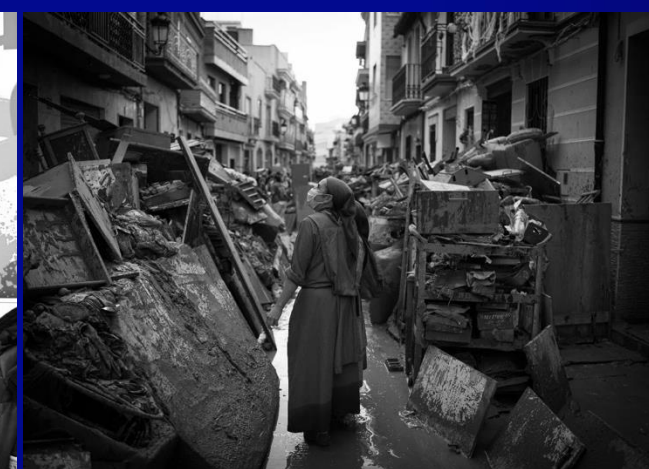


# 2025 Edelman Trust Barometer

Trust and the Crisis of Grievance  
Australia Report



# 25 Years: World Events Put Trust Under Pressure

## 2003

**Iraq Invasion**  
Trust in government declines in U.S.



## 1999

**Battle of Seattle**  
WTO protests inspire first Edelman Trust Barometer; NGOs found to be most trusted institution

## 2008

**Financial Crisis**  
Trust in banks crashes

## 2020

**COVID-19 Pandemic**  
Business tied, then surpassed NGOs as most trusted institution

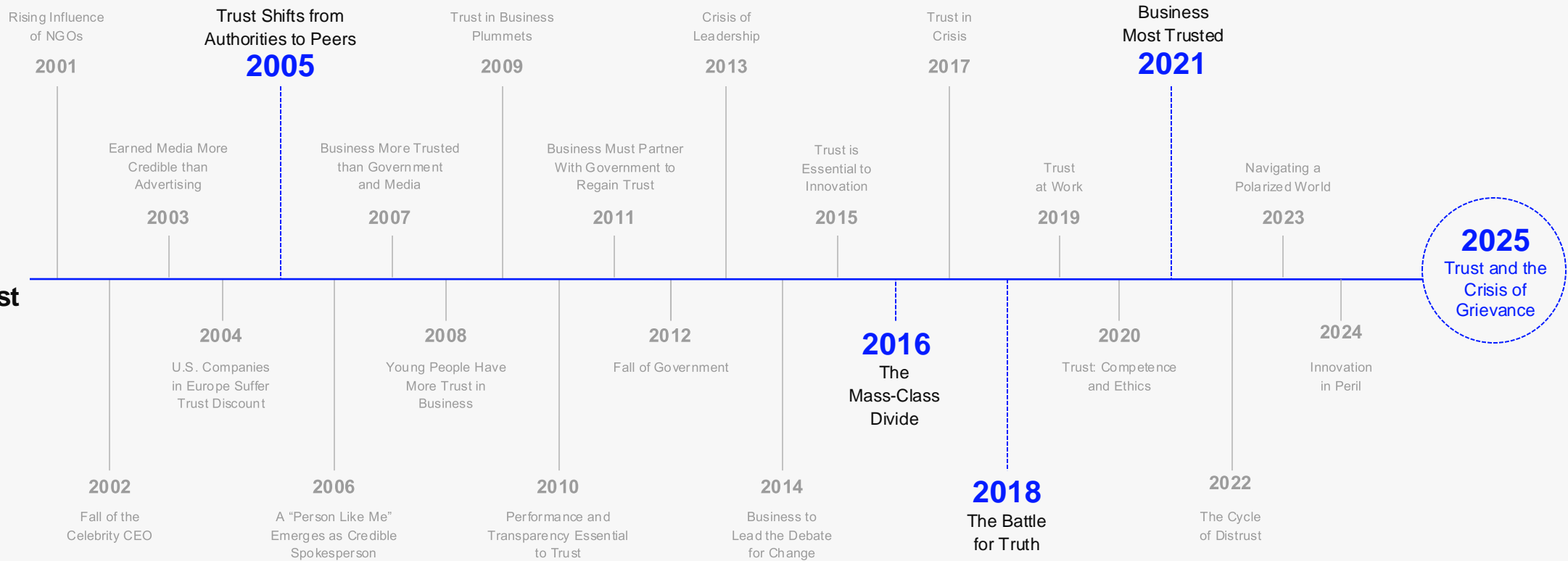
## 2022

**Invasion of Ukraine**  
Geopolitical conflicts spark brand boycotts



# A Generation of Institutional Failures Erupts Into Grievance

**25** Years of Trust




# 2025 Edelman Trust Barometer

## Methodology

### Annual online survey in its 25th year

Fieldwork conducted: Oct 25 – Nov 16, 2024



Argentina	Colombia	Ireland	Mexico	S. Africa	UAE
Australia 	France	Italy	Netherlands	S. Korea	UK
Brazil	Germany	Japan	Nigeria	Spain	U.S.
Canada**	India	Kenya	Saudi Arabia	Sweden	
China	Indonesia	Malaysia	Singapore	Thailand	

Data collected is representative of the general population across age, gender, region and ethnicity/nationality (where applicable) within each country.

\*The sample size varies by country, from 1,150 to 2,124.

28-market global data margin of error: General population +/- 0.7 percentage points (n=33,194). Country-specific data margin of error: General population +/- 2.8 to 3.8 percentage points (varies by country based on sample size, n=1,150 to n=2,124). Margin of error is calculated at the 99% confidence level.

\*\*Respondents in Canada who took the survey in French were recontacted between December 12 and 17, 2024 to address a translation issue affecting some questions.

### Global averages

Unless otherwise indicated, global averages are composed of all 28 countries surveyed.

### Statistical significance



Indicates a statistically meaningful difference or change in the data that is unlikely to be due to chance or a random fluctuation.

All indicated year-over-year significant changes were determined using a t-test set at a 99%+ confidence level.

### Shortened question text

Throughout the report, question text has been edited for readability.

For more details on the margin of error, global averages, country-specific sample information, or to see the full text for any shortened statements, please see the Technical Appendix.

All content in this report are the property of the Edelman Trust Institute.





# Institutional Failures Push Us to the Brink



# Trust Index 2024 to 2025: Elections Fail to Improve Trust

## Trust Index

(average percent trust in business, government, media, NGOs)



Countries with national elections or changes in government leadership in the past year^


**Only 2 of these 13 countries** see a significant trust change from 2024 to 2025  
*Argentina +9\**  
*S. Africa +4\**

2025 Edelman Trust Barometer. The Trust Index is the average percent trust in business, government, media, and NGOs. TRU\_INS. Below is a list of institutions. For each one, please indicate how much you trust that institution to do what is right. 9-point scale; top 4 box, trust. General population, 28-mkt avg. Year-over-year changes were tested for significance using a t-test set at the 99%+ confidence level. ^For more information about countries, dates, and events included, please see the Technical Appendix.

## 2024 General population

56	Global 28
79	China
75	India
74	UAE
73	Indonesia
72	Saudi Arabia
70	Thailand
68	Malaysia
66	Singapore
64	Kenya
61	Nigeria
59	Mexico
56	Netherlands
53	Brazil
53	Canada
51	Australia 
50	Italy
49	S. Africa
49	Sweden
47	Colombia
47	France
47	Ireland
46	Spain
46	U.S.
45	Germany
43	S. Korea
39	Argentina
39	Japan
39	UK

## 2025 General population

56	Global 28	
<input checked="" type="checkbox"/>	77	China
<input checked="" type="checkbox"/>	76	Indonesia
<input checked="" type="checkbox"/>	75	India
	72	UAE
	71	Saudi Arabia
	66	Malaysia
<input checked="" type="checkbox"/>	66	Thailand
	65	Nigeria
	65	Singapore
	63	Kenya
<input checked="" type="checkbox"/>	57	Mexico
<input checked="" type="checkbox"/>	57	Netherlands
<input checked="" type="checkbox"/>	53	<b>S. Africa</b>
	52	Canada
	51	Brazil
	50	Italy
	50	Sweden
	49	Australia 
	49	Colombia
<input checked="" type="checkbox"/>	48	<b>Argentina</b>
<input checked="" type="checkbox"/>	48	France
	48	Ireland
<input checked="" type="checkbox"/>	47	U.S.
	44	Spain
<input checked="" type="checkbox"/>	43	UK
<input checked="" type="checkbox"/>	41	Germany
<input checked="" type="checkbox"/>	41	S. Korea
<input checked="" type="checkbox"/>	37	Japan

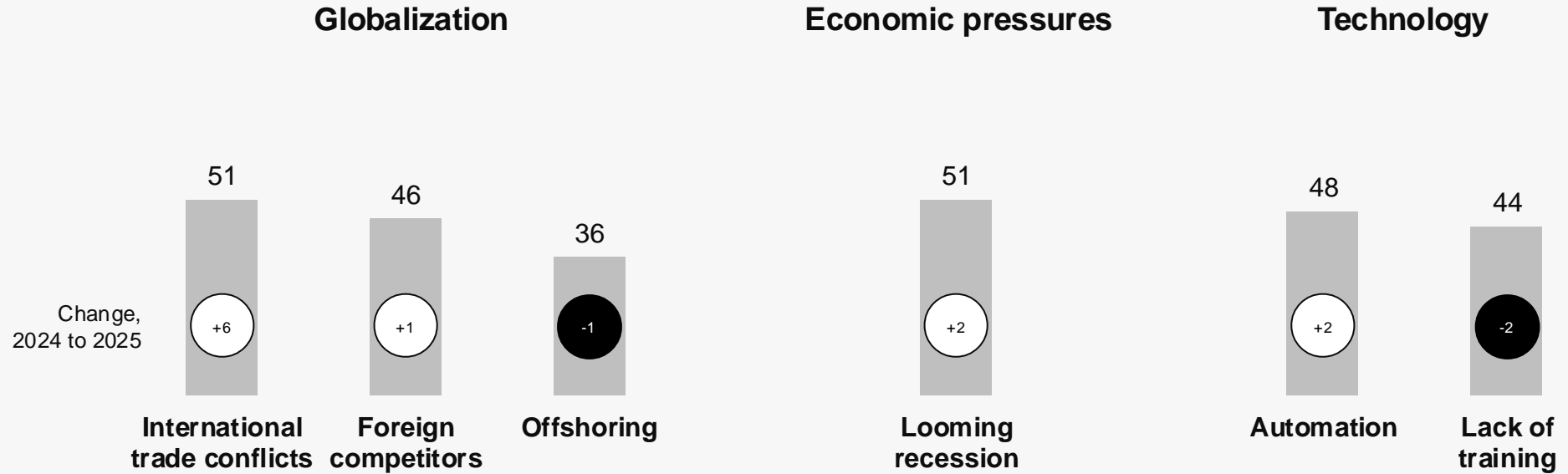


# Globalization, Economic, and Technology Fears Threaten Job Security

Percent of employees who worry, in Australia

○ Significant change

My **job security** is threatened by...

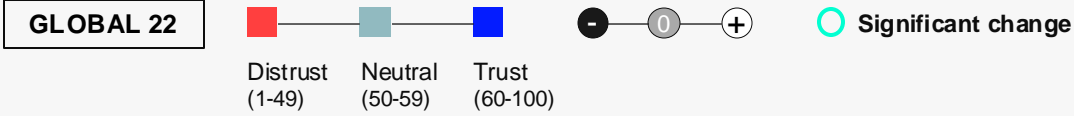


**2025 Edelman Trust Barometer.** POP\_EMO. Some people say they worry about many things while others say they have few concerns. We are interested in what you worry about. Specifically, how much do you worry about each of the following? 9-point scale; top 4 box, worry. Attributes only asked of those who are an employee of an organization (Q43/1). General population, Australia. Year-over-year changes were tested for significance using a t-test set at the 99%+ confidence level.

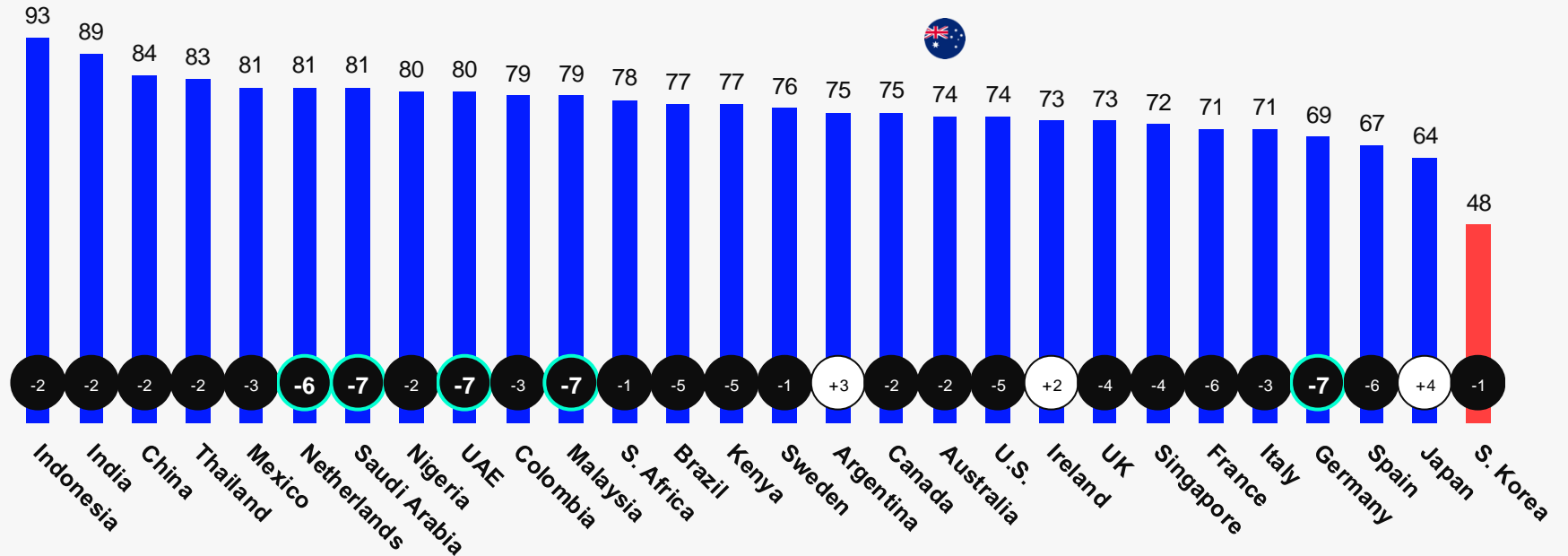
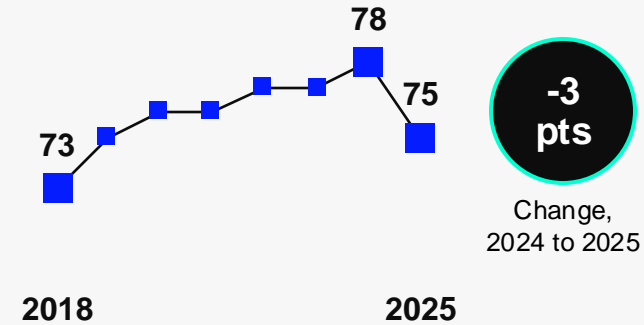


# Unprecedented Global Decline for Employer Trust

Percent of employees who trust



I trust my employer to do what is right



2025 Edelman Trust Barometer. TRU\_INS. Below is a list of institutions. For each one, please indicate how much you trust that institution to do what is right. 9-point scale; top 4 box, trust. General population, 22-mkt avg. Attribute only shown to those who are an employee of an organization (Q43/1). Year-over-year changes were tested for significance using a t-test set at the 99%+ confidence level.

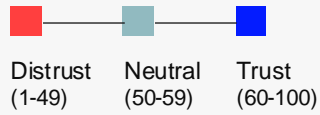
Respondents in Canada who took the survey in French were recontacted between December 12 and 17, 2024 to address a translation issue affecting this question. For more details, please see the Technical Appendix.





