

The Electronic Newsletter of the First International Network on Trust

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**1. CALL FOR ABSTRACT SUBMISSIONS EGOS 2006**

Subtheme 11: Trust within and across boundaries: Conceptual challenges and empirical insights. 22nd EGOS conference, 6-8th July 2006, Bergen, Norway.

This sub-theme explores the complex implications of the fact that trust occurs both within and across boundaries. Such boundaries can be objective (formal, physical) and/or perceived (informal, psychological). We welcome conceptual and/or empirical contributions that consider the implications of boundaries on the nature, development, and/or consequences of trust. We also invite papers that discuss how boundaries themselves might be influenced by trust. Papers examining a wide range of contexts and boundaries are encouraged, including studies of trust between parties representing different cultures, professions, genders, workgroups, organizations, hierarchical levels, organizational stakeholders, governments, nations, societies, and religions. For further details see [http://www.egos.cbs.dk/conferences/collo22/sub\\_11.shtml](http://www.egos.cbs.dk/conferences/collo22/sub_11.shtml)

We look forward to receiving your abstract submissions – closing date is January 6th!

Nicole Gillespie, Don Ferrin & Guido Möllering

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## 2. ESRC SEMINAR SERIES ON TRUST ACROSS CULTURES

Four colleagues from the UK, Mark Saunders, Denise Skinner (both Oxford Brookes University), Nicole Gillespie (Warwick University) and Graham Dietz (Durham University), are pleased to announce that they have been successful in gaining ESRC (Economic and Social Research Council) funding for a seminar series entitled 'Building, Maintaining and Repairing Trust Across Cultures: Theory and Practice'. The purpose of the series is to encourage ongoing dialogue, knowledge sharing and collaborative work on trust building and repair across a variety of cultural contexts. Six one-day seminars are planned over the next two years focusing on the following topics:

- Conceptualising trust across cultures - at Oxford Brookes, January 2006
- Inter-organisational trust - at Warwick Business School
- Intra-organisational trust - at Durham Business School
- Trust across national cultures - at Warwick Business School
- Methodological approaches to researching trust across cultural spheres - at Durham Business School
- Trust and organisational competitiveness - at Oxford Brookes

To register your interest in participating in the seminars, please contact Denise Skinner via her email address [denise.skinner@brookes.ac.uk](mailto:denise.skinner@brookes.ac.uk)

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## 3. CALL FOR PAPERS ON MANAGEMENT OF INTERORGANIZATIONAL RELATIONSHIPS

Thomas Mellewigt, Glenn Hoetker and Antoinette Weibel would like to draw your attention to the following call for papers on "management of interorganizational relationships":

[http://www.management-revue.org/cfp/cfp-mr-04-2005\\_interorganizational\\_relationships.pdf](http://www.management-revue.org/cfp/cfp-mr-04-2005_interorganizational_relationships.pdf)

Papers on trust in interorganizational relationships are highly welcomed. Please contact Prof. Thomas Mellewigt if you are interested: [tm@upb.de](mailto:tm@upb.de)

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## 4. CALL FOR PARTICIPANTS IN DEVELOPING AOM SYMPOSIA

In pondering on a theme for a next year AOM symposium two themes came to the fore that in our view are promising and interesting. A problem is, however, that both themes are rather recently discovered as relevant to the field of trust research, as a consequence of which only a few pioneer studies are known that address questions related to these themes.

This call is intended to get in touch with initiatives and research projects that (have started to) address these themes, in order to assess the feasibility of a high quality AOM symposium to be submitted in December 2005, or to organize expert meetings in preparation of an AOM symposium to be submitted in December 2006.

The first is 'Vicious cycles versus virtuous cycles: distrust versus trust?' The Road to Hell by Sitkin and Stickel was a very inspiring study, but not many scholars have followed up on this line of research. Antoinette Weibel and myself like to prepare a symposium proposal on this theme. Scholars who address vicious or virtuous cycles in relation to trust/distrust or with plans to do so are invited to contact either one of us: [Antoinette.weibel@iou.unizh.ch](mailto:Antoinette.weibel@iou.unizh.ch), [KM.Bijlsma@fsw.vu.nl](mailto:KM.Bijlsma@fsw.vu.nl)

