THE ROLES OF TRUST IN THE GOVERNMENT AND NATIONAL IDENTITY IN RELATION TO THE NATIONAL LOYALTY AMONG INDONESIAN EXPATRIATES IN SINGAPORE

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Abstract: National loyalty is the bond between an individual and its native country as well determination to remain a citizen of the country. This research was aimed to examine the role of trust in government and national identity toward national loyalty. For this aim, hypothesis have been tested using data collected from a subject of 112 Indonesian expatriates in Singapore refer to Indonesian citizens who live or work in Singapore with permit ownership, selected using the purposive sampling method. The data was collected by a means of an *online* survey at three scales: national loyalty, trust in the government, and national identity. This research found that the trust in the government and national identity were simultaneously related to national loyalty with R Square 0,746 (p <0.01). Partially, national identity has a bigger role at 66 % than the trust in the government at 9 %. This research shows that national loyalty does not always contradict to other countries loyalty. Nevertheless, national loyalty in the theme of nationalism is expected to be prioritized.

Keywords: national loyalty, expatriate, trust in government and national identity.

Introduction

National loyalty is one of the necessities in the life of nation that should be owned for every citizen domestically and abroad such as expatriates. An expatriate is a person who lives or works outside of his or her own native country (Andreason, 2003). Indonesian expatriates refer to Indonesian citizens who live or work outside Indonesia. The Foreign Affairs Ministry in 2015 recorded that the number of Indonesian expatriates reached 2.7 million out of 4.3 million in total (Grehenson, 2015). The Indonesian expatriates are spread in many countries, including 197.970 of them in Singapore (Indonesian Embassy, 2017). The existence of Indonesian expatriates in Singapore coincides with the phenomenon of changing nationality into Singaporean Citizens every year, which is against their national loyalty.

Based on a preliminary study that the authors conducted in March 2017, it was found that 90 (60%) of the total 150 Indonesian ecpatriates in Singapore indicated it has low national loyalty over plans to settle in Singapore for more than 10 years as the longest option of which some of them i.e. 43 (29%) of the overall planning will not return to Indonesia. As for the underlying reasons it is generally expressed in negative comments on Indonesia. The results are in contrast with loyalty research showing that the choice of the length of time lived (Nghiêm-Phú, 2016; Zhang dkk, 2014), the decision to settle (Paki, 2012; Vugt & Hart, 2004), and the granting of a positive comment or evaluation (Nghiêm-Phú, 2016; Zhang dkk, 2014) as a hallmark of loyalty to the country.

National loyalty is one of the studies on loyalty that is generally defined as principles of partiality (Haidt, 2003; Healy, 2007; Hildreth *et al*., 2016; Wymer & Rundle-Thiele, 2014), attachment (Beer & Watson), 2009), and social passion and spirit (Randles, 2001), that can invoke compliance attitude and behaviour (Zdaniuk & Levine, 2001), support, attention, aspiration (Paki, 2012; Vugrt & Hart, 2004), service (Goldfard, 2011) and contribution to stability and integrity (Vugt & Hart, 2004), given by an individual to an object. The object of the national loyalty is the native country where an individual was born and raised or the country where the individual receives their citizenship (Naseef, 2000; Al-Sabeelah *et al*., 2015).

As a bridge between an individual and their native country, national loyalty contributes to realizing a country being dreamed of, including growing natural loyalty that binds individuals as citizens (Connor, 2007; Haidt, 2003; Healy, 2007). Therefore, the phenomenon of changing nationality into Singaporean citizens among Indonesian expatriates national loyalty among individuals can change as a consequence of a choice (Healy, 2013; Lin, 2010; Mulhollem, 2010). National loyalty as a consequence of a choice cannot be separated from the influence of the

Individual's existence and opportunity. For Indonesian expatriates in Singapore, the country is a social environment that can provide social experiences and influences, as well as social norm and information, that can affect individual's decisions and goals (Healy, 2013; Lin; 2010; Mulhollem, 2010). Individuals have a chance to make a decision as a result of self-regulation obtained from the cognitive process and social manipulation (Mulhollem, 2010) so that they can anticipate, plan, and reflect on their mind, feeling, and attitude (Meichenbaum, 2002). Therefore, in Singapore, Indonesian expatriates can directly compare their home country Indonesia and host country Singapore, so that their national loyalty would be prone to changes.

Changes that can occur in the individual's national loyalty show that national loyalty is an ongoing psychological phenomenon in individual's life. In the perspective of social psychology, national loyalty as an individual psychological phenomenon refers to the importance of self-learning and emotional attachment on the understanding of the country, so that individuals can develop their sensitivity to the state's needs and interests (Durckman, 1994; Lin 2010). However, national loyalty is not created out of thin air but acquired through individual's absolute trust in the government and strong national identity.

