Examining the Confidence of the Public in Governmental Measures Amid the Covid-19 Pandemic

Erika Sirait[1], Maria Siregar[2], Natalia Sitepu[3]

[1,2,3] Medan State University
[1]erikasirait909@gmail.com, [2]siregarmaria22@gmail.com, [3]sitepunatalia39@gmail.com

Info Artikel	ABSTRAK
	Situasi di mana seluruh dunia diserang oleh virus mematikan, Covid19. Membuat penduduk bumi mengalami kesulitan, baik masyarakat maupun pemerintah. Terutama Indonesia, salah satu negara berkembang, merasakan dampak yang sangat besar. Mulai dari kesehatan yang terancam dan ekonomi yang rusak. Karena itu, setiap pemerintah harus menoleh untuk menentukan kebijakan. Kebijakan yang dikeluarkan harus mampu mengurangi bahkan menghentikan penyebaran virus Covid19. Pemerintah umumnya membuat kebijakan lockdown, sekolah online, dan WFH (Work from Home). Penulis melakukan penelitian yang bertujuan untuk mengetahui seberapa besar pengaruh kepercayaan masyarakat terhadap kebijakan pemerintah kota Medan dalam menangani Covid 19 dan penelitian ini merupakan penelitian lanjutan dari penelitian sebelumnya. Penelitian dilakukan dengan menggunakan pendekatan metode kuantitatif, penulis menyebarkan kuesioner yang diberikan kepada 30 orang dan mengolah data menggunakan SPSS26. Berdasarkan jawaban yang diberikan oleh mahasiswa sebagai responden, menunjukkan ketidakpercayaan mereka terhadap kebijakan yang telah dikeluarkan selama pandemi Covid-19. Dengan kata lain, pengaruh kepercayaan masyarakat terhadap kebijakan pemerintah Kota Medan bersifat negatif.
	ABSTRACT
	A situation where the whole world is attacked by a deadly virus, Covid19. Making the earth's population experience difficulties, both the community and the government. Especially Indonesia, one of the developing countries, felt a huge impact. Starting from threatened health and damaged economy. Because of this, every government must turn their heads to determine policies. The policies issued must be able to reduce and even stop the spread of the Covid19 virus. The government generally makes lockdown, online school, and WFH (Work from Home) policies. The author conducts research aimed at finding out how much influence public trust has on the Medan city government's policy in dealing with Covid 19 and this research is a follow-up research to previous research. The research was conducted using a quantitative method approach, the authors distributed questionnaires given to 30 people and processed the data using SPSS26. Based on the answers given by students as respondents, it shows their distrust of the policies that have been issued during the Covid-19 pandemic. In other words, the effect of public trust in the Medan City government policy is negative.

INTRODUCTION

At the end of 2019 the emergence of the Corona Virus Disease outbreak or often known as Covid-19 has shocked all countries in the world, including Indonesia. The impact on health, economy, and social society is enormous. In dealing with this pandemic, the government has an important role in formulating and implementing policies that affect people's lives. Public trust in government policies is a key factor in efforts to overcome the Covid-19 pandemic. Policies implemented by the government, such as lockdowns, social restrictions, health appeals, and vaccination programs, require active participation and community compliance. High trust in government policies will strengthen community collaboration and commitment to implement the necessary measures. Building public trust in government policies during the covid-19 pandemic is not an easy task. The pandemic is characterized by information complexity, uncertainty, and rapid policy changes. In addition, the existence of different perceptions, information gaps, the spread of disinformation, and emerging controversial issues can also affect public trust. Low levels of trust can hinder the success of government policies in dealing with the pandemic. If the public doubts or does not comply with the policies implemented, negative impacts may increase, such as a wider spread of the virus, an increase in mortality, as well as a decrease in the effectiveness

