

# Public Trust in Productive Economic Business Capital Assistance Program in Manggalung Village

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# Public Trust in Productive Economic Business Capital Assistance Program in Manggalung Village

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### ABSTRACT

This study aims to determine public trust in productive economic business capital assistance program in Manggalung Village, Mandalle District, Pangkep Regency, seen from the indicators of credible commitment, benevolence, honesty, competence, and fairness. The research method used is descriptive quantitative. The sample in this study amounted to 102 people. Type of data consists of primary data obtained through questionnaires, while secondary data comes from data from the Manggalung Village Office, documents and regulations related to the problem under study. The results showed that public trust in the capital assistance program for productive economy entrepreneurs in Manggalung Village was quite trusted, but there were still indicators that had not yet gained confidence, namely the indicators of honesty. This is due to the lack of socialization and transparency in budget stipulation and allocation.

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## 1. Introduction

In the last decade, trust in the government has become of various importance in several countries due to the domestic crisis that occurred in each country. Some data shows that developed and developing countries, including Indonesia, have a declining trend of confidence in the government. There is a phenomenon of decreasing public trust in the government, which tends to become a global phenomenon. Therefore, the crisis of public confidence is very important to be studied more deeply so that we can understand the complexity of this phenomenon and the efforts to solve it.

When compared to some of the Edelman Trust Barometer's findings over the last few years, there actually appears an indication that public confidence has not shown a significant increase, as evidenced in several reports it launched, [1] where in 2012 the first report described the potential for collapse of world regimes. The following reports are entitled Crisis of Leadership (2013), Debate for Change (2014), Trust in Essential (2015), Growing in Equality of Trust (2016). In 2017, the Edelman Trust Barometer concluded that public trust was experiencing a crisis, the crisis mainly occurred in four main institutions namely NGOs (Non-Government Organizational), Business, Media and Government [2]. Of the four institutions that experienced a significant decline occurred in the media and government.

In Indonesia, a crisis of public confidence has occurred in almost all institutions that are included in the locus of respondent data collection. The media and government are the institutions that experience the most distrust. Both institutions (Media and Government) are under the distrusted zone with a percentage level below 50% (normal). Edelman concluded that the fall in public trust was caused by the majority of respondents who were not sure about the institutions that work in their country. This assumption is also corroborated by previous findings, based on research results obtained from the Edelman Trust Barometer with a 5-year period of vulnerability between 2012-2016, the lowest trend of public trust is also found in government institutions from three other institutions (NGOs, Media, and Business). The percentage of public trust in these four institutions in the last five years, the average public trust in the government is only 40.6% / below normal [3].

In addition to comparisons of public trust between institutions, physical and psychological distance between institutions is also a discussion that has not received attention from practitioners of public administration. If an institution has close physical and psychological distance from the community, the level of legality of that institution will also increase. Likewise, in the level of government bureaucracy, in running the wheels of the organization, a hierarchy is needed from the regional to the central level. Based on the findings from the (Governance Assessment Survey) in 2006, it was stated that in general citizens and stakeholders have more trust in government institutions that are at low levels. The lowest level of trust was obtained by the central government with a percentage level of 29.45%, then respectively the provincial government was 30.64%, 34.98% district, 38.72% sub-district, and sub-districts / villages with the highest level of confidence of all, namely 46, 37%. These findings can certainly be used as a benchmark in assessing the trust in government institutions, especially since the administration of President Joko Widodo, development in Indonesia has become more focused on the most autonomous level of government (Village / Family). A series of regulations have strengthened the legitimacy of local governments in making decisions and regulating their own government affairs.

The relationship between public trust and distance to government institutions, an important point to pay attention to is not actually physical distance. The distance between the government and residents is not only based on location [4]. According to the 2006 GAS study, this point is quite important, but the most important thing is psychological distance. If physical distance is measured from the surrounding environment to the location, then psychological distance is measured from the strength of the relationship between citizens and government agencies, especially from the cognitive and emotional dimensions. The closer the intellectual and emotional distance between the government and citizens, the higher the level of trust of citizens in the government. Of course, discussing the degree of public trust can not only be seen from one angle, but public trust is built on all existing dimensions. In addition, in responding to each existing regulation, the capacity and



responsiveness of each region has different levels, and some regions may / have higher response rates than others, it all depends on their respective regions. These laws and regulations seem to be able to overcome various problems that exist in government administration and various social environments, so that the responsible agencies can take further action. At the regional government level, kelurahan / village institutions are the most autonomous regions and are very close to residents, and their status has gained strong legitimacy since the promulgation of several laws on village governance.

