

The Governments' Use of Social Networking Sites (SNS) to Promote Citizens' Trust During the COVID-19: Perceived Religious Values as a Moderator

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Abstract: Grounded on the social capital theory, the current study examines the direct and indirect association of perceived government response to COVID-19 and the interaction of government representatives on social networking sites with the Public Trust in Government (PTIG) via perceived e-governance effectiveness as a mediator. Moreover, the interactive effect of Perceived Religious Value with Perceived Government Response to COVID-19 and Interaction of Government Representatives on Social Networking Sites was assessed to enhance public trust in government. Two independent studies were performed, and data were evaluated using SmartPLS 3.0 software. Results revealed the significant direct and indirect impact of Perceived Government Response to COVID-19 and Interaction of Government Representatives on Social Networking Sites on Public Trust in Government via Perceived E-governance Effectiveness as a mediator. The results also supported the moderating role of Perceived Religious Value between the Interaction of Government Representatives on Social Networking Sites and Public Trust in Government. Likewise, the findings supported the interactive effect of Perceived Government Response to COVID-19 with Perceived Religious Value to enhance Public Trust in Government. Key policy insights about the government's timely and effective response to COVID-19 and Social Networking Sites used to enhance public trust are highlighted.

Keywords: Trust in government, interaction with government representatives on SNS, perceived e-governance effectiveness, perceived government response to COVID-19, perceived religious value.

COVID-19, a global pandemic, posed many challenges for countries worldwide. Varying from strong economies like the United States and Germany to developing nations like Indonesia, governments faced challenges in decreasing the number of cases and death rates while still protecting jobs and the economy (Bodrud-Doza et al., 2020). Several countries' governments had to enforce light to strict lockdowns where businesses, educational institutions, entertainment

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venues, the transportation sector, and the tourism and hospitality industry were shut down for shorter or longer periods depending upon the virus situation in each country (Gates, 2020). Moreover, to deal with the challenges during the pandemic, most governments designed multiple platforms like e-learning, virtual and digital mediums to address the public, formulate regulations, provide constant feedback (Shammi et al., 2020), and provide sufficient health facilities information (Pabbajah et al., 2020) to maintain the trust of citizens in government. Additionally, many countries introduced digital tracking and tracing systems for COVID-19 to inform, update, and coordinate information about virus-hit areas and death rates (Purwanto et al., 2020).

The literature also reveals that effective communication can reduce anxiety and uncertainty (Royo-Vela & McBee, 2020). Therefore, it is important that government representatives (the elected government officials, that is, Members of the National Assembly and Members of the Provincial Assembly continuously communicate the initiatives/policies during any change enforcement or crisis scenario to their people using various communication channels. One such communication means has been observed as Social Networking Sites (SNS), as they offer flexibility, quick response, and accessibility (Sayogo, 2018; Su, 2021). Especially during the current pandemic, many governments widely used this medium to communicate with people and address their concerns. This communication further helped bridge the gap between the public and the government and overcome the uncertainties regarding society's well-being (Wong et al., 2020). Furthermore, e-governance is another effective way of reaching the masses 24/7 and gaining their trust. Information and Technologies have widely transformed how governments interact and communicate with the masses (Matheus & Janssen, 2020).

Moreover, e-governance in any country requires a minimum threshold of technological infrastructure, human capital, and e-connectivity to ensure the efficient and effective delivery of public services and bridge the gap between authorities and the masses (Beshi & Kaur, 2020). It is considered effective when citizens participate in democratic processes, strengthening their trust in the government (He & Ma, 2021). Although, some studies have demonstrated the association of the interaction of government representatives on SNS (IGRSNS) (Starke et al., 2020) and perceived e-governance effectiveness (PEGE) (Nulhusna et al., 2017) with the citizens' trust in government. However, the least attention has been paid to exploring the direct or indirect association of the Perceived Government Response to COVID-19 (PGRC) with citizens' trust in government. Hence, adding to the existing literature, the current study investigates the direct and indirect association of PGRC and IGRSNS with citizens' trust in government (CTIG) via PEGE as a mediator.

Moreover, scholars demonstrated that national institutions influence public preferences and structure patterns of social division (Baazeem, 2020). One such aspect is religion's role in instilling faith and social practices and bringing harmony among people (Galle et al., 2020). In connection, Zeng et al. (2020) stated that religious values reflect beliefs and practices to bind believers of a particular religion together. Various states are built worldwide based on religious principles and incorporate religion in governing people (Zeng et al., 2020). Especially in Islamic countries like Indonesia, religion plays a vital role in governing every walk of life, including law enforcement, justice, education, health, and even trade and business. In a study among Christians, Pluskett (2020) demonstrated that those who believe in religious values were more inclined to listen to government officials' statements in light of religious teachings. However, the role of religious value in establishing and retaining citizens' trust in government relative to PGRC during the pandemic IGRSNS has not been explored previously. Hence to advance the existing literature, this research investigated the moderating role of perceived religious value (PRV) between the relationship of PGRC and IGRSNS with CTIG.

Moreover, this research was conducted among the citizens of Indonesia, which has substantial social media markets, with more than 191 million users in January 2022. Along with Islam, the country's major religion, other religions, such as Christianity, Hinduism, and Buddhism, are freely practiced (Budiarto & Salsabila, 2022). During the pandemic, government representatives worked with religious scholars under the Ministry of Religious Affairs' supervision to control the spread of the virus using SNS to motivate and educate the public. Many religious scholars banned religious gatherings and conducted webinars to guide the public to follow Standard operating procedures to control the pandemic's spread (Hartanto et al., 2021). All these measures reflect the government's responsiveness and religious bodies' care toward the public. Thus, considering all these factors, the Indonesian cultural context becomes a suitable setting to empirically investigate the suggested framework in this research.

The current study used social capital theory, which suggests that institutions must work together to share a sense of identity, responsibility, trust, value, and reciprocity (Myeong & Seo, 2016). When the government makes timely responses to uncertain situations, its representatives interact with the public on SNS, and religious support is available, social capital is built at the governmental level, further facilitating trust among citizens. Policymakers and government officials can use the current study's findings to establish long-term equity and enhance public trust in government based on their responsiveness towards the public using SNS. Hence, established on the assumptions of the social capital theory, the current study aims to examine:

- The impact of perceived government response on COVID-19, the interaction of government representatives on SNS, and perceived e-governance effectiveness on citizens' trust in government.
- The underlying mechanism of perceived e-governance effectiveness between the relationship of perceived government response to COVID-19 with citizens' trust in government.
- The mediatory role of perceived e-governance effectiveness between the relationship of the interaction of government representatives on SNS with citizens' trust in government; and
- The interactive effect of perceived religious value with perceived government response to COVID-19 and the interaction of government representatives on SNS to augment the citizens' trust in government.

Literature Review

Theoretical Foundation and Theoretical Framework

Citizens' trust in government (CTIG) depicts their expectations regarding government institutions and political leaders' performance and how they commit, behave, and accomplish their obligations (Cheema, 2011). CTIG has also been defined as citizens' confidence in government representatives to do the right thing in the best interest of the public (Barnes & Gill, 2000). Hence, government performance evaluation is based on trust instilled in the government to run a state's functions (Yang & Holzer, 2006).

In connection to that, the current study is grounded on the social capital theory (SCT), which proposes that social capital is built due to the harmony of various institutes working together to create the feeling of responsiveness, trust, value, and reciprocity (Myeong & Seo, 2016). Government representatives must interact with citizens and bridge the gap between government

bodies and citizens, building a psychological state that governments' actions are in the public's best interest and further building trust among citizens (Ruswanti et al., 2020). Likewise, to fight the prevailing pandemic, the government must increase interactions with their people on SNS to gain trust (Wasike, 2017). The efficient use of e-governance channels helps build and maintain public trust in government (Beshi & Kaur, 2020).

Thus, PGRC, IGRSNS, PEGEE, and the PRV's role in developing citizens' trust in governments is rooted in the integration of various institutions working together to create social capital. In addition, based on values, interactions, responsiveness, and effectiveness, the citizens' trust in the government is an excellent conceptualization of social capital theory. Figure 1 shows the study's theoretical framework.

