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Master's Thesis of Public Administration

# The Study on the Influencing Factors of Military Trust

–Focusing on the comparative analysis with the  
influencing factors of police and government trust–

군 신뢰 영향요인에 관한 연구  
–경찰, 정부 신뢰 영향요인과의  
비교 분석을 중심으로–

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# The Study on the Influencing Factors of Military Trust

–Focusing on the comparative analysis with the  
influencing factors of police and government trust–

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# Abstract

## The Study on the Influencing Factors of Military Trust

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The public's support and trust in the military is the most important factor in raising the morale of the military, and the importance of the people's trust in the military in the Republic of Korea, which has a conscription system, should be specially emphasized.

However, apart from this importance, studies on military trust are rare, and most of them emphasize the importance of military trust in a slogan and declarative manner. Specifically, it is even more difficult to find studies that examine and analyze the factors affecting military trust. This is because military trust and government trust were not considered separately. However, considering the peculiarities of the military organization, the government and the military cannot be viewed the same. In addition, the military has characteristics that distinguish it from the police, a group that is often compared to the military in terms of treatment and service conditions.

This thesis attempted to compare the influence of individual citizens' perceptions of the organization on the trust of the military, police, and government, and whether there are differences in the influencing factors between the target organizations, and finally derive implications for enhancing military trust.

In order to analyze this, independent variables were analyzed by dividing them into trust subject factors (participation propensity, ideology propensity, and trust propensity) and trust target factors (integrity of organization and fairness of organization), and dependent variables were divided into military trust, police trust, and government trust. For the analysis, data from the 2020 Korea Institute of Public Administration (KIPA)'s 'Social Integration Survey' were used. The relationship between independent and dependent variables was verified through multiple regression analysis.

The analysis results are as follows.

First, the factors affecting trust in the military, police and government are not the same. Second, an individual's propensity to participate in a group has a positive effect on organizational trust and sometimes does not have a significant effect. Third, an individual's ideology propensity may also have a positive effect on organizational trust or may not have a significant effect. Fourth, personal trust propensity has a positive effect on organizational trust. Fifth, the perception of organizational integrity has a positive effect on organizational trust, and this variable was found to have the greatest influence on organizational trust in all target organizations. Finally, the perception of organizational fairness positively affects the organizational trust of all target organizations.

Through the study results, the following policy implications could be drawn.

First, in terms of people's trust in the organization, it was confirmed that trust in the military needs to be approached separately from trust in the police and trust in the government. There was a difference in whether each variable affected the trust of each organization. In particular, unlike the trust target factors of the trustors, it was concluded that the effect of the trust subject factors on organizational trust is different, raising the need for related research.

Next, some personal propensities affect military trust. Among the independent variables, an individual's horizontal group participation propensity, an individual's vertical group participation propensity, and an individual's trust propensity were found to affect military trust. Among them, it is the same result as other organizations (police, government) that trust in the military increases as an individual's trust propensity increases. The results of this study also support the results of many literature reviews.

Third, the fact that vertical group participation has a positive relationship of trust in the military is a unique result different from those influencing the police and the government. This can be understood as that people who have a lot of experience participating in hierarchical networks understand and trust the military more easily.

Fourth, as a difference from trust in the police or the government, it was found that an individual's ideology propensity has nothing to do with trust in the military. It is judged to be a great advantage from the point of view of an organization that needs to

gain broad and continuous trust regardless of the situation. As a reason for this result, it can be considered that South Korea has a large number of people with direct experience in the military due to the conscription system. In other words, unlike other organizations, it can be inferred that trust in the military is determined based on the experience of the individual or close acquaintances, regardless of individual ideological propensities. Of course, research on whether these results are consistent in future studies and what is the main cause of the results should be done separately.

Finally, it was confirmed that the perception of organizational integrity and fairness strongly influences military trust. When transparent procedures and systems are established in all operational procedures of the military and the administration is implemented without corruption in military service, the military will be able to secure the trust of the people. The military and the Ministry of National Defense need to continue to work hard to come up with policies and systems that reinforce integrity and fairness.

**Keyword** : Military Trust, Police Trust, Government Trust, Influencing factors

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# Chapter 1. Introduction

## 1.1. Study Background

The army is a group that grows up on morale. Thus, how is morale decided? Factors that determine the morale of the military can be divided into internal factors such as improved treatment or promotion, and external factors such as support from the family and the people (B. J. Kim, Kim, & Cho, 2014). The public's support and support for the military, which is a major external factor, can be expressed in various forms such as intimacy with the military, individual's willingness to serve in the military, and respect for the military, but most importantly, it is that 'the people's trust in the military'. The Ministry of National Defense of the Republic of Korea has adopted and is promoting the more feasible 'Defense Reform 2.0 Basic Plan'. One of the three major principles of Defense Reform 2.0 is also that gaining nationwide support by pursuing a national defense reform that is in line with the demands of the nation and society<sup>①</sup>.

According to the OECD, 'trust' is understood to be a positive perception of individual or organizational behavior (OECD., 2016). In addition, trust is one of the implicitly formed contracts between

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<sup>①</sup> The three tenets of Defense Reform 2.0 are: (1) strengthen the structure and foundation to enhance defense capabilities to take the lead in national defense; (2) fully utilize the Fourth Industrial Revolution technology to overcome the ROK's limitations on its resources and adapt to future battlefields; and (3) gain nationwide support by pursuing a national defense reform that is in line with the demands of the nation and society (source: 2020 Defense White Paper p. 54.)

members of society and acts as the basis for maintaining social order (Durkheim, 1973). In this sense, trust in government organizations has been considered important in modern society, and research has been conducted on what factors affect government trust and how to improve government trust.

On the other hand, it is difficult to find a study that examines and analyzes the influencing factors of military trust. This is because the military trust and the government trust were not considered separately. However, considering the specificity of the organization of the military, the government and the military cannot be viewed the same. Military organizations are somewhat similar to government organizations in that they aim to realize the public interest, but they are greatly different from other organizations in that they carry out a significant mission to protect the lives of the entire people from external forces. This is a characteristic that is distinguished from the police, a group that is often compared to soldiers in terms of treatment and service conditions. The police also have a duty to protect the lives, bodies and property of the people, but the difference is that the police are in charge of domestic and internal security, and the military is in charge of foreign and external security. In addition, by taking charge of outside security, the military is clearly distinct from other government organizations in the extreme worst-case scenario ahead of death threats (Kwak, Yi, & Lee, 2017). For that reason, it can be expected that differences exist in the organizational trust of the military, police, and government.

In the recent survey conducted by the Ministry of National Defense, the level of public trust in the military and the level of trust in other organizations are different. In the 2020 National

Defense Statistical Yearbook, the ratio of Koreans to trust the military (very much trusted + generally trusted) was 65.5%, while the ratio of trust to the government (very trusted + generally trusted) was only 43.4%. The ratio of trust in the police (very much trust + generally trust) was 45.6 percent, which is closer to the government than to the military. And even when comparing past data, the direction of increase or decrease in the level of trust does not match. However, there is a characteristic that the ranking of reliability is maintained in the order of the military, police, and government.

**Table 1. Comparison of Military, Police and Government Trust levels**

Year	Military	Police	Government
2015	62.3	56.9	42.0
2016	66.4	54.3	38.4
2017	60.8	51.6	51.2
2018	65.0	54.0	47.4
2019	65.5	45.6	43.4

\*Source: 2020 National Defense Statistical Yearbook 9-6, Comparison of the Level of Military Trust with Major Social Sector in Korea

## 1.2. Purpose of Research

In this study, the factors influencing military trust are different from those influencing the trust of other organizations, and it was considered necessary to confirm this empirically. What factors affect public trust in the military, and what are the differences in the influence of those factors compared to other organizations?

To this end, first, it will be analyzed the factors influencing

military trust and the police and government trust that have been previously studied and verify how those factors affect the trust of each organization at this point. In addition, through this study, it is intended to reignite the theoretical discussion on the factors influencing military trust and ultimately provide policy implications to enhance the people's military trust.

## Chapter 2. Theoretical Discussion and Literature Review

### 2.1. Theoretical Discussion of Trust and Organizational Trust

#### 2.1.1. The Concept of Trust

In the late 1980s, Western society recognized that the development of social capital is essential for society to develop further, and research and discussion on this has been actively conducted (S. J. Lee & Mun, 2013). Social capital is a concept that French political scientist Tocqueville began to use in 1835 to analyze American society. Tocqueville said that each member of American society has a tendency to form an organization to meet each other's needs and pursue public interests, and called it social capital (J. S. Lee, 2001).

There are various scholars' definitions of this social capital. Putnam (Robert D. Putnam, 1993) refers to trust, the norm of receipt and trustworthiness, social networks, and emphasizes the network between individuals through the participation of the consultative body. Brehm and Rahn (Brehm & Rahn, 1997) defined social capital as tolerance, social trust, humanism, social altruism, and civic participation, and Dinga (Dinga, 2014) emphasized trust, communication, and participation as social capital.