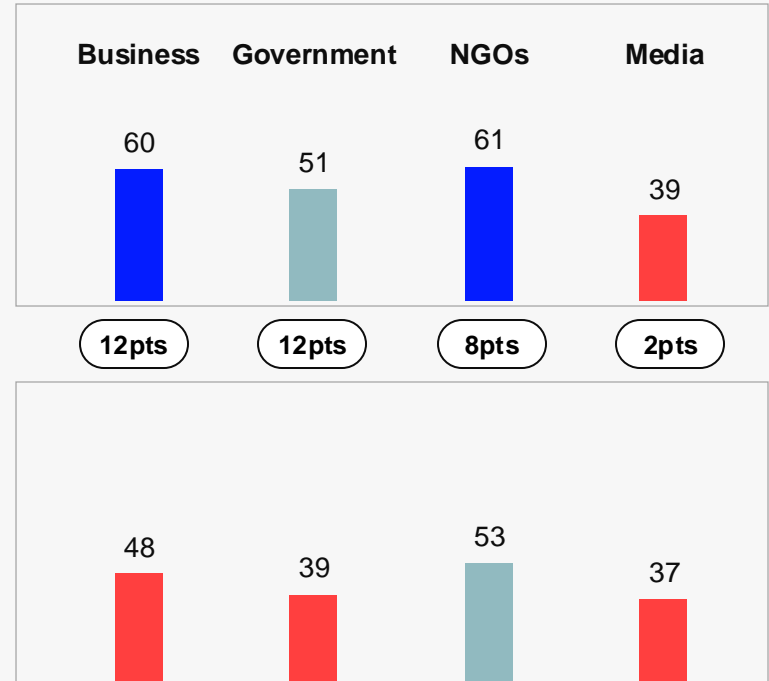
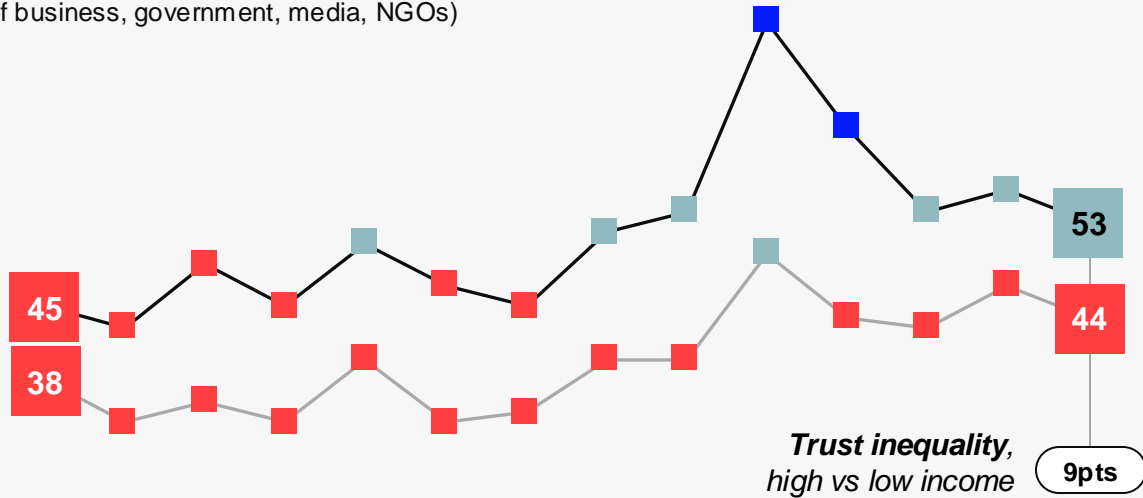
# Low Income Mired in Distrust

Percent trust, in Australia



**Trust Index**  
(avg of business, government, media, NGOs)

*Sharp spike in trust in 2021 for both high and low income*



2012 ————— 2025

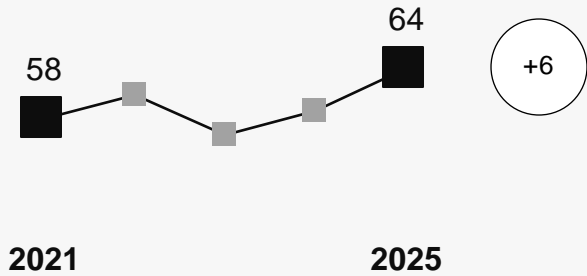


# Fear That Leaders Lie to Us at All-Time High

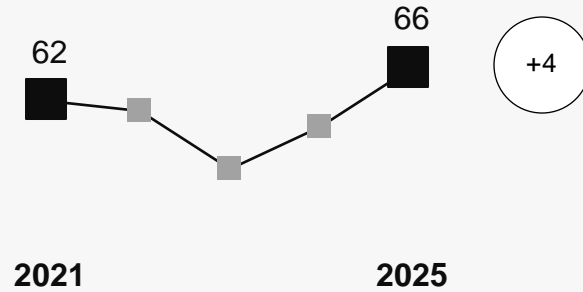
Percent who worry, in Australia

● ○ + Change, 2021 to 2025 ○ Significant change

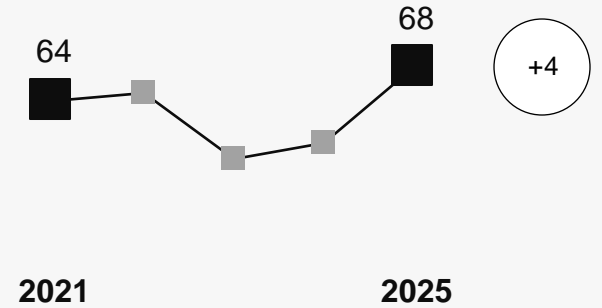
## Government leaders



## Business leaders



## Journalists and reporters



***purposefully* mislead people**  
by saying things they know are false or gross exaggerations



2025 Edelman Trust Barometer. POP\_EMO. Some people say they worry about many things while others say they have few concerns. We are interested in what you worry about. Specifically, how much do you worry about each of the following? 9-point scale; top 4 box, worry. Attributes asked of half the sample. General population, Australia. Year-over-year changes were tested for significance using a t-test set at the 99%+ confidence level. The all-time highs and lows analysis comprised countries with at least five waves of data collection.



# Majority Convinced the Wealthy Take More Than Their Fair Share

Percent who agree, in Australia

The wealthy  
don't pay their fair share of taxes

**72%**

The wealthy's selfishness  
causes many of our problems

**60%**



# Nearly 1 in 3 See Hostile Activism as a Viable Means to Drive Change

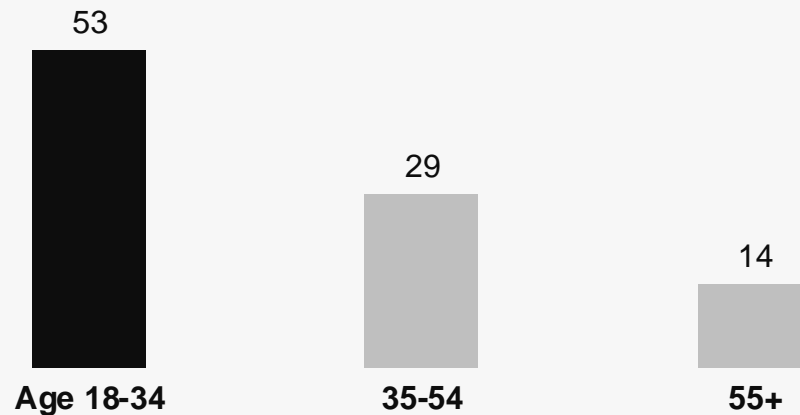
Percent who say, in Australia

## I approve of hostile activism to drive change:

- *Attack people online (19%)*
- *Intentionally spread disinformation (19%)*
- *Threaten or commit violence (16%)*
- *Damage public or private property (18%)*

Over 1 in 2 young adults approve of hostile activism

# 31% (net)



2025 Edelman Trust Barometer. CNG\_MECH. Which actions would you approve of as ways to bring about societal changes you felt would give you and your family a better future? For each of the potential ways to bring about change listed below, pick the statement which best describes how you would feel if someone did this. 4-point scale, codes 3-4, approve. Question asked of half the sample. General population, Australia, and by age. The "Hostile Activism" data is a net percentage of attributes 7-10, meaning the percentage of respondents who approved of one or more of the four items shown.



# A Crisis of Grievance



# Our Future in Peril: We Lack Optimism For The Next Generation

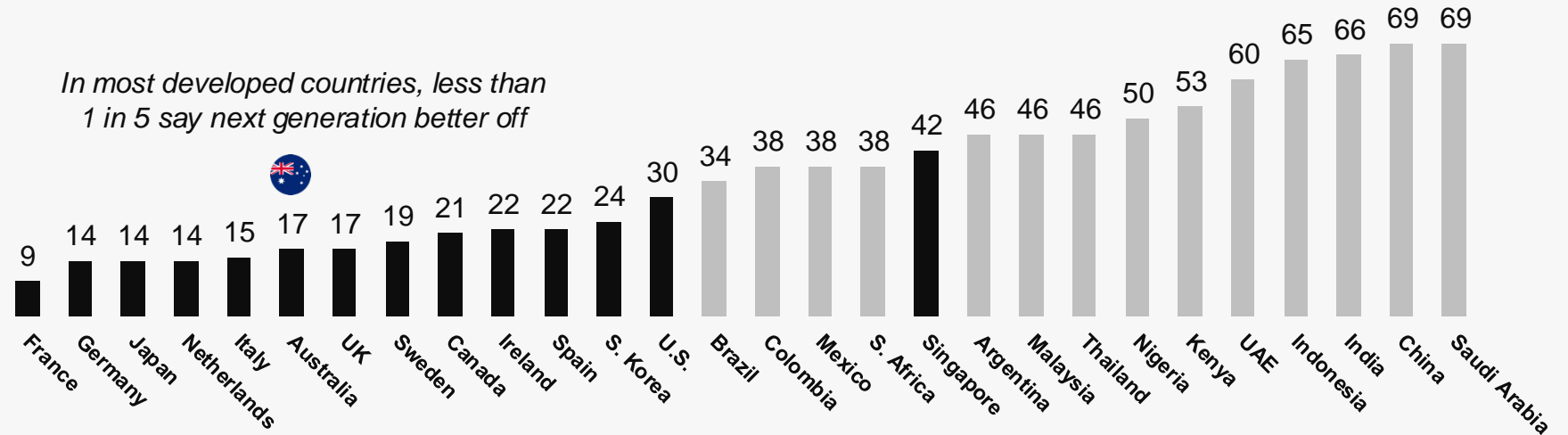
Percent who say

GLOBAL 28 ■ Developed countries

Compared to today,  
the next generation will be better off

ONLY  
**36%**

*In most developed countries, less than 1 in 5 say next generation better off*

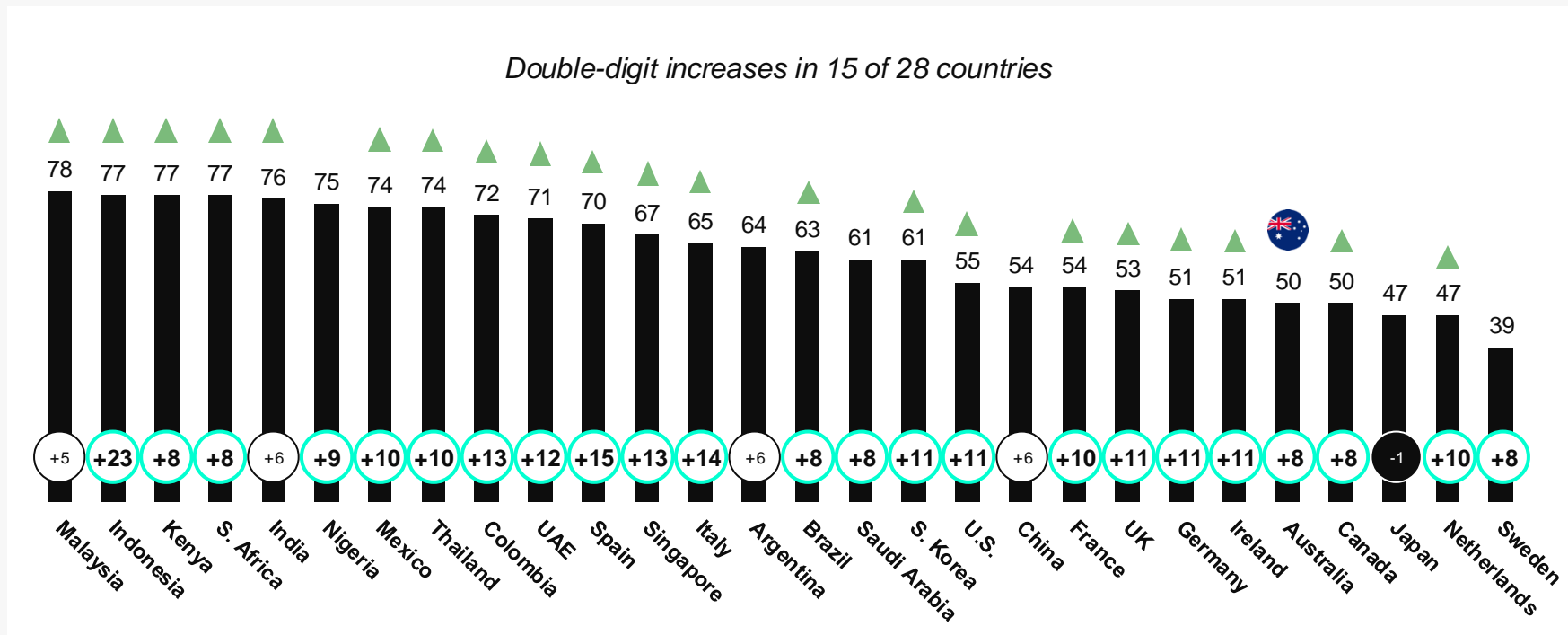
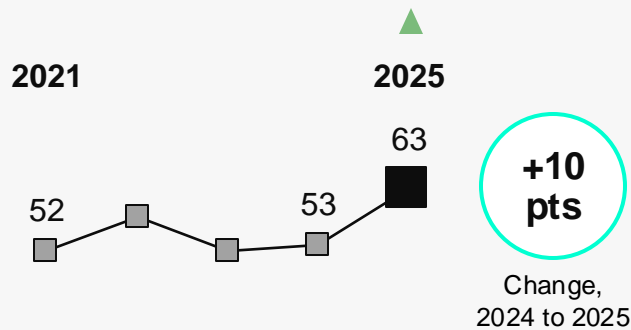


# Fear of Being Discriminated Against Surges to All-Time High

Percent who say

GLOBAL 26    - 0 +    Significant change    ▲ ▼ All-time highs and lows

I worry about experiencing prejudice, discrimination, or racism



2025 Edelman Trust Barometer. POP\_EMO. Some people say they worry about many things while others say they have few concerns. We are interested in what you worry about. Specifically, how much do you worry about each of the following? 9-point scale; top 4 box, worry. Attribute asked of half the sample. General population, 26-mkt avg. Year-over-year changes were tested for significance using a t-test set at the 99%+ confidence level. The all-time highs and lows analysis comprised countries with at least five waves of data collection, therefore Nigeria and Sweden were not included.

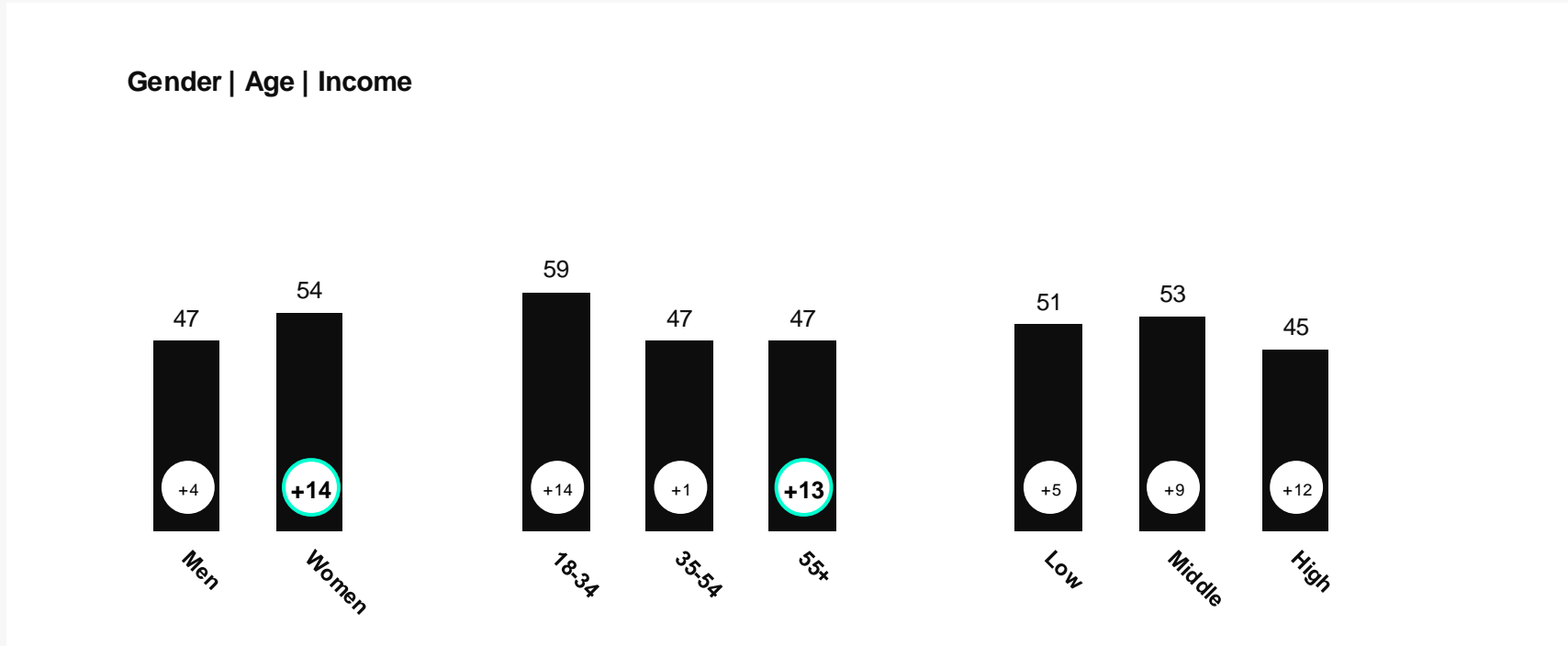
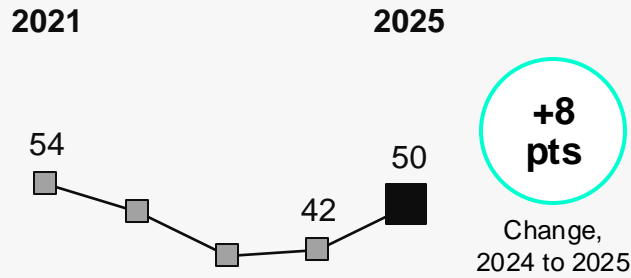


# Fear of Being Discriminated Against Spikes Among Women and Age 55+

Percent who say, in Australia

● ○ ● + Significant change

I worry about experiencing prejudice, discrimination, or racism





# 6 in 10 Hold Grievances Against Business, Government, and the Rich

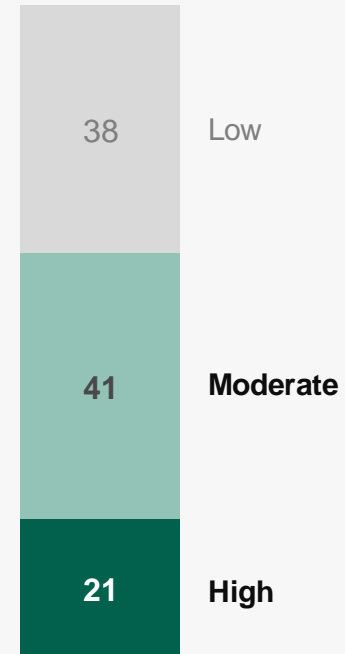
Percent who hold a low, moderate, or high sense of grievance, in Australia

## I hold a sense of grievance because:

- *Business and government serve select few*
- *Business and government actions hurt me*
- *The system favors the rich*
- *The rich are getting richer*

