

## Public Trust in the Capital Assistance Program for Business Actor (Case Study of Manggalung Village, Indonesia)

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### ABSTRACT

This study aims to determine public trust in the capital assistance program for productive economic entrepreneurs in Manggalung Village, Mandalle District, Pangkep Regency, seen from the indicators of benevolence, honesty, and competence. Among the many villages in Indonesia, Manggalung Village in the Mandalle District of the Pangkep Regency is one of the villages that has issued many strategic plans to build the people's economy. In addition to providing services and developing rural facilities and infrastructure, the program of providing assistance to productive economic entrepreneurs in the form of capital assistance is also an important program that can enhance public trust. The research method used is descriptive quantitative analysis. There are 102 people in the sample for this study. The data types include the primary data obtained through questionnaire surveys, while the secondary data comes from data from the Manggalung Village Office, documents and regulations related to the research question. The results showed that the community had sufficient confidence in the capital assistance program for productive economic entrepreneurs in Manggalung Village, but there were still indicators that could not be trusted, namely the honesty index. This is due to the lack of socialization and transparency of budget arrangements and allocations.

### Keywords

Benevolence; Competence; Honesty; Public Trust

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### Introduction

Productive Economic Enterprises (UEP) is an activity in the economic sector carried out by household groups, economic business groups, farmer groups, farmer group associations and other productive groups that are provided with assistance in the form of capital or production tools to increase income and open new jobs. for the local community. Based on the 2018 Manggalung Village database, the number of people who have independent businesses outside of those who are members of the productive economic business group is 75 people, this figure is inversely proportional to the amount of economic potential that can be developed in Manggalung Village. Until now, the types of business run by productive economy business actors consist of wholesalers "Pa, gadde-gadde", retail gasoline sellers, vegetable / mobile cake sellers, and sellers of concocted drinks such as pop ice, boba, and the like.

To examine more deeply about productive economic business assistance, there are at least 3 things that can be used as the main basis, namely: Purpose and objectives, target beneficiaries, and indicators of success. However, the indicators for success so far have not been reported by the Manggalung Village government because the

program has only been running for one year. The purpose of providing capital assistance for productive economic business actors in Manggalung Village is to encourage active business and business creativity in community groups belonging to the poor and low-income categories, providing business capital assistance is expected to be able to become a stimulus for the development of existing community businesses. previous.

The purpose of providing business capital assistance is to increase community empowerment and increase the entrepreneurial spirit in opening new jobs for other people who do not have permanent jobs. Since the allocation of the budget, until now there has been no significant increase in the number of business actors receiving assistance, several residents claim that the capital assistance is considered ineffective due to a lack of socialization and further assistance so that some of them actually use the assistance for family needs because consider that the assistance is Direct Cash Assistance (BLT) for the poor.

However, the responses from several village officials are in fact inversely proportional to the opinions of the residents. The village apparatus stated that there are no assistants for productive economic enterprises because this is done directly

by the Social Service, and until now no one has been involved in the field. However, for initial direction and guidance regarding the allocation of the aid funds, the Manggalung Village government continues to strive through the social welfare section.

Furthermore, from a target perspective, beneficiaries of productive economic business capital assistance are prioritized to people who have independent businesses and have not yet joined other economic business groups. From the data obtained by the author from the social welfare section of Manggalung Village, there are 102 productive business actors who will receive capital assistance in the 2018/2019 period, some business actors say that there are several people who are included in the list of beneficiaries even though they do not have any business and even does not work as a trader. This is in line with the initial data found by the author, which previously was only 75 people.

In addition, many of the recipient communities were dissatisfied with the amount received. The assumption arose when the village apparatus tasked with conducting field surveys determined the amount of each recipient of business capital assistance. Residents who feel that they have a business belonging to the middle class actually receive the same amount of assistance received by small business owners. Another case, because those in charge are village officials themselves, many residents feel that the surveyors are unfair in collecting data and tend to be nepotic (kinship).

Regarding the funds that were realized, it turned out that the village apparatus had not carried out any previous socialization so that the community who received business assistance always questioned how much the actual budget was realized and how to determine the amount of the budget received by each business actor for this program. Furthermore, field findings also show that many beneficiaries felt that they were no longer cared for when the assistance was given. The hope is that residents feel the need to get further assistance regarding the use of the funds received so that one day their business will grow bigger and develop from what it is now.

