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Artículos científicos

Confianza en las instituciones en México: análisis de las variables democráticas

Trust in Institutions in Mexico: Analysis of Democratic Variables

Confiança nas instituições no México: análise de variáveis democráticas

José Luis Estrada Rodríguez

Benemérita Universidad Autónoma de Puebla, México

jluis.estrada@correo.buap.mx

<https://orcid.org/0000-0003-0088-2157>

Angélica Mendieta Ramírez

Benemérita Universidad Autónoma de Puebla, México

angelicamendietaramirez@gmail.com

<https://orcid.org/0000-0001-9344-8653>

Ketzalcóatl Pérez Pérez

Benemérita Universidad Autónoma de Puebla, México

ketzalcoatl.perez.perez@correo.buap.mx

<https://orcid.org/0000-0002-5534-7234>

Resumen

Existe una amplia preocupación dentro de los estudiosos de las ciencias sociales porque las instituciones cada vez tienen menos aceptación y confianza de los ciudadanos. Los aparatos del Estado que se construyeron para garantizar la gobernabilidad y paz social están en entredicho y eso afecta al desarrollo económico y contribuye al crecimiento de la desigualdad en los países. El objetivo de este trabajo de investigación cuantitativa es describir las variables que inciden en el desarrollo de la confianza en las instituciones de los distintos países de América Latina y, por tanto, de la democracia. Con base en la teoría de las instituciones, se describe la importancia de construir un orden a través del Estado de derecho



y la certeza en las reglas del juego. A partir de evidencias empíricas y datos cuantitativos, se menciona cuáles son los problemas que enfrenta México y los países de América Latina y se proponen vías alternativas para reconstruir la credibilidad.

Palabras clave: confianza, democracia, instituciones.

Abstract

There is widespread concern among social science scholars because institutions are increasingly less accepted and trusted by citizens. The State apparatuses that were built to guarantee governability and social peace are in question and this affects economic development and contributes to the growth of inequality in the countries. The objective of this quantitative research work is to describe the variables that affect the development of trust in the institutions of the different countries of Latin America and, therefore, of democracy. Based on the theory of institutions, the importance of building order through the rule of law and certainty in the rules of the game is described. Also, based on empirical evidence and quantitative data, the problems faced by Mexico and the countries of Latin America are described, and alternative ways to rebuild credibility are proposed.

Keywords: trust, democracy, institutions.

Resumo

Há uma preocupação generalizada entre os estudiosos das ciências sociais porque as instituições são cada vez menos aceitas e confiáveis pelos cidadãos. Os aparatos estatais que foram construídos para garantir a governabilidade e a paz social estão em questão e isso afeta o desenvolvimento econômico e contribui para o crescimento da desigualdade nos países. O objetivo deste trabalho de pesquisa quantitativa é descrever as variáveis que afetam o desenvolvimento da confiança nas instituições dos diferentes países da América Latina e, portanto, da democracia. Com base na teoria das instituições, descreve-se a importância da construção da ordem através do estado de direito e da certeza nas regras do jogo. Com base em evidências empíricas e dados quantitativos, são mencionados os problemas enfrentados pelo México e os países da América Latina, e propostas alternativas para reconstruir a credibilidade.

Palavras-chave: confiança, democracia, instituições.



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Introduction

There are rules of the game that must be followed to guarantee harmonious coexistence within society. North (1991) argues that society is built on the basis of agreements, norms and social relationships that are crystallized in institutions. Similarly, Pettit (2003) agrees in pointing out that individual behavior is determined by society; values are a product of the social, educational, cultural and even historical context. Furthermore, according to the United Nations [UN] (2021), higher income countries tend to enjoy higher levels of institutional trust than lower income countries.

