

Citizen Trust

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Citizen trust in Local Government: Explaining the role of village service

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ABSTRACT: Trust in local governments, especially villages, is needed in crisis situations, such as natural disasters, economic crises or political unrest. The purpose of this study is to measure citizen trust in public services of the government, especially in the village. The design of this study is a survey and the data is collected through a cross section using questionnaires. The unit of analysis are rural communities that use public services in village government. The method of data analysis used Exploratory Factor Analysis. The results of this study indicate that the quality of public services is the dominant factor but partisan involvement is a factor that needs to be a concern in increasing citizen trust. The practical research is useful for village governance to increase trust in village government services as part of the supporting factors that can make the development program of the central government will be success.

1 INTRODUCTION

The current decline in the image of public institutions can cause degradation of public trust. Public trust in public institutions where the public body itself is a community has the right to that community, because public institutions make public bodies solely to meet and serve the needs of the community both directly and indirectly (Bertot, et al., 2016). How to build relationships and trust in the community is very important for public institutions. With the existence of a good relationship between the community and the agency, the community will be more confident so that the service process at the agency is one of the right choices (Kim, 2014). So that other alternatives to using services outside public institutions are smaller. Therefore, public trust is a critical study to learn so that the community can increase its trust in the agency and how these agencies increase public trust in their organization (Danish, et al., 2013). Service performance is another important problem which is the duty of public guardians, namely civil servants try to improve their performance to do good service and based on what the community expect and desire good service (Taylor, 2014). Improving public services is a long-term policy to realize a true bureaucratic concept in which the public wants as long as the main right holder of the public service itself (Graham, Avery, & Park, 2015). Public service law to strengthen, monitor and provide direction in implementing public services as stated in Undang-undang No. 25 of 2009 that implementing public services must be appropriate to

serve the community and under feasibility for the community with good governance as procedural. Implementing public services can be good if it has fulfilled all public service processes.

Implicitly, it is that bureaucratic trust is primarily a function of government performance. The bureaucratic reform policies to increase trust citizenship developed in one country are equally suitable for other countries (Grimmelikhuijsen & Knies, 2017). The many definitions for trust can describe "relationships that can be between two or more individuals, between individuals and organizations (such as companies or social service departments), or between several organizations" (Ma & Wang, 2014). It relates research in public administration to citizen attitudes about the public sector. Public trust relate to the judgment made by citizens about officials comprising public institutions (Ramadhani, 2017). Here, it is a calculative assessment of the competence of public officials to carry out designated assignments and affective assessment of ethical and caring behavior, as "having the interests of service users, basically" (Griffin & Halpin, 2018). The trust of institutions requires employees who have a public, are competent, credible, and willing to act in the greater public interest. "Public trust concerns" the extent to which citizens have confidence in public institutions to operate in the best interests of society and their constituents (Ferry, Glennon, & Murphy, 2018). Regarding bureaucratic performance specifically, a lack of trust relates to limited administrative authority delegation, excessive oversight, and excessive dependence on formal rules and procedures (Katoch, et

al., 2017). In addition, the low level of public trust undermines morale, retention and recruitment of civil servants. Apart from evidence, policymakers concern with the status of trust in the public bureaucracy (Mourtada & Salem, 2015). It often offers the poor performance of bureaucracy as a cause of declining public attention.

Public service government as an agency that plays an important role in terms of service and public welfare. The main problem for public government services is the lack of perceptions of citizen trust. It needs the need for generic steps to increase citizen trust (Agyemang & Ofei, 2013). This study measures citizen trust in public services of the government, especially in the village. This measurement uses several indicators including Quality of service, Information and Knowledge, Partisans, and Promise of Politicians. The design of this study is a survey, and it collects the data through a cross section using questionnaires.

2 METHOD

Public service government as an agency that plays an important role in terms of service and public welfare. The main problem for public government services is the lack of perceptions of citizen trust. It needs the need for generic steps to increase citizen trust. This study measures citizen trust in public services of the government, especially in the village. This measurement uses several indicators including Quality of service, Information and Knowledge, Partisans, and Promise of Politicians. The design of this study is a survey, and it collects the data through a cross section using questionnaires. The unit of analysis are rural communities that use public services in village government. The method of data analysis used Structural Equation Modeling.

The stages in this study include: 1) literature study; 2) problem formulation and research objectives; 3) data collection; 4) testing research instruments; 5) data processing; 6) interpretation of results; 7) recommendations. At the initial stage described in the introduction to the study of literature and research purposes. The purpose of this study is measuring the level of unethical actions according to the conceptual framework uses two dimensions including Corruption and Nepotism (Figure 1). The method of data collection in this study is carried out by taking samples from the population using questionnaires and direct interviews with villagers in East Java, Indonesia. This location is the second largest region in Indonesia. This research is conducted within a three month period that is from January to March 2019.

The population in this study is all villagers in the Sidoarjo District who use and have been involved in public services in the village administration, aged between 17-65 years, the minimum education was high

school or equivalent. The sample size in this study is there are as many as 185 to 200 questionnaires distributed and drawn from all villagers who used public service in local government of East Java. Sampling and interviews are conducted directly by visiting all respondents directly in each village. Based on these criteria, the population in this study used a sampling method with probability sampling and the technique of determining the sample unit (respondent) used in this study was simple random sampling. Primary data is data collected by researchers for research purposes. The Measurement of data in this study uses a Likert scale to measure attitudes, opinions, and perceptions of the respondents to the object (Nazir, 2009).

At the data processing stage, researchers used SEM (Structural Equation Modelling) analysis. The results of data analysis are done by interpreting the assessment of dimensions that forming citizen trust. The recommendations in this study are the results of the discussion and interpretation of data analysis processed by SEM.