of countermeasures. Therefore, it is important to analyze the factors that influence public trust and formulate more effective policy recommendations in dealing with similar situations in the future. But low public trust in the Indonesian government is a key issue in the response to the covid19 outbreak. Why is trust important? Trust is the basis of recognition built by public organizations in maintaining social relations with the community (Silalahi, 2011). Public trust is very important because public decision-making depends on public response. Since the entry of the Covid-19 outbreak in Indonesia, various things have been implemented by the government to overcome this public problem. Many policies have been carried out by the government such as work from home, social distancing, wearing masks and washing hands, limiting activities in open areas even to large-scale social restrictions (PSBB). However, all of that is inversely proportional to the reality that occurs. The increase in the spread of the virus is so fast that the death rate is relatively high per day. This caused the community to become concerned, psychological pressure and even loss of trust in the government by ignoring the policies taken by the government because of the facts witnessed directly by the community. With this reality, it has led to resistance between the government and the community regarding the policy of handling Covid-19. The policies taken by the government should be acceptable to the community in order to avoid the spread of the Covid-19 virus but what happened was that the policy caused resistance from the community. From this it can be concluded that good public policy is a democratic policy taken for the benefit of the community. Therefore, the government should in making policies think about how the community responds and whether the policy is democratic or even gets resistance. The next thing is how to rebuild public trust? In research conducted by Wahyunengseh (2011), public trust arises because of comprehensive and democratic policy making from formulation to policy making. By making policies in this way, it will increase public trust in the government. From previous studies, democratic decision making can increase public trust in policies carried out by the government and vice versa. The purpose of this study is to measure and analyze the level of public trust in the government related to the Covid-19 handling policy, so that it can be seen how the public actually responds and is expected to increase public trust in the government.

THEORETICAL FOUNDATION

Coudhory says there are a number of different terms to describe confidence-related phenomena, such as trustworthy, reliable and trustworthy. The use of different terms depending on the context is natural and common in various countries, as the concept of public trust is multidimensional and can be used in various fields such as psychology, sociology, politics, economics, and administration. Later, some scholars proposed to notify public trust as optimism in vulnerable situations when the trustee trusts the guardian who will look after the public interest in the sense that when a person finds himself in a difficult situation that people often experience. In the world, the individual is optimistic that other individuals will take care of his needs and interests. In another sense, public trust is the public's trust in the state and government, including state institutions, policies, and officials. Public trust is seen as necessary for a government to achieve public legitimacy, which is used to gain support from any government agency. In addition, public trust is used to measure how well a government meets the expectations of the public. According to the OECD, with a high level of public trust, the government will find it easier to implement its programs, the economic, political, and social situation will be more stable, and people will be more law-abiding. . Therefore, in its research, the OECD has proposed several measures that can be used to strengthen public trust, specifically as follows:

1. Establish a clear public service mission. Align adjustments to the public service mission with current needs and ensure that core values and standards can meet community expectations and future changes. Maintain values while adapting to change. The changing dynamics of society's socio-economic environment, coupled with the increasing need for transparency, require governments to review and adjust existing mechanisms to ensure they meet established standards.
2. Empower officials and citizens to report violations. Facilitate the reporting of violations through clear procedures and ensure the protection of whistleblowers so as to facilitate the detection of each case of violation. Integrate integrity measures into the overall management system. Integrity measures are an integral part of the management system and provide additional support in the overall management environment.

3. Coordinating integrity measures. The success of integrity measures depends on a combination of consistent action and consideration of the wider public service environment. Evaluate the effectiveness of measures and provide feedback to policymakers on their implementation, while laying the groundwork for future policies. Shift the focus from enforcement to prevention. Good ethical management policies combine enforcement and prevention efforts, but recognize that an increased focus on prevention can reduce the need for enforcement. Prevention is a cheaper investment in the long run, with a more positive impact on the culture of public services and the relationship between public services and civil society.

4. Anticipating problems. By foreseeing situations that might affect respect for public service values and standards of conduct, governments prepare appropriate responses to prevent negative impacts. For example, how can the government respond to the public's increasing need for information on private interests that influence public decision-making.

5. Utilize new technologies. The use of new technologies is believed to help the government find new ways to internalize integrity and inform the public about the standards expected of public servants.

RESEARCH METHODS

The author uses a quantitative approach by distributing questionnaires containing questions about how much the public believes through google form.The author distributes questionnaires indirectly (online) to students from both Public universities and private universities in Indonesia. Public trust is measured On a Likert Scale (1-5), including 1 (Strongly Distrust), 2 (Distrust), 3 (No Opinion), 4 (Trust), and 5 (Strongly Trust). The author processed the data with Validity test and reliability test.

