

# Good Governance Practices and Public Trust in Barangay Tibal-og

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DOI: <https://doi.org/10.47772/IJRISS.2026.100400507>

Received: 19 April 2026; Accepted: 24 April 2026; Published: 15 May 2026

## ABSTRACT

The government is one of the fundamental elements of the state, together with sovereignty, population, and territory. However, significant problems facing the modern world are the dynamic nature of the government's role and the governing process. This study measures good governance practices and public trust in Barangay Tibal-og, specifically in transparency, accountability, responsiveness, competence, beneficence, and integrity. Employing a descriptive correlational research design, data were collected from 382 residents of Barangay Tibal-og using validated instruments. The findings showed levels of both good governance practices (mean = 3.97) and public trust (mean = 3.92), with transparency (mean = 4.05) and beneficence (mean = 3.94) rising as the strongest dimensions. A significant positive correlation was identified between good governance practices and public trust ( $r = 0.599$ ,  $p < 0.001$ ), suggesting that profound good governance practices influence overall public trust. The study found no statistically significant differences when grouped by age, gender, and length of residency. However, in the educational attainment, the results exhibited that individuals with higher educational attainment interpret and evaluate governance at different levels, thus expecting efficient good governance practices and public trust. These findings underscore the importance of integrated governance and public trust training programs to cultivate a more collaborative and effective community among all residents. Recommendations included implementing targeted workshops, ensuring implementation and adherence to laws, and conducting further research on exploring beneficial variables and qualitative insights into governance and citizens' trust.

**Key words:** government, good governance practices, public trust, Barangay Tibal-og, descriptive-correlational study

## INTRODUCTION

The government is an organization with the authority to enforce laws and other relevant regulations. According to Prasetya, F. (2023), the dynamic nature of the government's role and the governing process is one of the most obvious and important issues facing the modern world. People expect their government to ensure that their needs are met and to be held accountable for all of its actions. Hence, one characteristic of a prosperous, democratic state is rising public trust in the government. Gaining public trust will promote involvement and collaboration with the government to achieve common objectives. As a result, one of the tactics the government must employ to win over the public is good governance, as good power manifests in good governance (Lo et al., 2021).

The 1987 Constitution, Section 1 of Article XI states that, "Public office is a public trust" and that public servants and officers must serve with integrity and efficiency and lead modest lives. The RA 11292, otherwise known as the Seal of Good Local Governance, is a recognition and award program in the Philippines that encourages local government units to uphold good governance practices. In Indonesia, membership in the Open Government Partnership is strengthened by Presidential Decree Number 13, which committed the government to establishing good governance practices (Hartanto et al., 2021). Meanwhile, in Pampanga, Philippines, Stitchon et al. (2024) note that accountability and transparency are the cornerstones of good governance, as they ensure that the government adheres to the law, acts in the best interests of the people, and uses public resources efficiently. In

addition, in the municipality of Santo Tomas, Hilario et al. (2024) illustrate how residents perceive the responsiveness of the flood mitigation efforts of Santo Tomas, which is reported to be very high and is a crucial component of public trust in local government.

According to Amalia et al. (2025), previous studies strongly support the view that good governance practices such as transparency, accountability, and responsiveness are fundamental factors in building public trust in the functioning of governmental institutions. When citizens perceive that the government is transparent in its operations and that its officials are accountable to them and responsive to their needs, trust in the government increases through perceptions of competence, beneficence, and integrity. It also indicates that citizens' demographic variables, such as age, gender, education levels, and length of residency, affect citizens' perceptions and judgments and moderate the relationship between good governance practices and public trust (Gozgor, 2021).

Furthermore, the study underscores the critical need for good governance practices and public trust, emphasizing the importance of addressing these gaps to improve local government performance and public welfare. It reveals a significant gap in research on Barangay Tibal-og, as the researcher resides there, underscoring the need for more targeted investigations, as it is the center of the municipality of Santo Tomas. The success of good governance practices in fostering public trust, while accounting for key demographic variables, cannot be divorced from the roles of accountability, transparency, responsiveness, competence, beneficence, and integrity. Moreover, it aligns with Sustainable Development Goal 16: Peace, Justice, and Strong Institutions, which focuses on the development of effective, accountable, and transparent institutions at all levels. By examining the correlation between good governance practices and the public trust in Barangay Tibal-og, this study contributes to the body of knowledge on improving transparency, accountability, and responsiveness to increase the institution's credibility (Martin, 2025).

### **Statement of the Problem**

The purpose of this study is to determine the significant relationship between good governance practices and public trust in Barangay Tibal-og.

Specifically, it seeks to answer the following questions:

1. What is the level of good governance practices in terms of:
  - 1.1 transparency;
  - 1.2 accountability; and
  - 1.3 responsiveness?
2. What is the level of public trust in terms of:
  - 2.1 competence;
  - 2.2 beneficence; and
  - 2.3 integrity?
3. Is there a significant relationship between good governance practices and public trust in Barangay Tibal-og?
4. Is there a significant difference in the perception of good governance practices and public trust in Barangay Tibal-og when grouped according to age, gender, educational attainment, and length of residency?

### **Hypotheses**

The following null hypotheses were tested at a 0.05 level of significance.

