Understanding Citizen Trust in Local Governance: An empirical exploration of critical factors in citizen-centered administration of Islamabad, Pakistan.

Submitted by Farheen Rashid

Registration number 12MPHIL/GPP/F22

M.Phil. Governance & Public Policy

Supervised by Dr. Zain Rafique

Department of Governance and Public Policy

National University of Modern Languages (NUML)
Islamabad, Pakistan.

THESIS AND DEFENSE APPROVAL FORM

The undersigned certify that they have read the following thesis, examined the defense, are satisfied with the overall exam performance, and recommend the thesis to the Faculty of Social Sciences for acceptance.

Thesis Title: Understanding Citizen Trust in Local Governance: An empirical exploration of critical factors in citizen-centered administration of Islamabad, Pakistan.

Submitted by: Farheen Rashid   **Registration#:** 12MPhil/GPP/F22

Master of Philosophy
Degree name

Governance & Public Policy
Name of Discipline

Dr. Zain Rafique
Name of Research Supervisor   _____
                                               Signature of Research Supervisor

Prof. Dr. Muhammad Riaz Shad
Name of Dean (FSS)   _____
                                               Signature of Dean (FSS)

_____
Date

CANDIDATE DECLARATION FORM

I, **Farheen Rashid**

Daughter of **Rashid Mehmood**

Registration number: **12 MPHIL/GPP/F22**

Discipline of **Governance and Public Policy**

Candidate of **Master of Philosophy** at the National University of Modern Languages, do hereby declare that the thesis **"Understanding Citizen Trust in Local Governance: An empirical exploration of critical factors in citizen-centered administration of Islamabad, Pakistan"** submitted by me in partial fulfillment of MPhil degree, is my original work, and has not been submitted or published earlier. I also solemnly declare that it shall not, in future, be submitted by me for obtaining any other degree from this or any other university or institution.

I also understand that if evidence of plagiarism is found in my thesis at any stage, even after the award of a degree, the work may be cancelled and the degree revoked.

Name of Candidate: <u>Farheen Rashid</u>

Signature of Candidate: _____

Date: <u> 11/10/2024 </u>

Acknowledgement

First and foremost, I am thankful to ALLAH, the Almighty, who blessed me with courage, determination, and strength to complete my thesis. Furthermore, I would also like to thank my parents for their unconditional support, and whose prayers and sacrifices have surrounded me throughout my life. I also thank my siblings for their support, love, and care. My family's love and support have helped me accomplish this remarkable achievement, undoubtedly shaping the person I am today.

I express my most sincere appreciation to my supervisor Dr. Zain Rafique. He dedicated a significant amount of his time and energy to assisting me work through my concepts, offering insightful criticism on the several versions of my work, and contributing support during crucial moments. His commitment and punctuality motivated me since the start of the undertaking. I have learned so much from him throughout my work. He bears the primary responsibility for the majority of the achievements reflected in these pages. I am really grateful to my supervisor.

I was very fortunate to have my research work done from the National University of Modern Languages (NUML), Islamabad. Being a student in NUML, I have experienced and learned various new things by interacting with my fellows, seniors, and qualified faculty members with extensive practical knowledge, particularly in Governance and Public Policy.

Contents

List of Figures

List of Tables

Abstract

The foremost objective of present research study is to understand the level of Citizen Trust and to explore the critical factors affecting the trust among citizens within the domain of Islamabad, Pakistan. Although there are many researches based on the Citizen Trust but only few of them address the specific context of Pakistan and these studies were unable to reveal the ground realities. These studies were not able to disclose the mechanisms via which the barriers in Citizen Trust arise. Furthermore, these studies did not analyze Public Service Performance as a mediator between the connection of Citizen Trust and Good Governance. The role of Civic engagement as a moderator between the relationship of Good governance and Public service Performance has not been evaluated in the previous studies. To gather data, closed-ended surveys were distributed among Islamabad residents using simple random sampling, and analyzed with SPSS and Smart PLS software. Findings point out a strong positive relationship between Good Governance and Citizen Trust, with Public Service Performance acting as a significant mediator. Moreover, Civic Engagement enhances the impact of Public Service Performance on Citizen Trust. The research highlights the need to address citizen concerns and bureaucratic challenges to build trust. The outcomes offer valuable insights for local municipalities to improve effectiveness and strengthen Citizen Trust by addressing public issues.

Keywords: local governance, citizen trust, civic engagement, good governance, public service performance.

Chapter 1 INTRODUCTION

1.1 Introduction of the Study

Trust has gained an extensive amount of attention of scholars and researchers throughout the study of social sciences. Many scholars and several researchers have described the concept of trust in different ways thus there is not only one but many definitions of trust. Trust is defined as the association in the middle of individuals, among persons and any organization (like any company, a department), or among different organizations (Coulson, 1999). Trust has also been studied in terms of understanding the relationships and interactions between different institutions and individuals (Möllering, 2001). According to the OECD, Trust in the administration can be described as the faith or confidence that companies and individuals have in the government to act fairly (OECD, 2015). Trust is basically a state of psychology that comprises the purpose to admit weakness that can be built upon the positive expectations or the manners of others (Rousseau, 1998).

We can identify trust in different types and forms. The main focus of this study is Political trust. Research within public administration mostly revolves around citizens' attitude about the public. The assessment of trust of citizens within public institutions to achieve their expectations is the main goal of trust studies (Wang, 2016). Since the levels of political trust are declining, it has motivated a growing body of researchers to explore the causes and consequences of political trust. Political trust is basically the most significant pointer of political legitimacy. In simple terms, political trust is the confidence of citizens in the institutions of government — the faith in the morality of these political institutions and the system of which they are a part of (Easton, 1965). Public trust is basically an institutional concept which provides a clear explanation of

public trust that is "weaving together assessments of public officials' competence and integrity with faith in the institutional frameworks in which they function" (Ruscio, 1999). Public trust is influenced in part by how the general public views the officials who are the part of public institutions. In this way, it's an evaluation of ability of public leaders to perform assigned duties and a subjective assessment of moral and compassionate behavior. While the expectations serve as the foundation for trust, the experiences of people with the public services and the management serve to support it (Elliot, 2007).

One of the most debated and a crucial administrative issue in nations like Pakistan is that to what extent citizens have trust in their government system. Why is the trust on institutions of local government such a crucial issue? Is it really required to ensure public trust when it comes to the local government establishments? Trust works as the bridge between citizens and the government at both national and local level. Providing basic services to the public citizens at all levels is the core function of the government. Citizens constantly believe that local politics fulfill their demands and they also make a logical comprehension of the issues surrounding local politics (Wolak, 2014). The perception of citizens is that authorities from close institutions are more trustworthy than those from distant ones because they believe that officials from remote institutions may be inadequate, uninterested, and most likely corrupt (Tom Christensen, 2005). Local government organizations exist primarily to protect the welfare of the society. All citizens deserve to enjoy the basic facilities that must be provided at local level. Government may shatter the trust of public by performing inefficiently in local authorities (Wolak, 2014). A trustworthy affiliation between the people and the government is a symbol of good governance as it shows that the government can respond to the needs as well as the wants of citizens effectively (Jamil & Askvik, 2016).

1.2 Background of the Study

Pakistan inherited the model of the local government that was established by the colonial powers of British (Ahmed, 2012). During April 2010, the 18th amendment to the constitution transferred the responsibilities from federal to local government. Under the 17th constitutional amendment, Local government consists of a three-tier structure; first comes the districts then tehsils, and lastly union councils. After this amendment ended, the local government was suspended and the local elections were postponed while the new relaxation of the rules was given effect by the provincial governments. In the meantime, district administrators were appointed. The situation of local government is not particularly favorable when it comes to Pakistan. As a result, citizens encounter a number of obstacles that undermines their confidence in government institutions. The amount of Citizen Trust at local level will be examined in the current study while taking into account the mediating role that public service performance plays in the relationship between good governance and public trust. It will be investigated how civic engagement functions as a moderator in the relation between Public Service Performance and Good Governance. The emphasis of the present research will be limited to the capital of Pakistan i.e. Islamabad.

1.3 Problem Statement

The above-mentioned issue prompted the curiosity to discover the ground reality and to find out whether Citizens trust the local governance system in Pakistan or not. Moreover, there is a strong need to understand the level of Citizen Trust and to examine the factors affecting the trust among citizens. Due to these fundamental concerns, a research study on Citizen Trust in Pakistan is required.

Regardless of promotion of Citizen Trust in developing nations like Pakistan, existing studies revealed a lack of Citizens' Trust and presence of knowledge gap between authorities,

representatives of local government, and citizens. Prior research studies have discoursed new ways and designs for the promotion of Citizens' Trust in local government system of Pakistan (Ahmed & Mushtaq, 2021), relationship of Citizen Trust and good governance and their impact on each other (Jameel, Hussain, & Asif, 2019), and various aspects that impact the Citizen Trust in local governance system of Pakistan (Khan, Rehman, Shah, & Khan, 2009). Although there are several research based studies that has scrutinized the level of Citizen Trust in local governance system (Nadeem & Ahsan, 2019; Shahzad, 2010; Rifat Mahmud, 2021; Vincent, 2021; Myunghee Kim, 2007; Pedro J, 2019; Lauren Howard, 2013; Qasim Akhter, 2022; Shah Nawaz, 2019) and factors affecting trust among citizens (Momna Yousaf, 2016; Ahmad Zubair, 2019; Mahnaz Mansoor, 2021; Yunsoo Lee, 2018) however, there is not enough data to support such enquires.

To understand the context of Citizen Trust, studies have explored the barriers and factors to effective Citizen Trust. According to the findings the most of the obstructions are formed by local representatives and government (Chaudhry, 2009, Ahmad, 2013 & Abutalib, 2014). But these studies were unable to disclose the ways these representatives and administrators formed the obstacles to Citizen Trust and to what extent citizens trust the local governance system of Pakistan. These studies also did not explore that how the link in the middle of Citizen Trust and Good Governance is mediated by the Public service performance of politicians. There is a need to further investigate the role of Civic engagement as a moderator between the relationship of Good governance and Public service performance. Therefore, it is obvious that despite of critical issues regarding Citizen Trust at local level, specifically in Pakistan, few comprehensive studies have been done on Citizen Trust and its factors at local level. Therefore, this is the study's logical conundrum and it demands solutions.

1.4 Research Objectives

RO1: To observe the Citizen Trust's level in the local governance structure within Islamabad, Pakistan?

RO2: To empirically explore the relationship of Citizen Trust with Good Governance when mediated by public service performance?

RO3: To scrutinize the moderated effect of civic engagement between good governance and public service performance.

RO4: To study civic engagement as the mediator between public service performance and citizen trust.

1.5 Research Questions

RQ1: At what level citizens trust the local governance structure in Islamabad, Pakistan?

RQ2: How does the relationship of Citizen Trust and Good Governance get mediated by public service performance?

RQ3: In what way civic engagement moderates the link between good governance and public service performance?

1.6 Significance of the Study

While local citizen trust is a major concern for developed nations and international bodies, developing countries have distinct dynamics from their indigenous countries. Numerous studies conducted worldwide have examined the degree to which people have trust in the governance structure at local level. In case of Pakistan specifically, this study will empirically investigate the variables that are related to the confidence of public on local government. Through an examination of the problems and difficulties encountered by Pakistani local governance, this will close the research gap. By looking into the actual problems, the rhetoric will be separated from

reality. Moreover, it will contribute to the literature on citizens' trust that is being studied locally. Representatives of local governments and other political actors will find assessment in the results of the present study. The outcomes and recommendations can provide guidance to the municipalities of Islamabad to ensure citizen trust by delving deeper into the fundamental concerns of the general public and how those municipalities can become operative and effective through their efforts.

The significant role of stakeholders at local level is mentioned in the Sustainable Development Goals and its agenda till the year 2030 (United Nations, 2015). According to Mignon (2019), local governments are known as being mainly qualified to carry out mediation tactics to localize the worldwide goals. Local governments are responsible to lead the way in attaining the goals of sustainable development (SDGs) through evaluating the environment at limited level, identifying requirements and assets, building corporations with interested parties, and executing appropriate policies and new ideas (Lucci P. , 2015).

In their visions and objectives, they have already advocated for the reformulation of institutional frameworks, which reflects the 2030 Agenda. It is imperative that local governments has a more noteworthy part in the implementation of the SDGs (Oosterhof, 2018).

During 2015, sustainable development goals (commonly known as SDGs) were approved by all United Nations Member States. There are total seventeen SDGs and my research study is affiliated with goal number 16. Basically this goal talks about having justice, peace and prosperity, and strong institutions. Having peaceful and inclusive societies will lead towards sustainable development. Each citizen must have access to justice equally and there should be operative, responsible and inclusive institutions at all levels. Everyone has an equal right to live

without fear of any kind of violence irrespective of their gender, religious conviction, or background. When there is a great level of armed conflicts and insecurity, nations must take actions for the protection of those at risk, as these circumstances negatively affect the development of a country. When there is no rule of law, several kinds of violence and crimes can take place. Physical violence, corruption, exploitation of resources, and cruelty are common in parts where there is warfare. To overcome all kinds of violence and insecurities, administrations along with communities and civil society must team up. It is overbearing to make stronger rule of law, secure rights of all humans, to restrict the supply of illegal weapons, to erupt corruption, and to encourage participation in order to achieve safety and security.

This will provide a clear roadmap for data collection, analysis, and interpretation, ensuring that the study's findings contribute meaningfully to advancing the SDGs agenda in Islamabad, Pakistan.

1.6.1 Theoretical Perspective of the Study

Following approaches are used to study the citizen trust in local governance system.

Good Governance Theory: This theory undermines specific elements that cultivate trust in citizen. Overall, the theory highlights some valuable characteristics of local government institutions that guarantee citizen's confidence and trust on their local leaders.

The social capital theory: This theory highlights the significance of trust, mutual aid, and also customs of mutual benefit in leveraging these social networks for common benefit.

Procedural justice theory: Procedural justice states about the idea of unbiased practices, and how the perception of individuals about justice is strongly affected not only by the outcomes but also the quality of their experiences.

1.6.2 Practical perspective of the Study

Literature review clearly summaries that the trust of citizens at local level is affected by various factors such as public service performance, civic engagement, and quality of governance. Both the citizens and the government face a lot of issues and challenges in effective service delivery. Good governance theory talks about the transparency and accountability that shows a significant starring role in boosting trust of people in system of government. Good governance theory will tested through RQ1, RQ2, and RQ3 which includes a part of good governance on Citizen Trust with an effect of civic engagement and public service performance. Social capital theory highlights the significance of trust, mutual aid, and also customs of mutual benefit in leveraging these social networks for common benefit. This theory will support the RQ3 which will analyze the outcome of civic engagement on Citizen Trust in local government. Procedural justice theory proposes that citizens' trust is strengthened when they realize that local government operates on fair and unbiased nature. It will be used as a supporting theory for RO1 to observe the perception of citizens about the public service performance of system of local government in providing facilities among citizens. Above mentioned theories will support in understanding the degree of confidence that citizens have on its local government along with several factors.

1.7 Definition of Main Terms

1.7.1 Governance

Governance is basically a way to control corruption and to operate consumption of resources to have economic development specifically in the countries that are under the process of development (The World Bank annual report, 1989).

1.7.2 Good Governance

Good governance is known as the effective and appropriate ways and methods in order to obtain and use public power as well as the resources in the search of social goals that are accepted worldwide (Ali, Governance and Good Governance: A Conceptual Perspective, 2015).

1.7.3 Governance Deficit

A governance deficit signifies when an organization lacks the security, foresight and accountability to deal with modern governance.

1.7.4 Local Governance

Local governance is authority that determines and executes measures inside a specific region and minor as compared to a state as a whole.

1.7.5 Citizens' Trust

Expectations of the public on the nature, functions, and relationships of government with the general public as well as the conduct of public officials, employees and citizens at large referred to as trust in government (Cheema, 2010).

1.7.6 Public service performance

When it comes to citizen trust, public service performance can be defined as assessments of how well public institutions are meeting public expectations (Campbell, 2004).

1.7.7 Civic Engagement:

The responsibility or a duty of being a citizen is civic engagement. It includes the necessity to actively participate in the community issues and decision making processes for the benefit of society. This act of participation can be done alone or in a form of group (Diller, 2001).

1.8 Organization of the Chapters

The present study contains five chapters in total. First chapter includes the Introduction and Background of the research work. Second section includes the review of previous literature and hypothesis development. Third section addresses the methods used in the study to conduct research. Chapter four revolves around the collection of data and findings. Lastly, the fifth chapter contains conclusion and future recommendations.

Chapter 2 LITERATURE REVIEW & HYPOTHESIS DEVELOPMENT

2.1.1 Governance

The idea of Governance is not new when it comes to political science, public administration, and development studies (Jessop & Macmillan, 2000). Governance is a broad concept and does not have any specific definition. It was basically originated by the Latin term *gubernare*, based on the verb in French that is *gouverner*. Then in English, words like government and governance were introduced (Plattner, 2013). During the 20th century, the concept of corporate governance was clearly explained in business and legal spheres. But in the early 1990s, the term governance began to use commonly which was used in contrast to the more traditional word i.e. government before. These days "governance" is frequently used to describe certain range of activities that are related to the act of controlling or directing any kind of social behavior. Some political analysts believe that the "governance" has become an "empty signifier" because of its broad convention and as well as the extreme ambiguity (Offe, 2009). Governance became popular in the 1980s because of the reforms of public sector, executed by the administration of Reagan (USA) and Thatcher government (UK). Because of these public sector reforms, government establishment take on collective public-private policy formation by implementing ideas of corporate management in the public sector.

A lot of work has been done regarding political governance other than in USA and UK. Studies has been done in East of Europe and in Soviet Union (Heady, 2001), in Australia (Dawkins & Colebatch, 2006), within South Africa (Guy C. Z. Mhone & Edighheji Mhone (O. (Omano)), 2003), and also in Russia (Puffer & Mccarthy, 2010).

Governance is believed as a way for controlling exploitation and operational usage of assets for the development of economy specifically in the states that are under the process of development (The World Bank annual report, 1989). It became popular at international level after conceived by the World Bank in its report (World Bank, 1989). The public sector reforms were the main focus in the report and special attention was given towards the promotion of good governance indicators. The term of governance was mentioned with the word development in the World Bank Report in order to use them in a similar meaning. The word was used to speed up certain projects related to development particularly in underdeveloped countries which were caught up by issues like exploitation of resources, favoritism, and incompetent principles to fight against several problems in society.

The concept of governance is defined in different ways by several scholars on the basis of their views, histories, and dimensions of the concept (Bevier & Rhodes, 2004). Thus, there are a lot of misconceptions regarding the usage of the term governance (Kohler-Koch, 2006). Like for example, governance is defined as a form which gives directions and controls the companies in terms of corporation (Cadbury Report, 1992). In the language of political science, governance symbolizes to the cautious upkeep of government institutions to increase credibility and validity of public sphere (Rhodes, 1997). The World Bank defines it with respect to a country's institutional capability in providing facilities to citizens (World development report, 2000). The course of action meant for decision-making in a group in the presence of several organizations actors or some actors and when there is no official control structure to specify how these actors and organizations should act together (Vasudha Chhotray, 2008). In this case, the guidelines (formal or informal) are implanted in the governance system.

2.1.2 Good Governance

During the past three years, the discussions on good governance have included both the aspects of theoretical as well as practical aspects. The elements of good governance, according to Etounge Manguella, consist of transparency, rule of law, answerability, openness, protection of civil rights, operative and honest government institutions (Ali, 2015).

The Worldwide Governance Indicators were first presented in the 1999 publications "Aggregating Governance" and "Governance Matters." The definition of the indicators is based on what the authors refer to as "fundamental governance concepts" (Daniel, Kraay, & Zoido-Lobató, 1999).

Figure 1 Characteristics of Good governance
Source: Avijit Biswas, 2023.

1. Voice and Accountability: It refers to the level in which the public citizens have the right to select their own representative. It also includes freedom of association, speech, and free media.

2. Political stability and absence of violence: It simply means that the government would become weak and can be destroyed due to several violent acts, like political conflicts and terrorism.

3. Effective government: The effectiveness of government is influenced by many factors like the quality of public services, the capability of political freedom of government staff, quality of policy making process and its execution, and the sincerity of the government towards these policies.

4. Regulatory quality: It talks about the capability of the state to grow private sector by making and implementing serviceable laws.

5. Rule of law: It is the possibility of crime or any kind of violence as well as the point to which the actors follow or trust social customs, specifically the caliber of courts, contract enforcement, and police.

6. Control over corruption: It is when elite class of society and corporations exploit the public sector for their own interests. This corruption is done on both small and large scale and also "capturing" the state.

People-centric approach was also pursued by the components of good governance recognized through the World Bank. One of the main requirements for any democracy is the voice and citizen participation while selecting their representative through elections. According to

Waheduzzaman (2010), the International Monetary Fund (IMF) and the World Bank believes that civic engagement is an important feature of Good Governance. The act in which an individual should justify for their actions to the citizens or higher authorities is identified as accountability (Shafritz, et al., 2022). The definition of responsiveness is when governmental agencies and procedures make an effort to assist each and every individual in a timely and suitable manner (Waheduzzaman, 2010). According to Mimicoulos, Kyj, Sormani, Bertucci, and Qian (2007), when information is easily accessible and understood by the people who are interested in it, is called as transparency. With the purpose of investigating the comprehensive claim that the Pakistan would have "good governance" and economic success if it had stable politics, the Rule of law, voice and responsibility, and measures for controlling corruption, Zubair and Khan (2014) undertook a study. Currently, the effective governance is viewed as an essential for the growth of a country and holds a prominent position in the discussions related to development.

2.1.3 Governance Deficit

It appears that there are no cogent alternatives to the old centers of power and authority inside the social fabric of society, which is crumbling. What emerges are institutional corruption and inefficiency along with societal disintegration and sporadic violent acts. These are unexpected daily reactions to an unprecedented institutional dissatisfaction. The breakdown of the "social contract" among Pakistanis appears to have had a disastrous effect on the nation's infrastructure, educational system, government bureaucracy, economy, and even the arts (Anita M. Weiss, 2001). Their observations were relevant before to 2001, but it appears that the breakdown of security and law and order, as well as the subsequent conflict between the executive and judicial departments, has made matters worse. The extent of the nation's governance issues is

25

demonstrated by the state's incapacity to uphold the rule of law and protect residents' property and lives.

2.1.4 Local Governance

Local governments are the institutional frameworks orchestrated to deliver specific public services to small defined geographical units. These entities are established and authorized by national constitutional provisions in countries like Brazil, Japan, Italy, France, and Indi, by state portrayals like in USA and Australia, through central unitary authority like in the UK and New Zealand, by federating units like in Pakistan and Canada and by executive directives like in China. Local governance can be described as a process that encompasses the idea of identifying communal needs and formulating strategies and action plans to address those needs (Shah, 2006). Consequently, local governance encompasses formal institutional networks, government entities, hierarchical structures, and informal communal associations for collective and collaborative action regarding the effective provision of community services and canalization of community development through influential frameworks of citizen-government partnerships. The integration of formal governance structures and informal social networks with their direct and indirect contributions ameliorate the whole process of governance through the tools of democratic participation that empower citizens to impact the decision-making process and power corridors.

Effective local governance is a broad concept that does not just incorporate the endowment of local facilities but also includes securing citizens' fundamental rights, providing them a platform for civic engagements, ensuring a standard living environment, and promoting long-term sustainable developments. The theory of decentralization aptly describes the essence of local government systems. Oates (1972) has proposed that every public service should be managed by

the lowest level of local government to ensure timely response and effectiveness of service delivery. The idea elucidates that local governments are better designed to classify, comprehend, and inscribe the needs and apprehensions of community by eradicating unnecessary bureaucratic hurdles and establishing an environment of healthy development competition between different jurisdictions.

The duties and responsibilities of local government institutions are defined by five theoretical perspectives, i.e., traditional monetary confederalism, novel civic supervision, communal choice, innovative established finances, and system authority. The main two were introduced as the consequence of marketplace failures besides they emphasize on reasonable distribution of communal resources. Public choice and new institutional economies evaluate the shortcomings and flaws of government. Network governance is a comprehensive perspective that addresses the inadequacy of both the market and government. The particular local government refers to a formally, elected entity responsible for the people living in a particular jurisdiction. However, local governance is the decision-making process at the lowest level that includes multiple stakeholders, like, civil societies, government officials, media outlets, and community members cooperating to counter challenges and capitalize on opportunities. As per international literature, both these terms are used interchangeably. The United Nations also uses these terms synonymously while discussing the need for reforms in traditional local government structures. Moreover, the terms are also used interchangeably in many countries in both Europe and Asia while referring to both stakeholders participating in confined policymaking and formally elected representatives of local government structures.

2.1.5 Local Government System of Pakistan

Pakistan's constitution provides the formation of local governments in Article 32 and Article 140-A. Article 32 indicates that the provincial governments will support and maintain local government institutions to ensure the representations of workforce and women. Article 140-A identifies the creation of local government systems and grants the authority to the elected representatives to make decisions about policy, administration, and finances (Constitution of Islamic Republic of Pakistan, 1973). Local governance denotes the formation of strong communities (Nasira Jabeen, 2001). In order to do so, the institutions play a significant role in establishing operative local government structures. The institutions that serve as the sub-units at local level are given authority to use available resources and to address problems at local level.

The government of Pakistan consists of three tires including national, regional, and local. Local tire is responsible of dealing with concerns of persons at confined level. Local population, especially the deprived, women, and the minorities, have a variety of choices from these institutions where they can express and contribute in local development by influencing project execution. Therefore, the local institutes of government exist as the opportunity for the deprived and the ignored opinions. Local administrations are advised to fulfill the demands and to offer the basic services to the citizens to promote peace and to gain trust of citizens.

Through local government system, democracy can be established at the grass root level. Many international organizations and different scholars believe in the promotion of deliberative democracy at local level on the way to upsurge proficiency and efficacy of native structure. This is escorted not only via better responsibility but also with the transparent procedures. In Pakistan, the classification of local regime can be outlined back to age of Ayub Khan and ever since the structure is being revised via modifications. During regime of Musharaf (2001), the major

reforms were brought. The initial purpose of local government system was to nourish the general public via transformation of power from legislative bodies to the people and the multitude. The situation was also intended at resolving the problems at the local level also to make chances for activities of engagement for the people by including them in the process of making decisions in addition to its execution. This structure envisioned on the way to modify society by making administration extra responsible towards people for their activities and choices. It can be done via the contribution besides engagement of people in communal progress initiatives also eradicating rural-urban division. Strong local institutions are the only possible way to have resilient and established democracy.

Ishrat Hussain believes transfer of authority is needed on behalf of some motives referring to World Bank (2004), Cheema and Mohmand (2006), and Bardhan & Mukherjee (2007) that include increased answerability, effective service provision, improved policy strategy, generation of revenues as well as the large scale contribution by the neglected segment of society (women, laborers, and minorities). Rights of citizens as consumers of essential services are protected in Pakistan by the laws of local government. Local figures, in majority of provinces, have remained assigned by the errands of ruling of facilities beside with distribution of community facilities i.e. common needs like education, health, and urban facilities like supply of water and management of solid leftover. Regulations on native management were enacted by all the regional governments' as per the Article 140A in the Constitution of Pakistan via the Eighteenth Amendment Act 2010. In order to fulfill the constitutional requirement, every region passed regulations on local government during 2010-2013.

2.1.6 Citizen Trust

Expectations of the public on the nature, functions, and relationships of government with the general public as well as the conduct of public officials, employees and citizens at large referred to as trust in government (Cheema, 2010). On the contrary, Thomas (1998) claimed that the basis of trust is beliefs rather than anticipations. Because it indicates the nature of the connection between the governments with public citizens, trust of public on government is significant (Porumbescu, 2015). Additionally, there is a firm believe that faith in the government keeps the system together as a whole and works as the lubricant that controls the mechanism of policy (Meer, 2010). Good policies that advance safety and security of people can help to foster belief in the administration, a crucial component of Good Governance (Cheema & Popovski, 2010). Yousaf and his associates make a compelling case that excellent governance leads to or results from trust (Yousaf, 2016). Similarly, several academics have attested to the fact that effective governance raises citizens' confidence in the government and its administration and strengthens the political-administrative system's legitimacy (Yousaf, et al., 2016) (Salminen & Ikola-Norrbacka, 2010). Citizen Trust is hence seen by means of a prerequisite for and an outcome of successful administration (Cheema & Popovski, 2010). Conversely, some academics, such as Bouckaert and Van de Steven (2003), contend no precise correlation amongst good governance and trust. They contend that whereas positive sentiments among citizens influence trust indices, the measurement that forms the basis of governance indicators is more impartial. As a response to this criticism, in 2010, Blind argued that democratic government is impossible without civic trust in both its political and social forms. He asserts that there is a circular connection between effective governance and trust. Good governance's practices are encouraged by confidence within government; consequently, good governance encourages plus fortifies faith in government

in all of its forms (Blind, 2007). Consequently, when the administration chooses to put the values of good governance into action, they can not only address the public demands but also boost citizens' confidence in the government (Yousaf, 2016). On the other hand, trust may be eroded if the government and its administration fall well short of public expectations and are inefficient in their management (Salminen & Ikola-Norrbacka, 2010).

Citizens' trust in local government has a direct relationship with active involvement in local governance structure. A system of local administration that ensures civic participation and responsiveness to citizens' expectations can enhance citizens' trust on government system. In the other way, citizen's trust is also boosted when citizens enthusiastically participate in the governance activities (Šaparnienė, et al., 2021). Citizen's trust is highly crucial for the operative working of local government system. Citizen's trust on local government should be given more emphasis than trust on national government, because local issues highly impact citizens. Citizen trust ensures the legitimacy of democratic local government system (Ayna, 2022). The quality of service offered by local government system influences the citizen's trust on the governing institutions. Partisan politics can hamper the public's trust on the governing bodies (Ambarwati & Lestariana, 2019). For ameliorated citizen's trust, it is imperative to build open and honest communication channels between citizen and the governing bodies. Transparency in information delivery also proliferate public's trust on local government institutions (Šaparnienė, et al., 2021).

2.1.7 Public service performance

When it comes to citizen trust, public service performance can be defined as assessments of how well public institutions are meeting public expectations (Campbell, 2004) (Miller & Listhaug, 1990). According to the performance method, trust is created by institutions that perform well and by those that do not doubt as well as mistrust (Mishler & Rose, 2001). People who have

generally positive experiences with institutions providing public services have a tendency to trust them (Kumlin, 2002) (Christensen & Lægreid, 2005). However, there isn't always a constructive connection in the middle of Public service performance and Citizen Trust (Bouckaert & Walle, 2003). This link is not a given since increased public trust is not always a direct result of better public institution performance (Baniamin, 2019). The effectiveness of government agencies and due to the complex interactions between reality, perception, and anticipation, citizen happiness is not always correlated (Bouckaert & Walle, 2003). For example, a 2003 study by Van de Walle and Bouckaert demonstrates that communal services that are operating well do not turn into popular trust every time. The performance approach focuses on the public services' quality. Notably, public service performance has a favorable impact upon Citizen Trust in the relationship of performance with trust (Rosanas and Velilla, 2003). The greater the value of faith among community service, the more favorably it is viewed to public establishments. More people are gratified by confined public institutions engaged in a variety of goods and service delivery, the more trust there is in those institutions.

Public service performance influences the citizen's trust on the local government bodies. Effective service delivery and quality performance boosts public trust and allow citizen to build a functional relationship with the administrating units (Walle & Bouckaert, 2007). Positive public service performance leads to higher expectations of public from the local government institutions. Poor service delivery does not necessarily lower public's expectations from the governing units, but it may lead to negative relationship between public and governing departments (James, 2011).

According to the opinion of many theorists, the improved public service performance is an essential component for enhancing the Citizen Trust in government. In contrast, mistrust is being

associated with the low enactment by public service institutions (Yang & Holzer, 2006), (Uslaner, 2002), and (Christensen & Lægreid, 2005). Individuals are usually dependent on the government for basic services like healthcare, education, safety and security, justice and equality, transportation and energy, water, and management of waste. In reality, citizens not only view government's performance from the insight of service provision, but, also regarding efficiency plus equality of laws and principles (Yang & Holzer, 2006). When individuals positively perceive the acts of public institutions, particularly when those organisations follow regulations and standard operating procedures, people are more likely to trust those institutions (Sztompka, 1999). According to Jamil and Askvik (2015), the level of civic support, consequently, the degree of Citizens' confidence in the administration can be determined through the quality of Government service offering. According to Campbell (2004) and Miller & Listhaug (1990), assessments of public institutions' performance in relation to public expectations might be interpreted as public service performance with regard to citizen confidence. The contentment of nations and the enactment of civic institutes are not essentially connected due to the complicated relationship of perception, anticipation, and reality (Walle & Bouckaert, 2007).

2.1.8 Civic Engagement

Civic engagement is the duty that comes from being a citizen that includes the responsibility of enthusiastically engaging yourself in voluntary work that is beneficial for the local community, either in the form of teamwork or alone (Diller, 2001). Civic engagement in decision making process can be done via elections, communal and administrative organizations, and other methods of direct participation and discussions (World Bank, 2017). The literature of social capital often believes that the civic engagement not only comes from trust but can also lead to greater trust (Stolle, 1998). The expectation among people for its government may also remain

influenced by their involvement within the government. This kind of trust, referred to as "process-based" trust, is based on how satisfied individuals are with the degree and caliber of their participation (such as the kind, frequency, and responsiveness) in the government's decision-making process. Citizens may or may not be satisfied with consequences of their engagement but government can gain citizens' trust and legitimacy during the whole process of participation (Kumagai & Iorio, 2020). In order to improve the community, one must have the values, abilities, and knowledge needed to make a difference. Particularly, civic engagement facilitates the understanding and recognizing the needs of inhabitants (Roberts, 2008), enriches sensible policymaking (Neshkova & Guo, 2012) (Box & C, 1998), makes decision-making easier to implement (Pandeya, 2015), results in inclusive development and equity-based decision-making (Adams & Bell, 2002) and aids in the provision of better services (UN, 2008). The Organization for Economic Co-operation and Development (OECD) and several other international surveys, the citizen trust in their government is reducing. In OECD countries, around 38% of people have trust in their government (OECD, 2017). Number of elements, including self-interest, deliberation (exchanging arguments and shifting preferences), inclusivity (diversity of ideas and openness), and civic skills (debating public issues), all have an impact on civic engagement (Michels & Graaf, 2010). It is hard to build a causal link of civic engagement with the citizen trust but most authors agree with Putnam who believes that civic engagement and trust are equally strengthening. In simple words, formal civic engagement is unexpected without trust of citizens in government (Putnam, 2000). The performance of government will become deprived and Citizen Trust in government will decrease without the active participation of citizens (Brixi, Lust, & Woolcock, 2015).

Citizens' lack of engagement is mostly due to low level of faith in public institutions, and citizens' lack of involvement in government decision-making has a negative impact on accountability and performance, which further erodes public trust. Level of Citizen Trust can be measured through the engagement and participation of citizens. The degree of engagement will drop and the efficacy of local government won't alter if the lack of trust continues. Therefore, encouraging citizens' involvement on a variety of social, political, and public concerns is essential to promote citizen trust and overall development.

2.1.9 Citizen Trust & Good governance

Kaufmann and Kraay (2010) define governance as a state's customs, practices, ideals, and institutions that carry out the supervision and include a process of choosing a different government, accountability, and respect for citizens' rights along with the country's authority on the way to create and execute laws. The word governance refers to a broad concept that encompasses all functions, and governance is better when it responds to collective or shared concerns among people and serves their wants and desires in a way that is appropriate and widely accepted (Gryphon, 2010). According to Saich (2007), there isn't a single good governance model that works perfectly every time. In addition to being a process, good governance is a framework that guides the socioeconomic and political relationships and it includes comprehensive variety of aspects, comprising responsiveness, accountability and voice, transparency, and participation (Elahi, 2009).

The Indicators of Governance were first presented in the 1999 publications globally. The definition of the indicators is based on what the authors refer to as "fundamental governance concepts" (Daniel, Kraay and Zoido-Lobató, 1999). Accountability is when an individual ought to be liable towards upper administration, power, or community for their activities (Shafritz, et

al., 2022). The definition of responsiveness is when governmental agencies and procedures make an effort to assist each and every individual in a timely and suitable manner (Waheduzzaman, 2010). According to Mimicoulos, Kyj, Sormani, Bertucci, and Qian (2007), transparency talks about clearness and accessibility of any information in addition judgments for people interested in that specific material.

Citizen trust can benefit from elements of good governance. Previous studies (Caillier, 2010) (Park & Blenkinsopp, 2011) suggested that individuals' trust and confidence in their government get affected in some way by excellent administration. Political trust or faith in the administrative system is common terms used to describe confidence in the administration (Hair, et al., 2010). According to Thomas (1998), the confidence that the community has for government to act in the wellbeing of the community can be used to measure how much faith they have in state institutions. According to Hetherington (1999), citizens' trust was formed as an essential analytical perspective towards the government on the basis of how successfully the government complies with the expectations of citizens. Trust in the state is essentially an evaluation of how good the government is functioning in relation to the expectations that people have for themselves (Miller & Listhaug, 2007).

Furthermore, it is generally acknowledged that, in every political system, public trust plays a key role in fostering upright authority (Clark & Lee, 2001). States having greater trust are capable to function more smoothly, successfully, besides efficiently as compared to others who lack confidence (Chen & Shi, 2001). It is established that a major factor in the growth of bad governance corruption, which has severely reduced public confidence in governments, is the absence of governance implementation. For example, Osifo (2012) found a direct link amongst the public's reliance in administration plus the operation regarding ethical governance. Trimi,

Tan, and Lee (2005) discovered the positive and significant association between public trust, participation, accountability, and transparency. This relationship was based on interviews with government officials, policymakers, and experts in the arena of statistics and communications technology (ICT) from eight developed states (Lee, et al., 2005). In the same way, Kim & Kim (2007) demonstrated the prominence of involvement, accountability, and openness on communal reliance in the government, to which reform initiatives are tied. In 2011, the relationship between transparency and trust was investigated (Park & Blenkinsopp, 2011). Within Pakistan, good governance and economic development can happen only when there is stable politics, transparency and liability, Rule of law, and corruption's control (Zubair & Khan, 2014).

