Economic Status and Public Response: A Comprehensive Analysis of Satisfaction and Trust in Government

Muhammad Faisal Akbar[1], Suhaidar Suhaidar[2], Vebtasvili Vebtasvili[3], Septian Azmiadi[4]
[1,2,3,4] Universitas Bangka Belitung, Indonesia

ABSTRACT: This study investigates the impact of public service quality on civilian satisfaction and public trust in local governments in Indonesia, with a focus on Bangka Belitung. The research introduces a novel approach by analyzing the mediating role of socioeconomic factors in shaping public perceptions, such as Income, Education, and Age. This research uses a quantitative methodology. We analyzed data from 113 respondents through Partial Least Squares (PLS). The results reveal that interaction quality significantly enhances public trust, while demographic factors display varying levels of influence. The findings suggest that improving public trust requires targeted interventions addressing service quality and socioeconomic disparities. This research contributes to the literature by offering a comprehensive model for assessing the dynamics between service quality and public trust in a developing country, providing policymakers with insights to enhance government performance and citizen engagement.

KEYWORDS: Public Trust, Civilian Satisfaction, Public Service Quality

I. INTRODUCTION

In the current era of globalization and information, the significance of public trust in government legitimacy and effectiveness is crucial for governance. Public satisfaction with government services and trust levels have become critical indicators of government performance, particularly at the local level. As highlighted by Lanin and Hermanto (2018), the quality of public service delivery plays a pivotal role in shaping public satisfaction and trust in local governments. Economic status—typically measured through Income, employment, and Education—remains a crucial factor influencing individuals' expectations and perceptions of government services. Higher economic status tends to correlate with elevated expectations, while lower economic status presents unique challenges that affect satisfaction and trust levels. This is particularly evident in local governments, where interaction quality, timeliness, and information dissemination significantly impact citizen trust. As the government expands, the debate between the "public interest" and "political economy" models continues to shape scholarly discourse on the effects of government growth on economic production and social well-being (Lanin & Hermanto, 2018; Mueller, 2004)

In recent decades, the decline in public trust in government has raised concerns about its impact on governance and societal cohesion (S Gordon et al., 2019). Public trust is vital for the smooth functioning of government institutions and effective public service delivery, especially as the complexity of modern governance increases. At the same time, there has been a growing focus on integrating technology into governance, mainly through Smart city projects aimed at addressing challenges related to sustainability, public health, and quality of life (Tan et al., 2022; Tura & Ojanen, 2022). However, these advancements come with ethical concerns and political dynamics that influence public perception and acceptance of technology in governance (Chun et al., 2010; Soh & Martens, 2022). The distinction between trust in government and technology, alongside concerns about privacy and effectiveness, remains central to the discourse (Bannerman & Orasch, 2020). Understanding these issues is crucial for designing policies that strengthen the relationship between governments and citizens in the Digital Age. Particularly in developing countries like Indonesia, a noticeable evolution in the public service model is underway, marking a shift from a state-centric to a more public-oriented approach (Vigoda-Gadot, 2006) Indonesia's bureaucracy transforms public perception, evolving from mere authorities to public servants. However, this paradigm shift is occurring slowly, hindered by conservative orientation, traditional culture, and a history of inadequate public service. Despite the delegation of authority from central to regional governments, as per the 2009 Decree number 25, a comprehensive framework applying a public-oriented paradigm is still in development. A clear illustration off this challenge is the unrealized commitment to compensating the public when service provision falls short, indicating that much work remains in actualizing a public-oriented approach. Public trust in the government's performance remains critically low

Economic Status and Public Response: A Comprehensive Analysis of Satisfaction and Trust in Government

due to numerous ongoing issues in various domains. Legal and political corruption cases continue to surface, eroding confidence in the government's ability to uphold justice and fairness. Environmental exploitation, often driven by inadequate regulatory enforcement and corruption, exacerbates public distrust as communities witness the degradation of their natural resources and livelihoods (Greenpeace, 2024) .These pervasive issues have created a complex and challenging landscape where public dissatisfaction is rife, and trust in governmental institutions is fragile (Purnomo et al., 2023). Open government data (OGD) initiatives have gained traction in response to these challenges to stimulate innovation, reduce corruption, and promote citizen engagement (Attard et al., 2015; Janssen et al., 2012; Zeleti et al., 2016). However, despite the potential benefits of OGD in fostering transparency and accountability, citizen engagement with these platforms remains low, highlighting a gap between government efforts and public participation (Gascó-Hernández et al., 2018). Bridging this gap is critical to enhancing public trust and creating more responsive governance.

Addressing these concerns necessitates a comprehensive analysis of the factors influencing public satisfaction and trust in Indonesia. This study aims to fill this research gap by examining the relationship between interaction quality, physical environmental quality, and outcome quality concerning public satisfaction and trust. Focusing on the Indonesian context, particularly in Bangka Belitung, this research seeks to elucidate how economic status impacts these relationships. Utilizing three distinct models, this study will explore how economic variables interact with public perceptions and attitudes towards government, ultimately contributing to more effective policymaking and enhanced government-citizen relationships. This research underscores the significance of economic status, including Income, employment, and education levels, in shaping these dynamics (Effendi & Susanti, 2022; Suryadarma et al., 2023; Widodo & Kartikasari, 2022).

