

The Influence of Transparency, Accountability, and Responsiveness on Public Trust in Padang Command Center 112 Services

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ABSTRACT

This study examines the influence of transparency, accountability, and responsiveness on public trust in the Padang Command Center 112 (PCC 112) as a model of digital governance in local government service systems. The research aims to identify the most dominant governance dimension affecting public confidence and to evaluate the interrelationship among the three key variables within the framework of good governance. The study employed a quantitative approach using a structured survey of 166 respondents, analyzed through descriptive statistics, Pearson correlation, and multiple linear regression. The findings reveal that all three variables have a strong and significant relationship with public trust, with transparency emerging as the most influential predictor ($\beta = 0.530$), followed by responsiveness ($\beta = 0.251$) and accountability ($\beta = 0.107$). The regression model yielded an Adjusted R^2 of 0.705, indicating that these governance dimensions jointly explain 70.5% of the variance in public trust. The results confirm that transparent information, timely response, and ethical responsibility are essential determinants of citizen confidence in digital public services. This study contributes to the literature on governance-based trust formation and provides strategic insights for enhancing institutional legitimacy through ethical and participatory digital governance.

ABSTRAK

Penelitian ini menganalisis pengaruh transparansi, akuntabilitas, dan responsivitas terhadap kepercayaan publik pada Padang Command Center 112 (PCC 112) sebagai model tata kelola pemerintahan digital di tingkat daerah. Tujuan penelitian ini adalah untuk mengidentifikasi dimensi tata kelola yang paling dominan dalam membentuk kepercayaan publik serta menilai keterkaitan antar variabel dalam kerangka *good governance*. Pendekatan kuantitatif digunakan melalui survei terhadap 166 responden dengan analisis deskriptif, korelasi Pearson, dan regresi linier berganda. Hasil penelitian menunjukkan bahwa ketiga variabel memiliki hubungan yang kuat dan signifikan dengan kepercayaan publik, dengan transparansi menjadi faktor paling berpengaruh ($\beta = 0,530$), diikuti oleh responsivitas ($\beta = 0,251$) dan akuntabilitas ($\beta = 0,107$). Nilai *Adjusted R²* sebesar 0,705 menunjukkan bahwa kombinasi ketiga dimensi tersebut mampu menjelaskan 70,5% variasi dalam tingkat kepercayaan publik. Temuan ini menegaskan bahwa keterbukaan informasi, kecepatan respons layanan, dan tanggung jawab etis merupakan determinan utama terbentuknya kepercayaan masyarakat terhadap layanan publik digital. Penelitian ini memberikan kontribusi bagi pengembangan literatur mengenai pembentukan kepercayaan berbasis tata kelola serta menjadi dasar strategis dalam memperkuat legitimasi kelembagaan melalui tata kelola digital yang partisipatif dan berintegritas.

1. Introduction

Emergency call centers are an integral part of modern urban governance, serving as a public service infrastructure that ensures the safety and welfare of citizens. They represent the government's ability to act swiftly, accurately, and responsibly in managing emergency situations. The implementation of the Padang Command Center 112 (PCC 112) by the Padang City Government marks a significant step toward integrating multiple emergency response numbers into a unified, toll free, and easily accessible system. The service allows citizens to contact a single

number for diverse emergency situations health, fire, crime, disaster, and other critical events while simultaneously connecting calls to relevant agencies in real time [1].

The PCC 112 system is designed to accelerate emergency response, minimize confusion among citizens, and establish an efficient command structure between operational units. As a digital innovation in governance, it reflects an effort to improve public service quality and strengthen the government's image as a responsive and transparent institution. However, the success of such a service is not merely determined

by the existence of technology or infrastructure, but also by the degree of public trust in its operation. Trust becomes the social capital that sustains cooperation between the government and the people, especially in crisis contexts [2].

Public trust represents the collective confidence of citizens that public institutions act in accordance with ethical standards, uphold transparency, and demonstrate accountability in performing their duties [3]. It is closely linked to perceived fairness, integrity, and effectiveness of public service delivery. Inadequate transparency or delayed responses can erode trust and result in decreased public participation, skepticism toward authorities, and negative evaluations of institutional credibility [4]. Strengthening public trust, therefore, is not only a normative requirement of good governance but also an operational necessity for improving service performance.

