The co-evolution of trust and advice

Filip Agneessens & Rafael Wittek
University of Groningen/ICS, The Netherlands
Email: f.agneessens@rug.nl

RELEVANCE:

Knowledge sharing among employees important in knowledge-intensive, decentralized organizations (outside formal "lines" of communication).

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Advice seeking is a social process:

1) Depends on *social processes in advice networks*
   - social capital perspective (exchange mechanism)
   - social status perspective (differentiation)

   => *Agneessens, F. and Wittek, R. (In press). "Where do intra-organizational advice relations come from? The role of informal status and social capital in social exchange". Social Networks.*

RELEVANCE:

Knowledge sharing among employees important in knowledge-intensive, decentralized organizations (outside formal "lines" of communication).
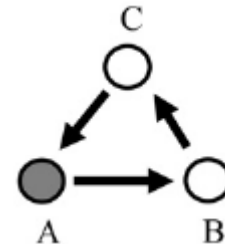
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   - METHODOLOGICAL QUESTION: why do we often find a negative effect for cycles?

2) *(How) are advice relations interrelated with trust relations?*

Two major "perspectives":

Social Capital Perspectives:	Social Status Perspectives:
• Burt's structural holes (1992) • Networks as access to resources (Lin, 1999; Brass, 1984)	• Blau, P.M., 1955. The Dynamics of Bureaucracy. University of Chicago Press, Chicago.

Two major "perspectives":

Social Capital Perspectives:
(1) Individuals strive for access to valuable resources like information, *knowledge*, and expertise.

Social Status Perspectives:

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(2) *Knowledge* result of receiving advice. Social capital result of indebtedness of others (advice giving), and avoiding indebtedness to others (advice seeking).
 => SOCIAL EXCHANGE

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Social Status Perspectives:
(1) Individuals strive for *status* as a means to improve their relative social position in a group

(2) *Status* result of advice giving (increase status), and refrain from advice seeking (decrease in status)
 => HIERARCHICAL

A former alpha male who has lost his status in a fight is either cast out or remains in the group as a shadow of his former self. (www.guardian.co.uk/science/2010/apr/29/leaders-debate-naked-politician)

T...

...ial Status Perspectives:

"The Answer you seek is 'No.' When asked, 'Does this make me look fat?' the Universal Answer is invariably 'No.'"

"Hold down control and shift and press escape."

(3) **Advice from highly knowledgeable** individuals (frequent advice seekers) is considered as more valuable than advice obtained from less knowledgeable individuals.

Advice

Two major "perspectives":

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Social Status Perspectives:
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Implications for structures?

Two major "perspectives":

Social Capital Perspectives:

Focus on 4 structures:

-Reciprocity (dyadic exchange)
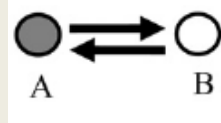
-Triadic-cyclicality (triadic exchange)
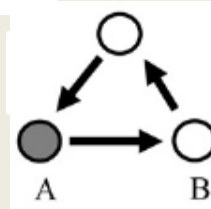
-Indegree-outdegree correlation (generalized exchange)
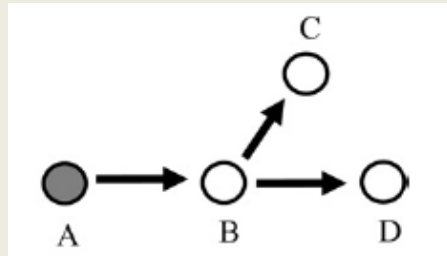
-Indegree-outdegree-assortativity
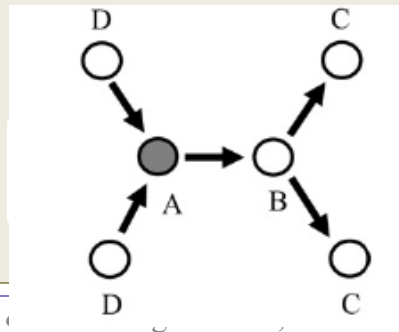
Social Status Perspectives:

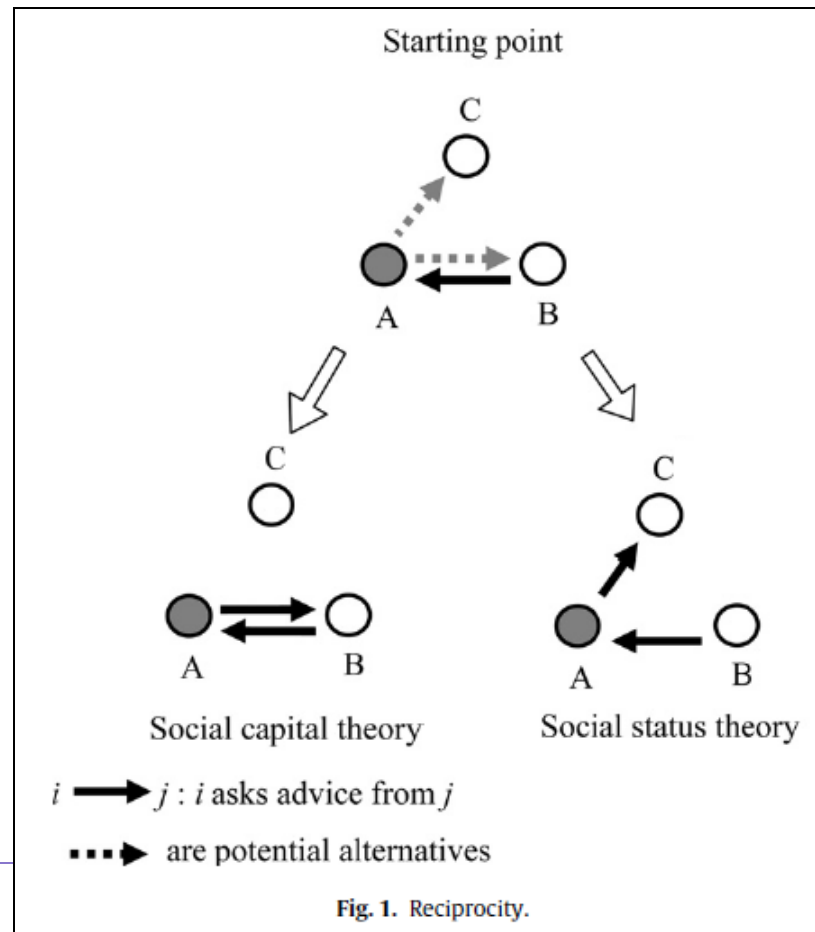**Seeking advice among employees is like grooming among apes ☺**
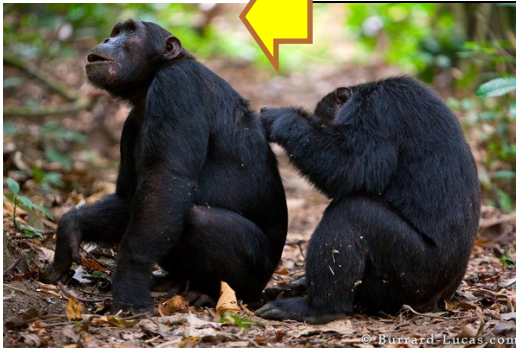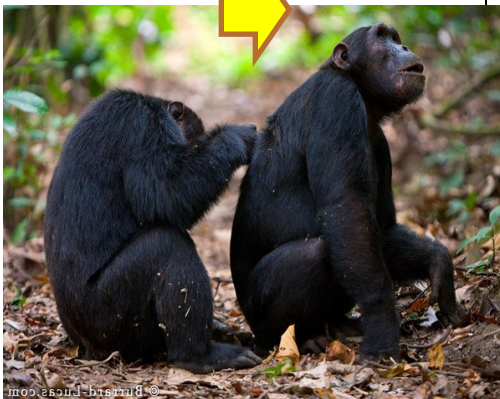