The author analyzed the data with simple regression and measured the public trust in government policies during the COVID-19 pandemic. Medan City is where the research took place because the author and respondents come from this city. Medan City is also one of the largest cities in Indonesia infected with covid-19. The author conducted research by limiting respondents to 30 people.

RESULT AND DISCUSSION

Validity Test and Reliability Test

Validity is a method that measures the accuracy and accuracy of an instrument in order to produce definite conclusions. The validity test aims to compare between r_{count} and r_{tabel}. If $r_{count} \geq r_{tabel}$,then the data is valid. If $r_{count} \leq r_{tabel}$, then the data is invalid. The author took a sample of 30 people, then the value of r_{count} for n=30 and the error rate $(\alpha) = 0,05$ is 0,361. The following below is the result of the validity test of the public trust variable.

Table 1.
Results of the Validity Test of the Community Trust Variable

Statement	R-count	R-table	Description
X_1	0,543	0,361	Valid
X_2	0,611	0,361	Valid
X_3	0,851	0,361	Valid
X_4	0,769	0,361	Valid
X_5	0,751	0,361	Valid
X_6	0,860	0,361	Valid

Source: primary data for 2023

Table 1 shows that the f each item of the public trust variable $\geq r_{tabel}$ then the public trust variable has met the validity requirements so that it can be used as a measurement tool.

Table 2.
Covid-19 Policy Variable Validity Test Results

Statement	R-count	R-table	Description
Y_1	0,498	0,361	Valid

Y_2	0,527	0,361	Valid
Y_3	0,751	0,361	Valid
Y_4	0,368	0,361	Valid
Y_5	0,381	0,361	Valid
Y_6	0,455	0,361	Valid

Source: primary data for 2023

Table 2 shows that the r_{count} each statement item of the government policy variable $\geq r_{tabel}$, then the government policy variable has met the validity requirements so that it can be used as a measurement tool. Reliability is a method that measures how much consistency, accuracy, and reliability a tool or procedure has when used repeatedly. The following below are the results of the public trust variable reliability test.

Table 3.
Reliability Test

No.	Variables	Chronbanchs Alpha	R-table	Description
1	Community trust	0,818	0,361	Reliable
2	Government Policy	0,463	0,361	Reliable

Source: primary data for 2023

Table 3 explains that the public trust variable and the government policy variable, Chronbanchs Alpha value $\geq r_{tabel}$ 0,361 So it can be concluded that the questionnaire is reliable

Model Test Results

The coefficient of determination shows the magnitude of the independent variable explaining the dependent variable through the acquisition of R_{square}. The following below is a table of R_{square} values.

Table 4.
Model Test

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.130[a]	.017	-.018	1.823
a. Predictors: Constant, Trust				

Source: primary data for 2023

Table 4 explains that the correlation or relationship value (R) is 0.130. The coefficient of determination (R_{square}) obtained an output of 0.17, meaning that the independent variable / public trust affects the dependent variable / government policy by -1,8%.

Table 5.
ANOVA

	Model	Sum of Squares	df	Mean Square	F	Sig.
1	Regression	1.610	1	1.610	.484	.492[b]
	Residual	93.057	28	3.323		
	Total	94.667	29			
a. Dependent Variable: Policy						
b. Predictors: Constant, Trust						

Source: primary data for 2023

Table 5 can help in knowing F_{count}=0,484, a significant level of 0.492> 0.05, then the regression model can predict between the influence of government policy on public trust.

Simple Linear Regression Test Results

Simple linear regression analysis determines the effect between the independent variable and the dependent variable. The author makes public trust as the independent variable and government policy as the dependent variable. The following below is the output processed with SPSS26.

Table 6.
Simple Linear Regression Test Results

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	Constant	20.652	1.924		10.736	.000
	Trust	-.066	.095	-.130	-.696	.492
a. Dependent Variable: POLICY						

Source: primary data for 2023

Table 6 produces a linear regression statistical test. The equation is $Y = 20.652 + (-0,066) + \varepsilon$

