

Influence of Information and Communication Technology, Trust in Government, Bureaucracy, Accountability, and Transparency Collaborative Governance

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ABSTRACT

This study aims to prove the research hypothesis regarding the Influence of Information and Communication Technology, Trust in Government, Bureaucracy, Accountability, and Transparency towards Collaborative Governance: (Case Study of Collaboration Between the Tarakan City Environment Agency and Stakeholders in Handling Waste Problems in 2022). Collaborative Governance variable measurements are Information and Communication Technology, Trust in Government, Bureaucracy, Accountability and Transparency. In this study, researchers used a quantitative descriptive method with data sources from questionnaires via Google forms with 103 respondents, and data processing was carried out using SEM-pls. The results of this study indicate that the value of the R square is 0.800. it can be concluded that the interpretation of Collaborative Governance is 0.800%, which the R-square structural model identifies in the strong/good category. Multiple variable collaborative Governance, which significantly influences the cooperation between the Tarakan City Environmental Service and its stakeholders, are Bureaucracy, Accountability and Transparency performance variables with P values of 0.000, 0.000 and 0.000. In contrast, the variables that have no significant effect are Information and Communication Technology and Trust in Government.

Keyword: Collaborative Governance; Information and Communication Technology; Trust in Government; Bureaucracy; Accountability and Transparency.

PENDAHULUAN

The government must always adjust to what is needed by the environment. These adjustments are an effort to respond to global developments in the internal and external environment (Bristol-alagbariya et al., 2024). This is because an increasingly global environment demands the roles of government agencies to accommodate all interests within a democratic framework (Aguilera & Castillo, 2025). Collaborative Governance is a government that is structured by involving government organisations and non-governmental organisations in a formal decision-making process oriented to consensus deliberation; there is also a division

of roles to implement government policies or manage programs proclaimed by the government, as well as government assets (Dahlia, 2023). Various collaborations between stakeholders in government administration are also carried out as an effort and government response to handling public problems. Cooperation between stakeholders involving the government, private sector, and society can be interpreted as collaborative governance (Rizqy, 2024).

Various collaborations between stakeholders in government administration are also carried out as an effort and government response to handling public problems (Ayu & Charis, 2022). Cooperation between stakeholders involving the government, private sector and the community can be interpreted as collaborative governance. Collaboration is an interaction or compromise between several elements, institutions and or parties involved directly and indirectly who receive the consequences and benefits. The values that form the main basis for collaboration are the same goal, common perception, willingness to process, mutual benefit, honesty, compassion and community-based (Nurul Amanah, Dina Rohmatul Jannah, 2025). Collaboration is working together, especially in the business of merging thoughts (Sobari & Utomo, 2025). This is, according to the definition of collaboration, a network or distribution of information, resources, activities and organisational capabilities in two or more sectors to work together to achieve goals that cannot be achieved by working alone (Holiza & Saputra, 2025). So in implementing efforts to increase economic growth, the government requires collaboration with the private sector or the government in the process of combining the plans of the two parties (Salsabilla, 2025).

The impact of governance can be optimised through planning. Even some experts such as Innes and Booher, Healey, Gunton and Day said that collaborative planning had been successfully implemented in several countries, for example, to deal with environmental, security, and water management cases that involve many stakeholders and across administrative areas (Astriana, 2025). The government will then collaborate with plans made by the private sector. Even a well-designed collaborative program can fail (Astriana, 2025). This is often due to the diversity of stakeholders involved and a lack of suitable models or methods to support leadership to enhance strategic learning processes among the actors involved, manage conflict, build trust, pursue shared views, and notify and evaluate results. As a result, different directives and management strategies are required (Sa'diyah et al., 2024).