Al

Bart

Charles

Dave

Two major "perspectives": RECIPROCITY

Social Capital Perspectives:	**Social Status Perspectives:**

Starting point

Social capital theory

Social status theory

$i \longrightarrow j$: i asks advice from j

$\cdots\blacktriangleright$ are potential alternatives

Fig. 1. Reciprocity.

Two major "perspectives": RECIPROCITY

| **Social Capital Perspectives:** | **Social Status Perspectives:** |

Al   **Bart**
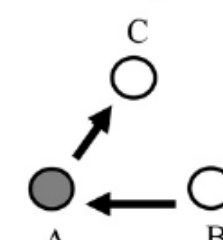
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Social capital theory   Social status theory

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Social Capital Perspectives: **Social Status Perspectives:**

Who will Al groom?

Al   Bart

Starting point

Social capital theory   Social status theory

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Fig. 1. Reciprocity.

Two major "perspectives": CYCLICALITY

Social Capital Perspectives:

Social Status Perspectives:

Starting point

Al   Charles   Bart
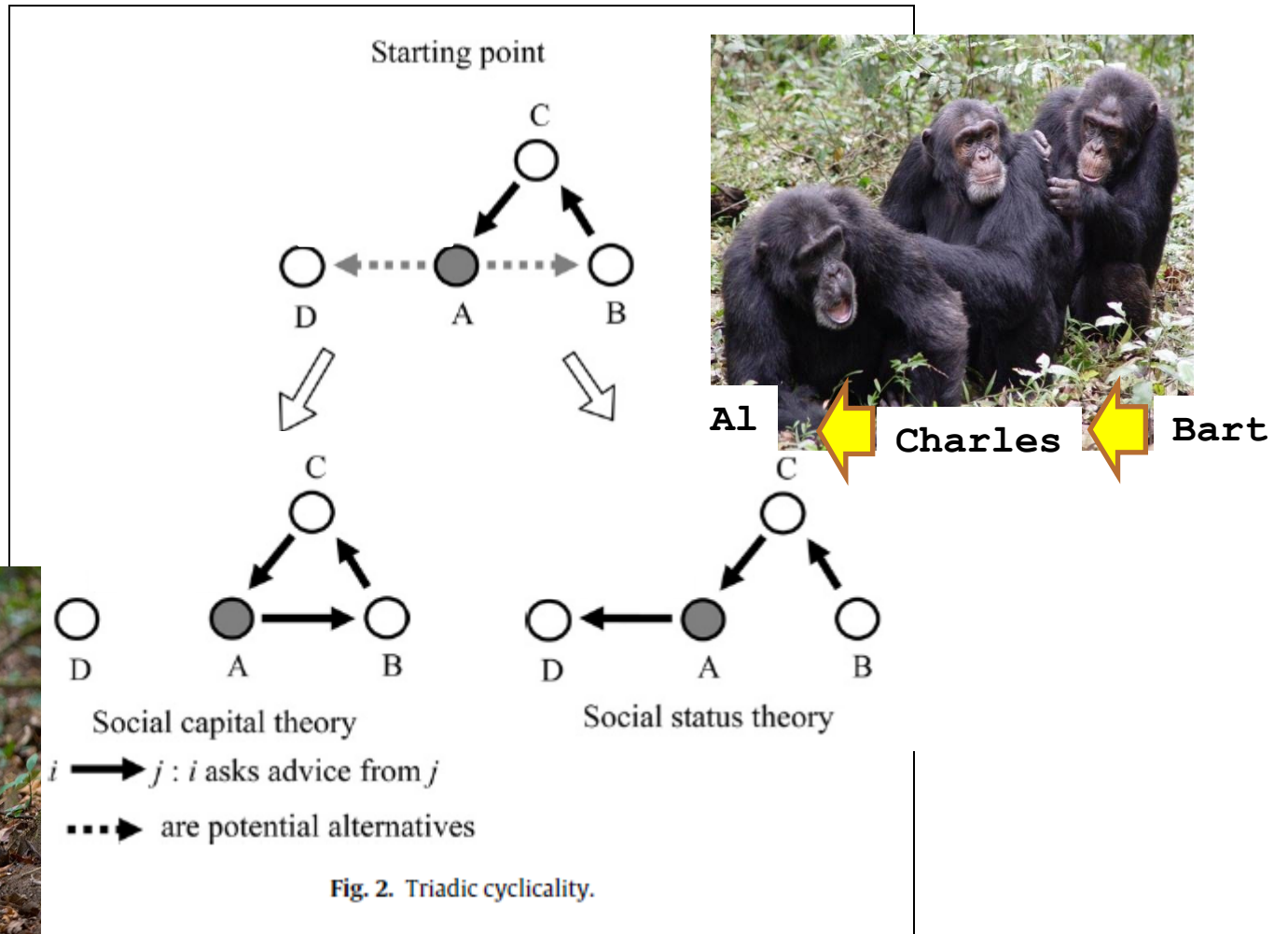
Social capital theory

Social status theory

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Fig. 2. Triadic cyclicality.