After the above equations are solved, it can be seen that the constant value is 20.652, while the regression coefficient value of public trust is -0.066. The constant value of the government policy variable is 20.652 and the regression coefficient X is -0.066. Every 0.95% of public trust changes, the value of government policy decreases by 0.066. The coefficient is negative, this gives a negative effect of public trust on government policy. The regression test results have a significant value of 0.492> 0.05, the public trust variable has an effect on government policy. The calculated T value is -0.696 < T_{tabel} of 0.361. This concludes that the public trust variable affects government policy. The negative effect of public trust in Medan City government policies during the Covid-19 pandemic is because people do not believe that the policies issued are unable to reduce the spread of the virus plus people who still have to make a living. The greater the government policy, the more it reduces public trust

Description of the Level of Public Trust in the Covid-19 Policy

A description of the research variables conducted was obtained through analysis. The analysis was carried out by grouping 3 categories as for the categories, namely high, medium and low. The technique of making interval groups is done by looking for the width of the interval obtained through the highest score, namely (5) minus the lowest score, namely (1) and divided by (3) categories, then the interval class width is 1.3. Furthermore, the width of the class interval can be arranged in the value category, namely:

Score 1,0 – 2,3 Low
Score 2,4 – 3,7 Medium
Score 3,8 – 5,0 High

Table 7.
Statistics on the Level of Public Trust in the Covid-19 Policy

Statement	Answer					Average
	STP	TP	TB	P	SP	
In the implementation of the Covid-19 handling policy, no fraud was found	2	14	12	2	-	1,4
employees have good ability in implementing the Covid-19 handling policy	-	3	7	18	2	1,8
The government has high productivity in implementing Covid-19 handling policies	-	2	12	13	3	1,2
The government in implementing policies/regulations for handling Covid-19 in accordance with established regulatory standards	1	2	8	18	1	1,8

The government considers the interests of the people in making policies for handling Covid-19	-	4	13	11	2	1,1
The government provides quality public services to meet the needs of the community during the Covid pandemic - 19	1	5	9	12	3	1,2

Source: primary data for 2023

Based on the table above, the results of the questionnaire answers show that the score value of the level of public trust in the government's covid-19 policy is 1.8. So from the data above it can be concluded that the level of public trust in the covid-19 policy is categorized as low.

This shows that the level of public trust in government policies in dealing with covid-19 is low because people are less confident in information and information uncertainty, the information conveyed by the government is easy to change and less complex, besides that the discrepancy between policy and realistic field often reduces public trust in government policies.

The effect of public trust in Medan City on government policies issued is negative.

CONCLUSION

This study shows that the level of public trust in Medan City has a negative effect on government policies. The people of Medan City do not trust the government and the policies issued during the Covid-19 pandemic. Government policies in Medan City are not yet on target. Public trust that has a negative effect on government policies has implications for the high level of public trust in government policies.

The people of Medan City do not believe that the policies issued, such as lockdown, online school, WFH (Work from Home), etc., are true. The lack of public trust is based on the truth that Medan City has become a red zone, the high mortality rate, the high rate of people infected with the virus, plus some lower-class or underprivileged people must continue to make a living.

REFERENCE

Arif, Lukman & Irfani, Kamelia. 2022. Strategies for Building Public Trust in Handling Covid-19 in Surabaya City. East Java: Scientific Journal of Public Management and Social Policy, Vol 6 No.1.. https://ejournal.unitomo.ac.id/index.php/negara/article/download/4538/2320/

Halim, Abdul., Muhammad Syam Kusufi. 2014. Theory, Concepts, and Applications of Public Sector Accounting. Jakarta: Publisher of Salemba Empat.

Hidayat, R., A., & Tamrin. S.H. (2022 "The Level of Public Trust in Government Policies in Handling Covid 19". Journal of Neo Societal 7, no. 4 (2022): 208 - 220.

Kairoot, R., & Ersya. M.P. "The Level of Public Trust in Government Policies in Handling Covid 19". Journal of Neo Societal 7, no. 4 (2022): 208 - 220.

Mufti, M., et al. "Analysis of Measuring the Level of Public Trust in the Government: Strength for Community-Based Covid-19 Handling". (2020): 1 - 13.

Mujani, S., & Irvani, D. "Attitudes and Behavior of Residents towards the Covid- 19 Outbreak Handling Policy". Journal of Public Science 11, no. 2 (2020): 219 - 238.

Prasetyo, K., & Kriswibowo, A. "Public Trust in Local Governments in Handling the Covid-19 Pandemic". Journal of Governance 8, no. 1 (2022): 25 - 38.