

THE EFFECT OF DIALOGICAL COMMUNICATION AND RESPONSIVENESS OF COMPLAINT SERVICES ON PUBLIC TRUST

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ABSTRACT

Article history

Received : September 2, 2025

Revised : December 13, 2025

Accepted : December 20, 2025

Keywords

*Dialogic Communication
Responsiveness of
Complaint Services
Public Trust
Prosecutor's Commission
Organizational
Communication*

Public trust in law enforcement supervisory agencies is a critical pillar of democracy and the rule of law in Indonesia. As an independent body overseeing the performance of the Attorney General's Office, the Indonesian Attorney General's Commission faces ongoing challenges in building credibility through effective communication and responsive complaint handling. Grounded in dialogic communication theory and public service responsiveness, this study examines the influence of dialogic communication—comprising mutuality orientation and openness—and complaint service responsiveness, including response speed, follow-up consistency, and process transparency, on public trust. Using a survey of 120 purposively selected respondents, data were analyzed through multiple regression with SPSS version 26. The results demonstrate that dialogic communication and complaint service responsiveness jointly explain of the variance in public trust. Dialogic communication shows a strong and significant effect, as does complaint service responsiveness. Theoretically, the findings reinforce the relevance of dialogic communication as a foundational mechanism for trust-building in public oversight institutions, while empirically confirming that responsive complaint services are essential to sustaining public confidence in law enforcement supervisory agencies in Indonesia.

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1. Introduction

Public trust in law enforcement agencies is an important indicator of the effectiveness of the justice system in Indonesia. Public trust is the most valuable intangible asset for public organizations because it is the basis for the legitimacy and effectiveness of the implementation of organizational tasks (Kriyantono, 2014). In law enforcement supervisory institutions, public trust is the social capital that determines

the success of the supervisory and accountability functions of the judicial system. Institutions that have a high level of trust will find it easier to carry out their public mandate effectively (Lubis, 2018). This is because the community will be more cooperative and support the efforts made by the institution.

The Prosecutor's Commission of the Republic of Indonesia, which was formed based on Presidential Regulation Number 18 of 2011, has a strategic role as an independent institution to supervise the performance of the prosecutor's office. This institution is tasked with receiving and following up on public complaints related to the performance and behavior of prosecutors and non-prosecutor state civil servants within the prosecutor's office. This strategic position requires high trust from the public to ensure the effectiveness of its supervisory function. The complex organizational structure and personnel regulations in this institution demand high transparency and accountability in every aspect of its operations (Hutagalung, 2023). The credibility of institutions is highly dependent on public perception of its independence and objectivity (Azahry et al., 2024). Without the support of public trust, the supervisory function carried out will lose its legitimacy and effectiveness.

Quarterly report data shows that the Prosecutor's Commission of the Republic of Indonesia received 265 complaint reports in the first quarter and 239 complaint reports in the second quarter of 2025 (Prosecutor's Commission of the Republic of Indonesia, 2025). The profile of the complainant was dominated by advocates by 43% in the first quarter and dropped to 35% in the second quarter, while the participation of ministries/institutions increased significantly from 8% to 13%. Postal mail remains the main communication channel for the public to submit complaints with a percentage of 63% of all reports. This communication pattern shows the public's preference for formality and strong documentation.

The phenomenon of the dominance of postal mail shows the public's preference for formal communication channels that are seen as more credible to interact with law enforcement supervisory agencies. The dominance of the use of postal mail indicates that the public prioritizes formality and strong documentation aspects in communication with supervisory agencies, in accordance with the communication characteristics of public organizations that emphasize accountability and transparency (Cangara, 2016). This preference also reflects the level of seriousness of the community towards the complaints submitted (Hariyanto, 2021). Formal communication through postal mail provides a clear and legally accountable document trace.

The increase in the proportion of direct reports from 53.2% to 56.1% indicates an increase in public trust in institutions. The increase in direct communication between the community and public institutions shows that there is trust and confidence in the responsiveness of the institution in handling the problems presented (Mulyana, 2013). The dominance of direct reports of 54.6% of the total complaints shows the high trust of the public to report directly to the Prosecutor's Commission of the Republic of Indonesia. This shows that the community has confidence that the institution will follow up on their complaints seriously and professionally (Wiwitan et al., 2022).