Advice

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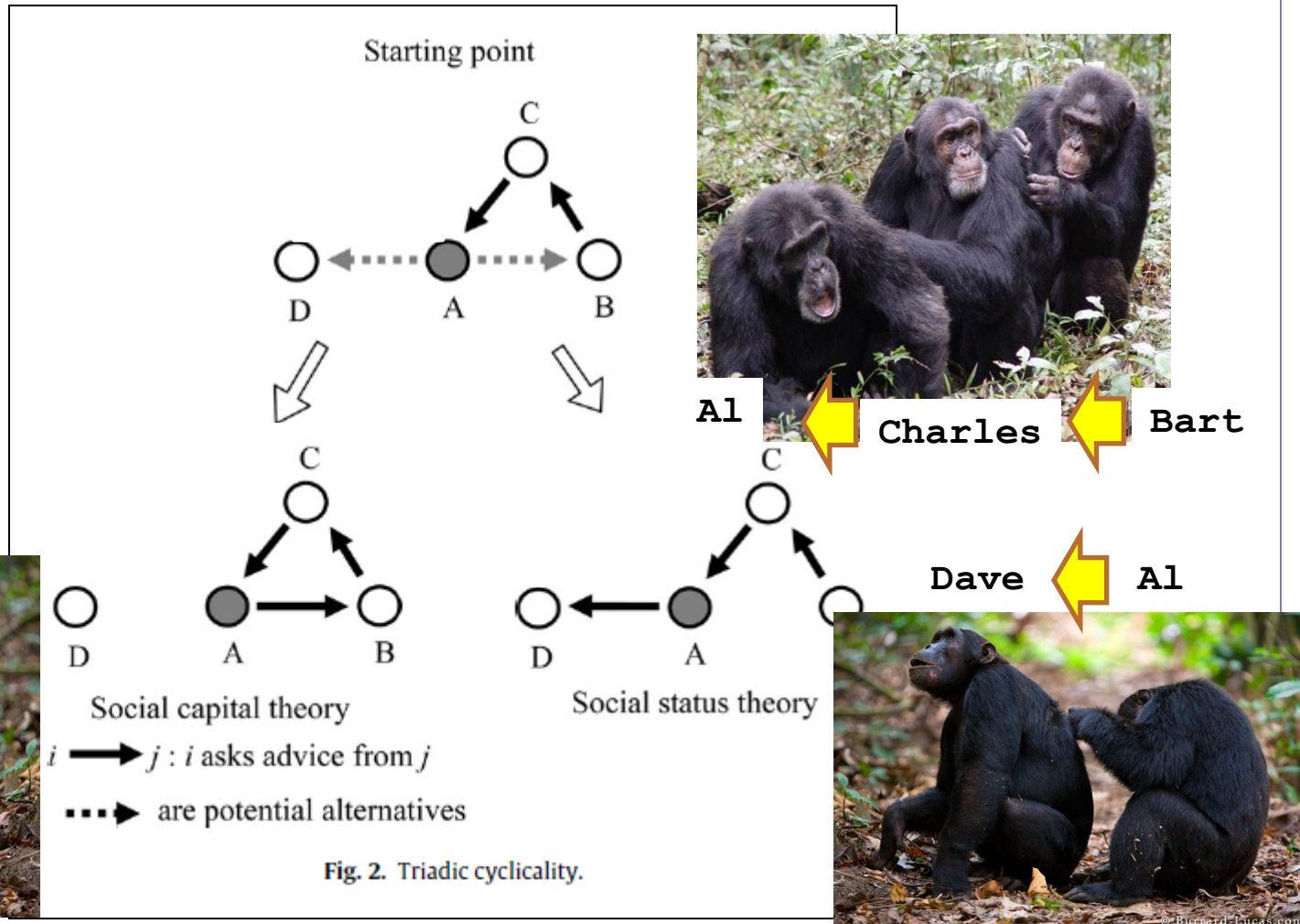
Al   Charles   Bart

Advice

Two major "perspectives": CYCLICALITY

Social Capital Perspectives:	Social Status Perspectives:

Starting point

Al → Bart

Al → Charles ← Bart

C

D   A → B

Social capital theory

C

D ← A   B

Social status theory

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Advice

Two major "perspectives": CYCLICALITY

Social Capital Perspectives:	Social Status Perspectives:

Starting point

Al → Bart

Al ← Charles ← Bart

Dave ← Al

Social capital theory

Social status theory

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Fig. 2. Triadic cyclicality.

Advice

Two major "perspectives": CYCLICALITY

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Starting point

Al → Bart

Al ← Charles ← Bart

Dave ← Al

Social capital theory

Social status theory

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Fig. 2. Triadic cyclicality.