My sense of grievance  
is moderate or higher

**62%**



# Majorities Hold Grievances in Nearly All Countries Measured

Percent who say, by sense of grievance

GLOBAL 26 excl. China, Thailand

**My sense of grievance against business, government, and the rich is moderate or higher**

Majority hold moderate or higher grievance in 23 of 26 countries

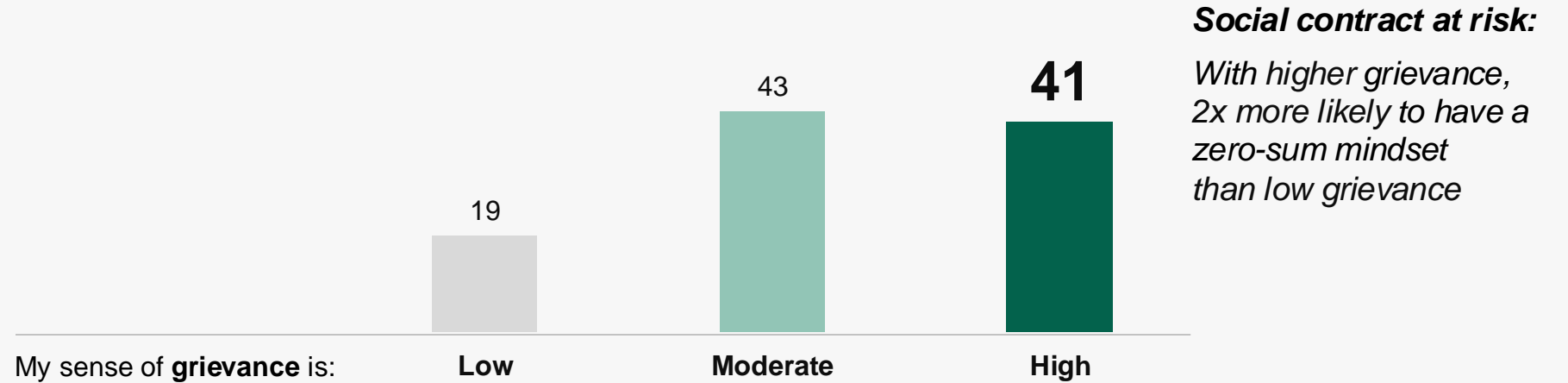


# Your Gain is My Loss: Grievance Instills a Zero-Sum Mindset

Percent who say, by sense of grievance, in Australia

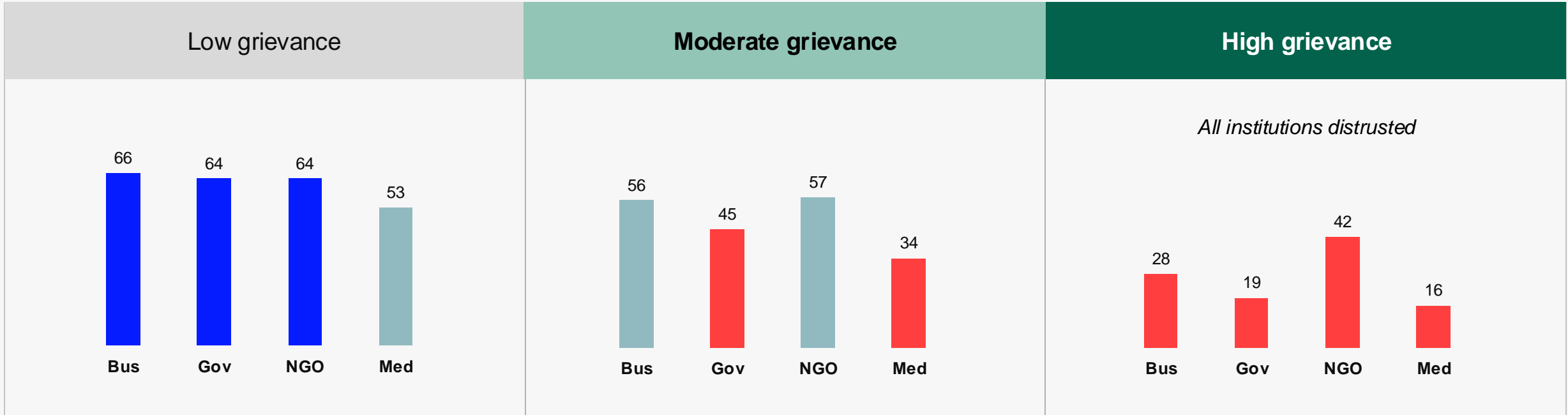
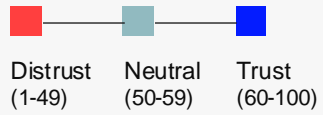
I have a **zero-sum mindset**:

What helps people who don't share my politics comes at a cost to me



# Grievance Imposes a Trust Penalty

Percent trust, by sense of grievance, in Australia

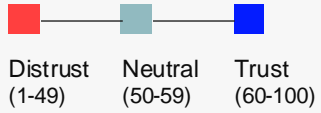


2025 Edelman Trust Barometer. TRU\_INS. Below is a list of institutions. For each one, please indicate how much you trust that institution to do what is right. 9-point scale; top 4 box, trust. General population, Australia, by Sense of Grievance scale. For a full explanation of how the Sense of Grievance scale was developed, please see the Technical Appendix. "Bus" represents Business, "Gov" represents Government, "NGO" represents NGOs, and "Med" represents Media.



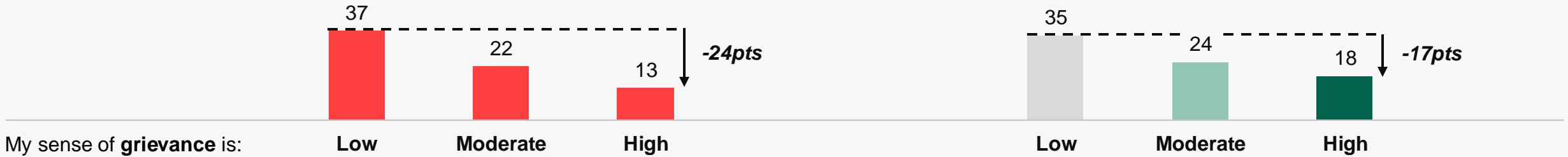
# With Greater Grievance, More Suspicious of Artificial Intelligence

Percent who say, by sense of grievance, in Australia



I trust artificial intelligence

I am comfortable with the use of AI by business

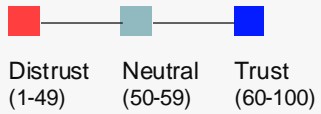


2025 Edelman Trust Barometer. TEC\_TRU\_AI. How much do you trust the below technology? 9-point scale; top 4 box, trust. Question asked of half the sample. AI\_INT\_KPI. For each of the following institutions, please indicate whether their general use of artificial intelligence such as machine learning, natural language processing, and generative AI is something you are comfortable with or something you are concerned about. 5-point scale; top 2 box, comfortable. Question asked of half the sample. General population, Australia, by Sense of Grievance scale. For a full explanation of how the Sense of Grievance scale was developed, please see the Technical Appendix.

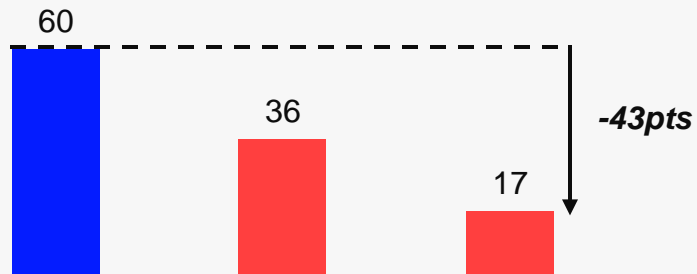


# With Greater Grievance, Trust in Business Leaders Plummet

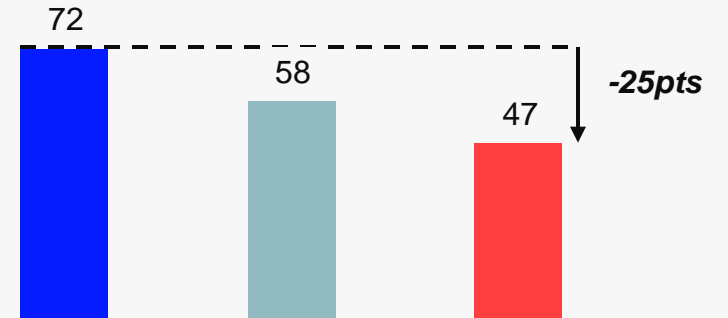
Percent who say, by sense of grievance, in Australia



## I trust CEOs in general



## I trust my CEO (among employees)



My sense of grievance is:

Low

Moderate

High

Low

Moderate

High



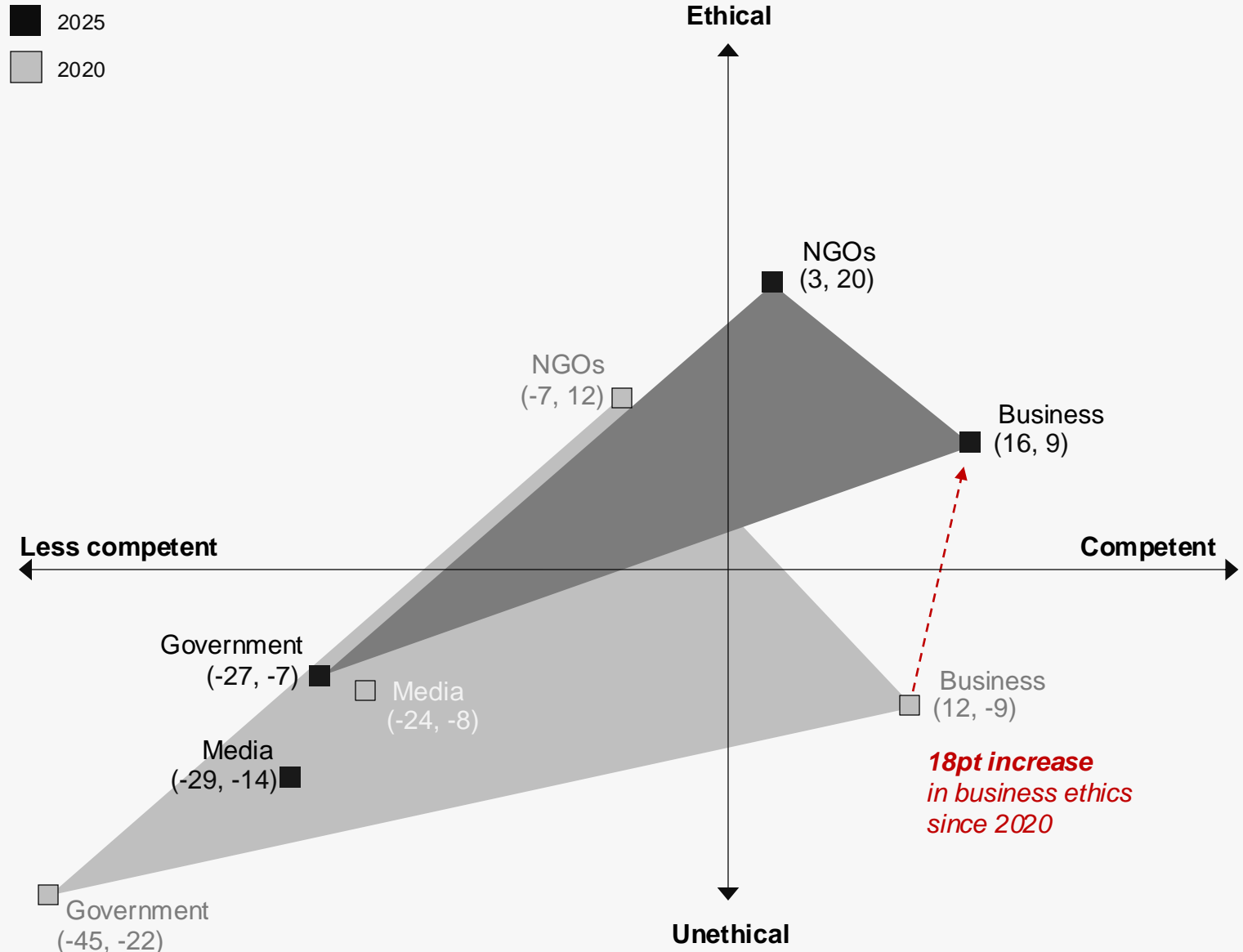



# Business Amid the Crisis of Grievance



# In Australia, Only Business and NGOs Seen as Both Competent and Ethical

(Competence score, net ethical score)



 **2025 Edelman Trust Barometer.** The ethical scores are averages of nets based on [INS]\_PER\_DIM/1-4. Media and NGOs were only asked of half the sample. The competence score is a net based on TRU\_3D\_[INS]/1. Media and NGOs were only asked of half the sample. General population, Australia.

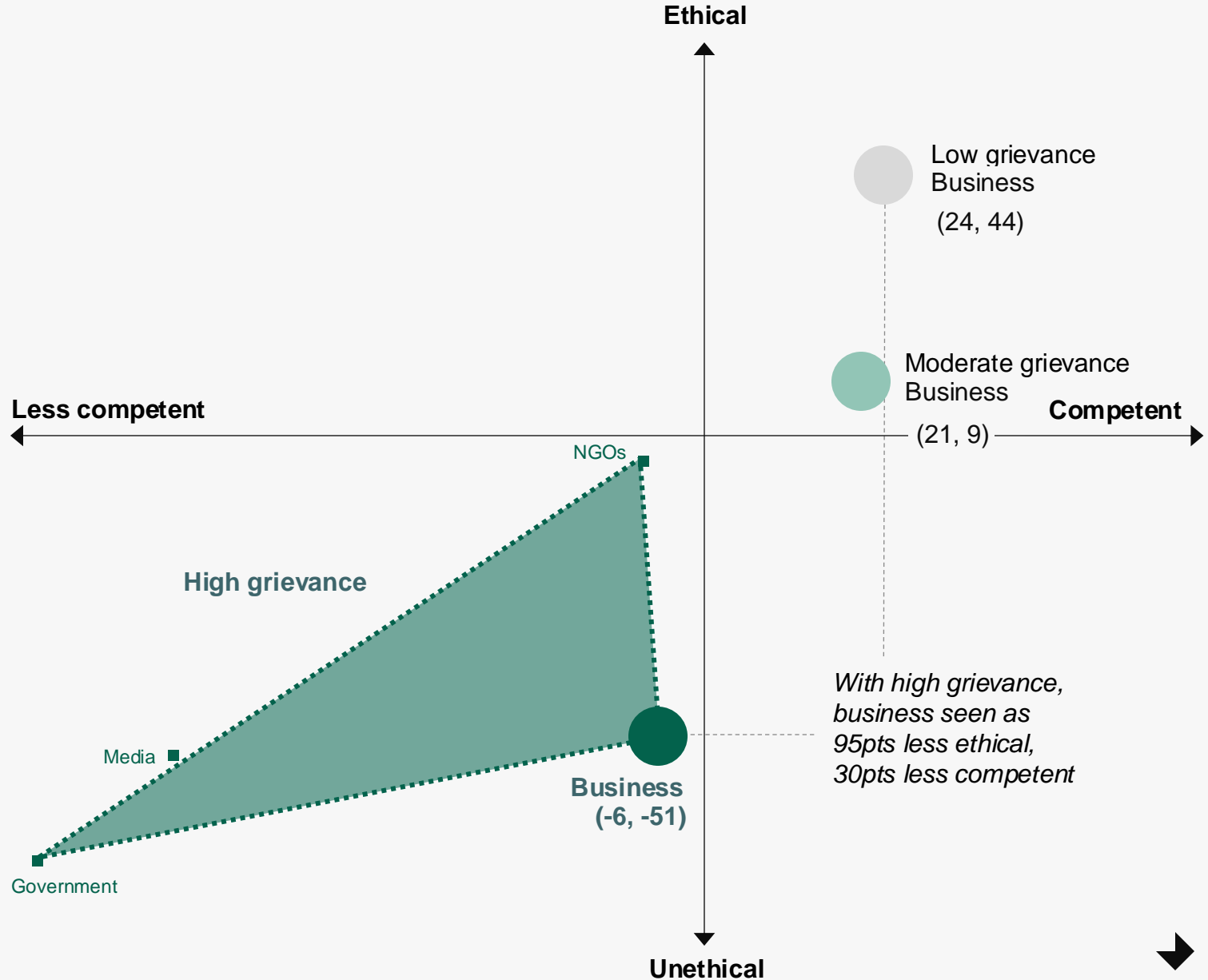
For full details regarding how this data was calculated and plotted, please see the Technical Appendix.






# In Australia, Grievance Undermines Belief in Business Competence and Ethics

(Competence score, net ethical score),  
by sense of grievance



 **2025 Edelman Trust Barometer.** The ethical scores are averages of nets based on [INS]\_PER\_DIM/1-4. Media and NGOs were only asked of half the sample. The competence score is a net based on TRU\_3D\_[INS]/1. Media and NGOs were only asked of half the sample. General population, Australia, by Sense of Grievance scale.

For full details regarding how this data was calculated and plotted, please see the Technical Appendix.

Note: The net ethical scores for Business and Government comprise an attribute (“[Institution] serves select few”) that is part of the grievance mindset definition. For more details, please see the Technical Appendix.