Some of these findings contradict the audit results of the Inspektortat Kab. Pangkep on September 1,

2019, which stated that capital assistance for productive economic entrepreneurs in Manggalung Village was free from acts of corruption, collusion and nepotism (KKN). This has added to residents' dissatisfaction with the village government because the programs and policies that have been issued are in fact inversely proportional to the results of the inspections from the Inspectorate, the Supreme Audit Agency (BPK), and the Attorney General's Office.

Referring to this fact, the problem can be formulated that the services and effectiveness of government activities provided by village officials have not been "effective". The focus of regional autonomy at this time is the village or sub-district, where the institutions are the closest distance and psychological to the community and directly. Starting from these objective conditions, the authors are interested in conducting research in one of the villages previously described, namely Manggalung Village, by focusing on the side of community trust in the implementation of village government. For this reason, in measuring the level of public trust in the capital assistance program for productive economic entrepreneurs in Manggalung Village, the author uses the theory proposed by (Kim, 2005) which uses 5 variables, namely credible commitment, sincerity, honesty, competence, and justice with the title research "Public Trust in The Capital Assistance Program for Business Actor (Case Study of Manggalung Village, Indonesia)

### Literature Review

Government and people are inseparable elements in political and public administration discourse. The former can be recognized as an institution that runs bureaucracy and provides public services, and the latter is described as target group of government's policy and services (Indonesian et al. 2017) (Yani n.d.). This In addition to comparisons of public trust between institutions, physical and psychological distance between institutions is also a discussion that has not received attention from practitioners of public administration (Dwiyanto 2011). Trust as a multifaceted concept refers to a basic consensus among members of a society on collective values, priorities, and differences and on the implicit acceptance of the society in which they live. It

also refers to citizens' expectations of the type of government that they should have, how government should operate and interact with other social and economic institutions and citizenry, and the behavior of political leaders, civil servants, and citizens (G. Shabbir Cheema and Popovski 2010). If a certain degree of suspicion on the part of the citizenry is a necessary condition for a healthy democracy, why is trust so important for good governance? (Blind 2007a). Historically, processes of nation-building have tried to promote not only collective identities, but also a sense of loyalty toward the political system itself. It is assumed that this effort to establish legitimacy is most successful if citizens perceive the political system as not only reflecting the preferences of the citizenry, but also as serving the community they belong to in an effective manner (Hooghe and Verhaegen 2017). In Indonesia, a crisis of public confidence has occurred in almost all institutions that are included in the locus of respondent data collection. Indonesia faces various challenges to redevelop political trust in transition period from the Soeharto's military regime (Yani n.d.).

Trust and how it affects behavior has always been a strong topic Decades of academic research; a lot of research Focus on the impact of trust on public policy. And the comparison data is in The international scale is limited, and the conclusion of the literature is Consistency: Trust affects the relationship between citizens and citizens The government, in turn, has an impact on the outcome of public policy. Given that there is sufficient evidence that low trust does bring the following losses: In public policy, there is a strong argument for exploring Trust, even though it means methodological challenges (Lind and Arndt 2017)

In the absence of trust, if a relationship occurs, it will be protected and hindered by a legal contract, and Process. These additional "transaction costs" hinder flexibility and rapid growth. Interpersonal relationship Rely on trust. Trust depends on common values, the common language of good and evil. There is no single way to trust. Japan and Germany have their own stories. In the U.S, Fukuyama believes that the history of voluntary society, especially various Protestant sects and

The church, which is the basis for the widespread acceptance of gathering with non-family Others build important things on the basis of shared values (Gill 1995).

In conducting this research, the author uses the theory put forward by (Kim and Kim 2005) in his article entitled "The Role of Trust in the Modern Administrative State: An Integrative Model". (Kim and Kim 2005) has reviewed the variables that have been used by previous researchers in measuring public trust. Kim came to the conclusion that public trust can at least be measured from five variables, namely credible commitment, sincerity, honesty, competence, and fairness. Three of the five stated indicators (Sincerity, Honesty, and Competence) will then be developed in analyzing the problems in this study. To explain in more detail about public trust, the following will describe an explanation of the indicators of public trust put forward by (Kim and Kim 2005) as quoted (Agus Dwiyanto 2011).