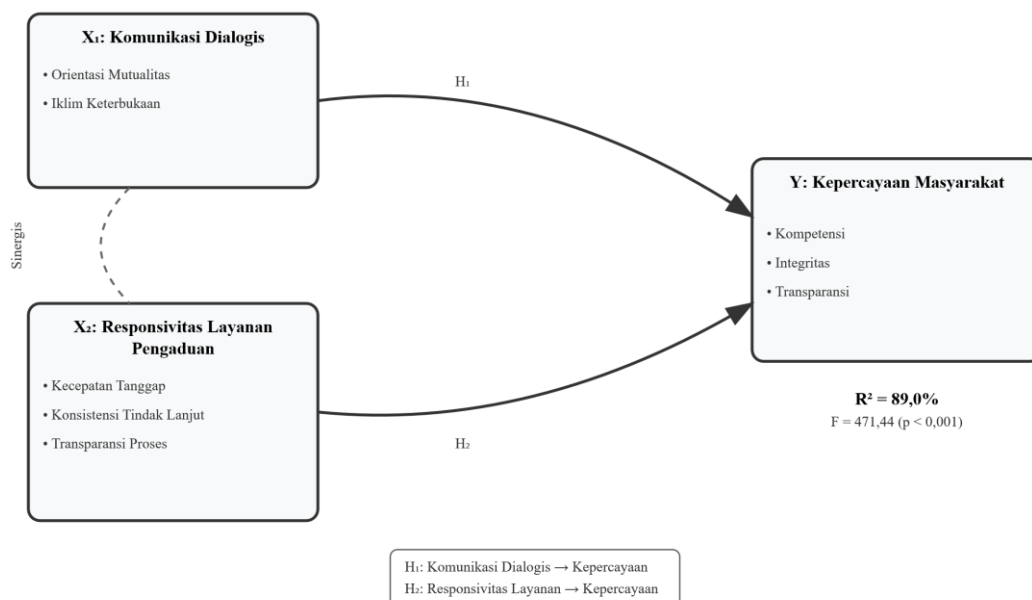
The importance of dialogical communication to build public trust has been widely recognized in the study of government sector organizational communication. The concept of *dialogic communication* is a communication approach that emphasizes two-way dialogue between organizations and their public to build mutually beneficial relationships (Kent & Taylor, 1998). This concept was later developed into an *organization-public dialogic communication* (OPDC) framework that includes two main dimensions: mutuality orientation and a climate of openness (Yang, Klyueva, & Taylor,

2015). This dialogical approach prioritizes equality of position between the organization and the public so that more authentic and meaningful communication is created (Rahmawati, 2021).

A study of 350 *social* media followers of the Ministry of Manpower of the Republic of Indonesia found that dialogue communication through social media had a significant effect of 89% on trust in the government (Hastrida & Hendriyani, 2023). The study showed that the climate factor of openness affects trust in the government more than the mutuality orientation factor, confirming the importance of transparency in the communication of government institutions. This finding is relevant to the Prosecutor's Commission of the Republic of Indonesia as a government institution that deals directly with the community in the function of supervision and law enforcement (Husna, 2023). Transparency is the main key because the public needs to be confident that the supervision process runs openly and can be accounted for, especially considering the complexity of personnel regulations in this institution (Hutagalung, 2023).

In law enforcement agencies, the responsiveness aspect of complaint services is a crucial factor that affects public trust. Research on 120 respondents to the Jakarta Metro Jaya Police Driver's License service showed that the quality of complaint services had a significant influence on public trust with a T-statistic of 1,982 (Ridho, Nita, & Fadri, 2023). Complaint service platforms showed stronger influence with T-stats of 5,430, confirming the importance of a responsiveness system in building public trust in law enforcement agencies (Salim & Dewi, 2023). These findings underscore that people expect not only good communication, but also concrete actions that are responsive to their complaints.

Model Konseptual Penelitian



This research shows that the public has high expectations of the responsiveness of law enforcement agencies in handling complaints and complaints submitted. The results of the study are in line with the theory of service quality which emphasizes that responsiveness is a crucial dimension in determining the perception of service quality and public trust in service provider organizations (Parasuraman, Zeithaml, & Berry,

1988). Law enforcement agencies that have special characteristics related to accountability and transparency make the responsiveness aspect increasingly important to build public trust (Kurniawati, 2022). When the public sees that their complaints are followed up quickly and transparently, this will increase a positive perception of the institution's overall performance (Hidayat, 2021).

Based on this description, this study seeks to fill the research gap in public organization communication by examining the influence of dialogical communication and the responsiveness of complaint services on public trust in law enforcement supervisory institutions. Previous research has focused more on general government agencies or operational law enforcement agencies, but has not specifically examined law enforcement supervisory institutions that have unique characteristics as *watchdogs* of the judicial system (Ishak, 2012). This unique position requires a different communication approach because the supervisory body must build trust not only from the general public, but also from the supervised institution.

