

# Government Trust in Citizen and Participatory Policymaking

Research Progress

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BACKGROUND



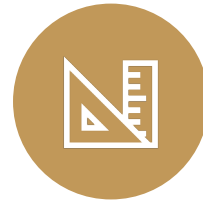
SCOPE OF  
RESEARCH



RESEARCH  
QUESTIONS



THEORETICAL  
FRAMEWORK



RESEARCH  
METHOD



RESEARCH  
PROGRESS

# Background

## Research puzzle

- Public trust at global level has been decreasing for decades.
- How to increase public trust?
  - attempting reform agenda (Bouckaert 2012),
  - bringing the government closer to the people in policymaking process (Lee and Yu 2013, Cheema and Popovski 2010).
- Is the government willing to involve the citizen in the policymaking process?
- Does the government have trust in citizen to engage them in the policymaking?

## Public trust: characteristic

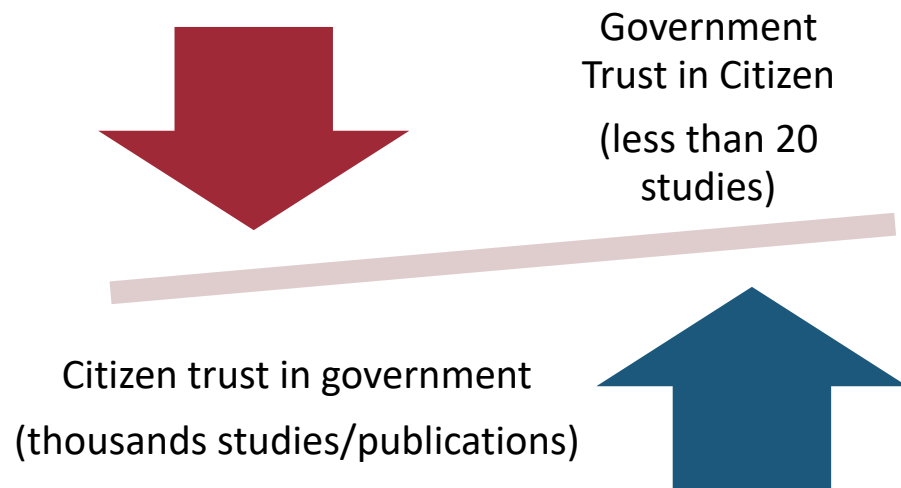
primary components:  
"risk/vulnerability" and  
"interdependence"  
(Hardin 2002, Fisher et al.  
2010)

relationship between  
government and  
citizens, and among  
government institutions  
(Bouckaert 2012)

**mutual trust** between government and citizens  
(Yang, 2005; Yang, 2006; Lee and Yu, 2013; Vigoda-Gadot,  
Zalmanovitch, & Belonogov, 2012)

# Background: the gaps

## I. Government trust in citizen is understudied



Moyson et al. (2016) found **11 studies** on government trust in citizen.

Until now (2022), just four additional papers on this subject have been published.

(Van de Walle & Lahat, 2017); (Moyson et al., 2016); (N. Raaphorst & S. Van de Walle, 2018); (Liu, Yu, & Huang, 2021).

## II. Studies of participatory policymaking

- Public participation is limited; more of an administrative than substantive process (Lee and Yu, 2013).
- The factors include not simply a lack of citizen awareness, but also a government's negative assessment toward its citizens (Yang, 2005).
- The negative assessment (e.g. citizens' desire for personal gain and citizens' criticism of public organizations) impacts on a low level of government trust in citizens.

# Scope of research

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Indonesia: an “anomaly” in terms of trust level

(Edelman Trust Barometer, World Value Survey, and Asian Barometer Survey)

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Primary data of 34 provinces – decentralization since 1999.

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Provincial effort to boost revenue: creating favorable investment climate, enhancing the ease of doing business.

## Definitions in this research

**Favorable investment climate:** World Bank's EoDB measures as well as any initiatives promoting local investment, such as SME assistance, local product marketing, and any other programs attracting new investors.

**“Government trust”:** in business actors/investors.

# Research questions & hypotheses



What is the relation between citizen trust in government and government trust in citizen?

H1: There is a positive correlation between citizens trust in government and government trust in citizens.



How does government trust in citizen affect their willingness to engage citizens in the policymaking process?

H2: The higher government trust in citizens, the higher willingness of government to engage the citizens in policymaking process, hence higher citizen involvement.