**Ho1.** There is no significant relationship between good governance practices and public trust in Barangay Tibalog.

**Ho2.** There is no significant difference between good governance practices and public trust in Barangay Tibalog across age, gender, educational attainment, and length of residency.

**Theoretical Framework**

The “Empirical Good Governance Theory,” as stated by Mansoor, M. et al. (2021), provides a useful, empirically supported connection between individuals' trust in government institutions and governance methods. Higher levels of accountability, transparency, and responsiveness strongly predict stronger good governance practices. Empirical Good Governance Theory is relevant to this study because it supports the main hypothesis that implementing good governance principles can raise it (Poniatowicz, M. et al. 2020).

The “Institutional Legitimacy Theory,” as stated by Wilson (2017), assesses whether the government acts justly, responsibly, openly, and in harmony with the community’s expectations and values. When the perception arises that a government institution upholds moral and legal standards, works in the public interest, and does not abuse its powers, it acquires legitimacy. The Institutional Legitimacy Theory is relevant to this study as it explains how and why people develop trust in their local government. Individuals consider authorities legitimate when the government continues to demonstrate accountability, transparency, responsiveness, competence, beneficence, and integrity (Almaaitah et al., 2025).

The “Social Identity Theory,” as cited by Tajfel, H., & Turner, J. C. (2004), assesses how individuals identify themselves within certain social groups, such as age, gender, educational attainment, and length of residency, which determine how they perceive, judge, and behave. In relation to good governance practices, various groups within society have varying perceptions of transparency, accountability, and responsiveness. Hence, it affects the level of public trust exerted. This theory helps to establish the moderating effect of demographics on the variance between good governance practices and the level of public trust (Ellemers, N. (2020).

In addition to the main theories, three supporting frameworks will clarify the relationship of the variables. First, the “Public Governance Theory,” as cited by Sari (2023), links good governance practices to public trust by highlighting the values of competency, beneficence, and integrity. It also asserts that these ideas have a direct impact on citizen satisfaction and trust, as well as the quality of governance (Kjaer, A. M. 2023). Second, the “Procedural Justice Theory” as cited by Tyler, T. R., & Blader, S. L. (2003), explains the link between the independent variable, the dependent variable, and the moderating variable by acknowledging that perceptions of fairness are subjective and socially constructed. People's age, education, gender, and length of residence shape their experiences with government, civic knowledge, and perceptions of fairness. Further, the “Social Exchange Theory” as cited by Blau, P. (2017) explains that when individuals perceive changes as fair and beneficial, good governance practices serve as valued institutional benefits that encourage citizens to reciprocate with public trust. It also moderates this relationship because citizens' expectations, past experiences, and evaluation of benefits vary by age, education, gender, and length of residency, which shapes how governance practices translate into trust.

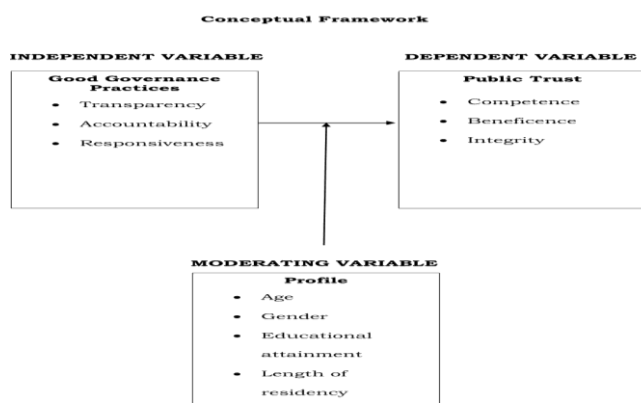


Figure 1. The Conceptual Framework of the Study

## Conceptual Framework

Shown in Figure 1 is the conceptual framework of this study. It focused on evaluating good governance practices and public trust in Barangay Tibal-og.

The Good Governance Practices Questionnaire by Beshi, T. D., & Kaur, R. (2020) measures three key areas: transparency, accountability, and responsiveness. It highlights how residents evaluate their local government. Transparency measures how accessible the government's information is, ensuring that the public is informed. Accountability emphasizes that officials are accountable and responsible for their actions. Responsiveness also measures how effectively the government responds to the needs and concerns of the people.

**Table 1. Distribution of Research Respondents**

Respondents	Population	Sample	Percentage
Residents in Barangay Tibal-og, Santo Tomas, Davao del Norte.	50,458	382	100%

Meanwhile, the Public Trust Questionnaire by Burns et al. (2023b) measures three key areas: competency, beneficence, and integrity. Its goal is to identify citizens' trust towards the Barangay Tibal-og. Competency measures the government's capacity, effectiveness, and knowledge in performing its duties. Beneficence measures the belief that the government acts with goodwill and in the best interest of citizens. Integrity emphasizes the honesty and ethical behavior of the government.

## METHODOLOGY

This chapter presented the discussion of research methods and procedures employed by the researchers in this study. These included the research design, research subject, research instruments, and statistical analysis of the data.