In such a way that, in order to understand a society, it is necessary to know its rules and the way in which its relationships operate and are structured. Other authors such as Voigt and Engerer (2002) describe this phenomenon of social integration as sociocultural, because it integrates, on the one hand, the rules of how to act and, on the other, the sanctions for non-compliance with the rules. This causes social behavior to be structured based on incentives to act, participate and, of course, submit to institutions as mechanisms of social order.

In this sense, Riffo, Pérez, Salazar and Acuña (2019) argue that the institutions that are in the Government can have greater credibility and legitimacy to the extent that they promote the participation of citizens in their tasks and activities. In other words, the social impact of the population and non-governmental organizations produces a kind of "shield" for credibility. Therefore, it is essential to build democratic values based on participation, social cohesion and collective trust that is built with the link between citizens and authorities.

Luhmann (2005) recognizes that in a democratic process, individual trust translates into collective trust at the moment that citizens integrate into their communities. Social cohesion and institutional trust go hand in hand because there cannot be a process of citizenship isolated from social cohesion.

Therefore, it is important that citizens manage to have solid and robust institutions that guarantee order. The State is precisely in charge of establishing control mechanisms through laws. For Dryzek (2003), political institutions "serve for the authoritarian regulation of conflicts through rules explicitly designed for that, having an adequate bureaucratic apparatus to impose said rules" (p. 141).



Peters (2003) defines institutions as “a set of normative and non-cognitive rules and values with respect to the way in which they influence institutional members, as well as the set of routines that are developed to implement and enforce those rules and values. values” (p. 39). In this sense, this work is divided into three sections. The first explains what institutions are and what are the elements that must be considered to analyze them. The second section describes how trust is built between institutions in Mexico and Latin America through the analysis of the report of the Economic Commission for Latin America and the Caribbean (ECLAC) published in 2018 and which warns about the risks that the loss of confidence in institutions. In the last block, the concluding points are stated, as well as some suggestions to recover citizen trust and build public policies.

Understand the institutions

For the purposes of this work it is important to establish the institutional theory as descriptive of the behavior of the subjects. Following March and Olsen (1997), institutions are not necessarily formal structures that bring together a set of rules, regulations, assumptions and routines. This can be understood as the social construction of the formal and informal agreements that constitute the way in which we behave with others. They also constitute forms of interaction and routines and roles.

The family as a social institution acts as a mechanism of control, but also of legitimacy for social behavior. "Political institutions are a set of interconnected rules and routines that define the correct actions in terms of relationships between roles and everyday situations" (Peters, 2003, p. 50).

Prats (2002) recognizes that institutions establish formal and informal rules to promote interaction and social action of subjects in society. Scott (1995) called this process of building theoretical and social references on human behavior regulatory, normative and cognitive pillars. That is, they form the way people act and allow the harmonious coexistence of society: they allow the transition from a state of nature to institutionalization.

Democracy, institutions and the regulations around them are the crystallization of the consensus among the actors of interest that design them or put them into practice. Therefore, political institutions cover a whole range of possibilities around their birth, maintenance and continuity. This leads to the assumption that any institutional device (such as extraterritorial

suffrage in electoral systems) is the implementation of a balance induced by the institutional structure and the agreement between the actors.

Institutional design implies a pattern of intentionality, either to create a new institution or to improve the current institutional legacy, so that the design of institutions is influenced by the set of past practices that influence the restrictions and particularities of the present. . Thus, institutional design consists of creating a way to promote valuable results in a base context for public action, designing policies, mechanisms and even complete systems.

The analysis of the Government can be carried out through an empirical institutional analysis, such as the analysis of the governmental forms, the possibilities of a divided Government, the variations in the legislative institutions, etc., the main thing is the implementation of certain specific policies by the institutions. That is to say, the way in which agreements and specific public policies are executed, emphasizing execution failures and opportunities for success. But not only in an analysis of the implementation of public policies, but of the institutional structure that shapes the decisions to implement said dynamics.

