

**“The crisis of trust between the citizen and the government in  
light of the Corona virus pandemic crisis”  
(Jordan as a model)**

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**Abstract:**

This study is conducted in a trial to find out how the Jordanian citizen has updated his trust in his governmental institutions during the period of the Corona virus pandemic crisis, and the extent of the government's ability to gain the trust of the citizen, during the period extending from the initial phase of the crisis to the acute phase in the Fall of 2020. To this end, the government's role in containing the crisis was identified out of the consideration that managing the crisis is one of the priorities of the Jordanian state's policy, which has always thrived to create a healthy and political sound Jordanian society.

The research utilized the descriptive approach as the scientific methodology for analysing this study. The conducted analysis indicated that the Jordanian government's policy and decisions clearly contributed to creating a state of relative trust with its citizens.

**Key words:** Coronavirus pandemic, political trust.

**Introduction:**

The World Health Organization (WHO) has confirmed the first cases of the emerging coronavirus-2019 in the Eastern Mediterranean Region in the United Arab Emirates. The UAE Ministry of Health and Society Protection confirmed on January 29 that four members of the same family from Wuhan, China, had arrived in the UAE at the beginning / mid of January 2020, and were admitted to the hospital on 25 and 27 January, following the confirmation that they were infected with the Corona virus pandemic<sup>1</sup>.

On January 23, Beijing reported that 614 people had been infected with the pandemic, after which 17 people were deceased. Thereon, China imposed quarantine in Wuhan. In the aftermath of the increase in the number of victims, the seriousness of the disease began to become clear. Therefore, the world has become anxious and fearful about the expansion of the pandemic, and then suspicion of the Chinese information further strengthened the hypothesis that the virus may have appeared in China before it was officially announced by Beijing on December 20. This is after the statements of the French champion Elodie Clouville, who is a specialist in military pentathlon, who announced in an interview with a French local channel last March that many athletes who participated in the World Military Games in Wuhan in October 2019, had suffered from a very serious health problem. The French heroine said that she "may have

contracted the Pandemic Covid-19 like many members of the French delegation", her statements depended on tests conducted by a French military doctor. Clouville was one of the first female athletes who talked about the hypothesis that she and the other French delegation members were infected with the Pandemic Coronavirus (COVID-19) while participating in the 2019 Military Games in China<sup>2</sup>.

This, in turn, raised numerous questions about the mechanism of dealing with the Pandemic Coronavirus (COVID-19) without resorting to questioning government policies and information, where the information conflicted at all levels, within the same country and between all countries as well. This led the citizen to depend on himself to obtain information about the Pandemic Coronavirus (COVID-19) by all means, whether they are reliable or not. This in turn prompted the citizen to deal with the decisions of his government indifferently and abandoning his duty which is stemming from the application of the law as a national duty.

Accordingly, we conclude that one of the main issues during the Corona crisis is the citizen's trust in government institutions, and the extent of their ability to work to minimize the negative impact of the Coronavirus disease (COVID-19) pandemic. On the other hand, trust that citizens will act responsibly to improve and develop

opportunities for collective action, such as complying with the governmental instructions including; imposing the curfew, wearing the mask and limiting social gatherings, and limiting unjustified shopping for food supplies. The essence of the issue lies in the mechanism of dealing with the crisis by building trust between the citizen and himself on one hand and the citizen and his governmental institutions on the other hand. This is to say that the combination of establishing personal and institutional trust is the basic condition for crisis management, through monitoring and renewing citizen's trust during such difficult times<sup>3</sup>.

To understand the social conditions required to control the Coronavirus disease (COVID-19) pandemic, we need to know whether citizens are updating their attitudes concerned with trust in response to the traumatic events<sup>4</sup>.

On the other hand, and with the emergence of the first cases of the Coronavirus disease (COVID-19) pandemic in Jordan State subject to this study, Jordan chose to give the optimal priority to the public health concerned with the lives of people at the expenses of the economy, despite the difficult economic conditions in Jordan, which are reflected in the following indicators: high unemployment rate, high debt, slow economic growth, and economic recession in this

country. This is to say because of the early closure which is one of the strongest reactions in the region, the toll of infected cases and deaths in Jordan is still minimal, with (562) registered cases and 9 deaths as of May 11, 2020.

The Jordanian State began to address the economic consequences of this decision and concern itself with the Jordanian people, especially those who are economically deprived, such as the daily-workers and self-employed people. The state accomplished these measures through the securitization process. In the general theoretical framework of securitization, according to the "Copenhagen School" of international relations theory that focuses on security and its most famous theorists such as Ole Wæver and Barry Buzan, "it is the process by which political actors reclassify a topic as a security issue, then the action of speech is used to convince people of the significance of the issue and the need to devote asymmetric resources to it". Should the process of securitizing an issue is successful, it becomes possible to legislate extraordinary means to solve one of the problems which have already been observed. This process may thereto include declaring a state of emergency or martial law, as well as mobilizing the military forces<sup>5</sup>.

This, in turn, prompted the Jordanian Centre of Strategic Studies to conduct a series of surveys for the Jordanian Index - The Pulse of the

Jordanian Street (2-16) on 3/30/2020 on “Jordan and the economic, social and psychological effects of the Corona crisis” .The results revealed that the overwhelming majority of Jordanians by 80% believe that the private sector (institutions, companies and retail shops) has been negatively affected significantly as a result of the curfew and closure procedures. The results also revealed that 86% of the Jordanians believe that the governmental measures represented in the closure of most industrial, commercial and construction private sector institutions will negatively impact this sector, especially the daily workers, the poor and those people with limited income. The huge majority by 73% of the Jordanians believe that the government's economic measures represented in (paying salaries, postponing bank payments, reducing interest on loans, etc.) will considerably contribute to alleviating citizens’ burdens during this crisis. Whereas, 89% of the Jordanians feel upset and frustrated as a result of seeing mosques and churches closed. In addition, 66% of the Jordanians feel anxiety and psychological tension as a result of the curfew. Likewise, 64% of the Jordanians believe that the continuation of the curfew and the disruption of public and private sectors will inevitably lead to family squabbles and disputes as well as negative psychological and health repercussions<sup>6</sup> .

Unfortunately, other traumatic events followed; as in August 2020, the Jordanians were shocked by the new figures and the increase in the number of cases who are infected with Coronavirus, reaching 1,329 cases<sup>7</sup>. By the beginning of October, Jordan registered 70 deaths in addition to the statistics which indicate the suffering of 86% of the elderly in Jordan from chronic diseases, which increases the risk of their death if they contract Coronavirus disease (COVID-19) pandemic. In this regard and according to the Directorate of Public Statistics, the population of Jordan has reached, by the end of 2019, about 10.5 million people, including approximately 574,000 elderly people over the age of 60 years<sup>8</sup>.

