

Technikgestaltung im 21. Jahrhundert

Im Spannungsfeld von Markt, Regulierung und Partizipation

Zweite österreichische TA-Konferenz - 27. Mai 2002

PARALLELSESSION 1b: "Partizipation II"

TRUSTNET - Stakeholder Involvement und Risk Governance

Dr. André Gzásó

Institut für Risikoforschung

Institut für Materialphysik, Universität Wien

Trust - Theory

- ❖ Trust - basic definition
- ❖ Social Trust
- ❖ Power and Control
- ❖ Control
- ❖ Levels of Trust
- ❖ Influences
- ❖ Trust - key questions

Trust - TRUSTNET

❖ The TRUSTNET Framework

- Top-Down Paradigm
- Mutual Trust Paradigm
- Aims of TRUSTNET
- Case Studies

❖ TRUSTNET 2

- Trustnet 2 - London
- Trustnet 2 - Stuttgart
 - Energiedialog in Bayern (EDiB)

Trust

„... Assured reliance on the character, ability, strength, or truth of someone or something.“

-- Merriam-Webster



Social Trust

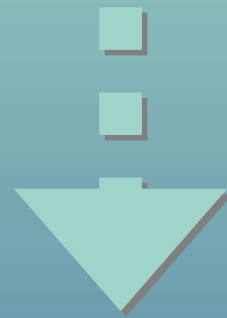
- ❖ **Difference of power and control**
- ❖ **both mitigates and enhances risk**
- ❖ **expectation about a relationship**
- ❖ **choice when and whom to trust**
- ❖ **trust and responsibility
(personal/impersonal)**

Power and Control

- ❖ Difference of power and control
- ❖ position of subordination
- ❖ relinquishing of control
- ❖ does not necessarily produce a feeling of loss of power

Control

behavioral - decision



cognitive - secondary

Social Trust

Social Trust is a **relationship between individuals** within an existing or emerging group. It takes place in situations where individuals depend on people they trust **to achieve** important **projects** entailing significant **risks** for them. When we undergo a risky operation for instance, we need to trust the medical team. **Social trust entails the risk of the other person.** We trust someone because we feel that he is in some way similar to us. We can trust him for many reasons: because we share common concerns or political views, because we are from the same community, because we share cultural values, religion, etc. Social trust **implies a personal choice** and entails a risk resulting from the freedom of the trusted.

Confidence

Confidence is the **everyday relation between a person and an organisation or a system**. It is the usual attitude that we adopt for instance when we take a plane or when we put a letter in the post, or when we go to a restaurant. Confidence is a **rather passive situation** where one individual is **familiar** enough with a system not to have to worry about it. Confidence characterises a situation where we are not involved in the problem of risk. The system represents a **comforting environment that does not necessitate our awareness** . In every day life, confidence is the usual relation we have with big organisations we rely on. Confidence **does not encourage awareness** but is very useful as a non-demanding relationship.

Levels of Trust

- ❖ **declined** since mid-1960s (Peters, Covello and McCallum 1997)
- ❖ fairly **static** since 1970 (Kasperson 1999)
- ❖ **increased** again at least in some aspects and a more local level since 1990 (Etzioni 1996)

Influences

- ❖ Individual psychological processes
 - Salient Values Similarity (SVS)
 - trust decreasing information
- ❖ competence
- ❖ participation
- ❖ reciprocity
- ❖ responsiveness

Components of Trust

Components	Description
------------	-------------

Perceived competence	degree of technical expertise in meeting institutional mandate
-----------------------------	--

Objectivity	lack of biases in information and performance as perceived by others
--------------------	--

Fairness	acknowledgment and adequate representation of all relevant points of view
-----------------	---

Consistency	predictability of arguments and behavior based on past experience and previous communication efforts
--------------------	--

Sincerity	honesty and openness
------------------	----------------------

Faith	perception of "good will" in performance and communication
--------------	--

Trust - Key questions

- ❖ Functions of social trust (benefits and cautions)
- ❖ social trust judgements
- ❖ social trust and risk perception
- ❖ civic engagement and public participation
- ❖ necessity of trust
- ❖ Function of distrust
- ❖ role of leadership
- ❖ role of regulation

