

An Analysis of Public Trust Level in Performance of Klurak Village Head, Sidoarjo Regency, East Java Province

Author:

Santa Wira Kartika Putri Wihendra¹, Sudarmono²

Affiliation:

Institut Pemerintahan Dalam Negeri, Jl. Raya Bandung-Sumedang KM. 20 Jatinangor
45363, Indonesia ^{1,2}

e-Mail:

santawirakpw@gmail.com¹, sudarmono@ipdn.ac.id²

***Corresponding author**

Sudarmono

Institut Pemerintahan Dalam Negeri (IPDN)

Email: sudarmono@ipdn.ac.id

Received: Jul 20, 2024

Revised: Aug 2, 2024

Accepted: Oct 29, 2024

Available Online: Dec 27, 2024

Abstract

Public trust is a key indicator of trustworthy government and a fundamental characteristic of a well-constructed governance system. The development of the concept begins with the fundamental government led by village head. Therefore, this research aimed to determine the level of confidence possessed by Klurak community regarding village head as well as to assess the impact of performance and the implementation of trustworthy government on public trust. The information was gathered through the use of stratified random sampling and examined using quantitative method and multiple linear regression analysis. The results showed that the level of public trust of Klurak Village placed in village head was 81.9%. This level of trust was impacted by village head performance and trustworthy governance, while other variables influenced 18.1% of the concept. Trustworthy government and village head performance had positive and negative influences on public trust, respectively.

Keywords: *Public Trust; Performance of Village Head; Trustworthy Governance*

Abstrak

Sebagai salah satu indikator utama dari penerapan konsep pemerintahan yang dapat dipercaya, kepercayaan yang diberikan oleh masyarakat adalah salah satu karakteristik yang membedakan pembangunan sistem pemerintahan yang baik. Telah menjadi keniscayaan bahwa untuk mengembangkannya dapat dimulai dari tingkat pemerintahan yang paling mendasar, yaitu pemerintahan desa, yang dipimpin oleh kepala desa. Tujuan dari penelitian ini adalah untuk

mengetahui tingkat kepercayaan yang dimiliki oleh masyarakat Desa Klurak terhadap kepala desa, serta dampak dari kinerja kepala desa dan pemerintah yang dapat dipercaya terhadap tingkat kepercayaan publik. Informasi tersebut dikumpulkan melalui penggunaan pengambilan sampel acak terstratifikasi, dan diperiksa melalui penerapan pendekatan kuantitatif yang mencakup analisis regresi linier berganda. Temuan penelitian ini menunjukkan bahwa tingkat kepercayaan publik yang dimiliki oleh masyarakat Desa Klurak terhadap kepala desa adalah 81,9%. Tingkat kepercayaan ini dipengaruhi oleh kinerja kepala desa dan pemerintahan yang dapat dipercaya, sementara 18,1% dari kepercayaan tersebut dipengaruhi oleh variabel lain. Sebaliknya, pemerintah yang dapat dipercaya memiliki pengaruh baik terhadap kepercayaan publik, sedangkan kinerja kepala desa berdampak negatif terhadap kepercayaan publik.

Kata kunci: Kepercayaan Publik; Kinerja Kepala Desa; Pemerintahan Yang Terpercaya

INTRODUCTION

Public trust plays a critical role in developing good governance (Beshi, 2020). In this context, the concepts of trustworthy and sustainable governance are interrelated. Public trust in village governance refers to the faith and confidence in the ability of officials to manage and allocate resources effectively, fairly, and transparently. In Indonesia, the concept is crucial for ensuring the successful implementation of development programs and the overall progress of village.

Village Law mandates the government to promote public participation and empowerment, emphasizing the importance of community participation in the development process. However, research have shown that community participation in the government and development system is often at a tokenistic level, with public aspirations not always being converted into concrete policies (Putra, 2023). This condition reports the need for improved governance principles to enhance public trust in village governance.

Good governance principles, such as accountability, transparency, and participation, have been identified as key factors in building public trust in the management of village funds (Suhardi et al., 2023). In the management of village funds, public trust has been proven to be positively and significantly impacted by transparency, accountability, and participation (Suhardi et al., 2023). Therefore, the accountability and transparency of village government in managing funds are directly related to public trust.

Indonesian government has enabled the development of village-owned businesses as an alternative utilization of transfer funds (Kurniasih & Setyoko, 2019). However, public governance capacity in the accountability of business management is low, reporting a need for improved mechanisms to support public accountability systems (Kurniasih & Setyoko, 2019).