# Theoretical framework

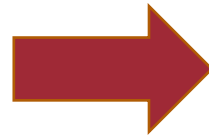
## Citizen trust in government

- Competence/Ability
- Integrity
- Benevolence



## Government trust in citizen

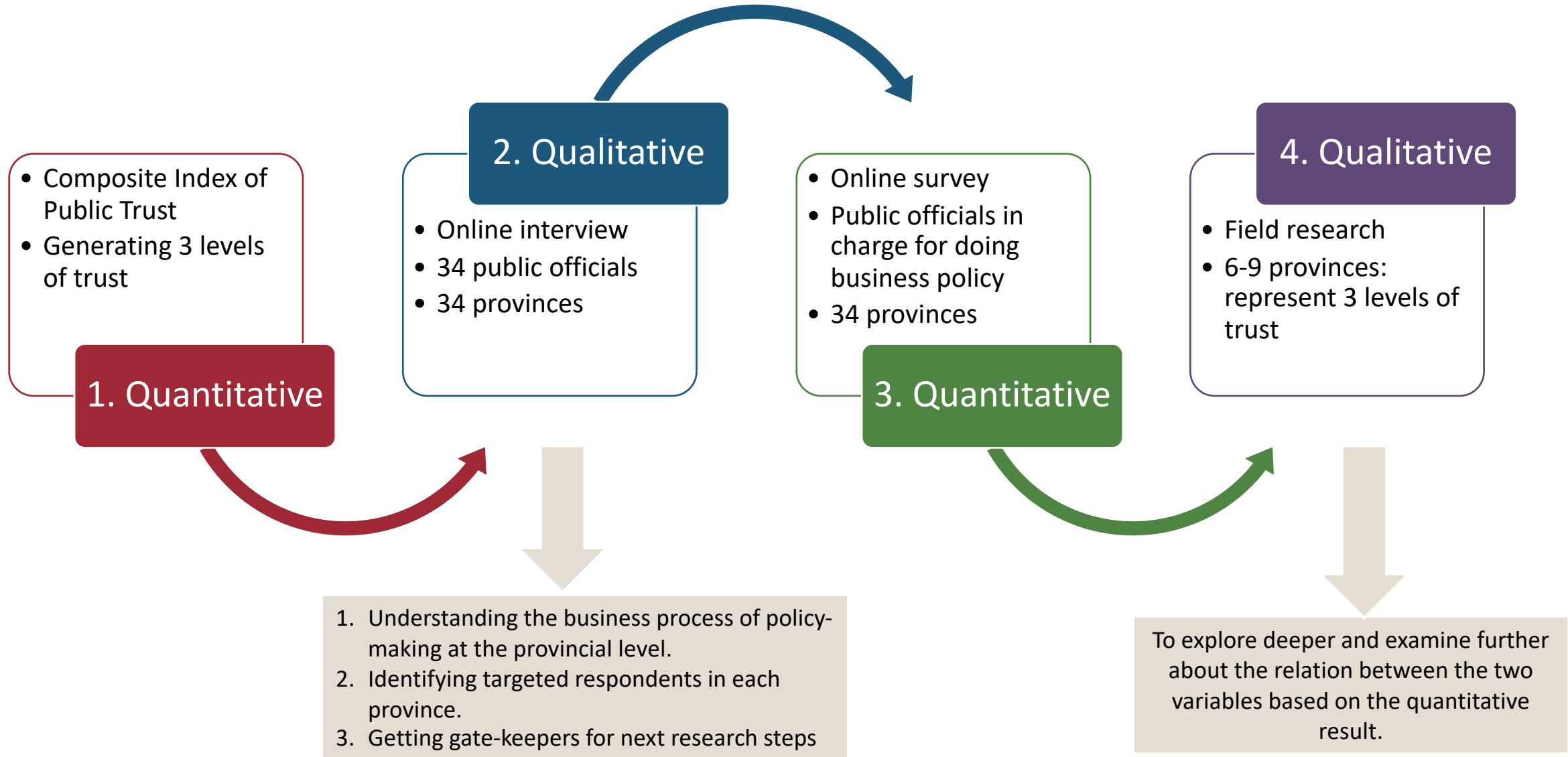
- Individual determinants: socio-demographic, age, education, gender
- Organizational determinants
- Interactive determinants
- Perception of citizen's trustworthiness



## Participatory policymaking

- Inclusion
- Public skills and virtues
- Institutional design
- Deliberation
- Accountability and process