3 RESULT AND DISCUSSION

The instrument testing in this study is aimed at measuring formative indicators from Citizen Trust, then the measurement model evaluation is done by looking at the outer weight significance, the outer weight significance value with T-statistics > 1.96 and obtained through a resampling (bootstrapping) procedure. This causes the construct validity and reliability is not required.

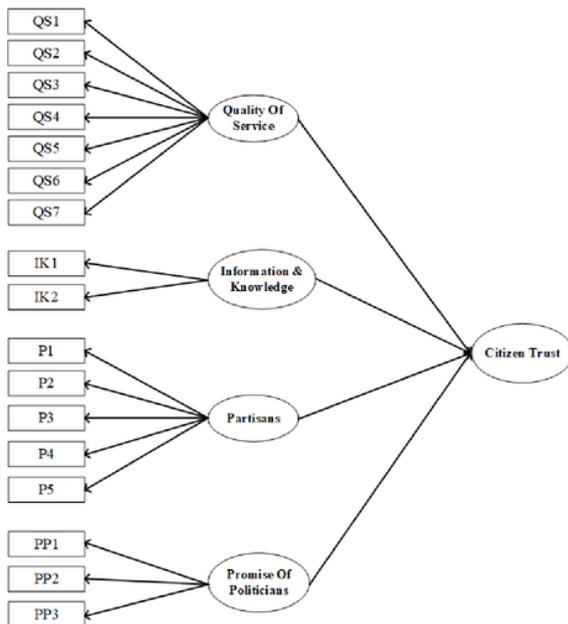
The results of the analysis of the path coefficients can be explained that the Citizen Trust measurement uses 4 indicators, namely: Quality of Service, Information and Knowledge, Partisans, and Promise of Politicians. The Quality of Service indicator has an outer weight which is the most dominant form of Citizen Trust with a value of 0.401 significant with CR = 34.46. Quality of service explains the government is responsive in terms of policy making, and promotes their ideology, political parties continue the previous program when in power, public services are provided on time, behavior of friendly public service providers, public service providers can always solve problems, and quality of public services is good. Awareness of the need for good and satisfying public services has grown from the government before the reform era, but has not been followed by implementing public service providers as expected (Houston, et al., 2016). The village government is one party that has the duties and responsibilities in providing public services. Good or bad services provided to the community will depend on the quality and quantity, effectiveness and efficiency (Ma & Wang, 2014). The community as the party being served will receive the service in various

perceptions and the categories whose continuum is very unsatisfactory / very ineffective / efficient, to the best its services are categorized as excellent public services.

The indicator of Information and Knowledge with outer weight value of 0.157 significant with CR = 21.01. This indicator is explaining how information about services can increase citizen satisfaction with this institution and information about services increases self-confidence in good government public service performance. This indicator is a less dominant factor in shaping Citizen Trust behaviour, because it has the smallest value outer weight compared to other indicators.

Indicator of Partisans with a value of 0.324 is significant with CR = 14.70. This indicator is explaining how partisan affiliation in government increases citizen trust, satisfaction with service quality, trust in

Figure 1. Research Framework



government policies, and non partisans share the same beliefs with partisan individuals, increased trust in non-partisans through good performance. This indicator is also the dominant factor to form Citizen Trust because it has the second largest value outer weight after the Quality Service indicator. The importance of community participation in the formulation of public policies in the regions Public policy is the result of the collaboration of various actors, both government, society, experts, and social institutions.

The Promise of Politicians with value outer weight is 0.232 significant with CR = 16.74. This indicator is explaining that honest public service provider, fair

public service providers, promises made by politicians are fulfilled, and local politicians are more reliable than the national level. Trust in politics is inseparable from the political actors themselves. Here the existence of a political elite is one of the focus. Political elite is a small group of people who have a big influence in making and implementing political decisions. The political elite in this case has a source of power that includes political power, and the existence of this political elite is little, when compared to the population in a country (Hessami, 2014).

Tabel 1. Path Coefficients *Citizen Trust*

Latent Variable	Outer Weight	Critical Ratio (CR)
CT11 <- CT1	0,601	8,820
CT12 <- CT1	0,698	12,232
CT13 <- CT1	0,784	21,394
CT14 <- CT1	0,827	32,371
CT15 <- CT1	0,701	17,129
CT16 <- CT1	0,646	14,739
CT17 <- CT1	0,766	22,675
CT21 <- CT2	0,878	32,214
CT22 <- CT2	0,897	50,948
CT31 <- CT3	0,802	25,907
CT32 <- CT3	0,868	45,523
CT33 <- CT3	0,804	14,574
CT34 <- CT3	0,633	8,057
CT35 <- CT3	0,763	22,293
CT41 <- CT4	0,901	30,989
CT42 <- CT4	0,915	68,754
CT43 <- CT4	0,775	20,726
Quality of Service (CT1) -> CT	0,401	34,46
Information & Knowledge (CT2) -> CT	0,157	21,01
Partisans (CT3) -> CT	0,324	14,70
Promise of Politicians (CT4) -> CT	0,232	16,74

4 CONCLUSIONS

The research objectives measure public trust, conclude that quality of service is a dominant factor that can increase citizen trust. If it carries public services in the village government out hastily, they hope it that a significant increase in citizen trust. The Village Government must also foster relationships with the partisans so that the involvement of the partisans can increase citizen trust. Especially to increase the involvement of non-partisans in village development activities.

This research focus in a government public service with all village services and not limited to others public service specially for local government. It also expects this research not limited only to the character of Citizen Trust to build a good public service, but also how to create a good governance in local government.

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