2.1.10 Citizens' trust & Local government system

Since Pakistan has become an independent state, it has been struggling to have an effective and comprehensible structure of government. According to many scholars, administrative forces have not come up with a suitable local governance structure because instead of ideology, the political parties approach the common people through powerful individuals and landlords of the area. Public sectors have historically played a crucial role in delivering basic services like health, education, and infrastructure along with upholding law and order in developing countries like Pakistan. Researchers claim that while Pakistan's decentralization process has surfaced on several occasions, it has never reached a fully developed state. Decentralization strategies do, however, provide local government more authority that eventually results in citizens' involvement in their social and other developmental challenges. Increased public confidence in local government demonstrates that people have high expectations for the people who work for those organizations. Greater confidence is predicated on the assumption that public servants adhere to legal procedures, which will benefit both society and governmental institutions. The

level to which people are satisfied with public services may differ depending on their level of faith in the government (Lægreid & Christensen, 2005). When people have overall positive experiences, there is a great chance of trusting the government (Rothstein & Steinmo, 2002). The systems of local government have not developed to a purely sustaining formation although several administrations have established layers for the citizens' benefit. An in-depth analysis is required to ensure the perfect arrangement of local institutions and that the external factors are taken into account by the Pakistan's government. Due to the fact that different customer groups use services provided by local governments, local government institutions must consistently improve their services. These services must be strict, flexible, as well as suitable given the requirements of the general population (Mosahab & Mohamad, 2010). If the prime concerns of the people are satisfied, there will be higher level of service satisfaction, which validates the reliability and validity of local government organizations.

Since public organizations are based heavily on trust, issues like legitimacy are decisive (Lægreid & Christensen, 2005). According to Blind (2007), legitimacy is the agreement of the people with the way public institutions are governed. In addition to more particular exposure with the government officials and their services, as well as the active relationship among the two, Citizen Trust is inclined by general and systemic components like the validity of the political structure (Bouckaert & Walle, 2003). To organize and to handle the variations brought about by globalization, economic progress, and the democratic process, public institutions must build trustworthy relationships with social actors and individuals. They also need to establish partnerships in order to achieve legitimacy and successfully implement public policy (Jamil & Askvik, 2016). A high level of confidence in public organizations is indicative of their legitimacy and democratic nature. People are more likely to act independently and support the

policies they choose when public institutions are legitimate, rather than when they feel coerced or threatened (Bouckaert & Walle, 2003). If people have faith in their representatives and the government, legitimacy can be easily attained (Blind, 2007). The degree of trust that citizens have in institutions is indicated by their decision-making choices, which is known as institutional trust. When people obey government decisions without enough information because they believe they are right and will safeguard their interests, which is when institutional trust is evident (Kim, B, & Zmud, 2005).

Currently, in Pakistan, the local governance system is comparatively new, apart from the few various situations during the regime of Ayub Khan, Zia-ul-Haq, & Pervaiz Musharraf. As a result, citizens are still waiting for institutions to take action on their concerns other than elected officials. Structures of local bodies are politically influenced and are manipulating the citizens' demands (Ali, 2017). Many researchers agree that in Pakistan, decentralization process has apparently emerged various times but is still unable to reach the maturity level. Decentralization policies empower local governments by facilitating greater citizen participation in social and developmental issues. The effective organization of local bodies necessitates a comprehensive study to guide the government, taking into account all critical factors relevant to Pakistan.

2.2 Hypothesis Development

The relationship among the variables which are relevant to this research study is shown in a theoretical framework earlier. Some hypotheses have been generated in order to examine the correlation among variables empirically and these hypotheses are based on relevant literature review. Based on research questions, subsequent hypotheses are proposed for this suggested research.

2.3 Factors affecting Good governance and Citizen Trust

According to Etounge Manguella, protection of rights of human, law and order, an honest then effective government, accountability, openness, predictability, and transparency are all essential components of good governance (Landell-Mills & Serageldin, 1991). Good governance practices are encouraged by confidence in management, and virtuous governance consecutively encourages and toughens trust in government in every form (Blind, 2007). Worldwide Governance Indicators were first presented in the 1999 publications "Aggregating Governance" and "Governance Matters." The definition of the indicators is based on what the authors refer to as "fundamental governance concepts" (Daniel, Kraay, & Zoido-Lobató, 1999). Various factors effect citizens' trust, generating the theoretical framework for current research study. These factors include simplicity of administration, transparency, responsiveness, rule of law, and accountability. According to Thomas (1998), the confidence that the community has in the government to act in the wellbeing of the community can be used to measure how much faith they have in state institutions. According to Hetherington (1999), citizens' trust was formed as an essential analytical perspective towards the government on the basis of how successfully the government complies with the expectations of citizens. Trust in the state is essentially an evaluation of how good the government is functioning in relation to the expectations that people have for themselves (Miller & Listhaug, 2007). Following hypothesis is formed in order to search a relationship of Good governance and Citizen Trust.

H1 (a): There is a positive relationship between Good governance and Citizens' trust.

2.3.1 Simplicity of Administration with Citizen Trust

There is a firm believe that faith in the government keeps the system together as a whole and works as the lubricant that controls the mechanism of policy (Meer, 2010). Good policies that

advance safety and security of people can help to foster confidence in government, which remains a crucial component of Good governance (Cheema & Popovski, 2010). The simplicity of administration refers to the clarity and easy access to certain information in which the citizens are interested. The process of administration should be simple so that citizens can have confidence and trust on their government system. Several academics have attested to the fact that effective governance raises citizens' confidence in the government and its administration and strengthens the political-administrative system's legitimacy (Yousaf, et al., 2016).

Citizens must be aware and guided about a specific procedure with the aim of gaining their reliance on administrative system. Because of a fact that different customer groups use services provided by administrative set-ups, institutions must consistently improve their services. These services must be strict, flexible, as well as suitable given the requirements of the general population (Mosahab & Mohamad, 2010). The higher the primacies of population are satisfied, the higher level of service satisfaction is, which validates the reliability and validity of administrative institutions.

Thus, in order to study citizens' trust, it is essential to explore simplicity of administration to determine whether it is relevant to citizens' trust or not. The following hypothesis is being tested in relation to this understanding.

H1 (b): Simplicity of administration is positively related to the Citizens' trust.

2.3.2 Transparency with Citizen Trust

According to Mimicoulos, Kyj, Sormani, Bertucci, and Qian (2007), transparency is about having access and proper understanding regarding any information and judgments for people who are interested in that specific information. The literature related to transparency

recommends that system of government must be transparent in order to gain Citizen Trust (Rawlins, 2008). An internal operations and communications of an organization are equally as important to its transparency as what is carried outside of it (Oliver, 2004). Transparency focuses on building confidence in citizens, administrators, and legislative bodies. Individuals who have confidence in their government pay their taxes more willingly, participates in policymaking, invest and resolves the matters in community.

It is not always possible for citizens to fully understand the decisions and policies of government or even the information provided to them, which makes the transparency significant and a necessity. Consequently, people will have to fill in a lot of breaches depending on their fixed thinking about the administration. It is further expected for nations to draw conclusions similar to the previous when there is absence of ultimate information after they are exposed and straightforward about their opinions and apprehensions. Transparency plays a huge part in better understanding of plans and procedures among citizens. It leads towards the higher level of Citizen Trust (OECD, 2012). Transparency can be achieved through different methods. First of all, the right to access information must be regulated in order to promote transparent policy-making process. Secondly, an actual legislation is must to provide civil rights and can establish the organized structure to benefit certify access. These events encompass requirements for public bodies to publish information, excluding specific cases such as execution of laws, safety of state, and judiciary headquarters. They also form defined boundaries regarding which information should remain confidential. Additionally, public agencies are mandated to implement an effective information and documentation system for managing public information efficiently. Oversight offices are established to resolve disputes and monitor the enforcement of these regulations (Matasick, 2017). Therefore, a subsequent hypothesis exists.

H1 (c): Transparency is positively related to the Citizens' trust.

2.3.3 Responsiveness with Citizen Trust

It is normally defined by means of practice where representatives take on strategies based on citizen preferences (Manin, Przeworski, & Stokes, 1999; Powell, 2004; Stimson, Mackuen, & Erikson, 1995). In administrative accountability, responsiveness refers to the relationship between government agencies and their clients or customers. Local government service delivery exemplifies this by connecting the public with local authorities. Timely responses are crucial in ensuring public confidence and trust in service providers at the local level, which also enhances work quality (Abidi, Singaravelloo, & Azizan, 2018). Comparative survey research underscores responsiveness as a fundamental democratic value among citizens (Bowler, 2016). Moreover, citizens are deeply concerned about the decision-making processes (MacCoun & Tryler, 2006), highlighting the significance of responsive actions.

In 2005, Zabojnik and Francois argue that faith besides administrative actions mutually influence each other, shaping attitudes and economic outcomes. They highlight the significance of trust in enabling effective government functioning, with governmental actions impacting the level of trust in return. Therefore, public cooperation and feedback are crucial for local authorities to enhance effectiveness and foster community trust, which underpins government legitimacy. Many scholars contend that public trust is vital, reflecting the government's capacity to ensure community well-being and happiness. Consequently, society is expected to maintain trusting relationships with the government, as trust is essential for governing in the community's best interests (Ward et al., 2016).

Political leaders must respond to citizens' demands timely and in an effective manner, as it results in higher level of trust among citizens. Representation philosophers focus on reliable explanations on the behalf of their acts. They argue that political leaders should be attuned to public opinion to effectively incorporate priorities of citizens' course of action (Soroka & Wlezien, 2010) in addition to offer persuasive answers even when decisions don't align with public sentiment (Jacobs & Shapiro, 2000). While administrators act in a manner that assures people their concerns need to be considered, it helps mitigate dissatisfaction with policies that may not align with public wishes. Hence, for the objective of this exploration, the following hypothesis is developed.

H1 (d): Responsiveness is positively related to the Citizens' trust.

2.3.4 Accountability with Citizen Trust

The obligation upon public officials to be answerable to public regarding their actions and decisions is a vital variable in the equation of effective governance. The governance paradigm which obligates public representatives to explain their decisions to citizens and answer citizen's queries regarding public matters tend to augment citizen's trust and faith in their government. The element of trust and faith are essential for a functioning and credible government. It also nurtures cooperation, citizen's democratic participation, and sense of civic responsibility. Accountability is when a person is answerable to their upper administration as well as citizens for their activities (Shafritz, et al., 2022). Firstly, the main purpose of accountability measures is to hold governments, agencies and officials to account for their stewardship. Secondly, accountability ultimately is to those from whom power is derived- the people.

When citizen realize that their government is accountable, their trust on government's ability to protect their rights and to represent them increases. They tend to trust the decisions made by the governing body. This increased trust can encourage them to actively participate in the democratic processes and public discourses. Their confidence in the government push citizen's to foster a democratic and inclusive society. The citizens then transform into informed, democratically literate populace, who have their say in the governing matters and can demand accountability from public officials and representatives. Conversely, when the governance structure does not provide an opportunity for accountability and answerability, citizens tend to develop feeling of distrust for government's decisions. There is apathy and skepticism among citizens regarding governmental policies.

H1 (e): Accountability is positively related to the Citizens' trust.

2.3.5 Rule of Law with Citizen Trust

The rule of law encompasses the notion that laws are created, enforced, and the relationships among legal rules regulated by law itself, ensuring that no individual, regardless of their position, is exempt from legal accountability. This principle dictates that governments are bound by existing laws just as citizens are. Equality before the law is closely related, emphasizing that no legal entity should have privileges denied to others, and no person should be immune from legal consequences. Furthermore, the application and interpretation of legal rules by officials must be impartial and consistent across similar cases, devoid of considerations like class, status, or power dynamics among parties involved. To uphold these principles effectively, there must be legal mechanisms in place to compel officials to abide by the law (choi, 2024).

There is a widely held argument that the rule of law and trust share a reciprocal relationship. It fosters principles of trust, then in turn, trust enhances regulation of laws. Conversely, the absence of it erodes trust, besides a culture of distrust hampers and undermines the rule of law. This reciprocal relationship carries important normative implications. Preserving the foundations of social trust is a shared objective of both legal frameworks and policies, albeit one that may conflict with the pursuit of social justice (Simpson, 2024).

H1 (f): Rule of law is positively related with Citizens' trust.

2.3.6 Citizen Trust & Public service performance

When it comes to citizen trust, public service performance can be defined as assessments of how well public institutions are meeting public expectations (Campbell, 2004) (Miller & Listhaug, 1990). According to the performance method, trust is created by institutions that perform well and by those that do not doubt as well as mistrust (Mishler & Rose, 2001). People who have generally positive experiences with institutions providing public services have a tendency to trust them (Kumlin, 2002) (Christensen & Lægreid, 2005). However, there isn't always an affirmative correlation in delivery of services and faith in administration government (Bouckaert & Walle, 2003). This link is not a given since increased public trust is not always a direct result of better public institution performance (Baniamin, 2019). The effectiveness of government agencies and due to the complex interactions between reality, perception, and anticipation, citizen happiness is not always correlated (Bouckaert & Walle, 2003). For example, a 2003 study by Bouckaert and Van de Walle demonstrates about services that are operating well do not always translate into popular confidence within government. Quality of services is an essential focus among the performance approach. Notably, public service act consist of favorable power on the degree and trust's level among the link of performance plus trust (Rosanas & Velilla, 2003). The greater the

level of confidence in public service, the more favorably it is viewed to public establishments. Extra occupants are gratified by confined public institutions engaged within a variety of goods and service delivery, the more trust there is in those institutions.

Public service performance influences the citizen's trust on the local government bodies. Effective service delivery and quality performance boosts public trust and allow citizen to build a functional relationship with the administrating units (Walle & Bouckaert, 2007). Positive public service performance leads to higher expectations of public from the local government institutions. Poor service delivery does not necessarily lower public's expectations from the governing units, but it may lead to negative relationship between public and governing departments (James, 2011).

According to the opinion of many theorists, the improved public service performance is an essential component for enhancing the reliance of folks in management. Contrariwise, mistrust is being associated with the ineffective act of institutions (Yang & Holzer, 2006) (Uslaner, 2002) (Christensen & Lægreid, 2005). Citizens frequently expect administration to deliver essential amenities like healthcare, education, security, law enforcement, electricity, transportation, water, and waste management. Government performance is evaluated not only based on the delivery of these services but also on the effectiveness, fairness, and ethical standards of government policies (Yang & Holzer, 2006). When individuals positively perceive the acts of public institutions, particularly when those organisations follow regulations and standard operating procedures, people are more likely to trust those institutions (Sztompka, 1999). According to Jamil and Askvik (2015), the level of public support and, consequently, the degree of Trust in the management can be determined from quality of Government service offering. According to Campbell (2004) and Miller & Listhaug (1990), assessments of public institutions' performance

in relation to public expectations might be interpreted as public service performance with regard to citizen confidence. Actions of institutes and citizen desire are not always directly correlated due to the complex realities, perceptions, also expectations (Walle & Bouckaert, 2007). Therefore, following hypothesis is formed for the purpose of this investigation.

H2: The positive correlation between the Good governance and Citizens' trust is mediated by the Public service performance.

2.3.7 Citizen Trust & Civic Engagement

Civic engagement can be defined as the responsibility of citizenship, encompassing the duty to actively participate in voluntary efforts that contribute to the betterment of the local community, whether individually or in cooperation with others (Diller, 2001). Civic engagement in decision making process can be done via elections, communal and administrative organizations, and other methods of direct participation and discussions (World Bank, 2017). The literature of social capital often believes that the civic engagement not only comes from trust but can also lead to greater trust (Stolle, 1998). Trust amongst nations for its government might influence by their involvement within the government. This kind of trust, referred to as "process-based" trust, is based on how satisfied individuals are with the degree and caliber of their participation (such as the kind, frequency, and responsiveness) in the government's decision-making process. Citizens may or may not be satisfied with consequences of their engagement but government can gain citizens' trust and legitimacy during the whole process of participation (Kumagai & Iorio, 2020). In order to improve the community, one must have the values, abilities, and knowledge needed to make a difference. The identification and acceptance of needs of people are included in Civic engagement (Roberts, 2008), enhances rational decision-making (Neshkova & Guo, 2012) (Box & C, 1998), makes decision-making easier to implement (Pandeya, 2015), results in inclusive

development and equity-based decision-making (Adams & Bell, 2002) and aids in the provision of better services (UN, 2008). According to Organization for Economic Co-operation and Development (OECD) and several other international surveys, the citizen trust in their government is reducing. In OECD countries, around 38% of people have trust in their government (OECD, 2017). Number of elements, including self-interest, deliberation (exchanging arguments and shifting preferences), inclusivity (diversity of ideas and openness), and civic skills (debating public issues), all have an impact on civic engagement (Michels & Graaf, 2010). It is hard to build a causal association among the civic engagement and the faith in government but most authors agree with Putnam who believes that civic engagement and trust are equally strengthening. In simple words, formal civic engagement is unexpected without trust of citizens in government. (Putnam, 2000). The performance of government can be reduced and citizens' faith will decrease without the active participation of citizens (Brixi, Lust, & Woolcock, 2015).

Citizens' lack of engagement is mostly due to low level of faith in public institutions, and citizens' lack of involvement in government decision-making has a negative impact on accountability and performance, which further erodes public trust. The participation of citizens is ominously influenced by their degree of trust. Degree of engagement will drop and the efficacy of local government won't alter if the lack of trust continues. Therefore, encouraging citizens' involvement on a variety of social, political, and public concerns is essential to promote citizen trust and overall development. Thus, it is posited that:

H3 (a): Civic Engagement moderates the connection between good governance and public service performance, such that the relationship is more vital for people with higher Civic Engagement than for those with lower Civic Engagement.

H3 (b): Civic Engagement moderates the mediating effect of Public service performance on the affiliation between the good governance and citizen trust, such that the effect of mediation is stronger for people with higher civic engagement than for those with lower civic engagement.

A set of hypotheses was developed on the basis of relationships proposed in the theoretical framework.

Table 1 List of Hypothesis

Serial no.	Hypothesis
1	**H1 (a):** There is a positive relationship between Good governance and Citizens' trust.
2	**H1 (b):** Simplicity of administration is positively related to the Citizen Trust.
3	**H1 (c):** Transparency is positively related to the Citizen Trust.
4	**H1 (d):** Responsiveness is positively related to the Citizens' trust.
5	**H1 (e):** Accountability is positively related to the Citizens' trust.
6	**H1 (f):** Rule of Law is positively related to the Citizens' trust.
7	**H2:** The positive correlation between the Good governance and Citizens' trust is mediated by the Public service performance.
8	**H3 (a):** Civic Engagement moderates the connection between good governance and public service performance, such that the relationship is more vital for people with higher Civic Engagement than for those with lower Civic Engagement.
9	**H3 (b):** Civic Engagement moderates the mediating effect of Public service performance on the affiliation between the good governance and citizen trust, such that the effect of mediation is stronger for people with higher civic engagement than for those with lower civic engagement.
10	**H4:** There is a positive significant relationship between Good governance and Public service performance.
11	**H5:** There is a positive significant relationship between Public service performance and Citizen Trust.

2.4 Theoretical Perspective of the Study

Following approaches are used to study the citizen trust in local governance system.

Good Governance Theory: This theory undermines specific elements that cultivate trust in citizen. Its scope is beyond the structure of local government institutions, it elucidates the principles that strengths the foundation of local government institutions and construct a milieu of public trust (Addink H., 2017). The current theory highlights transparency, which means allowing citizen to openly access data about administrative projects, budgeting process, decision-making frameworks, and general governance operations. Open administrative meetings of local government institutions boasts citizen's trust on the government bodies. Ensuring accountability in the government institutions also fosters public trust. There should be an appropriate mechanism for accountability that allows citizens to hold public officials answerable for their actions. The local government election system is just one way of ensuring accountability. Local government system should be responsive to public needs and concerns. The solution of public issues and apprehensions should be the first priority of governance bodies. They should actively seek public trust by putting efforts to respond and effectively address the needs of local communities. Another factor is participation; the local government bodies should be participatory in nature. From elections to citizen participation in decision-making, the citizen involvement in local governance processes increase citizen confidence on local government institution (Lane, 2018). Overall, the theory highlights some valuable characteristics of local government institutions that guarantee citizen's confidence and trust on their local leaders.

The Social Capital theory: This theory is basically a multidimensional concept in the field of sociology, economics, and administrative conduct, which examines the significance and advantages resulting from social relationships and social networks. Main philosophers associated

with this theory are Pierre Bourdieu, James Coleman, and Robert Putnam. This theory highlights the significance of trust, mutual aid, and also customs of mutual benefit in leveraging these social networks for common benefit. This theory has comprehensive implications, impelling how group of people, system of government and individuals recognize and connect the influence of social networks. Trust is forged when the human capital in the community is influential. Citizen's level of trust on each other, their consideration for the communal interests, and their reciprocity towards other citizens define the course of trust of citizen on local government institutions (Bowles & Gintis, The Inheritance of Inequality, 2002). According to the social capital hypothesis, social relationships are the source of institutional trust (MISHLER & ROSE, 2001). This emphasizes the "interpersonal" element coming from experience and influences citizens' decisions to trust or distrust based on their interactions.

Procedural justice theory: Procedural justice states about the idea of unbiased practices, and how the perception of individuals about justice is strongly affected not only by the outcomes but also the quality of their experiences. This procedural justice theory was introduced, verified, and then claimed by Tom Tyler along with his associates. It has been keenly incorporated by several officials and policy makers as a guide for refining the relations of police and public in the United States. This theory proposes that citizens' trust is strengthened when they realize that local government operates on fair and unbiased nature. Citizen will not care about the outcome and result of decision-making, but will consider how fairly the decision has reached. The process of decision-making should be neutral and objective and the main goal should be taking decision that serves the community (Hough, Jackson, and Bradford, 2013).

Figure 2 Theoretical framework

```
┌─────────────────────────┐
│     Civic Engagement    │
└─────────────────────────┘
         │         ┊          ┄┄┄
         │         ┊             ┄┄┄
         ▼         ▼                ┄┄┄
┌──────────────┐  ┌──────────────┐  ┌──────────┐
│ Good         │─▶│ Public service│─▶│ Citizen  │
│ Governance   │  │ performance   │  │ Trust    │
└──────────────┘  └──────────────┘  └──────────┘
       │                                  ▲
       └──────────────────────────────────┘
```
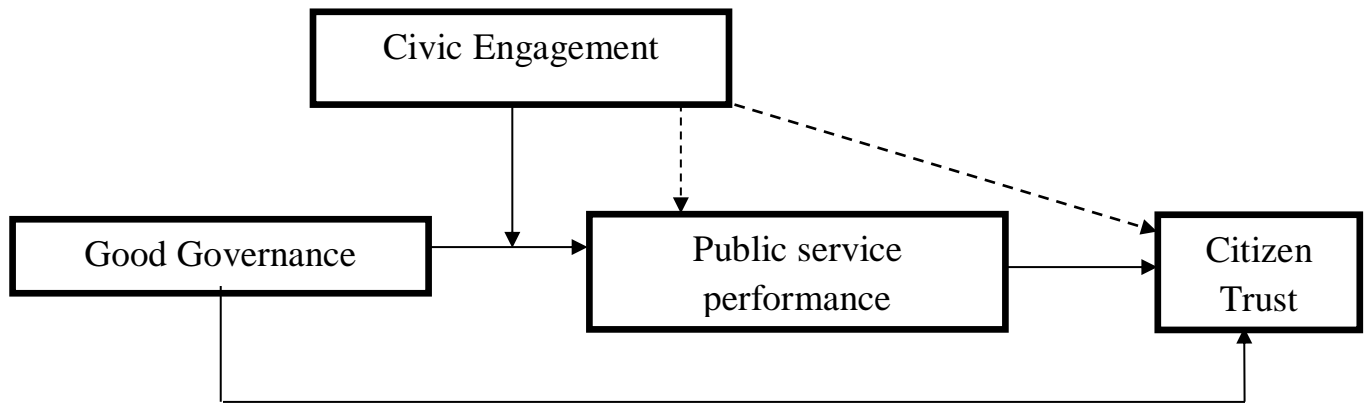
2.5 Conclusion

This chapter has synthesized previous findings on factors contributing to good governance (administrative simplicity, transparency, openness, accountability, besides the rule of law), public service performance, civic engagement, and citizen trust. In addition towards discussing the foundational notional concepts and empirical evidence from relevant literature, this study has also developed a theoretical framework for further examination. Research hypotheses have been formulated as part of framework. Chapter number 3 outlines study's methods and the analyses conducted in this current research study.

Chapter 3 RESEARCH METHODOLOGY

3.1 Introduction

Research technique is described in this chapter. The chapter explains how the population will be identified and how respondents will be chosen from whom relevant data will be collected and processed to determine the interactions between the study variables. This chapter also covers the size of sample, frame of sampling, collection processes through which data was collected, administration and design of questionnaire items, and also the research equipment utilized to meet the research objectives. Finally, the description of statistical analysis used to test hypotheses is given in the end.

3.2 Research Design

The researcher gathered pertinent data and assessed the variables concerning the theoretical framework in this correlational study (Cooper & Schindler, 2008). At the same time, this is an empirical study that used a cross-sectional research strategy, via which data was collected only once and at a single point in time (Sekaran & Bougie, 2010). On the way to understand level of Citizen Trust in the local government structure, the opinions from Islamabad's residents were gathered. Good governance (simplicity of administration, transparency, responsiveness, accountability, rule of law), public service performance, and civic engagement are all considered factors in this study. Because this is a quantitative study, data was examined to test hypotheses to understand the relationship between the variables better.

3.3 Unit of Analysis

The city of Islamabad served as the unit of analysis in this study, and information was gathered through the Individuals of the city. The current research focused on a particular respondent

group: residents of Islamabad.) Having a single key informant is preferable for gathering data from several respondents because it gives researchers more valid and reliable data. (Huselid & Becker, 2000).

3.4 Sample Population

We can define population as a complete set of people, occasions, or subject of interest that scholars are investigative (Sekaran & Bougie, 2010). For the current research work, the targeted population is the total population of Islamabad which is **1,266,792** (World Population Review, 2024). Identifying the target population is crucial to prevent errors in sample selection. By choosing an appropriate sample, researchers can draw conclusions that are representative of the population of interest (Cavana, 2001).

3.5 Determination of Sample Size

The selected sample includes people from Islamabad in order to evaluate aspects influencing their trust in the local government. The study's sample size consists of 385 citizens, determined using Cochran's formula which is considered suitable in cases with large population. The formula is mentioned below

$$n_0 = \frac{Z^2 pq}{e^2}$$

In the above equation, *p* is (estimated) percentage of total population that holds an appropriate aspect, *q* stands for 1 – p, and *e* is the proposed degree of accuracy, or error margin. The sample size remains to be 385 by entering values with a 5% error margin, 95% confidence level, and 50% feedback dissemination.

3.6 Sampling Technique

In this research study, Simple Random sampling strategy is used. A part from population is selected randomly in this method, and each person has a same chance of being selected. Among methods of probability sampling, simple random sampling is most common, demanding minimal prior knowledge about the population. It is utilized to draw statistical inferences about the entire population and ensures high internal validity by minimizing the impact of potential confounding variables through randomization. Furthermore, with a sufficiently large size of sample, a simple random sampling can also exhibit great outward validity by demonstrating broader population's features correctly. This sampling approach is particularly effective when ample phase besides assets are accessible to conduct study or when dealing with a manageable population for sampling purposes (Thomas, 2020).

Unlike more complex sampling methods like stratified random sampling and probability sampling, simple random sampling does not require dividing the population into subgroups or taking additional preparatory steps before randomly selecting members. Main objective is to offer an unbiased representation of population. This method is regarded as fair because each person within population has a same possibility to be selected for sample, minimizing risk of sampling bias (Hayes, 2024).

3.7 Measurement of Variables

This study utilized measurement instruments that were adopted and adapted from earlier studies, as deemed necessary and appropriate. The independent variable of present study is Good governance, whereas this study considered the Public service performance as the mediator and Civic engagement as the moderator. Citizens' trust is the Independent variable. The scales for

measuring the variables were adapted from past literature. The following section covers of the measurement of each variable.

3.7.1 Measurement of Good Governance

Good governance is studied as the independent variable including the effects of its components which includes simplicity of administration, transparency, responsiveness, accountability, and rule of law. Five point Likert scales are used for measurement, from Strongly disagree to Strongly agree.

3.7.2 Measurement of Simplicity of Administration

The simplicity of administration refers to the clarity and easy access to certain information in which the citizens are interested. The process of administration should be simple so that citizens can have confidence and trust on their government system (Yousaf, et al., 2016). To measure this variable, Five point-Likert scales (from strongly disagree to strongly agree) is obtained.

Table 2 Measurement of Simplicity of Administration
Source: Migchelbrink, 2019.

Questions	Adapt/ Adopt
1) Do you agree that administration is simple and easy?	Adapted
2) Do you agree that guidance and advices are available about a procedure (tax etc.)?	Adapted
3) Do you agree that application forms are clear and easy to understand (tax, licensing etc.)?	Adapted
4) Do you agree that application forms (tax, licensing etc.) are easily accessible to citizens?	Adopted
5) Do you think applications require detail data and documents?	Adapted
6) Do you think application forms are available on website?	Adapted
7) Does the opening dates and deadlines for an application are announced properly to citizens?	Adopted

3.7.3 Measurement of Transparency

According to Mimicoulos, Kyj, Sormani, Bertucci, and Qian (2007), transparency entails the clarity and accessibility of information and judgments for individuals interested in that particular information. The literature emphasizes that organizational transparency is crucial for enhancing trust levels (Rawlins, 2008). To measure the transparency, five Likert scales are used going from strongly disagree towards strongly agree.

Table 3 Measurement of Transparency
Source: Grimmelikhuijsen, 2010.

Questions	Adapt/ Adopt
8) Do you agree that all the decisions are clarified by government?	Adapted
9) Do you agree that administration provide proper information about system among citizens?	Adapted
10) Do you agree that administration is easily approached by citizens?	Adapted

3.7.4 Measurement of Responsiveness

Responsiveness is widely recognized as a process where politicians adopt policies based on preferences indicated by citizens (Manin, Przeworski, & Stokes, 1999; Powell, 2004; Stimson, Mackuen, & Erikson, 1995). This concept is about managerial responsibility towards clients and consumers. Delivery of services at local level exemplifies this responsiveness by connecting the public with local authorities, making it a central component of government operations. To measure responsiveness in this study, five Likert scales are used starting from Strongly disagree to Strongly agree.

Table 4 Measurement of Responsiveness
Source: Migchelbrink, 2020.

Questions	Adapt/ Adopt
11) Do you agree that language in administration processes or decision is user friendly?	Adapted
12) Being a citizen, do you agree that Citizens are heard in their problems by the government?	Adopted

13) Is there a proper procedure to contact administration for problem?	Adapted
14) Do you agree that affairs are handheld timely by the government?	Adapted
15) Do you agree that Government show involvement toward citizens' issue?	Adopted
16) Does the mistakes of public official are corrected without delay?	Adapted
17) Are the issues prioritized according to need and emergence?	Adapted
18) Do you think that the interest of citizens come first for government?	Adopted

3.7.5 Measurement of Rule of Law

Governance's principle stating that individuals, institutes, as well as units (public besides private), as well as government is answerable toward regulations established at public level, similarly imposed, and individually arbitrated, like the standards of rights of humans worldwide. It furthermore performs like system, way, formation, practice, or standard that assures equality before laws, guarantees an absence of irresponsible government, usually prohibits an abuse of authority. (Choi, 2024). Five-Likert scales are used to measure this variable.

Table 5 Measurement of Rule of Law
Source: Migchelbrink, 2020.

Questions	Adapt/ Adopt
19) Do you agree that language in administration processes or decision is user friendly?	Adapted
20) Being a citizen, do you agree that Citizens are heard in their problems by the government?	Adopted
21) Is there a proper procedure to contact administration for problem?	Adapted
22) Do you agree that affairs are handheld timely by the government?	Adapted
23) Do you agree that Government show involvement toward citizens' issue?	Adopted
24) Does the mistakes of public official are corrected without delay?	Adapted

25) Are the issues prioritized according to need and emergence?	Adapted
26) Do you think that the interest of citizens come first for government?	Adopted

3.7.6 Measurement of Accountability

Accountability is when an individual must be liable towards higher administration, authority, or citizens for their activities (Shafritz, et al., 2022). When citizen realize that their government is accountable, their trust on government's ability to protect their rights and to represent them

increases. They tend to trust the decisions made by the governing body. Five-Likert scales are used to measure the accountability.

Table 6 Measurement of Accountability
Source: Lægreid & Christensen, 2005.

Questions	Adapt/ Adopt
27) Do you agree that judiciary is independent?	Adapted
28) Is police force honest?	Adapted
29) Is police force reliable in their working?	Adapted
30) Does judiciary and police force work freely and independently?	Adapted

3.7.7 Measurement of Citizens' Trust

Expectations of the public on the nature, functions, and relationships of government with the general public as well as the conduct of public officials, employees and citizens at large referred to as trust in government (Cheema, 2010). A system of local government that ensures civic participation and responsiveness to citizens' expectations can enhance citizens' trust on government system (Šaparnienė, et al., 2021). In this study, Citizen Trust serves as dependent variable. The trust among citizens is studied through the effect of other additional factors that can hinder trust among citizens in the local governance system. The relationship of Citizens' trust with other variables is studied and for assessing this situation, five likert scales, from Strongly disagree towards Strongly agree, are used.

Table 7 Measurement of Citizens' Trust
Source: Mahmud, 2021.

Questions	Adopt/ Adapt
31) Do you think government is responsive in terms of policy making?	Adapted
32) Does government promote their ideology?	Adapted
33) After gaining power, does the political party carry out its earlier agenda?	Adapted
34) Is there timely delivery of public service?	Adapted
35) Do you agree that behavior of public service provider is friendly and problem solving?	Adapted
36) Is the quality of public service good?	Adapted
37) Do you agree that information about service increase your satisfaction with the service?	Adapted
38) Does the information about a service increase the confidence and view about good performance?	Adopted
39) Does any kind of affiliation with a party (Partisan) in government increases your trust?	Adapted
40) Do you agree that affiliation with a party (Partisan) in government	Adapted

increases the satisfaction with the quality of service?	
41) Do you agree that affiliation with a party (Partisan) in government increases trust on government policies?	Adapted
42) According to you, nonpartisan have same trust as partisan individual?	Adapted
43) Do you agree that trust of nonpartisan increases through good performance?	Adopted
44) Are the public service providers honest and fair?	Adapted
45) Do politicians keep and fulfill their promises?	Adapted
46) Do you agree that local politicians are more trustworthy as compare to national level?	Adapted
47) Do you agree that the government delivers services on time?	Adapted

3.7.8 Measurement of Public service performance

When it comes to citizen trust, public service performance can be defined as assessments of how well public institutions are meeting public expectations (Campbell, 2004) (Miller & Listhaug, 1990). According to the performance method, trust is created by institutions that perform well and by those that do not doubt as well as mistrust (Mishler & Rose, 2001). People who have generally positive experiences with institutions providing public services have a tendency to trust them (Kumlin, 2002), (Christensen & Lægreid, 2005). Public service performance is the mediator between the correlation of good governance and citizens' trust. Measurement is made using 5 likert scales, starting from strongly disagree towards strongly agree.

Table 8 Measurement of Public service performance
Source: Mahmud, 2021.

Questions	Adapt/ Adopt
48) Do you agree that the government shows timeliness in providing services?	Adopted
49) Do you agree that the government focuses on cost-effectiveness of services provided by them?	Adapted
50) Does government manage all the records correctly?	Adapted
51) Do you agree that government provides infrastructural (roads, bridges, surface sewer, and excavation of roads) services at local level?	Adapted
52) Do you think similarly that the government offers waste management services?	Adapted
53) Does the government delivers services regarding revenue (fixation of annual holding taxes, allotment of holding numbers and shops, issuing of trade license)?	Adapted

54) Do you agree that Health services (monitoring of food and sanitation program, vaccination program, drive against contaminated food) are provided to citizens effectively?	Adapted

3.7.9 Measurement of Civic Engagement

Civic engagement refers to the responsibilities associated with citizenship, encompassing the duty to actively participate in voluntary activities that benefit the local community, either individually or in partnership with others (Diller, 2001). Civic engagement in decision making process can be done via elections, communal and administrative organizations, and other methods of direct participation and discussions (World Bank, 2017). The literature of social capital often believes that the civic engagement not only comes from trust but can also lead to greater trust (Stolle, 1998). In the current study, civic engagement is playing the role of

moderator between the relationship of good governance and public service performance, such that the relationship is more vital for people with higher Civic Engagement than for those with lower. Measurement is made using 5 points likert scales, from strongly disagree to strongly agree.

Table 9 Measurement of Civic Engagement
Source: Eric M. Uslaner, 2003.

Questions	Adapt/ Adopt
55) Do you feel responsible for your community?	Adapted
56) Do you believe that you should make a difference in your community?	Adapted
57) Do you believe that you have a responsibility to help the poor and the hungry?	Adapted
58) Are you committed to serve in the community?	Adapted
59) Do you agree that all citizens have a responsibility to their community?	Adapted
60) Do you agree that it is important to be informed of community issues?	Adopted
61) Do you agree that it is important to volunteer?	Adapted
62) Do you agree that it is important to financially support charitable organizations?	Adapted
63) I am involved in structured volunteer position(s) in the community.	Adopted
64) When working with others, I make positive changes in the community.	Adapted
66) I help members of my community.	Adapted
67) I stay informed of events in my community.	Adapted
68) I participate in discussions that raise issues of social responsibility.	Adapted
69) I contribute to charitable organizations within the community.	Adopted

3.8 Questionnaire Design

There are two portions of questionnaire divided as A and B. The purpose of study along with few instructions for guidance is mentioned in detail for easy understanding of respondents. Gathered data will be used for research purpose only and will remain confidential. The opening will include the logo of National University of Modern Languages (NUML) besides contact information to increase the authenticity of the questionnaire. All the records shall be gathered via close-ended survey questions on basis of 5-point-Likert scale. It is a quantitative response approach through which the participants can simply respond to questions by indicating their degree of agreement in five points. The 5-point Likert scale consists of the following: (1) Strongly Disagree, (2) Disagree, (3) Neutral (4) Agree, and (5) Strongly Agree. To gather questions and answers related to research variables, the method of survey was used by researchers.

There would be two elements to the survey instrument. First portion of survey asks for demographic data containing age, education, gender, and occupation. There were four sections in Part II of the survey questionnaire. First section is Good governance which includes the questions about simplicity of administration, transparency, responsiveness, rule of law, and accountability. Citizen Trust was a topic of second section of the survey instrument. Third section consists of questions about public service performance. Finally, questions about civic engagement were addressed in the fourth section. The responses of individuals were later on measured via a five-likert-type scale. The views and approaches of individuals are often calculated through likert-type scale that represents ordinal measurement level (Bryman, 2001). Further, control questions were designed to remove respondents who may affect overall data

quality. This ranged from qualification questions that check respondents fit the criteria of target audience to trap questions that remove those who are not reading survey questions.