Garbage is a major problem that must be faced by regions, both in big cities and small towns (Dikson Junus, Suaib Napir, Dian Puspaningrum, Ernikawati, 2025). Cleanliness of the area from waste and waste management services by the government is one of the main improvements that must be faced by local governments. Increasing population and increasing community and government activities in the development of the problems in the environment, especially those related to increased waste production. Waste management must be carried out with full responsibility so as not to cause environmental problems that impact society and the government (Chandra, 2025). Waste management is specifically regulated in Law no. 18 of 2018, which explains that waste management is needed to improve public health and environmental quality (Nadira Apricia, Matthew Jeremiah, 2023). This statement shows that waste causes a decrease in environmental quality and even becomes a threat to health (Nadira Apricia, Matthew Jeremiah, 2023). The basic reason for recognising waste management as a form of collaborative governance is because the handling of environmental problems involves the government and non-government actively working together; this characterises governance practices. Besides that, issues such as understanding, trust, leadership, institutions, commitment and resources appear in waste management (Rizky & Alfian Prayoga Saputra, 2024).

As the population of Tarakan increases, the volume of waste at the Hake Babu Final Disposal Site (TPA) also increases. From the data from the Technical Implementation Unit (UPT) of Hake Babu TPA, the volume of waste last January averaged 130 tons per day. Even in April, it increased to 141 tons per day. Head of UPT TPA Hake Babu Abdul Muin said the volume of waste has indeed increased every month. He considered that the increase in waste is already a law of nature because trash reduction is not optimal (<https://korankaltara.com> accessed 2022). The increased waste production in Tarakan City has encouraged the city government always to innovate. The volume of waste in Tarakan City continues to increase along with the activities and dynamics of people's lives. The Hakebabu TPA recorded the following increase in waste: In 2018, as much as 117 tons per day; in 2019, it became 127 to 130 tons per day, an increase of around 10 tons per day in a year. 60% of the waste that goes to the Hakebabu TPA is organic, and the rest is non-organic (Arinda et al., 2023).

The Tarakan City Government continues to seek innovations regarding more effective and efficient waste management. The Tarakan City Government is also innovating by creating a program that is expected to be able to have a positive

impact and be able to assist the government's tasks in waste management, namely the "Universe" (All Must Be Involved) Waste program as outlined in Tarakan City Regional Regulation No. 5 of 2014 concerning Waste Management. "Universal" Garbage has been carried out by the Tarakan City Government since 2016. However, as this program progresses, it is felt that there are still many technical obstacles in its implementation. In particular, the community is the main actor in the performance of this program. It is common for some residents' houses to escape the reach of garbage collectors. Under these circumstances, residents who feel they have paid think it is unfair. They have already paid, but the garbage collector does not pick up the trash from their house. Then, sometimes some residents are also slow in producing the garbage collection cart officers, so the garbage collection cart officers who are supposed to come every day from 14.00-16.00 do not arrive on time, which causes garbage in residential areas to pile up and scatter.

Another obstacle was found in the socialisation carried out to residents regarding this program. The lack of outreach by the government regarding this program to residents in the city of Tarakan has caused some residents not to understand this program. Therefore, the writer is interested in raising the issue of this "universe". The author wants to examine this issue with the title: Influence of Information and Communication Technology, Trust in Government, Bureaucracy, Accountability, and TransparencyCollabotative Governance: (Case Study of Collaboration Between the Tarakan City Environmental Service and stakeholders In Handling Waste Problems in 2022).

METODE PENELITIAN

This type of research is descriptive quantitative, which aims to describe, summarise, and share the conditions of various situations or variables, objects of research, that appear in society. In this study, researchers used simple random sampling of respondents using a questionnaire. The number of samples in this study was 103 users, with the sample population being the Tarakan City Environmental Service, PT. Pertamina City of Tarakan, PT. Medco E&P City of Tarakan and the people of Tarakan City.

Theoretical framework

A. Information and communication technology

Understanding ICT is more focused on computers, telecommunications, computer networks, and telecommunications (Usanto S, Adi Sopian, Yogasetya Suhandi, Nur Sucahyo, Lela Nurlaela, 2024). A collection of big data that can be processed and presented through information technology is an important raw material or capital in the formulation of Concept policiescollaborative governance is increasingly relevant for adoption and development in order governance to increase the involvement of the public and private sectors as well as the community, as well as increasing inter-agency cooperation.