Transparency, as a key principle of open government, allows the public to access relevant information about administrative decisions, service processes, and performance outcomes [5]. It ensures that citizens are informed participants rather than passive recipients of government services. When citizens perceive that government operations are conducted openly and information is accessible, their confidence in the fairness and professionalism of those institutions tends to increase. Nevertheless, transparency in PCC 112 has not reached its optimal form. The absence of real time performance reports and limited dissemination of service procedures have led to recurring misuse of the system, including prank or ghost calls that reduce service effectiveness and create public confusion [6].

Accountability plays a parallel role in reinforcing public trust by ensuring that every official and agency involved in public service is held responsible for its actions and results [7]. It requires measurable standards, performance reports, and institutional mechanisms that enable evaluation, monitoring, and corrective actions. Within PCC 112, accountability challenges remain visible in the absence of periodic public performance reporting and limited follow up visibility of case handling by responsible agencies. Such limitations hinder the establishment of consistent expectations among citizens regarding service reliability and fairness in incident resolution [8].

Responsiveness, meanwhile, reflects the government's capacity to react quickly, precisely, and empathetically to citizen needs. A highly responsive system enhances citizens' sense of security, especially in urgent situations requiring immediate intervention. Studies have consistently shown that prompt service responses are directly associated with higher satisfaction and stronger institutional trust [9]. In the case of PCC 112, while the average response time is relatively good, operational constraints such as limited on duty personnel, transportation units, and coordination gaps

across agencies often cause delays in handling non-critical or borderline emergencies [10].

The interrelation between transparency, accountability, and responsiveness constructs the foundation of sustainable trust in public institutions. Each factor supports the others: transparency provides clarity of process, accountability enforces integrity of action, and responsiveness ensures timeliness and care in public interaction. Together, they form a governance triad that strengthens legitimacy and public confidence. In emergency services such as PCC 112, where time, accuracy, and reliability are crucial, these three elements determine whether citizens perceive government as trustworthy and dependable [11].

Empirical evidence across different countries suggests that improving transparency and accountability in digital based public services contributes significantly to enhancing trust in local governance [12]. Similarly, responsiveness remains a key predictor of perceived service quality in crisis-oriented organizations [13]. Therefore, this study seeks to analyze the influence of transparency, accountability, and responsiveness on public trust in the services provided by Padang Command Center 112. The research contributes to the empirical development of governance and public administration literature by providing evidence from a local context, where digital transformation intersects with public service ethics and trust formation.

Although studies on public trust toward government institutions have been widely conducted in various administrative contexts, the majority of previous research primarily focused on general governance settings such as village fund management, fiscal transparency, or pandemic response frameworks [14]. Limited attention has been given to emergency command centers, especially within Indonesia's decentralized urban governance structure, where the integration of digital public service systems remains in its early stages. The operational dynamics of a unified emergency call system such as the Padang Command Center 112 (PCC 112) involve complex inter agency coordination, citizen behavior, and technological mediation that differ substantially from traditional administrative services [15].

Furthermore, earlier studies have tended to examine transparency, accountability, and responsiveness as independent constructs rather than analyzing their simultaneous influence on public trust within a single institutional framework [16]. Consequently, empirical understanding regarding how these three governance dimensions interact to shape public trust in digital emergency response systems remains fragmented and underexplored. This gap highlights the need for an integrated model that empirically measures the magnitude of influence of each variable within a real world municipal service environment.

The novelty of this study lies in its contextual and methodological contributions. Contextually, this research focuses on the digital transformation of local government services through the PCC 112, a unique Indonesian adaptation of the national single emergency number (NTPD). It provides empirical insights into how citizens perceive service integrity, reliability, and responsiveness within a technology enabled government platform. Methodologically, the study develops a composite measurement framework that operationalizes transparency, accountability, and responsiveness into quantifiable indicators to assess their collective and partial effects on public trust [17]. By employing multiple regression analysis on data collected from direct users of PCC 112, this research generates an evidence-based evaluation of government performance within a digital emergency response context.

The purpose of this study is threefold. First, it aims to determine the extent to which transparency influences public trust in the PCC 112 services. Second, it seeks to measure the contribution of accountability in shaping public confidence toward the performance of government operated emergency services. Third, it evaluates how responsiveness affects the overall level of citizen trust in the emergency response system. In addition, the study examines the simultaneous impact of all three variables to provide a holistic understanding of their interdependence in forming institutional credibility. The findings are expected to contribute to the development of public administration theory, especially concerning governance in crisis response services, and to offer practical recommendations for enhancing transparency, accountability, and responsiveness in local government operations [18].