Among the components of social capital, trust can be said to be a higher concept or prerequisite that encompasses 'norms' and 'network'. This is because in human society, only with trust can implicit institutions or institutional norms be created and executed normally, and networks for productivity improvement or information acquisition can be formed and maintained (S. J. Lee & Mun, 2013).

On the other hand, there are many scholars who define trust separately from the components of social capital. Cummings and Bromiley (Cummings & Bromiley, 1996) defined trust as an evaluation of good faith and the degree of trust to the other party. They understood trust as faith in good faith or goodwill toward the other party on the normative level (J. S. Lee, 2001). Rousseau et al. (Rousseau, Sitkin, Burt, & Camerer, 1998) defines trust as a psychological state that accepts vulnerabilities based on positive expectations of the will or behavior of others. Within one's expectation system, it is to see faith as trust to grasp the other person favorably and risk accordingly (J. S. Lee, 2001).

In addition, trust is recognized as an important element of assets or national power that is indispensable for social and national development (Robert D Putnam, 1995). A society rich in trust seeks a more efficient and stable economic life by reducing the expenses required for verification, verification, and exploration. In other words, trust is a key component of social capital that creates an efficient advanced society by reducing the cost of conflict and mediation arising from the distrust and low transaction costs (S. J. Lee & Mun, 2013).



### 2.1.2. The Concept of Organizational Trust

From the results of literature review by many scholars, it can be seen that trust is a multidimensional concept and difficult to define in one word.

Lee (J. S. Lee, 2001) said that access to trust can be classified into several dimensions, and the conceptual regulations and components of trust are determined by which dimension and from which perspective it is approached. Therefore, he explained trust based on three classification frameworks: 1) individual, 2) relationship, and 3) social dimension. Among them, the classification framework of 2) relationships emphasizes that trust is established on the premise of relationships with others. This is a relational and transactional approach to trust. Specifically, it is a perspective that analyzes trust in terms of relationships and transactions between individuals, relationships and transactions between individuals and groups, and relationships and transactions between groups and groups. Huang and Burgers (P. Hwang & Burgers, 1997), representative researchers using the classification framework of relationships, identified trust as a risk-taking option in the presence of probability or uncertainty of cooperative behavior with others.

When analyzing trust based on the framework of relationships, among trust between individuals, trust between individuals and groups, and trust between groups and groups, trust between individuals and groups is a priority for organizations performing public affairs. In addition, it can be said that organizations that perform public affairs are most interested in the trust that the people (individuals) have in the organization (group). This is

because public organizations are in the position of agents who have to work for their owners, the people. Of course, in trust between individuals and groups, individuals may mean internal members of an organization in addition to the people. In that regard, Kim et al. (H. K. Kim, Lee, & Choi, 2009) defined government trust as a concept that encompasses the public's 'external trust' in the government and the public officials' own 'internal trust' and conducted research on government trust by dividing the two.

The internal trust in the organization of public officials is an important concept that increases organizational solidarity and allows public officials to perform more immersive tasks. However, among individual and group trust, this study will focus on 'the people's trust in the organization', which is an external trust. The reason is that not only aiming to narrow down the subject of the paper, but additionally, as emphasized earlier, people's trust in the organization in public organizations is a major concern, and above all, in relation to military trust, "people's trust in the military" is an important support base that determines military morale. It also supports this fact that one of the major principles of 'Defense Reform 2.0 Basic Plan' is to gain nationwide support by pursuing a national defense reform that is in line with the demands of the nation and society.

Therefore, in this study, organizational trust is defined as 'positive expectations or psychological support that people take for organizational behavior in the presence of uncertainty'. In this case, the subject of organizational trust is the people, and the object of trust is the organization itself such as the military, police, and government.

## 2.2. Comparison of the Characteristics of Military, Police, and Government organizations

### 2.2.1. Comparison of the Duties of an Organization based on the Law

The military, police, and government organizations have something in common that they are composed of public officials who perform public affairs. More specifically, the military and police are sub-concepts belonging to government organizations.

According to the Government Organization Act (Act No. 17814), the administrative branch is established under the control of the president, and the Ministry of National Defense is in charge of military affairs related to national defense. In addition, it is stipulated that the Ministry of Public Administration and Security has a police office as a member of the Minister of Public Administration and Security to take charge of security affairs.

This can be confirmed once again in the legal definition of public officials working in the organization. According to Article 2 of the National Public Officials Act (separation of public officials), national public officials are divided into experienced public officials and special-career public officials, and experienced public officials are again divided into general and specific public officials. A specific public official refers to a judge, prosecutor, foreign official, police official, fire official, education official, soldier, military officer, constitutional researcher of the Constitutional Court, employee of the National Intelligence Service, security official, and a public

official designated by other laws. In other words, military and police have something in common that they belong to specific public officials among the occupational groups of public officials.

Then, it is also necessary to examine which specific tasks the two organizations perform among public tasks, which are also specified in the law.

The obligations of the Armed Forces are stipulated in the Constitution of the Republic of Korea (Constitution No. 10). Article 5 (2) of the Constitution stipulates that the Korean military has a mission to fulfill the sacred obligations of national security and national defense. In other words, soldiers are not only volunteers to the entire people, but also have sacred and grave duties and responsibilities of national security and national defense. The Armed Forces Organization Act (Act No. 10821) also divides the main duties of the military into Army (ground operation), Navy (sea operation), Marine Corps (landing operation), and Air Force (air operation), but does not list specific tasks one by one.

On the other hand, the duties of the police are specifically stipulated as follows in Article 3 (duties of the police) of the National Police and Autonomous Police Organization and Operation Act (Act No. 17990).

1. Protection of the lives, bodies and property of the people
2. Prevention, suppression, and investigation of crimes
3. Protection of crime victims
4. Security and agent protection, and counterespionage and counter-terrorism operations
5. Collection, preparation, and distribution of information for the prevention and response of risks to public health

6. Control of traffic and prevention of harm
7. International cooperation with foreign government agencies and international organizations
8. Other than that, maintaining public well-being and order

### 2.2.2. Comparison of Characteristics based on the Mission of the Organization

Considering that the military and police are one of the sub-organizations of the government, for the convenience of comparison, I would like to examine the differences between the two organizations based on their respective tasks.

First of all, the military is clearly distinguished from other government organizations in that it presupposes performing its duties in the extreme worst situation ahead of the threat of death for national defense (Kwak et al., 2017). The police cannot be said to have no threatening situation in performing their duties, but the military is basically an institution that prepares for wartime situations, so the risk of the mission is absolutely higher than that of other organizations. In addition, military organizations have characteristics based on a strict upper- and lower-class system and hierarchy to overcome combat situations and complete missions absolutely (J. H. Kim, 2010).

This hierarchy also applies to police organizations, and researchers use the expression that the police are a quasi-military class organization. Nam (Nam, 2009) noted that the police are a representative group with the organizational characteristics of special power relationships, with a strict top-down system and a

quasi-military organization such as wearing uniforms to respond more quickly to crimes and other harms. In addition, it was said that police activities inevitably induce compulsory compliance among citizens, which forced citizens and police to form a vertical and opposing relationship. Lee(H. M. Lee, 2014) also said that the police are a quasi-military class organization with a clear relationship between upper and lower clothes. In addition, the researcher said that unlike other administrative officials, the police often exercise exclusive public power in public relations and face many exceptional situations when performing their duties, so the discretionary judgment of police officials is important. Lee(H. M. Lee, 2020) also said that, unlike the activities of public officials in other public institutions, police in particular have characteristics that are easily exposed to the public (visibility) and social problems through media attention.

Regarding the fact that police activities have the characteristics of being easily exposed to the public, the army of the Korean people has a great characteristic that half of the people experience military life directly. Women, the other half, can also easily and often encounter experienced people such as family, friends, and acquaintances around them. In other words, all citizens experience the organization of the military directly or sufficiently indirectly. This is an important characteristic of the Republic of Korea's military, which implements the conscription system, and is considered to be a variable that affects determining the level of public trust. Scholars' discussions on this part will be summarized in the next section.

According to the tasks discussed in this section, the tasks of the organization based on the law and the organizational characteristics according to the tasks are summarized as follows.