A pivotal study by Suryahadi et al., (2022) highlights the adverse impact of inequality on trust in institutions in Indonesia. Using data from the World Values Survey 2018, the study found that higher levels of inequality at the village and district levels detrimentally affect trust in various institutions, including the central government, courts, and police. Underscores the imperative of addressing inequality to maintain public trust in social, political, and state institutions. This research shows that addressing the trust deficit in Indonesian governmental institutions requires a multifaceted approach, including enhancing transparency, enforcing legal standards, and improving environmental governance. A thorough understanding of these factors is essential to develop strategies to effectively mitigate public dissatisfaction and foster a more trusting relationship between the government and its citizens (S Gordon et al., 2019).

This study employs a quantitative research methodology to investigate the relationship between the quality of public services, public satisfaction, and public trust in local governments in Indonesia. The research design utilizes non-probability sampling techniques, specifically convenience sampling, to select micro-level respondents. The respondents are civilians who previously received public services from the local government in Bangka Belitung. Data will be collected using structured questionnaires developed based on relevant literature reviews and theoretical frameworks. These questionnaires will be distributed to respondents through online platforms, and data analysis will be carried out using Partial Least Squares (PLS) with modifications employing the Sobel test to examine the mediating influence of public satisfaction in the relationship between service quality and public trust.

Numerous preceding studies have explored partial relationships between a variety of variables. For instance, the linkage between interaction quality (incorporating staff professionalism and attitude) and public satisfaction has been examined by Walle, (2016) ; Edquist et al (2000); Ikediashi et al (2015). Similarly, the impact of physical environmental quality (encompassing organizational politics, internal and external roles) on public citizen satisfaction was studied by Fonseca et al (2013); Satokari et al (2010) explored the relationship between outcome quality (delivery, timeliness, and information) and public satisfaction. Furthermore, the connection between interaction quality and public trust was analyzed by Fledderus (2015) while the influence of physical environmental quality on public citizen satisfaction was again highlighted by Satokari et al (2016). The correlation between outcome quality and public trust was investigated by Cheung (2013); Han et al (2017), and studies focused on the association between public satisfaction and public trust. (Sumaedi et al., 2016; Yang et al., 2014).

Despite these substantial contributions, a comprehensive study investigating the relationship between interaction quality, physical environmental quality, and outcome quality concerning public satisfaction and its subsequent implication on public trust remains largely unexplored, particularly in Indonesia. This research aims to fill this gap by thoroughly examining these relationships within the Indonesian setting, thereby contributing to the existing body of knowledge. In light of these observations, this study aims to delve into this crucial subject by employing a quantitative research methodology to investigate the relationship between the quality of public services, public satisfaction, and public trust in local governments in Indonesia, with a focus on Bangka Belitung. Utilizing three distinct models, this research seeks to explore the influence of economic status on public satisfaction and trust in government, thereby contributing to a richer understanding of the multifaceted ways economic variables interact with public perceptions and attitudes. This subject remains underexplored mainly and is rarely addressed in existing literature,

Economic Status and Public Response: A Comprehensive Analysis of Satisfaction and Trust in Government

underscoring the need for a deeper and more systematic investigation into these dynamics.

II. LITERATURE REVIEW

Public trust and satisfaction with government are critical indicators of effective governance and social cohesion. Trust in government is mainly influenced by economic conditions, governance quality, and individual perceptions of fairness, as evidenced by multiple studies examining these relationships. Wang et al. (2024) argue that positive government stereotypes significantly contribute to life satisfaction, particularly when people perceive their government as trustworthy and efficient. This emphasizes the role of cognitive evaluations, such as stereotypes, in shaping overall perceptions of government performance, which in turn affects life satisfaction (Y. Wang et al., 2024).

Public trust and satisfaction in government services are pivotal in maintaining effective governance and social cohesion. Research indicates that these perceptions are significantly influenced by citizens' economic status and the quality of services provided by the government (Lanin & Hermanto, 2018). Economic factors such as Income, employment, and education levels shape expectations, and when these expectations are unmet, dissatisfaction with government services increases, contributing to a decline in public trust. This link between service quality, satisfaction, and trust has been extensively studied, focusing on how citizens' economic status mediates these relationships (Lanin & Hermanto, 2018).

Governance quality, encompassing transparency, accountability, and fairness, significantly influences public trust. Ma et al. (2024) demonstrate that perceived social fairness and trust in government mediate the relationship between governance quality and subjective well-being. Their findings suggest that public satisfaction and trust are closely related to perceptions of fairness and transparency in governance processes, which are essential for fostering a sense of justice and inclusiveness (Ma et al., 2024). Furthermore, it aligns with broader studies that emphasize the importance of fairness in public resource distribution, which is a critical factor in enhancing trust and satisfaction in government.

The relationship between economic status and public trust is particularly complex. Higher economic status tends to correlate with greater government expectations; when these expectations are unmet, public dissatisfaction grows. Conversely, individuals from lower economic backgrounds may experience frustration with the lack of equitable service delivery, further eroding trust in government. Research by Attard et al. (2015) on open government data (OGD) initiatives highlights the potential for technology to bridge this gap by fostering transparency and reducing corruption. However, despite these efforts, public engagement with OGD remains low, signalling the need for more inclusive strategies to enhance public participation and trust (Attard et al., 2015).

Moreover, stereotypes about government roles and effectiveness contribute to shaping public trust. When citizens hold generalized positive stereotypes of their government, they are more likely to exhibit higher levels of trust and satisfaction, as they perceive the government as reliable and responsive to their needs (Y. Wang et al., 2024). Related to the subject, it is particularly significant in contexts where government performance is questioned due to inefficiencies or corruption. Conversely, when negative stereotypes dominate, mainly when governance failures are prevalent, public dissatisfaction and mistrust increase.

