COVID-19 : Assessing the Role of Citizen Trust to Governments on Panic Buying Behavior in the COVID-19 Pandemic

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ABSTRACT

Background: COVID-19 has an impact on instability in all aspects of Indonesian people's lives, one of which is the disruption of supply caused by panic buying behavior as a form of community reaction in surviving the COVID-19 outbreak. Based on this phenomenon, this study aims to determine the role of citizen trust in the government on panic buying behavior during the Pandemic COVID-19.

Method: This study involved 990 participants who were Indonesian citizens, aged at least 18 years, and had been affected by the Pandemic COVID-19 (in the social, economic, educational, etc. fields). The participants obtained by using the purposive sampling technique. Citizen Trust is measured using the Citizen Trust in Government Organization (CTGO) scale belonging to Stephan Grimmelikhuijsen and Eva Knies (2015) with a reliability of 0.949 and Wijaya's panic buying (2020) with the reliability of 0.945. Research data analysis was carried out using quantitative methods with simple regression techniques.

Result: The results showed that there was a role for citizen trust in the government on panic buying behavior during the COVID-19 pandemic in Indonesia.

Conclusion: Based on the result of research conducted by researchers on 990 respondents who are Indonesian citizen (WNI), at least 18 years old and affected by the COVID-19 pandemic. It can be concluded that public trust (citizen trust) to the Government is one of the factors in the formation of panic buying behavior during the COVID-19 pandemic.

Keywords: Citizen Trust, COVID-19, Panic Buying