**Table 2. Comparison of Military, Police and Government characteristics**

	Military	Police	Government
Nature of one's work	The military and police are sub-organizations of the government Administration–Ministry of National Defense–Military, Administration–Ministry of Public Administration and Security–Police Public official		
Classification of civil servants	Specific public officials		All forms of civil servants
The main task	External security, National Security and Homeland Defense	Internal security, Protection of the lives, bodies and property of the people, etc.	Perform various administrative tasks, including military and police duties
Organizational characteristics according to key mission	Strict and strong hierarchy Many people who have first-hand experience in organizational life due to conscription	Quasi-military hierarchy, Top-down system Characteristics that the activities of members of the organization are easily exposed to the public	

\*Source: Researcher reorganized the literature reviews

## 2.3. Literature Review on the Influencing Factors of Military, Police and Government Trust

### 2.3.1. Study on the Influencing Factors of Military Trust

Military and military service are one of the most sensitive parts of the Korean people in connection with the mandatory service of themselves, their families, and acquaintances. Therefore, the importance of trusting the military in the Republic of Korea, which is implementing the conscription system, should be particularly emphasized. Looking at the press releases of the Ministry of National Defense or each military, it is easy to find expressions such as 'to enhance trust in the military' and 'to contribute to securing trust in the military'. However, apart from this importance, studies on military trust are rare. In addition, most of the existing studies conducted are limited to emphasizing the importance of military trust in a relief and declarative manner, or to suggesting the need to continue securing manpower and budget to restore military trust.

In particular, research on the factors influencing the trust of the general public in the military has only a few researchers, such as 'Trust in the Army and its Determinants in Korea(C. H. Kim, 2003)', and 'A Study on the Reliability of the General Public(S. J. Lee & Mun, 2013)'. Kim(C. H. Kim, 2003) attempted to evaluate the level of trust in the group by dividing the factors influencing the group into trust factor, trust target factor, and environmental factor. In addition, Lee and Mun(S. J. Lee & Mun, 2013) attempted to



verify how individuals' demographic and sociological background, social group participation, information accessibility, and military-related information interest will affect the level of military trust. Kim et al. (B. J. Kim et al., 2014) conducted a study on the perception gap for the group, focusing on the gender and generation differences. In this study, the image of the military was divided into intimacy, activity, accountability, and power, and among them, the level of public trust in the military was included in the accountability part. Although it is not a study on the military, there has also been a study on the factors influencing government trust in military administration (Kong & Kim, 2018). However, this study was conducted with trust in the Military Manpower Administration, an administrative agency, as a dependent variable, and has a different purpose from military trust.

Since research on military trust and its influencing factors is absolutely insufficient, the researcher intends to examine the influencing factors of trust of the police and the government, which are representative public organizations, to consider the influencing factors of military trust. The police are organizations that perform similar functions in that they are in charge of security, and the government is a collection of organizations with a written relationship centered on the supreme ruler (Im, 2004), and the military is also one of them.

### 2.3.2. Study on the Influencing Factors of Police Trust

Police activities often require cooperation from ordinary citizens, and activities are often initiated through reports from

victims and witnesses. In other words, the public's trust in the police also affects the evaluation of the legitimacy or validity of police activities (Kang, 2016). Kim (I. H. Kim, 2016) mentioned the importance of the police's biggest issue is to increase trust, citing that the new commissioners consistently emphasized restoring public trust in their inaugural address. Kim (I. H. Kim, 2016) also divided the factors that determine the trust of the police into internal factors (history, institution, cooperation) and external factors (political, social, and awareness), and analyzed in depth the origin and causes that influenced each factor and proposed reforming the police system and strengthening the field as a way to enhance police trust.

In addition to the emphasis on the importance of police trust, research on the influencing factors of police trust of the general public was also conducted more actively than the military trust part. The influencing factors of police confidence revealed in previous studies are largely divided into three categories: demographic and sociological characteristics, environmental characteristics of residential neighborhoods, and contact experience with police officers (Kang, 2016). This is related to the characteristics of the police that are easily exposed to the public, as previously mentioned in the organizational characteristics. The fact that people are more likely to associate crime levels and vulnerabilities with police, easily witness police activities, and contact with police officers makes it possible to predict that these characteristics are one of the major factors affecting people's trust in police. These characteristics are distinct from the military or the government. There are studies that emphasize the integrity of the police to enhance public trust (H. M. Lee, 2014), but more studies (E. G.

Hwang, 2013; E. G. Hwang & Han, 2016) have been conducted focusing on the environmental characteristics of the resident neighborhood and the experience of contact with police officers than other factors.

### 2.3.3. Study on the Influencing Factors of Government Trust

In general, government trust is defined as 'a positive attitude of support for whether the government is implementing and operating policies in response to the expectations of the people'(K. B. Kim, Chae, & Son, 2012). Park(S. A. Park, 2006) conceptualized government trust with 'including all of conceptual level trust formed in a specific social and cultural context, institutional level trust as a national governance system, and evaluation of public officials performing government functions'.

Among the studies of government trust, the most active research is related to the influencing factors of government trust. Various variables such as economic income, preferred political parties, political efficacy, relative deprivation, policy satisfaction, policy consistency, administrative ability, complexity of administrative procedures, distrust culture, media distortions, political participation, age, and gender have been discussed(Kong & Kim, 2018).

These factors can be largely classified into two dimensions, which are the characteristic factors of the trust subject and the characteristic factors of the trust object. More specifically, Lee(J. S. Lee, 2001) divided the characteristic factors of the trust subject into demographic factors such as age and gender, socioeconomic

background such as class, occupation, and education level, and psychological factors such as emotional stability, and included them as influencing factors of government trust. The characteristic factors of the trust object include various characteristics of the organization that is the trust. The determinants of trust in the government are presented in various ways by scholars, such as performance and ability, fairness, integrity, policy preference, and trust in public officials.

Based on the results of the existing research on the factors influencing trust in the military, police, and government, this study aims to examine the factors that affect the trust of the organization by dividing them into the factors of trust subject and the factors of trust target. In addition, the trust subject factors will be divided into demographic characteristics and the tendency of the trust subject. The frame that distinguishes the influencing factors is derived from a study on government trust. This is because the government is a concept that includes the military and the police, and research on the factors influencing government trust has been widely conducted for the longest time.

Therefore, hereinafter, the results of previous studies to be focused on in this study will be classified and compared as follows.

1. Study on the Relationship between the Demographic Characteristics of Trust Subjects and Organizational Trusts
2. Study on the Relationship between the Tendency of Trust Subjects and Organizational Trusts

### 3. Study on the Relationship between the Characteristics of Trust Targets and Organizational Trusts

## 2.4. Organizational Trust Influence Factors and Results of Literature Review

### 2.4.1. Trust Subject Factor\_ Demographic Characteristics

Existing studies on the factors influencing group trust are interested in the demographic characteristics of the trustor. Kim et al.(B. J. Kim et al., 2014) paid particular attention to gender and generational differences in the study of the cognitive gap in Military. The assumption of gender and generation as variables here is based on the specificity of the Korean military service system, which imposes obligations on men only, and the difference in military-related experiences by generation in modern Korean history. Kim(C. H. Kim, 2003) and Lee and Mun(S. J. Lee & Mun, 2013) also studied the demographic characteristics of trustors such as gender, age, and income as major variables. However, the findings are inconsistent. In the study results of Kim et al.(B. J. Kim et al., 2014), it was found that gender, generation, and education level were related to the trust of the group. The evaluation of the group by women and the elderly was positive, and the evaluation of the group by the high level of education was negative. On the other hand, Kim(C. H. Kim, 2003)'s study found that gender and educational background had no significant relationship with military

trust, but the level of trust in the military was different depending on age, and the older the person was, the higher the level of trust in the military. Lee and Mun(S. J. Lee & Mun, 2013) reviewed age, gender, and income as independent variables, and it was found that men had a higher level of group reliability than women, and as the age increased, the confidence in the group increased. Income was found to have no effect. Summarizing the results of existing studies, only the results that are positive for military trust as age increases are consistent, and variables such as gender, education, and income do not show a consistent relationship with military trust.

The same is true of studies on the factors influencing police trust. In the case of age, Jang(Jang, 2013) said that there was no significant difference in police trust by age, but Kang(Kang, 2016)'s study found that the higher the age group, the more positive the police activity was. In the case of gender, there is a study that there is no difference in police trust between men and women(J. Y. Lee, 2011), but there is also a study that women have higher police trust than men(Jang, 2013). Jang(Jang, 2013) and Lee(J. Y. Lee, 2011) also contradict the research results on the relationship between education level and police trust. In Lee(J. Y. Lee, 2011), the higher the level of education, the higher the police confidence, but Jang(Jang, 2013)'s research results are the opposite.

These results are also seen in studies on the factors influencing government trust. Jun et al.(Jun, Kwon, & Jung, 2013) said that it is difficult to find consistent characteristics between the demographic and sociological variables of the trustor and government trust. In particular, in the case of age and gender, there are conflicting research results. Some studies show that the higher the age, the higher the government's trust(H. B. Park, Lee, & Cho, 2003), but

others show that it decreases inversely (Uslaner, 2001), and others derive that there is no relationship between the two (B. K. Kim & Yi, 2013). Gender also shows contradictory results. There are studies with women having higher government confidence than men (H. B. Park et al., 2003), but at the same time, studies showing that women's government confidence is lower than men (Brewer & Sigelman, 2002).

