

# An Empirical Analysis of Anti - Corruption Efforts, Public Perception of Corruption and Government Credibility in Nigeria

Ani Gabriel Paul Wellington

London Graduate School  
gfalcongroupl[at]gmail.com

**Abstract:** *Curbing corruption is one of the intractable problems facing Nigeria. While a great deal is known about the impact of corruption on macroeconomic outcomes such as economic growth, little is known about how failure to tackle the menace through implementation of anticorruption programmes and policies, and public perception of corruption have impacted on government credibility. Against this backdrop, this study investigated the relationship among anticorruption efforts, public perception of corruption and government credibility in Nigeria. The study relied solely on primary data generated through a survey of 304 respondents. The data gathered were analysed using descriptive and logit regression model. The study found that corrupt practices such as kickbacks, abuse of entrusted authority for personal gain are widespread and severe in Nigeria and public perception of corruption has a significant impact on government credibility. However, the study found no significant relationship between anti - corruption efforts and government credibility proxied by political distrust. Overall, the result suggests that anti - corruption efforts do not have any significant impact on reducing distrust towards government in Nigeria due to the deep - rooted public perception. The study recommended that genuine commitment from government among other stakeholders towards anti - corruption campaign will restore public trust in the government.*

**Keywords:** corruption, political distrust, government credibility, public perception

## 1. Background to the Study

Corruption is often seen as the exploitation of ones' position for private benefits (Daniel, Yun & Domenico, 2018; Zhang, An & Zhong, 2019). Osunyinkanmi (2009), Abubakr, Belghitar, & Clark (2017), and the World Bank (2021) in their separate studies state that corruption can take many forms, ranging from bribery, money laundering, embezzlement, tax evasion among others. In corroborating this view, Ge, Li, Liu, & McVay (2021) see corruption as any criminal behaviour such as underpayment, falsification of documents/records, drug trafficking, false declaration, aiding and/or abetting fraudulent behaviour. Available data from the World Economic Forum (2020) indicates that the annual costs of global corrupt practices as of 2019 stood at \$3.6 trillion. To Transparency International (2020), more than 66.67% of countries across the globe score below 50 on Corruption Perception Index (CPI). Thus, how to effectively tackle issues of corruption has remained top agenda for most governments, development partners such as the World Bank, and focus point for many researchers.

In Nigeria, corruption has been classified as endemic, prevailing in all levels of governance and retarding growth in all sectors of the country's economy (Transparency International, 2020 and World Bank, 2021). According to a collaborative study by United Nations Office on Drugs and Crime, the Nigeria's National Bureau of Statistics, and the UKAID in 2019, over 117 million bribes are paid annually in Nigeria. Thus, the 2019 Mo Ibrahim Governance index ranked Nigeria 34<sup>th</sup> out of 54 countries in Africa with a score of 46.1 out of 100 points. This is also confirmed by the 2019 Transparency International's Corruption Perception Index (CPI), which ranked 148 out of the 180 countries surveyed (Transparency International, 2020). Scholars (Rothstein & Varraich, 2017) have argued that the prevalence of

corruption in Nigeria has been considered as the major challenge to the achievement of the Sustainable Development Goals (SDGs) and shared prosperity for the over 80.6 million or 40.1% of Nigerians who live in extreme poverty (World Bank, 2019; 2021).

According to Rothstein & Varraich (2017), corruption in Nigeria undermines economic growth while reducing the quality of life enjoyed by the masses. Apart from impeding investment and its associated impacts on growth and jobs, high rate of corruption in Nigeria generates distrust in public institutions, negatively impacts service delivery, and distorts how institutions operate (To Ge, Li, Liu, & McVay, 2021 and World Bank, 2021). In corroborating this view, studies such as Mishler & Rose (2001), Searing (2002), Minxin (2006), and Ge, Li, Liu, & McVay (2021) averred that prevalence of corruption in any nation tends to weaken public trust and government credibility. This would mean that the widespread corruption in Nigeria made evidence by this study may not only undermine government efforts to mobilize the masses to help fight corruption but could also lead to public disapproval of government's promises to fight the menace.

