

The Electronic Newsletter of the First International Network on Trust

Season's Greetings and Best Wishes for the New Year!

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Please send your items for the next Edition to the Editor anytime. Please feel encouraged to forward this newsletter and to pass additional email addresses for the mailing list on to the Editor.

Your news not included here? Tell the Editor about it!

1. FINT CONFERENCE: 4th EIASM WORKSHOP ON TRUST IN AMSTERDAM 2007

As announced already through a FINT SPECIAL ALERT, Sim Sitkin and Katinka Bijlsma-Frankema have published the Call for Papers and further details of the 4th EIASM Workshop on "Trust Within and Between Organizations", a.k.a. the FINT Conference, to be held in Amsterdam on Thursday and Friday 25-26 October 2007:

http://www.eiasm.org/frontoffice/event_announcement.asp?event_id=495

Distinguished speakers at the conference will be Karen Cook, Don Ferrin and Aks Zaheer. Special Sessions will be chaired by Kurt Dirks, Roy Lewicki, Paul Vlaar, Dries Faems, Anoop Madhok, Sandro Castaldo, Fabrizio Zerbin, Roxanne Zolin, Tom Elfring, Guido Möllering, Don Ferrin, Nicole Gillespie, Richard Priem, Antoinette Weibel, Teemu Kautonen, Heikki Karjaluoto, Rosalind Searle, Denise Skinner, Keith Jackson, Gerhard Smid, and Fergus Lyon.

The deadline for uploading your 800-1000-word abstract is 21 May 2007.

2. ESRC SEMINAR ON TRUST ACROSS CULTURES, DURHAM UNIVERSITY

ESRC Seminar series: "Building, maintaining and repairing trust across cultures: theory and practice" - next seminar, Durham, 22 March 2007.

<http://www.business.brookes.ac.uk/research/esrc/>

You are warmly invited to participate in the fifth seminar in this exciting ESRC-funded research series on trust within and across different 'cultural spheres'. The series is being jointly organised by Professor Mark Saunders (Oxford Brookes), Professor Denise Skinner (Coventry), Associate Professor Nicole Gillespie (Warwick), and Dr Graham Dietz (Durham).

The particular focus for this seminar is on ontological and epistemological issues concerned with conducting research into trust across different cultures. To help participants to reflect on these issues we will be taking a more in-depth examination of current conceptualisations of 'culture'/ 'cultural spheres', as well as the latest thinking on research methods for cross-cultural research.

Both keynote speakers are experts on culture specifically. Professor Brendan McSweeney (Essex) is confirmed as one of the keynote speakers. He has written extensively on problems with Hofstede's work on national culture (see *Human Relations*, 2002). We are also hoping that the second keynote speaker will be Associate Professor Georgia Chao (Michigan State), who recently published an article in the *Journal of Applied Psychology* setting out a metatheory of culture.

Each will present their ideas on understanding and researching 'culture', and will then lead discussions and workshops on the implications that their ideas have for researching trust across cultures. The overall purpose is to foster a clearer understanding of the dimension of culture, and from there to facilitate collaborative research agendas.

The date for the seminar is Thursday, 22 March 2007, and the seminar is to take place at Durham Business School, in Durham, UK. Everyone is invited, though spaces are limited to around 30. There is no charge for attending the event and lunch is provided. Good, and inexpensive accommodation will be arranged in Durham, to be paid for by delegates.

Durham is on the main east coast mainline train route in the UK, beginning at London Kings Cross (3.5 hours), as well as the Virgin service through Birmingham and the Midlands. It is also close to two airports (Durham Tees Valley and Newcastle) and is reachable by a direct train service from Manchester airport (2 hours).

If you have any questions about the event please contact Graham Dietz (graham.dietz@durham.ac.uk). If you would like to attend please contact Jane Errington (jcerrington@brookes.ac.uk) for full details.

3. AOM 2007 IN PHILADELPHIA: PDWS ON TRUST ACCEPTED

The following three Professional Development Workshops (PDWs) on Trust have been accepted to run at the next Annual Meeting of the Academy of Management in Philadelphia, 3-8 August 2007.

Congratulations to the organizers!

<http://meeting.aomonline.org/2007/>

Bill McEvily and Laura Poppo will be chairing two connected PDWs (sponsored by the Business Policy and Strategy division). Scheduling information is not yet available, but will soon be posted on the Academy of Management website.

