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## THE EFFECT OF ORGANIZING SUPERVISION ON PUBLIC PERCEPTION THROUGH PUBLIC TRUST IN THE 2024 SIMULTANEOUS ELECTIONS IN NGAWI REGENCY

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### Abstract

*This study analyzes the effect of organizing supervision on public perception through public trust in the 2024 simultaneous elections in Ngawi Regency. Supervisory organization is understood as an institutional management process that includes planning, organizational structure, coordination, and evaluation, which plays a role in shaping the legitimacy of supervisory institutions and public assessments of electoral integrity. The study used a quantitative approach with a survey method to 400 respondents who were randomly selected based on the Permanent Voters List of Ngawi Regency. Data analysis was conducted using Structural Equation Modeling-Partial Least Squares (SEM-PLS) to examine the direct and indirect influence, as well as the role of public trust as a mediator. The results showed that the organization of supervision has a positive and significant effect on public perception ( $\beta=0.228$ ;  $p < 0.05$ ) and public trust ( $\beta=0.158$ ;  $p < 0.05$ ), while public trust also has a significant effect on public perception ( $\beta=0.428$ ;  $p < 0.05$ ). In addition, public trust has been shown to partially mediate the relationship between surveillance organization and public perception ( $\beta_{indirect} = 0.068$ ;  $p < 0.05$ ). This finding confirms that the effectiveness of election surveillance is determined not only by procedural compliance, but also by the ability of supervisory agencies to build public trust through transparent, accountable, and communicative practices. This study provides practical implications for strengthening election supervision and strategies to increase the positive perception of the community at the local level.*

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### Keywords

Organizing Supervision, Public Trust, Public Perception, Simultaneous Elections 2024, SEM-PLS



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## 1. INTRODUCTION

Organizing election monitoring is a strategic element in ensuring the integrity of democracy and forming public trust and public perception of the quality of election results. Erameh, Oni,

and Ojakorotu (2021) explain that elections are an essential part of the democratization process because they are a means of leadership selection as well as testing the effectiveness of democratic institutions. Youngs et al. (2022) in the European Democracy Support Annual Review affirms that credible elections contribute to political stability and the strengthening of a rules-based democratic order. Diepreye (2024) mentions that election supervision is a systematic mechanism to ensure the process runs freely, fairly, and transparently through professional and independent observation. As asserted by Hoskins and Janmaat (2019:35-52), the perception of justice and integrity of public institutions is very influential on the formation of political trust of citizens. Furthermore, Pippa Norris (2018: 5) through the concept of electoral integrity emphasizes that the quality of election governance, including organizational and supervisory aspects, largely determines the legitimacy of the results and public perception. Hardman and Dickson (2017: 3-12) add that the protection of electoral rights and procedural standards are the main foundations in building citizens' confidence in the democratic process.

The gap between Election surveillance practices and theoretical idealization often creates vulnerabilities that erode public confidence in the democratic process. In the United States, a Michigan House of Representatives Committee is working on legislation aimed at closing foreign funding gaps in ballot initiative campaigns, due to the notion that contributions from overseas entities could affect the process of oversight and legitimacy of local elections (Michigan Advance, 2025). Another report pointed out that the Michigan Legislature tightened oversight of election administration with new rules to block foreign contributions after a legal loophole was deemed to open up opportunities for external interference (Michigan Public, 2025). Even so, there has been criticism of the response of state oversight agencies to requests for disclosure of materials related to election security due to the debate about the balance between transparency and the risk of manipulation (Burgtelegram, 2025). Various states are also expanding investigations into election security, including technical issues and cyber threats, which affect public perceptions of the legitimacy of the process (Burgtelegram, 2025). In Europe, the threat of foreign interference in local elections in France shows that surveillance is still not enough to stem external factors that can degrade public confidence (Le Monde, 2026). These situations show that surveillance practices in different countries still face real challenges that run counter to the ideal of the theory, thus affecting people's perception of processes that should be credible and transparent.

In addition, the results of the study showed the same phenomenon. Comparative studies show that the quality of election administration and supervision correlates significantly with perceptions of electoral fairness as well as satisfaction with democracy (Birch, 2010). Other research confirms that the institutional design of independent and professional election authorities affect the level of public confidence in the election results (Elklit & Reynolds, 2005). In addition, recent empirical evidence shows that exposure to narratives of electoral fraud or manipulation can decrease citizens' confidence in the integrity of the electoral process (Electoral Studies, 2023). The study in Public Opinion Quarterly also shows that the perception of transparency and accountability of election institutions is closely related to the legitimacy of election results (POQ, 2024a). In fact, experimental studies have found that disinformation related to the electoral process has a direct impact on institutional trust and democratic stability (POQ, 2024b).

Some theories that discuss the importance of organizing election surveillance are Pippa Norris, Diepreye, and Hardman and Dickson. Pippa Norris's (2018:3) theory of electoral integrity emphasizes that the quality of elections is highly dependent on adherence to universal principles throughout the election cycle, including consistent procedures, institutional transparency, and supervisory professionalism. The constructivist approach (Diepreye, 2024) asserts that global democratic norms and values shape surveillance practices through the diffusion of international standards, so that the legitimacy of elections and public trust are strongly influenced by the conformity of local practices with global principles. This perspective is complemented by

Hoskins and Janmaat (2019:38-49) who show that perceptions of fairness and integrity of public institutions have a direct effect on institutional trust. Meanwhile, the human rights approach in elections Hardman & Dickson(2017:1-6) places the right to vote and be elected as a fundamental right that must be guaranteed through effective supervision and legal protection.