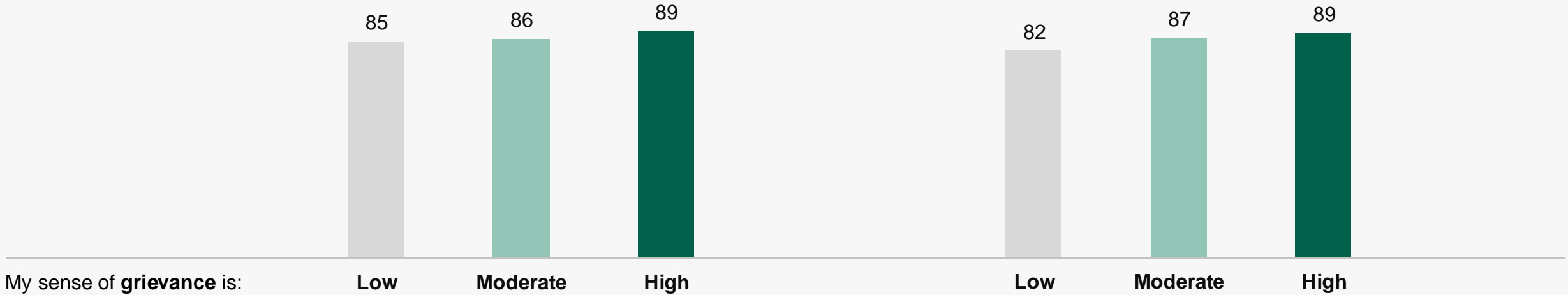
# Business: Empower Us with Well-Paid Jobs and Skills for the Future

Percent who say, by sense of grievance, in Australia

To ensure a better future, **business is obligated to...**

**Provide good-paying jobs**  
in its local communities

**Train or reskill employees**  
to be competitive

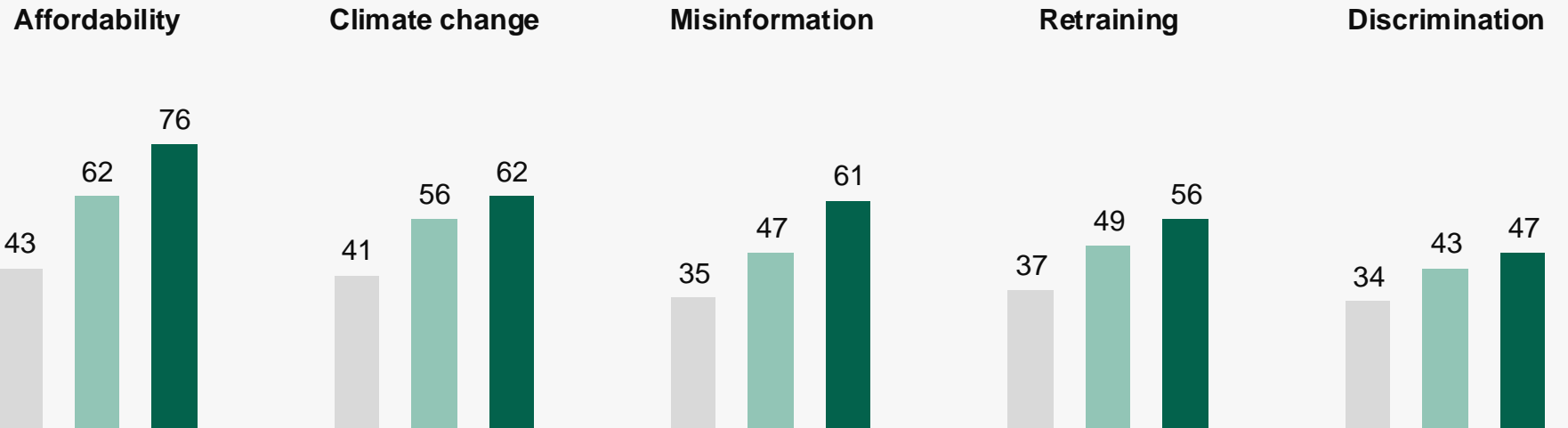


# Grievance Demands *More* Action from Business, Not Less

Percent who say, by sense of grievance, in Australia

Business is not going far enough to address each issue:

■ Low grievance ■ Moderate grievance ■ High grievance



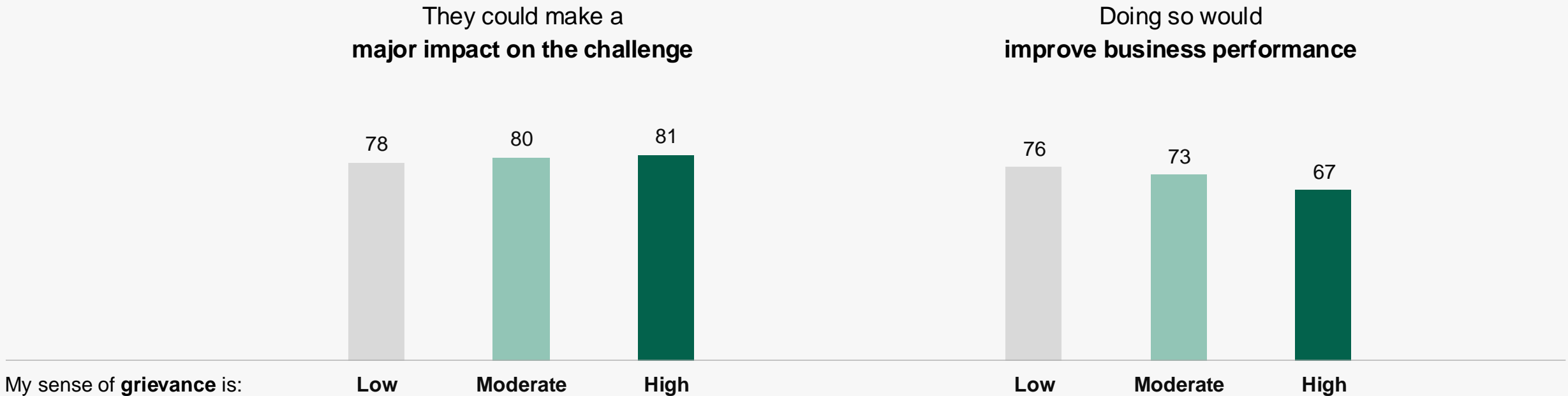
2025 Edelman Trust Barometer. BUS\_BND. Think about business as an institution, and its current level of engagement in addressing societal needs and issues. When it comes to each of the following areas, please indicate if you think business is going too far and overstepping what it should be doing, is doing just the right amount in regard to this activity, or is not going far enough in its actions and should be doing more. 3-point scale; code 3, business is not going far enough. Question asked of half the sample. General population, Australia, by Sense of Grievance scale. For a full explanation of how the Sense of Grievance scale was developed, please see the Technical Appendix.




# CEOs Have Permission To Act When They Can Make a Difference and Improve Performance

Percent who say, by sense of grievance, in Australia

CEOs are justified in addressing a societal issue if...



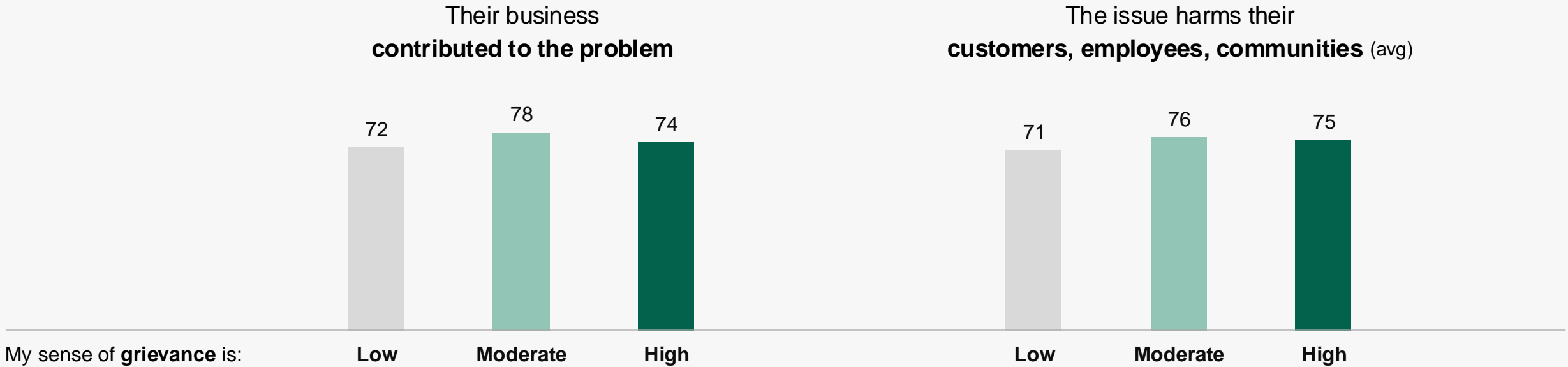
 2025 Edelman Trust Barometer. BUS\_JUS. There are many social and societal challenges in the world today. Some of these challenges may be ones that you feel CEOs, as business leaders, are justified in addressing, and others you may feel are matters that business leaders should avoid or have no special reason to get involved in. How strong a justification do you feel each of the following is for a CEO to engage in addressing a particular social or societal issue in their role as the leader of a business? 5-point scale; top 3 box, moderately strong justification or more. Question asked of half the sample. General population, Australia, by Sense of Grievance scale. For a full explanation of how the Sense of Grievance scale was developed, please see the Technical Appendix.




# CEOs Have Permission To Act To Fix Problems They Caused and Protect Their Stakeholders

Percent who say, by sense of grievance, in Australia

CEOs are justified in addressing a societal issue if...



 2025 Edelman Trust Barometer. BUS\_JUS. There are many social and societal challenges in the world today. Some of these challenges may be ones that you feel CEOs, as business leaders, are justified in addressing, and others you may feel are matters that business leaders should avoid or have no special reason to get involved in. How strong a justification do you feel each of the following is for a CEO to engage in addressing a particular social or societal issue in their role as the leader of a business? 5-point scale; top 3 box, moderately strong justification or more. Question asked of half the sample. General population, Australia, by Sense of Grievance scale. For a full explanation of how the Sense of Grievance scale was developed, please see the Technical Appendix.

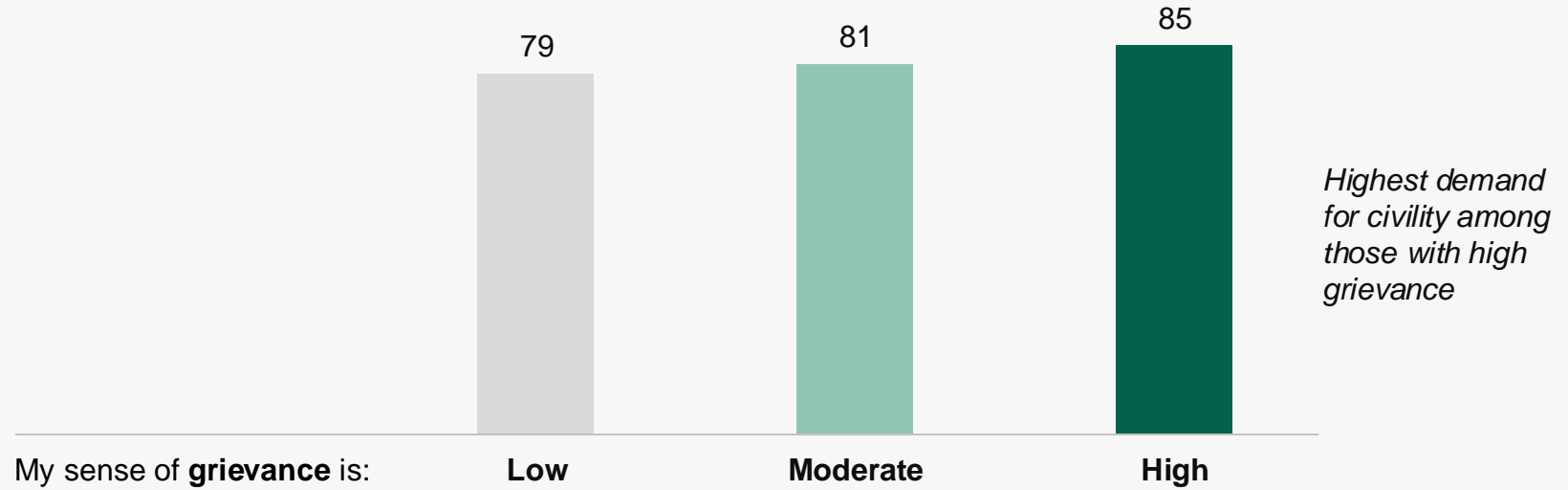


# Employers: Keep Grievances From Undermining Collaboration at Work

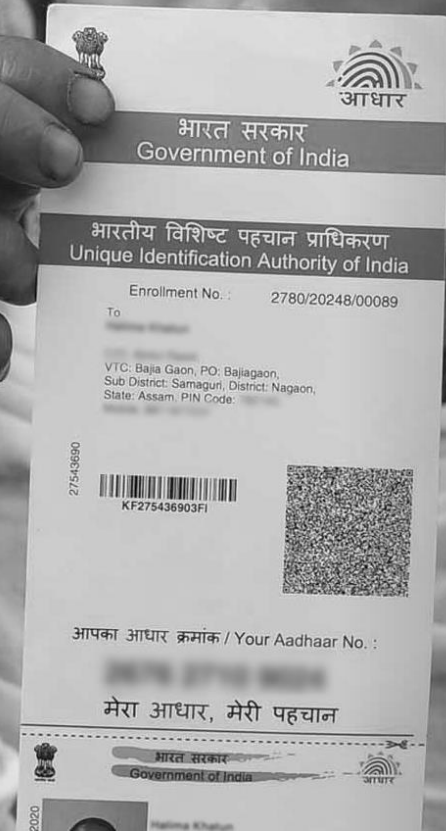
Percent who say, by sense of grievance, in Australia

To ensure a better future,  
**business is obligated to...**

**Nurture workplace civility**  
 to facilitate discussions about contentious issues



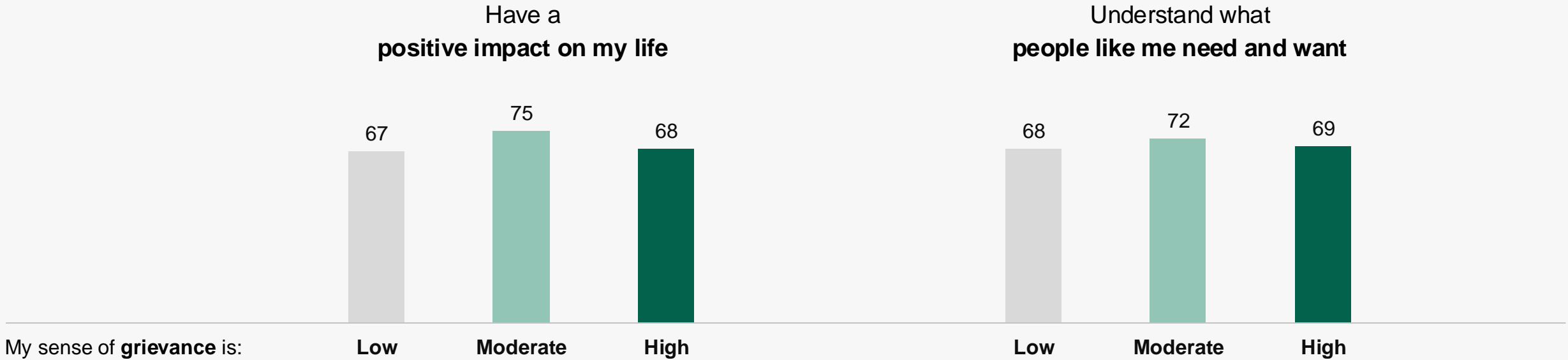
# All Institutions Must Work To Rebuild Trust




# Government: Deliver Results That Benefit Me

Percent who say, by sense of grievance, in Australia

Government leaders earn legitimate authority when they...



 2025 Edelman Trust Barometer. LEG\_GOV. Governments create, enact, and enforce laws and policies. Some of these laws and policies you might support, while others you might not. How important is each of the following in making you see government leaders as legitimate authorities, such that you are willing to accept and abide by the laws and policies they enact, whether you fully agree with them or not? 9-point scale; top 4 box, important. Question asked of half the sample. General population, Australia, by Sense of Grievance scale. For a full explanation of how the Sense of Grievance scale was developed, please see the Technical Appendix.

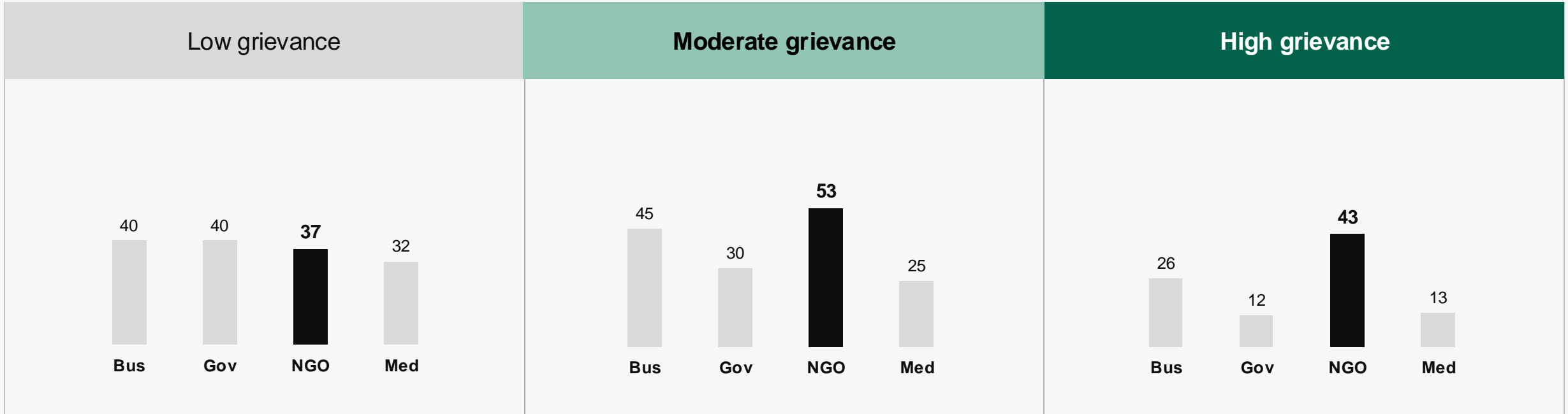





# NGOs: Fight Divisiveness and Repair the Social Fabric

Percent trust, by sense of grievance, in Australia

This institution is a **unifying force that brings people together**:



 2025 Edelman Trust Barometer. [INS]\_PER\_DIM. In thinking about why you do or do not trust [INSTITUTION], please specify where you think they fall on the scale between the two opposing descriptions. 11-point scale; top 5 box, positive. Media and NGOs were only asked of half the sample. General population, Australia, by Sense of Grievance scale. For full details regarding how this data was calculated and plotted, please see the Technical Appendix. "Bus" represents Business, "Gov" represents Government, "NGO" represents NGOs, and "Med" represents Media.



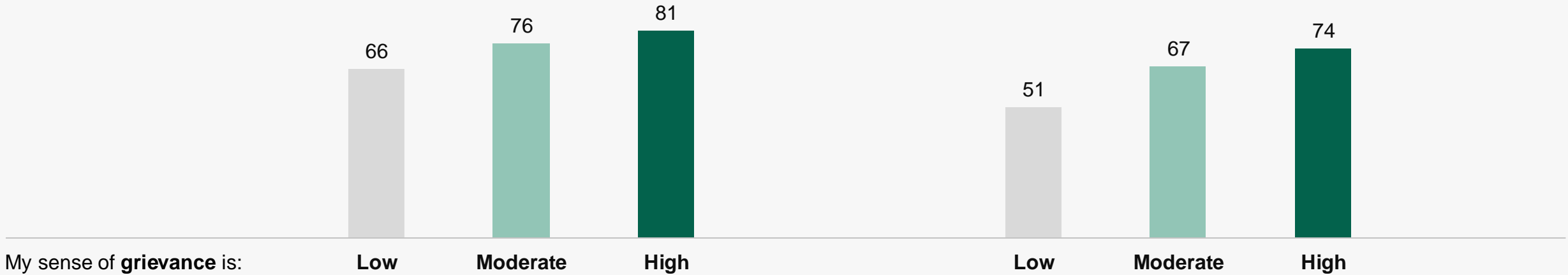
# Media: Put the Facts First

Percent who agree, by sense of grievance, in Australia

## News organizations would rather...

Attract a big audience than  
tell people what they need to know

Support an ideology than  
inform the public



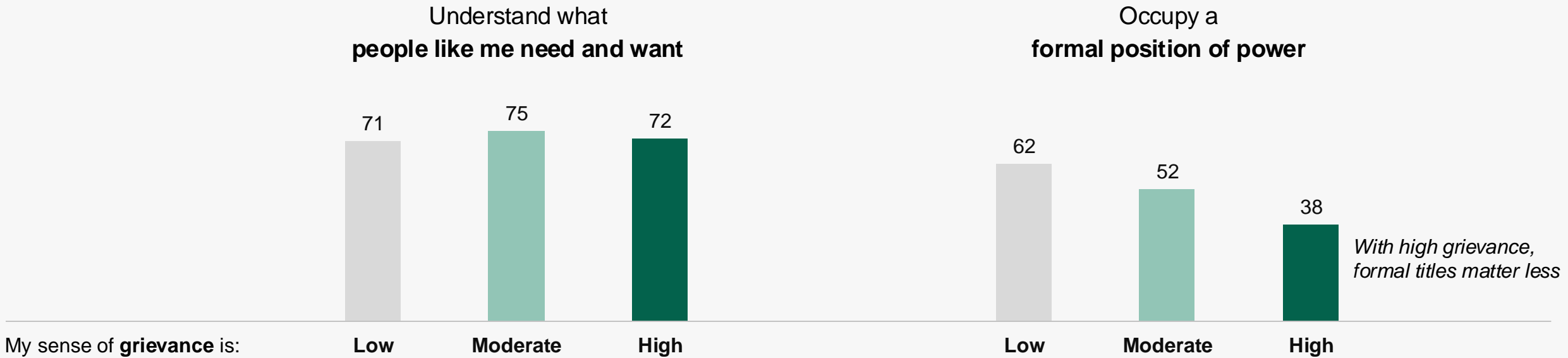
2025 Edelman Trust Barometer. ATT\_MED\_AGR. Below is a list of statements. For each one, please rate how much you agree or disagree with that statement using a nine-point scale. 9-point scale; top 4 box, agree. Question asked of half the sample. General population, Australia, by Sense of Grievance scale. For a full explanation of how the Sense of Grievance scale was developed, please see the Technical Appendix.