1. Raising the Bar on Trust Research: Comments, Critiques, and Counsel on Evolving Standards for Empirical Work: In this PDW, a panel of leading scholars in this field will argue that standards for trust research are evolving and will necessarily change how future research will need be conducted in order to make a valuable contribution to the literature. Because the research standards are still evolving and not yet formalized we aim to bring some clarity to the issue of the criteria against which trust research will be (and should be) evaluated. A panel of experts - Africa Arino (IESE), Steven Currall (UCL & LBS), Bill McEvily (U Toronto), and Laura Poppo (Virginia Tech) - will approach this issue by critiquing their own past work in terms of what they would do differently if conducting the study today. The panel will also comment on more recent research that is related to their work and offer recommendations for improvement.

2. Trust Workshop: A Feedback Opportunity for Empirical Work-in-Progress: In this PDW we will provide some coaching, guidance, and feedback to scholars who are currently doing research on trust. Directly following the session described above, we will lead a discussion on work-in-progress papers that have been selected through a competitive process. Submissions are due May 31, 2007, should be 10-25 pages, and consist of empirical work targeted to research journals. Each work-in-progress paper will be grouped with others that are "similar" in either topic or methodology. One member of the expert panel will be assigned to each group and provide comments and recommendations to each participant on how to further improve their paper. In addition, each participant will be assigned one paper from their group to comment on. Following the focused discussion in groups the entire workshop will reconvene to share insights and observations.

Don Ferrin will be chairing a PDW to be held on Saturday, 4 August 2007, 2-5pm (co-sponsored by the Organizational Behavior, Conflict Management, and Organizational Change and Development divisions).

3. "How Do We Put Trust Research Into Practice?" - In the last decade or so, academic research on trust has flourished. During the same time, leaders and companies have become painfully aware of the importance of trust, and booksellers' shelves have become stocked with titles featuring the word "trust." Yet academic studies seldom devote more than a paragraph or two to practical implications, and practitioners seldom draw on the academic trust literature.

This PDW aims to bridge the gap between scholarly research and practitioner activities by bringing together a set of panelists who have studied trust academically and/or have directly influenced trust levels or the practice of trust within organizations. The first presenter will be a highly-recognized trust scholar who will briefly summarize "what we know" from the trust literature that is likely to be relevant to practice. This will be followed by presentations by panelists who have: (1) diagnosed and dealt with trust issues in large-scale action learning settings; (2) developed and rolled out a trust training program for corporate and executive education use; (3) acted as a consultant to repair trust in an organizational change effort; and (4) authored a trust-related Harvard Business Review article and two trust-related books and consulted extensively on trust-related issues. We will attempt to conclude the discussion with some specific action items that we as individuals, and also as a trust community, might adopt for better putting trust research into practice. Registration is preferred but not required. Please contact Don Ferrin at dferrin@smu.edu.sg for further details or to register.

4. REMINDER: TRUST AT EGOS 2007 IN VIENNA

The European Group for Organizational Studies (EGOS) will hold its 23rd Colloquium in Vienna, Austria, 5-7 July 2007. This time, there are two sub-themes on trust.

Subtheme 8: Trust and Law

http://www.egosnet.org/conferences/collo23/sub_08.shtml

Subtheme 22: The Dance of Trust: Building, Maintaining and Repairing Trust Across Cultures

http://www.egosnet.org/conferences/collo23/sub_22.shtml

For all sub-themes, abstracts are due by 15 January 2007. For general information see:

http://www.egosnet.org/conferences/collo23/colloquium_2007.shtml

5. INTERNATIONAL WORKSHOP ON SOCIAL CAPITAL AND TRUST IN ORGANIZATION

This workshop was held in Madrid, Spain, 29 November - 1 December 2006, convened by José M. Peiró (University of Valencia, Spain) and Denise Rousseau, Carnegie Mellon University, U.S. It was been an excellent opportunity for the participants to explore and discuss the relationship between trust and social capital in organizations. Five main areas were covered in the different sessions ranging from Social capital in Organizations, Trust in Organizations, Trust in Teams, Trust in Virtual Contexts, and Trust in Organizational Related Contexts. Highly profitable community forums along the sessions ended in the agreement of a conceptual framework where trust, social norms and networks were considered as essential components of social capital. Moreover enabling infrastructure and organizational arrangements were also considered important elements.