The results of the poll issued by the Centre of Strategic Studies in October 2020 confirmed that more than half of the Jordanians by 56% believe that the Prime Minister Bishr Al-Khasawneh will be able to assume the responsibilities of the next stage, and that 59% of the national population sample of the poll believe that the government will succeed in managing the Coronavirus disease (COVID-19) pandemic file, as well as 53% of the population of the poll believe that the ministerial team will be able to assume the responsibilities of the next stage<sup>9</sup>.

This description of the phenomenon puts us in front of the problem of the study, and we define it as follows: unanimously, the Coronavirus disease (COVID-19) pandemic is considered a global wave that puts the political decision-maker in confusion for not having sufficient information about it .Thus, we stand in front of a new and completely different model of the types of pandemic diseases. As Corona viruses are a series of viruses which can infect humans and animals alike. In addition, Corona virus is considered the world pandemic for the year 2020. It is worth mentioning that Jordan is one of the countries which seriously addressed the pandemic through taking the entire precautionary and preventive measures, nevertheless, a new wave of the pandemic has returned to cause several infected cases and deaths. The direct causes of the soaring number of the infected people are as follows: the poor living conditions, the citizen's failure to comply with the required preventive instructions, questioning the existence of the virus and considering it a political issue, and government policies floundering with ill-considered decisions, and this is what this study tries to reach and prove it.

**With the aim to study the problem under investigation, we see that it should be addressed through the following research statements:**

- Studying and clarifying the phenomenon of Coronavirus disease (COVID-19) pandemic.
- Identifying the aspects of the trust crisis between the citizen and the government.
- The extent of the impact of Coronavirus disease (COVID-19) pandemic on the mutual trust between the citizen and the government.

**Objectives of the study:**

This research aims mainly at achieving the following objectives:

- Clarifying the linguistic and idiomatic concept of the trust crisis between the citizen and the government.
- Investigating the manifestations of the trust crisis between the citizen and the government in Jordan during the period as of the beginning of the case until now.
- Revealing the crisis of trust between the citizen and the government during the outbreak of the Corona pandemic.

**Significance of the study:**

- This research derives its significance through the examination of

the manifestations of the Corona pandemic in Jordan and the policy adopted by the government towards such manifestations.

- The significance of this research is also evident as it is paralleling to the local and regional pressures the Kingdom is witnessing on the Jordanian political decision-maker represented in the Palestinian cause, and the economic and social embargo that the world is witnessing which is directly impacting the Jordanian economy in a negative manner. This research may draw attention of the political decision-makers, researchers and specialists to the significance of reaching a compromised formula between the citizen and his leadership in anticipation of any potential popular protests.

### **Methodology of the research:**

The research utilized the descriptive and analytical approach as a theoretical study, by spotting the literature related to the subject under study, and analyzing the concepts and social reality related to the phenomenon studied to identify the manifestations of the trust crisis between the citizen and the government in light of the Coronavirus disease (COVID-19) pandemic crisis. The study relied on collecting opinions about the phenomenon under study and describing it, through a questionnaire applied to (.....) residents of Jordan during the period extending from the beginning of the pandemic until now, which represents the period under study.

**Hypotheses of the research:**

1. There are statistically significant differences between the average scores of the sample individuals in the extent of the citizen's implicit acceptance of the society in which he lives according to the study variables.
2. There are statistically significant differences between the average scores of the sample individuals in the reasons for worsening of affairs according to the variables of the study.
3. There are statistically significant differences between the average scores of the sample individuals in the reasons for the government's inability to assume its responsibilities according to the study variables.
4. There are statistically significant differences between the average scores of the sample individuals in the most important problems that hinder government's work according to the study variables.
5. There is a correlation between the domains of the questionnaire of the trust crisis between the citizen and the government in light of the Corona crisis and the variables of the study.

**Terminology of the study:****It includes the following:**

**Coronavirus:** Corona viruses are a broad group of viruses which include viruses that cause a group of diseases in humans, ranging from the common cold to the acute respiratory syndrome. As of

June, 214 human infections with variable strains of Corona virus-SARS-19 have been detected in Denmark, all associated with Mink farms, including 12 cases of infection with a unique variable strain<sup>10</sup>. The Coronavirus - SARS-19, which causes Covid-19 disease, was first identified in December 2019, and as of November 6, more than 48 million people had been infected with it, and more than 1.2 million people had died worldwide. However, the widespread belief that the virus is related to the bat strain, the origin, host and intermediary of the virus has not yet been identified<sup>11</sup>.

### **Political trust:**

Trust plays a crucial role in the extent to which citizens are positive towards institutions and bodies assuming responsibilities, and how citizens act towards their inclination to pay taxes and their collective compliance with decisions during emergency circumstances. Trust in government represents the guiding principles of how to achieve the economic growth and development<sup>12</sup>.

On the other hand, lack of trust leads to non-compliance with the government policies and procedures, and questioning their suitability to the interests of citizens.

The Jordanian citizen, in particular, suffers from difficult economic conditions, whether because of the general situation of the state including the forced migrations which directly affected job opportunities and increased the cost of living, and this was followed

by the emergence of the Corona pandemic and disruption of the economic field, so that the curfew was imposed, and the contracts of many workers in the field of private sector were terminated as well as the occasional conflicting news and ill-considered government decisions. This in turn helped the citizen to get confused and thus he questions the ability of the government to overcome the general circumstances of the pandemic in a way that serves and helps build bridges of mutual trust between him and his government. In this context, Kenneth Arrow says, "It seems to me that the virtue of honesty is of great significance in the economic life ... We can say with reasonable certainty that: much of the economic backwardness in the world can be justified by the lack of mutual trust."<sup>13</sup>

Political trust also depends on citizens' assessment of the extent to which the authorities and political institutions are complying with implementing what they have already promised in accordance with their expectations<sup>14</sup>, and the extent of the citizen's trust in the performance of the legislative authority (Parliament). This was evident during the Jordanian parliamentary elections 2020, with an unprecedented decrease in citizens' participation by 29.99%. This in turn prompts the definition of political trust as follows: "the government's ability to meet the demands, requirements and needs of its citizens, and the effectiveness of the measures which it takes to fulfil the interest of the citizens".

**Validity and reliability of the research instruments:**

**Validity of the questionnaire:**

It means the ability of the questionnaire to measure what was put to be measured.

**Validity of internal consistency:**

1- Calculating the correlation coefficients between the degree of each of the statements comprising each axis, and the total degree of the axis in the questionnaire.

2- Calculating the correlation coefficients between the total score for each axis of the questionnaire and the total degree of the scale.