In this process, institutions generate (positive) incentives and (regulatory) regulations for individuals, which necessarily leads to institutional performance. For this reason, talking about trust in the police or in electoral justice helps to describe what the political culture of society is and how this space of interaction and trust is built.

In the contractual vision of the State, its formation obeys the regulation and control of the actions of men. Based on this reference, the institutions become part of the State and, therefore, the citizens must abide by the laws and regulations. Human behavior is forced to adhere to its own rules, limitations and coercion mechanisms.

Each institution that is built around a topic, for example, health, justice or employment, seeks to regulate a space in the human sphere and constitutes reward and punishment mechanisms for its participants. Taking the above into account, the new economic institutionalism represented by North (1991) reconstructs the theoretical explanation of how individuals should organize themselves to build social peace and coexistence under rules that guarantee the exchange of material and symbolic goods.

Empirical evidence shows that citizens who are more dissatisfied with politicians are more likely to vote for the majority parties. Lorente and Sanchez (2016) argue that due to mistrust in politicians, many citizens choose to stop participating, build different schemes

within the social organization, and motivate protest as a means of transformation. Abitbol (2019), for its part, recognizes that social protest is the product of mistrust and gives as an example the events that happened in Colombia after the Revolutionary Armed Forces of Colombia (FARC) signed an agreement on November 24, 2016 that encouraged social peace and the construction of stability.

For his part, Pereda (2009) argues that in the social sphere there are various sources of trust resulting from social interactions. Establishing trust means building a bridge with institutions, with organizations and with the people they represent.

Similarly, trust in institutions can be measured through public services, that is, through the efficiency of state organizations and institutions to guarantee the well-being of the population. In this sense, the ECLAC report (2018) highlights that the bulk of the population of Latin America and the Caribbean satisfied with health services fell from 57% in 2006 to 41% in 2016, well below the levels of the Organization for Economic Cooperation and Development (OECD), which are close to 70% (ECLAC, 2018).

This is significant because, just as trust in institutions deteriorates, so does democracy. Keane (2018) warns that trust in the democratic institutions that were built many years ago, since the French Revolution, granted citizens respect for their human rights and guaranteed their free expression. Therefore, democracy is the recognition of these individual rights and guarantees.

But the deterioration of confidence is also related to the economic crisis and the deterioration in the living conditions of Latin Americans. According to ECLAC (2018), 23% of Latin Americans still live below the poverty line, and around 40% belong to the vulnerable class. Therefore, democracy, quality of life and trust in institutions have a close relationship.

Along these lines, Bakker, Jolly and Pok (2020) argue that mistrust in institutions encourages citizens to vote for anti-system candidates in elections because they stem from political disaffection and the search for certainty in government institutions. And even, in the face of this institutional mistrust, different forms of democracy are built, the classic model is transformed and gives rise to other forms of government such as populism, which seeks to recover the confidence that citizens have lost in their institutions.

Levitsky and Ziblatt (2018) describe democratic deterioration as a product of populist governments and how they have propitiated, from a democratic mandate, the erosion of the rule of law. That is why citizens, unprotected by institutions, seek better mechanisms to

guarantee accountability and the exercise of checks and balances in the Government, including citizen organization and the growing participation of the people in Government affairs, including through the social networks. Next, let's see how trust is built and how it can be analyzed.

Analysis of trust in institutions

Elster (2002) It maintains that it is not enough to look for "good institutions", but to guide and educate citizens to participate in their strengthening from civil society. However, the presence of civil education without a correct institutional design can lead to clear abuses of power, so both categories are necessary for the development of society, and to the extent that they adapt better to the system, the greater will be the civic development of society. For example, in the most solidly established democratic regimes, institutions are used by citizens routinely, without questioning them, and vice versa, without losing their legitimacy.

Trust constitutes a mechanism of social integration that allows interaction between people. In such a way that the social pact is signed on the trust that exists in the institutions of the public and private sphere. Levi (1998) argues that participation relies on trust, but also on the interrelationship established between people. When the collective interest unites, it is possible to guarantee participation, integration, solidarity and other values that constitute society.