Finally, governance reforms aimed at decentralization, such as those introduced in Indonesia through the 2009 Decree number 25, have aimed to improve service quality by delegating authority to regional governments. However, as Purnomo et al. (2023) note, the lack of a comprehensive public-oriented framework and unresolved corruption continue to undermine these efforts. These findings indicate that for public trust and satisfaction to improve, systemic reforms must be paired with efforts to increase transparency, reduce corruption, and ensure equitable service delivery, particularly to economically disadvantaged populations (Purnomo et al., 2023).

Performance is how a consumer rates a product or service after using it. It is about personal opinions on the product's features. The model shows how our expectations and the product's performance affect our satisfaction. Please look at the following figure:
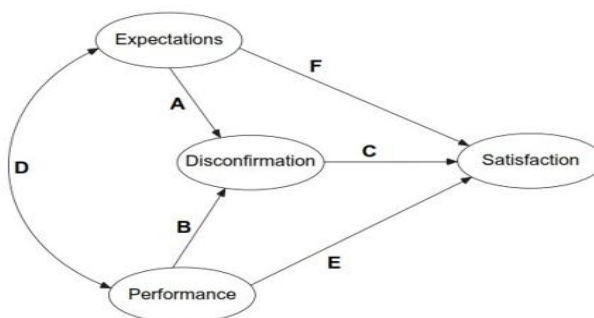

Figure 1. Relationship between Expectation, Disconfirmation, Performance to satisfaction

Economic Status and Public Response: A Comprehensive Analysis of Satisfaction and Trust in Government

Figure 1 showcases a model theory about how individuals determine their satisfaction levels with products, services, or even actions by local government. Before trying out a service, people already have specific ideas or guesses regarding its quality, which they derive from past experiences, feedback from others, or advertisements they have encountered. Next is the experience or how they perceive the service once they have tried it. There is a comparison between what they anticipated and the real deal. If the service exceeded their expectations, it was a pleasant surprise, but if it fell short, it was a disappointment. The model shows that expectations and performance together influence disconfirmation. High performance generally leads to positive disconfirmation, while high expectations can lead to negative disconfirmation.

Moreover, expectations and performance are interrelated. Furthermore, the model suggests that performance directly affects overall satisfaction, representing the core process of expectancy disconfirmation. The model also proposes a direct effect of expectations on satisfaction, which can occur when consumers either cannot judge the performance accurately or align their satisfaction with their initial expectations for various reasons. Public trust and satisfaction with government are vital indicators of effective governance and social cohesion. The Expectancy Disconfirmation Theory, which explains satisfaction based on the alignment between expectations and performance, offers a robust framework for understanding these dynamics (Oliver, 1997). However, recent studies have shown that perceptions of government are also significantly shaped by institutional stereotypes. Johnson, (2020) highlighted how government agencies, distinct from nonprofits or corporations, play a critical role in social governance and should be examined separately from other institutions. According to the research, stereotypes about government influence individual judgments, impacting both satisfaction and trust in government institutions (Johnson, 2020). These stereotypes range from perceptions of competence to emotional attitudes as heuristic cues that guide how individuals process information about government performance (Ellemers, 2018; Stankevich et al., 2017). Positive government stereotypes, for example, may lead individuals to overlook unfavourable policies or actions, contributing to higher levels of trust and life satisfaction (Marksteiner et al., 2012; Y. Wang et al., 2024). Moreover, positive government stereotypes are significant antecedents to government trust, which can spill over to life satisfaction (Kong, 2018; Liu et al., 2019; Suriyanrattakorn & Chang, 2021).

III. METHODOLOGY

This study adopts a cross-sectional survey design to investigate the determinants of public trust and civilian satisfaction with public services in Pangkalpinang City. The cross-sectional approach is appropriate for capturing a snapshot of the population's attitudes and perceptions at a single point in time. This design allows for analyzing relationships between multiple independent and dependent variables, providing a comprehensive understanding of the factors influencing public trust and satisfaction. This study's target population comprises Pangkalpinang City residents who have utilized government public services. The sample size is calculated using Slovin's formula, yielding approximately 113 respondents at a 95% confidence level and a 5% margin of error. The formula is based on an estimated population of 105,780, representing 60% of the city's population aged 18 and above. A probability sampling technique is employed to ensure that the sample is representative of the population. Specifically, individuals aged 18 and above who have engaged with at least one government public service in the city are selected.

Data is collected using a structured questionnaire to measure the independent and dependent variables. The questionnaire includes items assessing public service quality (interaction quality, physical environment quality, and outcome quality) and demographic factors (Age, Gender, Education, and Income). The dependent variables, civilian satisfaction and public trust, are also measured using various indicators such as service quality, accessibility, timeliness, communication, responsiveness, efficiency, integrity, competence, consistency, and policy. The validity and reliability of the questionnaire are tested using Stata software. Content validity is ensured through expert reviews, while construct validity is assessed using factor analysis. Reliability test done using Cronbach's alpha, with a threshold of 0.70 indicating acceptable internal consistency. These steps ensure the instrument accurately measures the intended constructs and produces reliable data.

In this research, a comprehensive analysis was conducted to examine the determinants of public trust and civilian satisfaction with public services. The study investigates a range of hypothesized independent variables that influence these outcomes. The primary focus is on public service quality and demographic factors, each contributing uniquely to the overall understanding of public trust and satisfaction.

