

An Empirical Study on the Organizational Trust, Employee-Organization Relationship and Innovative Behavior from the Integrated Perspective of Social Exchange and Organizational Sustainability

### Trust in an Organization

Trust is an integral part of an organization, when working in teams we must have trust in our coworkers to do their jobs in order to accomplish the team project, we must have trust in

other departments to do what they're asked

in order to ensure overall organizational

success, and we must have trust in our

superiors that they will make the correct

decision for all the departments in order to

help further the development of each team.

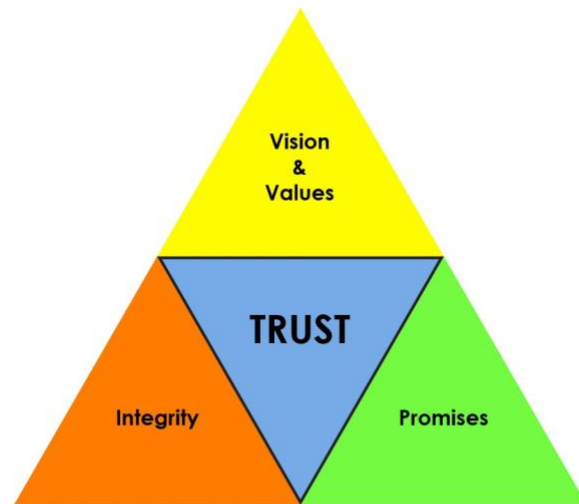
Every aspect of an organization is affected

somehow by trust, sales deals are made on the foundations of trust, and organizational

partnerships are built solely on trust, which is why I was so interested in examining the affect

trust has on overall organizational behavior, employee-organizational relationships, innovative

behavior, and social exchanges within an organization.



www.trustacrossamerica.com

### Breaking Down the Article

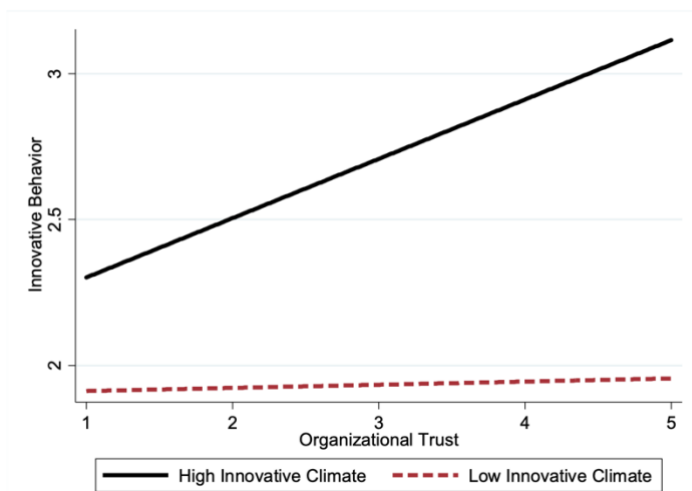
The article was conducted in about 63 small companies all in the clothing design industry in Shanghai China. The data gathered came from two primary sources, the employees

at these companies and their immediate supervisors. The data surveyed was gathered with the intent of discovering whether trust within the workplace had a positive effect on innovative behavior and overall creativity. In summation, the study concluded that there was in fact a positive correlation between the innovative effect and productivity, creativity, and overall a more positive work-climate. The study in mention was mostly conducted through various surveys that were passed around through each company which is similar to other workplace-satisfaction surveys like a Net Promoter Score or something of that nature. Overall, the study produced interesting results as far as the impact of organizational trust and its effect on innovative behavior. One graphic shows that as organizational trust grows or decreases, an organizations level of innovative behavior can be increased or decreased five-fold.



#### My Analysis of the Study

The study was overall effective in gathering the data that the researches wanted, however, I am somewhat questioning the validity of the



data as far as the surveys go. Anyone can say that their innovative behavior is improved by trust in the organization, and that is almost an impossible metric to actually measure without some bias affecting the results. That said, the same is true for many other studies out there for any

sort of metric we try to measure, so this opinion is to be taken with a grain of salt. Personally, I believe that good organizational trust sparks innovative behavior and creativity far more than a lack of trust does. Furthermore, I believe that organizational trust is an integral part of an organizations success or failure, with it, the organization can truly thrive and become a fortune-500 company, without it, I believe that an organization will not last long.