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SOME USEFUL SOURCES

Some Useful Sources

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Abstract
The following list contains research sources relevant to the topics explored in the themed section. These include handbooks on trust in social policy, studies on institutional sources of trust in welfare, and works examining user trust in social work and frontline workers.

Keywords: trust; user trust; welfare state; frontline workers

Relevant handbooks on trust

Bachmann, R., & Zaheer, A. (Eds.). (2006). *The handbook of trust research*. Edward Elgar Publishing.
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Berg, M., & Dahl, V. (2020). Mechanisms of trust for different modes of welfare service provision. *Public Management Review*, **22**(9), 1284–1305.
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Kim, S. (2005). The role of trust in the modern administrative state. An integrative model. *Administration and Society*, **37**(5), 611–635.
Taylor-Gooby, P. (2011). Security, equality and opportunity: Attitudes and the sustainability of social protection. *Journal of European Social Policy*, **21**(2), 150–163.
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User trust in social work and encounters with frontline workers

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Betkó, J., Spierings, N., & Gesthuizen, M. (2022). How welfare policies can change trust – a social experiment assessing the impact of social assistance policy on political and social trust. *Basic Income Studies*, **17**(2), 155–187.
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Kvakic, M., & Wærdahl, R. (2024). Trust and power in the space between visibility and invisibility. *Exploring digital and social media practices in Norwegian Child Welfare Services. European Journal of Social Work*, **27**(1), 96–107.

Lundahl, B., McDonald, C., & Vanderloo, M. (2020). Service users' perspectives of child welfare services. A systematic review using the practice model as a guide. Journal of Public Child Welfare, 14(2), 174–191.

Selected EU-funded research projects on trust

Enlightened Trust: An examination of trust and distrust in governance – conditions, effects and remedies (EnTrust). (2024). Horizon 2020 Framework Programme. Available at https://entrust-project.eu/ (accessed 31 August 2025).

Policy, Expertise, and Trust in Action (PERITIA). (2023). Horizon 2020 Framework Programme. Available at http://www.peritia-trust.eu/ (accessed 31 August 2025).

Trust in European Democracies (TRUEDEM). (2025). Horizon Europe Programme. Available at https://www.truedem.eu/ (accessed 31 August 2025).

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