The Public Consultation on Developments in the Biosciences

**A MORI Report Investigating
Public Attitudes to the Biological
Sciences and their Oversight**

**Commissioned by
The Office of Science and Technology**

**December 1998 -
April 1999**

•ONE

•Awareness of the Biosciences 25

- Spontaneous Awareness Of The Biosciences 26
- ‘Biology’ And ‘Genes’ 32
- Overall Awareness of the Biosciences 37

•TWO

•Issues Arising From Developments In The Biosciences 41

- Issues Arising From Development in the Biosciences 42
- Perceived Reasons Why Particular Biological Developments Are Taking Place 48

•THREE

•Knowledge of the Oversight and Regulatory Process 61

- Importance Of Rules And Regulations To Control Biological Developments And Scientific Research 62
- Perceived Degree Of Control 65
- Degree of Confidence That Rules And Regulations Are Keeping Pace With Biological Developments And Scientific Research 67
- Decisions Making and Regulation Of The Biosciences 69
- Trust 74

•FOUR

•Issues to be Taken into Account in Oversight of Developments in the Biosciences 76

- Issues to be Taken Into Account 77
- Factors Which Give Trust In Controls And Regulation 80

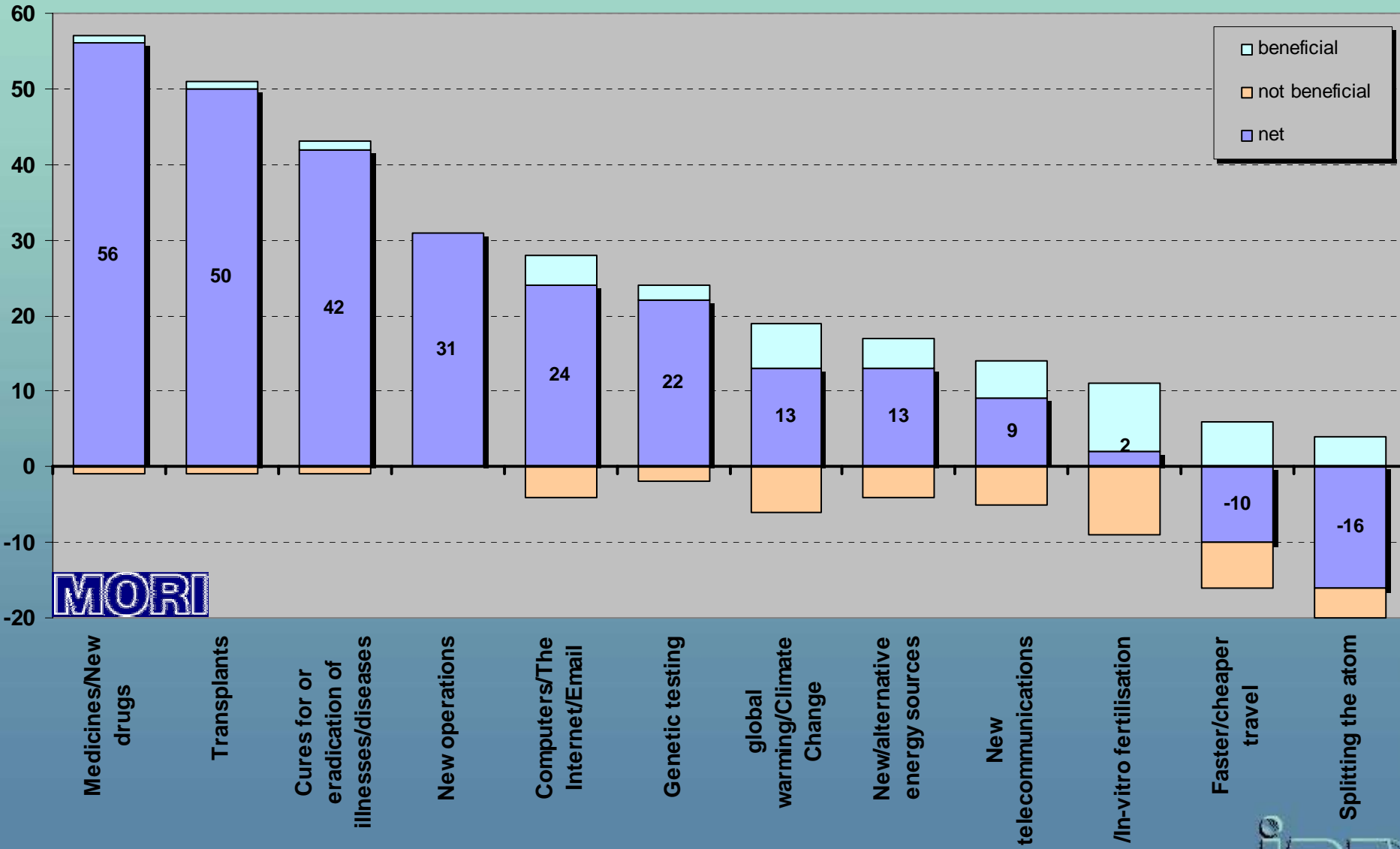
•FIVE

•What Information Should Be Made Available To The Public? 84

- Amount Of Information Received 85
- Information Which Should Be Available To The Public 86
- Methods of Information Provision 89
- Trust in People/Institutions To Provide Honest and Balanced Information 93

Q4 On this card is a list of various scientific developments. Which two or three would you say have been beneficial for society as far as you are aware?

Q5 And which two or three would you say have not been beneficial for society, as far as you are aware?



MORI

IRR

Q8 Here is the card I showed you earlier with various recent developments in biology on it.