It is in realization of the socioeconomic consequences of corruption on the one hand and the fact that positive assessments of governance are significantly associated with high levels of political trust (Minxin, 2006) on the other hand, that the Federal government of Nigeria, through the Economic and Financial Crimes Commission (EFCC), the Independent Corrupt Practices and other related offences Commission (ICPC), the Code of Conduct Tribunal among other agencies has increased the intensity of its investigations in to corruption cases and the flow of state finances. Also, the recent multiple rounds of anti - corruption campaigns by the Nigeria's National Assembly

have driven strong interest in anti – corruption efforts of the Federal. While several studies have assessed the impact of these anti - corruption campaigns on the prevalence of corruption in Nigeria, little is known on how these anti - corruption efforts have impacted on public trust and the credibility of government. This study is undertaken to provide empirical proof on how anti - corruption efforts have impacted on public trust/perception and the government’s credibility in Nigeria.

The rest of the paper is structured as follows: after the introductory section which also contains the study specific objectives, the second section discusses (briefly) the conceptual, theoretical, and empirical literature on the subject. The third section focuses on the research methodology. The section also contains the study limitations. The fourth section presents findings from data analyses while the final section concludes and provides some policy measures for reducing corruption in Nigeria.

### 1.3 Objectives of the Study

The specific objective of this study is threefold:

- a) Assess the status and patterns in public perceptions towards anti - corruption efforts in Nigeria
- b) Evaluate the relationship between public perception of corruption and government credibility in Nigeria
- c) Examine the extent to which anti - corruption efforts impact on government credibility

## 2. Review of Relevant Literature

Finding an adequate definition of corruption is somewhat difficult. Consequently, most scholars prefer to describe the nature of corrupt practices. As a concept, corruption can take different forms, including behaviours such as public servants taking or demanding money/favours in exchange for services, those in positions misusing entrusted power for personal benefit, or organisations giving bribe to officials to get contracts (Cheeseman & Peiffer, 2020). Corrupt practices can occur anywhere: in public sector, private sector (business), in civil society, the media, the courts, and across all sectors. According to Akindele (2005), corruption involves behaviour that deviates from the formal or standard rules governing the actions of those in authority. In characterising corrupt practices, the Independent Commission against Corruption (ICAC) views corruption to include any human behavior (whether in the public or private sector) that tend to deviate from the standard operating procedure either for personal benefits or for the benefits of others. From the foregoing, it can be inferred that corrupt acts include any anti - social behaviors such as graft, perjury, bribery, favoritism, nepotism among others.

Given the corrosive effects of corruption, governments at the different levels have the obligation to eradicate or abate corrupt practices in the society. In Nigeria, anti - corruption efforts which refer to the government's anti - corruption campaigns (e. g. Jaji Declaration in 1977, Ethical Revolution in 1981 - 83; War Against Indiscipline in 1984; National Orientation Movement in 1986 to Change Begin with Me in 2021) embarked upon by successive governments have not yielded much results, raising questions over the level of

citizens' trust in the government to tackle the menace of corruption in Nigeria. Many analysts, political and social commentators, business experts (and non - experts alike) as well as ordinary citizens attest to the fact that Nigeria’s overall fight against corruption since independence in 1960 has not been very impressive. This is so because, notwithstanding the colossal amount of foreign exchange earned mainly from sales proceeds of crude oil, attainment of economic growth and consequently economic security has left much to be desired. There is yet high incidence of poverty, abysmally low standard of living, high rate of unemployment and inflation thus creating persistent socioeconomic challenges, thus diminishing the credibility of the Nigerian government. As noted by Minxin (2006) and Li (2008) government performance is a bundle of attributes that tend to shape citizens’ opinions and positive assessment of government performance by the citizen is directly linked to high level of trust. Thus, an effective anti - corruption campaigns by the government can boost its legitimacy and credibility.