3.8.1 Pre-Testing and Survey Refinement

Pre-testing is crucial in the questionnaire development process (Reynolds and Diamantopoulos, 1998). Before beginning data collecting for the main study, assessing the questions and the instrument is necessary. Its goal is to find mistakes in the question, sequencing, and instructions (Bloomberg, Cooper and Schindler, 2011). As a result, pre- testing reduces the complexities of ambiguous wording or biases (Zikmund, 2003). As a result, these difficulties point to the need for survey pre-testing.

Respondents completed the questionnaire as the researcher observed them closely in the debriefing procedure. After completing questionnaire, researcher questioned respondents about relevance of items, clarity of items, and its rationality. Respondents were given a set of questionnaires and an aim of each items' evaluation. The respondents were requested to rate: 1) precision of words, judgments, and meaning of the survey, 2) the outline then the sequence of questions, and 3) suitability of queries that measure actual information about variables in study. Participants spent about 10-15 minutes completing the questionnaire. After completing the questionnaire, participants were asked to make comments and recommendations for all of the items on the questionnaire.

3.9 Data Collection

Data is gathered on the basis of Simple random sampling. It was collected through survey questionnaires within Islamabad. Basically questionnaire is in-advance formulated transcribed collection of queries and answers from participants, generally in slightly defined substitutes

(Bougie & Sekaran, 2016). The survey questionnaires for the current study are designed keeping in view the guided factors derived from the literature. By allowing respondents to finish the survey on their own at a convenient time, the strategy can also lessen the bias impact (Maclennan, Langley, & Kypri, 2011). Previous research evidence has also backed up this strategy. Respondents had two weeks from the date of distribution to complete the questionnaire. The researcher called to remind people when it was essential.

3.10 Data Analysis

Analysis of data is to examine, categorize and to test the data along with combining the qualitative and quantitative data so that we can examine the main proposition of study (Yin, Case Study Research Design and Methods, 2009). Collected data will be analyzed by descriptive statistics, mean score, Kruskal-Wallis test, and factor analysis using Statistical Package for Social Sciences (SPSS) software. Researchers from variety of disciplines use SPSS software to analyze complex data quantitatively. Analysis will furthermore contain descriptive statistics on behalf of all independent and dependent variables in the study.

3.10.1 Data Error

On the initial stages of data processing phase, the data which was gathered was tested to identify faults. Each one of the variable's frequencies was thoroughly reviewed for out-of-range marks, which were subsequently corrected. Following this, the values that were missing were examined using the similar statistical tools.

3.10.2 Missing Values

Responses that were missing in the statistics were examined, arising when participants do not answer one or more survey items. Researchers suggest that missing data that is above 10% may not pose a significant task in interpreting results (Cohen, 1983).

There are several methods for administering missing data:

(1) Pairwise deletion, in which only the respondents' missing values are extracted from the analysis

(2) List wise or case wise deletion, in which the specific respondent is wholly removed from the analysis if the respondent has even a single missing value

(3) Mean substitution, in which the missing value is replaced with the variable mean, and all cases are included in the analysis.

According to Farhangfar, Kurgan, and Dy (2008), normal assertion may be most generally used method for missing values because there is no universal optimum imputation method. According to previous research, mean computation is one of the most extensively utilized approaches to reduce the impact of missing variables (Chan and Dunn, 1972). Moreover, researchers (Hair, Anderson, and Black, 1998) indicate that when the amount of missing data is minimal, the

chosen method may not substantially affect the results. Consequently, mean substitution was used in study to deal with missing data. After preparing data, next step was to assess further biasness in any response.

3.10.3 Common Method Variance

The common method variance (CMV) carries risks when using a single responder group. CMV states the modification ascribed to the measurement method instead of the theories being measured (Podsakoff, MacKenzie, Lee, and Podsakoff, 2003). It is the most frequent sources of measuring errors (Podsakoff, 2003). Measurement errors can distress the rationality of methods by presenting preferences in experiential guesses of the relationship among binary concepts, possibly devaluing or expanding the supposed connection (Doty and Glick, 1998).

3.10.4 Data Analysis Techniques

Several statistical approaches and tools from SPSS were used for analyzing and testing data of hypothesis in the present research study. These techniques are descriptive statistics, mean score, Kruskal-Wallis test, reliability analysis, besides factor analysis. SEM is used in multivariate analysis for theory testing and causal modeling, and it aims to explain correlations between numerous variables (Reisinger and Mavondo, 2007).

A multivariate method, Structural Equation Modeling (SEM) merges elements of multiple regression, which evaluates dependency of relationships, and factor analysis, which represents concepts and factors that are not measured using multiple variables. This allows for the simultaneous estimation of a series of interrelated dependence relationships (Hair, 2010). Additionally, SEM explores hidden hypotheses, particularly focusing on causal relationships among them (Hooper, Coughlan, and Mullen, 2008). SEM also addresses the limitations of first-

generation methods, enabling researchers to statistically evaluate their theory based and capacity expectations in contradiction of observed data (Chin, 1998).

SEM can also assess the reliability of each variable as well as the validity. (Hair, Black, Babin, and Anderson, 2009). Additionally, it simultaneously conducts a complete model fit test along with tests for individual parameter estimates, leading towards identification of the best-fitting for data. Urbach and Ahlemann (2010) further describe SEM as a set of interconnected models that can be evaluated concurrently.

3.10.5 Approaches to Structural Equation Model

Usually, there are two methods for estimating parameters of a Structural Equation Model (SEM): Covariance-based method (CB-SEM) and Variance-based approach. COSAN, AMOS, and LISREL are examples of covariance-based SEM tools that have gained much traction in the recent two decades. The covariance technique, which uses Maximum Likelihood (ML) purpose to diminish the dissimilarity of the sample covariance and the theoretical models' predictions, is considered by CB-SEM (Urbach and Aklemann, 2010). Authors also believe that Maximum Likelihood (ML) function may be used if a data scattering is normal, as mandatory by CB-SEM. Furthermore, CB-SEM demands greater size, with a suggested sample size from 200-800 (Chin, 1999). CB-SEM minimizes the dissimilarity among model covariance and those forecasted by the notional model by using loadings and path values to estimate model parameters (Barrosa, Carrión, and Roldán, 2010). As a result, the described parameter estimation technique aims to reduce the overall fit of the observed measures (Urbach and Aklemann, 2010). It is reasonable to conclude that the emphasis of CB-SEM is more directed toward challenging a notion and that it is best for positive investigation (Gefen, et al., 2000). Instead, Variance-based SEM is a different

approach to SEM (SEM-PLS). When the research goals are to predict and explain the variance of important target components using several explanatory constructs, SEM-PLS is particularly intriguing (Hair, Hult, Ringle, and Sarstedt, 2013). Somewhat of focusing on covariance, it targets to maximize the dissimilarity of dependent variable explained by an independent variable (Haenlein and Kaplan, 2004).

In 2010, Urbach and Ahleman offered the following justifications for using PLS as a statistical method for testing SEM models:

1) PLS have less sample dimension requirements than other approaches.
2) No requirement of normal-distributed input records.
3) Complicated structural equation models with various paradigms can possibly be addressed via Partial Least Squares (PLS).
4) PLS is best for creating and testing theories.
5) PLS is suitable to forecast.

SEM-PLS was selected to test the current research model due to its strong capabilities. It measures the direct correlations among independent variables besides dependent variables, also the connections between independent, dependent variables, mediators, and moderators. All tests will be conducted using SEM-PLS.

3.11 Conclusion

Chapter's purpose was to identify best suitable research's method to address the questions of study. To achieve this, review of methodology of previous work was conducted on the way to explore measures commonly used by earlier investigators. This chapter outlines the quantitative

study technique selected for the project and also discusses the moral deliberations relevant to the research.

Chapter 4 DATA ANALYSIS AND RESULTS

4.1 Introduction

Current chapter focuses on findings of data analysis and outcome of study. Data analysis was done through SPSS (version 25) besides Smart Partial Least Squares (PLS, version 3.2.7). The chapter is structured into four central units. Top section introduces initial data analysis, addressing values that are missing, recognizing outliers, also assessing normality. The next unit focuses on the rate of responses by individuals and provides details about the respondents' profiles. The chapter concludes with a thorough discussion of Common Method Variance (CMV) and the measurement and structural models.

4.2 Survey Details

The primary survey is conducted through closed-ended survey questionnaires. The questionnaire was shared with the people living in Islamabad because the study is based on Islamabad only. Additionally, the respondents were aware about the study's objective and requested to contribute in this study being volunteer base. Study used simple random sampling technique in order to achieve research objectives. For respondents, it was not obligatory to mention their name and a cover letter was included in questionnaires, which mentioned that the information would be used only to answer the current study objectives. The study received 385 valid respondents and the five-week timeframe was allocated for total data collection.

4.2.1 Response Rate

To sustain the key objective of study, a diverse sample of general citizens from Islamabad was selected, including various demographic segments such as government employees, students,

businessmen, and individuals engaged in private sector jobs. This diversity is crucial, as it allows the research to reflect a broader spectrum of societal views and experiences. An online questionnaire was utilized as the primary data collection tool, which facilitated easy access for respondents and encouraged participation from a wide audience. The initial response count reached 676, indicating significant interest and engagement with the survey. However, to maintain the integrity of the data, a rigorous screening process was conducted. This process involved filtering out incomplete or irrelevant responses, resulting in 385 finalized responses that were suitable for hypothesis testing. The response rate of 57% is notable, especially in online surveys where participation can vary widely. This figure suggests a strong level of engagement from the target population, contributing to the reliability of the findings.

Table 10 Response Rate

	Number	Percentage
Total number of questionnaire' response	676	100
Usable Questionnaires	385	57

4.2.2 Data Preparation

After collecting the data and inputting it into the statistical software, several steps were taken for data preparation. First, all variables were appropriately coded. Next, the data was checked to ensure there were no errors or missing values. In the end, an evaluation was conducted to confirm the study's measurement model then hypotheses testing. SPSS and Smart PLS were utilized for both descriptive statistics and hypothesis testing.

4.2.3 Checking for Errors

Ensuring the accuracy of data entry was crucial for this study. Each response was carefully reviewed to assign values correctly. Inaccuracies during data entry or incorrect coding of survey questions could lead to inconsistencies. Therefore, meticulous attention was necessary, as the statistical validity of the study depended on it. Sekaran and Bougie (2016) noted that inconsistencies in data can be identified using descriptive statistics, such as minimum, maximum, and frequency values for both categorical and continuous data. Any value outside the expected range was thoroughly examined and addressed.

4.2.4 Missing Values

Missing values occur when data is not recorded for a specific variable in an observation, often due to unintentional errors during data entry. It's essential to carefully examine the raw data and address any missing values, as they can lead to reduced statistical power or bias, especially if the missing data is informative (Roberts & Grover, 2009; Acock, 2005). Several methods exist for handling missing values, including:

I.   Pair-wise deletion: Excludes only the missing data from specific analyses.

II. List wise deletion: Completely removes any respondent with even one missing value from the analysis.

III. Mean substitution: Replaces missing values for that variable with perceived mean of those values.

IV. Maximum likelihood estimation: Utilizes an estimation maximization algorithm to predict missing values (Acock, 2005).

In this study, mean imputation—a widely used technique recommended by Acuna and Rodriguez (2004)—was employed. This method replaced all missing values with the mean of the known values for each variable. SPSS was utilized to calculate these means, and the missing values were subsequently substituted accordingly.

4.2.5 Respondents' Demographic Profile

A diverse group of general citizens residing in Islamabad were respondents of this study. All respondents completed the survey with items related to Good governance, Public service performance, Civic engagement, and Citizen Trust. An online questionnaire was distributed to gather insights from this varied demographic. Ultimately, the study received a total of 676 responses, reflecting a robust engagement with the survey. Following a thorough screening process towards ensuring quality and relevance of data, 385 responses remained suitable for final hypothesis testing, resulting in a commendable response rate of 57%. The removal of the other respondents' data was for the following reasons. These questionnaires were not correctly filled, or respondents missed any option to answer the entire questions; several responses did not fulfill the study criteria.

However, the preliminary analysis revealed that some of the data was invalid; especially some respondents did not give complete details of their demographic profiles. Therefore, the final valid data for analysis was 385 (see Table 10 for more detail).

Table 11 Age Statistics

Age

Age (in years)	Frequency	Percent	Valid Percent	Cumulative Percent
20-29	270	70.1	70.1	70.1
30-39	85	22.1	22.1	92.2
40-49	18	4.7	4.7	96.9
50-59	12	3.1	3.1	100.0
Total	385	100.0	100.0	

Above table presents four age groups of respondents. It tells that majority (70.1%) comes under 20-29 age group, while 22.1% fall within the 30-39 age range. Smaller portion of respondents falls under 40-49 age group at 4.7%, and minimum number, 3.1%, are aged 50-59. It indicates a high proportion of younger members in study.

Table 12 Education Statistics

Education

Qualification	Frequency	Percent	Valid Percent	Cumulative Percent
Graduation	153	39.7	39.7	39.7
Masters	107	27.8	27.8	67.5
Others	105	27.3	27.3	94.8
PhD	20	5.2	5.2	100.0
Total	385	100.0	100.0	

According to the above table, 39.7% of respondents are graduated, and 27.8% are pursuing a master's degree. Participants having a doctoral degree are 5.2%.

Table 13 Gender Statistics

Gender

Gender	Frequency	Percent	Valid Percent	Cumulative Percent
Female	248	64.4	64.4	64.4
Male	137	35.6	35.6	100.0
Total	385	100.0	100.0	

The above mentioned table shows that there were 64.4% females besides 35.6% males.

Table 14 Occupation Statistics

Occupation

Category	Frequency	Percent	Valid Percent	Cumulative Percent
Businessman	31	8.1	8.1	8.1
Government Employee	56	14.5	14.5	22.6
Others	158	41.0	41.0	63.6
Private Job	140	36.4	36.4	100.0
Total	385	100.0	100.0	

The table displays job titles of respondents, divided into four categories. Among them, 14.5% identified as government employees, 8.1% as businessmen, and 36.4% as private sector employees. Additionally, a significant number of respondents chose not to specify their job title and selected "other."

4.3 Common Method Variance

Common method variance (CMV) complications are usually faced by researchers, especially when data is gathered via single source (Spector, 2006 and Podsakoff, 2003). To mitigate the effects of CMV, this study implemented measures based on the recommendations of Reio (2010), addressing both procedural and statistical aspects before and after data collection. CMV was assessed in this study using Harmon's single factor test, followed by a second

statistical approach to further evaluate the CMV issue, drawing on the research of Ronkko and Ylitalo (2011). Through exploratory factor analysis, all measurement items were entered into the model using SPSS. The test result showed that seven factors wereextracted, and the most significant variance explained by an individual factor was only 42% which means that the data did not have CMV problems.

4.4 Descriptive Analysis

Descriptive statistics explain the information relating to the measurement score's distribution of each respondent's response to the questions. Therefore, the current study deployed descriptive statistics analysis through SPSS. The descriptive statistical analysis was applied in SPSS to generate the mean and standard deviation scores of each construct studied. Since all items in study were measured via five-point likert scale, a mean value of less than 2.99 falls within the range of 3 to 3.99 and values greater than four are categorized as small, medium, and large, respectively (Sekaran & Bougie, 2016). In addition, the mean value explains the average value of each primary construct, and the median value explicates the middle number using 5-Likert scales; the mode value explains the most frequently appearing number in the data set. Furthermore, standard deviation defines how the entire data set differs from the mean value, standard deviation with 0.40.

After analyzing descriptive data statistics, now the next step is to check the data normality, PLS-SEM was used in this study that does not require data to be normal, yet it was crucial to check if data was not extremely non-normal (Hair, Risher, Sarstedt, and Ringle, 2019). The skewness and kurtosis values of variables relay between threshold +3 and -3, such as extremely abnormal data, found when value of skewness and kurtosis is greater than ±3, respectively (Sekaran and Bougie,

2016; Kock, 216). This study conducted the normality test analysis, and the data lie into normal distribution as the values of skewness were -0.756 and -0.083, and kurtosis relies upon between 1.504 and -0.101, respectively.

Table 15 Results of Descriptive Analysis

	Minimum	Maximum	Mean	Std. Deviation	Variance	Skewness		Kurtosis	
	Statistic	Statistic	Statistic	Statistic	Statistic	Statistic	Std. Error	Statistic	Std. Error
GG	1.61	3.74	2.69	0.44	0.19	-.794	0.125	-0.15	0.249
CT	1.00	3.53	2.72	0.48	0.23	-1.095	0.125	1.19	0.248
PSP	1.00	3.86	2.49	0.80	0.64	-.486	0.124	-0.73	0.248
CE	1.00	4.86	3.64	0.61	0.37	-1.153	0.125	4.10	0.248

The table summarizes descriptive statistics for four variables: GG, CT, PSP, and CE, based on samples of varying sizes. Here's a descriptive interpretation of the data:

Interpretation of the Data

- For GG, there are 382 observations with scores ranging from 1.61 to 3.74, yielding a mean of approximately 2.69 and a standard deviation of 0.44, indicating moderate variability. The distribution exhibits a moderate left skewness of -0.79, suggesting that higher scores are more common, while the kurtosis of -0.15 implies a distribution close to normal.

- CT, with 384 observations, ranges from 1.00 to 3.53 and has a mean of 2.72. It shows a standard deviation of 0.48 and a stronger left skewness of -1.10, indicating a tendency for higher scores, accompanied by a kurtosis of 1.19, reflecting a peaked distribution.

- PSP has 385 observations, with a range from 1.00 to 3.86 and a lower mean of 2.49. Its standard deviation of 0.80 suggests wider variability, with a slight left skewness of -0.49 and a kurtosis of -0.73, indicating a flatter distribution.

- CE stands out with 384 observations, ranging from 1.00 to 4.86 and a mean of 3.64, the highest among the variables. It has a standard deviation of 0.61, a strong left skewness of -1.15, and a high kurtosis of 4.10, suggesting the presence of more extreme values.

Overall, the table provides insights into the central tendencies and variability of each variable. GG and CT show moderate scores with left-skewed distributions, while CE stands out with the highest average. PSP has a lower mean and wider variability, indicating a diverse range of responses. The skewness and kurtosis values suggest variations in how the data is distributed, highlighting different tendencies and characteristics among the variables.

Table 16 Frequency of Good Governance Question Items

Administration is easy			
	Frequency	**Percent**	**Valid Percent**	**Cumulative Percent**
Strongly Disagree	80	20.8	20.8	20.8
Disagree	150	39.0	39.0	59.7
Neutral	83	21.6	21.6	81.3
Agree	22	5.7	5.7	87.0
Strongly agree	50	13.0	13.0	100.0
Total	385	100.0	100.0	
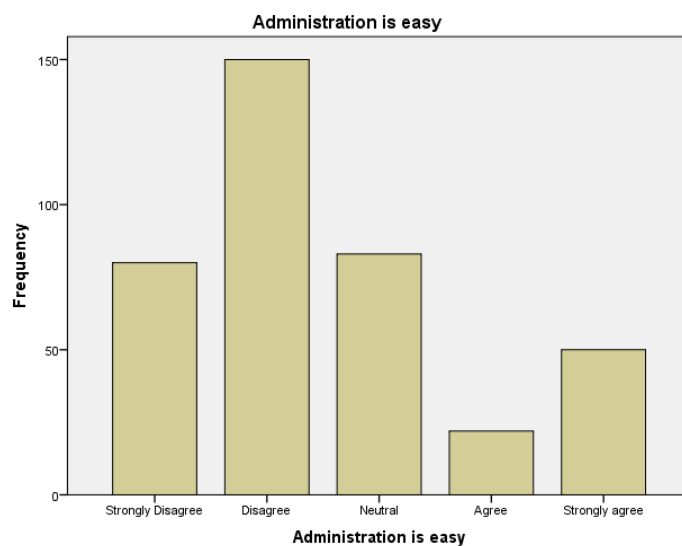
According to above data, 20.8% strongly disagreed, while 39.0% disagreed. In contrast, 21.6% were neutral on the matter. Only 5.7% showed agreement, and 13.0% strongly agreeing.

Guidance for application is available				
	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly Disagree	11	2.9	2.9	2.9
Disagree	161	41.8	41.8	44.7
Neutral	92	23.9	23.9	68.6
Agree	121	31.4	31.4	100.0
Total	385	100.0	100.0	

Guidance for application is available
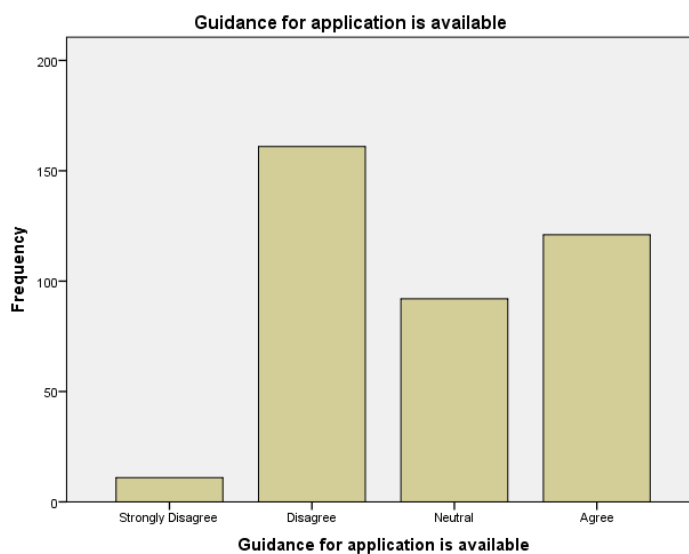
The above data summarizes that 2.9% strongly disagreed, 41.8% stated disagreement. In the neutral group, 23.9% neither agreed nor disagreed. On the other hand, 31.4% agreed that guidance is available.

Application forms are clear				
	Frequency	**Percent**	**Valid Percent**	**Cumulative Percent**
Strongly Disagree	11	2.9	2.9	2.9
Disagree	86	22.3	22.3	25.2
Neutral	220	57.1	57.1	82.3
Agree	67	17.4	17.4	99.7
Strongly agree	1	.3	.3	100.0
Total	385	100.0	100.0	
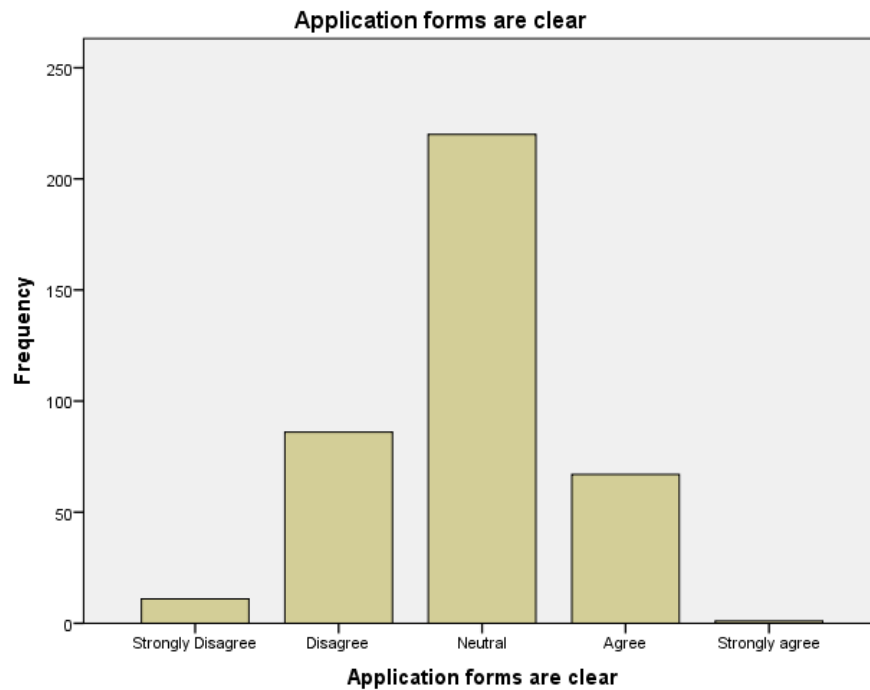
On the response of above statement, only 2.9% strongly disagreed, and 22.3% disagreed. Still, the majority of 57.1% chose a neutral stand. In the meantime, 17.4% agreed that the forms are clear and only 0.3% strongly agreed.

Application forms are easily accessible				
	Frequency	**Percent**	**Valid Percent**	**Cumulative Percent**
Strongly Disagree	12	3.1	3.1	3.1
Disagree	152	39.5	39.5	42.6
Neutral	85	22.1	22.1	64.7
Agree	135	35.1	35.1	99.7
Strongly agree	1	0.3	0.3	100.0
Total	385	100.0	100.0	

Application forms are easily accessible
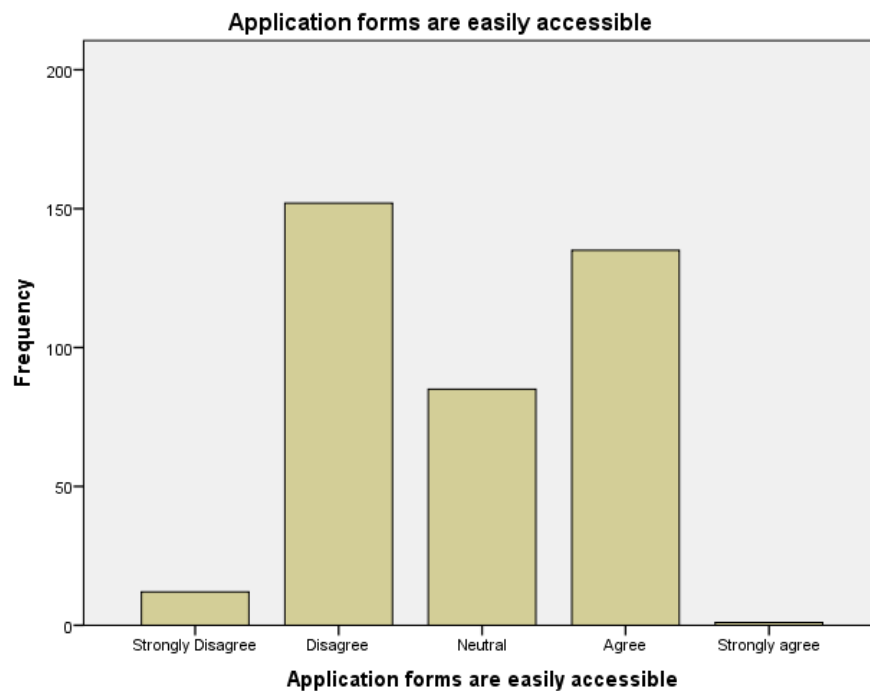
3.1% strongly disagreed and a significant number of 39.5% disagreed when asked about the easy access of application forms. On an additional positive note, 35.1% agreed while only 0.3% strongly agreed. In contrast, 22.1% remained neutral.

Forms require detail data				
	Frequency	**Percent**	**Valid Percent**	**Cumulative Percent**
Strongly Disagree	56	14.5	14.5	14.5
Disagree	17	4.4	4.4	19.0
Neutral	36	9.4	9.4	28.3
Agree	193	50.1	50.1	78.4
Strongly agree	83	21.6	21.6	100.0
Total	385	100.0	100.0	
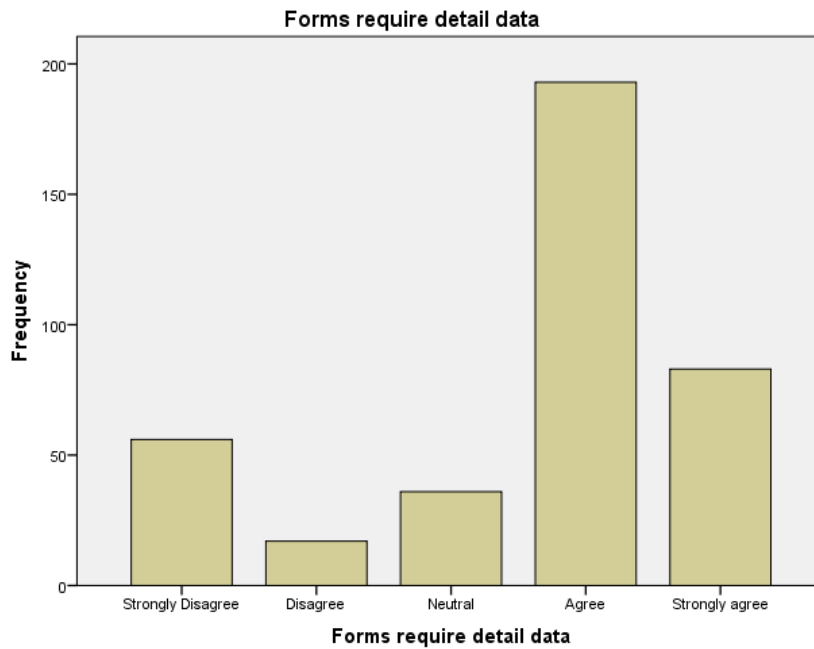
14.5% strongly disagreed that forms require detailed data. Only 4.4% disagreed. Half of the participants (50.1%) agreed and 21.6% strongly agreed. Rest of 9.4% was neutral about it.

Forms are easily available on website				
	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly Disagree	61	15.8	15.8	15.8
Disagree	23	6.0	6.0	21.8
Neutral	109	28.3	28.3	50.1
Agree	136	35.3	35.3	85.5
Strongly agree	56	14.5	14.5	100.0
Total	385	100.0	100.0	

Forms are easily available on website
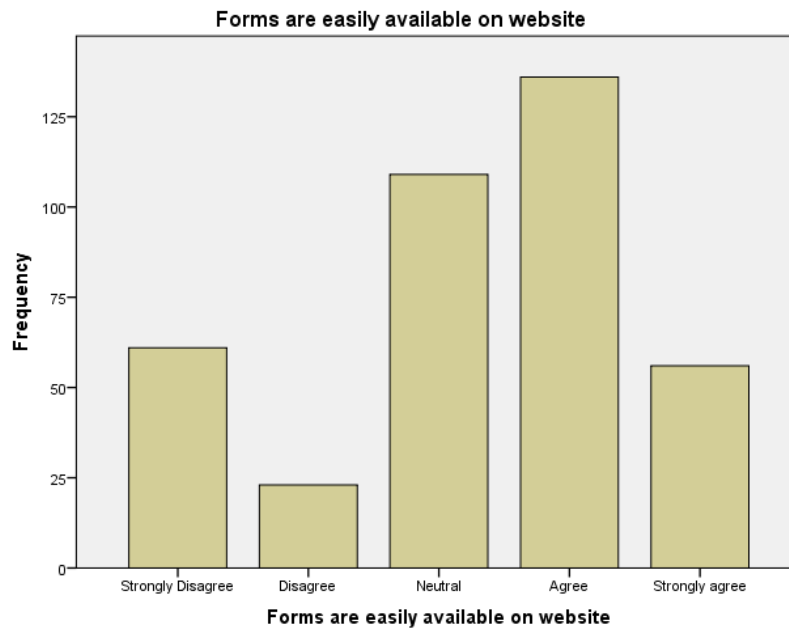
As a result of the above mentioned data, 15.8% strongly disagreed, 6.0% disagreed, and 35.3% agreed, 14.5% strongly agreed but 28.3% chose a neutral stance when they were asked about the online easy access of forms.

Deadlines for forms are announced				
	Frequency	**Percent**	**Valid Percent**	**Cumulative Percent**
Strongly Disagree	22	5.7	5.7	5.7
Disagree	141	36.6	36.6	42.3
Neutral	88	22.9	22.9	65.2
Agree	127	33.0	33.0	98.2
Strongly agree	7	1.8	1.8	100.0
Total	385	100.0	100.0	

Deadlines for forms are announced
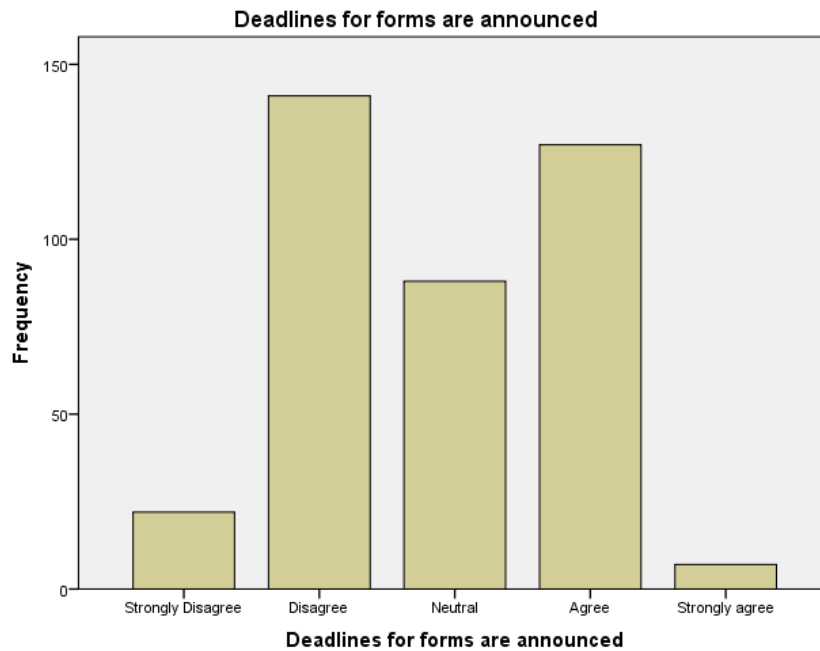
The above information is about the "Deadlines for forms are announced". 5.7% strongly disagreed and 36.6% disagreed. In contrast, 22.9% remained neutral. On a more positive note, 33.0% agreed and only 1.8% strongly agreed.

Decisions of the government are clarified				
	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly Disagree	32	8.3	8.3	8.3
Disagree	148	38.4	38.4	46.8
Neutral	187	48.6	48.6	95.3
Agree	18	4.7	4.7	100.0
Total	385	100.0	100.0	

Decisions of the government are clarified
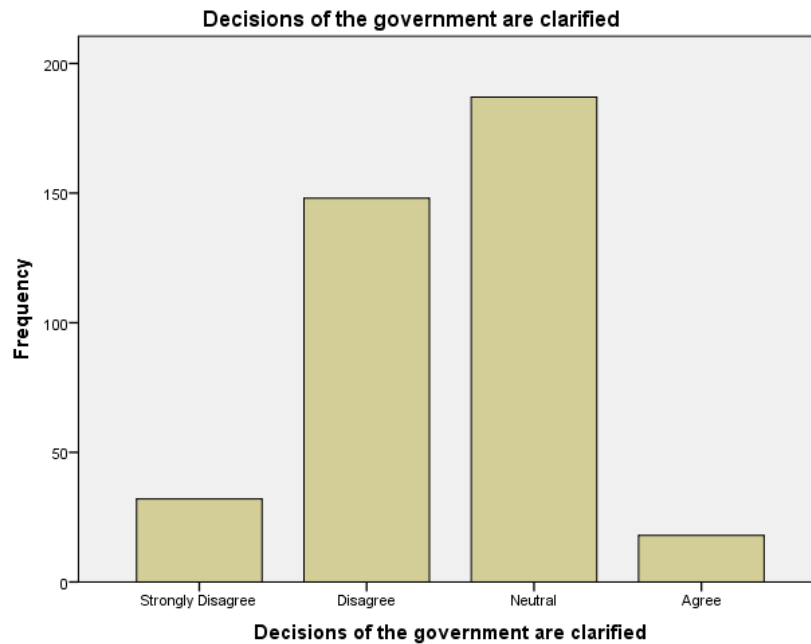
The data summarizes responses to the statement "Decisions of the government are clarified," collected from 385 participants. 8.3% strongly disagreed and 38.4% disagreed. Moreover, 48.6% chose a neutral response. Only 4.7% agreed that these decisions are well clarified.

Proper information is provided to citizens				
	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly Disagree	22	5.7	5.7	5.7
Disagree	197	51.2	51.2	56.9
Neutral	77	20.0	20.0	76.9
Agree	83	21.6	21.6	98.4
Strongly agree	6	1.6	1.6	100.0
Total	385	100.0	100.0	

Proper information is provided to citizens
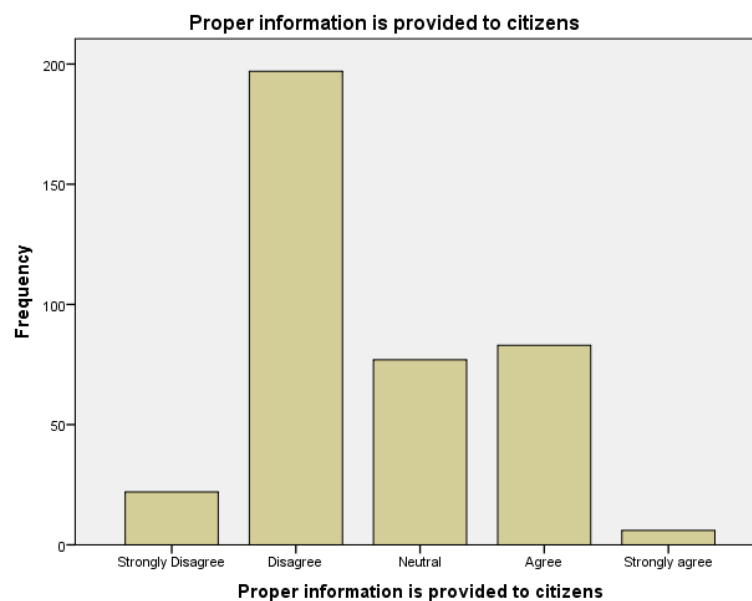
Above data set presents responses of "Proper information is provided to citizens." A substantial 5.7% strongly disagreed, while more than half of people (51.2%) disagreed. Furthermore, 20.0% were neutral. On a positive side, 21.6% agreed and only 1.6% strongly agreed with this statement.