On the other hand, some studies highlight more specific problems of local dynamics. Noor & Marlina (2023) emphasized that the effectiveness of supervision is highly dependent on the quality of supervisory resources, coordination between institutions, and community participation. Zulkarnaini et al. (2022) affirmed that the capacity of supervisory resources determines the implementation of professional policies, while Suhenty (2022) pointed out that internal challenges, such as violations of the code of ethics and low internal transparency, also affect public perceptions of the integrity of supervisory institutions. The 2019 election case study exposed surveillance vulnerabilities, including low public participation and voter data inaccuracies, that significantly impacted the legitimacy of election results. Various national media reports such as Kompas (2024), Tempo (2024), and Newsdetik (2024) also highlight weak coordination, limited socialization, and Reporting Technology Readiness at the local level. Thus, the analysis of the organization of election supervision is not enough just based on global theory; integration of local empirical studies is very important to understand the gap between ideal principles and real practices in building public confidence in the democratic process.

Previous research has shown that the effectiveness of election supervision is strongly influenced by the quality of internal management of supervisory institutions. Suhenty (2022) found that ethical challenges in supervisory bodies, such as complaints about ethical codes in West Java, have an impact on public perceptions of the integrity of Bawaslu. Lack of socialization, internal transparency, and public understanding of the supervisory mechanism makes public trust in supervisory institutions vulnerable. This finding confirms that the external integrity of supervision will not be strong without improvement of the internal integrity of the institution.

In addition, a number of studies highlight the limited institutional capacity and coordination of supervision at the local level as important factors affecting the legitimacy of elections. Wathoni and Mufidah (2024) affirm that weak coordination between supervisory agencies can reduce public confidence, while Jukari (2021) points out that limited human resources and infrastructure are the main obstacles in the implementation of a professional supervision system. Yulianti (2024) added that bureaucratic obstacles and weak regulatory adaptation make the Supervisory Mechanism less responsive to election dynamics, while Hamdi Saiful (2023) highlighted the low digital literacy of Supervisors and the lack of digital community participation as obstacles in modern supervision. Materu et al. (2024) also found that Inter-stakeholder collaboration is often not optimal due to limited capacity, coordination, and technical resources, so the effectiveness of multi-level supervision is still limited.

The Bawaslu Ngawi institutional survey study (2025) provides a more detailed empirical picture of public perceptions of election supervisory management. The survey results showed a fairly good level of understanding among students and students (70-75%), as well as positive support for Bawaslu's performance (>70%). However, this study also highlights strategic gaps: public literacy is still low (25-30% of respondents do not fully understand the authority of Bawaslu), public confidence in the integrity and procedures are not fully solid, external stakeholder support is limited, and the reliability of the program is seasonal. This condition is in line with the findings in Bengkulu City, Banjar City, and Bogor regency, where coordination constraints, limited resources, and technical barriers have a direct impact on public perception of the credibility of Bawaslu (Al-Hafiz & Sharkati, 2025; Rahayu, 2024; Tobing et al., 2024). The results of the study confirm that strengthening supervisory capacity, utilizing technology, and empowering community participation are important steps to close the gap between the ideal theory and practice of election supervision in Indonesia.

Based on theoretical studies and empirical findings, the organization of election supervision should be able to ensure the integrity of the process, transparency, and optimal public participation, in accordance with universal principles outlined by international standards and Human Rights in elections. Ideally, supervisory institutions such as Bawaslu not only carry out formal supervisory functions, but also ensure inter-layer coordination, equitable socialization, utilization of Information Technology, and empowerment of community participatory supervision. However, previous studies have shown a significant gap between the ideal context and practice in the field. Studies such as Suhenty (2022), Wathoni & Mufidah (2024), and Hamdi Saiful (2023) emphasize internal institutional challenges, limited resources, low digital literacy, and poor coordination. While the Bawaslu Ngawi Survey study (2025) shows that although the level of public knowledge and support is quite high, there is still skepticism towards procedural integrity and fairness, especially among external stakeholders and the media.

This discrepancy between the supposed context and empirical findings suggests that previous studies have not explored many surveillance management models that are adaptive to the challenges of digital Democracy and local complexity, including technology utilization, strengthening multi-level coordination, and sustainable participatory surveillance strategies. This Gap indicates the need for a more comprehensive study to formulate an election supervisory management framework that not only follows global theoretical principles, but is also able to overcome real obstacles on the ground, so as to build stronger public confidence in the integrity of the democratic process in Indonesia.

