

# Trust in Knowledge Management and Systems in Organizations



**Maija-Leena Huotari  
and Mirja Iivonen**

# **Trust in Knowledge Management and Systems in Organizations**

## **Table of Contents**

<b>Preface .....</b>	<b>vii</b>
----------------------	------------

*Maija-Leena Huotari, University of Oulu, Finland*

*Mirja Iivonen, University of Tampere, Finland*

### **SECTION I: TRUST IN PERFORMING**

#### **Chapter I**

<b>Managing Knowledge-Based Organizations Through Trust .....</b>	<b>1</b>
---	----------

*Maija-Leena Huotari, University of Oulu, Finland*

*Mirja Iivonen, University of Tampere, Finland*

#### **Chapter II**

<b>Trust Building as a Management Strategy .....</b>	<b>30</b>
--	-----------

*Mirja Iivonen, University of Tampere, Finland*

#### **Chapter III**

<b>Trust as Capital: The Foundation of Management .....</b>	<b>51</b>
---	-----------

*Risto Harisalo, University of Tampere, Finland*

*Jari Stenvall, University of Lapland, Finland*

## SECTION II: TRUST IN ONLINE COMMUNITIES

### Chapter IV

<b>Managing Cognitive and Affective Trust in the Conceptual R&amp;D Organization .....</b>	<b>82</b>
<i>Diane H. Sonnenwald, University of Borås, Sweden</i>	

### Chapter V

<b>Interpersonal Trust in Online Partnerships: The Challenge of Representation .....</b>	<b>107</b>
<i>Elisabeth Davenport, Napier University, UK</i>	
<i>Leo McLaughlin, Napier University, UK</i>	

## SECTION III: CITIZENS' TRUST ON INSTITUTIONS

### Chapter VI

<b>Usability of Websites Contributing to Trust in E-Commerce .....</b>	<b>125</b>
<i>Kai Öörni, University of Oulu, Finland</i>	
<i>Saana Kaleva, University of Oulu, Finland</i>	
<i>Soile Hirvasniemi, University of Oulu, Finland</i>	
<i>Terttu Kortelainen, University of Oulu, Finland</i>	

### Chapter VII

<b>Citizens' Trust in Ministries .....</b>	<b>147</b>
<i>Risto Harisalo, University of Tampere, Finland</i>	
<i>Jari Stenvall, University of Lapland, Finland</i>	

## SECTION IV: TOWARDS TRUST MODELS

### Chapter VIII

<b>Trust in Technology Partnerships .....</b>	<b>173</b>
<i>Kirsimarja Blomqvist, Lappeenranta University of Technology, Finland</i>	
<i>Pirjo Ståhle, Lappeenranta University of Technology, Finland</i>	

### Chapter IX

<b>Exploring the Origins of New Transaction Costs in Connected Societies .....</b>	<b>200</b>
<i>Andreina Mandelli, SDA Bocconi Graduate School of Management, Italy</i>	

<b>Chapter X</b>	
<b>Self-Organization and New Hierarchies in Complex Evolutionary Value Networks .....</b>	<b>248</b>
<i>Andreina Mandelli, SDA Bocconi Graduate School of Management, Italy</i>	
 <b>Chapter XI</b>	
<b>A Belief-Based Model of Trust .....</b>	<b>306</b>
<i>Rino Falcone, Institute of Cognitive Sciences and Technologies, Italy</i>	
<i>Cristiano Castelfranchi, Institute of Cognitive Sciences and Technologies, Italy</i>	
 <b>About the Authors .....</b>	<b>344</b>
 <b>Index .....</b>	<b>349</b>