**The first axis: The extent of the citizen's implicit acceptance of the society in which he lives:**

The validity was calculated using internal consistency by calculating the correlation coefficient (Pearson correlation coefficient) between the degree of each statement and the degree of the axis (the extent of the citizen's implicit acceptance of the society in which he lives), and the following table shows this:

**Table (1) Values of the correlation coefficients between the degree of each statement and the degree of the axis (the extent of the citizen's implicit acceptance of the society in which he lives)**

No.	Correlation	Significance	No.	Correlation	Significance
1	0.618	0.05	4	0.856	0.01
2	0.803	0.01	5	0.725	0.01
3	0.950	0.01			

It is evident from the table that the correlation coefficients are all significant at the level of (0.01 - 0.05) due to their proximity to the correct one, which indicates the validity and homogeneity of the questionnaire statements.

**The second axis: the reasons for worsening of affairs:**

The validity was calculated using internal consistency by calculating the correlation coefficient (Pearson correlation coefficient) between the score of each statement and the axis score (the reasons for worsening of affairs), and the following table explains this:

**Table (2) Values of the correlation coefficients between the degree of each statement and the degree of the axis (the reasons for worsening of affairs)**

No.	Correlation	Significance	No.	Correlation	Significance
1	0.872	0.01	4	0.827	0.01
2	0.713	0.01	5	0.640	0.05
3	0.920	0.01			

It is evident from the table that the correlation coefficients are all significant at the level of (0.01 - 0.05) due to their proximity to the correct one, which indicates the validity and homogeneity of the questionnaire statements.

**The third axis: The reasons for the government's inability to assume its responsibilities:**

The validity was calculated using internal consistency by calculating the correlation coefficient (Pearson correlation coefficient) between the degree of each statement and the degree of the axis (the reasons for the government's inability to assume its responsibilities), and the following table shows this:

**Table (3) Values of the correlation coefficients between the degree of each statement and the degree of the axis (reasons for the government's inability to assume its responsibilities)**

No.	Correlation	Significance	No.	Correlation	Significance
1	0.841	0.01	4	0.947	0.01
2	0.624	0.05	5	0.736	0.01
3	0.888	0.01			

It is evident from the table that the correlation coefficients are all significant at the level of (0.01 - 0.05) due to their proximity to the correct one, which indicates the validity and homogeneity of the questionnaire statements.

**The fourth axis: The most important problems that hinder the work of the government:**

The validity was calculated using internal consistency by calculating the correlation coefficient (Pearson correlation coefficient) between the degree of each statement and the degree of the axis (the most important problems that hinder the work of the government), and the following table shows this:

**Table (4) values of the correlation coefficients between the degree of each statement and the degree of the axis (the most important problems that hinder the work of the government)**

No.	Correlation	Significance	No.	Correlation	Significance
1	0.901	0.01	4	0.606	0.05
2	0.758	0.01	5	0.867	0.01
3	0.814	0.01			

It is evident from the table that the correlation coefficients are all significant at the level of (0.01 - 0.05) due to their proximity to the

correct one, which indicates the validity and homogeneity of the questionnaire statements.

**Validity using internal consistency between the total score for each axis and the total score of the questionnaire:**

The validity was calculated using internal consistency by calculating the correlation coefficient (Pearson correlation coefficient) between the total score for each axis (the extent of the citizen's implicit acceptance of the society in which he lives, the reasons for worsening of affairs, the reasons for the government's inability to assume its responsibilities, the most important problems that hinder the government's work) The total score of the questionnaire, and the following table shows this:

**Table (5) Values of the correlation coefficients between the total score for each axis (the extent of the citizen's implicit acceptance of the society in which he lives, the reasons for worsening of affairs, the reasons for the government's inability to assume its responsibilities, the most important problems that hinder the government's work) and the total degree of the questionnaire.**

The axes	Correlation	Significance
The first axis: The extent of the citizen's implicit acceptance of the society in which he lives	0.770	0.01
The second axis: The reasons for worsening of affairs	0.708	0.01
The third axis: The reasons for the government's inability to assume its responsibilities	0.836	0.01
The fourth axis: The most important problems that hinder the work of the government	0.891	0.01

It is evident from the table that the correlation coefficients are all significant at the level of (0.01) due to their proximity to the correct one, which indicates the validity and homogeneity of the survey axes.

### **Reliability:**

Reliability means the accuracy of the test in the measurement and observation, and its none contradiction with itself, and its consistency regarding what it provides us with information on the subject's behavior, which is the ratio between the variance of the scores on the questionnaire that indicates the actual performance of the subject, and the reliability, was calculated by:

- 1- Alpha Cronbach coefficient.
- 2- Split-half method.

**Table (6) Values of the coefficient of reliability for the questionnaire axes**

The axes	Alpha coefficient	Split-half
The first axis: The extent of the citizen's implicit acceptance of the society in which he lives	0.812	0.777 – 0.850
The second axis: The reasons for worsening of affairs	0.746	0.706 – 0.781
The third axis: The reasons for the government's inability to assume its responsibilities	0.914	0.872 – 0.953
The fourth axis: The most important problems that hinder the work of the government	0.769	0.720 – 0.803
Reliability of the questionnaire overall	0.855	0.819 – 0.893

It is evident from the above table that all the values of the reliability coefficients; alpha coefficient and Split-half method are significant at the level of 0.01, which indicates the reliability of the questionnaire.

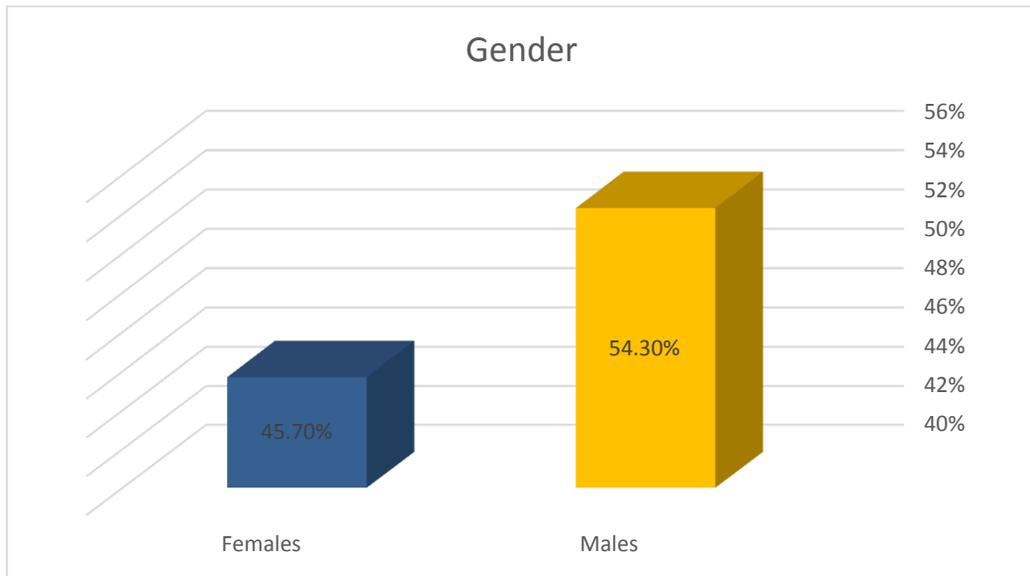
### General data:

#### Gender:

Table (7) and chart (1) show the distribution of the research sample according to the gender variable

Table (7) Distribution of the research sample according to the gender variable

Gender	Number	Percentage
Males	847	54.3%
Females	713	45.7%
Aggregate	1560	100%



**Chart (1) shows the distribution of the research sample according to the gender variable**

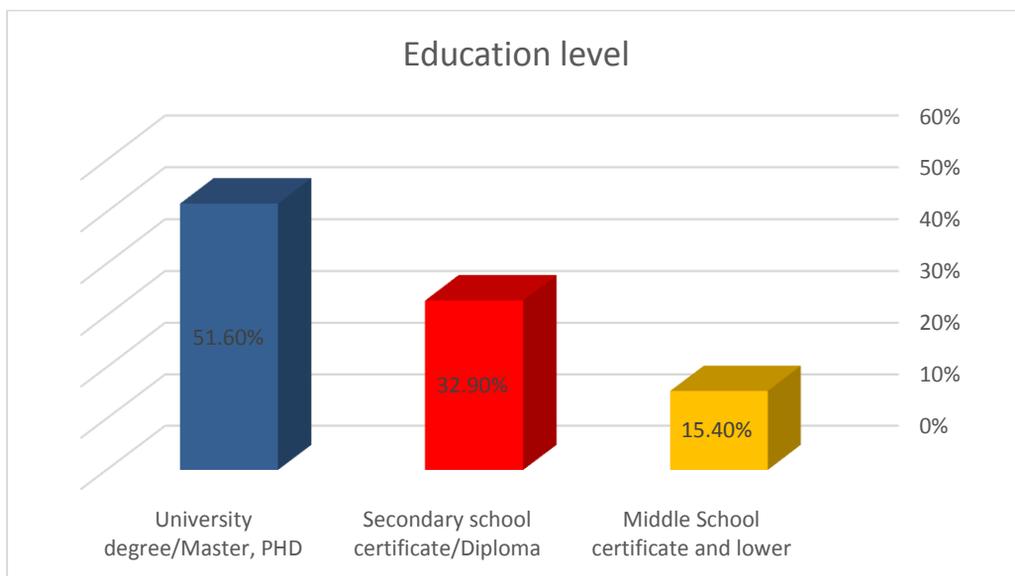
It is evident from table (7) and chart (1) that 847 of the research sample are males at 54.3%, whereas 713 of the research sample are females at 45.7%.

## **2- Educational level:**

Table (8) and chart (2) show the distribution of the research sample according to the educational level variable.

**Table (8) Distribution of the research sample according to the educational level variable**

Educational level	Number	Percentage
Middle certificate and less	241	15.4%
Secondary certificate/Diploma	514	32.9%
University certificate/Master, PHD	805	51.6%
<b>Aggregate</b>	<b>1560</b>	<b>100%</b>



**Chart (2) shows the distribution of the research sample according to the educational level variable**

It is evident from table (8) and chart (2) that 805 of the research sample hold a university / master's degree, a doctoral degree at 51.6%, whereas 514 of the research sample hold a secondary school certificate/ diploma / diploma at 32.9%, and 241 of the research sample hold middle school certificate or less at 15.4%

**Results:**

**The first hypothesis:**

**“There are statistically significant differences between the average scores of the sample individuals regarding the extent of the citizen's implicit acceptance of the society in which he lives according to the study variables”.**

To verify this hypothesis, T-test was applied, and the analysis of variance calculated the scores of the sample individuals regarding the extent of the citizen's implicit acceptance of the society in which he lives, and the following tables show this:

**Table (9) Differences in the average scores of the sample individuals regarding the extent of the citizen's implicit**

acceptance of the society in which he lives, according to the variable of sex

Gender	Arithmetic mean	standard deviation	Sample	Degrees of freedom	(T) value	Significance
Males	23.111	2.024	847	1558	9.644	Significant at 0.01 in favor of males
Females	16.528	1.986	713			



Chart (3) shows the differences in the average scores of the sample individuals regarding the extent of the citizen's implicit acceptance of the society in which he lives according to the variable of sex

It is evident from table (9) and chart (3) that the value of (T) was (9.644), which is a statistically significant value at the level of significance of (0.01) in favor of males, where the average score for males was (23,111), whereas the average score for females was (16,528), which indicates that males had more implicit acceptance of the society in which they live than females.

**Table (10) Analysis of variance for the scores of the sample individuals regarding the extent of the citizen's implicit acceptance of the society in which he lives according to the educational level variable**

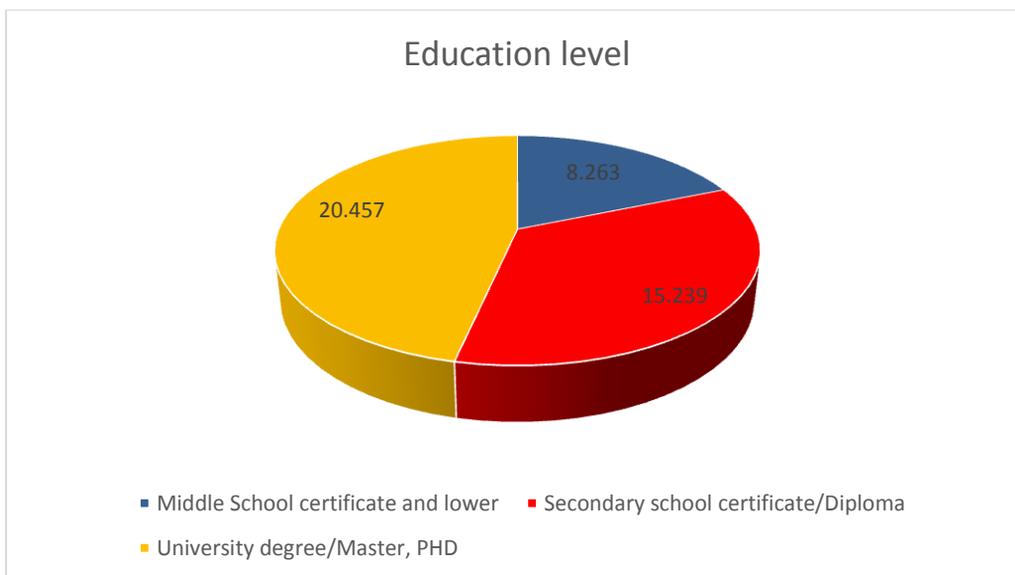
<b>Educational level</b>	<b>Sum of squares</b>	<b>Average of squares</b>	<b>Degrees of freedom</b>	<b>(P) value</b>	<b>Significance</b>
<b>Between groups</b>	<b>21245.345</b>	<b>10622.673</b>	<b>2</b>	<b>43.685</b>	<b>Significant at 0.01</b>
<b>In groups</b>	<b>378610.285</b>	<b>243.167</b>	<b>1557</b>		
<b>Aggregate</b>	<b>399855.630</b>		<b>1559</b>		

