

Trust, Social Cohesion, Open Government and Data Governance: Government Actions against Pandemic

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ABSTRACT

This study was designed to know the relationship between the government performance and local government actions of the municipalities of Sta. Maria, Mabitac, Siniloan, Pangil and Pakil, Laguna.

The researcher used descriptive-survey design in this study. The respondents involve 20 citizens from each town under the of 4th District of Laguna. Questionnaire checklist thru the means of google form was used to gather data. Mean was used to determine transparency and responsibilities of the local government during the Covid-19 pandemic. Chi-square and Spearman rho correlation was used to present the relationship between the two variables.

The relationship between the Respondent's Profile and Government Performance during COVID-19 Pandemic in terms of Public Trust and Open Government were found insignificant except the resident and monthly expenses. Same to Respondent's Profile and Local Government Actions were also insignificant. While the Government Performance and Local Government Actions have a highly significant relationship in terms of both third factors.

Recommendations: (i) LGU should give focus on giving timely access to information of their constituents in terms of accountability and government programs. (ii) Focusing on transparency to avoid the sum of questionable projects of the government by giving awareness to other citizens about the yearly budgets and other resources purposes. (iii) Factors that can relate to the government performance. (iv) DILG may help other local executive leaders in motivating them to increase the public trust.

Keywords: Trust, Social Cohesion, Open Government, and Data Governance

INTRODUCTION

Acquisition has been delayed by corruption, which has led to low employment and economic growth. In contrast to nations with high levels of corruption, nations that are adept at handling fraud are able to make better use of their financial and human resources, which draws in more investment and boosts economic growth. Additionally, corruption raises expenses and limits access to health and educational services, which disproportionately affects the poor's income. People's rights are violated by corruption, which leads to mistrust of the government (The World Bank, 2018).

Although pandemics are nothing new to humanity, an infectious disease can spread incredibly quickly in our linked world. This was the situation with COVID-19, the coronavirus sickness brought on by the SARS-Cov2 virus. Following its first discovery in the Chinese city of Wuhan, it quickly began to spread over the world, prompting the majority of nations to implement stringent countermeasures in order to stop the disease's spread and prevent their healthcare systems from failing. "Lock-downs" were frequently imposed for several weeks, reducing social and commercial activity. For instance, the consequences on business and mobility have been well studied (Rieger and Wang 2020; Atkeson 2020; McKibbin and Fernando 2020).

According to the explanation given above, instances of corruption can lower public confidence in the government; the government is attempting to achieve transparent governance. People can be more concerned

about how the government operates if there exists readily available information. It will be expected that community involvement will lower corruption levels and help rebuild public trust in the administration. The purpose of this study aims to ascertain the degree of public trust and the transparency of information through e-government. It will be expected that this research will help the government make improvements so that public trust in the government can rise.

Statement of the Problem/Research Questions

The purpose of this study is to determine the transparency on local government unit actions against COVID-19 at the 4th district of Laguna. Specially, the study will answer to the following questions: First, what is the profile of the respondents in terms age; sex; and monthly family income; Second, what is the government performance of the local government during pandemic in terms of public trust and open government; Third, what are the local government actions to prevent the pandemic in the community in terms of data governance; and social cohesion; Fourth, is there a significant relationship between the respondent's profile and the government performance; Fifth, is there is a significant relationship between the government performance and their local government action during pandemic.

LITERATURE REVIEW

There is still discontent with accountability at the highest level because financial performance aids in providing services to communities, individuals, groups, and organizations that support the government's larger goals and priorities. One way to evaluate responsibility could be through performance measurement. This perspective emphasizes external stakeholders, which results in significant government performance evaluation (Muvaru, 2021).

Social media is a contested area where the mechanics of interaction can create elite groups, help people advance their careers, and encourage highly collaborative or participative behavior. Because social media platforms can foster more social interaction within the community, their area is up for grabs. Social interactions enable people to become more interconnected, cooperative, and intelligent thinkers who can now appreciate different points of view, for instance, when making political decisions to choose a government. The goal is for local governments to gain a competitive edge, social capital, and electability capital by controlling social media (Manca et al., 2021).

People are constantly searching for ways to ensure that their government upholds their human and democratic rights. In order to ensure that the needs of the people are met in their best interests, they also want accountability from their government. In a very democratic foundation, the interests of the majority are therefore the state's first priority when making choices because of the different roles and characteristics of local governments. Because of this, the public's confidence in the government is regarded as an essential component of the democratic system. Therefore, via the effective and efficient implementation of strategies and policies, governments aim to establish trust at the lowest possible levels (Purwanto et al., 2020).

