

The Dynamics of the Public Trust Crisis in the Free Nutritious Meals Program: A Sentiment Analysis of Viral Food Poisoning News on TikTok

Muhammad Al-Haadi^{*1}, Elsha Ardhila¹, Sinta Puspita Sari¹, Annisa Aulia¹, Reviza Putra Syarif¹

¹Universitas Islam Negeri Sumatera Utara, Indonesia

*Corresponding Author: alhadi280505@gmail.com

Keywords

Public Sentiment;
Free Nutritional Meal Program;
TikTok;
Public Trust;
Policy Legitimacy;

Abstract

The Free Nutritious Meal Program (MBG) is a government policy aimed at improving the nutritional quality of students and supporting the development of Indonesian human resources. However, the implementation of this program faces various challenges, particularly following the emergence of food poisoning cases that went viral on TikTok. This phenomenon has given rise to diverse public responses that shape the dynamics of public sentiment towards the MBG program. This study aims to analyze the dynamics of public sentiment towards the Free Nutritious Meal Program in the TikTok digital space and examine its implications for the crisis of trust and legitimacy of public policy. This study is based on theories of public opinion, digital communication, public sentiment, and the concepts of trust and policy legitimacy in the social media era. The study uses a qualitative method with a descriptive approach and a constructivist paradigm. Data sources come from TikTok user comments on news posts about food poisoning cases in the MBG program uploaded by online media accounts. Data collection techniques were carried out through observation, documentation and recording of comments relevant to the research focus. Data analysis used the interactive model of Miles, Huberman, and Saldaña, which includes data reduction, data presentation, and conclusion drawing. Data validity was tested through theory triangulation and source triangulation to increase the credibility of the research findings. The research findings show that negative sentiment dominates public discourse, characterized by criticism of food safety, food quality, and program oversight. Furthermore, TikTok's algorithm reinforces the reproduction of opinions through user interactions, thus shaping collective perceptions of the MBG program. The research findings also indicate that digital sentiment impacts public trust and the legitimacy of government policies. Therefore, the government needs to optimize transparent, responsive, and accountable public communication to maintain public trust in the MBG program

How to cite:

1. INTRODUCTION

The Free Nutritious Meal Program (MBG) is a strategic government policy aimed at improving the nutritional quality of school-age children in Indonesia. The success of a public policy is measured not only by the technical aspects of its implementation, but also by the extent to which it gains legitimacy and public trust (Qomarrullah et al., 2025a; Wahyudi et al., 2025). Public trust is a crucial variable in the sustainability of this national-scale program (Pramesti et al., 2025).

In the digital era, debates about public policy have now shifted to cyberspace, particularly social media platforms like TikTok. Social media has become an arena where public sentiment is rapidly shaped through viral content. One phenomenon that has sparked heated discourse is the emergence of news content about mass food poisoning cases affecting students after consuming nutritious meals. Viral news

content, such as that posted by the @KabarTvOne account in August 2025, not only provides information but also triggers a surge in interaction in the form of highly critical and skeptical public comments.

The negative narrative triggered by these food poisoning cases has the potential to erode public trust in the sustainability of the Free Nutritious Meals (Meal Bergizi Gratis) program. When the public is more exposed to narratives of food safety risks than to narratives of nutritional benefits, a crisis of trust becomes inevitable (Fachri et al., 2025). This study aims to analyze how public sentiment develops in the comments section of viral news content and to identify the underlying issues that are the main source of public skepticism. By using a sentiment analysis approach to digital content, this research is expected to provide a snapshot of public opinion that can inform public policy evaluations in Indonesia.

The Free Nutritious Meals (MBG) program is a government response to the challenges of human resource development in Indonesia, which continues to face issues such as unequal access to nutrition, stunting, and the health of school-age children. From a human development perspective, meeting nutritional needs is a key foundation for developing cognitive capacity, productivity, and individual competitiveness (Albaburrahim et al., 2025; Basit & Ramadani, 2025). Various studies have shown that good nutritional quality during infancy is positively correlated with learning ability, academic achievement, and long-term health. Therefore, the MBG program is viewed not only as a social policy but also as a strategic investment in national human resource development (Andi Weyana Nurul Khatimah et al., 2025).

The urgency of this program is increasingly relevant as Indonesia enters a demographic bonus phase, projected to last for decades to come. The demographic bonus is a condition where the population of productive age exceeds the non-productive age group. However, this opportunity can only be translated into development benefits if supported by a healthy, educated human resource with adequate productive capacity. In this context, meeting the nutritional needs of school children is a crucial instrument for preparing a productive generation capable of contributing to future national economic growth (Suprpto et al., 2025).

