

# Public Trust In The Program To Fulfill The Basic Needs Of The Community In The Border Area Of Nunukan District, North Kalimantan Province

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Public trust is the public's trust in the government and its policies, including trust in the bureaucracy and government officials who work to implement its policies. This research aims to analyze public trust (public trust) in a program to fulfill the basic needs of the community in the border area of Nunukan Regency, North Kalimantan Province. This research uses a qualitative approach with data collection methods, namely observation, in-depth interviews, and documentation. The informants in this research are parties in authority and are directly involved in meeting the basic needs of the community in the border area of Nunukan Regency, North Kalimantan Province. Data sources consist of primary data and secondary data. The research results show that public trust (public trust) Fulfilling the basic needs of the community in the border areas of Nunukan Regency, North Kalimantan Province has not been implemented optimally. This is proven based on the absence of regulations for regional governments in fulfilling the basic needs of the community, further related to the processing of sailing permits which is quite difficult for ships that will deliver basic needs to border areas. Where for processing permits, the authority lies with the central government which is transferred to the Harbor Master. Then, there is no central government representative institution in Nunukan Regency related to meeting basic needs.

**Keywords:** Public Trust, Fulfillment of Basic Needs, Border Areas.

## Introduction

Public demands on government have increased due to the complexity of needs and increased mobility. Over the last few decades, the world has experienced four major transformations, namely globalization, democratization, information and communication technology. Public attitudes towards government have changed and public knowledge has increased as a result of

these changes. The public image of the government is often negative as a result of its inability to meet expectations. Increasing public distrust of the government is one impact. The government's ability to comply with Public needs is of course a public obligation and demand. Therefore, the government's inability to meet public expectations can result in public perceptions tending to be negative (Cheema, 2010).

Trust is defined as a collective assessment of one group over another group that the group will act honestly, can fulfill its commitments, and will not harm other groups. Trust is optimism in a vulnerable situation where the truster believes the trustee will pay attention to the interests truster in the sense that when an individual is in a difficult situation which is generally experienced by everyone, the individual is optimistic that other individuals will pay attention to their needs and interests (Hall et al, 2001). Trust is the most valuable capacity of public organizations and requires the integrity and responsiveness of public service providers. It is important to remember that every program designed to improve public perception of services must be supported by effective coordination and communication, as well as comprehensive outreach to ensure that the public is aware of all policies, and initiatives that will be implemented to support and grow public trust in the future, especially those related to public services.

Public trust is the public's trust in the government and its policies, including trust in the bureaucracy and government officials who work to implement its policies. The point is that public trust is that the public believes that the government, with all its efforts, is capable and able to overcome various public problems. Trust occurs when parties have certain favorable perceptions of each other that enable the relationship to achieve the desired results. Some believe that groups or institutions will be free from worry and the need to monitor the behavior of other parties, in part or whole. Trust is an efficient way to reduce transaction costs in social, economic, and political relations (Fukuyama, 1995). Trust (trust), both in social and political forms, are sine qua non (absolute requirements) of good government. Good governance and trust need each other, trust fosters good governance. The three main causal mechanisms that operate between trust and good governance are (1) Social causal mechanisms, (2) Economic causal mechanisms of efficiency, and (3) Political causal mechanisms, the legitimacy of democratic government gives rise to trust, trust is a prerequisite for governance. Democratic governance and the importance of social relations between Trust and good governance involve primarily building and maintaining the spirit of civil society.

Public trust has a significant impact on a variety of government products, including policies and service offerings. A high level of public trust shows that all goods created can be accepted by society as long as they comply with all government policies. However, public trust does not automatically increase by itself, there are still consequences for public distrust of the government. Things that can cause the level of public trust to decrease can occur because many local government policies are not of good quality. Public distrust easily occurs when expectations and reality differ. Public trust is a very dynamic concept that requires management; this doesn't just happen. Trust produces public legitimacy which can create social capital for the government which is used as an instrument to gain political and social support in government activities.

