“Trust (Vertrauen), in broadest sense of confidence in ones expectations, is a basic fact of social life. In many situations, of course, man can choose in certain respects whether or not to bestow trust. But a complete absence of trust would prevent him even from getting up in the morning. (Luhmann[4] : p4)”
Research Question

What is needed to create a SARNET alliance?

We need to organize a Trust...

Why?

How?

What is needed to organize a trust?
1,2,3 by SPG
The Importance of Trust

• Productive relationships are based on trust – often *unrecognized* and taken for granted

• It’s a resource that *increases* with use

• Enables *coordination* without coercion

• Enables *commitments* to be undertaken in situations of *high risk*
Inter-organizational and Interpersonal Trust

- Impact of trust at different levels on collaborative micro to macro level (entity/co-entity).

- (Positive) Relationship between the extent of interpersonal trust and inter-organizational trust.

- Top-down approach and bottom-up approach and their impact on trust.
Factors Affecting Trust

- Risk
- Faith
- Fear
- Feeling
- Power
- Control
- Ability
- Norms, Regulations, Laws, and Contract
- Expectation
Trust = Predictability + Dependability + Faith
+ Competence + Responsibility + Reliability.
+ Controllability
\[ \downarrow \uparrow \text{Trust} = \downarrow \uparrow \text{Speed} \quad \uparrow \downarrow \text{Cost} \]
Trust, Control and Risk

Risk
- Performance Risk
- Relational Risk

Control
- Behavioral control
- Output control
- Social control

TRUST
- Goodwill trust-building
- Competence trust
- Social Trust
Create a SARNET Alliance

• What is needed to create a SARNET alliance?
• Trust framework
  • Value model (the need for the alliance)
    • Shared value
    • Risk mitigation
    • Cost
  • Risk Management process

• Trust Framework
  • Personal Trust vs Impersonal (Institutional Trust)
  • Top-down vs bottom-up approach to create an alliance