Administration is easily approachable				
	Frequency	**Percent**	**Valid Percent**	**Cumulative Percent**
Strongly Disagree	110	28.6	28.6	28.6
Disagree	139	36.1	36.1	64.7
Neutral	42	10.9	10.9	75.6
Agree	29	7.5	7.5	83.1
Strongly agree	65	16.9	16.9	100.0
Total	385	100.0	100.0	
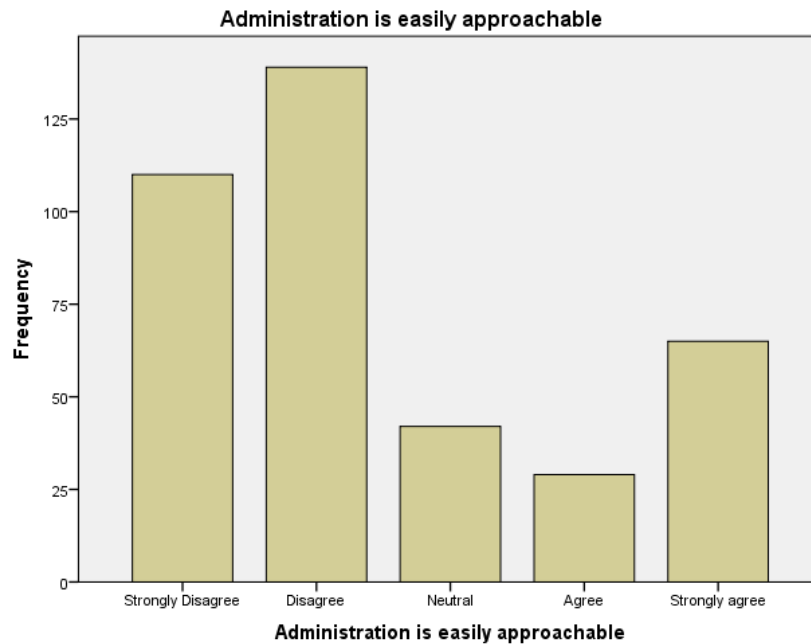
On response of statement, Administration is easily approachable, 28.6% strongly disagreed, and 36.1% disagreed. In addition, 10.9% acquired a neutral option. Only 7.5% agreed that the administration is easily approachable while 16.9% strongly agreed.

Language in administration processes or decision is user friendly.				
	Frequency	**Percent**	**Valid Percent**	**Cumulative Percent**
Strongly Disagree	70	18.2	18.2	18.2
Disagree	97	25.2	25.2	43.4
Neutral	104	27.0	27.0	70.4
Agree	63	16.4	16.4	86.8
Strongly agree	51	13.2	13.2	100.0
Total	385	100.0	100.0	

Language in administration processes or decision is user friendly.
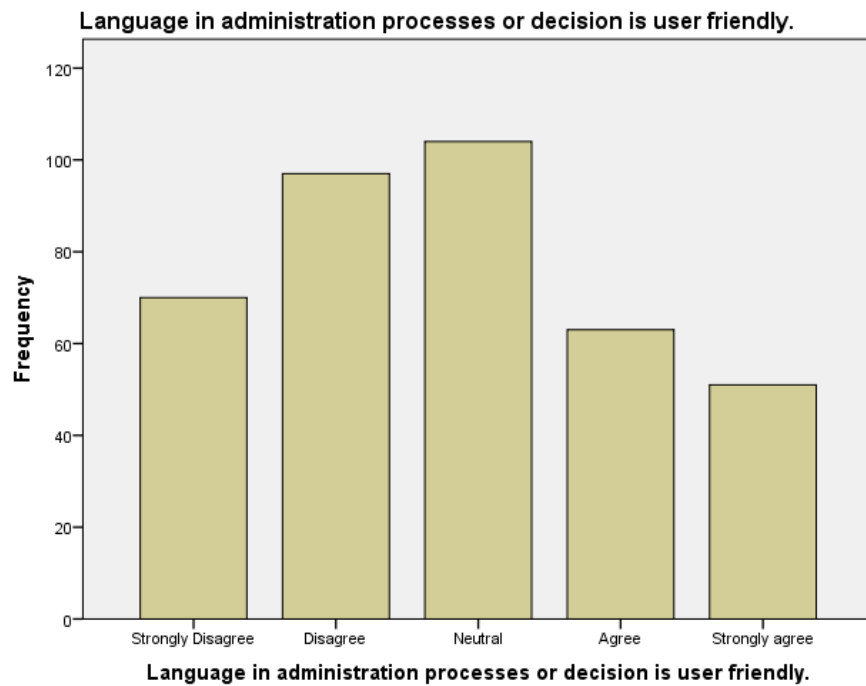
Above data presents that 18.2% strongly disagreed and 25.2% disagreed when asked about language in administrative process is user-friendly or not. Furthermore, 27.0% stated a neutral option. On a positive side, 16.4% agreed that the language is easy to understand while 13.2% strongly agreed.

Citizens are heard in their problems.				
	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly Disagree	63	16.4	16.4	16.4
Disagree	190	49.4	49.4	65.7
Neutral	49	12.7	12.7	78.4
Agree	83	21.6	21.6	100.0
Total	385	100.0	100.0	

Citizens are heard in their problems.
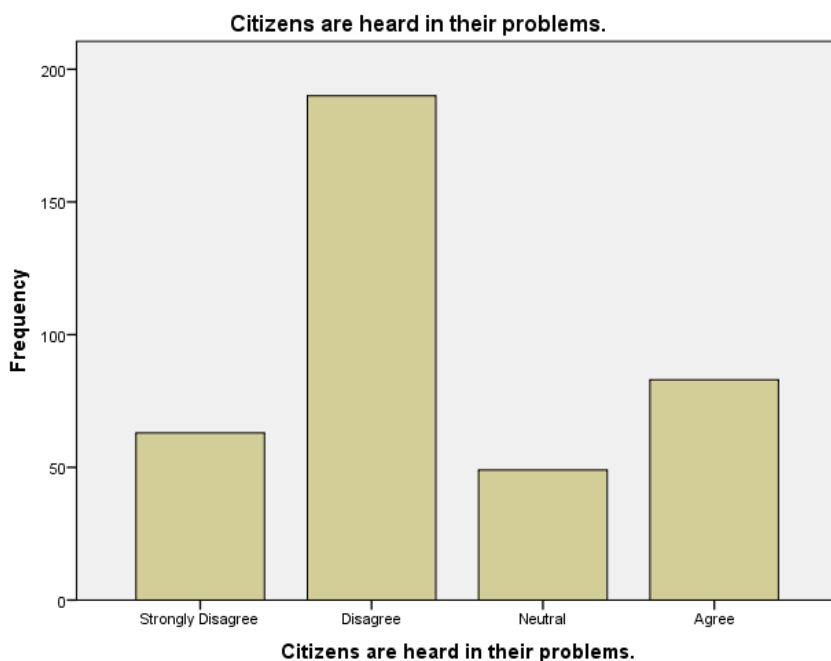
As the results of above data, 21.6% agreed that their problems are heard by government. 16.4% strongly disagreed, while almost partial, 49.4% disagreed with the statement. 12.7% remained neutral on this stance.

There is a procedure to contact administration				
	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly Disagree	22	5.7	5.7	5.7
Disagree	115	29.9	29.9	35.6
Neutral	200	51.9	51.9	87.5
Agree	48	12.5	12.5	100.0
Total	385	100.0	100.0	

There is a procedure to contact administration
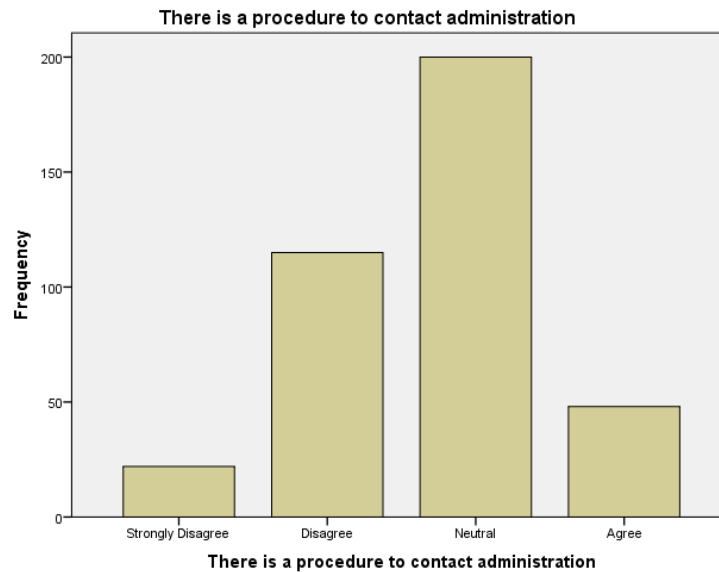
The above data presents responses of the procedure to contact administration. 5.7% strongly disagreed, while 29.9% disagreed. In contrast, a significant 51.9% remained neutral, suggesting doubt regarding the existence of such measures. Only 12.5% agreed that a clear process occurs.

Citizens affairs are handled timely				
	Frequency	**Percent**	**Valid Percent**	**Cumulative Percent**
Strongly Disagree	76	19.7	19.8	19.8
Disagree	196	50.9	51.0	70.8
Neutral	36	9.4	9.4	80.2
Agree	76	19.7	19.8	100.0
Total	384	99.7	100.0	
Total	385	100.0		

Citizens affairs are handled timely
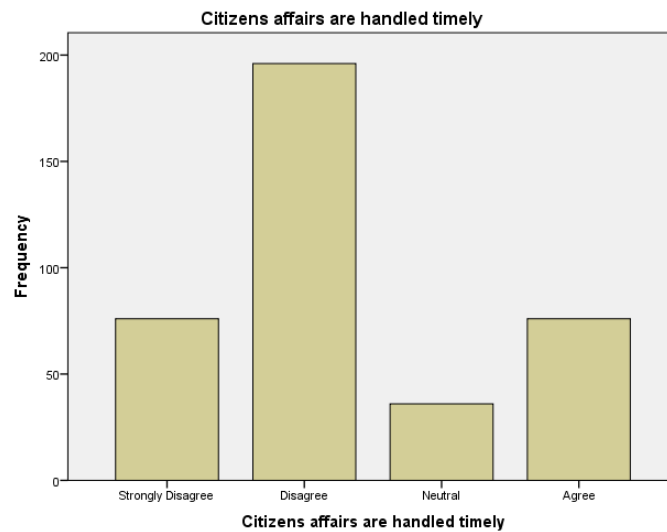
Above table reviews responses to statement that's "Citizens' affairs are handled timely." An extensive 19.7% strongly disagreed, and 50.9% disagreed, 19.7% agreed and 9.4% chose a neutral response.

Government shows involvement towards problems of citizens				
	Frequency	**Percent**	**Valid Percent**	**Cumulative Percent**
Strongly Disagree	124	32.2	32.2	32.2
Disagree	116	30.1	30.1	62.3
Neutral	63	16.4	16.4	78.7
Agree	22	5.7	5.7	84.4
Strongly agree	60	15.6	15.6	100.0
Total	385	100.0	100.0	

Government shows involvement towards problems of citizens
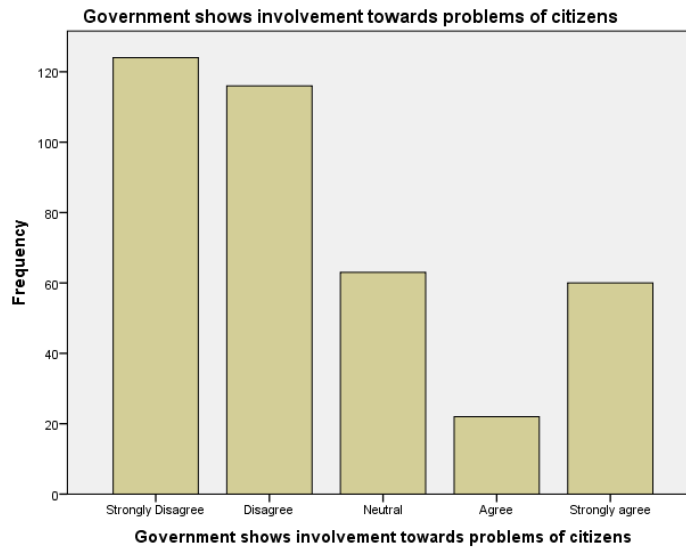
Above data presents responses regarding perceptions citizens about involvement of government in addressing their problems. Majority of 32.2% strongly disagreed while 30.1% disagreed. In contrast, only 5.7% agreed and 15.6% strongly agreed whereas 16.4% of participants were neutral.

Mistakes of public official are corrected timely			
	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly Disagree	114	29.6	29.6	29.6
Disagree	161	41.8	41.8	71.4
Neutral	49	12.7	12.7	84.2
Agree	6	1.6	1.6	85.7
Strongly agree	55	14.3	14.3	100.0
Total	385	100.0	100.0	

Mistakes of public official are corrected timely
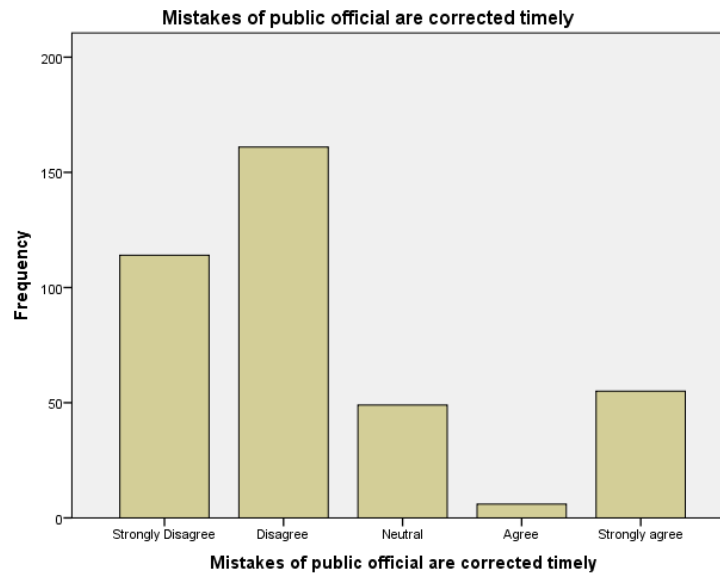
Data mentioned above displays the timely corrections of mistakes by public officials. A considerable majority, 41.8%, disagreed while 29.6% strongly disagreed. Only 1.6%, approved that mistakes are amended timely. 14.3% strongly agreed and 12.7% of participants remained neutral.

Issues are prioritized according to need and emergence				
	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly Disagree	28	7.3	7.3	7.3
Disagree	216	56.1	56.4	63.7
Neutral	63	16.4	16.4	80.2
Agree	76	19.7	19.8	100.0
Total	383	99.5	100.0	
Missing	System	2	0.5		

Issues are prioritized according to need and emergence
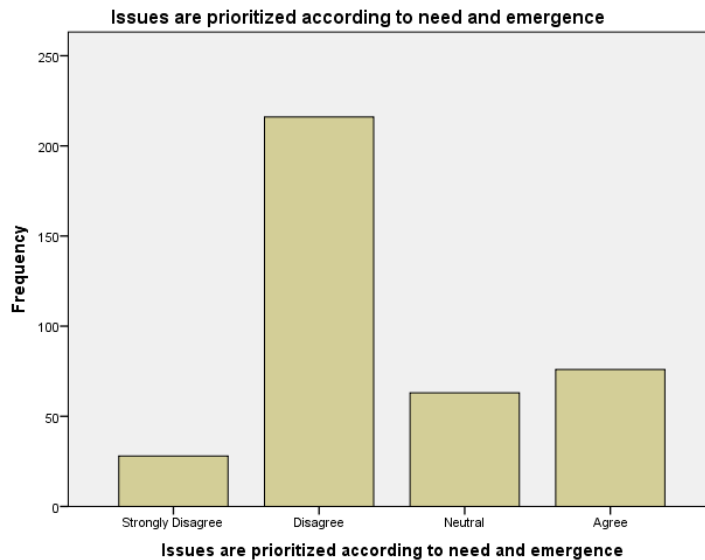
Above data shows the observations regarding the prioritization of issues according to need and emergency. 56.1% disagreed with the statement and 7.3% strongly disagreed. Meanwhile, 19.7% of participants expressed agreement and 16.4% remained neutral. There were 2 missing responses, representing 0.5% of the total.

Citizen interests come first for government.				
	Frequency	**Percent**	**Valid Percent**	**Cumulative Percent**
Strongly Disagree	87	22.6	22.6	22.6
Disagree	132	34.3	34.3	56.9
Neutral	140	36.4	36.4	93.2
Agree	26	6.8	6.8	100.0
Total	385	100.0	100.0	

Citizen interest come first for government.
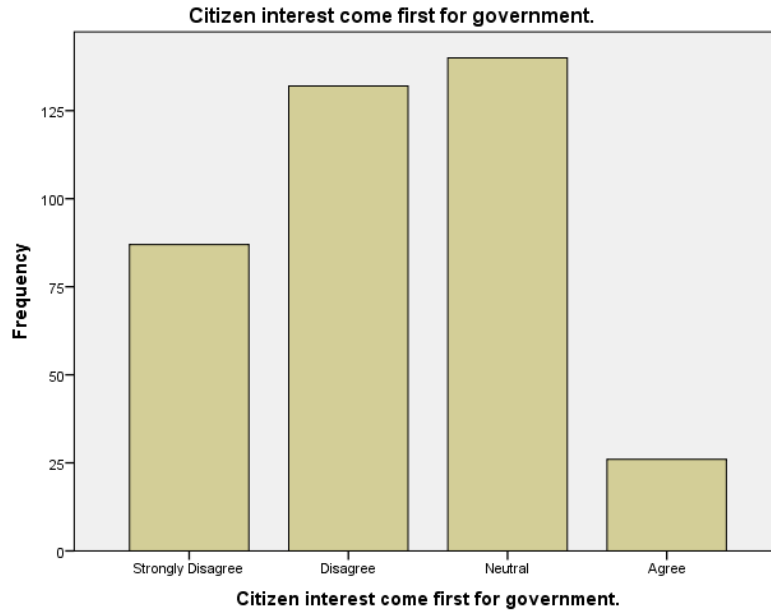
Above information reflects perceptions of citizens about the priorities of government. 22.6% strongly disagreed while 34.3% disagreed on this statement. Only 6.8% agreed with the statement and 36.4% remained neutral.

Laws are applicable to all people equally.				
	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly Disagree	103	26.8	26.8	26.8
Disagree	156	40.5	40.5	67.3
Neutral	33	8.6	8.6	75.8
Agree	87	22.6	22.6	98.4
Strongly agree	6	1.6	1.6	100.0
Total	385	100.0	100.0	

Laws are applicable to all people equally.
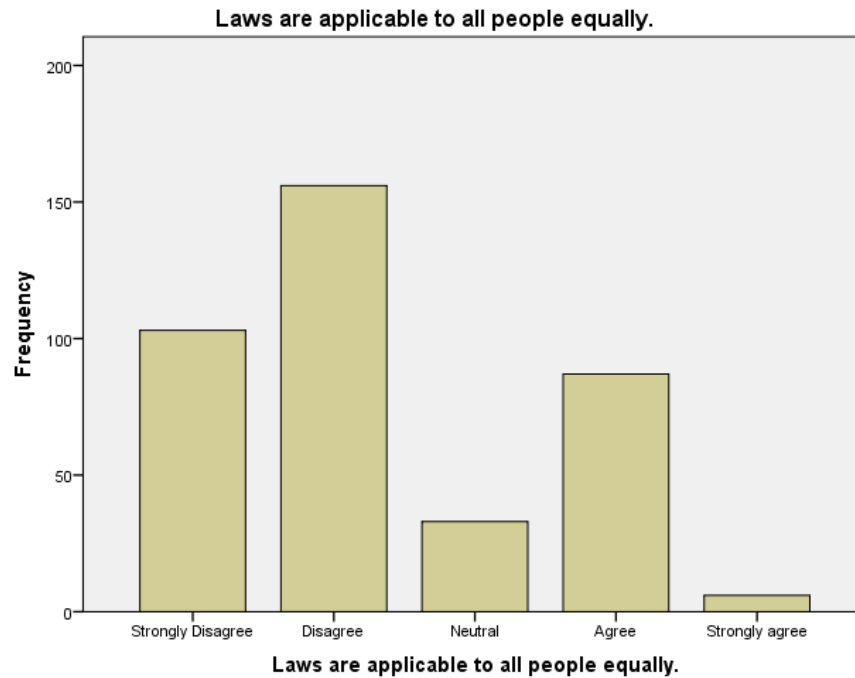
Above statistics examines the equality of law application among citizens. 26.8%, strongly disagreed while 40.5% disagreed. Only 22.6% agreed that laws are applied equally, with 1.6% strongly agreeing. Additionally, 8.6% of individuals remained neutral.

Laws and regulations are followed by public.				
	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly Disagree	99	25.7	25.7	25.7
Disagree	127	33.0	33.0	58.7
Neutral	82	21.3	21.3	80.0
Agree	10	2.6	2.6	82.6
Strongly agree	67	17.4	17.4	100.0
Total	385	100.0	100.0	

Laws and regulations are followed by public.
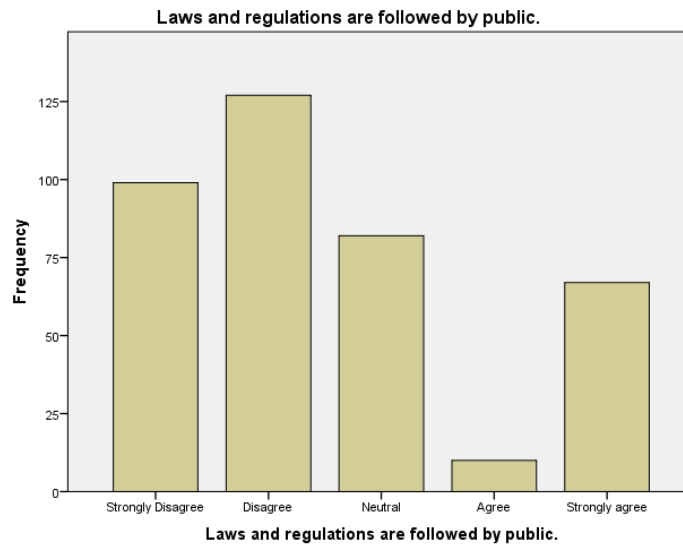
The above data table evaluates public perceptions of respondents about the compliance of laws and regulations. 25.7% strongly disagreed and 33.0% disagreed. In contrast, only 2.6% agreed with 17.4% strongly agreeing. 21.3% of participants continued to be neutral on the matter.

Policies are made according to society demands.				
	Frequency	**Percent**	**Valid Percent**	**Cumulative Percent**
Strongly Disagree	112	29.1	29.1	29.1
Disagree	129	33.5	33.5	62.6
Neutral	72	18.7	18.7	81.3
Agree	22	5.7	5.7	87.0
Strongly agree	50	13.0	13.0	100.0
Total	385	100.0	100.0	

Policies are made according to society demands.
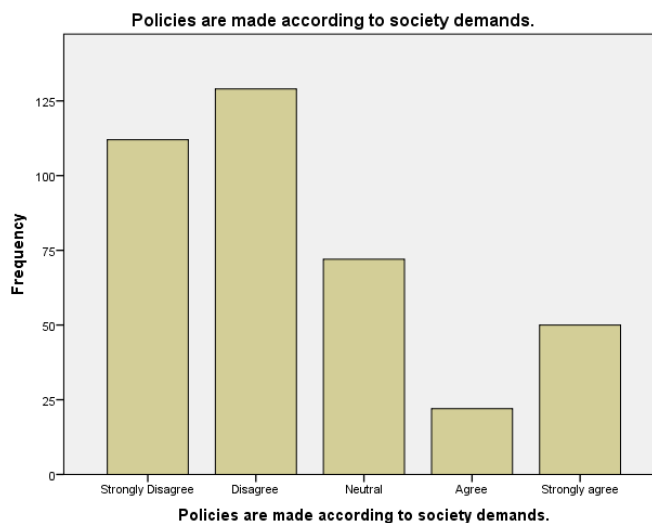
As a result of the above table, substantial 29.1% strongly disagreed and 33.5% disagreed about the arrangement of policies with demands of citizens. Only 5.7% agreed while 13.0% strongly agreed. Additionally, 18.7% of participants were neutral.

Laws lead to implementation as well as evaluation.				
	Frequency	**Percent**	**Valid Percent**	**Cumulative Percent**
Strongly Disagree	53	13.8	13.8	13.8
Disagree	148	38.4	38.4	52.2
Neutral	49	12.7	12.7	64.9
Agree	124	32.2	32.2	97.1
Strongly agree	11	2.9	2.9	100.0
Total	385	100.0	100.0	

Laws lead to implementation as well as evaluation.
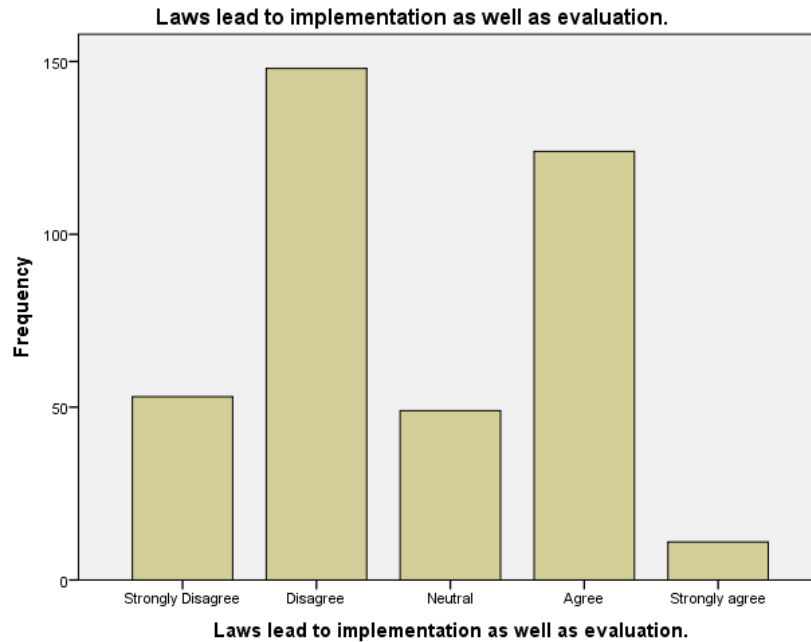
Among 385 respondents, 13.8% strongly disagreed while 38.4% disagreed about the efficacy of laws in confirming proper application and assessment. In contrast, 32.2% agreed with only 2.9% strongly agreeing. Additionally, 12.7% of respondents remained neutral.

Law makers are representative of citizens.				
	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly Disagree	28	7.3	7.3	7.3
Disagree	33	8.6	8.6	15.8
Neutral	169	43.9	43.9	59.7
Agree	128	33.2	33.2	93.0
Strongly agree	27	7.0	7.0	100.0
Total	385	100.0	100.0	

Law makers are representative of citizens.
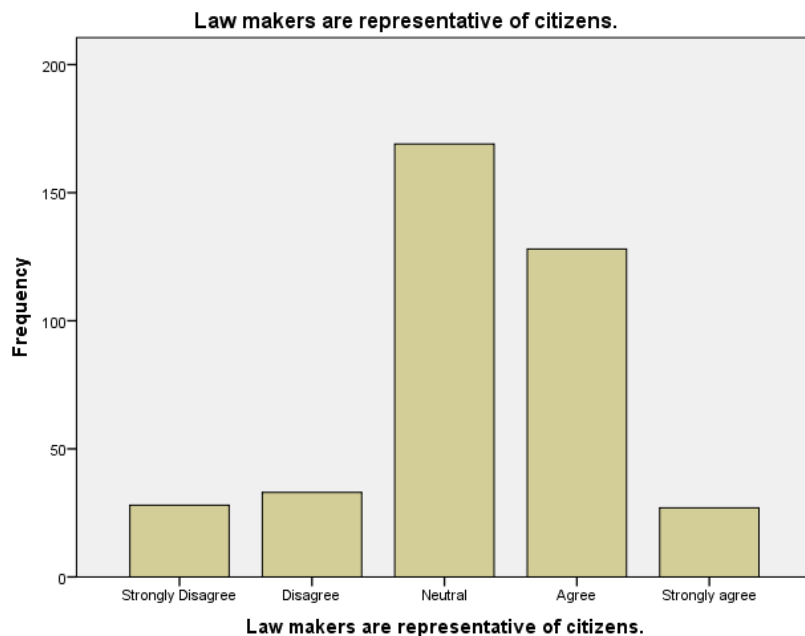
Data table is about lawmakers about interests of citizens. 7.3% strongly disagreed and 8.6% disagreed and 43.9% remained neutral on this stance. On the other hand, 33.2% agreed while 7.0% strongly agreed that lawmakers effectively represent citizens.

Administration is accountable.				
	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly Disagree	27	7.0	7.0	7.0
Disagree	81	21.0	21.0	28.1
Neutral	60	15.6	15.6	43.6
Agree	164	42.6	42.6	86.2
Strongly agree	53	13.8	13.8	100.0
Total	385	100.0	100.0	

Administration is accountable.
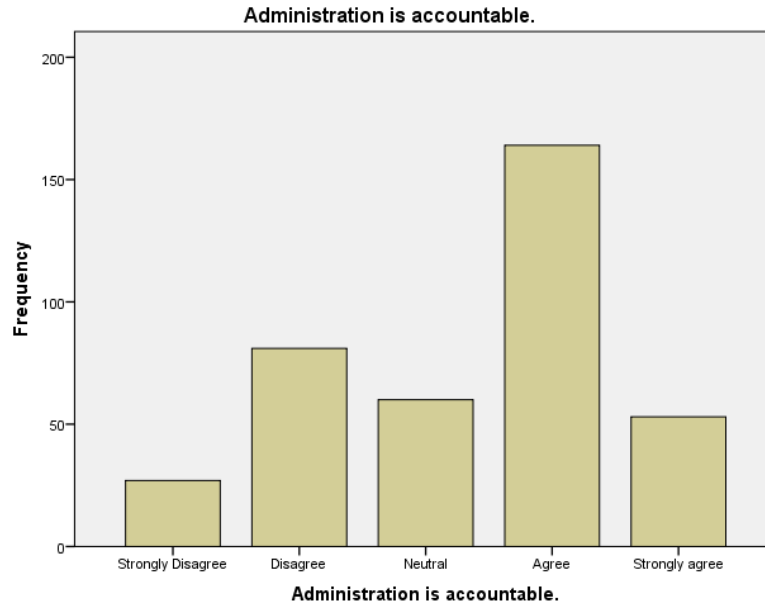
The above data is about accountability of the administration. 7.0% strongly disagreed and 21.0% disagreed, 15.6% remained neutral. In contrast, a significant majority, 42.6%, agreed that the administration is accountable, with 13.8% strongly agreeing.

Administration is directly accountable to citizen through some process.				
	Frequency	**Percent**	**Valid Percent**	**Cumulative Percent**
Strongly Disagree	71	18.4	18.4	18.4
Disagree	43	11.2	11.2	29.6
Neutral	76	19.7	19.7	49.4
Agree	114	29.6	29.6	79.0
Strongly agree	81	21.0	21.0	100.0
Total	385	100.0	100.0	

Administration is directly accountable to citizen through some process.
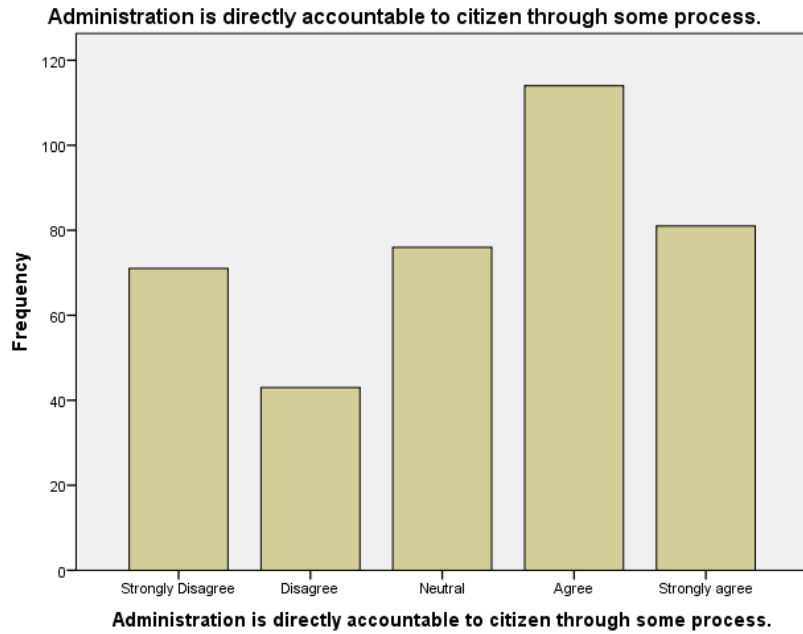
The above data examines whether administration is directly accountable to citizens through established processes. Among the 385 respondents, 18.4% strongly disagreed, 11.2% disagreed, and 19.7% remained neutral. 29.6% agreed that the administration is accountable, with 21.0% strongly agreeing.

Administration is accountable to some independent organizations.				
	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly Disagree	71	18.4	18.4	18.4
Disagree	52	13.5	13.5	31.9
Neutral	138	35.8	35.8	67.8
Agree	53	13.8	13.8	81.6
Strongly agree	71	18.4	18.4	100.0
Total	385	100.0	100.0	

Administration is accountable to some independent organizations.
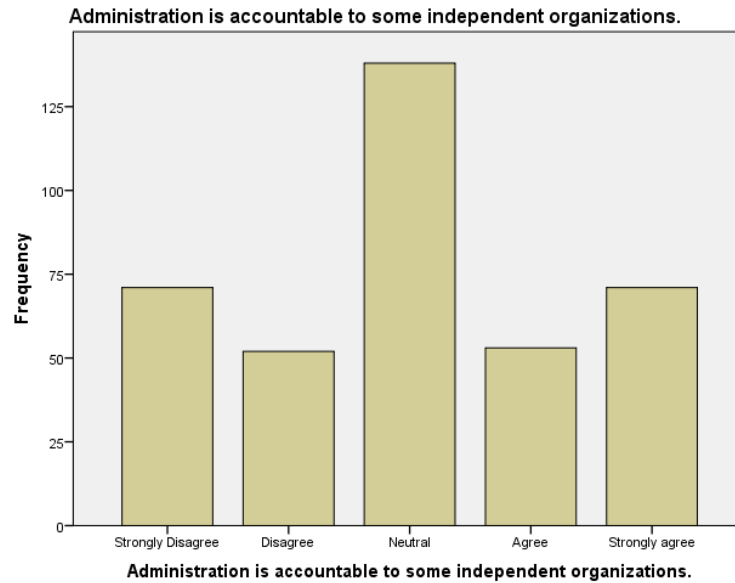
The above data table evaluates perceptions of the administration's accountability to independent organizations. 18.4% strongly disagreed, 13.5% disagreed, 35.8% of participants remained neutral, 13.8% agreed that and another 18.4% strongly agreed.

Organization hierarchy has incorporated some mechanism of accountability.				
	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly Disagree	31	8.1	8.1	8.1
Disagree	92	23.9	23.9	31.9
Neutral	119	30.9	30.9	62.9
Agree	138	35.8	35.8	98.7
Strongly agree	5	1.3	1.3	100.0
Total	385	100.0	100.0	

Organization hierarchy has incorporated some mechanism of accountability.
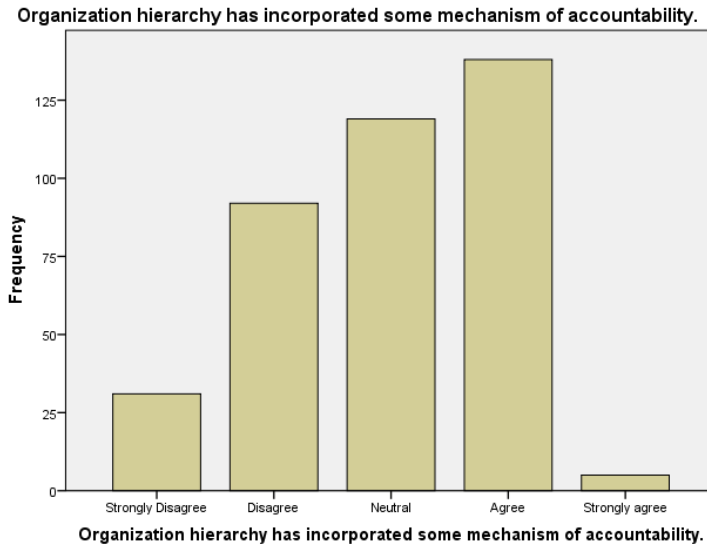
The above data table assesses perceptions of whether organizational hierarchy has established mechanisms for accountability. 8.1% strongly disagreed while 23.9% disagreed, representing disbelief. 30.9% remained neutral. On the positive side, 35.8% agreed while 1.3% strongly agreeing..

Judiciary is independent				
	Frequency	**Percent**	**Valid Percent**	**Cumulative Percent**
Strongly Disagree	67	17.4	17.4	17.4
Disagree	105	27.3	27.3	44.7
Neutral	179	46.5	46.5	91.2
Agree	34	8.8	8.8	100.0
Total	385	100.0	100.0	

Judiciary is independent
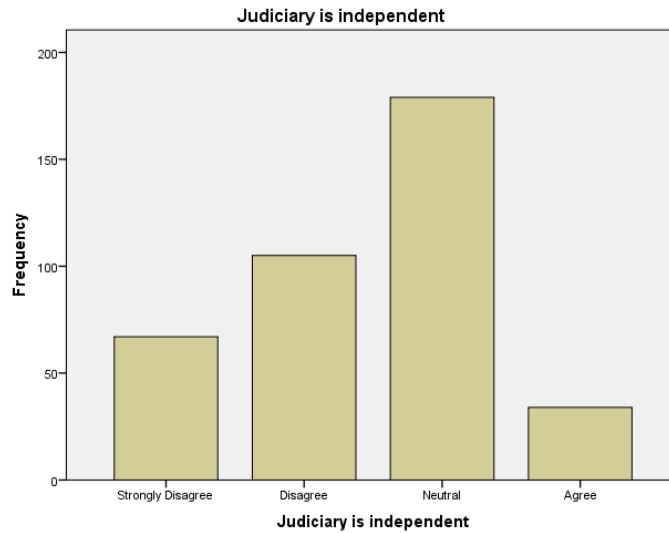
The above data explores perceptions of the independence of the judiciary. Only 17.4% strongly disagreed and 27.3% disagreed. Only 8.8% of participants agreed that the judiciary is independent. Notably, 46.5% remained neutral.

