

## *FINTnews No. 13, June 2007*

### *The Electronic Newsletter of the First International Network on Trust*

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#### **1. About FINT**

FINT (First International Network on Trust ) is an international group of academics and practitioners, who are interested in the study of trust. Besides **FINTnews**, the FINT newsletter, and the Basic Support for Cooperative Work (BSCW) the **FINTwebsite**, we also have a biannual EIASM Workshop on Trust in Amsterdam (next workshop in October 2007).

Please send your items for the next Edition to the Editor ([rvzolin@nps.edu](mailto:rvzolin@nps.edu)) 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!

The next edition of **FINTnews** is scheduled for December 20, 2007.

All previous editions of **FINTnews** are available in the news folder of the **FINTwebsite**:  
<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](mailto:rvzolin@nps.edu). We'll send you a short questionnaire and instructions to access the website.

Editor: Roxanne Zolin.

## 2. FINT CONFERENCE: 4<sup>th</sup> EIASM WORKSHOP ON TRUST IN AMSTERDAM 2007

As announced before, the 4<sup>th</sup> EIASM Workshop on “Trust Within and Between Organizations”, a.k.a. the FINT Conference will be held in Amsterdam on Thursday and Friday 25-26 October 2007:

[http://www.eiasm.org/frontoffice/event\\_announcement.asp?event\\_id=495](http://www.eiasm.org/frontoffice/event_announcement.asp?event_id=495)

Distinguished speakers:

**Karen Cook**

Ray Lyman Wibur Professor of Sociology  
Stanford University, Stanford CA, USA

**Don Ferrin**

Associate Professor of Organizational Behavior  
Lee Kong Chian School of Business  
Singapore Management University, Singapore

**Aks Zaheer**

Curtis L. Carlson Professor of  
Strategic Management & Organization  
Director Strategic Management Research Centre  
University of Minnesota, Minneapolis, USA

Chairpersons:

**Katinka Bijlsma-Frankema**

Professor of Organization Sciences at EIASM  
Associate professor of Organization Theory Department of Public Administration & Organization Science  
Free University, Amsterdam, The Netherlands

**Sim Sitkin**

Professor of Management and  
Faculty Director, Center of Leadership and Ethics  
Fuqua School of Business  
Duke University Durham - North Carolina - USA

- [SPECIAL SESSION\(S\) I: THE CREATION, MAINTENANCE AND REPAIR OF TRUST WITHIN ORGANIZATIONS](#)
- [SPECIAL SESSION\(S\) II: THE EVOLUTION OF TRUST AND DISTRUST IN INTERORGANIZATIONAL RELATIONSHIPS](#)
- [SPECIAL SESSION III "MANAGING TRUST IN BUSINESS RELATIONSHIPS: OVERCOMING TRUST FAILURE](#)
- [SPECIAL SESSION\(S\) IV: TRUST OR DISTRUST IN ENTREPRENEURIAL RELATIONS](#)
- [SPECIAL SESSION\(S\) V: TOWARD A SYSTEMATIC UNDERSTANDING OF TRUST AND BOUNDARIES](#)
- [SPECIAL SESSION\(S\) VI: MISALLOCATED TRUST, CAUSES, PROCESSES AND CONSEQUENCES](#)
- [SPECIAL SESSION\(S\) VII: TRUST AND SOCIAL CAPITAL IN ORGANIZATIONS](#)
- [SPECIAL SESSION\(S\) VIII: TRUST AND NEW TECHNOLOGIES](#)
- [SPECIAL SESSION\(S\) IX : TRUST AND HRM](#)
- [SPECIAL SESSION\(S\) X: TRUST IN THE CONTEXTS OF PROFESSIONAL WORK](#)

## 3. CALL FOR PAPERS: SPECIAL ISSUE ON SOCIAL EXCHANGE IN ORGANIZATIONS

Management and Organization Review has issued a Call for Papers for a Special Issue on ‘Social Exchange in Organizations’. The Guest Editors are Lois E. Tetrick (George Mason University), Jacqueline A. Coyle-Shapiro (London School of Economics), Xiao-Ping Chen (University of Washington), and Lynn M. Shore (San Diego State University).