# Influence is Earned Through Compassion, Not Power

Percent who say, by sense of grievance, in Australia

You will earn legitimate influence with me if you...



 2025 Edelman Trust Barometer. LEG\_INF. There are many people who share information, recommendations, and their opinions in an attempt to influence the views and behavior of people like you or people in positions of power and authority. Some of these people you might consider to be legitimate sources of influence and expertise, while others you might not. How important is each of the following in making you see someone as a legitimate influence or expert, such that you willingly give them influence on your life decisions and you would be comfortable with them influencing the views and behaviors of people in positions of power and authority? 9-point scale; top 4 box, important. Question asked of half the sample. General population, Australia, by Sense of Grievance scale. For a full explanation of how the Sense of Grievance scale was developed, please see the Technical Appendix.

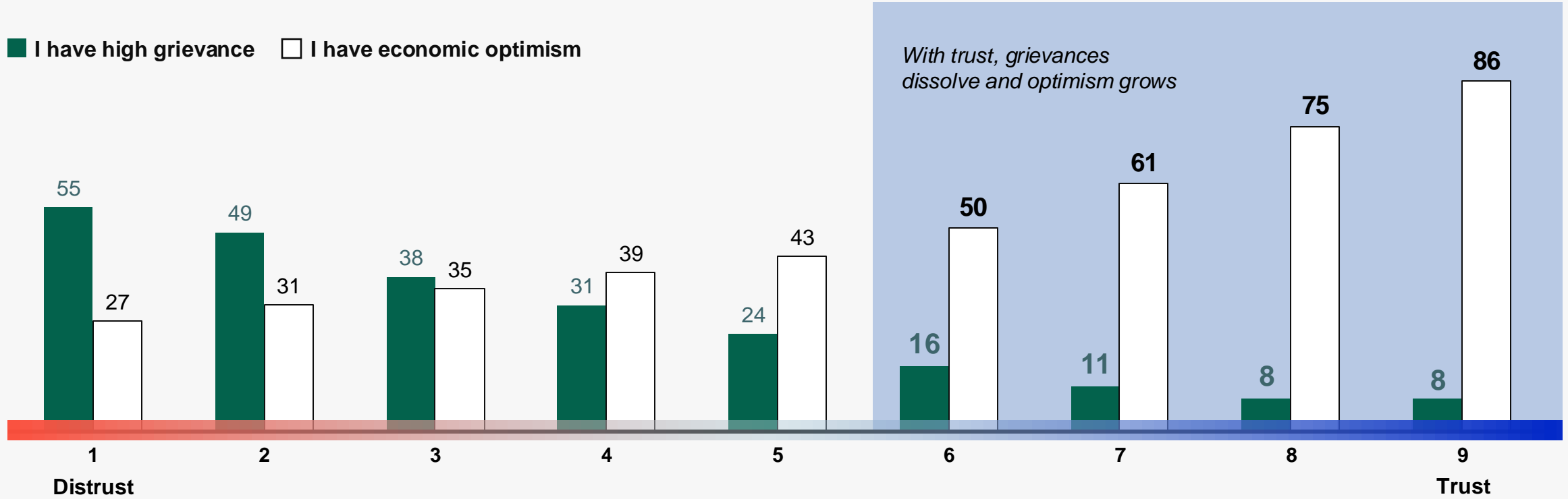


# When Trust Increases, Economic Optimism Overpowers Grievance

Among those with different levels of trust, percent with a high sense of grievance and percent with personal economic optimism

GLOBAL 26 excl. China, Thailand

■ I have high grievance □ I have economic optimism



2025 Edelman Trust Barometer. Sense of Grievance scale. CNG\_FUT. Thinking about the economic prospects for yourself and your family, how do you think you and your family will be doing in five years' time? 5-point scale; codes 1-2, better off. General population, 26-mkt avg., by average level of trust across the four institutions of business, government, media and NGOs. Certain data included in the Sense of Grievance scale was not collected in China or Thailand. For a full explanation of how the Sense of Grievance scale was developed, please see the Technical Appendix.



# Restoring Trust and Building Optimism Amid the Crisis of Grievance

## 1

### Grievances must be addressed

---

The institutional failures of the last 25 years have produced grievances around the world, stifling growth and innovation in turn. To lead through this crisis, understand the economic realities of your stakeholders, champion shared interests, and create opportunities for optimism.

## 2

### Business has a license to act

---

Those with a higher sense of grievance are more likely to believe that business is not doing enough to address societal issues. To navigate these expectations, understand where you have obligations, act on behalf of your stakeholders, and advocate for your organization.

## 3

### Business can't act alone

---

Business, government, media, and NGOs must work together to address the root causes of grievance and enable trust, growth, and prosperity. Invest in local communities, quality information, and job skills. Deliver results that benefit everyone fairly.

## 4

### With trust, optimism overpowers grievance

---

When institutions can't be trusted to do what is right, grievances fester and outlooks darken. To dissipate grievance and increase optimism, prioritize and rebuild trust across your organization and local communities.

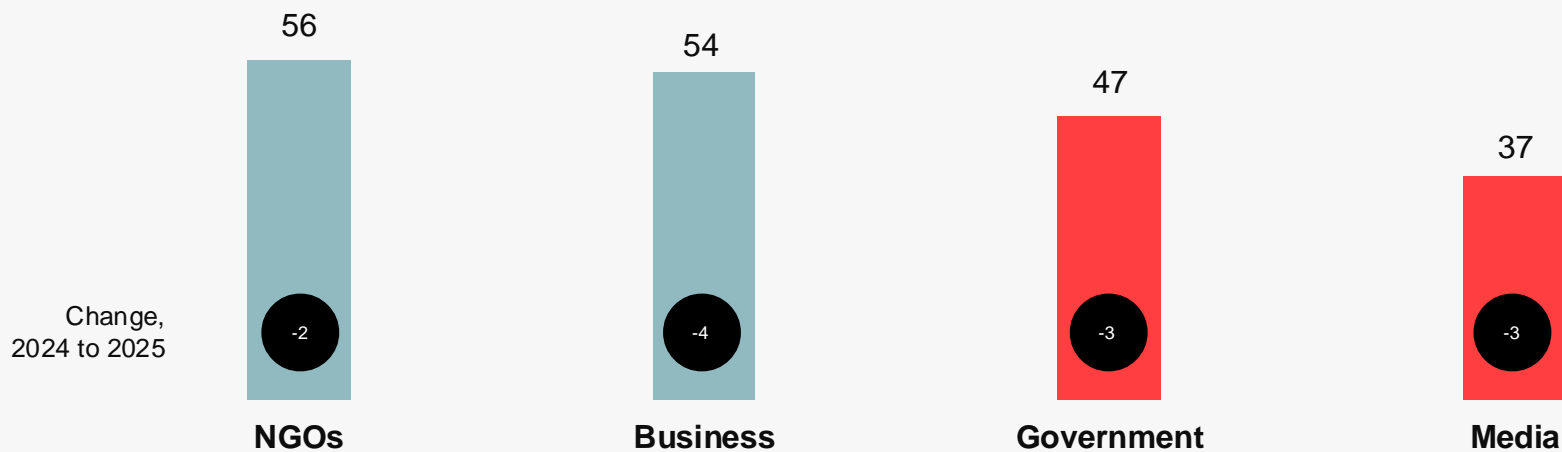
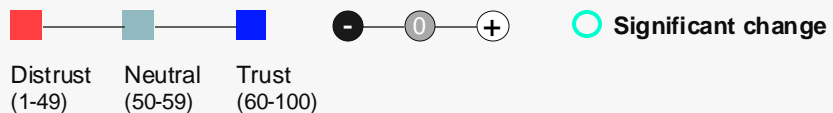


# Supplemental Data



# NGOs Become Most Trusted Institution

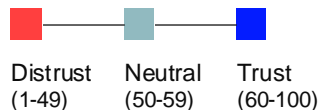
Percent trust, in Australia



# Trust Inequality: Low Income Far Less Trusting Than High Income

## Trust Index

(average percent trust in business, government, media, NGOs)



*Double-digit trust inequality in 22 countries, one fewer than 2024*

2025 Edelman Trust Barometer. The Trust Index is the average percent trust in business, government, media, and NGOs. TRU\_INS. Below is a list of institutions. For each one, please indicate how much you trust that institution to do what is right. 9-point scale; top 4 box, trust. General population, 28-mkt avg., by income. Income quartiles were determined separately for each country based on the distribution of household incomes among respondents from that country.

### 2025 High income (top 25%)

Score	Country
62	Global 28
86	Indonesia
84	Saudi Arabia
83	China
80	India
80	UAE
79	Thailand
73	Singapore
71	Malaysia
69	Nigeria
68	Kenya
65	Mexico
64	Netherlands
59	Brazil
59	S. Africa
57	France
56	Ireland
55	Canada
55	Italy
54	Sweden
54	U.S.
53	Australia
52	Colombia
50	Argentina
50	Spain
49	S. Korea
48	UK
47	Germany
43	Japan

### 2025 Low income (bottom 25%)

Score	Country
50	Global 28
73	China
69	Indonesia
65	India
63	Saudi Arabia
60	Malaysia
60	Nigeria
60	UAE
59	Kenya
57	Singapore
55	Thailand
50	Netherlands
49	Canada
49	S. Africa
47	Mexico
44	Australia
44	Colombia
44	Sweden
43	Brazil
43	France
43	Ireland
43	Italy
42	Argentina
41	U.S.
39	Spain
37	Germany
37	UK
35	S. Korea
30	Japan

### Greatest income-based trust inequality in:

Thailand	24 pts
Saudi Arabia	21 pts
UAE	20 pts
Mexico	18 pts
Indonesia	17 pts

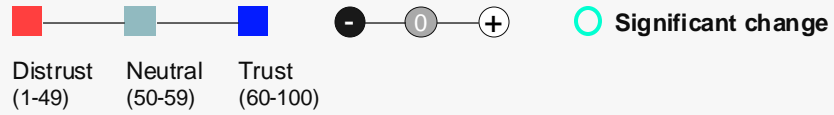




# Business Trusted in 15 of 28 Countries Measured

Percent trust in business

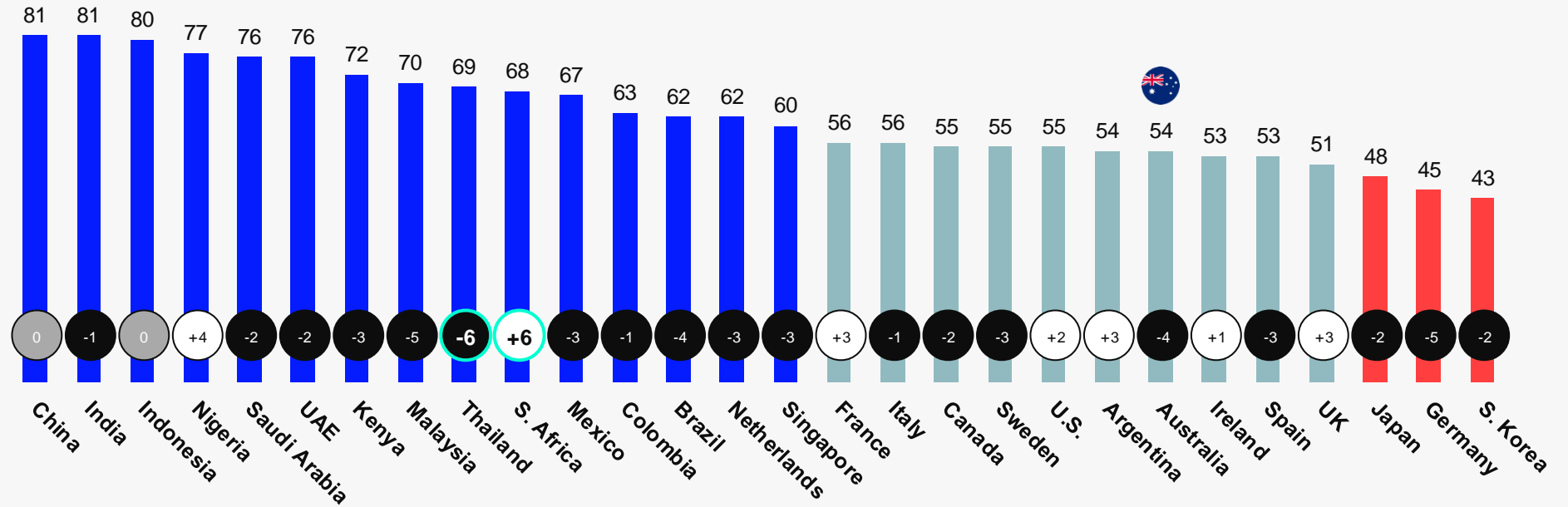
GLOBAL 28



62

-1 pt

Change, 2024 to 2025



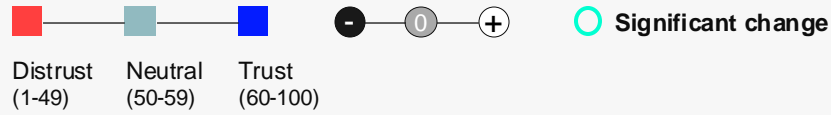
2025 Edelman Trust Barometer. TRU\_INS. Below is a list of institutions. For each one, please indicate how much you trust that institution to do what is right. 9-point scale; top 4 box, trust. General population, 28-mkt avg. Year-over-year changes were tested for significance using a t-test set at the 99%+ confidence level.



# NGOs Trusted in 11 of 28 Countries Measured

Percent trust in NGOs

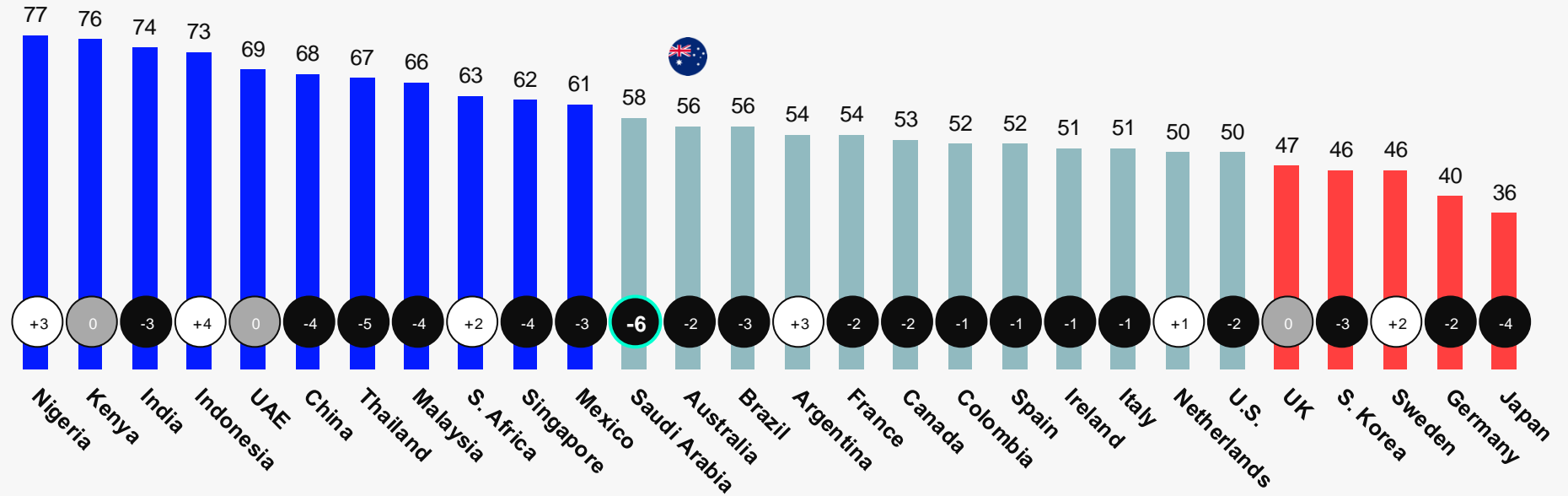
GLOBAL 28



58

-1 pt

Change, 2024 to 2025



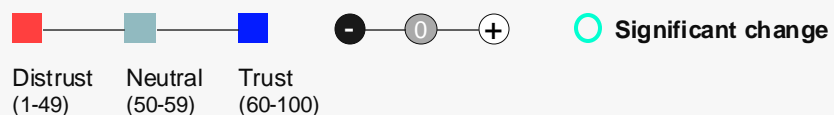
2025 Edelman Trust Barometer. TRU\_INS. Below is a list of institutions. For each one, please indicate how much you trust that institution to do what is right. 9-point scale; top 4 box, trust. General population, 28-mkt avg. Year-over-year changes were tested for significance using a t-test set at the 99%+ confidence level.