It is evident from table (10) that the value of (P) was (43.685), which is a statistically significant value at the level of (0.01), which indicates that there are differences between the scores of the sample individuals regarding the extent of the citizen's implicit acceptance

of the society in which he lives according to the educational level variable. To find out the direction of the significance, Scheffé Test for multiple comparisons was applied, and the following table shows this:

**Table (11) Scheffé Test for multiple comparisons**

<b>Educational level</b>	<b>Middle certificate and less M= 8.263</b>	<b>Secondary certificate/Diploma M=15.239</b>	<b>University certificate/Master, PHD M=20.457</b>
<b>Middle certificate and less</b>	-		
<b>Secondary certificate/Diploma</b>	<b>6.976**</b>	-	
<b>University certificate/Master, PHD</b>	<b>12.194**</b>	<b>5.218**</b>	-



**Chart (4) Differences in the sample scores regarding the extent of the citizen’s implicit acceptance of the society in which he lives according to the educational level variable**

It is evident from table (11) and chart (4) that there are differences regarding the extent of the citizen’s implicit acceptance of the society in which he lives between the sample individuals who hold a university degree / master and doctoral degrees and both of individuals of the sample who hold a “secondary school certificate / diploma, and a middle school certificate or less” in favor of the sample individuals who hold a university degree / master and doctoral degrees at the level of significance of (0.01). There are also differences between individuals of the sample who hold a secondary

school certificate / diploma and individuals of the sample who hold a middle school certificate or less in favor of the individuals of the sample who hold a secondary school certificate / diploma at the level of significance of (0.01). The sample individuals who hold a university degree / master and doctoral degrees came in the first place, as the implicit acceptance of the society in which they live was more, then they were followed by the sample individuals who hold a secondary school certificate/diploma in the second place. Eventually, the sample individuals who hold a middle school certificate or less came in the last place.

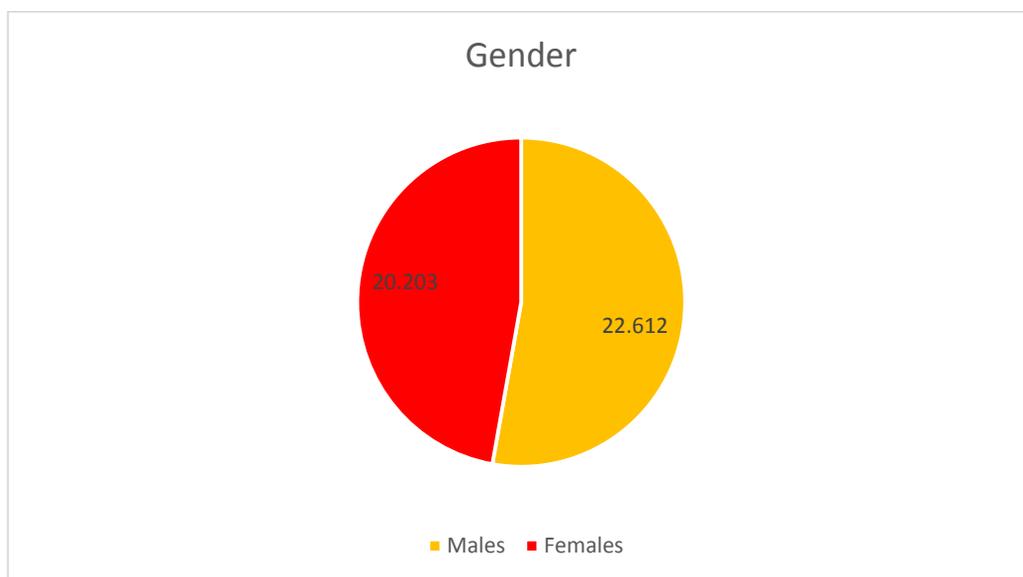
**The second hypothesis:**

**“There are statistically significant differences between the average scores of the sample individuals in the reasons for worsening of affairs according to the variables of the study”.**

To verify this hypothesis, (T) test was applied, and the analysis of variance calculated the scores of the sample individuals in the reasons for worsening of affairs, and the following table explains this:

**Table (12) Differences in the average scores of the sample individuals regarding the reasons for worsening of affairs according to the gender variable**

Gender	Arithmetic mean	standard deviation	Sample	Degrees of freedom	(T) value	Significance
Males	22.612	2.503	847	1558	2.081	Significant at 0.05 in favor of males
Females	20.203	2.188	713			



**Chart (5) Differences in the average scores of the sample individuals regarding the reasons for worsening of affairs according to the gender variable**

It is evident from table (12) and chart (5) that the value of (T) was (2.081), which is a statistically significant value at the level of significance of (0.05) in favor of males, where the average score for

males was (22,612), whereas the average score for females was (20.203), which indicates that males were more aware of what was causing the worsening of the affairs than females.

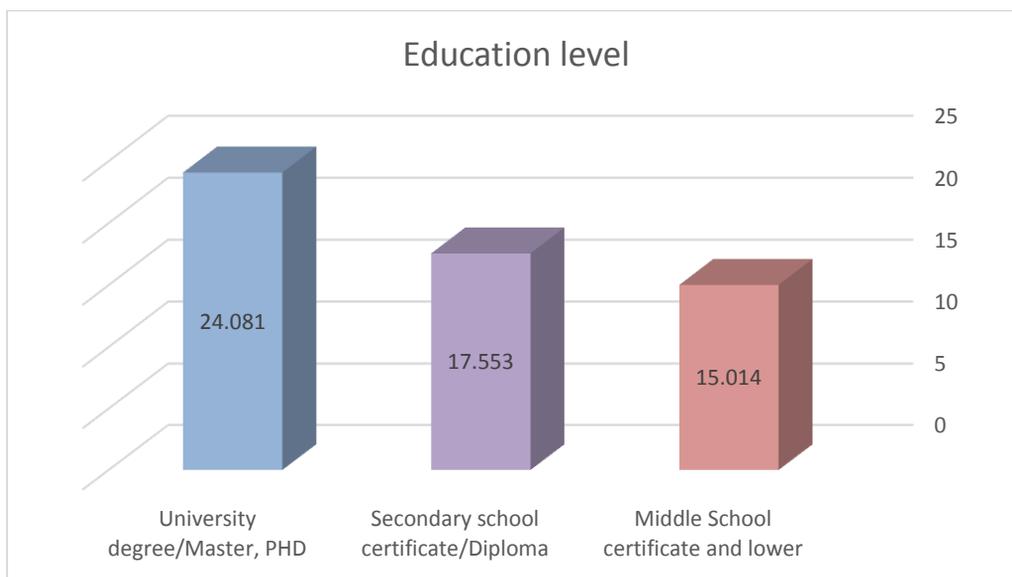
**Table (13) Analysis of variance of the degrees of the sample individuals regarding the reasons for worsening of affairs according to the educational level variable**