*How important would you say it is that there are **rules and regulations** in place to control biological developments and scientific research? Would you say controls are ...*

- Very important 88 %
- Fairly important 9 %
- Not very important 1 %
- Not at all important *
- Don't know/not sure 1 %

Q9. Why do you say that?

Top mentions	%
If we are not careful it can go too far/get out of hand	21
We do not know the long-term effects/what will happen in the long run	10
It is potentially dangerous/Damaging/Disastrous	10
You cannot trust scientists/Scientists get carried away/are naturally inquisitive	9
Otherwise people will play God/run riot/test anything/everything/have a free hand	9
It is open to abuse	8

Q13. Who, if anyone, would you say is currently involved in making decisions in the regulation of the biological sciences?

Q14. And which, if any, of the following types of people or organisations that you may not have mentioned earlier would you say is currently involved in making decisions on your behalf in the regulation of the biological sciences?

Q15. And which, if any, of the following types of people should be involved in making decisions on your behalf in the regulation of the biological sciences?

	Q13 Currently involved (Spontaneous)	Q13/14 Currently involved (Spontaneous + Prompted)	Q15 Should be involved	Should - Currently
	%	%	%	+/-
Governments	63	83	41	-42
Scientists	23	70	47	-23
An Advisory Body to Government, composed of experts	12	62	45	-17
Industry/manufacturers	8	38	16	-22
Environmental Groups	2	33	40	+7
An Advisory Body to Government, composed of people representing different viewpoints	5	32	48	+16
Hospital Doctors	5	23	36	+13
Consumer Groups	1	20	31	+11
Pharmacists/Chemists	2	20	22	+2
Animal Welfare Groups	1	19	26	+7
GPs/Family Doctors	4	19	37	+18
Farmers	1	16	17	+1
The Media	1	15	11	-4
Vets	1	12	17	+5
Retailers	1	11	7	-4
The General Public	1	10	46	+36
Religious organisations	1	10	12	+2
Sociologists	*	10	12	+2
Nurses	1	4	10	+6
Patients	*	4	19	+15

