

FOSTERING BETTER PLAN FOR SUSTAINABLE CITIZEN TRUST ON RIAU ISLANDS RURAL COASTAL DEVELOPMENT

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ABSTRACT

This study aims to get a comprehensive condition of citizen trust to the different village government characteristics in the coastal area of Riau Islands Province. The study of previous research literature systematically placed this research as a system of thinking to be used for improving the practice of promoting citizen trust towards the implementation of village government in a sustainable manner. Through the use of qualitative descriptive research design, researchers emphasize the technicality of primary data collection with key in-depth interviews from the rural community, local businesses and also empower academics which expertise relevantly. Information was collected, managed, and analyzed gradually and systematically to produce a valid and reliable conclusion. The results illustrate that each characteristic village shows a various picture of citizen trust conditions. However, there is a major node of citizen trust vulnerability which includes aspects concerning, the plan for allocating needs and using rural development budgets that are misperceptions both shown by the citizen and the rural government itself. Thus strengthening the social learning process through the support of relevant in-depth inquiry from the sociology disciplines and anthropology concerning rural development will complement the efforts which fostering the sustainable citizens trust towards their rural government.

Keywords:-Development, Sustainable, Citizen Trust, Rural Coastal

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1. INTRODUCTION

The necessary regional development spread the borders area on Riau Island, especially those that become areas bordering other countries is increasingly complex. A new era of awareness that emerges from the "periphery" in Indonesia has succeeded in encouraging the focus of development held at various levels of government, namely from the capital level, district, and rural area. The development spirit, if aforementioned see gives a different appearance. The period of development in Indonesia explains that the developmental will in the early era of independence of the Republic of Indonesia is the want to catch up with the achievement of centrally regulated economic milestones [1]. This fact corresponds to the phenomenon that all development actors concentrate on improving production that



could be being produced. In contrast to the situation where the development carried out today has the spirit of increasing the sovereignty of the country through raising activities from the periphery [2] which is also strengthened by the research findings on the “Nawacita” President of the Republic of Indonesia [3]. It's called the demands increasingly clear severe of development are felt in the context of political desire preferences to determine the direction of development in Indonesia. This development milestone change does not lead to the severe particular boundary area, but holistically becomes a social phenomenon to the routine rural citizen lives.

The initial article discussion tried to border the strategic issues related to Indonesian implementing development nowadays, namely the context of specific rural development. The phenomenon of rural development in general in Indonesia today has referred to the new rural development policy, namely the Republic of Indonesia Law No. 6 of 2014.

One of the rural figure challenges and problems, the rural development in Indonesia shows the vast distribution layout of rural areas covering 83,820 villages [4], so that there is no denying that the development process gave birth to a secluded village, lagging and so does the outermost which is far from the accessibility of resources in carrying out government functions related to government management activities in the rural area. Indonesia as a Maritime country that has thousands of large and small islands, until now still have a description of the population number who still rely on their income and depend on their life expectancy in the traditional sector as the rural areas to encourage the rural development, the progress of sustainable rural development implementation and services management, human resources, which encourage the rural government creativity and innovation, so as to create public confidence in the rural government implementation.

Riau Islands Province, as an area consisting of more than 2000 islands has a sea area of 96 percent [5], of course the rural area's distribution will have a different character or point of view from one village to other village, specially in carrying out the rural government functions due to the impact of the region, for example the character challenges of the rural government implementation whose territory is one island with a scattered village and limited resources. [6]. Hence, this research assumptions detect a knot of problems still weak management of rural government with limited resources to lead to the rural development unsupported achievements and community confidence in the rural governance system. In the context of rural government management that can foster community trust needed various breakthroughs so that the implementation of village government, there is a significant node that fostering the citizen trust with a lot of efforts that need to be done by the village government as the organizer of the government.

These phenomena are significant for the the rural government wheels today, where there is a contradictory thing that is the rural government as a sub unit of national government that is thick with tradition, kinship and natural nuances, it is faced with the governance management applicability, that tends to require an increasingly modern, accountable and value-free implementation order. It is this motive that generally encourages the development of a deep thought that will be very useful for the rural government management.

Previous research literature has described a significant range of knowledge. The citizen's trust in government is also interpreted as a tiered condition or level of trust. This focus of attention makes it easy for us to understand that the citizen trust has many aspects determined such as the intense communication [7] or limited to accountable practices of government [8] and [9], even Beshi and Kaur [10] They found it to be the important function of local government who create the local community candidacy. These dimensions and indicators make it easier for many to find the right characteristics describing citizen trusts that almost dominate the amount of research conducted in the last five years. Similarly, various research findings that led to the performance and the leadership practice be the main reason for the citizen trust creation [11] both implemented as a best practice picture and the system of its work culture [12].