Perceived Government Response to COVID-19, Interaction with Government Representatives on SNS, and Citizens' Trust in Government

Perceived government response to COVID-19 has been conceptualized “as the government's prompt response to the pandemic to device the laws, regulations, and welfare decision-making in the public's best interest” (Mansoor, 2021, p. 2). Likewise, this research considered government response to COVID-19 as how governments handled the pandemic, keeping in view the emergencies while prioritizing citizens' well-being. Research shows that perceived government response to COVID-19 has significantly controlled the virus (Pabbajah et al., 2020). Research also shows that citizens who believed their governments took necessary measures to control the virus spread during COVID-19, that is, enforcing strict lockdowns, ensuring the application of standard operating procedures, and providing required medical facilities, exhibit more trust in their government. (Pabbajah et al., 2020). Likewise, researchers also associated reduced cases and lower death rates with effective government response to COVID-19 (Khemani, 2020). Moreover, Evans and Hargittai (2020) demonstrated that people worldwide vary in perceiving the response to COVID-19. Therefore, as a measure of performance and grounded in social capital theory, which advocates that perceived government response to COVID-19 is vital to create citizens' trust in government; as it forms the social capital, which is the basis of interpersonal relationships built on mutual understanding and shared actions (Wu, 2021), the following hypothesis is posited:

Administrative persons have recently used social networking sites to interact with citizens regarding new policies and views on various political and economic situations (Wukich, 2021). At the same time, Su (2021) depicted that interaction through SNS promotes positive feelings, mutual respect, and closeness among citizens. Thus, when government representatives interact with citizens on SNS regarding essential matters, it further creates trustworthiness. Moreover, interactions on SNS occurs in multiple means, that is, by following official social media pages of political parties, changing the profile pictures in support of a political cause or personality, and posting and retweeting political officials' statements (Fischer-Preßler et al., 2019). Similarly, Politicians and policymakers might post, share, tweet, or upload content on various SNS to inform and communicate various critical issues (Starke et al., 2020). The social capital theory also supports the interactions between individuals, communities, and institutions as these interactions result in forming a social capital that further leads to positive outcomes such as CTIG. Therefore, based on the above theoretical and literature-based support, it is hypothesized that:

Perceived Government Response to COVID-19, Interaction with Government Representatives on SNS, and Perceived E-governance Effectiveness

The perceived government response is the degree to which individuals believe that their query through online channels or SNS has been responded to quickly and appropriately by the government (Minard, 2015). Although governments make laws and policies to ensure society's smooth functioning and regulatory authorities to protect public rights, research shows that many issues remain depending on a country's economic, social, and cultural background (Gracia & Arino, 2015). Thus, governments should be responsive and vigilant to accommodate and fulfill the citizens' needs (Linde & Peters, 2020).

Since the outbreak of COVID-19, various nations have taken multiple courses of action (Hale et al., 2020). For example, after quickly recognizing the disastrous effects of the pandemic, the government of Indonesia established a National Command and Operation Centre and COVID-19 Health Advisory Platform under the Ministry of National Health. Disaster management authorities appointed the health and administrative staff at the district and tehsil (a local unit of administrative division) levels. The interactions among government officials and citizens on social media resulted in an environment of care and trust. Hence, people started following the standard operating procedures for COVID-19 all over the country (Mansoor, 2021). Irrespective of all such measures, the role of PGRC in enhancing PEGE has not been explored yet. Therefore, to bridge this literature gap and grounded in social capital theory, the following hypothesis is proposed:

H2a: There is a positive association between perceived government response to COVID-19 and perceived e-governance effectiveness.

The frequent use of SNS to obtain political news and interact with politicians has been reported by many researchers (Kalogeropoulos et al., 2017). The interactive activities with government representatives involved liking or posting comments on government representatives' posts, responding to the other users' content linked to the government responsiveness, and supporting the government representatives' initiatives taken in favor of citizens (Starke et al., 2020). Research demonstrates that SNS use increases the likelihood for users to interact with government representatives directly and observe the interactions of other users with government representatives passively. Furthermore, e-governance effectiveness is based on web interactivity with citizens, transparency, and access to information through various information communication technologies, including SMS, websites, emails, and helplines (Patrucco et al., 2020). E-governance has been related to the public's active engagement and word-of-mouth, as SNS services operate on this phenomenon where citizens can share, post, and comment on various issues (Kuru, 2009). Perceived usefulness has also been associated with E-governance effectiveness. It involves using mobile and computing technologies, like in the current pandemic data being updated every few hours about new cases and deaths (per city and state) and reporting the updated measures taken by governments (Bhuvana & Vasantha, 2020). Research also suggests that because e-governance involves adopting new technologies, it faces resistance to change in rural or underdeveloped areas where people are not educated enough and are used to traditional systems (Bhuvana & Vasantha, 2020). However, majorities have accepted these adoptions positively (He & Ma, 2021). Hence, the IGRSNS with citizens positively influences PEGE, creating interactive, supportive, and responsive social capital. Thus, the following hypothesis is posited:

H2b: There is a positive association between the interaction of government representatives on SNS and perceived e-governance effectiveness.

Perceived E-governance Effectiveness and Public Trust in Government

E-governance has been linked with efficiency and effectiveness through adapting to evolving technologies by government bodies (Wirtz et al., 2020). Researchers reported the governments' use of individuals' data through digital apps to monitor the rise of cases during the pandemic as a positive gesture from the governments in the majority's best interest (Hale et al., 2020). This is because the government needs to monitor the hard-hit area, the rising number of cases, and established standard operating procedures violations. Myeong et al. (2014) indicated that using technology to run government-related tasks to inform, monitor, control, and respond to crises effectively increases the public's sense of satisfaction and well-being. Moreover, e-governance also ensures the maintenance of records, adherence to compliance with rules, time-saving and on-spot response to evolving situations (Purwanto et al., 2020), instilling greater confidence among citizens' belief in the official's ability to perform well. Therefore, the following hypothesis is posited:

H3: There is a positive association between perceived e-governance effectiveness and citizens' trust in government.

Perceived E-governance as a Mediator

E-governance is more interactive and responsive to citizens using internet-based strategies to include citizens in the policy process (Pandey & Suri, 2020). Moreover, e-governance can help manage people in the modern age more conveniently and effectively by communicating timely and accurate information to the masses (Vaidya, 2020). In contrast, responsiveness is not just confined to the provision of feedback; instead, it reflects the efforts taken by the governments to implement laws and policies in the best interest of the citizen, which can be attained through regular interactions with the citizens (Minard, 2015). Hence, e-governance channels can increase government officials' response rate toward public issues and help bridge the gap between government representatives and citizens.

Moreover, the government's prompt response to handle the complaints and issues of the public directly impacts their trust level in the government (He & Ma, 2021). At the same time, technology can improve public service by generating speedy responses due to one-click systems provided through online databases and web-based interactivity (Lu et al., 2021). Additionally, governments are successful when they can safeguard the citizens' fundamental rights and provide them with the necessary facilities and justice (Pabbajah et al., 2020). Researchers also demonstrated that integrating responsiveness, systems, and institution engagement increase public trust in government services (Baazeem, 2020). Although, research demonstrates the association of responsiveness with PEGE and the association of PEGE with CTIG (Baazeem, 2020; Pandey & Suri, 2020). However, the mediatory role of PEGE in between PGRC and CTIG has not been previously explored. Therefore, to bridge this gap using social capital theory, we propose that e-governance channels efficiently communicate the PGRC to enhance CTTIG by building social capital. Hence, the following hypothesis is posited:

H4a: Perceived e-governance effectiveness mediates the association between perceived government response to COVID-19 and citizens' trust in government.