Trust in general is considered as an important inquiry topic (Colquitt *et al*., 2007) and is believed as the basis and center of human interaction service (Hoffman, *et al*., 1999; in Harris & Goode, 2004; Stewart, 2003). Trust is based on hopes and acceptance of a risk vulnerability of an individual who believes in other individuals (Colquitt *et al*., 2007). Trust becomes a social capital (Ghur, 2015), main requirement (Reichheld & Schefter, 2000), which have a direct role on loyalty (Harris & Goode, 2004), forms loyalty (Ribbink *et al*., 2004) and becomes an important element in creating a harmonious, synergistic, and efficient relationship in social environment (Huff & Kelley, 2003). In the national loyalty framework in this study, trust is

given to the current government Indonesia, both in President and other government institutions, in relation to the Indonesian expatriates' knowledge and the assessment on the achievement of government goals, namely to realize a prosperous nation.

In addition to trust in the government, national loyalty cannot be separated from individuals' national identity as a part of their ego to the country. National identity is a form of collective identity in the study of social identity that an identity is a foundation of various social impact, thinking skills, feeling, and action as a part of a social group (Hudy, 2001; Bar-tal, 2009), as a social binder in realizing loyalty (Vugt & Hart, 2004), forming behaviour that shows loyalty (Healy, 2007), where an identity of an individual shows loyalty ownership from time to time (Newson *et al.,* 2016). A national identity described as a subjective feeling and strong closeness with the country (Blank, *et al*., 2001) must be owned by every citizen as a characteristic that distinguishes them from other nation and is expected to be placed at the highest level when interacting with external individuals (Faturochman, 2008), such as that among Indonesian expatriates in Singapore.

Therefore, this research is aimed at measuring the loyalty of Indonesian expatriates' national loyalty through the trust in the government and national identity which overall become their national challenges in living in Singapore.

Research Subjects

As many as 112 Indonesian expatriates were selected as subjects of this research using the *purposive sampling* method, with a minimum age of 21, born in Indonesia, at least 5-year stay permit ownership, and not being assigned by the state or any Indonesian government institutions. Based on the demography of the research subject is presented in tabel 1:

Table 1. The demography of the research subject

Demography factor	N	%	Demography factor	N	%
Gender			Legal stay permit category		
Male	31	27.7	Student permits	2	1.8
Female	81	72.3	Work permit	52	46.4
Marital status			Permanent residence	58	51.8
Single	30	26.8	Occupation		
Married	82	73.2	Students	2	1.8
Group age			Housewives	7	6.3
< 25 years old	6	5.4	Formal workers	48	43
26-35 years old	43	38.4	Informal workers	55	49
36-45 years old	57	50.9	Length of living in		
> 46 years old	6	5.4	Singapore		
Educational level			5-10 years	68	61.8
Elementary school graduates	3	2.7	11-15 years	22	20
Junior high-school graduates	12	10.7	16-20 years	18	16.4
High-school graduates	37	33	> 20 years	2	1.8
College graduates	53	47.3			
Post-graduate schools	7	6.3			

Data Collection Method

In this research, the data was collected *online* on three scales: national loyalty, trust in the government, and national identity; each of them was assessed using *a rating scale* for answer choices ranging from strongly disagree (1) to strongly agree (5).

The national loyalty scale is arranged based on a formulation of four loyalty dimensions proposed by Oliver (1999), namely cognitive, affective, conative, and action, developed by Harris and Goode (2009) into 17 items with *Cronbach* α reliability score of 0.922. Meanwhile, the scale of trust in government is adapted from Mayasari (2012) referring to three trust elements formulated by Mayer and Davis (1999), namely competence, benevolance, and integrity, consisting of 12 items with *Cronbach* α reliability score of 0.970. The national identity scale is arranged based on five elements suggested by Ashmore, Deaux and Volpe (2004), which were quoted by Dimitrova (2014), namely *self-categorization*, *evaluation*, *importance*, *attachment and*

sense of independence and *behavioral involvement*, consisting of 31 items with Cronbach α

reliability score of 0.900.

Data Analysis

This research employs the multiple regression analysis technique to figure out the role of the predictor variable trust in the government and national identity in the criterion variable the national loyalty, to answer the hypothesis being proposed, namely the trust in the government and national identity have positive roles towards national loyalty. Before testing hypothesis test, assumption tests that consist of normality test, linearity test, and multicollinearity test were conducted in advance.

