

Exploring the Dynamics of Interpersonal and Organizational Trust

Abstract

The importance of trust is well recognized in organizational behaviour literature. However, there is limited empirical evidence that focuses on multidimensional nature of trust, its determinants and influence on employees' attitude and behaviour in Indian organizations. In order to address this gap, the present study has examined individual level factors such as interaction frequency, competence, and consistency as the determinants of interpersonal trust (trust in coworkers and supervisors) and organizational level factors such as procedural justice, perceived organizational support, job security, and communication as predictors of organizational trust (trust in management). Further, the impact of trust dimensions on employees' attitude and behaviour namely knowledge sharing, organizational citizenship behaviour, affective commitment, and turnover intention is examined. The study also explores the mediating role of trust between the antecedent and consequent variables. The data were collected from 303 respondents belonging to six manufacturing and service organizations. The difference in the dimensions of trust and the related outcomes were examined using T-test, and the strength of association among the variables was analyzed using multiple regression analysis. The results confirmed that individual and organizational level variables significantly predicted interpersonal and organizational trust. The dimensions of trust also showed positive influence on outcome variables. The dimensions of trust provided either full or partial mediation between the antecedent and consequent variables. The study has implications for practitioners to facilitate the development of trust for positive outcomes identified in the study.

Keywords: interpersonal trust, organizational trust, interaction frequency, competence, consistency, job security, procedural justice, perceived organizational support, communication, knowledge sharing, organizational citizenship behaviour, affective commitment, turnover intention.