E-governance effectiveness is vital in running a country's affairs (Kalsi & Kiran, 2015). and helps authorities be more transparent and accountable to their citizens due to the records available on databases and websites (Wukich, 2021). IGRSNS is linked to the availability of open information to the public (Kim & Marlow, 2016). Moreover, research advocates that the inception of SNS has sparked the hope of reviving citizens' trust in government representatives by rejuvenating their communication with citizens (Starke et al., 2020). Simultaneously, based on the government representatives' interactivity, information is believed to flow directly from the government bodies to citizens, thereby reducing the existing political and social gap (Vaccari & Valeriani, 2015). Despite the importance of IGRSNS in communicating timely information to the citizens, which results in an enhanced level of citizens' trust in government, the literature lacks evidence regarding the mediatory role of PEGE between IGRSNS and CTIG. However, effective e-governance can transmit the increased IGRSNS to an increased level of citizens' trust in government. Hence, it is proposed that:

H4b: Perceived e-governance effectiveness mediates the association between the interaction of government representatives on SNS and citizens' trust in government.

Perceived Religious Value (PRV) as a Moderator

Research shows that religion plays a vital role in building trust among citizens by devising proper rules and regulations at the government level (Hartanto et al., 2021). COVID-19 took many precious lives, and most governments, that is, Spain, Germany, and Italy, decided to bury the bodies themselves (Bhuvana & Vasantha, 2020). Later, following standard operating procedures, some countries allowed handing them over to families to practice their rituals (Khemani, 2020).

Many other concerns led government bodies to make timely decisions to formulate policies during the pandemic considering the religious guidelines (Thomas & Barbato, 2020). These practices further enhanced trust among citizens based on the understanding that the government cares for its citizens' beliefs even in challenging circumstances (DeFranza et al., 2020). In times of uncertainty, people with stronger religious beliefs have shown faith and determination to come out of the critical situation soon (DeFranza et al., 2020; Khan & Chawla, 2020). In addition, the Muslim majority of countries like Indonesia, Malaysia, Iran, Pakistan, and Saudi Arabia prioritized religious teachings while making policies and decisions at the government level. Hence, the Muslim-majority countries' government representatives quoted the Hadith (Collection of sacred sayings by The Prophet P.B.U.H) to encourage people not to lose hope and follow the standard operating procedures and government regulations to beat the virus (Hartanto et al., 2021). Likewise, research also shows that countries with believers of other religions have exhibited similar behaviors with varying procedures and intensity in making laws and policies and deciding in their public's best interest to curb COVID-19 (Thomas & Barbato, 2020).

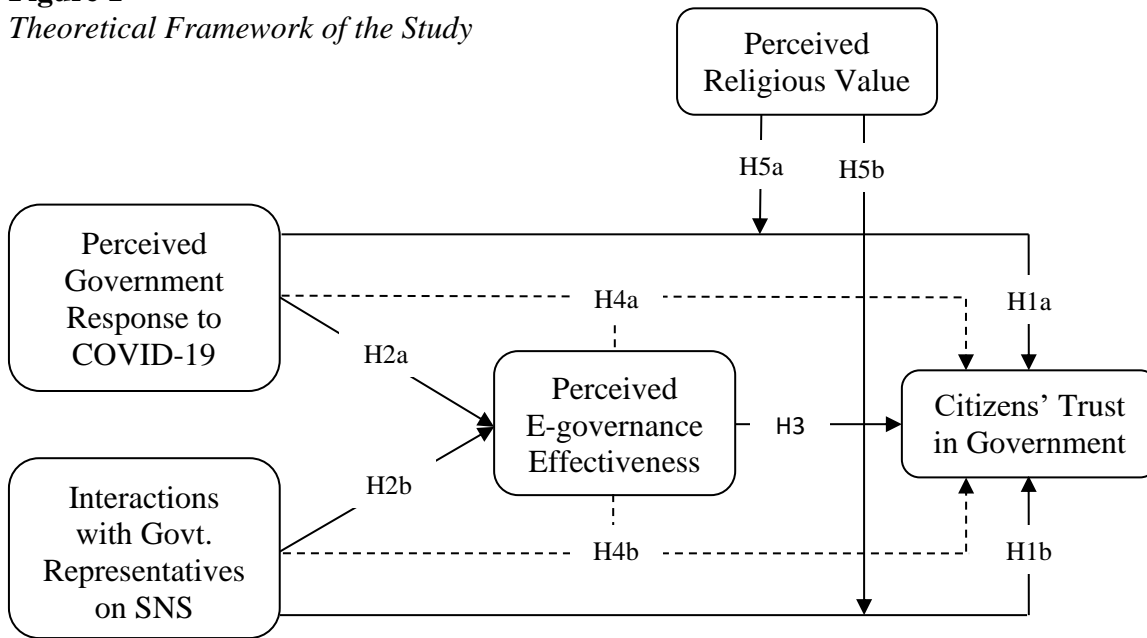
Regardless of the importance of religion in developing positive attitudes among the public toward their governing bodies, there is a paucity of research on the relationship of perceived religious value with citizens' trust in government (Hartanto et al., 2021). More specifically, studies exploring the combined effects of perceived religious value with perceived government response to COVID-19 in developing, maintaining, and enhancing the citizens' trust in government are very

scarce in current literature. Therefore, to bridge this literature gap and following social capital theory, the following hypothesis is posited:

H5a: Perceived religious value moderates the relationship between perceived government response to COVID-19 and citizens' trust in government such that the relationship is stronger in the case of higher values of perceived religious value.

Perception of value is a fundamental aspect of religion, enriched and enhanced due to meaningful engagement (Kuru, 2009). Research demonstrates the significance of using/sharing faith-based content on social media networks to help and guide people regarding important matters and issues (Hartanto et al., 2021). Literature also shows that trust in government leaders increases when they work with religious scholars to promote acceptable practices of peace and harmony worldwide (Sayogo, 2018). Moreover, people with strong religious beliefs rate the benefits of interaction with those government representatives high who associate religion while conveying important messages (Mouritsen, 2006). During the pandemic, government and religious officials banned major prayer gatherings and other religious festivals from ensuring citizens' safety while communicating on SNS to maintain public confidence (Hartanto et al., 2021; Luczak & Kalbag, 2018). These actions demonstrate religious scholars' role in communicating religious values to help the government combat the crisis.

Figure 1
Theoretical Framework of the Study



Research on how incorporating religious values during the interaction of government representatives on SNS can enhance citizens' trust in government is scarce. However, previously the role of religion has been considered central to formulating policies and law-making in the people's best interest (Islam & Siddika, 2020). Moreover, researchers also reported the significance of frequent interaction of government representatives on SNS in enhancing citizens' trust in government (Starke et al., 2020). Extending the existing literature using social capital theory, we

propose that when religious teachings and values are added to these interactions, social capital is developed, which makes people actively participate and respond to government calls. This further results in a cooperative and trustworthy environment. Hence, the following hypothesis is posited:

H5b: Perceived religious value moderates the relationship of the interaction of government representatives on SNS and citizens' trust in government such that the relationship is stronger in the case of higher values of perceived religious value.

Methodology

Considering the rapidly growing social media with approximately 4.3 billion users in 2021 (Mansoor, 2021), this research investigated the impact of perceived government response to COVID-19 and the interaction of government representatives on SNS on citizens' trust in government. Also, the moderating role of perceived religious values in enhancing citizens' trust in the government during crucial COVID-19 was assessed. Moreover, the current study was conducted in Indonesia, a developing country with 191 million active monthly social media users in 2022. Therefore, investigating the role of social networking sites (SNS) in developing and enhancing trust in government is of paramount importance, especially during the pandemic (Aldila et al., 2021). We conducted two quantitative studies using post-positivism approach based on examining the influence of various factors on citizens' trust in government. Study 1 was organized among the followers of government agencies/representatives on various SNS following a cross-sectional data collection methodology. Study 2 was conducted among the citizens of Indonesia at lower administrative units. The main motive for conducting the two independent studies was to identify the predictive differences (if any) between the perceptions of respondents identified and contacted based on following the accounts/pages/sites of government agencies/representatives on various SNS compared to the people visiting public places at lower administrative units in different cities.