Ultimately, this research fills the empirical void between the theoretical framework of good governance and its implementation within a technologically mediated emergency service system. By focusing on the Padang Command Center 112, the study not only broadens the discourse on digital governance in Indonesia but also presents an innovative perspective on how institutional transparency, accountability, and responsiveness can be optimized to strengthen public trust and citizen engagement in the era of smart city development.

2. Research Method

The methodological framework of this study was designed to produce an empirical understanding of how transparency, accountability, and responsiveness affect public trust in the services of Padang Command Center 112 (PCC 112). The research employed a quantitative approach emphasizing precision, objectivity, and replicability. The method integrated public administration theory and empirical statistical testing to provide measurable evidence of governance

performance. The entire procedure was structured systematically, beginning with the determination of research design, identification of population and sampling techniques, development and testing of instruments, data collection protocols, and analysis procedures using inferential statistics to test the formulated hypotheses.

2.1. Research Design

This study used a quantitative research design with a cross sectional survey approach to capture perceptions and attitudes of the public toward PCC 112 within a specific period. The design was chosen to measure simultaneous relationships among variables of transparency, accountability, responsiveness, and public trust. Quantitative analysis allows for precise interpretation of how much each independent variable contributes to the dependent variable. The cross sectional nature of the study ensures that data represent a snapshot of the public's assessment of service performance at a given time, which is critical in public administration research where perception dynamics can shift rapidly due to policy or service changes. The research model assumes that transparency, accountability, and responsiveness are determinants that significantly influence citizens' trust in public services. A structured questionnaire was developed to quantify these perceptions using standardized indicators. This method enables consistent comparison across respondents and ensures statistical generalizability. The quantitative design also aligns with the positivist paradigm commonly used in governance research, which views public trust as a measurable construct shaped by institutional behavior and policy outcomes.

2.2. Population and Sampling

The population of this research consisted of residents of Padang City who had utilized or directly contacted the Padang Command Center 112 during 2024. Because PCC 112 is an open access emergency service available to all citizens, a purposive sampling technique was implemented to ensure that respondents had direct experience with the service. A total of 166 valid responses were obtained and analyzed, each representing individuals who had either made emergency reports, sought assistance, or received response services from the command center. The use of purposive sampling was deemed appropriate for this study as it ensures relevance of responses to the research objectives. Each participant fulfilled inclusion criteria that validated their familiarity with the operational aspects of PCC 112. Demographic characteristics such as gender, age, and frequency of service usage were recorded to ensure representativeness of the data and to identify potential demographic influences on perception. The chosen sample size exceeded the minimum requirement for multiple regression analysis, thereby strengthening the

reliability and stability of the statistical model used to estimate the relationship between variables.

2.3. Instrument and Measurement

The research instrument was a structured questionnaire developed based on theoretical constructs of transparency, accountability, responsiveness, and public trust derived from prior empirical studies in governance and public service quality. Each variable was operationalized into a set of observable indicators and measured using a five point Likert scale ranging from 1 (strongly disagree) to 5 (strongly agree). The variable of transparency was measured through items assessing information accessibility, clarity of procedures, openness of processes, and accuracy of communication. Accountability was measured by indicators related to performance reporting, responsibility, and adherence to operational standards. Responsiveness was assessed through indicators reflecting speed, accuracy, service accessibility, quality of interaction, and consistency of responses. Meanwhile, public trust was measured through perceptions of integrity, competence, reliability, and confidence in service transparency. Prior to full deployment, the questionnaire underwent a pilot test involving a small subset of respondents to ensure content validity and instrument reliability. The validity test used corrected item total correlation analysis, and all items demonstrated coefficients exceeding the critical r-value threshold, confirming their relevance to the measured constructs. Reliability testing using Cronbach's Alpha yielded coefficients greater than 0.70 for all variables, indicating strong internal consistency. These tests confirmed that the instrument accurately measured what it intended to measure, ensuring that subsequent data collection would yield reliable results for statistical inference.

