

The Relationship Between the Level of Public Trust and Public Satisfaction with the Handling of Covid-19 in East Bolaang Mongondow (BolTim) Regency, North Sulawesi

Lyciana Setiawan¹, Muhammad Asvial², Agus Mailana³

^{1,2}Graduate Program of Telecommunication Management, Dept. of Electrical Engineering University of Indonesia

³Sekolah Tinggi Agama Islam (STAI) Al-Hidayah Bogor

Corresponding Author: lyciana.setiawan@ui.ac.id,

ABSTRACT

Abstract— A pandemic called COVID-19, a new type of coronavirus that is very contagious between humans mostly occurring via infectious respiratory droplets has occurred throughout the world, including Indonesia [1]. THE first COVID-19 case in Indonesia is in March 2020, and as of this writing, positive cases of COVID-19 in Indonesia are still growing. In North Sulawesi, as of 19 September 2020, there were 4232 confirmed cases, 3295 recovered, and 165 deaths [2]. The rapid test was conducted in East Bolaang Mongondow (BolTim) sub-district with 1272 tests with the result that all of them were declared healthy. The method that the writer use is the correlation and descriptive approach. This research was conducted through a survey using a questionnaire distributed to a sample of the population. The data analysis technique used is a) Descriptive statistics, b) Assumption test in the form of (1) Normality Test, (2) Linearity Test, c) Correlation Test, d) Coefficient of Determination Test (R²), e) T-test, f) Multiple Correlation Test, g) F-test. The correlation analysis results show that the correlation between the level of trust and the BolTim district government's performance (r) is 0.727. This result shows a positive relationship between the level of trust and the BolTim district government's performance. From the T-test analysis, the t-value is 15.047, so the figure is 1.971, which means t-value > t (15.047 > 1.971). This result indicates a relevant relationship between the level of satisfaction with the BolTim district government's performance. The correlation analysis results obtained between the level of satisfaction with the performance of the BolTim district government's performance (r) were 0.809, indicating a positive relationship between the level of satisfaction and the BolTim district government's performance. From the multiple correlation analysis above, it is found that the correlation between the level of trust and the level of satisfaction with the BolTim district government's performance (R) is 0.827, which means that there is a positive relationship between the level of trust and the level of satisfaction with the performance of the BolTim district government. From the F-test analysis, the F-value is 217.205. Based on the F-Table, the figure is 3.04. That way, F-value > F-Table (217.205 > 3.04), then H₀ is rejected, meaning that there is a relevant relationship between the level of trust and satisfaction with the performance of the BolTim district government.

Keywords: COVID-19, BolTim district government, level of trust, level of satisfaction

Correspondence:

Lyciana Setiawan

1, 2Graduate Program of Telecommunication Management, Dept. of Electrical Engineering University of Indonesia

*Corresponding author: Lyciana Setiawan email-address:

lyciana.setiawan@ui.ac.id

INTRODUCTION

Indonesia is one of the largest countries in the world with a complex government system. The presidential system adopted by Indonesia mandates a president directly elected by the community to become the head of state and the head of government.

In carrying out his duties, the President will be assisted by the ministers accordingly on Law Number 39, 2008, on "state ministries" [3]. Based on Government Regulation Number 25, 2000 on "Government Authority and Provincial Authority as the Autonomous Government," Province in Indonesia have the authority as autonomous regions so that each province has the right to manage its government affairs [4]. The President handed over the authority of governmental powers to autonomous regions (Decentralization). Governor has the authority at the provincial level, which is also assisted by the mayor or regent who is authorized to manage governance at the district or city level [5].

East Bolaang Mongondow (BolTim) was formed based on Law Number 29 of 2008 and was inaugurated as a city in North Sulawesi by the Minister of Home Affairs, Mardiyanto,

in Manado on September 30, 2008 [6]. Boltim has a government center located in Tutuyan, which is led by Sehan Salim Landjar, S.H [7].

The International Committee on Taxonomy of Viruses (ICTV) named the Severe Acute Respiratory Syndrome Coronavirus 2 (SARS-CoV-2) is associated with respiratory infections in COVID-19 [8]. Common symptoms that are usually found in COVID-19 patients are respiratory system disorders, severe lung infections, and death. The first case of COVID-19 occurred in Wuhan, China, in December 2019. This virus transmits between people of all ages and genders. Almost all countries in the world have reported cases of COVID-19, including Indonesia in March 2020 [9].