Governance can also be said to be good if development can be carried out with very minimal costs towards the goal of prosperity and prosperity as the basis of the model of government. Government can be said to be good, if it is productive, innovative, and shows results with indicators of economic capacity, the people increase both in terms of productivity and purchasing power, and their spiritual well-being continues to increase with indicators of a good sense of security, calm and happiness. The government implementation process as a form of implementing the government's mandate must also be carried out with full transparency, accountable management, as well as support for public trust. According to Lipsky (Palomita and Astuti, 2023), the basic hope that exists in society is that the needs of the community are the main thing and the level of public trust they have depends on how accountable the government is when working. The mandate received by the Government is of course very large and not easy. However, the government has been given trust and trust of the public. To build democratic policies, public trust becomes a determining indicator, not just public results. So public trust in the context of public policy functions both upstream and downstream, meaning that public trust can act as capital (input) in making public policy and can also function as the output of the policy itself.

The implementation of public services and the provision of public goods is very dependent on regional governments which function as organizers and those responsible for the success of regional development. In its implementation, institutions or non-governmental organizations other communities, such as regional non-governmental organizations, traditional institutions, etc., need to be involved so that the government can fulfill all community needs, as happened during the classic bureaucratic paradigm (Hughes, 2024). The need for a bureaucratic reform movement stems from the important role of regional governments in responding to rapid and unexpected changes in the strategic environment. Even though the public feels progress in implementing bureaucratic reform, efforts to improve public services are progressing slowly, while public expectations are increasing rapidly.

The government is currently required not only to provide good public services but how the government can meet basic needs, especially for people in border areas. This is a challenge for the government in that efforts to equalize community income need to be carried out continuously in various areas of community life. Public trust in the government can be demonstrated through the government's ability to distribute and fulfill community needs. Basic needs are referred to as basic needs (basic human needs), namely needs that are very important for human survival, both regarding individual consumption needs (food, housing, clothing), as well as certain social service needs (drinking water, sanitation, transportation, health, and education).

In fulfilling basic needs in the border areas of Nunukan Regency, the regional government is committed to paying great attention and giving top priority to maintaining the fulfillment of basic needs, especially in the border areas in North Kalimantan Province. Fulfillment of basic needs focuses on the need for food, food needs are the basic needs of society in maintaining a decent life, so they must be met. Because it is mandatory, it must be fulfilled, especially food needs. To fulfill the basic needs of the people in the border areas of Nunukan Regency, the North Kalimantan Provincial government through the North Kalimantan Province Department

of Industry, Trade, Cooperatives and SMEs has since 2016 created a program that can ease the burden on the lives of people living in remote areas or at the border of the country. The program is a Goods Transport Cost Subsidy (SOA), program that aims to reduce disparities in prices of basic goods.

The Goods Transport Cost Subsidy Program (SOA) also aims to maintain the stability of prices of basic materials in the 3T (Outermost, Frontier, Disadvantaged) areas, namely Nunukan Regency. The presence of the Transport Cost Subsidy (SOA) service is a manifestation that the government is present in all corners of the country, providing services and conveniences so that it can help people in need. Implementation of the Transport Cost Subsidy program to maintain price disparities for basic and important commodities in border areas. Through the Goods Transport Cost Subsidy program, there is a reduction in price disparities, where sometimes the prices of goods brought or sent to border areas are quite high in value and tend to be expensive due to transport and delivery costs.

However, in the implementation of the Transport Cost Subsidy (SOA), there are still often problems related to regulations that are considered not yet concrete in meeting basic needs in border areas, especially in the Nunukan district. And the participation of actors in implementing the Transport Cost Subsidy (SOA) has not been maximized. This will certainly affect the level of public trust in the government.

Based on this explanation, the focus of this research is to analyze Public Trust (Public Trust) in meeting the basic needs of communities in border areas in Nunukan Regency, North Kalimantan province.

## **Methods**

This research uses a qualitative approach. The choice of this method is based on the theory or model that is used as a reference in data collection, which is then verified or confirmed with field data collected through qualitative analysis methods. In this research, the focus is on Public Trust (Public Trust) in fulfilling the basic needs of border region communities. The research location was carried out in Nunukan Regency, North Kalimantan Province. To collect data, researchers used observation and interview techniques. Data sources in this research were taken through primary data and secondary data. Primary data collection was carried out directly using in-depth interview methods. Secondary data collection was obtained through related office documents and online data searches.

