

Conference Paper

Good Will Trust in Institutional Governance Networks in the Implementation of a Livable House Development Program in Gowa Regency

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Abstract.

Trust is needed to reduce complex interactions between actors and achievement results among the organization's public. This study aims to analyze the implementation of the livable housing development program in Gowa Regency using the approach of good trust in the governance network. This research method uses a qualitative approach, and the data in this study comes from primary and secondary sources. The data collection included observations, in-depth interviews, and documentation. Data analysis was conducted through interactive analysis. The results state that the first element of goodwill is that the responsiveness of the stakeholders is very good and indicates a commitment to carrying out the assistance program for the construction of livable houses in Gowa Regency. The second element of devotion stated that there were several regulations from the central government and ministerial regulations regarding assistance for the construction of livable houses based on these regulations, and that the Government of Gowa Regency is committed to implementing a livable housing development program. The third element of collaboration identifies that the Perkimtan Service participated in a survey to verify the eligibility of prospective beneficiaries through the fields appointed to be program assistants, according to the aid quota of the Self-Help Housing Stimulant Assistance Program (the Housing and Settlements).

Keywords: good will trust, institutional governance network, program implementation

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1. Introduction

The success of a program is influenced by several factors. An important factor is that an organization must have a high level of trust. Trust facilitates cooperation. Without trust, building cooperation is difficult. The stronger the trust in other people, the stronger the cooperation between them. Hasbullah [1] states that various Collective actions based on high mutual trust will increase community participation in various forms and dimensions, especially in the context of building mutual progress. Fukuyama [2] states that trust is expectations of regularity, honesty,

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Trust is needed to reduce complex interactions between actors and achievement results in the organization public [3]. One aspect of matter in network system management is goodwill trust [4]. Very unfortunate trust to faith Good looked at as 'aspect Which is lost' in increase ethics And credibility Work. As a result, trust and faith were well-ignored days. This was done by many researchers and experts Because of What we consider an environment that does not support. We believe that in a manner theoretical dimensions of goodwill trust their function, however often wrong in doing analysis and/or mistaken in interpreting data which so diverse results studies empirical [5]. In an explanation about construct goodwill, they confirm that: "We Of course often hear about an attention person which interesting that We believe We need own desire in self We Which most in compared to with person other Which only Possible think For want something but only through intercession through We". McCroskey's contribution then becomes a theory known as construct goodwill, which covers three dimensions: understanding, empathy, and responsiveness. Although thereby Jorgensen And Isakson [6] give an argument that the theory McCroskey about goodwill No in a manner direct support For direct we how to articulate will We For do something with Good. Study that tries to look for what underlying happening distance separates between construct attention, obedience, cooperation (collaboration) as means Which more real for para leader organization which tries in reach results which wanted.

Klijn and Koppenjan [4] define goodwill trust as a premise that all parties that participate in the activity consider that party other Also own desire, Which is The same for following the rule with Correct. The theory of network system manages very importantly To create trust Because assume that all actor or party in the network political own "intention Good" And Act following norm And ethics Which There is, is trust Which bona fide [3]. kindly theory, Wrong One characteristic of the public modern is they develop Because trust collective, Which covers competence And intention Good [7]. Approach trust between organizations focuses on trust disclosed through the good party based on honest behavior [8].

There are a number of activities carried out in carrying out the role of government in the public sector, which, of course, are very complex, especially in policymaking and policy implementation, up to the policy evaluation stage. One of the complexities of government actors is the livable housing development programme. In the Gowa Regency, South Sulawesi Province, a humanitarian program has been implemented as a form of commitment from the Gowa Regency government to provide decent housing assistance for people in need. In addition to encouraging the improvement of livable houses in the Gowa Regency, the construction of livable houses is also being conducted

to reduce slum areas in the Gowa Regency. In addition, the local government of the Gowa Regency has developed a program city without slums (KOTAKU) that targets regional environmental improvements, where this program is based on residential areas. In 2021, the Housing, Settlement Areas, and Defense Service (Perkimtan Service) will set a target beneficiary, which is in accordance with the results of the verification carried out by a special team in the field. There are 700 verified family heads, of which 150 are considered eligible to become beneficiaries of the livable house construction program in the Gowa Regency.

Based on the facts above, the Gowa Regency still needs to improve the quality of program implementation so that it is more on target. However, this is not an easy job if the stakeholders involved do not have mutual trust in goodwill. From a governance network perspective, goodwill trust is the main dimension that can reduce the complexity of implementing projects or activities [4]. This research is interesting with the aim of analyzing and explaining the dimensions of goodwill trust from the governance network perspective. The theory of goodwill trust is based on the theory of Jorgenson and Isaksson [6], who argue that goodwill trust has three main aspects: attention, obedience, and collaboration. As an independent and autonomous organization, as well as non-hierarchical in nature, the Housing, Settlement Areas, and Land Affairs Service as the leading sectors are in accordance with the characteristics of institutions in the governance network, and also based on the fact that the Housing, Settlement Areas.