The second theme is 'Co-Evolution of Trust and Control', which maybe better widened to 'Co-Evolution of Trust and Correlates of Trust'. Co-Evolution, which in this context means how trust and trust-related variables develop over time, and how development rates of these variables are related, is a new area within trust research, in need of theorizing, appropriate methodology and empirical data to test theoretical ideas. Since only a few pioneers have been active on this theme (Don Ferrin and associates presented their 'Two to tango' study at the AOM 2005, and Roger Mayer and associates, recently published in JOB) this maybe an opportunity to participate in developing a new line of research together with FINT colleagues from all over the world. Scholars who address the theme of Co-Evolution, theoretically, methodologically or in empirical research or with plans to do so are invited to contact me: [KM.Bijlsma@fsw.vu.nl](mailto:KM.Bijlsma@fsw.vu.nl)

We hope that you will share our commitment to the development of these themes, best wishes,  
Katinka Bijlsma

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#### **5. UPDATE ON AMSTERDAM TRUST WORKSHOP, OCTOBER 27-28, 2005**

The next FINT event is the third International Amsterdam workshop on 'Trust within and between organizations'. In the workshop 80-90 papers by authors from 20 countries will be presented. Trust researchers who like to participate in the workshop (deadline for uploading papers is tomorrow) are very welcome!!! Go to: [http://www.eiasm.org/frontoffice/event\\_announcement.asp?event\\_id=391](http://www.eiasm.org/frontoffice/event_announcement.asp?event_id=391)

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#### **6. RECENT DOCTORATES IN TRUST-RELATED RESEARCH**

None reported this time, but if you are aware of any recent PhDs please let the Editor know!

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#### **7. RECENT SPECIAL ISSUES ON TRUST**

##### **INTERNATIONAL SOCIOLOGY**

In this special issue of International Sociology 20(3) on 'The Trust-Control Nexus in Organizational Relations', four articles are presented, each offering a fresh angle to analyse this topic. In the first article, Möllering proposes a conceptualization of trust and control as a duality instead of a dualism. The second article, by Sitkin and George, offers an unusual approach to the relation between trust and control by asking the question how trust in managers, when threatened, can be maintained by employing control to engender legitimacy. In the third article, by van de Bunt, Wittek and de Klepper, six theoretical mechanisms for the formation of trust relationships are presented and empirically tested, three driven by the emotional value attached to social relationships and three by instrumental motives. The fourth article, by Rus and Iglic, employs a contextual approach to the relationship between trust and control by investigating the effect of contracts and trust on small and medium firm performance in two countries with high and low coherence of the institutional environment respectively. The Special Issue was guest-edited by Katinka Bijlsma-Frankema and Ana Cristina Costa who in their Introduction bring the discussion around the relationship between both concepts a step further by identifying common foundations, distinctive mechanisms and key implications relevant for theory-building and empirical research on trust and control. This Special Issue is currently available full-text online for free:

<http://iss.sagepub.com/content/vol20/issue3/?etoc>

## STRATEGIC CHANGE

A special issue of Strategic Change 14(2) entitled 'Trust and Strategic Change' has been published with Denise Skinner as Guest Editor. The issue includes four articles based on papers which were presented at the last EIASM Trust Workshop in Amsterdam 2003. Ian Harwood and Melanie Ashleigh's article considers the impact of trust and confidentiality in a case study of Post Acquisition Integration; Natalie Ferres, Julia Connell and Antony Travaglione explore issues of trust in the context of organizational downsizing; Gerhard Smid, Katinka Bijlsma-Frankema, Hans Derksen and George Bernaert consider E-innovation and trust dynamics; and Kaisa Henttonen and Kirsimarja Blomqvist report on their research into trust building in global virtual teams. You can find the Special Issue at: <http://www3.interscience.wiley.com/cgi-bin/jissue/110464281>

## PUBLIC PERFORMANCE AND MANAGEMENT REVIEW

The Special Issue of Public Performance and Management Review 28(4) on 'Trust, Quality Measurement Models, and Value Chain Monitoring' deals with (citizens') trust in public services. <http://www.mesharpe.com/mall/results1.asp?ACR=pmr>

## SOCIAL SCIENCE & MEDICINE

Lucy Gilson has edited a Special Issue of Social Science & Medicine 61(7) on 'Building Trust and Value in Health Systems in Low- and Middle-Income Countries' containing eight papers covering countries such as Tanzania, Sri Lanka, Rwanda, South Africa and Kenya. The journal homepage is at: <http://www.sciencedirect.com/science/journal/02779536>

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## 8. NEW BOOKS

Six, Frédérique 2005. *The Trouble with Trust: The Dynamics of Interpersonal Trust Building*. Cheltenham: Edward Elgar. ISBN: 1 84542 290 2

*The Trouble with Trust* poses the question: if trust is considered to be important for successful cooperation, why don't high-trust work relationships predominate? Part of the explanation, the author argues, is that it is particularly difficult to build and maintain trust in work relations. This book addresses this problem by providing an in-depth, multi-level empirical analysis of the process by which trust builds up and breaks down in the interaction between people within organizations.

