

Abstract

This study analyses the declining public trust in Indonesia's central government amid the COVID-19 pandemic. The study aims to explore the driving factors that decrease the public trust in the central government during the pandemic. It also seeks how the central government restores the low public trust during the crisis. In doing the research, the author uses the reports from Lembaga Survey Indonesia and Indikator Politik Indonesia, which showed data on the decrease of public trust in Indonesia's central government from September 2020 to July 2021. The author validated the survey result with the news in online media, which discusses public trust in Indonesia's central government. The author uses a descriptive qualitative method and secondary data analysis with mainly desk review in conducting the research. The findings show the factors that decrease the public trust in the government include: lack of transparency and accountability, fast-changing regulations, disbandment of the COVID-19 task force, regional head elections, overly concern with the economy, and poor communications. To avoid further deterioration of public trust, the Indonesian government must find strategies to address the issue, such as: Improve COVID-19 related data transparency, Increase budget allocation to improve the test, tracing, and treatment (3T) implementation, Improve the acceleration of free COVID-19 vaccinations and promote vaccine boosters, Ensure good governance in social assistance distribution, Strengthen the resilience of the health system, Enforce the pandemic-related regulations humanely, Facilitate access to adaptive education during the pandemic. This study seeks to examine the patterns of measures implemented by Indonesia's central government in dealing with the COVID-19 situation, which may have a consequence on citizens' trust in the government. The investigation of public trust in government is necessary because the findings can predict future public cooperation and compliance with government policies.

Keywords:

trust, public trust, Indonesian government, COVID-19, pandemic, handling pandemic