

Impact of Student Participation on Student Trust in Mediation by Government Performance on Health Reform in Indonesia

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Abstract. This study explores how the principles of deliberative democracy can enhance health reform success by fostering public trust in government and health services. It emphasizes the importance of meaningful public participation in decision-making to ensure policies align with community needs. The research aims to analyze the impact of student participation on student trust and how government performance mediates this relationship. Using a quantitative approach, the study surveyed 400 students from Brawijaya University across Indonesia. Results indicate a positive and significant correlation between student participation and trust. Moreover, government performance significantly mediates the influence of student participation on trust. Practically, the findings suggest that governments should focus on improving health service quality by incorporating student feedback into policy-making processes. This entails enhancing policy delivery and responsiveness to student suggestions and criticisms. Ultimately, student engagement in health reform can lead to greater awareness and involvement in addressing Indonesia's health challenges.

Keywords: health reform, deliberative democracy, trust in healthcare

1 Introduction

Governments around the world tend to incorporate health into development programmes through public policy [1]. Some of the country's greatest public health successes would not have been possible without policy strengthening [1]. Public health policies have a major influence on improving the health status of the population [2,3]. The policy is an important step in ensuring public health. This is evidenced by [4] stating that policy has proven to be one of the most effective strategies to achieve broad public health goals.

Public policy determines the lives of many people, especially in times of crisis. The deliberative process is an approach to public policy that many experts believe can lead to successful public policy. The key to the deliberative process is participation in government policy-making and implementation, which should lead to high-quality democracy [5]. This deliberative policy is prepared based on the results of joint decisions between the government and citizens through previous joint discussions. [6] mentioned that the deliberative approach in public policy emphasises collective, pragmatic, participatory local problem solving, with the awareness that many problems are too complex, too controversial, and too unstable to allow schematic and centralised arrangements.

Deliberative policy requires the participation of all actors involved to shape the right policy. The participation of these actors is crucial from the very first stage of the policy cycle: agenda setting [7]. Deliberative approaches to public policy emphasise collective, pragmatic, participatory local problem solving, recognising that many problems are too complex, too controversial and too volatile to allow for schematic, centralised regulation. Participants in cooperative processes often do not express their thoughts on the issues at hand. This is one of the main factors that hinder the success of collaborative dialogue [8].

In deliberative policy-making processes, agreement is only a small part of the goal and consequences. Real change is more fundamental, longer-lasting and more pervasive than agreement. They include shared meanings and goals, new heuristics that can be used, increased social and intellectual capital, and information and feedback networks that can flow to and through groups that have the power to do many things that public bodies cannot [8]. They can initiate changes in the direction of social, economic and political life. This process helps to create a more adaptive and intelligent policy system. It can help develop a more deliberative democracy among the wider community and increase engagement [9].

Participation is closely related to trust and government performance. Experts [10–12] see trust as inseparable from how citizens perceive its performance, particularly in the provision of public services. The performance and trust argument suggests that if an individual perceives positively the day-to-day provision of public services, he or she is likely to value government competence and therefore trust [13,14]. Perceptions of poor Government performance undermine people's trust that public institutions are working in their and the country's interests [15]. Public dissatisfaction with performance will lead to distrust of the state [16].

In turn, trust is a prerequisite for fair management in public bureaucracies [17]. Achieving social justice is a pillar of public administration [18]. Citizen involvement in decision-making can help create an inclusive society [19]. In addition, trust plays an important role in achieving policy effectiveness [20]. In the long term, maintaining the credibility of the public sector in terms of efficient and effective service delivery and responsiveness to user needs is equally important, thereby fostering trust in the government's capacity to foster more inclusive processes and growth [21]. Hence, to be efficient as a principle of good governance, it is necessary to build and achieve trust [22].

Public policy reform can realise student trust in this case providing a high level of inclusiveness [23]. The concepts of participation, perceived government performance and trust have been linked to policy reform [24]. Perceived participation in health policy will result in positive outcomes, increasing the legitimacy of health policy and the government as a whole [25]. Policy reforms in policy areas such as health services, where reforms may result in budget cuts and increased direct payments.

As the 4th most populous country in the world, Indonesia urgently needs to utilise a deliberative approach to address the challenges faced in the industry. The momentum of this reform is taken from the COVID-19 pandemic where Indonesia was almost paralysed by its impact due to low capabilities in the health sector. This shows how the inability of Indonesia's health system to cope with health disasters has caused many casualties and damage to social and economic aspects not only in the short term but also in the long term.