2. Methods

This study is based on a case study approach. This study describes and analyzes complex social phenomena [9]. A case study in Gowa Regency (a district in the province of South Sulawesi, Indonesia). The data in this study used primary and secondary data, where secondary data were obtained from document reports published by the government and other reliable sources, including mass media. The primary data were obtained from in-depth semi-structured interviews to encourage participation in free understanding and perspective [10]. The five groups of key informants in this study include: (1) the Head of Gowa Agency Housing, Settlement Area, and Land Agency Service; (2) the Gowa Regency Regional Inspectorate; (3) the Sub-District/Village Governments throughout Gowa Regency; (4) BANK; and (5) Livable House Beneficiaries. The information from the five informant clusters will be explored to find the views of the actors involved in the livable housing development program in the Gowa Regency.

To analyze research findings about the good Will TrustIn Institutional Governance Network in the Implementation of the Livable House Development Program in Gowa Regency, the researchers used the Miles and Huberman Interactive analysis model [11]. In this analysis model, data analysis activities are carried out interactively and continuously until completion, so that the data are saturated. The data analysis model includes (1) Data Reduction, that is, data obtained from the field are quite abundant; therefore, it is necessary to immediately carry out data analysis through data reduction so that it can provide a clearer picture and make it easier for researchers to collect data. Further data and look for it if needed; (b) Data Display (Data Presentation), namely organizing data so that it is arranged in a relationship pattern so that it will be easier to understand. (2) Conclusion Drawing/verification [11].

3. Results and Discussion

In this study, goodwill trust is defined as the parties involved in the activity, it is assumed that they have good intentions from other parties based on good principles [3][4]. The results of this research analysis use three dimensions of goodwill trust based on the theory of Jorgenson and Isaksson [6] which will be elaborated on in the findings of this study, namely attention to goodwill (goodwill concern), two elements of obedience (devotion), and three elements of collaboration (collaboration).

The implementation of the program for building uninhabitable houses in the Gowa Regency went well with the collaboration of related parties, starting from the survey to the implementation and distribution of aid. The stakeholders involved in the implementation of the livable housing development program were:

1. Agency of Housing, Residential Areas, and Land of Gowa Regency
2. Regional Inspectorate of Gowa Regency
3. Sub-District/Village Government in Gowa Regency
4. BANK

The agency of Housing, Residential Areas, and Land of Gowa Regency plays a very important role in this program because, from the beginning, starting from the proposal of the program uploaded in the Collaboration, Planning, and Budget Performance Information (KRISNA) application, recruitment of facilitators, and verification of the disbursement process continues to provide assistance. The Regional Inspectorate of Gowa Regency played a role in examining the distribution of aid in accordance with the rules and technical instructions for activities. On the Kelurahan/Village Government side, the role

is to provide data related to uninhabitable houses to be proposed to the relevant agencies.

3.1. Elements of Good Will Concern

Klijn And Koppenjan [4] define trust intention Good as the premise that all parties participate in the activity This considers that party's other Also own desire Which is The same For following the rule with Correct. The theory of network system manages very importantly For create trust Because assume that all actor or party in the network political own "intention Good" And Act in accordance with norm And ethics Which There is, is trust Which bona fide [3]. kind theory, Wrong One characteristic public modern is that they develop because of collective trust, which covers competence and intention [7]. Approach trust between organizations focuses on trust, which is disclosed through a good party based on honest behavior [8].

Based on field facts regarding the elements of goodwill concern, which include the sub-dimensions of responsiveness, loyalty, and good intentions. Facts and data in the field state that the responsiveness of stakeholders is very good and full of commitment in carrying out an assistance program for the construction of livable houses in Gowa Regency. In previous studies, in terms of the efficiency of bureaucratic governance, the inputs or inputs from the organization are not fully aligned with the resulting outputs, which is illustrated by the large number of program target groups that have not experienced an increase in their status to become prosperous families [12].

Stakeholders in the implementation of the Self-Help Housing Stimulant Assistance (BSPS) program are always guided by technical guidelines issued by the Ministry of Public Works and Public Housing (PUPR). Thus, whatever activities are performed, the stages always refer to these guidelines. In addition, stakeholders supporting the implementation of the BSPS/BSRS program always provide assistance to the facilitator, both at the time of verification until the implementation of the distribution of assistance and implementation of home rehabilitation.

3.2. Elements of Obedience (Devotion)

dience is the expression of emotion and sacrifice self, form behavior pure, which can explain intention [6] dience continuously represents attention given to the participant (audience) by the agent. In this matter, the organization can empathize with the organization, giving discretion to member For at the guard front. More special Again, 'obedience'

is the willingness to describe fate good or happiness, which is expected and wants to contribute by the organization. dience can inspire the belief that an organization invests in participants that aim. This including expression concern For increase commitment target participant to organization And belief in show faith Good And behavior [13]. According to the theory in, submission can explain its own three-aspect mover main, which determines the behavior of an actor or party in a network organization. In this context, Jorgenson and Isaksson [6] emphasize aspect sacrifice and planting intention. Miller [13] put forward his opinion that obedience is related to love, Darling, devotion, and faith.

