



TRUST AND RELATIONAL MEASURES

BY DR. MICHELE WILLIAMS

Multi-dimensional Measure: **Perception of Being Trusted**

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Reference:

Williams, M. (2016). Being trusted: How team generational age diversity promotes and undermines perceived trust in cross-boundary relationships. *Journal of Organizational Behavior*, 37(3): 346-373.

Instructions and response scale:

Please indicate your agreement or disagreement with each of the following statements using the scale below.

- 1 Strongly Disagree
- 2 Disagree
- 3 Neither Agree nor Disagree
- 4 Agree
- 5 Strongly Agree



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Perception of Being Trusted Scale Items by Sub-dimension

Behavioral reliance (dimension of the perception of being trusted).

(Cronbach's alpha= .79)

The perception of reliance was measured with a four-item behaviorally oriented recall measure. These trust items drew on Mayer and Davis' (1999) measure of trust and on Currall and Judge's (1995) measure of trust, the surveillance sub-dimension). Items included the following:

- This person feels comfortable giving me a problem that is critical to him/her.
- This person lets me have a great deal of influence on issues that are important to him/her.
- This person feels confident that results will follow from our discussions.
- This person doesn't like to depend on me to handle issues that are important to him/her (reverse scored).

Behavioral reliance (Group-level adaptation)

- My group members feel comfortable giving me a problem that is critical to him/her.
- Members of my group let me have a great deal of influence on issues that are important to him/her.
- People in my group feel confident that results will follow from our discussions.
- Members of my group don't like to depend on me to handle issues that are important to him/her (reverse scored).

Information sharing (dimension of the perception of being trusted).

(Cronbach's alpha=.85).

The perception of receiving information was measured with a four-item behaviorally oriented recall measure. These trust items drew on Currall and Judge's (1995) measure of trust (the communication sub-dimension). Items included the following:

- When we discuss important matters, this client shares his/her thoughts with me.
- This individual gives me relevant information about important issues.
- This person minimizes the amount of information he/she gives to me (reverse scored).
- This person lets me know what he/she thinks about key issues.

For Additional Information about Scale Development, please see presentation below or contact Dr. Michele Williams at michele-williams@uiowa.edu

Williams, M. 2016. [Developing Measures for Relational Concepts](#). Presentation at the 2016. Annual Meetings of the Academy of Management, Anaheim, CA.