Many things have happened during the COVID-19 pandemic that demand policy reforms in the health sector. COVID-19 mortality in Indonesia is the sixth highest in the world based on the Institute for Health Metrics and Evaluation (IHME) study of 736,000 by the end of 2021 [26]. Meanwhile, the observed case fatality ratio, Indonesia is the third worst in the world with a value of 2.6% [27]. On the other hand, deaths of health workers are very high, on 12 March 2022 reaching 2,066 people [28]. The high number of deaths, both from the community and health workers, occurred at the peak of the delta wave in July - August 2021. The high number of casualties was due to the chaos of health facilities in Indonesia being flooded with patients, so many of them were not treated and died on the way, hospital grounds, or at home. This was exacerbated by limited medicines and oxygen supply.

The current Indonesian government has tried to determine the right policy by using evidence-based policy. Data collected shows that the problem is the lack of availability of medical equipment, medicines, and research and development. Deputy Minister of Health of the Republic of Indonesia, Dr Dante Saksono Harbuwono SpPD-KEMD, revealed three main problems of health issues in Indonesia, among others: Our medicine raw materials are 90% imported, our medical devices are 88% imported, and our research R&D rate is only 0.26%. The low quality of the health support system shows how chaotic public health policy in Indonesia is. Therefore, deliberative policies are needed to force all actors to discuss what policies are appropriate to take to solve these problems. Deliberative policymaking should encourage better policies.

Based on existing research results, people who have higher education will create better self-awareness about involvement and make changes in government policies [29,30]. So this research takes a different step from other studies [24,31], namely using the population of Brawijaya University students who come from various regions in Indonesia. However, the researcher specifies active students. Because based on the results of expert research, in general, political habits formed in youth have a lasting impact [32]. Students develop habits of political participation and civic engagement that are likely to last a lifetime [33]. Thus, university students represent highly educated students.

Based on the above background, the COVID-19 pandemic has provided lessons for the whole world regarding the importance of reforming health policies. This shows that no country is safe from its impact. However, casualties can be avoided by improving the quality of policies in the main health sector emphasising the deliberative process of policy, as shown by a number of other countries that have succeeded in reducing mortality rates. This study analyses the effect of student participation variables on student trust. As well as the role of performance mediator variables in mediating the effect of student participation on student trust. Where public trust is the main capital in building health policy reform in Indonesia.

2 Literature Review

2.1 Participation in Deliberative Policy Approach

Deliberative policy refers to discussions between citizens and government officials to jointly conclude policy decisions [34]. It places more emphasis on the process of public policy-making. There is a process of discussion as a tool to analyse policy debates in a way that allows for

increased participation of lay stakeholders. Deliberative which refers to the consideration of reasons or deliberations with respect to practical decisions and democratic deliberation to involve equal participation in this process [35]. Deliberative democracy sees equal and fair participation in a political process geared towards collective judgment on public issues. At the heart of deliberative democracy, then, is the linkage between people's aspirations and inclusion on the basis of equality.

This study uses the guidelines of [24,36], where researchers used the perceived effectiveness of community participation to represent citizen participation, specifically measured based on their perceptions of the extent to which their opinions are taken into account by the government. Student participation is a process of collective reflection that allows students to be involved in collating important information in the field of health and considering it to make decisions through participatory mechanisms, a commitment to work with the responsible institutions and includes inclusion and deliberation in influencing the planning and subsequent implementation of these decisions [36]. These include: inclusion and deliberation, government commitment, and capacity for influence. First, Inclusion involves different social groups in the decision-making process and emphasises the involvement of communities that are overlooked or marginalised by the existing socio-economy. Meanwhile, deliberative is a decision-making process that is preceded by a good communication process on the discussion of a view.

Secondly, the government's commitment is the government's efforts in consistency in encouraging students to get involved and providing feedback to students, as well as providing support to the participation process including: policy support, resource support, and facilities and infrastructure. Lastly, the capacity of influence is the government's ability to articulate the results of the student participation process in relation to government public policies or actions, this can be seen from the extent to which the benefits or impacts on society have been felt.