# Mixed-methods Research

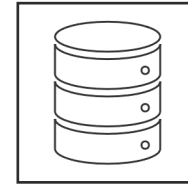




# Research methods

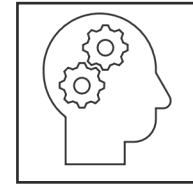
## Purposive Sampling

- Number of respondents in each province: approx. 20
- Total number of respondents: approx. 20 respondents x 34 provinces = 680



### Quantitative: R-Studio

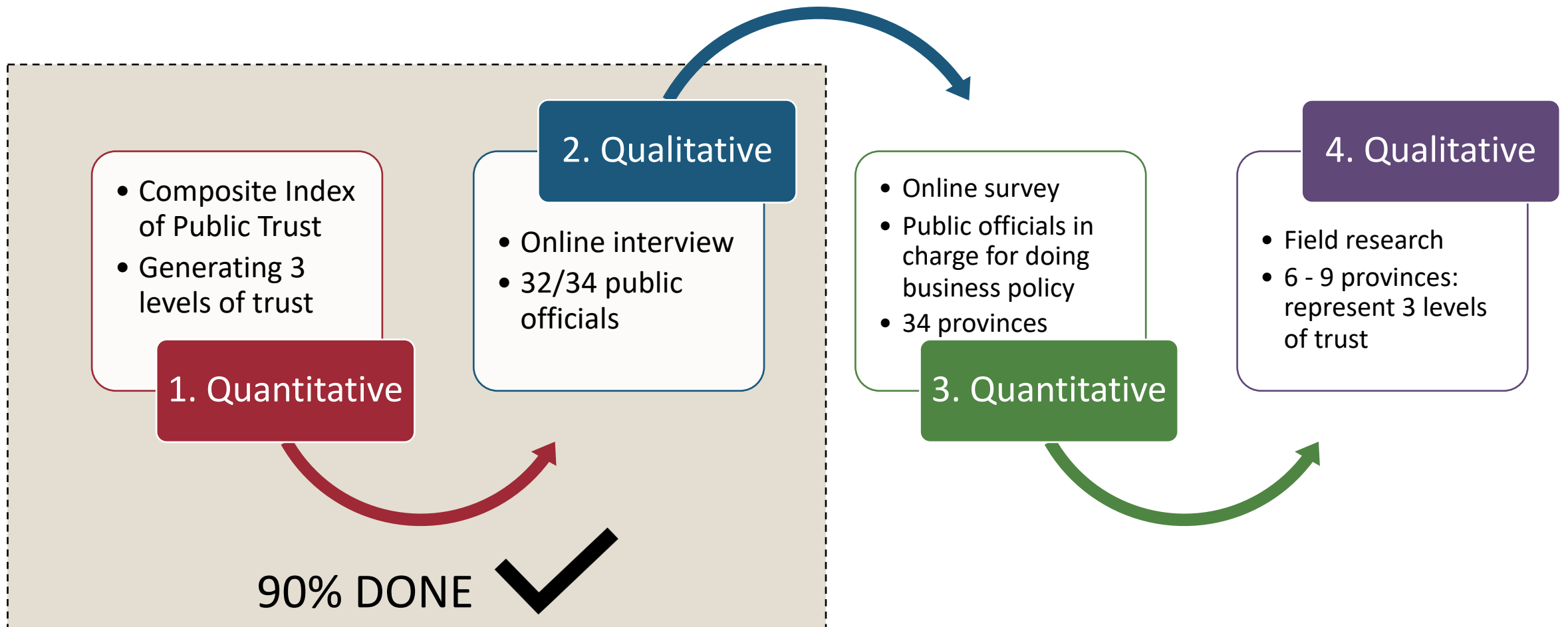
to create composite index  
to assess model and relation  
among variables through  
Structural Equation Modelling  
(SEM) gathered from survey



### Qualitative: NVivo

processing data gathered from  
interview and field research by  
making code for each finding  
open, selective, and axial code  
based on the findings of  
frequent issues appeared and  
theoretical framework

# Initial research progress



# Step 1: Composite Index of Public Trust

- There is no public trust survey conducted at the local level in Indonesia.
- This study employs a composite index of citizen trust in government by referring to annual index/assessments released by numerous government entities in Indonesia.
- The composite index is composed of five distinct indices that each represent one of three trust-related variables, namely competence, integrity, and benevolence (Grimmelikhuisen and Knies, 2017; Mayer et al., 1995; Moyson, Van De Walle, & Groeneveld, 2016; Lee and Yu, 2013).