<b>Educational level</b>	<b>Sum of squares</b>	<b>Average of squares</b>	<b>Degrees of freedom</b>	<b>(P) value</b>	<b>Significance</b>
<b>Between groups</b>	<b>20259.597</b>	<b>10129.799</b>	<b>2</b>	<b>35.085</b>	<b>Significant at 0.01</b>
<b>In groups</b>	<b>449540.486</b>	<b>288.722</b>	<b>1557</b>		
<b>Aggregate</b>	<b>469800.083</b>		<b>1559</b>		

It is evident from table (13) that the value of (P) was (35.085), which is a statistically significant value at the level of (0.01), which indicates that there are differences between the scores of the sample individuals regarding the reasons for worsening of affairs according to the educational level variable. To find out the direction of the significance, Scheffé Test for multiple comparisons was applied, and the following table shows this:

**Table (14) Scheffé Test for multiple comparisons**

Educational level	Middle certificate and less M=15.014	Secondary certificate/Diploma M=17.553	University certificate/Master, PHD M=24.081
Middle certificate and less	-		
Secondary certificate/Diploma	2.539*	-	
University certificate/Master, PHD	9.067**	6.528**	-



**Chart (6) Differences in the sample's scores regarding the reasons for worsening of affairs according to the educational level variable**

It is evident from table (14) and chart (6) that there are differences regarding the reasons for worsening of affairs between individuals of the sample who hold a university degree / master and doctoral degrees and both of the sample individuals who hold a “secondary school certificate / diploma, and a middle school certificate or less” in favor of the sample individuals who hold a university degree / master and doctoral degrees at significance level of (0.01), whereas there are differences between the sample individuals who hold a secondary school certificate / diploma and individuals of the sample who hold a middle school certificate or less in favor of individuals of the sample who hold a secondary school certificate / diploma at the significance level of (0.05). The sample individuals who hold a university degree / master and doctoral degrees came in the first place as they were more aware of the reasons for worsening of affairs, then, they were followed by the individuals of the sample who hold a secondary school certificate / diploma who came in the second place. Eventually, they were followed by the individuals of the sample who hold a middle school certificate or less in the last place.

**The third hypothesis:**

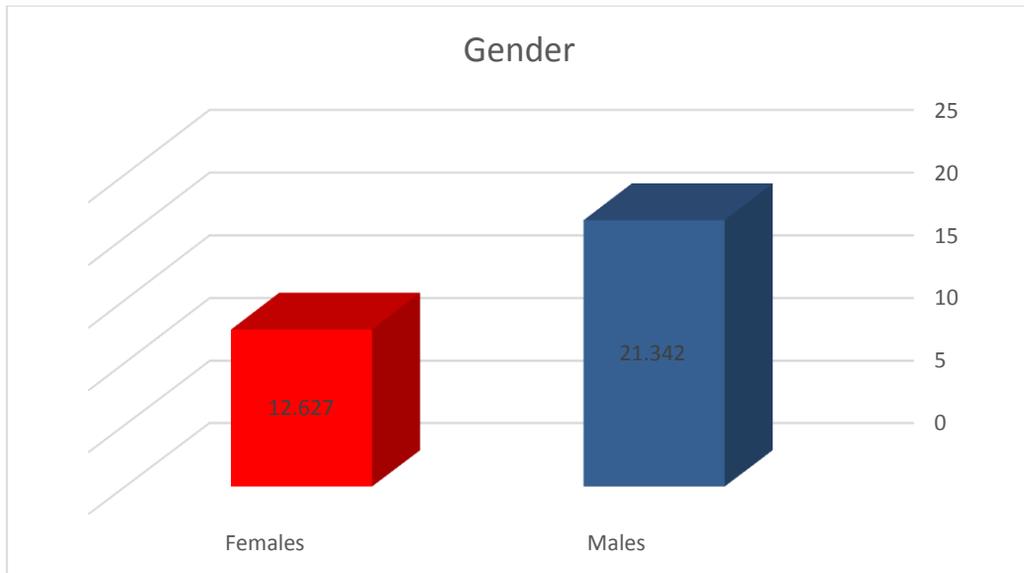
**“There are statistically significant differences between the average scores of the sample individuals regarding the reasons for**

**the government's inability to assume its responsibilities according to the study variables”.**

To verify this hypothesis, (T) test was applied, and the analysis of variance of the scores of the sample individuals was calculated in the reasons for the government's inability to assume its responsibilities, and the following table shows this:

**Table (15) Differences in the average scores of the sample individuals regarding the reasons for the inability of the government to assume its responsibilities according to the gender variable**

Gender	Arithmetic mean	standard deviation	Sample	Degrees of freedom	(T) value	Significance
Males	21.342	2.006	847	1558	11.093	Significant at 0.01
Females	12.627	1.381	713			



**Chart (7) Differences in the average scores of the sample individuals regarding the reasons for the inability of the government to assume its responsibilities according to the gender variable.**

It is evident from table (15) and chart (7) that the value of (T) was (11.093), which is a statistically significant value at the level of significance of (0.01) in favor of males, where the average score for males was (21,342), whereas the average score for females was (12,627), which indicates that males were more aware of the reasons for the government's inability to assume its responsibilities than females.

