

Measuring the Relationship Between Employee Trust and Quality Decision-Making

Ms. Gretchen A. Mosher

Iowa State University, Ames, IA, 50011, 515 294-6358, gamosher@iastate.edu

Need: Quality is one of several workplace goals and several factors influence the quality climate of an organization. One factor believed to play a role in quality climate is trust. Although limited research has examined the relationship between trust and quality climate, no previous inquiry has examined the role worker trust levels play in quality-related decision-making in a workplace setting. Because workplace quality outcomes depend heavily on the decisions made by employees, an understanding of the factors which influence the decision-making process of employees is an important component of workplace quality initiatives.

Overview: This presentation will discuss the interactions between trust and workplace quality climate. In addition, the methodology used by researchers to measure the relationship between employee trust and the quality-related decisions made by employees in a workplace environment. Data findings will be shared along with implications for managers, policy-makers, and researchers as they relate to the development of workplace quality initiatives.

Major Points:

- Relationship between trust and quality climate
- Quality decision-making as defined by this study
- Measuring the relationship between trust and quality decision-making
- Summary of data findings
- Implications for managers, policy-makers, and researchers

Summary: The audience will learn the role of trust in quality related decision-making as measured in a workplace environment. Information from this presentation may assist managers, policy-makers, and researchers as they develop quality initiatives for the workplace.