2.2 Government Performance

Government performance is measured through 3 indicators, namely (1) service quality, (2) service competence, and (3) service improvement. This research includes service improvement indicators because this research speaks to the context of administrative reform [24,37,38]. Then, because the concept of administrative reform essentially involves dimensions and spectra that are very broad and complex [39]. The researcher, therefore, specifies or limits it to policy reform. Policy reform involves the process by which changes are made to the formal "rules of the game", including laws, regulations and institutions to address problems or achieve goals such as improving public health welfare.

According to [37], several indicators influence the perception of government performance. First, the quality of government services is a key element of performance. If a government agency can provide services efficiently, and provide public goods and services that meet the needs of the community, this will affect public perceptions to create trust in the community that the government can fulfil its responsibilities, protect public benefits, or even do better than their expectations.

Second, competence shows that the competence of government services, as measured by the development of services that people need and the ability to achieve high citizen satisfaction,

statistically significantly contributes to public trust. [12] empirically proved that the congruence between people's service expectations and the actual services received from the government, as well as easily obtainable, timely, and efficient services provided by the government, are significantly positively related to citizens' satisfaction with government services, leading to greater trust in the government.

Competent administrators, who possess "knowledge and skills necessary for effective operations with the aim of maintaining or increasing organizational productivity" [40], tend to gain the trust of citizens [40,41]. People tend to feel more comfortable and less stressed when dealing with skilled and professional administrators. For example, [41] concluded that service competence, which concerns the administration's ability to develop goods and services needed by the public and its ability to achieve high public satisfaction, is an important mediating factor in the positive impact of the policy on perceived student participation on citizens' trust in government.

Finally, according to [37], the ethical behaviour of administrators, characterised by an emphasis on integrity, loyalty to public service values, and ethical competence in administrative agencies, has a significant impact on citizens' trust in government [37,40,41]. According to [37], lies and abuse of power erode trust in government. [42] empirically examined the ethics-trust relationship, the findings showed that administrative ethics significantly increase trust in government. Integrity (honesty), openness, and public officials' loyalty to the public interest have a stronger impact on trust.

[12] state that the ease of obtaining services and the timeliness and efficiency of service delivery positively increase people's satisfaction with the government, which in turn contributes to increased trust. [41] conclude that only a participatory process that ultimately leads to improved public services can enhance government credibility and a trustworthy government must be results-orientated.

2.3 Citizen Trust

Highly educated people's trust is a reflection of individuals' attitudes towards the state (in this case healthcare providers and state institutions as policymakers) based on perceptions of how well actual policy and administrative processes fulfil personal expectations [43]. The importance of trust will vary from context to context, as will the conditions for generating trust [44] but it is likely to be particularly important to healthcare provision as this is an environment characterised by uncertainty and an element of risk regarding the competence and intentions of practitioners on whom patients rely [45].

A further logical step from this suggests that if certain democratic institutions are not believed to be legitimate, then they will also not be trusted. Conversely, if one does not trust an institution, then one is less likely to trust it as legitimate. The key is that legitimacy requires a

judgement that the government will not abuse its power. It is an acceptance of the vulnerability of the state [46].

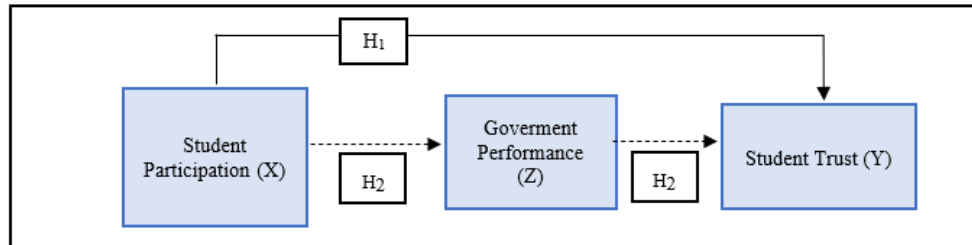


Figure 1 Hypothesis Model

—————→ Direct Effect
 - - - - -→ Indirect Effect

Trust appears to be necessary when there is uncertainty and a degree of risk either high, medium, or low, and this element of risk appears to stem from an individual's uncertainty regarding the future motives, intentions, and actions of others on whom the individual depends [47]. Trust in healthcare plays an important role in the relationship between its three main actors: the state, healthcare practitioners, and patients and communities [48], but there is considerable evidence to suggest that trust appears to mediate the therapeutic process and has an indirect influence on health outcomes through its impact on patient satisfaction, treatment adherence, and continuity with providers, and this encourages patients to access healthcare services and make appropriate disclosures so that accurate and timely diagnoses can be made [49].

