Key takeaways
– Citizens' trust in (trust-producing) technologies

Technology trust

- Technology features (e.g. customisation, transparency, accuracy, guidelines)
- Development process (e.g. involving stakeholders, ethical frameworks)

External trust factors

- Individual propensity to trust
- Historical trust (e.g. prior experience with AI)

Provider trust

- (Private) app/tech developer
- Government (cf. concerns government surveillance)
- Expert data interpreter (e.g. doctor)

Sophie Op de Beeck
Research manager GOVTRUST Centre of Excellence

University of Antwerp
GOVTRUST | Centre of Excellence