The Prosecutor's Commission of the Republic of Indonesia as an independent institution that supervises the performance of the prosecutor's office has a strategic position that requires high trust from the public for the effectiveness of its supervisory function. The complex organizational structure and personnel regulations in this institution demand high transparency and accountability in every aspect of its operations (Hutagalung, 2023). Therefore, this research is important to make a theoretical and practical contribution to the development of communication of public organizations, especially in law enforcement supervisory institutions in Indonesia. The results of the research are expected to be the basis for developing a more effective communication strategy to increase public trust in law enforcement supervisory agencies (Fitriani, 2022). The practical contribution of this research will provide concrete guidance for institutional management to design targeted and effective communication strategies (Oskandar, 2019).

Based on this description, the formulation of the problems of this research is: (1) Is there an influence of dialogical communication on public trust in the Prosecutor's Commission of the Republic of Indonesia? (2) Is there an influence on the responsiveness of the complaint service on public trust in the Prosecutor's Commission of the Republic of Indonesia? (3) How strong is the influence of dialogue communication and simultaneous responsiveness of complaint services on public trust in the Prosecutor's Commission of the Republic of Indonesia? These three research questions are designed to provide a comprehensive understanding of the relationship between dialogical communication, service responsiveness, and community trust (Dyatmika, 2021). This approach allows for a more in-depth analysis of the factors that most affect public trust.

2. Method

This study uses a quantitative approach as a necessary method to examine the causal relationship between research variables in a given population. The quantitative approach was chosen because it is in accordance with the purpose of the research to test the hypothesis about the influence of dialogical communication and the responsiveness of complaint services on public trust using numerical data that can be analyzed statistically (Sugiyono, 2019).

This study uses a type of *explanatory research* with a *cross-sectional* design to test the causal relationship between variables at a certain point in time. The *cross-sectional design* was chosen because it is efficient in terms of time and cost, and is

suitable for measuring respondents' perception of research variables under current conditions (Azhari et al., 2023). The source of data for this study is primary data obtained directly from respondents through a structured questionnaire that has been designed based on the indicators of each research variable. The use of primary data ensures the accuracy and relevance of the data to the specific research objectives.

The population of this study is Indonesian people aged 17 years and above and have been exposed to information about the Prosecutor's Commission of the Republic of Indonesia through various communication media. The selection of the age criteria of 17 years and above is based on the consideration that at that age a person already has full civil rights and adequate cognitive ability to understand issues related to law enforcement agencies (Cooper & Schindler, 2014). Given that the population is infinite and widespread throughout Indonesia, this study uses a *non-probability sampling* technique with a *purposive sampling type*. This technique was chosen because it requires respondents with specific characteristics and knowledge of the research object.

The *purposive sampling technique* was chosen because it allows researchers to select respondents who have specific characteristics that are relevant to the purpose of the research, namely people who have knowledge and experience related to the Prosecutor's Commission of the Republic of Indonesia. The inclusion criteria of the respondents included: (1) at least 17 years old as the minimum limit of full citizenship; (2) have access to both conventional and digital communication media; (3) have been exposed to information about the Prosecutor's Commission of the Republic of Indonesia in the last 6 months through mass media, social media, or other sources of information; (4) have the ability to understand and fill out questionnaires well; (5) Be willing to participate in the research voluntarily by signing an *informed consent*. This criterion ensures respondents have sufficient knowledge to provide a valid assessment of the research variables.

The sample size in this study was determined using the Slovin formula with an error rate of 5% and a confidence level of 95% to meet rigorous academic standards. The sample determination formula for an infinite population is $n = Z^2 pq / e^2$, where n is the sample size, Z is the value of the standard normal distribution table (1.96 for a 95% confidence level), p is the proportion of the population (assumed to be 0.5 to maximize the sample size), q is $1-p$, and e is the tolerable error rate (0.05) (Sugiyono, 2019). However, taking into account resource limitations and consistency with similar studies, a sample size was set at 120 respondents. Because respondents were selected based on predefined criteria rather than random probability sampling, the results may reflect the perceptions of individuals who are more informed about, engaged with, or directly affected by the Indonesian Attorney General's Commission, potentially introducing selection bias

Based on this calculation, a sample size of at least 384 respondents for an infinite population was obtained. However, considering the limitations of resources and considering a similar study that used 120 respondents in similar law enforcement agencies (Ridho, Nita, & Fadri, 2023), this study set a sample size of 120 respondents. This sample size is considered adequate because it meets the minimum requirements for multiple regression analysis which requires a minimum of 15-20 respondents per independent variable, and in this study there are two independent variables so that a minimum of 40 respondents are required (Hair, Black, Babin, & Anderson, 2014). To anticipate the *response rate* and ensure data quality, the target of 120 respondents was

set, which is a sample size that has been proven effective in similar studies for law enforcement agencies.