The above relevant research themes have gone through a systematic filtration process against many research documents published in various scientific research journals. So similar research is not entirely featured in discussions about citizen trust because it has been reduced through the systematic literature review process [6]. Although the findings and conclusions have been able to explain the development of thinking and practice of building citizen trust from various dimensions, its presence



has not been able to boost citizen trust at a significant level. It also comprehends that the majority of previous discussions on existing literature still tend to be developed on the importance of governance as a central subject. Therefore, this research intends to contribute to closing the existing gap through the submission of new thinking as an effort to improve citizen trusts that put forward the rural community itself as the main subject.

This research contribution is what Vigoda and Yuval stated linearly, that the local government management form such as the citizen (as they also called in the Indonesian government system), has a close relationship with public trust through the local government performance administratively and the quality government management implementation. *Reports on a follow-up study of the relationship between managerial quality, administrative performance and citizens' trust in government and in public administration systems* [13].

The Citizen trust projects the distance between the community and the village government. To develop the rural citizen trust in the village towards government is not an easy, concise, and simple process. Neither, it requires an ongoing effort demonstrated by the government performance government itself. There are complex root problems along with the development of the rural citizen needs, as well as how to handle and tips to the lacks overcome of rural development faced are certainly different as well.

In an attempt to resolve the paradox of interrelationships between bureaucracy and democracy in modern nations this paper has revisited one question of causality among managerial quality, administrative performance, and citizens' trust in governments and in public administration. It asked whether administrative performance leads to a higher degree of trust in the government and in public administration or vice versa [13].

This research distinguished to explore the citizen trusts that reveal the different values between village characters and other villages in Riau Islands Province. Hence it is very rational when understanding the concept of the rural extortion performance and the description of the strategy implemented gives rise to a variety of different governance. The rural government performance conception has a close relationship with the rural's government apparatus capacity significantly and institutions that are stakeholders, as well as the impact and benefit to the village community project through community satisfaction with the functional programs and services provided by the village government. In the temporary belief, this research developed means that good performance produces good citizen trusts as well.

The rural development dynamics nowadays show a significant increase in the service demands both in terms of quantity and quality. This effort determined by the citizen freedom to access the information and the rural area also has resources internally that must be allocated to the application of programs and activities that respond to the problems and needs that the community wants. Over the program implementation period and the rural development activities, produces outputs that will be valued by the citizen and influences its experience and perception of the performance picture of the rural government. Therefore Vigoda and Yuval thought [13] they explain it as a condition of the citizen trust in local government reflected in the will to carry out its functions, The sense of citizen trust that the rural government can plan and use the budget, the truth shows its performance and the people's confidence in service products that can be benefited. Thus it can be understood that the model of thought proposed through this research is the better implication for exploring the local government management comprehensively and basing on the goal of democratization in development over a long time application. This thinking is one of the theories that go into the new public service paradigm which also has the basic terminology of strengthening democracy in developing villages.

The citizen trust that bases its expression of feelings on the reality that local government performs its functions are better [13], it is an important capital to achieve the citizen trust level. In the phase where the community currently has the knowledge and the importance awareness of the government functions implementation, will certainly provide itself assessment of tasks carried out or program implementation by the government directly as a consequence of the rights of the rural citizen locally [14]. This condition can even trigger the apparatus organizer behavior especially in carrying out its work.



Further discussions related to the citizen trust indications, especially in the rural development planning and effectiveness of budgets. Perhaps planning is less eye-catching, as the use of village budgets has always been the focus of the community. However, the planning and use of the budget has been side by side since the beginning, so the use of the rural development budget is inseparable from what has been well planned. The center point in this section of course also contains demands for accountability and transparency [8] It would be difficult to understand if the citizen has to conjecture the rural budgets planning and benefit without being preceded by the realization of accountability and transparency.

The citizen trust in local government services that he has received varies certainly. This trait may be the focus of researchers' attention in their measurements. It is not uncommon for villagers to match the quality of service they receive [15]. This fact supports that the society actually shows concern for the rural administration, but is often ruled out because its role and position often addressed as the receiving object in development, not the proprietor of the mandate that should be predicated as the main subject in rural development [16].