#### 2.4.2. Trust Subject Factor\_ the propensity of a trustor

##### 1) Participation propensity

Lee and Mun (S. J. Lee & Mun, 2013) verified, in addition to demographic characteristics, whether individual group participation affects military trust. In particular, social organizations in which individuals participate were verified by dividing them into vertical organizations represented by hometown associations and alumnus associations and horizontal organizations represented by clubs. Vertical organizations are upper and lower relationship-oriented organizations such as blood ties, regional ties, and academic ties, and horizontal organizations are horizontal relationship-oriented organizations with open accession and participation. As a result of the study, it was found that vertical group participation affects the trust of the military, but horizontal group participation does not affect the trust of the military. Based on this result, Lee and Mun (S. J. Lee & Mun, 2013) proposed a plan to use vertical groups as a medium for improving military reliability, and to actively participate in vertical groups to promote military-related activities.

Putnam(Robert D. Putnam, 1993) said that the denser the community network, the more citizens will cooperate with each other for the benefit of the community and argued that basically, through participation in various meetings and club activities, mutual trust and government trust will be promoted. Park(K. K. Park, 2012) suggested a study that social organizations were positive for government trust at a certain level for both local governments and the central government. In a study by Park et al.(H. B. Park et al., 2003), it was also found that horizontal and vertical group membership and activities had a positive effect on government trust.

There was no case in which the level of group participation was considered to be a variable for trust in the police.

## 2) Ideology propensity

It is known that government trust is influenced by the political factors of the trustor, that is, the sense of party unity and political ideological orientation. However, the influence of ideological propensity on government trust does not show consistent results, and there are claims that conservative propensity has higher government trust(B. K. Kim & Yi, 2009), but there are studies that do not affect it(C. M. Park & Bae, 2011). Some studies have focused more on the sense of unity with the supporting party than on the individual's ideological orientation. Kum and Baek(Kum & Baek, 2010) confirmed that in 2007, when the liberal regime was in power, liberal voters had high trust in the government, while in 2009 and 2010, when the conservative regime was in power, conservative ideological voters had more trust in the government.

Stack and Cao(Stack & Cao, 1998) reported that people with



politically conservative propensities have higher trust in the police than those with progressive propensities. In response to the results of such previous studies, Jang (Jang, 2013) noted that the police are an institution that protects the value of the law, and these laws related to punishment are enacted to maintain the order of the existing society. In other words, since the police is an organization that maintains the order of the existing society, it is predicted that a person with a conservative tendency will have a favorable idea of the police. Jang (Jang, 2013)'s empirical research results were also consistent with his predictions.

Among the previous studies on the factors influencing trust in the military, there was no case in which the ideological propensity of the trustor was considered to be a variable. It is generally known that conservatives prefer policies such as defense and diplomacy, while liberals have a higher preference for redistribution policies than conservatives (Rudolph & Evans, 2005). Policy preference and organizational trust are not exactly the same concepts, but it can be assumed that the more progressive an individual has, the lower the preference for defending policy, which will have a negative (-) effect on military trust.

### 3) Trust propensity

It is difficult to find a study that analyzed the relationship between individual interpersonal trust and military trust, or the relationship between individual interpersonal trust and police trust. However, researchers claiming net social capital argue that interpersonal trust is in a positive interrelationship with organizational trust (Brehm & Rahn, 1997). In addition, the increase

in general social trust is understood to have a positive effect on government trust by contributing to improving state institutions or policy performance (B. K. Kim & Yi, 2013).

However, some scholars argued that there was no relationship between interpersonal trust and government trust (Kolankiewicz, 1994; Sztompka, 1996). As for the reason why, there are different arguments between interpersonal trust and government trust, Park et al. (H. B. Park et al., 2003) attributed the research subjects to different research subjects according to the period and cultural background. Therefore, it was mentioned that it is necessary to separate interpersonal trust into private trust in close people and trust in the general public.

#### 2.4.3. Trust Target Factor\_ the propensity of a trustor

In addition to demographic characteristics and individual participation, ideology, and trust propensity of the trustor, various opinions are presented by scholars on what attributes of the trust object affect the trust of the organization. Among them, regarding military trust, the part that interests more in this study is the integrity and fairness of the organization.

##### 1) Integrity of Organization

The Republic of Korea integrates three agencies: the National Integrity Committee, the National Complaint Handling Committee, and Prime Minister's Administrative Appeals Committee, to launch Anti-Corruption and Civil Rights Commission in 2008, to resolve

infringement of people's rights and prevent corruption. This is to achieve the active goal of national integrity rather than the passive goal of preventing corruption(H. M. Lee, 2014).

Integrity also is an important issue when it comes to police trust. Lee(H. M. Lee, 2014) said that the possibility of corruption through business processing always exists in police organizations, and higher integrity and anti-corruption awareness are required than other public officials. The basis for this is that police organizations tend to hide their negative aspects due to their high solidarity among members, they conduct crackdowns and regulations on the people, and that many exceptional situations are encountered in performing their duties, so they often rely on the discretionary judgment of police officials.

Integrity can be said to be an attribute directly related to military trust. Park(H. R. Park, 2015) cited malicious barracks accidents, insufficient response to North Korean local provocations, and corruption in defense as events that affected the decline in trust of the South Korean military. Among them, the fact that corruption was involved in the acquisition of weapons and equipment, which is most essential for protecting the lives and property of the people from crises, made it questionable whether the military would sacrifice for the people. In 2021, the military poor meal service incident, which was an issue due to social problems, was also a regrettable situation that led to public debate over whether the cause was military corruption or management issues. The military has not gained public trust in its integrity in operating its troops. One of the five national tasks under the jurisdiction of the Ministry of National Defense of the Moon administration is to eliminate defense corruption and foster defense projects suitable for the era

of the fourth industrial revolution, which also shows the importance of integrity in military trust.

## 2) Fairness of Organization

The dictionary meaning of fairness is 'fair and correct nature'. Kum and Baek(Kum & Baek, 2015) said that the evaluation of the procedural and distributed fairness of the government's policy process and output can be cited as a criterion for judging government trust. It was also said that a high level of support for government was found only from individuals who perceived that the process was fair in the process as well as the fair distribution of benefits under government policy.

Joo(Joo, 2008) studied how the public's perception of the characteristics of police officials affects police trust, and set three variables: responsiveness, fairness, and accountability as characteristics of police officials. As a result of the study, among them, the most powerful influence on police trust was the perception of fairness of police officials.

Although it is not a direct study on military trust, looking at the analysis results of Kong and Kim(Kong & Kim, 2018) on the influencing factors of trust in the Military Manpower Administration as a study related to the research topic, it was found that the most important independent variable that determines the trust of the Military Manpower Administration is the perception of fairness and transparency of military management services. This is an immediately understandable result considering the situation in Korea, which is implementing the compulsory service system. Above all, the controversy over Steve Yoo's entry, which has been

an issue until recently, can be said to be a clear example of how sensitive and important the concept of fairness is in relation to military trust and military service issues in Korea.

Based on the results of literature reviews discussed above, the research hypothesis was set as follows in this study.

**Table 3. Research Hypothesis**

Hypothesis	Sub-Hypothesis
Individual participating propensity in groups affects organizational trust	The greater the individual's participation in the horizontal social group, the greater the trust in the military.
	The greater the individual's participation in the horizontal social group, the greater the trust in the police.
	The greater the individual's participation in the horizontal social group, the greater the trust in the government.
	The greater the individual's participation in the vertical social group, the greater the trust in the military.
	The greater the individual's participation in the vertical social group, the greater the trust in the police.
	The greater the individual's participation in the vertical social group, the greater the trust in the government.
Individual ideological propensity affects organizational trust	The more progressive an individual thinks he or she is, the less the trust in the military.
	The more progressive an individual thinks he or she is, the less the trust in the police.
	The more progressive an individual thinks he or she is, the greater the trust in the government.
Individual trust propensity affects organizational trust	The stronger the individual's trust propensity, the greater the trust in the military.
	The stronger the individual's trust propensity, the greater the trust in the police.
	The stronger the individual's trust propensity, the greater the trust in the government.
The perception of organizational	The higher the perception of military integrity, the greater the trust in the military.