2.4. Data Collection Procedures

Data collection was conducted over a one month period through direct distribution of printed questionnaires to respondents across selected districts in Padang City. The process was coordinated with the administrative team of PCC 112 to ensure that respondents were actual users of the service. Before participating, all respondents received an informed consent form explaining the purpose of the study, the voluntary nature of participation, and guarantees of anonymity and confidentiality. This step ensured compliance with research ethics and minimized bias caused by coercion or misperception. To enhance data accuracy, researchers provided a short briefing before respondents filled out the questionnaire, clarifying the meaning of each variable dimension. The physical distribution of questionnaires was preferred over online forms to avoid sampling bias due to unequal internet access among respondents. All completed questionnaires were checked for completeness and consistency before being coded for analysis.

Throughout the data collection process, the research team maintained strict control over data integrity, ensuring that all responses were original and unaltered. The procedures followed ethical guidelines for social science research and obtained institutional approval before fieldwork began.

2.5. Data Analysis Technique

The analysis began with descriptive statistics to summarize demographic profiles and average perceptions of each variable. This stage provided insight into how citizens generally viewed the transparency, accountability, and responsiveness of PCC 112. Following this, inferential statistical techniques were applied to test hypotheses regarding the relationships between variables. Pearson's correlation analysis was first conducted to measure the direction and strength of the association between each independent variable and public trust. The correlation coefficients obtained indicated whether the relationships were strong, moderate, or weak, and whether they were positive or negative in direction.

Subsequently, multiple linear regression analysis was performed to determine the simultaneous effect of transparency, accountability, and responsiveness on public trust. This analysis also identified which independent variable exerted the most significant influence. The regression model was tested for assumptions of normality, multicollinearity, and heteroscedasticity to ensure its validity. Model accuracy was measured using the Adjusted R², which represents the proportion of variance in public trust explained by the three predictors. Hypothesis testing employed F-tests to evaluate the overall model significance and t-tests to assess the individual contribution of each variable. A significance level of $\alpha = 0.05$ was used, meaning that results with p-values less than 0.05 were considered statistically significant. The analysis was conducted using statistical software that ensured precision and reproducibility of calculations. The quantitative results were then interpreted within the theoretical framework of good governance, allowing for a deeper understanding of how transparency, accountability, and responsiveness interact to influence trust in public service institutions. This comprehensive approach ensures that findings are not only statistically sound but also meaningful for policy development in the context of digital governance and emergency response systems.

3. Result and Discussion

The analysis of the data collected from 166 respondents provides valuable insights into the relationship between transparency, accountability, and responsiveness with public trust in the Padang Command Center 112 (PCC 112). The findings reflect the perceptions of citizens who have directly interacted with the service and reveal the extent to which each

dimension of governance contributes to building institutional credibility. The results were analyzed using descriptive statistics, correlation analysis, and multiple regression analysis to identify both individual and simultaneous effects of the independent variables on public trust.

3.1. Descriptive Statistical Analysis

Descriptive statistical analysis was conducted to measure the respondents' perceptions of the four main research variables public trust, transparency, accountability, and responsiveness in the context of services provided by the Padang Command Center 112 (PCC 112). The purpose of this analysis was to provide an overview of the general tendency of respondents' evaluations toward each variable, prior to conducting correlation and regression testing. Descriptive indicators such as total score, mean, and the respondent achievement rate (TCR) were calculated to determine how citizens perceive the quality of PCC 112 governance.

The results, summarized in Table 1, show that all variables recorded mean scores above 4.30 on a five point Likert scale, with TCR values ranging between 86.73% and 88.67%. These results indicate that respondents generally hold a *high* level of agreement with statements reflecting the performance of PCC 112. This high perception level suggests that the institution has managed to implement public service principles effectively, particularly those related to emergency response, transparency of procedures, and professional accountability in handling cases.

Table 1. Descriptive Statistics of Research Variables

Variable	Total Score	Mean	TCR (%)	Category
Public Trust	726.71	4.38	87.56	High
Transparency	723.00	4.36	87.11	High
Accountability	719.83	4.34	86.73	High
Responsiveness	736.00	4.43	88.67	High

The descriptive data show that responsiveness obtained the highest mean score (4.43) and TCR (88.67%). This finding demonstrates that citizens highly value the ability of PCC 112 to respond quickly and effectively to emergencies. In public service contexts, responsiveness is often regarded as the most visible indicator of institutional performance. The result suggests that the speed and accuracy of PCC 112's emergency handling have become the strongest sources of citizen satisfaction. Quick response, clear communication, and professional coordination with relevant agencies contribute directly to the perceived reliability and credibility of the institution.