In addition to these differing viewpoints, researchers acknowledged trust as a psychological state that entails a willingness to take risks based on the trustees' favorable behavioral expectations. According to Alcoriza et al. (2018), the term "trust in government" refers to citizens' expectations on the nature, functioning, and interactions of the state with the populace as well as the conduct of political leaders, public servants, and citizens themselves.

Public institutions' administrative policies and procedures pertaining to the provision of data and services increase public trust. Others show that people' happiness with the quality of public services is correlated with their trust in the government, indicating that the development of citizen trust has significance for the smooth operation of the nation (Zhao and Hu, 2017).

The scale of process, structure, cognition and values, constitution, organization and institutions, management and performance, policies, sectors, international forces or globalization, ethics, accountability, and transparency are the dimensions of sound governance that successfully synergize with the scale of fine governance, providing excellent governance quality (Harrison & Donnelly, 2011).

According to Park and Blenkinsopp (2011), trust in government or public services can frequently be measured in terms of citizens' personal ratings that support their experiences. This suggests that trust will emerge when citizens perceive a government or its public service as capable, trustworthy, and honest while also meeting their needs.

The respondents used information sources as a basis for evaluating the government. Achievements in addressing the pandemic, particularly in relation to social media hoaxes and false information. The results covered five categories: just one source, two sources, three sources, four sources, and five or more sources. Some investigations offered seven sources, and respondents could choose just one: TV news, online news, social media (e.g., Facebook, WA, Twitter, Instagram, etc.), newspapers, conversations with family or friends, other, and the final option for "no source." Better information may be obtained by using multiple data sources rather than relying solely on one, particularly if that source includes social media (Adamy & Rani, 2022).

The government's response to COVID-19 and public confidence in authority are strongly and favorably correlated with perceived transparency, perceived accountability, and perceived responsiveness. The relationship between perceived transparency, perceived accountability, and perceived responsiveness and general charitable faith in government has been influenced by the government's perceived response to COVID-19. The results regarding perceived transparency align with the findings, which indicate that the government disseminates transparent information. invariably results in the government gaining the trust of the general population (Farwell et al., 2019; Grimmelikhuijsen et al., 2013).

As stated by (Beshi and Kaur, 2020; Brillantes and Fernandez, 2011; Cheema, 2011), the relationship between responsiveness and overall charitable trust was found to be significant, indicating the significance of the responsiveness element within the government toward their citizens for achieving their higher level of trust.

Similar to Ojiagu et al. (2020) and Shvetsova et al. (2020), the results showing the association and overall charitable trust were somewhat similar to those of Hale et al. (2020), Henderson et al. (2020), and Germani et al. (2020). These outcomes clearly demonstrate that when governments respond to natural disasters and uncertain situations in a timely and efficient manner and consider themselves accountable to the general public, citizens' level of trust in local government naturally rises.

Another study conducted in Ceylon shown that raising public service standards will boost public sector satisfaction, which in turn leads to higher levels of trust in the government. Thus, in several research, the degree of good government performance is indicated by the evaluation of citizen satisfaction (Wang, 2010).

It might have an impact on discontent with the province's performance. Make political decisions in the future. Increased dissatisfaction leads to a decrease in public agency confidence. While pleasure may also be seen as a measure of attitudes toward policy outcomes, political trust is concerned with normative expectations toward political actors and institutions (Gronlund and Setala, 2007).

They claimed that although local governments generally acknowledged their role and took emergency management seriously, there have been problems and obstacles that have hindered their adoption of necessary roles and responsibilities, such as a lack of funding and staff time for emergency or disaster management; inconsistencies and gaps in local hazard risk information and assessments; and challenges with relationships with other agencies (Elsworth et al., 2007).

RESEARCH METHODOLOGY

Research Design

This research was determining the survey research of trust, social cohesion, open government and data governance: government actions against pandemic in the selected towns of Sta. Maria, Mabitac, Siniloan, Pangil and Pakil. To establish this study, the researcher will use the descriptive-survey design. This design to appropriate for the researcher was able to determine the government performance and local government actions during COVID-19 Pandemic.

In addition to having access to global coronavirus surveys and information on attitudes and self-confidence, people who rely on social media for information are more likely to be misinterpreted than those who rely on traditional media (Fetze et al., 2020).

Participants/Respondents

This study was comprised of five municipalities of Baybay Circuit of 4th district of Laguna including the town of Sta. Maria, Mabitac, Siniloan, Pangil and Pakil. There are 20 respondents to each of municipalities in the choice's street or barangays.

The study involved were 100 respondents of the baybay circuit town from different municipalities.