Substantively, the relationship between nutritional status and the demographic bonus is inseparable. Children who experience malnutrition are at risk of experiencing physical and cognitive developmental challenges, which can impact the quality of the future workforce. Conversely, meeting adequate nutritional needs has the potential to improve the quality of human capital, a key factor in supporting national competitiveness. Therefore, the successful implementation of the MBG program has implications far broader than simply providing school meals, but also concerns the long-term direction of national development (Fikri et al., 2025; Syamsu et al., 2025).

The government has positioned the MBG program as a national priority agenda, expected to address various nutritional issues while strengthening the foundation of Indonesia's human development. This program not only targets improving students' nutritional intake but also aims to support equitable social welfare, improve the quality of education, and strengthen human resource resilience. As a national-scale program involving a large budget and a broad beneficiary base, the MBG requires strong public support for its sustainable implementation (Komara et al., 2025).

However, the success of a public policy is determined not only by program design and resource adequacy, but also by the level of public trust in the institutions implementing it. Public trust is a form of social capital that plays a crucial role in creating policy legitimacy. When the public believes the government is capable of implementing a program effectively, transparently, and accountably, policy acceptance tends to increase. Conversely, negative perceptions about the quality of implementation have the potential to foster resistance, skepticism, and even rejection of the program.

The crisis of public trust has become increasingly complex in the digital age, where information can spread rapidly through various social media platforms. In the digital communication environment, public perception is shaped not only by official information disseminated by the government, but also by individual experiences, public opinion, and narratives that develop massively through online interactions. This situation allows a single event to develop into a broad public discourse and influence how the public views a policy (Maharani Imran et al., 2025).

TikTok, as a social media platform with a high level of user engagement, has developed into a discursive space that facilitates the rapid formation of public opinion. The characteristics of algorithms that encourage content virality allow an issue to gain widespread exposure in a short time. In the context of the food poisoning cases linked to the MBG program, the virality of the news not only expanded the dissemination of information but also opened up space for the public to produce, reproduce, and distribute various forms of interpretation that have the potential to influence collective perceptions of the program.

Based on this description, the main problem in this research lies in how public sentiment toward the MBG program is formed, developed, and reproduced through user interactions on TikTok following the emergence of viral news about food poisoning cases. This study is important because perceptions developing in the digital space have the potential to influence policy legitimacy, public trust, and the long-term sustainability of the program. Therefore, this research has academic and practical urgency to understand the dynamics of public sentiment as material for evaluating government policy communication as well as an effort to strengthen public trust management strategies in the digital era.

2. RESEARCH METHOD

This research uses qualitative methods with a virtual ethnography approach to understand the dynamics of public sentiment developing in the digital space related to the Free Nutritional Meals (MBG) program. This approach was chosen because it allows researchers to examine behavior, interactions, and the construction of meaning that emerge naturally within the social media environment. Virtual ethnography allows researchers to observe how digital media users form, interpret, and disseminate opinions on a public issue without directly intervening in ongoing communication activities. In the context of this research, the TikTok comment space is viewed as a digital social arena that represents public expressions, perceptions, and responses to news reports on food poisoning cases associated with the MBG program (McLaughlin, 2023).

The research data sources consist of primary and secondary data. Primary data were obtained from user comments on a video uploaded by the TikTok account @KabarTvOne, which reported on the food poisoning cases affecting hundreds of students in August 2025. These comments were selected because they contain a variety of sentiments, opinions, criticisms, and public assessments of the implementation of the MBG program. In addition to user comments, primary data also includes visual elements, news narratives, the number of interactions, and the communication context contained within the posts. Meanwhile, secondary data was obtained from various supporting sources, such as scientific journal articles, books, policy reports, online media coverage, and official documents related to the MBG program, risk communication, public trust, and the use of social media in shaping public opinion.

Data collection techniques included non-participant digital observation of communication activities taking place in TikTok's comment section. Researchers documented, recorded, and archived comment data relevant to the research focus. The data collection process was conducted purposively, selecting comments that explicitly discussed food quality, food safety, the accountability of program implementers, and perceptions of the success or failure of MBG implementation. Furthermore, researchers also conducted a documentary study of various literature and news reports related to food poisoning cases to gain a more comprehensive understanding of the social context underlying public sentiment on social media.