Two major "perspectives": GENERALIZED EXCHANGE

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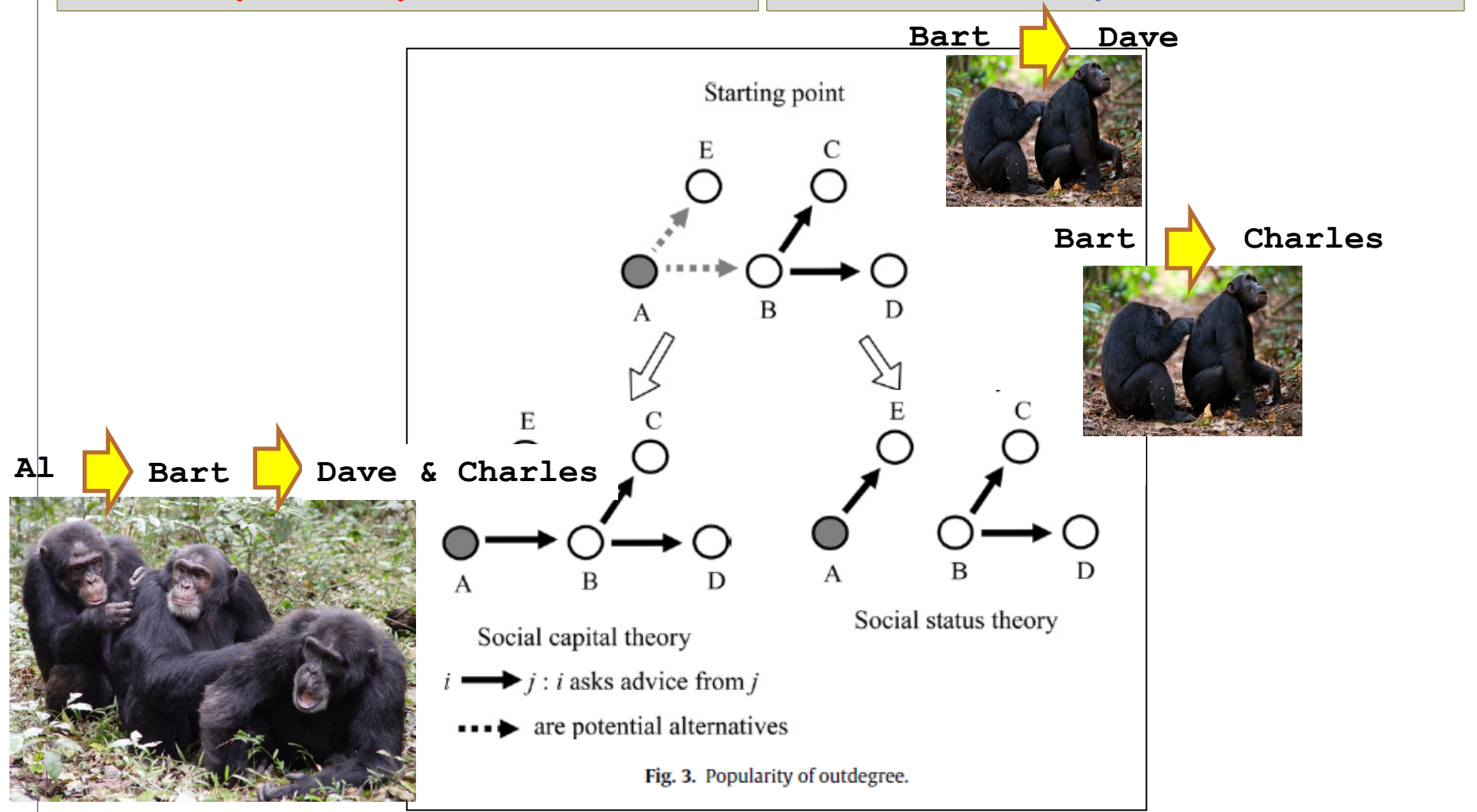Fig. 3. Popularity of outdegree.
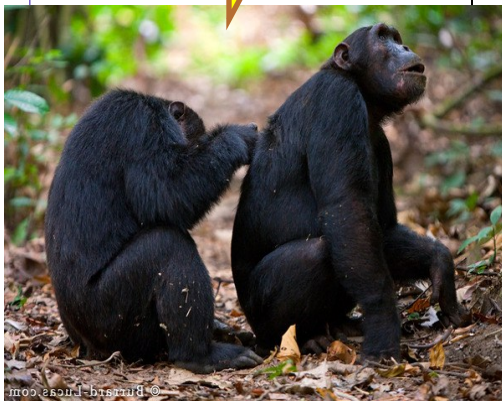
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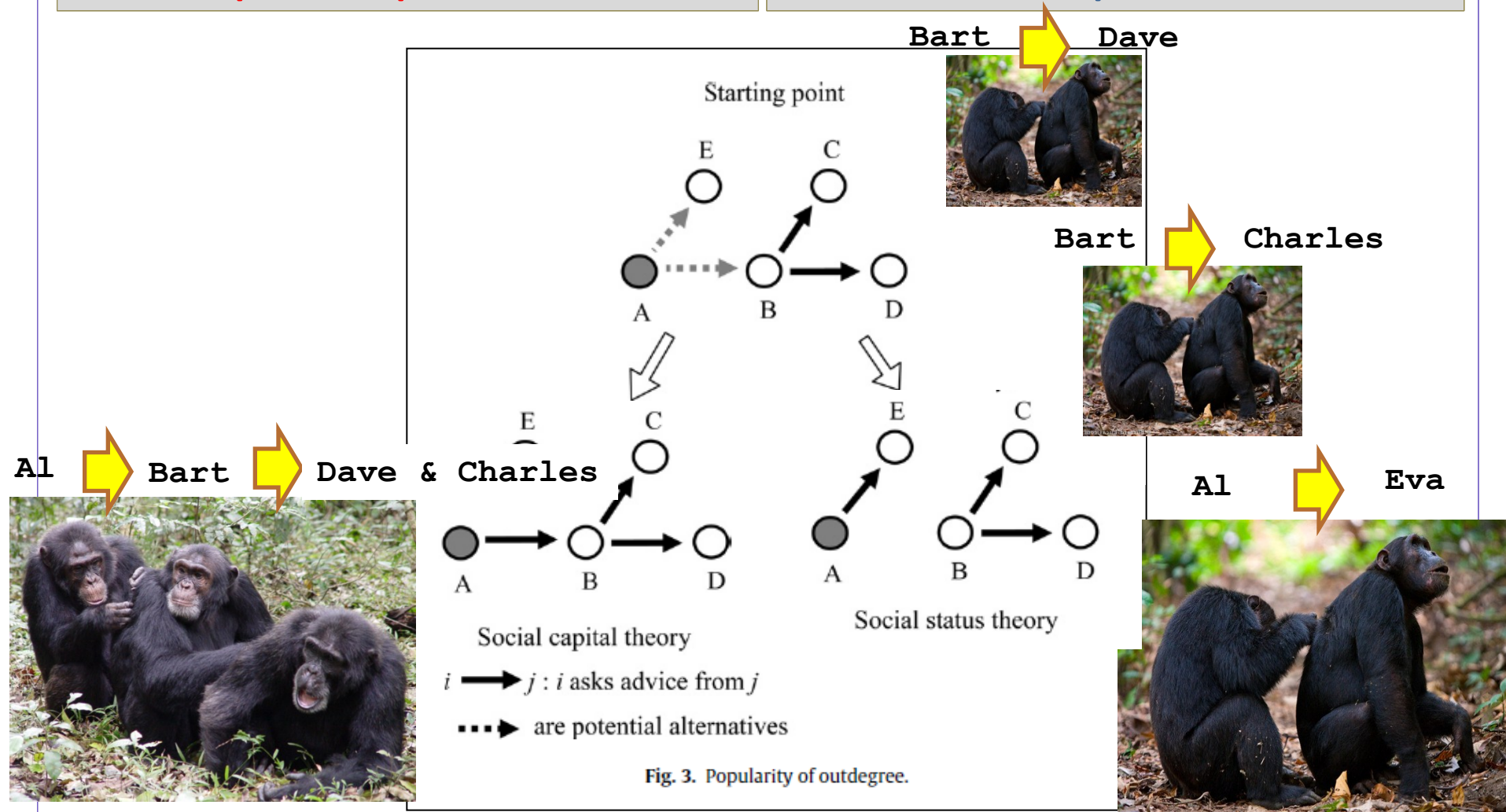
What will Al do?

Bart ➡ Dave

Bart ➡ Charles

Starting point

Social capital theory

Social status theory

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Fig. 3. Popularity of outdegree.