Police force is honest				
	Frequency	**Percent**	**Valid Percent**	**Cumulative Percent**
Strongly Disagree	99	25.7	25.7	25.7
Disagree	151	39.2	39.2	64.9
Neutral	64	16.6	16.6	81.6
Agree	71	18.4	18.4	100.0
Total	385	100.0	100.0	

Police force is honest
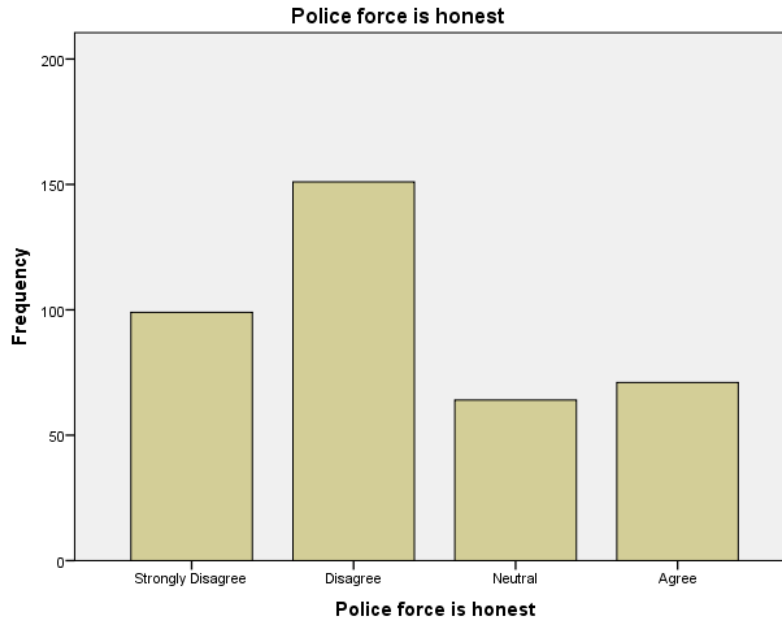
The above statistics table is about the honesty of the police force. As a result, 25.7% strongly disagreed, 39.2% disagreed. In contrast, 18.4% agreed while 16.6% remained neutral.

Police force is reliable			
	Frequency	**Percent**	**Valid Percent**	**Cumulative Percent**
Strongly Disagree	142	36.9	36.9	36.9
Disagree	111	28.8	28.8	65.7
Neutral	49	12.7	12.7	78.4
Agree	33	8.6	8.6	87.0
Strongly agree	50	13.0	13.0	100.0
Total	385	100.0	100.0	

Police force is reliable
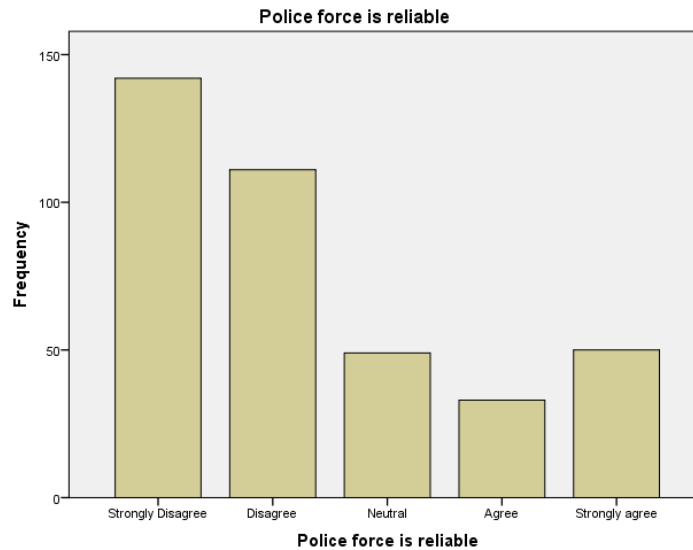
The above data observes perceptions of reliability of the police force. 36.9% strongly disagreed while 28.8% disagreed. Only 8.6% agreed and 13.0% strongly agreed. Additionally, 12.7% of participants remained neutral.

Police and judiciary are independent.				
	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly Disagree	146	37.9	37.9	37.9
Disagree	96	24.9	24.9	62.9
Neutral	66	17.1	17.1	80.0
Agree	22	5.7	5.7	85.7
Strongly agree	55	14.3	14.3	100.0
Total	385	100.0	100.0	

Police and judiciary is independent.
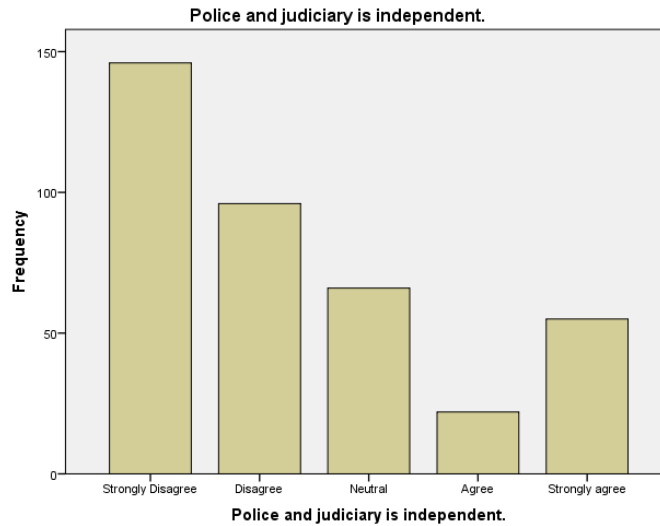
Above information estimates if police and judiciary are independent. 37.9% strongly disagreed while 24.9% disagreed. Only 5.7% agreed and 14.3% strongly agreed. Additionally, 17.1% participants remained neutral.

Table 17 Frequency of Citizen Trust Question Items

Government is responsive				
	Frequency	**Percent**	**Valid Percent**	**Cumulative Percent**
Strongly Disagree	49	12.7	12.7	12.7
Disagree	180	46.8	46.8	59.5
Neutral	43	11.2	11.2	70.6
Agree	96	24.9	24.9	95.6
Strongly agree	17	4.4	4.4	100.0
Total	385	100.0	100.0	

Government is responsive
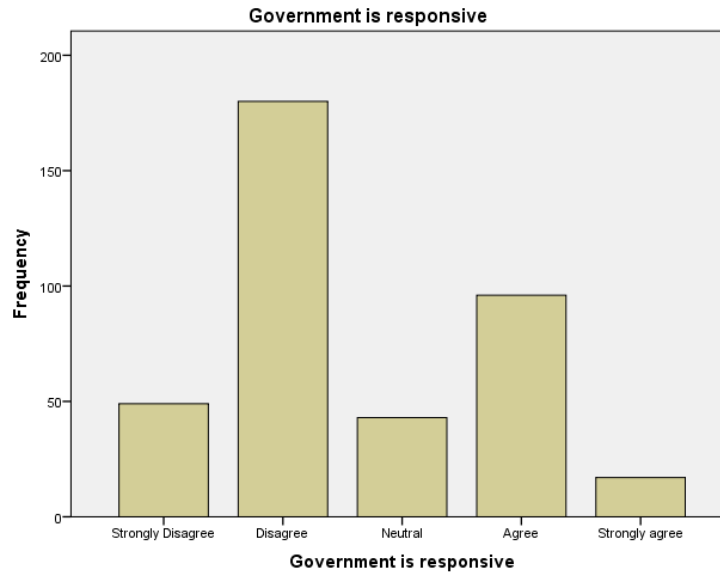
The data table evaluates opinions of the government's responsiveness to citizen needs. 12.7% strongly disagreed while 46.8% disagreed. Only 24.9% agreed and 4.4% strongly agreed. Additionally, 11.2% of participants chose a neutral standpoint.

Government promote ideology				
	Frequency	**Percent**	**Valid Percent**	**Cumulative Percent**
Strongly Disagree	38	9.9	9.9	9.9
Disagree	72	18.7	18.7	28.6
Neutral	168	43.6	43.6	72.2
Agree	102	26.5	26.5	98.7
Strongly agree	5	1.3	1.3	100.0
Total	385	100.0	100.0	

Government promote ideology
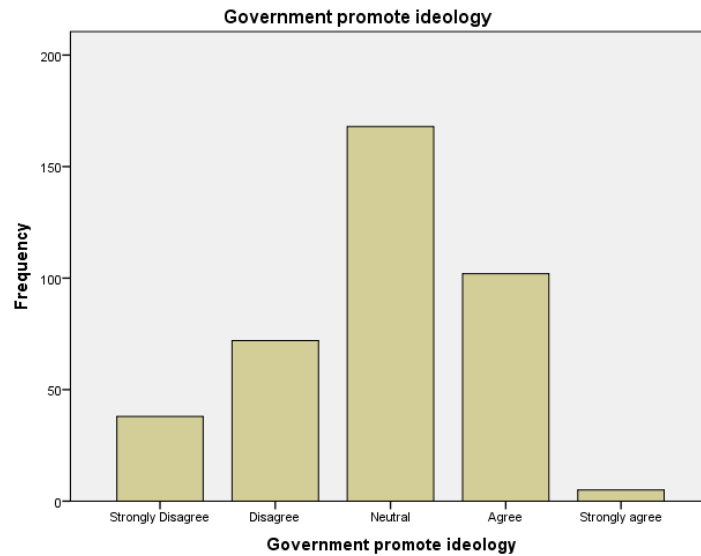
The above data is about the promotion of specific ideology by government. 9.9% strongly disagreed while 18.7% disagreed, and 43.6% remained neutral. In contrast, 26.5% agreed and only 1.3% strongly agreed.

Political party continues previous agenda after gaining power.				
	Frequency	**Percent**	**Valid Percent**	**Cumulative Percent**
Strongly Disagree	96	24.9	24.9	24.9
Disagree	173	44.9	44.9	69.9
Neutral	24	6.2	6.2	76.1
Agree	87	22.6	22.6	98.7
Strongly agree	5	1.3	1.3	100.0
Total	385	100.0	100.0	

Political party continues previous agenda after gaining power.
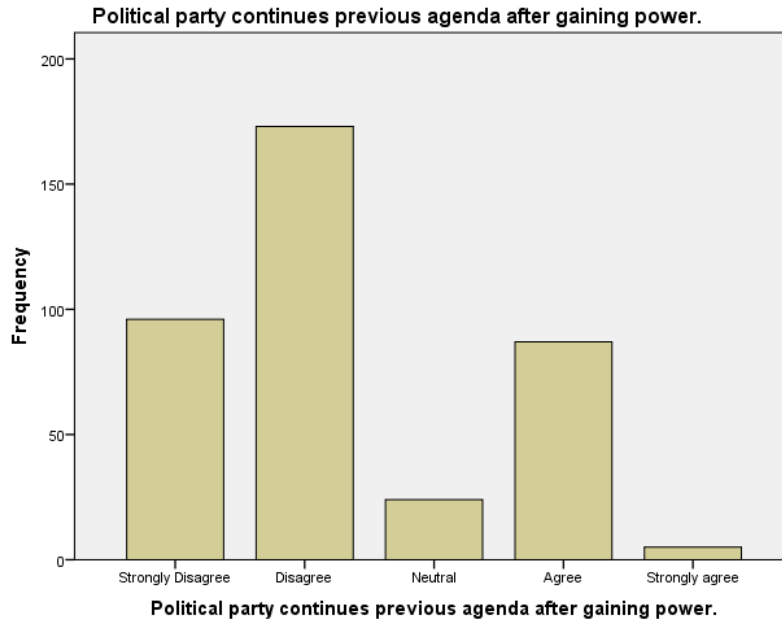
The data table assesses perceptions of whether political parties continue their previous agenda after gaining power. 24.9% strongly disagreed, 44.9% disagreed, 22.6% agreed with 1.3% strongly agreeing. Additionally, 6.2% of participants chose to be neutral.

Public service is provided on time.				
	Frequency	**Percent**	**Valid Percent**	**Cumulative Percent**
Strongly Disagree	135	35.1	35.1	35.1
Disagree	140	36.4	36.4	71.4
Neutral	44	11.4	11.4	82.9
Agree	16	4.2	4.2	87.0
Strongly agree	50	13.0	13.0	100.0
Total	385	100.0	100.0	

Public service is provided on time.
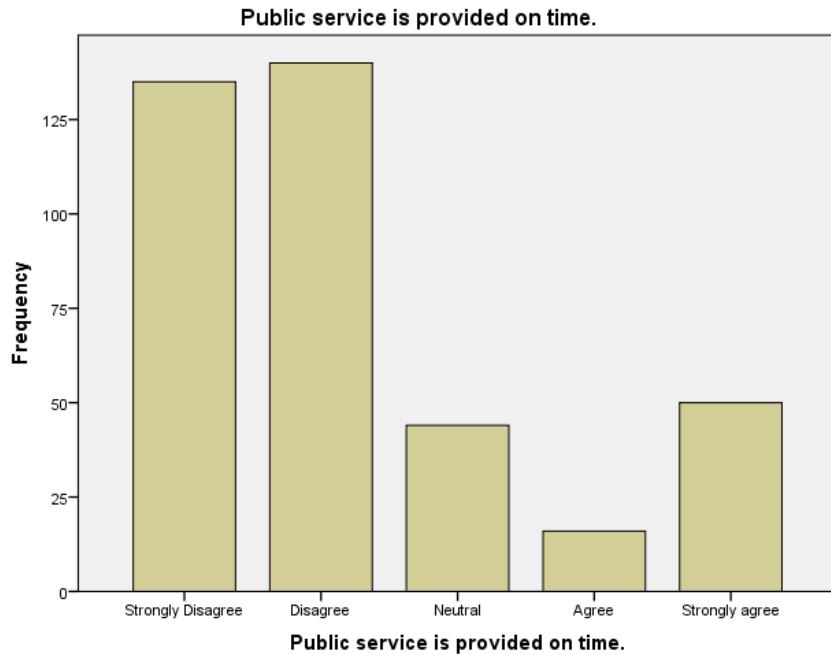
The above data evaluates perceptions of timely service delivery. Among the 385 respondents, a significant 35.1% strongly disagreed, 36.4% disagreed, 4.2% agreed besides 13.0% strongly agreed. Additionally, 11.4% of participants remained neutral, indicating some uncertainty.

Behavior of public service provider is friendly and problem solving.				
	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly Disagree	112	29.1	29.1	29.1
Disagree	133	34.5	34.5	63.6
Neutral	62	16.1	16.1	79.7
Agree	22	5.7	5.7	85.5
Strongly agree	56	14.5	14.5	100.0
Total	385	100.0	100.0	

Behavior of public service provider is friendly and problem solving.
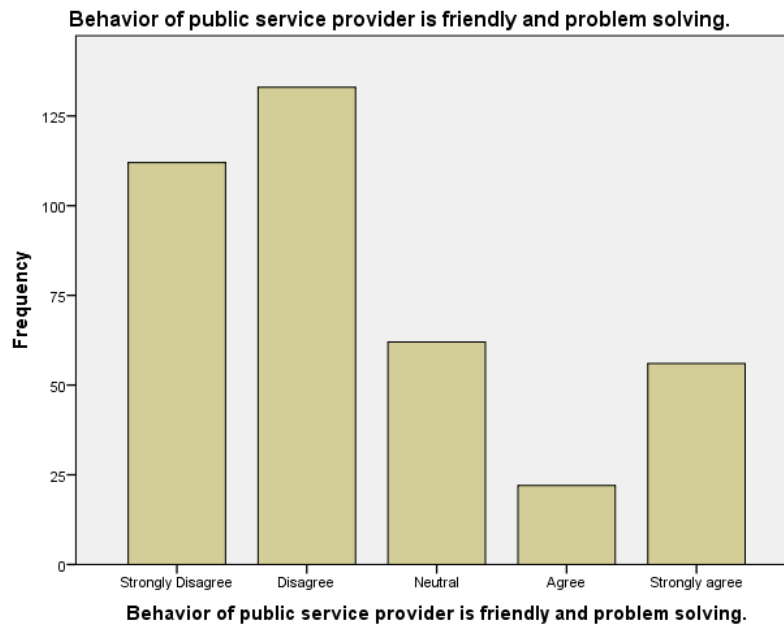
Above data table is about the friendly and problem-solving behavior of public service providers. Among the 385 respondents, 29.1% strongly disagreed while 34.5% disagreed. Only 5.7% agreed with 14.5% strongly agreeing. Additionally, 16.1% of participants chose a neutral stance.

Quality of public service is good				
	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly Disagree	90	23.4	23.4	23.4
Disagree	140	36.4	36.4	59.7
Neutral	76	19.7	19.7	79.5
Agree	79	20.5	20.5	100.0
Total	385	100.0	100.0	

Quality of public service is good
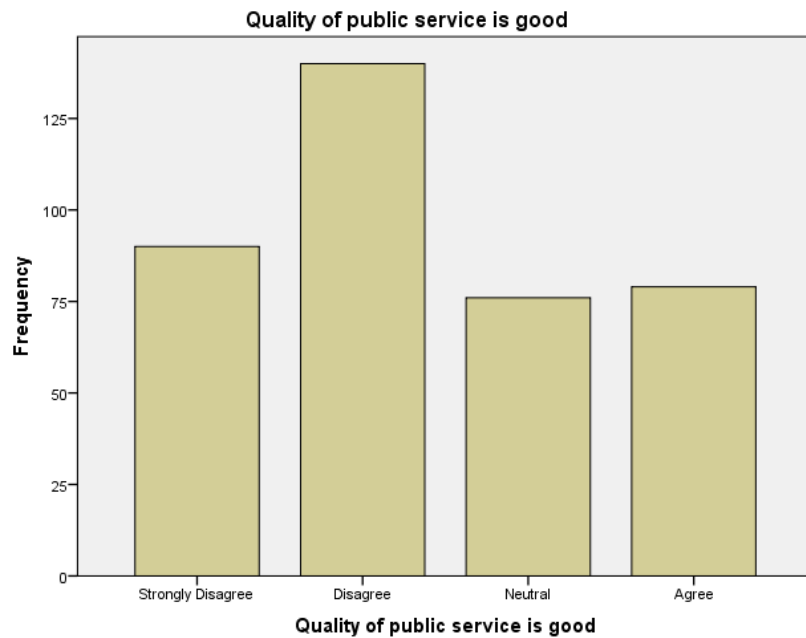
Above data evaluates views about quality of public service. Among 385 respondents, 23.4% strongly disagreed that the quality of services is good, while 36.4% disagreed. 20.5% agreed that the quality is satisfactory, and 19.7% remained neutral.

Information about service increase your satisfaction with the service				
	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly Disagree	34	8.8	8.8	8.8
Disagree	49	12.7	12.7	21.6
Neutral	188	48.8	48.8	70.4
Agree	97	25.2	25.2	95.6
Strongly agree	17	4.4	4.4	100.0
Total	385	100.0	100.0	

Information about service increase your satisfaction with the service
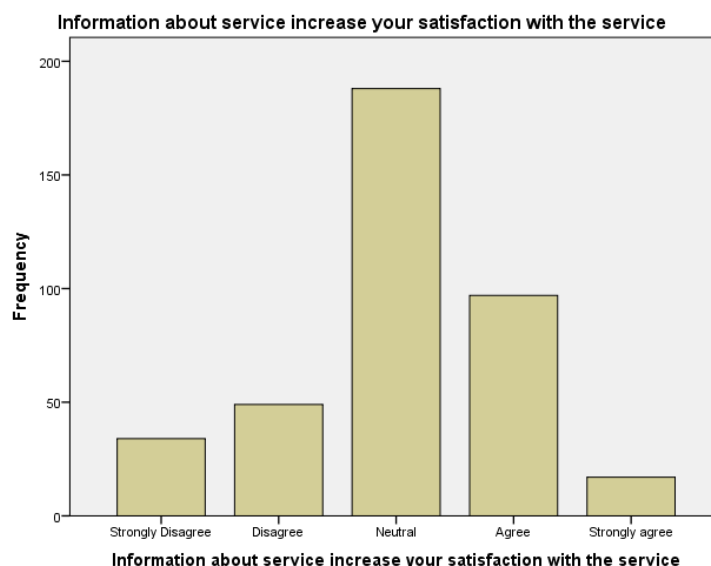
The above statistics talks about the perceptions about information about services enhance satisfaction with those services. 8.8% strongly disagreed, 12.7% disagreed, 48.8% were neutral, 25.2% agreed besides 4.4% strongly agreed.

Information about a service increases the confidence and view about good performance.				
	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly Disagree	22	5.7	5.7	5.7
Disagree	73	19.0	19.0	24.7
Neutral	94	24.4	24.5	49.2
Agree	184	47.8	47.9	97.1
Strongly agree	11	2.9	2.9	100.0
Total	384	99.7	100.0	
Missing System	1	.3		
Total	385	100.0		

Information about a service increase the confidence and view about good performance.
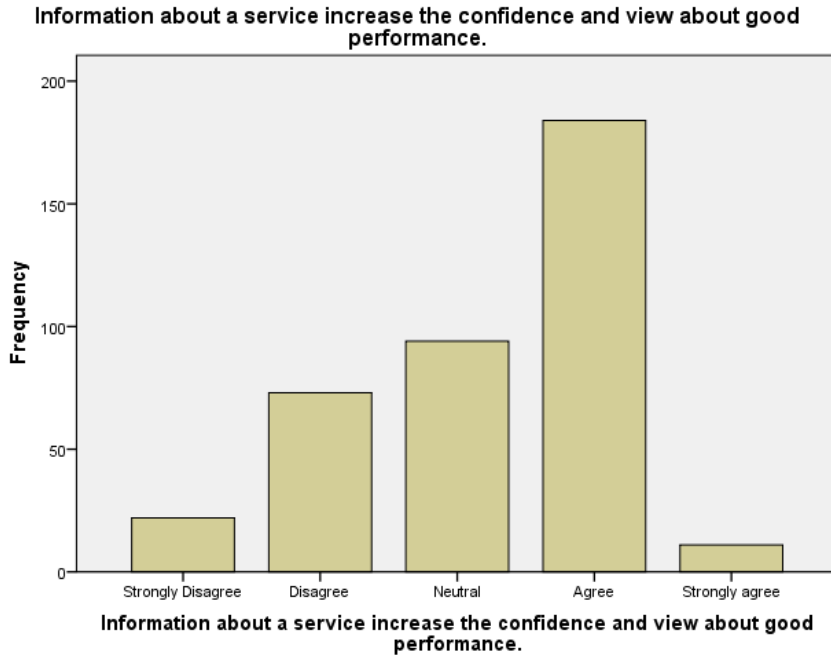
The above data evaluates perceptions of whether information about a service increases confidence and enhances views of its performance. Only 5.7% strongly disagreed, and 19.0% disagreed. 24.4%, remained neutral, 47.8% agreed, while 2.9% strongly agreed.

Affiliation with a party (Partisan) in government increases your trust.				
	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly Disagree	56	14.5	14.5	14.5
Disagree	68	17.7	17.7	32.2
Neutral	65	16.9	16.9	49.1
Agree	133	34.5	34.5	83.6
Strongly agree	63	16.4	16.4	100.0
Total	385	100.0	100.0	

Affiliation with a party (Partisan) in government increase your trust.
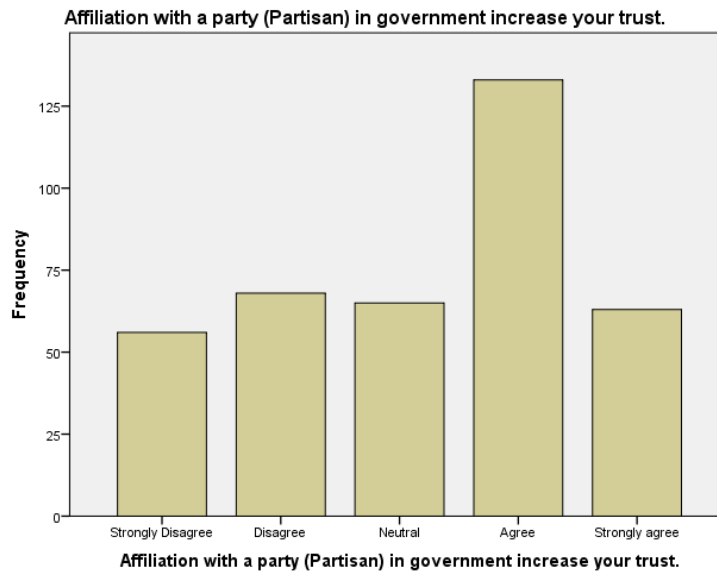
The above statistics assesses perceptions of whether affiliation with a political party in government increases trust. 14.5% strongly disagreed, 17.7% disagreed, 16.9% remained neutral, 34.5% agreed, and 16.4% strongly agreed.

Affiliation with a party (Partisan) in government increase satisfaction with the quality of service.				
	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly Disagree	56	14.5	14.5	14.5
Disagree	54	14.0	14.0	28.6
Neutral	113	29.4	29.4	57.9
Agree	95	24.7	24.7	82.6
Strongly agree	67	17.4	17.4	100.0
Total	385	100.0	100.0	

Affiliation with a party (Partisan) in government increase satisfaction with the quality of service.
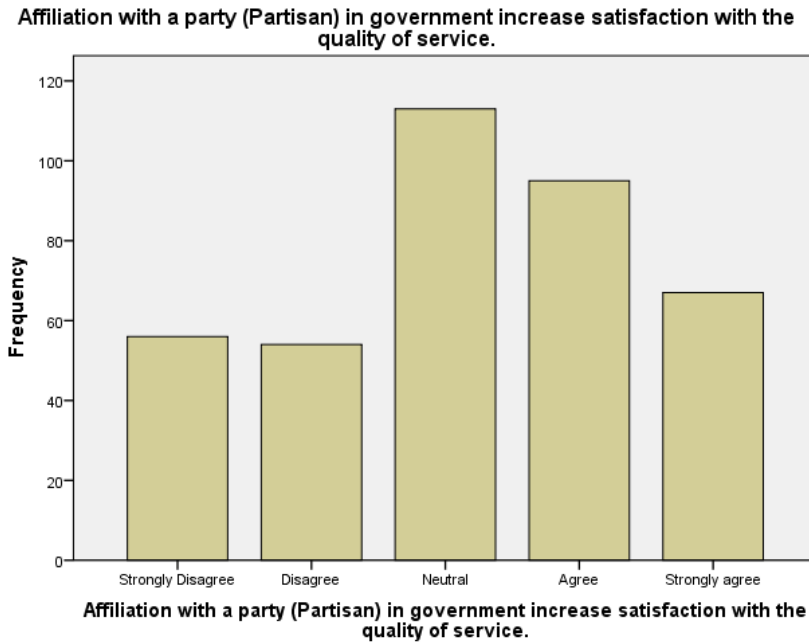
The statistics examines perceptions of whether affiliation with a political party in government increases satisfaction with the quality of service. As a result, 14.5% strongly disagreed, 14.0% disagreed, 29.4% neutral, 24.7% agreed, and 17.4% strongly agreed.

Affiliation with a party (Partisan) in government increases trust on government policies.				
	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly Disagree	12	3.1	3.1	3.1
Disagree	106	27.5	27.5	30.6
Neutral	85	22.1	22.1	52.7
Agree	170	44.2	44.2	96.9
Strongly agree	12	3.1	3.1	100.0
Total	385	100.0	100.0	

Affiliation with a party (Partisan) in government increases trust on government policies.
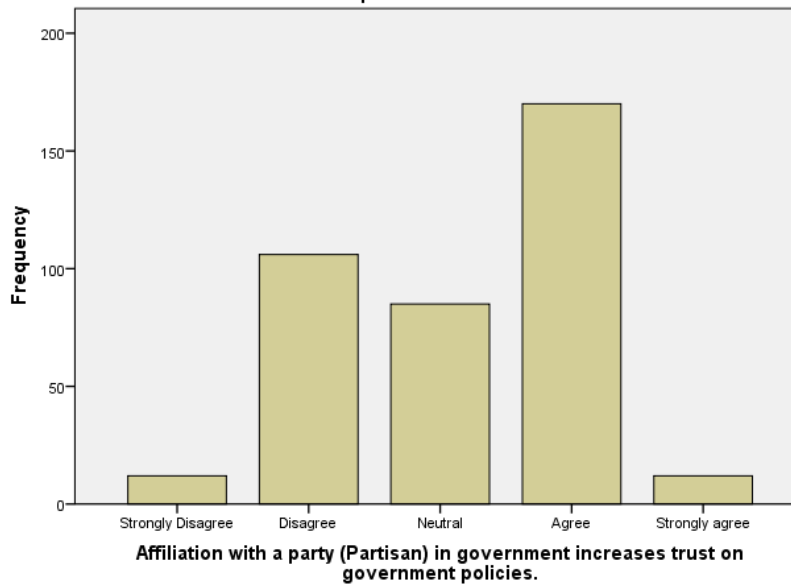
It shows about association with a political party with government enhances faith in administration or not. Only 3.1% strongly disagreed, 27.5% disagreed, 22.1% remained neutral, 44.2% agreed with another 3.1% strongly agreeing.

Nonpartisan have same trust as partisan individual				
	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly Disagree	21	5.5	5.5	5.5
Disagree	86	22.3	22.3	27.8
Neutral	246	63.9	63.9	91.7
Agree	27	7.0	7.0	98.7
Strongly agree	5	1.3	1.3	100.0
Total	385	100.0	100.0	

Nonpartisan have same trust as partisan individual
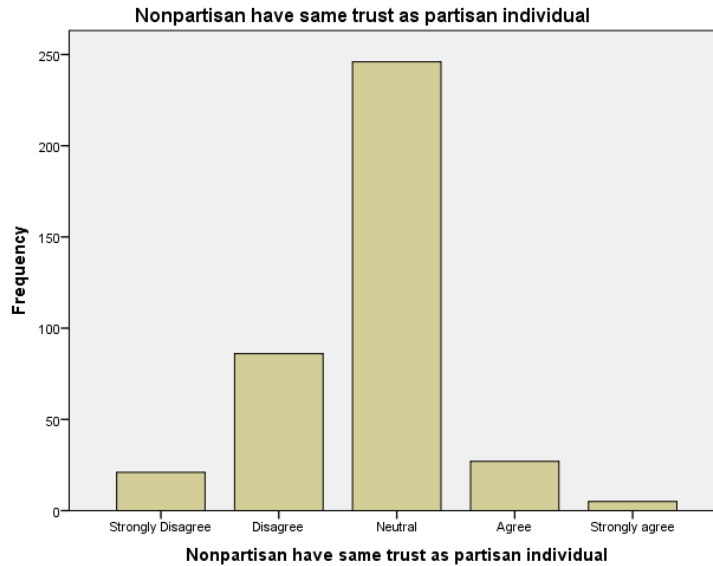
The above data is about the level of trust among nonpartisan and partisan individuals. 5.5% strongly disagreed, 22.3% disagreed, and majority of 63.9% remained neutral. In contrast, only 7.0% agreed with 1.3% strongly agreeing.

Trust of nonpartisan increases through good performance.				
	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly Disagree	11	2.9	2.9	2.9
Disagree	88	22.9	22.9	25.7
Neutral	88	22.9	22.9	48.6
Agree	179	46.5	46.5	95.1
Strongly agree	19	4.9	4.9	100.0
Total	385	100.0	100.0	

Trust of nonpartisan increases through good performance.
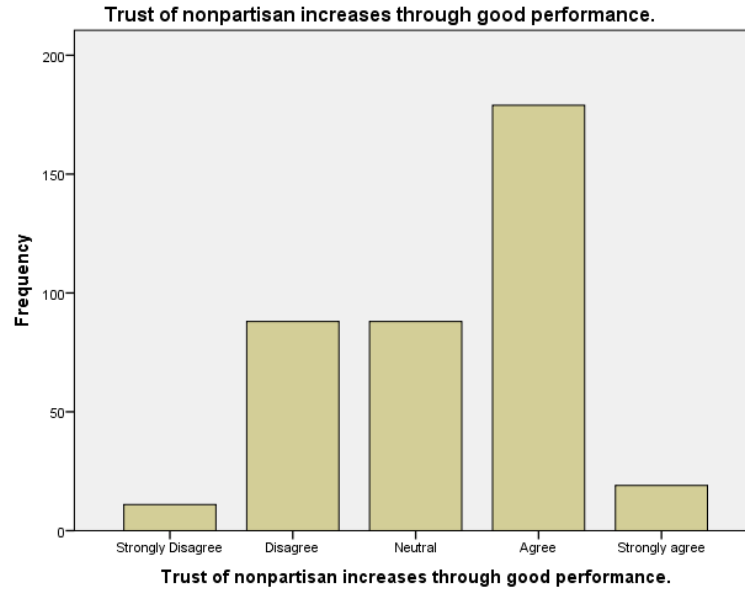
Data is about whether trust in nonpartisan individuals increases through good performance or not. As a result, 2.9% strongly disagreed and 22.9% disagreed, 22.9% remained neutral, 46.5% agreed with 4.9% strongly agreeing.

Public service providers are honest and fair				
	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly Disagree	124	32.2	32.2	32.2
Disagree	139	36.1	36.1	68.3
Neutral	51	13.2	13.2	81.6
Agree	16	4.2	4.2	85.7
Strongly agree	55	14.3	14.3	100.0
Total	385	100.0	100.0	

Public service providers are honest and fair
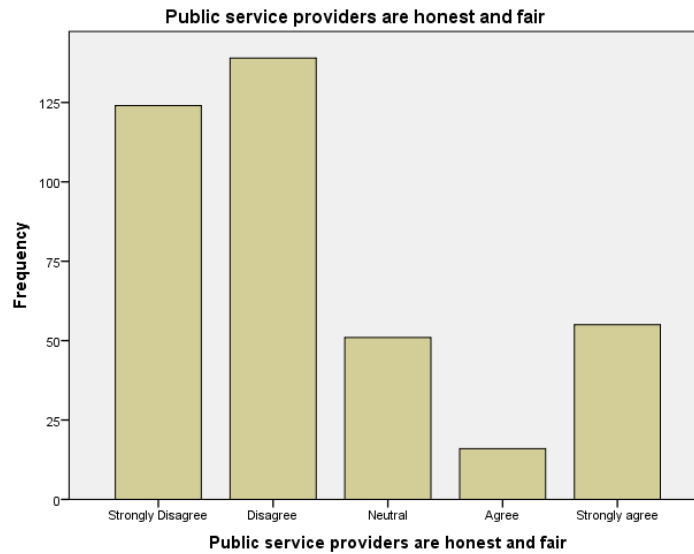
Data is about whether public service providers are honesty and fairness of public service providers. As a result, 32.2% strongly disagreed, 36.1% disagreed, 4.2% agreed, and 14.3% strongly agreed. Rest of 13.2% was neutral.

Promise made by politicians are fulfilled			
	Frequency	**Percent**	**Valid Percent**	**Cumulative Percent**
Strongly Disagree	169	43.9	43.9	43.9
Disagree	110	28.6	28.6	72.5
Neutral	40	10.4	10.4	82.9
Agree	6	1.6	1.6	84.4
Strongly agree	60	15.6	15.6	100.0
Total	385	100.0	100.0	

Promise made by politicians are fulfilled
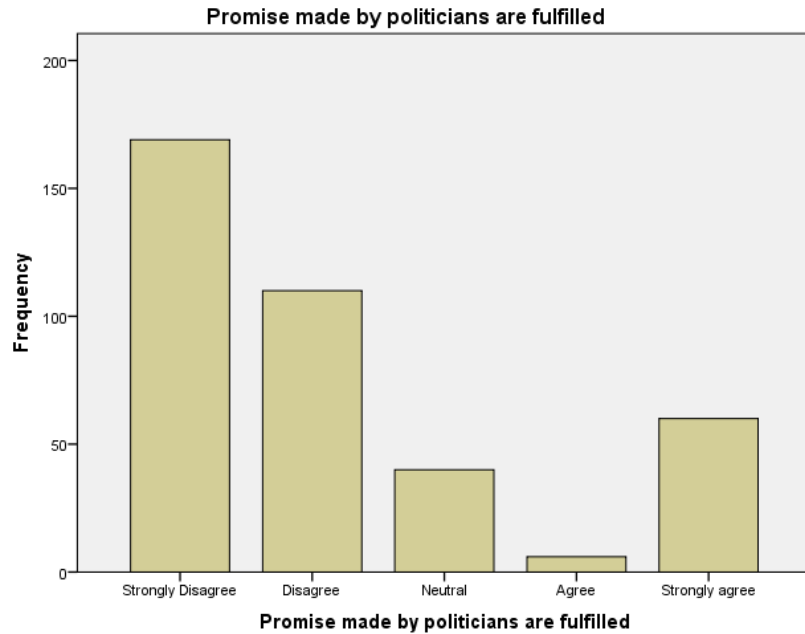
Data table measures perceptions of whether promises made by politicians are fulfilled. 43.9% strongly disagreed, 28.6% disagreed. Only 1.6% agreed that promises are fulfilled, and 15.6% strongly agreed. Only 10.4% of participants chose a neutral stance.

Local politicians are more trustworthy as compared to national level.			
	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly Disagree	38	9.9	9.9	9.9
Disagree	130	33.8	33.8	43.6
Neutral	81	21.0	21.0	64.7
Agree	136	35.3	35.3	100.0
Total	385	100.0	100.0	

Local politicians are more trustworthy as compared to national level.
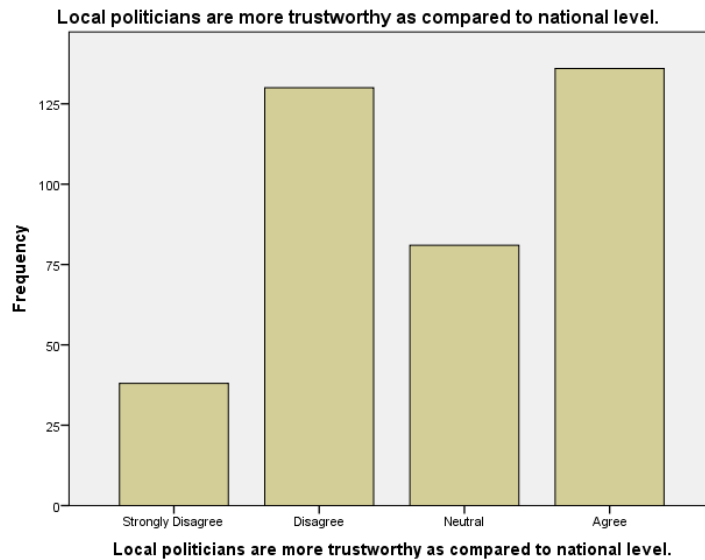
The above statistics evaluates 9.9% strongly disagreed, 33.8% disagreed, 35.3% agreed and only 21.0% were neutral regarding the trustworthiness of local politicians compared to those at the national level.

Government delivers services on time				
	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly Disagree	80	20.8	20.8	20.8
Disagree	140	36.4	36.4	57.1
Neutral	141	36.6	36.6	93.8
Agree	13	3.4	3.4	97.1
Strongly agree	11	2.9	2.9	100.0
Total	385	100.0	100.0	

Government delivers services on time
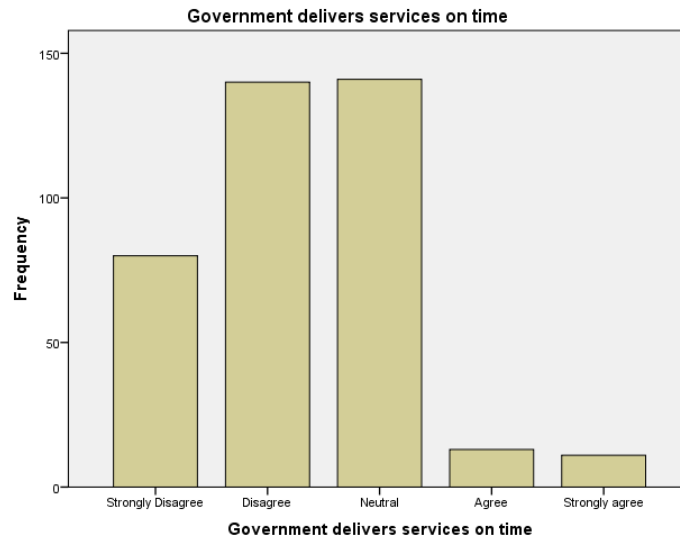
The above figures show that 20.8% strongly disagreed and 36.4% disagreed with the timely delivery of government's services. 3.4% agreed, 2.9% strongly agreed but 36.6% remained neutral.

