Organizational Trust

What It Means
Why It Matters
Trust Matters

• Adaptive organizational forms
• Strategic alliances
• Responsive virtual teams
• Effective crisis management
• Reduction in litigation costs
• Communication satisfaction
• Job satisfaction
Organizational Trust

- Concern for Employees: 0.91
- Openness & Honesty: 0.88
- Identification: 0.84
- Reliability: 0.80
- Competence: 0.75

Perceived Effectiveness: 0.81

Job Satisfaction: 0.84