The public trust variable achieved the second highest score, with a mean of 4.38 and TCR of 87.56%. This confirms that citizens generally consider PCC 112 to be a credible and dependable public institution. Trust arises when people believe that a service operates with integrity, competence, and fairness. The high trust

score illustrates that the majority of respondents feel confident in the government's ability to protect their safety through the PCC 112 system. It also reflects that the digital transformation of emergency services has successfully fostered a positive public image of government efficiency and care.

The transparency variable, with a mean of 4.36 and TCR of 87.11%, shows that citizens recognize the clarity of information and openness in the service procedures. Transparency is a crucial component of good governance as it enables citizens to access accurate and timely information regarding how reports are processed and how the government manages public resources. The result indicates that PCC 112 has already established adequate transparency practices, though opportunities remain for improvement particularly in expanding public access to real-time performance data and reports. Increasing visibility through digital dashboards or public updates could further strengthen the perception of openness and institutional credibility.

Meanwhile, accountability obtained the lowest mean score among the four variables (4.34) with a TCR of 86.73%, though still within the *high* category. This suggests that respondents perceive the officers and management of PCC 112 as responsible and professional, yet the visibility of accountability mechanisms remains limited. Accountability represents the institutional obligation to explain and justify actions, outcomes, and decisions to the public. The slightly lower score implies that while accountability exists internally, citizens may not always observe the feedback, evaluation, or follow up processes. Strengthening accountability through periodic public reporting, transparent case-tracking systems, and citizen feedback channels could enhance this aspect further.

Taken together, the descriptive results confirm that the Padang Command Center 112 has successfully established a strong governance foundation characterized by openness, responsiveness, and responsibility. The narrow gap between the highest and lowest TCR values (approximately 1.94%) demonstrates consistency in public perceptions across all variables, reflecting a uniformly positive evaluation of service performance. This uniformity suggests that citizens experience not only functional satisfaction with the system's efficiency but also normative satisfaction with its ethical and transparent governance.

From a theoretical perspective, these findings illustrate how the integration of transparency, accountability, and responsiveness strengthens public trust in digital government services. Transparency builds cognitive trust by providing clarity of information, accountability reinforces moral trust through ethical responsibility, and responsiveness generates emotional trust by assuring citizens of the government's reliability in

urgent situations. Therefore, the descriptive results presented in Table 1 provide empirical support for the argument that *good governance practices are essential predictors of public trust*, especially within technology mediated emergency response systems such as PCC 112.

3.2. Correlation Analysis

The correlation analysis was performed using the Pearson Product Moment method to determine the strength and direction of the linear relationship between each independent variable transparency, accountability, and responsiveness and the dependent variable, public trust. This analysis provides an initial understanding of how each governance dimension relates to the level of citizen confidence in the Padang Command Center 112 (PCC 112) before proceeding to the regression model.

Table 2. Pearson Correlation Test Results

Variable	Public Trust	N	Sig. (2-tailed)
Transparency	0.824	166	0.0001
Accountability	0.747	166	0.0001
Responsiveness	0.773	166	0.0001

The results presented in Table 2 show that all independent variables exhibit a positive and significant relationship with public trust at the 0.01 significance level. This means that improvements in transparency, accountability, and responsiveness are statistically associated with an increase in public trust toward PCC 112. The correlation coefficients (r) indicate the strength of these associations, with values ranging between 0.747 and 0.824, suggesting strong and consistent relationships across all governance dimensions.

The transparency variable demonstrates the highest correlation coefficient (r = 0.824), indicating a very strong and positive relationship with public trust. This finding confirms that transparency plays a central role in fostering citizen confidence. When the service provides clear, accurate, and timely information such as how reports are processed, how coordination is carried out, and how results are communicated citizens are more likely to believe that the institution operates fairly and competently. Transparency reduces uncertainty and strengthens perceptions of honesty, which in turn creates a rational and cognitive form of trust in government institutions. The high correlation value also implies that citizens perceive transparency as evidence of integrity and professional ethics in the public sector.