Presently, there are different theoretical perspectives (Cognitive Dissonance Theory, Contrast theory, and the Generalised negativity theory) that have been used to explain the linkage between government performance, citizen perceptions/trust and government credibility. The first theoretical perspective considered in this study is the Dissonance Theory developed by Festinger (1957). The theory postulates that people make several cognitive comparisons between their expectations regarding a product or services and the performance of such product or service. If there is a disparity between their expectations and the perceived performance of the product or service, a cognitive dissonance will be experienced (Cardozzo, 1965). This implies that unmet expectations tend to create a psychological discomfort (Yi, 1990). Applied to this study, the theory enables us to understand that government creditability is a function of how well public programmes and policies meet the expectation of the masses. If the theory holds true, then government should strive to raise programme performance (e. g. anti - corruption campaigns) substantially above citizens’ expectations to obtain positive evaluation.

The second theoretical perspective employed by this study is the Contrast Theory developed by Hovland, Harvey & Sherif (1957). The theory provides an alternative approach to how people evaluate products and services. According to Hovland, Harvey & Sherif (1957), Contrast theory postulates that when actual performance of a product or services falls short of the expected performance, people (consumers) tend to magnify this disparity (Yi, 1990). When applied to this study, the theory suggests that when government performs less than expected, citizens would tend to amplify the difference between the actual and the expected performances (Cardozzo, 1965). Thus, the theory predicts that anti - corruption efforts below expectations will be rated poorer by the citizens than they are (Oliver & DeSarbo, 1988). Put differently, the theory postulates that policy outcomes that negatively deviating from expected goals would cause the masses to perceive the government in a bad light.

Beyond theoretical appeal, the link between government performance in terms of anti - corruption efforts, citizen perceptions and government credibility have empirical proof. For instance, Zhang, An & Zhong (2019) investigated how anti - corruption efforts in China have impacted on investment performance of subsidized business entities. The study period coincided with the year of the implementation of the anti - corruption policies. Thus, the study sampled firms listed on the Shanghai and Shenzhen Stock Exchanges and data on all share index, financial/investment performance of the selected firms were gathered from 2007 to 2015. Following analysis of data, the study found that government subsidies have a positive and significant impact on investment behaviours of business entities. The study further found that anti - corruption efforts by the government strongly impacted on investment behaviour of the sampled enterprises.

Denisova - Schmidt, Huber, Leontyeva, & Solovyeva (2021) evaluated the impact of anti - corruption messages on political beliefs and attitudes of Nigerian citizens. The study assumes that the widespread corrupt practices in Nigeria would signal to the masses that their political leaders cannot be trusted that revenues accruing to the government are being stolen, and that the political system is highly compromised. The study utilized data from a 2019 survey carried out in Lagos. In the survey, a total of 2, 400 respondents randomly selected were exposed to different anti - corruption messages. Thereafter, the perception regarding the status of Nigeria's democracy were obtained and analyzed using descriptive and regression model. The study found anti - corruption messages in Nigeria tend to hurt democratic ideas and beliefs in Nigeria and exposing Nigerians to anti - corruption messages lead to lose of confidence in governance and the quality of democracy in the country.

In another study, Denisova - Schmidt, Huber, Leontyeva, & Solovyeva (2021) examined the impact of anti - corruption campaigns in education sector on students' attitudes in a Russian university. The study relied solely on primary data generated from over 2000 participants which were randomly sampled. Both parametric and non - parametric tools were used. The study found that students who were involved in plagiarism tend to have negative and strong attitudes toward corruption. Peerthum, & Luckho (2021) explored the relationship between public corruption and trust in the political system of Mauritius. More specifically, the study examined anti - corruption efforts in Mauritius to ascertain if public perceptions matter in evaluating political trust. The study relied on primary data which is analysed using descriptive and inferential statistical tools. The study found a negative and significant link between citizens' opinion and political trust. This suggests that corruption tends to erode citizens' trust in government. Vu (2021) explored the status of trust in the Vietnamese public sector during the outbreak of COVID - 19 to assess how the trust leads to compliance and support in government's policy/regulation. The utilized primary data and found a positive and significant relationship between public trust in government and compliance to governments' policies and regulations.