Measures

For the collection of primary data, a questionnaire comprised of 45 items was used (Appendix A). A 5-point Likert-type scale was used to assess all items, with responses ranging from 1=strongly disagree to 5=strongly agree. Scales for all the study constructs were adapted from the existing studies. Five items from Grimmelikhuisen (2012) scale were used to assess citizens' trust in the government. Perceived government response to COVID-19 was measured with a ten-item scale (COVID-SCORE-10) adapted from Lazarus et al. (2020). The scale includes items regarding the availability of the government's help to citizens, timely communication with the citizens, free testing and vaccination facilities available to citizens, and overall preparedness during the pandemic. Three items adapted from Starke et al. (2020) measured interaction with government representatives on SNS. Respondents were asked about following, writing, and participating in online discussions with government representatives during the pandemic. A fifteen-item scale adapted from Reddick (2009) was used to assess the perceived e-governance effectiveness. Finally, the perceived religious value was measured with a fifteen-item scale adapted from Huber and Huber (2012), where respondents were asked about the importance of religious beliefs, practice, and prayers in their lives.

Results

Respondent Characteristics

The respondents' demographic statistics for Studies 1 and 2 indicated that most were males than females. Besides, the majority of the respondents were young and graduates. In addition, respondents varied in terms of occupation representing diverse characteristics. Simultaneously, results show that most respondents used social media channels for less than six years, most probably between 1-3 years, revealing the gradual increase in social media usage among Indonesian citizens. Likewise, for Study 1, results showed that about half of the participants (49.2%) visit the government agencies/representatives' SNS accounts hourly. Also, for Study 2, about 45.5% reported visiting government agencies/representatives on SNS accounts hourly basis to learn about the important announcements made by the government agencies/ representatives. Moreover, a detailed summary of respondents' demographic characteristics for Studies 1 and 2 is presented in Table 1.

Table 1
Participants' Demographic Characteristics

Variable		Study 1	Study 2
Gender	Male	61.3%	65.4%
	Female	38.7%	34.6%
Age	20-30 years	29.4 %	25.8 %
	31-40 years	35.7 %	30.8%
	41-50 years	23.2 %	27.5%
	50 and above	11.7%	15.9 %
Education	Undergraduate	29.2%	17.6%
	Graduate	42.5%	44.3%
	Post-graduate	28.3%	38.1%
Occupation	Students	19.7%	13.3%
	Employees	33.6%	27.9%
	Self-employed	24.8%	26.5%
	Unemployed	9.7%	19.5%
	Retired Personnel	7.7%	10.2%
	Homemakers	4.5%	2.6%
No. of years using social media	1-3 years	40.2%	43.1%
	4-6 years	34.4%	31.6%
	7-10 years	17.3%	20.3%
	Above 10 years	7.1%	5.0%
Intensity of visiting Govt.	Hourly	49.2%	45.5%
	Daily	27.4%	29.9%
	Thrice a Week	23.4%	24.6%

Study 1

In study 1, data were collected from followers of Instagram, LinkedIn, Twitter, YouTube, and Facebook accounts of different Indonesian government agencies/representatives. Government agencies/representatives frequently tweet and share posts and videos on various social networking sites to communicate with citizens. Since the outbreak of COVID-19, agencies/representatives have remained active throughout, communicating various messages and important news to citizens. The followers of government agencies/representatives on SNS were considered appropriate and relevant respondents for this research based on their active participation and access to the contents posted on social media platforms by the agencies/representatives (Arshad & Khurram, 2020).

Sample

Followers of government agencies/representatives on SNS were identified at various networking sites, like, Instagram, LinkedIn, Twitter, YouTube, and Facebook. They were contacted through a message with a cover letter having all details about conducting the research. The respondents were also ensured of the anonymity of their responses. This process of data collection started on May 10, 2021. A total of 1020 followers were approached, and 665 agreed to participate in the survey.

A questionnaire was shared with the agreed participants. The questionnaire had three parts; Part 1 depicted demographic details of the respondent; Part 2 had two general questions regarding how many years the respondents were following government agencies/government representatives and the intensity of SNS use; and Part 3 consisted of survey items of the study constructs. After eight weeks of disseminating the survey, the authors received 573 responses. After further scrutiny, 37 were not included in the final data set based on missing values. Thus, a final data set of 536 respondents generated a response rate of 52.55%.

Data Analysis

SmartPLS 3.0 software was used for analysis. With the simultaneous single-item approach, the impact of all the demographic variables on the dependent variable was assessed (De Battisti & Siletti, 2019; Mansoor, 2021). The analysis revealed that respondents' age and education significantly impacted the dependent variables. Thus, these demographic variables were controlled during further analysis.

Skewness and Kurtosis

The values of skewness for all the study constructs were between +1 and -1, representing the normal distribution of the data. Likewise, kurtosis values for all the study constructs were between +2 and -2, representing the normal distribution of the data.

Validity

The Average Variance Extracted (AVE) and factor loadings were examined to assess the constructs' validity. As Figure 2 shows that factor loadings of all the study variables were above 0.70, and AVE was above 0.50, which were all acceptable values (Henseler et al., 2015; Mansoor, Awan, et al., 2022). Furthermore, the Heterotrait-Monotrait (HTMT) ratio was observed to

establish discriminant validity among variables. Table 2 presents the HTMT values, which were below 0.9 for all study variables reflecting that each variable was distinct from the other (Mansoor, Saeed, et al., 2022; Sarstedt et al., 2017).

Reliability

Cronbach’s α (CA) and Composite Reliability (CR) were reported for constructs’ reliability (Henseler et al., 2015). All the CA and CR values were above 0.70, which was acceptable, as shown in Table 2 (Noor et al., 2022; Sarstedt et al., 2017). Table 2 summarizes the mean, standard deviation, reliability, and validity measures for study 1.

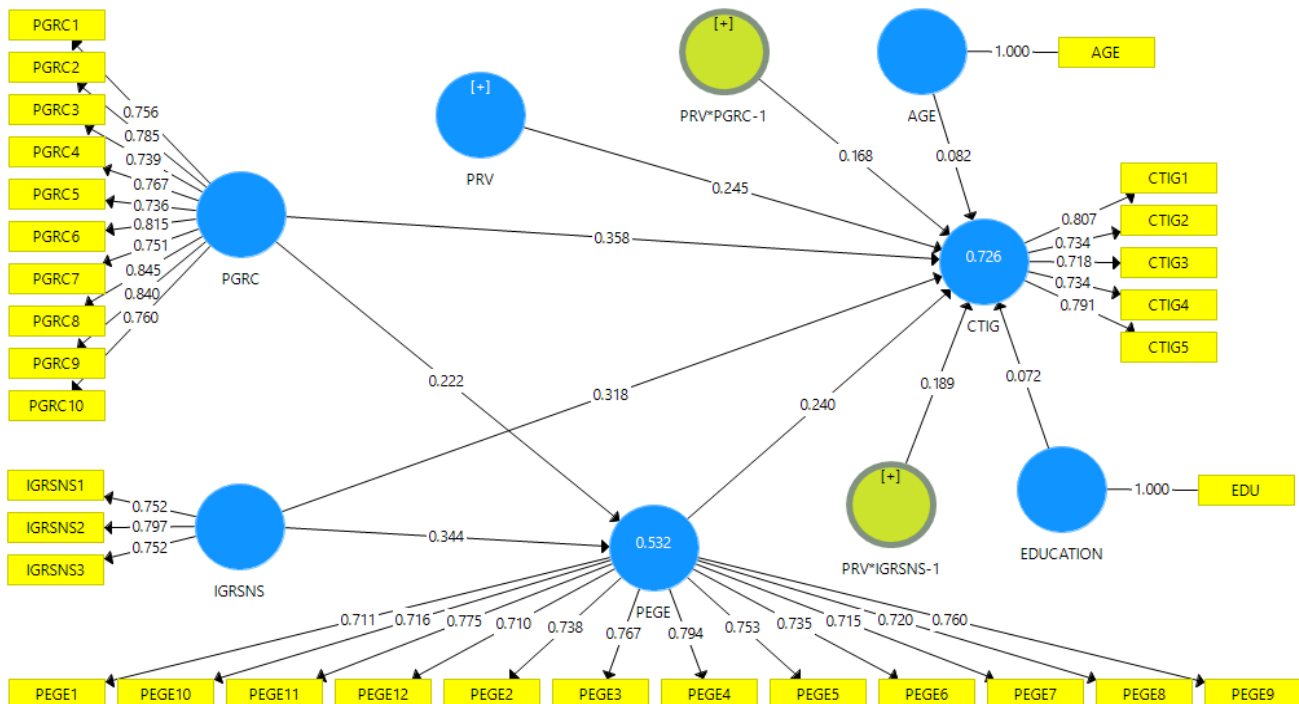
Table 2
Convergent and Discriminant Validity

Variables	Mean	STD.	AVE	CR	CA	Heterotrait-Monotrait Ratio (HTMT)				
						1	2	3	4	5
PGRC	4.01	0.69	0.609	0.940	0.821	0.780				
IGRSNS	3.79	0.97	0.589	0.811	0.776	0.387	0.767			
PEGE	3.66	1.02	0.550	0.936	0.814	0.479	0.503	0.741		
CTIG	3.91	0.83	0.574	0.871	0.790	0.528	0.532	0.472	0.757	
PRV	3.57	1.07	0.513	0.941	0.808	0.491	0.367	0.430	0.433	0.716

Note. CR = composite reliability; AVE = average variance extracted; CA = Cronbach’s alpha, and the square roots of AVEs of the constructs are shown in bold in the diagonal.