This study has a major novelty in the development of an integrative model that examines the effect of organizing surveillance on public perception through public trust in the 2024 simultaneous elections in Ngawi Regency. The construction of this model places public trust as a mediating variable, so that it is able to explain the mechanism for forming public perceptions more comprehensively, in contrast to previous studies that only focused on the internal performance of institutions or the effectiveness of supervisory procedures (Suhenty, 2022; Wathoni & Mufidah, 2024; Materu et al., 2024). In addition, this study applies Structural Equation Modeling–Partial Least Squares (SEM-PLS) to test complex relationships between simultaneous latent variables, which are rarely used in election surveillance studies at the local level. The specific empirical context in Ngawi Regency is also a novelty in itself, because it is able to capture real constraints such as limited human resources, Inter-stakeholder coordination, and community participation in supervision, which were previously only generally reviewed at the national level (Al-Hafiz & Sharkati, 2025; Rahayu, 2024; Tobing et al., 2024). Thus, this study not only enriches the theoretical literature, but also provides practical implications for strengthening election supervision management and increasing public confidence at the regional level.

Academically, this study is relevant because it enriches the literature on the effect of organizing surveillance on public perception through public trust in the context of local electoral democracy. This study not only emphasizes the administrative and institutional governance aspects, but also explains the mechanism of how the quality of Supervision Organization shapes people's perception of the integrity of the 2024 simultaneous elections in Ngawi Regency. Thus, this study contributes to the development of empirical models that link the structural aspects of institutions with the psychological dimension of the public within a single framework of causal analysis.

In practical terms, the results of the study are expected to provide strategic recommendations for election supervisory bodies in strengthening the effectiveness of organizing supervision, increasing transparency, and optimizing public communication at the district level. These findings can serve as a basis for Policy Evaluation and the preparation of a more participatory monitoring strategy in Ngawi Regency, so as to strengthen public confidence and build positive public perceptions of the results of the 2024 simultaneous elections.

This study focused on how the organization of surveillance affects public perception through public trust in the 2024 simultaneous elections in Ngawi Regency. This problem arises from the gap between the theoretical principles of supervision—which emphasize transparency, professionalism, and public participation—with field practices that still face technical constraints, weak coordination, limited resources, and low public literacy. Specifically, this study aims to examine: (1) the effect of organizing supervision on public trust; (2) the effect of public trust on public perception of the election process and Results; (3) the direct effect of organizing supervision on public perception; and (4) the role of public trust mediation in the relationship of organizing supervision and public perception. The results of the study are expected to provide empirical contribution in explaining the mechanism for establishing the legitimacy of election supervision and become the basis for the formulation of strategic policies to strengthen supervisory governance at the regional level.

This study aims to analyze the effect of organizing supervision on public perception with public trust as a mediation variable in the 2024 simultaneous elections in Ngawi Regency. Specifically, this study examines the causal relationship between latent variables using Structural Equation Modeling-Partial Least Squares (SEM-PLS), so as to identify direct and indirect influences in a comprehensive structural model. The results of the study are expected to not only expand the theoretical treasure of election supervision governance and public perception formation mechanisms through institutional trust, but also provide evidence-based practical recommendations for strengthening the quality of Supervision Organization, increasing transparency, accountability, and effectiveness of Public Communication at the district level.

## 2. RESEARCH METHODS

This study uses a quantitative approach with an associative type of explanatory research to analyze the causal relationship between the organization of election supervision, public trust, and public perception of the 2024 simultaneous elections in Ngawi Regency. The quantitative approach was chosen because it allows empirical and objective measurement of latent variables as well as systematic cause-and-effect relationship testing through inferential statistical techniques (Sugiyono, 2021:35; Creswell & Creswell, 2018:3-4, 13-14).

Explanatory design is used to explain the direction, strength, and mechanism of the influence of organizing election supervision—including planning, coordination, implementation, and evaluation—on public trust, as well as its implications in shaping public perceptions of the integrity and credibility of elections. The theoretical study of this research is based on Electoral Integrity Theory (Norris, 2015:4-9; 2018: 3-5; 2020: 6-10), which emphasizes that election integrity is determined not only by formal legal compliance, but also by the quality of institutions, institutional design, consistency of procedures, and public perception of the professionalism of election organizers and supervisors. The institutional trust perspective of Hoskins and Janmaat (2019:38-49) reinforces the argument by showing that transparency, procedural fairness, and the performance of public institutions directly influence the establishment of political trust and the legitimacy of democracy and Electoral Rights and Institutional Protection (Hardman & Dickson, 2017:1-15) are used to emphasize the importance of transparency, accountability, and oversight effectiveness as the foundation of public trust that shapes people's perception of the electoral process.

The research was conducted in Ngawi Regency on December 10, 2025 to January 02, 2026, in the post-election phase, so that the respondents had experience and a relatively complete assessment of the implementation of election supervision. The population of the study included all Permanent Voters of Ngawi Regency in the 2024 simultaneous election, as many as 701,425 people spread across 19 sub-districts. The determination of the number of samples using the Yamane 1967 formula with an error rate of 5 percent so that 400 respondents were obtained,

which were selected through the proportional stratified random sampling technique to ensure regional representation and minimize sample bias (Sugiyono, 2021:85-90).