The research used purposive sampling technique was employed in selecting respondents from various towns of Baybay Circuit in the 4th district of Laguna.

Research Procedure

Researchers employed quantitative techniques through surveys using questionnaire checklists while collecting and collecting data. The survey tool has undergone content verification and citizen survey testing.

Research Instrument

On the first part, contains the name, age, sex and monthly family income of the participants with the used of frequency, percentage and rank and also answered the government performance of the local government during pandemic in terms of public trust and open government using the mean frequency, percentage and rank to analyzed the data, the third was the local government actions to prevent the pandemic in the community in terms of data governance and social cohesion with the used of weighted mean, verbal interpretation, and rank.

Data Analysis

The questionnaire contains three parts: The first part contains the name, age, sex and monthly family income of the participants with used of frequency, percentage, and rank, second part of the questionnaire includes government performance of selected local government units in terms of public trust and open Government using the weighted mean, verbal interpretation, and rank, the third part of the survey-questionnaire includes the local government actions work performance of selected local government in terms of data governance and social cohesion with the used of weighted mean, verbal interpretation, and rank.

Chi square was both used for the significant relationship between the respondent's profile and the government performance and for the significant relationship between the respondent's profile and their local government action during pandemic

Lastly, the significant relationship between the government performance and their local government action during pandemic with the used of spearman rho correlation.

RESULTS AND DISCUSSION

Personal Details of the Participants

The residents lived in Sta. Maria, Mabitac, Siniloan, Pangil and Pakil in the Baybay Circuit towns of 4th District of Laguna in terms of age, sez and monthly family income.

The studied showed that 63% of the whole distribution range from 21-30 years of age. The residents whose ages range from 31-40 years old with 14%, ages range from 41-50 with 12%, and ages range from 51-60 with 11%.

In terms of sex, the whole distribution of males who are residents of baybay circuit towns of 4th district of Laguna with 38%, and females with 62%.

As to their monthly income, 77% have the monthly family income of 10,000 and below, followed by 20,000-30,000 with 14%, followed by 30,000-40,000 with 6% and lastly 50,000 and above with 3%.

Participants were employed, from upper-middle-class to upper-class backgrounds, and fell into the low-income category. The majority of responders to a common question regarding their membership with any group are regular citizens, suggesting that the sample used for this study is highly typical of the broader public (Hartanto and Siregar, 2021).

The government performance of the local government during pandemic in terms of public trust and open government

Implies that the Government Performance during pandemic on the category of Public Trust the highest rank is the “government should look well after the citizens” with the computed weighted mean of 4.75 and the least public trust is “government employs qualified personnel”, while in terms of Open Government the top with the weighted mean of 4.39 which falls in the statement of number 4 saying that “government provides information on the policies and oversight of government work programs”, while the least in the Open Government falls on statement number 2 which says that “in terms of laws governing the use of government resources, the government provides transparency.” with the computed weighted mean of 4.16.

It would be reasonable to assume that the Acehnese are generally dissatisfied with the government's handling of the COVID-19 pandemic response phase. Citizens' expectations of the leader's performance increase with their level of education. Therefore, confidence and contentment may decrease if individuals' expectations rise more quickly than the government's performance. Given that the majority of respondents in this study come from educated backgrounds, this argument lends credence to the discontent discovered (Adamy and Rani, 2022).

The government actions to prevent the pandemic in the community in terms of data governance and social cohesion

It can be clear in the table that the top data governance under the local government actions is “government makes sure that the budget process is transparent that the public knows happening and make informed decisions”, with the computed weighted mean of 3.95 which is interpreted as agree. While the least of the actions is government makes it easy to see how money making and spending” with the computed weighted mean of 3.77 which is also interpreted as also agree. While in terms of Social Cohesion the top with the weighted mean of 4.16 which falls in the statement of number 5 saying that “people and governments feel responsible for others and are ready to help them during a pandemic”, while least in the Social Cohesion falls on statement number 2 which says that “people have a great deal of trust in the government” with the computed weighted mean of 3.72 which is also interpreted as agree.

Therefore, the government's performance should be reflected in the results of its policy reaction to the COVID-19 epidemic and the transparency of its knowledge dissemination. Negative feelings may be lessened by residents' perceptions of excellent government. Recent research assessed citizens' happiness with government performance in addition to measuring government performance in terms of trust in governance (Fong et al., 2020).