2. METHODS

This research design empowered uses qualitative research based on its need to analyze the research data flexibly [17]. This study categorized the necessary data into two parts, namely primary data and secondary data. Primary data is data obtained in the field of the research area. Primary data is in the form of in-depth research interviews (Using Interview Guidance Instruments) in the form of information on various indications such as; trust in the rural government chief and the rural government apparatus to carry out the rural government functions, The rural citizen trust, especially for the budget used plan implementation for the rural development relevantly, as well as the citizen trust in the services received. The data and information needed are obtained directly at various research sites in Bintan Regency, Natuna Regency, and Lingga Regency of Riau Islands Province. Research has involved research informants consisting operationally of community elements and the citizen participation representing women and businesses.

This research also open collects widely the data and information from academics who pay special attention to the research phenomenon especially in the relevant field of science explained [18]. This primary data collection process does not face significant obstacles. The research field required area is possible for researchers to observe directly with the adequate access availability using the sea and air transportation. This primary data collection results in the form of records of interviewers' notes also written into an interviewer transcript results as the research interview process. The secondary data collected is also needed as the technique to strengthen the results of the primary research data collection. Therefore, the necessary secondary data has been collected in the processed data form of persons and authorized agencies in the form of documents, reports, and scientific publications.

Previously collected data and information are empowered systematically to produce more utilizer information for the research conclusions resignation. The data management from an in-depth interview process has been empowering, systematically following the technical implementation of qualitative descriptive analysis methods. The analyzing research data process is conducted simultaneously with the data collection process (*ongoing analysis*)[19]. The qualitative analysis carried out the following process; (1) Validate the data collected to ascertain whether the data found or its interpretation is accurate or not. Validation of findings in qualitative research according to Guba and Lincoln [20] including: The *credibility*, to overcome the research data complexity that is not easily explained by the data source, in this case, researchers actively participate in the observed activities, to avoid biases and misperceptions; The *transferability*, dimana peneliti mengkonfirmasi data sudah sesuai konteks, where researchers confirm the data is in clear context over creating detailed descriptions and developing them based on the routine conditions faced; and the *dependability* (determination) this step to show the data stability explained where researchers examine the data with the several methods used so that there is no difference in data from each other, for example, the literature on journal article study. At a later stage (2) Researchers organize the data and information. The data analysis scene is continued by (3) analyzing the data by performing exposure to findings in the categorization forms and grouping. (4) The findings validation is the determination of the level of



accuracy and the credibility of the findings. The analysis process is continued by (5) findings interpretation and its theorization then ending with step (6) Drawing research conclusions and policy recommendations, by containing suggestions for efforts to develop better citizen trusts in the rural coastal at the Riau Islands Province.

3. RESULTS AND DISCUSSION

The local state development as the rural area is in the interests of the whole society. In the development democracy view, it is appropriate that the rural citizen is encouraged to be the spot party that becomes the perpetrator of development in the village. The knowledge, experience, and resources needed in the effort to develop the rural area are precisely attached to the development subject in the village [16]. But in the most locus of research on villages in Indonesia since the Law No. 6 of 2014 enactment on villages, it still describes a significant level of dependence at the level of government above it. [21][22]. If comparing it with the dynamics of the demands of the village community is getting sharper, then the lack of independence of the development subjects in the village will increasingly indicate the direction of development that is not under the ideas and initiatives of the rural community because the supply of funding from the central government for the village as the phenomenon that occurred until now. This step also brings intervention in the technical guidelines form and the other demands that often break down the neighborhood togetherness in trying to develop good rural governance.

Riau Islands Province has 419 village areas [23] which still require significant village building efforts. Several reasons have attached forward by the research key information inquiry that the focal point of rural development in Riau Islands Province is on the citizen trust itself. The characteristics of the research location on the rural are more specific as many villages are located on small islands separate from the main island (Based on the results of in-depth interviews no. transcript 0943). So if there is no relationship based on good citizen trust, of course, it will quite difficult to do the development based on rural development independence. The priority and strategic capital for the character of villages in Riau Islands is the initiative, ideas, and good citizen's will to solve the developmental problems they face. It would be furthermore not easy to expect the assistance or supply of resources needed from the government on it especially taking a long time.

Thus an overview of the importance of discussing further the condition of citizen trusts is shown in general at the research site. In detail, the result discussion of the study will explain through the later discussion point.