Furthermore, after the deregulation of Law No. 23 of 2014 to Law No. 6 of 2014, the complexity of regulations regarding rural areas has become more universal. Apart from village services to the community, empowerment is also an important aspect in increasing legitimacy in the eyes of the community. Empowerment of village communities as mentioned in article 1 paragraph 12 of Law No.6 of 2014 states that empowerment of village communities is an effort to develop community independence and welfare by increasing knowledge, attitudes, skills, behavior, abilities, awareness, and utilizing resources through establishing policies, programs, activities, and assistance in accordance with the essence of the problem and the priority needs of the village community [5]. Community empowerment is implied in the context of improving the rural economy, with village funds disbursed by the central government to become the main promoter for each village to maximize economic improvement. Since the administration of President Jokowi, village government institutions seem to have received fresh air and new enthusiasm in reviving the regional economy and improving the lives of marginalized people. Especially after the enactment of Law Number 32 of 2004 concerning Regional Government which explains that Regional Government is given such broad authority by the central government to regulate its own regional households, including community empowerment through economic empowerment.

Of all the regions that are bound by the regulations concerning the village, Pangkajene and Islands (Pangkep) District of South Sulawesi province is one of the areas under the legal umbrella. Pangkep through the local government also instructs every village government that is under the geographical and legal administrative area of Pangkep district to fully participate in supporting central government policies, in particular maximizing the use of village funds through economic empowerment based on empowering rural communities. This was clarified by the Head of the Regional Development Planning Agency (BPBD) of Pangkep Regency, Abdul Gaffar. According to the Head of the Regional Development Planning Agency (BPBD), to support this local government of Pangkep regency, through the Regulation of the Regent of Pangkajene and Islands Number 44 of 2018 concerning Authority Based on Origin Rights and Village-Scale Local Authority, has instructed all villages to set aside a portion of their funds for economic empowerment activities of IDR 300 million per village.

Among the existing 65 villages, Manggalung Village is one of the northernmost villages in Pangkep Regency which is under the Mandale sub-district administration. Manggalung Village certainly has the same status as other village and city governments, namely organizing public services and empowering its people through several effective targeted activities. However, over time, people began to feel dissatisfied and ignored the satisfaction of residents' needs, causing various complaints. Since the last few years, the amount of village-level funds received by Manggalung Village is considered unbalanced due to the lack of construction of facilities and infrastructure as well as plans for community empowerment. Based on village publication information obtained during the pre-observation, several community empowerment programs in Manggalung village have been implemented, including programs to increase food crop production (production tools and agricultural processing of milling rice, corn and other commodities), capacity building programs for village officials, BPD capacity building program, capacity building program for technical implementers of goods and service procurement activities, budes management program, and productive economic business group development program through capital assistance for business actors.

Apart from the community empowerment program in the agricultural sector which has received a lot of criticism from the community, the program for the development of productive economic business groups through capital assistance for business actors has also experienced the same thing. Based on perdes number 3 of 2019 concerning village authority based on rights of origin and village-scale local authority which regulates community empowerment, the Manggalung village government has budgeted and realized as much as Rp. 293,721,100 for the field of community empowerment programs. Basically, Productive Economic Enterprises (PEE) is an activity in the economic sector carried out by household groups, economic business groups, farmer groups, farmer group associations and other productive groups that are given assistance in the form of capital or production tools to increase income and open new jobs for the local community. Based on the 2018 Manggalung village database, the number of people who have independent businesses outside of those who are members of the productive economic business group is 75 people, this figure is inversely proportional to the amount of economic potential that can be developed in Manggalung Village. Until now, the types of businesses run by productive economy entrepreneurs consist of wholesalers "Pa, gaddé-gaddé", retail gasoline sellers, vegetable / cake mobile sellers, and sellers of concocted drinks such as pop ice, boba, and the like.