[50] provides a framework of factors that influence student trust in the context of healthcare. The first is broadly categorised as interpersonal and organisational trust relationships, while the second is a different type of institutional trust. Meanwhile, [24] divides trust in state institutions so that in this study two indicators are used, namely: Trust in State Institutions and Trust in Health Services.

2.4 Hypothesis

Based on the concept model in Figure 1 which is in the attachment below, the hypothesis model in this study is as follows

H1: There is a significant effect of Student Participation (X) on Student Trust (Y) on health reform in Indonesia.

H2: There is a significant effect of Student Participation (X) and Student Trust (Y) with Government Performance (Z) as an intervening variable on health reform in Indonesia.

3 Research Methods

This research uses a quantitative approach with explanatory research. The location determination was carried out purposively, namely at Brawijaya University. The population and sample in the study were students of Universitas Brawijaya who came from various regions throughout Indonesia. A total of 400 respondents were determined as samples in this study. Students as a higher education community create better self-awareness regarding involvement and making changes in health reform in Indonesia. The research data was collected through questionnaires distributed through social media. The researcher took into account the representativeness of the sample in various regions and used supporting data. National demographic conditions were used as a measure to see the representativeness of samples from various regions. Data analysis was conducted using the Partial Least Square (PLS) method using SmartPLS 3 software.

4 Results and Discussion

4.1 SEM Analysis

The measurement model in this study uses a reflective measurement model. According to this measurement, the measure represents the effect (or manifestation) of an underlying construct [51]. The results of the outer model test showed that the reliability and validity tests are acceptable or meet applicable standards, including (1) Indicator loadings of research manifest variables from dependent and independent variables (Student Participation, Government Performance, and Student Trust) above 0.708, thus providing acceptable indicator reliability; (2) internal consistency reliability using the rhoa reliability coefficient, the test results show the construct reliability value ranges from 0.857 to 0.936 which meets the required Minimum 0.70 and Maximum 0.95 to avoid indicator redundancy, which will jeopardise content validity [52]; (3) convergent validity in this study shows an AVE value above 0.50 so it is acceptable; and (4) discriminant validity using the expected Cross-Loading value of more than 0.7, the discriminant validity test results meet these requirements.

Table 1: Direct Influence

	Original Sample (O)	Sample Mean (M)	T Statistics (O/STDEV)	P Value s
Student Participation -> Student Trust	0.320	0.323	5.745	0.000
Student Participation -> Government Performance	0.887	0.888	57.635	0.000
Government Performance -> Student Trust	0.635	0.632	11.901	0.000

Note: Researcher processing through SmartPLS 3 software

Furthermore, the structural model test follows the guidelines of Hair et al. (2021) obtained as follows: (1) there is no collinearity issue because the question items show a VIF value of less than 3, and the VIF value does not reach 5 so there is no collinearity problem; (2) Testing the coefficient of determination (R²) where using general guidelines, R² values of 0.75, 0.50, and 0.25 can be considered substantial or strong, moderate, and weak, respectively, in many social science disciplines [52]. The test results show that the Adjusted R Square value of the Student Trust variable (Y) is 0.865, which is in the strong or substantial category; and (3) is a significance test using P values, significant at a level below 5% or 0.05.

The results of the significance test Table 1 which can be seen in the attachment can be obtained P Values above the required provisions which are above 0.05 so that the hypothesis is accepted. Student participation has a significant effect on government performance and student trust. Where the results of the inner model estimation of the government performance mediator variable significantly mediate the effect of student participation on student trust which shows the P values of 0.001 (See Table 2).

Table 2: Indirect Influence

	Original Sample (O)	Sample Mean (M)	T Statistik	P Values
Student Participation -> Government Performance -> Student Trust	0.563	0.561	11.798	0.000

Note: Researcher processing through SmartPLS 3 software

In addition, researchers use F Square values of 0.02, 0.15, and 0.35 respectively to represent small, medium, and large effects for direct effects [52]. Meanwhile, the indirect effect uses the upsilon (ν) formula described by [53] to explain the total effect of mediating influence between variables.