Based on the facts found in the field, the element of obedience which consists of the sub dimensions of obedience, empathy and dedication shows that there are regulations governing the program for the construction of livable houses starting with Law Number 23 of 2014 concerning Regional Government and then Regulation of the Minister of Home Affairs Number 90, 2014. 2019 concerning the Classification, Codification and Nomenclature of Development and Financial Planning. In the stages of implementing proper housing construction, it is again regulated in the Regulation of the Minister of Public Works and Spatial Planning Number 7 of 2022 concerning the Self-Help Housing Stimulant Assistance Program, the Regulation of the Minister of Public Works, and Spatial Planning Number 9 of 2020 concerning Technical Standards for Minimum Service Standards for Public Housing, and closed with Regulation of the Minister of Public Works and Spatial Planning Number 14 of 2018 concerning Prevention and Quality Improvement of Housing and Slums. Based on these regulations, the Government of Gowa Regency is committed to implementing a livable housing development program in the Gowa Regency.

The form of empathy from the Perkimtan Service as the leading sector of the BSPS program encouraged the Kelurahan Desa government to send data related to uninhabitable houses. To run this program as expected, the rules or norms set by the Ministry of PUPR are the main foundation. All stakeholders showed good compliance. In addition, the Government of Gowa Regency through the Office of Agriculture and other Stakeholders, is committed to providing the best service for the community, building community houses that are livable so as to encourage improvement in the Health and Welfare of its residents.

The program to build livable houses is a commitment from the Government of the Gowa Regency to reduce poverty and provide livable housing for the poor. Number of beneficiaries for the construction of livable houses in Gowa Regency.

TABLE 1: Recipients of Livable House Construction Assistance in Gowa Regency.

No.	Year	Number of Recipients
1	2021	250 Aid Recipients
2	2022	407 Aid Recipients
3	2023	342 Aid Recipients

Source: Agency of Housing, Residential Areas, and Land of Gowa Regency, 2023

3.3. Collaboration Elements

Trust is a result that is generally not seen in the study and planning of governments. However, in a number of years, we have seen how he urged the draft. Trust has created return as a phenomenon that facilitates dialog, reduces transaction costs, and gives birth to innovation [14]. Collaboration study: This study uses the theory of Jorgenson and Isaksson [6] 'Goodwill Trusts theory.' This argues that agreement or cooperation is identical to cooperation in increasing trust in faith in a good organization. Unity or collaboration can be defined as a method of organizational work to build connection lead come back or involvement behavior general with the audience (employee organization) in a manner whole. Statement related to worries about collaboration, involvement, or connection with parties and with all member organizations. In this matter, the focus is on inclusivity organization achieved through collaboration, which is strong between the source information given and the whole member organization.

The collaboration element has three sub-dimensions including participation, interaction and coordination, based on research facts, stated thatThe Perkimtan Service participates in a survey to verify the eligibility of prospective beneficiaries through the fields appointed to be BSPS assistants. The Housing and Settlements Agency wrote a letter to the village government to submit data on Uninhabitable Houses (RTLH) according to the quota for the current year's BSPS Program assistance for further verification, after which the disbursement process was coordinated with the bank to collaborate in distributing aid. After the implementation of the construction is complete, coordination is carried out with the inspectorate to conduct inspections related to the distribution and development.

4. Conclusion

Based on the results of the data analysis above,using an interactive model shows that the goodwill trust dimension in the livable house construction program in the Gowa Regency has been effective and optimal. This can be seen in the cooperation of

related parties, starting from the survey to the implementation and distribution of aid. The stakeholders involved in the implementation of the livable housing development program include the Regional Government, Village Government and the Private Party. The first element states that the responsiveness of the stakeholders is very good and full of commitment in carrying out an assistance program for the construction of livable houses in the Gowa Regency. Stakeholders in the implementation of the Self-Help Housing Stimulant Assistance (BSPS) program are always guided by the technical guidelines issued by the Ministry of Public Works and Public Housing (PUPR), so that whatever is done, the stages always refer to these guidelines. The second element states that there are several regulations from the Central Government and Ministerial Regulations regarding assistance for the construction of livable houses based on these regulations and is committed to implementing a livable housing development program in the Gowa Regency. The third element. The Perkimtan Agency Service participated in a survey to verify the eligibility of prospective beneficiaries through the fields appointed as BSPS assistants. The Housing and Settlements Agency wrote a letter to the village government to submit data on Uninhabitable Houses (RTLH) according to the quota for the current year's BSPS Program assistance for further verification, after which the disbursement process was coordinated with the bank to collaborate in distributing aid.

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