3.1 The citizen trust to the rural government functions applicated

There is sufficient knowledge and public awareness that the rural government is inseparable from the local autonomy implementation. The rural government is a leading unit in civil service as well as a strategic milestone for the success of all programs. Efforts to strengthen villages (both the rural government and society institutions) are the accelerating step to the citizen welfare realization as a destination for local autonomy [24]. In a brief discussion, that the functions carried out by the village government became very broad reflected through the authority implementation to regulate their self households as well as the delegation of deconcentration authority from the Government on it. Then have a government device consisting of the rural government chief and his aides representing the rural community.

Researchers found that there were different images. Information obtained through a cross between the ways of administering authority as the current policy on the village. The character of the rural adjacent to the centers of government tends to be more disciplined and active in carrying out the rural government functions. While the rural area with a unique character as a tourist destination area shows conditions that are not very active. Furthermore, the village with a character that is far from the center of government or the center of economic activity on the small outermost islands also shows a picture of the most inactive implementation. Active in the context of this research interpreted as an effort to plan, organize, implement, and evaluate the development programs and activities in the village together with the citizen.



Furthermore, these findings confirmation also obtained confirmation results that tend to be the same as the answers of informants from academics who think in terms of the realization of programs and activities of building villages, villages that have a character close to the center of the district government or tourism villages with the tourism destinations tend to be easier to access information related to the technical implementation of authority. So that it is better able to exercise authority by the village government into policies and development programs needed. While this description is different from villages that are far from the center of government or even far from the center of economic activity such as most villages in Natuna Regency. The routine of carrying out the rural government tasks through efforts to plan, organize, implement and evaluate the development programs and activities in the village together with the community tends to impersonate the practices that have been done by the citizen that has previously carried it out.

However, if confirmed to the citizen trust in the rural government functions implementation does not show the same picture. Although previous discussions showed the fact that remote villages or those located on the small outermost islands are not the crystal fix phenomenon of the rural government function implementation, it gained a good sense of trust from the society. Hence this finding consistently work to the other research [25] which explains that traditional villages that tend to be remote locations indicate a close kinship system, with a picture of the interaction between the rural official government and the citizen tends to be very fused (familiar) both in a formal atmosphere and an atmosphere of ordinary interaction [26].

These study results confirm that thus the complexity of the character of the rural area in Riau Islands Province precisely shows a different reality and can criticize the idea that the implementation of local government functions will encourage the development of citizen trusts that become a strategic part to develop the democracy of the region itself [13]. A kinship that supports the togetherness between the horizontal interaction between the community and local government can conform to the shortcomings that exist in the implementation of government functions and even tend to strengthen local government apparatus to carry out its functions according to the services needed by the community. The research context certainly refers to the policies implementation, programs, or activities of rural development in the Riau islands province.

The better rural government implementation reflected functions, is not only about the regular task application and also the administrative work by the rural government. Preferably, it is closely related to the practice of village leadership for each village character that has been discussing before. Leadership that can encourage community participation for joint building efforts will trigger effective behavior for the citizen [27]. In a more complex discussion, citizen participation also reflects the potential strength for citizen trust development [13]. Based on the results of research that includes information from community leaders, especially as a representation of local business stakeholders as well as relevant academics, the figure of the village administrator felt to be more central and strategic for the implementation of the current rural government functions. However, the rural government management functions implementation relies on the considered leadership as weakening of the rural development system in the Riau Islands and Indonesia in a broad view. Returning to the problem of independence lack, causing the coordination agenda and consulting activities as the type of activity most often acted on by each village leader. This routine makes the leadership figures interact with the community he leads so that the rural development process runs participatory, becoming less intensive.

3.2 The citizen trust in the planning and use of budgets implementation for rural development

Planning concerning the rural development budgets use realization is formally implemented in each village that becomes a research observation. Exploring these indications has gotten obstacles for researchers because the rural budgets use still perceived as quite taboo and sensitive by citizen. The researchers then re-examined the flexibility aspects that could exercise to overcome obstacles found in the field [28]. However, besides modifying the interview techniques as not using any recording device and its in a non-formal atmosphere implementation in the form of interactions, such as filling leisure time, the necessary information can be obtained well. the research informants from the local business society representation realize that their village has received the financial resource allocation



that produced a much larger rural service facility. The discussion begins by confirming the results of development or new services that achieved from the rural development implementation budgets used in question.

The use of the budget implemented formally by the rural government following the information of all research informants describes a fair good impression. This condition characterized by various community support after the emergence of several village road service facilities, village parks, and sewer repairs. The community feels that the village government has run it well. However, there has been no definitive knowledge about the nominal use of the development budget allocated to the joint service. These findings imply an indication of a lack of transparency. The citizen still understands in general that since the enactment of a policy which greater allocation of village funds than the previous period, it has shown better results and has been conducting by the several new facilities presence. This contrary to the researcher's belief that it is the right of the community to know or find out in-depth about the funding in terms of the use of the development budget based on supervision functions and forms of community participation in rural development. The basis of this understanding built as a form of sustainability on initiatives that are a reflection of the rural citizen needs [29].