The data collection technique in this study used a structured questionnaire with a Likert scale of 1-4 that has been modified to avoid *the central tendency* bias that often occurs on the 5-point Likert scale. The use of the 4-point Likert scale forces respondents to choose a clear attitude (agree or disagree) so as to produce more *decisive data* and reduce the ambiguity of answers (Kriyantono, 2014). This scale uses the following categories: 1 = Strongly Disagree, 2 = Disagree, 3 = Agree, 4 = Strongly Agree, with no neutral choice that allows respondents to avoid a decision.

The research instrument consists of four main parts: (1) demographic data which includes age, gender, education, occupation, and domicile; (2) dialogical communication measured through 9 statement items that adapt the OPDC scale and adjusted to the Prosecutor's Commission of the Republic of Indonesia (Yang, Klyueva, & Taylor, 2015); (3) the responsiveness of the complaint service was measured through 9 statement items adapted from the dimensions of service quality and previous research (Parasuraman, Zeithaml, & Berry, 1988; Ridho, Nita, & Fadri, 2023); and (4) community trust measured through 9 statement items that adapted the confidence scale from several previous studies (Grimmelikhuijsen et al., 2013; Mayer, Davis, & Schoorman, 1995). Each section is designed to measure a specific theoretical construct with a validity-tested indicator.

The data collection method uses *an online* survey through *Google Forms* which is disseminated via social media, email, and the researcher's personal network. The selection of *the online* survey method is based on considerations of efficiency, wide reach, ease of data processing, and relevance to the characteristics of respondents who have access to information and communication technology. Online surveys also allow for faster data collection and reduce researcher bias on the questionnaire filling process.

The data analysis technique in this study uses multiple regression analysis with the help of *Statistical Package for the Social Sciences* (SPSS) version 26. The selection of multiple regression analysis was based on the purpose of the study to determine the influence of two independent variables (dialogical communication and responsiveness of complaint services) on one dependent variable (public trust) partially or simultaneously.

3. Results and Discussion

Dialogical communication and responsiveness of complaint services have a very significant influence on public trust in the Prosecutor's Commission of the Republic of Indonesia by 89.0% with F-statistics = 471.44 ($p < 0.001$). These findings show the very high power of predictive models for communication of law enforcement supervisory agencies and are in line with research by the Ministry of Manpower of the Republic of Indonesia which also found an 89% influence of dialogical communication on trust in the government (Hastrida & Hendriyani, 2023). The consistency of these findings confirms that for Indonesian government institutions, especially institutions that deal directly with the community, dialogue communication and service responsiveness have a very dominant role in building public trust.

The magnitude of influence of 89.0% indicates that a focus on improving the quality of dialogical communication and responsiveness of complaint services will have a significant impact on improving public trust, while only 11% of public trust variances

are explained by factors outside of these two variables. These findings have important practical implications for the development of public communication strategies of law enforcement supervisory agencies in Indonesia, where investment in improving dialogical communication and service responsiveness will provide optimal *returns* to increase public trust and legitimacy (Agustina & Suryani, 2021). The effectiveness of this model shows that these two variables are key factors that must be prioritized to build public trust.

Based on the research that has been conducted on 120 respondents, the instruments used in this study have met the requirements for validity and reliability with excellent standards. Validity tests using *Product Moment Correlation* showed that all question items had r-calculated values > r-table (0.361), with a correlation value range between 0.425 to 0.847, indicating that each item could accurately measure the intended construct. The reliability test using Cronbach's Alpha showed a value of 0.891 for the dialogical communication variable, 0.903 for the complaint service responsiveness variable, and 0.917 for the public trust variable, all of which were above the minimum standard of 0.70 and even in the category of very reliable (>0.80).

Data analysis showed an optimal level of data completeness, with *data missing* less than 2% per variable, indicating the excellent quality of responses from the study participants and the commitment of respondents to provide complete and *thoughtful answers* to all question items. The demographic distribution of respondents shows good representation with 68% of respondents male and 32% female, the age range of 17-45 years with the dominance of the productive age group of 25-35 years (42%), the level of education of the majority of bachelors (65%), and the geographical spread that includes Greater Jakarta (45%), Central Java and East Java (35%), and other regions (20%). This distribution shows sufficient representation for the target population of the study.