A more recent study by Lalot, Heering, Rullo, Travaglino, & Abrams (2022) assessed the extent to which people followed government restrictions policies during the COVID - 19 pandemic. The study highlighted the intermediary role of political trust on the willingness of the masses to comply with government anti - restriction policies during the COVID - 19 pandemic. The study sampled over 372 French and Italian participants. Nonparametric tools were used to evaluate if trust arising from government anti - corruption efforts has significant impacts on citizens' positive evaluation of the government. Following the analysis of data, the study supported the research hypothesis.

Although the literature reviewed above are carried out in different locations, but they yielded similar results, indicating a linkage among the study variables. Thus, this study predicts a relationship between anti - corruption efforts, public perception of corruption and government credibility in Nigeria

### 3. Research Methodology

This study is centred on analysing the relationship among anti - corruption efforts, public perception of corruption, and government credibility in Nigeria using a mixed (quantitative and qualitative) research methodology. The data were obtained using semi structured questionnaire administered to a cross section of Nigerians using online Google survey platform (Google form). The rationale for this choice is that it enabled the collection of data across different locations and within a limited time scope. For the qualitative data, the study adopts Key Informant Interviews (KIIs) which were carried out with consenting staff of Anti - corruption agencies within the Federal Capital Territory. The study participants for the KII were recruited using snowballing sampling technique to assess multiple perspectives via friends of the friends.

The data obtained were anonymized, prepared, and treated before being analysed quantitatively using statistical software (SPSS 23). The methods of analyses include univariate tools (descriptive statistics) and parametric tests (logit regression). The descriptive statistics was used to analyse the status and patterns in public perceptions towards anti - corruption efforts and government credibility in Nigeria. To establish the extent to which anti - corruption efforts and public perception have impacted on government credibility, the study utilized a multivariate (logit) regression model.

A multivariate logit regression is used when the dependent variable in question is nominal (a set of categories which cannot be ordered in any meaningful way). The theoretical model is specified in an implicit form as:

The model for this research work is specified in implicit form as:

$$\ln (P/1 - P) = Z = \alpha + \beta X + v \dots\dots\dots (3.1)$$

Where:

Z = a probability measuring the total contributions of the independent variable known as the logit.

$\alpha$  = the intercept

$\beta$  = coefficients of the exogenous variables

X = Exogenous variables

v = the random term.

In explicit form, equation (3.1) is modified and written as:

$$\text{Distrust} = f(x_1, x_2, x_3, x_4) \dots (3.2)$$

Where:

Distrust = dependent variable, a proxy for government credibility

x<sub>1</sub> = Perception of corruption rating (from ‘not severe’ to ‘severe’)

x<sub>2</sub> = Anti - corruption efforts proxied by the number of reported anti – corruption cases

x<sub>3</sub> = education of the respondent (1 is assigned when respondent has at least secondary education, 0 if otherwise)

x<sub>4</sub> = Gender

Thus, the specified form of the model became:

$$PTY = \beta_0 + \beta_1x_1 + \beta_2x_2 + \beta_3x_3 + \beta_4x_4 + v_i$$

Where:

β<sub>0</sub> = intercept

β<sub>1</sub> - β<sub>4</sub> = parameters

v<sub>i</sub> = A random disturbance term.

### 3.1 Study Limitation

One key limitation in this study is that the data collection technique was primarily based online survey. Thus, perceptions of most people in rural areas and those without smart devices might not have been captured. Thus, future study should consider employing data collection method that can enhance rural participation.

## 4. Results and Discussion

This section presents analyses of data obtained from a total of 304 respondents who completed the online questionnaire within the time limit (Jan 11 to February 10, 2022). Before data analyses, a reliability test using Cronbach's Alpha was performed. The coefficient of 0.813 is within the satisfactory range and it indicates that there is internal consistency in the questionnaire. Also, the data background was briefly described using descriptive statistics. To establish the extent to which anti - corruption efforts and public perception have impacted on government credibility, the study utilized a multivariate (logit) regression model.