Based on national data of the COVID-19 virus outbreak in Indonesia, the common symptoms experienced by positive COVID-19 patients are cough (70.3%), history of fever (46.5%), fever (38.8%), shortness of breath (34.1%), weakness (24.9 %), runny nose (25.8%), sore throat (24.7%), headache (21.6%), nausea (18.7%), muscle cramps (14.9%), chills (8.8%), abdominal pain (7.5%), and diarrhea (7.1%). The positive age group for COVID-19 in Indonesia is

The Relationship Between the Level of Public Trust and Public Satisfaction with the Handling of Covid-19 in East Bolaang Mongondow (BolTim) Regency, North Sulawesi

dominated by the ages of 31-45 (31.1%), 46-59 (24.2%), 19-30 (24.1%), > 59 (10.9%), and 0-5 (2.4%) [10].

METHODOLOGY

The variables in this study are the level of community trust (X1), the level of community satisfaction (X2), the performance of the district government (Y). The research design used is quantitative using a correlation and descriptive approach, which aims to determine the level of trust and level of community satisfaction with the performance of the East Bolaang Mongondow Regency Government (BolTim). This study's population is the people of Bolaang Mongondow Timur Regency (BolTim), who already have a National Identity Card (KTP). Data obtained from the Central Bureau of Statistics East Bolaang Mongondow Regency (BolTim) 72408 inhabitants [6]. The number of samples in this study was 326 people, obtained using the Slovin formula, which was divided into six so that the number of samples in each village was 54 respondents. The sampling technique used in this study was simple random sampling. It is said simple (uncomplicated) because the taking of members from the population is done randomly without paying attention to the population's existing strata [7]. The data collection technique used in this study is by using a questionnaire. The data analysis technique used in this research is a) descriptive statistics by categorizing the level of trust and also the level of community satisfaction, as well as community assessment of the performance of members of the Makassar City DPRD, b) assumption tests in the form of (1) normality test, (2) linearity test, c) Correlation Test, d) Coefficient of Determination Test (R²), e) T-Test, f) Multiple Correlation Test, g) F-Test.

RESULTS

A. The Level of Public Trust in the Performance of the East Bolaang Mongondow (BolTim) Regency Government in Handling the Covid-19 Pandemic

TABLE I. THE LEVEL OF PUBLIC TRUST IN THE PERFORMANCE OF THE EAST BOLAANG MONGONDOW (BOLTIM) REGENCY GOVERNMENT IN HANDLING THE COVID-19 PANDEMIC

No.	Category	Range	Frequency	Percentage
1	Very Low	≤ 57.7	11	3.4 %
2	Low	57.7 ≤ 69.2	54	16.67 %
3	Medium	69.2 ≤ 80.7	97	29.90 %
4	High	80.7 ≤ 92.2	118	36.27 %
5	Very High	> 92.2	45	13.73 %
Total			326	100 %

The percentage of the overall level of public trust in the East Bolaang Mongondow Regency Government is in the very low category 3%, the low category is 17%, the medium category is 30%, and the high category is 36, and the very high category is 14%.

TABLE IV. CORRELATION ANALYSIS RESULTS FOR THE LEVEL OF TRUST AND PERFORMANCE OF THE EAST BOLAANG MONGONDOW REGENCY GOVERNMENT

Correlations		Model	Level of Trust	Performance of the East Bolaang Mongondow Regency Government
Level of Trust	Pearson Correlation		1	0.727**

B. The Level of Community Satisfaction with the Performance of the East Bolaang Mongondow Regency Government in Handling the Covid-19 Pandemic

TABLE II. THE LEVEL OF COMMUNITY SATISFACTION WITH THE PERFORMANCE OF THE EAST BOLAANG MONGONDOW REGENCY GOVERNMENT IN HANDLING THE COVID-19 PANDEMIC

No.	Category	Range	Frequency	Percentage
1	Very Low	≤ 17.5	29	8.82 %
2	Low	17.5 ≤ 22.5	89	27.45 %
3	Medium	22.5 ≤ 27.5	64	19.61 %
4	High	27.5 ≤ 32.5	91	27.94 %
5	Very High	> 32.5	53	16.18 %
Total			326	100 %

The percentage of the overall level of community satisfaction for the East Bolaang Mongondow Regency Government Handling the Covid-19 Pandemic, which is in the very low category is 8.82%, the low category is 27.45%, the moderate category is 19.61%, the high category is 27.94%, and the very high category is 16.18%.