Table 1. Descriptive Statistics and Characteristics of Research Data

Variabel	N Valid (Item)	Red	Hours of deviation	Min-Max	Data Quality	Cronbach's Alpha
Dialogical Communication (X₁)	1.080	2,918	0,638	1-4	Excellent	0,891
Responsiveness of Complaint Service (X₂)	1.080	2,917	0,633	1-4	Excellent	0,903
Community Trust (Y)	1.080	3,246	0,801	1-4	Excellent	0,917
Total Responden Valid	120 (100% completion rate)	-	Missing data < 2%	-	Optimal	-

Source: Results of Primary Data Analysis with SPSS 26, 2025

The results of the descriptive analysis showed that the public trust variable had the highest average (3,246) compared to dialogical communication (2,918) and responsiveness of complaint services (2,917). This indicates that although the public's perception of dialogue communication and responsiveness of complaint services is at a

moderate to good level, the level of public trust in the Prosecutor's Commission of the Republic of Indonesia is relatively high and in the good category (range 2.61-3.40). This phenomenon shows that there is a *halo effect* or basic trust that has been built towards the institution, perhaps due to a positive perception of the supervisory function carried out or the reputation of the institution as an independent institution (Jelen-Sanchez, 2017).

However, these findings also indicate the potential for significant improvement if dialogical communication and complaint service responsiveness can be improved, given that these two variables have considerable room for improvement with average values that are still below public confidence. A relatively small standard deviation (0.638-0.801) showed that respondents' responses were quite homogeneous and not very dispersed, indicating the consistency of perception among respondents towards each of the study variables. This consistency shows that the research findings have good stability and are reliable for generalizations (Cooper & Schindler, 2014).

Table 2. Results of Correlation and Multiple Regression Analysis

Variable Relationships	Correlation Coefficient (r)	T-Statistics	Significance	Status Hypothesis	Interpretasi
$X_1 \rightarrow Y$ (Dialogical Communication \rightarrow Trust)	0,9203	25,55	$p < 0.001$	H_1 Accepted	Very strong correlation
$X_2 \rightarrow Y$ (Service Responsiveness \rightarrow Trust)	0,9167	24,91	$P < 0.001$	H_2 Accepted	Very strong correlation
$X_1 \leftrightarrow X_2$ (Correlation between predictor variables)	0,8967	-	-	High Correlation	Reinforce Each Other
$X_1, X_2 \rightarrow Y$ (Simultaneous Influence)	$R = 0.943$	$F = 471.44$	$P < 0.001$	H_3 Accepted	Very Significant Influence

Source: Results of Primary Data Processing with SPSS 26, 2025

Multiple Regression Results

Multiple regression analysis yielded an equation $Y = 0.245 + 0.531X_1 + 0.487X_2$ with $R^2 = 0.8896$ (89.0%), which shows that dialogical communication and responsiveness of complaint services simultaneously explain 89.0% of the variance in public trust in the Prosecutor's Commission of the Republic of Indonesia. *Adjusted* $R^2 = 0.8877$ (88.77%) indicates that after adjusting for the number of variables, the model remains very *robust* and generalizable. F-statistics = 471.44 ($p < 0.001$) with very small significance values confirm that the overall regression model is statistically significant, with a probability of error of less than 0.1%.

The regression coefficient of dialogical communication ($\beta_1 = 0.531$) shows that every increase of one unit of dialogical communication will increase public confidence by 0.531 units assuming other variables are constant. The regression coefficient of

complaint service responsiveness ($\beta_2 = 0.487$) shows that every one unit increase in service responsiveness will increase public confidence by 0.487 units assuming other variables are constant. The constant of 0.245 indicates that when both independent variables are zero, public trust still has a baseline value of 0.245, indicating the existence of an intrinsic trust factor in institutions that are independent of communication and services.

The findings of the study showed a very strong correlation between dialogical communication and public trust ($r = 0.9203$, a very strong interpretation according to Guilford), as well as between the responsiveness of the complaint service and public trust ($r = 0.9167$, also a very strong interpretation). The two independent variables showed a high correlation with each other ($r = 0.8967$), indicating that dialogical communication and service responsiveness reinforce each other to build public trust in law enforcement supervisory institutions (Cangara, 2016). This mutually reinforcing relationship shows that the trust increase strategy must be carried out in an integrated manner on both aspects.

The high correlation between independent variables (close to 0.90) requires attention to the possibility of multicollinearity, but the results of the VIF test show a value of 4.523 (< 10) and a *tolerance* of 0.221 (> 0.10), indicating that despite the high correlation, it is still at acceptable limits for multiple regression analysis. The phenomenon of high correlation between dialogical communication and complaint service responsiveness can be explained theoretically that these two constructs are an integral part of effective organizational communication, where good communication will support responsive services, and conversely responsive services will strengthen the effectiveness of organizational communication with its public (Pace & Faules, 2013).