The Kolmogorov Smirnov's normality test shows a score of 0.193 ($p>0.05$) reflecting that the data in this research is normally distributed. During the linearity test, the F-*Linearity* score is in a significant range ($F=65.8$; $p<0.05$) for the variables of trust in the government and national loyalty, and the F-*Linearity* score is in a significant range ($F=370$; $p<0.05$) for the national identity and national loyalty models, showing that each model has linear relationship. The multicollinearity test did not result in multicollinearity between the trust in government and national identity since they have tolerance values of 0.734 and 1.363, respectively.

Research Results

The description of the data is presented in the form of hypothetical and empirical score.

Table 2. Descriptions of research variables data

Variables	Hypothetical					Empirical				
	Range	*Min*	*Max*	*Mean*	*SD*	*Range*	*Min*	*Max*	*Mean*	*SD*
National loyalty	68	17	85	51	11.3	45	38	83	66.7	10.7
Trust in the government	48	12	60	36	8	48	12	60	41.6	10.7
National identity	124	31	186	93	20.7	68	86	154	130.7	16.2

Table 2 shows that the data of national loyalty, trust in government and national identity severally has an empirical mean score higher than the hypothetical *mean* score. This reflect that each variabel in this research is in the high category. Based on the subject categories, it is revealed that the 72 subjects (65.2%) belong to the high national loyalty category, while 38 subjects (33.9%) belong to the moderate category. In addition, only 1 subject (0.9%) belongs to the low national loyalty category. In the category of trust in government, the number subjects belong to the high category and moderate category is 50 (44.6%), respectively, showing that none of the groups is dominating. Meanwhile, there are 12 subjects (10.7%) belong to the low category of the trust in the government. The national identity category is dominated by the high category represented by 94 subjects (83.9%). As many as 18 subjects (16.1%) belong to the moderate category, and none of the subjects belongs to the low category.

Table 3 below shows the hypothesis test results regarding the roles of the trust in the government and national identity in relation to the national loyalty.

Table 3. Results of the hypothesis test regarding the roles of trust in the government and national identity in relation to the national loyalty

Model	r	R square	F	sig
Trust in the government	0.559			
in relation to the national loyalty		0.746	159.8	0.000**
National identity in relation to the national loyalty	0.852			

**significance level <0.01

Table 3 shows that the R square of the trust in the government in relation to the national identity stands at 0.746 and F=159.8 with a significance level of 0.000 (p<0.01), validating that the trust in the government and national identity equally have roles in relation to the national loyalty at 74.6%. The correlation value of the trust in the government in relation to the national identity stands at r=0.559, which is lower than the correlation value of the national identity in

relation to the national loyalty at r=0.852, showing that the contribution of the national identity to the national loyalty is higher than the trust in the government, as shown in Table 4 below.

Table 4. Model of the trust in the government and national identity in relation to the national loyalty

Model	B	Beta	Cross product	t	sig	Regression
Trust in the government in relation to national identity	0.161	0.162	7143.893	2.871	0.005*	9495.029
National identity in relation to the national loyalty	0.508	0.769	16439.786	13.633	0.000**	

*significance level <0.05; **significance level <0.01

Table 4 shows that the comparison of contributions is reflected by the difference of significance values of each model in this research. The significance value of the trust in the government in relation to the national identity stands at 0.005 (β=0.162, p<0.05), which is lower than that of the national identity in relation to the national loyalty at 0.000 (β=0.769, p<0.05). Furthermore, based on the formulation of effective contributions, the contribution of the trust in the government to the national loyalty stands at 9.04%, while that of the national identity to the national loyalty stands at 65.6%, showing that the national identity has much bigger role in relation to the national loyalty than the trust in the government.

Additional analysis

An additional analysis was conducted to reveal the national loyalty assessed based on the variation of the subjects' demographic factors, namely gender, age, marital status, education, legal stay permit, occupation, and length of living in Singapore.

Based on the variation, it was revealed that demographic factors of gender (p=0.138 (p>0.05)), age (p=0.170 (p>0.05)), marital status (p=0.138, (p>0.05)), and length of living in Singapore (p=0.248, (p>0.05)), are not significant to the national loyalty, meaning that those

factors have nor roles in relation to the national loyalty. On the other hand, the demographic factors of education, legal stay permit, and occupation have a significance value of 0.000 ($p<0.01$), showing that those factors have substantial roles in relation to the national loyalty. This is due to the fact that education, legal stay permit, and occupation are related to each other. It means that individuals with certain education levels will generally obtain legal stay permits and have occupations in accordance with the educational level and the legal stay permit.