The research instrument is a closed questionnaire prepared based on operational indicators of six research variables and measured using a five-point Likert scale. Data collection was conducted online through Google Form-based questionnaires distributed to respondents through WhatsApp application private messages, given the effectiveness and wide reach of the media (Sugiyono, 2021:93-94, 142-144; Dillman et al., 2014: 23–30, 325–334). The collected Data is processed through the process of editing, coding, scoring, and tabulation, then analyzed using Structural Equation Modeling based on Partial Least Squares (SEM-PLS) with the help of SmartPLS. Analysis included testing of outer model and inner model as well as bootstrapping test to examine the direct, indirect influence, and role of public trust as a mediating variable in the relationship between organizing election supervision and shaping public perception (Hair et al., 2022:105-122, 139-157, 167-17; Ghozali & Latan, 2020: 67,97).

### 3. DESCRIPTIVE ANALYSIS OF RESPONDENTS

Descriptive analysis of respondents in this study is based on the results of the distribution of questionnaires to 400 respondents Ngawi Regency. Based on gender, respondents were dominated by men as many as 268 people (67.0%), while female respondents amounted to 132 people (33.0%). In terms of age, the majority of respondents are in the productive and socio-political age range, with the 36-45 year old group as the largest group at 41.8%, followed by 26-35 year olds at 24.8% and 46-55 year olds at 17.8%. This age composition indicates that most respondents have sufficient experience and maturity in assessing the implementation and supervision of elections.

In terms of Education Level, respondents were dominated by Strata 1 (S1) graduates at 60.0%, followed by high school graduates at 28.3%, and S2/S3 at 6.5%. The high proportion of respondents with secondary to higher education indicates adequate cognitive capacity in understanding the issue of election supervision and objectively evaluating the performance of supervisory institutions. Meanwhile, based on work background, respondents came from various professions, with other job categories as the largest group (42.5%), followed by election supervisors (12.0%), education/student/student leaders (11.5%), and religious/community leaders (10.8%). The diversity of the characteristics of this work indicates that the public perceptions compiled represent a variety of social and professional points of view, thus reinforcing the validity and richness of the research findings.

Table 1.1 Characteristics Of Research Respondents (N = 400)

Characteristics	Category	Number (people)	Percentage (%)
<b>Gender</b>	Men	268	67,0
	Women	132	33,0
<b>Age (year)</b>	17–25	32	8,0
	26–35	99	24,8
	36–45	167	41,8
	46–55	71	17,8
	>55	31	7,6
<b>Education Level</b>	SMA/ sederajat	113	28,3
	Diploma	21	5,2
	S1	240	60,0

	S2/S3	26	6,5
<b>Work</b>	Election Supervisor	48	12,0
	Education / student	46	11,5
	leaders Religious / community leaders	43	10,8
	ASN/TNI/Polri	39	9,8
	Other Work	170	42,5
<b>Total</b>		<b>400</b>	<b>100,0</b>

#### 4. FINDINGS AND DISCUSSION

##### a. Description Of Research Variables

The results of descriptive analysis of the variable organizing supervision (X) show that in general, organizing supervision in the 2024 simultaneous elections in Ngawi Regency is in the good category with an average value of 4.13. The indicator of the distribution of supervisory duties (4.18) obtained the highest assessment, which shows that the distribution of authority has been running clearly and functionally. Coordination between supervisor levels (4.16) and communication and reporting flows (4.13) were also considered effective by the majority of respondents, with a predominance of “agree” and “strongly agree” answers. Although the organizational readiness indicator (4.03) has the lowest value compared to other indicators, its assessment remains in the good category. These findings reflect that the organizational structure, working mechanism, and supervision coordination system have been running systematically and support the effectiveness of election supervision at the regional level.

In the public trust variable (Z), the results showed an average value of 4.12 which is also in the good category. Indicators of transparency of the supervisory process (4.14) and supervisory competence (4.13) obtained relatively high scores, followed by integrity and neutrality of institutions (4.11) and responsiveness to community reports (4.10). The predominance of answers in the “agree” and “strongly agree” categories shows that the people of Ngawi Regency have a positive level of confidence in the performance and professionalism of Bawaslu. This indicates that an orderly and consistent supervisory governance has been able to build a credible institutional image and maintain the legitimacy of the election process in the eyes of the public.

Meanwhile, the public perception variable (Y) obtained an average value of 4.13 which showed a positive perception of the implementation of simultaneous election supervision in 2024. The indicator of supportive attitude towards Bawaslu (4.27) was in the strongly agreed category and was the highest value in this variable, which indicates strong social support for the role of supervisory institutions. Other indicators, namely understanding the role of Bawaslu (4.07), assessment of supervision performance (4.07), and transparency of supervision (4.12), are in the good category. These findings show that the public not only understands the function of normative election supervision, but also gives a positive evaluation of its implementation.