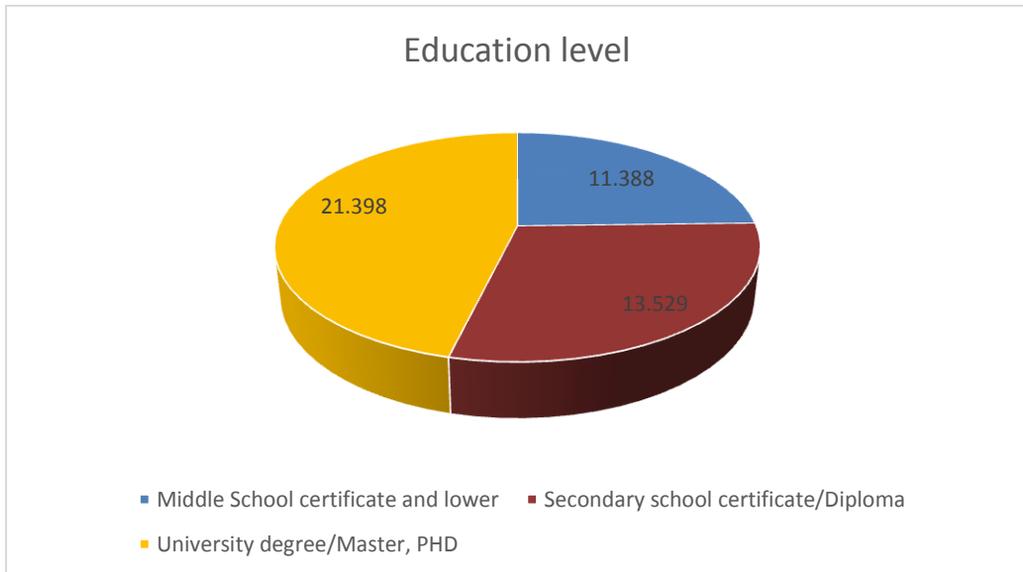
**Table (16) Analysis of variance of the scores of the sample individuals regarding the reasons for the inability of the government to assume its responsibilities according to the educational level variable**

<b>Educational level</b>	<b>Sum of squares</b>	<b>Average of squares</b>	<b>Degrees of freedom</b>	<b>(P) value</b>	<b>Significance</b>
<b>Between groups</b>	<b>20786.116</b>	<b>10393.058</b>	<b>2</b>	<b>39.540</b>	<b>Significant at 0.01</b>
<b>In groups</b>	<b>409260.801</b>	<b>262.852</b>	<b>1557</b>		
<b>Aggregate</b>	<b>430046.917</b>		<b>1559</b>		

It is evident from table (16) that the value of (P) was (39,540), which is a statistically significant value at the significance level of (0.01), which indicates that there are differences between the degrees of the sample individuals in the reasons for the inability of the government to assume its responsibilities according to the educational level variable. To find out the direction of the significance, Scheffé Test for multiple comparisons was applied, and the following table shows this:

**Table (17) Scheffé Test for multiple comparisons**

<b>Educational level</b>	<b>Middle certificate and less M=11.388</b>	<b>Secondary certificate/Diploma M=13.529</b>	<b>University certificate/Master, PHD M=21.398</b>
<b>Middle certificate and less</b>	-		
<b>Secondary certificate/Diploma</b>	<b>2.141*</b>	-	
<b>University certificate/Master, PHD</b>	<b>10.010**</b>	<b>7.869**</b>	-



**Chart (8) Differences in the sample score regarding the reasons for the government's inability to assume its responsibilities according to the educational level variable**

It is evident from table (17) and chart (8) that there are differences regarding the reasons for the government's inability to assume its responsibilities between the sample individuals who hold a university degree / master and doctorate degrees and both of the sample individuals who hold "secondary school certificate / diploma, and middle school certificate or less" in favor of the sample individuals who hold a university degree / master and doctoral degrees at the level of significance of (0.01), whereas there are differences between individuals of the sample who hold "secondary school certificate / diploma, and individuals of the sample who hold middle school certificate or less in favor of the individuals of the sample who hold a secondary school certificate / diploma at the significance level of (0.05). The sample individuals who hold a university degree / master and doctoral degrees came in the first place as they were more aware of the reasons for the government's inability to assume its responsibilities, then, they were followed by the individuals of the sample who hold a secondary school certificate / diploma who came in the second place. Eventually, they were

followed by the individuals of the sample who hold a middle school certificate or less in the last place.

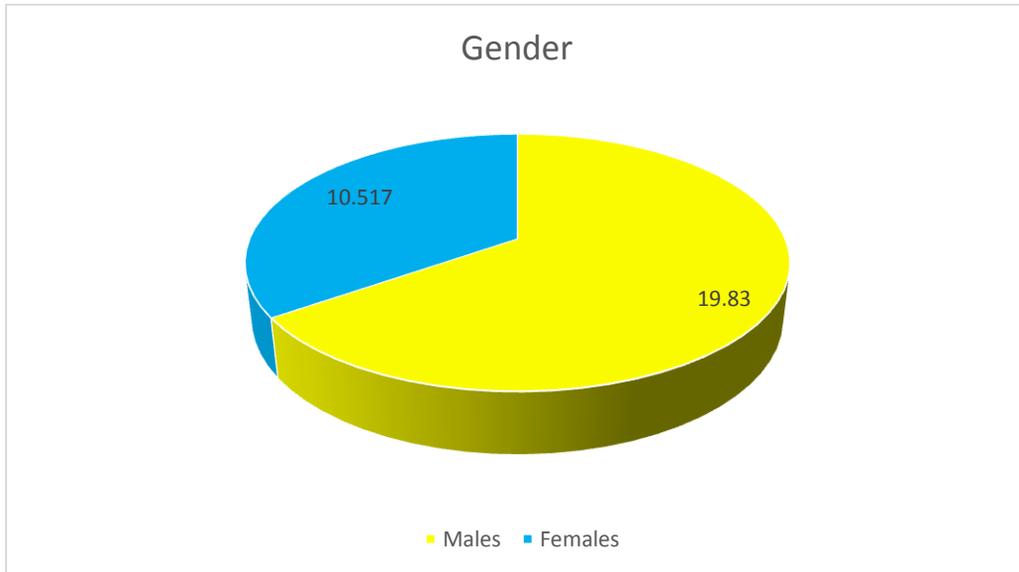
**The fourth hypothesis:**

**“There are statistically significant differences between the average scores of the sample individuals regarding the most important problems that hinder government’s work, according to the study variables”.**

To verify this hypothesis, (T) test was applied, and the analysis of variance calculated the scores of the sample individuals regarding the most important problems that hinder the government’s work. The following table shows this:

**Table (18) Differences in the average scores of the sample individuals regarding the most important problems that hinder government’s work according to the gender variable**

Gender	Arithmetic mean	standard deviation	Sample	Degrees of freedom	(T) value	Significance
Males	19.830	2.053	847	1558	14.437	Significant at 0.01 in favor of the males
Females	10.517	1.443	713			



**Chart (9) Differences in the average scores of the sample individuals regarding the most important problems that hinder government's work according to the gender variable**

It is evident from table (18) and chart (9) that the value of (T) was (14.437), which is a statistically significant value at the level of significance of (0.01) in favor of males, where the average score for males was (19.830), whereas the average score for females was (10.517), which indicates that males were more aware of the most important problems that hinder government's work than females.