# Government Distrusted in 17 of 28 Countries Measured

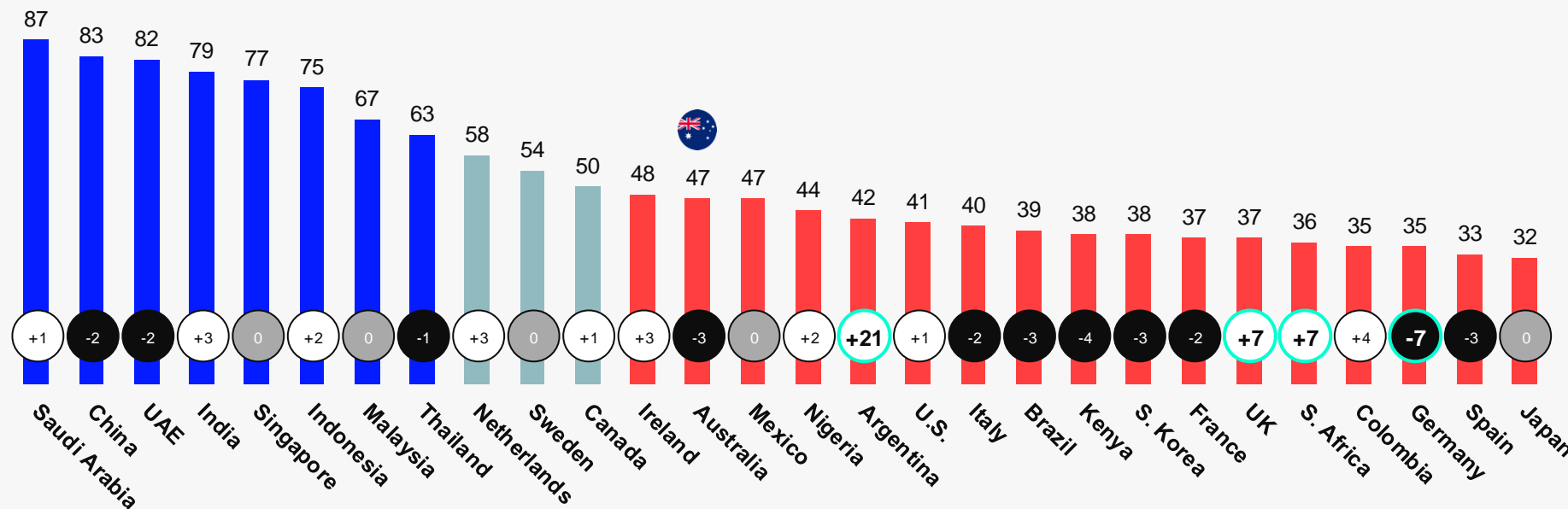
Percent trust in government

GLOBAL 28



52

+1 pt  
Change, 2024 to 2025



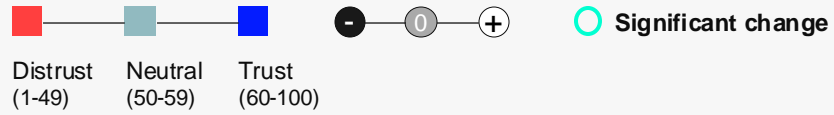
2025 Edelman Trust Barometer. TRU\_INS. Below is a list of institutions. For each one, please indicate how much you trust that institution to do what is right. 9-point scale; top 4 box, trust. General population, 28-mkt avg. Year-over-year changes were tested for significance using a t-test set at the 99%+ confidence level.



# Media Distrusted in 14 of 28 Countries Measured

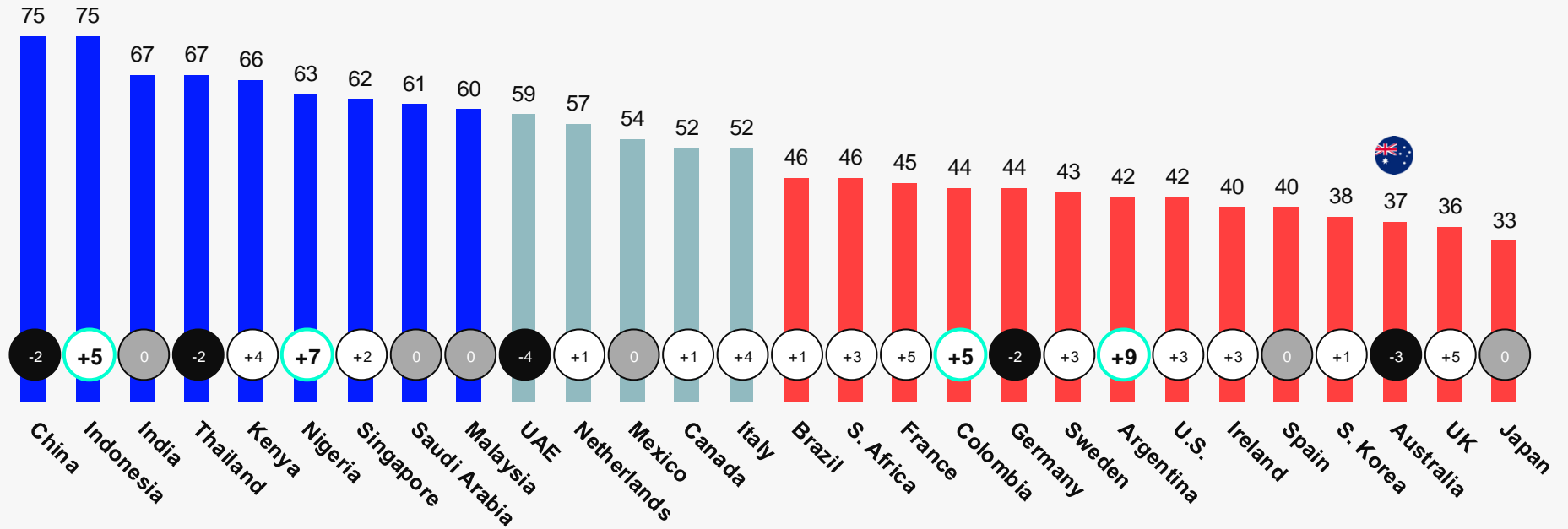
Percent trust in media

GLOBAL 28



52

+2 pts  
Change, 2024 to 2025



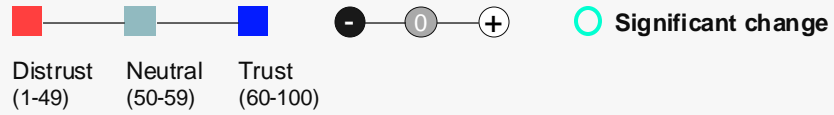
2025 Edelman Trust Barometer. TRU\_INS. Below is a list of institutions. For each one, please indicate how much you trust that institution to do what is right. 9-point scale; top 4 box, trust. General population, 28-mkt avg. Year-over-year changes were tested for significance using a t-test set at the 99%+ confidence level.



# United Nations Trusted in 10 of 28 Countries Measured

Percent trust in the United Nations

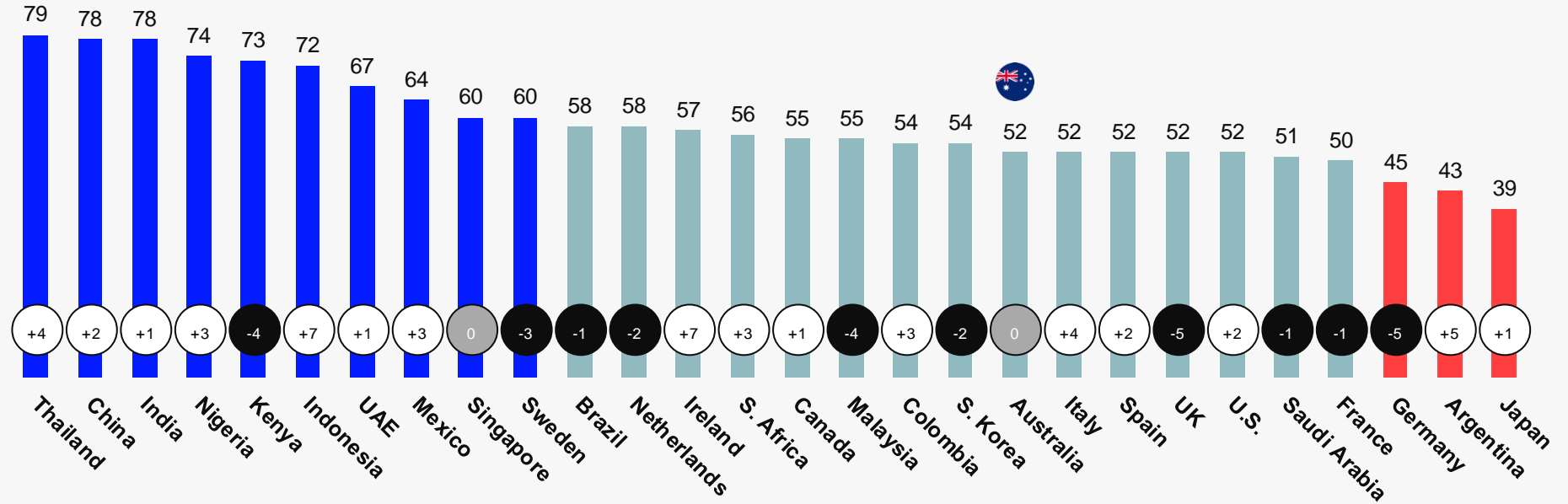
GLOBAL 28



58

0  
pts

Change,  
2024 to 2025



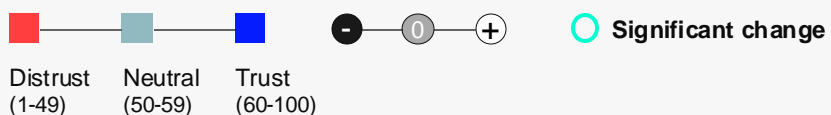
2025 Edelman Trust Barometer. TRU\_INS. Below is a list of institutions. For each one, please indicate how much you trust that institution to do what is right. 9-point scale; top 4 box, trust. Attribute asked of half the sample. General population, 28-mkt avg. Year-over-year changes were tested for significance using a t-test set at the 99%+ confidence level.



# The European Union Trusted in Only 8 of 28 Countries Measured

Percent trust in the European Union

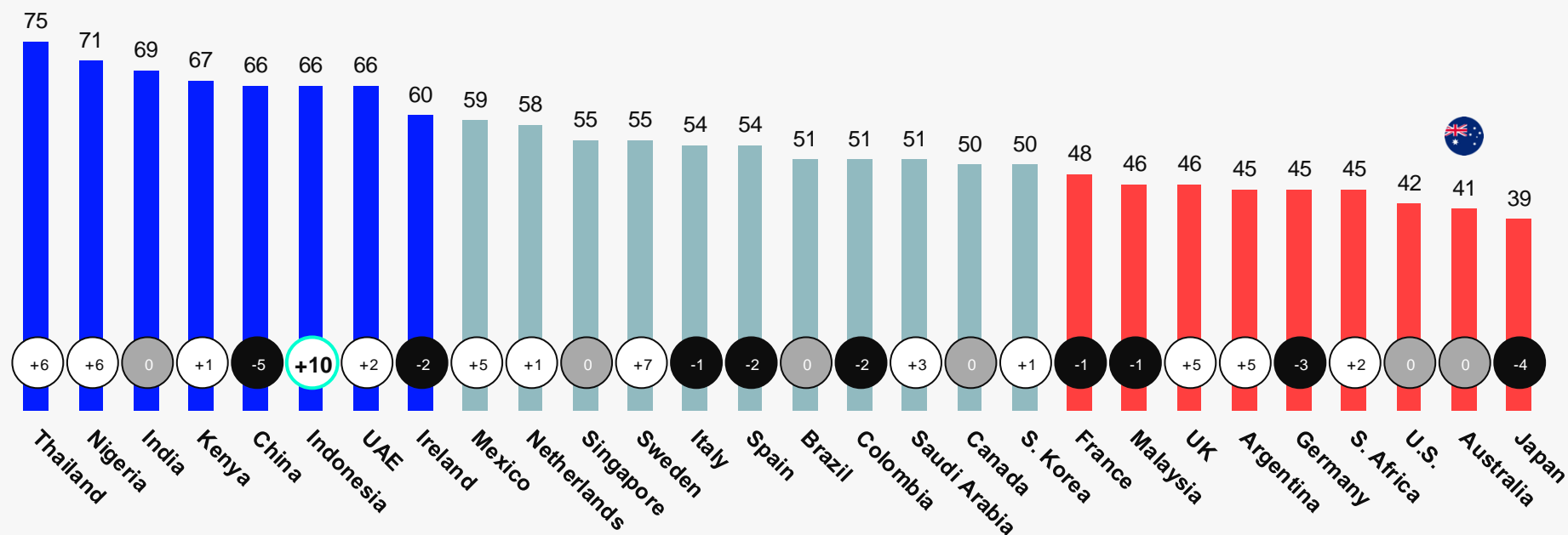
GLOBAL 28



54

+1 pt

Change, 2024 to 2025

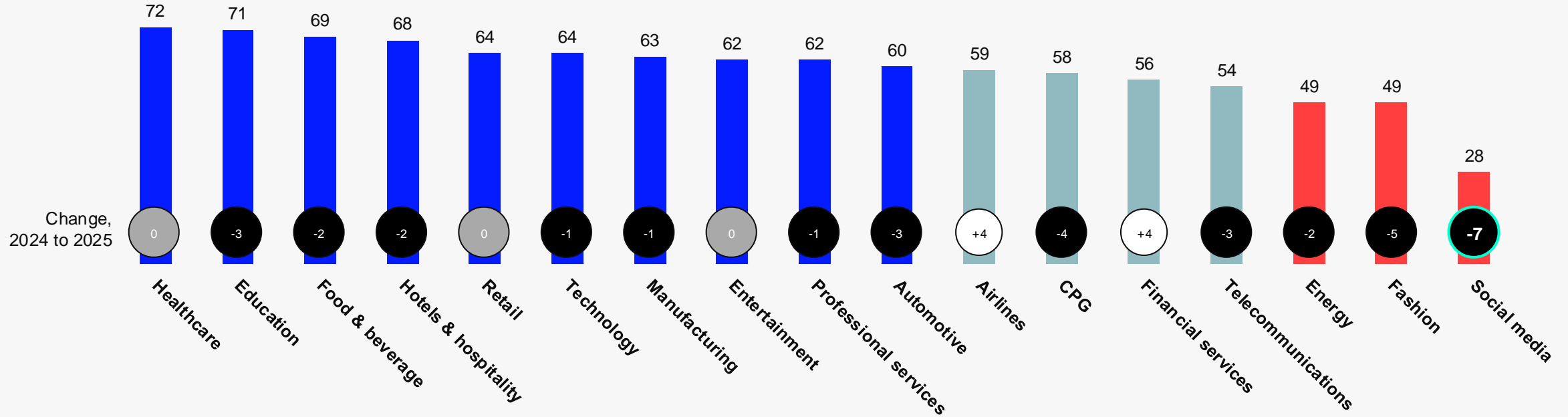
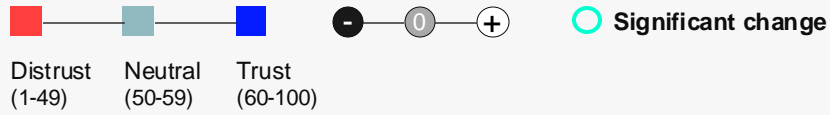


2025 Edelman Trust Barometer. TRU\_INS. Below is a list of institutions. For each one, please indicate how much you trust that institution to do what is right. 9-point scale; top 4 box, trust. Attribute asked of half the sample. General population, 28-mkt avg. Year-over-year changes were tested for significance using a t-test set at the 99%+ confidence level.



# In Australia, 10 of 17 Industry Sectors Trusted

Percent trust, in Australia

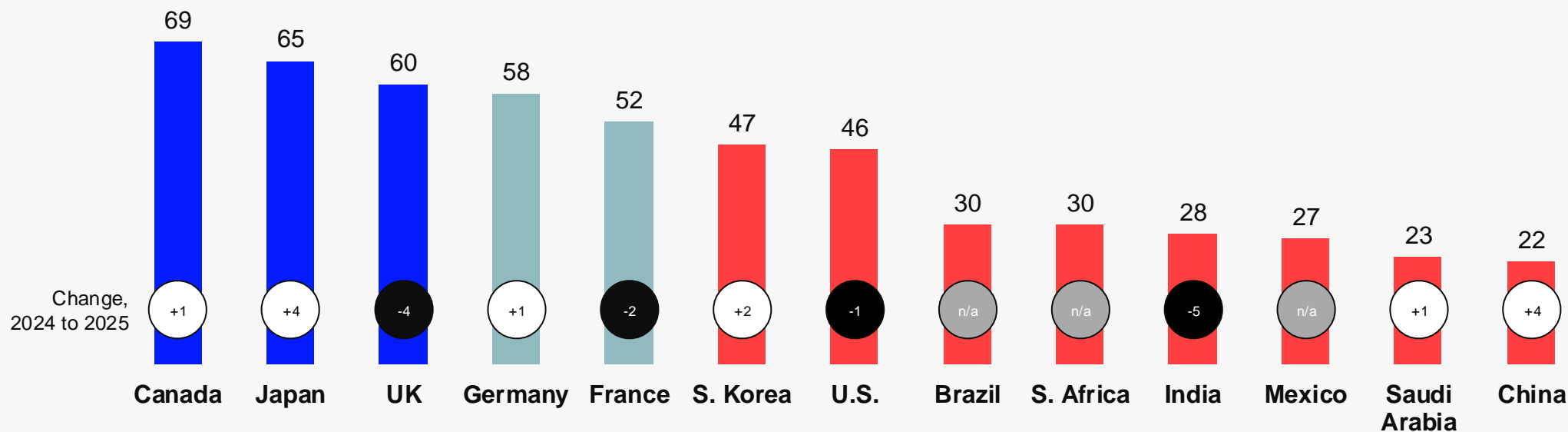
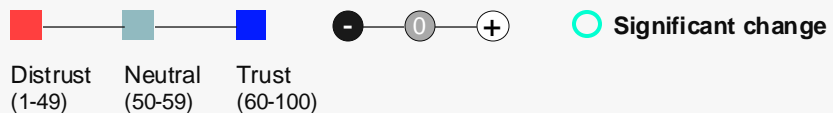


2025 Edelman Trust Barometer. TRU\_IND. Please indicate how much you trust businesses in each of the following industries to do what is right. 9-point scale; top 4 box, trust. Question asked of half the sample. General population, Australia. Yearover-year changes were tested for significance using a t-test set at the 99%+ confidence level.