Indicators	Name of Index	Data Source
Competence	Performance Accountability System (SAKIP)	Ministry of Administrative and Bureaucratic Reform ( <i>Kementerian PAN-RB</i> )
	Bureaucracy Reform Index (Indeks Reformasi Birokrasi)	Ministry of Administrative and Bureaucratic Reform ( <i>Kementerian PAN-RB</i> )
	Public Service Compliance (Survei Kepatuhan Pelayanan Publik)	Ombudsman, Republic of Indonesia (ORI)
Integrity	Integrity Assessment Survey (Survei Penilaian Integritas/SPI)	Corruption Eradication Commission (KPK RI)
Benevolence	Local Expenditure for Basic Services (compared to the total amount of the function-based expenditure)	Ministry of Finance ( <i>Kementerian Keuangan</i> )

Composite  
Index of  
Public Trust

No.	Province	Performance Accountability	Bureaucracy Reform	Public Service Compliance	Integrity Assessment	Allocation of Basic Services	Total	Composite index	Cluster
1	Maluku	59,3	58,2	45,3	69,69	54,0	286,5	57,92	low
2	West Sulawesi	60,6	60,3	77,8	49,13	41,0	288,8	60,21	low
3	West Papua	65,2	60,1	80,0	66,74	32,0	304,0	65,14	low
4	Papua	64,1	61,6	85,7	58,04	45,0	314,4	65,48	low
5	Banten	65,6	60,1	80,7	61,38	54,0	321,8	65,86	low
6	Southeast Sulawesi	62,2	60,1	86,7	59,17	67,0	335,1	66,85	low
7	Central Kalimantan	63,1	59,6	80,5	71,97	63,0	338,1	68,21	low
8	North Sulawesi	65,0	56,5	92,1	62,67	61,0	337,3	68,28	low
9	North Maluku	61,2	53,5	92,4	70,44	61,0	338,5	68,51	low
10	Bengkulu	68,5	60,5	83,3	63,04	67,0	342,4	68,62	low
11	North Sumatra	62,5	60,1	89,1	69,26	57,0	337,9	69,00	medium
12	Lampung	63,8	60,1	88,8	68,28	59,0	339,9	69,17	medium
13	Riau	67,5	61,5	85,8	66,07	59,0	339,9	69,25	medium
14	Aceh	63,8	61,5	92,0	65,38	60,0	342,6	69,62	medium
15	Jambi	61,4	60,3	95,2	66,39	60,0	343,2	69,70	medium
16	West Kalimantan	65,9	68,2	78,6	70,79	63,0	346,4	70,14	medium
17	Bangka Belitung Islands	70,3	66,8	82,8	71,51	52,0	343,4	71,15	medium
18	South Sulawesi	65,1	61,2	93,1	70,61	59,0	349,0	71,25	medium
19	East Nusa Tenggara	63,4	60,4	90,3	72,24	70,0	356,3	71,25	medium
20	Gorontalo	67,7	63,7	84,2	75,97	56,0	347,6	71,48	medium
21	South Sumatra	78,8	61,8	82,6	70,65	52,0	345,9	71,87	medium
22	North Kalimantan	70,3	64,7	91,2	72,9	50,0	349,2	72,74	medium
23	West Nusa Tenggara	70,1	64,3	97,6	67,92	63,0	362,9	73,85	medium
24	East Kalimantan	76,6	68,6	95,5	66,35	42,0	349,0	73,96	medium
25	Central Sulawesi	68,3	62,9	95,7	76,21	59,0	362,2	74,30	high
26	Bali	78,0	69,3	83,7	76,93	44,0	352,0	74,44	high
27	DKI Jakarta	73,8	74,6	85,4	68,7	64,0	366,5	74,65	high
28	South Kalimantan	80,7	67,9	85,7	71,98	52,0	358,3	74,70	high
29	West Java	80,5	72,0	82,2	77,54	47,0	359,2	75,68	high
30	Riau Islands	75,3	68,0	98,1	70,07	54,0	365,4	75,87	high
31	West Sumatra	75,9	66,8	88,0	75,44	70,0	376,1	75,96	high
32	Central Java	81,6	77,0	83,4	80,97	39,0	361,9	77,52	high
33	East Java	81,7	73,8	99,8	70,35	49,0	374,7	78,82	high
34	DI Yogyakarta	90,2	80,0	95,7	82,81	45,0	393,7	83,93	high

# Step 2: Interview with public officials

## Coordinating function of DPMPTSP

- The local investment and integrated services agency (DPMPTSP) is critical in serving as a "coordinator" for all business-related permit services at the provincial level.
- The number of sectors coordinated by this agency varies by province, ranging from nine to fourteen, named technical units.

