality during the last few years:

Sectors	Very Successful (1)	Partly successful (2)	Neither successful nor unsuccessful (3)	Yet to become successful (4)	Not at all succes-ful (5)	Don't know (9)
a. Poverty Alleviation						
b. Prevention and control of crime(Control of narcotics and drugs)						
c. Ensuring public safety						
d. Provision for creation of jobs						
e. Prevention of environmental pollution and reduction of risks						
f. Family Planning						
g. Anti-corruption						
h. Prevention of trafficking of						

	human beings					
i.	Strengthening of local government institutions					
j.	Developing human resources for overseas employment					
k.	Reduction in the rate of maternal and child mortality					
l.	Overall improvement in the economic conditions of Bangladesh					

29. Please give your opinion on the Bangladesh governments' capability to cope with the challenges of disasters?

		Extremely incapable (1)	Incapable (2)	Averagely Capable (3)	Capable (4)	Very capable (5)	Don't know (9)
a.	Natural disasters(Flood, landslides, land erosion, earth quake)						
b.	Accident (Road accidents, fire, land erosion etc.)						
c.	Disease and epidemic(cholera, dyhorrea, dengue, malaria etc.)						

30. Please give your opinion/perception of the following statements:

		None of them (1)	Hardly any (2)	Few (3)	Quite many (4)	Most of all (5)	Don't know (9)
a.	Generally speaking are Bangladeshi politicians corrupt?						
b.	Generally speaking are Bangladeshi government officials and employees corrupt?						

31. In the last few years, did any government officer or employee asked for bribe from you or any member of your family?

        i).Not at all.
        ii).Hardly any.
        iii).Some times
        iv).Most of the time
        v).Always
        vi).Don't Know

32. To what extent you are interested in politics?

        i).Not at all interested.
        ii).Least interested.
        iii).Partially interested
        iv).Little interested
        v).Don't Know/ will not disclose

33. Which political party you feel attached to?
………………………………………………………………..

Annexure 2

Descriptive Statistics

Dependent Variable (Public Institutions)

Trust in:	N		Min.		Max.		Mean		Std. Deviation	
	SL	BAN	SL	BAN	SL	BAN	SL	BAN	SL	BAN
Parliament	1398	2416	1	1	99	4	6.08	2.92	18.647	.799
Civil Service	1398	2477	1	1	99	4	7.31	2.81	20.550	.780
Political parties	1398	2527	1	1	99	4	4.00	2.47	13.842	.860
Judiciary	1397	2406	1	1	99	4	6.63	2.99	18.146	.794
Police	1397	2625	1	1	99	4	3.62	2.30	10.558	.952

Civil Servant: Corrupt

	Frequency		Valid Percent	
	SL	BAN	SL	BAN
Strongly Disagree	119	99	8.5	3.6
Quite Disagree	673	452	48.3	16.5
Partly Agree	468	1313	33.7	47.8
Strongly Agree	85	643	6.1	23.4
Don't Know	48	239	3.4	8.7
Total	1393	2746	100	100

Are civil servants in Sri Lankan and Bangladeshi involved in corruption?

	Frequency		Valid Percent	
	SL	BAN	SL	BAN
None	19	47	1.4	1.7
Just a few	326	218	23.3	8.0
Some	535	1102	38.3	40.2
Quite many	427	1097	30.6	40.0
Every one	33	88	2.4	3.2
Not answered	5		.4	
Don't know	52	190	3.7	6.9
Total	1397	2742	100.0	100.0