A survey compared the level of trust between public and private sectors according to services provided. Edelman Trust Barometer showed that

community satisfaction was higher in the business of private institutions than trust in the government. However, the challenge ignited the policymakers to develop accountability and transparency in obtaining public trust. This can be established from the lowest or fundamental level of government, namely village. Village head is responsible for the sustainability of village government by Law Number 6/2014. Community engagement can be improved and increase public trust in the governance, inspired by the leadership style of village head. As the highest formal leader, village head should include community engagement in the physical and social development activities.

In this context, mutual communication should be established with the community. The inclusive communication style will affect the level of public trust regarding transparency and accountability, particularly in the financial aspects. In certain cases, allocation funds (*dana alokasi desa*) received from the central government should be used to develop villages by improving the quality of services and civic engagement. In addition, these funds aim to eradicate poverty, according to Law Number 6 of 2014 concerning Villages. There are some challenges following the deliberation of allocation funds such as low capacity in managing the budget, lack of integrity, and weak supervision by the community. Therefore, public trust in village government is very low.

Transparency is the key to developing more accountable financial management at village level. Village government should develop dyadic

communication with community (through neighborhood organizations such as RT, RW, or BPD) to monitor the implementation. Therefore, transparency and accountability can be optimized to increase public trust in the government.

According to The Minister of Finance Regulation No. 222/PMK.07/2020, Village Fund Management includes the distribution of village funds in the form of Direct Cash Assistance Village Fund (*bantuan langsung tunai dana desa* or BLT-DD). BLT is distributed as a cash transfer to poor or disadvantaged families, based on predetermined criteria. This cash transfer was intended to increase the alleviation of extreme poverty and reduce the impact of the COVID-19 pandemic.

The distribution of BLT has been provided by the central government since the pandemic. In this context, village government will assess and determine the eligible beneficiaries based on the criteria stated in the Regulation of the Minister of Villages, Disadvantaged Regions and Transmigration of Indonesia Number 8 of 2022 concerning Priorities for the Use of Village Funds in 2023. The beneficiaries include extremely poor, chronically ill, and single-member families, as well as those with one or more disabled individuals in Klurak Village. The eligibility to obtain BLT was determined according to the regulations and was declared by Klurak Village Head. The pilot research reported that the number of BLT recipients in Klurak Village decreased in each distribution, starting from July 2020 during the pandemic with 150 recipients to

November 2023 possessing only 74 recipients.

Table 1. The number of beneficiaries of *Direct Cash Assistance (BLT)* Klurak Village

Year	Month	Number of beneficiaries (household)
2020	July	150
	November	150
2021	March	132
	July	128
	November	118
2022	March	115
	July	113
	November	100
2023	March	97
	July	85
	November	74

(Source: Document of Klurak village, analyzed by author, 2023)

Table 1 shows that the number of recipients continues to decrease. This is due to social distrust among community regarding village government performance. Therefore, this research aims to examine the level of public trust held by village head and government regarding budget issues. Inclusive public services are analyzed to enable effective civic participation. This is achieved by identifying the role of the community and selecting the right participation strategies (Hemafitria, 2022). In addition, evaluating village head performance to enhance discipline is important (Hutahaeon, 2023). Effective leadership is constituted of mutual partnership between the

government and the community (Amanda Ramadhana, 2023). Therefore, community participation is required to improve the quality of public services.

Several previous research about village head performance tend to show various results. Bela Rismayana (2021) showed that leadership style dominantly determined community engagement to drive changes and enhance cooperation. The connection between village head and public trust found by Sofyani & Tahar (2021) emphasized the need for good-quality performance. The results found that transparency increased village public trust, while accountability was not considered an important factor (Sofyani & Tahar, 2021).