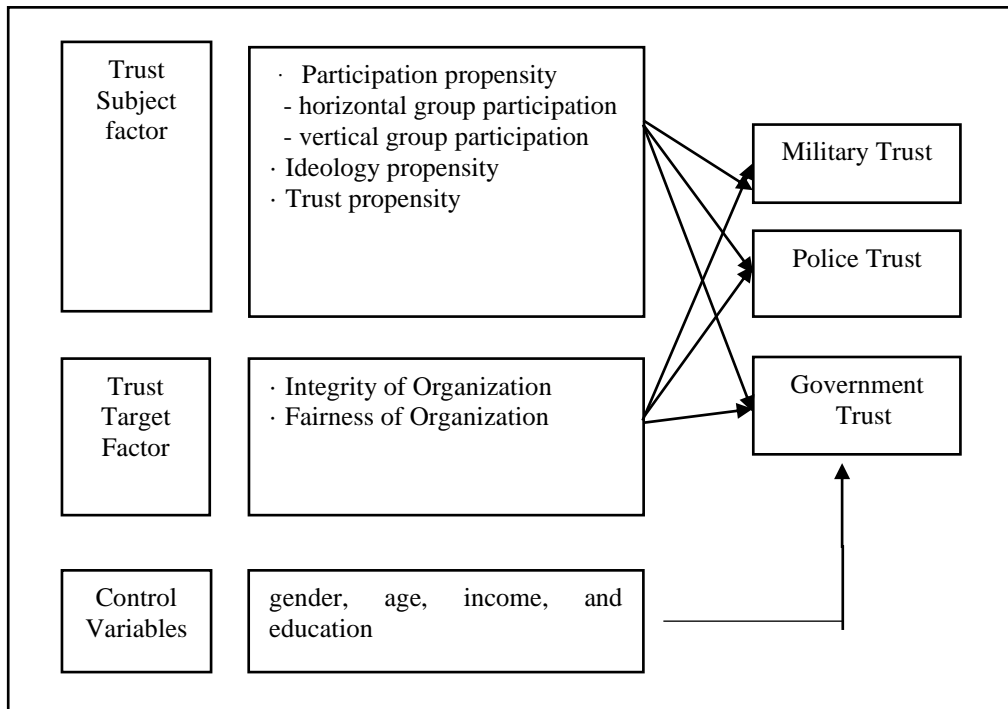
integrity affects organizational trust	The higher the perception of police integrity, the greater the trust in the police.
	The higher the perception of government integrity, the greater the trust in the government.
The perception of organizational fairness affects organizational trust	The higher the perception of military service fairness, the greater the trust in the military.
	The higher the perception of police fairness, the greater the trust in the police.
	The higher the perception of government fairness, the greater the trust in the government.

# Chapter 3. Data and Model

## 3.1. Research Model

Based on the literature review discussed earlier, a research model as shown in Figure 1 was constructed.

Figure 1. Research Model



In this study, military trust, police trust, and government trust were used as dependent variables, and independent variables were largely divided into trust subject factors and trust target factors. Among them, the factors of trust subjects included individual participation propensity (vertical group participation, horizontal group participation), individual ideology propensity, and individual

trust propensity, and variables related to the organization's perception of integrity and fairness. In addition, the control variables were set as gender, age, income, and educational background, which are the demographic characteristics of the trustor.

### **3.2. Data and Composition of Samples**

This study was based on the 2020 Social Integration Survey data provided by Korea Institute of Public Administration (KIPA). The Social Integration Survey is an annual survey conducted by Korea Institute of Public Administration (KIPA) to resolve social conflicts in Korea and pave the way for social integration. This survey is conducted on adults nationwide over the age of 19 and is a survey on subjective well-being and competence (granting rights), social participation, political participation, social communication, trust, governance, fairness, tolerance (social inclusion), and social security. The number of samples collected in the 2020 survey was 8,336.

The demographic characteristics of the sample are as follows. In terms of gender, 4,203 women (50.4%), accounting for a higher proportion than male respondents (49.6%). In terms of age, 2,449 people (29.4%) were in their 60s or older and 1,654 people (19.8%) were in their 50s or older, accounting for 49.2% and 50.8% were in their 40s or younger. In the case of income, the section between 3 million won and 4 million won accounted for the highest ratio with 1,579 people (18.9%). The next highest rate was more



than 6 million won. In the case of education, 3,469 college graduates (41.6%) or higher were the most, and 3,340 high school graduates (40.1%), the second highest percentage after college graduates or higher.

Details of the characteristics of the above samples are as described in Table 4.

**Table 4. The demographic characteristics of the sample**

Variable	Sortation	Frequency (%)	Variable	Sortation	Frequency (%)	
Gender	male	4,133 (49.6%)	Age	19 to 29 years old	1,382 (16.6%)	
	female	4,203 (50.4%)		30s	1,288 (15.5%)	
Income	Less than 1 million won	669 (8.0%)		40s	1,563 (18.8%)	
	1 million~2 million won	888 (10.7%)		50s	1,654 (19.8%)	
	2 million~3 million won	1,243 (14.9%)		over 60s	2,449 (29.4%)	
	3 million~4 million won	1,579 (18.9%)		Education	less than elementary school	900 (10.8%)
	4 million~5 million won	1,349 (16.2%)			middle school graduate	627 (7.5%)
	5 million~6 million won	1,217 (14.6%)	high school graduate		3,340 (40.1%)	
	Over 6 million won	1,391 (16.7%)	college graduate or higher		3,469 (41.6%)	
Total			8,336			

### 3.3. Measurement of Variables

In this study, variables were constructed through measurement questions as shown in Table 5 for empirical analysis. Among the independent variables, the questions on the participation of vertical and horizontal organizations were measured on a 5-point scale from 'never belonged' to 'being actively involved'. The questions on individual ideological propensities were also measured from 'very conservative' to 'very progressive' on a 5-point scale. The questions about an individual's trust propensities were measured on a 4-point scale of 'totally unreliable', 'not very reliable', 'slightly reliable', and 'very reliable'. The perception of the organization's integrity was measured on a 4-point scale of 'not integrity at all' to 'very integrity', and the perception of military service performance and organization's fairness was also measured on a 4-point scale of 'not fair at all' to 'very fair'. Finally, in the case of trust in the dependent variable, the military, the police, and the government, it was measured from 'not trust at all' to 'very trust'.

**Table 5. Variable composition and questionnaire**

Sortation		Variables		Questionnaire
In- dependent Variables	Trust Subject Factor	Participation Propensity	Horizontal Group	What is your level of activity with the following social groups? (6) Local community meetings (neighborhood associations, resident organizations, etc.)
			Vertical Group	What is your level of activity with the following social groups? (7) Alumni Association,

			Friendship Association
		Ideology Propensity	How would you rate your ideological orientation?
		Trust Propensity	To what extent do you think you can trust people in general?
	Trust Target Factor	Integrity of Organization	How clean do you think the following institutions are? (8) military, (5) police, (1) central government departments
		Fairness of Organization	To what extent do you think the following are fair in our current society? (12) Fulfillment of military service obligations
			What do you think about the following institutions? (1) Administrative agencies provide fair administrative services (5) The police enforce the law fairly
Dependent Variables	Military Trust	How well do you believe the following agencies are doing their jobs? (5) Police	
	Police Trust	How well do you believe the following agencies are doing their jobs? (8) Army	
	Government Trust	How well do you believe the following agencies are doing their jobs? (1) Central government departments	
Control Variables	gender, age, income, education	–	

### 3.4. Analysis method

This study intends to conduct hypothesis testing through empirical analysis using the SPSS statistics 21 program. First, after analyzing the descriptive statistics of variables, multicollinearity will be examined through correlation analysis between variables and variance index factor analysis. In addition, multiple regression analysis is performed on the effect of each independent variable on the dependent variables.

## Chapter 4. Results

### 4.1. Descriptive Statistics Analysis

To measure the results of major variables, questions from the 2020 Social Integration Survey provided by Korea Institute of Public Administration (KIPA) were used. As a result of performing basic statistical analysis using the response values, the average of the trust in the military was 2.52 out of 4, the trust in the police was 2.42, and the trust in the government was 2.44. Through this, it can be seen that the trust level of the respondents in the military is medium, and it can be confirmed that the trust level is high in the order of the military, the government, and the police. The descriptive statistics of major variables are shown in Table 6.

