Index

A
access controls 53
authentication mechanisms 53
availability mechanisms 53

B
best business practices 54
bi-directional dyads viii, 83
business-to-business 2
business-to-business e-commerce 150
business-to-business e-commerce participation 27
business-to-consumer 2

C
calculative process 32
capability process 32
caring 35
case study research approach 75
characteristic-based trust 39
close-to-zero inventories 46
coercive power 50
commercial language 83
competence 34
competence trading partner trust 40
competence trust 38
competitive pressure 8
computer telephone integration (CTI) 96
confidentiality mechanisms 52

D
construct validity 85
contingency procedures 142
contractual trust 38
control trust 52
Customs Act 124
Customs Agent Wellington Limited (CAWL) 94
customs modernization 91
data modification attacks 51
death of distance 13
deterrence-based trust 36
disparate investments 20
distribution network 20
domino effect 49
e-commerce 2, 4
e-commerce adoption 5
e-commerce applications 14
e-commerce network 52
e-commerce security risks 48
e-commerce technologies 43
e-commerce transactions 3, 14
e-commerce uncertainties 11
eavesdropping attacks 51
EDI adoption 26
EDI mailbox storage system 52
Electronic Commerce Network Ltd. (ECN) 93
electronic data interchange (EDI) 3, 6, 21, 92
electronic partnerships 15
encryption mechanisms 53
extent of e-commerce performance 55
external forces 60
external validity 86
extranet benefits 43
extranets 21

F
firewalls 21
flexibility 7
future of e-commerce 21

G
general risks 140
goodwill trading partner trust 41
goodwill trust 38

H
high costs 9
high costs of implementing e-commerce 9
high-quality standards 152
human intuition 49

I
identification-based trust 36
industry presence 14
information sharing 152
information systems discipline 29
information technology (IT) 61
Information Technology American Association (ITAA) 10
information travelling 48
initial exploratory study 12, 22
initial trust formation 132
institutional-based trust 39
integrated conceptual model 153
integrity mechanisms 52
integrity risks 144
intentionality process 32
inter-organizational dimensions 60
inter-organizational dyads 60
inter-organizational relationship (IOR) vii, 2, 22, 50, 57, 63, 70
inter-organizational system (IOS) vii, 61
inter-organizational transactions 7
inter-organizational trust (IOT) 1, 5
interactions 60
interactive voice response (IVR) 14
internal validity 86
internet-based EDI 6
internetworking product center (IPC) 95
interpersonal contract 31
interpersonal phenomenon 26
interpretative paradigms 74
interpretivist philosophy 72
intranets 21

J
just-in-time manufacturing 46

K
key mediating variables (KMV) 39
knowledge-based trust 36

L
lack of standards and policies 10
lack of technical skills, knowledge, and expertise 10
lack of top management support 9
literature review 22
long-term trading partner relationships 152

M
management practices 54

N
networked economy 2
non-repudiation mechanisms 53

O
object of trust 81
open channels 7
open communication 152
openness 34
organic solidarity 31
organizational image 131
organizational theory 57
organizational trust 61

P
partner initiated customer access (PICA) 95
partnering 156
partnering charter 156
password sniffing attacks 51
perceived benefits 70
perceived economic benefits 43
perceived general risks 51
perceived relational risks 49
perceived relationship-related benefits 44
perceived risks 70
perceived strategic benefits 46
perceived technology performance-related risks 49
performance risk 48
political dimension 57
positivist research philosophy 72
potential barriers 17
potential benefits 15
pre-adoption negotiation 8
predictability trading partner trust 41
predictive process 32
principled trust 38
process improvements 20
process-based trust 39
psychology discipline 29

Q
qualitative paradigm 74
qualitative research approaches 74
quantitative approach 74
quantitative methods 74

R
reduced costs 7
relational risks 140
reliability 35, 86
repudiation 51
research method 71
resource dependency theory 22, 60, 63
round-the-clock access 103

S
sampling logic 86
security flaws 48
semi-strong trust 37
small-medium-enterprises (SMEs) vii
social perspective 22
spatial and temporal separation 3
spoofing 51
strong trust 38

T
talking stage 15
technological perspective 22
technology trust mechanisms 22
telecommunications networks 1
top management commitment 152
trading partner trust 1
trading partner trust relationships 55
trading partners 20
trading partners’ competence 151
transaction-cost economics (TCE) 59, 63, 70
transaction-cost-economics theory 22
transference process 33
trust and security concerns 9
trust-building mechanisms 30

U
uni-directional dyad 77, 110

V
value-added-networks (VAN’s) 6

W
weak trust 37