### **1. Benevolence**

Public trust is a very important and fundamental element to get a legitimate public administration (Boulianne 2019). Citizens 'belief that the government and its officials have good intentions and genuine concern for the interests of citizens is often the explanation for citizens' trust in the government. Several previous authors have made this variable an important variable in explaining public trust (Blind 2007b). The government and its officials are considered to have high sincerity and good intentions if in carrying out government activities and public services there is no conflict of interest and will not benefit from the powerlessness of the citizens. The government is considered sincere when its officials will not take action that is detrimental to the interests of citizens even though the citizens do not control it. This happens when the government and its officials are willing to help citizens even though they don't have to and when they do they are not motivated by extrinsic motivation. Serving and meeting the needs of citizens should be their calling as public officials. It is such a perspective that encourages public administration scientists to explain the importance of developing benevolent bureaucrats.

In public administration literature this concept has long been developed to explain the characteristics of an administrator who has a sincere concern and high enthusiasm for serving citizens. Administrators like that tend to use their power to help solve public problems faced by citizens and always try to understand the interests of citizens. Administrators who have good intentions and sincere devotion will not use their power to harm citizens, even though citizens may not know it. They also will not betray the mandate given by the residents, on the contrary, they will always be willing to make sacrifices for the benefit of the citizens.

This variable is important to explain why there is a crisis of confidence in the government. The increasing extinction of the sincere and caring figures of administrators and public officials in the government's bureaucratic profile has made citizens' trust in the government tended to fade. When the orientation towards personal, family and group interests gets stronger, the pressure to fulfill a materialistic lifestyle is also getting stronger, the spirit of devotion to the nation and state tends to fade in the life of the public administrator. Therefore, it is not surprising that public trust in the government has deteriorated. Investments in the development of administrators and public officials that tend to lead to mastery of technical capabilities and pay less attention to internalization of noble values, the spirit of devotion to the nation and the state, as well as high human and civilizational values make sincere attitudes and public service a rare item life of state institutions and officials.

## 2. Honesty

Perceptions of the honesty of the government and its officials can be formed from an assessment of the behavior of public officials when carrying out public services or from various sources of information including from the media that report the behavior of officials in exercising power and the mandate of the people. The knowledge of citizens about the behavior of the government and its officials also influences the level of trust they have in the government and its officials. The quality of citizen interaction with the government and its officials also influences the assessment of

citizens about the honesty of the government and its officials in exercising power. When citizens have the impression that public officials have exercised their power honestly, citizens can calmly surrender their fate to be taken care of by these public officials. Such a situation indicates a high level of public trust in the government and its officials. Conversely, if citizens feel that public officials are not honest in carrying out their mandate, citizens will certainly feel uneasy or anxious when leaving public affairs to the government and trying to take various means to control the actions of public officials.

## 3. Competency

Public trust always reflects the citizens' assessment of the capacity and capability of government institutions and officials in carrying out their duties. Citizens who have a high level of trust are generally citizens who judge government institutions and public officials to understand the problems faced by citizens and are able to take action to solve these problems. Citizens' assessment of the competence of government institutions and public officials is often subjective because it depends on their expectations of government capacity. Excessive or high expectations of citizens towards the government tend to make them negative assessments of government institutions and their officials, especially when they find out that the government has not met its expectations. However, regardless of the dynamics of citizen expectations, the capacity and capability of the government and political officials in carrying out their functions has a major influence on citizens' perceptions of government performance.

The ability of public officials to carry out their functions, especially in providing public services, can increase citizen satisfaction with government performance. Citizen satisfaction with government performance can make citizens' affection for the government and its officials even higher. The emotional connection between citizens and the government or public officials becomes stronger when citizens have a higher affection for the government and public officials. In such conditions, public trust in the government will also increase.



## Methods

The method used in this research is quantitative method using quantitative data, because in this study the analysis focuses more on digital data (numbers) then uses statistical methods to process it. Quantitative methods are considered related to the research topic and help obtain objective and effective data to understand and solve the problems to be studied. The type of research used by Adapaun researchers according to the research objectives is descriptive research with a survey design.