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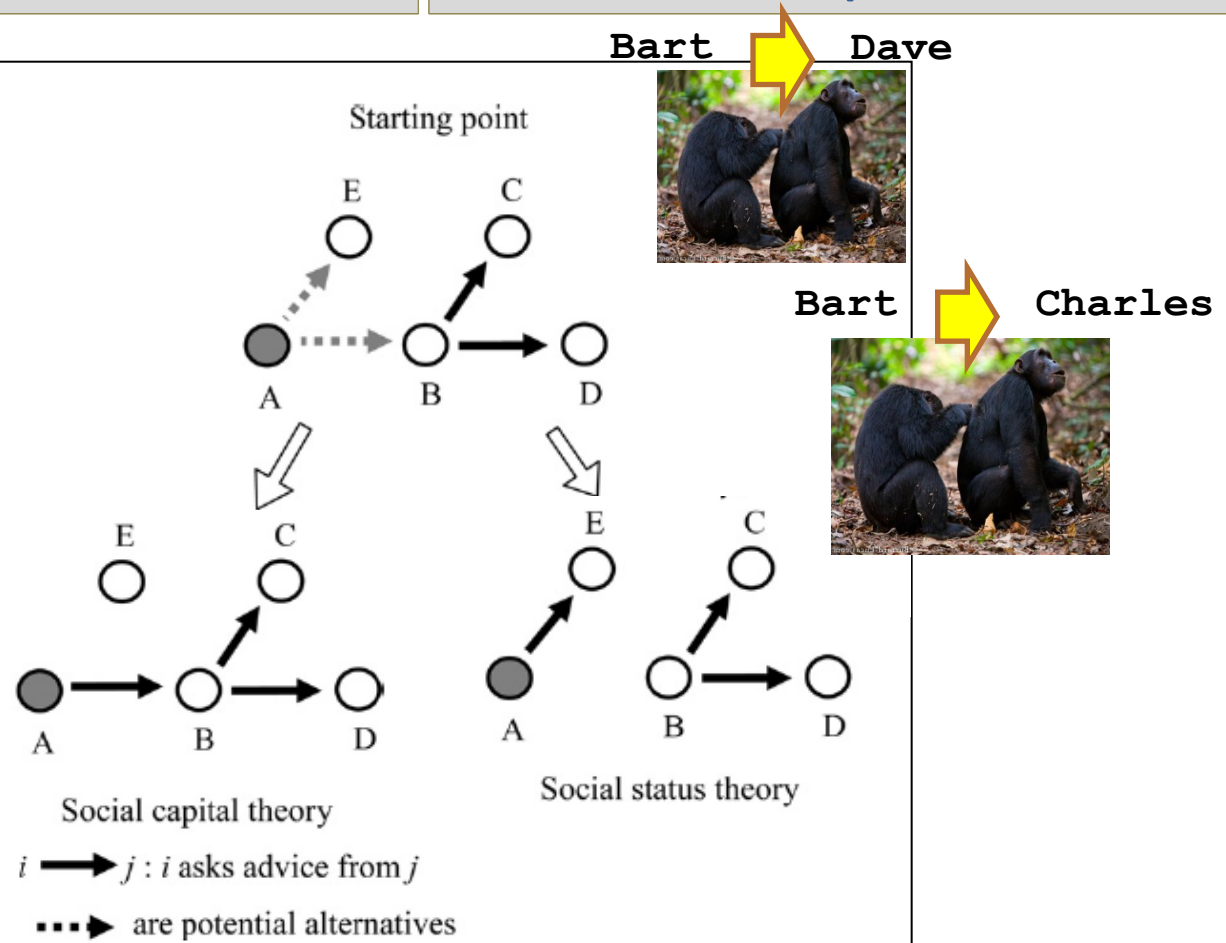
Fig. 3. Popularity of outdegree.

Advice

Two major "perspectives": GENERALIZED EXCHANGE

Social Capital Perspectives:	**Social Status Perspectives:**

Bart ➡ **Dave**

Bart ➡ **Charles**

Al ➡ **Bart** ➡ **Dave & Charles**

Al ➡ **Eva**

Fig. 3. Popularity of outdegree.

$i \longrightarrow j : i$ asks advice from j

$\cdots\blacktriangleright$ are potential alternatives

Social capital theory

Social status theory

Starting point

Two major "perspectives": IN/OUT ASSORTATIVITY

Social Capital Perspectives:	**Social Status Perspectives:**

Many Dave's ⇨ **Al**

Bart ⇨ **Many Chris's**

What will Al do?

Starting point

Social capital theory

Social status theory

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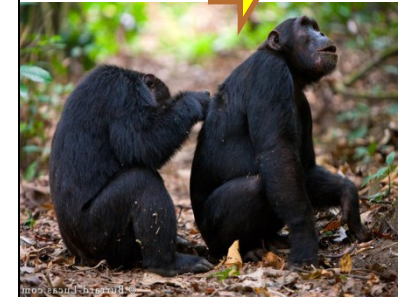
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Fig. 4. Indegree to outdegree relation.

Two major "perspectives": IN/OUT ASSORTATIVITY

| **Social Capital Perspectives:** | **Social Status Perspectives:** |

Many Dave's ➡ **Al**

Bart ➡ **Many Chris's**

Starting point

Social capital theory

→ $j : i$ asks advice from j

⇢ are potential alternatives

Social status theory

Fig. 4. Indegree to outdegree relation.

Many Dave's ➡ **Al** ➡ **Bart** ➡ **Many Chris's**

Two major "perspectives": IN/OUT ASSORTATIVITY

Social Capital Perspectives:	**Social Status Perspectives:**

Many Dave's ➡ **Alan**

Bart ➡ **Many Chris's**

Starting point

Social capital theory

Social sta[...]

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Fig. 4. Indegree to outdegree relation.

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Al **Bart**

Many Chris's

Advice

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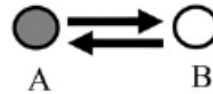
YES   NO
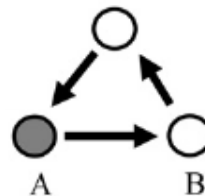
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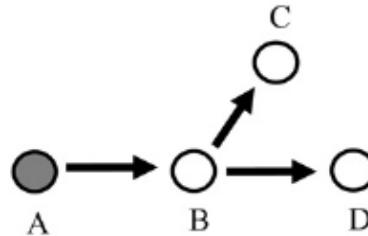
YES   NO

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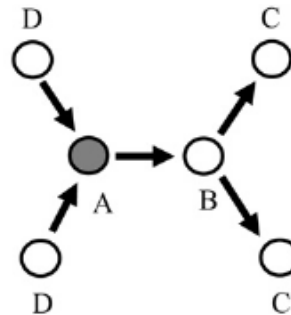
Results (part 1)

Data:
- Housing office
- 57 respondents
- 4 waves

Table 1
Descriptive statistics of actors in network.