Tabel 1.2

Jawaban Responden Terhadap Indikator Variabel Pengorganisasian Pengawasan (X)

Variables	Item	Strongly Disagree		Disagree		Enough		Agree		Strongly Agree		total answer	Mean
		N	%	N	%	N	%	N	%	N	%		
Organization Of	X.1	1	0,25	0	0	26	6,50	273	68,25	100	1	400	4.18
	X.2	1	0,25	0	0	37	9,25	257	64,25	105	1	400	4.16

Supervision (X)	X.3	2	0,50	0	0	36	9,00	270	67,50	92	2	400	4.13
	X.4	0	0,00	0	0	56	14,0	276	69,00	68	0	400	4.03
<b>Average</b>													<b>4.19</b>
Public Trust (Z)	Z.1	5	1,25	0	0	45	11,3	246	61,5	104	26	400	4.11
	Z.2	0	0	0	0	42	10,5	265	66,25	93	23,25	400	4.13
	Z.3	0	0	0	0	41	10,3	261	65,25	98	24,5	400	4.14
	Z.4	2	0,5	0	0	46	11,5	260	65	92	23	400	4.10
<b>Average</b>													<b>4.16</b>
Public Perception (Y)	Y.1	2	0,5	0	0	47	11,8	269	67,25	82	20,5	400	4.07
	Y.2	2	0,5	0	0	50	12,5	263	65,75	85	21,25	400	4.07
	Y.3	1	0,25	0	0	43	10,8	262	65,5	94	23,5	400	4.12
	Y.4	1	0,25	0	0	21	5,25	245	61,25	133	33,25	400	4.27
<b>Average</b>													<b>4.13</b>

Researcher (2026)

Comparatively, the three variables showed the consistency of the average value in the good category, which reflects the harmonious relationship between organizational governance, public trust level, and public perception. Well-organized Organization of supervision creates certainty and regularity of work, which in turn strengthens public confidence. This trust then forms a positive public perception of the integrity and quality of election supervision. Thus, descriptively, it can be seen that there is a mutually reinforcing relationship between variables in the context of monitoring the 2024 simultaneous elections in Ngawi Regency.

In conclusion, the descriptive results of this study indicate that the organization of supervision has been implemented adequately and is perceived positively by the public, public confidence in the supervisory agency is at a good level, and public perception of election supervision tends to be positive and supportive. These findings indicate that the quality of supervisory governance in Ngawi Regency has been able to build strong social legitimacy in the implementation of the 2024 simultaneous elections, as well as being an important foundation for strengthening electoral democracy at the local level.

#### b. Test Results Of Reflective Construct Measurement Model (Outer Model)

Evaluation of the measurement model (outer model) on the variable organizing supervision (X) aims to ensure that reflective indicators are able to represent latent constructs in a valid and reliable. The test was conducted using Structural Equation Modeling–Partial Least Squares (SEM-PLS) approach through SmartPLS 4 software, by assessing convergent validity, discriminant validity, and construct reliability.

The results of convergent validity test showed that all indicators on the variable organizing supervision, namely X, has an outer loading value above the minimum limit of 0.70. The outer loading value of each indicator is 0.849 (X.1), 0.823 (X.2), 0.879 (X.3), and 0.823 (X.4). The value indicates that each indicator has a strong correlation with the latent construct of organizing supervision. In addition, the average Variance Extracted (AVE) value of 0.712 (> 0.50) indicates that this construct is able to explain more than 71% of the variance of its constituent indicators. Thus, the variable organizing supervision has met the criteria of convergent validity.

Furthermore, discriminant validity test was conducted through cross loading analysis and Fornell–Larcker criteria. Based on the results of cross loading, each indicator on the variable organizing supervision has the highest loading value in its own construction compared to other constructs. For example, the indicator X.3 has a loading value of 0.879 on the organizing construct, higher than the loading value of the evaluation construct (0.780), public trust (0.749), implementation (0.775), planning (0.749), and public perception (0.723). Similarly indicator X.1, X.2, and X.4 shows a consistent pattern, thus meeting the criterion of discriminant validity.

Discriminant validity testing is also strengthened through the Fornell–Larcker criterion. The square root value of AVE ( $\sqrt{AV\ AVE}$ ) for the organizing construct is 0.844, which is higher than its correlation with other constructs, such as evaluation (0.838), public trust (0.804), implementation (0.814), planning (0.816), and public perception (0.819). This shows that the organizing construct has good discriminability and is empirically different from other constructs in the model.

Reliability test showed that the variable organizing supervision has a value of Cronbach's Alpha of 0.865 and Composite Reliability of 0.908, both of which are above the minimum limit of 0.70. This value indicates that the indicators in the organizing construct have high internal consistency and are able to measure the construct stably and accurately.

Tabel 1.3 Initial Test Of Validity Of Reflective Constructs

Variables	Dimension	Outer loadings	AVE	Description
X. Organizing	X.1	0,849	0,712092	Valid
	X.2	0,823		Valid
	X.3	0,879		Valid
	X.4	0,823		Valid
Y. Public Perception	Y.1	0,787	0,71518	Valid
	Y.2	0,903		Valid
	Y.3	0,905		Valid
	Y.4	0,780		Valid
Z. Public Trust	Z.1	0,881	0,801442	Valid
	Z.2	0,892		Valid
	Z.3	0,908		Valid
	Z.4	0,900		Valid

Researcher (2026)

Based on the overall results of the evaluation, it can be concluded that the reflective construct of Supervision Organization (X) has met the criteria of convergent validity, discriminant validity, and reliability of the construct. Thus, the measurement model (outer model) for the variable organizing supervision declared valid and reliable, so it is feasible to proceed at the stage of structural model analysis (inner model).