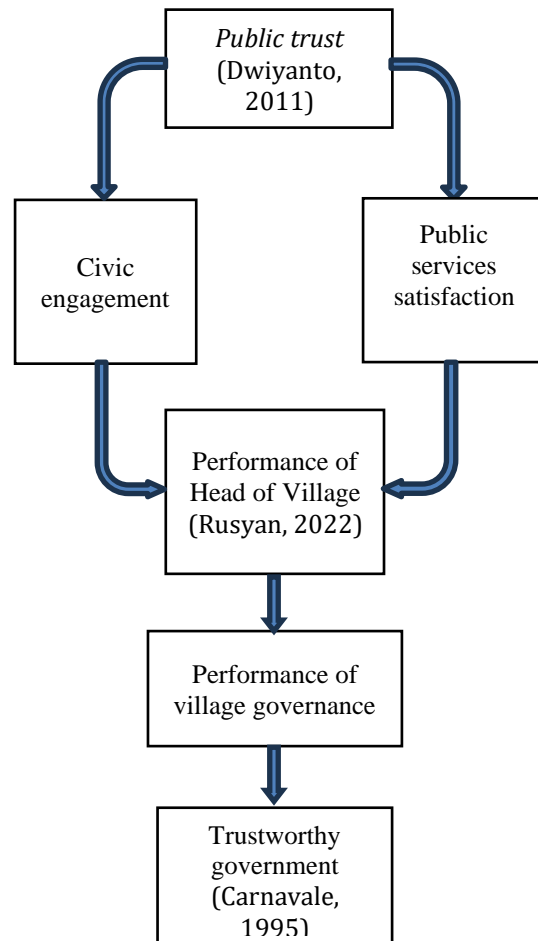
Political choice was shown as a determinant factor in improving civic engagement. Rismayana et al. (2021) in Mendik Makmur Village, Longkali District, Paser Regency showed that the capacity of village head to maintain the political dynamic in rural area would affect the level of community participation. Carissa Nabila Harijadi (2023) found that voting behavior was not influenced by the existence of religious diversity. However, the concept was influenced by psychological and rational factors in the vision and mission campaigned by village head candidates (Harijadi et al., 2023).

According to research conducted by Muhamad Thahir Haning in 2021, public trust is positive and significant to the compliance of taxpayers. The concept has increased due to several influencing factors, including government, risk, and contextual factors (Haning & Tahili, 2021).

Public trust has two types, namely political and social trust. Political trust refers to the confidence of public in the government regarding policies and decisions. Meanwhile, social trust is a sense of trust between individuals or communities as members of a group. This research elaborated on the variable of effective performance of village head and trustworthy government.

According to Rusyan (2022), village head performance is arguably influenced by several factors, namely work motivation, environment, discipline, achievement, satisfaction, assessment, supervision, and training. Trustworthy government is reported by leadership style, participation and civic engagement, effective communications, performance appraisal and incentive system, as well as management of the authority, politics, and conflict. Figure 1 shows the theoretical framework of this research.

Figure 1 Theoretical framework



This research focuses on inclusive public services provided by Klurak Village government based on the effectiveness of work discipline, satisfaction, and community participation. The objectives include the following.

1. To identify the level of public trust in Klurak Village Head in organizing government.
2. To identify the influence of performance in organizing

government on public trust of Klurak Village.

3. To identify the influence of trustworthy government concept on public trust.

Hypothesis

The hypothesis examined include:

1. Ha: There is a relationship between public trust and Klurak Village Head performance.
Ho: There is no relationship between public trust and Klurak Village Head performance.
2. Ha: There is a relationship between trustworthy government and Klurak Village Head performance.
Ho: There is no relationship between trustworthy government and Klurak Village Head performance.

METHODS

Research approach

This research applied a quantitative design with an inductive statistical analysis model that examines the truth of hypotheses. The inductive statistical analysis model is used to test the hypothesis regarding the level of public trust in village head performance of Klurak Village, Sidoarjo Regency.

Variable

Public trust is discussed in the process of organizing village governance to create trustworthy government in Klurak Village, Sidoarjo Regency. This research is carried out using public trust and trustworthy governance, as well as village head performance by Rusyan.

Data collecting method

Stratified random sampling method is used to divide the population into strata (Faiqotul Ulya et al., 2018). In specific, the population was categorized based on the following criteria.

1. Identified as a citizen of Klurak Village as proven by ID Card (KTP),
2. range of age between 17-50 years old,
3. eligible to vote in the election (general election and village head election), and
4. understand the mechanism of public services provided by village government.

Based on the criteria, the total population is 4,212 people and the sample size is determined using Slovin formula.

$$n = \frac{N}{1 + Ne^2}$$

Note:

n = Selected sample

N = Population

e = Co-efficient (0.1 atau 10%).

$$\begin{aligned} n &= \frac{N}{1 + Ne^2} \\ n &= \frac{4212}{1 + 4212(0,1)^2} \\ n &= \frac{4212}{1 + 4212(0,01)} \\ n &= \frac{4212}{1 + 42,12} \\ n &= \frac{4212}{43,12} \\ n &= 97,680 \approx 98 \end{aligned}$$

The indication of co-efficient in 10% showed that the sample size was 98.