## Understanding on ease of doing business

- Almost all source persons perceive that ease of doing business refers solely to business permit services.
- As defined in each province's governor regulation, doing business policy refers to the governor delegating authority to the head of the local investment and integrated service agency to issue business permits.

## Organizations' involvement on regulation-making

- The DPMPTSP, its sub-ordinates, and local secretary are the province government's internal stakeholders who are directly involved in the formulation and revision of governor regulations of doing business.

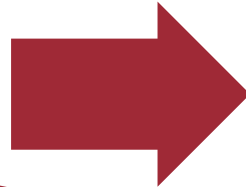
## Communication

- The provincial government and business actors communicate through business meetings/forums.
- Certain provinces hold regular meetings, while others do not.

# Other significant findings

## Law No. 11/2020 – Omnibus Law on Job Creation

- Shift on central-provincial authority
- May lower interaction between provincial government and business actors



## The establishment of One Single Submission (OSS)

- Launched in 2021.
- Not 100% ready, insufficient features.
- Complications for business actors.
- Higher complaints to provincial government.

However, the central government owns the OSS system.  
The provincial government has no access to the OSS.

# Step 3: Pilot study

## Validity test

KMO and Bartlett's test, n = 49

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.775
Bartlett's Test of Sphericity	Approx. Chi-Square	112.657
	Df	10
	Sig.	.000

## Reliability test

Variable	Cronbach's Alpha (n = 49)
Government's Trust in Citizen (IV)	0.808
Individual Determinants	0.838
Organizational Determinants	0.666
Interactive Determinants	0.945
Perception of Citizen's Trustworthiness	0.864
Participatory Policy Making (DV)	0.836

It's worth noting that the "organizational determinants" (consist of central-local connections and organizational politics) that haven't been studied before (Moyson et al., 2016) are reliable, although the value is not as strong as the other indicators (but it is acceptable).

# RQ 1: Correlations between citizen trust & government trust

		Citizen trust	Govt. trust
Citizen trust	Pearson correlation sig. (2-tailed) N	1  27	-.004  .986 27
Govt. trust	Pearson correlation Sig. (2-tailed) N	-.004 .986 27	1  27

As of 09/06/2022, 318 responses have been submitted. However, only 191 of them have been completed and can proceed further.

		Citizen Trust		Government Trust	
No.	Province	Score	Category	Score	Category
1	Maluku	57,92	low	on going	
2	West Sulawesi	60,21	low	207,6	High
3	West Papua	65,14	low	169	Medium
4	Papua	65,48	low	175,67	Medium
5	Banten	65,86	low	193,58	High
6	Southeast Sulawesi	66,85	low	139	Medium
7	Central Kalimantan	68,21	low	171,17	Medium
8	North Sulawesi	68,28	low	209,25	High
9	North Maluku	68,51	low	200,9	High
10	Bengkulu	68,62	low	195,5	High
11	North Sumatera	69,00	medium	167	Medium
12	Lampung	69,17	medium	190	High
13	Riau	69,25	medium	191	High
14	Aceh	69,62	medium	on going	
15	Jambi	69,70	medium	180	Medium
16	West Kalimantan	70,14	medium	204,29	High
17	Bangka Belitung Islands	71,15	medium	188,39	High
18	South Sulawesi	71,25	medium	189,4	High
19	East Nusa Tenggara	71,25	medium	194,33	High
20	Gorontalo	71,48	medium	on going	
21	South Sumatera	71,87	medium	191,57	High
22	North Kalimantan	72,74	medium	on going	
23	West Nusa Tenggara	73,85	medium	203,5	High
24	East Kalimantan	73,96	medium	185,3	Medium
25	Central Sulawesi	74,30	high	198	High
26	Bali	74,44	high	on going	
27	DKI Jakarta	74,65	high	182,7	Medium
28	South Kalimantan	74,70	high	on going	
29	West Java	75,68	high	206,5	High
30	Riau Islands	75,87	high	155	Medium
31	West Sumatera	75,96	high	on going	
32	Central Java	77,52	high	191,19	High
33	East Java	78,82	high	213	High
34	DI Yogyakarta	83,93	high	162	Medium