C. Community Assessment of the Performance of the East Bolaang Mongondow Regency Government in Handling the Covid-19 Pandemic

TABLE III. PERFORMANCE OF EAST BOLAANG MONGONDOW REGENCY GOVERNMENT

No.	Category	Range	Frequency	Percentage
1	Very Low	≤ 26.2	22	6.86 %
2	Low	26.2 ≤ 33.7	72	22.06 %
3	Medium	33.7 ≤ 41.2	112	34.31 %
4	High	41.2 ≤ 48.7	73	22.55 %
5	Very High	> 48.7	46	14.22 %
Total			326	100 %

The percentage of the East Bolaang Mongondow Regency community's assessment of the East Bolaang Mongondow Regency Government, which is in the very low category, is 6.86%. The low category is 22.06%, the medium category is 34.31%, the high category is 22.55%, and the very high category is 14.22%.

D. Results of the Correlation Analysis of the Level of Trust and Performance of the East Bolaang Mongondow Regency Government in Handling the Covid-19 Pandemic

The Relationship Between the Level of Public Trust and Public Satisfaction with the Handling of Covid-19 in East Bolaang Mongondow (BolTim) Regency, North Sulawesi

	Sig. (2-tailed)		0.000
	N	326	326
Performance of the East Bolaang Mongondow Regency Government	Pearson Correlation	0.727	1
	Sig. (2-tailed)	0.000	
	N	326	326

** Correlation is significant at the 0.01 level (2-tailed)

From the correlation analysis results above, the correlation between the level of trust and the East Bolaang Mongondow district government's performance is 0.727. This result shows a positive relationship between the level of trust and the performance of the East Bolaang Mongondow Regency Government. While the direction of the relationship is positive because r is positive, meaning that the higher the level of trust, the more it will improve the Bolaang Mongondow Timur Regency Government's performance.

TABLE V. COEFFICIENT OF DETERMINATION (R²)

Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of The Estimate
1	0.727 ^a	0.528	0.526	5.85817

a. Predictors: (Constant), Level of Trust

b. Dependent Variable: Performance of the East Bolaang Mongondow Regency Government

From the coefficient of determination analysis above, the R² (R Square) figure is 0.528 or 52.8%. This result shows that the percentage of the influence of the indent variable on the dependent variable is 52.8%. Meanwhile, the remaining 47.2% is influenced or explained by other variables not included in this study.

TABLE VI. T-TEST ANALYSIS

Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	T	Sig.
	B	Std. Error	Beta		
Constant	-1.930	2.722		-0.709	0.479
Level of Trust	0.509	0.034	0.727	15.047	0.000

a. Dependent Variable: Performance of the East Bolaang Mongondow Regency Government

From the T-test analysis above, it was found that the T-value is 15.047. Based on the T-table (attachment T-table), the figure is 1.971. Because T-value > T-table (15.047 > 1.971), H₀ is rejected, meaning there is a relevant relationship between the level of confidence in the East Bolaang Mongondow district government's performance.

E. Results of Correlation Analysis of Satisfaction Levels and Performance of the East Bolaang Mongondow Regency Government in Handling the Covid-19 Pandemic

TABLE VII. CORRELATION ANALYSIS OF SATISFACTION LEVEL AND PERFORMANCE OF THE EAST BOLAANG MONGONDOW REGENCY GOVERNMENT IN HANDLING THE COVID-19 PANDEMIC

Correlations

Model	Level of Trust	Performance of the East Bolaang Mongondow Regency Government
Level of Satisfaction	Pearson Correlation	1
	Sig. (2-tailed)	0.809**
	N	326
Performance of the East Bolaang Mongondow Regency Government	Pearson Correlation	0.809**
	Sig. (2-tailed)	0.000
	N	326

** Correlation is significant at the 0.01 level (2-tailed)

From the results of the correlation analysis above, it is found that the correlation between the level of satisfaction with the performance of the East Bolaang Mongondow Regency Government (r) is 0.809. This result shows a positive relationship between the level of satisfaction and the performance of the East Bolaang Mongondow Regency Government. While the direction of the relationship is positive because r is positive, meaning that the higher the level of satisfaction, the more it will improve the East Bolaang Mongondow district government's performance.

TABLE VIII. COEFFICIENT OF DETERMINATION (R²)

Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of The Estimate
1	0.809 ^a	0.655	0.653	5.01297

a. Predictors: (Constant), Level of Satisfaction

b. Dependent Variable: Performance of the East Bolaang Mongondow Regency Government

The Relationship Between the Level of Public Trust and Public Satisfaction with the Handling of Covid-19 in East Bolaang Mongondow (BolTim) Regency, North Sulawesi

From the coefficient of determination analysis above, the R² (R Square) figure is 0.655 or 65.5%. This result shows that the percentage of the influence of the indent variable on the

dependent variable is 65.5%. Meanwhile, the remaining 34.5% is influenced or explained by other variables not included in this study.