Data analysis

A. Validity test

Validity was tested using the following test formula:

$$r_{xy} = \frac{n(\sum x_i y_i) - (\sum x_i)(\sum y_i)}{\sqrt{n(\sum x_i^2) - (x_i)^2(n(\sum y_i^2) - (y_i)^2)}}$$

r_{xy} = coefficient of correlation

n = number of respondents

x_i = the value of each item on the instrument

y_i = the value of each criterion item

The test was carried out to prove validity of the research instrument in the form of a questionnaire to measure the data. Determination of the hypothesis on the results was carried out by paying attention to the value of r_{count} (Ghozali, 2015). The conclusion was invalid when the value of r_{count} was less than r_{table} . However, when the value of r_{hitung} was more (>) than r_{table} , the conclusion was valid.

B. Reliability test

Cronbach alpha formula was applied to examine the reliability of the research.

$$r_{11} = \frac{k}{k-1} \left(1 - \frac{\sum \sigma_b^2}{\sigma_t^2} \right)$$

r_{11} = instrument reliability

k = amount of question

$\sum \sigma_b^2$ = variance

σ_t^2 = total variance

Reliability test was carried out to prove the consistency of the instrument by paying attention to the value (Ghozali, 2015). The conclusion is not reliable when reliability score is less (<) than 0,60. Meanwhile, the conclusions are reliable when reliability score is more (>) than 0,60.

C. Classic assumption test

Classic assumption test was performed after validity and reliability (Nugraha, 2022).

1) Normality test

Normality test was performed using Kolmogorov Smirnov to examine the distribution of data by paying attention to the value (Ghozali, 2015). The data is normally distributed when the significance value is more than 0.05 ($sig. > \alpha = 0,05$). Meanwhile, data is abnormally distributed when the significance value is less than 0,05 ($sig. < \alpha = 0,05$).

2) Multicollinearity test

Multicollinearity test is carried out using the Varian Inflation Factor to show that the independent variables are free from symptoms. Determination of the hypothesis on the results is achieved by analyzing the r square value (Ghozali, 2015). There is no multicollinearity when the $r_{square} = VIF$ score is less (<) than 10.00. Meanwhile, when the score of $r_{square} = VIF$ score is more (>) than 10.00, there is a multicollinearity.

3) Heteroscedasticity test

Heteroscedasticity test was carried out by running the Spearman rank and Scatterplot to examine differences between variants and residuals in regression. Determination

of the hypothesis on the results of the heteroscedasticity test is achieved by analyzing the r-value (Ghozali, 2015). The conclusion is heteroscedasticity when the value of r is less (<) than the significance level. The data is not heteroscedasticity when the value of r is more (>) than the significance level.

D. Multiple linear regression test

Multiple linear regression test is applied to independent and dependent variables.

$$Y = a + b_1X_1 + b_2X_2$$

Y = Trustworthy (dependent variable)

a = The constant

b_1 = The regression coefficient of public trust

b_2 = Regression coefficient of village head performance

X_1 = Public trust

X_2 = Village head performance

E. Hypothesis test

1) Partially Hypothesis test (T-test)

T-test is intended to examine the significant influence between variables (Ghozali, 2015). The independent variable partially affects the dependent variable when the significance value of t is less (<) than the value of 0.1.

2) Simultaneous Hypothesis test (F-test)

F test (F distribution) is carried out to determine the influence of independent variables on the dependent (Ghozali, 2015). The independent variables affect the dependent when the significance value of F is less (<) than 0.1. In conclusion, the independent variables do not affect the dependent when the significance value of F is more (>) than the value of 0.1.

3. Determination coefficient test (R^2)

R^2 coefficient is conducted to prove the ability of the independent variables to explain the dependent variable. Determination of the hypothesis on the results is achieved by paying attention to R^2 significance value (Ghozali, 2015). The ability of the independent variable is limited in explaining the behavior of the dependent when the significance value of R^2 is low. The independent variable can interpret the behavior of the dependent when the significance value of R^2 is close to 1.

RESULT AND DISCUSSION

Research Site

Klurak Village is located in Candi District, Sidoarjo Regency, East Java Province. The access is quite easy with the location which is more precisely in the southeast of the Sidoarjo city center. Klurak Village has an area of 1,623 hectares with a distance of 0.30 km and 5.5 km in Candi Sub-district and Sidoarjo Regency government center,

respectively. Village borders Bligo and Wedoro on the north, Kebonsari and Ngampelsari on the south, Candi Sayangan on the west as well as Kalipecabean on the east.

Based on demographic data, 6,125 people live in village, while a total of 4,212 have KTPs. The 4,212 people consist of 2,013 men and 2,199 women.

