

Survey Questionnaire

Title:

Transforming the Indonesian Government's Political Communication Through Social Media Strategies in Building Public Trust in the Era of Digital Democracy

Introduction

Dear Respondent,

This questionnaire is designed to collect data for academic research on government political communication through social media and its influence on public trust in Indonesia. Participation is voluntary and all responses will remain anonymous and confidential. The information collected will be used solely for research purposes.

Response Scale

Please indicate your level of agreement with each statement using the following scale:

Scale Description

- 1 Strongly Disagree
- 2 Disagree
- 3 Neutral
- 4 Agree
- 5 Strongly Agree

Section A: Demographic Information

- 1. Gender
 - ☐ Male
 - ☐ Female
- 2. Age
 - ☐ 17–25 years
 - ☐ 26–35 years
 - ☐ 36–45 years
 - ☐ 46–55 years
 - ☐ Above 55 years
- 3. Education Level
 - ☐ High School

- Diploma
- Bachelor's Degree
- Master's Degree
- Doctoral Degree

4. Frequency of Social Media Use

- Less than 1 hour/day
- 1–3 hours/day
- 4–6 hours/day
- More than 6 hours/day

Section B: Transparency (TR)

Transparency of Government Communication through Social Media

Code Statement

- TR1 Government social media accounts provide clear information to the public.
- TR2 Government social media accounts provide accurate information.
- TR3 Government social media accounts provide timely information.
- TR4 Government social media accounts openly communicate government policies and programs.
- TR5 Government social media accounts provide sufficient information for public understanding.

Section C: Responsiveness (RS)

Government Responsiveness through Social Media

Code Statement

- RS1 Government institutions respond quickly to public inquiries on social media.
- RS2 Public complaints submitted through social media receive adequate responses.
- RS3 Government agencies actively interact with citizens through social media.
- RS4 Government social media accounts provide useful feedback to citizens.
- RS5 Government communication through social media reflects public concerns.

Section D: Interactivity (IN)

Social Media Interactivity

Code Statement

- IN1 Government social media platforms encourage citizen participation.
- IN2 Government social media accounts facilitate two-way communication.
- IN3 Citizens are given opportunities to express opinions through government social media.
- IN4 Government agencies actively engage in discussions with the public.
- IN5 Government social media supports public involvement in policy-related discussions.

Section E: Communication Credibility (CC)

Credibility of Government Communication

Code Statement

- CC1 Information provided by government social media is trustworthy.
- CC2 Government social media accounts are reliable sources of information.
- CC3 Government social media content is consistent and dependable.
- CC4 Government communication through social media is professional.
- CC5 Government social media accounts provide factual information.

Section F: Public Trust (PT)

Public Trust in Government

Code Statement

- PT1 I trust information provided through government social media accounts.
- PT2 Government social media communication increases my confidence in public institutions.
- PT3 Government social media enhances perceptions of transparency and accountability.
- PT4 I believe government institutions act in the public interest.
- PT5 Government communication through social media strengthens public trust.

Informed Consent Statement

By completing this questionnaire, participants confirm that they have been informed about the purpose of the study, voluntarily agree to participate, and understand that all responses will remain anonymous and confidential and will be used solely for academic research purposes.