Social Exchange Theory is an influential conceptual paradigm for understanding Organizational Behavior. The pervasiveness of Social Exchange as a theoretical foundation can

be seen in areas such as, for example, organizational justice, leader-member exchange, perceived organizational support, psychological contracts and the employment relationship, as well as the inter-organizational domain through the networks of top managers and boundary spanners. However, despite its dominance as an explanatory framework, Social Exchange Theory contains conceptual ambiguities and empirical tests that have selectively excluded critical theoretical variables or provided very limited tests of the main propositions of Social Exchange Theory. Likewise, most research applying Social Exchange Theory to organizations has been conducted in Western contexts, raising questions about the cross-cultural relevance or limitations of this theory.

This special issue of Management and Organization Review seeks to revisit Social Exchange Theory. By redirecting attention to Social Exchange Theory, we aim to advance its applicability in an organizational context. To this end, while we are open to different types of submissions, we especially encourage innovative theoretical and empirical papers that help advance the applicability of social exchange to organizational phenomena. Of particular interest are papers conducted within a Chinese or cross-cultural context.

Papers for the special issue should be submitted electronically to both the MOR office at [iacmr.mor@asu.edu](mailto:iacmr.mor@asu.edu) and Lois Tetrick at [ltetrick@gmu.edu](mailto:ltetrick@gmu.edu). The deadline for submission is December 1, 2007. Papers accepted for publication consideration will also be presented in a 'miniconference' held in conjunction with the International Association of Chinese Management Research bi-annual conference in June 2008. Questions about this special issue may be directed to any of the guest editors: Lois Tetrick ([ltetrick@gmu.edu](mailto:ltetrick@gmu.edu)), Jackie Coyle-Shapiro ([J.A.Coyle-Shapiro@lse.ac.uk](mailto:J.A.Coyle-Shapiro@lse.ac.uk)), Xiao-Ping Chen ([xpchen@u.washington.edu](mailto:xpchen@u.washington.edu)), and Lynn Shore ([lshore@mail.sdsu.edu](mailto:lshore@mail.sdsu.edu)).

#### 4. AWARDS

Best paper award at the Academy (Organizational Behavior Division):

De Jong, B. A., & Elfring, T. (2007, August 3-8). *Mediated and Differential Effects of Trust on Team Performance: A Study of Ongoing Work Teams*. Paper to be presented at the Academy of Management Conference, Philadelphia.

At its annual meeting in Philadelphia on August 5, 2007, the Academy of Management (AOM) gave Lai Si Tsui-Auch and Guido Möllering the Carolyn Dexter Best International Paper Award for their paper "Wary Managers/Investors: Vulnerability, Control, Trust, and Distrust in Foreign Enterprises in China." This is an all-Academy award given to the paper that best meets the objective of internationalizing the Academy.

#### 5. PEOPLE ON THE MOVE

I was appointed the new Editor, *Group & Organization Management*. GOM as a journal has always had an interest in trust as a relevant research issue, and I wish to encourage our members to submit manuscripts (and volunteer to review).

GOM is a major journal with high ISI, one of the affiliated journals of the Academy of Management, which attracts high interest within the academic community.

Professor Yehuda Baruch  
Editor, *Group & Organization Management*  
Editor, *Career Development International*  
Norwich Business School, UEA

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Charles D. White has joined the faculty of James Madison University as Assistant Professor of Management. His email is [whitecd@jmu.edu](mailto:whitecd@jmu.edu).

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Only in September I have started a research visit at the Department of Sociology at Stanford University. I will be working here in the current academic year (2007/2008) as a Visiting Scholar (Fulbright Scholarship), my academic advisor is Prof. Karen Cook.