Table 18 Frequency of Public Service Performance Question Items

Government shows timeliness in providing services			
	Frequency	**Percent**	**Valid Percent**	**Cumulative Percent**
Strongly Disagree	75	19.5	19.5	19.5
Disagree	183	47.5	47.5	67.0
Neutral	64	16.6	16.6	83.6
Agree	63	16.4	16.4	100.0
Total	385	100.0	100.0	

Government shows timeliness in providing services
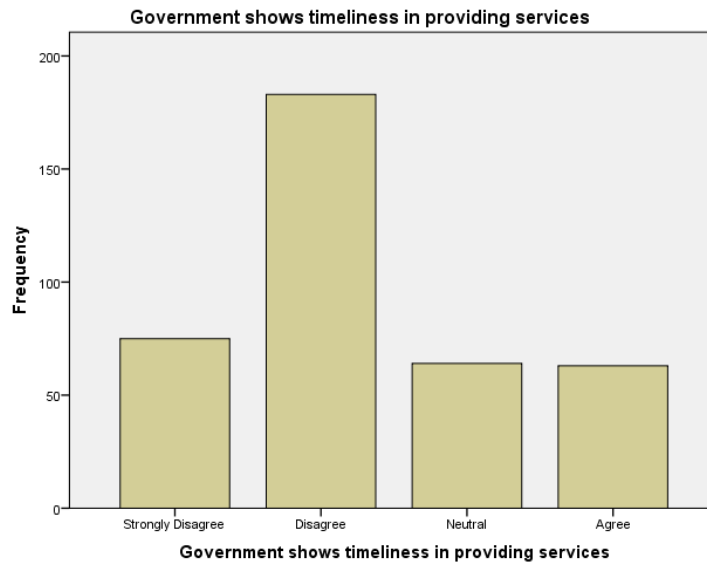
The above statistics is about perceptions of the government's timeliness in providing services. 19.5% strongly disagreed while 47.5% disagreed. 16.4% agreed and only 16.6% of respondents chose a neutral stance.

Government focuses on cost-effectiveness of services				
	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly Disagree	120	31.2	31.2	31.2
Disagree	115	29.9	29.9	61.0
Neutral	60	15.6	15.6	76.6
Agree	40	10.4	10.4	87.0
Strongly agree	50	13.0	13.0	100.0
Total	385	100.0	100.0	

Government focuses on cost-effectiveness of services
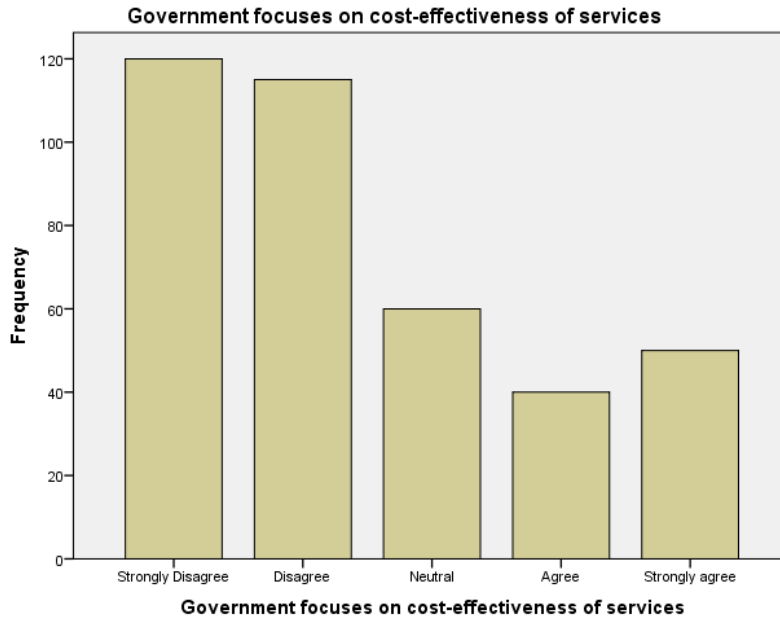
The above table assesses focus on government on the cost-effectiveness of its services. 31.2% strongly disagreed, 29.9% disagreed. Only 15.6% remained neutral. In contrast, only 10.4% agreed and 13.0% strongly agreed.

Government manages all the records correctly?				
	Frequency	**Percent**	**Valid Percent**	**Cumulative Percent**
Strongly Disagree	125	32.5	32.5	32.5
Disagree	113	29.4	29.4	61.8
Neutral	68	17.7	17.7	79.5
Agree	24	6.2	6.2	85.7
Strongly agree	55	14.3	14.3	100.0
Total	385	100.0	100.0	

Government manage all the records correctly?
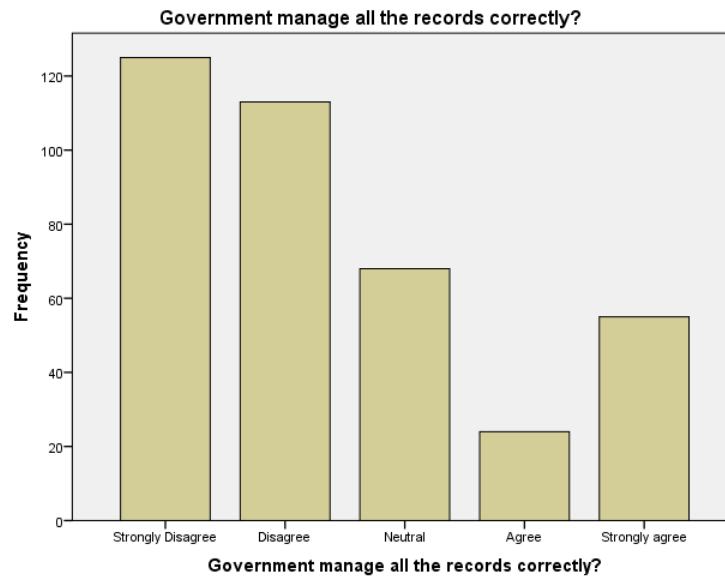
Data examines 32.5% strongly disagreed and 29.4% disagreed with the effective management of records by the government. In contrast, only 6.2% agreed, 14.3% strongly agreed, but 17.7% remained neutral.

Government provides infrastructural services at local level?				
	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly Disagree	75	19.5	19.5	19.5
Disagree	127	33.0	33.0	52.5
Neutral	80	20.8	20.8	73.2
Agree	97	25.2	25.2	98.4
Strongly agree	6	1.6	1.6	100.0
Total	385	100.0	100.0	

Government provides infrastructural services at local level?
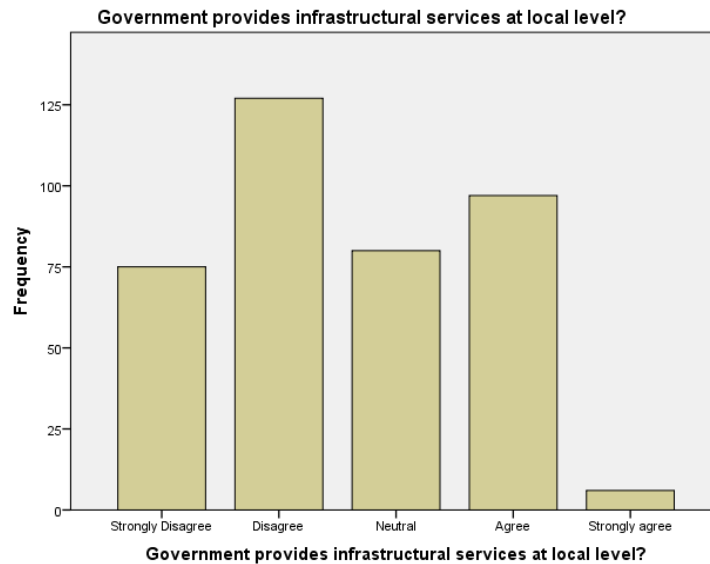
This shows that 19.5% strongly disagreed while 33.0% disagreed about the government's effectiveness in delivering local infrastructure. 25.2% agreed and 1.6% strongly agreeing while 20.8% remained unbiased.

Government offers waste management services				
	Frequency	**Percent**	**Valid Percent**	**Cumulative Percent**
Strongly Disagree	64	16.6	16.6	16.6
Disagree	84	21.8	21.8	38.4
Neutral	180	46.8	46.8	85.2
Agree	51	13.2	13.2	98.4
Strongly agree	6	1.6	1.6	100.0
Total	385	100.0	100.0	

Government offers waste management services
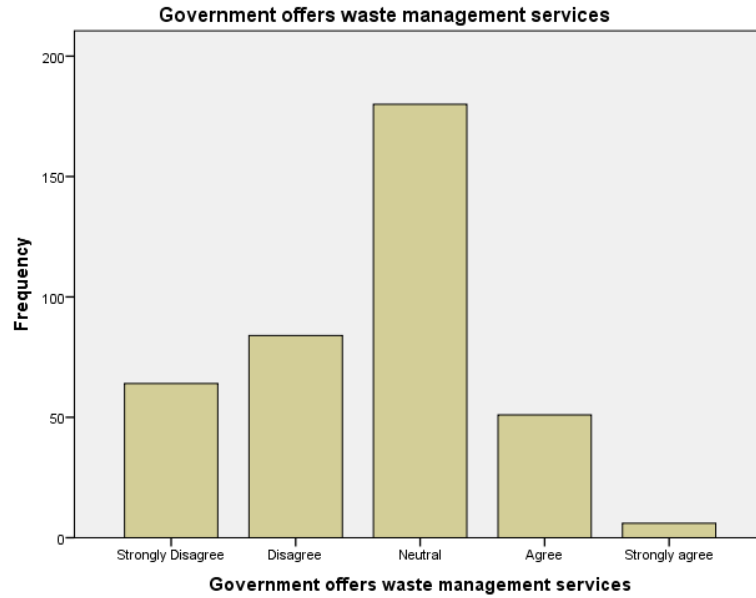
The information assesses perceptions of the government's provision of waste management services. 16.6% strongly disagreed, 21.8% disagreed, and 46.8% chose a neutral stance. Only 13.2% agreed and 1.6% strongly agreed.

Government delivers services regarding revenue.				
	Frequency	**Percent**	**Valid Percent**	**Cumulative Percent**
Strongly Disagree	70	18.2	18.2	18.2
Disagree	127	33.0	33.0	51.2
Neutral	84	21.8	21.8	73.0
Agree	94	24.4	24.4	97.4
Strongly agree	10	2.6	2.6	100.0
Total	385	100.0	100.0	

Government delivers services regarding revenue.
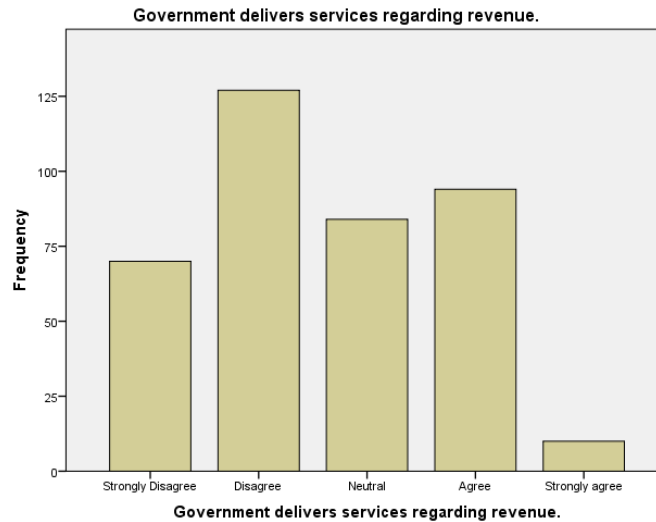
On the opinions about government's ability to deliver services related to revenue, 18.2% strongly disagreed with the statement, while 33.0% disagreed, though 21.8% remained neutral. In contrast, 24.4% agreed but 2.6% strongly agreed.

Health services are provided to citizens effectively?				
	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly Disagree	124	32.2	32.2	32.2
Disagree	100	26.0	26.0	58.2
Neutral	50	13.0	13.0	71.2
Agree	56	14.5	14.5	85.7
Strongly agree	55	14.3	14.3	100.0
Total	385	100.0	100.0	

Health services are provided to citizens effectively?
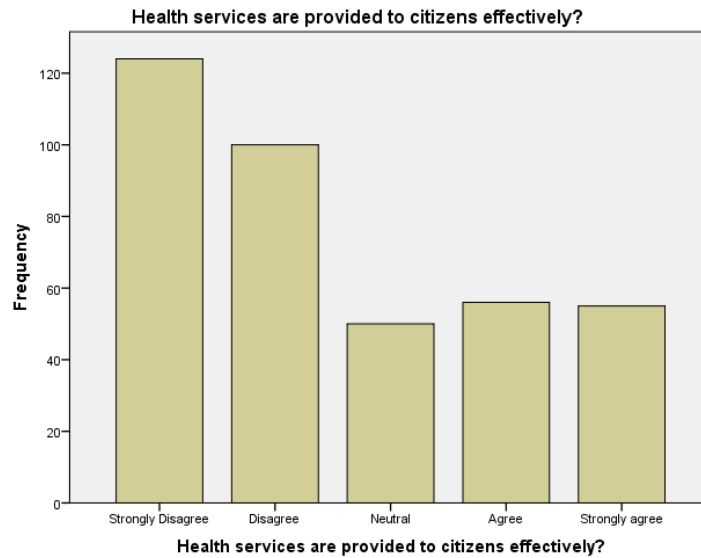
On perceptions of the effectiveness of health services provided to citizens, 32.2% strongly disagreed with the statement that health services are delivered effectively, 26.0% disagreed, and 13.0% remained neutral. Meanwhile, 14.5% agreed and 14.3% strongly agreed.

Table 19 Frequency of Civic Engagement Question Items

I feel responsible for my community.			
	Frequency	**Percent**	**Valid Percent**	**Cumulative Percent**
Strongly Disagree	56	14.5	14.5	14.5
Disagree	27	7.0	7.0	21.6
Neutral	22	5.7	5.7	27.3
Agree	193	50.1	50.1	77.4
Strongly agree	87	22.6	22.6	100.0
Total	385	100.0	100.0	

I feel responsible for my community.
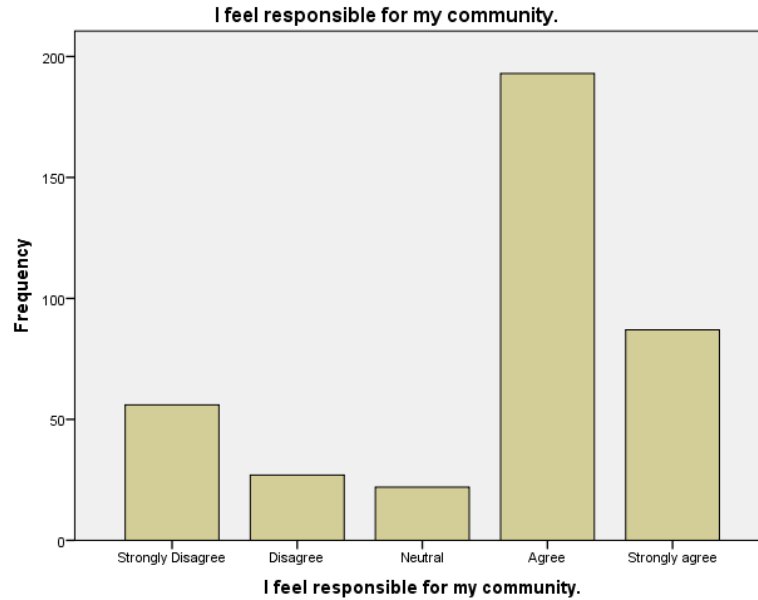
A majority of 50.1%, agreed that they feel responsible for their community, 22.6% strongly agreed, 14.5% strongly disagreed and 7.0% disagreed. Lastly, 5.7% of respondents stayed neutral.

I believe I should make a difference in my community.				
	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly Disagree	11	2.9	2.9	2.9
Disagree	65	16.9	16.9	19.7
Neutral	27	7.0	7.0	26.8
Agree	222	57.7	57.7	84.4
Strongly agree	60	15.6	15.6	100.0
Total	385	100.0	100.0	

I believe I should make a difference in my community.
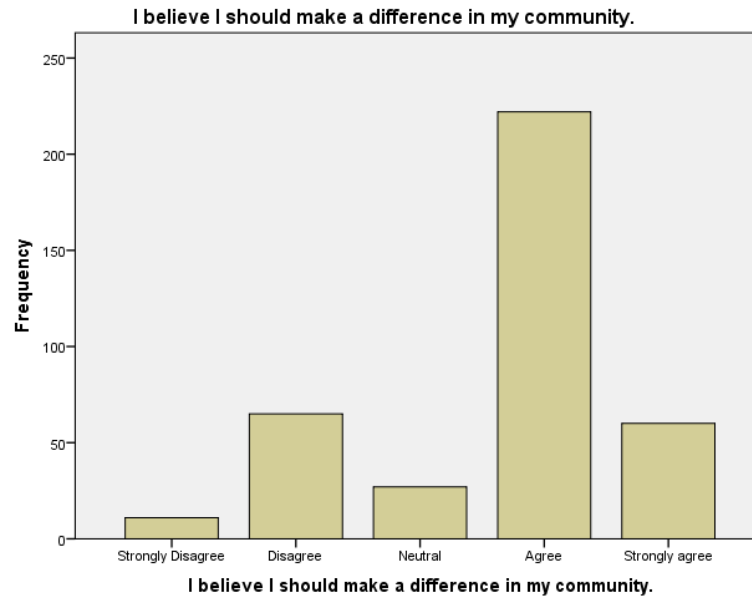
57.7% agreed that they believe they should make a difference, with an additional 15.6% strongly agreeing. Conversely, 16.9% disagreed, and a small minority of 2.9% strongly disagreed. Only 7.0% of respondents continued to be neutral regarding this question.

I have a responsibility to help the poor and the hungry				
	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly Disagree	6	1.6	1.6	1.6
Disagree	18	4.7	4.7	6.2
Neutral	128	33.2	33.2	39.5
Agree	167	43.4	43.4	82.9
Strongly agree	66	17.1	17.1	100.0
Total	385	100.0	100.0	

I have a responsibility to help the poor and the hungry
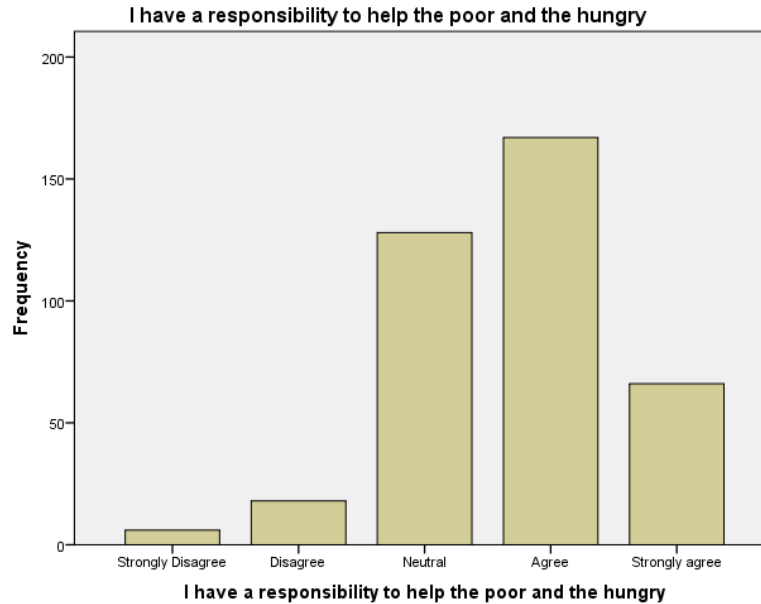
43.4%, expressed their agreement that they are responsible to help poor and hungry people, while an additional 17.1% strongly agreed. In contrast, only 4.7% disagreed, and a minimal 1.6% strongly disagreed. Moreover, 33.2% of respondents remained neutral.

I am committed to serve in my community.			
	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly Disagree	6	1.6	1.6	1.6
Disagree	76	19.7	19.7	21.3
Neutral	22	5.7	5.7	27.0
Agree	233	60.5	60.5	87.5
Strongly agree	48	12.5	12.5	100.0
Total	385	100.0	100.0	

I am committed to serve in my community.
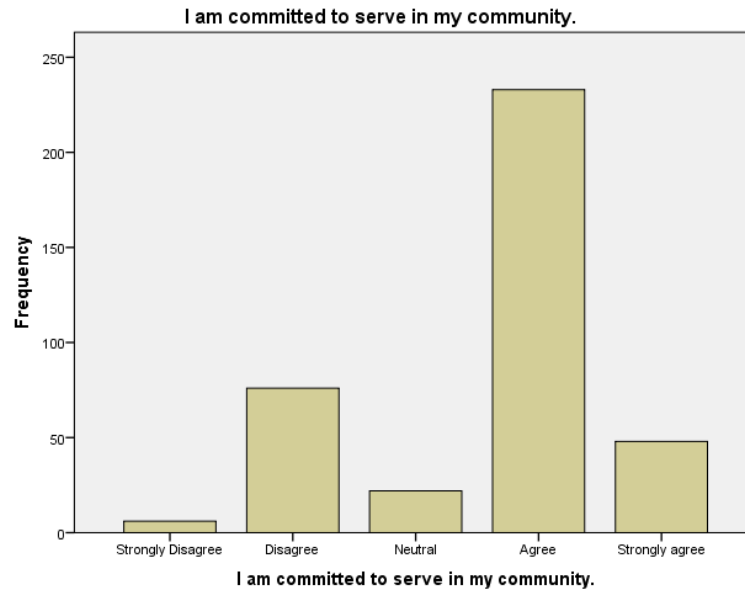
This shows that 60.5% are agreeing and 12.5% are strongly agreeing about their commitment of serving their community. Conversely, only 1.6% strongly disagreed, and 19.7% disagreed and 5.7% of respondents remained unbiased.

I believe that all citizens have a responsibility to their community				
	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly Disagree	61	15.8	15.8	15.8
Disagree	1	.3	.3	16.1
Neutral	12	3.1	3.1	19.2
Agree	180	46.8	46.8	66.0
Strongly agree	131	34.0	34.0	100.0
Total	385	100.0	100.0	

I believe that all citizens have a responsibility to their community
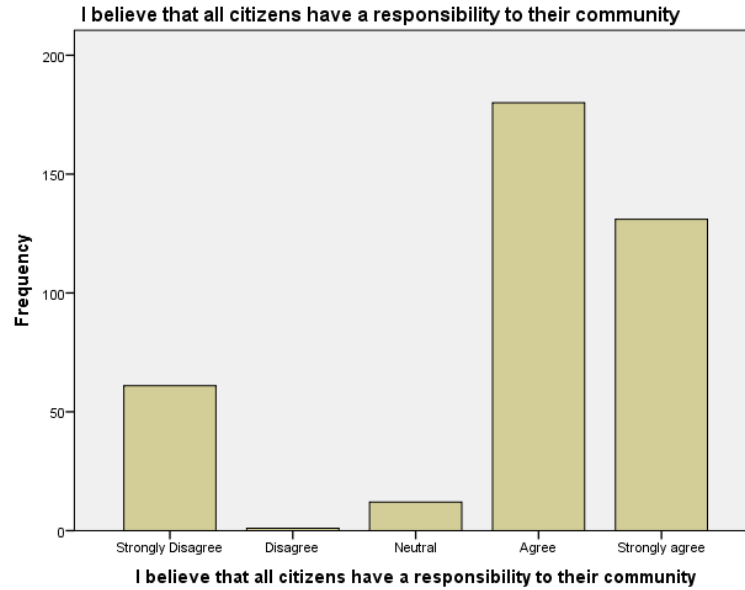
It shows that out of 385 participants, 46.8% agreed and 34.0% strongly agreed with a statement indicating a strong belief in civic responsibility. Meanwhile, 15.8% strongly disagreeing and only 0.3% disagreeing. Rest of the 3.1% continued to be neutral on the question.

I believe that it is important to be informed of community issues				
	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly Disagree	61	15.8	15.8	15.8
Disagree	15	3.9	3.9	19.7
Neutral	16	4.2	4.2	23.9
Agree	145	37.7	37.7	61.6
Strongly agree	148	38.4	38.4	100.0
Total	385	100.0	100.0	

I believe that it is important to be informed of community issues
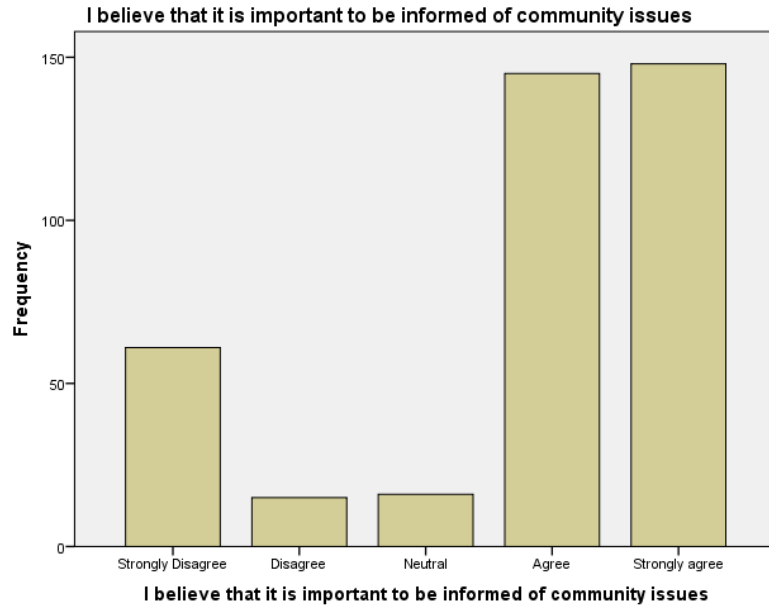
Majority of the respondents give importance to be informed of community issues. 38.4% strongly agreed, and 37.7% agreed while 15.8% strongly disagreed and 3.9% disagreed. Rest of the 4.2% remained neutral.

I believe that it is important to volunteer				
	Frequency	**Percent**	**Valid Percent**	**Cumulative Percent**
Strongly Disagree	16	4.2	4.2	4.2
Disagree	51	13.2	13.2	17.4
Neutral	38	9.9	9.9	27.3
Agree	214	55.6	55.6	82.9
Strongly agree	66	17.1	17.1	100.0
Total	385	100.0	100.0	

I believe that it is important to volunteer
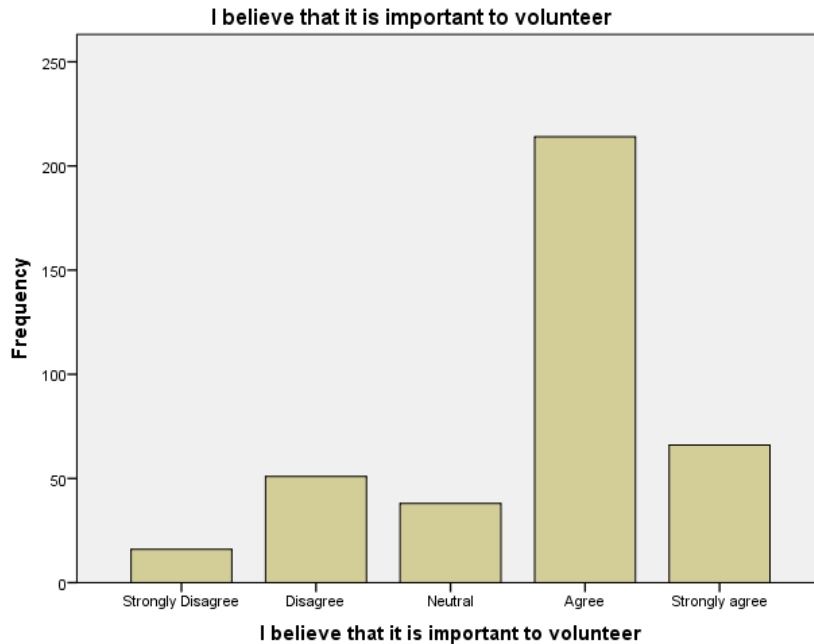
According to statistics, 55.6% agreed and 17.1% strongly agreed that volunteering is important. In disparity, 4.2% strongly disagreed, and 13.2% disagreed, whereas 9.9% stayed neutral.

I believe that it is important to financially support charitable organizations				
	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly Disagree	6	1.6	1.6	1.6
Disagree	16	4.2	4.2	5.7
Neutral	124	32.2	32.2	37.9
Agree	190	49.4	49.4	87.3
Strongly agree	49	12.7	12.7	100.0
Total	385	100.0	100.0	

I believe that it is important to financially support charitable organizations
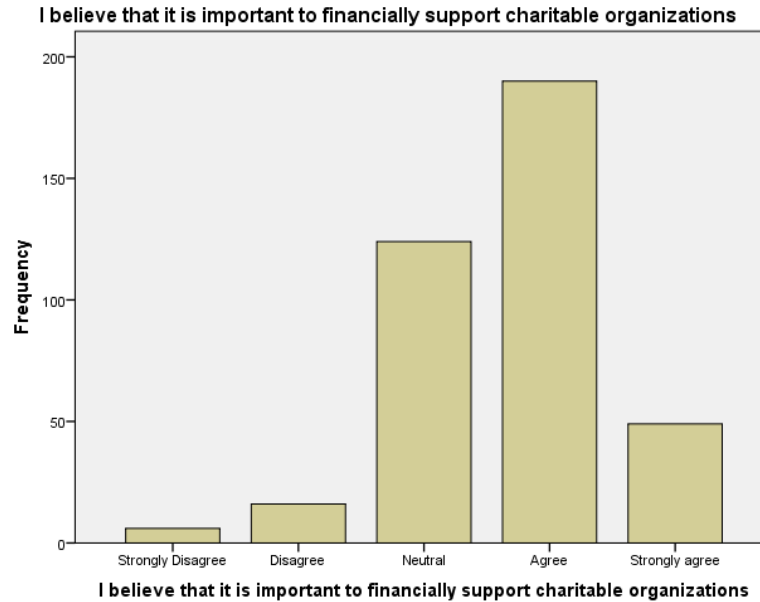
Among 385 respondents, 49.4% agreed, 12.7% strongly agreed with importance to support charitable organizations financially. Only 1.6% strongly disagreed, and 4.2% disagreed, while a substantial portion, 32.2%, remained unbiased.

I am involved in structured volunteer position(s) in the community.				
	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly Disagree	12	3.1	3.1	3.1
Disagree	110	28.6	28.6	31.7
Neutral	121	31.4	31.4	63.1
Agree	120	31.2	31.2	94.3
Strongly agree	22	5.7	5.7	100.0
Total	385	100.0	100.0	

I am involved in structured volunteer position(s) in the community.
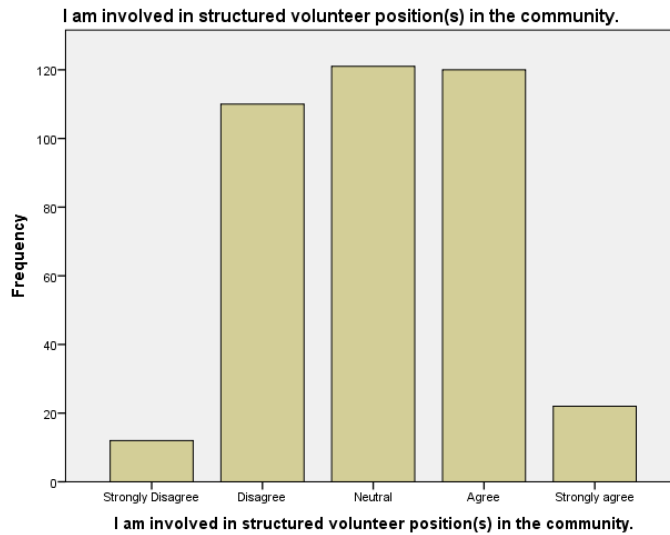
According to figures, 31.2% agreed and 5.7% strongly agreed in the involvement in structured volunteer positions within the community. But 28.6% disagreed, 3.1% strongly disagreed, and 31.4% were neutral.

When working with others, I make positive changes in the community.				
	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly Disagree	61	15.8	15.8	15.8
Disagree	16	4.2	4.2	20.0
Neutral	50	13.0	13.0	33.0
Agree	179	46.5	46.5	79.5
Strongly agree	79	20.5	20.5	100.0
Total	385	100.0	100.0	

When working with others, I make positive changes in the community.
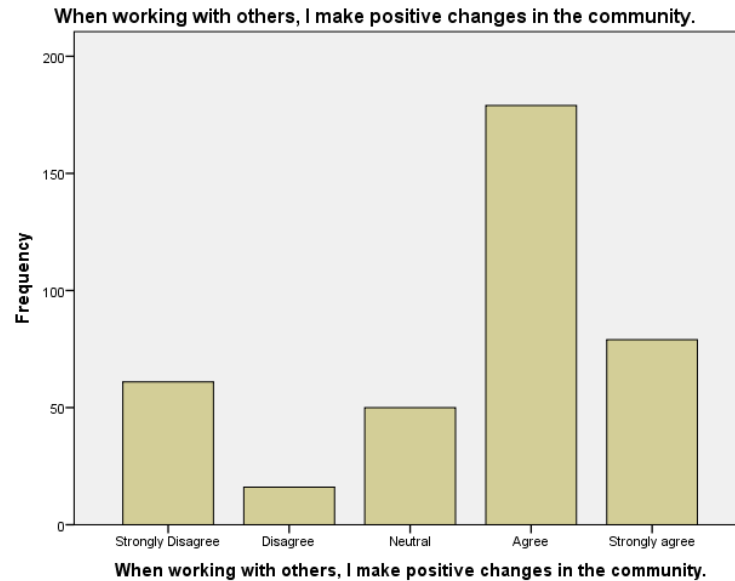
The above statistics reveals that 46.5% agreed, 20.5% strongly agreed in ability to effect positive change in the community through collaboration. On the contrary, 15.8% strongly disagreed, and 4.2% disagreed, while 13% remained neutral.

I help members of my community.				
	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly Disagree	6	1.6	1.6	1.6
Disagree	11	2.9	2.9	4.4
Neutral	23	6.0	6.0	10.4
Agree	261	67.8	67.8	78.2
Strongly agree	84	21.8	21.8	100.0
Total	385	100.0	100.0	

I help members of my community.
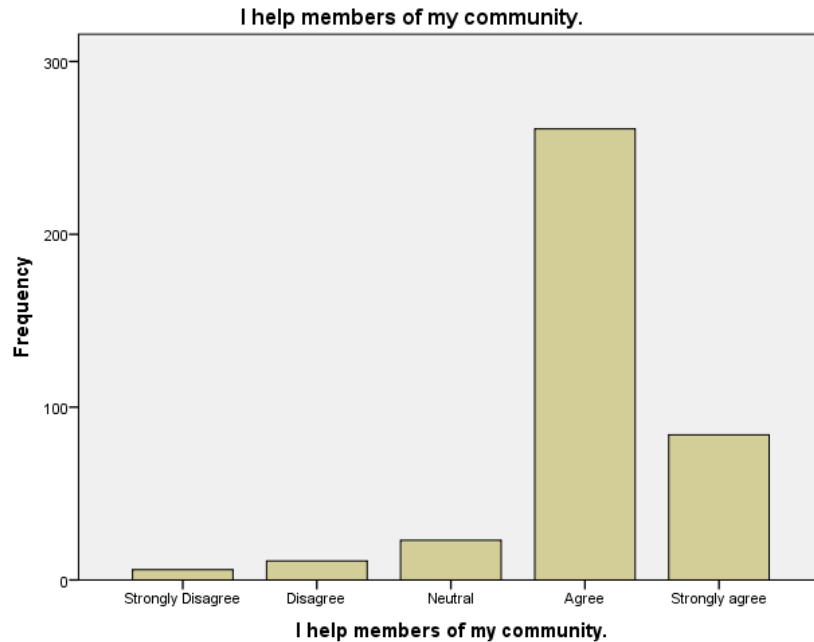
When it comes to helping community members, 67.8% agreed and 21.8% strongly agreed. Respondents

who disagreed and strongly disagreed were 2.9% and 1.6% respectively. Only 6.0% remained neutral.

I stay informed of events in my community.				
	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly Disagree	11	2.9	2.9	2.9
Disagree	22	5.7	5.7	8.6
Neutral	45	11.7	11.7	20.3
Agree	228	59.2	59.2	79.5
Strongly agree	79	20.5	20.5	100.0
Total	385	100.0	100.0	

I stay informed of events in my community.
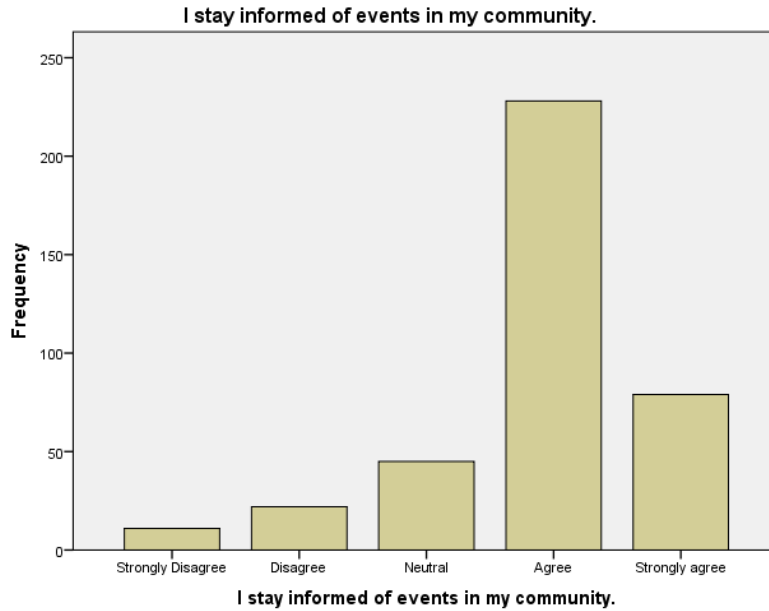
The above survey shows that when it comes to be informed about community's events, 59.2% agreed while 20.5% strongly agreed. Moreover, 2.9% strongly disagreed, 5.7% only disagreed while 11.7% people remained neutral.

