HCI : Reflexion V - Gain the user's trust through UX Design

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This relfection is based on 3 related articles.

Google, Facebook, Instagram, WhatsApp...I trust many networks and other app which have my data from my name to more sensible data like my location and even my credit card but Why we give our trust to some app and not to others ? I will discuss about that in this reflection. The different aspect of trust are define in the first article has the following : benevolence, reliability, integrity and credibility. So how a UX can implement this abstract concept and gain the user's trust ? After the reading I assume that your UX need to be accurate, transparency, consistence and viable for the user's expectation. This concept will appear in a well implement UX based first on a well understanding off the user expectation. Starting from them will allow you to give in first time accuracy to the app and more consistence. It's obvious that you can't really trust an app which haven't show you that's it understand all you need ; for example I don't trust paint to save my credit card number...This mixed of accuracy and viable of the app will show the benevolence and the reliability aspect to the user. On this base but not less important you'll have the transparency because when you user will start using the app in many case (except banking app and other stuff of payment...) he will not trust the app at the first day so during this utilisation you'll need to show with the UX the consistence of the app. Credibility and Integrity will grown during this starting period. Finally for me the transparency (what data you have, how they are stored, why do you have it...) will conclude to gain the user's trust in you app. Another aspect that's will give more trust is the well-known of the company to illustrate this if you'll download amazon app you'll have trust directly because it's a well-known company but this aspect does not depend on the future UX but on the already existing UX.