The author illustrates how trust works as an interactive and asymmetrical process, how trust is built up against the inevitable occurrence of trouble and how organizational policies and settings affect the generation and maintenance of trust. The key argument put forward in this study is that for interpersonal trust to be built in work relations within organizations, both individuals in the relationship need to have their actions guided by a stable normative frame, in other words, they need to want to continue the relationship in the future.

Trust is an important feature of the effective functioning of organizations in all sectors of society and therefore this book will strongly appeal to academics, researchers, students and practitioners with an interest in organizational science, business management and public administration.

<http://www.e-elgar.co.uk/search/action.lasso?-database=ElgarTitles.fp5&-layout=Website&-response=../search/Selection.lasso&CDM+SerialNo=3778&-search>

Bijlsma-Frankema, Katinka and Klein Woolthuis, Rosalinde (eds.) 2005. *Trust Under Pressure: Empirical Investigations of Trust and Trust Building in Uncertain Circumstances*. Cheltenham: Edward Elgar. ISBN: 1 84542 311 9 (October 2005)

This book challenges the current thinking on trust largely based on studies in stable contexts, by presenting new empirical studies of trust and trust building in a number of less stable, less institutionalized settings. These contexts are gaining in prominence given the globalization and virtualization of organizational relations, development of high velocity markets, and the growing importance of intangible resources.

The empirical studies presented in this book have been conducted by scholars with a wide variety of disciplinary backgrounds, employing insights from a diverse range of fields including organization theory, knowledge management, sociology, psychology, economics, management, human resources management and communication sciences. Data from twelve different countries, including Eastern and Western European countries, Mexico, Tanzania and Western European countries is analysed, illustrating relations within and between organizations and nations. These organizations exist in environments that can be typified as uncertain because institutional, taken-for-granted or rational bases for control and trust are lacking. Several fresh insights into how trust is built and sustained in uncertain circumstances are presented, and relevant yet challenging directions for future research are proposed.

This accessible and interdisciplinary book will appeal to a wide-ranging audience encompassing academics from a number of fields focussing on trust. It will also be warmly welcomed by business and management practitioners, particularly those confronted with developments that create uncertainty.

The book will be presented at the third Amsterdam Workshop on Trust Within and Between Organizations (see above). A special price has been promised to participants and FINT members. [http://www.e-elgar.co.uk/search/action.lasso?-database=ElgarTitles.fp5&-layout=lay\\_select&-response=../search/Selection.lasso&CDM+SerialNo=3795&-search](http://www.e-elgar.co.uk/search/action.lasso?-database=ElgarTitles.fp5&-layout=lay_select&-response=../search/Selection.lasso&CDM+SerialNo=3795&-search)

New Books in the Russell Sage Foundation Series on Trust:

Gambetta, D., Hamill, H. 2005. *Streetwise: How Taxi Drivers Establish Their Customers' Trustworthiness*. New York: Russell Sage Foundation. <http://www.russellsage.org/publications/books/050228.298596>

Cook, K.S., Hardin, R., Levi, M. 2005 *Cooperation Without Trust?* New York: Russell Sage Foundation. <http://www.russellsage.org/publications/books/050228.185164>

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## 9. RECENT ARTICLES AND CHAPTERS

NOT INCLUDING THE SPECIAL ISSUES ABOVE! SEE THE LINKS ABOVE FOR DETAILS!

Adler, T.R. 2005. The swift trust partnership: A project management exercise investigating the effects of trust and distrust in outsourcing relationships. *Journal of Management Education* 29(5), 714-737.

Beckert, J. 2005. Trust and the performative construction of markets. MPIfG Discussion Paper 05/8. [http://www.mpi-fg-koeln.mpg.de/pu/mpifg\\_dp/dp05-8.pdf](http://www.mpi-fg-koeln.mpg.de/pu/mpifg_dp/dp05-8.pdf).