I participate in discussions that raise issues of social responsibility.				
	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly Disagree	11	2.9	2.9	2.9
Disagree	33	8.6	8.6	11.4
Neutral	144	37.4	37.4	48.8
Agree	163	42.3	42.3	91.2
Strongly agree	34	8.8	8.8	100.0
Total	385	100.0	100.0	

I participate in discussions that raise issues of social responsibility.
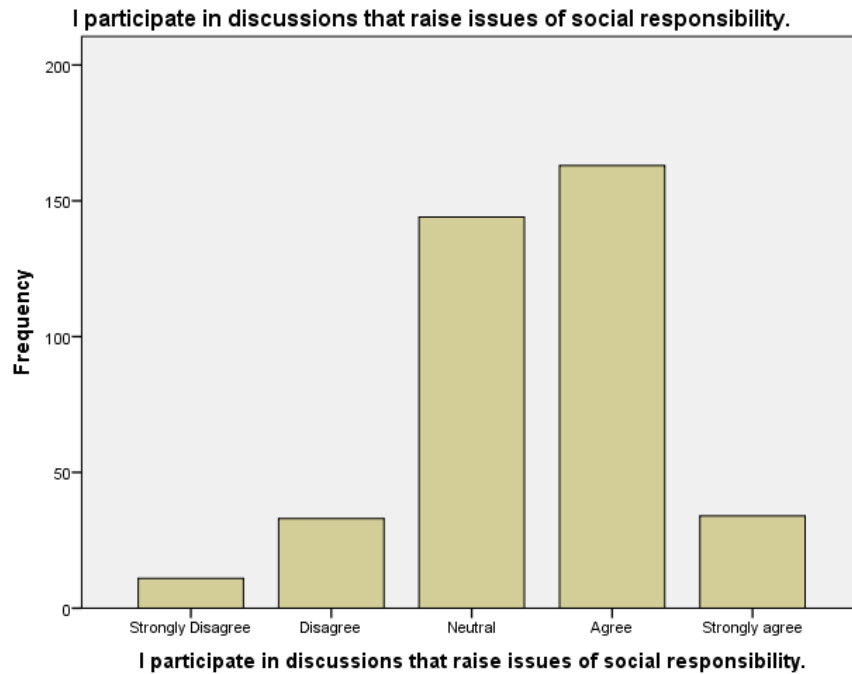
The above results reveal that 8.8% people agreed strongly, 42.3% agreed, 37.4% were uncertain, 8.6% disagreed, and 2.9% strongly disagreed in context of participation and social responsibility among individuals.

I contribute to charitable organizations within the community.				
	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly Disagree	11	2.9	2.9	2.9
Disagree	78	20.3	20.3	23.2
Neutral	79	20.5	20.6	43.8
Agree	184	47.8	47.9	91.7
Strongly agree	32	8.3	8.3	100.0
Total	384	99.7	100.0	
Missing	System	1	.3		
Total		385	100.0		

I contribute to charitable organizations within the community.
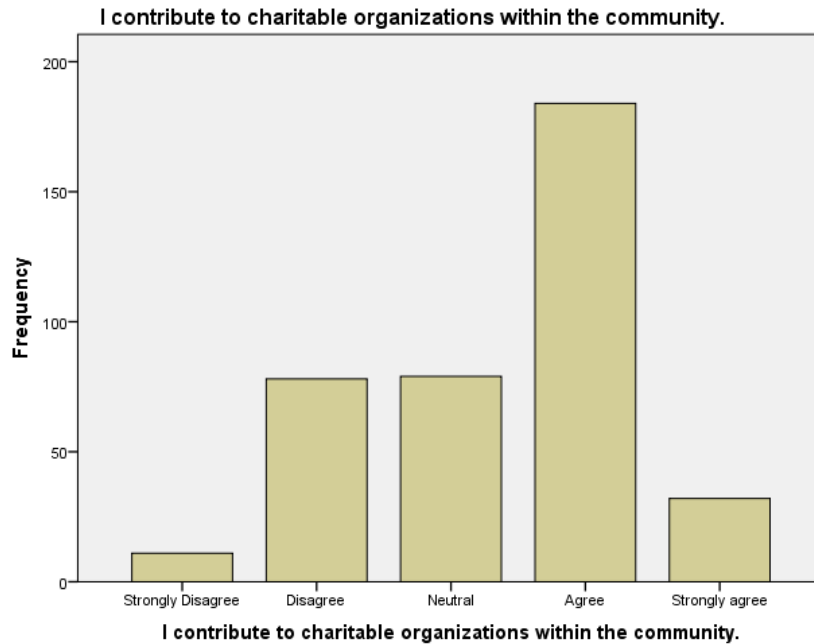
In above data, there were 2.9% respondents, who strongly disagreed, 20.3% disagreed, 47.8% agreed, 8.3% strongly agreed, while 20.5% remained neutral on a contribution to charitable organizations in community. It shows that most of the people are engaged in supporting such organizations.

4.5 Assessment of the measurement model

In Smart PLS, the measurement model is the initial step in assessing whether the proposed variance is accurately linked to the constructs. Evaluating measurement model, as opposed to structural model, ensure that tests of hypotheses regarding structural relationships between constructs are both reliable and valid. This reliability and validity depend on how well the measurement models explain the constructs (Hair et al., 2016). So, each measurement item's validity and reliability was tested to assess measurement model's superiority in study. Internal consistency, indicator reliability, plus construct validity that contains convergent besides discriminant validity as defined by Hair et al (2019) were among things that required checking.

4.5.1 Construct validity

It refers how accurately measured variables symbolizes underlying notional constructs intended to be measured (Hair et al., 2013). Within present study, construct validity was calculated through both convergent and discriminant validity, which are mentioned in detail in next subsections.

4.5.2 Convergent validity

Convergent validity exists as component of construct validity and is frequently utilized across various fields, including sociology, behavioral sciences, besides psychology. In 2016, Joseph F. Hair defines it by means of interrelationship of measure through alternative measures of similar idea. As recommended by Hair, Black, Babin, and Anderson (2010), convergent validity depends on the factor or external loading, composite reliability (CR), and average variance extraction (AVE). According to Lukas (2014) the construct validity requires the external loading of each b-item to be equal to or greater than 0.70 and AVE of each construct to be equal to or greater than 0.50, while composite reliability of each construct must be greater than 0.70. Items with loadings of less than 0.40 should be deleted (Hair

Jr. & Lukas, 2014; Hulland, 1999a), but items with loadings of less than 0.40 need not be deleted unless the AVE is above a threshold value (Hair Jr. & Lukas, 2014). According to Chin (1998), items with loadings between 0.50 and 0.70 are acceptable in the presence of other loadings with higher values on the same construct. Thus, after analyzing if the primary constructs are reliable and valid, the results show that all items of each construct have external loadings greater than 0.50. The AVE value means that all items meet the recommended threshold except for a few items of the primary constructs that have external loadings below the threshold (> 0.70); therefore, to maximize model fit, researchers may remove 20% of items from individual constructs (Hair, 2014). To show reliability plus validity of model, two items from Good governance (GG16, GG28), two from Citizen Trust (CT11, CT17), one from Public service performance (PSP1), two from Civic Engagement (CE7, CE3) were deleted. Thus, seven items were deleted from the main construct which is less than the threshold. After deleting these items, all items of main constructs achieve their required threshold average outer loading greater than 0.70 with AVE greater than 0.50.

Table 20 Retained Indicator AVE and Composite Reliability

Variables	Indicators	Loading	Cronbach's Alpha	CR	AVE	Discriminant Validity
Good Governance	Governance Indicator 1	0.85	0.9	0.91	0.6	Yes
Citizen Trust	Trust Indicator 1	0.87	0.88	0.89	0.65	Yes
Public Service Performance	Performance Indicator 1	0.82	0.85	0.86	0.61	Yes
Citizen Engagement	Engagement Indicator 1	0.89	0.87	0.88	0.66	Yes

For internal consistency, composite reliability (CR) is used, with a cut-off value set at 0.70 (Hair et al., 2020). When Average Variance Extracted (AVE) is more than 0.50 is composite dependability considered acceptable on values under 0.50 (Joseph Hair 2014). Composite dependability on behalf of all primary constructs is presented in Table 20, higher than suggested threshold of 0.70, from 0.868 to 0.944.

Additionally, it is ordinary measure, form convergent validity; it signifies outstanding mean value of indicators' squared loadings related to construct (Hair, 2016). When score of AVE is at least 0.5 it means that over 50% of the items has defined the construct, which is considered sufficient (Hair, 2020). Within this research, the scores of AVE for constructs were above 0.5, meeting the least possible verge as recommended by Hair, 2020 (shown in Table 20). In summary, based on the factor loadings, CRs, and AVEs in this study, convergent validity is confirmed.

4.5.3 Discriminant Validity

Discriminant validity evaluation is a generally acknowledged requirement for analyzing relationships between the constructs (Henseler et al., 2015). This assessment is done to ensure that all constructs in a given study are distinct and show no reflection with each other in empirical terms (Voorhees, Brady, Calantone& Ramirez, 2016). Researchers have relied chiefly on two popular and traditional approaches to assess discriminant validity, such as cross-loadings and the Fornell-Larcker criterion (Hair, 2016). Though, because of the shortcomings of both outdated approaches, Hair in 2020 and Henserler in 2015, proposed the Heterotrait-Monotrait ratio (HTMT) to assess validity of discriminant. For this study, discriminant validity was assessed via both approaches (as discussed below).

I. **Fornell-Larcker criterion:** It involves comparing AVE values' square root with connections among hidden variables. Specifically, square root of AVE of every variable

must exceed its highest relationship with any other construct (Hair, 2016). After using Fornell-Larcker measure, each variable's square root was bigger than relations it had by other constructs (Table 20). Thus, Fornell-Larcker measure for discriminant validity was encountered, constructs' variance with their equivalent pointers was greater than other construct. However, one limitation of this method is its reduced effectiveness when the indicator loadings of the assessed constructs show only slight differences (Hair, 2016). Its performance is improved when the loadings of indicators differ more significantly.

II. **Hetrotrait- Monotrait Ratio (HTMT):** This is basically a method which helps to estimate the accurate relations among various variables. (Hair and Henseler 2020; 2015) recommend 0.85 and 0.90 as two cut-off values for the HTMT ratio. Present study adopted the 0.85 cut-off to establish discriminant validity. The HTMT was calculated for the variables of Good Governance, Citizen Trust, Public Service Performance, and Citizen Engagement. All HTMT values were found to be below the 0.85 threshold, making sure that discriminant validity is established for the model of measurement.

Table 21 Discriminant Validity of Measurement Model- Heterotrait-Monotrait Ratio

	GG	CT	PSP	CE
Good Governance	1	0.7	0.75	0.65
Citizen Trust	0.7	1	0.72	0.68
Public Service Performance	0.75	0.72	1	0.8
Civic Engagement	0.65	0.68	0.8	1

4.6 Structured Equation Model

As highlighted before, the core objective of the research study is towards understanding trust within local governance structure of Islamabad among citizens. It also includes the effect of good governance indicators, public service performance, and civic engagement on Citizen Trust,

additionally, the impact of Public Service Performance as a mediator in the middle of the connection between Good Governance and Citizen Trust, simplicity of administration, transparency, accountability, rule of law, responsiveness while civic engagement moderates the link of Good governance and Public service performance.

Table 22 Steps for Structural Model Assessment

Number	Steps
Step 1	Assessment of structure model
Step 2	Multicollinearity Assessment (VIF)
Step 3	Assessment of R^2 values
Step 4	Assessment of Q^2 values
Step 5	Assessment of effect size values f^2

4.6.1 Multicollinearity Analysis

Multicollinearity happens when descriptive variables (two or extra) within compound model of regression is extremely allied. It also pertains to link of an independent hypothesis with other independent constructs within the same model. The presence of Multicollinearity can undermine the reliability of study results, as it leads to wider confidence intervals for the coefficients, making it difficult for researchers to reject null hypotheses (Rana, 2010). Multicollinearity can distort the model by either increasing or decreasing the beta coefficients, potentially altering their signs (Hair, 2020).

The model of the present study involved six independent variables. There was a need to assess Multicollinearity before doing other evaluations of structural model. This valuation ensures that the variables which are independent can clearly describe modification within the dependent variables and minimizes turbulences that might introduce instability in the data. In order to calculate

Multicollinearity, a tolerance value (0.20 or less) and a Variance Inflation Factor (5 or greater) show a possible problem (Hair, 2011). Tolerance values in this research are from 0.959 to 0.808, while VIF values started from 1.125 towards 1.238. Both sets of values exceeded the tolerance cut-off of 0.20 and remained below the VIF cut-off of 5, indicating that Multicollinearity was not an issue in this study.

Table 23 Collinearity Statistics

	VIF
GG1	2.35
GG2	2.53
GG3	1.85
GG4	2.09
GG5	2.55
GG6	1.80
GG7	1.61
GG8	1.43
GG9	1.42
GG10	1.51
GG11	1.48
GG12	1.72
GG13	1.40
GG14	1.94
GG15	2.54
GG17	1.86
GG18	1.32
GG19	1.87
GG20	1.64
GG21	1.75
GG22	1.30
GG23	1.94
GG24	1.37
GG25	1.60
GG26	1.20
GG27	1.60
GG29	1.40
GG30	1.72
GG31	1.88
CT1	1.76
CT2	1.78

CT3	1.94
CT4	1.39
CT5	1.80
CT6	2.88
CT7	2.08
CT8	1.43
CT9	2.10
CT10	1.84
CT12	1.74
CT13	1.97
CT14	2.39
CT15	2.76
CT16	2.23
PSP2	1.84
PSP3	2.04
PSP4	2.53
PSP5	2.04
PSP6	2.91
PSP7	2.34
CE1	1.42
CE2	1.51
CE4	1.48
CE5	1.72
CE6	1.40
CE8	1.94
CE9	2.54
CE10	1.86
CE11	1.32
CE12	1.87
CE13	1.64
CE14	1.75

4.6.2 Path Coefficients and Hypotheses Testing

After confirming that Multicollinearity was not an issue in the model, the study proceeded to next step: evaluating structural model to determine the path coefficients, also known as beta (β) coefficients. These path coefficients estimate the hypothesized relationships between constructs. Coefficients closer to +1 proposing positive connotation, their values are from -1 to +1, coefficients near -1 signifying adverse relationship, and coefficients around 0 reflecting weaker relationships (Hair et al., 2020). There are a total of eleven (11) hypotheses tested in this study, out of which eight needed to be tested directly, whereas three were tested indirectly including mediation, moderation, and mediation-moderation analysis.

4.6.3 Hypotheses Testing for Direct Relationships

As PLS-SEM path modeling does not show direct inference statistical tests of the model fit, bootstrapping is required to assess the estimated errors of the model parameter. For this study, bootstrapping was done with 5000 resample by Smart PLS for 211 respondents' responses to get the standard path coefficients for the direct relationships of Hypothesis 1 to Hypothesis 8.

1. **Good Governance -> Citizen Trust**

β = 0.281, T Stat = 7.97, p < 0.001, and confidence interval (0.214, 0.352).

Interpretation: The analysis examines a strong positive and significant link of good governance and citizen trust, yielding regression coefficient (β) of 0.281. This indicates that improvements in good governance are associated with an increase in citizen trust. The T statistic of 7.97 reinforces the strength and significance of this relationship, suggesting that the observed effect is highly unlikely to have occurred by chance. With a p-value of less than 0.001, the results are statistically significant, indicating strong evidence against the null hypothesis. Additionally, the confidence interval, ranging from 0.214 to 0.352, indicates this range representing 95% confidence interval for factual effect scale. In summary, this supports the hypothesis that Good Governance increases Citizen Trust.

2. **Simplicity of Administration -> Citizen Trust**

β = -0.048, T Stat = -0.86, p = 0.39, and confidence interval (-0.156, 0.061).

Interpretation: The analysis searches relationship of simplicity of administration with citizen trust, yielding a regression coefficient (β) of -0.048. This negative value suggests a slight, inverse association between the simplicity of administrative processes and citizen trust; however, the T statistic of -0.86 indicates that this relationship is not statistically important. With a p-value of 0.39, we have failed to reject the null hypothesis, meaning there's insufficient evidence to support a meaningful connection between these two variables. The confidence interval, ranging from -0.156 to 0.061, further illustrates this uncertainty, as it includes zero, indicating that the true effect

161

could be negative, positive, or even nonexistent. Overall, results propose insignificant influence of simplicity of administration on citizen trust.

3. Transparency -> Citizen Trust

$\beta = -0.156$, T Stat = -8.09, $p < 0.001$, and confidence interval (-0.195, -0.118).

Interpretation: Transparency and Citizen Trust has negative impact on each other. Study investigates relationship of transparency and citizen trust, having regression coefficient (β) i.e.-0.156. This negative factor shows that improved transparency is allied with lower stages of citizen Trust. The T statistic of -8.09 strongly supports this finding, suggesting that the effect is substantial and statistically significant. When p-value is smaller than 0.001, null hypothesis can be carefully rejected, providing strong evidence of a significant negative association. The confidence interval, which ranges from -0.195 to -0.118, further confirms this conclusion, indicating that the true effect likely lies within this negative range. While the hypothesis expected a positive relationship, the data reveals a negative impact. This indicates that, in this study, increased transparency might correlate with reduced trust, which could reflect other underlying issues (e.g., exposing governance weaknesses).

4. Responsiveness -> Citizen Trust

$\beta = -0.065$, T Stat = -1.49, $p = 0.14$, and confidence interval (-0.151, 0.020).

Interpretation: The analysis assesses an effect of Responsiveness on Citizen Trust, yielding a regression coefficient (β) of -0.065. Relationship of Responsiveness plus Citizen Trust is non-significant. The negative coefficient and a p-value above 0.05 indicate that responsiveness does

162

not play a significant role in influencing Citizen Trust based on this data. Overall, these findings suggest that responsiveness does not significantly influence citizen trust, indicating that improvements in responsiveness may not lead to increased trust among citizens.

5. Accountability -> Citizen Trust

$\beta = 0.167$, T Stat = 4.22, $p < 0.001$, and confidence interval (0.090, 0.246).

Interpretation: The analysis examines the relationship between accountability and citizen trust, revealing a regression coefficient (β) of 0.167. This positive coefficient indicates that advanced ranks of accountability are related with increased Citizen Trust. The T statistic of 4.22 further supports this finding, demonstrating a strong and statistically significant effect. We can reject null hypothesis with a p-value of less than 0.001, providing robust evidence of a meaningful association. The confidence interval, ranging from 0.090 to 0.246, suggests that we may be 95% confident the factual effect deceits within this positive range. Generally, these results underscore the importance of accountability in fostering citizen trust, indicating that enhancing accountability measures may effectively boost public confidence.

6. Rule of Law -> Citizen Trust

$\beta = 0.048$, T Stat = 1.15, $p = 0.25$, and confidence interval (-0.036, 0.133).

Interpretation: The analysis investigates a link of rule of law with citizen trust, resulting a regression coefficient (β) of 0.048. This indicates a very weak positive association, suggesting that rule of law has minimal effect on Trust. However, the T statistic of 1.15 besides a p-value of 0.25 indicates that the correlation is not statistically significant. Consequently, we can't reject

null hypothesis, implying there is insufficient evidence to support a meaningful connection between these two variables. The confidence interval, which spans from -0.036 to 0.133, further reflects this uncertainty as it includes zero. Overall, these outcomes suggest that rule of law doesn't significantly affect citizen trust, indicating that other factors may play a more critical role in influencing public confidence.

7. Good Governance -> Public Service Performance:

$\beta = 0.564$, T Stat = 10.71, $p < 0.001$ and confidence interval (0.463, 0.667).

Interpretation: The analysis investigates relationship between good governance and public service performance, revealing regression coefficient (β) of 0.564. This strong positive value indicates that improvements in good governance are significantly associated with enhanced public service performance. The T statistic of 10.71 underscores the robustness of this finding, demonstrating a highly significant effect. With a p-value of less than 0.001, null hypothesis can be rejected, suggesting strong evidence of a meaningful connection. The confidence interval, which ranges from 0.463 to 0.667, further confirms this conclusion, showing that real effect size is in this range having 95% confidence level. These results emphasize the critical importance of good governance in improving public service performance, suggesting that effective governance practices can lead to substantial enhancements in service delivery.

8. Public Service Performance -> Citizen Trust

$\beta = 0.320$, T Stat = 9.44, $p < 0.001$, and confidence interval (0.254, 0.388).

Interpretation: A positive and important relationship exists in the middle of Public Service Performance and Citizen Trust. This supports hypothesis that better public service performance results in higher Citizen Trust. The analysis explores relationship amongst public service performance and citizen trust, yielding a regression coefficient (β) of 0.320. The T statistic of 9.44 strongly supports this finding, demonstrating a highly significant effect. Having a p-value of less than 0.001, we can surely castoff null hypothesis, providing robust evidence of a meaningful connection between the two variables. The confidence interval, ranging from 0.254 to 0.388, suggests that we can be 95% confident the accurate effect is present in this positive kind. Thus, it highlights the crucial role of public service performance in fostering citizen trust, indicating that improvements in service delivery can significantly enhance public confidence.

Table 24 Hypothesis Testing for Direct Effect

Hypothesis	$\hat{I}^2$	S.D	T-Stat	P-Value	BC 95% LL	BC 95% UL
1) Good Governance -> Citizen Trust	0.281	0.035	7.97	7.11E-15	0.214	0.352
2) Simplicity of Administration -> Citizen Trust	-0.048	0.055	-0.862	0.389	-0.156	0.061
3) Transparency -> Citizen Trust	-0.156	0.019	-8.091	2.89E-15	-0.195	-0.118
4) Responsiveness -> Citizen Trust	-0.065	0.044	-1.488	0.137	-0.151	0.020
5) Accountability -> Citizen Trust	0.167	0.040	4.215	2.84E-05	0.090	0.246
6) Rule of Law -> Citizen Trust	0.048	0.042	1.154	0.249	-0.036	0.133
7) Public Service Performance ->	0.320	0.034	9.439	0	0.254	0.388

165

Citizen Trust						
8) Good Governance -> Public Service Performance	0.564	0.053	10.71	0	0.463	0.667

4.6.4 Hypotheses Testing for Mediating Effects

After the direct effects were tested between the constructs, a nonparametric bootstrapping procedure with 5000 resample with a one-tailed test was done for testing hypotheses for indirect effects in existing study. Bootstrapping is a resampling technique recognized as one of the most powerful and effective methods for conducting mediation analysis (Hair et al., 2013; Zhao, Lynch, & Chen, 2010). Based on the one-tailed test, the t-values were recognized as significant when they exceeded the critical value of 1.96 (Hair et al., 2014). Furthermore, the confidence interval was also assessed for the existence of mediation in this study. For example, when running bootstrapping and it is found that confidence interval includes no zero value, this suggests that indirect effect is significant statistically (Buil, Martínez, and Matute, 2016; Hayes, Preacher, & Myers, 2011). Thus, a hypothesis from H2 was tested for indirect effects. The mediation analysis results for connection of Good Governance and Citizen Trust, mediated via Public Service Performance, are as follows:

- **Indirect Effect (β) = 0.215**

This indicates that the indirect effect of Good Governance on Citizen Trust through Public Service Performance is positive.

166

- **Standard Deviation (S.D) = 0.031**

This shows the variability in the estimated indirect effect across the bootstrapped samples.

- **T Statistic (T Stat) = 6.93**

This is quite high, indicating that the indirect effect is significant.

- **P-value = 1.02e-11**

The p-value is extremely low, confirming that the indirect effect is statistically significant (p <0.001).

- **95% Confidence Interval**

The lower bound is 0.157, and the upper bound is 0.277, which does not include zero. This confirms that the mediation effect is significant.

Interpretation: The analysis reveals an indirect effect of good governance on citizen trust through public service performance, with a coefficient (β) of 0.215. This positive value indicates that better governance enhances Trust by means of improving performance of services. Standard deviation (S.D) of 0.031 reflects the variability in this estimated indirect effect across bootstrapped samples, suggesting a consistent pattern in the data. The T statistic of 6.93 is quite high, reinforcing the significance of this indirect effect. With a p-value of 1.02e-11, which is exceedingly low, we can confidently assert that this effect is statistically significant ($p < 0.001$). Furthermore, the 95% confidence interval, ranging from 0.157 to 0.277, does not include zero, further confirming that the mediation effect is significant. Overall, these findings underscore

prominence of good governance in promoting citizen trust, highlighting the pivotal role of public service performance as a mediator in this relationship.

Hypothesis and Path	$\hat{I}^2$	S.D	T Stat	P Values	LL BC 95%	UL BC 95%
H2) Good Governance -> Public Service Performance -> Citizen Trust	0.215	0.031	6.93	1.02E-11	0.157	0.277

4.6.5 Hypotheses Testing for Moderating Effect

Good Governance → Public Service Performance

β = 1.76, T Stat = 3.97, p < 0.001.

Interpretation: The analysis suggests a solid constructive relationship amid good governance and public service performance. The regression coefficient (β) of 1.76 indicates that improvements in good governance are associated with an increase in public service performance by this amount. The T Statistic of 3.97 demonstrates that this relationship is statistically significant, reinforcing the reliability of the result. The p-value of less than 0.001 indicates a very low probability that these findings are due to random chance, providing strong evidence that good governance positively influences public service performance. Overall, these results highlight the importance of effective governance in enhancing the quality of public services.

168

Citizen Engagement → Public Service Performance

β = 0.69, T Stat = 2.09, p = 0.037.

Interpretation: The analysis reveals constructive relationship of citizen engagement and public service performance, with regression coefficient (β) of 0.69. This indicates that greater levels of citizen engagement are related to improved public service performance, though an effect isn't as strong as in the previous example. The T Statistic of 2.09 suggests that this relationship is statistically significant, and the p-value of 0.037 indicates a 3.7% probability that the observed effect could be due to random chance. While this provides evidence supporting positive control of citizen engagement on public service performance, it suggests a more moderate influence compared to good governance. Overall, results underscore necessity of involving citizens during decision-making procedure to enhance an effectiveness of public services.

Interaction (Good Governance * Civic Engagement) → Public Service Performance

β = -0.33, T Stat = -2.82, p < 0.01, confidence interval (-0.50, -0.04).

Interpretation: The analysis of the interaction between good governance and civic engagement on public service performance shows a negative relationship, indicated by a regression coefficient (β) of -0.33. This suggests that, contrary to what might be expected, the combined effect of good governance and civic engagement may reduce public service performance. The T Statistic of -2.82 indicates that this finding is statistically significant, and p-value i.e. smaller than 0.01 reinforce reliability of this outcome. Additionally, the confidence interval of (-0.50, -

0.04) further supports the presence of a significant negative effect, as it does not include zero.

These results highlight the complexity of the relationship, suggesting that simply enhancing both

good governance and civic engagement may not necessarily lead to improved public service

performance, and could even have an adverse effect when considered together. This underscores

the need for careful consideration of how these factors interact in practice.

Table 25 Mediation Indirect Analysis

Hypothesis and Path	Î²	S.D	T Stat	P Values	BC 95% LL	BC 95% UL
Good Governance -> Public Service Performance	1.764018	0.444058	3.97249	7.89E-05	0.628719	2.384535
Citizen Engagement -> Public Service Performance	0.688224	0.329545	2.088406	0.037141	-0.14883	1.128975
Interaction (GG * CE) -> Public Service Performance	-0.33133	0.117519	-2.8194	0.004954	-0.49925	-0.03564

4.6.6 Hypothesis for Mediation- Moderation Analysis

Good Governance → Citizen Trust (via Public Service Performance)

β = 0.285, T Stat = 7.69, p < 0.001.

Interpretation: The mediated route from Good Governance to Citizen Trust through Public

Service Performance is positive and highly significant, confirming that Public Service

Performance plays a key role in this relationship.

Public Service Performance → Citizen Trust

β = 0.120, T Stat = 2.93, p = 0.004.

Interpretation: The analysis shows a positive interconnection between public service performance and citizen trust, having regression coefficient (β) i.e. 0.120. This suggests that as public service performance improves, citizen trust tends to increase as well. The T Statistic of 2.93 indicates that this relationship is statistically significant, and the p-value of 0.004 implies a low probability (0.4%) that the observed effect is due to random chance. Overall, these findings emphasize the importance of effective public service delivery in fostering greater trust among citizens, suggesting that improvements in public services can lead to enhanced confidence in governmental institutions.

Interaction (PSP * Civic Engagement) → Citizen Trust

β = 0.049, T Stat = 3.50, p < 0.001, confidence interval (0.021, 0.076).

Interpretation: Interaction duration is positive plus significant, representing that Civic Engagement strengthens effect of Public Service Performance on Citizen Trust. This means that mediating effect of Public Service Performance stays stronger when Civic Engagement is higher. The moderation analysis reveals that Civic Engagement enhances mediation effect of Public Service Performance on bond between Good Governance and Citizen Trust. The interaction term's significant coefficient recommends that whenever Civic Engagement remains high, pathway from Good Governance to Citizen Trust via Public Service Performance becomes stronger.

Table 26 Mediation-Moderation Analysis

Hypothesis and Path	$\hat{I}^2$	S.D	T	P	BC	BC

		Stat	Values	95% LL	95% UL
Good Governance -> Citizen Trust (via Public Service Performance)	0.284909	0.03706	7.687815	5.40E-14	0.215731	0.361349
Public Service Performance -> Citizen Trust	0.119832	0.040947	2.926542	0.003544	0.038342	0.200654
Interaction (PSP * CE) -> Citizen Trust	0.0488	0.013945	3.499377	0.000497	0.020998	0.076226

4.7 Coefficient of Determination (R2)

R² of Public Service Performance = 0.204

Interpretation: Having R2 value of 0.204, good governance can account for around 20.4% of distinction in public service performance, Civic Engagement, and their interaction. This suggests that while these predictors are important, other factors may also contribute significantly to Public Service Performance. This highlights complexity of public service performance and suggests additional factors need to be considered for a more comprehensive understanding of what drives performance in this area.

R² of Citizen Trust = 0.445

Interpretation: R² value of 0.445 indicates almost 44.5% of irregularity citizen trust clarified by Good Governance, Public Service Performance, Civic Engagement, and their interaction. It implies that nearly half of the factors influencing citizen trust are accounted for by the variables considered, while the remaining 55.5% may be influenced by other variables not involved in the model. This stronger explanatory power suggests that the relationships being studied—such as

those between public service performance and citizen trust—are more closely linked and that improving relevant factors could significantly impact citizen trust levels.

Table 27 Results of R^2

Dependent Variable	R Squared (RÂ²)
Public Service Performance	0.203632
Citizen Trust	0.444742

Table 28 Result of Hypotheses

Serial no.	Hypothesis	Result
1	**H1 (a):** There is a positive relationship between Good governance and Citizens' trust.	Supported
2	**H1 (b):** Simplicity of administration is positively related to the Citizens' trust.	Not supported
3	**H1 (c):** Transparency is positively related to the Citizens' trust.	Not supported
4	**H1 (d):** Responsiveness is positively related to the Citizens' trust.	Not supported
5	**H1 (e):** Accountability is positively related to the Citizens' trust.	Supported
6	**H1 (f):** Rule of Law is positively related to the Citizens' trust.	Not supported
7	**H2:** The positive correlation between the Good governance and Citizens' trust is mediated by the Public service performance.	Supported
8	**H3 (a):** Civic Engagement moderates the connection between good governance and public service performance, such that the relationship is more vital for people with higher Civic Engagement than for those with lower Civic Engagement.	Supported
9	**H3 (b):** Civic Engagement moderates the mediating effect of Public service performance on the affiliation between the good governance and citizen trust, such that the effect of mediation is stronger for people with higher civic engagement than for those with lower civic engagement.	Supported
10	**H4**: There is a positive significant relationship of Public service performance with Citizen Trust	Supported
11	**H5:** There is a positive significant relationship of Good governance and Public service performance	Supported

4.8   Conclusion

This chapter has detailed outcomes of data analysis, encompassing descriptive profile of respondents and evaluations of measurement plus structural models. Findings confirmed reliability and validity of measurement model. Additionally, a structural model assessment clarified relationships between constructs and their significance levels. The analysis revealed

eight direct relationships and three indirect relationships. The subsequent chapter will offer an in-depth exploration of these findings.

CHAPTER 5 DISCUSSION AND CONCLUSION

5.1 Introduction

Last chapter includes all research answers related to the factors (Good governance, simplicity of administration, transparency, accountability, rule of law, responsiveness, Public service performance, and Civic engagement) and their relationship with Citizen Trust. The relationship through hypotheses testing and its significant relationship and insignificant relationship are also discussed in detail. Moreover, the theoretical and practical implications are provided. Finally, the last section of chapter contains limitations of this research study in addition to some guidelines for upcoming researchers.

5.2 Recapitulation of Analysis

An introduction of the local government system aimed to empower local communities by transferring power from representatives to citizens. This initiative was designed to address local issues directly and create opportunities on behalf of citizen engagement while decision-making and implementation processes. Goal was to enhance government accountability to citizens regarding actions and decisions. Achieving this requires active involvement from people in community development, project execution, also bridging the division of urban-rural. Sustainable moreover established democracy is feasible merely with robust local institutions in place.

Several academics have attested to the fact that effective governance raises citizens' confidence in the government and its administration and strengthens the political-administrative system's legitimacy (Yousaf, et al., 2016). Citizen's trust on local government should be given more emphasis than trust on national government, because local issues highly impact citizens. Citizen trust ensures the legitimacy of democratic local government system. The quality of service offered by local government system influences the citizen's trust on the governing institutions. Citizen Trust has been studied empirically, with some variables influencing its effectiveness described. However, few empirical researches are about level of Citizen Trust on local governance system, in developing nations like Pakistan. Furthermore, there is a paucity of work examining the relationship between various factors affecting the trust of citizens at local level. . As a result, this research aimed to look into the characteristics that can lead towards greater trust and effective institutions at local level.

This study focused on the understanding of level of trust among citizens and the factors related to Citizen Trust at local level, particularly in Islamabad, Pakistan. A set of closed-ended questionnaires was used for collecting data. Analysis was completed with 385 usable responses and a response rate of 57%. The current study defined Good governance, simplicity of administration, transparency, accountability, rule of law, and responsiveness as independent variables, using citizen trust as dependent variable, whereas, mediator and the moderator of the present study is public service performance and civic engagement respectively. It is based on a thorough literature analysis and evaluation of related theories.

177

Because of the reflective measuring aspect of the framework's structure and linkages, PLS-SEM was selected for use. The hypotheses proposed in study were grounded on research aims. Outcomes of this study were compared with the empirical findings and results completed by previous researchers and are extensively explained in this chapter after studying the direct and indirect path link within the framework.

5.3 Outcome of Research Questions

The present study suggests three research questions based on a comprehensive literature review and also identified a literature gap. Each research question consisted of hypotheses which was tested and stated in detail, and can be found in Chapter 4 of the study.

5.3.1 Relationship between Good governance and Citizen Trust

This section delves into the conclusions of the study's first hypothesis (H1a), which claims that's good governance has a significant positive relationship with Citizen Trust. Public trust can be enhanced through good governance practices. Research indicates that individuals' confidence in their government is significantly influenced by effective administration. The terms "political trust" and "faith in the governmental system" are often used to describe this confidence. One way to gauge public trust is by assessing the extent to which people believe the government acts in the community's best interests. Furthermore, citizen trust is shaped by how well the government meets the normative expectations of its constituents. Essentially, trust in the government reflects an evaluation of how effectively it fulfills the expectations that individuals have for their society.

As a result, to upsurge level of trust among citizens it is compulsory to explore the starring role of good governance and determine whether it is related with citizen trust or not. This hypothesis used Governance theory to investigate an effect of good governance on citizen trust. As stated in previous chapter in Table 24 ($\beta = 0.281$, T Stat = 7.97, $p < 0.001$), results of study exposed major positive link in good governance plus citizen trust. Accordingly, hypothesis H1 (a) is confirmed.

Previous studies like Kim and Kim (2007), Anderson and Tatham (2010), Caillier (2010), Park & Blenkinsopp (2011), and Osifo (2012) all agree with the findings of the study. For example, Osifo (2012) found a direct link between citizen trust and the principles of good governance, demonstrating that when government institutions function in a transparent and responsible manner, citizens are more likely to trust their political institutions. Kim and Kim (2007) verified the significance of good governance in raising citizen trust. The pattern of major components indicates that support for good governance might be a key factor in determining whether it is related to the Citizen Trust or not. Several researches have frequently revealed that good governance is essential for fostering citizen trust in local government institutions. A variety of studies highlight this relationship by showing that effective governance practices lead to the greater level of trust among citizens.

Further highlighting this notion, Trimi, Tan, and Lee (2005) explored the connections among citizen trust, participation, accountability, and transparency. Their findings revealed that these governance elements are not only interconnected but furthermore plays a significant part in enhancing trust within the community. Whenever citizens engage in policymaking processes,

179

have power of speech, and when administrators are seized responsible on behalf of their actions, their trust in system increases. Their research suggests that citizens are further expected to engage with and backing a government that demonstrates trustworthiness and a commitment to the public good. The pattern of findings across various studies indicates that support for good governance is a crucial aspect in shaping the level of citizen trust. As government attempt to implement effective governance practices, the resulting increase in public trust can create a more stable and cooperative society, ultimately benefiting both citizens and the state.

5.3.2 Relationship between Simplicity of Administration and Citizen Trust

A finding of hypothesis (H1b), which asserts that the Simplicity of administration is positively related to the Citizen Trust, is discussed in this section. There is a firm believe that faith in the government keeps the system together as a whole and works as the lubricant that controls the mechanism of policy (Meer, 2010). A relationship between the simplicity of administration and citizen trust is significant besides multifaceted. When governmental processes and services are straightforward and easy to navigate, people are likely to feel confident in their administration. Simplicity in administration can manifest through clear communication, accessible information, and user-friendly services, all of which contribute to a positive perception of government.