### Research Design

The study employed a descriptive-correlational design to examine the relationships among variables at different levels. (McCombes, 2021). The purpose of this design is to describe the relationships between good governance practices, public trust, and moderating variables, such as age, gender, educational attainment, and length of residency, to determine if they significantly influence the relationship between the independent variable and the dependent variable (Stangor & Walinga, 2020). In addition, it is also extensively employed in public administration and social science research (Mercado, 2021). This approach aimed to determine the relationship between good governance practices and public trust in Barangay Tibal-og, evaluating transparency, accountability, and responsiveness. Public trust evaluated competency, beneficence, and integrity, with moderating variables of age, gender, educational attainment, and length of residency. As moderating variables, these findings are likely to provide valuable insights for upholding good governance practices and public trust (Termizi & Ridzuan, 2023). Ultimately, improving Barangay Tibal-og's governance.

### Research Subject

The respondents in this study were the residents of Barangay Tibal-og's cluster. As per the records of the Office of Barangay Secretary with the Barangay Nutrition Scholar (BNS), the population as of December 2025 is 50,458 residents. From this population, 382 individuals are selected using the Raosoft Calculator, representing 0.76% of the population. The study determined the appropriate sample size by incorporating a 5% margin of error, a 95% confidence level, and a 50% response. The Raosoft Calculator was employed in the survey research to determine the required number of respondents for attaining the desired level of accuracy (Mohialdin, A. M. 2024). The Raosoft Sample Size Calculator is an online tool for determining the minimum sample size required

for a survey or research study. While taking into account crucial elements such as population size, margin of error, confidence level, and response distribution, it determined a recommended sample size to achieve the required statistical accuracy (Sayed, A. I., et al., 2024).

**Table 2: Summary of Clusters and Sample Size**

Barangay Tibal-og	Cluster (N <sub>h</sub> )	Sample (N <sub>n</sub> )	Percentage (%)
<b>Cluster 1</b> (1, 1-A, 1-B, 1-C, 2, 2-A, 2-B, and 2C)	8,190	63	16.13%
<b>Cluster 2</b> (3, 3-A, 3B, 3-C, 3-D, 3-E, and 4)	6,991	53	13.85%
<b>Cluster 3</b> (4-A, 5, 5-A, 6, 6-A, 6-B, 6B-1, and 6-C)	8,873	67	17.58%
<b>Cluster 4</b> (6-D, 6-E, 7, 7-A, 7-B, 8, 9, and 9-A)	7,615	57	15.09%
<b>Cluster 5</b> (9-B, 9-C, 10, 10-A, 10-B, 11, 11-A, and 11-B)	5,183	40	10.27%

The study used a stratified random sampling to ensure that all respondents from different clusters within Barangay Tibal-og were equally and fairly represented. The researchers classified the population into distinct, non-overlapping entities, known as strata, in a stratified random sampling process (Nguyen, T. D. et al, 2021). To distribute the total sample size across 7 clusters in Barangay Tibal-og, the researchers used the equal allocation formula  $nn = \left(\frac{N_h}{N}\right) \times n$ , where nn represents the total sample size and N<sub>h</sub> represents the sample size in each cluster to promote an equitable distribution (Ahmed, 2024).

<b>Cluster 6</b> (12, 13, 13-A, 14, 14-A, 14-B, 15, and 16)	5,673	42	11.24%
<b>Cluster 7</b> (17, 18, 19, 20, 20-A, 20-B, 20-C, 20C-A, 20-D, and 20-E)	7,993	60	15.84%
<b>Total</b>	<b>50,458</b>	<b>382</b>	<b>100%</b>

Nonetheless, all respondents were required to be at least 18 years of age, to have resided in the community for at least 5 years, and to sign a voluntary, informed consent form regarding the data-gathering procedure.

### Research Instrument

The researchers used two (2) adapted research questionnaires from web sources. The first scale is from Beshi, T. D., & Kaur, R. (2020) entitled Good Governance Practices and Public Trust. Consisting of a total of 13 questions determining the good governance practices in Barangay Tibal-og, with indicators of transparency, accountability, and responsiveness. In the original development of the scale, Beshi, T. D., & Kaur, R. reported Cronbach’s Alpha scores ranging from 0.899 to 0.933. These indicators serve as core dimensions of the variables capturing citizens’ evaluations (Tengratanaprasert, 2021).

A 5-point Likert-type scale was used to analyze and interpret the data. It falls into five levels shown in the table below.

Scale	Range of Means	Descriptive Equivalent	Interpretation
5	4.20 – 5.00	Very High	This means good governance practices are always evident.
4	3.40 – 4.19	High	This means good governance practices are often evident.
3	2.60 – 3.39	Moderately High	This means good governance practices are sometimes evident.
2	1.80 – 2.59	Low	This means good governance practices are rarely evident.
1	1.00 – 1.79	Very Low	This means good governance practices are least evident.

The Public Trust Questionnaire was adapted from Burns et al. (2023) and consist of 17 survey questions that determine the level of public trust in Barangay Tibal-og with indicators such as competency, beneficence, and integrity. In the original development of the scale, Burns et al. reported a Cronbach’s Alpha score of 0.96. This tool aimed to provide empirical data on the degree of public trust at the grassroots level, offering insights for improving participatory governance (Yasmin & Uddin, 2025).