### 4.1 Demographic Characteristics

Demographics Variable	Frequency	%
<b>Age (Mean = 38; Std = 6.29; Min = 17; Max = 81)</b>		
Under 20 years	7	2.4%
20 - 30 years	43	14.1%
31 - 40 years	114	37.6%
41 - 50 years	126	41.5%
51 and above	13	4.4%
<b>Gender</b>		
Female	98	32.4%
Male	206	67.6%
<b>Occupation</b>		
Federal government	22	7.2%
State government	99	32.6%
ocal Government	105	34.7%
Private sector	38	12.6%
Self - employed	36	11.7%
Unemployed	4	1.2%
<b>Years Lived in current location</b>		
0 - 2 years	36	11.7%
3 - 8 years	123	40.5%
9 - 13 years	88	28.8%
14 years and above	58	19.0%
<b>Highest Education</b>		
School Certificate	7	2.4%
Diploma or Equivalent	16	5.4%
Bachelor's Degree or Equivalent	125	41.0%
Masters	79	25.9%
PhD	44	14.6%
Ph. D Student	29	9.5%
Others	4	1.2%
<b>Top 5 States With Most Response</b>		
Abuja FCT	134	28.6%
Lagos State	83	17.7%
Kaduna State	44	9.4%
Rivers State	28	6%
Enugu State	24	5.1%

Source: Field Survey (2022)

Table 4.1 contains descriptive statistics performed. As shown in the table, the average age of the study participants was 38 with ±6.29 standard deviation. The majority (114; 37.6%) were within the age bracket of 31 - 40 years and males (206 or 67.6%), worked in the informal sector (self - employed) (105 or 34.7%), lived in their current locations between 3 - 8 years (123 or 40.5%), urban residency (Abuja - 28.6%, Lagos - 17.7%), had post - secondary education married

### 4.2 Public Perceptions of Corruption and Government Credibility

In line with the study's objective, citizens' perceptions of corruption and government credibility were sought. Respondents were asked to rate their perception against certain items on a scale of 1 to 4, with 1 representing “not severe” and 4 representing “severe” as presented below.

**Table 4.2:** Public Perceptions of Corruption

S/n	Question	Responses			
		Not Severe	Somewhat severe	Moderately severe	Severe
1	In general, how would you rate corruption in Nigeria	7.5%	10.9%	11.5%	70.1%
2	How would you rate public sector corruption related to the kickbacks	4.6%	9.11%	10.78%	75.51%
3	How would you rate corruption related to the abuse of authority for	0%	3.8%	4.9%	91.3%

	personal gain				
4	How would you rate corruption in anti - corruption campaigns against highly ranked people	0%	9.2%	11.8%	79%

Source: Field Survey 2022

As shown in Table 4.2, a statistically significant number of interviewees (70.1%) responded that corruption in Nigeria is 'severe.' The breakdown of corrupt practices and their various ranks are presented in questions 2, 3, and 4. The individual ratings in this regard are kickbacks (75.51%), abuse of authority for personal gain (91.3%), and investigating corrupt practices involving highly ranked people (79%)

Table 4.3: Government Credibility

S/n	Question	Responses			
		Above average	Average	poor	Very Poor
5	In general, how would you rate government's credibility regarding anti - corruption campaigns	10%	6%	10%	75%
6	How would you rate government performance in investigating high profile corruption cases in Nigeria?	0%	0%	8%	92%
7	How would you rate the institutional framework for tackling corruption and other unethical practices in Nigeria?	0%	0%	5%	95%
8	How would you rate government in terms of preventing abuses of laws and regulations?	0%	0%	0%	100%
9	How would you rate government in terms of safeguarding public resources for the interest of Nigerians?	5%	12%	13%	71%

Source: Field Survey 2022

On the government credibility, Table 4.3 shows the level of distrust respondents had on government in area of investigating high profile corruption cases in Nigeria was 92%. Overall, the results indicate a negative image of Nigerian Government.