The responsiveness variable records the second highest correlation value (r = 0.773), which also indicates a strong positive association with public trust. This relationship suggests that the faster and more effectively PCC 112 responds to emergency situations, the higher the level of public trust becomes. Responsiveness reflects the government's ability to act

promptly and appropriately according to citizen needs. In emergency contexts, citizens' trust is often determined by how quickly they receive assistance and how effectively their cases are handled. Thus, responsiveness serves as a tangible indicator of institutional reliability and operational excellence, influencing both emotional and behavioral dimensions of public trust.

The accountability variable, with a correlation coefficient of r = 0.747, also shows a significant and strong positive relationship with public trust. Although it is slightly lower than the other two variables, this still reflects an important contribution to the overall trust building process. Accountability ensures that public institutions are answerable for their decisions, actions, and performance outcomes. In the case of PCC 112, accountability may be observed through structured reporting, public feedback mechanisms, and the clarity of follow-up actions after emergency handling. The relatively smaller correlation value implies that accountability mechanisms may be less visible to the public compared to transparency or responsiveness, yet they remain essential in maintaining long term institutional credibility.

These correlation results collectively confirm that transparency, accountability, and responsiveness are not isolated factors but interdependent components of effective governance. Each dimension complements the others in shaping citizens' perception of institutional trustworthiness. The strong correlation between transparency and trust suggests that open information serves as the foundation for public confidence, while responsiveness ensures that trust is continuously reinforced through consistent service performance. Accountability, on the other hand, sustains trust by institutionalizing fairness, ethical standards, and responsibility in every operational process.

Statistically, all significance values (Sig. 2-tailed = 0.0001) are below the threshold of 0.05, confirming that the relationships observed are not due to random variation but represent genuine associations within the data. The positive direction of all coefficients means that any enhancement in transparency, accountability, or responsiveness will directly increase the level of public trust in PCC 112. From a theoretical perspective, these findings validate the governance based trust model, which posits that citizens' confidence in government services is built through openness, ethical responsibility, and the ability to respond effectively to societal needs.

In practical terms, the correlation results emphasize that PCC 112 should maintain and expand its transparency initiatives, continue to strengthen internal accountability systems, and ensure consistently fast and accurate responses to public reports. Doing so will not only sustain the high level of public trust already

achieved but also reinforce the legitimacy of the institution as a model of digital based good governance.

3.3. Regression Analysis

To determine the magnitude of the influence of transparency, accountability, and responsiveness on public trust in the Padang Command Center 112 (PCC

112), a multiple linear regression analysis was conducted. This statistical approach was used to identify both the individual (partial) and combined (simultaneous) effects of the independent variables on the dependent variable. The analysis provides a more precise understanding of which governance dimensions exert the strongest impact on the formation of public trust.

Table 3. Results of Multiple Linear Regression Analysis

Variable	Unstandardized Coefficient (B)	Std. Error	Standardized Coefficient (Beta)	Adjusted R ²	p-value
(Constant)	5.730	1.273	—	0.705	0.0001
Transparency	0.397	0.063	0.530	—	—
Accountability	0.113	0.087	0.107	—	—
Responsiveness	0.215	0.070	0.251	—	—

The results displayed in Table 3 show that the Adjusted R² value is 0.705, which means that approximately 70.5% of the variation in public trust can be explained by the combined influence of transparency, accountability, and responsiveness. The remaining 29.5% is attributed to other factors outside the model, such as organizational culture, leadership quality, citizen experience, or communication effectiveness. The p-value of 0.0001 indicates that the model as a whole is statistically significant at the 0.01 level, confirming that the regression equation reliably predicts the dependent variable.

Among the independent variables, transparency emerges as the strongest predictor of public trust with an unstandardized coefficient (B) of 0.397, a standardized coefficient (Beta) of 0.530, and a significance level below 0.001. This demonstrates that transparency contributes the greatest influence to public trust. The implication of this finding is that citizens' confidence in PCC 112 is largely driven by their perception of the institution's openness and clarity in sharing information. When procedures, reporting mechanisms, and operational results are accessible and clearly communicated, citizens are more likely to believe that the government operates fairly and responsibly. Transparency effectively reduces uncertainty and fosters a sense of accountability through public visibility.

