

# **Investigating the Impact of Global Trust Index Scores on Productivity in the Public Sector**

## **Executive Summary**

Labour productivity in Australia has been declining, posing a significant challenge to economic growth and stability. To address this issue, we propose a comprehensive project focused on leveraging digital infrastructure and fostering trust to enhance productivity. This project aims to measure the correlation between productivity gains and digital trust, develop a prototype based on the GX5 initiative, and create a global trust index for digital services.

When people trust digital services, they are more likely to use them, leading to increased adoption of digital technologies. This increased adoption results in greater efficiency and productivity across various sectors, including healthcare, education, and business. By focusing on digital infrastructure and trust, this project aims to enhance productivity in public sectors globally.

## **Outcomes**

**Outcome 1:** Develop an assessment methodology to measure the trustworthiness of digital services in the public sector. This Global Trust Index will be founded on the World Economic Forum's Digital Trust Framework, ensuring compliance with international digital trust standards. (Source: <https://initiatives.weforum.org/digital-trust/framework>). Utilise the Global Trust Index to evaluate and score the University of New South Wales (UNSW).

**Outcome 2:** Develop an assessment methodology to measure productivity at UNSW, gathering baseline data prior to implementing the prototype below.

**Outcome 3:** Develop a TDS GX5 prototype app to enhance the Global Trust Index score at UNSW. This unified front door app will focus on essential service areas, including digital identity, education and skills wallet, digital health, and regulation or licensing.

**Outcome 4:** Implement and analyse the prototype app at UNSW as a model for public sector digital services. Measure both the Global Trust Index score and productivity score to study the correlation between an increased Global Trust Index score and its impact on productivity.

**Outcome 5:** Future Considerations: Integrate the Global Trust Index scoring into credit rating models to provide a comprehensive view of a country's economic stability and governance.

### **Key Areas of Focus (GX5)**

The GX5, led by Victor Dominello, Director of the Trustworthy Digital Society, is designed to align with global trends by adopting best practices from countries with established digital ID systems. By ensuring trustworthiness, this GX5 prototype aims to set a benchmark for digital governance worldwide.

1. **Front Door App:** Integrate various services into a single, user-friendly platform.
2. **Digital IDs:** Implement digital identification systems to streamline access to services.
3. **Education and Skills Wallet:** Create a digital wallet for storing and verifying qualifications.
4. **Digital Health App:** Develop an app to improve healthcare access and management.
5. **Digital Licenses and Regulation:** Utilise digital solutions for licenses and regulatory checks, such as working with children checks.

### **Implementation Plan**

Phase 1 (Months 1-3)	Hire Research Officer and Postdoctoral Fellow: Recruit key personnel to lead the research and development efforts, ensuring the project is driven by expertise and innovation.
Phase 2 (Months 4-6)	Conduct Literature Research: Perform comprehensive literature reviews to gather existing knowledge and identify gaps, providing a solid foundation for the development of an assessment methodology.
Phase 3 (Months 7-14)	Build Prototype: Leverage the vertically integrated program to develop and test the TDS GX5 prototype at UNSW.
Phase 4 (Months 14-16)	Compile Research and Findings: Systematically compile and analyse the research data and findings to inform the final assessment methodology and project outcomes.