Data analysis was conducted using content analysis techniques. This technique is used to identify, classify, and interpret sentiment patterns emerging in TikTok user comments. The analysis phase began with data reduction through a process of selecting and grouping comments based on specific themes, such as negative sentiment, concerns about food security, criticism of program governance, and demands for government accountability. Next, the data was categorized into substantive themes, which were then interpreted to understand public opinion trends toward the MBG program. Through this approach, the research not only identified the dominance of certain sentiments but also explained the social meanings embedded in people's digital interactions (Krippendorff, 2013).

To ensure data validity, this study employed source triangulation techniques. Triangulation was conducted by comparing findings obtained from the TikTok comment section with various other data sources, such as online media reports, government policy documents, and relevant previous research. This process aimed to test the consistency of information and increase the credibility of the research findings. Furthermore, the researchers re-examined the categorized data to ensure that the resulting interpretations remained consistent with the evolving communication context in the digital space. Thus, the research results are expected to have an adequate level of validity and be able to describe the phenomenon of public sentiment toward the MBG program more comprehensively (Flick, 2020).

3. RESULT AND DISCUSSION

Dynamics of Public Sentiment Toward the Free Nutritional Meal Program in the TikTok Digital Space

The TikTok digital space has become a crucial arena for shaping public opinion on various government policies, including the Free Nutritional Meal Program (MBG). In the context of this research, public sentiment toward the MBG program experienced significant dynamics following the viral news of food poisoning cases affecting hundreds of students. TikTok's characteristic of prioritizing virality algorithms allows an issue to gain widespread attention in a very short time. As a result, the initially localized poisoning incident transformed into a national discourse, generating various public responses, criticisms, and evaluations of the MBG program's implementation. This phenomenon demonstrates that social media no longer functions solely as a means of disseminating information but also as a space for the production of social meaning that can influence public perceptions of public policy.

Analysis of TikTok user comments indicates a predominance of negative sentiment centered on issues of food safety, food quality, and the effectiveness of program oversight. The majority of users expressed concern that the poisoning cases reflected weak program governance on the ground (Fikri et al., 2025). From a risk communication perspective, this public response represents a reaction to the uncertainty that arises when public policies concern the safety of vulnerable groups, particularly schoolchildren. When information about health risks outweighs the narrative of program benefits, the public tends to develop negative perceptions that can potentially undermine trust in government policies. Thus, the resulting negative sentiment is not only directed at the poisoning incident itself, but also at the credibility of the institutions responsible for implementing the program (Fachri et al., 2025).

The interactions occurring in TikTok's comment section demonstrate the collective reproduction of opinions. Users not only provide individual responses but also reinforce certain narratives through comment replies, likes, and re-shares of content. This situation aligns with the echo chamber concept in digital communication, where similar opinions tend to be repeatedly reinforced, forming dominant perceptions in the online public space (Tamba & Kholikin, 2025). In the case of MBG, comments questioning food quality, budget transparency, and the accountability of program implementers received a high response from other users. As a result, skeptical sentiments developed into a collective narrative that could potentially influence communities without direct experience with the program. This phenomenon demonstrates that public perception on social media is often shaped not only by the facts of an event, but also by the intensity of interaction and narrative reproduction among digital platform users (Husairi & Azzahra, 2025).

Although negative sentiment dominates, some comments also demonstrate a more moderate and rational stance. This group views the poisoning cases as an implementation issue that needs to be evaluated, not a reason to reject the entire MBG program. They believe that the program's goals of improving nutritional quality and supporting human resource development remain relevant and important for Indonesia's future (Qomarrullah et al., 2025b). The presence of this more constructive sentiment indicates that TikTok's digital space is not entirely dominated by opinion polarization but also serves as a platform for critical discussions regarding policy improvements. However, the number and intensity of positive sentiment tend to be smaller than negative sentiment because information containing elements of crisis and risk is typically more likely to attract attention and stimulate engagement from social media users (Suprpto et al., 2025).

The dynamics of public sentiment toward the Free Nutritious Meal Program on TikTok demonstrate how social media plays a crucial role in shaping the legitimacy of public policy. The virality of food poisoning cases not only prompted evaluations of the technical aspects of program implementation but also influenced public trust in the government as the policy implementer. In the digital era, the success of a public program no longer depends solely on substantive achievements, but also on the government's ability to manage crisis communications, provide transparent information, and respond to public concerns quickly and accountably. Therefore, understanding the dynamics of sentiment developing on TikTok is crucial as a basis for evaluating policy communication strategies, as well as for maintaining public trust in development programs that have a broad impact on society (Zhang et al., 2023).