Similarly, trust is based on traditions; in the fears and fears of society that are built historically. In this regard, Misztal (1996) highlights that the beliefs of a social group determine their actions and behavior. While the German sociologist Niklas Luhmann (1996) highlights social transactions, integrating with others and producing social agreements and contracts.

Even recently trust has been linked with information. The OECD (2020) maintains that it is necessary to use technology to reconnect with citizens. This implies that technologies can be in favor of governance and integration between government and society. To reduce uncertainty between government processes and reduce disinformation, it is necessary to have a Government that considers digital interaction, online and within the media ecosystem.

On the other hand, Kong (2013) states that social trust has two dimensions: social trust based on goodwill and that based on competence. The first involves the perception that others behave benevolently and not opportunistically, while the second dimension involves

people's opinion of the abilities, skills, and performance of others. Both dimensions have independent logics but it has been empirically confirmed that they are correlated (Yamagishi and Yamagishi, 1994).

Uncertainty plays a central role in relation to the creation of institutions, for example, the change of an institutional model can, in principle, produce a sum of gains that exceed all losses. Another source of uncertainty is that derived from preferences. Today a legislator could be able to select the institutional design that corresponds to his transitory preferences, however, it is about uncertain forms with respect to future periods. Therefore, the current evaluation of any institutional arrangement must be determined not only by today's earnings, but also by its current value in a relevant time horizon to discount risk and time.

In other words, in the social context, people look for their decisions to be consistent in the long term, that is, that they can continue to obtain benefits from a past negotiation. For this reason, laws are the best option to guarantee compliance to which people are subject. The only way to control the personal ambition of the individuals who make a deal is through contracts that are based on the law and have sanctions, coercion mechanisms and binding for both parties. This is how society works, in most cases, because an institution is the one that safeguards the fulfillment and reciprocity of agreements.

In that sense, general trust reflects our general position, our abstract preference, regarding the issue of trust. If you want to see it from a moral or ethical perspective, general trust is the one that best fits the moral idea of trust that was discussed earlier. It is the type of trust that is expressed when the following question is asked in surveys on the subject: "In general, would you say that most people can be trusted?" The answer ("Yes, most people can be trusted" or "No, you have to be careful") reflects, as we say, a generic, a priori attitude regarding the issue of trust. (Estella, 2020).

Methodology

In order to analyze trust in institutions, we used the databases corresponding to the surveys: Edelman Trust Barometer (Edelman, 2021), National Civic Culture Survey (Encuci) (Inegi, 2020), National Justice Survey (Fix -Fierro, Suárez and Corzo, 2015) and World Values Survey, as well as the Trust document. The key to social cohesion and growth in Latin America and the Caribbean (Keefer and Scartascini, 2022). The latter, carried out by the Inter-American Development Bank, maintains that there is a cross-cultural variation in the



Mexican case. It should be noted that the survival mechanism of the vast majority of the population involves changes in the way of acting and thinking. In this case, mistrust is entrenched in the experiences and environment that most Mexicans have lived through. Therefore, the methodology focuses on adopting the analysis variables that converge in the categories of democracy, such as trust in justice, electoral and government institutions, as well as the collective trust or mistrust that occurs in the mass media. with fake news (Rosenfeld, 2018).

In this research, we highlight trust as a value that builds political culture, since people will be willing to participate and collaborate with other people to the extent that their experiences are satisfactory, because otherwise they will refuse to participate again. That happens in society today: experiences with politicians and some institutions have not been favorable, on the contrary, they have been negative, and that makes people not trust the institutions represented by these fraudulent men or women.