**Table 6. Descriptive statistics of key variables**

Variables		N	Min	Max	Average	Standard Deviation
Independent Variables	Participation Propensity_ Horizontal Group	8,336	1.0	5.0	1.46	1.001
	Participation Propensity_ Vertical Group	8,336	1.0	5.0	2.25	1.398
	Ideology Propensity	8,336	1.0	5.0	3.00	.847
	Trust Propensity	8,336	1.0	4.0	2.50	.569
	Integrity of Organization	8,336	1.0	4.0	2.42	.729

	_Military					
	Integrity of Organization _Police	8,336	1.0	4.0	2.33	.717
	Integrity of Organization _Government	8,336	1.0	4.0	2.32	.669
	Fairness of Organization_ Military service	8,336	1.0	4.0	2.67	.659
	Fairness of Organization_ Police	8,336	1.0	4.0	2.55	.687
	Fairness of Organization_ Government	8,336	1.0	4.0	2.88	.536
Dependent Variables	Military Trust	8,336	1.0	4.0	2.52	.726
	Police Trust	8,336	1.0	4.0	2.42	.713
	Government Trust	8,336	1.0	4.0	2.44	.687
Control Variables	Gender	8,336	1.0	2.0	1.504	.5000
	Age	8,336	1.0	5.0	3.300	1.4497
	Income	8,336	1.0	7.0	4.351	1.8499
	Education	8,336	1.0	4.0	3.125	.9527

## 4.2. Correlation analysis

Through correlation analysis, the relationship between various variables was identified. Through correlation analysis, the relationship between variables can be known primarily, and multicollinearity can also be confirmed. When the correlation coefficient between independent variables is high, multicollinearity is suspected, and the effect of each independent variable on the

dependent variable cannot be accurately analyzed. As a quantitative index indicating the correlation between variables, the most representative is Pearson's correlation coefficient. In this study, Pearson's Correlation Analysis was conducted to confirm the degree of relevance of actual variables. Tables 7, 8, and 9 show the results of correlation analysis between independent variables and each dependent variable.

**Table 7. Correlation analysis between independent variables and Military trust**

	Military Trust	Participation Propensity_H.G	Participation Propensity_V.G	Ideology Propensity	Trust Propensity	Integrity of Organization_Military	Fairness of Organization_Military service
Military Trust	1.000						
Participation Propensity_H.G	.056	1.000					
Participation Propensity_V.G	.042	.242	1.000				
Ideology Propensity	.047	-.095	.031	1.000			
Trust Propensity	.194	.086	.065	.070	1.000		
Integrity of Organization_Military	.571	.023	.018	.064	.199	1.000	
Fairness of Organization_Military service	.331	.074	.009	.034	.139	.355	1.000

**Table 8. Correlation analysis between independent variables and Police trust**

	Police Trust	Participation Propensity_ H.G	Participation Propensity_ V.G	Ideology Propensity	Trust Propensity	Integrity of Organization_ Police	Fairness of Organization_ Police
Police Trust	1.000						
Participation Propensity_ H.G	.072	1.000					
Participation Propensity_ V.G	.029	.242	1.000				
Ideology Propensity	.034	-.095	.031	1.000			
Trust Propensity	.225	.086	.065	.070	1.000		
Integrity of Organization_ Police	.585	.072	.029	.035	.214	1.000	
Fairness of Organization_ Police	.390	.044	.038	.010	.152	.417	1.000

**Table 9. Correlation analysis between independent variables and Government trust**

	Government Trust	Participation Propensity_ H.G	Participation Propensity_ V.G	Ideology Propensity	Trust Propensity	Integrity of Organization_ Government	Fairness of Organization_ Government
Government Trust	1.000						



Participation Propensity_H.G	-.039	1.000					
Participation Propensity_V.G	.016	.242	1.000				
Ideology Propensity	.144	-.095	.031	1.000			
Trust Propensity	.116	.086	.065	.070	1.000		
Integrity of Organization_Government	.637	-.045	.014	.111	.099	1.000	
Fairness of Organization_Government	.323	-.073	.012	.047	.100	.308	1.000

As a result of checking the variance inflation factor (VIF) to confirm the problem of multicollinearity, which shows a significant correlation between independent variables, there were no variables with VIF values exceeding 2.0 (The VIF values of the variables range from a minimum of 1.0308 to a maximum of 1.2.). That is, it is determined that multicollinearity does not exist. Therefore, when the independent variables set in this study explain the dependent variable, it seems that there is no problem that the explanatory power is lowered by the relationship between the independent variables.

### 4.3. Multiple Regression

Multiple regression analysis was performed to examine the effect of each independent variable on the military, police, and government trust as the dependent variables. Through the analysis, I want to examine what factors influence organizational trust, what is the order of their influence, and how the results differ between organizations.

#### 4.3.1. Relationship between each independent variable and Military Trust

Table 10 shows the results of multiple regression analysis to find out the effect of each independent variable on military trust.

**Table 10. Regression Analysis Results\_ Military Trust**

Model		Non-Standardized Coefficient		Standardized Coefficient	t	Significance Probability
		B	Standard error	Beta		
Independent variable	(Constant)	.610	.061		10.012	.000
	Participation Propensity_ Horizontal Group	.015	.007	.021	2.222	.026*
	Participation Propensity_ Vertical Group	.014	.005	.026	2.761	.006**
	Ideology Propensity	.013	.008	.015	1.600	.110

	Trust Propensity	.088	.012	.069	7.530	.000**
	Integrity of Organization_ Military	.503	.010	.505	52.598	.000**
	Fairness of Organization_ Military service	.154	.010	.139	14.680	.000**
Control variable	Gender	.013	.013	.009	1.001	.317
	Age	.002	.006	.004	.407	.684
	Income	-.002	.004	-.005	-.536	.592
	Education	-.015	.009	-.019	-1.575	.115
F		451.458				
R2		.352				

\*\* means  $p < 0.01$ , \* means  $p < 0.05$  significance level

First, looking at the validity of the model, the F value was found to be statistically significant at 451.458 ( $P < .000$ ), and the  $R^2$  value was derived as .352, confirmed that the explanatory power of this regression model was 35.2%.

The analysis results are as follows. Among the independent variables, the factors that affect military trust are the trust subject factors (Participation Propensity\_ Horizontal Group, Participation Propensity\_ Vertical Group, and Trust Propensity) and trust target factors (Integrity of Organization\_ Military, Fairness of Organization\_ Military service).

When the influencing factors were arranged in the order of magnitude of influence, the perception of the integrity of the military, the perception of the fairness of the military, the individual's trust propensity, the individual's tendency to participate in vertical groups, and the individual's tendency to participate in the horizontal group were in order.

Among the six independent variables, it was found that an individual's ideological propensity did not affect the trust in the military. In general, liberals are known to have a higher level of preference for redistribution policies than policies such as defense and foreign affairs (Rudolph & Evans, 2005), so researcher hypothesized that the more progressive they think they are, the lower their trust in the military will be. However, as a result of regression analysis, this variable was found to be irrelevant relationship, not a positive (+) or negative (-) relationship with trust in the military.

#### 4.3.2. Relationship between each independent variable and Police Trust

Table 11 shows the results of multiple regression analysis to find out the effect of each independent variable on police trust.

**Table 11. Regression Analysis Results\_ Police Trust**

Model		Non-Standardized Coefficient		Standardized Coefficient	t	Significance Probability
		B	Standard error	Beta		
Independent variable	(Constant)	.581	.059		9.903	.000
	Participation Propensity_ Horizontal_Group	.014	.006	.020	2.175	.030*
	Participation Propensity_ Vertical_Group	.002	.005	.004	.418	.676
	Ideology Propensity	.017	.008	.021	2.200	.028*

	Trust Propensity	.113	.011	.090	10.032	.000**
	Integrity of Organization_ police	.487	.010	.491	50.623	.000**
	Fairness of Organization_ police	.176	.010	.169	17.740	.000**
Control variable	Gender	.004	.013	.003	.298	.766
	Age	-.004	.005	-.009	-.805	.421
	Income	.002	.004	.006	.616	.538
	Education	-.034	.009	-.044	-3.755	.000**
F		505.483				
R2		.378				

\*\* means  $p < 0.01$ , \* means  $p < 0.05$  significance level

First, looking at the validity of the model, the F value was found to be statistically significant at 505.483 ( $P < .000$ ), and the  $R^2$  value was derived as .378, confirmed that the explanatory power of this regression model was 37.8%.

The analysis results are as follows. Among the independent variables, the factors affecting police trust are the trust subject factor (Participation Propensity\_ Horizontal Group, Ideology Propensity, and Trust Propensity) and trust target factors (Integrity of Organization\_ police, Fairness of Organization\_ police).

When the influencing factors were arranged in the order of the magnitude of influence, the perception of police integrity, the perception of police fairness, the individual's trust propensity, the individual's ideology propensity, and the individual's tendency to participate in a horizontal group were in order.

It was found that an individual's tendency to participate in vertical organizations did not affect the trust in the police. This is the difference from the military trust factor. In addition, unlike the

military, individual ideology propensity was found to have a positive (+) effect on the police trust. This result is different from the results of previous studies (Jang, 2013; Stack & Cao, 1998) that show that people with conservative propensities have higher trust in the police than those with liberal propensities. Overall, the order of influence among the influencing factors also showed a different pattern from military trust.

#### 4.3.3. Relationship between each independent variable and Government Trust

Table 12 shows the results of multiple regression analysis to find out the effect of each independent variable on government trust.

