

## Jambi Community Trust in Local Government; Mandatory Coronavirus-19 Vaccination

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### ABSTRAK

Penelitian ini bertujuan untuk menganalisis kepercayaan masyarakat Jambi terhadap pemerintah daerah terkait kewajiban vaksinasi Covid-19. Seratus responden mengumpulkan data dengan survei menggunakan Google form yang telah dibagikan untuk memudahkan masyarakat mengakses dan mengisi kuesioner sukarela untuk mengetahui tanggapan dan tingkat kepercayaan kepada pemerintah terkait kewajiban vaksinasi covid-19. Penelitian ini menggunakan metode kuantitatif dengan empat variabel independen yang mempengaruhi persepsi ketanggapan, persepsi akuntabilitas, persepsi transparansi, dan persepsi kegunaan. Temuan penelitian ini menunjukkan bahwa *perceived responsiveness* dan *transparansi* memiliki pengaruh positif dan signifikan dalam mendorong kepercayaan masyarakat Jambi. Dengan capaian *p-value* persepsi *responsivitas* (0,026) dan persepsi *transparansi* (0,014) berarti hasilnya didukung dan diterima. Sementara itu, variabel persepsi akuntabilitas (0,284) dan persepsi kegunaan (0,078) diartikan bahwa kedua variabel tersebut tidak berpengaruh signifikan dan ditolak. Pemerintah daerah perlu memperhatikan persepsi *responsivitas* dan persepsi *transparansi* agar kebijakan wajib vaksinasi Covid-19 dapat berjalan dan diterima dengan baik oleh masyarakat serta tidak menjadi paradoks administrasi publik.

### ABSTRACT

This study analyses the Jambi people's trust in the local government regarding the obligation to vaccinate against Covid-19. To make it easier for the public to access and complete voluntary questionnaires, one hundred respondents completed a survey using a Google form. This study used a quantitative method with four independent variables that influence perceptions of responsiveness, perceptions of accountability, perceptions of transparency, and perceptions of usability. The findings of this study indicate that *perceived responsiveness* and *transparency* have a positive and significant influence in encouraging Jambi people's trust. The achievement of *p-value* *perceived responsiveness* (0.026) and *perceived transparency* (0.014) means that the results are supported and accepted. Meanwhile, the variables *perceived accountability* (0.284), and *perceived usefulness* (0.078) indicate that these two variables have no significant effect and are rejected. Local governments need to pay attention to perceptions of *responsiveness* and perceptions of *transparency* so that the mandatory COVID-19 vaccination policy can work and be well received by the community and does not become a paradox of public administration.

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## INTRODUCTION

In 2019, Indonesia is fighting against a deadly disease that seriously threatens public health, namely the coronavirus. The rise of severe acute respiratory disease coronavirus (SARS-CoV)-2 has become a global issue that is important for every country to handle immediately (Kamal et al., 2021; Pascarella et al., 2020; Rothan & Byrareddy, 2020; Wu et al., 2020). Because coronavirus infection has become a severe threat to health (Hu et al. 2021), the world health association declared a global crisis (Sohrabi et al., 2020). Caused by highly contagious coronavirus disease (Huang et al. 2020; Shereen et al. 2020). Therefore, it is necessary to control the Coronavirus, which is greatly influenced by the consistency of society in general, to maintain health so as not to be exposed (Zhong et al., 2020). Thus, it is important to know the characteristics of the Coronavirus so as not to cause stress, anxiety, and fear in people worldwide (Ahorsu et al., 2022; Sun et al., 2020). To address public concerns, health training and ease of obtaining immunizations are natural solutions that must be taken to build trust in the government (J. Wang et al. 2020).

Trust in government is characterized as the public's impression of how the government should work (Hitlin & Shutava, 2022). Public trust in local government is crucial in facing difficult times during the welfare emergency resulting from the Coronavirus pandemic (Goldfinch, Taplin, and Gauld 2021). Public authorities must take a rapid approach to lock down and prevent the transmission of Coronavirus (Oude Groeniger et al. 2021). Trust in public authorities is part of general vigilance as long as the Coronavirus has not yet disappeared in society (Gozgor 2022). One of them is conveying data through virtual entertainment in a straightforward way to increase people's trust in public authorities, which is a successful way (Song and Lee 2016). Action-driven, preventive activities should be demonstrated (Gotanda et al. 2021). In addition, it is essential to complete Coronavirus inoculation promptly to stop transmission because this disease affects many public areas (Dedeoğlu and Boğan 2021).