Implications of Digital Sentiment for the Crisis of Trust and Legitimacy of Public Policy

The development of social media has transformed the mechanisms by which public trust in government policies is built. In the digital era, policy legitimacy is no longer solely built through institutional performance or formal government communications, but also through intense public

conversations across various social media platforms (Liu, 2025). TikTok, as a highly interactive digital public space, allows the public to directly assess a policy. When a particular issue gains widespread attention and generates dominant sentiment, public perception of that policy can shift rapidly. This situation demonstrates that the legitimacy of public policy is increasingly influenced by the dynamics of digital communication developing within social media. Thus, sentiment emerging in the digital space serves as an important indicator in gauging the level of public acceptance of a government policy (Rustanta et al., 2025).

A crisis of public trust generally arises when there is a gap between public expectations and the reality of policy implementation. In the case of the Free Nutritional Meal Program (MBG), the viral news about food poisoning has the potential to create a perception that the government is unable to guarantee the safety and quality of program implementation (Verhoest et al., 2024). This situation demonstrates how a single incident can become a symbol that represents the public's assessment of the entire policy. From the perspective of institutional trust theory, the public tends to assess government credibility based on the institution's ability to manage risks, resolve problems, and provide rapid and transparent responses. When the government's response is deemed inadequate, negative sentiment developing on social media can accelerate the erosion of public trust in policy-making institutions (Bodó, 2021).

Digital sentiment has the ability to broaden and amplify collective perceptions through the algorithmic mechanisms of social media. Content containing elements of controversy, criticism, or negative emotions tends to garner higher engagement than neutral information. Consequently, narratives highlighting policy failures or weaknesses often receive greater visibility than information about program successes. This phenomenon creates conditions in which public perception is shaped not only by empirical facts but also by the intensity of exposure to a particular narrative. In the context of TikTok, algorithms oriented toward user engagement have the potential to amplify the spread of negative sentiment, thereby increasing the risk of policy delegitimization in the eyes of the public (Solovev et al., 2025).

From a public administration perspective, policy legitimacy is a crucial factor in determining the successful implementation of government programs. Policies with high legitimacy are more likely to garner public support, participation, and compliance. Conversely, when digital sentiment is dominated by criticism and distrust, the public may exhibit skepticism toward policies even when their objectives are substantively considered sound. Therefore, managing public communication is an integral aspect of the policy implementation process. The government needs to establish information transparency, strengthen accountability mechanisms, and respond quickly to emerging issues to prevent negative sentiment from developing into a broader legitimacy crisis. Various studies have shown that transparency and effective public communication are strongly linked to public trust in the government (Guo, 2025).

The growing digital sentiment on TikTok demonstrates that social media has become a strategic arena for building public trust and policy legitimacy. The virality of an event can rapidly shift public perceptions, particularly when the emerging issues relate to public safety and the quality of government services (Olsen et al., 2025). In the context of the Free Nutritional Meal Program, digital sentiment not only reflects the public's response to food poisoning cases but also reflects the level of public trust in the government's ability to manage national programs. Therefore, the government needs to view social media not simply as an information channel but as a space for public dialogue that must be managed adaptively and participatory. A transparent, responsive, and evidence-based communication approach is key to maintaining policy legitimacy and strengthening public trust in the digital age (Ceylan & Wood, 2026).

4. CONCLUSION

The research findings indicate that the dynamics of public sentiment toward the Free Nutritious Meals (MBG) Program on TikTok are dominated by negative sentiment that emerged after news of food poisoning cases went viral. This sentiment primarily concerns food safety, food quality, the effectiveness of oversight, and accountability for program implementation. TikTok's characteristics, supported by its virality algorithm, accelerate the spread of information and broaden the reach of public discourse, allowing local events to escalate into national debates. Furthermore, interactions in the comments section demonstrate a process of collective opinion reproduction that reinforces certain perceptions through echo chamber mechanisms and social reinforcement among users. Nevertheless, the research also found a group of users who provided a more moderate response, still viewing the MBG as a strategic

policy with long-term benefits for improving nutrition quality and human resource development in Indonesia. These findings demonstrate that the digital space is not only an arena for criticism but also a space for public deliberation, accommodating diverse perspectives on government policy.