I have also recently defended my PhD thesis at the Department of Management in Kozminski Business School (Warsaw, Poland) about "Trust and distrust in buyer-supplier relationships in IT industry in Poland".

Dominika Latusek

\*\*\*\*\*

Dr. Roxanne Zolin has moved to Queensland University of Technology while maintaining a joint appointment with the Naval Postgraduate School:

Associate Professor  
School of Management,  
Queensland University of Technology  
2 George Street,  
Brisbane, Queensland, Australia 4000  
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[r.zolin@qut.edu.au](mailto:r.zolin@qut.edu.au)

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With the support of the Business Roundtable Institute for Corporate Ethics and the Arthur W. Page Society, R. Edward Freeman, Jared Harris, and Laura Nash are researching the concept of "public trust". To date, the scholars have gathered qualitative data from several discussions addressing the origins, maturation, and recovery of public trust. These meetings have included senior corporate executives, as well as academic and consulting thought leaders, representatives from investor, employee, and other stakeholder groups, regulators, and the media. This qualitative data is paving the way to several related theoretical and quantitative aspects of the authors' public trust initiative. Those interested can contact Brian Moriarty ([moriartyb@darden.virginia.edu](mailto:moriartyb@darden.virginia.edu)) for more information about the project.

## 6. RECENT DOCTORATES IN TRUST-RELATED RESEARCH

Charles D. White. *The Impact of Leader Rapport Management Behavior on Trust, Perceived Supervisor Support, Interactional Justice and the Leader-Member Exchange.*  
[whitecd@jmu.edu](mailto:whitecd@jmu.edu)

## 7. NEW BOOKS

Dolan, Simon and Lingham, Tony (Forthcoming) *Fundamentals of International Organizational Behaviour*. New Delhi: Sara.Books.Pvt.Ltd.

## 8. SPECIAL ISSUES:

The *European Journal of Marketing* 41(9/10) has published a Special Issue on "Trust: Current Thinking and Future Research" edited by David Arnott. See:

<http://www.emeraldinsight.com/info/journals/ejm/ejm.jsp>

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Group & Organization Management 32(4) is the Special Issue on “Trust and Control Interrelations: New Perspectives on the Trust–Control Nexus” edited by Ana Cristina Costa and Katinka Bijlsma-Frankema. See:

<http://gom.sagepub.com/content/vol32/issue4/?etoc>

Group & Organization Management -- Table of Contents Alert

A new issue of Group & Organization Management on Trust and Control Interrelations: New Perspectives on the Trust Control Nexus has been made available:

1 August 2007; Vol. 32, No. 4

URL: <http://gom.sagepub.com/content/vol32/issue4/?etoc>

Editorial Comment

Alison M. Konrad

Group Organization Management 2007;32 391

<http://gom.sagepub.com/cgi/reprint/32/4/391?etoc>

Trust and Control Interrelations: New Perspectives on the Trust Control Nexus

Ana Cristina Costa and Katinka Bijlsma-Frankema

Group Organization Management 2007;32 392-406

<http://gom.sagepub.com/cgi/content/abstract/32/4/392?etoc>

On the Evolution of Trust, Distrust, and Formal Coordination and Control In Interorganizational Relationships: Toward an Integrative Framework

Paul W. L. Vlaar, Frans A. J. Van den Bosch, and Henk W. Volberda

Group Organization Management 2007;32 407-428

<http://gom.sagepub.com/cgi/content/abstract/32/4/407?etoc>

Trust, Control, and Risk: A Test of Das and Teng's Conceptual Framework For Pharmaceutical Buyer-Supplier Relationships

Ayşe Elif Sengun and S. Nazli Wasti

Group Organization Management 2007;32 430-464

<http://gom.sagepub.com/cgi/content/abstract/32/4/430?etoc>

Can I Trust You to Trust Me?: A Theory of Trust, Monitoring, and Cooperation in Interpersonal and Intergroup Relationships

Donald L. Ferrin, Michelle C. Blish, and Jeffrey C. Kohles

Group Organization Management 2007;32 465-499

<http://gom.sagepub.com/cgi/content/abstract/32/4/465?etoc>

Formal Control and Trustworthiness: Shall the Twain Never Meet?