In previous examinations, differences were found in several countries, such as in the examination by Sherman et al. research (2021) entitled "Coronavirus Immunization Goals in the U.K.: Results From the Coronavirus Inoculation Feasibility Study (CoVAccS), a Delegation-wide The Cross-Sectional Review, which studied 1,500 adults in the U.K., found that 64% of members detailed almost certainly would be inoculated with the Coronavirus, 27% felt unsure, and 9% said they were very likely not to be immunized aResearchrch by Machida et I., (2021) entitled "Recognition of Corona Virus Immunization in Japan During the Coronavirus Pandemic" from 2956 people which was broadcast on, one shows that the level of members who have a high probability of contracting Coronavirus antibodies is 62.1%. In contrast to Portugal, Soares et al. (2021) had a very high rate of refusal and postponement of immunization: 56% were willing, and 9% refused.

Therefore, the Indonesian government has effectively appealed to the public to complete Coronavirus immunization (S. A. E. Dewi 2021). By leading the coronavirus team's efforts through T.V., virtual entertainment, or going directly to the area to provide advice to maintain health (Ichsan et al. 2021). However, access to data should be covered relatively and supported by information from families affected by coronavirus immunization (Lasmita, Misnaniarti, and Idris 2021). Public correspondence must also be carried out with care, experienced procedures, and continuous assessment (Alfreda 2021). Because the implementation of Coronavirus inoculation could be better, the obstacles that can be seen are the length of time in conveying information, space arrangement, screening, and less successful time (Nikmatillahi, Setiatin, and Marga Wiyaksa 2021). Moreover, individual impressions of immunization recognition vary

regarding safety, adequacy, stringent perspective, and outcome of antibody goals (Virgiana, Munawwir, and Kiay Demak 2021).

The problem of refusing to carry out vaccinations is also very high in the Jambi community, which is caused by doubts about the halalness of vaccines (Sudarsono et al. 2023). Plus, information still needs to be clarified regarding the impact of receiving vaccination (Robbins et al. 2010). People still feel excessive fear; they even choose not to go to the hospital for treatment if it can still be treated at home (Halpern 2023). Not to mention the hoax news that continues to develop on social media regarding vaccination concerns. Starting from several problems described, this research aims to analyze the level of trust of the Jambi community towards the local government in handling the coronavirus. Thus, there is a need for coronavirus immunization. Information was obtained using a Google Form survey targeting Jambi community groups with a completion time of one month. Google Form is one method of collecting information in the structure of opinion polls for the general public (Kapade 2017). In addition, the information will be analyzed using SmartPLS 3.0 programming to find the impact of significant variables in the UMEGA model in the hypothetical system being built (Burhanudddin, Badruddin, and Yapid 2019) to build public trust in the local government regarding the Coronavirus vaccination program. This is very important as a preventive measure to overcome the virus problem (Sukmana et al. 2021).

## **Literature Review**

### **Trust in the local government regarding the Mandatory Coronavirus-19 Vaccination**

People generally trust the government if it can be worked well, and vice versa; if public trust decreases in the government, it is a bad sign (Hardin 2013). Public officials are always considered to pay attention to citizens' best interests, and trust is often interpreted as a condition in which citizens are willing to surrender their fate to the government (Dwiyanto 2011). The government's accountability level can also measure public trust in its responsibilities in the public interest (Imawan, Irianto, and Prihatiningtias 2019). However, sometimes some people also measure their trust in the government by looking at the value of their religiosity (Zelmiyanti 2021).

On the other hand, public trust in the government will decrease if stakeholders take actions that violate the law (Coombs 2015). Local governments do not listen to public aspirations in making policies, so resistance in the community cannot be avoided (Niedzialkowski, Paavola, and Jedrzejewska 2012). The inability of regional leaders to encourage the economy and welfare of the public (Kholik 2020). Especially in public trust in the global problems faced by many countries related to the acceleration of the Coronavirus-19 virus vaccination in all regions; this issue is still being paid attention to, both by the government and public participation (Hadi 2020; Hastangka and Farid 2020; Samudro and Madjid 2020).