This research confirms that digital sentiment has significant implications for public trust and the legitimacy of government policy. The dominance of negative sentiment has the potential to trigger a crisis of trust if not addressed through transparent, responsive, and accountable communication. In the digital era, policy legitimacy is no longer solely determined by the success of program implementation, but also by the government's ability to manage public perceptions that develop on social media. Therefore, the government needs to view social media as a strategic dialogue space that can be used to build trust, strengthen transparency, and effectively manage risk communication. Therefore, understanding the dynamics of public sentiment on TikTok is crucial for policy evaluation and as a basis for designing a public communication strategy that can maintain the legitimacy and sustainability of the Free Nutritious Meal Program in a digital society.

References

- Albaburrahim, A., Putikadyanto, A. P. A., Efendi, A. N., Alatas, M. A., Romadhon, S., & Wachidah, L. R. (2025). Program Makan Bergizi Gratis: Analisis Kritis Transformasi Pendidikan Indonesia Menuju Generasi Emas 2045. *Entita: Jurnal Pendidikan Ilmu Pengetahuan Sosial Dan Ilmu-Ilmu Sosial*. <https://doi.org/10.19105/ejpis.v1i.19191>
- Andi Weyana Nurul Khatimah, Syamsu A Kamaruddin, & A. Octamaya Tenri Awaru. (2025). Rasionalisme Dalam Kebijakan Publik: Analisis Dampak Program Makan Bergizi Gratis Terhadap Kesejahteraan Pelajar. *Jurnal Pengabdian Masyarakat Dan Riset Pendidikan*, 3(4). <https://doi.org/10.31004/jerkin.v3i4.815>
- Basit, M., & Ramadani, H. (2025). Analisis Implementasi Program Makan Bergizi Gratis Terhadap Perkembangan Ekonomi. *Journal of Economics Development Research*, 1(2). <https://doi.org/10.71094/joeder.v1i2.105>
- Bodó, B. (2021). Mediated trust: A theoretical framework to address the trustworthiness of technological trust mediators. *New Media and Society*, 23(9), 2668–2690. <https://doi.org/10.1177/1461444820939922>
- Ceylan, G., & Wood, W. (2026). *From likes to trusts : How trust feedback reduces misinformation on social media*. 12(1). <https://doi.org/10.1177/23794607261423714>
- Fachri, F. A., Abdillah, M., Agustino, W., & Rena Herliska. (2025). Akuntabilitas Kebijakan Program Makan Siang Gratis Terhadap Aduan Keracunan Makanan melalui Media Sosial. *Journal of Public Administration and Local Governance*, 9(2), 19–38. <https://doi.org/10.31002/jpalg.v9i2.3010>
- Fikri, M., Azhar, D. A., & Pradana, Y. (2025). Discourse About the News of Makan Bergizi Gratis (MBG) Program on Tiktok. *Citizen: Jurnal Ilmiah Multidisiplin Indonesia*, 5(5), 1398–1409. <https://doi.org/10.53866/jimi.v5i5.940>
- Flick, U. (2020). Doing Triangulation and Mixed Methods. In *Doing Triangulation and Mixed Methods*. <https://doi.org/10.4135/9781529716634>
- Guo, J. (2025). *Identifying determinants for promoting public engagement via Chinese E-government TikTok in public health emergencies*. 1–21. <https://doi.org/10.1371/journal.pone.0325967>
- Husairi, M. S., & Azzahra, S. M. (2025). Seberapa Besar Algoritma TikTok dalam Mempengaruhi Opini Publik tentang Kebijakan Kesehatan di Jakarta Selatan The Influence of TikTok ' s Algorithm on Public Opinion Regarding Health Policy in South Jakarta. *Edu Society: Jurnal Pendidikan, Ilmu Sosial, Dan Pengabdian Kepada Masyarakat*, 5(2), 810–815.
- Komara, C. P., Pitriani, S., Silvyia Sari, D., & Yulianti, D. (2025). Program Makan Bergizi Gratis di Tengah Krisis Food Waste. *E-SOSPOL*, 12(2). <https://doi.org/10.19184/e-sospol.v12i2.53789>
- Krippendorff, K. (2013). Methodology, Content Analysis: An Introduction to its. *International Encyclopedia of Communication*.
- Liu, D. (2025). The Balancing Acts: Communicating Legitimacy in Global Speech Governance. *Social Media and Society*, 11(2). <https://doi.org/10.1177/20563051251340855>
- Maharani Imran, Venessa Agusta Gogali, & Fauzi Syarief. (2025). Media dan Komunikasi Kebijakan Publik: Analisis Frekuensi dan Sentimen Pemberitaan Program Makan Bergizi Gratis (MBG). *Jurnal Ilmu Multidisiplin*, 4(5). <https://doi.org/10.38035/jim.v4i5.1438>
- McLaughlin, K. (2023). Netnography. In *A Quick Guide to Research Methods for Dissertations in Education*. <https://doi.org/10.4018/ijegr.2021100104>
- Olsen, R. K., Tenenboim, O., Hess, K., Westlund, O., & Broersma, M. (2025). Platform paradoxes and public service media legitimacy : a cross-national study. *Information, Communication & Society*, 28(10),