The research thoroughly examines multiple dimensions of public service quality, including Interaction Quality, Physical Environment Quality, and Outcome Quality. Each exerts varying degrees of influence on public trust and satisfaction. For example, Interaction Quality was found to have a particularly significant impact, consistent with the theories proposed by Brady and Cronin (2001) and Hussain and Ekiz (2009). Additionally, demographic factors such as Age, Gender, Education, and Income also play crucial roles as independent variables, with the results indicating that these factors contribute differently across models in shaping public

Economic Status and Public Response: A Comprehensive Analysis of Satisfaction and Trust in Government

trust and satisfaction. Civilian satisfaction is a key dependent variable, underscoring its critical importance in fostering public trust. Various indicators, including service quality, accessibility, timeliness, communication, responsiveness, and efficiency, determine this satisfaction. Finally, the study emphasizes the multifaceted nature of public trust, highlighting the importance of integrity, competence, consistency, and policy effectiveness. The findings reveal that public trust is deeply influenced by both the quality of public services and the level of civilian satisfaction, making it a pivotal construct in the relationship between government and citizens.

In conducting this research, we plan to employ a cross-sectional survey approach and use Partial Least Squares (PLS) as the method for data analysis. This approach involves a questionnaire with questions about the independent and dependent variables. The target population consists of the residents of Pangkalpinang city who have utilized government public services. The sample would be chosen using a Probability Sampling technique, focusing on individuals aged 18 and above who have engaged with at least one government public service in the city.

We anticipate a sample size of approximately 113 respondents, based on Slovin's formula, with a 95% confidence level and a 5% margin of error. This calculation is derived from an estimated population of about 105,780 people, representing 60% of Pangkalpinang city aged 18 and above. The questionnaire, administered online or directly, will serve as the primary data collection instrument. Its validity and reliability will be tested using SPSS software, with further data analysis to be conducted using Stata 15. For the PLS analysis, the defined independent variables include Public Service Quality, Interaction Quality, Physical Environmental Quality, Outcome Quality, and Demographic Factors of the Civil Society, represented by Age, Gender, Education, and Income. The dependent variables in this study are Civil Satisfaction and Public Trust, represented through various indicators assessing aspects like service quality, accessibility, timeliness, communication, responsiveness, efficiency, integrity, competence, consistency, and policy.

Stata 15 will be utilized to construct these models and estimate the parameters, ensuring a robust analysis of the relationships and influences between the different variables in the study. The application of PLS in Stata 15 is precious for this research, given its capacity to handle complex models with multiple variables and its efficacy in smaller sample sizes. This methodological approach, combined with the capabilities of Stata 15, will facilitate a comprehensive exploration of civilian satisfaction and public trust in the context of public service quality and demographic factors within Pangkalpinang City.

The following PLS model will be constructed to test the formulated hypotheses:

$$CS_i = \beta_0 + \beta_1 Age_i + \beta_2 GND_i + \beta_3 Ed_i + \beta_3 Inc_i + \epsilon_i$$
$$PT_i = \beta_0 + \beta_1 Age_i + \beta_2 GND_i + \beta_3 Ed_i + \beta_3 Inc_i + \epsilon_i$$
$$PT_i = \beta_0 + \beta_1 CS_i + \beta_2 IQ_i + \beta_3 PHI_i + \beta_4 OQ_i + \epsilon_i$$

The provided Partial Least Squares (PLS) model is designed to investigate the relationships between various independent variables and two key dependent variables: Civilian Satisfaction (CS_i) and Public Trust (PT_i). This approach allows for testing the formulated hypotheses regarding how demographic factors and public service quality influence civilian satisfaction and public trust. In the model, three regression equations are constructed.

In the first two equations, Civilian Satisfaction (CS_i) and Public Trust (PT_i) are modelled as dependent variables influenced by demographic factors. Specifically, these include Age (Age_i), Gender (GND_i), Education (Ed_i), and Income (Inc_i). The parameters $\beta_1, \beta_2, \beta_3 \ and \ \beta_4$ are regression coefficients that measure the impact of each demographic variable on civilian satisfaction and public trust. The term ϵ_i represents the error term, capturing unexplained variability. These demographic factors were chosen because they are commonly recognized as critical determinants in shaping public perceptions and responses to government services, as previous literature suggests varying impacts of Age, Gender, Education, and Income on satisfaction and trust levels.

In the third equation, Public Trust (PT_i) is further modeled as a function of Civilian Satisfaction (CS_i) and the quality of public services, which are captured through Interaction Quality (OQ_i), Physical Environment Quality (PHI_i), and Outcome Quality (OQ_i). The model examines how these aspects of service quality contribute to building public trust, with $\beta_1, \beta_2, \beta_3 \ and \ \beta_4$ representing the impact of civilian satisfaction and service quality dimensions on public trust. This inclusion reflects the assumption that higher service quality and civilian satisfaction are essential for enhancing public trust in government institutions. The PLS approach is suitable for testing these complex, multivariate relationships, mainly when dealing with smaller sample sizes or when the data may not fully meet the assumptions required for traditional regression techniques.

IV. RESULT AND DISCUSSION

Three distinct regression models were evaluated in the ever-evolving quest to understand public sentiments and their determinants. The intent was to uncover the potential predictors that drive civilian satisfaction and public trust. Civilians' attitudes

Economic Status and Public Response: A Comprehensive Analysis of Satisfaction and Trust in Government

and trust in public entities are critical to societal stability, policymaking, and governance. By understanding the underlying factors that contribute to these perceptions, we can hope to create more effective policies and initiatives that resonate with the public's sentiments and needs. In this discussion, we delve into the results and insights garnered from these regression models, analyzing the influence of factors such as Gender, years of schooling, Age, Income, accessibility, outcome quality, and interaction quality on civilian satisfaction and public trust.