### 4.3 Summary of Estimated Results and Discussion of Findings

Data used in this section comes from several sources. For variables such as citizen perception of corruption, scaled data from the online survey was employed. According to Seligson (2006), measuring anti - corruption efforts is somewhat difficult because it would require information on the nature and trends in corruption. Against this backdrop, the study adopts an indirect method of measuring anti - corruption campaigns using the number of anti - corruption cases (CASE). Consequently, the study gathered information on public sector corrupt practices. Other variables included in the model are education attainment measured using dummy variable and gender of respondents measured using dummy variable. The model specified in the preceding section was estimated using logit regression and presented in Table 4.4

Table 4.4: Summary of Regression estimates

Dependent variable	Coefficient
Intercept	-1.465 (0.104)
Explanatory variables	
Perception of corruption	-0.539 (0.057)
Anti - corruption efforts	-0.022 (0.027)
Education (Post - secondary = 1, 0 if otherwise)	0.015 (0.003)
Gender (male = 1, female = 0)	0.066 (0.085)
R - Square	0.7354

Values within brackets are standard errors.

Table 4.4 contains results of the estimated model. As noted earlier, perceptions of corruption and distrust in governments were measured using scale. Thus, the study utilized an ordered logistic regression and, a log - odds interpretation of the ordered logistic regression results was adopted. The results indicate several noteworthy points. First, positive public perception of corruption has a significant impact on government credibility by reducing distrust. Put differently, the coefficient of -0.291, indicates that when corruption perception increases by 1 unit, distrust in government reduces by 1.465 unit, suggesting that positive public perception that corruption is not severe is associated with less distrustful towards governments.

The results in the table further show that anti - corruption efforts have no significant impact on political distrust in Nigeria. As shown table, the coefficient of -0.022 is substantially lower than its standard error of 0.027. Overall, the result suggests that anti - corruption efforts do not have any significant impact on reducing distrust towards government in Nigeria. Further probing in this regard reveals that the masses see anti - corruption efforts as political fight and public trust towards governments is influenced by factors outside politics. This means that the inability of the Nigerian government to objectively fight corruption and to reform institutions with a view to increasing transparency of government might have offset the positive effect created by anti - corruption efforts. The above findings are consistent with those of Denisova - Schmidt, Huber, Leontyeva, & Solovyeva (2021); Denisova - Schmidt, Huber, Leontyeva, & Solovyeva (2021), and Peerthum, & Luckho (2021)

### 5. Conclusion and Recommendations

This study has evaluated the linkage among variables such as anti - corruption efforts, public perception of corruption, and government credibility in Nigeria. Following the analysis of data generated survey, the study concludes that

corrupt practices such as kickbacks, abuse of entrusted authority for personal gain are widespread and severe in Nigeria and public perception of corruption has a significant impact on government credibility. However, the study found no significant relationship between anti - corruption efforts and government credibility proxied by political distrust. Overall, the result suggests that anti - corruption efforts do not have any significant impact on reducing distrust towards government in Nigeria. This is because of the deep - rooted belief that the prevalent of corruption is due to lack of commitment from the government to tackle the menace, affecting the credibility of government. Thus, the study recommended that genuine commitment from government among other stakeholders would towards anti - corruption campaign will restore public trust in the government.

Other recommendations proposed by the study include:

- 1) **Strengthen Institutional Framework:** The first step is for the government to strengthen the ability of the anti - corruption agencies by giving sufficient independent.
- 2) **Obtain the buy - in of the masses:** it is a fact that public perceptions of the government's anti - corruption efforts serve as drivers for legitimizing social action. To prevent crisis of political legitimacy, anti - corruption efforts should be further improved through reforms
- 3) **Paradigm shift:** there is a need for transformation from short - term campaign - style anti - corruption efforts to long - term institutional anti - corruption efforts for a sustained fight against corruption