Relationship between the respondent's profile and the government performance

It was found out that there is significant relationship between the resident and public trust which obtained the computed chi-square of 22.04 and p-value of 0.04. In terms of age and public trust, they are not significant relationship which obtained computed chi-square of 20.25 and p-value of 0.32. As to the relationship between the sex and public trust which obtained the computed chi-square of 2.09 and p-value of 0.55 was not significant. In terms of religion and public trust, they are not significant relationship which obtained the computed chi-square 6.32 and p-value of 0.90. The relationship between the monthly expenses and public trust are got highly significant relationship with computed chi-square of 52.42 and p-value of 0.001.

In terms of resident and open government reveals they are not significant in relationship. The variables got computed chi-square of 23.23 and p-value of 0.11. The relationship between age and open government are also

not significant with obtained the chi-square of 24.26 and p-value of 0.45. In terms of sex and open government obtained the computed chi-square of 3.41 and p-value 0.49. With regards to religion and open government got the computed chi-square of 5.27 and p-value of 0.99. And the relationship between the monthly expenses and open government are significant with computed chi-square of 36.67 and p-value of 0.05.

As a result, people were largely dissatisfied with government policies of the time. The inhabitants' fear was insufficient to have a significant overall impact on their support of the government due to the high influence of satisfaction with policy responses and trust in the administration. community-wide policy (Choi and Wan, 2020).

Relationship between the respondent's profile and the local government actions during pandemic

The findings reveal that the respondent's profile and local government actions use the "chi-square formula". It was found out that there is significant relationship between the resident and data governance. It is seen that the two variables are significant to the resident and data governance which obtained the chi-square of 27.52 and p-value of 0.04. In terms of age and data governance, they also not significant relationship which obtained the chi-square of 19.75 and p-value of 0.71. Sex and data governance, they are not significant relationship which obtained the chi-square of 5.57 and p-value of 0.24. In terms of religion and data governance, they are not significant relationship which obtained the chi-square of 7.59 and p-value of 0.96 and the monthly expenses, they are not significant which obtained the chi-square of 27.17 and p-value of 0.30.

Data shows that there is no significant relationship between the resident and social cohesion got the chi-square of 24.48 and p-value of 0.22. In terms of age and social cohesion, they are not significant which obtained the chi-square of 0.28. The relationship between sex and social cohesion are also not significant with obtained the chi-square of 2.40 and p-value of 0.79. In terms of religion and social cohesion got computed chi-square of 11.18 and p-value of 0.94. And the relationship between the monthly expenses and social cohesion are not significant with computed chi-square of 42.17 and p-value of 0.07.

It was challenging to estimate the scope of the COVID-19 issue in the province due to the government's opaque information. The lack of knowledge transparency in the community may have contributed to the underreporting or diffusion of the number of cases detected, according to a similar issue discovered at the national level (Djalante et al., 2020).

Significant Relationship between the government performance and the local government actions during pandemic

The table reveals all the variables in government performance and all the variables in local government actions during Covid-19 pandemic. It shows that there is highly significant, in terms of public trust and data governance obtained the rs – value of 0.6412 and p-value of 0.001, while public trust and social cohesion with rs – value of 0.4991 and p-value of 0.001.

With regards to open government and data governance, it shows that there is highly significant with rs – value of 0.5973 and p-value of 0.001. While the open government and social cohesion are rs – value of 0.5817 and p-value of 0.001.

It has been frequently reported that native government responsibilities and governance factors significantly improve local government performance. The budget is now the government's primary concern, particularly for the social and health sectors. The government must adopt sound governance to promote good governance as a result of the Covid-19 situation (Saputra, 2021).

Ethical Considerations

Depending on their availability, residents of Siniloan, Mabitac, Santa Maria, Pangil, and Pakil, Laguna, Philippines, willingly participated in the study. In accordance with Republic Act 10173, also known as the Data Privacy Act of 2012, all participant personal information was gathered with confidentiality to preserve personal information, and findings were presented without disclosing any personal information. The number of participants in the government action during the epidemic was processed using the data gathered. In order to

fulfill the need for the welfare of the people, this study was carried out with owned financial support. For this work, the authors have disclosed no conflicts of interest.

CONCLUSIONS

The relationship between the respondent's profile and government performance of the five municipalities of Baybay Circuit during COVID-19 Pandemic in terms of Public Trust and Open Government were found insignificant, wherein these two factors do not affect the Government Performance of the respondents. Relationship between the Respondent's Profile and the Local Government Actions was also insignificant. While Government Performance and Local Government Actions were found highly significant, this indicates that these two factors of government performance in terms of Public Trust and Open Government can greatly the Data Governance and Social Cohesion of Local Government Actions of the five municipalities in the Baybay Circuit 4th District of Laguna during COVID-19 Pandemic.

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