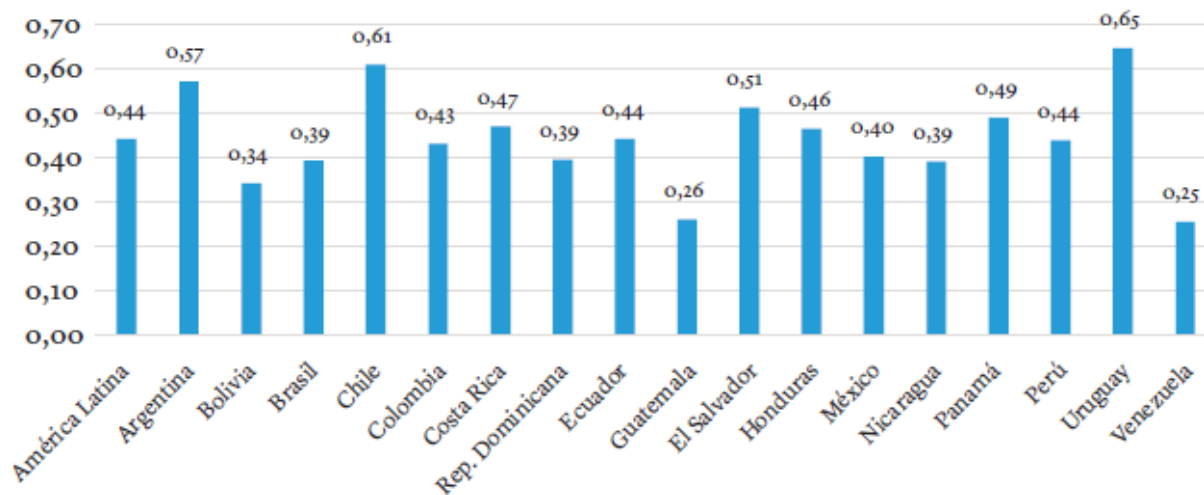
The surveys help to know what is the perception of the citizens regarding the institutions. During the pandemic, the perception of corruption within health institutions was low, however, as the experience progressed and citizens had to face the shortage of medicines and specialized care in medical units, the number of citizens who he accused health institutions of being inefficient and corrupt. Among the results of the Third National Survey on Corruption and Impunity of the organization Mexicans Against Corruption and Impunity and the Reforma group, published in 2020, it stands out that, in general, 39% of Mexicans believed that there was a lot of corruption in the Institute Mexico Social Security (IMSS) and 24% in the Institute of Security and Social Services for State Workers (Issste).

As can be seen in the surveys, institutional trust is built through the perception that citizens have about the actions of their authorities and rulers. Trust is an intangible value, but it can be analyzed and evaluated based on surveys that reflect public opinion. Zubieta, Delfino and Fernández (2018) argue that moral and ethical values are constructed as a sociocultural phenomenon that is related to society.

For example, the number of social organizations under the volunteer mechanism, where people participate only to support a cause, for altruistic reasons, demonstrates the degree of social organization but also the level of citizen interest in solving problems. One element that limits the participation of civil society is precisely corruption and the perception

of illegality that often occurs in developing economies. Next, the data on the rule of law in Mexico is shown as a benchmark of the degree of institutionality in said country.

Figura 1. Índice de aplicabilidad del Estado de derecho



Fuente: World Justice Project [WJP] (2021)

Figure 1 shows that there is a low condition of rule of law. That is worrisome. According to Bergman and Rosenkrantz (2018), if there is no good perception of the institutions in charge of seeking justice, it is because there is impunity, corruption and other evils that deteriorate social coexistence. We can say that the empirical evidence and the surveys agree on the decrease in citizens' trust in institutions. Uruguay, for example, has a higher rate than Mexico. Chile also stands out, which has an index of 0.61, higher than Mexico, Bolivia, Brazil and Venezuela, which has an index of 0.25. As can be seen, the institutions constitute a space for interaction between the State and the citizenry, for which their appreciation affects the rule of law, trust and credibility.