Characteristic of respondent

Research has been conducted on several respondents who are people with KTP addresses in Klurak Village, Candi Subdistrict, Sidoarjo Regency. The distribution and filling of the questionnaire was carried out online through the Gform link provided. The results obtained were 124 Klurak Village

residents or respondents who answered the questionnaire during the process.

A. Validity test

For the 'village head performance', 'trustworthy government', and "public trust" variables, the r_{count} for each question is more than the r_{table} value.

Table 2. Results of Variable Validity Test

Q No.	Village head performance		Trustworthy Government		Public trust	
	Criteria	Concl.	Criteria	Concl.	Criteria	Concl.
1	0,705 > 0,1484	Valid	0,662 > 0,1484	Valid	0,390 > 0,1484	Valid
2	0,692 > 0,1484	Valid	0,701 > 0,1484	Valid	0,435 > 0,1484	Valid
3	0,688 > 0,1484	Valid	0,706 > 0,1484	Valid	0,624 > 0,1484	Valid
4	0,644 > 0,1484	Valid	0,502 > 0,1484	Valid	0,579 > 0,1484	Valid
5	0,656 > 0,1484	Valid	0,346 > 0,1484	Valid	0,580 > 0,1484	Valid
6	0,681 > 0,1484	Valid	0,327 > 0,1484	Valid	0,568 > 0,1484	Valid
7	0,686 > 0,1484	Valid	0,350 > 0,1484	Valid	0,517 > 0,1484	Valid
8	0,709 > 0,1484	Valid	0,702 > 0,1484	Valid	0,594 > 0,1484	Valid
9	0,616 > 0,1484	Valid	0,670 > 0,1484	Valid	0,383 > 0,1484	Valid
10	0,593 > 0,1484	Valid	0,664 > 0,1484	Valid	0,529 > 0,1484	Valid

Source: SPSS ver.23, analyzed by authors, 2024

Reliability test

For reliability test, this research applied Cronbach alpha. Based on Table 8, the value of Cronbach alpha for each variable is more than 0.60, and all

questions on the questionnaire were arguably reliable. Therefore, data can be considered with further tests.

Table 3. Result of Reliability Test

Variable	Cronbach's Alpha	Criteria	Conclusion
Performance of Head of Village	0,861	0,876 > 0,6	Reliable
Trustworthy government	0,750	0,855 > 0,6	Reliable
Public trust	0,689	0,689 > 0,6	Reliable

(Source: SPSS ver.23, analyzed by authors, 2024)

Classic assumption test**1) Normality test**

The application of One-Sample Kolmogorov Smirnov found that Asymp.

Sig. was more than 0.05 with Asymp. Sig. of 0.200.

Table 4. Result of Normality Test for *One-Sample Kolmogorov Smirnov*

One-Sample Kolmogorov-Smirnov Test		Unstandardized Residual
N		124
Normal Parameters ^{a,b}	Mean	.0000000
	Std. Deviation	2.02149662
Most Extreme Differences	Absolute	.089
	Positive	.059
	Negative	-.089
Test Statistic		.089
Asymp. Sig. (2-tailed)		.200 ^c

a. Test distribution is Normal.

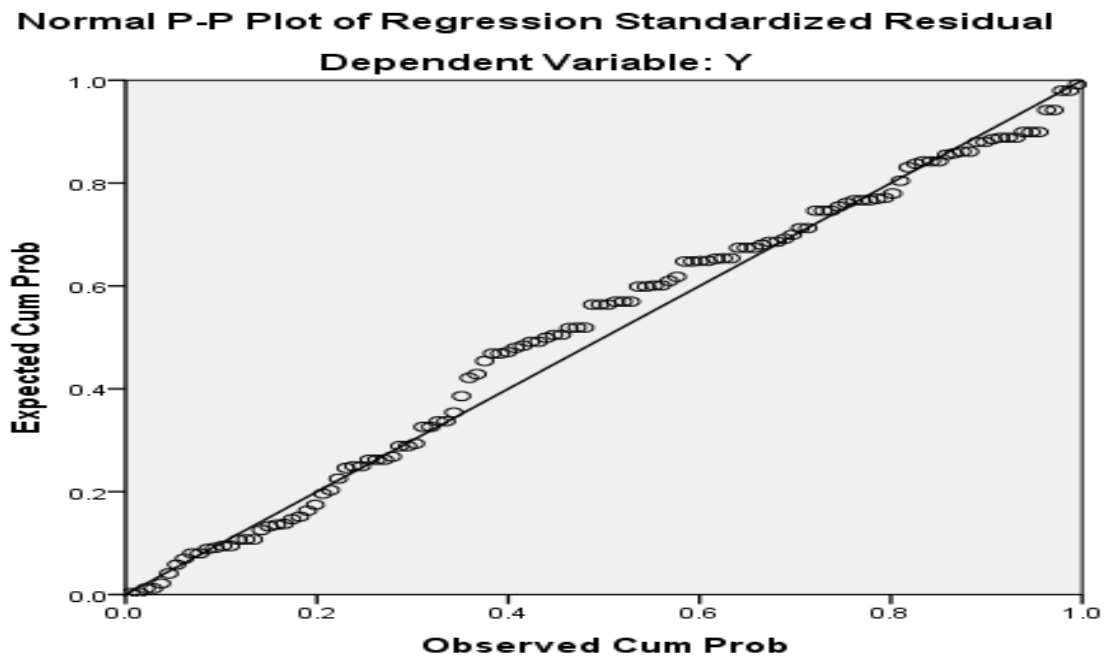
b. Calculated from data.