In Indonesia, studies on trust in local government are focused on the bureaucracy in running the government. For example, financial transparency studies (Putra et al. 2018), examine the actions of corruption cases (Kini, Bawono, and Restianto 2021), evaluate employee performance (Imam Mashudi 2020), emphasize discipline and motivation in civil servants (Deni 2018), building bureaucratic innovation with e-government (Atthahara 2018), and implementing policies in the new normal (Tasyah et al. 2021). Few studies evaluating public trust in local government have been carried out, for example, in testing the pros and cons of vaccines using social media (Rachman and Permana 2020; Rosyada and Yamasari 2021), expanding TPB (Azizah et al. 2022; Pamungkas and Nursal 2021), and

expand on public perception with literature reviews (Calista and Shihab 2021; R. D. C. Dewi 2021; Irda Sari 2020; Wanodya et al. 2020). In contrast, only a few studies have examined public trust in local governments in Indonesia regarding mandatory vaccination, particularly in Jambi Province. The study focused on technical systems, for example, using the spring-boot micro-service architecture, in supporting and encouraging mandatory Coronavirus-19 vaccination (Agustina et al. 2021; Simon et al. 2021; Yulita et al. 2021; Zaid et al. 2021).

From the writing study above, contrasted with different examinations, practically all observational investigations in Indonesia assess public confidence in neighborhood government in regulatory issues and Coronavirus immunizations in a perceptual manner, and these examinations utilize old hypotheses or models in assessing discernments to gauge trust in government regions (de Sousa et al., 2021). Then again, no examination looks at the variables that impact the trust of the Jambi nation in the nearby government concerning the required co-19 immunization utilizing a quantitative technique. This quantitative review will fill this hole, particularly on account of Jambi Area. This study will investigate information utilizing SmartPLS programming utilizing the UMEGA model (Ringle, Da Silva, and Bido 2014). The unified model of electronic government adoption (UMEGA) is a model that is based on a specific e-government context; this model is used to construct relevant e-government input (Dwivedi et al. 2017). Meanwhile, SmartPLS is one of the leading software applications for Structural Partial Least Squares Equation Modeling (PLS-SEM) (Wong 2019). This software has gained popularity since its launch in 2005 not only because it is freely available to academics and researchers, but also because it has a friendly user interface and advanced reporting features and can theoretically test linear causal models (Wong 2013). With the foundation of the literature that has been described regarding the importance of public trust in the government and adding to this research quantitative analysis of SmartPLS and the UMEGA model, we will see explicitly the solutions that must be prioritized in resolving the vaccination problem in Jambi to encourage public trust.

### **The UMEGA Model**

The UMEGA model has the center development of perceived responsiveness (PR), perceived accountability (PA), perceived transparency (PT), and perceived usefulness (PU) (Dwivedi et al. 2017). PR fundamentally impacts Jambi People group Confidence in the Nearby Government (JCTiLG). PA depicts the degree to which an individual feels the obligation of the local government to take care of Coronavirus immunization. PA has a significant influence on JCTiLG. PT is portrayed as the degree to which an individual feels there is straightforwardness in the required Coronavirus-19 immunization. PT has a significant influence on JCTiLG. PU is portrayed as the degree to which an individual feels the advantages of the obligatory co-19 inoculation program from the neighborhood government. PU has a significant influence on JCTiLG. The relationship between PR, PA, PT and PU, and JCTiLG to measure Jambi people's trust in local government can be proven by other scholars (Pietro Biancone et al. 2018; Eid, Selim, and El-Kassrawy 2020; Priya, Gandhi, and Shaikh 2018; Purbokusumo and Santoso 2021; Wang 2014).

### **Perceived Responsiveness**

Perceived responsiveness (PR) means the extent to which citizens believe the government has responded to their wishes and demands. Studies prove that PR positively and significantly impacts trust in government (Esaiaasson, Kölln, and Turper 2015). Perceived

responsiveness (PR) is important to analyze because it can assess the extent to which the government responds well to each problem that society is facing (Morlino 2017).