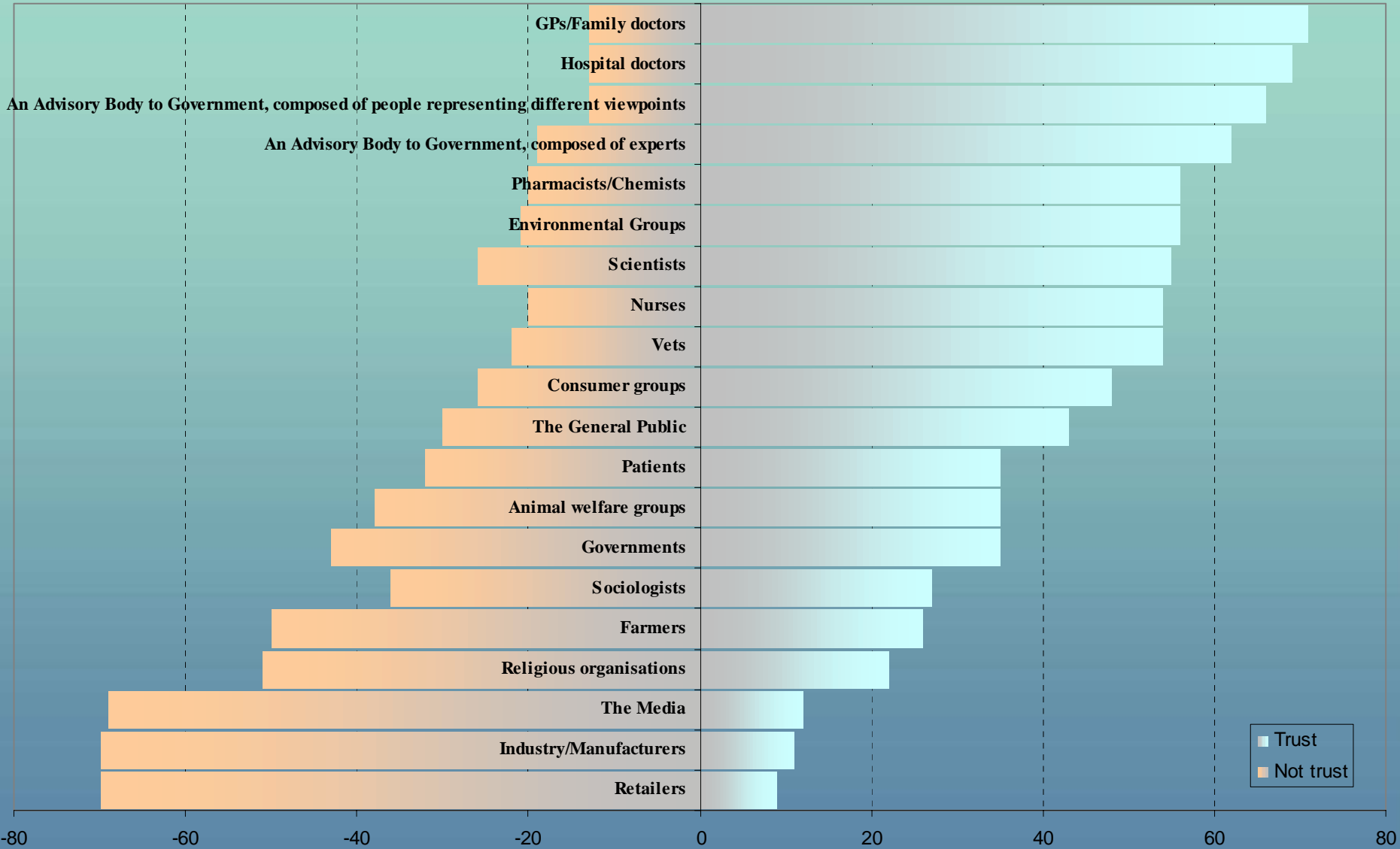
*Q13. Who, if anyone, would you say is currently involved in making decisions in the regulation of the biological sciences?
(Spontaneous)*

Q14. And which, if any, of the following types of people or organisations that you may not have mentioned earlier would you say is currently involved in making decisions on your behalf in the regulation of the biological sciences?

Q15. And which, if any, of the following types of people should be involved in making decisions on your behalf in the regulation of the biological sciences?