B. Trust in Government

Julita stated that trust in government shown through how the relationship is established between the government and its people (Husni et al., 2023).

C. Bureaucracy

Bureaucracy is defined as a government organisation, both the central government and local government, which carries out its duties as a provider (service) of services to the community (Putri, 2022).

D. Accountability

Accountability is one of the principles of governance which has an important meaning in increasing public confidence in a series of activities/programs designed and implemented by the government to benefit society. Accountability has a fairly broad definition, including accountability, presentation, reporting, and disclosure of all agent activities to principals (Sari, 2023).

E. Transparency

According to Sujarweni, transparency guarantees access or freedom for everyone to obtain information about governance, namely information about policies, the process of making and implementing them, and the results achieved (Sri Widiyati, Yudi, 2025).

results achieved [22].

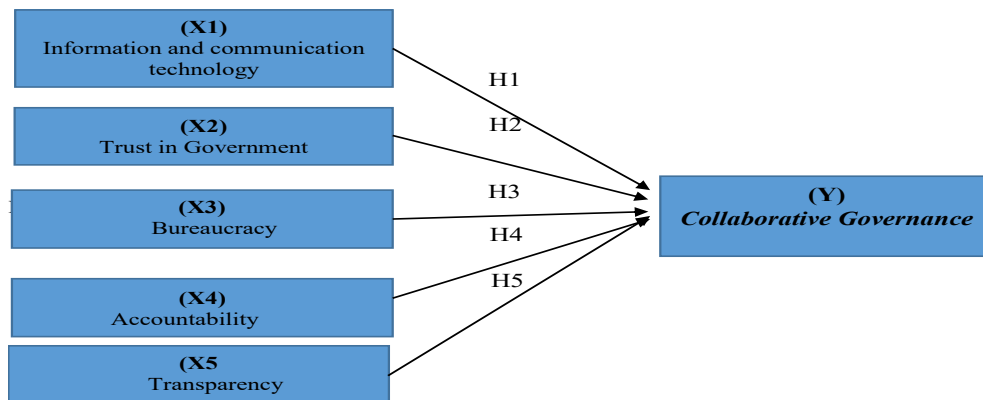


Figure 1. Theoretical Framework

H1: Technology, Information and Communication (X1) significantly influence collaborative *Governance* (Y).

H2: Trust in the Government (X2) has a considerable influence on collaborative *Governance* (Y).

H3: Bureaucracy (X3) significantly impacts collaborative *Governance* (Y).

H4: Accountability (X4) considerably affects collaborative *Governance* (Y).

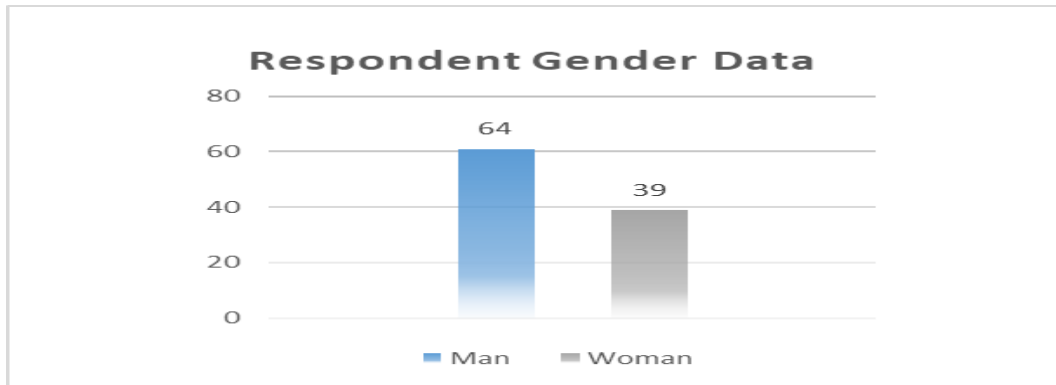
H5: Transparency (X5) has a positive and significant effect on collaborative *Governance* (Y).

