

Abstract

The Role of Trust in New Models of Collaboration

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Two kinds of trust relationships were critical to the successful implementation of these projects: (1) public trust or the degree to which citizens and other groups in society believe the project or service program can be trusted to treat them fairly; and (2) professional trust or the degree to which people and organizations charged with developing and delivering a service believe they can rely on the motives and predict the performance of other participants. In the cases studied, tools that trigger three types of trust (calculus-based trust, identity-based trust, and institution-based trust) were used to resolve problematic issues and move the partnerships forward.