Scale	Range of Means	Descriptive Equivalent	Interpretation
5	4.20 – 5.00	Very High	This means public trust is always evident.
4	3.40 – 4.19	High	This means public trust is often evident.
3	2.60 – 3.39	Moderately High	This means public trust is sometimes evident.
2	1.80 – 2.59	Low	This means public trust is rarely evident.
1	1.00 – 1.79	Very Low	This means public trust is least evident.

The 5-point Likert-type scale was used to determine and interpret the data gathered. It is categorized into five levels; the table below displays them.

### Statistical Treatment of Data

**Mean.** Researchers used it to measure the level of good governance practices and public trust in Barangay Tibal-og. The mean is the sum of all values in a sample divided by the sample size, providing a measure of central tendency (Hurley & Tenny, 2023).

**Pearson’s r.** Researchers employed this to determine the significant relationship between good governance practices and public trust in Barangay Tibal-og. Pearson’s r is a statistical measure that evaluates the strength and direction of a linear relationship between two continuous variables (Boer et al., 2020).

**T-Test.** This was used to determine the significant difference in good governance practices and public trust in Barangay Tibal-og, grouped into two categories. The t-test is a statistical test used to compare the means of two groups, testing the null hypothesis that the groups have equal means (Manfei et al., 2020).

**Standard Deviation.** This method measures the date. Standard deviation quantifies how much the values in a dataset deviate from the mean, providing insight into the variability of the responses (Andrade, 2021).

**ANOVA (Analysis of Variance).** The analysis focused on variance in good governance practices and public trust across demographic groups with three or more categories, such as age, educational attainment, and length of residency. ANOVA compares the means of multiple groups to determine if there are statistically significant differences between them (Field, 2023).

## RESULTS AND DISCUSSIONS

This chapter presented the analysis and interpretation of data gathered from the residents of Barangay Tibal-og on the level of good governance practices and public trust.

**Table 1. Level of good governance practices in terms of transparency**

Items	Mean	SD	Descriptive Equivalent
<i>The barangay officials...</i>			
1. implement the plans and programs transparently.	4.10	0.70	High
2. transparently disclose the entire administration process.	4.08	0.70	High
3. Ensure that the residents can clearly see the progress and situations of the administration.	4.03	0.76	High
4. disclose sufficient information to the residents about the performance of the barangay administration.	3.99	0.78	High
<b>Average</b>	<b>4.05</b>	<b>0.74</b>	<b>Agree</b>

### Level of good governance practices in terms of transparency

As presented in Table 1, the level of good governance practices regarding transparency. As indicated in the table, the overall mean was 4.05 with a standard deviation of 0.74, indicating a descriptive equivalent of high, suggesting that the level of transparency in good governance practices is often evident. Residents perceive barangay officials as transparent, thereby promoting openness in administrative processes and strengthening the trust and confidence in barangay operations.

The highest mean was obtained by item number 1, which was 4.10, while item number 4 obtained the lowest mean of 3.99. All items in transparency had a description of high with a range of 4.10-3.99. However, even if transparency is widely practiced, barangay officials still need to make information more accessible and comprehensive for citizens to increase public awareness and transparency.

These results support the study by Beshi, T. D., & Kaur, R. (2020), which emphasizes that transparency practices will significantly affect public trust in local government. Similarly, Erkkilä, T. (2020) affirmed that it enables citizens to monitor government activities, detect corruption, and participate in government decision-making processes, thereby becoming a fundamental aspect of democracy and a key driver of public trust.

**Table 2. Level of good governance practices in terms of accountability**

Items	Mean	SD	Descriptive Equivalent
<i>The barangay officials...</i>			
1. have a regular reporting system on the achievements and results of the program against its objectives.	3.91	0.78	High
2. recognize their responsibility toward the community.	4.07	0.75	High
3. follow treasury rules and regulations in all circumstances.	3.95	0.75	High
4. ensure proper usage of their budget in an authorized manner.	3.93	0.79	High
<b>Average</b>	<b>3.97</b>	<b>0.77</b>	<b>High</b>

### Level of good governance practices in terms of accountability

Shown in Table 2 is the level of accountability in good governance practices. As reflected in the table, the overall mean was 3.97 with a standard deviation of 0.77, indicating a descriptive equivalent of high, suggesting that the level of accountability in good governance practices is often evident. It revealed that residents perceived

barangay officials as accountable in the execution of their responsibilities to the community. Further, it shows that the residents appreciate the officials' efforts to maintain the reporting systems, accept their responsibility, and follow the treasury rules.

The highest mean was obtained by item number 2, which was 4.07, while item number 1 obtained the lowest mean of 3.91. All items in accountability had a high description with a range of 4.07-3.91. However, despite the high descriptive level, the findings also show that accountability must be continuously reinforced in order to guarantee responsible governance and appropriate use of public funds.

The results emphasized that accountability ensures that public servants are answerable for their choices, acts, and use of public resources. This promotes responsible leadership and prevents the misuse of authority by requiring government officials to justify their acts to the public or relevant organizations. By effectively using public resources in the public interest, mechanisms of accountability help improve governance (Sindelo, L., & Cronje, S., 2024).