To examine more deeply about productive economic business assistance, there are at least 3 things that can be used as the main basis, namely: Purpose and objectives, target beneficiaries, and indicators of success. However, the indicators for success so far have not been reported by the village government of Manggalung because the program has only been running for one year. The purpose of providing capital assistance for productive economic business actors in Manggalung Village is to encourage active business and business creativity in community groups belonging to the poor and low-income categories, providing business capital assistance is expected to be able to become a stimulus for the development of existing community businesses, previous.

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

However, the responses from several village officials are in fact inversely proportional to the opinions of the residents. Village officials say that there is no assistant for productive economic enterprises because this is carried out directly by the central social service, and until now no one has been involved in the field. However, for initial direction and guidance regarding the allocation of these assistance funds, the Manggalung village government continues to strive through the social



welfare section. In terms of objectives, recipients of capital assistance for productive economic ventures are primarily prioritized for people who already have independent businesses and are not affiliated with any business groups. According to data that the author obtained from the social welfare section of Manggalung Village, as many as 102 productive economic business actors have received financial assistance in the 2018/2019 period. However, from several lists of names that were received, it turned out that there were some people who did not have any businesses but were included in the list of recipients. This is not in accordance with the original data found by the author, which previously only amounted to 75 people.

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

Referring to this fact, the problem can be formulated that the services and effectiveness of government activities provided by village officials have not been "effective". Departing from these objective conditions, the authors are interested in conducting research in one of the villages previously described, namely Manggalung Village, with an emphasis on supporting community trust in the implementation of village governance. Therefore, in measuring public trust in the Capital Assistance Program for Productive Economic Entrepreneurs in Manggalung Village, the author uses the theory proposed by [6] which uses 3 variables, namely benevolence, honesty, and competence with the research title "Public Trust in Productive Economic Business Capital Assistance Program in Manggalung Village"

## 2. Method

The method used in this research is quantitative method using quantitative data, because in this study the analysis focuses more on digital data (numbers) then uses statistical methods to process it. Quantitative methods are considered related to the research topic and help obtain objective and effective data to understand and solve the problems to be studied. The type of research used by Adapaun researchers according to the research objectives is descriptive research with a survey design. This research was conducted in the government area of Manggalung Village, Kec. Mandale, Kab. Pangkep. Manggalung Village is divided into 3 hamlets namely: Manggalung Hamlet, Lokae Hamlet, and Dusun, Kattena. To support the research process, researchers used two types of data, namely primary data and secondary data. Primary data is obtained from people who are productive economic business actors while secondary data obtained comes from sources related to the object of research such as books, previous research and data sources from the Manggalung Village office.

The data collection technique carried out by the author in this study saw a large number of respondents, namely by distributing questionnaires and also conducting document review. The questionnaire in question is through a list of questions distributed to all respondents while document review is through a review of literature sources, documents, regulations, laws, decisions, and related literature that can support primary data obtained through questionnaires.

The population and sample in this study are village people who have participated in the program as well as who have received capital assistance for productive economic enterprises in Manggalung Village, Mandale District, Pangkep Regency, totaling 102 people. The data from the questionnaire in this study were analyzed using the percentage descriptive method and presented in a single table through the calculation of the frequency distribution. In this study, the data analysis technique used by the author is inferential statistics. [7] argues that statistical inference is a statistical technique used to analyze sample data, and the results can be applied to populations. Five types of answers are given using a Likert scale.

**Table 1**  
Score of Interest of Each Indicator According to Likert

Score	Category
1	Very inappropriate
2	It is not in accordance with
3	Not quite right
4	Corresponding
5	Very suitable

Source: Sugiyono, *Administrative Research Methods* (2011)

The data from the questionnaire in this study were data analyzed using the percentage descriptive method and presented in the form of a single table through the calculation of the frequency distribution. The formula used to analyze the table was:

$$P = \frac{f}{N} \times 100\%$$

Information :  
P = Percentage  
f = frequency  
N = Number of respondent

$$X = \frac{\sum(f \cdot x)}{N} = 100\%$$

Information:  
X= Average  
 $\sum(f \cdot x)$ = Total category score answer  
N= Number of respondent

Quantitatively, the data description is based on the calculation of the frequency of the scores for each alternative answer to the questionnaire / questionnaire, so that the percentage and average score of respondents' answers from each variable, dimension and indicator are obtained with the following interpretation ranges:



Table 2

Interpretation Ranges	
Range	Broadcast
1,00-1,79	Very Low
1,80-2,59	Low
2,60-3,39	Enough
3,40-4,19	High
4,20-5,00	Very High

Source: Sugiyono, *Administrative Research Methods* (2011)

### 3. Results and Discussion

Research on public trust was carried out in Manggalung Village, Mandale District, Pangkep Regency and the scope of its administration in relation to the capital assistance program for productive economic entrepreneurs. In the bureaucracy, both from the central level to the regional level, public trust (public trust) is needed in supporting every activity and government policy. Public trust has an important role for public officials, considering that public trust is a core dimension in supporting the development and implementation of public policy, the policy itself, and the final outcome. Public trust plays a very important role in building the performance of the public bureaucracy, especially those at the regional level and in direct contact with the community. As at the village government level, public trust is the initial capital for the implementation of public services, including policy implementation and reports on expected results.

As is well known, in order to revive the people's economy, the government needs to achieve strategic objectives. Policies in the form of programs and regulations are one of the key elements in realizing a number of citizens' wishes. Since the last 2 years, the Manggalung Village government has issued a program that can be said to be strategic to revive the economy of residents who are involved as productive economic entrepreneurs. The program is called the productive economic business assistance program, and has been running for a period of 1 year. Through Village Regulation Number 6 of 2019 concerning Capital Grant Assistance for Local Micro, Small and Medium Enterprises in Manggalung Village and Decree of the Head of Manggalung Village Number 18 of 2019 concerning the Determination of the Committee for the Submission of Village MSME Capital Grant Aid and Nominative List of MSME Capital Grant Aid Recipients in Manggalung Village, Then it was determined that the decision was to raise the village economy and the local community as a reference for measuring the level of public trust in its implementation which included community trust in the level of commitment, sincerity, honesty, competence and fairness of village officials in implementing the program.

#### 3.1 Capital Assistance Program for Productive Economic Business Actors

The capital assistance program for productive economic entrepreneurs is one part of program development in the trade and industry sectors. Based on Perdes Number 6 of 2019 concerning Capital Grant Assistance for Local Micro, Small and Medium Enterprises in Manggalung Village and Decree of the Head of Manggalung Village Number 18 of 2019 concerning the Determination of the Committee for the Submission of Village MSME Capital Grant Aid and Nominative List of MSME Capital Grant Aid Recipients in Manggalung Village, explained that the implementation of the program is carried out with the following details:

##### a. Village Fund

Village funds are funds allocated in the APBN allocated to villages that are transferred through the district / city Regional Revenue and Expenditure Budget (APBD) and are used to finance government administration, development implementation, community development, and community empowerment. The details of the publication of the 2019 Manggalung Village APBDes are as follows:

Table 3  
Manggalung Village Revenue Budget for 2019

No	Revenue	Budget	Realization
1	Transfer income	1.997.773.000	1.997.773.000
2	Village Fund	834.388.000	834.388.000
3	Village allocation funds	1.163.345.000	1.163.345.000
4	Other income	0	2.128.015
<b>Total Income</b>		<b>1.997.733.000</b>	<b>1.999.861.015</b>

Source: Manggalung Village Government Office, 2019

##### b. Realization of Productive Economy Business Capital Assistance Budget

Funds realized for productive economic entrepreneurs are funds sourced from village funds which are budgeted for community empowerment programs. The details of the budget allocation for Manggalung Village expenditure are as follows:

Table 4  
Manggalung Village Budget for 2019

No	Revenue	Budget	Realization
1	Government administration sector	655.836.925	655.836.925
2	The field of development implementation	724.055.300	724.055.300
3	Community development sector	259.540.000	259.540.000
4	Community empowerment sector	293.721.100	293.721.100
5	Disaster, emergency, and urgent village management	15.000.000	15.000.000
6	The amount spent in one year	1.984.153.325	1.947.553.325
7	Surplus / (deficit)	49.579.675	52.307.690

Source: Manggalung Village Government Office, 2019



Based on the total budget in the table above, the amount of funds budgeted for business capital assistance for productive economy is Rp. 100,000,000, to then be allocated to 102 recipients. The details of budget allocations for productive economic business capital assistance are as follows:

TABLE 5  
Description of the 2019 Productive Economic Business Assistance Budget

No	Description / Empowerment Activities	Source of funds	Volume	Budget (Rp)
1	Development of productive economic business groups	-	-	100.000.000
2	Shopping for goods and services	-	-	100.000.000
3	Business capital assistance for productive economy entrepreneurs	ADD	1 Year	100.000.000

*Source: Manggalung Village Government Office, 2019*

### 3.2 Public Trust

The government and the people are inseparable parts. Political and public administration discourse. The former can be considered as an institution that runs bureaucracies and provides public services, while the latter is described as a target group for government policies and services [8]. Trust is a multifaceted concept that refers to the basic consensus among members of society about collective values, priorities and differences, and the implicit acceptance of the society in which they live. In addition, trust is also one of the main foundations for building political legitimacy and the sustainability of a democratic system. When citizens have higher expectations of parliament and elected representatives, these expectations are not so easily met and often lead to a decline in confidence. A significant amount of the research has focused on the influence of trust on public policy [9][10][11].

Public trust is one of the key elements in gaining strong support from citizens to the government and public organizations to achieve performance effectiveness in public policy and its implementation. The end result in public administration is the creation of mutual trust between the government and society [12]. One form of public administration is a public policy or capital assistance policy program for productive economy business actors, which sometimes creates complex problems in its implementation. For the results of a policy program, the community sometimes has to find dissatisfaction with the implementers who are responsible for implementing the program. To create public confidence in the capital assistance program for productive economic entrepreneurs in Manggalung Village, Kim used the theory of community trust, which has five indicators, namely: credible commitment from the executor, seriousness towards the community, adequate apparatus competence, and honesty in implementing the program, and there is justice for all elements of society without differentiating one another. Based on a series of data processing that has been carried out by the author based on predetermined research methods (frequency distribution and single table), the following will be presented the final data from the recapitulation of values for each indicator :

Table 6  
Recapitulation of Indicators

No	Indicator	Average Score
1	Credible Commitment	4,13
2	Benevolence	4,24
3	Honesty	2,99
4	Competency	4,13
5	Fairness	3,78
	<b>Total</b>	<b>19,27</b>
	<b>Average</b>	<b>3,85</b>

*Source: Processed Primary Data 2021*

Based on the table above, the results that have been obtained will then be discussed as for the details of the discussion are as follows:

#### a. Credible Commitment

Based on actual conditions and field findings through questionnaire data that has been filled in by the community receiving business capital assistance regarding credible commitments, there are values and 4 questions about the commitment of village officials. These four questions were answered by the community that the commitment from the Manggalung Village government had been trusted with a total score of 4.13%. Of all the questions presented on the questionnaire, the average score obtained is included in the appropriate or trusted category.

This is supported by the results of interviews with several respondents who stated that the commitment of the village government when there was an assistance program was indeed quite high and consistent, especially if the program was in the form of assistance for poverty alleviation and economic recovery.

#### b. Benevolence

Prudent government behavior is one of the key elements in increasing public trust and has a significant role for government officials and employees. With sincere intentions and wise behavior, the government will provide assurance to the public that the government has carried out its duties and roles properly. Public trust in the government will increase when people perceive that the government is "wise" to pay attention to society through the services provided and policies issued. According to the actual situation and the field survey results obtained through the questionnaire, the results of the questionnaire were filled out by the communities receiving commercial financial assistance, involving sincerity. There are values and four questions about the sincerity of village officials. The community answered these



four questions and they trusted the sincerity of the Manggalung village government with a total score of 4.24%. Interviews with several village officials also proved this. They said that in addition to plans to increase the output of the agricultural sector, the village government has always prioritized the revitalization of the community economy through assistance programs such as these. Those who have been operating independently from the beginning People will get assistance from the village government as much as possible.

**c. Honesty**

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

The problem found by the authors in this indicator is that the community receiving business capital assistance complained about the lack of socialization from the village government regarding the amount of funds allocated and how the criteria for determining the amount received by each recipient. In essence, the community needs transparency in determining the recipient community, the amount received, and the amount of budget allocated by the village government in this program. According to the actual situation and the results of the field survey, the data in the questionnaire filled out by honest and trustworthy communities receiving commercial financial assistance, there are four questions about the honest and trustworthy values of rural officials. The community answered these four questions, that is, not enough trust in the honesty of the Manggalung village government, with a total score of 2.99%.