Figure 2: The result of model estimation CS_i

Variable	Coefficient	t-test	Prob.
Constant	41.97776	3.98	0
Gender	-1.076786	-0.33	0.745
Years of Schooling	-0.1594283	0.29	0.776
Age	-1.958583	-1.6	0.112
Income	-0.00000042	-1.71	0.09
Component	Value		
Obs	113		
R-squared	0.0559		
R-squared adjusted	0.0209		
f-test	1.6		
Prob > F	0.18		

Source: Authors calculations

The given regression output, which models civilian satisfaction based on predictors such as Gender, years of schooling, Age, and Income, reveals several key insights. Notably, the overall model does not significantly explain the variability in civilian satisfaction, as indicated by the F-statistic with a p-value of 0.1800 and an adjusted R-squared value of a mere 0.0209. This low adjusted R-squared value suggests a poor fit of the model to the data. A closer examination of individual predictors reveals that none of them—Gender, years of schooling, Age, or Income—are statistically significant at the 0.05 level in civilian satisfaction. However, Income is the closest to reaching significance with a p-value of 0.090. The Root MSE of 15.287 further indicates that the average distance between the observed outcomes and the predictions made by the model is relatively high, pointing to a potential inadequacy in the model. The constant term is significant, suggesting an expected civilian satisfaction of around 41.98 when all other predictors are zero. In light of these findings, there is a clear indication that the current model may benefit from a revisit, with the possibility of exploring additional relevant predictors, transforming variables, or considering non-linear relationships to enhance its explanatory power.

The analysis of demographic factors such as Age, Gender, Income, and years of schooling sheds light on their varied influence on civilian satisfaction and public trust. While Income approached significance in influencing civilian satisfaction (p = 0.09), it was a significant predictor of public trust (p = 0.02). This finding aligns with the work of Wang et al, (2024) and Steven Gordon et al, (2018), who noted that higher income levels often lead to increased expectations from government, which, if unmet, can decrease trust in public institutions. Similarly, Wang et al, (2024) found that perceived social fairness significantly influences trust in government, and this is reflected in the role of Income as a proxy for fairness in resource distribution. The fact that Education did not significantly influence civilian satisfaction may point to the mediating role of other factors, such as perceived fairness or service quality, which could be further explored in future research. Our study indicates that demographic factors like Income, Gender, and years of schooling offer limited explanatory power for civilian satisfaction, as shown by the model's low adjusted R-squared value of 0.0209 and the statistical insignificance of these predictors. This finding diverges from some of the broader literature, where studies, such as those by Diener et al, (2018) and Helliwell et al, (2018), have demonstrated significant effects of socioeconomic factors on subjective well-being. However, our analysis revealed that Income was a near-significant predictor of civilian satisfaction (p = 0.09) and was statistically significant in predicting public trust (p = 0.02). This observation aligns with Q. Wang & Guan, (2023) and Rothstein, (2011), who emphasized the role of socioeconomic conditions and Income as pivotal factors influencing trust in government.

Our study supports the role of perceived social fairness as a mediator between governance quality and subjective well-being, a concept widely discussed in the literature. Studies by Wang et al, (2024) and Rothstein, (2011) highlight that governance quality fosters perceptions of fairness, leading to increased satisfaction and trust. Our findings suggest that while individual demographic factors might not directly predict satisfaction, perceptions of fair governance can influence civilian satisfaction by enhancing social

Economic Status and Public Response: A Comprehensive Analysis of Satisfaction and Trust in Government

trust. This indirect pathway echoes the theoretical arguments of Mishler & Rose, (2001) and Di Martino & Prilleltensky, (2020), who argue that governance quality, particularly its impact on perceived fairness, significantly affects public sentiment. Role of governance quality in shaping trust and well-being through institutional performance, as documented in Herrera et al, (2022) and Xu et al., (2023), is further supported by our findings. Although our model was limited in its explanatory scope for direct predictors of civilian satisfaction, the significance of the constant term (suggesting a baseline satisfaction level) underscores the inherent trust in governance structures, even if specific socioeconomic variables are not directly predictive. However, the observation reflects Festenstein, (2020) and Ott, (2011), who note that governance structures can provide an underlying sense of trust and stability, thereby fostering civilian satisfaction and well-being.

Figure 3: The result of model estimation PT_i

Variable	Coefficient	t-test	Prob.
Constant	100.9862	5.13	0
Gender	1.253309	0.56	0.576
Years of Schooling	0.8559796	1.73	0.086
Age	-0.0864673	-1.05	0.297
Log Income	-3.21421	-2.36	0.02
Component	Value		
Obs	113		
R-squared	0.0691		
R-squared adjusted	0.0346		
f-test	2		
Prob > F	0.099		

Source: Data Processed

The regression output presented aims to analyze the influence of factors such as Gender, years of schooling, Age, and the logarithm of Income (loginc) on public trust. The model exhibits marginal significance with a p-value of 0.0990 for the F-statistic, indicating that it explains some of the variability in public trust, albeit not at the conventional 0.05 significance level. The adjusted R-squared value of 0.0346 suggests that the model can explain approximately 3.46% of the variability in public trust, implying that a substantial amount of variability remains unaccounted.