### Perceived Accountability

Perceived accountability (PA) is control over public organizations at the organizational level, which is intended as a basis for explaining matters to internal and external parties who are interested in assessing these public organizations' actions (Wicaksono 2015). Perceived accountability (PA) is important because it guides the government to be serious about implementing planned policy programs (Kerwin and Furlong 2018).

### Perceived Transparency

Perceived transparency (PT) encourages the government to be open about privacy and confidentiality issues regarding implementing vaccinations (Taylor and Kelsey 2016). Perceived transparency (PT) is important as the government's accountability to the community for what has been done (Grimmelikhuisen and Meijer 2014).

### Perceived Usefulness

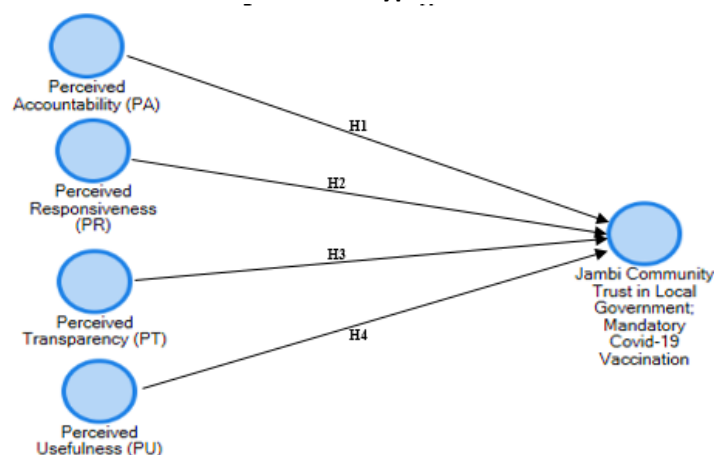
Perceived usefulness (PU) is an individual's emotional evaluation of the extent to which the use of the framework will further develop the implementation of work in the future (Coe et al. 2012), and perceived usefulness for determining attitudes (Borah, Hwang, and Hsu 2021). Perceived usefulness is important to analyze further so that all public policies are genuinely on target to resolve existing problems (Ehrenberg, Smith, and Hallock 2021).

## RESEARCH METHODS

The accompanying speculation can be planned from a hypothetical system with regard to the Jambi public's confidence in the neighborhood government regarding the obligatory Coronavirus immunization:

- H1* = PR has a positive and significant effect on trust in the government
- H2* = PA has a positive and significant effect on trust in the government
- H3* = PT has an effect positively and significantly on trusting in government
- H4* = PU has a positive and significant effect on trust in the government

**Figure 1.**  
**Research Hypothesis**



Source. The UMEGA Research Model is created by the author using NVivo12

### Research method design

The overview strategy configuration was done to get essential information concerning the Jambi public's confidence in the neighborhood government in regards to the required CO-19 immunization. The examination information was obtained utilizing a direct scale organized poll utilizing the Google structure as an exploration instrument for essential information collection. This technique utilizes quantitative exploration, and information investigation utilizes SmartPLS 3.0 programming to gauge substantial information results.

### Survey location and target respondents

This study looks at cases in the community as respondents who have used the Coronavirus-19 vaccination service. The research location is in Jambi Province, and the research target respondents chosen were people who had received the Coronavirus-19 vaccination.

### Sampling technique

Based on data from the Ministry of Health with the website for implementing vaccinations throughout Indonesia (<https://vaksin.kemkes.go.id/#/provinces>), November 11, 2022, the last data update was at 06:16 PM that the people of Jambi who had to carry out vaccination dose 3 is 715,071. According to the Slovin formula [ $n = N/(1 + Ne^2)$ ], with an error rate of 10%, where the population has the same population characteristics, it was found that the sample in this study was 100. Thus, the total number of respondents was 100 people. This study used a random sampling technique (Arieska and Herdiani 2018). Simple random sampling is a technique where each sample has the same opportunity to be selected (Heri Retnawati 2015). In this study, the sample was residents who had carried out the third dose of vaccination provided by the Jambi provincial government. Based on regional data from the Jambi province from the official website of the Ministry of Health, respondents were asked to fill out a questionnaire provided online.