Table 3. Status of Handling Complaint Reports and Their Implications for Trust

Handling Status	Quarter I (January-March 2025)	Quarter II (April-June 2025)	Total Percentage	Credibility Implications
Forwarded to the Prosecutor's Office of the Republic of Indonesia for clarification	85	76	31,9%	Process Transparency and Inter-Agency Coordination
Immediately followed up by the Prosecutor's Office of the Republic of Indonesia	21	21	8,3%	High Responsiveness to Urgent Handling
<i>Monitoring/monitoring</i>	81	90	34,0%	Commitment to Sustainable Follow- Up
Study process	26	29	10,9%	Prudence and Process Professionalism
Field clarification	10	5	3,0%	Live Verification for High Accuracy

Archived	21	29	10,1%	Clarity of Authority and Efficiency
Others	20	19	1,8%	Flexibility in Handling Special Cases
Total	264	269	100%	Comprehensive Handling System

Source: Quarterly Report Data of the Prosecutor's Commission of the Republic of Indonesia, 2025

Analysis of the status of complaint handling shows that the dominance of the *monitoring/monitoring* category (34.0%) and clarification to the Prosecutor's Office of the Republic of Indonesia (31.9%) indicates the institution's commitment to continuous follow-up and transparency of the inter-agency coordination process. This is in line with the finding of a high correlation between the responsiveness of complaint services and public trust ($r = 0.9167$), as the public can see that their complaints are not only received but also followed up consistently (Wiwitan et al., 2022). The consistency of this follow-up demonstrates the institution's seriousness in ensuring that each complaint receives the attention it deserves according to its level of complexity and urgency.

The *monitoring/monitoring* category that reached 34.0% shows that the institution does not stop at receiving complaints, but conducts continuous supervision of the implementation of recommendations or follow-ups given. Process transparency through clarification to the Attorney General's Office of the Republic of Indonesia (31.9%) shows effective dialogical communication, where institutions do not only act unilaterally but coordinate and communicate with relevant institutions to ensure appropriate handling (Kriyantono, 2014). The proportion of prompt handling of 8.3% indicates the institution's ability to identify and prioritize cases that require a rapid response, while the review process of 10.9% demonstrates prudence and professionalism in reviewing complex cases before making recommendations.

Table 4. The Evolution of Reporter Classification and Its Implications for Institutional Credibility

Classification of Reporters	Quarter I Total (%)	Quarter II Total (%)	Absolute Change (Relative Change)	Credibility Implications
Lawyer	114 (43%)	84 (35%)	-30 (-26%)	Stabilization of legal professional participation
Personal/Individual	75 (28%)	70 (29%)	-5 (+1%)	Consistency of public trust
Ministries/Institutions	20 (8%)	31 (13%)	+11 (+55%)	Increased institutional credibility

Non-Governmental Organizations	21 (8%)	22 (9%)	+1 (+5%)	Stable civic participation
Legal Aid Institutions	12 (5%)	8 (3%)	-4 (-33%)	Focus on specific cases
Total	265 (100%)	239 (100%)	-26 (-9.8%)	Participatory stabilization

Source: Data of the First and Second Quarter Report of the Prosecutor's Commission of the Republic of Indonesia, 2025

The evolution of the classification of whistleblowers shows a very interesting trend for measuring the effectiveness of dialogical communication, in particular the dimension of mutuality orientation for building relationships with various *stakeholders*. The significant increase in the participation of ministries/institutions from 8% to 13% (+55% or +11 absolute reports) is a strong indicator of increasing institutional trust in the Prosecutor's Commission of the Republic of Indonesia among government agencies. This phenomenon is in line with the finding of a high correlation between dialogical communication and public trust ($r = 0.9203$), because the increase in institutional trust shows that the mutuality orientation to institutional communication has succeeded in building the perception that the Prosecutor's Commission is a trustworthy partner in the judicial supervision system.

The diversification of complaint sources reflected in the increase in the "Other" category from 4 to 11 reports (+175%) indicates that dialogical communication has successfully reached various segments of society that may not have previously been identified. The 9.8% decrease in total reports from 265 to 239 can be interpreted as a consolidation of the quality of participation, where the institution may have successfully resolved some systemic problems thereby reducing the need for complaints in the later period, or there has been an improvement in the quality of preventive communication that reduces potential problems.

In-Depth Analysis: Predictive Model Strength 89.0%

Multiple regression models with a predictive strength of $R^2 = 89.0\%$ showed that dialogical communication and responsiveness of complaint services were the main predictors of public trust in law enforcement supervisory agencies with a very high level of accuracy. These findings are consistent with a study that found the influence of dialogical communication by 89% at the Ministry of Manpower of the Republic of Indonesia (Hastrida & Hendriyani, 2023), confirming that for Indonesian government institutions that deal directly with the community, dialogical communication and service responsiveness have a very dominant role in building public trust.