Examining individual predictors, only Income displays statistical significance at the 0.05 level, with a p-value of 0.020, implying that as the logarithm of income increases, public trust tends to decrease, holding other variables constant. The coefficient of -3.21421 for loginc suggests a negative relationship between Income and public trust. Other variables such as Gender, years of schooling, and Age do not significantly influence public trust, as evidenced by their respective p-values above 0.05. However, years of schooling are approaching significance with a p-value of 0.086, indicating a potentially positive relationship with public trust. Service quality, particularly **Interaction Quality**, emerged as a crucial factor in shaping public trust (p = 0.000). This finding resonates with the work of Lanin & Hermanto, (2018), who emphasized that public satisfaction and trust in local government are heavily influenced by the quality of services, including the quality of interpersonal interactions. As discussed by Van Ryzin (2005), the expectancy disconfirmation model offers a relevant theoretical framework for understanding this relationship. If positively confirmed, citizens' expectations regarding government interactions result in higher satisfaction and trust, reinforcing the importance of service delivery in maintaining public confidence in government institutions.

The constant term is statistically significant, suggesting that the expected public trust would be approximately 100.9862 when all predictors are zero. The Root MSE of 10.218 indicates the average deviation of the observed values from those predicted by the model.

Figure 4: The result of model estimation PT_i

Variable	Coefficient	t-test	Prob.
Constant	38.31319	27.15	0
Civilian Satisfaction	0.2635497	4.77	0
Accessibility	-0.0128795	-0.39	0.7
Outcome Quality	0.0778341	1.29	0.2

Component	Value		
Interaction Quality	0.3028289	4.35	0
Obs	113		
R-squared	0.7215		
R-squared adjusted	0.7112		
f-test	69.96		
Prob > F	0		

Source: Data Processed

The provided regression output explores the relationship between public trust and several independent variables, including civilian satisfaction, accessibility, outcome quality, and interaction quality. The model is statistically significant with a Prob > F value of 0.0000, indicating that at least one of the predictors is relevant in explaining the variability in public trust. The high F-statistic of 69.96 further supports the model's significance.

The R-squared value is 0.7215, suggesting that approximately 72.15% of the variance in public trust is accounted for by the included variables, which is relatively high. The adjusted R-squared of 0.7112 is in close agreement with the R-squared, reflecting the model's explanatory solid power. Analyzing individual coefficients, civilian satisfaction and interaction quality stand out as significant predictors of public trust, with p-values of 0.000 for both. The positive coefficients of 0.2635497 and 0.3028289 imply that public trust will likely increase as civilian satisfaction and interaction quality increase. The 95% confidence intervals for these variables ([0.1539934, 0.373106] and [0.1649049, 0.4407528]) do not contain zero, further confirming their significance. However, accessibility and outcome quality do not affect public trust statistically, as indicated by their p-values of 0.700 and 0.200, respectively. Their confidence intervals also straddle zero, which is consistent with their lack of statistical significance. The constant term is highly significant, with a coefficient of 38.31319, indicating the expected value of public trust when all predictor variables are zero. The Root MSE of 5.5885 measures the regression error term's standard deviation and reflects the residuals' spread from the fitted line.

The significant influence of **Civilian Satisfaction** on public trust highlights the cyclical relationship between satisfaction and trust. Ma et al (2024) found that trust in government mediates the relationship between governance quality and subjective well-being. This aligns with the current study's findings that the quality of service does not merely shape public trust but also how citizens perceive government actions' fairness and efficiency. When civilians are satisfied with the quality of public services, they are more likely to trust the government, reinforcing the central role of service quality in governance.

V. CONCLUSION

This study underscores the importance of public trust and civilian satisfaction as essential indicators of effective governance and social cohesion. Through examining various demographic and service quality factors, our findings contribute valuable insights into the complex interplay of these variables in shaping public sentiments. By employing Partial Least Squares (PLS) modeling, we identified both direct and indirect pathways that influence public trust, revealing that governance quality and perceived fairness are crucial mediators in this relationship.

The results show that demographic variables, such as Income and years of schooling, exhibit limited explanatory power in independently predicting civilian satisfaction and trust. However, Income proved to be a significant predictor of public trust, suggesting that socioeconomic factors play a nuanced role, potentially serving as proxies for perceived fairness and quality of service delivery. Additionally, service quality especially interaction quality emerged as a central determinant of both civilian satisfaction and public trust, highlighting the pivotal role of direct experiences with government services in influencing these perceptions. This finding supports existing theories, such as the Expectancy Disconfirmation Theory, which posits that alignment between public expectations and service performance is critical to enhancing satisfaction and trust. Positive interactions between civilians and government entities reinforce trust. Suggesting that governments aiming to improve public satisfaction should prioritize both interpersonal service quality and institutional responsiveness.

Our study also confirmed the cyclical relationship between satisfaction and trust, as civilian satisfaction significantly enhanced public trust. This insight is consistent with Ma et al, (2024), who argue that trust in government mediates the relationship between governance quality and subjective well-being. High civilian satisfaction with public services thus fosters public trust, creating a reinforcing loop that benefits overall governance.

In conclusion, this research contributes to the literature by demonstrating that while demographic factors alone may have limited direct impact, integrating high-quality service interactions and governance practices can significantly influence public satisfaction

and trust. These findings suggest that policymakers should focus on transparent, fair, and responsive governance processes to strengthen public trust and satisfaction, particularly in economically diverse communities. Future studies could benefit from exploring additional variables, such as perceptions of institutional integrity and procedural fairness, to further enhance our understanding of the determinants of public trust and satisfaction in government services.

REFERENCES

1) Attard, J., Orlandi, F., Scerri, S., & Auer, S. (2015). A systematic review of open government data initiatives. *Government Information Quarterly*, *32*(4),399–418. https://doi.org/10.1016/j.giq.2015.07.006

2) Bannerman, S., & Orasch, A. (2020). Privacy and smart cities. *Canadian Journal of Urban Research*, *29*(1), 17–38.