Judging from the four questions raised in the questionnaire, the trust of production-oriented economic entrepreneurs in the average questions answered by people is reduced. From the author's observations and direct interviews with interviewees, it can be seen that in the planning and budgeting process, sometimes the village government does not transparently socialize the budget amount allocated to the communities receiving commercial capital assistance. Even in several other village projects, because the development has not been completed, the community sometimes notices corruption.

**d. Competency**

The competence of government officials and public organizations plays a very significant role in building public trust. Competence is a combination of tacit knowledge behavior and explicit knowledge skills possessed by individuals and has the potential to achieve effective task performance. A qualified combination of government officials / public organizations will automatically build public confidence that they are capable of carrying out their duties and responsibilities properly. Competence is very necessary to achieve the effectiveness of achieving goals. One of the facts shows that the efficiency and effectiveness of public policies greatly encourages the realization of high public trust. On the other hand, ineffective and efficient public policies carried out by local governments will result in low public trust.

According to the actual situation and the field survey results obtained through the questionnaire data, the questionnaire data is filled out by the communities receiving the business capital assistance, and the content involves the competence of the village officials and four questions. The community answered these four questions, and they believed that the Manggalung village government's ability was trusted by 4.13% of the total score. From the author's observations and direct interviews with the interviewees, it can be seen that the village agencies selected as the plan executive committee are fully aware of and respond to the plan implementation mechanism, including plan evaluation and sustainability.

**e. Fairness**

Perceptions of fairness in the public sector have been shown to have a significant effect on trust in the government, especially in the service sector and public policy. In general, the integrity values of government can encourage increased public trust, when society demands the government to apply the power of its resources for the benefit of society regardless of the social status of individuals or groups. The main prerequisite that needs to be done by the government is to act fairly and equitably in providing services and issuing policies. Citizens who feel politicized and discriminated against by government treatment will tend to distrust the government. Basically a fair government will be seen if it does not take sides with one group or group, is committed to carrying out public services, does not deny promises that have been made to the public at the time of the democratic party, carries out policies consistently and is able to set a good example, in the form of examples of actions that are effective, efficient and democratic.

According to the actual situation and the field survey results obtained through the data of the questionnaire, the data of the questionnaire is filled out by the community receiving judicial and fair commercial capital assistance, and there are values and 3 questions. The community answered these three questions and praised the justice of the Manggalung village government as 3.78%. However, from the point of view of each question, there are still some productive economic business people whose answers are not so credible, with a total score of 3.05%, that is, the fairness and transparency of the means of implementing the plan. The results of an interview by an interviewee supported this finding. Interviewees said that the transparency of village officials in determining who is entitled to commercial capital assistance has not been socialized, usually based only on blood ties with the village officials, and people who actually have no business have received similar help.

**4. Conclusion**

According to the research conducted, the research results of the capital assistance program for productive economic entrepreneurs in Mangalung Village, Mandal District, Puncak Regency are as follows:

- a. Through attention to equipment, consistency, manifestation of common interests and protection of interests, public trust with credible commitment indicators shows that the plan has gained trust, with an average score of 4.13%.
- b. By questioning those officials who have good intentions/concerns, no conflicts of interest, no use, and no harmful actions, the public trust score is 4.24% in a sincere expression.
- c. The public trust of honest indicators obtained by questioning officials who are not corrupt, transparent, abuse of power, and not based on personal interests shows that the plan still lacks trust, with an average score of 2.99%.



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- d. By asking questions of officers who have the ability, skills, understanding and problem-solving ability, the public's trust with ability indicators indicates that the plan is trusted, with an average score of 4.13%.
- e. By using common sense, non-discrimination and transparency principles as the basis for the fair performance of civil servants, gaining public trust through judicial fairness indicators shows that the plan has gained an average of 3.78% trust.

Based on the description of the above indicators, it can be concluded that the public has a high degree of trust in the capital assistance program for productive economic and commercial actors in Mangalong Village, Mandal District, Bangkep County, but there are still some other indicators. Some things that are not trusted by the community, Like an honest indicator. This is due to the lack of socialization and transparency of budget allocation in the plan by the village-level government.

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