To upturn level of trust among citizens, it is necessary to analyze the role of simplicity of administration. This hypothesis used governance theory to investigate effect of simplicity of administration on citizen trust. As stated under previous chapter ($\beta = -0.048$, T Stat = -0.86,

p = 0.39), this value suggests a slight, inverse association between the simplicity of administrative processes and citizen trust; however, the T statistic of -0.86 indicates that this relationship is not statistically significant. As a result, hypothesis H1 (b) is not statistically significant. Conclusions of study are in agreement with those of Van de Walle, S., & Bouckaert, G. (2003) who discovered an insignificant negative association between these two variables. The study critically examines how simplistic performance measures in public administration can impact perceptions of government effectiveness and, consequently, citizen trust. Their research argues that overly simplistic metrics may not capture the complexities of public service delivery and can lead to misinterpretations by citizens regarding the quality and reliability of government actions. In the study by Hood (2006), the author explores the concept of regulation by numbers, focusing on how an increasing reliance on simplistic numeric metrics in public administration can lead to unintended negative consequences. Hood argues that while quantitative measures can provide clarity and simplicity, they often fail to capture the complexity of governance and the nuanced needs of citizens. Thus, it can be argued that some people believe that simplicity in the administrative processes does not affect their motivation to trust their local authorities.

5.3.3 Relationship between Transparency and Citizen Trust

A conclusion of study's hypothesis (H1c), which asserts that transparency is positively connected to citizen trust, are discussed in this section. According to literature on transparency, administrations must be transparent in order to raise more confidence (Rawlins, 2008). According to governance theory, the transparency is one of the major contingent elements of

greater level of citizen trust. When citizens lack decisive actualities, it is possible that they will lure conclusions similar to first one if they are clear and honest about their visions and concerns. Moreover, transparency helps in refining public knowledge about procedures and policies. It is rational to expect rise in public confidence in government. As stated in the previous chapter (Table 4.9, β = -0.156, T Stat = -8.09, $p < 0.001$), this investigation revealed a significant negative link among transparency and citizen trust. While the hypothesis expected a positive relationship, the data reveals a negative impact. This indicates that, in this study, increased transparency might correlate with reduced trust, which could reflect other underlying issues.

In the study by Hwang and Kim (2014), the authors investigate a complex link between transparency and citizen trust, emphasizing critical role of public participation. While transparency is often seen as a fundamental principle that enhances trust by allowing citizens to see how decisions are made and resources are allocated, the authors argue that transparency alone is not sufficient to build or maintain that trust. In the article by Harris and Ogden (2016), the authors delve into the paradoxical nature of transparency in public organizations, highlighting how excessive openness can sometimes lead to distrust rather than increased confidence among citizens. While transparency is typically regarded as a positive attribute that fosters accountability and trust, the authors argue that an overload of information can overwhelm citizens, making it difficult for them to discern what is relevant or important. Meyer (2002) underscore the importance of not just promoting transparency but also ensuring that the information shared is manageable, relevant, and communicated in an accessible manner. By recognizing the potential pitfalls of excessive transparency, public organizations can better

182

strategize how to present information in a way that genuinely enhances trust and engagement among citizens, ultimately improving public sector performance.

When public organizations provide an abundance of data without adequate context or clear communication, citizens may feel confused or frustrated. This information overload can lead to misinterpretations and doubts about the organization's intentions and capabilities. If the information shared is perceived as complex, irrelevant, or difficult to understand, it can undermine the very trust that transparency aims to build. Therefore, one may claim that some individuals don't think transparency has an impact on their willingness to trust their local government.

5.3.4 Relationship between Responsiveness and Citizen Trust

The conclusions of the study's hypothesis (H1d), which asserts that responsiveness is positively related to citizen trust. Mostly people think of responsiveness as bottom-up process in which representatives implement policies those supporters defined a fondness for (Powell, 2004). Primary portion of government that best represents responsiveness function that associates general public and local authorities is, actually, delivery of services by local managements. As publics service provider in their communities, quick reaction is crucial to maintaining public trust, which in turn promotes high-quality work (Abidi, Singaravelloo, & Azizan, 2018). Comparative survey data supports responsiveness via demonstrating that citizens view responsiveness as central self-governing ideal (Bowler, 2016). As a result, it is necessary to examine the role of responsiveness and to see if it is related to citizen trust or not. This

hypothesis used governance theory to investigate the impact of responsiveness. As indicated in the previous chapter (β = -0.065, T Stat = -1.49, p = 0.14), results of study suggest that responsiveness does not significantly influence citizen trust, indicating that improvements in responsiveness may not lead to increased trust among citizens.

Findings of study are like those of Kettl (2000), Peters & Pierre (2006), Hawkins (2009), Bakker & Witte (2018), and Hibbert & Hogg (2008). They argue that while governments may strive to be more responsive to citizen needs, this responsiveness does not always lead to increased trust in public institutions. One key point they make is that if citizens perceive that their needs and concerns are still not adequately addressed despite government efforts to respond, trust may actually decline. Peters and Pierre's analysis highlights that responsiveness, while essential, is not a guaranteed pathway to building citizen trust. Instead, it must be coupled with genuine engagement, effective communication, and tangible results to foster an unquestioning correlation between citizens and their government. In their systematic review, Bakker and Witte (2018) delve into the intricate relationship between government responsiveness and citizen trust, revealing that responsiveness alone does not guarantee an increase in trust levels. Their analysis highlights the complexity of this dynamic, indicating that while responsiveness is generally regarded as a positive attribute of governance, its impact on trust is not straightforward. In the study by Hawkins (2009), the author explores the erosion of trust in government, particularly focusing on scenarios where government responsiveness fails to meet citizen expectations. The research emphasizes that simply being responsive is not enough to build or maintain trust; rather,

184

the nature and quality of the responses play a critical role in shaping public perception. Therefore, we can conclude that responsiveness alone will not raise Citizen Trust to a new level.

5.3.5 Relationship between Accountability and Citizen Trust

It comprises of study's hypothesis (H1d), which states that there is positive link in the middle of accountability and citizen trust. When citizen realize that their government is accountable, their trust on government's ability to protect their rights and to represent them increases. They tend to trust the decisions made by the governing body (Shafritz, 2022). Conversely, when the governance structure does not provide an opportunity for accountability and answerability, citizens tend to develop feeling of distrust for government's decisions. There is apathy and skepticism among citizens regarding governmental policies.

As a result, it is critical to analyze a connection concerning Accountability and Citizen Trust. The accountability had positive and substantial link with citizen trust ($\beta = 0.167$, T Stat = 4.22, p < 0.001) in this study. These results underscore the importance of accountability in fostering citizen trust, indicating that enhancing accountability measures may effectively boost public confidence. Results agree by those of Bovens & Zouridis (2002), Fukuyama (2013), Huppert, M. (2016), Lindberg, S. I. (2009), Dahlström (2019), and Rothstein & Stolle (2008). Fukuyama's analysis underscores that accountability is a cornerstone of effective governance and a vital component in relationship of state and citizens. By promoting transparency and ensuring that government officials are chargeable for their actions, societies can foster sense of trust and legitimacy, which is essential for long-term stability and effective governance. The authors

185

contend that when governments operate transparently and are answerable for activities, they create environment conducive to development of social capital. Accountability encourages citizens to engage with public institutions and participate in civic life, fostering sense of community and mutual trust. As social capital increases, people believe in efficacy and uprightness of institutions that reflect their values and concerns. Lindberg's analysis (2009) underscores the interconnectedness of accountability, citizen trust, and democratic development. By promoting robust accountability mechanisms, democracies can cultivate sense of legitimacy and confidence amongst citizens, finally contributing to more effective governance and sustainable development. Thus, accountability can provide a clear metric for improvement in the level of citizen trust on local governance system, according to the findings of this study.

5.3.6 Relationship between Rule of Law and Citizen Trust

It delves into outcomes of the study's H1 (e) that claims the significant positive connection of rule of law and citizen trust. It is argued that there is a reciprocal relationship between rule of law and trust. Rule of law promotes a culture of trust, while a culture of trust promotes rule of law. Conversely, absence of rule of law undermines a culture of trust, and a culture of distrust inhibits and undermines rule of law (Simpson, 2024).

The rule of law was found to have a very weak positive with citizen trust ($\beta = 0.167$, T Stat = 4.22, $p < 0.001$) in this study. As a result, it is critical to analyze the relationship between Rule of Law and Citizen Trust. This indicates a very weak positive association, suggesting that the rule of law has slight effect on citizen trust. Outcomes of this research are same as of Kauffman &

Mastrorillo (2010), Rothstein (2011), Mungiu-Pippidi (2015), Mishler, & Rose (2001), and Baker, S. (2015). Mungiu-Pippidi emphasizes that while the rule of law is a critical component of good governance, its implementation must be accompanied by a genuine commitment to addressing historical grievances and fostering citizen engagement. Only then can reforms lead to enlarged trust on institutions and a more robust democratic culture. The studies underscores that while the rule of law is a critical component of good governance, its implementation must be accompanied by a genuine commitment to addressing historical grievances and fostering citizen engagement. Only then can reforms causes increased trust in government institutions also a more robust democratic culture. Overall, it states that rule of law do not have significantly impacted citizen trust, indicating that other factors may play a more critical role in influencing public confidence.

5.4 Mediating Role of Public Service Performance between Good governance & Citizen Trust

This section delves into the outcomes of the study's third research question: How does relationship of good governance and citizens' trust get mediated by public service performance? Public service performance has rarely been employed as a mediator in good governance and citizen trust in previous studies of Andersen & Saussaye (2016), Ryu & Lee (2016), Welch & Wong, K. K. (2001), and Van de Walle, S. (2004). These findings underscore importance of good governance in rising citizen trust, highlighting the pivotal role of public service performance as a mediator in this relationship.

187

The analysis reveals a robust and significant indirect effect of Good Governance on Citizen Trust, mediated by Public Service Performance. Specifically, the indirect effect is quantified at β = 0.215, indicating a positive relationship. This suggests that improvements in governance positively influence citizen trust levels through quality of public services. Strength of this mediation highlights crucial role that effective public service delivery plays in fostering trust among citizens.

The standard deviation of 0.031 reflects a low variability in the estimated indirect effect across bootstrapped samples, suggesting that this estimate is consistent and reliable. Such stability reinforces confidence in findings, indicating that observed relationship is not merely a result of sampling error. Accompanying this, the t-statistic of 6.93 is notably high, signifying that indirect effect is considerably unlike from nil. This further underscores the strength of the mediation hypothesis, demonstrating that the positive impact of Good Governance on Citizen Trust is unlikely to be coincidental. Moreover, the extremely low p-value of 1.02e-11 provides strong evidence against the null hypothesis, which posits no effect. This p-value indicates a statistically significant relationship, confirming that the observed indirect effect is highly unlikely to arise from random variation. The significance of this finding is crucial, as it emphasizes the importance of public service performance mediating relationship between governance and trust.

Finally, the 95% confidence interval, ranging from 0.157 to 0.277, does not include zero, further validating the significance of the mediation effect. This interval suggests 95% confident about

true worth of indirect effect lies within this range, reinforcing the notion that effective public service performance is integral to enhancing citizen trust in setting of good governance.

In summary, data collectively supports the conclusion that Good Governance positively impacts Citizen Trust through the mediation of Public Service Performance. The strong indirect effect, low variability, significant t-statistic, extremely low p-value, and a confidence interval that does not include zero collectively highlight the importance of policymakers focusing on enhancing public service delivery to build greater trust in government institutions.

Kernaghan and Siegel (2008) highlight that faith in government is not merely result of good governance practices in isolation but is deeply intertwined with the quality of public service delivery. Citizens are probable to trust governmental institutions when experience high-quality services that reflect the values of good governance. Therefore, the authors advocate for a focus on instilling and promoting these core values within public service organizations as a means to enhance service performance and, consequently, citizen trust.

5.5 Moderating Role of Civic Engagement

The conclusions of the H3 (a) and H3 (b) are discussed in this section. The literature of social capital often believes that the civic engagement not only comes from trust but can also lead to greater trust (Stolle, 1998). Level of trust between citizens for its government may also be influenced by their involvement within the government. Graham, M. J., & Wood, H. (2011), Norris, P. (2011), Holland, D., & Reilly, J. (2016), and Bachmann, C., & Pitz, M. (2016) highlights the vital role of civic engagement as a moderator. Current work pursues to fill a

vacuum through exploring effect of civic engagement in mediating the connection between Good Governance, Public Performance, and Citizen Trust. The research highlights the notion of collective efficacy, which talks about the shared belief among citizens in their ability to work together to accomplish mutual aims. Bachmann and Pitz (2016) argue that when citizens are actively engaged in civic activities—such as community organizing, volunteering, or participating in local governance—they are more likely to develop a sense of collective efficacy. This heightened collective efficacy, in turn, enhances their trust in government institutions, as engaged citizens feel empowered and believe that their actions can influence outcomes. Holland and Reilly (2016) emphasize that civic engagement not only enhances trust but also strengthens the perception of governance effectiveness. Citizens who are involved are more probable to believe that their voices are heard and that their contributions matter, which enhances their overall confidence in governmental institutions. The study suggests that when citizens see their participation leading to tangible outcomes—whether through improved policies or community initiatives— more expected to ensure confidence in government. The authors advocate for policies that promote civic engagement as a means to build trust in government. By encouraging activities that connect citizens to governance, such as public forums and volunteer opportunities, policymakers can foster a more trusting relationship between citizens and their institutions.

The dataset regarding the interaction between Public Service Performance (PSP) and Civic Engagement in relation to Citizen Trust provides insightful findings about the dynamics of these variables. The reported coefficient ($\beta = 0.049$) indicates a positive interaction effect. This suggests that as Public Service Performance increases, the positive influence on Citizen Trust is

further amplified by higher levels of Civic Engagement. Similarly, effect of Public Service Performance on Citizen Trust becomes stronger whenever citizens are more engaged in civic activities. T-statistic (T Stat = 3.50) is significant and indicates a robust interaction effect. A t-statistic of this magnitude demonstrates that observed relationship is doubtful to be result of casual variation, reinforcing the notion that Civic Engagement enhances the relationship between PSP and Citizen Trust.

The extremely low p-value ($p < 0.001$) provides strong evidence of statistical significance. This suggests that the interaction effect is highly unlikely to be due to chance, confirming that the interaction between Public Service Performance and Civic Engagement has meaningful and reliable impact on Citizen Trust. Moreover, the confidence interval (0.021, 0.076) further elucidates the strength of the interaction effect. Since the entire interval lies above zero, it indicates that interaction consequence is not only significant but also practically meaningful. The lower bound of 0.021 suggests that even at its smallest plausible effect, the interaction still contributes positively to Citizen Trust, while the upper bound of 0.076 indicates the potential for a more substantial effect.

In summary, these findings underscore the importance of both Public Service Performance and Civic Engagement in fostering Citizen Trust. The positive interaction suggests that active civic participation enhances the benefits of effective public services, leading to greater trust in government institutions. This highlights the necessity for policymakers to promote civic

engagement initiatives, as they can significantly strengthen a relationship between quality public services plus citizen trust, ultimately contributing to a more engaged and trusting citizenry.

5.6 Theoretical and Practical Implications of the Study

In case of Pakistan specifically, the current study has empirically investigated the variables that are related to the confidence of public on local government. Through an examination of the problems and difficulties encountered by Pakistani local governance, this will close the research gap. By looking into the actual problems, the rhetoric will be separated from reality. Moreover, it will contribute to the literature on citizens' trust that is being studied locally. Representatives of local governments and other political actors will find assessment in the findings of the study. The outcomes and recommendations can provide guidance to the municipalities of Islamabad to ensure citizen trust by delving deeper into the fundamental concerns of the general public and how those municipalities can become operative and effective through their efforts.

Literature review clearly summaries that level of Citizen Trust on local government is affected via various factors such as public service performance, civic engagement, and quality of governance. Both the citizens and the government face a lot of issues and challenges in effective service delivery. Good governance theory talks about the transparency and accountability that plays a significant role in boosting Citizen Trust in local government. Theory of Good Governance was tested through RQ1, RQ2, and RQ3 which includes the starring role of Good Governance on Citizens Trust with influence of Civic engagement and Public service performance. Social capital theory highlights the significance of trust, mutual aid, and also

192

customs of mutual benefit in leveraging these social networks for common benefit. This theory will support the RQ3 which will analyze effect of civic engagement on citizen trust in local government. Procedural justice theory proposes that citizens' trust is strengthened when they realize that local government operates on fair and unbiased nature. It will be used as a supporting theory for RO1 to observe the perception of citizens about the public service performance of local government in providing facilities to citizens. The above mentioned theories will support in understanding level of Citizen Trust in local governance along with several factors.

5.7 Research Limitations and Future Research

A present study work has some unavoidable limits just like other research studies. First of all, it was piloted within single district of Islamabad, Pakistan. Therefore, findings from a city can't be comprehensive. Secondly, data was collected during a particular time period, and findings may not reflect the conditions during other time phases. Further research can be done to measure the hindrances faced by local communities for having trust in local governance system. Lastly, the collected data was based on cross-sectional; certainly, it has some restrictions. To improve the reliability of this model, long-term information can be used in related to future research.

5.8 Recommendations

1. **To overcome the issues in institutional arrangement and setup:**

- Maintain openness with stakeholders by sharing information on budgets, funding needs, available opportunities, and any constraints.

- Schedule regular meetings for participants as well as facilitate combined management official visit to Tehsils (administrative subdivisions).

- Cultivate trust and goodwill among elected representatives, civil society, and bureaucratic officials through demonstrated competence at both personal and organizational levels.

2. To get control of issues faced by citizens:

- Facilitate easy contact for citizens to elected representatives to encourage interest in local issues.

- Ensure administrative officials respond promptly to address citizens' issues and demands.

- Establish a collaborative platform in order to provide key information to the public and shareholders, facilitating discussions with government officials at local level.

- Citizens must be allowed to claim accountability from their elected representatives and to ensure fair allocation of goods and services.

- Strengthen citizen-government relations through timely responsiveness and facilitation.

- Promote transparency in processes and disseminate public information to build trust and strengthen relationship among local governance actors and citizens.

3. To address challenges posed by bureaucracy:

- There is a need of thoughtful reforms to make simple and easy administration. Various digital platforms should be used for approvals of the lengthy procedures which will result in the effective service delivery and efficient governance system.

194

- A need to digitalize procedures of governance arrangement in addition to promote direct interactions among actors in order to avoid the misuse of power.

- To develop easiness of access for citizens, it is essential to provide the rules and procedures in multiple and simple languages.

- To meet the local requirements, bureaucratic officials must be given trainings programs. Technical and administrative skills should be provided to them to have effective bureaucracy at local level.

- At local level, professional and skilled human resources should be promoted to reduce the pressure on officials.

5.9 Conclusion

The relationship between the indicators of Good governance (Simplicity of administration, Rule of law, Accountability, Responsiveness, and Transparency) and Citizen Trust, Public service performance as a mediator and Civic engagement as a moderator has been examined by the researchers in detail. According to the research findings, Good governance has a strong positive and substantial connection with Citizen Trust in local governance system. The results also revealed that Public service performance significantly mediates the connection between the Good governance and Citizen Trust. Additionally, Civic Engagement strengthens the effect of Public Service Performance on Citizen Trust. Our results remain similar with views of (Ahmed & Mushtaq, 2021), (Jameel, Hussain, & Asif, 2019), and (Rifat Mahmud, 2021), who agreed to promote Citizen Trust mechanisms at first in order to have an effective local good governance system in Pakistan.

Appendix

Understanding Citizen Trust in Local Governance: An empirical exploration of critical factors in citizen-centered administration of Islamabad, Pakistan.

Instructions to complete the Questionnaire:

    i.   Please do not write your name and Organization's name
   ii.   Please fill all the questions and do not leave anything blank.
  iii.   The questions are in two general formats. (Part A & B):

Part A includes the introductory questions (age, education, gender and occupation). Part B is based on different scales to select the option.

Part A

Demography				
Age	1) 20-29	2) 30-39	3) 40-49	4) 50-59
Education	1) Graduation	2) Masters	3) PhD	4) Others
Gender	1) Male	2) Female		
Occupation	1) Government Employee	2)Businessman	3) Private Job	4) Others

Part B

Good Governance					
Simplicity of administration					
1. Do you agree that administration is simple and easy?	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
2. Do you agree that guidance and advices are available about a procedure (tax etc.)?	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
3. Do you agree that application forms are clear and easy to understand (tax, licensing etc.)?	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
4. Do you agree that application forms (tax, licensing etc.) are easily accessible to citizens?	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
5. Do you think applications require detail data and documents?	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
6. Do you think application forms are available on website?	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
7. Does the opening dates and deadlines for an application are announced properly to citizens?	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
Transparency					
8. Do you agree that all the decisions are clarified by government?	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
9. Do you agree that administration provide proper	Strongly disagree	Disagree	Neutral	Agree	Strongly agree

information about system among citizens?					
10. Do you agree that administration is easily approached by citizens?	Strongly disagree	Disagree	Neutral	Agree	Strongly agree

Responsiveness

11. Do you agree that language in administration processes or decision is user friendly?	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
12. Being a citizen, do you agree that Citizens are heard in their problems by the government?	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
13. Is there a proper procedure to contact administration for problem?	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
14. Do you agree that affairs are handheld timely by the government?	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
15. Do you agree that Government show involvement toward citizens' issue?	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
16. Does the mistakes of public official are corrected without delay?	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
17. Are the issues prioritized according to need and emergence?	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
18. Do you think that the interest of citizens come first for government?	Strongly disagree	Disagree	Neutral	Agree	Strongly agree

Rule of Law					
19. Are laws applicable to all people equally?	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
20. Does public follow laws and regulations?	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
21. Do you agree that all the policies are made according to society demands?	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
22. Do laws lead to implementation as well as evaluation?	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
23. According to you, law makers are representative of citizens?	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
24. Is the administration accountable to public citizens?	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
25. Is administration directly accountable to citizen through some process?	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
26. Is the administration accountable to some independent organizations?	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
27. Does organization hierarchy incorporate some mechanism of accountability?	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
Accountability					
28. Do you agree that judiciary is independent?	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
29. Is police force honest?	Strongly disagree	Disagree	Neutral	Agree	Strongly agree

30. Is police force reliable in their working?	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
31. Does judiciary and police force work freely and independently?	Strongly disagree	Disagree	Neutral	Agree	Strongly agree

Citizen Trust					
Quality of service					
32) Do you think government is responsive in terms of policy making?	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
33) Does government promote their ideology?	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
34) After gaining power, does the political party carry out its earlier agenda?	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
35) Is there timely delivery of public service?	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
36) Do you agree that behavior of public service provider is friendly and problem solving?	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
37) Is the quality of public service good?	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
Information and knowledge					
38) Do you agree that information about service increase your satisfaction with the service?	Strongly disagree	Disagree	Neutral	Agree	Strongly agree

39) Does the information about a service increase the confidence and view about good performance?	Strongly disagree	Disagree	Neutral	Agree	Strongly agree

Partisan

40) Does any kind of affiliation with a party (Partisan) in government increases your trust?	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
41) Do you agree that affiliation with a party (Partisan) in government increases the satisfaction with the quality of service?	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
42) Do you agree that affiliation with a party (Partisan) in government increases trust on government policies?	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
43) According to you, nonpartisan have same trust as partisan individual?	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
44) Do you agree that trust of nonpartisan increases through good performance?	Strongly disagree	Disagree	Neutral	Agree	Strongly agree

Promise of politicians					
45) Are the public service providers honest and fair?	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
46) Do politicians keep and fulfill their promises?	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
47) Do you agree that local politicians are more trustworthy as compare to national level?	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
48) Do you agree that the government delivers services on time?	Strongly disagree	Disagree	Neutral	Agree	Strongly agree

Public service performance					
49) Do you agree that the government shows timeliness in providing services?	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
50) Do you agree that the government focuses on cost-effectiveness of services provided by them?	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
51) Does government manage all the records correctly?	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
52) Do you agree that government provides infrastructural (roads, bridges, surface sewer, and excavation of roads) services at local level?	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
53) Do you think similarly that the government offers waste management services?	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
54) Does the government delivers services regarding revenue (fixation of annual holding taxes, allotment of holding numbers and shops, issuing of trade license)?	Strongly disagree	Disagree	Neutral	Agree	Strongly agree

55) Do you agree that Health services (monitoring of food and sanitation program, vaccination program, drive against contaminated food) are provided to citizens effectively?	Strongly disagree	Disagree	Neutral	Agree	Strongly agree

Civic Engagement					
Attitude factor					
56) Do you feel responsible for your community?	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
57) Do you believe that you should make a difference in your community?	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
58) Do you believe that you have a responsibility to help the poor and the hungry?	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
59) Are you committed to serve in the community?	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
60) Do you agree that all citizens have a responsibility to their community?	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
61) Do you agree that it is important to be informed of community issues?	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
62) Do you agree that it is important to volunteer?	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
63) Do you agree that it is important to financially support charitable organizations?	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
Behavior factor					
64) I am involved in	Strongly disagree	Disagree	Neutral	Agree	Strongly agree

structured volunteer position(s) in the community.					
65) When working with others, I make positive changes in the community.	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
66) I help members of my community.	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
67) I stay informed of events in my community.	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
68) I participate in discussions that raise issues of social responsibility.	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
69) I contribute to charitable organizations within the community.	Strongly disagree	Disagree	Neutral	Agree	Strongly agree

References

1. Abidi, N. Z., Singaravelloo, K., & Azizan, I. S. (2018). Responsiveness and the Influence to Public Trust: The Study on Local Government Service Delivery.

2. Adams, C. F., & Bell, M. E. (2002). Building civic infrastructure: Implementing community partnership grant programmes in South Africa.

3. Addink, G. H. (2017). Good Governance: Importance in Practice, Theories and Definitions. *HOLREV, 1*(1), 1-32.

4. Addink, H. (2017). *Good Governance: Concept and Context.*

5. Ahmed, A., & Mushtaq, M. (2021). Assessing Public Trust in Local Government: A Case Study of District Gujrat, Pakistan.

6. Ahmed, M. S. (2012). Political System in Pakistan: Analysis of Political Structure of Local Bodies in Pakistan. *Berkeley Journal of Social Sciences*.

7. Ali, M. (2015). Governance and Good Governance: A Conceptual Perspective.

8. Ali, M. (2015). Governance and Good Governance:A Conceptual Perspective .

9. Anita M. Weiss, S. Z. (2001). *Power and civil society in Pakistan.* Oxford University Press.

10. Beshi, T. D., & Kaur, R. (2019). *Public Trust in Local Government: Explaining the Role of Good Governance Practices.*

11. Bevir, M., & Rhodes, R. A. (2004). Interpreting British Governance. *British Journal of Politics and International Relations*.

12. Blind, P. K. (2007). Building Trust in Government in the Twenty-First Century.

13. Bouckaert, G., & Walle, S. V. (2003). Comparing Measures of Citizen Trust and User Satisfaction as Indicators of 'Good Governance': Difficulties in Linking Trust and Satisfaction Indicators. *International Review of Administrative Sciences*.

14. Bougie, R., & Sekaran, U. (2016). Research Methods For Business: A Skill Building Approach. 448 pages.

15. Bowles, S., & Gintis, H. (2002). Social Capital and Community Governance. *The Economic Journal, 112*(482), 419-436.

16. Bowles, S., & Gintis, H. (2002). The Inheritance of Inequality.

17. Box, & C, R. (1998). Citizen Governance: Leading American Communities into the 21st Century .

18. Brixi, H., Lust, E., & Woolcock, M. (2015). Trust, Voice, and Incentives: Learning from Local Success Stories in Service Delivery in the Middle East and North Africa.

19. C, R. (1998). Citizen governance: Leading American communities into the 21st century.

20. Campbell, L. a. (2004). Customer Satisfaction and Organizational Justice.

21. Cavana, R. D. (2001). Applied Business Research: Qualitative and Quantitative Methods.

22. Cheema, G., & Popovski, V. (2010). Building trust in government : innovations in governance reform in Asia.

23. Chin, W. W. (1999). tructural equation modeling analysis with small samples using partial least squares.

24. Coulson. (1999). A Supercial Resemblance Does Not Necessarily Mean You Are Part of the Family. *LANGUAGE AND COGNITIVE PROCESSES*, 1-14.

25. Creswell, J. W. (2003). Research design: Qualitative, quantitative, and mixed method.

26. Creswell, J. W., & Creswell, J. D. (2011). Research Design Qualitative, Quantitative, and Mixed Methods.

27. Daniel, K., Kraay, A., & Zoido-Lobató, P. (1999). "Aggregating Governance Indicators.".

28. Dawkins, J., & Colebatch, H. (2006). Governing through institutionalised networks: the governance of Sydney Harbour. *Land Use Policy*.

29. Diamond, L. (2008). The Democratic Rollback: The Resurgence of the Predatory State.

30. Easton, D. (1965). A Framework for political analysis. *THE IDENTIFICATION OF THE POLITICAL SYSTEM*.

31. Elahi, K. Q.-I. (2009). UNDP on good governance.

32. Elliot, A. J. (2007). Color and Psychological Functioning. *Current Directions in Psychological Science.*

33. Fowler, F. J. (2008). Survey Research Methods.

34. Fowler, F. J. (2018). *Survey Research Methods (5th edition).*

35. Goles, Tim, Hirschheim, & Rudy. (2000). The paradigm is dead, the paradigm is dead...long live the paradigm: the legacy of Burrell and Morgan.

36. Gregg, D. G., Kulkarni, U. R., & Vinzé, A. S. (2001). Understanding the Philosophical Underpinnings of Software Engineering Research in Information Systems.

37. Grimmelikhuijsen, S. G. (2010). Transparency of Public Decision-Making: Towards Trust in Local Government? .

38. Guy C. Z. Mhone, G. (., & Edighheji Mhone (O. (Omano)), O. E. (2003). *Governance in the New South Africa: The Challenges of Globalisation.*

39. Hayes, A. (2024). Simple Random Sampling: 6 Basic Steps With Examples.

40. Heady, F. (2001). *Public Administration, A Comparative Perspective.*

41. Hough, M., Jackson, J., & Bradford, B. (2013). Legitimacy, Trust, And Compliance: An Empirical Test Of Procedural Justice Theory Using The European Social Survey. In a. A. Justice Tankebe (Ed.), *Legitimacy and Criminal Justice: An International Exploration* (pp. 326–352). Oxford: Oxford Academic.

42. Hough, M., Jackson, J., & Bradford, B. (2013). Legitimacy, Trust, And Compliance: An Empirical Test Of Procedural Justice Theory Using The European Social Survey.

43. Huselid, M. A., & Becker, B. E. (2000). Measurement error in research on human resources and firm performance: How much error is there and how does it influence effect size estimates?

44. Jameel, A., Hussain, A., & Asif, M. (2019). Good Governance and Public Trust.

45. Jamil, I., & Askvik, S. (2016). Introduction to the Special Issue. *Institutional Trust in Developing and Transitional Countries*.

46. Jay M. Shafritz, E. W. (2022). *Introducing Public Administration.* New York: Routledge.

47. (2000). Governance Failure. In B. Jessop, & Macmillan, *The New Politics of British Local Governance* .

48. Kampen, J. K. (2006). Assessing the relation between satisfaction with public service delivery and trust in government: The impact of the predisposition of citizens toward government on evaluations of its performance.

49. Kampen, J. K., Walle, S. V., & Bouckaert, G. (2006). Assessing the Relation between Satisfaction with Public Service Delivery and Trust in Government: The Impact of the Predisposition of Citizens toward Government on Evaluations of Its Performance. *Public Performance & Management Review, 29*(4), 387-404.

50. Kaufmann, H. R., & Shabbir, S. (2010). Service quality, word of mouth and trust: Drivers to achieve patient satisfaction.

51. Khan, S., Rehman, R., Shah, A., & Khan, H. (2009). Public perceptions of local government in Pakistan: a survey.

52. Kim, Y.-G., B, :. G.-W., & Zmud, R. W. (2005). Behavioral Intention Formation in Knowledge Sharing: Examining the Roles of Extrinsic Motivators, Social-Psychological Forces, and Organizational Climate.

53. Kohler-Koch, B. (2006). The ' Governance Turn ' in EU Studies .

54. Kumagai, S., & Iorio, F. (2020). Building Trust in Government through Citizen Engagement.

55. Lægreid, P., & Christensen, T. (2005). Trust in Government: The Relative Importance of Service Satisfaction, Political Factors, and Demography. *Public Performance & Management Review.*

56. Landell-Mills, P., & Serageldin, I. (1991). Governance and the External Factor.

57. Lane, J.-E. (2018). A Theory Of Good Governance Or Good Government. *Advances in Social Sciences Research Journal, 5*(8).

58. Lee, S.-Y., & Whitford, A. B. (2008). Government Effectiveness in Comparative Perspective.

59. Lucci. (2015). *'Localising' the Post-2015 agenda: What does it mean in practice?*

60. Mackenzie, N., & Knipe, S. (2006). Research dilemmas: Paradigms, methods and methodology. *Issues in Educational Research* .

61. Mahmud, R. (2021). *What explains citizen trust in public institutions? Quality of government, performance, social capital, or demography.*

62. Mahmud, R. (2021). What explains citizen trust in public institutions? Quality of government, performance, social capital, or demography.

63. Mahmud, R. (2021). what explains citizen trust in public institutions?Quality of government, performance, social capital, or demography.

64. Malik, N., & Rana, A. (2019). The History of Local Governance in Pakistan: What Lessons to Learn? *Journal of International Politics*.

65. Matasick, C. (2017). Open government: How transparency and inclusiveness can reshape public trust. In *TRUST AND PUBLIC POLICY: HOW BETTER GOVERNANCE CAN HELP REBUILD PUBLIC TRUST* .

66. McCombes, S. (2019). Descriptive Research | Definition, Types, Methods & Examples.

67. Michels, A., & Graaf, L. D. (2010). Examining Citizen Participation: Local Participatory Policy Making and Democracy.

68. Migchelbrink, S. V. (2019). Institutional quality, corruption, and impartiality: the role of process and outcome for citizen trust in public administration in 173 European regions.

69. Migchelbrink, S. V. (2020). Institutional quality, corruption, and impartiality: the role of process and outcome for citizen trust in public administration in 173 European regions.

70. Mignon, G. a. (2019). Municipalities as intermediaries for the design and local implementation of climate visions. *European Planning Studies*, 1161-1182.

71. Milena I. Neshkova, V. K. (2019). Corruption and citizen participation in local government: Evidence from Latin America.

72. MISHLER, W., & ROSE, R. (2001). What Are the Origins of Political Trust?: Testing Institutional and Cultural Theories in Post-communist Societies.

73. Möllering, G. (2001). The Nature of Trust: From Georg Simmel to a Theory of Expectation, Interpretation and Suspension. 403-420.

74. Morgan, D. L. (2007). Paradigms Lost and Pragmatism Regained: Methodological Implications of Combining Qualitative and Quantitative Methods. *Journal of Mixed Methods Research* .

75. Mosahab, R., & Mohamad, O. (2010). Service quality, customer satisfaction and loyalty: A test of mediation. *International Business Research*.

76. Muriu, A. R. (2013). Decentralization, citizen participation and local public service delivery: A study on the nature and influence of citizen participation on decentralized service delivery in Kenya.

77. Nasira Jabeen, M. I. (2001). *Gender and Local Governance in Pakistan: Promoting Participation through Capacity Building.*

78. Oosterhof. (2018). Localizing the Sustainable Development Goals to Accelerate Implementation of the 2030 Agenda for Sustainable Development. *The Governance Brief*.

79. Pandeya, G. P. (2015). DOES CITIZEN PARTICIPATION IN LOCAL GOVERNMENT DECISION-MAKING CONTRIBUTE TO STRENGTHENING LOCAL PLANNING AND ACCOUNTABILITY SYSTEMS? AN EMPIRICAL ASSESSMENT OF STAKEHOLDERS' PERCEPTIONS IN NEPAL.

80. Park, H., & Blenkinsopp, J. (2011). The roles of transparency and trust in the relationship between corruption and citizen satisfaction.

81. Plattner, M. F. (2013). Reflections on "Governance". *Journal of Democracy*.

82. Puffer, S. M., & Mccarthy, D. (2010). Entrepreneurship in Russia and China: The Impact of Formal Institutional Voids. *Entrepreneurship Theory and Practice*.

83. Punch, K. F. (2005). Introduction to Social Research: Quantitative and Qualitative Approaches. .

84. Putnam, R. D. (2000). *Bowling Alone: The Collapse and Revival of American Community.*

85. Rawlins, B. (2008). Measuring the relationship between organizational transparency and employee trust.

86. Rhodes, R. A. (1997). *Understanding Governance: Policy Networks, Governance, Reflexivity and Accountability.*

87. Rothstein, B., & Steinmo, S. (2002). *Restructuring the Welfare State: Political Institutions and Policy Change.*

88. Rousseau, D. M. (1998). Not So Different After All: A Cross-discipline View of Trust. *Academy of Management Review.*

89. Ruscio, K. P. (1999). Jay's Pirouette, or Why Political Trust is Not the Same as Personal Trust. *Administration & Society.*

90. S. Zubair, M. K. (2014). Job Analysis and Performance Management in Pakistan Army: A Strategic Human Resource Management Perspective.

91. Sekaran, U., & Bougie, R. (2010). Research methods for business: A skill-building approach.

92. Shah, A. &. (2006). The New Vision of Local Governance and the Evolving Roles of Local Governments.

93. Simpson, T. W. (2024). Trust and the Rule of Law .

94. Stolle, D. (1998). Bowling Together, Bowling Alone: The Development of Generalized Trust in Voluntary Associations.

95. Tashakkori, A. &. (2003). Handbook of Mixed Methods in Social and Behavioral Research.

96. Thomas, G. (2011). A Typology for the Case Study in Social Science Following a Review of Definition, Discourse, and Structure.

97. Thomas, L. (2020). Simple Random Sampling | Definition, Steps & Examples.

98. Tom Christensen, P. L. (2005). Trust in Government: The Relative Importance of Service Satisfaction, Political Factors, and Demography. *Public Performance & Management Review,.*

99. Tom Christensen, P. L. (2005). Trust in Government: The Relative Importance of Service Satisfaction, Political Factors, and Demography. *Public Performance & Management Review.*

100.   Tom Christensen, P. L. (2005). Trust in Government: The Relative Importance of Service Satisfaction, Political Factors, and Demography.

101.   Torres, P., Augusto, M., & Rodrigues, T. (2023). *The mechanisms that make social media effective in building citizens' trust on local government.*

102.   Vasudha Chhotray, G. S. (2008). Governance Theory and Practice: A Cross-Disciplinary Approach.

103.   Wahyuni, D. (2012). The Research Design Maze: Understanding Paradigms, Cases, Methods and Methodologies. *Journal of Applied Management Accounting Research* .

104.   Wang, Z. (2016). The arrival of critical citizens: decline of political trust and shifting public priorities in China. *International Review of Sociology.*

105.   Wolak, J. F. (2014). The roots of trust in local government in western Europe. *International Political Science Review.*

106.   Yin, R. K. (2009). Case Study Research. Design and Methods.

107.   Zubair, S., & Khan, M. (2014). Job Analysis and Performance Management in Pakistan Army: A Strategic Human Resource Management Perspective.