

Table of Contents

List of Figures	ii
List of Tables	iii
1. Introduction	1
2. Concepts of Trust	2
2.1 Definitions of Trust	3
2.2 Types of Trust	5
2.3 Models of Trust	7
3. Groups, Teams and Global Virtual Teams	14
3.1 Groups	15
3.1.1 Definition of Groups	15
3.1.2 Characteristics of Groups	15
3.1.3 Organizational and Individual Benefit of Group Work	15
3.1.4 Formal and Informal Groups	15
3.2 Teams	17
3.2.1 Definition of Teams	17
3.2.2 Characteristics of Teams	18
3.2.3 Team Building	19
3.3 Global Virtual Teams	20
3.3.1 Definition of Global Virtual Teams	21
3.3.2 Characteristics of Global Virtual Teams	22
3.3.3 Advantages and Disadvantages of Global Virtual Teams	22
3.3.4 Virtual Teambuilding	23
4. Trust in Global Virtual Teams	25
4.1 Trustworthiness of the Trustee	27
4.1.1 Ability	28
4.1.2 Benevolence	32
4.1.3 Integrity	36
4.2 Propensity to Trust of the Trustor	38
4.3 Communication	42
4.3.1 The Perceptual Process Model of Communication	43
4.3.2 Computer-Mediated Communication	47
4.4 Leadership	52
5. Discussion	56
6. Conclusion	59
References	61

List of Figures

Figure 1: The methodology of the diploma thesis.....	2
Figure 2: Model of trust formulated by Mayer et al. (1995).....	10
Figure 3: Evolution of trust as suggested by Jones & George (1998).....	11
Figure 4: Development of trust according to Doney et al. (1998)	11
Figure 5: The trust relationship as principal-agent-relationship	13
Figure 6: Game-theoretical perspective on the development of trust	14
Figure 7: Types of groups in organizations.....	16
Figure 8: Stages of the team development	21
Figure 9: Determinants of the development of trust in global virtual teams.....	27
Figure 10: Possible ability characteristics for the trustworthiness of the trustee	32
Figure 11: Possible benevolent behaviors for the trustworthiness of the trustee	36
Figure 12: Possible integrity characteristics for the trustworthiness of the trustee.....	38
Figure 13: The impact of national cultural differences on the propensity to trust	42
Figure 14: The perceptual process model of communication	43
Figure 15: Information richness of media	45
Figure 16: Possible connection between computer-mediated communication and trust	52
Figure 17: Possible impact of transformational leader characteristics on trust in global virtual teams	55
Figure 18: The combined research model	56

List of Tables

Table 1: Classification of trust definitions	4
Table 2: Types of trust	8
Table 3: Organizational and individual benefit of group work.....	16
Table 4: Differences between working group and team	17
Table 5: The knowledge, skill, and ability requirements for teamwork	29