

InterPARES Trust: Open Government & Citizen Engagement

A presentation to the
InterPARES International Symposium
by Jim Suderman
San José, Costa Rica
19 de febrero de 2020

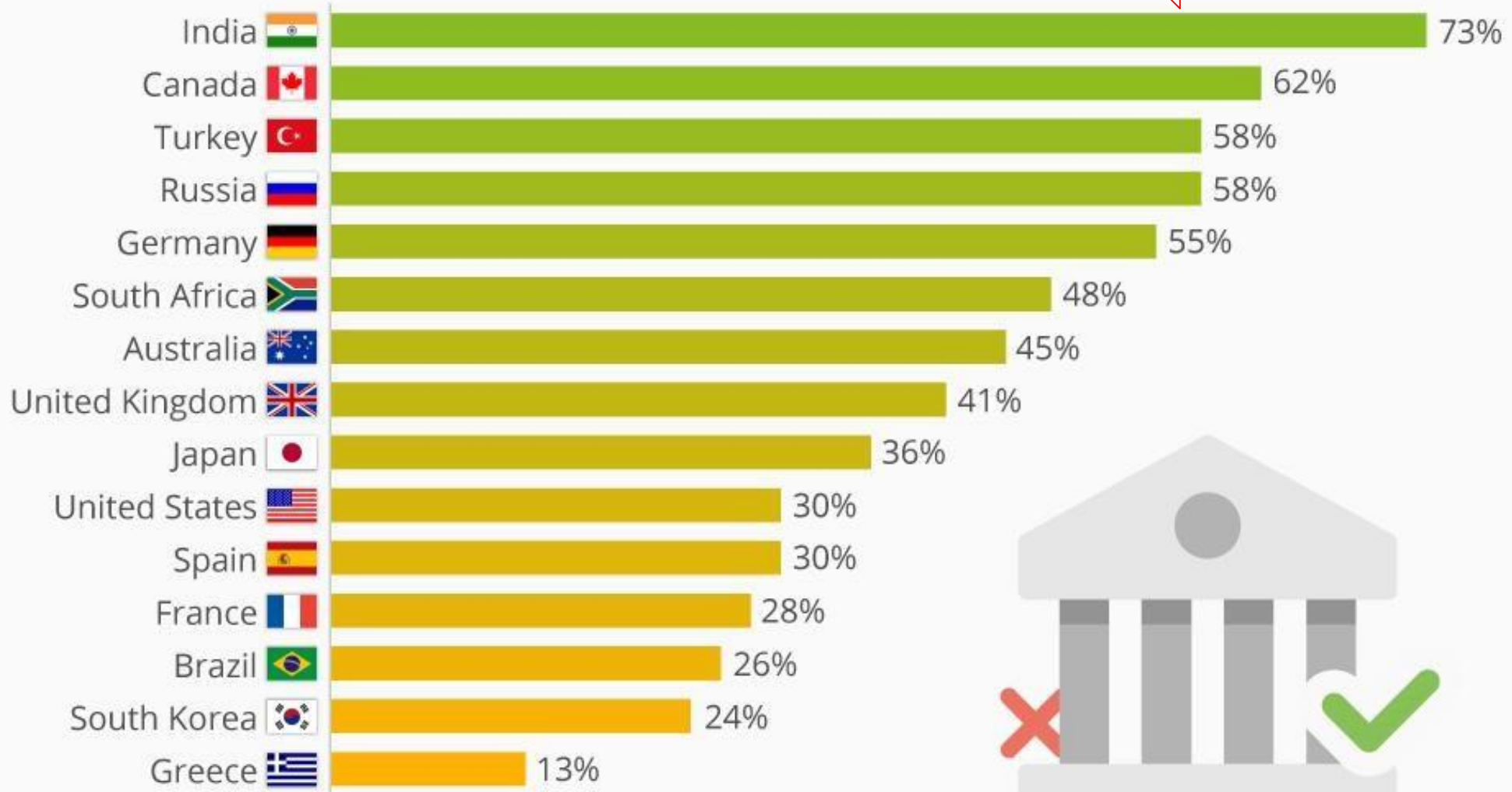
Agenda

- The need for research
- Trust
- Authenticity
- Policy / Practice

The Countries That Trust The Government Most And Least

Confidence in the national government in selected countries (2016)