### c. Structural Model Test Results (Inner Model)

After the measurement model (outer model) is declared valid and reliable, the next step is the evaluation of the structural model (inner model) to test the causal relationship between latent constructs in the study. This analysis aims to assess the predictive ability of the model and the strength of the relationship between variables organizing supervision as exogenous constructs to endogenous constructs, namely public trust and public perception. Based on the results of data processing using SmartPLS, the value of R-square (R<sup>2</sup>) for the construction of Public Trust is 0.789 (R<sup>2</sup> adjusted = 0.787) and for public perception is 0.798 (R<sup>2</sup> adjusted = 0.795). The value is in the strong model category because it exceeds the limit of 0.75, which indicates that the exogenous variables in the model, including the Organization of supervision, have a very good ability to explain the variation of the two endogenous constructs.

Furthermore, the evaluation of effect size through the value of F-square (f<sup>2</sup>) provides an overview of the substantive contribution of supervisory organizing variables in the structural model. Against the construct of public trust, the Organization of supervision has a value of f<sup>2</sup> of

0.028 which is included in the category of small effects. Meanwhile, on the construct of public perception, F2 value of 0.060 is also in the category of small effects, but higher than some other exogenous variables. Although relatively small statistically, this value indicates that the Organization of supervision still has a substantive contribution in explaining the variation of public perception and public trust, especially in the context of election supervision governance at the regional level.

Overall, the results of the evaluation of the inner model showed that the Organization of supervision has a consistent role in the structural model of the study. The high value of R-square indicates that the model is able to explain the relationship between supervisory governance, public trust, and public perception in a strong and comprehensive manner. Meanwhile, the results of the F2 test showed that although the contribution of organizing supervision was in the category of small effects, this variable still had theoretical and empirical relevance in shaping public trust and public perception in the 2024 simultaneous elections in Ngawi Regency. Thus, the structural model built has good explainability and is suitable for use in further hypothesis testing.

d. Hypothesis testing results: direct and indirect influences

Hypothesis testing was conducted through the analysis of path coefficients and bootstrapping procedures on SmartPLS to assess the significance of causal relationships between latent constructs. The results of direct influence testing showed that the Organization of supervision has a positive and significant effect on public perception with the path coefficient value of 0.228, t-statistic value of 3.782 ( $>1.96$ ), and p-value of 0.000 ( $<0.05$ ). This finding indicates that the better the quality of the supervision organization carried out by the election supervisory agency, the more positive the public perception of the 2024 simultaneous election supervision process in Ngawi Regency. In addition, the Organization of supervision also has a positive and significant effect on public confidence with a path coefficient of 0.158, t-statistic value of 2.556, and p-value of 0.011. This result confirms that the organizational aspects, such as the distribution of tasks, coordination, and supervisory work structure, contribute significantly in increasing the level of public confidence in the institution of election supervision.

Furthermore, indirect influence testing showed that the Organization of supervision has a significant effect on public perception through public trust as a mediating variable. Indirect path coefficient value of 0.068 with t-statistic of 2.404 ( $>1.96$ ) and p-value of 0.016 ( $<0.05$ ) indicates a significant mediation effect. These findings suggest that public trust plays a role as an intervening mechanism that bridges the relationship between the quality of organizing supervision and the formation of public perception. In other words, the organization of supervision not only has a direct impact on people's perceptions, but also strengthens these perceptions through increasing public confidence in supervisory institutions.

Overall, the results of hypothesis testing confirmed that the variable organizing supervision has a strategic role in the research model, either through direct or indirect influence. The significance of direct and mediated relationships suggests that strengthening the governance of supervisory organizations is an important factor in building institutional legitimacy and positive public perception. Thus, this finding reinforces the theoretical argument that the quality of the organization of election supervisory institutions is a major determinant in the formation of public trust and public perception of the integrity of the 2024 simultaneous election supervision in Ngawi Regency.

Hypothesis testing in this study was conducted through the analysis of path coefficients and bootstrapping procedures on SmartPLS to test the direct and indirect influence of the variable organizing supervision (X) on public confidence (Z) and public perception (Y). The results of direct influence testing showed that the Organization of supervision has a positive and

significant effect on public perception with path coefficient values of 0.228, t-statistic 3.782 ( $>1.96$ ), and p-value of 0.000 ( $<0.05$ ). In addition, the Organization of supervision also has a positive and significant effect on public confidence with a path coefficient of 0.158, t-statistic 2.556 ( $>1.96$ ), and p-value 0.011 ( $<0.05$ ). Meanwhile, indirect influence testing showed that the Organization of supervision has a significant effect on public perception through public trust as a mediating variable, with indirect coefficients of 0.068, t-statistic 2.404 ( $>1.96$ ), and p-value 0.016 ( $<0.05$ ). These findings indicate the occurrence of partial mediation, because the Organization of supervision still has a significant direct influence on public perception even though it is mediated by public trust. Thus, public trust is proven to strengthen the relationship between the quality of Supervision Organization and the formation of public perceptions of the supervision of the 2024 simultaneous elections in Ngawi Regency.