Caldwell, C., Karri, R. 2005. Organizational governance and ethical systems: A covenantal approach to building trust. *Journal of Business Ethics* 58(1-3), 249-259.

Cook, K.S., Yamagishi, T., Cheshire, C., Cooper, R., Matsuda, M., Mashima, R. 2005. Trust building via risk taking: A cross-societal experiment. *Social Psychology Quarterly* 68(2), 121-142.

- Delhey, J., Newton, K. 2005. Predicting cross-national levels of social trust: Global pattern or nordic exceptionalism? *European Sociological Review* 21(4), 311-327.
- Gainey, T.W., Klaas, B.S. 2005. Outsourcing relationships between firms and their training providers: The role of trust. *Human Resource Development Quarterly* 16(1), 7-25.
- Ferrin, D.L., Dirks, K.T., Shah, P.P. forthcoming. Direct and indirect effects of third-party relationships on interpersonal trust. *Journal of Applied Psychology*.
- Ferrin, D.L., Kim, P.H., Cooper, C.D., Dirks, K.T. 2005. Silence speaks volumes: The effectiveness of reticence for repairing trust violations. In K.M. Weaver (Ed.), *Academy of Management Best Papers Proceedings*, CM: C1-6.
- Francois, P., Zabochnik, J. 2005. Trust, social capital, and economic development. *Journal of the European Economic Association* 3(1), 51-94.
- Holm, H.J., Danielson, A. 2005. Tropic trust versus nordic trust: Experimental evidence from Tanzania and Sweden. *Economic Journal* 115(503), 505-532.
- Kim, P.H., Dirks, K.T., Cooper, C.D., Ferrin, D.L. in press. When more blame is better than less: The effects of internal and external attributions for repairing trust after a competence- or integrity-based trust violation. *Organizational Behavior and Human Decision Processes*.
- Lowe, P. 2005. Embodied expertise: Women's perceptions of contraception consultation. *Health* 9(3), 361-378.
- Lucas, L.M. 2005. The impact of trust and reputation on the transfer of best practices. *Journal of Knowledge Management* 9(4), 87-101.
- Lui, S.S., Ngo, H.Y. 2005. An action pattern model of inter-firm cooperation. *Journal of Management Studies* 42(6), 1123-1153.
- Lui, S.S., Ngo, H.Y. 2005. The influence of structural and process factors on partnership satisfaction in interfirm cooperation. *Group & Organization Management* 30(4), 378-397.
- Oba, B., Semercioz, F. 2005. Antecedents of trust in industrial districts: An empirical analysis of inter-firm relations in a Turkish industrial district. *Entrepreneurship & Regional Development* 17(3), 163-182.
- Rao, A.N., Pearce, J., Xin, K. 2005. Governments, reciprocal exchange and trust among business associates. *Journal of International Business Studies* 36(1), 104-118.
- Scott, S.V., Walsham, G. 2005. Reconceptualizing and managing reputation risk in the knowledge economy: Toward reputable action. *Organization Science* 16(3), 308-322.
- Serva, M.A., Fuller, M.A., Mayer, R.C. 2005. The reciprocal nature of trust: A longitudinal study of interacting teams. *Journal of Organizational Behavior* 26(6), 625-648.
- Slemrod, J., Katuscak, P. 2005. Do trust and trustworthiness pay off? *Journal of Human Resources* 40(3), 621-646.
- Tan, H.H., Chee, D. 2005. Understanding interpersonal trust in a Confucian-influenced society: An exploratory study. *International Journal of Cross Cultural Management* 5(2), 197-212
- Tomlinson, F. 2005. Idealistic and pragmatic versions of the discourse of partnership. *Organization Studies* 26(8), 1169-1188.
- Wang, F.X., Yamagishi, T. 2005. Group-based trust and gender differences in China. *Asian Journal of Social Psychology* 8(2), 199-210.

Weber, J.M., Malhotra, D., Murnighan, J.K. 2005. Normal acts of irrational trust: Motivated attributions and the trust development process. *Research in Organizational Behavior* 26, 75-101.

Yamagishi, T., Kanazawa, S., Mashima, R., Terai S. 2005. Separating trust from cooperation in a dynamic relationship - Prisoner's dilemma with variable dependence. *Rationality and Society* 17(3), 275-308.

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The next edition of FINTnews is scheduled for December 19, 2005.

Don't hesitate to send news items and comments to the Editor: [moellering@mpifg.de](mailto:moellering@mpifg.de).

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

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