Results

This paper analyzes the most important institutions, including the Legislative Power, and the level of trust that the population has in them. We must not forget that the mechanisms of representation within the Mexican political system rest precisely on the representatives, on the 500 deputies who occupy a seat in Congress. Of these, 300 deputies campaigned and were elected by the principle of relative majority, while the remaining 200 deputies were

elected under the principle of proportional representation. The representatives are the way of citizen relationship with the public power.

The power of the State in Mexico rests on the Executive Power, made up of the President of the Republic, the deputies in the Congress of the Union and the Senate of the Republic, and also on the Judicial Power. The latter is one of the most important institutions to guarantee the rule of law, legality and social peace. If the main mechanisms of social control suffer from corruption problems or their credibility goes down, we face a problem of legality. For this reason, public opinion constitutes a mechanism for legitimizing power and for this reason it is important to reflect and provide data that allows the level of deterioration to be quantified. As the data from the Rule of Law Index of the WJP (2021) shows, Latin America is below average, its level of acceptance of institutions by society is low. Uruguay stands out, which obtained a score of 0.65, almost at the level of European countries, and Venezuela, which has the worst score due to the low confidence that Venezuelan society has in its institutions. Spain, for example, obtained a score of 9.65, well above the Latin American countries. For its part, Denmark, the country that obtained the best score in relation to the entire Rule of Law Index, obtained in 2020 0.88 in terms of effective judicial application in the civil sphere.

With this information, it is possible to establish trust as a variable of interest, which in this part of the world has a low score. It is interesting to note that such a score is persistent in the historical context. Similarly, with respect to the institutional integration of the Legislative, Executive, and Judicial Branches, although these institutions have changed their public perception, they continue to have a low level of trust on the part of citizens. Notably, institutional confidence has plummeted in recent years. The OECD (2020) recognizes that there is a crisis of credibility that could be improved with greater citizen service systems and digital mechanisms.

With the data obtained from the reports and surveys, the result is that Latin America has credibility problems, rule of law and social support for governments. This rise in mistrust also occurs in the rest of the world, although not in such an alarming way. In addition, it has its own dynamic, because although it occurs in the legislative and executive spheres, it is not observed—rather the opposite—in the judicial sphere. This difference in institutional trust should be the object of a differentiated explanation, since it offers an area of opportunity for

governments that are seeking better results, empathize with citizens and build a closer relationship between government and society.

Bergman and Rosenkrantz (2018) point out that this institutional distrust also deteriorates social relations, the interaction between people and means that, in the environment of uncertainty that exists, business is hindered and processes are delayed. Even market failures occur, since, due to mistrust, it is necessary to have more contracts, guarantees and processes.

The Constitution is a rule that allows harmonious coexistence in all countries. For this index, the law is placed as the main element of social order and control of society. The public powers of the State are the cornerstone of social stability, but also economic. Much of the problems that Latin America has are based on the unreliability of institutions, because large companies are not willing to invest in a scenario of institutional uncertainty and low social credibility. The lack of trust in institutions, deteriorated by corruption, becomes a burden for the economy.

One of the elements of the rule of law is the Constitution, the Magna Carta, on which many of the social and political projects are developed. The meaning of the Constitution goes beyond the laws, because it complies with the social character that led the revolutionaries to consummate the independence of Mexico and later with the postulates that continue to regulate the lives of citizens. The Constitution sets the pattern for social interaction. Citizens adopt its values and principles, although recently they demand an organizational redesign.

The WJP Rule of Law Index in Mexico (2021), based on the following indicators: 1) Limits to government power, 2) Absence of corruption, 3) Open government, 4) Fundamental rights, 5) Order and security, 6) Regulatory compliance, 7) civil justice and 8) criminal justice, this index, we said, found the following data for Mexico: of the 32 entities of the republic, Yucatán (0.47), Coahuila (0.45) and Campeche (0.44) had the highest score. While Quintana Roo (0.34), Puebla (0.35) and Morelos (0.36) are the ones with the lowest score. The rule of law is consubstantial to democracy and trust of citizens in the Government. The average of the 32 states is 0.40, being 1.0. the highest score. Therefore, we can see that Mexico is below the middle.