Table 5.4 Results Of Direct Influence

Hypothesis		Original sample (O)	T statistics ( O/STDEV )	P values	Description
H1	Organization - > Public Perception	0.228	3.782	0.000	Accepted
H2	Organizing - > Public Trust	0.158	2.556	0.011	Accepted
H3	Public Trust - > Public Perception	0.428	5.470	0.000	Accepted
H4	Organizing - > Public Trust - > Public Perception	0.068	2.404	0.016	Accepted

Researcher (2026)

e. Organizing supervision of public perception

The test results showed that the Organization of supervision had a positive and significant effect on public perception ( $\beta = 0.228$ ;  $t = 3.782$ ;  $p < 0.05$ ), indicating that the better the quality of the organizational structure, coordination, and distribution of authority in election supervision, the more positive the public perception of the credibility of the supervision of the 2024 simultaneous elections in Ngawi Regency. Substantively, these findings suggest that the organisational dimension is not merely an administrative aspect, but a key determinant in shaping public assessments of the integrity of the electoral process. In the framework of Electoral Integrity Theory developed by Pippa Norris (Norris, 2018:3-5, 21-24; 2022:52-58, election integrity is determined not only by procedural compliance, but also by institutional capacity in managing election stages in a professional, transparent, and accountable manner. A clear organizational structure, an effective chain of command, as well as a coordinated distribution of supervisory tasks create institutional visibility that increases the perception of the capacity and seriousness of supervisory institutions. Correspondingly, the study of David Hardman and Brice Dickson (2017:12-18, 64-72). affirming that the protection of electoral rights depends largely on the consistency of institutions in enforcing the rules. Thus, the organization of systematic supervision serves as the foundation of democratic legitimacy while forming the construction of public perceptions of electoral integrity.

f. Organizing oversight of Public Trust

The test results showed that the Organization of supervision has a positive and significant effect on public confidence ( $\beta = 0.158$ ;  $t = 2.556$ ;  $p < 0.05$ ). Although the value of the path

coefficient is smaller than that of some other structural relationships, this influence remains substantively meaningful in the context of establishing electoral legitimacy. These findings indicate that the quality of work structure arrangements, coordination between supervisory levels, and clarity in the division of authority contribute directly to increasing public trust in election supervisory institutions. Within the framework of the Electoral Integrity Project spearheaded by Pippa Norris, professional institutional design, the independence of supervisory institutions, as well as effective organizational capacity are the main determinants of the level of public confidence in the electoral process. When the organizing system is accountable and responsive, the public tends to judge that the electoral process is fair and impartial.

In line with this, the Erameh (2021) study on international election observation confirms that the perception of Election Integrity is greatly influenced by the transparency of internal mechanisms and the ability of institutions to be audited openly. Furthermore, Diepreye (2024) points out that in developing countries, the legitimacy of elections is highly dependent on institutional consistency in performing supervisory functions. In the perspective of Bryony Hoskins and Jan Germen Janmaat (2019:19-23, 58-62), political trust is formed through Citizens' experience of the quality of institutional performance, procedural consistency, as well as perceptions of justice in democratic practice. Institutions that are transparent, accountable, and responsive tend to generate higher levels of trust (Hoskins & Janmaat, 2019:101-105).

In the context of Ngawi Regency, the organization of systematic and responsive supervision creates institutional certainty that strengthens public confidence in the 2024 simultaneous elections. Thus, public trust is not just a psychological attitude, but a reflection of the quality of governance of a professional, stable and credible supervisory organization.

#### g. Public confidence in public perception

The test results showed that public trust is the most dominant variable in shaping public perception ( $\beta=0.428$ ;  $t = 5.470$ ;  $p < 0.05$ ). In the context of research on the Ngawi Regency Bawaslu, these findings confirm that the level of public trust in supervisory institutions is a key factor in determining how the public assesses the quality and integrity of supervision of the 2024 simultaneous elections. The higher the level of trust in the capacity, independence, and professionalism of Bawaslu Ngawi, the more positive the public perception of the entire election supervision process. In the perspective of democratic legitimacy proposed by Pippa Norris (Norris, 2022:4-8, 36-42), trust in democratic institutions is the main indicator of acceptance of the political system. When the public believes that supervisory agencies are working fairly and consistently, then all stages of the election are likely to be interpreted as legitimate and credible. Conversely, the erosion of trust can trigger skepticism about the procedures and results of elections, even though they have normatively met regulatory standards (Norris, 2022:133-140).

Accordingly, in the perspective of Jan Germen Janmaat (2019:19-23, 58-62), public perception of the quality of democracy is influenced more by the level of trust in institutions than the technical complexity of the regulations applied. Trust serves as a cognitive filter that frames how society evaluates the performance of public institutions. The evaluation of citizens is not solely based on an understanding of legal procedures, but on concrete experiences towards fairness, consistency and transparency of institutions (Janmaat, 2019:101-105). In the context of Bawaslu Ngawi, the experience of community interaction with supervisors, transparency in handling violations, and consistency of public communication are determinants of the formation of the trust. Thus, public trust not only acts as a mediating variable in the structural model of the study, but also as a psychological and social foundation that shapes public perceptions of the quality and fairness of supervision of the 2024 simultaneous elections in Ngawi Regency.