This study uses the primary data model obtained from the questionnaire results. The questionnaire is a data collection technique that is carried out by providing a series of written questions for respondents to answer. The questionnaire is designed in the form of Google Forms. Data management used SEMPls software to test for a correlation between research variables or proof of hypotheses made by researchers and regression tests to obtain valid data for indicators of questionnaire values using a Likert scale approach (1) Strongly Disagree, (2) Disagree, (3) Moderate, (4) Agree, and (5) Strongly Agree.

Result and Discussion

A. Respondent Data

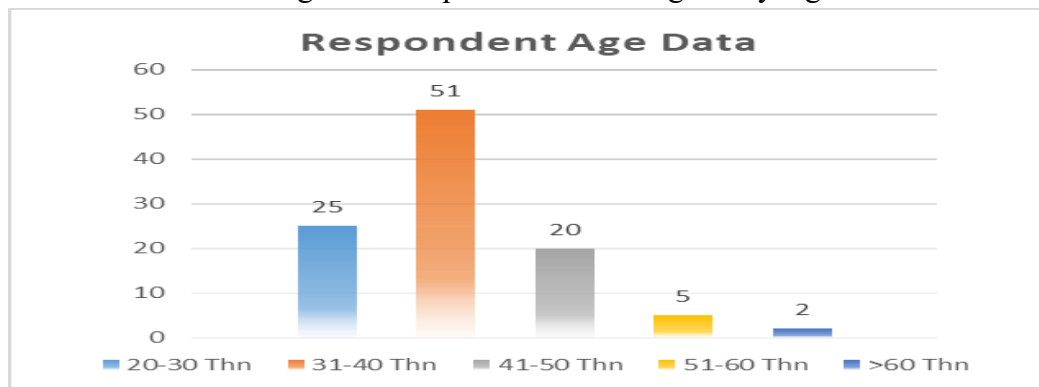
Figure 2. Diagram of the Number of Respondents by Gender



Source: Processed by primary data, 2022

The data above shows that the most numerous or dominating respondents in the community of Tarakan City are male sex. The total number of respondents in Tarakan City was 103, with women totalling 39 respondents or 37.9%, while for men, there were 64 respondents or 62.1%.

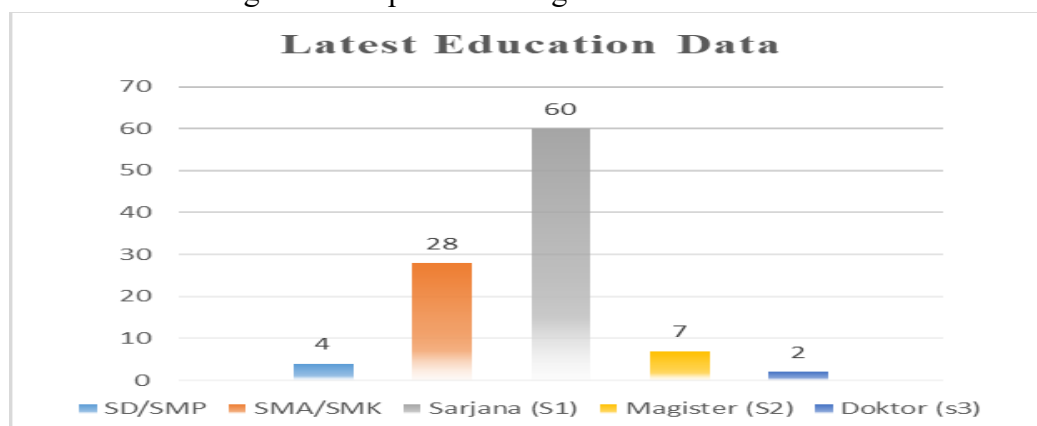
Figure 3. Respondent Data Diagram by Age



Source: Processed by primary data, 2022

The diagram above shows respondents based on the age level of 103 respondents. The results of the data obtained were that for ages 20 - 30 years, there were 25 respondents or 24.3%. For ages 31 - 40 years, there were 51 respondents or 49.5%; for ages 41 - 50 years, there were 20 respondents or 19.4%. While for ages 51-60 years and over, there were five respondents, while for those over 60 years, there were two respondents.