**Table 3. Level of good governance practices in terms of responsiveness**

Items	Mean	SD	Descriptive Equivalent
The barangay officials...			
1. are sensitive to public opinions.	3.90	0.78	High
2. are making a sincere effort to support those residents who need help.	3.89	0.83	High
3. are making a sincere effort to support those residents who need help.	3.92	0.80	High
4. efficiently provide quality solutions for public needs.	3.89	0.79	High
5. treat citizens' appeals properly within a reasonable period of time.	3.90	0.81	High
<b>Average</b>	<b>3.90</b>	<b>0.80</b>	<b>High</b>

**Level of good governance practices in terms of responsiveness**

Table 3 illustrates the level of good governance in terms of responsiveness. As indicated in the table, the overall mean was 3.90 with a standard deviation of 0.80, indicating a descriptive equivalent of high, suggesting that the level of responsiveness in good governance practices is often evident. It shows that residents perceived barangay officials as responsive to their needs and concerns, open to people’s viewpoints, and ready to provide assistance and solutions. Moreover, the trust that residents have in the barangay to deliver services effectively and maintain a good rapport with the people become more pronounced through this.

The highest mean was obtained by item number 3, which was 3.92, while items number 2 and 4 obtained the lowest mean of 3.89. All items in responsiveness had a description of high with a range of 3.92-3.89. From the results, we observed that there is still room for improvement in providing quicker responses to public complaints, even when the overall responsiveness is rated high. This could boost the people’s confidence in barangay government.

The results support the study by Beshi, T. D., & Kaur, R. (2020), which indicates that barangays pay attention to residents, attend to their needs, and provide services promptly and efficiently. Services become efficient when barangay officials respond quickly to residents needs and views, thereby increasing their satisfaction (Terwee, C. B. 2024).

**Table 4. Level of good governance practices**

Indicators	Mean	SD	Descriptive Equivalent
1. Transparency	4.05	0.74	High
2. Accountability	3.97	0.77	High
3. Responsiveness	3.90	0.80	High
<b>Overall</b>	<b>3.97</b>	<b>0.77</b>	<b>High</b>

## The summary of the level of good governance practices

As presented in Table 4, the level summary of good governance practices. As indicated in the table, the overall mean was 3.97 with a standard deviation of 0.77, indicating a descriptive equivalent of high, suggesting that the level of good governance practices is often evident. In addition, it means that barangay officials highly practice good governance.

The highest mean was obtained by item number 1, which was 4.05, followed by item number 2, which obtained a mean of 3.97, and finally item number 3, which obtained the lowest mean of 3.90. All indicators in the good governance practices had a high rating, with a range of 4.05-3.90. Among all the indicators, transparency is the highest-rated, highlighting residents' views of barangay officials' transparency. While accountability and responsiveness also received high ratings, this suggests there is room for development in these areas to strengthen reporting systems, prudent management, and efficient service delivery to the public, which could translate into greater public trust in barangay governance.

These results support Zaitul et al. (2023), thereby increasing the credibility and effectiveness of barangay local government units. Barangay officials can ensure that resources are used effectively and that the demands of the people are well met through the application of good governance practices, such as transparency, accountability, and responsiveness. Thus, the application of good governance practices strengthens democratic institutions.

## Level of public trust in terms of competence

**Table 5. Level of public trust in terms of competence**

Items	Mean	SD	Descriptive Equivalent
The barangay officials...			
1. help citizens in need.	3.90	0.77	High
2. protect the health of the population.	3.90	0.84	High
3. communicate with citizens effectively.	3.86	0.81	High
4. show good judgment.	3.88	0.80	High
5. have sufficient expertise to lead the people.	3.95	0.78	High
6. Carry out its duties very well.	3.96	0.73	High
<b>Average</b>	<b>3.91</b>	<b>0.79</b>	<b>High</b>

Revealed in Table 5 is the level of public trust in terms of competence. As illustrated in the table, the overall mean was 3.91 with a standard deviation of 0.79, indicating a descriptive equivalent of high, which means that the level of public trust in competence is often evident. Further, it indicates that residents perceived barangay officials as highly competent.

The highest mean was obtained by item number 6, which was 3.96, while item number 3 obtained the lowest mean of 3.86. All items in competence had a description of high with a range of 3.96-3.86.

Based on the results, residents believe that barangay officials possess the professional expertise and skills needed to handle community affairs properly. Despite a high descriptive level, the item with the lowest rating suggests that officials need to demonstrate and convey their technical competence and qualifications to the public. This supports the study by Zheng, X., Wang, W., & Pinto, J. (2025), which shows that residents feel less pressure to follow government directives when they believe authorities are qualified to carry out their duties.

**Table 6. Level of public trust in terms of beneficence**

Items	Mean	SD	Descriptive Equivalent
The barangay officials...			
1. make decisions that help citizens.	3.95	0.78	High
2. act in the best interest of citizens.	3.99	0.76	High
3. will do their best to help the citizens.	3.95	0.76	High
4. make decisions that support citizen autonomy (independence).	3.92	0.81	High
5. take all necessary steps to safeguard the population.	3.91	0.79	High
6. are genuinely interested in the well-being of their citizens.	3.93	0.80	High
7. prioritize the welfare of the people over their political goals.	3.93	0.77	High
<b>Average</b>	<b>3.94</b>	<b>0.78</b>	<b>High</b>

### Level of public trust in terms of

Shown in Table 6 is the level of public trust in terms of beneficence. As reflected in the table, the overall mean was 3.94 with a standard deviation of 0.78, with a descriptive equivalent of high, which means that the level of public trust in terms of beneficence is often evident. It revealed that residents perceived that barangay officials are running the affairs with genuine concern for the people’s welfare, creating a cordial atmosphere that makes residents feel appreciated.