# Australia Only Trusts Companies Headquartered in Canada, Japan, and the UK

Percent trust in companies headquartered in each country, among those in Australia



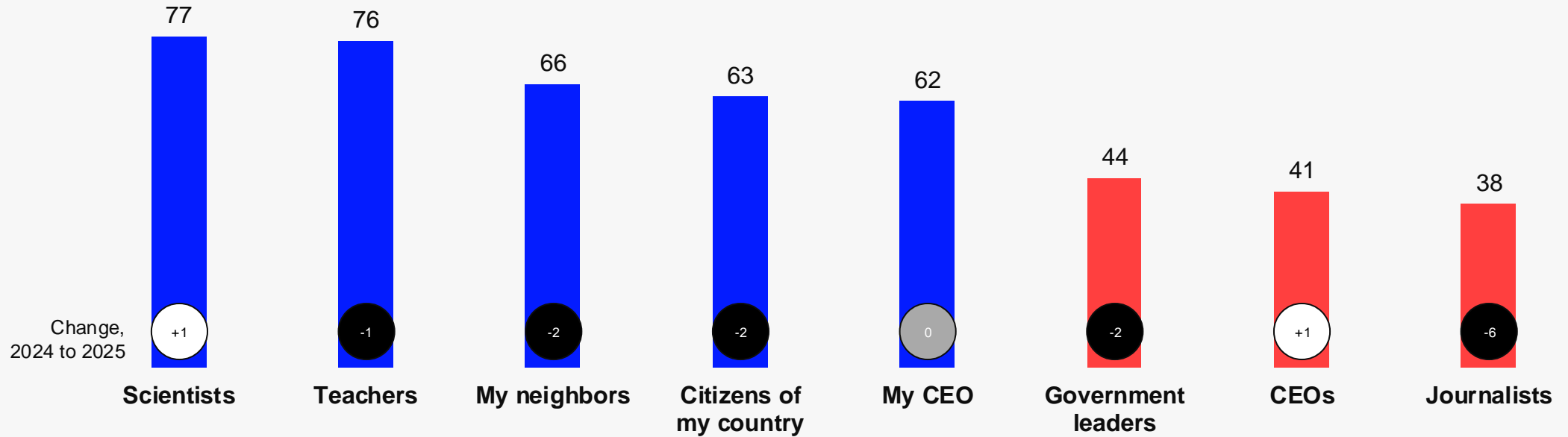
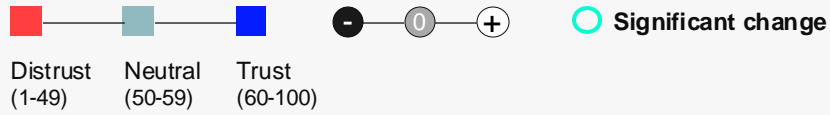
2025 Edelman Trust Barometer. TRU\_NAT. Now we would like to focus on global companies headquartered in specific markets. Please indicate how much you trust global companies headquartered in the following markets to do what is right. 9-point scale; top 4 box, trust. Question asked of half the sample. General population, Australia. Year-over-year changes were tested for significance using a t-test set at the 99%+ confidence level.





# Scientists and Teachers Trusted More Than Institutional Leaders

Percent trust to do what is right, in Australia

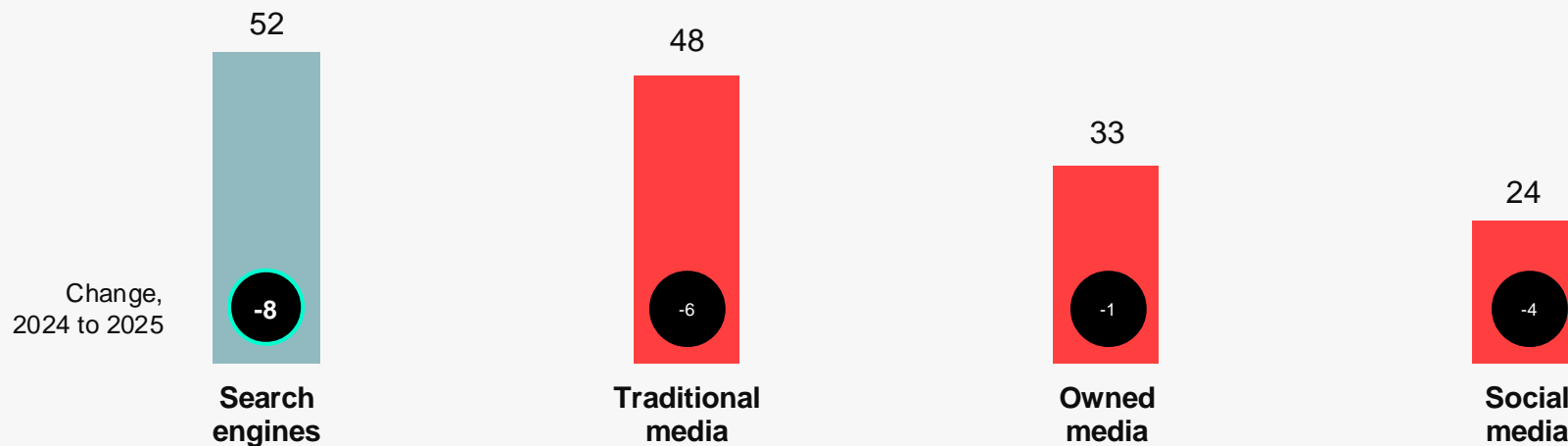
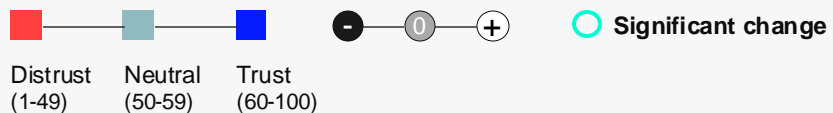


**2025 Edelman Trust Barometer.** TRU\_PEP. Below is a list of groups of people. For each one, please indicate how much you trust that group of people to do what is right. 9-point scale; top 4 box, trust. Some attributes shown to half the sample. General population, Australia. "My CEO" only shown to those who are an employee of an organization (Q43/1). Year-over-year changes were tested for significance using a t-test set at the 99%+ confidence level.



# Trust in Search Engines Declines

Percent trust in each media source for general news and information, in Australia



# Majority Concern Over Credibility of News Sources

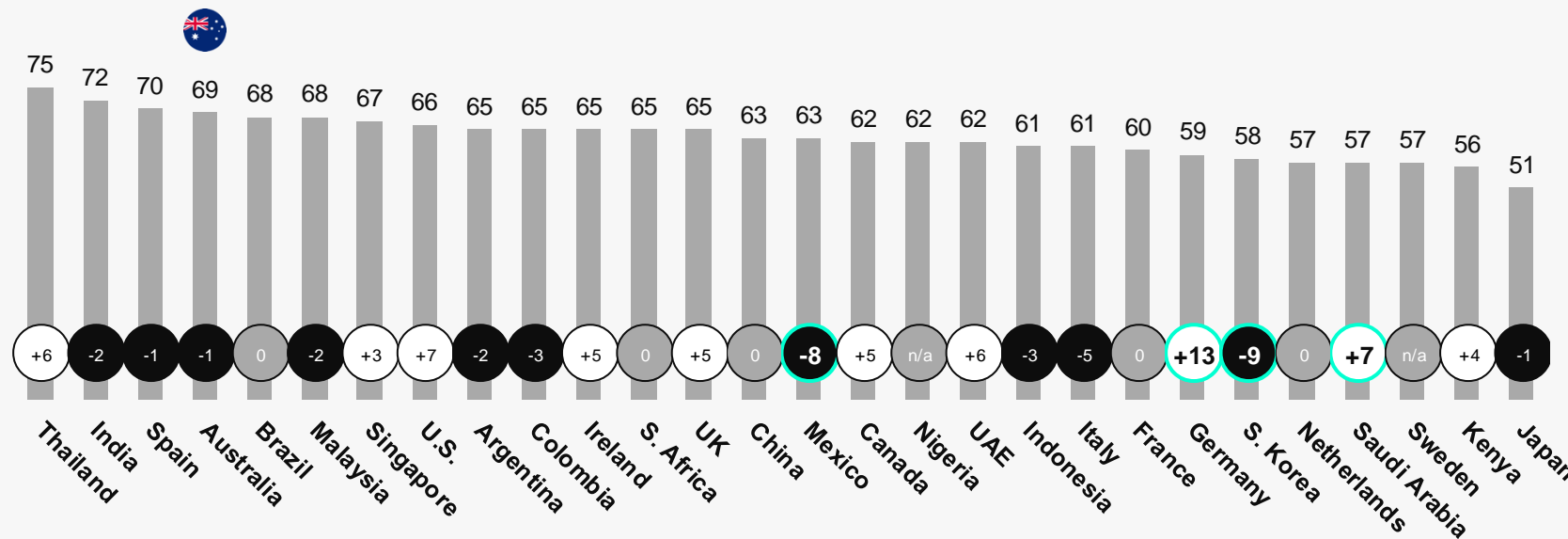
Percent who agree

GLOBAL 26     Significant change

It is becoming harder to tell if news is from **respected media** or an **individual trying to deceive people**

# 63%

0 pts  
Change, 2021 to 2025



2025 Edelman Trust Barometer. ATT\_MED\_AGR. Below is a list of statements. For each one, please rate how much you agree or disagree with that statement using a nine-point scale. 9-point scale; top 4 box, agree. Question asked of half the sample. General population, 26-mkt avg. Year-over-year changes were tested for significance using a t-test set at the 99%+ confidence level.



# Technical Appendix



## 2025 Edelman Trust Barometer: The Sample

# Countries Included in Each Global Average

Country	Weighted Sample Size <sup>1</sup>	Unweighted Sample Size	Margin of Error <sup>2</sup> – Total Sample	Margin of Error – Half Sample	Quotas Set On <sup>3</sup>
Global 28 <sup>4</sup>	32,200	33,194	+/- 0.7 percentage points total sample	+/- 1.0 percentage points half sample	Quotas set at the country level
Argentina	1,150	1,151	+/- 3.8 pct pts. total sample	+/- 5.4 pct pts. half sample	Age, Gender, Region
Australia	1,150	1,153			
Brazil	1,150	1,151			
Canada	1,150	2,124	+/- 2.8 pct pts. total sample	+/- 4.0 pct pts. half sample	
China <sup>5</sup>	1,150	1,150	+/- 3.8 pct pts. total sample	+/- 5.4 pct pts. half sample	
Colombia	1,150	1,150			
France	1,150	1,152			
Germany	1,150	1,150			
India	1,150	1,150			
Indonesia	1,150	1,150			
Ireland	1,150	1,150			
Italy	1,150	1,150			
Japan	1,150	1,150			
Kenya	1,150	1,152			
Malaysia	1,150	1,153			
Mexico	1,150	1,151			
Netherlands	1,150	1,150			
Nigeria	1,150	1,152			
Saudi Arabia	1,150	1,152			
Singapore	1,150	1,150			
S. Africa	1,150	1,150			
S. Korea	1,150	1,150			
Spain	1,150	1,150			
Sweden	1,150	1,150			
Thailand	1,150	1,150			
UAE	1,150	1,152			
UK	1,150	1,151			
U.S.	1,150	1,150			

1. Data reported on slides is weighted to the same total base size to ensure each country has an equal effect on the global average. Some questions were asked of only half of the sample. Please refer to the footnotes on each slide for details.
2. Margin of error is calculated on the unweighted sample sizes, utilizing a 99% confidence interval.
3. There were additional quotas on ethnicity in the UK and U.S., and on nationality in Saudi Arabia and the UAE.
4. The "global average" indicates the average result of all the countries where data was collected. As mentioned above, there has been no adjustment made to the population size relative to each country and the global average is not intended to suggest a total result of the entire global population.
5. All data collected in China is from the mainland. Regions of Greater China were not surveyed.



2025 Edelman Trust Barometer: The Sample

## Additional Fielding in Canada

Respondents in Canada have the option to take the survey in English or in French. For those who selected French, due to a translation error, a few questions were shown in English instead.

To address this, and ensure each respondent was able to answer the full survey in their preferred language, all Canadian respondents who took the survey in French were re-contacted between December 12 and 17, 2024 to answer French language versions of the impacted questions, as well as associated questions used for comparing or segmenting data. This new data replaced the original data collected in the dataset at those impacted questions.

French-selecting respondents who did not participate in the recontact were removed from the final data set. All data was then re-weighted to be nationally representative of gender, age, and region in Canada.

To summarize:

- All Canada data among English-selecting respondents is from the original fielding wave of Oct 25 – Nov 12.
- Canada data among French-selecting respondents at the impacted questions is from the recontact fielding wave of Dec 12 – 17.
- Canada data among French-selecting respondents at all other questions is from the original fielding wave of Oct 25 – Nov 12.
- Each Canada respondent who selected French and is present in the final dataset took both waves of the survey, so the sample is consistent across questions.

Any impacted data is indicated in the footnote of the slide.



2025 Edelman Trust Barometer: The Sample

# Global Averages: Current Year and Historical Tracking

	Global 28	Tracking Average Global 26	Tracking Average Global 22	Tracking Average Global 21
<b>All countries surveyed:</b>	Used for <b>current year averages</b> and <b>tracking to 2024</b>	Used for <b>tracking to 2021</b>	Used for <b>tracking to 2018</b>	Used for <b>tracking to 2012</b>
Argentina	Argentina	Argentina	Argentina	Argentina
Australia	Australia	Australia	Australia	Australia
Brazil	Brazil	Brazil	Brazil	Brazil
Canada	Canada	Canada	Canada	Canada
China	China	China	China	China
Colombia	Colombia	Colombia	----	----
France	France	France	France	France
Germany	Germany	Germany	Germany	Germany
India	India	India	India	India
Indonesia	Indonesia	Indonesia	Indonesia	Indonesia
Ireland	Ireland	Ireland	Ireland	Ireland
Italy	Italy	Italy	Italy	Italy
Japan	Japan	Japan	Japan	Japan
Kenya	Kenya	Kenya	----	----
Malaysia	Malaysia	Malaysia	Malaysia	Malaysia
Mexico	Mexico	Mexico	Mexico	Mexico
Netherlands	Netherlands	Netherlands	Netherlands	Netherlands
Nigeria	Nigeria	----	----	----
Saudi Arabia	Saudi Arabia	Saudi Arabia	----	----
Singapore	Singapore	Singapore	Singapore	Singapore
S. Africa	S. Africa	S. Africa	----	----
S. Korea	S. Korea	S. Korea	S. Korea	S. Korea
Spain	Spain	Spain	Spain	Spain
Sweden	Sweden	----	----	----
Thailand	Thailand	Thailand	----	----
UAE	UAE	UAE	UAE	UAE
UK	UK	UK	UK	UK
U.S.	U.S.	U.S.	U.S.	U.S.



2025 Edelman Trust Barometer: The Sample

# Global Averages: Special Averages

	Sensitive Markets Global 26	Sensitive Markets, Translation Exclusion Global 24	Tracking Markets, Sensitive Markets, Translation Exclusion Global 20
<b>All countries surveyed:</b>	Used for <b>current year averages</b> ; excludes sensitive countries <sup>1</sup>	Used for <b>current year averages</b> ; excludes sensitive countries <sup>1</sup> ; excludes countries impacted by translation inconsistencies <sup>2</sup>	Used for <b>tracking to 2020</b> ; excludes sensitive countries <sup>1</sup> ; excludes countries impacted by translation inconsistencies <sup>2</sup>
Argentina	Argentina	Argentina	Argentina
Australia	Australia	Australia	Australia
Brazil	Brazil	Brazil	Brazil
Canada	Canada	Canada	Canada
China	----	----	----
Colombia	Colombia	Colombia	Colombia
France	France	France	----
Germany	Germany	Germany	Germany
India	India	India	India
Indonesia	Indonesia	Indonesia	Indonesia
Ireland	Ireland	Ireland	Ireland
Italy	Italy	Italy	Italy
Japan	Japan	Japan	Japan
Kenya	Kenya	Kenya	Kenya
Malaysia	Malaysia	Malaysia	Malaysia
Mexico	Mexico	Mexico	Mexico
Netherlands	Netherlands	Netherlands	Netherlands
Nigeria	Nigeria	Nigeria	----
Saudi Arabia	Saudi Arabia	----	----
Singapore	Singapore	Singapore	Singapore
S. Africa	S. Africa	S. Africa	S. Africa
S. Korea	S. Korea	S. Korea	----
Spain	Spain	Spain	Spain
Sweden	Sweden	Sweden	----
Thailand	----	----	----
UAE	UAE	----	----
UK	UK	UK	UK
U.S.	U.S.	U.S.	U.S.

1. Because some of the content we ask is deemed politically sensitive, there are several countries where we take special precautions in order to avoid putting our respondents, or ourselves, in a position to break any local laws. We work closely with our sample partner and its legal team to identify which questions, and in what countries, we should refrain from asking. The countries where we removed certain questions and/or answer options in the survey are noted in the labels on the slide.

2. Due to a translation inconsistency regarding the measure of competence or ethics in the four main institutions in France, Saudi Arabia, South Korea, and UAE, the data for those countries was removed from the relevant analyses.





2025 Edelman Trust Barometer: The Sample

# Survey Languages Used and Internet Penetration by Country

	Languages	Internet Penetration*
<b>Global</b>	-	-
<b>Argentina</b>	Localized Spanish	89%
<b>Australia</b>	Localized English	95%
<b>Brazil</b>	Portuguese	84%
<b>Canada</b>	Localized English, Canadian French	94%
<b>China</b>	Simplified Chinese	77%
<b>Colombia</b>	Localized Spanish	73%
<b>France</b>	Localized French	87%
<b>Germany</b>	German	92%
<b>India</b>	Localized English, Hindi	43%

	Languages	Internet Penetration*
<b>Indonesia</b>	Indonesian	69%
<b>Ireland</b>	Localized English	96%
<b>Italy</b>	Italian	87%
<b>Japan</b>	Japanese	85%
<b>Kenya</b>	Localized English	41%
<b>Malaysia</b>	Malay	98%
<b>Mexico</b>	Localized Spanish	81%
<b>Netherlands</b>	Localized English, Dutch	97%
<b>Nigeria</b>	Localized English	35%
<b>Saudi Arabia</b>	Localized English, Modern Standard Arabic	100%

	Languages	Internet Penetration*
<b>Singapore</b>	Localized English, Simplified Chinese	94%
<b>S. Africa</b>	Localized English, Afrikaans	75%
<b>S. Korea</b>	Korean	97%
<b>Spain</b>	Localized Spanish	95%
<b>Sweden</b>	Localized English, Swedish	96%
<b>Thailand</b>	Thai	90%
<b>UAE</b>	Localized English, Modern Standard Arabic	100%
<b>UK</b>	Localized English	95%
<b>U.S.</b>	English, Localized Spanish	97%

\*Data source: [Individuals using the Internet \(% of population\) | Data \(worldbank.org\)](https://data.worldbank.org/SH.UV.SRVS.VS) as of January 17, 2025.