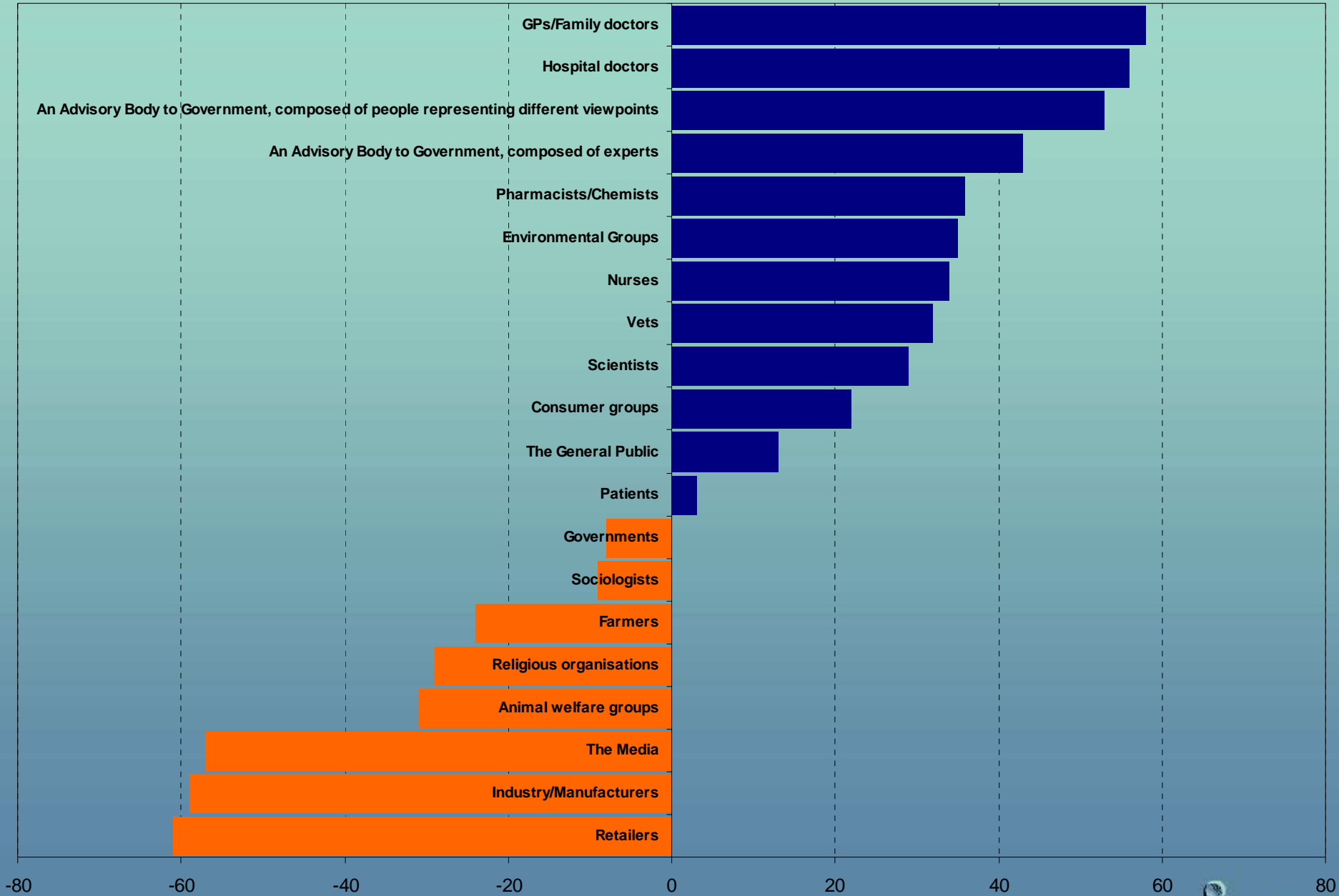
Q16. And for each of these types of people or institutions, would you tell me whether you trust them or not, to make decisions on your behalf in the regulation of the biological sciences?

	Q13	Q13/Q14	Q15	Q16			
	Currently involved Spontaneous	Currently involved Spontaneous + prompted	Should be involved prompted	Trust	Not trust	Don't know	Net Trust
	%	%	%	%	%	%	±%
GPs/Family doctors	4	19	37	71	13	16	+58
Hospital doctors	5	23	36	69	13	18	+56
Environmental Groups	2	33	40	56	21	23	+35
Pharmacists/Chemists	2	20	22	56	20	24	+36
Scientists	23	70	47	55	26	19	+29
Vets	1	12	17	54	22	24	+32
Nurses	1	4	10	54	20	26	+34
Consumer groups	1	20	31	48	26	27	+22
The General Public	1	10	46	43	30	27	+13
Governments	63	83	41	35	43	23	-8
Animal welfare groups	1	19	26	35	38	27	-31
Patients	*	4	19	35	32	33	+3
Sociologists	*	10	12	27	36	37	-9
Farmers	1	16	17	26	50	24	-24
Religious organisations	1	10	12	22	51	27	-29
The Media	1	15	11	12	69	20	-57
Industry/Manufacturers	8	38	16	11	70	19	-59
Retailers	1	11	7	9	70	21	-61
An Advisory Body to Government, composed of experts	12	62	45	62	19	19	+43
An Advisory Body to Government, composed of people representing different viewpoints	5	32	48	66	13	21	+53
No-one/None of these	1	0	*				
Don't know	18	2	1				