3) Cheung, A. C. K. (2013). Language, academic, socio-cultural and financial adjustments of mainland Chinese students studying in Hong Kong. *International Journal of Educational Management*, *27*(3), 221–241.

4) Chun, S. A., Shulman, S., Sandoval, R., & Hovy, E. (2010). Government 2.0: Making connections between citizens, data and government. *Information Polity*, *15*(1–2), 1–9. https://doi.org/10.3233/IP- 2010-0205

5) Di Martino, S., & Prilleltensky, I. (2020). Happiness as fairness: The relationship between national life satisfaction and social justice in EU countries. *Journal of Community Psychology*, *48*, 1997– 2012.

6) Diener, E., Oishi, S., & Tay, L. (2018). Advances in subjective well-being research. *Nature Human Behaviour*, *2*, 253–260.

7) Edquist, C., Hommen, L., & Tsipouri, L. (2000). *Public Technology Procurement and Innovation*. Kluwer Academic Publishers.

8) Effendi, R., & Susanti, S. (2022). Environmental Governance and Community Trust in Indonesia. *Journal of Environmental Management*, *305*, 114367. https://doi.org/10.1016/j.jenvman.2022.114367

9) Ellemers, N. (2018). Gender stereotypes. *Annual Review of Psychology*, *69*(1), 275–298. https://doi.org/10.1146/annurev-psych-122216-011719

10) Festenstein, M. (2020). Political trust, commitment and responsiveness. *Political Studies*, *68*, 446–462.

11) Fledderus, J. (2015). *Acceptance and commitment therapy for public mental health promotion, effectiveness of the 'Living to the full' program*. http://doc.utwente.nl/79649/1/thesis_M_Fledderus.pdf

12) Fonseca, R. J., Smith, B. M., Deshmukh, A. M., & Barber, H. D. (2013). Mandibular Fractures dalam Fonseca. In *Oral and Maxillofacial Trauma* (4th ed., pp. 293–330). Elsevier.

13) Gascó-Hernández, M., Martin, E. G., Reggi, L., Pyo, S., & Luna-Reyes, L. F. (2018). Promoting the use of open government data: Cases of training and engagement. *Government Information Quarterly*, *35*(2), 233–242. https://doi.org/10.1016/j.giq.2018.01.003

14) Gordon, S, Garen, J., & Clark, J. R. (2019). The growth of government, trust in government, and evidence on their coevolution. *J Econ Finan*, *43*, 456–480. https://doi- org.proxy.undip.ac.id/10.1007/s12197-018-9453-y

15) Gordon, Steven, Garen, J., & Clark, J. R. (2018). The growth of government, trust in government, and evidence on their coevolution. *Journal of Economics and Finance*, *43*, 456–480. https://doi.org/10.1007/s12197-018-9453-y

16) Han, S., Bangs, N. L., Carbotte, S. M., Saffer, D. M., & Gibson, J. C. (2017). Links between sediment consolidation and Cascadia megathrust slip behavior. *Nature Geosci*, *10*, 954–959.

17) Helliwell, J. F., Huang, H., Grover, S., & Wang, S. (2018). Empirical linkages between good governance and national well-being. *Journal of Comparative Economics*, *46*, 1332–1346.

18) Herrera, C., & other authors. (2022). Perceived collective school efficacy mediates the organizational justice effect in teachers' subjective well-being. *International Journal of Environmental Research and Public Health*, *19*, 10963.

19) Ikediashi, D. I., Ogunlana, S. O., & Odesola, I. A. (2015). Service quality and user satisfaction of outsourced facilities management (FM) services in Nigeria's public hospitals. *Built Environment Project and Asset Management*, *5*(4), 363–379.

20) Janssen, M., Charalabidis, Y., & Zuiderwijk, A. (2012). Benefits, adoption barriers and myths of open data and open

government. *Information Systems Management*, *29*(4), 258–268. https://doi.org/10.1080/10580530.2012.716740

21) Johnson, B. B. (2020). Probing the role of institutional stereotypes in Americans' evaluations of hazard-managing institutions. *Journal of Risk Research*, *23*(3), 313–329. https://doi.org/10.1080/13669877.2019.1569095

22) Kong, D. T. (2018). Trust toward a group of strangers as a function of stereotype-based social identification. *Personality and Individual Differences*, *120*, 265–270. https://doi.org/10.1016/j.paid.2017.09.038

23) Kurniawan, J. L., & Puspitosari, H. (2007). *Wajah buram pelayanan*. Malang Corruption Watch.

24) Lanin, D., & Hermanto, N. (2018). The effect of service quality toward public satisfaction and public trust on local government in Indonesia. *International Journal of Social Economics*. https://doi.org/10.1108/IJSE-04-2017-0151

25) Liu, H., Gao, H., & Huang, Q. (2019). Better government, happier residents? Quality of government and life satisfaction in China. *Social Indicators Research*, *147*(3), 971–990. https://doi.org/10.1007/s11205-019-02172-2

26) Ma, Y., Ma, B., Yu, L., Ma, M., & Dong, Y. (2024). Perceived social fairness and trust in government serially mediate the effect of governance quality on subjective well-being. *Scientific Reports*, *14*(1), Article 15905. https://doi.org/10.1038/s41598-024-67124-4

27) Marksteiner, T., Dickhaeuser, O., & Reinhard, M.-A. (2012). The relation between need for cognition and stereotypes in judgments of students' credibility. *Psychologie in Erziehung Und Unterricht*, *59*(1), 47–59. https://doi.org/10.2378/peu2012.art04d

28) Mishler, W., & Rose, R. (2001). What are the origins of political trust? Testing institutional and cultural theories in post-communist societies. *Comparative Political Studies*, *34*, 30–62.