TABLE IX. T-TEST ANALYSIS

Model	Unstandardized Coefficients		Standardized Coefficients	T	Sig.
	B	Std. Error	Beta		
	Constant	11.826	1.410		
Level of Trust	1.040	0.053	0.809	19.572	0.00

a. Dependent Variable: Performance of the East Bolaang Mongondow Regency Government

From the T-test analysis above, it was found that the T-value is 19.572. Based on the T-table (attachment T-table), the figure is 1.971. Because T-value > T-table (19.572 > 1.971), H₀ is rejected, meaning there is a relevant relationship between the level of satisfaction in the East Bolaang Mongondow district government's performance.

relationship between the level of trust and the level of satisfaction with the performance of the North Sulawesi BolTim district government. Meanwhile, the direction of the relationship is positive because r is positive, meaning that the higher the level of trust and satisfaction level, the more it will improve the North Sulawesi BolTim district government's performance in dealing with the Covid-19 pandemic.

F. Results of Correlation Analysis Between Trust and Satisfaction Levels on the Performance of the East Bolaang Mongondow Regency Government in Handling the Covid-19 Pandemic

TABLE X. MULTIPLE CORRELATION ANALYSIS (R)

Model Summary ^b				
Model	R	R Square	Adjusted R Square	Std. Error of The Estimate
1	0.827 ^a	0.684	0.681	4.810

a. Predictors: (Constant), Level of Satisfaction, Level of Trust

b. Dependent Variable: Performance of the East Bolaang Mongondow (BolTim) Regency Government

From the multiple correlation analysis above, it is found that the correlation between the level of trust and the level of satisfaction with the performance of the BolTim district government (R) is 0.827. This result shows there is a positive

TABLE XI. COEFFICIENT OF DETERMINATION (R²)

Model Summary ^b				
Model	R	R Square	Adjusted R Square	Std. Error of The Estimate
1	0.827 ^a	0.684	0.681	4.810

a. Predictors: (Constant), Level of Satisfaction, Level of Trust

b. Dependent Variable: Performance of the East Bolaang Mongondow (BolTim) Regency Government

From the coefficient of determination analysis above, the R² (R Square) figure is 0.684 or 68.4%. This result shows that the percentage of the influence of the indent variable on the dependent variable is 68.4%. Meanwhile, the remaining 31.6% is influenced or explained by other variables not included in this study.

TABLE XII. F-TEST

ANOVA ^a					
Model	Sum Of Squares	Df	Mean Square	F	Sig
Regression	10051.583	2	5025.792	217.205	0,000 ^b
Residual	4650.824	201	23.138		
Total	14702.407	203			

a. Dependent Variable: North Sulawesi's BolTim Regency Government Performance

b. Predictors: (Constant), Level of Satisfaction, Level of Trust

From the analysis of the F-test above, it is found that the calculated F-value is 217.205. Based on F-table (attachment F-table), the figure is 3.04. Because F-value > F-table (217.205 > 3.04), H₀ is rejected, meaning that there is a relevant relationship between the level of trust and satisfaction with the performance of the North Sulawesi BolTim Regency Government in dealing with the Covid-19 pandemic.

This study shows a positive relationship between the level of trust and the performance of the North Sulawesi BolTim Regency Government, where the level of trust has a considerable influence on the performance of the North Sulawesi BolTim Regency Government. It was found that there was a positive relationship between the level of satisfaction with the BolTim Regency Government of North Sulawesi, where the level of satisfaction gave an enormous contribution to the performance of the North Sulawesi BolTim Regency Government. It was found a positive

CONCLUSION

The Relationship Between the Level of Public Trust and Public Satisfaction with the Handling of Covid-19 in East Bolaang Mongondow (BolTim) Regency, North Sulawesi

relationship between the level of trust and the level of satisfaction with the performance of the North Sulawesi BolTim Regency Government, where the level of trust and the level of satisfaction contributed significantly to the performance of the North Sulawesi BolTim Regency Government, so the relevant relationship between the level of trust and satisfaction with the performance of the North Sulawesi BolTim Regency Government in dealing with the Covid-19 pandemic.

