

Testing and Comparing the Causal Model of Team Trust Based on Team, Job and Organization Characteristics in Employees with High and Low Predisposition to Trust

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Introduction

Today, teams are recognized as an integral and central component of organizations, and the performance of organizations is increasingly influenced by the performance of teams and workgroups. Accordingly, organizations and researchers alike are increasingly focusing on team performance as well as people's performance on teams. At the same time, attention has also been given to the characteristics and processes within teams that can influence their effectiveness. Studies have shown that one of the most important factors in determining the effectiveness of work teams is the level of trust that team members have in each other. Therefore, the purpose of the present study was to test and compare the causal model of team trust based on team, job and organization characteristics in employees with high and low predisposition to trust.

Method

The statistical population of this study included all employees of Southeast Water Exploitation, Production and Transmission Company of Khuzestan in 2017. The total number of employees in the company was approximately 600, of which 350 were randomly selected. From these, 319 questionnaires were analyzed, and making up the final sample size. Research instruments included Job-Adequate Skills (Jarvenpaa et al., 1998), Role Ambiguity (Rizo et al., 1970), Path-Goal of Leadership (Indvik, 1988), Predisposition to Trust (Ashleigh et al., 2012), and Team Trust (Costa & Anderson, 2011) scales.

Results

The results showed that all fit indices are well desirable and the proposed

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model fits well with the data. Also, direct path analysis indicated that job-adequate skills, role ambiguity, and participative leadership have significant direct relationship with team trust. According to the results, both groups (high predisposition to trust group and low predisposition to trust group) have equal regression weights and have the same path diagram. The results therefore did not confirm the moderating role of predisposition to trust.

Conclusion

Overall, the findings of the study showed that the job-adequate skills and the atmosphere of participative leadership are associated with increased team trust, and ambiguity in the role and duties of the team leads to a decrease in team confidence, so it is recommended: 1) Assessing the level of abilities and skills of individuals and accordingly selecting individuals to join the teams by diagnostic tests; 2) Designed and implemented training courses for team leaders and workgroups to learn participative leadership style behaviors and skills; 3) Providing positive feedback, participatory decision making, empowering team members, creating open communication channels between team members and leaders, etc.; 4) Finally, to reduce role ambiguity, it is first necessary to define clearly defined tasks, roles and responsibilities, and how each of them should be standardized.

Keywords: Job-adequate skills, Participative leadership, Role ambiguity, Predisposition to trust, Team trust.

Author Contributions: Noori Kaabomeir, general framework planning, content editing and analyzing, submission and correction, and corresponding author. The author discussed the results, reviewed and approved the final version of the manuscript.

Acknowledgments: The author thank all dear colleagues and professors who have helped us in this research.

Conflicts of Interest: The author declare there is no conflict of interest in this article.

Funding: This article has not been supported by any foundation.