2016



DISTRUST CONTINUES

Trust Index

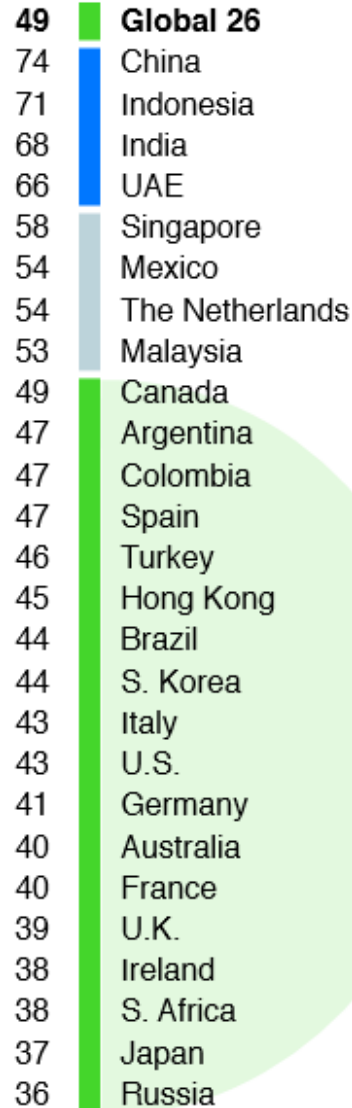
Global Trust Index increases 3 pts to neutral

15 of 26 markets are distrusters, down 3 from 2018

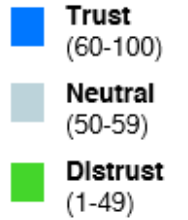
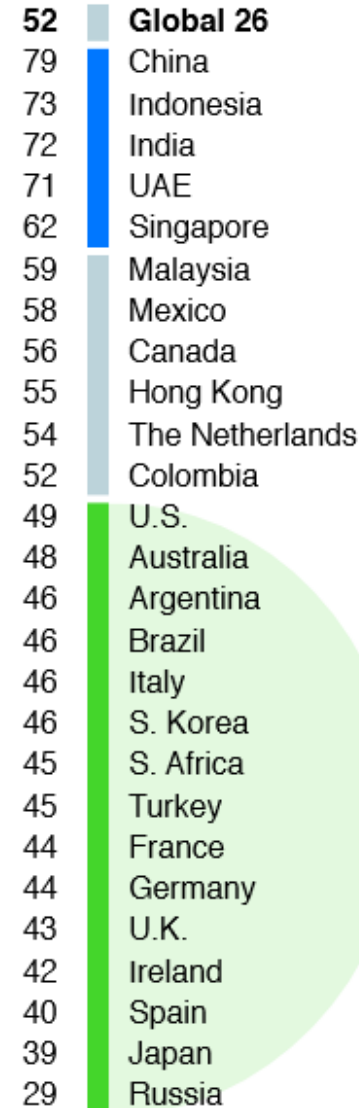
2019 Edelman Trust Barometer. The Trust Index is the average percent trust in NGOs, business, government and media. TRU_INS. Below is a list of institutions. For each one, please indicate how much you trust that institution to do what is right using a nine-point scale where one means that you "do not trust them at all" and nine means that you "trust them a great deal." 9-point scale; top 4 box, trust. General population, 26-market average.

2020-02-19

▲ 2018 General Population



▲ 2019 General Population



Biggest changes in



Open Government

Gobierno abierto / Open Government

n. ~ Estrategia diseñada para dar mayor acceso a información no restringida, que esté en poder de entidades públicas, para promover la transparencia, rendición de cuentas, compromiso ciudadano y participación, con el fin más amplio de construir y promover la confianza ciudadana en sus gobiernos.

n. ~ An approach designed to provide greater access to unrestricted information held by public bodies in order to promote transparency, accountability, and citizen engagement and participation, to accomplish a larger outcome of building and enhancing citizens' trust in their governments.