Informants in this research were selected according to the criteria set by the researcher by considering all the information needed to carry out the research. The data collection technique in this research is a systematic procedure using interview, observation, and documentation methods. Furthermore, to declare the validity of the data using four techniques, namely Trustworthiness (Credibility), Transferability, Dependency (Dependability), and Certainty (Confirmability). According to Miles and Huberman, they divide the analysis into four activity streams, namely as follows: (Sugiyono, 2010), namely data collection, data reduction, data presentation, and drawing verification conclusions.

## **Results and Discussion**

This research is about public trust (public trust) in fulfilling the basic needs of border area communities in Nunukan Regency, North Kalimantan Province. In analyzing the phenomenon of fulfilling basic needs from the perspective of good governance which includes transparency, accountability, and responsiveness as well as public trust in the capacity of the Nunukan district government, North Kalimantan Province to fulfill the basic needs of border communities, as stated by Beshi and Kaur (2020). The research results are explained as follows.

### Transparency in Fulfilling Basic Needs

Transparency is a concept that guarantees that everyone has the freedom or right to access information about how government is implemented, including information about the process of making and implementing policies as well as the results achieved in meeting the basic needs of border region communities. Transparency in this research is related to the openness of information regarding the costs and management of Subsidy for Transport Costs (SOA) of goods. Transparency is an important factor that can influence public trust in the government through various information openness and accessibility to the public.

In the transparency dimension, research findings show that the government is committed to meeting basic needs and reducing disparities in prices of basic goods, and the government is open to information relating to budgeting and management of the Transport Cost Subsidy (SOA) program. The realization of transportation cost subsidy activities in 2023 in the Trade Distribution Facilities Improvement Program is as follows:

### Realization of SOA Activities 2023

Table 1. Trade Distribution Facilities Improvement Program

| No . | Job Name                                      | Budget Ceiling | Realization Budget | Location  |
|------|---|----------------|--------------------|---|
| 1    | SOA Shopping in Kryana and Apau Kayan Regions | 5.452.320.000  | 5.452.320.000      | Krayan dan Apau Kayan   |
| 2    | SOA Shopping Passenger                        | 7.514.008.920  | 7.514.008.920      | Long Bawan, Long Layu, Binuang, Long Ampung, Mahak Baru, Pujungan Long Alango |
| 3    | SOA Goods in Lumbis District                  | 124.986.000    | 124.986.000        | Lumbis Ogong, Lumbis Pansiangan, Lumbis Hulu                                  |
| 4    | SOA Goods in Lumbis District                  | 125.008.200    | 125.008.200        | Lumbis Ogong, Lumbis Pansiangan, Lumbis Hulu                                  |
| 5    | SOA Goods in Lumbis District                  | 123.179.688    | 123.179.688        | Lumbis Ogong, Lumbis Pansiangan, Lumbis Hulu                                  |

|    |                                   |             |             |   |
|----|-----------------------------------|-------------|-------------|---|
| 6  | SOA Land Goods in the Krayan Area | 199.553.597 | 199.553.597 | Krayan Induk, Krayan Timur, Krayan Barat, Krayan Selatan, Krayan Tengah |
| 7  | SOA Land Goods in Apau Kayan Area | 192.760.160 | 192.760.160 | Kayan Selatan, Kayan Hulu, Kayan Hilir, Sungai Tubu                     |
| 8  | SOA Goods in Bahau Hulu           | 370.896.000 | 370.896.000 | Bahu Hulu   |
| 9  | SOA in the Region Mentarang Hulu  | 428.073.500 | 428.073.500 | Mentarang Hulu  |
| 10 | SOA Goods in the Pujungan Area    | 419.772.800 | 419.772.800 | Pujungan  |
| 11 | SOA Goods Sei Menggaris           | 198.000.000 | 198.000.000 | Desa Sri Nanti and Tabur Lestari  |

Source: North Kalimantan Province, 2023

The table above shows that in 2023 the realization of Transport Cost Subsidy (SOA) activities will be 100 percent implemented. The implementation of the realization of the Transport Cost Subsidy (SOA) is divided into two, namely the Passenger Transport Cost Subsidy (SOA) and the Goods Transport Cost Subsidy (SOA).

