

FINTnews No. 7, December 2005

The Electronic Newsletter of the First International Network on Trust

With seasonal 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. NEWS FROM FINT (Representatives, Membership, Website)

Last October, the board of the First International Network on Trust (FINT) welcomed Roxanne Zolin as webmaster and seven representatives at large. The present FINT board members are:

Katinka Bijlsma-Frankema, chair
Kirsimarja Blomqvist, representative at large
Sandro Castaldo, representative at large
Ana Cristina Costa, representative at large
Nicole Gillespie, representative at large
Guido Möllering, editor FINTnews
Andrej Rus, representative at large
Denise Skinner, representative at large
Antoinette Weibel, representative at large
Roxanne Zolin, webmaster

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. The FINT website is growing and offers resources, such as bibliographies and measurement scales. 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.

2. EGOS 2006 SUBTHEME ON TRUST (DEADLINE EXTENDED!)

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

NEW DEADLINE for extended abstracts: January 23, 2006!

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

Nicole Gillespie, Don Ferrin & Guido Möllering

3. ESRC SEMINAR SERIES ON TRUST ACROSS CULTURES (FURTHER DETAILS)

Seminar series: "Building, Maintaining and Repairing Trust across Cultures; theory and practice". The Economic and Social Research Council has funded a series of six one-day UK-based seminars on this topic over 2005-6. The purpose of the seminar series is to encourage ongoing dialogue, knowledge sharing and collaborative work amongst researchers in the field. The seminars will focus on different aspects of building and repairing trust across cultural contexts:

- Conceptualising trust across cultures – at Oxford Brookes, 6th January 2006 (Keynote speakers: Roy Lewicki, Guido Möllering)
- Inter-organisational trust – at Warwick Business School, 21st April 2006
- Intra-organisational trust – at Durham Business School, 26th June 2006
- Trust across national cultures – at Warwick Business School, date TBC
- Methodological approaches to researching trust across cultural spheres - at Durham Business School, TBC
- Trust and organisational competitiveness – at Oxford Brookes, TBC

Organisers: Denise Skinner, Nicole Gillespie, Graham Dietz and Mark Saunders.
To register your interest in participating in the seminars, please email Jane Errington (jcerrington@brookes.ac.uk)

4. INITIATIVE: TRUST, PROFESSIONALS AND PROFESSIONAL ORGANIZATIONS

MESSAGE FROM GERHARD SMID:

Dear colleagues,

My own research (& development) theme is professionals, innovation & learning. I want to focus my research in the next period on trust, professionals & professional organizations. I use the term professional in a broad sense, I refer not only to individuals who are employed in a profession, but also to service workers who are responsible for providing a particular service to their internal clients (e.g. co-workers) or external clients (e.g. customers). I already did some work on it, see my paper for the 2005 FINT/EIASM workshop.

In my clinical work (OD trajectories in hospitals, consulting firms) I am really fascinated by the issue of trust-distrust formation. I am now preparing an analysis of the process of trust formation in the process where managers hire professional interim-managers.

I would like to get in touch with colleagues within FINT who share the broader research interest trust & professionals & professional organizations. I want to share knowledge, and together I want to find out whether we can make a proposal for a track on this theme on the FINT workshop in 2007.

Dr. G.A.C. (Gerhard) Smid

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References:

Smid, G., Bernaert, G., Derksen, H. 2005. Innovation as work. The key role of trust in activities of innovation workers. EIASM workshop, Amsterdam, October 2005.

See also: Smid, G., Bijlsma-Frankema, K., Derksen, H, Bernaert, G. 2005. E-Innovation and trust dynamics. Journal of Strategic Change, special issue on Trust, 14(2), 93-106.

5. USEFUL HINTS: SOCIAL CAPITAL WEBSITE

Thanks to Gerard Breeman who pointed out the following website on social capital:

<http://www.socialcapitalgateway.org/>

6. UNPUBLISHED WORK AND WORK IN PROGRESS

Bart Nootboom: Human Nature in the Adaptation of Trust

Bart Nootboom has written a chapter on "Human Nature in the Adaptation of Trust" for a handbook on nature-inspired computing. Abstract: "This chapter pleads for more inspiration from human nature, in agent-based modeling. As an illustration of an effort in that direction, it summarizes and discusses an agent-based model of the build-up and adaptation of trust between multiple producers and suppliers. The central question is whether, and under what conditions, trust and loyalty are viable in markets. While the model incorporates some well known behavioural phenomena from the trust literature, more extended modeling of human nature is called for. The chapter explores a line of further research on the basis of notions of mental framing and frame switching on the basis of relational signaling, derived from social psychology." Please write to b.nootboom@uvt.nl if you'd like to receive the full paper.

7. RECENT DOCTORATES IN TRUST-RELATED RESEARCH

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

8. NEW AND FORTHCOMING BOOKS

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

http://www.e-elgar.co.uk/bookentry_main.lasso?id=3795

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. Contributors: K. Bijlsma-Frankema, K. Blomqvist, B. Busacca, H. Caljé, S. Castaldo, D. de Gilder, A. Hoecht, P. Kerkhof, R. Klein Woolthuis, T.M. Kühlmann, G. Möllering, E. Rocco, B.W. Rosendaal, A. Rus, M. Tillmar, G. van de Bunt, N. Yahstal-Lapaix.