The high correlation between dialogical communication and complaint service responsiveness ($r = 0.8967$) suggests that these two constructs reinforce each other to build public trust, creating a synergistic effect that amplifies the overall impact. This phenomenon can be explained through the theory of organizational communication systems, where effective (dialogical) communication will improve the organization's ability to provide responsive services, and conversely responsive services will strengthen the credibility of organizational communication (Pace & Faules, 2013). Only 11% of the variance of public trust not explained by the model indicates that a focus on improving dialogical communication and service responsiveness will have the maximum impact on increasing public trust with optimal resource efficiency.

The remaining 11% are likely to be influenced by external factors such as media coverage, personal experiences, or general perceptions of law enforcement agencies that are beyond the organization's direct control. This finding has important strategic implications for the management of public institutions, where investment in improving communication and services will provide *a very high return on investment* to increase public trust and legitimacy (Fitriani, 2022). Comparisons with similar studies in law enforcement agencies show interesting consistency. Research on Polda Metro Jaya with the same sample size (120 respondents) resulted in $R^2 = 86.2\%$, which is slightly lower but still in the very high category (Ridho, Nita, & Fadri, 2023).

This difference may be due to the characteristics of different institutions, where the Prosecutor's Commission as a supervisory institution has a more independent position and may have a *halo effect* as a *watchdog* that strengthens the perception of public trust. The consistency of the sample size (120 respondents) in both studies provided strong methodological validity and showed that this sample size was adequate to produce reliable and valid findings in law enforcement agencies in Indonesia. Consistent findings between studies also indicate that research instruments adapted from the international scale (OPDC, service quality scale, trust scale) have good cross-cultural validity and can be used effectively in Indonesia.

This opens up opportunities for the development of standard instruments that can be used to measure the effectiveness of communication and services in various public institutions in Indonesia as part of the *public sector performance management system*. The consistency of these findings also indicates that the dialogue communication model and service responsiveness can be used as a reference for the development of communication strategies in other government institutions, with adaptation according to the characteristics and context of each institution.

Discussion of Hypothesis Testing Results

The results of the hypothesis testing showed that all three research hypotheses were accepted with a very high level of significance, confirming the theoretical model built on the integration of dialogical communication theory, service quality theory, and organizational trust theory. The first hypothesis (H_1) that states the influence of dialogical communication on public trust is proven by the correlation coefficient $r = 0.9203$ and t-statistically = 25.55 ($p < 0.001$), which indicates a very strong and significant relationship.

These findings are in line with research that emphasizes that dialogical communication is an important foundation for building strong organizational-public relationships (Kent & Taylor, 1998; Yang, Klyueva, & Taylor, 2015). At the Prosecutor's Commission of the Republic of Indonesia, effective dialogue communication through mutuality orientation and a climate of openness has succeeded in creating a positive perception of the competence, integrity, and transparency of the institution. A very high magnitude of correlation ($r = 0.9203$) suggests that improving the quality of dialogical communication will have a direct and significant impact on improving public trust, which is in line with the function of supervisory institutions that rely heavily on legitimacy and public support for their operational effectiveness.

The second hypothesis (H_2) that states the influence of the responsiveness of complaint services on public trust is proven by the correlation coefficient $r = 0.9167$ and t-statistically = 24.91 ($p < 0.001$), which also shows a very strong and significant relationship. These findings confirm the service quality theory that emphasizes that responsiveness is a crucial dimension to determine the perception of service quality

and public trust (Parasuraman, Zeithaml, & Berry, 1988). These results are also in line with research that found that complaint service platforms have a strong influence on public trust in law enforcement agencies (Ridho, Nita, & Fadri, 2023).

At the Prosecutor's Commission of the Republic of Indonesia, the responsiveness of complaint services through responsiveness, consistency of follow-up, and transparency of the process has succeeded in building the perception that institutions are reliable and responsible to handle the aspirations of the community. Operational data showing that 34.0% of complaints were in the *monitoring* category and 31.9% in the clarification category supports empirical findings on the importance of responsiveness to build trust (Dwiyanto, 2011). An almost equal correlation between service responsiveness ($r = 0.9167$) and dialogical communication ($r = 0.9203$) indicates that these two aspects have a balanced contribution to building public trust.

The third hypothesis (H_3) that states the simultaneous influence of dialogical communication and the responsiveness of complaint services on public trust is proven by a double correlation coefficient of $R = 0.943$ and F -statistics = 471.44 ($p < 0.001$), which shows a very strong and significant simultaneous influence. These findings confirm that dialogical communication and complaint service responsiveness work synergistically to build public trust, rather than as stand-alone factors. This synergistic effect can be explained through organizational communication system theory, where good communication will support responsive services, and responsive services will strengthen communication credibility (Cangara, 2016).