	N	Minimum	Maximum	Mean	Standard deviation
Hierarchical level of respondent	57	1	5	1.49	0.98
Gender (female = 1)	57			0.46	
Age	53	21	60	39.53	ʹ9.19

Table 2
Descriptive statistics of network

	Time 1	Time 2	Time 3	Time 4
Density	0.273 (N = 2442)	0.281 (N = 2731)	0.330 (N = 2838)	0.356 (N = 2926)
Standardized indegree Standard Deviation	0.118	0.108	0.123	0.118
Standardized outdegree Standard Deviation	0.167	0.181	0.209	0.210

Technique:
- Longitudinal network analysis with RSiena
- Multiplex network analysis: Interaction between advice and trust

Dyadic covariate effects

11. Relation to formal hierarchical superior	1.400	0.202	**
12. Relation from formal hierarchical superior	1.249	0.213	**
13. Relation between members of same department	0.621	0.066	**

Attribute effects

Hierarchy

14. Ego	−0.021	0.034	
15. Alter	−0.006	0.036	
16. Similarity	0.114	0.153	

Gender (female = 1)

17. Ego	−0.112	0.047	*
18. Alter	−0.045	0.046	
19. Similarity	0.069	0.042	

Age

20. Ego	0.005	0.003	
21. Alter	−0.009	0.003	**
22. Similarity	0.225	0.120	

(See: Agneessens and Wittek (in press), Social Networks)

Advice

RECIPROCAL: (A) ⟵ (B)

	Model 1		
	Estimate		Standard error
Rate parameters			
1. Rate parameter period 1	18.572	**	1.331
2. Rate parameter period 2	23.709	**	1.652
3. Rate parameter period 3	23.044	**	1.404
Structural effects			
4. Outdegree (density)	−0.988	**	0.141
5. Transitive triplets	0.107	**	0.004
6. Popularity indegree (sqrt)	−0.078	*	0.037
7. Reciprocity	0.961	**	0.069
8. 3-Cycles	−0.111	**	0.008
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Advice seeking
IV: ⟶   DV: ‑ ‑ ▶
Trust
IV: ⟶   DV: ‑ ‑ ▶

RECIPROCAL: (A) ⟵ (B)

+
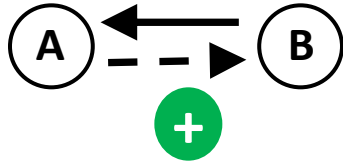
EXCHANGE MECHANISM:
Prefer to ask those who need to return you a favor

• Exchange important mechanism at dyadic level

⇒ credit slips (Coleman, 1990)

www.CartoonStock.com

TATTOOS by Julian & Rodney

TOM

"You scratch my back and I'll scratch yours!"

RECIPROCAL:
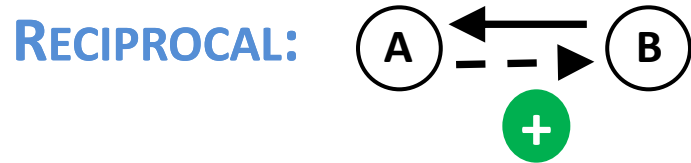
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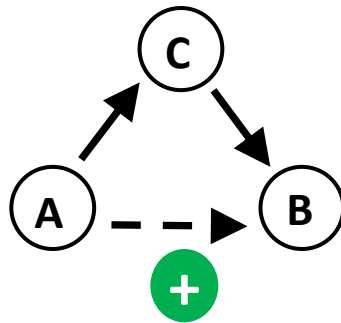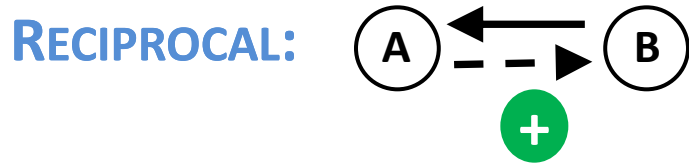$\Rightarrow$ credit slips (Coleman, 1990)

TRANSITIVITY:

Advice

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(See: Agneessens and Wittek (in press), Social Networks)

RECIPROCAL:

- Exchange important mechanism at dyadic level
$\Rightarrow$ credit slips (Coleman, 1990)

TRANSITIVITY:

- (A) seeks advice from the advisors (B) of one's advisors (C)
$\Rightarrow$ Creates **shortcut** from A to B, while keeping (!) the indirect connection
$\Rightarrow$ does it indicate closure?

Advice

RECIPROCAL:

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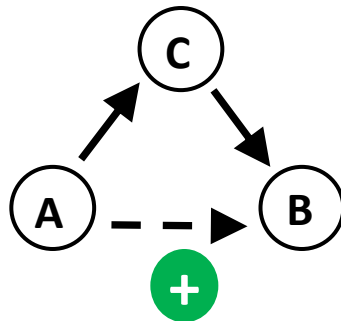
- (A) seeks advice from the advisors (B) of one's advisors (C)
⇒ Creates **shortcut** from A to B, while keeping (!) the indirect connection
⇒ does it indicate closure? => no, "consistent" with hierarchy
⇒ Look at cyclicality

CYCLICALITY: Triadic exchange?
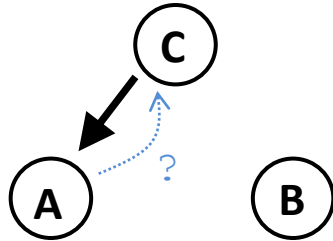
Triadic exchange:
- **C asks A for advice,**
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(See also: Agneessens and Wittek (in press), Social Networks)

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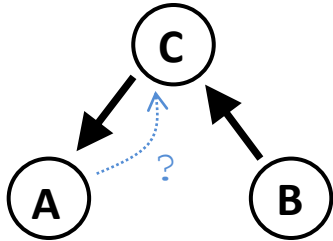
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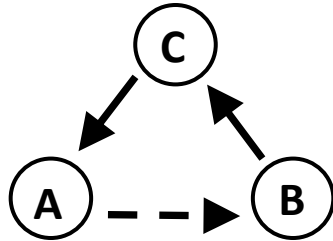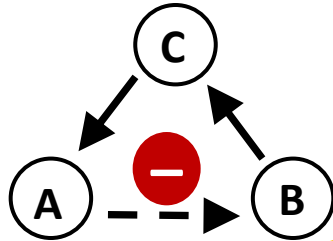

Triadic exchange:
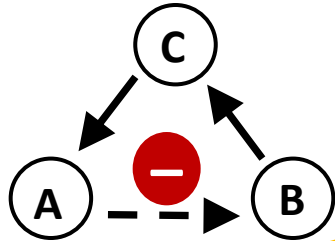- **C asks A for advice,**
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(See also: Agneessens and Wittek (in press), Social Networks)

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Advice & Trust - Agneessens, Wittek

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- **but C can't return the favor to A**
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$\Rightarrow$ Tends to be negative… why?

(See also: Agneessens and Wittek (in press), Social Networks)

CYCLICALITY: Triadic exchange?

Triadic exchange:

- C asks A for advice
- but C can't ~~...~~
- ~~...~~ before
- ~~...~~ his "credit slip" from B to ask a favor for A

⇒ Tends to be neg... ... why? => Status (Blau, 1955)

STATUS MECHANISM:
Don't ask advice to the advice seekers of your advice seekers

(See also: Agneessens and Wittek (in press), Social Networks)

CYCLICALITY: Triadic exchange?