### Questionnaire design

The theoretical framework becomes the basis for integrating indicators on the potential aspects of each construction (Table 1). Based on the UMEGA model, the PR, PA, PT, PU, and TiG indicators were developed in this study (Avazov and Lee 2020; Dwivedi et al. 2017). More details can be seen in table 1, Questionnaire design below.

**Table 1.**  
**Questionnaire design (continued)**

<i>Constructs</i>	<i>Indicators</i>
Perceived Responsiveness (PR)	Security Service Information
Perceived Accountability (PA)	Compliance with service needs Data protection Government interaction – public society
Perceived Transparency (PT)	Data Sharing Data Openness Feedback from users
Perceived Usefulness (PU)	Socialization from Government (Regional) Socialization from Organizations SOP (standard operating procedures)
Jambi Community Trust in Local Government; Mandatory Coronavirus-19 Vaccination (JCTiLG)	Coverage of affairs Settlement of affairs Integration affairs between government agencies Appropriate work results
Gender	G1 Male G2 Female
Age	12-17 years 18-23 years 24-29 years 30-35 years > 35 years
Education level	JHS (Junior High School) SHS (Senior High School) D1/D2/D3/UG (Diploma/Undergraduate) Master/Doctor
Profession	Student private employees Civil servant/Army/Police Entrepreneur Farmer Others

Source. Primary data

The examination information assortment strategy utilizes overview questions. Quantitative comes from building explicit advances. This survey is shut, utilizing a Likert scale. Likert scale is utilized to decide the perspectives of respondents, in particular 1 emphatically dissent, 2 deviate, 3 impartial, 4 concur, and 5 firmly concur. Information investigation utilized SEM-PLS 3.0 programming to ascertain legitimacy and dependability and test relapse and theories (Lowry and Gaskin 2014).

## RESULTS AND DISCUSSIONS

### Demographic profile of respondents

Table 2 presents the demographic profile of the respondents. Most of the respondents in Jambi Province (69.30%) were male, while the rest (36.70%) were female. Whereas in the age category, most of the respondents were young, namely 12-17 years (55%), 18-23 years (30.30%), 24-29 years (9.2%), and others aged 30-35 years (2.8), and older are those aged 35 years and over (2.8%). The majority of respondents were junior high school students (37.6%) and high senior school students (47.7%), while diploma/graduate students (12.8%) and a small proportion were masters/doctors (1.8%). Judging from the professionals who have carried out the Coronavirus-19 vaccination, it seems that it is more significant for students (80.7%) than private employees (5.5%), Civil servants/Army/Police (1.8%), Entrepreneurs (4, 6%), Farmer (0.9%), and other results (6.4%)

### Means, standard deviations, and Cronbach's alpha

Cronbach's alpha supports internal consistency construction indicators. According to Loo (2002), Cronbach's alpha value of 0.70 or more indicates that the construct indicator is reliable and valid. All constructs (PR = 0.833, PA = 0.923, PT = 0.838, PU = 0.945, and JCTiLG = 0.938) are shown in Table 3. The level of reliability achieved is high. The average level of the construct frequency is also shown in the analysis results in Table 3. Three intervals separate the frequency levels: 1 - 2.33, 2.34 - 3.67, and 3.68 - 5, which are low-frequency, medium, and high, individually. The categorization of all constructs as the high-frequency level is explained by this finding. This shows that high performance is always expected from individuals. Risk is not a concern for them. They hope the government can work hard to achieve the goal of trust from the public.

### Validated research model

The results of the regression analysis and hypothesis testing are depicted in Figure 2. When the p-value is less than 0.05, the hypothesis will be confirmed to have a significant positive effect (Schamberger et al. 2020; Федорова et al. 2016). According to Chin (1998) regression analysis shows the level of influence exerted by variables on three R-square scales: 19%–33% low (weak), >33%–67% moderate, and >67% strong (substantial).