c. Lilliefors Significance Correction.

(Source: SPSS ver.23, analyzed by authors, 2024)

Normality test was carried out by applying *Normality probability plot* method with criteria showing the distribution of points around the diagonal line and following the

direction. The distribution of points surrounded the diagonal line and followed the direction since the data is normally distributed.

Figure 2. Graph of Normality Test Results Normality Probability Plot

(Source: SPSS ver.23, analyzed by authors, 2024)

2) Multicollinearity test

The tolerance value of "Village Head Performance" and "Trustworthy government" obtains a score of more than 0.1 and less than 1.0 ($0.1 < 0.188 < 1.0$). Variance Inflation Factor (VIF) has a

value of more than 1.0 and less than 10.0 ($1.0 < 5.308 < 10.0$). Therefore, the regression data avoids symptoms of multicollinearity between the independent variables.

Table 5. Multicollinearity Test Results

		Coefficients ^a						
		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
Model		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	3.998	1.069		3.738	.000		
	X1 (Village Head Performance)	-.249	.068	-.326	-3.654	.000	.188	5.308
	X2 (Trustworthy Government)	1.073	.081	1.187	13.304	.000	.188	5.308

a. Dependent Variable: Y Public Trust

(Source: SPSS ver.23 analyzed by authors, 2024)

3) Heteroscedasticity test

Based on Table 8, the significance value of the independent variables has a value of more than 0.05. The significance values of "Village Head

Performance" and "trustworthy Government" are $0.971 > 0.05$ and $0.729 > 0.05$, respectively. Therefore, the regression avoids symptoms of heteroscedasticity or fulfills the assumption.

Table 6. Heteroscedasticity Test Results

		Coefficients ^a						
		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
Model		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	1.073	.639		1.678	.096		
	X1 (Village Head Performance)	.002	.041	.008	.037	.971	.188	5.308
	X2 (Trustworthy Government)	.017	.048	.073	.347	.729	.188	5.308

a. Dependent Variable: ABS_RESIDUAL

(Source: SPSS ver.23 analyzed by authors, 2024)

Multiple linear regression testing

Multiple linear regression equation is formulated as follows:

$$Y = 3,998 - 0,249 X_1 + 1,073 X_2$$

The independent variables village head performance and trustworthy government have negative and positive effects, respectively. The following is an explanation of the equation model:

- a. Constant of 3.998 proves that when the two independent variables are zero (0), public trust is expected to be worth 3.998 times.
- b. X1 variable (village head performance) has a regression coefficient value of -0.249. Therefore, public trust is reduced by 0.249 times with a 1% decrease in village head performance.
- c. X2 variable (trustworthy government) has a regression coefficient value of 1.073. Therefore, public trust is improved by 1.073 times with a 1% increase in knowledge of trustworthy government.

Table 7. Multiple Linear Regression Test Results

		Coefficients ^a				
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	3.998	1.069		3.738	.000
	X1 (Village Head Performance)	-.249	.068	-.326	-3.654	.000
	X2 (Trustworthy Government)	1.073	.081	1.187	13.304	.000

a. Dependent Variable: Y (public trust)

(Source: SPSS ver.23 analyzed by authors, 2024)

Hypothesis test

2. Simultaneous Hypothesis test (F-test)

The results of simultaneous hypothesis testing found that the significance value was less than 0.1 (Sig. 0.000 < α = 0.1). Therefore, village head

and trustworthy government influence public trust. The significance value and the calculated t value are greater (>) than the F_{table} (272.703 > 1.720273).