#### h. Organizing supervision of public perception through public trust

The results of the mediation test showed that the Organization of supervision has a significant effect on public perception through public trust ( $\textcircled{8}$ indirect = 0.068;  $t = 2.404$ ;  $p < 0.05$ ), which indicates the occurrence of partial mediation in the research model at Bawaslu Ngawi Regency. These findings confirm that the quality of supervisory structures and coordination not only directly shape public perception, but also work through mechanisms to increase trust in supervisory institutions. In the framework of mechanism-based institutional trust developed by Pippa Norris (2018) and deepened by Diepreye (2024), Institutional Trust is formed through public experience of organizational stability, consistency in the application of rules, and transparency in decision making. In the context of the 2024 simultaneous elections in Ngawi Regency, a clear supervisory structure, a firm Division of authority, and Bawaslu's responsiveness to community reports increase institutional visibility and accountability. The process strengthened public trust which then developed into a positive perception of the integrity of supervision. Thus, the Organization of supervision serves as a structural variable that provides the foundations of governance, while public trust plays the role of a psychosocial variable that bridges the formation of public perceptions. These findings confirm that the legitimacy of electoral democracy at the local level is highly dependent on the ability of supervisory organizations to build and maintain trust in a sustainable manner.

Theoretically, this research is based on the framework of Electoral Integrity Theory developed by Pippa Norris and the Electoral Integrity Project team. Norris (2015; 2018; 2022) asserted that election integrity is the result of the quality of institutions, institutional design, and implementation of consistent and impartial procedures. Integrity is measured not only by formal legal compliance, but also by the public's perception of the fairness and professionalism of election organizing and supervisory institutions. In the context of research on the Ngawi Regency Bawaslu, organizing supervision becomes a crucial dimension because the structure, coordination, and distribution of authority determine how the rules are translated into practice at the local level that has distinctive socio-political characteristics, such as the closeness of Interactors and the intensity of community interaction. Critically, Ngawi's relatively homogeneous and strong social network-based local context can magnify public expectations of Supervisor neutrality, so that small weaknesses in coordination or institutional responses have the potential to directly affect community perceptions. The findings of this study reinforce Norris' argument that the quality of governance of supervisory institutions contributes directly to public perception and legitimacy of electoral democracy, particularly at the district level which is vulnerable to informal socio-political pressures.

Furthermore, the International Election Observation perspective as discussed by Eraméh (2021) and Diepreye (2024) emphasizes that the legitimacy of elections is greatly influenced by Transparent and auditable institutional capacity. Oversight serves as an accountability mechanism that enhances the credibility of the electoral process through organizational visibility and consistency of procedures. In the context of Ngawi, where supervision relies more on Bawaslu's internal capacity than international observation, the quality of internal organizational mechanisms is a key substitution for strengthening external legitimacy. Critically, it shows that when external sources of legitimacy are limited, internal governance-including professional and responsive organizing-becomes a key determinant of public trust. The findings of this study indicate that the organization of supervision increases public confidence, which then strengthens the public's perception of the integrity of the election, so that the mechanism of internal organization has a strategic function in building the legitimacy of local democracy.

In addition, the Electoral Rights and Institutional Protection approach of David Hardman and Brice Dickson (2017) asserts that the protection of electoral rights is highly dependent on the effectiveness of supervisory institutions in consistently enforcing norms. In the context of Ngawi Regency, the challenge lies not only in the regulatory aspect, but in the consistency of

implementation on the ground, especially in the handling of violations and politically sensitive disputes. The synthesis of the three theoretical frameworks shows that the organization of supervision is not just an administrative function, but a structural foundation that builds public confidence and shapes people's perception of the quality of democracy. Critically, the legitimacy of the 2024 simultaneous elections in Ngawi Regency can be understood as the result of the interaction between the adaptive governance of supervisory organizations to local dynamics, the formation of institutional trust, and the construction of public perceptions of the integrity of the electoral process.

Overall, this study confirms that the organization of supervision has a strategic role in shaping public perception through strengthening public confidence in the 2024 simultaneous elections in Ngawi Regency. Empirical findings indicate that the quality of the organizational structure, institutional coordination, and consistency of the implementation of supervisory functions by Bawaslu Ngawi not only have a direct impact on public perception, but also work indirectly through public trust mediation mechanisms. Using the SEM-PLS approach, this study shows that the legitimacy of electoral democracy at the local level is largely determined by the governance of professional, transparent, and accountable supervisory organizations. Therefore, strengthening the system of organizing supervision is not just an administrative agenda, but a substantive strategy in building trust and strengthening people's positive perception of the integrity of the electoral process, thereby contributing to the consolidation of democracy at the regional level.

### 3. CONCLUSION

In conclusion, this study confirms that the organization of election supervision has a strategic role in shaping public perceptions of the integrity of the 2024 simultaneous elections in Ngawi Regency, both directly and through public trust as a partial mediator. A clear organizational structure, coordination between supervisory levels, and effective distribution of tasks not only increase institutional legitimacy, but also foster public trust, which further strengthens the public's positive perception of the supervisory process. This finding shows that the effectiveness of election supervision is not only determined by procedural compliance, but also by the ability of supervisory agencies to implement transparent, accountable, and communicative practices. Thus, strengthening internal governance, improving coordination, utilizing technology, and empowering community participation are key to building positive public perception and strengthening the legitimacy of electoral democracy at the local level, as well as becoming a strategic basis for the development of more participatory and adaptive surveillance policies in the future.

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