The F Square test described in Table 3 is attached below. The effect of Student Participation on Student Trust at a moderate level, namely 0.163.

Table 3: F Square

Student Trust	
Government Performance	0.642
Student Trust	0.163

Note: Researcher processing through SmartPLS 3 software

While calculating the effect size of mediation, the Upsilon V formula applies:

$$\begin{aligned} v &= \beta_{YM \cdot X}^2 - [\beta_{YX}^2 + \beta_{YM \cdot X}^2(1 - \beta_{MX}^2) - \beta_{YX}^2] \\ &= \beta_{YM \cdot X}^2 - \beta_{YM \cdot X}^2(1 - \beta_{MX}^2) \\ &= \beta_{MX}^2 \beta_{YM \cdot X}^2 \end{aligned}$$

Referring to Ogbeibu et al. (2021) the squared standardised v effect should be greater than 0.175 for large effects, 0.075 for medium effects, and 0.01 for small effects, so it is more suitable for indirect effects. The following calculation is obtained.

$$V = (0.888^2) \times (0.632^2) = 0.315$$

Based on the above calculations, the role of Government Performance in mediating the significance of the indirect effect of Student Participation on Student Trust towards large. Meanwhile, regarding the type of mediation, the analysis is recommended by [52]. Because student participation significantly affects student trust and government performance significantly mediates the relationship between student participation and student trust, the following formula applies:

$$p1 \cdot p2 \cdot p3 = 0.320 \cdot 0.887 \cdot 0.635 = 0.180 \text{ (Positive)}$$

So from the calculation results, it can be obtained that the role of government performance in mediating the significance of the effect of student participation on student trust is Partial Mediation (complementary mediation) which describes a situation where the direct effect and indirect effect of p1 - p2 point in the same direction.

Table 4: MV Prediction PLS and LM

Indicator	RMSE	RMS E	Indicator	RMS E	RMS E
Trust_institution 1	0.671	0.683	Competence1	0.726	0.743
Trust_institution 2	0.729	0.727	Competence2	0.671	0.681
Trust_institution3	0.866	0.854	Competence3	0.742	0.759
Trust_institution4	0.733	0.746	Competence4	0.819	0.804
Trust_institution5	0.732	0.752	Competence5	0.721	0.729
Trust_health_services1	0.640	0.649	Improvement 1	0.823	0.813
Trust_health_services2	0.736	0.741	Improvement 2	0.774	0.785
Trust_health_services3	0.738	0.756	Improvement 3	0.712	0.707
Trust_health_services4	0.738	0.756	Improvement 4	0.731	0.753

Trust_health_services5	0.737	0.749	Improvement 5	0.708	0.720
Quality1	0.690	0.682			
Quality2	0.723	0.728			
Quality3	0.749	0.762			
Quality4	0.762	0.779			
Quality5	0.740	0.758			

Notes: Researcher processing through SmartPLS 3 software

Finally, the PLS Predict test by comparing the RMSE between PLS and LM, can be obtained in Table 4. The comparison results through the table above can be concluded that most of the endogenous variable measurement items (student trust and government performance) of the proposed PLS model have a lower PLS RMSE compared to the LM RMSE, so the model has high predictive power using PLS which means that the measurement error in this study is smaller.

4.2 Discussion

Based on the results of data processing, it is concluded that student participation in student trust has a positive and significant effect. This means that student participation is an important aspect in shaping student trust. The more student participation increases, the more student trust increases. The main reason student participation has a positive and significant effect on student trust is because students access more information about the policy process, thus shaping student trust [54]. Moreover, when their suggestions are recognized and responded to by policymakers through a participatory process, students' perceptions of government trust tend to increase.

The results of this research data show that inclusion and deliberation play an important role in shaping students' perceptions of participation. Inclusion involves various social groups in the decision-making process and emphasizes the involvement of people who are neglected or marginalized by the existing socio-economy. Meanwhile, deliberative is a decision-making process that is preceded by a good communication process about the discussion of a view [36]. The main thing is to provide equal opportunities in the process of drafting regulations.

