# **Index**

# Α

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

### В

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

corporate knowledge 5 credit card payments 127 cultural knowledge 12 cultural norms 34

#### D

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

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

#### F

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

#### G

gatekeeper 217 geographically distributed 83 government 148

#### Н

hierarchies 271 hierarchies in the network society 211 human capital 3, 68 human interaction 60 human resource management (HRM) 7

#### ı

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

#### K

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

#### ı

leadership organization 34 learning organization 257 legitimacy 205 longitudinal interaction 110

#### M

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

## Ν

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

## 0

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

#### Т

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

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

#### ۷

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