acceptances 30, 62–3 access control 344–5	implicit 62–3 unharmfulness 123, 312–4, 317–22
accomodation 2	belief source
adjustable autonomy 206–9, 213, 231	categorization 307
bilateral and bidirectional 225	converging and diverging 311–2
adoption 24–7, 49, 52, 60, 71, 84–8, 111,	direct experience 307
123, 145, 157, 164, 166, 194, 206,	homogeneous and heterogeneous 312
209–23, 227, 230–2, 256, 260, 266,	learning mechanisms 323–5
277–8	reasoning 307
Amazon 348	reputation 307
Appleseed 352	Bernoulli 103
appraisal 31, 39, 133–42, 253	betrayal 85, 88–9, 121, 237, 242, 363
Aristotele 134, 137, 265	C. (c.11, 0, 17
artificial intelligence 1, 21, 247	Castaldo 8–17
assimilation 2	causal attribution/interpretation 150–4
authentication 344–5	certainty of identification 344
autonomous agents 1, 38, 174, 205–6,	certified reports 349
222	CertProp 351–2
autonomous agent-based systems 192	Chartrand 139
autonomy 16, 28, 70, 85, 191–2, 202, 205–9,	Chervany 21
213-4, 222-3, 225-32, 344	Cialdini 261
Axelrod 235, 254	Cohen 62
D 1 1.71	commitment 17–8, 78, 88, 145, 154, 160,
Bacharach 51	201, 203, 205, 215, 236, 242, 256–7,
Baier 72, 270	267, 269, 273–7, 301, 362
Barber 86	communication
Bargh 133, 139	advice 225
Bayesan network 353	alert/warning 225
belief 39, 49, 56–60, 72–3, 98–101, 118	channel 222
crisis 187	inspective questions 224
dependence 64–5	instructions 225
fulfillment 64–6	reminding 225

communication Continued	strong 78–80, 111, 158–60, 212	
report request 224	substitution of 194	
threats 225	weak 51, 77–80, 111, 154–8,	
Computer Supported Cooperative Work	211	
(CSCW) 150, 174	Demolombe 346	
confidence 44, 54, 61, 76, 84, 97, 140	Dempster 126, 347	
over-confidence 112–3	Dennet 10, 36, 50–1, 69	
self-confidence 47–8, 140	dependence	
confidentiality 344	mutual 287–8	
Conte 85, 301–2	objective 285–7	
contract 272–5	reciproval 287–8	
contract nets 326, 328	strong 64, 206	
control 126-7, 192-5	subjective 285, 288–9	
as brake 224	unilateral 287–8	
as detecting 224	weak 64, 156, 285	
as feedback 193–4	Deutsch 86-7, 235-6	
as (internal) inspection 224	diffidence 13, 24, 52, 76, 112–3, 117–24,	
as intervention 193–5	148, 162–4, 167, 189, 242, 252, 257,	
as repair 225	266, 269, 278, 344	
as substitution 224	over-diffidence 112–3	
as suirvellance 224	direct manipulation interfaces 192	
as support 224	disappointment 58–9, 77	
as tuning 224	distributed artificial intelligence 343	
counting on 71–2	distrust see mistrust	
cryptography 192, 344–5	Durkheim 198	
Damasio 133, 137–9	eBay 348	
Davis 19–20	economics 1, 26, 27, 28, 76, 235,	
delegation 15-6, 24-5, 29, 38-9, 47-8, 53,	238-9, 247, 250-2, 254, 259,	
65, 70, 77–82, 84, 89, 97, 103–7, 125,	261, 265	
148, 191–5, 198, 209–13	electronic commerce 150, 192, 247, 348	
abstraction of 194	Elster 140	
adjustment 214–6	emotion 136, 141–2	
closed 80-2, 213	encapsulated interest 26-30	
closing of 222	encryption 344	
correction of 194	evaluation 134–6	
extension of 220	experience 150	
mild 78–80, 111, 212		
modification of 220	faith 98, 107, 112, 129, 245–6	
open 80–2, 213	fear 23, 44, 54, 57, 92, 122–3, 140–1, 198–9,	
openness of 221	243, 272–3, 277, 363	
reduction of 220	Fehr 360–1	
repairing of 194	FIRE 349–50	
secure 344	Frijda 134, 137	
specification of 194	frustration 58–9, 77	
strategies 327–8	fuzzy cognitive maps 305–6	

Galanter 46	Josang 347
Gambetta 19–20, 51, 73, 164, 236, 247–8, 251–2, 254–5	joy 60
game theory 26–8, 235–6, 239, 247, 254,	Kahneman 142
258–9, 353	Kaplan 108
Garfinkel 266–8, 277	Kosfeld 360–1
Garrik 108	Kunda 140
generalization 174	Kurzban 258
giving credit 117, 125–30	
goal 11-3, 15-7, 26-30, 36-9, 45-7, 52-7,	Lesser 343
102, 111, 118, 134–6, 200–1, 203–5	Levesque 63
goal-adoption see adoption	Luhmann 29, 44, 73–4, 76, 98, 244
good-faith see faith	
Grandison 345	Maes 348
Grice 124, 260	Marsh 21–2
Grid 343	MAS see multi-agent systems
	Mayer 19–20
Hang 351–2	McKnight 21
Hardin 26–30, 85, 259	Meyer 48
Hassmen 98	Miceli 40, 58–60, 133–4
help	Miller 46
critical-help 82, 218	mistrust 13, 52, 118–9, 121–2, 124, 181,
critical-overhelp 218	242, 252
extension of 217–8	Morgenstern 103
hyper-critical 220	multi-agent systems 1, 150, 174, 192, 222–3,
over-help 82, 89–90	282, 343, 345, 349
reduction of 217	Mutti 7
Hewitt 343	
hope 57	negotiation
human computer interaction 343	objective potential for 293
human robot interaction 354	power 289–92
Hunt 98	subjective potential for 292
Huynh 345, 349	neighbourhood reputation 349
	networked computer systems 343
information and communication	neuro-trust 360–1
technologies 1, 17	nonrepudiation 344
institutions 361–2	norms 45, 83, 87, 123, 198, 203, 205, 236–7,
integrity 344	251, 253, 259, 267, 271, 275–8,
intention 51, 64, 67, 86, 272–3	282–3, 354
intentional stance 10, 36, 51, 69, 85, 276	0
invalidation 58	Omstrom 26
Janasan 245	optimism 239–41, 243–5
Jansson 345	oxytocin 360–1
Jennings 64 Johnson Leird 50	Paglyori 201 2
Johnson-Laird 50	Paolucci 301–2
Jones 44–5, 46, 259, 346	Pelligra 259