An Advisory Body to Government, composed of people representing different viewpoints

An Advisory Body to Government, composed of experts





Project report

Nuclear Science and Technology

The TRUSTNET Framework: A New Perspective on Risk Governance



EURATOM

EUR 19136 EN



The TRUSTNET Framework

A New Perspective on Risk Governance

Contract No. FI4P-CT96-0063

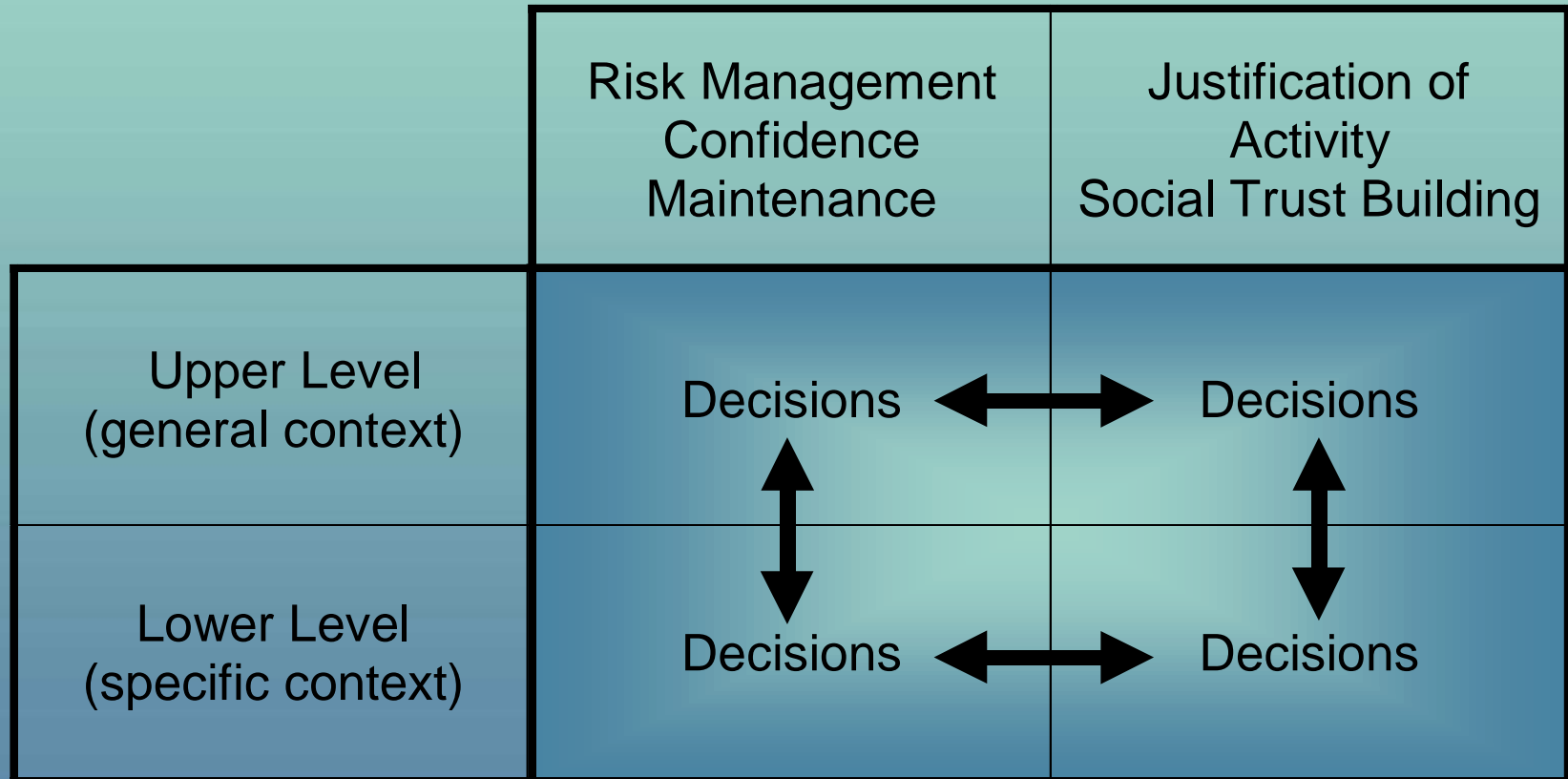
Work performed as part of the European Atomic Energy Community's R & T
Specific Programme „Nuclear Fission Safety 1994-1998“
Area D: Radiological impact on man and the environment