The highest mean was obtained by item number 2, which was 3.99, while item number 5 obtained the lowest mean of 3.91. All items in beneficence had a description of high with a range of 3.99-3.91. However, the item that scored the lowest rating suggests that the necessary steps should be emphasized even more for improvement.

According to Kjaer, A. M. (2023), one of the key drivers of social capital is beneficence, which refers to the perception of kindness. The public reciprocates kindness when community leaders show concern for their well-being, thereby strengthening it.

**Table 7. Level of public trust in terms of integrity**

Items	Mean	SD	Descriptive Equivalent
The barangay officials...			
1. are truthful in communicating with citizens.	3.96	0.76	High
2. deliver on their promises.	3.88	0.79	High
3. work with openness and transparency.	3.94	0.76	High
4. are honest.	3.91	0.79	High
<b>Average</b>	<b>3.92</b>	<b>0.78</b>	<b>High</b>

### Level of public trust in terms of integrity

Table 7 illustrates the level of public trust in terms of integrity. As indicated in the table, the overall mean was 3.92 with a standard deviation of 0.78, and the descriptive equivalent was high, indicating that the level of public trust in integrity is often evident. It shows that the residents of Barangay Tibal-og perceive their leaders as morally upright and honest, removing suspicion of corruption and ulterior motives.

The highest mean was obtained by item number 1, which was 3.96, while item number 2 obtained the lowest mean of 3.88. All items in integrity had a description of high with a range of 3.96-3.88. From the results, researchers noted that despite the community's high level of trust in its authorities, there is still some scrutiny of the barangay administration’s moral leadership regarding its ethical consistency.

These results support the study of Bakar, H. A., et al (2022), which highlights the factors that affect public trust in their government. It ensures that public resources are managed honestly and efficiently, and that the government works for all citizens. In addition, it is the foundation of sound government and a crucial element in fostering public trust (Burns et al, 2023).

### The summary of the level of public trust

**Table 8. Level of public trust**

Indicators	Mean	SD	Descriptive Equivalent
1. Competence	3.91	0.79	High
2. Beneficence	3.94	0.78	High
3. Integrity	3.92	0.78	High
<b>Overall</b>	<b>3.92</b>	<b>0.78</b>	<b>High</b>

Shown in Table 8 is the level of public trust. As reflected in the table, the overall mean was 3.92 with a standard deviation of 0.78, with a descriptive equivalent of high, which means that the level of public trust is often evident. In addition, it means that barangay officials have high trust and confidence from the public.

The highest mean was obtained by item number 2, which was 3.94, followed by item number 3, which obtained a mean of 3.92, and finally item number 1, which obtained the lowest mean of 3.91. All indicators in public trust had a high description with a range of 3.94-3.91. Among the indicators, beneficence is the highest-rated, highlighting residents' views of barangay officials' concern for the public's general welfare. While competence and integrity also received high ratings, relevant actions to improve in these areas are needed in enhance the overall citizens' trust.

These results highlight the study by Amalia, D., Frinaldi, A., & Magriasti, L. (2025), which states that the foundation of any democracy is public trust. It is the conviction that public institutions will uphold the social contract. Moreover, in times of crisis, trust becomes essential. It makes knowledge spread quickly and ensures that people remain composed and helpful under duress (Kumalasari, A. et al, 2024).

**Table 9. Significance of the relationship between good governance practices and public trust**

Variables Correlated	Mean	r	p-value	Decision on H <sub>0</sub>	Decision on Relationship
Good governance practices	3.97				
Public trust	3.92				
		0.599**	<0.001	Rejected	Significant

**Significance of the relationship between good governance practices and public trust**

Presented in Table 9, good governance practices and public trust in Barangay Tibal-og are positively correlated and statistically significant. It can be derived from the table that the good governance practices variable had a mean of 3.97 and the public trust variable had a mean of 3.92, with a very strong correlation coefficient of 0.599 ( $p < 0.05$ ), rejecting Ho1. This result implies that public trust is greatly enhanced when effective governance procedures are implemented. In addition, this indicates a significant relationship between good governance practices and public trust. Thus, emphasizing that public trust is derived from apparent good governance practices.

In this research, good governance practices are measured using three indicators shown in Tables 1, 2, and 3. As well as the public trust, shown in Tables 5, 6, and 7. These results aligned with Hartanto, D et al, (2021), who explain that a high level of good governance practices can enhance citizen participation, cooperation, and legitimacy for barangay leadership. At the end of it all, it is evident that credibility and trust in local institutions must be established in the long run, and a high level of transparency, accountability, and responsiveness, competence, beneficence, and integrity must be emphasized in policy reforms in local governance Sari, A. R., (2023).