**Table 2.**  
**Respondent's demographic profile**

Characteristics	Jambi Province	
	Freq	%
<b>Gender</b>		
Male	40	36,70%
Female	69	63,30%
<b>Age</b>		
12-17 years	60	55%
18-23 years	33	30,30%
24-29 years	10	9,2%
30-35 years	3	2,8%
> 35 years	3	2,8%
<b>Education level</b>		
JHS	41	37,6%
SHS	52	47,7%
D1/D2/D3/UG	14	12,8%
Master/Doctor	2	1,8%
<b>Profession</b>		
Student	88	80,7%
private employees	6	5,5%
Civil servant/Army/Police	2	1,8%
Entrepreneur	5	4,6%
Farmer	1	0,9%
Others	7	6,4%

JHS = Junior High School; SHS = Senior High School; D = Diploma; UG = Under Graduate

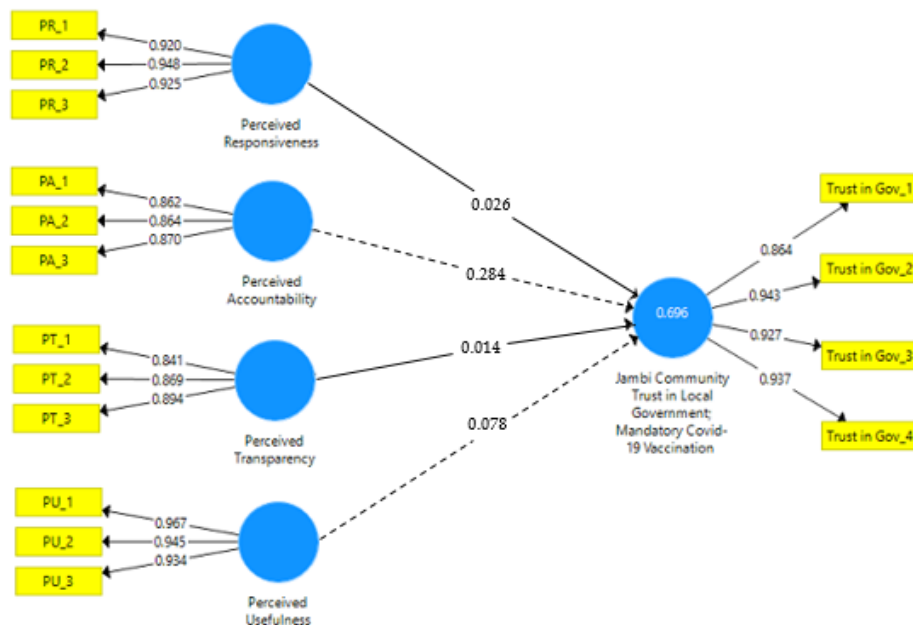
Source. Processed by the author using SmartPLS 3.0 Software

**Table 3.**  
**Means, standard deviations, and Cronbach's alpha (N = 100)**

Variable	Mean	Standard Deviations	Cronbach's Alpha
Perceived Responsiveness (PR)	3.997	0.344	0.833
Perceived Accountability (PA)	3.757	0.681	0.923
Perceived Transparency (PT)	3.773	0.370	0.838
Perceived Usefulness (PU)	3.837	0.978	0.945
Jambi Community Trust in Local Government; Mandatory Coronavirus-19 Vaccination (JCTiLG)	3.758	1.026	0.938

Source. Processed by the author using SmartPLS 3.0 Software

**Figure 2.**  
**Validated research model**



Source. Processed by the author using SmartPLS 3.0 Software

Figure 2 shows that the results of data processing from hypotheses H1 and H3 have a significant influence in supporting this study. This means that it can be concluded that PR and PT are highly significant factors influencing trust in local government in accelerating the Coronavirus-19 vaccination, in which the public's expectations will be higher in receiving vaccinations because they are driven by the response and transparency carried out by the local government. However, the data processing results on hypotheses H2 and H4 are different, showing that both hypotheses are rejected. The hypothesis can be interpreted that PA and PU do not significantly influence Jambi's level of community trust in local government; mandatory Coronavirus-19 vaccination. A further impact if public trust is low in local government, then vaccination achievements will also be relatively low and will undoubtedly hinder resolving the coronavirus problem to a new normal (Asriadi and Mutiarin 2023).