Triadic exchange:
- **C asks A for advice**
- **but C can't ~~...~~**
- **~~...~~ before**
- **~~...~~ "credit slip" from B to ask a favor for A**

⇒ Tends to be neg ~~...~~ why? => Status (Blau, 1955)

HOWEVER:

GENERALIZED: Being asked = high status & Asking = Low status

STATUS MECHANISM:
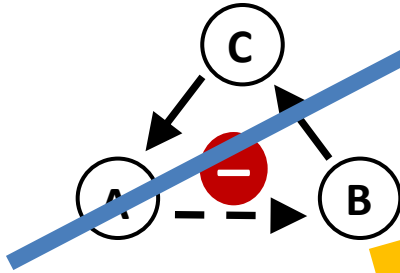**Don't ask advice to the advice seekers of your advice seekers**

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- C asks A for advice
- but C can't ~~...~~
- ~~...~~ before
- ~~...~~ "credit slip" from B to ask a favor for A

⇒ Tends to be neg ~~...~~ why? => Status (Blau, 1955)

HOWEVER:

GENERALIZED: Being asked = high status & Asking = Low status

Low status

STATUS MECHANISM:
Don't ask advice to the advice seekers of your advice seekers

(See also: Agneessens and Wittek (in press), Social Networks)

Advice

	Model 1			Model 2		
	Estimate		Standard error	Estimate		Standard error
Rate parameters						
1. Rate parameter period 1	18.572	**	1.331	19.307	**	1.470
2. Rate parameter period 2	23.709	**	1.652	25.474	**	2.006
3. Rate parameter period 3	23.044	**	1.404	23.010	**	1.435
Structural effects						
4. Outdegree (density)	−0.988	**	0.141	−0.173		0.236
5. Transitive triplets	0.107	**	0.004	0.098	**	0.004
6. Popularity indegree (sqrt)	−0.078	*	0.037	0.058		0.038
7. Reciprocity	0.961	**	0.069	1.142	**	0.073
8. 3-Cycles	−0.111	**	0.008	−0.009		0.017
9. Popularity outdegree (sqrt)				−0.494	**	0.074
10. Assortativity indegree (sqrt) to outdegree (sqrt)						
Dyadic covariate effects						
11. Relation to formal hierarchical superior	1.400	**	0.202	1.439	**	0.203
12. Relation from formal hierarchical superior	1.249	**	0.213	0.924	**	0.212
13. Relation between members of same department	0.621	**	0.066	0.434	**	0.071

(See: Agneessens and Wittek (in press), Social Networks)

CYCLICALITY: Triadic exchange?

Triadic exchange:
- C asks A for advice
- but C can't ~~...~~
- ~~...~~ before
- ~~...~~ "credit slip" from B to ask a favor for A

⇒ Tends to be neg ~~...~~ why? => Status (Blau, 1955)

HOWEVER:

GENERALIZED: Being asked = high status & Asking = Low status

Low status

NOT ask advice from

frequent advice seekers

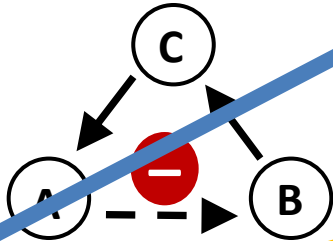**(See also: Agneessens and Wittek (in press), Social Networks)**

STATUS MECHANISM:
Don't ask advice to the advice seekers of your advice seekers

Advice

CYCLICALITY: Triadic exchange?
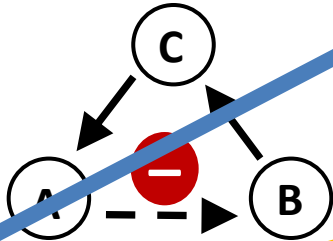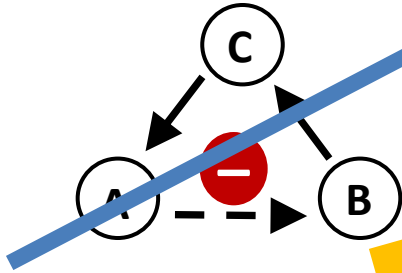
Triadic exchange:
- **C asks A for advice**
- **but C can't ~~...~~**
- ~~...~~ ... **favor for A**

⇒ Tends to be neg~~...~~ ~~...~~ss)

HOWEVER:

GENERALIZED: Being as~~...~~igh status & Asking = Low status

Low status

STATUS MECHANISM:
~~Don't ask advice to the advice seekers of your advice seekers~~
Don't ask advice to a person who is seen to ask advice
...

NOT ask advice from
frequent advice seekers
(See also: Agneessens and Wittek (in press), Social Networks)

Advice seeking
IV: ⟶   DV: ⇢
Trust
IV: ⟶   DV: ⇢

CYCLICALITY: Triadic exchange?

Triadic exchange:
- **C asks A for advice**
- **but C can't** ...
- ... ~~when this is~~ ... before ... ... ~~avor for A~~
- ~~... when this is~~ ... ~~ss)~~

⇒ Tends to be neg~~ative~~ ...

HOWEVER:

GENERALIZED: Being as~~ked = Hi~~gh status & Asking = Low status
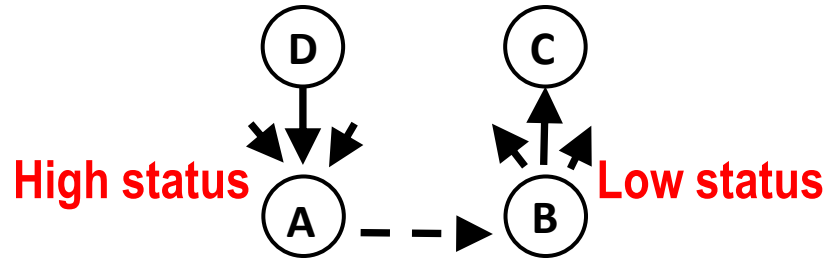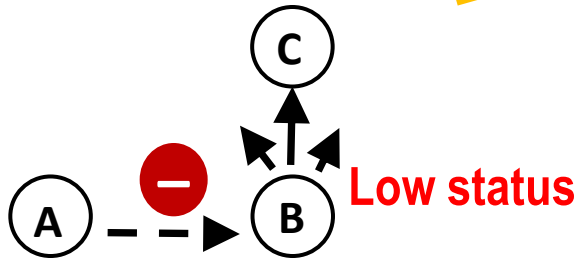
STATUS MECHANISM:
~~Don't ask advice to the advice seekers of your advice seekers~~
Don't ask advice to a person who is seen to ask advice