Figure 4. Respondents diagram based on last education



Source: Processed by primary data, 2022

Based on the chart above for the total number of respondents, as many as 103 people. For respondent data based on recent education, there were four respondents to SD/SMP, 28 respondents to SMA, 60 respondents to Bachelor (S1), and seven respondents to Masters (S2), while for Doctoral (S3), four respondents.

B. Research Variable Reliability

Table 1. Composite reliability and Cronbach alpha examination results in

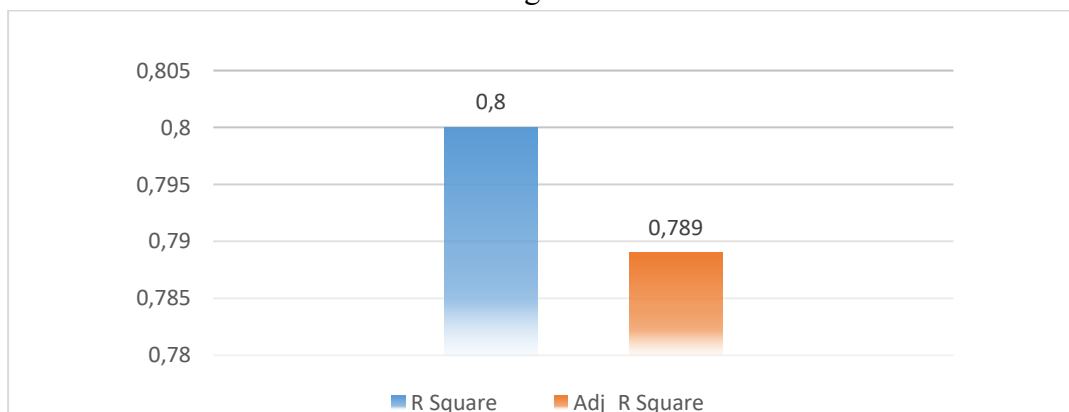
<i>Construct ion</i>	<i>Cronbach's Alpha</i>	<i>Rho_A</i>	<i>Composite Reliability</i>	<i>Average Variance Extracted (AVE)</i>	
<i>Accountability</i>	0.756	0.879	0.850	0.701	Reliabel
<i>Bureaucracy</i>	0.778	0.810	0.874	0.701	
<i>Collaborative Governance</i>	0.956	0.959	0.966	0.851	Reliabel
<i>Trust in Government</i>	0.885	0.893	0.929	0.813	Reliabel
<i>Information and communication technology</i>	0.951	1.288	0.966	0.906	Reliabel
<i>Transparency</i>	0.891	0.902	0.932	0.821	Reliabel

Source: Processed by primary data, 2022

Table 2 explains that the results of the reliability test (output Composite Reliability and Cronbach Alpha) show that the value of each variable reaches > 0.70 for Composite Reliability & Cronbach Alpha (Mutiara et al., 2024). Collaborative Governance in the City of Tarakan with the Technology, Information and Communication variables has the largest Composite Reliability value of 0.966 and the largest Cronbach Alpha, 0.951. While the variable with the lowest score on Accountability is 0.850, and Cronbach Alpha is 0.756. From the various explanations related to the reliability test results, which obtain the highest and lowest scores of not less than 0.70, it can be concluded that each study in this test already has good reliability.