**Significance of the Difference Between: good governance practices and public trust when grouped according to age**

**Table 10. Significance of the Difference Between: good governance practices and public trust when grouped according to age**

	Sum of Squares	df	Mean Square	F	Sig
Between Groups	.095	1	.095	.292	.589
Within Groups	123.672	380	.325		
<b>Total</b>	<b>123.767</b>	<b>381</b>			

	Sum of Squares	df	Mean Square	F	Sig
Between Groups	.056	1	.056	.168	.683
Within Groups	126.437	380	.333		
<b>Total</b>	<b>126.492</b>	<b>381</b>			

Illustrated in Table 10 is the significance of the difference between good governance practices and public trust when grouped according to age. When results are classified by age, the findings show that opinions regarding

governance practices (Sig = .589) and public trust (Sig = .683) do not differ significantly. This shows that, in general, individuals in the barangay have similar opinions regarding the transparency, accountability, and responsiveness of their barangay officials, as well as the competency, beneficence, and integrity of the barangay government, regardless of their age.

The results are consistent with Field, A. (2023), who found that age does not affect the relationship between governance practices and public trust, suggesting that trust in leaders is more dependent on the quality of governance than on age differences. Since opinions are similar, it is not necessary to use age-specific methods when planning inclusive government programs and trust-enhancing activities (Khater, A. H et al, 2020). Therefore, good governance practices and public trust in Barangay Tibal-og are independent of age.

**Table 11. Significance of the Difference Between: good governance practices and public trust when grouped according to gender**

Grouping	N	Mean	SD
Female	208	3.9612	.56334
Male	174	3.9704	.57935

	t	df	Sig (2-tailed)	Mean Diff.	SD Error Diff.	95% Confidence Interval Difference	
						Lower	Upper
Equal Variances assumed	-.157	380	.875	-.00921	.05863	-.12449	.10607
Equal variances not assumed	-.157	364.383	.876	-.00921	.05878	-.12480	.10637

Grouping	N	Mean	SD
Female	208	3.9084	.56495
Male	174	3.9432	.59044

**Significance of the Difference Between: good governance practices and public trust when grouped according to gender**

	t	df	Sig (2-tailed)	Mean Diff.	SD Error Diff.	95% Confidence Interval Difference	
						Lower	Upper
Equal Variance s assumed	-.588	380	.557	-.03483	.05925	-.15133	.08166
Equal variances not assumed	-.586	362.004	.558	-.03483	.05948	-.15181	.08214

Shown in Table 11 is the significance of the difference between good governance practices and public trust when grouped according to gender. When the results are classified by gender. From the findings, it is evident that,

when comparing gender regarding opinions on good governance practices (Sig = .875), there is no significant difference. Regarding public trust (Sig = .557), there is still no significant difference. This means that the male and female residents of Barangay Tibal-og have similar opinions about the transparency, accountability, and responsiveness of barangay officials, as well as the competence, beneficence, and integrity of the barangay local government unit.

Based on the findings, residents' opinions on good governance practices and public trust are not affected by the gender of the residents. This finding supports the study by Manfei, X. U et al (2020), indicating that there is no need for different strategies to implement good governance practices and public trust based on gender. The findings fully support the assumption. Hence, gender is not a determining factor in good governance and public trust in Barangay Tibal-og.

**Table 12. Significance of the Difference Between: good governance practices and public trust when grouped according to educational attainment**

	Sum of Squares	df	Mean Square	F	Sig
Between Groups	1.995	2	.998	3.105	.046
Within Groups	121.771	379	.321		
<b>Total</b>	<b>123.767</b>	<b>381</b>			

	Sum of Squares	df	Mean Square	F	Sig
Between Groups	2.705	2	1.352	4.140	.017
Within Groups	123.788	379	.327		
<b>Total</b>	<b>126.492</b>	<b>381</b>			

### Significance of the Difference Between: good governance practices and public trust when grouped according to educational attainment

Revealed in Table 12 is the significance of the difference between good governance practices and public trust when grouped according to educational attainment. The results imply that when grouped by educational attainment, opinions about good governance practices (Sig = .046) and public trust (Sig = .017) differ significantly. Residents opinions on transparency, accountability, and responsiveness in governance, as well as competence, beneficence, and integrity, are influence by educational attainment.

Surur, M., et al. (2020) asserted that although citizens with low educational attainment might have different perspectives on how they are governed based on real-life criteria rather than educational criteria, citizens with high educational attainment might have higher expectations for transparency, accountability, responsiveness, competence, beneficence, and integrity.

These results have emphasized the need to include more effective and efficient techniques and tactics in the fields of governance and communication. To ensure the availability of the information for all while fulfilling the need for higher standards set by more educated people (Ugur-Cinar et al., 2020).

### Significance of the Difference Between: good governance practices and public trust when grouped according to length of residency

**Table 13. Significance of the Difference Between: good governance practices and public trust when grouped according to length of residency**

	Sum of Squares	df	Mean Square	F	Sig
Between Groups	2.127	4	.532	1.648	.162
Within Groups	121.640	377	.323		
<b>Total</b>	<b>123.767</b>	<b>381</b>			

	Sum of Squares	df	Mean Square	F	Sig
Between Groups	2.991	4	.748	2.283	.060
Within Groups	123.501	377	.328		
<b>Total</b>	<b>126.492</b>	<b>381</b>			

The results show that, when grouped by length of residency, there is no evident difference in opinions on good governance procedures (Sig = 0.162) or public trust (Sig = 0.060). The people of Barangay Tibal-og share similar views on good governance and public trust, regardless of how long they have resided in the area.