With these data we can identify the variables that weigh on the lack of credibility. One of them is impunity, another is corruption and yet another is the lack of justice. These concepts are linked to the rule of law. The discussion about justice and its contents is

presented in the tables of the Mexicans without the need to be pronounced by the mouth of a lawyer; it is a concept on which society has no distance or suspicion to appropriate it. Mexicans have their own perceptions of what justice is without a hegemonic vision prevailing. A few years ago Fix-Fierro et al. (2015) projected into the future:

The growth of the group of those who identify justice with impartial and equal compliance with the laws, as well as of those who think in terms of respect for human rights, to the detriment of those who demand the punishment of crime or those who expect the government to fulfillment of its promises of social justice. This would be in line with the general trends towards a more modern, rational and individualistic society, in which the law and rights become the central reference of justice. (p. 53).

Discussion

Regarding trust in institutions, it can be said that there is mistrust. The Magna Carta raises the human rights and the benefits that all people have based on the social pact, but sometimes these prerogatives are not tangible. The economic factor is an element that helps to understand this phenomenon, because the greater the well-being, the greater the confidence and vice versa. Latin America is at a crossroads because economic inequality is increasing. Democracy must guarantee better living conditions. Tocqueville (2017) recognizes that the United States of America has a consolidated democracy based on the institutions that support it. Hence the phrase that institutions are the foundation of democracy, because they support all the political and social scaffolding.

In addition, social strength is built in organizations that produce certainty and security in people. For example, private property as a concept and empirical evidence is produced from the Constitution, laws and institutions. It is from the right that social transactions, social integration and the process of recognition of social peace are promoted.

Going back to the National Justice Survey (Fix-Fierro et al., 2015), it is clear that the Constitution needs to return its character as a text for citizens. It is the best way to generate spontaneous adherence and confidence in public institutions.

In this regard, Levitsky and Ziblatt (2018) comment that to guarantee legitimacy and institutional trust, to eliminate centralism and also political polarization, it is necessary to promote tolerance, plurality and institutional containment. The social media have a very



important role in the propagation of political discourse, as well as in the construction of a reliable scenario for citizens. Perception is part of this process.

According to the Edelman Trust Barometer 2021, a study published annually by the global communications firm Edelman, after applying 33,000 online surveys in 28 countries between October and November 2020, found that the credibility of institutions is at stake. This also happened because many of the governments, including those of Brazil and Mexico, released treatments for coronavirus disease 2019 (covid-19) that proved ineffective. We can remember that on January 6, 2021, after Donald Trump's loss of the election, many fans stormed the US capitol.

According to this same study, in 18 of the countries surveyed, companies or organizations are currently trusted more than the government, since companies were shown to be the only competent and ethical institution, given the commitment they assumed to distribute vaccines, generate employment and promote different labor innovations.

In general terms, distrust in institutions also affects social relationships. At the social level, citizens tend to have greater mistrust among themselves as a psychosocial effect of the macro level that has passed to the micro level. During the covid-19 pandemic, trust in institutions determined the monitoring of health measures in the countries. Interpersonal trust is a reflection of trust at the macro level.

Conclusions

The institutions constitute an arrangement of interests where trust is one of the main assets of the Government. However, during the covid-19 pandemic, misinformation and problems associated with mistrust in institutions increased. The Edelman Trust Barometer indicates that 57% of Americans consider that the future is uncertain and that institutions do not guarantee the necessary stability and certainty.

Democratic institutions such as political parties are useful to guarantee an exercise of counterweights, so that governments are monitored and fulfill campaign promises. For this reason, we have seen a resurgence of political parties, because they precisely comply with political representation and shape public opinion. The population rejects centralist, authoritarian, despotic governments that do not guarantee respect for human rights and freedoms.