**Table 12. Regression Analysis Results\_ Government Trust**

Model		Non-Standardized Coefficient		Standardized Coefficient	t	Significance Probability
		B	Standard error	Beta		
Independent variable	(Constant)	.146	.058		2.520	.012
	Participation Propensity_ Horizontal Group	-.004	.006	-.006	-.719	.472
	Participation Propensity_ Vertical Group	.001	.004	.003	.304	.761
	Ideology Propensity	.067	.007	.082	9.102	.000**
	Trust Propensity	.043	.010	.036	4.266	.000**

	Integrity of Organization_ Government	.598	.009	.582	66.390	.000**
	Fairness of Organization_ Government	.173	.011	.135	15.404	.000**
Control variable	Gender	.030	.012	.022	2.617	.009**
	Age	.016	.005	.034	3.314	.001**
	Income	.005	.004	.013	1.357	.175
	Education	-.005	.008	-.007	-.606	.544
F		633.602				
R2		.432				

\*\* means  $p < 0.01$ , \* means  $p < 0.05$  significance level

First, looking at the validity of the model, the F value was found to be statistically significant at 633.602 ( $P < .000$ ), and the  $R^2$  value was derived as .432, confirmed that the explanatory power of this regression model was 43.2%.

The analysis results are as follows. Among the independent variables, the factors that affect trust in the government are the trust subject factors (Ideology Propensity, Trust Propensity) and trust target factors (Integrity of Organization\_ Government, Fairness of Organization\_ Government).

When the influencing factors were arranged in the order of the magnitude of influence, the perception of the government's integrity, the perception of the government's fairness, the individual's ideology propensity, the individual's trust propensity were in order.

As a result of regression analysis, it was found that neither individual's vertical nor horizontal group participation propensity had an effect on government trust. On the other hand, in terms of military trust, both variables were found to have an effect on organizational trust. Individual ideology propensity, like the police,

was found to be a factor that positively affects trust in the government. However, comparing the influencing factors of police trust, there was a difference that the influence of this factor was greater than the individual's propensity to trust. The ideology propensity of an individual is a more important factor in trusting the government.

#### 4.4. Results

The purpose of this study is to analyze the impact of individual participation propensity (vertical group participation, horizontal group participation), ideological propensity, trust propensity, and the perceptions of integrity and fairness toward objects on trust in military, police, government organizations.

Table 13 summarizes the results of hypothesis testing based on empirical analysis. Out of a total of 18 hypotheses, 13 hypotheses were accepted and 5 hypotheses were rejected.

**Table 13. Hypothesis test result**

Hypothesis, result	Sub-Hypothesis	result
Individual participating propensity in groups affects organizational trust : partial adoption	The greater the individual's participation in the horizontal social group, the greater the trust in the military.	adoption
	The greater the individual's participation in the horizontal social group, the greater the trust in the police.	adoption
	The greater the individual's participation in the horizontal social group, the greater the trust in the government.	rejection



	The greater the individual's participation in the vertical social group, the greater the trust in the military.	adoption
	The greater the individual's participation in the vertical social group, the greater the trust in the police.	rejection
	The greater the individual's participation in the vertical social group, the greater the trust in the government.	rejection
Individual ideological propensity affects organizational trust: partial adoption	The more progressive an individual thinks he or she is, the less the trust in the military.	rejection
	The more progressive an individual thinks he or she is, the less the trust in the police.	rejection
	The more progressive an individual thinks he or she is, the greater the trust in the government.	adoption
Individual trust propensity affects organizational trust: adoption	The stronger the individual's trust propensity, the greater the trust in the military.	adoption
	The stronger the individual's trust propensity, the greater the trust in the police.	adoption
	The stronger the individual's trust propensity, the greater the trust in the government.	adoption
The perception of organizational integrity affects organizational trust: adoption	The higher the perception of military integrity, the greater the trust in the military.	adoption
	The higher the perception of police integrity, the greater the trust in the police.	adoption
	The higher the perception of government integrity, the greater the trust in the government.	adoption
The perception of organizational fairness affects organizational trust: adoption	The higher the perception of military service fairness, the greater the trust in the military.	adoption
	The higher the perception of police fairness, the greater the trust in the police.	adoption
	The higher the perception of government fairness, the greater the trust in the government.	adoption

Table 14 summarizes whether each variable has an influencing factor on trust in the military, police, and government as a result of hypothesis testing. The number in parentheses is the order of influence.

**Table 14. Result Summary**

Variables	Military	Police	Government
Participation Propensity_ Horizontal Group	O (5)	O (5)	X (-)
Participation Propensity_ Vertical Group	O (4)	X (-)	X (-)
Ideology Propensity	X (-)	O (4)	O (3)
Trust Propensity	O (3)	O (3)	O (4)
Integrity of Organization	O (1)	O (1)	O (1)
Fairness of Organization	O (2)	O (2)	O (2)

## Chapter 5. Conclusion

### 5.1. Conclusion of Study Results

This study attempted to compare the influence of individual citizens' perceptions of the organization on the trust of the military, police, and government, and whether there are differences in the influencing factors between the target organizations, and finally derive implications for enhancing military trust.

In order to analyze this, independent variables were analyzed by dividing them into trust subject factors (participation propensity, ideology propensity, and trust propensity) and trust target factors (integrity of organization and fairness of organization), and dependent variables were divided into military trust, police trust, and government trust. For the analysis, data from the 2020 Korea Institute of Public Administration (KIPA)'s 'Social Integration Survey' were used. Correlation analysis and Variance Inflation Factor diagnosis confirmed that multicollinearity of variables was not a problem, and the relationship between independent and dependent variables was verified through multiple regression analysis. The results of the study are summarized as follows.

First, the factors affecting the trust of the military, police, and government are not the same. Second, an individual's propensity to participate in a group may have a positive effect on organizational trust and may not have a significant effect. Specifically, both the vertical and horizontal group participation propensity of individuals have a positive effect on military trust. On the other hand, it was

found that police trust had a positive (+) effect on the horizontal group participation propensity of individuals, and there was no relationship between government trust and individual group participation propensity. Third, an individual's ideological propensity has a positive effect on organizational trust or does not have a significant effect. Specifically, it was found that the individual's ideological propensity was in a positive (+) relationship with both police trust and government trust, but there was no significant relationship with military trust. Fourth, individual trust propensity positively affects organizational trust. Fifth, the perception of organizational integrity has a positive effect on organizational trust, and this variable has the greatest influence on organizational trust in all target organizations. Finally, the perception of organizational fairness positively affects the organizational trust of all target organizations.

## **5.2. Policy Implications**

This study attempted to analyze the influencing factors and influences of military trust, which have not been noted despite active studies on the influencing factors of organizational trust so far, and to analyze whether there are differences between the military, police, and government of trust influencing factors. In addition, through this study, it is intended to reignite the theoretical discussion on the factors influencing military trust and ultimately provide policy implications to enhance the people's military trust. Through the research results, the following policy implications could be derived.

First, it was confirmed that in terms of people's trust in the organization, military trust needs to be approached separately from police trust and government trust. In particular, this study raised the need for related additional research to be conducted by deriving the results that the trust subject factors (horizontal and vertical group participation propensity, ideology propensity, and trust propensity) have different effects on organizational trust respectively. On the other hand, among variables, there was no difference between organizations in the effect of trust target factors (integrity of organization and fairness of organization) on organizational trust. Therefore, it seems that follow-up studies on the relationship between the various propensities of the people and military trust should be conducted. It is impossible to change the individual propensity of the people on the organizational level but knowing exactly the effect and direction of the individual's propensity on trust in the military will serve as an advantage in promoting policies. In other words, through follow-up research, the military and the Ministry of National Defense will be able to establish a more efficient and effective policy implementation direction for the people.

Second, as mentioned above, some personal propensities affect military trust. Until now, studies on the factors influencing military trust have been insufficient, but most of them have paid attention to the demographic characteristics of trustors. Among the results of this study, it is the same result as other organizations (police, government) that the higher the individual's trust propensity, the higher the trust in the military. The results of this study also support the results of many literature reviews. The improvement of an individual's level of trust in others is closely related to the

improvement of the level of trust in the organization.

Third, The fact that individuals' horizontal and vertical group participation has a positive relationship with group trust is only partially consistent with the existing research results (S. J. Lee & Mun, 2013). It is the same study result only that vertical group participation has a positive relationship with military trust, and this result is also unique to military trust influencing factors, which are different from police or government influencing factors. Vertical group participation means, as explained above, actively participating in networks with hierarchies such as alumni association and friendship association. As we saw in Chapter 2, the military is an organization with a stricter hierarchy and a stronger top-down system than the police and government. Therefore, the results of this study can be understood that the people who have a lot of experience participating in the network in which there is a hierarchy understand and trust the military more easily. However, based on this result, linking vertical groups to military policy promotion requires a more cautious approach. This is because group participation may be a measure of individual activity, but an organization may be an interest group.