## Discussion

This concentration analyzes observationally the development of the UMEGA model center in Jambi in the context of public trust in local government and; the implementation of mandatory coronavirus vaccination. This focus also looks at the development of the Jambi community's insight by examining autonomous factors, including; perceived responsiveness, perceived accountability, perceived transparency, and perceived usefulness in accelerating Corona virus immunization carried out in local governments. This concentration also confirms the UMEGA model that the assumptions of perceived responsiveness, perceived accountability, perceived transparency, and perceived usefulness are not all independent factors that influence the dependent variable, which is then linked to trust in local government. This finding discredits the consequences of researchers' explorations which say that assumptions regarding perceived responsiveness, perceived accountability, perceived transparency, and perceived usefulness fundamentally influence trust in local government by looking at the extent to which public

administration can meet public challenges (Beshi and Kaur 2020; Bratton 2012; Jun, Wang, and Wang 2014; Mansoor 2021b; White et al. 2021).

Basic findings in research from the UMEGA model show that perceived responsibility and values do not fundamentally influence trust in local government (Khan et al. 2020). Considering the assumptions of the UMEGA model, someone will feel happy and acknowledge the implementation of COVID-19 immunization required by the government if the local government provides direct exposure and gives a good public reaction (Barreiro et al. 2021; Van Damme et al. 2020). These findings also discredit the proclamation of the UMEGA model from previous researchers (A'Yun and Mudhoffir 2022; Al-Debei, Akroush, and Ashouri 2015; Fridayani and Soong 2021; Kim and Lee 2012; Mansoor 2021a; Wachinger et al. 2013). From the findings and examination of this review, it makes sense that real responsibility and value are not the measure of regional joy in implementing the initiatives supported in mandatory COVID-19 immunization. Some literature also revealed that accelerating organization in administration is not a useful need (Crick and Crick 2020; Desson et al. 2022; Kashte et al. 2021; Sharma et al. 2021).

The contribution of this research's findings does not follow the findings of previous researchers. This research reveals new findings that public trust in the government regarding mandatory vaccination does not depend on the responsibility and perceived benefits for the situation that occurs in the people of the Jambi area. This is because looking at the responsibility and benefit variables does not influence the assessment of the level of trust of the Jambi community towards the regional government. This means that people complete Coronavirus immunization not because of the responsibility and benefits they obtain after carrying out corona virus vaccination, but because of regulatory requirements that require people to follow vaccinations made by stakeholders (Aini and Widjaja 2021; Aziz, Tavares, and Azhima 2021; Paul Latupeirissa 2022; Suryawati 2020). Therefore, it is important to increase the sense of responsibility and benefit to society in different cases to generate public trust. One of them is encouraging local governments to be more proactive in educating and evaluating the policy steps that have been taken to accelerate coronavirus vaccination (Weintraub et al. 2021).

## CONCLUSIONS

This research argues that public trust in local governments is very important in implementing vaccination; public trust is fundamental for accelerating the immunization program in Indonesia for the general public. It is believed that countries are not only implementing programs from the central government to support the success rate of Coronavirus immunization locally. However, regional governments are also expected to be able to answer, and candor be made the central issue in mandatory Covid-19 immunization so as not to leave a mystery that seems as if it is just an aid to community regulations. Therefore, four variables that influence public trust are essential to pay attention to: Perception of responsiveness (0.864), Perception of accountability (0.943), Perception of transparency (0.927), and Perception of usefulness (0.937) to increase the distribution of vaccinations to the public.

Of the four final values of the PR, PA, PT, and PU variables analyzed using SmartPLS with the UMEGA model, it shows that these four variables are not all accepted in increasing Jambi people's trust in the government in handling the coronavirus in Jambi. The implication of this research is to use a Google Form survey with a limit of 100 respondents to be able to assess the extent of Jambi people's trust in the local government in implementing the corona virus vaccination. The limitation of this review is only trying to legitimize the four independent factors

that influence it, so it is hoped that in the future there will be research with a high-level quantitative structure that can reveal more significant results and utilizing an imaginary system that covers a larger region and a greater number of responders.

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