C. Regression Analysis

Table 2. Regression Test Results

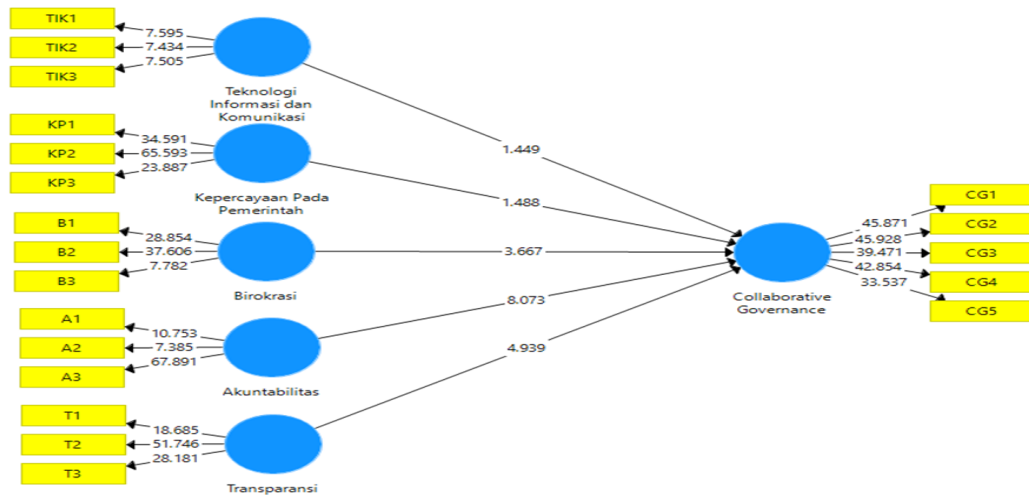


Source: Processed by primary data, 2022

Based on the picture diagram R-square and the table above that the output results from collaborative Governance (CG) can explain Technology, Information and Communication (ICT), Trust in Government (TIG), Bureaucracy (B), Accountability (A) and Transparency (T) of 0.800. From this statement, it can be concluded that the interpretation of collaborative Governance is as much as 0.800%, which is the structural model R-square identified in the “good” category. The output of this test is the supporting aspects of Technology, Information and Communication, Trust in Government, Bureaucracy, Accountability and Transparency, in which of the works there are several variables that have a significant effect on Collaborative Governance.

D. Hypothesis Test

Figure 5. Output Bootstrapping



Source: Processed by primary data, 2022

In Figure 5, the hypothesis test was carried out between the independent and dependent variables using the bootstrapping method on SEMPLs to determine the validity and reliability of the research data. This test uses T-statistics and P-values, which will later be presented in the form of tt-tables to find out valid research data, of course, for T-statistic values that are > 1.96 and P-values that are < 0.05 (Jefri Haryadi, 2021). The following table shows the hypothesis test results "Influence of Information and Communication Technology, Trust in Government, Bureaucracy, Accountability, and Transparency Collaborative Governance.

Variabel	Original Sample (O)	Sample Mean (M)	STDEV	T-Statistics (O/STDEV)	P value	Hipotesis
<i>Accountability – Collaborative Governance</i>	0.854	0.852	0.106	8.703	0.000	Accepted
<i>Bureaucracy - Collaborative Governance</i>	-0.698	-0.682	0.190	3.667	0.000	Accepted
<i>Trust in Government - Collaborative Governance</i>	0.098	0.094	0.066	1.488	0.137	Rejected

<i>Information and communication technology – Collaborative Governance</i>	0.088	0.073	0.061	1.449	0.148	Rejected
<i>Transparency – Collaborative Governance</i>	0.749	0.735	0.152	4.939	0.000	Accepted

Source: Processed by primary data, 2022

In this research, a hypothesis has been proposed. The hypothesis is accepted when the P-Values are less than 0.05. Furthermore, it can be seen from the results below.

1. Accountability Hypothesis (A) –Collaborative Governance (CG)

Hypothesis 1, which states Accountability influences collaborative Governance positively and significantly, is accepted. It can be interpreted that Accountability has a positive and significant impact on Collaborative Governance. Therefore, in this study, Accountability influences collaborative Governance by the theory used

2. Bureaucracy Hypothesis (B) –Collaborative Governance (CG)

Hypothesis 2, which states that bureaucracy influences collaborative Governance positively and significantly, is accepted. It can be interpreted that Bureaucracy has a positive and significant impact on collaborative Governance. Therefore, in this study, bureaucracy influences collaborative Governance by the theory used.

3. Trust in Government (TIG) Hypothesis –Collaborative Governance (CG)

Hypothesis 3, which states that Trust in Government influences Collaborative Governance positively and significantly, was rejected. It can be interpreted that Trust in the Government cannot be felt by the people's collaborative Governance. Therefore, the government must believe in the community so that people can also trust the government so that collaborative Governance can run smoothly.