Antoinette Weibel

Group Organization Management 2007;32 500-517

<http://gom.sagepub.com/cgi/content/abstract/32/4/500?etoc>

GOM Statement

For more than thirty years, **Group & Organization Management** has served as an international forum for the latest research and analysis in organizational behavior, organization theory, business strategy, and human resources. Whether you're a scholar or practitioner, **Group & Organization Management** is your best resource

for the new ideas and fresh perspectives you need to stay current in the field of organization studies.

### **Innovative and Rigorous**

**Group & Organization Management** is dedicated to publishing theoretically grounded research that addresses a wide range of issues within organizations. From individual behavior to organizational strategy and functioning, **GOM** features both empirical and theoretical articles spanning various levels of analysis in organizations. **GOM's** conceptual and empirical focus gives scholars, educators, and practitioners the tools to help them solve the most challenging problems in today's organizations. Unlike most management journals, **Group & Organization Management** moves away from the boundaries of management subfields and encourages scholarship that challenges traditional distinctions among management scholars. The journal promotes the development of new paradigms and the explorations of paradigms from various disciplines.

### **Comprehensive Coverage**

Each quarterly issue of **Group & Organization Management** publishes a broad range of articles, including data-based research articles, research review reports, evaluation studies, action research reports, and critiques of research. In addition, **GOM** brings you articles examining a wide range of topics in organizations from an international and cross-cultural perspective.

And, as an added bonus, **Group & Organization Management** extends its depth and immediacy of coverage by publishing Special Issues dedicated to important topics or proceedings from recent conferences.

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European Journal of Marketing

Volume 41  
Issue 9/10

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Article Title: Trust - current thinking and future research

Authors: David C. Arnott

Article Type: Viewpoint

Keywords: Trust, Marketing, Research

Pages: 981-987

Link to Page:

<http://www.emeraldinsight.com/Insight/viewContentItem.do?contentType=Article&contentId=1626263>

Article Title: The nature of trust in brands: a psychosocial model

Authors: Richard Elliott, Natalia Yannopoulou

Article Type: Research paper

Keywords: Brands, Psychology, Social theories, Trust

Pages: 988-998

Link to Page:

<http://www.emeraldinsight.com/Insight/viewContentItem.do?contentType=Article&contentId=1626264>

Article Title: An analysis of antecedents and consequences of trust in a corporate brand

Authors: Christina Sichtmann

Article Type: Research paper

Keywords: Buyer-seller relationships, Competences, Marketing, Mobile communication systems, Trust

Pages: 999-1015

Link to Page:

<http://www.emeraldinsight.com/Insight/viewContentItem.do?contentType=Article&contentId=1626265>

Article Title: Trust and reliance in business relationships  
Authors: Stefanos Mouzas, Stephan Henneberg, Peter Naudé  
Article Type: Conceptual paper  
Keywords: Business-to-business marketing, Relationship marketing, Trust  
Pages: 1016-1032  
Link to Page:

<http://www.emeraldinsight.com/Insight/viewContentItem.do?contentType=Article&contentId=1626266>

Article Title: Explaining buyers' responses to sellers' violation of trust  
Authors: Sijun Wang, Lenard C. Huff  
Article Type: Research paper  
Keywords: Buyer-seller relationships, Service failures, Trust  
Pages: 1033-1052  
Link to Page:

<http://www.emeraldinsight.com/Insight/viewContentItem.do?contentType=Article&contentId=1626267>

Article Title: The impact of psychological contracts on trust and commitment in supplier-distributor relationships  
Authors: Russel P.J. Kingshott, Anthony Pecotich  
Article Type: Research paper  
Keywords: Psychological contracts, Relationship marketing, Trust  
Pages: 1053-1072  
Link to Page:

<http://www.emeraldinsight.com/Insight/viewContentItem.do?contentType=Article&contentId=1626268>

Article Title: Trust in buyer-seller relationships: the challenge of environmental (green) adaptation  
Authors: Louise Canning, Stuart Hanmer-Lloyd  
Article Type: Research paper  
Keywords: Buyer-seller relationships, Environmental management, Trust  
Pages: 1073-1095  
Link to Page:

<http://www.emeraldinsight.com/Insight/viewContentItem.do?contentType=Article&contentId=1626269>

Article Title: Trust determinants and outcomes in global B2B services  
Authors: Patricia M. Doney, James M. Barry, Russell Abratt  
Article Type: Research paper  
Keywords: Business-to-business marketing, Culture, Relationship marketing, Services, Trust  
Pages: 1096-1116  
Link to Page:

<http://www.emeraldinsight.com/Insight/viewContentItem.do?contentType=Article&contentId=1626270>

Article Title: Personal characteristics, trust, conflict, and effectiveness in marketing/sales working relationships  
Authors: Graham R. Massey, Philip L. Dawes  
Article Type: Research paper  
Keywords: Channel relationships, Conflict, Marketing, Sales, Trust  
Pages: 1117-1145  
Link to Page:

<http://www.emeraldinsight.com/Insight/viewContentItem.do?contentType=Article&contentId=1626271>

Article Title: Interpersonal trust between marketing and R&D during new product development projects

Authors: Graham R. Massey, Elias Kyriazis

Article Type: Research paper

Keywords: Australia, Marketing, Product development, Research and development, Trust

Pages: 1146-1172

Link to Page:

<http://www.emeraldinsight.com/Insight/viewContentItem.do?contentType=Article&contentId=1626272>

Article Title: Role of electronic trust in online retailing: A re-examination of the commitment-trust theory

Authors: Avinandan Mukherjee, Prithwiraj Nath

Article Type: Research paper

Keywords: Electronic commerce, Mathematical modelling, Retailing, Trust

Pages: 1173-1202

Link to Page:

<http://www.emeraldinsight.com/Insight/viewContentItem.do?contentType=Article&contentId=1626273>

Article Title: Research on trust: a bibliography and brief bibliometric analysis of the special issue submissions

Authors: David C. Arnott

Article Type: Literature review

Keywords: Bibliographies, Trust

Pages: 1203-1240

Link to Page:

<http://www.emeraldinsight.com/Insight/viewContentItem.do?contentType=Article&contentId=1626274>

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***Dear Roxanne***

***As an editor of CCM, I am also looking for authors who do TRUST research in a cross cultural context, and will encourage them to submit to our Journal. I wonder if you can also include my appeal for submissions in the next NL.***

***I am attaching a flyer with more info about the Journal.***

***Thanks***

***Simon***

**Profesor Simon L. Dolan**

Editor-in-Chief, CCM, (<http://www.emeraldinsight.com/info/journals/ccm/ccm.jsp>)

## **9. RECENT ARTICLES AND CHAPTERS**

Bierly III, P.E., Gallagher, S. 2007. Explaining Alliance Partner Selection: Fit, Trust and Strategic Expediency. Long Range Planning 40(2): 134-153.

Branzei, O., Vertinsky, I., Camp II, R.D. 2007. Culture-contingent Signs of Trust in Emergent Relationships. Organizational Behavior and Human Decision Processes 104(1): 61-82.

Cabon-Dhersin, M.-L., Ramani, S.V. 2007. Opportunism, Trust and Cooperation: A Game Theoretic Approach With Heterogeneous Agents. Rationality and Society 19(2): 203-228.

Chiesi, A.M. 2007. Measuring Social Capital and its Effectiveness. The Case of Small Entrepreneurs in Italy. European Sociological Review 23(4): 437-453.