The second most influential factor is responsiveness, with a standardized Beta value of 0.251 and a p-value below 0.001. This result confirms that the government's speed and accuracy in responding to emergencies are vital determinants of public trust. Responsiveness represents the functional aspect of good governance, where the efficiency of service delivery directly shapes citizens' satisfaction and perception of reliability. In the context of emergency management, timely intervention and quick communication create a psychological assurance that strengthens citizens' trust in government competence. Responsiveness, therefore, contributes not only to immediate satisfaction but also to the long-term credibility of the institution.

The accountability variable, while statistically significant at $p < 0.05$, shows a smaller standardized Beta value of 0.107. This indicates that accountability exerts a positive yet comparatively weaker influence on public trust than the other two variables. The lower magnitude of accountability's effect can be attributed to the fact that accountability mechanisms, such as internal reporting, evaluations, or audits, are often less visible to the public compared to transparency and responsiveness. Nonetheless, accountability remains an essential governance component that ensures fairness and ethical responsibility in service delivery. The presence of clear follow up actions and public reporting can enhance the perception of accountability and indirectly reinforce trust in PCC 112.

The regression constant (B = 5.730) represents the baseline level of public trust when all independent variables are held constant. This intercept value illustrates that a certain degree of public trust already exists due to the inherent reliability and necessity of PCC 112 as a public safety service. However, as transparency, accountability, and responsiveness increase, public trust grows proportionally, as reflected in the positive coefficients for all variables.

The significance of the regression model as a whole, confirmed by the high Adjusted R² and low p-value, provides strong empirical support for the conceptual framework of this study. The results validate that transparency, accountability, and responsiveness jointly form an interdependent governance system that determines the level of citizen confidence in government institutions. The dominance of transparency indicates that open information and clear communication form the cognitive foundation of trust, while responsiveness strengthens affective trust by assuring citizens of dependable service performance. Accountability, though less dominant, sustains trust through long-term consistency, ethical behavior, and procedural responsibility.

From a managerial perspective, these findings highlight that strengthening transparency such as through real-time service dashboards, open access reporting, and

public performance evaluations should be the top priority for enhancing institutional trust. Likewise, improving responsiveness through digital integration, inter-agency coordination, and staff training can reinforce the reliability and speed of service delivery. Finally, accountability can be institutionalized through systematic feedback mechanisms, routine audits, and the publication of complaint resolutions.

In conclusion, the regression analysis confirms that the principles of good governance are not merely normative ideals but measurable determinants of public trust. The high explanatory power of the model demonstrates that the success of PCC 112 depends not only on technological capability but also on the ethical and procedural integrity of its governance system. This empirical evidence reinforces that transparent, responsive, and accountable service institutions are the cornerstone of sustainable citizen trust in the digital era.

3.4. Discussion

The overall findings from the descriptive, correlation, and regression analyses provide robust empirical evidence that transparency, accountability, and responsiveness play significant roles in shaping public trust in the Padang Command Center 112 (PCC 112). These governance dimensions are not isolated constructs but interdependent elements of a holistic administrative framework that directly influence how citizens evaluate the legitimacy and credibility of public institutions. The results confirm that the practice of *good governance* in digital public services is a measurable determinant of citizen confidence, bridging both functional efficiency and ethical responsibility in government operations.

The descriptive results reveal that citizens generally perceive the PCC 112 service system as transparent, accountable, and highly responsive, with all mean scores exceeding 4.30 on a five point scale. Responsiveness achieved the highest mean and TCR values, highlighting that rapid and accurate responses during emergencies are the most appreciated aspects of public service performance. These findings align with the notion that responsiveness represents the most visible dimension of governance quality, as citizens experience it directly through service interaction. Public trust, transparency, and accountability also scored high, suggesting that citizens not only value technical performance but also ethical integrity and procedural clarity in public administration.

The correlation analysis further supports this interpretation, demonstrating that all governance dimensions exhibit strong and positive associations with public trust. Transparency recorded the strongest correlation ($r = 0.824$), followed by responsiveness ($r = 0.773$) and accountability ($r = 0.747$). These relationships confirm that improvements in one

governance dimension tend to reinforce others. For instance, greater transparency enhances citizens' ability to evaluate government performance, which, in turn, fosters perceptions of accountability. Similarly, a responsive service system magnifies the effects of transparency by providing immediate proof of institutional reliability. The positive interrelationships among variables emphasize that trust is cultivated through an integrated governance approach where openness, ethical responsibility, and operational efficiency coexist as complementary principles.