Figure 2 presents the measurement model.

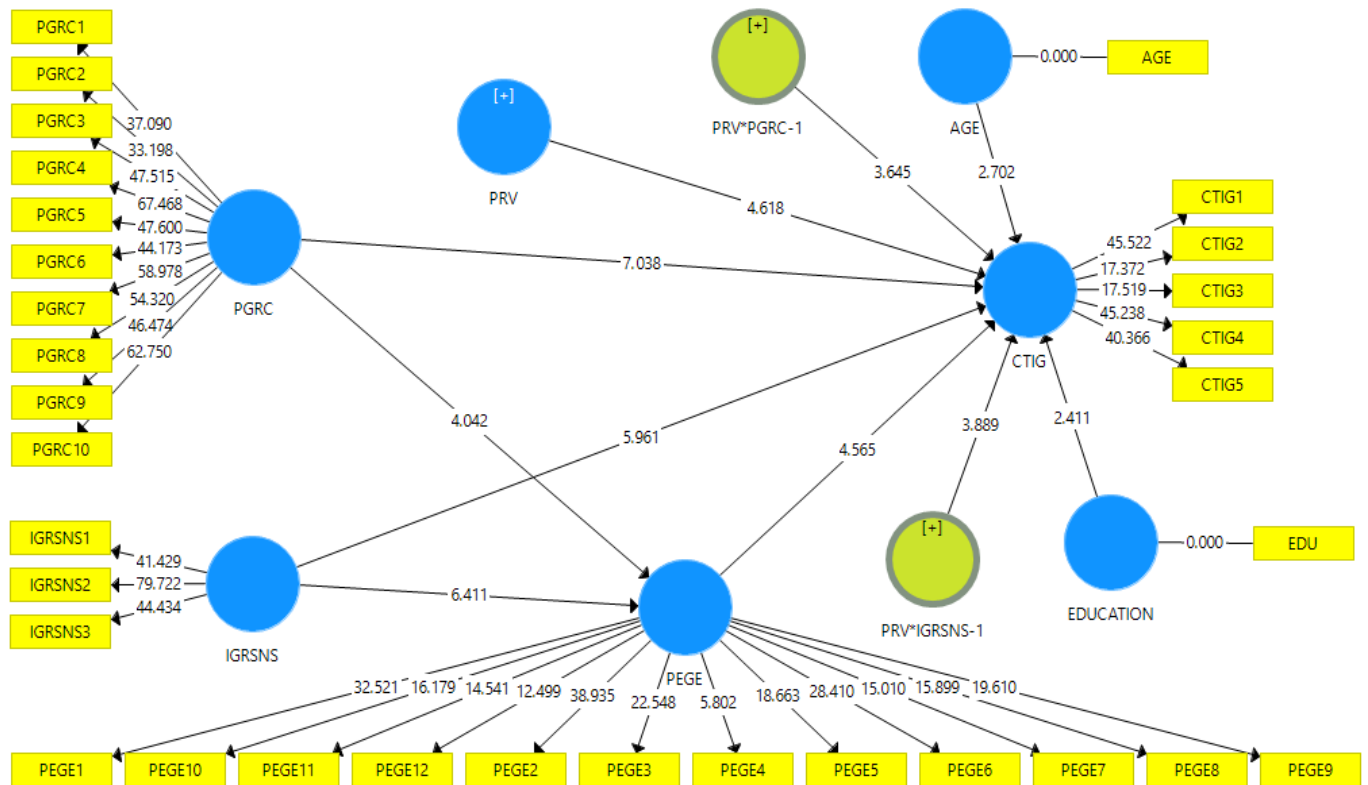
Figure 2
Full Measurement Model (Study 1)



Structural Model and Hypothesis Testing

The Coefficient of Determination (R^2) was assessed to determine the overall model's fitness. As shown in Figure 2, results reveal that the R^2 values for the dependent variable depict that 72.6% of the citizens' trust in government is based on the direct, mediating, and moderating variables of the current study. These results show a good fit for the model. Moreover, the results, as reported in Table 4, revealed a significant impact of PGRC ($\beta = 0.358^{***}$, $t = 7.038$), IGRSNS ($\beta = 0.318^{***}$, $t = 5.961$), and PEGE ($\beta = 0.240^{***}$, $t = 4.565$) on CTIG. Simultaneously, a PGRC ($\beta = 0.222^{**}$, $t = 4.042$) and IGRSNS ($\beta = 0.334^{***}$, $t = 6.411$), were positively related to with CTIG. Hence, the results supported H1a, H1b, H2 a, H2b, and H3. Likewise, the findings also supported H4a and b. Additionally, PGRC ($\beta = 0.201^{**}$, $t = 3.970$) and IGRSNS ($\beta = 0.223^{**}$, $t = 4.137$) positively influenced CTIG via an underlying mechanism of PEGE. Figure 3 shows the significance level of all the hypothesized paths.

Figure 3
 Full Structural Model (Study 1)



For calculating the moderating effect in PLS-SEM, the product indicator approach was used to create interaction terms between the moderator, PRV, and predictors variables, that is, PGRC and IGRSNS, for their impact on CTIG. The results show the significant effect of interaction terms PRV*PGRC-1 and PRV*IGRSNS-1 on CTIG. In addition, the R^2 of the predictors and mediatory variables' effect on CTIG was ($R^2 = 0.521$), whereas its R^2 for the interaction effects was ($R^2 = 0.726$). The change in R^2 presents CTIG's explanatory power increase of 20.5%. The moderation graph in Figure 4 explains the interaction effect.

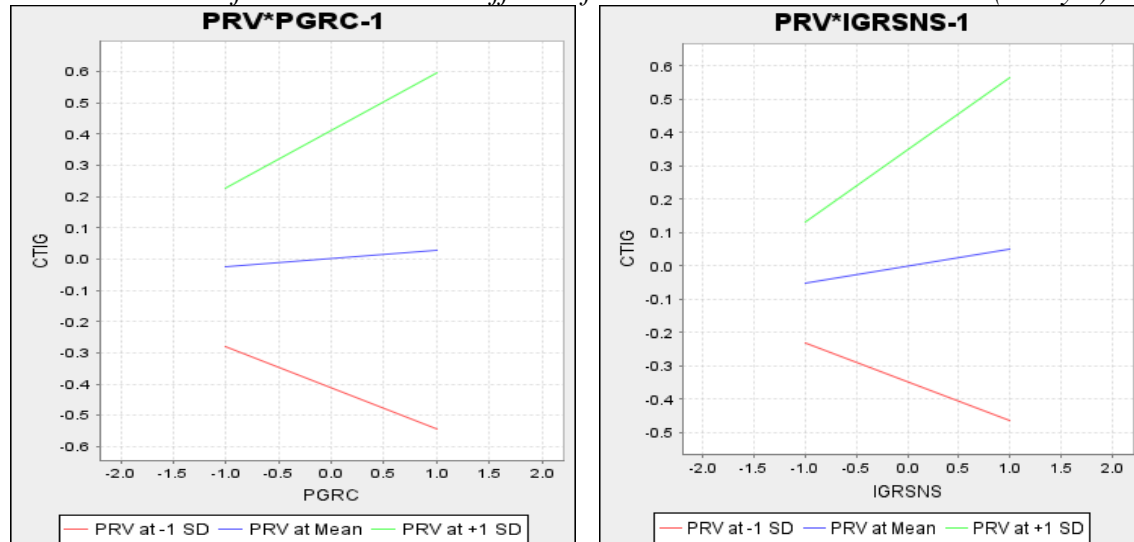
Figure 4*Interaction Plots for the Interactive Effects of PRV with PGRC and IGRSNS (Study 1)*

Figure 4 depicts an increase in citizens' trust in government due to the interactive effect of PRV*PGRC-1 and PRV*IGRSNS-1. In both moderations, PRV higher values present a steeper slope than its lower values. This represents that the frequent interactions of religious scholars with citizens on various SNS along with government representatives motivated citizens to follow the SOPs and government guidelines during the pandemic. The motivational speeches of the religious scholar to stay calm and connected and believe in the government's decision also developed trust among citizens in government initiatives to control the virus. Thus, hypotheses H5 a and b for study 1 were supported.