Colquitt, J.A., Scott, B.A., LePine, J.A. 2007. Trust, Trustworthiness, and Trust Propensity: A Meta-Analytic Test of Their Unique Relationships With Risk Taking and Job Performance. Journal of Applied Psychology 92(4): 909-927.

Cuganesan, S. 2007. Accounting, Contracts and Trust in Supply Relationships. Journal of Accounting & Organizational Change 3(2): 104-125.

Denize, S., Young, L. 2007. Concerning Trust and Information. Industrial Marketing Management 36(7): 968-982.

De Cremer, D., Tyler, T.R. 2007. The Effects of Trust in Authority and Procedural Fairness on Cooperation. Journal of Applied Psychology 92(3): 639-649.

Ferrin, D. L., Bligh, M. C., & Kohles, J. C . 2007. Can I trust you to trust me? A theory of trust, monitoring, and cooperation in interpersonal and intergroup relationships. *Group and Organization Management*, 32(4): 465-499.

Ferrin, D. L., Kim, P. H., Cooper, C. D., & Dirks, K. T. 2007. Silence Speaks Volumes: The Effectiveness of Reticence in Comparison to Apology and Denial for Repairing Integrity- and Competence-Based Trust Violations. *Journal of Applied Psychology*, 92(4): 893-908.

Greenberg, P.S., Greenberg, R.H., Lederer Antonucci, Y. 2007. Creating and Sustaining Trust in Virtual Teams. Business Horizons 50(4): 325-333.

Khodyakov, D.M. 2007. The Complexity of Trust-Control Relationships in creative Organizations: Insights from a Qualitative Analysis of a Conductorless Orchestra. Social Forces 86(1): 1-22.

Lapavitsas, C. 2007. Information and Trust as Social Aspects of Credit. Economy and Society 36(3): 416-436.

McLain, D.L., & Jarrell, K. (2007). The perceived compatibility of safety and production expectations in hazardous occupations, with K. Jarrell. *Journal of Safety Research*, 38(3):299-309.

Mohr, A. 2007. Exploring the Relationship Between Trust and Control – An Empirical Analysis of Sino-German Joint Ventures. Asian Business & Management 6(3): 247-263.  
Alexander Mohr

Norris, N. 2007. Evaluation and Trust. Advances in Program Evaluation, Vol. 10, 139-153.

Olson, B.J., Parayitam, S., Bao, Y. 2007. Strategic Decision Making: The Effects of Cognitive Diversity, Conflict, and Trust on Decision Outcomes. Journal of Management 33(2): 196-222.

Paxton, P. 2007. Association Memberships and Generalized Trust: A Multilevel Model Across 31 Countries. Social Forces 86(1): 47-76.

Silvester, J., Patterson, F., Koczwara, A., Ferguson, E. 2007. "Trust Me...": Psychological and Behavioral Predictors of Perceived Physician Empathy. Journal of Applied Psychology 92(2): 519-527.

Sztompka, P. 2007. Trust in Science: Robert K. Merton's Inspirations. Journal of Classical Sociology 7(2): 211-220.

Tansley, C., Newell, S. 2007. Project Social Capital, Leadership and Trust: A Study of Human Resource Information Systems Development. Journal of Managerial Psychology 22(4): 350-368.

Thau, S., Crossley, C., Bennett, R.J., Sczesny, S. 2007. The Relationship Between Trust, Attachment, and Antisocial Work Behaviors. Human Relations 60(8): 1155-1179.

Tilly, C. 2007. Book Review: Cook, K.S., Hardin, R., Levi, M.: Cooperation without Trust?, American Journal of Sociology 112(4): 1293-1294.

Wang, K.Y., Clegg, S. 2007. Managing to Lead in Private Enterprises in China: Work Values, Demography and the Development of Trust. Leadership 3(2): 149-172.

Welch, M.R., Sikkink, D., Loveland, M.T. 2007. The Radius of Trust: Religion, Social Embeddedness and Trust in Strangers. Social Forces 86(1), 23-46.

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