Specifically, the significant demographic factors contributing to the national loyalty show the level of the national loyalty of the individuals. In the educational level factor, subjects with the lowest educational level, namely elementary school, have the largest mean value (x=72.7), showing that they have the highest national loyalty among the groups. The mean value of subjects with high school education stands at x=73, junior high school at x=70, post-graduate at (x=65). Meanwhile, the lowest national loyalty is shown by subjects with college education with a mean value of x=61. This result is in line with the findings of Inoguchi (2017) that in Indonesia, national loyalty is generally present in individuals with low levels of education.

In the legal permit stay factor, subjects with the high national loyalty category and the highest mean value are those who obtained work permits (x=72), followed by those with *permanent residence permit* (x=63), and those with student permit (x=55%). In the occupation factor, subjects with informal jobs have the highest national loyalty with a mean value of x=74, followed by housewives with x=65, formal workers, (61%) and students (x=55%). However, there is a low confidence level in the mean values gained by the student permit group in relation to the legal stay permit factor. In addition, it cannot be generalized as a demographic factor that represents the entire population, as the number of subjects belonged to the group is only 2 (2%). Therefore, a note must be added to avoid misuse.

Discussion

The hypothesis of this research is accepted, showing that the trust in the government and national identity have roles towards the national loyalty. These results prove that in the social psychology framework in the study of nationality, both the trust towards loyalty and the identity towards loyalty are related since this kind of study is not common.

The trust in the government in this research is defined as individual's hopes and belief in the government that they will perform their duties to realize a prosperous nation. The positive role of the trust in the government in the national loyalty is in line with the relationship between the trust and loyalty in the field of industry. Numerous studies suggested that trust is the main drive (Harris & Goode, 2009), motivation (Machintos & Lockshin, 1997: in Dornas *et al*., 2014), unifier (Sarwar *et al.,* 2012), and have the biggest impact (Mosavi & Ghaedi, 2012) on loyalty.

Sarwar, Abbasi, and Pervaiz (2012) in their study tested the relationship between customer trust, customer loyalty, and customer retention, showing that customer trust has positive roles in the customer loyalty as both have significance. The results confirm the hypothesis being proposed. On the other hand, the hypothesis related to the relationship between the customer trust and customer retention is rejected, showing that the customer trust has no positive roles in the customer retention. Further, Mosavi and Ghaedi (2012) suggested that the customer trust provide the largest contributions to the customer role when compared to the customer commitment and customer purchase intention. Therefore, in the marketing world, focusing on maintaining existing customers' trust is more important than obtaining new customers (Sarwar *et al*., 2012).

In this research, the trust in the government provides far fewer contributions than those provided by the national identity. This means that in terms of national loyalty, trust has no major

roles in national identity. On the other hand, based on the categories, Indonesian expatriates' trust in the government is not the main factor, considering that the number of those who are highly confident is the same with those with low confidence. The results indicate a tendency of an adverse condition so that as in the case of the marketing world, the government needs to maintain the citizens' trust by improving its competence, benevolance, and integrity.

Meanwhile, the positive roles of the national identity in the national loyalty are in line with studies on social groups, including an experimental research conducted by Vugt and Hart (2004) on students showing that the social identity serves as a *social glue* that triggers loyalty to a target social group. Additionally, a research conducted by Patterson (2014) on six-year-old children suggest that loyalty is shown by those with a high group identity, while those with a low group identity show low loyalty.

In this research, the national identity provides the largest contributions to the national loyalty. The significant contribution of the national identity to the national loyalty suggests that, as expected, Indonesian expatriates who directly face foreign countries, in this case, Singapore, recognize the national identity as their personal identity. As suggested by a category dominance, the number of Indonesian expatriates with a high national identity is higher than those with moderate national identity. Furthermore, no Indonesian expatriates have a low national identity. This is caused by the fact that national identity involves individual's internal ego, instead of external one, such as that indicated by the government on their confidence.

The roles of the trust in the government and national identity in the national loyalty show that the national loyalty is a psychological phenomenon that must be maintained as a form of patriotism, although the individual is staying in a foreign country. The national loyalty in this research is defined as a bond between an individual and its home country shown by attitude and

behavior, as well determination to remain a citizen of the country. Based on the analysis, Indonesian expatriates have a high-level of national loyalty as suggested by the fact that the number of those with high-level of loyalty is higher than those with moderate national loyalty. Only one of the subjects shows a low-level of national loyalty. These results are different with those found by the previous studies, suggesting that the national loyalty is based on an individual thought (Healy, 2013) of their social and cognitive processes (Lin, 2010). In addition, it is also affected by the social influence and situation in Indonesia.