Jacob, A. (2025) asserted that the level of trust residents have in the local government is more dependent on the quality of governance procedures than on the length of time they have lived in the area, since perceptions are consistent regardless of length of stay.

This suggests that rather than focusing on the length of stay in the area, trust in local governance is more closely determined by the quality of the governance processes used. To ensure inclusion and consistency in building trust, the processes can be implemented uniformly across all residence groups.

## SUMMARY OF FINDINGS, CONCLUSIONS, AND RECOMMENDATIONS

### Summary of Findings

The study examined the relationship between good governance practices and public trust in Barangay Tibal-og. The key findings are as follows:

1. The level of good governance practices achieved an overall mean score of 3.97, described as high in descriptive level, with a standard deviation of 0.77, indicating that good governance practices were often manifested. The highest-rated indicator was "transparency," having a mean of 4.05, while the lowest was "responsiveness," with a mean of 3.90.
2. The level of public trust achieved an overall mean score of 3.92, described as high in descriptive level, with a standard deviation of 0.78, indicating that public trust was oftentimes manifested. The highest-rated indicator was "beneficence," having a mean of 3.94, while the lowest was "competence," with a mean of 3.91.
3. The relationship between good governance practices and public trust, having a strong positive correlation was found ( $r = 0.599$ ,  $p < 0.001$ ), indicating a significant relationship between good governance and public trust in Barangay Tibal-og.
4. The differences based on demographic profiles, there were no significant differences found in good governance practices and public trust when grouped by age, gender, and length of residency ( $p > 0.05$ ). However, when grouped by educational attainment, significant differences are present. This claims that residents' perceptions of transparency, accountability, responsiveness, competence, beneficence, and honesty in governance are influenced by their level of education.

### Conclusions

The study found that transparency is the strongest aspect of good governance in Barangay Tibal-og, helping build public trust by keeping residents informed and involved. However, responsiveness received the lowest rating, showing that while officials are open and accountable, they still need to improve the speed and efficiency of addressing community concerns. In terms of public trust, beneficence ranked highest, meaning residents believe officials genuinely prioritize their welfare. On the other hand, competence scored lowest, suggesting some doubts about officials' ability to consistently deliver high-quality services, highlighting the need to strengthen their skills and performance.

The results also showed that age, gender, and length of residency do not significantly affect residents' views on governance and trust, indicating consistent perceptions across these groups. However, educational attainment made a difference, as more educated residents tend to have higher expectations regarding transparency, accountability, and performance. This suggests that Barangay Tibal-og should consider varying educational backgrounds when designing governance strategies and ensure that services and communication meet the expectations of all residents.

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## Recommendations

To further enhance good governance practices and public trust in Barangay Tibal-og, the following recommendations are proposed, especially to governance literature, the community, Barangay Tibal-og, and future researchers:

1. To address the lowest-rated good governance indicator. The barangay may establish a “Barangay Responsive Governance Enhancement Program” (BRGEP) through regular capability-building programs, effective community problem-solving mechanisms, and policy support, thereby enabling officials to address community problems more effectively. In addition, ensuring sufficient staff and resources to address the needs and concerns of the people without unnecessary delay is another way to strengthen responsiveness. Furthermore, strengthening the practice and implementation of Republic Act No. 11032, also known as the ARTA Law, requires all government offices nationwide to deliver public services in a timely, transparent, and efficient manner. With this, the barangay institutionalizes a more prompt and methodical response to public concerns by developing a citizens' charter, establishing processing times, and enforcing no delay standards. This ensures not only that responsiveness is improved at the operational level, but also that it is supported at the national level through policy, thus enhancing efficiency and trust.
2. To address the lowest-rated public trust indicator, which is competence. The barangay may establish a “Barangay Local Governance Skills Enhancement Program” (BLGSEP) to enhance the professional capabilities, expertise, and knowledge of the officials in the barangay. This program will be undertaken every six months, and the capability-building will include training, seminars, and workshops on barangay administration of the barangay, leadership, and efficient service delivery. The barangay may also enact a local ordinance mandatorily requiring the officials and employees in the barangay to undertake the aforesaid programs with the appropriate government agencies, such as the Department of the Interior and Local Government (DILG). In addition, to comply with the standards set by the Civil Service Commission (CSC) and encourage officials to take and pass the Civil Service Examination. Furthermore, to help officials develop advanced knowledge, leadership, and policy-making competencies, officials may also be encouraged to pursue higher education, such as a bachelor's degree in public administration or governance, and master's or doctoral programs.
3. To future researchers, it is recommended that this study be further investigated, taking into account other variables that could be influential in the beliefs and perspectives of the residents. Apart from providing deeper insights, broadening the scope of the study to include other barangays and/or local government units could also offer the opportunity to compare the governance methods used in this community with those employed in other communities. In addition, to gain deeper insights into the experiences and perspectives of the locals about the barangay local governance, it is recommended that a qualitative method be employed, such as focus groups and interviews, to identify the research gaps, contextual factors, and underlying issues that could not be fully identified through the quantitative method alone.

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