The regression analysis deepens this understanding by quantifying the relative influence of each dimension. The high Adjusted R^2 value (0.705) indicates that more than 70% of the variance in public trust can be explained by the combined effects of transparency, accountability, and responsiveness. Among these, transparency emerged as the most dominant predictor ($\beta = 0.530$), confirming that access to clear, accurate, and consistent information forms the cognitive foundation of citizen trust. Transparency allows the public to observe the fairness and reliability of institutional actions, reducing uncertainty and perceived bias. In digital service contexts such as PCC 112, transparency transforms into data visibility, procedural clarity, and communication openness, which together create a rational trust built on observable evidence.

Responsiveness ($\beta = 0.251$) is the second most influential factor, representing the affective dimension of trust. Citizens equate the government's capacity to respond promptly to their emergencies with empathy, reliability, and commitment to public welfare. This kind of trust is built on lived experiences rather than abstract perceptions. A quick and accurate response in critical situations generates emotional assurance that the institution genuinely prioritizes citizen safety. In the long term, consistent responsiveness contributes to a positive institutional reputation, reinforcing the idea that the government is both capable and caring.

Accountability ($\beta = 0.107$), while statistically significant, contributes a smaller effect compared to the other variables. Nevertheless, accountability plays an essential reinforcing role in sustaining long-term institutional legitimacy. Its relatively lower impact may stem from the public's limited visibility into internal evaluation processes and reporting mechanisms. While citizens may not directly observe the audit or assessment procedures behind service operations, they can infer accountability from consistent quality and fairness in outcomes. Over time, this institutional consistency becomes a moral anchor that upholds public confidence, even in the absence of direct oversight.

The integration of these findings confirms that public trust in digital emergency services is multidimensional, emerging from both procedural and experiential

sources. Transparency strengthens *cognitive trust* by providing clarity and predictability, responsiveness nurtures *affective trust* by demonstrating care and competence, and accountability ensures *normative trust* by enforcing ethical conduct and responsibility. Together, these three dimensions construct a sustainable model of trust formation that can withstand institutional and technological challenges.

From a theoretical standpoint, the study reinforces the framework of *good governance* as a trust based administrative paradigm. In this model, transparency and accountability constitute the ethical infrastructure of governance, while responsiveness serves as its operational expression. The high explanatory power of the regression model underscores that citizen trust is not a static attitude but a dynamic outcome shaped by consistent governance practices. Public confidence in PCC 112 reflects both the institution's adherence to administrative ethics and its ability to deliver tangible outcomes efficiently.

From a practical perspective, the findings suggest several strategic implications. First, enhancing transparency through open data dashboards, service reports, and real time information updates can strengthen the cognitive foundations of trust. Second, maintaining and improving responsiveness through technology integration, inter agency coordination, and operator training can sustain the affective dimension of trust. Third, institutionalizing accountability through periodic audits, public feedback mechanisms, and published service evaluations can solidify normative trust, ensuring that the institution remains credible and fair over time.

In summary, the discussion confirms that the success of the Padang Command Center 112 lies not merely in its technological infrastructure but in its governance integrity. The integration of transparency, accountability, and responsiveness forms the ethical and operational backbone of public trust. This evidence-based model demonstrates that when governance principles are consistently implemented through digital platforms, they can transform citizen government relationships from passive dependency into active confidence. Thus, PCC 112 exemplifies how *digital good governance* can convert procedural compliance into sustainable public legitimacy in the modern era of responsive government.

4. Conclusion

The results of this study demonstrate that transparency, accountability, and responsiveness significantly influence public trust in the Padang Command Center 112 (PCC 112), with transparency emerging as the most dominant factor. The high Adjusted R² value of 0.705 confirms that these governance dimensions collectively explain a substantial portion of the variance in public trust, highlighting that open

information, swift response, and ethical responsibility are essential to building confidence in digital public services. Transparency fosters cognitive trust through clarity and openness, responsiveness nurtures affective trust through timely and reliable service, and accountability ensures normative trust through procedural integrity. Together, these dimensions form a comprehensive governance framework that strengthens institutional legitimacy and citizen confidence. The findings emphasize that technology alone is insufficient to sustain public trust; rather, it must be anchored in governance values that integrate efficiency with ethical transparency. Strengthening these dimensions within digital platforms like PCC 112 not only enhances service quality but also reinforces the foundation of participatory and trustworthy governance in the digital era.

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