A very clear factor regarding the indirect rejection of the Constitution is the direct rejection of the institutions established by the Constitution. In the confidence measurement of this same survey, it can be seen that among the 10 best valued institutions, 6 are not part of the institutional apparatus of the State: family, universities, teachers, Church, non-governmental organizations and the media. In other words, trust in institutions is low.

In this sense, through the enormous reforms to which it has been subjected, the constitutional instrument has served to overcome crises, face complex situations and transform political, economic and social practices. This can be seen in various matters: elections, transparency, non-jurisdictional protection of human rights, constitutional justice, telecommunications, etc. And the case of corruption—which today worries us so much and which previously did not figure among the national problems—has not been the exception. Institutions are responsible for promoting, regulating and guaranteeing coordinated social action among citizens. For several decades, institutional confidence has been declining.

The challenge in institutional terms is to guarantee the satisfiers that the State must cover in order to continue with the social pact that builds trust and allows the rule of law to be preserved in our country. It is necessary that the role that we have outlined in the Constitution be fulfilled and access to justice be achieved as one of the greatest claims that citizens have. Similarly, public policies of collective benefit must be consummated, promoted and guaranteed, so that there is social independence, compliance with contracts and well-being in general.

The greater education in society, the greater mechanisms of citizen participation, not only through the presence in deliberative bodies or assemblies, but also in the critical exercise of their powers. Participating is synonymous with monitoring. Non-governmental organizations and citizens themselves can participate in the reconstruction of the social fabric and the rescue of informal institutions such as the family.

It is possible to point out that the contribution of this work is to recognize the role that citizens have in the construction of democracy, but also in the identification of the actors that ensure that the institutions work. Warning about the risks of the deterioration of institutions will allow solutions and proposals to be generated to avoid democratic and institutional fragility, because these policies generate the perception that institutional actors are capable of minimizing opportunism and foster belief, as well as the expectation that other actors are

trustworthy. Therefore, working to build greater trust is one of the imperatives to save democracy, the rule of law and harmonious peace in society.

Future lines of research

In the study on trust in institutions, the surveys describe a decrease in trust in citizens of Latin America and the United States. In the case of Mexico, institutional trust, as well as the perception of democracy, have decreased. This undoubtedly requires more studies on why citizens do not feel protected by the State, or in any case, why there is wear and tear. After analyzing the data and empirical evidence on trust in institutions, we consider that there is a direct correlation between trust and democracy. Thus, as institutional confidence decreases, so will democracy as a concept and perception of citizens. These lines serve to encourage further research on public opinion and promote mechanisms for the rescue of the democratic system in Mexico and Latin America.

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Rol de Contribución	Autor(es)
Conceptualización	“Igual” José Luis Estrada Rodríguez, Angélica Mendieta Ramírez
Metodología	“Principal” Angélica Mendieta Ramírez “que apoya” Ketzalcóatl Pérez Pérez
Software	No aplica
Validación	No aplica
Análisis Formal	“Igual” Angélica Mendieta Ramírez; José Luis Estrada Rodríguez,
Investigación	“Igual” José Luis Estrada Rodríguez; Angélica Mendieta Ramírez
Recursos	No aplica
Curación de datos	“Principal” Ketzalcóatl Pérez Pérez
Escritura - Preparación del borrador original	“Igual” Angélica Mendieta Ramírez, José Luis Estrada Rodríguez, Ketzalcóatl Pérez Pérez
Escritura - Revisión y edición	“Principal” José Luis Estrada Rodríguez
Visualización	“Principal” Ketzalcóatl Pérez Pérez
Supervisión	“Igual” Angélica Mendieta Ramírez; José Luis Estrada Rodríguez
Administración de Proyectos	“Principal” Ketzalcóatl Pérez Pérez
Adquisición de fondos	“Principal” Angélica Mendieta Ramírez