**Table (20) Analysis of variance of the sample scores regarding the most important problems that hinders government's work according to the educational level variable**

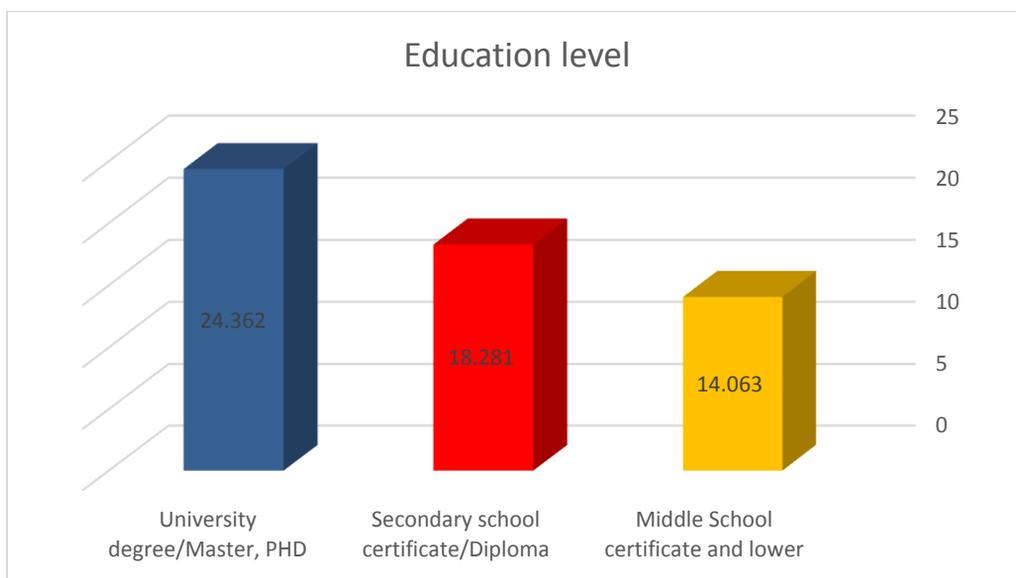
<b>Educational level</b>	<b>Sum of squares</b>	<b>Average of squares</b>	<b>Degrees of freedom</b>	<b>(P) value</b>	<b>Significance</b>
<b>Between groups</b>	<b>22336.288</b>	<b>11168.144</b>	<b>2</b>	<b>59.838</b>	<b>Significant at 0.01</b>
<b>In groups</b>	<b>290597.880</b>	<b>186.640</b>	<b>1557</b>		
<b>Aggregate</b>	<b>312934.168</b>		<b>1559</b>		

It is evident from table (20) that the value of (P) was (59.838), which is a statistically significant value at the level of (0.01), which indicates that there are differences between the scores of the sample individuals regarding the most important problems that hinder government's work according to the educational level variable .To find out the direction of the significance, Scheffé Test for multiple comparisons was applied, and the following table shows this:

**Table (21) Scheffé Test for multiple comparisons**

<b>Educational level</b>	<b>Middle certificate and less</b>	<b>Secondary certificate/Diploma M=18.281</b>	<b>University certificate/Master, PHD</b>
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	M=14.063		M=24.362
<b>Middle certificate and less</b>	-		
<b>Secondary certificate/Diploma</b>	<b>4.218**</b>	-	
<b>University certificate/Master, PHD</b>	<b>10.299**</b>	<b>6.081**</b>	-



**Chart (10) Differences in the sample scores regarding the most important problems that hinder government's work according to the educational level variable**

It is evident from table (21) and chart (10) that there are differences regarding the most important problems that hinder government's work between the sample individuals who hold a university degree / master and doctorate degrees and both of the sample individuals who hold "secondary school certificate / diploma, and middle school certificate or less in favor of the sample individuals who hold a university degree / master and doctoral degrees at the level of significance of (0.01), and there are differences between individuals of the sample who hold "secondary school certificate / diploma, and individuals of the sample who hold middle school certificate or less in favor of individuals of the sample who have a secondary school certificate / diploma at the significance level of (0.01). The sample individuals who hold a university degree / master and doctoral degrees came in the first place as they were more familiar with the most important problems that hinder government's work, then, they were followed by the individuals of the sample who hold a secondary school certificate / diploma who came in the second place. Eventually, they were followed by the individuals of the sample who hold a middle school certificate or less in the last place.

**The fifth hypothesis:**

**“There is a correlation between the axes of the questionnaire regarding the trust crisis between the citizen and the**

government in light of the Corona crisis and the variables of the study”.

To verify the validity of this hypothesis, a correlation matrix was created between the axes of the questionnaire of the crisis of trust between the citizen and the government in light of the Corona crisis and the study variables, and the following table shows the values of correlation coefficients:

**Table (22) Correlation matrix between the questionnaire axes of the trust crisis between the citizen and the government in light of the Corona crisis and the variables of the study**

	The extent of the citizen's implicit acceptance of the society in which he lives	The reasons for worsening of affairs	The reasons for the government's inability to assume its responsibilities	The most important problems that hinder the work of the government	The trust crisis between the citizen and the government overall
Gender	0.115	0.225	0.164	0.103	0.189
Educational level	0.789**	0.606*	0.825**	0.908**	0.864**

It is evident from table (22) that there is a direct correlation between the axes of the questionnaire of the trust crisis between the citizen and the government in light of the Corona crisis and some of the study variables at the significance level of 0.01, 0.05. As the higher the educational level, the greater the citizen's implicit acceptance of the society in which he lives, as well as the higher the educational level, the greater the understanding of the reasons for worsening of the affairs, likewise, the higher the educational level, the greater the understanding of the reasons for the government's inability to assume its responsibilities. Eventually, the higher the educational level, the greater the identification of the most important problems that hinder government's work. Nevertheless, there is no correlation between gender and the questionnaire axes of the trust crisis between the citizen and the government in light of the Corona crisis.

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## أزمة الثقة بين المواطن والحكومة في ظل أزمة وباء كورونا

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### ملخص

تحاول الدراسة معرفة كيف قام المواطن الأردني بتحديث ثقته بمؤسسته الحكومية خلال فترة أزمة كورونا، ومدى قدرة الحكومة على كسب ثقة المواطن، خلال الفترة الممتدة من المرحلة الأولية إلى المرحلة الحادة في خريف ٢٠٢٠. وللوصول إلى الهدف المنشود تم التعرف على حيثيات دور الحكومة في احتواء الأزمة؛ على اعتبار أن إدارة الأزمة من أولويات سياسة الدولة الأردنية التي سعت دوماً لخلق مجتمع أردني متعافي صحياً وسياسياً.

وقد تم اعتماد المنهج الوصفي كمنهج علمي لتحليل الدراسة، وأشار التحليل إلى أن سياسة الحكومة وقراراتها ساهمت بشكل واضح في وصول الدولة الأردنية لحالة من الثقة النسبية مع مواطنيها.

كلمات مفتاحية: فايروس كورونا، الثقة السياسية