## RQ 2: Linear Regression and the Model

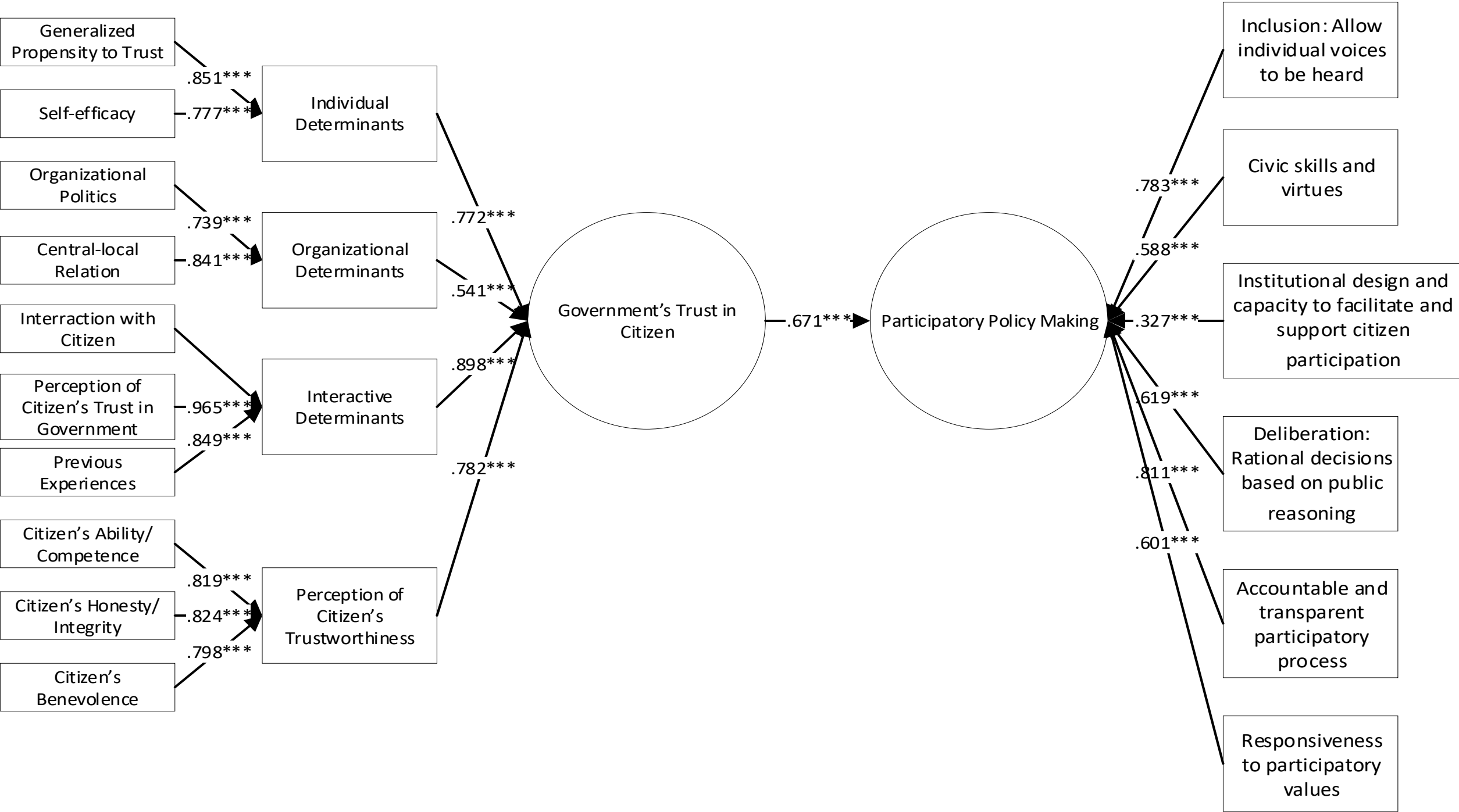
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**Linear Regression (n = 191)**

Variables	Model 1	
	Parameter Estimate	Standard Error
Intercept	103.504***	10.437
GovTrust	0.338***	0.054
R-Square	0.450	

### Model

Participatory policymaking =  
 $103.504 + 0.338 * \text{Government's trust in citizen} + \varepsilon$





Thank you!  
Questions and inputs  
are most welcome!