
What was the research about and why is it important?
Organisational Social Capital is said to be a key driver of increased productivity and that building Trust is critical to this.

When was the research conducted?
2011

Where was the research conducted?
New Zealand

Who was involved?
One hundred and seventy six (176) hotels employee from five luxury hotels in Auckland

What are the findings?
To build trust a hotel needs to provide an environment where employee stay longer. Food and Beverage have the lowest levels of trust followed by Administration and then Rooms Division. Females are more trusting than makes and those aged between 41 and 50 report the highest levels of trust. Non-degree holders report higher levels of organisations trust than degree holders, as do part-time staff compared to full-time staff.

To read more about this research click HERE