* Höhmann, H.-H., Welter, F. (eds.) 2005. *Trust and Entrepreneurship: A West-East Perspective*. Cheltenham: Edward Elgar. ISBN: 1 84376 895 X.

In this innovative book, international scholars investigate trust and its role in relation to the entrepreneurial behaviour of small firms across a variety of institutional and cultural settings. The contributors draw on original empirical material from a number of West European and East European countries, highlighting the role of culture and the significance of a multi-disciplinary approach in researching trust and its importance in entrepreneurship. Including detailed comparative studies, the book will appeal to researchers, students and practitioners interested in trust within and between small firms and in different environments. Those interested in issues surrounding the development of post-socialist economies will also find the book to be of great interest. Contributors: I. Akimova, R. Bachmann, L. Burroni, A. Chepurensko, G. Dei Ottati, H.-H. Höhmann, D. Houser, T. Kautonen, B. Lageman, J. Leland, X. Li, F. Lyon, E. Malieva, H. Nuisli, V. Radaev, J. Shachat, A. Schwarz, G. Schwödiauer, D. Smallbone, G.T. Svendsen, V. Tonoyan, H. van Ees, U. Venesaar, F. Welter.

* Koniordos, S.M. (ed.) 2005. *Networks, Trust and Social Capital: Theoretical and Empirical Investigations from Europe*. Aldershot: Ashgate. ISBN: 0 7546 3636 4.

The concepts of social networks, social capital and trust play an increasingly central role in the social sciences. They have become indispensable conceptual tools for the analysis of post-industrial/late-modern societies, which are characterized by such features as the relative decline of formal hierarchies, the development of flexible social arrangements in the sphere of production and the extreme mobility of capital. This is the first book to study the interrelationships between these important concepts both theoretically and empirically. Drawing on empirical investigations from a range of diverse European social contexts, the contributors develop an economic sociology that builds on and extends established theoretical perspectives.

The book opens with an introduction to the theoretical ideas: relating social capital to reciprocity, trust and social networks in line with current debates. The authors go on to discuss the concept of social embeddedness, addressing the economic effects of social capital by examining the network and trust foundations of labour markets and investigating the structural limits of trusting networks. They conclude with an exploration of the impact of networking and the functioning of trust and social capital on the economic arrangements and performance of nascent capitalist economies in post-Communist Europe. This thematically unified collection by a team of distinguished contributors from across Europe provides an innovative and distinctive contribution to an expanding area of research.

BOOKS FORTHCOMING IN 2006

Bachmann, R., Zaheer, A. (eds.) 2006. Handbook of Trust Research. Cheltenham: Edward Elgar. ISBN: 1 84376 754 6.

<http://www.mpifg.de/people/gm/downloads/BachmannHandbookLeaflet.pdf>

Möllering, G. 2006. Trust: Reason, Routine, Reflexivity. Oxford: Elsevier. ISBN: 0 08 044855 0.

<http://books.elsevier.com/elsevier/?isbn=0080448550>

9. RECENT ARTICLES AND CHAPTERS

*** Not including chapters in the books listed above! ***

Andersen, J.A. 2005. Trust in managers: A study of why Swedish subordinates trust their managers. *Business Ethics: A European Review* 14(4), 392-404.

Bart, Y., Shankar, V., Sultan, F., Urban, G.L. 2005. Are the drivers and role of online trust the same for all web sites and consumers? A large-scale exploratory empirical study. *Journal of Marketing* 69(4), 133-152.

Bharadwaj, N., Matsuno, K. 2006. Investigating the antecedents and outcomes of customer firm transaction cost savings in a supply chain relationship. *Journal of Business Research* 59(1), 62-72.

Brownlie, J., Howson, A. 2006. 'Between the demands of truth and government': Health practitioners, trust and immunisation work. *Social Science & Medicine* 62(2), 433-443.

Carson, S.J., Madhok, A., Wu, T. 2006. Uncertainty, opportunism and governance: The effects of volatility and ambiguity on formal and relational contracting. *Academy of Management Journal* (accepted, in-press). [Available on AMJ website or from AMadhok@schulich.yorku.ca]

Chowdhury, S. 2005. The role of affect- and cognition-based trust in complex knowledge sharing. *Journal of Managerial Issues* 17(3), 310-326.

De Wever, S., Martens, R., Vandenbempt, K. 2005. The impact of trust on strategic resource acquisition through interorganizational networks: Towards a conceptual model. *Human Relations* 58(12), 1523-1543.

Dolan, S.L., Tzafrir, S., Baruch, Y. 2005. Testing the causal relationships between procedural justice, trust and organizational citizenship behaviour. *Revue de Gestion des Ressources Humaines* 57(Sep), 79-89.