Discussion

Study 1 showed that citizens' perceptions of the government's response to COVID-19 positively impacted their trust in the government. These results can be related to the findings of Beshi and Kaur (2020), who reported the significance of government responsiveness in developing and maintaining trust among citizens. The current study extends the theory and literature by explaining the Indonesian government's role during COVID-19 in dealing with people's issues responsively and promptly, positively impacting citizens' trust in the government. In addition, a timely and effective response, including standard operating procedures, disseminating information to control the virus among the masses, and providing adequate medical facilities were effective responsiveness initiatives from the governments, leading to a higher level of citizens' trust in government.

Results also showed that interaction with government representatives on SNS positively influenced the citizens' trust in government. This finding aligns with previous studies, which stated the significance of the government's continuous use of social media and communication with the citizens to share information and win citizens' confidence in times of crisis (Ruswanti et al., 2020).

Findings further reflect that frequent interactions of government representatives on SNS develop an environment of mutual understanding and exchange of views among government representatives and citizens to fight dangerous situations. The current study also revealed the important underlying role played by the perceived effectiveness of e-governance between the

association of PGRC and GRSNS with CTIG. It represents e-governance channels transmitting the government's timely and effective response to the crisis, building citizens' trust. It also shows that a consolidated e-governance infrastructure facilitates government representatives in effectively communicating with the masses immediately to keep them updated and connected (Pandey & Suri, 2020; Tangi et al., 2021). This communication further helps citizens to convey their responses/feedback to the government representatives to encourage/correct them for their decisions. It also shows the importance of modern technologies to efficiently and effectively disseminate timely and accurate information to win public trust (Arshad & Khurram, 2020; Wirtz et al., 2020).

The interactive effect of perceived religious value with PGRC and IGRSNS to enhance the citizens' trust in government was also significant. This result shows that using religious values can increase the effectiveness of the government's response to disastrous situations. Most people believe in religious scholars more than politicians; therefore, when religious scholars motivate them to obey government orders during uncertain situations, believers' trust in the government increases (Pluskett, 2020). Therefore, governments can use religious laws and regulations to govern through ICTs, which increases public faith in government.

Study 2

Participants

After two months, the researchers contacted respondents of the Time 1 survey and were requested to complete the Time 2 survey consisting of measures related to citizens' trust in the government shared with them via email and other social media networks. After two months, on April 15, 2022, the researchers received 723 responses. Upon initial screening, 26 questionnaires had unengaged patterns, and 14 had missing values. Therefore, they were excluded from further analysis resulting in 683 responses filled at Times 1 and 2, generating a final response rate of 63.83%.

Methodology

Study 2 was a time-lagged field survey conducted among Indonesia's citizens. A multistage random sampling technique was used for data collection from different public locations at the lowest administrative units in Jakarta, Indonesia. The respondents at the lowest administrative units in Jakarta were approached randomly and requested their voluntary participation in the study. Those who agreed to participate were guided about the entire survey procedure, including obtaining information at two times. The data collection process started on August 10, 2021, and ended on November 10, 2021. Initially contacting the citizens at various lower administrative units. The researchers' goal was to select 30 to 50 respondents based on the size of the area for which authors visited the public places multiple times and shared the Time 1 survey with respondents. The Time 1 survey consisted of three parts: (a) questions about participants' demographic characteristics, (b) two general questions regarding how many years the respondents were following government agencies/government representatives and the intensity of SNS use, and (c) items of the four constructs, that is, PGRC, IGRSNS, PEGE, and PRV. The researchers collected 1070 responses from all the selected locations.

Data Analysis

Skewness and Kurtosis

The values of skewness for all the study constructs were between +1 and -1, representing the normal distribution of the data. Likewise, kurtosis values for all the study constructs were between +2 and -2, representing the normal distribution of the data.

Validity

The validity test results in Study 2 show HTMT values of less than 0.9, thus establishing the discriminant validity of the study constructs (Henseler et al., 2015). The mean, standard deviations, validity, and reliability measures for Study 2 are given in Table 3.

Reliability

Results presented in Table 3 showed that the AVE values for all constructs in Study 2 were above 0.50 (Henseler et al., 2015; Mansoor, Awan, et al., 2022). Likewise, results showed that CA and CR values for all the study constructs were more than 0.7, meeting the minimum reliability criteria (Noor et al., 2022; Sarstedt et al., 2017).

Table 3
Convergent and Discriminant Validity

Variables	Mean	STD.	AVE	CR	CA	Heterotrait-Monotrait Ratio (HTMT)				
						1	2	3	4	5
PGRC	3.91	0.89	0.555	0.926	0.812	0.744				
IGRSNS	3.72	1.02	0.545	0.782	0.745	0.401	0.738			
PEGE	3.89	0.93	0.575	0.942	0.835	0.536	0.525	0.758		
CTIG	3.93	0.78	0.595	0.880	0.801	0.551	0.620	0.432	0.871	
PRV	3.83	0.81	0.566	0.951	0.831	0.371	0.353	0.411	0.390	0.752

Note. CR = composite reliability; AVE = average variance extracted; CA = Cronbach's alpha, and the square roots of AVEs of the constructs are shown in bold in the diagonal.

Structural Model and Hypothesis Testing

The results for study 2 (see Table 4) show the significant influence of PGRC ($\beta = 0.337^{***}$, $t = 6.109$), IGRSNS ($\beta = 0.228^{**}$, $t = 4.203$), and PEGE ($\beta = 0.277^{***}$, $t = 4.979$) on CTIG. Likewise, results show significant influence of PGRC ($\beta = 0.187^{**}$, $t = 3.821$) and IGRSNS ($\beta = 0.263^{***}$, $t = 4.650$) on PEGE. Besides, R^2 values for the dependent variable depicted that 64.7% of citizens' trust in government was due to the PGRS, IGRSNS, and PEGE (Figure 5). The results show the direct and indirect impacts of PGRC ($\beta = 0.199^{**}$, $t = 4.021$) and IGRSNS ($\beta = 0.217^{**}$, $t = 4.139$) on CTIG via an underlying mechanism of PEGE. Moreover, Figure 6 shows the significance of the hypothesized links for study 2.

Moreover, the results show a significant effect of interaction terms PRV*PGRC-2 and PRV*IGRSNS-2 on CTIG. In addition, R^2 for the main effect of the predictors and mediatory variable on CTIG was ($R^2 = 0.423$), whereas its R^2 for the interaction effects was ($R^2 = 0.647$). The change in R^2 presents CTIG's explanatory power increases by 22.4%. Furthermore, Figure 7 presents the graphical presentation of the moderation effect for Study 2.