Citizen Engagement

n. ~ Efforts to actively empower citizens in government decision-making processes through transparent dialog and communication among individual citizens and with the government in order to increase trust in the government and to ensure decisions reflect citizens' interests.

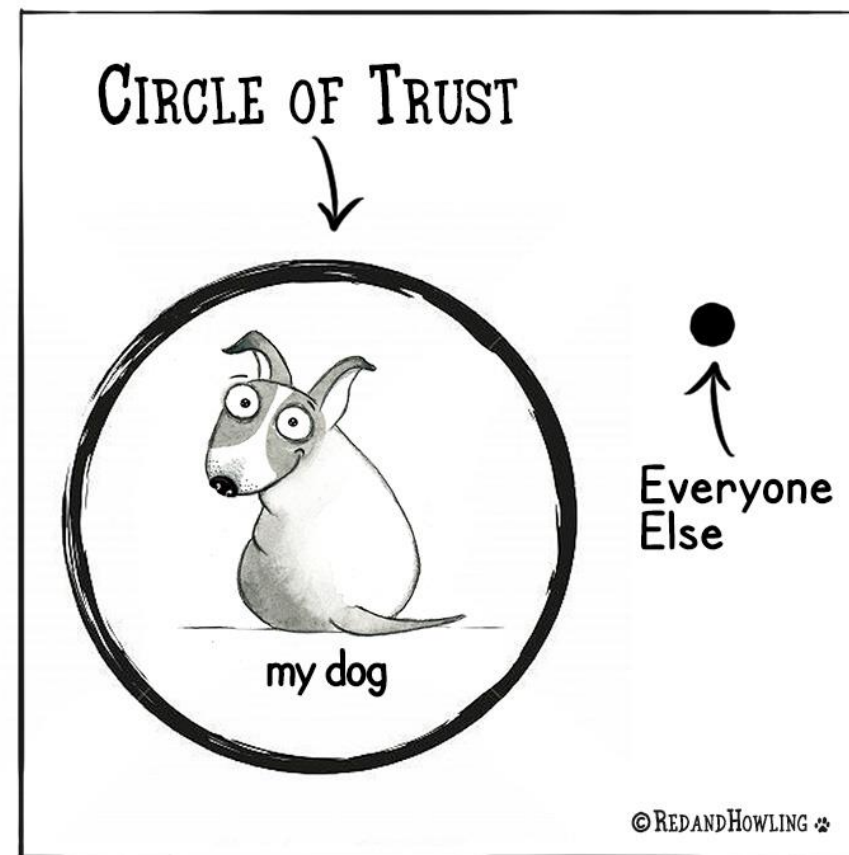
Record

n. ~ 1. IP2 · A document made or received in the course of a practical activity as an instrument or a by-product of such activity, and set aside for action or reference.

Records Professional

- n. ~ An individual who is trained in all aspects of managing records and information, including their creation, use, retention, disposition, and preservation, and is familiar with the legal, ethical, fiscal, administrative, and governance contexts of recordkeeping.
- 'Records professional' is often used as an umbrella term to include individuals working in various facets of records management and archives, regardless of job titles.

Trust



n. ~ 1. Confidence of one party in another, based on alignment of value systems with respect to specific actions or benefits, and involving a relationship of voluntary vulnerability, dependence and reliance, based on risk assessment.
— v. ~ 2. To have confidence in another party with respect to specific actions or benefits.