This research was conducted in the government area of Manggalung Village, Kec. Mandalle, Kab. Pangkep. Manggalung Village is divided into 3 hamlets namely: Manggalung Hamlet, Lokae Hamlet, and Dusun, Kattena. To support the research process, researchers used two types of data, namely primary data and secondary data. Primary data is obtained from people who are productive economic business actors while secondary data obtained comes from sources related to the object of research such as books, previous research and data sources from the Manggalung Village office. The data collection technique carried out by the author in this study saw a large number of respondents, namely by distributing questionnaires and also conducting document review. The questionnaire in question is through a list of questions distributed to all respondents while document review is through a review of literature sources, documents, regulations, laws, decisions, and related literature that can support primary data obtained through questionnaires.

The population and sample in this study are village people who have participated in the program as well as who have received capital assistance for productive economic enterprises in Manggalung Village, Mandalle District, Pangkep Regency, totaling 102 people. The data from the questionnaire in this study were analyzed using the percentage descriptive method and presented in a single table through the calculation of the frequency distribution.

## Data Analysis

In this study, the data analysis technique used by the author is inferential statistics. (Sugiyono 2011)

suggests that inferential statistics is a statistical technique used to analyze sample data and the results are applied to the population. Five classes of answer classifications were determined using a Likert scale. Then, the data from the questionnaire in this study were data analyzed using the percentage descriptive method and presented in a single table through the calculation of the frequency distribution.

## Results

Of the many village governments, Manggalung village is one of the organizers of the capital assistance program, as stated in the Manggalung Village Head Decree Number 18 of 2019 concerning the Determination of the Committee for the Submission of Village MSME Capital Grant Aid and Nominative List of Capital Grant Aid Recipients in Manggalung Village and Manggalung village regulation number 6 of 2019 concerning capital grant assistance for local micro, small and medium enterprises in the village of Manggalung and, the local village government is obliged to implement the regulations that have been issued to achieve the desired results. The following will discuss the public's trust in the capital assistance program for productive economic entrepreneurs in Manggalung Village, Mandalle District, Pangkep Regency by using the variables proposed by Kim (2005).

### 1. Benevolence

Of the many programs issued by the Manggalung village government, the capital assistance program for productive economic entrepreneurs is one of them. To develop community trust in the village government, the government must show genuine care and concern for its citizens. This kind of sincerity stems from an emotional connection with society that shows that governments and employees are willing to help citizens even if they are not required to do so and when there are no extrinsic rewards for the behavior. In measuring the level of sincerity of the Manggalung village apparatus in implementing the capital assistance program for productive economy business actors, at least this description can become the main benchmark. Based on the explanation above, the indicators used by researchers are officials who have good intentions and genuine concern in

implementing the program, the absence of conflicts of interest, officials who do not benefit from community powerlessness, and actions that do not harm the interests of the community.

From the four questions that are indicators of public trust variables with indicators of sincerity, it can be concluded in general that public trust with the sincerity of the apparatus in implementing capital assistance programs for productive economic entrepreneurs in Manggalung Village are as follows:

**Table 1. Recapitulation of Benevolence Indicators**

No	Indicator	Average Score
1	The Manggalung Village apparatus has good intentions and genuine concern in implementing the program	4,35
2	Program implementation does not have a conflict of interest	4,16
3	The apparatus does not benefit from the powerlessness of the community / productive economy entrepreneurs	4,33
4	Manggalung Village officials do not take actions that are detrimental to the interests of the community / members of productive economy business actors	4,14
<b>Total</b>		<b>16,98</b>
<b>Average</b>		<b>4,24%</b>

The average number of the four questions on the sincerity variable was 4.24%. From this average, it can be concluded that the response of the productive economy business people about the sincerity of the village apparatus in the capital assistance program for productive economic entrepreneurs in Manggalung Village in the year has been highly trusted. Based on actual conditions and field findings through questionnaire results that have been filled in by the community receiving business capital assistance, there are values and 4 questions regarding sincerity. These four questions were

answered by the community that the sincerity of the government in Manggalung Village was very trusted with a total score of 4.24%.