Fourth, it is worth noting that individual ideological orientation and military trust are irrelevant as a difference from police or government trust. It can be understood that the public determines whether or not they have trust in the military and its extent, apart from what they consider themselves conservative or progressive. These results are very advantageous for organizations that must gain broad and lasting trust regardless of the political color of the regime or region in establishing policies for the military and informing the public of the results of its enforcement. As a Defense

Ministry official, this result is very reassuring. One of the reasons for this result can be considered the unique characteristics of the Korean military. In Chapter 2, in comparing the organizational characteristics of the military/police/government, it was mentioned that many people in Korea experienced the military first-hand due to the conscription system. Women, too, often hear about the military experience from close people, such as family, friends, and acquaintances. In other words, it can be inferred that, unlike other organizations, trust in the military is determined based on the experience of the individual or a close acquaintance, regardless of an individual's ideological propensity. Of course, research on whether these results continue to be consistent in studies using other data and what are the main causes of these results should be conducted separately in the future.

Lastly, the perception of organizational integrity and fairness strongly affects military trust. There may be various opinions on the results of the impact of the people's propensity on military trust and how to interpret and utilize them. However, strengthening the integrity and fairness of the organization is undoubtedly the main way to increase military trust. Integrity, derived as the most influential variable in military trust, allows people to predict how deadly the incidents such as defense corruption and poor food supply of troops will have in trusting the military. Events related to the unfairness of military service will have the same consequences. Therefore, when transparent procedures and systems are established in all military operational procedures, and administration is implemented without military service corruption, the military will be able to secure trust in the people.

### 5.3. Limitations of Research and Future Research Tasks

Despite its meaningful implications for military trust, this study has several limitations.

First, the focus was on the relationship between the people's individual propensity and organizational trust, but the factors influencing organizational trust were not widely considered, such as limiting individual propensity to vertical and horizontal group participation propensity, ideology propensity, and trust propensity. In future research, it will be necessary to include a more diverse spectrum of people's propensities, and to analyze the results in depth by adding organizational expertise or innovation level etc. in addition to integrity and fairness to the variables for organizational perception.

Second, one question was used in the secondary data to measure the independent variable and the dependent variable, respectively. This is a constraint from using secondary data. This single-question approach has limitations in that it can cause reliability problems.

Third, common source bias is a problem. In this study, both independent and dependent variables were measured through the "2020 Social Integration Survey" of Korea Institute of Public Administration (KIPA). Therefore, there is a possibility that an error occurred in the process of obtaining and analyzing the measured values of the independent and dependent variables with the same data.



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# 국문초록

## 군 신뢰 영향요인에 관한 연구 -경찰, 정부 신뢰 영향요인과의 비교 분석을 중심으로-

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군에 대한 국민의 지지와 신뢰는 군의 사기를 높이는데 무엇보다 중요한 요소이며, 특히 징집제도를 시행하고 있는 대한민국에서 국민이 군을 신뢰한다는 것에 대한 중요성은 특별히 강조되어야 하는 부분이다.

하지만, 이러한 중요성과는 별개로 군 신뢰에 관한 연구는 드물며, 기존 수행된 연구는 군 신뢰의 중요성을 구호적이고, 선언적으로 강조하는 것이 대부분이다. 구체적으로, 군 신뢰의 영향요인을 고찰하고, 분석한 연구는 더더욱 찾아보기 어렵다. 이는 군 신뢰와 정부 신뢰를 분리하여 생각하지 않았기 때문이다. 그러나, 군이라는 조직의 특수성을 고려할 때, 정부와 군은 동일하게 볼 수 없다. 또한 군은 처우나 복무 여건 등에서 군인과 자주 비교되는 집단인, 경찰과도 구분되는 특성을 가지고 있다.

본 논문은 국민 개개인의 성향과 조직에 대한 인식이 군대, 경찰, 그리고 정부 각각의 신뢰에 미치는 영향과, 대상 조직 간 영향요인에 차이점이 있는지 비교해 보고, 최종적으로는 군 신뢰 제고를 위한 시사점을 도출하고자 하였다.

이를 분석하기 위하여 독립변수를 신뢰주체요인(개인의 단체참여성향, 이념성향, 신뢰성향)과 신뢰대상요인(조직의 청렴성과 공정성에 대한 인식)으로 나누어 분석하였으며, 종속변수를 군 신뢰,

경찰 신뢰, 그리고 정부 신뢰로 나누어 측정하였다. 분석을 위해 2020년 한국행정연구원 ‘사회통합실태조사’ 데이터를 활용하였으며, 다중회귀분석을 통해 독립변수와 종속변수 간의 관계를 검증하였다.

분석 결과는 다음과 같다. 첫째, 군, 경찰, 그리고 정부의 신뢰에 영향을 주는 요인들은 동일하지 않다. 둘째, 개인의 단체참여성향은 조직신뢰에 긍정적인 영향을 미치기도 하고, 유의미한 영향을 미치지 못하기도 한다. 셋째, 개인의 이념성향 역시 조직신뢰에 긍정적인 영향을 미치기도 하고, 유의미한 영향을 미치지 못하기도 한다. 넷째, 개인의 신뢰성향은 조직신뢰에 긍정적으로 영향을 미친다. 다섯째, 조직 청렴성에 대한 인식은 조직 신뢰에 긍정적인 영향을 미치며, 이 변수는 대상 조직 모두에게서, 조직 신뢰에 미치는 영향력이 가장 큰 것으로 나타났다. 마지막으로, 조직 공정성에 대한 인식은 대상 조직 모두의 조직신뢰에 긍정적으로 영향을 미친다.

연구 결과를 통해 다음과 같은 시사점과 정책적 함의를 도출할 수 있었다.

우선, 국민의 조직에 대한 신뢰 차원에서, 군 신뢰는 경찰 신뢰, 정부 신뢰와는 구분하여 접근할 필요가 있다는 것을 확인하였다. 각 변수들이 각 조직들의 신뢰에 영향을 미치는 여부는 조금씩 차이가 있었다. 특히 신뢰자의 신뢰대상요인과 달리, 신뢰주체요인이 조직 신뢰에 미치는 영향이 각각 다르다는 결과를 도출함으로써, 관련 연구가 진행되어야 할 필요성을 제기하였다.

다음으로, 개인의 일부 성향은 군 신뢰에 영향을 미치는데, 독립 변수 중 개인의 수평적단체 참여성향, 개인의 수직적단체 참여성향, 개인의 신뢰성향이 군 신뢰에 영향을 미치는 것으로 나타났다. 이 중, 개인의 신뢰성향이 높을수록 군에 대한 신뢰가 높아진다는 것은 다른 조직(경찰, 정부)과 같은 결과이다. 이 연구 결과는 또한 많은 선행연구들의 결과를 지지하는 것이다.

셋째, 수직적 단체참여가 군 신뢰와 정의 관계가 있다는 것은 경찰, 정부 영향요인과 다른 군 신뢰 영향요인만의 독특한 결과이다. 이것은 서열이 존재하는 네트워크에 참여한 경험을 많이 가지고 있는 국민이 군대라는 조직을 보다 쉽게 이해하고 신뢰한다는 것으로 이해될 수 있다.

넷째, 경찰이나 정부 신뢰 영향요인과의 또다른 차별점으로, 개인의 이념성향은 군 신뢰와 무관하다는 결과가 나왔는데, 이러한 결과는 군에 대한 정책을 수립하고, 그 집행 결과를 국민들에게 알림에 있어서, 정권이나 지역의 정치색과 관계없이 광범위하고 지속적인 신뢰를 얻어야 하는 조직 입장에서 굉장히 유리한 이점이라고 판단된다. 이러한 결과에 대한 원인으로, 한국은 징집제로 인해 군대를 직접 경험한 사람이 다수라는 것이 고려될 수 있다. 즉, 타 조직과 달리, 군에 대한 신뢰는 개인의 이념성향과는 무관하게, 본인의 또는 가까운 지인의 경험에 근거해서 결정된다고 유추해볼 수 있는 것이다. 물론, 이런 결과가 향후 연구에서도 지속적으로 일치하는지, 결과에 대한 정확한 원인이 무엇인가에 대한 연구 등은 별개로 이루어져야 할 것이다.

끝으로, 조직의 청렴성과 공정성에 대한 인식은 군 신뢰에 강력하게 영향을 미친다는 것을 확인하였다. 군의 모든 운영절차에서 투명한 절차와 제도를 구축하고, 병역비리 없이 행정이 이행되었을 때, 군은 국민에 대한 신뢰를 확보할 수 있을 것이다. 군과 국방부는 앞으로도 청렴성과 공정성을 강화하는 정책과 제도 마련에 지속 힘써야 할 필요가 있다.

**주요어 :** 군 신뢰, 경찰 신뢰, 정부 신뢰, 영향요인

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