The social situation in this study is based on the interval of the research. The preliminary study conducted in March 2017 suggests that some Indonesian expatriates in Indonesia have low-level of national loyalty. It is reflected by the duration of their stay, the plan to stay in Singapore or not going back to Indonesia and negative comments addressed to Indonesia, which religious and race issues involving the Jakarta Governor at that time came into the surface. The data was collected from late October to mid-November 2017 when the case was closed and the concerned governor was convicted. In addition, Indonesian President visit to the Indonesian Embassy in Singapore to commemorate the anniversary of Indonesia's Independence Day in September 2017 was welcomed by the expatriates in Singapore. Therefore, changes in perception were inevitable. This reflects that the trust in the government, the national identity, and the national loyalty are the stance that the individuals are taking as citizens of the country.

The stance in the social psychology is perceived as an irreplaceable concept and main construction (Allport, 1935 in Howart, 2006), and becomes the basis of human life (Hogg & Vaughan, 2010). The stance as a product of a cognitive process (Hogg & Vaughan, 2010) was formed through social interactions experienced by an individual throughout their life (Azwar, 2005). The stance can last for a long time since it is relatively permanent and stable over time,

gained through experience, conditioning, learning, or conclusion of an individual perception (Hogg & Vaughan, 2010). However, the stance can change whenever a cognitive dissonance occurs, which is an unfavorable situation or mental tense as a result of two conflicting cognitions. The stance becomes an important thing, because, without stance, it will be difficult for us to interpret and react to an object or an event, make a decision, and understand a relationship (Hogg & Vaughan, 2010).

Hogg and Vaughan (2010) define a stance as a belief, feeling, behavior tendency, and general evaluation of objects, including groups, events, social symbols, people, or issues. In terms of behavior tendency, Mann (1969) suggests that although a stance is an evaluative predisposition that has major impacts on how an individual act, stance, and actions are often different, because a stance is rather personal, while an action is rather general or social in nature (Azwar, 2005). However, a strong stance can be clearly an association with an action, if it can be accessed easily. An accessible stance is owned by an individual who has direct experience with the stance since it is more consistent as a result of an actual experience (Regan & Fazio, 1977 in Hogg & Vaughan, 2010)). The main feature in seeing the relationship between a stance and an action is by predicting a behavior through a specific question (Ramdhani, 2011), whether the individual is intending to do something (Hogg & Vaughan, 2010). Therefore, based on the research conducted with three attitude scales, namely the national loyalty, the trust in the government, and the national identity, the result in each variable has a prediction related to the consistency of actual behaviors, especially for national loyalty scale which showed more on individual intention with actual behaviors.

Another finding in this research shows that Indonesian expatriates are also loyal to Singapore as their host country, based on their length of living in the country. Nghiêm-Phú (2016) in a

research on expatriates living and working in Vietnam and another loyalty research in the country of tourist destinations conducted by Zhang *et al*., (2014) involving tourists suggest that loyalty can be measured by the duration of stay in the country. However, loyalty explained based on the stance theory can change whenever a cognitive dissonance occurs, which is an unfavorable situation or mental tense as a result of two conflicting cognitions (Hogg & Vaughan, 2010). In the nationalism theme, individuals can only have loyalty or at least have a loyalty dominance (Nanes, 2008), so that it is a shared belief that the national loyalty must be upheld as citizens.

Conclusions

The trust in the government and the national identity have roles in the national loyalty of Indonesian expatriates in Singapore. Higher trust in the government means higher national loyalty, and higher national identity will cause stronger national loyalty. The national identity has a bigger role than the trust in the government, showing that in the interaction with other nations and other countries, the national identity is embedded in each individual as a part of their personal identity and ego, while the trust in the government reflects a hope and belief in external individuals is another consideration that can affect it. The results of this research reveal the nationality stance of Indonesian expatriates that is considered as the actual behavior, based on scale of attitude with specific questions. This research shows that national loyalty does not always contradict with the loyalty to the host country. However, in the theme of nationalism as a form and sense of awareness in nation, Indonesian expatriates are expected to prioritize their national loyalty and make it nationalistic practice as Indonesian citizen.

Suggestions

This research opens the opportunity to study loyalty in the social psychology framework, which is rarely done in Indonesia. In addition, this research provides an insight regarding the relationship between the trust in the government and the national identity, so that it needs to be developed in terms of research instruments and the relationship between the variables. Therefore, further research is expected to show that national loyalty can go side-by-side with the loyalty to the host country. This research is expected to provide inputs for the Indonesian government to raise an awareness of each citizen about the importance of strengthening their national loyalty to realize the nation being aspired, which can be done by disseminating it anytime. The results of this research also reveal the national stance of individuals, which is interesting to learn in the future.

Refereance

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