Nationally, perceptions related to equal opportunities in the process of drafting regulations in the health sector are in the "high" category. However, based on the data from this study, it is concluded that the Papua region is still in the low category. Based [55], the number of Papuans who used their voting rights was recorded at 2.91 million voters or 84% of the total number of voters who had the right to vote which reached more than 3.4 million. This is in the high category, but in the context of this research, community participation is not just counting votes or participating in the election but emphasizes the discussion process [56], empowerment [57], consensus achievement [58], diversity of opinion [59] which is then known as the assumption of deliberative democracy. The ultimate goal is to achieve a legitimate government [60]. Therefore, the participation process in Papua needs to receive more attention from the Regional Government and the Central Government to focus on building a good public participation system and mechanism.

Nationally, the ease of information on the Musrenbang process is in the high category. Indeed, according to [61], access in increasing the process of community participation, is necessary to provide convenience related to access and information. Due to measuring the heterogeneity of the population involved, involvement information must be easily accessible to all communities, especially communities that are often marginalized or marginalized.

Realizing deliberative democracy's assumption of inclusive participation involves tailoring appropriate mechanisms and methodologies [62]. The task of political parties, DPRDs, and DPR-RI is to ensure the diversity of the community and ensure that aspirations are channelled into further participation processes. Therefore, in line with [63,64], inclusive participation emphasizes the importance of mechanisms related to adequate channels to ensure that people's aspirations and diversity are adequately represented. However, the results show that the effectiveness of delivery channels still needs to be improved, thus bringing about participation effectiveness. The effectiveness of channels through political parties, institutions, and DPRD in receiving student aspirations related to health policy reform in Indonesia is still in the high category.

Commitment to health reform can be built by increasing demand for public policy through policy dialogue (policy participation) and by providing evidence on the effectiveness of various policy proposals [65]. In reality, policies are not designed and implemented by welfare-maximizing planners but are determined through the political process. Therefore, there is no guarantee that efficient policies will be chosen equally. However, this does not mean that personal or group interests cannot be minimized. The participation aspect can minimize the abuse of power. So the form of involvement, as described by the researcher above, can bring public trust.

In addition, student participation in government performance has a positive and significant effect. This is because people are given the freedom to address disparities in health and access to services, making it possible to reduce dissatisfaction. Similarly, people who voice and participate in health policy reform may experience higher or lower levels of health system performance [24].

Increasing the student participation process can affect the perception of government performance. Due to the extent of the results of government performance, it is determined by the regulations and policies made. Because the State Civil Servants (ASN) works based on the regulations that have been made. Participation is directed as a process of drafting regulations and as a guide in ASN acting, serving, and working for the people. Therefore, whether the performance is good or not is determined by the quality of the regulations, which are indirectly made through the process of involving the community with the government.

The findings of this study indicate that there is a significant positive effect, where the indicator of the government performance variable, namely service improvement, is determined by how well the role of community involvement in providing aspirations and input to government and health services.

The government's lack of commitment to participation will affect the improvement of health services. This is especially true for local governments in improving regulations related to health service reform. It can be simply explained that when there is no feedback from the government, there is no improvement in health services. Local governments should use various channels of

participation so that citizens have many ways to express their demands, requests, and complaints. Thus, the government's response will be more targeted to the needs of the community and the community will tend to be more satisfied with the process and results of its performance. Furthermore, [37] states that participating citizens want their voices to be heard, their choices to be considered in policy-making, their requests to be met, and their complaints to be resolved. In line with the researcher's findings, when there are no good participation channels, there are no complaints, if there are no complaints, there is no improvement, if there is no improvement, there is no performance improvement, thus making the perception of government performance low or bad.

While in the perspective of deliberative democracy, where the findings of this study explain the link between student participation and service improvement because the core hypothesis of deliberative theories is that the exchange of reasonable and credible arguments will result in mutual learning and in producing solutions that can be rationally justified for those affected to bring improvements and learning related to the services provided by the government [66,67]. From this perspective, access to engagement is an essential component of effective community engagement interventions, to ensure that valid and effective interventions can be carried out, so that relevant information is gathered and exchanged among competent participants in the regulatory process, thus leading to improved health services [68]

The existence of student participation through adequate mechanisms makes improvements to the quality of health services. Because, if the participation mechanism runs well, citizens will provide input to the government regarding the quality of service that has been felt by the highly educated community or students. This is related to service fairness, adequate facilities, service ethics, and regulations. This is a benefit of participation conveyed by [69] that in the policy-making process, participation brings information exchange, to overcome government barriers to information limitations.

