Index

A
adoption-based trust 319
affective trust 8, 82
agents 331
asymmetric information 55, 253
aversive trust 327

B
behaviour 85, 308
belief-based model of trust 306
bounded sociability 226

calculative trust 8
capital 66
capitalist institutions 251
categorization mechanisms 113
central government 150
citizen orientation 163
citizens 148
citizens’ trust 147
civil servants 150
closure 35
codification 108
cognitive anatomy 307
cognitive distance 34
cognitive Ingredient 312
cognitive theory 307
cognitive trust 8, 82, 307
cognitive value networks 262, 268
collaboration 15, 82
commitment 35
communication 35
community-based business models 259
competence 176
competence belief 311
complementary partnerships 174
comprehensive information 55
conceptual organization 82
connected societies 200
contact information 129
control 325
coordination mechanism 253

copyright © 2004, idea group inc. copying or distributing in print or electronic forms without written permission of idea group inc. is prohibited.
corporate knowledge 5
credit card payments 127
cultural knowledge 12
cultural norms 34

data security 129
decision-making 54
degrees of trust 333
delegation 205, 309
digital divide 201
digital economy 201
distrust 84
divergent trends, 251
domain independent 307

e-commerce 108, 125
e-shops 127
ease of use 129
economic transactions 8, 201
economics of mediation 207
evolutionary value networks 248

fair exchanges 270
familiarity 129
financial transfers 165
firm managers 177
“focal points” for trust 112
foundation of management 51
free rider problem 36
frictionless paradigm 205
frictionless paradigm 202

gatekeeper 217
geographically distributed 83
government 148

hierarchies 271
hierarchies in the network society 211
human capital 3, 68

human interaction 60
human resource management (HRM) 7

individual motivational mapping 62
infomediary industry 217
information and communication technology (ICT) 2, 82
information and knowledge processes 4
information management (IM) 4
information seeking 38
intellectual capital 3
inter-firm networks 213
inter-organizational 83
internal attribution of trust 320
Internet social capital 231
interpersonal trust 107

knowledge artifacts 5
knowledge capital 5
knowledge generation 2
knowledge management (KM) 3, 108
knowledge-based organizations 1
knowledge-based society 2
knowledge-intensive business 10
knowledge-intensive product 10

leadership organization 34
learning organization 257
legitimacy 205
longitudinal interaction 110

mail order companies 126
maintaining trust 84
managing trust 89
mental attitude 308
mental constituents 309
meta-capability for innovation 175
ministries 147
mistrust 12, 33, 59, 127
morality 319
motivation 267, 319
Index 351

N
natural languages 307
network business models 268
network economy 111, 202
network formation 269
network-based forms of governance 250
networked organization 251
new capitalism 255
new media 272
non-calculative trust 8
non-social mechanisms 255
norm-based trust 9
normative trust 9

O
one-dimensional interpretation 57
online platform 108
online shopping 138
online shops 127
organizational change 18, 31, 53, 271
organizational culture 3, 37
organizational climate 3
organizational development 11
organizational knowing 6
organizational knowledge 3
organizational theory 54
organized encounters 64
over-confidence 338
over-diffidence 338

P
partnering 108
pattern matching 108
policy-making 152
policy-making capability 154
political calculation 155
political opinions 151
political system 149
positional mapping 61
positive trust 327
post-fordist economy 263
public administration 150
public services 148

R
R&D center 87
rational trust 338
reality 272
regulatory power 165
reliance 314
repetitious warnings 148
representations of trust 116
representing trust 114
research and development (R&D) 83
resource-based-view 257
respect 35
responsibility 35
risk 10, 33
roads to trust 53

S
scientific research and development 83
self-organization 248
self-reference 178
sense-making 57
shared cognitive frames 34
shared identity 13
situated learning 6
social capital 3, 253
social network theory, 257
social theory 307
social trust 317
strategic management 7
strategic situation 312
strategic thinking 31
strategy 32
structural capital 3
structural dimension 11
swift trust 10, 109
symmetry fallacy 207

T
tacit knowledge 5, 37, 108
tasks 331
taxation 148
technological development 174
technology partnership 173
temporal dimension 185
trademarks 130

Copyright © 2004, Idea Group Inc. Copying or distributing in print or electronic forms without written permission of Idea Group Inc. is prohibited.
transaction cost approach 252
transaction cost theory 253
transaction costs 201
trust 7, 32, 107, 125, 205, 251, 308
trust as capital 51
trust building 30, 84, 180
trust building processes 34
trust creation 65
trust disposition 311
trust dynamics 229
trust imperatives 35
trust in e-commerce 128
trust principles 34
trust response 32
trust threshold 33
trust-distrust match 87
trustworthy websites 127

U
unit grouping 113
usability 125

V
value capability 160
value chain 262
value creation 3, 260
value exchange 260
value extraction 3
value-based trust 9
virtual communities 13
virtual team 111

W
weak delegation 318
websites 125
willingness belief 311