Due to disproportionate access to internet in countries with lower internet penetration, the online sample in those countries tends to skew younger, urban, and more affluent.



2025 Edelman Trust Barometer: Data Analysis in Detail

## Countries With National Elections or Changes in Government Leadership

To understand the impact that a change in government leadership has on trust, we identified the countries in our study that had an election or other government leadership change between the survey fielding dates for the 2024 Trust Barometer (Nov 3 – Nov 22, 2023) and the 2025 Trust Barometer (Oct 25 – Nov 16, 2024). Elections or other government leadership changes were defined as a national election, the collapse of coalition, or the appointment of a new prime minister.

The full list of countries included in the analysis, referenced on pg. 6 of the 2025 Global Report, is shown in the table at right

	Date of change	Description of change
<b>Argentina</b>	November 2023	Run-off Election
<b>France</b>	June, September 2024	Election; Collapse of leadership coalition
<b>Germany</b>	November 2024	Collapse of leadership coalition
<b>India</b>	April to June 2024	Election
<b>Indonesia</b>	February 2024	Election
<b>Japan</b>	October 2024	Election
<b>Mexico</b>	June 2024	Election
<b>Netherlands</b>	November 2023	Election after cabinet collapse in July 2023
<b>S. Africa</b>	May 2024	Election
<b>S. Korea</b>	April 2024	Election
<b>Thailand</b>	August 2024	New Prime Minister appointment
<b>UK</b>	July 2024	Election
<b>U.S.</b>	November 2024	Election



## 2025 Edelman Trust Barometer: Data Analysis in Detail

# How We Measured Grievance

The sense of grievance segmentation was created by dividing respondents into three distinct groups based on their agreement with a number of statements. The specific statements were chosen for their ability to reflect a respondent’s sense of unfairness and personal harm caused by institutions, specifically business and government, and by the wealthy:

- **Government\*** actions hurt me and serve the few rather than the many
- **Business** actions hurt me and serve the few rather than the many
- **The wealthy** benefit from an unfair system, which is biased in favor of the rich, while regular people struggle to pay their bills

The full language of the statements used in the scale are shown in the table shown to the right. The three segments—low, moderate, and high grievance— were created based on the number of statements they agreed with:

- **Low Grievance:** agreed with 0 to 2 statements
- **Moderate Grievance:** agreed with 3 or 4 statements
- **High Grievance:** agreed with 5 or all 6 statements

Items	Question text	
<b>Government</b>	<b>GOV_PER_DIM.</b> In thinking about why you do or do not trust <b>government in general</b> , please specify where you think it falls on the scale between the two opposing descriptions. (Please use the slider to indicate where you think government in general falls between the two extreme end points of each scale.) <i>Statement below shown in bold on left side, bottom 5 box (codes 1-5)</i>	
	<b>Serves the interests of only certain groups of people</b>	Serves the interests of everyone equally and fairly
	<b>Overall, its actions are hurting my quality of life</b>	Overall, its actions are improving my quality of life
<b>Business</b>	<b>BUS_PER_DIM.</b> In thinking about why you do or do not trust <b>business</b> , please specify where you think it falls on the scale between the two opposing descriptions. (Please use the slider to indicate where you think business falls between the two extreme end points of each scale.) <i>Statement below shown in bold on left side, bottom 5 box (codes 1-5)</i>	
	<b>Serves the interests of only certain groups of people</b>	Serves the interests of everyone equally and fairly
	<b>Overall, its actions are hurting my quality of life</b>	Overall, its actions are improving my quality of life
<b>The wealthy</b>	<b>POP_MDC.</b> Below is a list of statements. For each one, please rate how true you believe that statement is using a nine-point scale where one means it is “not at all true” and nine means it is “completely true”. (Please select one response for each.) <i>Agree, top 4 box (codes 6-9)</i>	
	As regular people struggle just to pay their bills, the elites are getting richer than they deserve	
	The system is biased against regular people and in favor of the rich and powerful	

\*Questions related to government were not asked in China or Thailand. These markets are not represented in the grievance scale.



2025 Edelman Trust Barometer: Data Analysis in Detail

## How We Plotted the Institutional Competence and Ethics Scores

We define trust as the combination of competence and ethics. The report features a chart depicting how competent and ethical each of the institutions are rated to be. Here's how we calculated each score.

**The competence score (the x-axis of the plot):** An institution's competence score is a net of the top 3 box (AGREE) minus the bottom 3 box (DISAGREE) responses to the question "To what extent do you agree with the following statement? *[INSTITUTION]* in general is good at what it does". The resulting net score was then subtracted by 50, which means that for an institution to qualify as competent, it would require a net difference of 51 points or more in its percentage of top 3-box ratings versus its bottom 3-box ratings. This ensures that an institution could not be considered competent unless there is a majority who rate it as such.

**The net ethical score (the y-axis of the plot):** The ethics dimension is defined by four separate items. For each item, a net score was calculated by taking the top 5 box percentage representing a positive ethical perception minus the bottom 5 box percentage representing a negative ethical perception. The y-axis value is an average across those 4 net scores. Scores higher than zero indicate an institution that is perceived as ethical.

### Respondents were asked:

In thinking about why you do or do not trust *[INSTITUTION]*, please specify where you think they fall on the scale between the two opposing descriptions. *(Please use the slider to indicate where you think [INSTITUTION] falls between the two extreme end points of each scale.)*

Dimension	Ethical Perception	Unethical Perception
Purpose-Driven	Highly effective agents of positive change	Completely ineffective agents of positive change
Honest	Honest and fair	Corrupt and biased
Vision	Have a vision for the future that I believe in	Do not have a vision for the future that I believe in
Fairness	Serve the interests of everyone equally and fairly	Serve the interests of only certain groups of people



2025 Edelman Trust Barometer: Data Analysis in Detail

# How We Validated the Analysis of Ethics Scores Across the Grievance Segments

The ethics dimension for government and business share a variable with the scale used to create the grievance segments, raising the question of whether it was valid to compare institutional ethics scores across these segments (see pg. 25 of the 2025 Global Report).

To ensure the validity of measuring ethics data among different grievance segments, we compared the ethics scores for the institutions with and without the shared fairness attribute.

Dimension	Ethical	Unethical
Fairness	Serve the interests of everyone equally and fairly	Serve the interests of only certain groups of people

As seen in the analysis shown to the right, removing this attribute resulted in very similar ethics scores for each of the institutions, and did not materially change the findings of the analysis. Because of the similarity between the ethics calculations including and excluding the fairness item, we used the full version of the ethics scale for the competence and ethics analysis by grievance segments in order to maintain consistency with the ethics scores shown in other parts of the report.

Comparing ethics data including and excluding the fairness dimension				
Ethics scores	Low Grievance	Moderate Grievance	High Grievance	Gap between low and high
Government ethics <b>excluding</b> fairness	33	-24	-68	-101
Government ethics <b>including</b> fairness	37	-30	-75	-112
Media ethics <b>excluding</b> fairness	24	-4	-36	-60
Media ethics <b>including</b> fairness	25	-9	-41	-66
Business ethics <b>excluding</b> fairness	43	29	-18	-61
Business ethics <b>including</b> fairness	44	19	-36	-80
NGO ethics <b>excluding</b> fairness	35	23	6	-29
NGO ethics <b>including</b> fairness	34	17	-2	-36



2025 Edelman Trust Barometer: Data Analysis in Detail

# How We Calculated Respondent Trust Levels

To examine the effect of trust on grievance and personal economic optimism (shown on pg. 36 of the 2025 Global Report), we segmented respondents into nine levels based on their average level of trust.

The average was calculated by taking the respondent’s average score on a scale of one to nine across each of the four institutions:

- Government in general
- Media in general
- Business in general
- Non-governmental organizations (NGOs)

If a respondent answered “don’t know” to one of the four institutions, that institution was left out of the average. For example, if a respondent said “don’t know” regarding trust in government, the average was calculated based on their ratings of media, business, and NGOs. If a respondent said “don’t know” across all four institutions, they were left out of this analysis.

The table to the right shows the fallout of respondents based on their average score across the institutions.

Trust scores and fallout			
<p><b>TRU_INS.</b> Below is a list of institutions. For each one, please indicate how much you trust that institution to do what is right using a 9-point scale where one means that you “do not trust them at all” and nine means that you “trust them a great deal”.</p>			
Trust level	Fallout	Unweighted base	Weighted base
1. Do not trust them at all	1%	360	350
2.	3%	1022	1003
3.	7%	2150	2097
4.	12%	3641	3537
5.	19%	5978	5774
6.	22%	6698	6499
7.	20%	6159	5990
8.	11%	3558	3376
9. Trust them a great deal	4%	1300	1249
99. Don't know	n/a	n/a	n/a



# Full Text for Shortened Answer Choices



2025 Edelman Trust Barometer:  
Full Text for Shortened Answer Choices

# Globalization, Economic, and Technology Fears Worsen Job Insecurity

POP\_EMO. Some people say they worry about many things while others say they have few concerns. We are interested in what you worry about. Specifically, how much do you worry about each of the following?

Shortened text	Full text
International trade conflicts	International conflicts about trade policies and tariffs hurting the company you work for
Foreign competitors	Cheaper foreign competitors driving companies like yours out of business
Offshoring	Your job being moved to other countries where workers are paid less
Looming recession	Losing your job as a result of a looming recession
Automation	Automation and/or other innovations taking your job away
Lack of training	Not having the training and skills necessary to get good paying jobs





2025 Edelman Trust Barometer:  
Full Text for Shortened Answer Choices

# Majority Convinced the Wealthy Take More Than Their Fair Share

WEA\_AGR. How much do you agree or disagree with the following statements?

Shortened text	Full text
The wealthy don't pay their fair share of taxes	The wealthy are not currently paying their fair share of taxes
The wealthy's selfishness causes many of our problems	The selfishness of the wealthiest people in this country is the source of many of our problems



2025 Edelman Trust Barometer:  
Full Text for Shortened Answer Choices

## 4 in 10 See Hostile Activism as a Viable Means to Drive Change

CNG\_MECH. Which actions would you approve of as ways to bring about societal changes you felt would give you and your family a better future? For each of the potential ways to bring about change listed below, pick the statement which best describes how you would feel if someone did this.

Shortened text	Full text
Attack people online	Engage in online personal attacks against individuals who you see as standing in the way of the change you want to see
Intentionally spread disinformation	Create or share exaggerated or even false online content to influence public opinion
Threaten or commit violence	Threaten or engage in physical violence against the institutions or groups that you see as standing in the way of the change you want to see
Damage public or private property	Damage or destroy public and/or private property to bring attention to the change you want to see



2025 Edelman Trust Barometer:  
Full Text for Shortened Answer Choices

## Your Gain is My Loss: Grievance Instills a Zero-Sum Mindset

POL\_AFF. Please specify where your feelings about people in your country who have different political beliefs than you fall on the scale between the two opposing descriptions.

Shortened text	Full text
What helps people who don't share my politics comes at a cost to me	What furthers their interests comes at the cost of mine



2025 Edelman Trust Barometer:  
Full Text for Shortened Answer Choices

## Business: Empower Us with Well-Paid Jobs and Skills for the Future

BUS\_EXP\_FUT. How obligated do you believe business is to do each of the following in order to help us achieve a better future?

Shortened text	Full text
Provide good-paying jobs in its local communities	Provide good-paying jobs to people in the communities in which it operates
Train or reskill employees to be competitive	Train or reskill employees to be competitive in this economic environment



2025 Edelman Trust Barometer:  
Full Text for Shortened Answer Choices

## Grievance Demands More Action from Business, Not Less

BUS\_BND. Think about business as an institution, and its current level of engagement in addressing societal needs and issues. When it comes to each of the following areas, please indicate if you think business is going too far and overstepping what it should be doing, is doing just the right amount in regard to this activity, or is not going far enough in its actions and should be doing more.

Shortened text	Full text
Affordability	Making everyday things that people need, like food and energy, more affordable
Climate change	Addressing climate change
Retraining	Doing the workforce reskilling and retraining necessary to keep people employable whose jobs are being eliminated or greatly altered by automation and artificial intelligence
Misinformation	Controlling the malicious spreading of misleading and false information and ensuring the availability of trustworthy information
Discrimination	Addressing systemic injustice and discrimination in this country based on race, gender, religion, or sexual orientation



2025 Edelman Trust Barometer:  
Full Text for Shortened Answer Choices

# CEOs Have Permission to Act When They Can Make a Difference and Improve Performance

BUS\_JUS. There are many social and societal challenges in the world today. Some of these challenges may be ones that you feel CEOs, as business leaders, are justified in addressing, and others you may feel are matters that business leaders should avoid or have no special reason to get involved in. How strong a justification do you feel each of the following is for a CEO to engage in addressing a particular social or societal issue in their role as the leader of a business?

Shortened text	Full text
They could make a major impact on the challenge	The CEO and their business could potentially have a significant positive impact on the social problem or societal challenge
Doing so would improve business performance	Addressing the social problem or societal challenge would lead to a significant improvement in the performance and profits of the CEO's business



2025 Edelman Trust Barometer:  
Full Text for Shortened Answer Choices

# CEOs Have Permission to Act To Fix Problems They Caused and Protect Their Stakeholders

BUS\_JUS. There are many social and societal challenges in the world today. Some of these challenges may be ones that you feel CEOs, as business leaders, are justified in addressing, and others you may feel are matters that business leaders should avoid or have no special reason to get involved in. How strong a justification do you feel each of the following is for a CEO to engage in addressing a particular social or societal issue in their role as the leader of a business?

Shortened text	Full text
Their business contributed to the problem	The CEO's business significantly contributed to causing or worsening the social problem or societal challenge
	The CEO's customers are negatively impacted by the social problem or societal challenge
The issue harms their customers, employees, communities (avg)	The CEO's workforce is negatively impacted by the social problem or societal challenge
	The communities in which the CEO's business operates are negatively impacted by the social problem or societal challenge



2025 Edelman Trust Barometer:  
Full Text for Shortened Answer Choices

## Employers: Keep Grievances From Undermining Collaboration at Work

BUS\_EXP\_FUT. How obligated do you believe business is to do each of the following in order to help us achieve a better future?

Shortened text	Full text
Nurture workplace civility to facilitate discussions about contentious issues	Have CEOs create and nurture an environment of civility and mutual respect in the workplace where people can have constructive discussions about contentious issues





2025 Edelman Trust Barometer:  
Full Text for Shortened Answer Choices

## Government: Deliver Results That Benefit Me

LEG\_GOV. Governments create, enact, and enforce laws and policies. Some of these laws and policies you might support, while others you might not. How important is each of the following in making you see government leaders as legitimate authorities, such that you are willing to accept and abide by the laws and policies they enact, whether you fully agree with them or not?

Shortened text	Full text
Have a positive impact on my life	The decisions they make have a positive impact on my life
Understand what people like me need and want	They know and understand what people like me need and want



2025 Edelman Trust Barometer:  
Full Text for Shortened Answer Choices

## Media: Put the Facts First

ATT\_MED\_AGR. Below is a list of statements. For each one, please rate how much you agree or disagree with that statement using a nine-point scale where one means “strongly disagree” and nine means “strongly agree”.

Shortened text	Full text
Attract a big audience than tell people what they need to know	Most news organizations are more concerned with attracting a big audience than they are about telling people what they need to know
Support an ideology than inform the public	Most news organizations are more concerned with supporting an ideology or political position than they are with informing the public about what is happening in the world



2025 Edelman Trust Barometer:  
Full Text for Shortened Answer Choices

## Influence is Earned Through Compassion, Not Power

LEG\_INF. There are many people who share information, recommendations, and their opinions in an attempt to influence the views and behavior of people like you or people in positions of power and authority. Some of these people you might consider to be legitimate sources of influence and expertise, while others you might not. How important is each of the following in making you see someone as a legitimate influence or expert, such that you willingly give them influence on your life decisions and you would be comfortable with them influencing the views and behaviors of people in positions of power and authority?

Shortened text	Full text
Understand what people like me need and want	They know and understand what people like me need and want
Occupy a formal position of power	They occupy a formal position of power and authority in society



2025 Edelman Trust Barometer:  
Full Text for Shortened Answer Choices

## Majority Concern Over Credibility of News Sources

ATT\_MED\_AGR. Below is a list of statements. For each one, please rate how much you agree or disagree with that statement using a nine-point scale where one means “strongly disagree” and nine means “strongly agree”.

Shortened text	Full text
It is becoming harder to tell if news is from respected media or an individual trying to deceive people	It is becoming harder to tell if a piece of news was produced by a respected media organization or by an individual attempting to deceive people



	1	2
	3	4
	5	6

7
---

1	2	3	4	5	6
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## Cover & Divider Image Credits

1. Activists gesture as they demonstrate in the Central Business District against an alarming rise in murders of young women in Nairobi on January 27, 2024: *TONY KARUMBA/AFP via Getty Images*
2. U.S. former President and 2024 Republican presidential candidate Donald Trump applauds as he arrives for the second day of the 2024 Republican National Convention at the Fiserv Forum in Milwaukee, Wisconsin, July 16, 2024: *ANGELA WEISS/AFP via Getty Images*
3. Members of the Korean Confederation of Trade Unions hold placards reading "Step down Yoon Suk Yeol who led the insurrection!" with a picture of Yoon during a rally calling for the impeachment of President Yoon Suk Yeol in front of the ruling People Power Party headquarters in Seoul on December 6, 2024: *JUNG YEON-JE/AFP via Getty Images*
4. Consequences of flooding caused by the DANA occur in cities near Valencia, Spain, on November 7, 2024: *Pau Venteo/NurPhoto via Getty Images*
5. Demonstrators held up a banner calling to Tax extreme wealth outside the 2024 Labour Party Conference on the 23rd of September 2024 in Liverpool, United Kingdom: *Andrew Aitchison/In pictures via Getty Images*
6. Voters wait in a queue at a polling station to cast votes during the Samaguri assembly constituency bypoll in Nagaon district, Assam, India, on November 13, 2024: *Anuwar Hazarika/NurPhoto via Getty Images*
7. (Divider Image) Commuters cross London Bridge on October 15, 2024 in London, England: *Dan Kitwood/Getty Images*

## Timeline Image Credits

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4. European Union flag in front of the Big Ben, Brexit EU: *luaeva via Adobe Stock*
5. Domestic caretaker Jim Johnson, 32, takes a breath of fresh air and feels the rain on his face outside the paramedic's entrance of the triage area in the emergency department of Blackpool Victoria Hospital on June 17, 2020 in Blackpool, United Kingdom: *Lynsey Addario/Getty Images*
6. A Ukrainian soldier with a machine gun in his hands rides along a dirt road on a Challenger-2 tank on August 3, 2023 in Ukraine: *Serhii Mykhalchuk/Global Images Ukraine via Getty Images*



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