Engle-Warnick, J., Slonim, R.L. 2006. Learning to trust in indefinitely repeated games. *Games and Economic Behavior* 54(1), 95-114.

Gambetta, D. 2005. Deceptive mimicry in humans. In: Hurley, S., Chater, N. (eds.) *Perspectives On Imitation: From Neuroscience to Social Science, Volume 2: Imitation, Human Development and Culture*, Cambridge, MA: MIT Press, pp. 221-241.

Holm, H., Nystedt, P. 2005. Intra-generational trust – a semi-experimental study of trust among different generations. *Journal of Economic Behavior & Organization* 58(3), 403-419.

Hurmelinna, P., Blomqvist, K., Puumalainen, K., Saarenketo, S. 2005. Striving towards R&D collaboration performance: The effect of asymmetry, trust and contracting. *Creativity & Innovation Management* 14(4), 374-383.

Hyder, A.S., Eriksson, L.T. 2005. Success is not enough: The spectacular rise and fall of a strategic alliance between two multinationals. *Industrial Marketing Management* 34(8), 783-796.

- Johansson-Stenman, O., Mahmud, A., Martinsson, P. 2005. Does stake size matter in trust games? *Economics Letters* 88(3), 365-369.
- Kim, P.H., Dirks, K.T., Cooper, C.D., Ferrin, D.L. 2006. When more blame is better than less: The implications of internal vs. external attributions for the repair of trust after a competence- vs. integrity-based trust violation. *Organizational Behavior and Human Decision Processes* 99(1), 49-65.
- Lee, B.-C., Ang, L., Dubelaar, C. 2005. Lemons on the Web: A signalling approach to the problem of trust in Internet commerce. *Journal of Economic Psychology* 26(5), 607-623.
- Li, J.J., Zhou, K.Z., Lam, S.S.K., Tse, D.K. 2006. Active trust development of local senior managers in international subsidiaries. *Journal of Business Research* 59(1), 73-80.
- Marshall, R.S., Nguyen, T.V., Bryant, S.E. 2005. A dynamic model of trust development and knowledge sharing in strategic alliances. *Journal of General Management* 31(1), 41-57.
- Mayer, R.C., Gavin, M.B. 2005. Trust in management and performance: Who minds the shop while the employees watch the boss? *Academy of Management Journal* 48(5), 874-888.
- McEvily, B., Marcus, A. 2005. Embedded ties and the acquisition of competitive capabilities. *Strategic Management Journal* 26(11), 1033-1055.
- Möllering, G. 2005. Understanding trust from the perspective of sociological neoinstitutionalism. The interplay of institutions and agency. MPIfG Discussion Paper 05/13. Max Planck Institute for the Study of Societies, Cologne, Germany.
http://www.mpi-fg-koeln.mpg.de/pu/mpifg_dp/dp05-13.pdf.
- Ness, H., Haugland, S.A. 2005. The evolution of governance mechanisms and negotiation strategies in fixed-duration interfirm relationships. *Journal of Business Research* 58(9), 1226-1239.
- Radin, P. 2006. 'To me, it's my life': Medical communication, trust, and activism in cyberspace. *Social Science & Medicine* 62(3), 591-601.
- Ramasamy, B., Goh, K.W., Yeung, M.C.H. 2006. Is Guanxi (relationship) a bridge to knowledge transfer? *Journal of Business Research* 59(1), 130-139.
- Seppänen, R., Blomkvist, K., Sundqvist, S. 2006. Measuring inter-organizational trust – a critical review of the empirical research in 1990–2003. *Industrial Marketing management* 35, in press.
- Rau, D. 2005. The influence of relationship conflict and trust on the transactive memory: Performance relation in top management teams. *Small Group Research* 36(6), 746-771.
- Tzafirir, S.S. 2005. The relationship between trust, HRM practices and firm performance. *International Journal of Human Resource Management* 16(9), 1600-1622.
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- Williams, C.C. 2005. Trust diffusion: The effect of interpersonal trust on structure, function, and organizational transparency. *Business & Society* 44(3), 357-368.
- Wilson, J.M., Straus, S.G., McEvily, B. 2006. All in due time: The development of trust in computer-mediated and face-to-face teams. *Organizational Behavior and Human Decision Processes* 99(1), 16-33.
- Zak, P.J., Borja, K., Kurzban, R., Matzner, W. 2005. The neuroeconomics of distrust: Physiologic and behavioral differences between men and women. *American Economic Review* 95(2), 360-363.

Zak, P.J., Kurzban, R., Matzner, W. 2005. Oxytocin is associated with human trustworthiness. *Hormones and Behavior*, 48, 522-527.

Zak, P.J. 2005. The neuroeconomics of trust. In: Franz, R. (eds.) *Two Minds. Intuition and Analysis in the History of Economic Thought*. Springer, in press, available at http://papers.ssrn.com/sol3/papers.cfm?abstract_id=764944

The next edition of FINTnews is scheduled for March 27, 2006.
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>

If you have lost your access code, please contact Carolien Schouten at: MC.Schouten@fsw.vu.nl

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