- 1818–1835. <https://doi.org/10.1080/1369118X.2024.2353783>
- Pramesti, R. F., Firdaus, A. A., Yulita, K., & Thoyyibah, M. (2025). ANALISIS EFISIENSI APBN ERA PRABOWO: KAJIAN EKONOMI DAN ANALISIS SENTIMEN PUBLIK. *Jesya*, 8(2). <https://doi.org/10.36778/jesya.v8i2.2054>
- Qomarrullah, R., Suratni, S., Wulandari S, L., & Sawir, M. (2025a). Dampak Jangka Panjang Program Makan Bergizi Gratis terhadap Kesehatan dan Keberlanjutan Pendidikan. *Indonesian Journal of Intellectual Publication*, 5(2). <https://doi.org/10.51577/ijipublication.v5i2.660>
- Qomarrullah, R., Suratni, S., Wulandari S, L., & Sawir, M. (2025b). Dampak Jangka Panjang Program Makan Bergizi Gratis terhadap Kesehatan dan Keberlanjutan Pendidikan. *Indonesian Journal of Intellectual Publication*, 5(2), 130–137. <https://doi.org/10.51577/ijipublication.v5i2.660>
- Rustanta, A., Dwi Putranto, S., & Huang, P. (2025). Maintaining the Digital Public Space: Communication Ethics and Regulatory Challenges in the TikTok Era. *Jurnal Komunikasi*, 17(1), 63–83. <https://doi.org/10.24912/jk.v17i1.32927>
- Solovev, K., Drolsbach, C., Demirel, E., & Pröllochs, N. (2025). *TikTok Rewards Divisive Political Messaging During the 2025 German Federal Election* arXiv : 2509 . 10336v1 [cs . SI] 12 Sep 2025. 1–45.
- Suprpto, F. A., Praditya, E., Dewi, R. M., & Adiyoso, W. (2025). A Policy Implementation Review of the Free Nutritious Meal (MBG) Program. *The Journal of Indonesia Sustainable Development Planning*, 6(2). <https://doi.org/10.46456/jisdep.v6i2.798>
- Syamsu, R., Putry, R., & Widyadhana, N. (2025). TINJAUAN NILAI GIZI DARI PROGRAM MAKAN BERGIZI GRATIS (MBG) PRESIDEN RI. *JURNAL KESEHATAN TAMBUSAI*, 6(4).
- Tamba, D., & Kholikin, R. A. (2025). Media Sosial dalam Membangun Opini Publik atas Layanan Pemerintah: Kajian Literatur Interaksi Sosial Digital. *Jejaring Administrasi Publik*, 17(2), 113–126. <https://doi.org/10.20473/jap.v17i2.79710>
- Verhoest, K., Latusek, D., Six, F., Maman, L., Papadopoulos, Y., Schomaker, R. M., & Trondal, J. (2024). Trust and distrust in public governance settings: Conceptualising and testing the link in regulatory relations. *Journal of Trust Research*, 14(2), 127–156. <https://doi.org/10.1080/21515581.2024.2383918>
- Wahyudi, F., Widuatie, R. E., Ramadhani, A., Dermawan, M. D., Pratama, A. F., & Lestari, I. (2025). Program Makan Bergizi Gratis Dalam Perspektif Etika Politik. *Jurnal Multidisiplin West Science*, 4(5). <https://doi.org/10.58812/jmws.v4i5.2210>
- Zhang, Y., Gaggiano, J. D., Yongsatianchot, N., Suhaimi, N. M., Kim, M., Sun, Y., Griffin, J., & Parker, A. G. (2023). What Do We Mean When We Talk about Trust in Social Media? A Systematic Review. In *Conference on Human Factors in Computing Systems - Proceedings* (Vol. 1, Issue 1). Association for Computing Machinery. <https://doi.org/10.1145/3544548.3581019>