Figure 7

Interaction Plots for the Interactive Effects of PRV with PGRC and IGRSNS (Study 2)

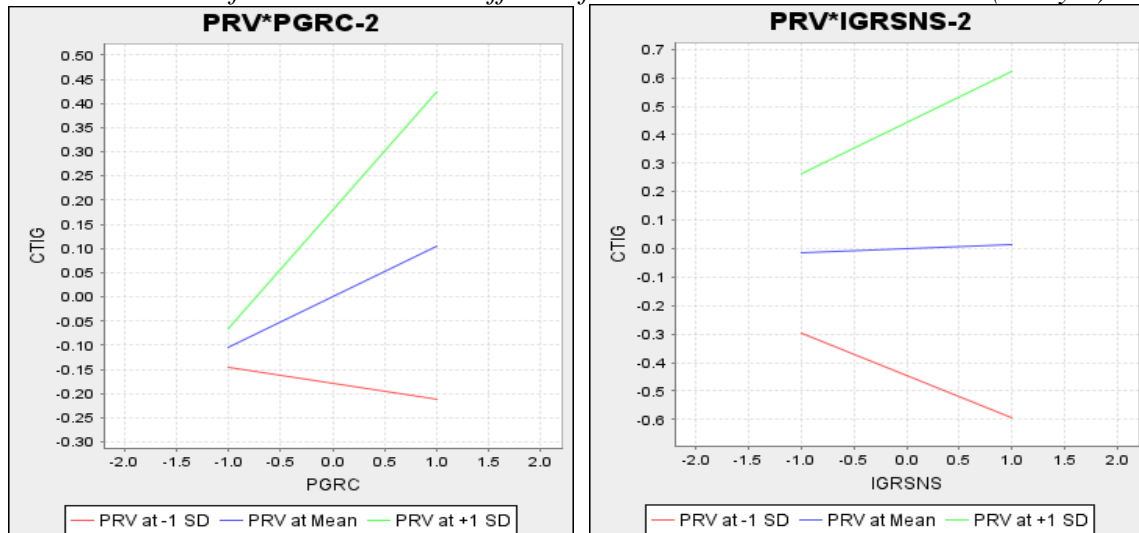


Figure 7 a and b depict an increase in citizens' trust in government due to the interactive effect of PRV*PGRC-2 and PRV*IGRSNS-2. Simultaneously, for both moderation effects, higher values of PRV have a steeper slope than its lower values. This shows that the motivational speeches of religious scholars influence citizens all over the country to stay home, trust in government initiatives to curb the virus, and believe in a supreme power managing all the affairs of the entire world. It further encouraged citizens to follow the government's instructions and interact with government representatives via SNS, resulting in an environment of trust. Thus, hypotheses H5 a and b for Study 2 were also supported.

Brief Discussion

For Study 2, all the hypotheses are also supported by the results. However, there is a noticeable difference in the results for the impact size of the IGRSNS on PEGE (i.e., 9.1%) and CTIG (7%) (Table 4). This difference might be because citizens who used to visit government agencies/representatives' pages/accounts on SNS on an hourly and daily basis interact with government representatives more frequently than those who visit less. For all other results, minor differences in the values depict the significance of the PGRC and IGRSNS in establishing/enhancing trust among the citizens via PEGE as a mediator. Also, the interactive effect of PRV with PGRC and IGRSNS has been found significant in boosting the citizens' trust in government during the pandemic.

Table 4
Hypothesized Results (Comparison in Results of Study 1 and 2)

Hypothesis		Study 1 (Cross-Sectional)				Study 2 (Longitudinal)				Diff. in β	
		Followers of government (agencies and/or representatives) at SNS				Citizens contacted at the lower administrative unit level					
		Std. β	t-Value	p-values	Supported	Std. β	t-Value	p-values	Supported		
H1	a	PGRC→CTIG	0.358	7.038	0.000	Yes	0.337	6.109	0.000	Yes	0.021
	b	IGRSNS→CTIG	0.318	5.961	0.000	Yes	0.228	4.203	0.001	Yes	0.090
H2	a	PGRC→PEGE	0.222	4.042	0.001	Yes	0.187	3.821	0.007	Yes	0.035
	b	IGRSNS→PEGE	0.334	6.411	0.000	Yes	0.263	4.650	0.000	Yes	0.071
H3		PEGE→CTIG	0.240	4.565	0.000	Yes	0.277	4.979	0.000	Yes	-0.037
H4	a	PGRC→PEGE → CTIG	0.201	3.970	0.003	Yes	0.199	4.021	0.004	Yes	0.002
	b	IGRSNS→PEGE → CTIG	0.223	4.137	0.001	Yes	0.217	4.139	0.001	Yes	0.006
H5	a	PRV*PGRC-1→CTIG	0.168	3.645	0.009	Yes	0.178	3.789	0.009	Yes	-0.010
	b	PRV*IGRSNS-1→CTIG	0.189	3.889	0.005	Yes	0.210	4.099	0.002	Yes	-0.021

General Discussions and Conclusion

This research applied Social Capital Theory to empirically investigate the direct and indirect impact of perceived government response to covid-19 and the interaction of government representatives on SNS in developing, maintaining, and enhancing the public trust in government via perceived e-governance effectiveness as a mediator. Also, the moderating role of PRV between the association of PGRC and IGRSNS with CTIG was examined, which advances the existing body of knowledge. Moreover, two studies were conducted to achieve the research objectives. Results revealed the positive impact of two demographic variables, such as age and education, on CTIG. Therefore, age and education were controlled during the analysis.

The results showed that the respondents supported the government's role in combating the virus and felt that the government is responding adequately to COVID-19, which has increased trust in the government. The government of Indonesia provided healthcare and medical staff resources and enforced strict lockdowns to close public places. Overall, a timely and effective response, including SOPs, disseminating information to control the virus among the masses, and getting timely and adequate medical facilities, were seen as effective responses to COVID-19, leading to a higher level of public' trust in government.

Moreover, the results also supported the association of IGRSNS with CTIG, reflecting the importance of active interaction of government officials with citizens to make them loyal and cooperative towards government decisions. This result is consistent with the findings of Arshad and Khurram (2020), which proved that government agencies' use of SNS impacts the CTIG (Arshad & Khurram, 2020). Moreover, the disclosure of information by government agencies/representatives facilitates citizens' understanding of the government's motives for making certain decisions, resulting in a higher level of CTIG (Ateh et al., 2020; Mansoor, 2021). Besides, the interaction of the government representatives with citizens on SNS provides two-way communication, that is, empowering the citizens to gain insight into the relevant information and connecting the citizens directly with the government while providing feedback. Further, it has been witnessed that since the pandemic, government representatives have been seen as more active on SNS in communicating essential updates regarding the lockdown, virus spread, and standard operating procedures in the form of clear and easy-to-understand messages. Thus, maintaining public trust in the government made the fight against the pandemic successful.

In addition, PEGE was also found to be a mediator in communicating the PGRC and facilitating the IGRSNS, leading to increased CTIG as it enhances the government's ability to respond quickly and timely. It also enhances the government's ability to reach many masses to convey critical information (Purwanto et al., 2020). As discussed earlier, the government of Indonesia has formulated COVID-19 response helplines and websites to update and inform the public regarding COVID-19 cases, medical facilities, and isolation centers. This helped the public stay informed and get the necessary facilities to deal with the virus. Furthermore, during the second and third waves of the pandemic, the government has used ICT and coordinated with the districts and tehsils by introducing a smart lockdown.

Finally, results revealed a significant moderating role of PRV between the association of PGRC and IGRSNS with CTIG. The public responded favorably to officials quoting "Hadith and verses from Quran" regarding the virus and lockdown on social media sites like Facebook, YouTube, Twitter, and Instagram (Hartanto et al., 2021). Religious leaders canceled major religious gatherings and limited religious activities to enforce social distancing and fight the virus that helped control the deadly spread of the pandemic in most of the nation, resulting in the public

trust in governments. The government can use religious laws and regulations to govern through e-governance channels, which increases public faith in government (Baazeem, 2020). Moreover, since beliefs and values influence people; therefore, religion can play a vital role for governments, as people have high regard and respect for these religious guidelines.

Theoretical Implications

This research has multiple theoretical implications. First, this research contributes to the theories in the e-governance literature, and it is among the earliest research using social capital theory to determine antecedents of public trust in government.

Second, the importance of the construct PGRC during the pandemic crisis to develop/restore the citizens' trust, has been explained in detail, advancing the body of knowledge. In the context of Indonesia, various incidents during the early stages of the pandemic happened that created restlessness and confusion among the public. However, as time passed, the establishment of multiple bodies, like the National Command and Operation Centre and the COVID-19 Health Advisory Platform by the Ministry of Health, responded to the challenges befittingly.