Government performance significantly mediates the effect of student participation on student trust. This supports [24] that public participation is directly and indirectly related to trust in government, while government performance in health services plays a mediating role. However, there are differences, especially in terms of research instruments. In addition, the population in this study is a highly educated community and diverse community, ranging from background, values, social, and cultural, norms etc. Development in each region between Java and outside Java cannot be concluded to be the same. However, the findings of this study provide literature development and new findings in strengthening [24].

The more effective the participation system is, the more effective it is in conducting public consultations, thus strengthening citizens' satisfaction with health services in Indonesia, which in turn increases students' trust in the government. This study argues that participation is not just about counting votes, but also about how it can improve quality of life, and empower students in health policy reform. Facilitating student participation can not only improve performance based on input from a highly educated population but also strengthen the government's long-term legitimacy and support for its health policies. This is an important asset for the success of health reform in Indonesia.

Conversely, public dissatisfaction with health service performance can also spill over into the deliberative sphere, decreasing trust in government institutions [24]. This study reveals that student trust is divided into two dimensions: trust in state institutions (administrative trust and

political trust) and trust in health services. It is important to include indicators of trust in health services as they directly interact with the public [70].

As suggested by [24], the study of participation and trust in particular should not be narrowly confined to a specific domain. Instead, it is imperative to extend this debate to a broader realm, specifically the political impact of participation. Where in the indicator we include an indicator of influence capacity which highlights the government's ability to articulate the results of the student participation process in relation to government public policies or actions, this can be seen from the extent to which the benefits or impacts on society have been felt.

In addition to participation influencing trust in state institutions, participation also influences trust in health services both directly and indirectly through government performance. This is because health services are governed by regulations, and must comply with the regulations and standards that have been decided. Whether or not the public thinks health service regulations and standards are good is determined by the participation of highly educated people. Ethics, service excellence, and patient needs are determined by the level of public consultation. This in turn, when participation is good, will improve health performance, and then increase student trust.

The findings of this study complement the deficient results of He and Ma's (2020) study which showed limitations related to the hypothesis regarding the direct and indirect relationship between community participation and government trust being supported only in the case of administrative trust. The findings of this study not only highlight administrative and political trust but also highlight trust in health services.

However, based on the findings of this study, trust in politics, especially in the DPRD and DPR-RI, as well as political parties, is low. This is because there is a lot of abuse of power by unscrupulous members of the DPRD and DPR-RI, which reduces public trust, despite high participation and satisfaction, which may explain the low political trust observed in our study.

It was also found that trust in political parties is low. This is due to media reports, where one political party that has a large majority in parliament openly revealed that political parties move for the sake of party interests. In this case, people perceive political parties as an extension of the interests of the group, namely the party itself. Not as a representation of the voice of the community.

This research contains a performance thesis highlighting service competence, suggesting that when a person's experience of day-to-day public service provision is largely positive, he or she is likely to value the government's competence and thus place trust in it [14]. In addition, [41] concluded that service competence is important to discuss, as it concerns the administration's ability to develop goods and services that the public needs and its ability to achieve high public satisfaction, which is an important mediating factor in the relation of public participation to citizens' trust in government [37].

5 Conclusion

Based on the results of the research analysis that has been carried out, it can be concluded that: Student participation has a positive and significant effect on student trust in health reform in Indonesia. Participation increases student trust, as students access more information related to the health policy formulation process. Moreover, when their voices are recognized and responded to by policymakers through a participatory process, students' trust in the government will increase.

Student participation has a positive and significant effect on government performance. Because the results of participation will produce health policies that are in accordance with the demands and expectations of the community, considering that whatever the government does is based on policy, the results of the policy through the participation process will be implemented through its performance in serving the community. So that it provides satisfaction for students because the performance is as expected.

Student participation has a positive and significant effect on student trust with government performance as an intervening variable. The more effective the participation system, the more effective it is in conducting public consultations, thereby strengthening citizen satisfaction with health services in Indonesia, which in turn increases student trust in the government.

Therefore, suggestions can be obtained for the Central and Regional Governments in making regulations in the health sector, must pay attention to the opinions and aspirations of students, so the important point is that the participatory process must run effectively, by increasing the government's commitment to establishing public consultations with students. Improving and enhancing government performance in the health sector is an important element in building trust. So this can be achieved by fixing the central government's policy regulations in health insurance and health services.

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