Conclusion of Hypothesis 1

Based on the partial hypothesis test, the significance value of the independent variable (village head performance) is 0.000 and the t_{count} is 3,654. This shows that the value is less than 0.1 (Sig. 0.000 < α = 0.1) and the t_{count} is more (>) than the t_{table} (3.564 > 1.28842). Therefore, village head performance can influence public trust.

Conclusion of Hypothesis 2

The partial hypothesis test reports that the significance value of the independent variable (village head performance) is 0.000 (less than 0.1) and the t_{count} is 3.654 (more than the t_{table} value) (Table 13). Therefore, trustworthy government influences public trust.

Table 8. Partial Hypothesis Test Results (t-Test)

Model	Coefficients ^a				
	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
(Constant)	3.998	1.069		3.738	.000
X1 (Village Head Performance)	-.249	.068	-.326	-3.654	.000
X2 (Trustworthy Government)	1.073	.081	1.187	13.304	.000

a. Dependent Variable: Y (Public trust)

(Source: SPSS ver.23 analyzed by authors, 2024)

2. Simultaneous Hypothesis test (F-test)

The results of simultaneous hypothesis testing show that the significance value is less than 0.1 (Sig. $0.000 < \alpha = 0.1$), and the F_{count} is more ($>$) than the F_{table} ($272.703 > 1.720273$). Therefore, performance of village head

and trustworthy government can be said to affect public trust. Table 14 shows the results of the partial hypothesis for the significance and the calculated t-value.

Table 9. Simultaneous Hypothesis Test Results (F Test)

ANOVA ^a						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	2265.616	2	1132.808	272.703	.000 ^b
	Residual	502.633	121	4.154		
	Total	2768.249	123			

a. Dependent Variable: Y (public trust)

b. Predictors: (Constant), X2 (Trustworthy Government), X1 (Village Head Performance)

(Source: SPSS ver.23 analyzed by authors, 2024)

3. Determination coefficient test (R^2)

Determination coefficient test shows that R^2 of the model is 0.819. Therefore, performance of village head and trustworthy government can

influence public trust. This is because the test has an influence of 81.9% with 18.1% impacted by external factors.

Table 10. Determination Coefficient Test Results

Model Summary ^b				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.905 ^a	.819	.815	2.03813

a. Predictors: (Constant), X2 (Trustworthy Government), X1 (Village Head Performance)

b. Dependent Variable: Y (Public Trust)

(Source: SPSS ver.23 analyzed by authors, 2024)

Discussion

Public trust can be started from village government. Village head is

responsible for the continuity of governance based on Law Number

6/2014 concerning Villages. The process of creating the concept of trustworthy governance is inseparable from the role of village head.

The results of data processing from questionnaires answered by 124 respondents show a significant influence between village head performance and trustworthy government on public trust (significance value/probability-statistic = 0.000 < Level of Significant = 0.1). This is based on classical assumption test, multiple linear regression, and hypothesis testing. Before carrying out the three tests, the data obtained were first tested for validity and reliability. The classical assumption test consisting of normality, multicollinearity, and heteroscedasticity tests were carried out to prove the data obtained from 124 respondents in Klurak Village. The data collected are from village head performance and trustworthy government about public trust.

Normality test using One-Sample Kolmogorov Smirnov reports an Asymp. Sig. of 0.200 and the data are normally distributed. In addition, normality testing is also carried out using Normality probability plot method with criteria showing the distribution of points around the diagonal line.

The Effect of Village Head Performance on Public Trust

The partial hypothesis testing (t-test) carried out on village head performance variable affects public trust in Klurak Village. This result is proven by the significance value of the independent variable (village head performance) of 0.000 and the t_{count} value of 3,654. The significance value is

less than 0.1 (Sig. 0.000 < α = 0.1) and t_{count} is greater (>) than the t_{table} value (3.564 > 1.28842). Therefore, H_a is accepted and H_o is rejected since village head performance influences public trust.

Public trust of Klurak Village is influenced by village head performance organizing the government. Therefore, the quality of performance has a significant effect on public trust of village. Bela Rismayana in 2021 examined the leadership characteristics of village head to increase community participation. The research was conducted to determine and analyze the behavior and characteristics of the village head. Based on multiple linear regression tests, village head performance variable has a negative effect on public trust. This is proven by village head performance variable regression coefficient score of -0.249 since a 1% increase in performance of village head reduces public trust by 0.249 times.