Third, this research integrated and investigated the role of IGRSNS, which can be highly effective as the current virus poses threats from face-to-face interactions. Therefore, IGRSNS is of high importance in harmonizing the governance system. As per the authors' knowledge, this was the first-ever study providing empirical evidence of IGRSNS during the pandemic to enhance citizens' trust in government. This advance has provided insights into using technology and social media during crises to control the law-and-order situation and come out of uncertain disastrous circumstances.

Fourth, this research applied the construct of perceived religious value (PRV) in the context of the COVID-19 pandemic to enhance citizens' trust in government. This is a unique attempt as very few studies have paid attention to this real phenomenon of religious value to combine citizens under one umbrella to collectively overcome the COVID-19 crisis.

The study's fifth theoretical advance integrates PGRC, IGRSNS, PEGE, PRV, and CTIG in a given theoretical framework. In the context of COVID-19, e-governance effectiveness becomes even more crucial as the virus vigorously and rapidly affects all walks of life, including health, safety, education, businesses, trade, and entertainment (Atmojo & Nugroho, 2020). Hence this integration opened several avenues for future research in this domain of literature. Finally, this research is unique in conducting two studies among two groups of people with two different approaches, the cross-section simple random sampling technique and longitudinal multistage random sampling technique.

Practical Implications

Along with several theoretical implications, this research also offers several implications for policymakers, law-making agencies, and governments. Policymakers can utilize the findings related to the significant impact of perceived government response to COVID-19 on citizens' trust in government. They should consider citizens' safety and health their priority and respond on various platforms efficiently and effectively to gain the trust of their people. By utilizing modern management techniques, synchronized communication among all the public services and administrative layers should be promoted by establishing a single portal to make timely and accurate decisions at the right time. As stated by early researchers, citizens' trust in the government

can be established by providing them with excellent public services, i.e., health, education, safety, and security (Mansoor, 2021). Therefore, every country should develop “coordinating disastrous control and relief cells” to ensure the public health and safety security (Hartanto et al., 2021). As this research points out, increasing interactions with the public on SNS will help gain the citizens’ trust and reinforce their confidence in government policies and laws. Therefore, government agencies/ representatives may inspire their followers to give their views, opinions, and suggestions to feel a part of decision-making and connected with the government.

Moreover, the current study indicates that perceived e-governance effectiveness can play a mediatory role in transmitting PGRC and IGRSNS in gaining trust; therefore, policies should be devised regarding the public’s use of ICT and government applications. Finally, as the study results show, the perceived religious value can play an important role in gaining the public’s trust and implementing policies; thus, religious democracies should incorporate religious laws and guidelines to combat this pandemic (DeFranza et al., 2020). Faith can help lift people’s motivations and beliefs to act a certain way; therefore, governments can use religious guidelines to encourage people to follow SOPs in disastrous situations. This research proved its practical significance by investigating a real-life scenario in a theoretical framework that uses real-life constructs in the Indonesian context. Hence, it provides insights for developing countries and countries governed by religious majorities on how governments can utilize perceived religious values to achieve public trust. One of the significant advances of the current research to the literature is how governments can integrate religious information and religious authorities, technology, and e-governance to create a positive difference in people's perception of government.

Limitations and Future Directions

Although this research tried to cover the COVID-19 situation and factors leading to citizens’ trust in government, a few limitations still need to be addressed in the future. This research was carried out in Indonesia, a Muslim-majority emerging economy, where all the study respondents were Muslims. Future studies can be conducted among the followers of other religions and non-Muslim majority contexts to generalize this research findings. Cross-country comparisons can be conducted to examine the influence of different religious values among the believers of different religions on their government measures during uncertain situations and the resulting trust level in such measures. Moreover, two studies are conducted in this research with two different data collection approaches. However, in both studies, data were collected from the general public in which their perceptions of government responsiveness and perceived e-governance effectiveness were measured and analyzed. In contrast, in the future, researchers can contact and collect data from government representatives to check how they find their actions and decisions effective during crises in developing public trust in government.

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Appendix A

Measurement Items Used for Data Collection

Variable	Statement	Source
Trust in Government (CTIG)	Public authorities in the government are acting in the interest of the public. Public authorities in the government are capable. Public authorities in the government carry out their duties effectively. Public authorities in the government are sincere. Public authorities in the government are honest.	Grimmelikhuijsen (2012)
Interaction with government representatives on SNS (IGRSNS)	I am following government representatives on SNS (e.g., Facebook, Twitter, YouTube, and Instagram) during the COVID-19 pandemic. I write directly to government representatives (e.g., via email, Facebook, Twitter, Instagram, etc.) during the COVID-19 pandemic. I am following the online discussions between government representatives and other SNS users during the COVID-19 pandemic.	Starke et al. (2020)
Perceived Government Response COVID-19 (PGRC)	The government helped me and my family meet our daily needs during the COVID-19 pandemic regarding income, food, and shelter. The government communicated clearly to ensure everyone had the information they needed to protect themselves and others from COVID-19, regardless of socio-economic level, migrant status, ethnicity, or language. I trusted the government's reports on the spread of the pandemic and the statistics on the number of COVID-19 cases and deaths. The government had a strong pandemic preparedness team that included public health and medical experts in managing our national response to the COVID-19 epidemic. The government provided everyone with access to free, reliable COVID-19 testing if they had symptoms. The government made sure we always had full access to the healthcare services we needed during the pandemic. The government provided special protections to vulnerable groups at higher risk, such as the elderly,	Lazarus et al. (2020)

the poor, migrants, prisoners, and the homeless, during the COVID-19 pandemic.

The government made sure that healthcare workers had the personal protective equipment they needed to protect them from COVID-19 at all times.

The government provided mental health services to help people suffering from loneliness, depression, and anxiety caused by the COVID-19 pandemic.

The government cooperated with other countries and international partners, such as the World Health Organization (WHO), to fight the COVID-19 pandemic.

Perceived
Governance
Effectiveness
(PEGE)

- E-
- Effectiveness of the following service channels for citizens' ability to access information (Website)
 - Effectiveness of the following service channels for citizens' ability to access information (SNS)
 - Effectiveness of the following service channels for citizens' ability to access information (Email)
 - Effectiveness of the following service channels for citizens' ability to access information (Telephone)
 - Effectiveness of the following service channels for citizens' ability to solve a problem (Website)
 - Effectiveness of the following service channels for citizens' ability to solve a problem (SNS)
 - Effectiveness of the following service channels for citizens' ability to solve a problem (Email)
 - Effectiveness of the following service channels for citizens' ability to solve a problem (Telephone)
 - Effectiveness of the following service channels for citizens' ability to access services (Website)
 - Effectiveness of the following service channels for citizens' ability to access services (SNS)
 - Effectiveness of the following service channels for citizens' ability to access services (Email)
 - Effectiveness of the following service channels for citizens' ability to access services (Telephone)

Reddick (2009)

Perceived Religious Value (PRV)	<p>How often do you think about religious issues?</p> <p>To what extent do you believe that God or Something divine exists?</p> <p>How often do you take part in religious services?</p> <p>How often do you pray?</p> <p>How often do you experience situations where you feel that God or something divine intervenes in your life?</p> <p>How interested are you in learning more about religious topics?</p> <p>To what extent do you believe in an afterlife, e.g., the immortality of the soul, the resurrection of the dead, or reincarnation?</p> <p>How important is it to take part in religious services?</p> <p>How important is a personal prayer for you?</p> <p>. How often do you experience situations in which you have the feeling that God or something divine wants to communicate or reveal something to you?</p> <p>. How often do you keep yourself informed about religious questions through radio, television, the internet, newspapers, or books?</p> <p>. In your opinion, how probable is it that a higher power really exists?</p> <p>. How important is it for you to be connected to a religious community?</p> <p>. How often do you pray spontaneously when inspired by daily situations?</p> <p>. How often do you experience situations in which you have the feeling that God, deities, or something divine is present?</p>	Huber and Huber (2012)
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