See the program at:

http://www.ivie.es/news/2006/ws_fbbva_06_6.php

Contact: Prof. José M. Peiró. IVIE and University of Valencia, Spain, jose.m.peiro@uv.es

6. NEW LISTSERVE ON BEHAVIORAL INTEGRITY RESEARCH

Tony Simons is setting up a listserv for scholars interested in behavioral integrity research. Behavioral integrity is defined in Simons (2002) as the perceived pattern of fit between another's words and actions, and is operationalized primarily as perceived promise-keeping and showing the same values one professes. The plan is for the listserv to facilitate dialog, speed communication of results, and to promote opportunities for collaboration and dissemination of relevant research. If interested, please contact tony.simons@cornell.edu.

7. BOOK LAUNCH: HANDBOOK OF TRUST RESEARCH

Reinhard Bachmann and Aks Zaheer invite you to a Book Launch in London on the occasion of the recent publication of their "Handbook of Trust Research". Some of book's contributors will be present. The event takes place on 25 January 2007, 7-8 p.m., Council Room, Birkbeck College, University of London, Malet Street, London, United Kingdom. Please register by email: r.bachmann@bbk.ac.uk. http://www.e-elgar-business.com/Bookentry_Main.lasso?id=3351

8. AWARDS

Susana Costa e Silva's paper "Empirical test of the trust-performance link in the international alliances context" won the "Award for the Best International Marketing Paper" awarded by the International Marketing Review and presented at the European International Business Academy (EIBA) 2006 Conference held in Fribourg, Switzerland, 7-10 December 2006. Susana Costa e Silva is based at the Universidade Católica Portuguesa in Porto, Portugal.

The famous 1995 article by Roger Mayer, James Davis and David Schoorman introducing “An Integrative Model of Organizational Trust” (AMR 20: 709-734) was picked as the best article in the second decade of the Academy of Management Review, “exemplifying frame-breaking, innovative theory development” (see AMR 31: 793) .

Congratulations!

9. PEOPLE ON THE MOVE

If you have moved or changed address, please use FINTnews to share your new details here.

10. RECENT DOCTORATES IN TRUST-RELATED RESEARCH

Denis Bories, Université des Sciences Sociales - Toulouse 1, France, 2006, Thesis on “Antecedents and consequences of trust in an industrial context: The moderating role of the relationship lifecycle”, denis.bories@esc-clermont.fr.

Congratulations, Denis!

11. SPECIAL ISSUES

Social Science & Medicine 64(1), January 2007.

This issue has four articles on “Social capital” and one article on “Patients, privacy and trust”.

<http://www.sciencedirect.com/science/journal/02779536>

Risk Analysis 26(5), October 2006.

Special Issue on “Trust in high-hazard workplaces”.

<http://www.blackwellpublishing.com/journal.asp?ref=0272-4332&site=1>

12. NEW BOOKS

* Handbook of Trust Research (with 50% Discount)

Bachmann, R., Zaheer, A. 2006. Handbook of Trust Research. Cheltenham: Edward Elgar.

The Handbook of Trust Research presents a timely and comprehensive account of the most important work undertaken in this lively and emerging field over the past ten to fifteen years. Presenting a broad range of approaches to issues on trust, the Handbook features 22 articles from a variety of disciplines on the study of trust in both organizational and societal contexts. With contributions from some of the most eminent names in the field of trust research, this international collaboration is an imaginative and informative reference tool to aid research in this engaging area for years to come.

Special offer: 50% discount = £60.00 + postage and packing.

For more info visit: http://www.e-elgar-business.com/Bookentry_Main.lasso?id=3351

Order information: pre-payment required and special offer ends 31 March 2007. To order your discounted copy, please send your full credit card details and delivery address (quoting “FINT offer”) to: Hilary Quinn, Edward Elgar Publishing, Glensanda House, Montpellier Parade, Cheltenham GLOS GL50 1UA, United Kingdom, Fax: + 44 1242 262111, Email: sales@e-elgar.co.uk

Book Launch Event: 25 January 2007, 7-8 p.m., Council Room, Birkbeck College, University of London, Malet Street, London WC1E 7HX, United Kingdom. Please register by email: r.bachmann@bbk.ac.uk.

* Organizational Trust

Kamer, R.M. (Ed.) 2006. Organizational Trust: A Reader. Oxford: Oxford University Press.