## References

- [1] Abubakr, S., Belghitar, a Y. nd Clark, E. (2017) Political connections and firm operational efficiencies: Evidence from a developing Country. *Review of Management Science* 11: 191–224. doi: 10.1007/s11846 - 015 - 0185 - 5.
- [2] Akindele, S. T. (2005) A Critical Analysis of Corruption and Its Problems in Nigeria, *Anthropologist* 7 (1), DOI: 10.1080/09720073.2005.11890876
- [3] Anderson, R. E. (1973) Consumer Dissatisfaction.: The Effect of Disconfirmed Expectancy on Product Performance, *Journal of Marketing* 10 (1): 38 - 44
- [4] Cardozo, R. (1965) An experimental Study of Customer Effort, Expectation, and Satisfaction, *Journal of Marketing Research*, 2 (8), 244 - 249
- [5] Cardozo, R. (1965) An experimental Study of Customer Effort, Expectation, and Satisfaction, *Journal of Marketing Research*, 2 (8), 244 - 249
- [6] Cheeseman, N. & Peiffer, C. (2020) Why efforts to fight corruption hurt democracy: Lessons from a survey experiment in Nigeria, *Anti - Corruption Evidence*
- [7] Daniel, K. S. Yun, L. & Domenico, T. (2018) Value of corruption in China: Evidence from anti - corruption investigation, *Economics Letters Elsevier*, 164 (C): 112 - 116.
- [8] Denisova - Schmidt, E. Huber, M. Leontyeva, E. & Solovyeva, A. (2021) Combining experimental evidence with machine learning to assess anti - corruption educational campaigns among Russian university students, *Empirical Economics* 60 (4): 1661 - 1684
- [9] Ge, W., Li, Z. Liu, Q. and McVay, S. (2021) When does internal control over financial reporting curb resource extraction? Evidence from China. *Contemporary Accounting Research* 38 (2): 1274–1309. doi: 10.1111/1911 - 3846.12653
- [10] Hovland, C., Harvey, O., Sherif, M. (1957) Assimilation and contrast effects in reaction to communication and attitude change, *Journal of Abnormal and Social Psychology*, 55 (7), p.244 - 252.
- [11] Lalot, F. Heering, M. Rullo, M. Travaglino, G. & Abrams, D. (2022) The dangers of distrustful complacency: Low concern and low political trust combine to undermine compliance with governmental restrictions in the emerging Covid - 19 pandemic, *Group Processes & Intergroup Relations* 25 (1): 106 - 121
- [12] Minxin, P (2006) *China's Trapped Transition: The Limits of Developmental Autocracy*, Cambridge, MA: Harvard University Press
- [13] Mishler, W. & Rose, R. (2001), What are the Origins of Political Trust?: Testing Institutional and Cultural Theories in Post - communist Societies, *Sage*. doi. org/10.1177/0010414001034001002
- [14] Osunyinkanmi P. O. (2009) Development Implication of Nigeria's Economic Crisis, *Journal of Development Perspective* 2 (1): 34 - 59.
- [15] Peerthum, S. & Luckho, T (2021) Exploring the Linkage Between Public Corruption and Political Trust in Mauritius: a PLS - SEM Approach, *Public Organization Review* 21 (2): 317 - 335
- [16] Rothstein, B. & Varraich, A. (2017) *Making Sense of Corruption*, UK: Cambridge University Press
- [17] Transparency International (2020). Corruption perception index. from <http://www.2020>.
- [18] Vu, V. T. (2021) Public Trust in Government and Compliance with Policy during COVID - 19 Pandemic: Empirical Evidence from Vietnam, *Public Organization Review* 21 (4): 779 - 796.
- [19] World Bank (2021) Combating Corruption, Symposium on Data Analytics for Anticorruption in Public Administration, <https://www.worldbank.org/en/topic/governance/brief/anti-corruption>
- [20] World Economic Forum (2020) Corruption is costing the global economy \$3.6 trillion dollars every year, available at: <https://www.weforum.org/agenda/2018/12/the-global-economy-loses-3-6-trillion-to-corruption-each-year-says-une>
- [21] Yi, Y., (1990) *A Critical Review of Customer Satisfaction*, in *Review of Marketing*, AMA, p.68 - 123.
- [22] Zhao, X (2019). The effect of political connections: Model analysis and quantitative simulation. *Emerging Markets Finance and Trade* 1 - 13. doi: 10.1080/1540496X.2019.1612362.
- [23] Zhu, Z. & Wu, J. (2014) Thoughts on How to Increase Government Credibility: In View of Government - Society Relation