Study: the care.data programme

- Examined the governance of the care.data programme in the U.K. from its inception in 2012 through 2015.
- Integration of Health Episode Statistics (HES) with data sets from General Practice (GP) for the purpose of planning and monitoring health services.
- Main conclusions of the study: a crisis of trust can result from
 - poor governance and conduct of a new programme using public digital records, rather than from confidence or trust in the records themselves,
 - context is crucial (in this case the records related to individuals and contained personal information)
- Recommendations of the study:
 - Meaningful consultation and good communication with all stakeholders
 - Agreement among all stakeholders about what data will be used, what it will be used for, and who can access it
 - Agreement among all stakeholders about programme governance and procedures
 - A strong, well communicated, informed consent process
 - Good data security procedures

Study: Social Media and Trust in Government

- Examined how social media has been used by 20 municipal governments in Canada and the U.S. to
 - engage citizens, deliver services
 - the public's reaction
- Social media use increase: 67.5% (est'd) in 2011 to 92% by 2013.
- 2016 trust levels:
 - Elected officials: 37%
 - Journalists: 44%
 - Academic experts: 65%
- Concluding observations:
 - significant controls existed around account creation, access, and content.
 - little effort was made to manage social media content as records.



Authenticity

n. ~ IP2 · The trustworthiness of a record as a record; i.e., the quality of a record that is what it purports to be and that is free from tampering or corruption.

Study: Accessing patent records

Patents: legal instruments that grant exclusive rights to an inventor for a period of time in exchange for public disclosure of the invention.

- Study compared the representation of the insulin patent (1923) in the:
 - University of Toronto's [Insulin Committee](#) Papers
 - online copies maintained by the [Canadian Intellectual Property Office](#) (CIPO)
- CIPO version:
 - contains errors, e.g., nationality of inventors: Afghanistan
 - lacks complementary documents in the Insulin Committee papers
 - Reconfigured to conform to current, six-part template
- Was the CIPO database for patent professionals rather than for a lay audience?



We're having a problem with that page (Error 500)

It's not your computer or Internet connection; it's a problem with our website's server.

What next?

- Try refreshing the page.
- Try again later.
- [Report the problem.](#)

Return to the [Innovation, Science and Economic Development Canada home page](#)

Nous éprouvons des difficultés avec cette page (Erreur 500)

Le problème ne provient pas de votre ordinateur ou de votre connexion Internet, mais plutôt du serveur de notre site Web.

Que faire maintenant?

- Tentez de rafraîchir la page.
- Réessayez plus tard.
- [Signalez le problème.](#)

Retour à la [page d'accueil d'Innovation, Sciences et Développement économique Canada](#)

Study: Perceptions of born-digital authenticity

- Participants were given four different records and asked:
 - Whether each was “the real thing”
 - How they came to their opinion
- Judgements of authenticity were expressed in terms of what the viewer knows, imagines, remembers, or expects.
- The perceived motives or reputations of the record creators and/or custodians are key factors.
- Judgements were tentative: participants always sought additional information.

Policy and Practice



Literature review: Open Government data

- The relationship between open data, public records, freedom of information, linked data, records professionals and data scientists not clear.
 - Common terms, e.g., quality, value, persistence, are used differently by different disciplines
- Intersection between open data and records management is under-researched
 - Identified many guides but these seemed to suffer from an absence of technical knowledge of records and archives.
- Noted growing attention (in 2015) of the Open Government community to:
 - Privacy and data anonymization
 - Ways to evaluate open data and open data practices

Study: Policy and plurality

Considered role of policy in establishing trust in multicultural contexts of digital archives of traumatic collections.

- “The possibility of creating an archive that not only preserves cultural memory but also helps affected communities and broader society understand, heal, and move forward towards a society in which plural cultural understandings can co-exist.”
- Challenge: privileging access to the records for survivors of Indian Residential Schools, their families and communities,
- Access to information laws are not designed for this type of record and juridical context is unclear given the hundreds of First Nations, Metis and Inuit communities across Canada.

Some concluding questions

- What is the “right” level of trust in government anyway?
- Does it follow that the benefits of Open Government will actually accrue to the citizens?
- Are records effective as tools to inform or rebuild trust?
- If records professionals become more engaged with open government leaders to achieve open government objectives, at what point does that engagement compromise our position as trusted custodians?
- Can the contributions of records and records professionals in to rebuilding – or eroding! – trust in government be measured?
- How is Open Government, including open data and citizen engagement, evolving?

