

Identification of factors related to trust formation in construction supply chains

Urszula Ryciuk^a

^aFaculty of Management, Bialystok University of Technology, 45A Wiejska Str., Bialystok, 15–351, Poland, e-mail: u.ryciuk@pb.edu.pl

Abstract: Trust is indicated as one of the main determinants of cooperation and a factor contributing to building successful and long-term supply chain relationships. However, the concept of trust is abstract and multidimensional, which means that it is difficult to measure, and the level of trust should be estimated taking into the consideration of many aspects at once. The main purpose of the paper was the identification of observable trust indicators in inter-organisational relations in construction supply chains, as well as factors closely related to trust and their observable indicators. The research was based on qualitative (focus group interview) and quantitative (230 computer assisted telephone interviews) studies conducted among construction companies. The study is the contribution to the area of research concerning trust in supply chains. The main result is the elaboration of scales that enable the measurement of inter-organisational trust and factors associated with trust.

Keywords: inter-organisational trust; construction supply chain; exploratory factor analysis (EFA); focus group interview (FGI); computer-assisted telephone interview (CATI).

References

- [1] Black C, Akintoye A, Fitzgerald E. An analysis of success factors and benefits of partnering in construction. *Int. J. Proj. Manag.* 2000;18:423–432.
- [2] Bresnen M, Marshall N. Partnering in construction: a critical review of issues, problems and dilemmas. *Construction Manag. and Econ.* 2000;18:229–237.
- [3] Chan APC, Chan DWM, Chiang YH, Tang BS, Chan EHW, Ho KSK. Exploring critical success factors for partnering in construction projects. *J. Constr. Eng. M.* 2004;130:188–198.
- [4] Chen WT, Chen TT. Critical success factors for construction partnering in Taiwan. *Int. J. Proj. Manag.* 2007;25:475–484.
- [5] Cheung SO, Wong WK, Yiu TW, Pang HY. Developing a trust inventory for construction contracting. *Int. J. Proj. Manag.* 2011;29:184–196.
- [6] Meng X. Assessment framework for construction supply chain relationships: Development and evaluation. *Int. J. Proj. Manag.* 2010;20: 695–707.
- [7] Pheng LS. The extension of construction partnering for relationship marketing. *Marketing Intelligence & Planning* 1999;17(3):155–160.
- [8] Tang W, Duffield CF, Young DM. Partnering mechanism in construction: An empirical study on the Chinese construction industry. *J. Constr. Eng. M.* 2006;132:217–229.
- [9] Wong PSP, Cheung SO. Structural Equation Model of trust and partnering success. *J. Manage. Eng.* 2005:70–80.
- [10] Wood G, McDermott P, Swan W. The ethical benefits of trust-based partnering: The example of the construction industry. *Bus. Ethic. European Rev.* 2002;11:4–13.
- [11] Kwon IWG, Suh T. Factors affecting the level of trust and commitment in supply chain relationships. *J. Supply Chain Manag.* 2004;40:4–14.
- [12] Sharif JT, Min S, Zacharia ZG. The nature of interfirm partnering in supply chain management. *J. Retailing* 2000;76:549–568.
- [13] Kadefors A. *Trust and distrust in temporary client-contractor relations*, 17th IMP-conference, Oslo, Norway; 2001.
- [14] Min S, Roath AS, Daugherty PJ, Genchev SE, Chen H, Arndt AD, Richey G. Supply chain collaboration: What is happening? *Int. J. Logistics Manag.* 2005;16:237–256.
- [15] Caoa M, Zhang Q. Supply chain collaboration: Impact on collaborative advantage and firm performance. *J. Oper. Manag.* 2011;29:163–180.
- [16] Hartmann A, Caerteling J. Subcontractor procurement in construction: the interplay of price and trust. *Supply Chain Manag.* 2010;15:354–362.
- [17] Maturana S, Alarcon L, Vrsalovic M. Achieving collaboration in the construction supply chain: an onsite subcontractors' evaluation methodology. In: Bertelsen S, Formoso CT. *Proceedings of the 12th Annual Conference of the International Group for Lean Construction*. Helsingor, Denmark; 2004.
- [18] Laaksonen T, Jarimo T, Kulmala HI. Cooperative strategies in customer-supplier relationships: The role of interfirm trust. *Int. J. Prod. Econ.* 2009;120:79–87.
- [19] Blomqvist K. The many faces of trust. *Scand. J. Manag.* 1997;13:272–283.