Already announced as forthcoming in the last edition of FINTnews, the book is now available and you can find further information including a Table of Contents at:

<http://www.oup.com/us/catalog/general/subject/Business/Management/OrganizationalBehavior/?view=usa&ci=9780199288502>

* Special Offer

Shah, R.A., Murphy, D.F., McIntosh, M. (2003): Something to Believe in. Creating Trust and Hope in Organizations: Stories of Transparency, Accountability and Governance. Sheffield: Greenleaf.

This book is now available at a 50% discount. To place an order for this title or to view the book's "Introduction" by Rupesh A. Shah, David F. Murphy and Malcolm McIntosh, and "The rise of the 'abdroids' " by Roger Warren Evans please visit the Greenleaf website at:

<http://www.greenleaf-publishing.com/catalogue/stbi.htm>

You can also request a review copy or inspection copy from this site - see the home page:

<http://www.greenleaf-publishing.com>

13. RECENT ARTICLES AND CHAPTERS

*** Not including articles and chapters in special issues or books listed above! ***

Bakker, M., Leenders, R.T.A.J., Gabbay, S.M., Kratzer, J., Van Engelen, J.M.L. 2006. Is trust really social capital? Knowledge sharing in product development projects. *Learning Organization* 13(6), 594-605.

Bicchieri, C., Lev-on, A. 2007. Computer-mediated communication and cocoperation in social dilemmas: An experimental analysis. *Politics, Philosophy and Economics* (in press).

Brown, J., Morgan, J. 2006. Reputation in online auctions: The market for trust. *California Management Review* 49(1), 61-81.

Chávez, M.L., Wampler, B., Burkhart, R.E. 2006. Left out: Trust and social capital among migrant seasonal farmworkers. *Social Science Quarterly* 87(5), 1012-1029.

Choi, J.N. 2006. Multilevel and cross-level effects of workplace attitudes and group member relations on interpersonal helping behaviour. *Human Performance* 19(4), 383-402.

Chiou, J.-S., Droge, C. 2006. Service quality, trust, specific asset investment, and expertise: Direct and indirect effects in a satisfaction-loyalty framework. *Journal of the Academy of Marketing Science* 34(4), 613-627.

Costigan, R., Insinga, R., Berman, J., Ilter, S., Kranas, G., Kureshov, V. 2006. The effect of employee trust of the supervisor on enterprising behavior: A cross-cultural comparison. *Journal of Business & Psychology* 21(2), 273-291.

Edlund, J. 2006. Trust in the capability of the welfare state and general welfare state support: Sweden 1997-2002. *Acta Sociologica* 49(4), 395-417.

- Ergeneli, A., Ari, G.S., Metin, S. 2007. Psychological empowerment and its relationship to trust in immediate managers. *Journal of Business Research* 60(1), 41-49.
- Falk, A., Kosfeld, M. 2006. The hidden costs of control. *American Economic Review* 96(5), 1611-1630.
- Gattiker, T.F., Huang, X., Schwarz, J.L. 2007. Negotiation, email, and Internet reverse auctions: How sourcing mechanisms deployed by buyers affect suppliers' trust. *Journal of Operations Management* 25(1), 184-202.
- Gershtenson, J., Ladewig, J., Plane, D.L. 2006. Parties, institutional control, and trust in government. *Social Science Quarterly* 87(4), 882-902.
- Gertsen, F.H.M., van Riel, C.B.M., Berens, G. 2006. Avoiding reputation damage in financial restatements. *Long Range Planning* 39(4), 429-456.
- Hopkins, S.M., Weathington, B.L. 2006. The relationships between justice perceptions, trust, and employee attitudes in a downsized organization. *Journal of Psychology* 140(5), 477-498.
- Komiak, S.Y.X., Benbasat, I. 2006. The effects of personalization and familiarity on trust and adoption of recommendation agents. *MIS Quarterly* 30(4), 941-960.
- Krebs, S.A., Hobman, E., Bordia, P. 2006. Virtual teams and group member dissimilarity: Consequences for the development of trust. *Small Group Research* 37(6), 721-741.
- Krishnan, R., Martin, X., Noorderhaven, N.G. 2006. When does trust matter to alliance performance? *Academy of Management Journal* 49(5), 894-917.
- Lee, H.-J. 2006. Book Review: Reinhard Bachmann and Akbar Zaheer (eds): *The Handbook of Trust Research*. *Organization Studies* 27(12), 1915-1917.
- Lewicki, R., Tomlinson, E., Gillespie, N., 2006. Models of interpersonal trust development: Theoretical approaches, empirical evidence, and future directions. *Journal of Management* 32(6), 991-1022.
- Lühiste, K. 2006. Explaining trust in political institutions: Some illustrations from the Baltic states. *Communist and Post-Communist Studies* 39(4), 475-496.
- Mazzola, P., Ravasi, D., Gabbioneta, C. 2006. How to build reputation in financial markets. *Long Range Planning* 39(4), 385-407.
- Molm, L.D. 2006. Book Review: Karen S. Cook, Russell Hardin, and Margaret Levi: *Cooperation without Trust?* *Administrative Science Quarterly* 51(2), 305-307.
- Mooradian, T., Renzl, B., Matzler, K. 2006. Who trusts? Personality, trust and knowledge sharing. *Management Learning* 37(4), 523-540.
- Moore, O. 2006. Understanding postorganic fresh fruit and vegetable consumers at participatory farmers' markets in Ireland: Reflexivity, trust and social movements. *International Journal of Consumer Studies* 30(5), 416-426.
- Nguyen, T.V., Le, N.T.B., Freeman, N.J. 2006. Trust and uncertainty: A study of bank lending to private SMEs in Vietnam. *Asia Pacific Business Review* 12(4), 547-568.
- Nooteboom, B. 2006. Book Review: Guido Möllering: *Trust: Reason, Routine, Reflexivity*. *Organization Studies* 27(12), 1907-1910.
- Nugent, P.D., Abolafia, M.Y. 2006. The creation of trust through interaction and exchange: The role of consideration in organizations. *Group Organization Management* 31(6), 628-650.