After re-examining the information above, the researchers obtained a bright spot for the field observation results directly. The description of the various service facilities presence with the citizen tends to be the same between one village and another. It means that there is no certainty that the physical development results of civil services are pure as the wishes of the community proposed in the development stage, but as a form of replication of development programs and activities carried out in other villages. In the context of efforts to encourage the creation of good citizen trust in local government, these findings are less in line with Vigoda & Yuval's view [13] that further prioritizes the assumption that performance will affect democratically born beliefs.

3.3 Citizen trust based on services received

As the research findings in the previous discussions that the greater authority implementation consequences to the rural government in Riau Islands Province and also to the other rural governments in Indonesia generally, namely since the enactment of Law No. 6 the year of 2014 about villages [30] is the ability to better allocate more comprehensive development resources, within the limitations of this study the allocation is related to rural funds [31]. Trust in the services received by the villagers is not only limited to the provision of physical facilities that can be used by the neighborhood together. But it also concerns the administrative services or other forms of civil service.

Researchers have confirmed that the fact, several citizens have not fully received good and quality services from the rural government are explained through the truth that there is still a convoluted process that even confuses the community, especially for administrative services for the villager's needs. Some informants feel that the service time is still likely to be long and only accessible to people who happen to have the opportunity. Thus, people who work full-time as fishermen at sea have revealed difficulties in accessing service time.

Researchers then explored the possibilities that occur, especially the possibility of fishing communities that still face obstacles in obtaining services. Confirmation of this finding explains that the fact for some villages where the majority of the people (family heads) work as sea fishermen, it is permissible to get services according to their needs. But in terms of providing flexible services is not written by default into rural regulations. The rural government still wants to increase the flexible service for certain people, such as sea fishermen who face limited time. However, the implementation must be through communication in advance prepared everything as necessary. However, the implementation must be through communication in advance to be prepared everything necessary. This finding is also following efforts to improve the quality of services provided by the rural government through flexible implementation techniques [15] in the interest of continuing to strive to preserve citizen trusts in the village.

The citizen trust indication driven by the rural government services needs to put quality forward [15]. But these efforts will face significant challenges if the characteristics of the majority of villagers are people who work full-time as sea fishermen at the research site. Hence the rural government



needs to develop technical services to the beneficiaries following the better time allocation for the citizen. This is also a step to generate better productivity in terms of public services [32] so that the rural government performance reflected services implemented felt by the beneficiaries and can bring better citizen trust achievements.

3.4 Fostering better plan for sustainable citizen trust on Riau Islands rural- coastal development

The results describe many indications confirming the study has discussed, that there are still problems related to indications planning, for using development budgets as the instrument which can boost the citizen trust at many points of research sites in Riau Islands Province. Funding resources for rural development haven't noticed as a holistic part of each rural's development implementation, especially the plan through the citizen participation as the form of ideas or initiatives developed. Vigoda & Yuval has put this thought as something fundamental [13]. Similarly, the phenomenon that the allocation and financial resources used for the rural development needs still considered as the *taboo* things [33].

This research result shows the crystal limitation which tries to improving schools and practice of rural government implementation that can grow citizen trusts sustainably. Researchers realize that this limitation would be minimalism through the support of knowledge or practical terminology from the research field that also pays attention to the same phenomenon, For example, the other researchers in the relevant academics classification of practitioners in rural sociology thought or anthropology for rural development. So it is more empowering flexibility to think and play a role in the rural coastal development, especially those found in Riau Islands Province.

4. CONCLUSIONS

The study results that have been the subject of in-depth discussions above concluded that citizen trust in rural government at Riau Islands still holds a weak point. The weakest indications are related to the planning realization of especially the allocation and financial resources used by the rural government. The problem root found is closely related to the sociological and anthropological aspects where there is a perception that tends not to be following the wishes of the prevailing rural policy in Indonesia, namely putting forward the actors of rural development covering the community in the personage form and the local businesses representation, rural's governments, and academics, as the main subject in the efforts to rural development in the Coastal Region of Riau Islands. Thus in-depth research that touches on the relevance with the same problem in the sociological and anthropological aspects of rural's development will help efforts greatly to improve good citizen trust towards democratic values realization of good rural development.

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