Top-Down Paradigm

	Risk Management Confidence Maintenance	Justification of Activity Social Trust Building
Upper Level (general context)	Decisions ↓	Implicit or in the hands of Public Authorities
Lower Level (specific context)	Implementation	Implicit or in the hands of Public Authorities

Mutual Trust Paradigm



Aims of Trustnet

- ❖ Influence on credibility, effectiveness and legitimacy of the regulatory framework of hazardous activities
- ❖ European network of decision makers
- ❖ coherent approach for managing health and environmental risks
- ❖ common basis for interdisciplinary approach involving the stakeholders

Methodology

- ❖ pluralistic involvement
- ❖ interdisciplinarity of expertise
- ❖ duration of the dialogue process
- ❖ quality of risk governance

Case Studies

Title	Country
Management of Potential Risks from 50 Hz Magnetic Fields	Sweden
Issues of Trust in the Development of the Sizewell B Nuclear Power Station	United Kingdom
Regulation of Pharmaceutical Risks	France
Riverine Flooding	Germany
Implementation of the Agenda 21 at the Local Community Level	Sweden
A Chemical Siting Process in the Freiburg District	Switzerland
An Environmental and Industrial Framework for the Dunkirk Conurbation	France
International Management of Long Range Trans-boundary Air Pollution	International
Genetic Modification	Europe
The Nord Contentin Commission on Radiological Risk Assessment	France
A Citizens Conference on Genetic Modification	France

Trustnet 2

London, 28th - 30th May 2001

The role of specialised agencies

- ❖ The Health and Safety Executive, UK
- ❖ The AFSSA - The French Food Safety Agency, France
- ❖ The German Federal Institute for Health Protection of Consumers and Veterinary Medicine (BgVV), Germany
- ❖ Latest Developments: the project of a European Food Safety Agency, EU

Trustnet 2

Stuttgart, 7th - 8th February 2002

Practicalities of Stakeholder Involvement

- ❖ The National Consumer Council projects for strengthening consumer representation, UK
- ❖ Stakeholder involvement in a sustainable development project in the Territory of Haut-Béarn, France
- ❖ Stakeholder Involvement on Energy Policy in Bavaria Lander (Energiedialog in Bayern), Germany



Energiedialog in Bayern (EDiB)

Runder Tisch zur nachhaltigen Energieversorgung des Freistaates Bayern

- ❖ **Beteiligung** gesellschaftlicher Gruppen, da eine nachhaltige Energiepolitik durch die Politik alleine nicht erreicht werden kann
- ❖ Entwicklung von **Grundsätzen** einer Nachhaltigen Energieversorgung Bayerns
- ❖ Verbesserung der gemeinsamen **Wissensbasis**
- ❖ Einigung über **Ziele, Maßnahmen und Instrumente** einer nachhaltigen Energieversorgung Bayerns

Risk Governance in Europe



TRUSTNET

- Trustnet in short
- News
- Trustnet Network
- Work programme
- Forum
- Library
- Methodology
- Glossary
- Contact us
- Search



TRUSTNET is a pluralistic and interdisciplinary European network involved in the field of Risk Governance. European Commission (DG RTD) supports the activities of TRUSTNET.

Last update - January 2001.

Copyright © MUTADIS 2002 - All rights reserved.

TRUSTNET SECRETARIAT c/o MUTADIS CONSULTANTS

3 rue de la fidélité - 75010 Paris - France - Tél: +33 1 48 01 88 77 - Fax: +33 1 48 01 00 13

[Credits](#)

<http://www.trustnetgovernance.com>