Pezzulo 305	Semantic Web 343
philosophy 1, 61, 353	Seneca 28
PolicyMaker 345	service-oriented computing 353
politics 76, 361–2	Shafer 126, 347
predictability 9, 12, 19, 47–9, 59, 71, 77,	Sichman 64, 76
199, 236, 247	signaling 134, 242, 260–1, 267, 298
Pribram 46	Singh 349, 351
prisoner/social dilemma 23, 236, 254-5	Sloman 345
promise 274–5	Smith 27, 237
prospect theory 114	social capital 281–3
psychology 1, 8, 21, 46, 61, 205	social commitment see commitment
	social goal adoption see adoption
Quilian 352	social graph 351
	sociology 1, 8, 164, 247
Rasmussen 345	Spinoza 137
reasoning 307	SPORAS 348
reductionism 359	sufferance 59
referral systems 349	surprise 58–9, 77
Regret 349	suspicion see diffidence
relational capital 282-4, 297	
reliability 30, 42–3, 47–9, 58, 73, 84, 98,	threshold 361
101, 123, 140, 143, 157, 173, 189, 192,	acceptable damage 109
199, 201, 235–7, 242–3, 248, 259, 268,	hazard 108–9
293, 301, 307, 313–4, 345, 348–53	minimal acceptable value 109
reliance 11-6, 25, 30, 38-9, 44-5, 53, 64-5,	payoff 109
67, 69–72, 76–7, 79, 82, 102, 111,	risk <i>see</i> hazard
128, 140, 148, 154, 157, 164, 203,	Tommaso 276
211, 230, 252, 265, 268–9, 279, 285,	trust
359	as actions and behaviors 9, 35, 64, 69
relief 59–60	active ( $\beta$ -form) and passive ( $\alpha$ -form) 12.
reputation 301–2, 307, 347–50	16, 61–2
Resnick 348	atmosphere 143, 147, 168–74, 271
risk 74–7, 246–7	and belief sources 307–13
Rousseau 30–1	and benevolence 24–5, 86
	conditional 84, 127–9
Sabater 349	core 49, 65
Schoorman 19–20	crisis 184–8, 279
Schelling 29	as competence 12, 47–8, 149, 313–4
Searle 278	and decision 10, 17–8, 35, 64, 69, 72–3,
security 344–5	76–7, 161–4
hard and soft 345	as decision tree 101–7
self-fulfilling prophecy 241–2	definition 19–31
selfish 26–8, 85–7, 157, 166, 199, 208, 216,	degree of 95–7, 98–101, 294
220, 236–8, 255, 257, 260, 279	as evaluation 13, 36, 39–40, 43, 52–3
selfishness see selfish	as expectation 13, 53–60

	as external and internal attribution 83–4, 148–9, 248–50 and fear 122 game 254–7, 360–1 genuine see genuine social genuine social 14, 27, 60, 69, 71, 84–8, 259, 277 and kripta 40, 51 implicit 122–5 insufficient 124–6 lack of 75, 113, 117–30, 147, 189, 228, 242, 249	trustee 9, 10, 36, 222 act of 14 trusted computing 344–5 trusted systems 344 trusted third parthy 345 trustor 10, 36, 222 act of 14 personality 317, 322–3 Trust-metrics 352 Trust-Serv 345 Tummolini 278 Tuomela 87
	as layered notion 10, 17–8, 36–8 as mental attitude 10, 17–8, 35, 38–54, 43 as positive evaluation part and simply credited part 127–130 and powers 42 and prediction 44–5 pseudo-transitivity 168–71 and reciprocity 26, 164–7, 257–9 results and outputs of 9	Ulmann-Margalit 117, 121 unselfish <i>see</i> selfish utility function 102–7, 111 van der Hoek 48 van Linder 48 von Neumann 103
	and risk 9, 11, 73–4, 107–11 as strict versus broad 196–7 as subjective probability 19, 247 as super-trust <i>see</i> tutorial as trust-in 64, 66–7, 248 as trust-that 65, 66–7, 248 and trustworthiness 40, 47, 49, 149, 154–64 tutorial 82, 89–91	vulnerability 13, 20, 74  Walker 26 weber-fechner law 351–2 Weiss 343 Wertheimer 138 Williamson 96, 235, 247, 250–4 witness report 349 Wooldridge 343
tru	as willingness 12, 48–9, 149, 313–4 ast capital objective 294 objective usable 296 subjective 294 subjective usable 294	Yamagishi 22–5, 235, 256 Yu 349, 351 Zacharia 348 Zajonc 138