Research findings also show that in fulfilling the basic needs of regional governments, in this case, the Nunukan Regional Development Planning Agency, is open to development policies, especially those aimed at reducing or increasing accessibility through cooperation and support to regional technical organizations in line with policies. Regional development policies are stated in planning documents; In addition, continuous coordination with regional technical organizations continues to be carried out to supply Indonesian subsidized goods, to ensure that residents in border areas do not experience shortages and can utilize domestically produced goods.

### **Accountability for Fulfilling Basic Needs**

Accountability is the obligation of parties trusted by society and/or individuals to determine their success or failure in carrying out their activities responsibilities and achieving set goals. This responsibility is related to bureaucratic activities in providing services to the community. In this research, accountability means that an individual or institution is responsible for its duties and authority.

Accountability in the researchers' findings shows that the government, in this case, the central government, provincial government, and district/city regional governments, is responsible for implementing programs to fulfill the basic needs of border region communities. However, it has not been implemented optimally, in its implementation the Nunukan Regency government has problems in terms of regulations and authority, where the ship permit that supports the implementation of the Transport Cost Subsidy (SOA) is not the authority of the regional

government, but rather the central authority is transferred to the Harbor Master so that in its implementation it takes the form licensing is quite difficult. This also has an impact on ships loading goods in border areas which still have illegal status because permits are quite difficult to access from the central government, namely the Harbor Master.

### **Responsiveness in Fulfilling Basic Needs**

Responsiveness means that the government must understand the needs of its people, not wait for them to express their desires, but proactively study and analyze their needs, to then produce strategic policies to meet the public interest. By the principle of responsiveness, every element of government must have ethics, namely individual ethics requires them to have criteria of professional capability and loyalty. The government must be sensitive and responsive to community problems to create an opinion that the government builds trust. Responsiveness is needed to see the ability of the apparatus to face conditions and anticipate new aspirations, new developments, new demands, and new knowledge. The bureaucracy must respond quickly so as not to be left behind in carrying out its duties and functions in meeting the basic needs of the people of the border region.

The responsiveness of the provincial and district governments in research shows that they are quick to respond in fulfilling the basic needs of coastal communities, but often the fulfillment of basic needs in Nunukan district is hindered/constrained by regulations, almost all of which fall under central authority, and this means that program implementation often experiences slowdowns. This is due to the responsiveness provided by the central government which is considered tough. One of them regarding licensing, it is quite difficult, because no representative or institution represents the central government in Nunukan district to become the center for processing sailing permits for ships that will carry necessities to border areas.

### **Public Trust in Fulfilling Basic Needs**

An important component in implementing good governance is building public trust in public institutions and governance practices. The level of implementation of good governance will determine how much public trust the government has. This research is related to public trust in meeting the basic needs of border area communities in Nunukan Regency, North Kalimantan Province.

The findings of this research indicate that currently public trust in the government in organizing and implementing the fulfillment of the basic needs of the people in the border areas of Nunukan district is considered not yet optimal. This is demonstrated by the difficulty of obtaining permits for ships that will carry necessities for communities in border areas. And there are no regulations that regulate and give authority to regions in building foreign cooperation considering that basic needs in border areas require building synergy with border countries so that basic needs can be met optimally.

### **Conclusion**

Based on the research results and discussion above, the conclusion of this research shows that Public Trust (public trust) Fulfillment of basic needs in border areas in Nunukan district, North Kalimantan Province has not been implemented optimally. This is proven based on the absence



of regulations for regional governments in fulfilling the basic needs of the community, further related to the processing of sailing permits which is quite difficult for ships that will deliver basic needs to border areas. Where for processing licensing, the authority lies with the central government which is transferred to the Harbormaster. Then, there is no central government representative institution in Nunukan Regency related to meeting basic needs.

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