Ouschan, R., Sweeney, J., Johnson, L. 2006. Customer empowerment and relationship outcomes in healthcare consultations. *European Journal of Marketing* 40(9/10), 1068-1086.

Pan, Y., Zinkhan, G.M. 2006. Exploring the impact of online privacy disclosures on consumer trust. *Journal of Retailing* 82(4), 331-338.

Saunders, M.N.K. 2006. Book Review: J. Greenberg and J.A. Colquitt (eds): *Handbook of Organizational Justice*. *Organization Studies* 27(12), 1911-1914.

Schweitzer, M.E., Hershey, J.C., Bradlow, E.T. 2006. Promises and lies: Restoring violated trust. *Organizational Behavior and Human Decision Processes* 101(1), 1-19.

Voss, K.E., Johnson, J.L., Cullen, J.B., Takenouchi, H. 2006. Relational exchange in US-Japanese marketing strategic alliances. *International Marketing Review* 23(6), 610-635.

Walker, R., Bisset, P., Adam, J. 2007. Managing risk: Risk, trust and control in a Primary Care Partnership. *Social Science and Medicine* (in press).

Wang, C.L. 2007. Guanxi vs. relationship marketing: Exploring underlying differences. *Industrial Marketing Management* 36(1), 81-86.

Wenzel, James P. 2006. Acculturation effects on trust in national and local government among Mexican Americans. *Social Science Quarterly* 87(5), 1073-1087.

Wong, A., Tjosvold, D. 2006. Collectivist values for learning in organizational relationships in China: The role of trust and vertical coordination. *Asia Pacific Journal of Management* 23(3), 299-317.

Wong, Y.-T., Ngo, H.-Y., Wong, C.-S. 2006. Perceived organizational justice, trust, and OCB: A study of Chinese workers in joint ventures and state-owned enterprises. *Journal of World Business* 41(4), 344-355.

Young, L. 2006. Trust: Looking forward and back. *Journal of Business & Industrial Marketing* 21(7), 439-445.

Zak, P.J., Fakhar, A. 2006. Neuroactive hormones and interpersonal trust: International evidence. *Economics & Human Biology* 4(3), 412-429.

13. EDITORIAL NOTE

Roxanne Zolin has kindly agreed to be the designated new Editor of this newsletter, taking over from Guido Möllering after FINTnews No.12 (March 2007).

The next edition of FINTnews is scheduled for March 26, 2007.

Don't hesitate to send news items and comments to the Editor: moellering@mpifg.de.

All editions of FINTnews are available in the news folder of the FINT website:

<http://bscw.fsw.vu.nl/bscw.cgi/0/2429629>

FINT Membership and Access to Website

If you have an interest in trust research, you are invited to join FINT and get free access to our resources website. To join please send an email to Roxanne Zolin at rvzolin@nps.edu. We'll send you a short questionnaire and instructions to access the website.

[end]