## 2. Honesty

In general, the cynical behavior shown by the community or certain groups towards the government and bureaucratic employees tends to be dominant due to the public perception (society) that the government is not honest in providing services and implementing public policies (Kim, 2005). Naturally, when people feel that government officials are avoiding honest behavior in their every activity or taking advantage of any policies issued in the form of budget fraud (corruption) or other violations, then public confidence will collapse. In other words, honest behavior is a key element in fostering overall public trust. Based on this, bureaucrats in implementing policies are required to behave honestly, not cheating, not corruption, being transparent, free from abuse of power and not based on personal interests. From the four questions that are indicators in the honesty variable, it can be concluded in general that the level of honesty of the apparatus in implementing the capital assistance program for productive economic entrepreneurs in Manggalung Village is as follows:

**Table 2. Recapitulation of Honesty Indicators**

No	Indicator	Average Score
1	In implementing the program, the village apparatus acted honestly, was not cheating, and was not corrupt	2,91
2	The program for providing capital assistance is carried out in an open and transparent manner without being hidden by the apparatus	3,20
3	There is no abuse of power in program implementation	2,98
4	The program is implemented consciously & not based on personal interests	2,89
<b>Total</b>		<b>11,98</b>
<b>Average</b>		<b>2,99%</b>

The average number of the four questions on the honesty variable was 2.99%. From this average, it can be concluded that the response of the productive economy business people about the honesty of village officials in the capital assistance program for productive economic entrepreneurs in Manggalung Village is less trusted. Based on actual conditions and field findings, through questionnaire data that has been filled in by the community receiving business capital assistance regarding honesty, there are values and 4 questions. These four questions were answered by the community that the honesty of the government in Manggalung Village was not trusted enough with a total score of 2.99%. If seen from the four questions presented in the questionnaire, the average number of questions answered is less trusted by the people of productive economy business actors.

### 3. Competency

Public organizations and leaders will determine the level of public trust. Like the village government environment, the authority possessed by the government, the village is also responsible for implementing every policy issued as well as possible. To measure the level of competence of the Manggalung village apparatus in implementing assistance programs for productive economic entrepreneurs, several indicators are used as follows, namely officials who see and are competent in implementing the program, adequate knowledge and skills in implementing the program, the ability of problems that help recipients of assistance and the ability of the apparatus in solving problems that help beneficiary communities.

From the fourth question which is an indicator in the competency variable, it can be shown that the level of apparatus competence in implementing assistance programs for productive economic entrepreneurs in Manggalung Village is as follows:

**Table 3. Recapitulation of Competency**

Indicators		
No	Indicator	Average Score

1	Manggalung Village officials are very knowledgeable and competent in implementing the program	4,05
2	Village officials have adequate knowledge and skills	4,13
3	Manggalung Village officials can understand the problems faced by members of the recipient of business capital assistance	4,17
4	Manggalung Village officials can act to solve problems experienced by members of the business capital assistance recipients	4,20
<b>Total</b>		<b>16,55</b>
<b>Average</b>		<b>4,13%</b>

The average number of the four questions on the competency variable was 4.13%. From this average, it can be concluded that the response of the productive economy business community on the competence of village officials in the implementation of the capital assistance program for productive economic entrepreneurs in Manggalung Village has been trusted. Based on actual conditions and field findings through questionnaire data that has been filled in by the community receiving business capital assistance regarding competence, there are values and 4 questions. The community answered these four questions that the competence of the government in Manggalung Village had been trusted with a total score of 4.13%.

### Discussions

This section will discuss the results of research that has been carried out in Manggalung Village, Mandalle District, Pangkep Regency. In accordance with what has been stated in the background regarding a series of problems encountered in the community, public trust in the capital assistance program for productive economic entrepreneurs in Manggalung Village will be analyzed using the theory of public trust according to Kim (2005) which is related to the benevolence, honesty, and competence of the

Manggalung village apparatus as the program organizer.