4. Information and Communication Technology (ICT) –Collaborative Governance

Hypothesis 4, which states Information and Communication Technology against Collaborative Governance positively and significantly, was rejected. It can be interpreted that the public has not felt Information and Communication Technology in terms of collaborative Governance.

5. Transparency (T) – Collaborative Governance (CG)

Hypothesis 5 states that Transparency towards Collaborative Governance positively and significantly is accepted. It can be interpreted that Transparency has a positive and significant influence on collaborative Governance. Therefore, in this study, suitability affects collaborative Governance by the theory used.

E. Discussion

This study uses variable accountability, Bureaucracy, Information Technology and communication, Trust in Government, and transparency to see the people's perception of Tarakan City toward collaborative governance. This study proves that variable Accountability, Bureaucracy and transparency positively influences the community's perspective in terms of Collaborative Governance. While variables Information and communication technology and Trust in Government does not have a good impact and have a negative relationship with the community's perspective in terms of collaborative Governance.

Information and Communication Technology is the term Information and Communication Technology - ICT (Information and Communication Technology-ICT) is also understood as a technology capable of storing, transmitting and processing information and communication. The term ICT, in general, is more often used for modern technology, especially electronic data processing technologies. Understanding ICT focuses on computers, telecommunications, networks, and telecommunications. While the results of the author's data processing according to the perspective of the information technology community and the technology of collaborative governance have not been successful, it can be seen from the data that the filling out of the questionnaire filled by the community is still very lacking and processed using the SMPLS application, which shows results that are rejected, meaning that this research does not support the theory.

Wibowo explained that a government that believes in the community would make the community also trust the government. If the government shows real performance to the community, trust in the government will arise. While the results of the author's data processing according to the perspective of the information technology community and the technology of collaborative governance have not been successful, it can be seen from the data that the filling out of the questionnaire filled by the community is still very lacking and processed using the SMPLS application, which shows results that are rejected, meaning that this research does not support the theory.

Testing hypothesis 3, as explained by the author in the theoretical framework, indeed has a very positive influence on collaborative governance. The hypothesis in this study is accepted. That's because carrying out bureaucratic collaboration becomes an important role in duties as a service provider (service) to the community. Bureaucratic reform, expected to make a real contribution to government performance and national development, still needs to be significantly felt. Collaborative governance requires a working synergy based on a shared commitment to align the understanding of a public problem with the involvement of various interests, namely government, the private sector, and academics, society and the media.

Hypothesis 4 test accountability refers to accountability for all activities to interested parties who are stakeholders. This can be in the form of providing, presenting, and reporting activities through financial reports to the principal. The concept of accountability has evolved into the broader picture of integrated financial management and governance of the effective and efficient use of financial and other resources across all spheres of government. In this case, all those involved in this collaboration must be able to account for everything that has been mutually agreed upon.

Testing hypothesis 5 that transparency needs to be owned in the smooth partnership that the government and non-government will carry out because transparency is open to all government actions and policies. The principle of openness creates mutual trust between the government and the public by providing information and guarantees ease in obtaining accurate and adequate information.

CONCLUSION

The theoretical contribution of this study, is as follows: this study uses five variables to measure public perceptions about Collaborative Governance in the universal program. These indicators include information and communication technology, trust in government, bureaucracy, accountability and transparency. of the five variables, two variables do not have a positive and significant influence: information and communication technology variables and trust in the government. In comparison, three other variables, accountability, bureaucracy and transparency, have a positive and significant impact on public perception.

The small number of respondents, which may not reflect the citizens' original status, and the research's short duration are the drawbacks of this study. The limited number of research areas cannot be generalised to some regions of Tarakan City. The following are some research ideas for the future. Future research should look at the new independent constructs, for example, expectations, risks and facilitation conditions to see how they influence the attitudes and willingness of citizens to adopt collaborative governance in Indonesia. Future research will involve various local government entities to cover a wider area. Future research should involve a larger sample size to assess respondents' perceptions' consistency.

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