The negative effect possessed by village head performance negatively affects public trust. Therefore, public trust of Klurak Village Head is not optimal and the effectiveness of the performance is influenced by the following factors (Rusyan, 2022):

1. Motivation of village head
2. The working environment of village head
3. Work discipline of village head
4. Village head work achievement
5. Job satisfaction of village head
6. Appraisal of village head's work
7. Supervision of village head's work
8. Village head job training

Some of these factors can affect the quality of performance. The negative effect is influenced by the factors mentioned by Rusyan (2022). However, this research only focuses on the effect of village head performance on public trust. Further analyses should be conducted to find out the factors responsible for the negative effect of village head performance on public trust.

The Effect of Trustworthy Government on Public Trust

According to partial hypothesis testing (t-test), the significance value of the independent variable (village head performance) is 0.000 and the t_{count} value is 3,654. The significance value is less than 0.1 (Sig. 0.000 < α = 0.1) and the t_{count} value is more (>) than the t_{table} (13.304 > 1.28842). Therefore, H_a is accepted and H_o is rejected since trustworthy government influences public trust.

Public trust of Klurak Village is influenced by the concept of trustworthy government applied in the implementation of village governance. Therefore, the quality of village government has a significant effect on public trust. Muhammad Andi Septiadi in 2020 analyzed and measured the level of public trust during COVID-19. The research was conducted to measure public trust which possessed the power and duty to formulate policies.

The partial hypothesis testing (t-test) shows that the significance value of the independent variable (village head performance) is 0.000 and the t_{count} value is 3,654. The significance value is less than 0.1 (Sig. 0.000 < α = 0.1) and the t_{count} is greater (>) than the t_{table}

(13.304 > 1.28842). Therefore, H_a is accepted and H_o is rejected since trustworthy government influences public trust.

Public trust of Klurak Village is influenced by trustworthy government applied in the implementation of village governance. Therefore, the quality of village government has a significant effect on public trust. Muhammad Andi Septiadi in 2020 analyzed and measured the level of public trust in the government.

The results of multiple linear regression testing prove that trustworthy government variable has a positive effect on public trust. Trustworthy government has a regression coefficient value of 1.073, proving that a 1% increase in knowledge about the variable enhances public trust by 1.073 times. Therefore, village head can organize a government system that can be trusted by the community. The factors considered in building and increasing trust in government institution with several indicators of trustworthy government includes the following (David G. Carnevale, 1955).

1. Leadership
2. Participation and involvement
3. Effective communication
4. Performance appraisal and incentive system
5. Managing power, politics, and conflict

The factors have positive value on influencing public trust and village head has been able to lead the administration. The positive value shows that village head can establish effective communication and enable the community to participate in the process

of organizing governance. Conflicts have been managed effectively in village due to effective communication. In this context, village has gained public trust as trustworthy government.

The Effect of Village Head Performance and Trustworthy Government on Public Trust

The significance value is less than 0.1 (Sig. $0.000 < \alpha = 0.1$) and the F_{count} value is more ($>$) than the F_{table} ($272.703 > 1.720273$). Therefore, H_a is accepted and H_o is rejected since performance of village head and trustworthy government arguably affect public trust. Public trust of Klurak Village is influenced by village head performance and trustworthy government simultaneously.

According to Haning (2023), the concept of public trust typically divided into two types namely political and social trust. Political trust refers to the confidence of public in the government regarding policies and decisions. Meanwhile, social trust is a sense of trust between individuals or communities as members of a group.

The two types of trust are interrelated and influence each other. In public trust for village head, the people act as a member of a social group. Public trust in village government follows every policy and decision taken. The concept is determined to create trustworthy government for the community. The influence of village head performance and trustworthy government is 81.9% on public trust proven through the R^2 coefficient of determination test. Based on the results, the coefficient of determination R^2 of the model is 0.819. In this context,

village head performance and trustworthy government can explain public trust due to the 81.9% influence and 18.1% external factors.

CONCLUSION

In conclusion, the following results were reported based on the discussion:

- 1) Village head performance influenced public trust but had a negative effect on public trust. An evaluation of Klurak Village Head performance was carried out in response to the situation. This was achieved by analyzing the factors influencing the effectiveness of performance to determine the factors responsible for the negative value.
- 2) Trustworthy government positively influences public trust. The government system could be maintained and optimized by improving the leadership ability of Klurak Village Head in organizing administration, inviting the community to participate in every activity, and resolving existing conflicts properly.
- 3) Village head performance and trustworthy government simultaneously or jointly affected public trust. Klurak Village Head continued to strive for the quality improvement of the government system and public services delivery. This created the latest breakthroughs in terms of politics, society, and culture to improve social welfare.

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