### **1. Benevolence**

To develop wise government behavior which is one of the key elements in increasing public trust has a significant role for government officials and their employees. With sincere intentions and wise behavior, the government will provide assurance to the public that the government has carried out its duties and roles properly. Public trust in the government will increase when people perceive that the government is "wise" to pay attention to the public through the services provided and policies issued. Based on the actual conditions and field findings through the data from the questionnaire that has been filled in by the community receiving business capital assistance, there are values and 4 questions regarding sincerity. These four questions were answered by the community that the sincerity of the government in Manggalung Village was very trusted with a total score of 4.24%.

This is confirmed by the author's interviews with respondents who show that they feel helped by empowerment programs such as business capital assistance. According to them, the village government has a strong concern when it comes to poverty alleviation and community empowerment. This was also proven by interviews with several village officials who said that in addition to the program to increase production in the agricultural sector, the village government also always prioritized community economic revival through assistance programs like this, those who had independent businesses from the start would be assisted as much as possible by the village government.

### **2. Honesty**

Trust in the government can be caused by the behavior of bureaucratic officials who tend to prioritize their personal interests rather than those of the general public (social). Generally, the cynicism shown by the community towards the related government and its employees tends to be dominant due to the public's perception that the government is not honest in providing services and implementing policies. In essence, whatever

is done by the government certainly requires the name accountability and transparency. The problem found by the authors in this indicator is that the community receiving business capital assistance complained about the lack of socialization from the village government regarding the amount of funds allocated and how the criteria for determining the amount received by each recipient. In essence, the community needs transparency in determining the recipient community, the amount received, and the amount of budget allocated by the village government in this program.

Based on the actual conditions and field findings through the data from the questionnaire that has been filled in by the community who received business capital assistance regarding honesty, there are values and 4 questions. These four questions were answered by the community that the honesty of the government in Manggalung Village was not trusted enough with a total score of 2.99%.

If seen from the four questions presented in the questionnaire, the average number of questions answered is less trusted by the people of productive economy business actors.

From observations and direct interviews conducted by the author to the respondents, it shows that in the program budgeting process, sometimes the village government does not transparently socialize the amount of budget allocated to the community receiving business capital assistance. Even in several other village programs, sometimes people find corruption, collusion and nepotism practices.

### **3. Competence**

To build public trust, the competence of government officials and public organizations plays a very significant role. Competence is a combination of tacit knowledge behavior and explicit knowledge skills possessed by individuals and has the potential to achieve effective task performance. A qualified combination of government officials and public organizations will automatically build public confidence that they are capable of carrying out their duties and responsibilities properly. Competence is very necessary to achieve the effectiveness of



achieving goals. One of the facts shows that the efficiency and effectiveness of public policies greatly encourage the realization of higher public trust. On the other hand, ineffective and efficient public policies carried out by local governments will result in low public trust.

Based on actual conditions and field findings through questionnaire data that has been filled in by the community receiving business capital assistance regarding competence, there are values and 4 questions. The community answered these four questions that the competence of the government in Manggalung Village was trusted with a total score of 4.13%. From observations and direct interviews conducted by the author to the respondents, it shows that the village apparatus selected as the program implementing committee is sufficiently aware of and responsive to the program implementation mechanism including for evaluation and later sustainability.

### Conclusion Limitations and Future Studies

Based on the research that has been done, the results of research on the capital assistance program for productive economic entrepreneurs in Manggalung Village, Mandalle District, Pangkep Regency are as follows: (1). Public trust with an indicator of benevolence of questions about apparatus who have good intentions / concern, are not based on conflicts of interest, do not take advantage, and do not take any adverse action shows that the program is very distrustful with an average score of 4.24%, (3). Public trust with an indicator of honesty in the question about apparatus that is not corrupt, transparent, does not abuse power, and is not based on personal interests shows that the program is still lacking in trust with an average score of 2.99%, and (4). Public trust with competency indicators through questions about apparatus who have the capability, skills, ability to understand and solve problems shows that the program is trusted with an average of 4.13%.

Based on the descriptions of each of the indicators that have been stated above, it can be denied that public trust in the capital assistance program for productive economic entrepreneurs in Manggalung Village, Mandalle District, Pangkep Regency has enough confidence, but on other indicators there are still people who do not believe

it, like an indicator of honesty. This is due to the lack of socialization & transparency of the budget used by the village government in this program.

For those who have the same study interest, it is hoped that further researchers can develop research results and reference references for further research.

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