Level of trust among partner organizations

Indicator Number:
46

Logic Model Component:
Processes

Data Type(s):
Categorical scale, qualitative

Short Definition:
Measures each partner organization’s level of confidence in and willingness to open oneself to the other

Definition and Explanation (Long):
This indicator refers to each partner organization's level of confidence in and willingness to open oneself or one's organization to the other, based on the following dimensions:
- integrity – each organization is fair and just;
- dependability – each organization will do what it says it will do;
- competence – each organization has the ability to do what it says it will do;
- credibility – each organization is well-respected among its respective audiences; and
- risk management – each organization manages and mitigates potential common risks that may include shortage of resources or departure of key members.

Data Requirements:
Qualitative and quantitative data from questionnaires (using Likert scales) regarding the perceptions of partner organizations about the trust measurement, using dimensions that are agreed upon for the partnership

Data Sources:
Periodic surveys, followed up with key informant interviews and focus group discussions, as needed

Frequency of Data Collection:
Periodically (before, during, and after specific activities or events)

Purpose:
This indicator aims to look closely at various dimensions to characterize the quality of relationship supported by mutual trust, which is one of the key elements of facilitating sound
decision making approaches and building successful partnerships. Trust has been used as a key measurable components of relationships (Ki & Hon, 2007).

**Issues and Challenges:**

Trust has been a widely studied concept as a component of the quality of relationships, and some researchers have identified and used three dimensions of trust that are measurable, including integrity, dependability, and competence (Ki & Hon, 2007; Paine, 2013). Other studies have shown that credibility and risk management are also key dimensions in trust measurement (Lister, 1997; Lee, 2001; ADB, 2011). Having data on these dimensions will help partnerships identify areas for improvement and become more authentic and transparent (Paine, 2013).

**Related Indicators:**

Level of trust among group members (indicator 69) addresses the importance of trust in the social-interaction context.

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