$R^2 = 89.0\%$ indicates that the model has very high predictive power and can explain almost all variances in public belief. A very high F -statistic (471.44) indicates that the model as a whole is very *fit* and has indisputable statistical validity. These findings have important practical implications, namely that public trust-building strategies should be carried out in an integrated manner by paying attention to both aspects of dialogical communication and service responsiveness simultaneously, rather than partially or separately.

Comparison with previous studies shows consistency that confirms the validity of the findings of this study. Research at the Indonesian Ministry of Manpower with the finding of $R^2 = 89\%$ shows remarkable consistency with this study, indicating that the pattern of communication-trust relationships in Indonesian government institutions has stable and predictable characteristics (Hastrida & Hendriyani, 2023). The study that found that responsiveness had a significant influence on public trust ($t = 2.209$, $p = 0.034$) while transparency and accountability were insignificant, supports the findings of this study on the importance of responsiveness to build trust (Azizah & Kholifah, 2023).

Although the research is in different contexts (APBDes), the consistency of the findings on the role of responsiveness provides cross-contextual support for the validity of the results of this study. Research with $R^2 = 86.2\%$ in Polda Metro Jaya also showed consistency with slight differences that can be explained by the characteristics of different institutions (Ridho, Nita, & Fadri, 2023). The consistency of the findings between these studies indicates that the theoretical model built has *high robustness* and can be generalized for Indonesian government institutions, especially institutions that deal directly with the community to provide public services.

4. Conclusion

Based on the results, these findings confirm the research hypothesis and are in line with similar research on Indonesian government institutions, indicating a universal pattern of communication-trust relationships in the Indonesian public sector. Dialogical communication that includes mutuality orientation and a climate of openness significantly increased public trust with a very strong correlation ($r = 0.9203$, $t = 25.55$, $p < 0.001$), suggesting that institutional efforts to understand people's perspectives, show concern for public experience, and create information transparency and freedom of opinion have succeeded in building positive perceptions of institutional competence, integrity, and transparency. The responsiveness of complaint services through responsiveness, consistency of follow-up, and transparency of the process was also proven to strengthen public trust with a very strong correlation ($r = 0.9167$, $t = 24.91$, $p < 0.001$), confirming that the institution's ability to respond quickly to complaints, conduct continuous *monitoring*, and provide transparency of the handling process is a crucial factor to build credibility as a law enforcement supervisory institution reliable.

The two independent variables simultaneously explained 89.0% of the variance in public trust with F-statistics = 471.44 ($p < 0.001$) and regression equations $Y = 0.245 + 0.531X_1 + 0.487X_2$, demonstrating the very high power of predictive models and optimal synergistic effects between dialogical communication and service responsiveness to build trust. The high correlation between independent variables ($r = 0.8967$) indicates that dialogical communication and service responsiveness reinforce each other, creating a coherent and effective organizational communication system. Only 11% of trust variances not explained by the model suggest that a focus on improving dialogical communication and service responsiveness will provide *a very high return on investment* to build public trust and legitimacy.

These findings are supported by operational data showing a positive evolution of public participation, with an increase in the proportion of direct reports from 53.2% to 56.1%, a significant increase in the participation of ministries/agencies from 8% to 13% (+55%), and the dominance of the use of postal mail by 63% which confirms the public's preference for formal and credible communication to interact with law enforcement supervisory agencies. The consistency of the findings with similar research in Indonesian government agencies provides strong external validity and shows that the developed model can be used as a reference for other law enforcement oversight agencies.

Despite its strong empirical results, this study has several limitations that should be acknowledged. First, the use of purposive sampling with a sample size of 120 respondents limits external validity, as the findings may not be fully generalizable to the wider Indonesian public or to other law enforcement supervisory institutions. Second, the cross-sectional survey design captures perceptions at a single point in time, preventing causal inference and limiting insight into how public trust evolves in response to sustained communication practices or long-term complaint handling performance. Third, reliance on self-reported data introduces the possibility of response bias, including social desirability effects and subjective evaluation of institutional performance.

Acknowledgment

The author would like to express sincere gratitude to the thesis supervisor(s) for their valuable guidance and constructive feedback, as well as to all lecturers and academic staff for their support throughout the study. Appreciation is also extended to the Prosecutorial Commission of the Republic of Indonesia and all respondents who contributed data and insights for this research. Finally, heartfelt thanks are given to the author's family, friends, and colleagues for their continuous encouragement and support during the completion of this thesis.

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