The community has a role in overseeing the North Sulawesi BolTim Regency Government's work so that they continue to carry out the functions mandated by law to them. Furthermore, when the community sees that the North Sulawesi BolTim Regency Government has violated several regulations, the community can provide a report to the authorities to resolve the problem, which causes the North Sulawesi BolTim Regency Government to improve its performance. This study proves that the better the performance is shown by the North Sulawesi BolTim Regency Government, the level of trust, and the level of community satisfaction will also increase. On the other hand, the worse the performance is shown by the BolTim Regency Government of North Sulawesi, the level of community trust and satisfaction will also decrease.

REFERENCES

- [1] "QA for public", Who.int, [Online]. Available: <https://www.who.int/indonesia/news/novel-coronavirus/qa-for-public>. [Accessed: 16- Sep- 2020].
- [2] "Situasi Terkini Perkembangan Coronavirus Disease (COVID-19) 20 September 2020 » Info Infeksi Emerging Kementerian Kesehatan RI", Info Infeksi Emerging Kementerian Kesehatan RI, 2020. [Online]. Available: <https://covid19.kemkes.go.id/situasi-infeksi-emerging/info-corona-virus/situasi-terkini-perkembangan-coronavirus-disease-covid-19-20-september-2020/#.X2lUKIsxXV8>. [Accessed: 20- Sep- 2020].
- [3] "Undang-Undang Nomor 39 Tahun 2008 KEMENTERIAN NEGARA", 2020. [Online]. Available: <https://www.hukumonline.com/pusatdata/detail/28527/undangundang-nomor-39-tahun-2008#>. [Accessed: 22- Sep- 2020].
- [4] "PERATURAN PEMERINTAH REPUBLIK INDONESIA NOMOR 25 TAHUN 2000 TENTANG KEWENANGAN PEMERINTAH DAN KEWENANGAN PROPINSI SEBAGAI DAERAH", Jdih.kemenkeu.go.id. [Online]. Available: <https://jdih.kemenkeu.go.id/fulltext/2000/25tahun2000p.p.htm>. [Accessed: 16- Sep- 2020].
- [5] N. Huda, *Hukum Tata Negara Indonesia: Edisi Revisi*. Jakarta: PT RajaGrafindo Persada, 2011.
- [6] "UU No. 29 Tahun 2008 tentang Pembentukan Kabupaten Bolaang Mongondow Timur Di Provinsi Sulawesi Utara [JDIH BPK RI]", Peraturan.bpk.go.id. [Online]. Available: <https://peraturan.bpk.go.id/Home/Details/39673/uu-no-29-tahun-2008>. [Accessed: 16- Sep- 2020].
- [7] S. Usman, "Regional Autonomy in Indonesia: Field Experiences and Emerging Challenges", p. 3, 2002. [Accessed 16 September 2020].
- [8] "Mengenal Hubungan COVID-19 dan SARS-CoV-2 | Indonesia Baik", Indonesiabaik.id, 2020. [Online]. Available: <http://indonesiabaik.id/infografis/mengenal-hubungan-covid-19-dan-sars-cov-2>. [Accessed: 22- Sep- 2020].
- [9] "Pandemi COVID-19", Id.wikipedia.org, 2020. [Online]. Available: https://id.wikipedia.org/wiki/Pandemi_COVID-19. [Accessed: 16- Sep- 2020].
- [10] "Peta Sebaran | Gugus Tugas Percepatan Penanganan COVID-19", covid19.go.id, 2020. [Online]. Available: <https://covid19.go.id/peta-sebaran>. [Accessed: 22- Sep- 2020].
- [11] WHO, "Coronavirus disease (COVID-19) Weekly Epidemiological Update and Weekly Operational Update." [Online]. Available: <https://www.who.int/emergencies/diseases/novel-coronavirus-2019/situation-reports>. [Accessed: 16- Sep- 2020].
- [12] Pemerintah Provinsi Riau, "BUKU DIGITAL KEPALA DESA SE-PROVINSI RIAU," 2020, pp. 1–21.
- [13] BADAN PUSAT STATISTIK PROVINSI SULAWESI UTARA, "BADAN PUSAT STATISTIK PROVINSI SULAWESI UTARA," 2019. [Online]. Available: <https://sulut.bps.go.id/dynamic/table/2018/01/18/180/jumlah-penduduk-menurut-kabupaten-kota-di-provinsi-sulawesi-utara-2000--2019.html>. [Accessed: 25-Jun- 2020].
- [14] S. Sugiyono, *Metode Penelitian Kuantitatif, Kualitatif, dan R&D*. Bandung: Alfabeta, 2013.