29) Mueller, D. C. (2004). Public choice: an introduction. In *The Encyclopedia of Public Choice* (pp. 32– 48).

30) Napitupulu, P. (2007). *Pelayanan publik dan customer satisfaction*. Alumni.

31) Ndraha, T. (2005). *Kybernologi; sebuah rekonstruksi ilmu pemerintahan*. Rineka Cipta.

32) Oliver, R. L. (1997). *Satisfaction: A behavioral perspective on the consumer*. Irwin McGraw-Hill.

33) Ott, J. C. (2011). Government and happiness in 130 nations: Good governance fosters higher level and more equality of happiness. *Social Indicators Research*, *102*, 3–22.

34) Purnomo, H., Wijaya, A., & Dewi, S. (2023). Public Trust and Governance in Indonesia: An Analysis.*Journal of Southeast Asian Studies*, *54*(1),45–67. https://doi.org/10.1017/S002246342300002X

35) Rothstein, B. (2011). *The Quality of Government: Corruption, Social Trust, and Inequality in International Perspective*. University of Chicago Press.

36) Satokari, R., Rantanen, R., Pitkala, K., & Salminen, S. (2010). Probiotics and prebiotics in elderly individuals. In S. S. Cho & E. T. Finocchiario (Eds.), *Handbook of Probiotics and Prebiotics*.

37) Soh, E., & Martens, K. (2022). Value dimensions of autonomous vehicle implementation through the Ethical Delphi. *Cities*, *127*, Article 103741.

38) Greenpeace Souteast Asia. (2024). *Protect the Forests*. https://www.greenpeace.org/southeastasia/what-we-do/protect-the-forests/

39) Stankevich, E. A., Khanova, A. F., & Gallyamov, F. G. (2017). Modeling of Consciences Image "Government/Elite" by Tatars and Russians (Evidence from the Republic of Tatarstan). *Journal of History Culture and Art Research*, *6*(4), 1268–1275. https://doi.org/10.7596/taksad.v6i4.1197

40) Sumaedi, S., Yarmen, M., & Yuda Bakti, I. G. M. (2016). Healthcare service quality model: a multi- level approach with empirical evidence from a developing country. *International Journal of Productivity and Performance Management*, *65*(8), 1007–1024.

41) Suriyanrattakorn, S., & Chang, C.-W. (2021). Valuation of trust in government: The well-being valuation approach. *Sustainability (Basel, Switzerland)*, *13*(19). https://doi.org/10.3390/su131911000

42) Suryadarma, D., Pomeroy, J., & Rosser, A. (2023). Economic Status and Public Trust in Indonesian Local Governments. *Asian Journal of Political Science*, *31*(2), 234–256. https://doi.org/10.1080/02185377.2023.1785432

43) Suryahadi, A., Al Izzati, R., Suryadarma, D., & Dartanto, T. (2022). How Inequality Affects Trust in Institutions: Evidence from Indonesia. *Asian Economic Policy Review*, *18*(1), 73–91. https://doi.org/10.1111/aepr.12401

44) Tan, S. B., Chiu-Shee, C., & Duarte, F. (2022). From SARS to COVID-19: Digital infrastructures of surveillance and segregation in exceptional times. *Cities*, *120*, Article 103486. https://doi.org/10.1016/j.cities.2021.103486

45) Tura, N., & Ojanen, V. (2022). Sustainability-oriented innovations in smart cities: A systematic review and emerging themes. *Cities*, *126*, Article 103716. https://doi.org/10.1016/j.cities.2022.103716

46) Vigoda-Gadot, E. (2006). *Citizens' perceptions of politics and ethics in public administration: a five- year national study of their relationship to satisfaction with services, trust in governance, and voice*.

47) Walle, V. de. (2016). when public services fail: a research agenda on public service failure. *Journal of Service Management*, *27*(5), 831–846.

48) Wang, Q., & Guan, Z. (2023). Can sunlight disperse mistrust? A meta-analysis of the effect of transparency on citizens' trust in government. *Journal of Public Administration Research and Theory*, *33*, 453–467.

49) Wang, Y., Jia, Q., Zhang, S., & Zhou, J. (2024). How government stereotypes affect life satisfaction: A good government matters more than a government that does good. *Applied Research in Quality of Life*. https://doi.org/10.1007/s11482-024-10359-0

50) Widodo, T., & Kartikasari, D. (2022). Governance Quality and Public Satisfaction in Indonesia. *Indonesian Journal of Public Administration*, *15*(3), 321–339. https://doi.org/10.11588/ijpa.2022.3.9821

51) Xu, H., Zhang, C., & Huang, Y. (2023). Social trust, social capital, and subjective well-being of rural residents: Micro-empirical evidence based on the Chinese general social survey (CGSS). *Humanities and Social Sciences Communications*, *10*, 49.

52) Yang, D. L., Tao, R., Li, M., & Lu, X. (2014). How does political trust affect social trust? An analysis of survey data from rural China using an instrumental variables approach. *International Political Science Review*, *35*(2), 237–253.

53) Zeleti, F. A., Ojo, A., & Curry, E. (2016). Exploring the economic value of open government data. *Government Information Quarterly*, *33*(3), 535–551. https://doi.org/10.1016/j.giq.2016.01.008