Low status

High status   **Low status**

NOT ask advice from frequent advice seekers

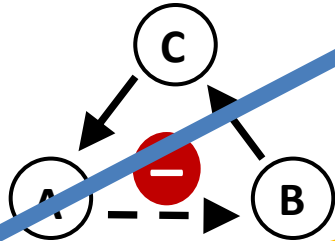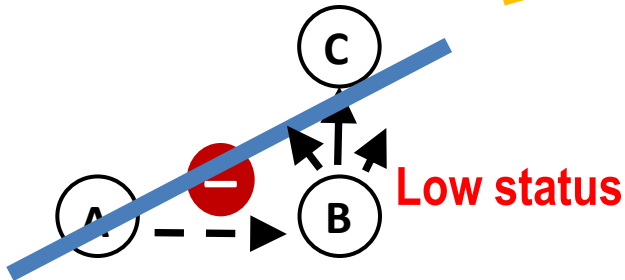**(See also: Agneessens and Wittek (in press), Social Networks)**

Advice

	Model 1		Model 2		Model 3	
	Estimate	Standard error	Estimate	Standard error	Estimate	Standard error
Rate parameters						
1. Rate parameter period 1	18.572 **	1.331	19.307 **	1.470	20.042 **	1.601
2. Rate parameter period 2	23.709 **	1.652	25.474 **	2.006	27.265 **	2.288
3. Rate parameter period 3	23.044 **	1.404	23.010 **	1.435	25.161 **	1.705
Structural effects						
4. Outdegree (density)	−0.988 **	0.141	−0.173	0.236	−0.246	0.275
5. Transitive triplets	0.107 **	0.004	0.098 **	0.004	0.102 **	0.006
6. Popularity indegree (sqrt)	−0.078 *	0.037	0.058	0.038	0.043	0.039
7. Reciprocity	0.961 **	0.069	1.142 **	0.073	1.069 **	0.079
8. 3-Cycles	−0.111 **	0.008	−0.009	0.017	0.013	0.017
9. Popularity outdegree (sqrt)			−0.494 **	0.074	−0.212	0.206
10. Assortativity indegree (sqrt) to outdegree (sqrt)					−0.071 *	0.033
Dyadic covariate effects						
11. Relation to formal hierarchical superior	1.400 **	0.202	1.439 **	0.203	1.343 **	0.202
12. Relation from formal hierarchical superior	1.249 **	0.213	0.924 **	0.212	0.974 **	0.226
13. Relation between members of same department	0.621 **	0.066	0.434 **	0.071	0.418 **	0.066

(See: Agneessens and Wittek (in press), Social Networks)

CYCLICALITY: Triadic exchange?

Triadic exchange:

- **C asks A for advice**
- **but C can't** ...
- ...

⇒ Tends to be neg...

HOWEVER:

GENERALIZED: Being as... high status & Asking = Low status

STATUS MECHANISM:
Don't ask advice to the advice seekers of your advice seekers

Don't ask advice to a person who is seen to ask advice if you're being asked a lot for advice (H status)
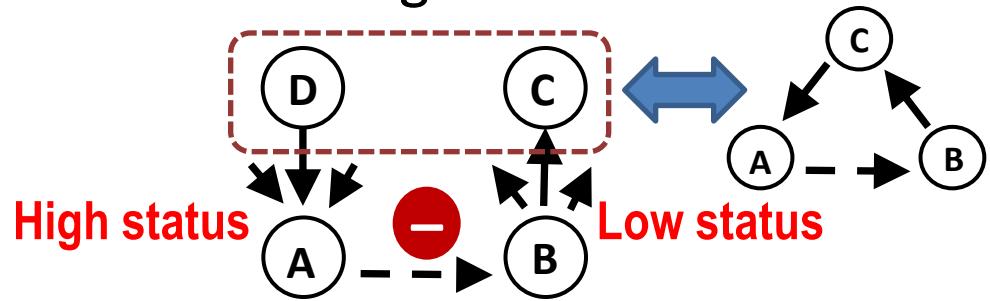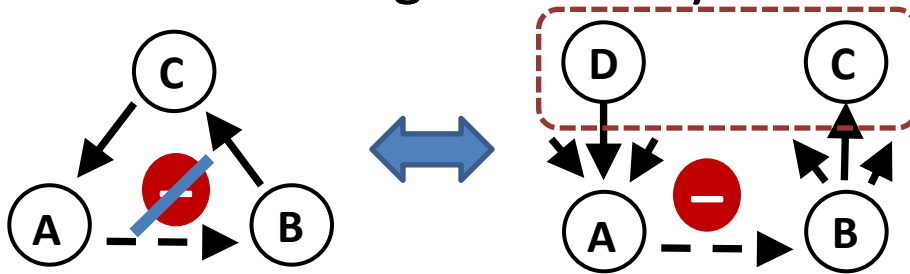
Low status

NOT ask advice from frequent advice seekers

⇒ Especially **NOT** if A is a frequent advice givers

High status   **Low status**

(See also: Agneessens and Wittek (in press), Social Networks)

Advice seeking
IV: ⟶   DV: ‑ ‑ ▶
Trust
IV: ⟶   D‑: ‑ ‑ ▶

CYCLICALITY: Triadic exchange?
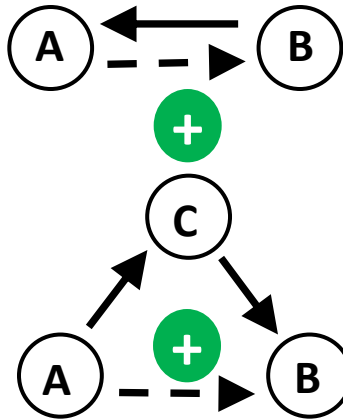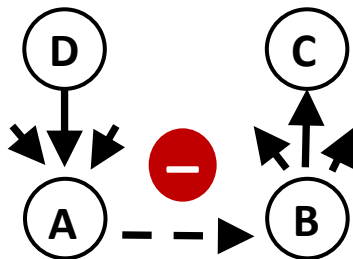
Triadic exchange:
- **C asks A for advice**
- but C can't ~~~~
- ~~~~ ... ~~~~ ... before ~~~~
- ~~~~ ... this en~~~~ ~~~~ for **A**
  (... when ~~~~ ... ~~~~ss)

⟹ Tends to be neg~~~~
HOWEVER:

GENERALIZED: Being as~~~~ gh status & Asking = Low status

NOT ask advice from frequent advice seekers   **Low status**

⟹ Especially **NOT** if A is a frequent advice givers

High status   **Low status**

STATUS MECHANISM:
~~Don't ask advice to the advice seekers of your advice seekers~~

Don't ask advice to a person who is seen to ask advice
if you're being asked a lot for advice (H status)

(See also: Agneessens and Wittek (in press), Social Networks)

CONCLUSION (PART 1)

CYCLICALITY:

$\Rightarrow$ Tends to be negative... why?

HIERARCHY AND EXCHANGE

Against hierarchy?

=> Violates the graph efficiency criterion of ideal-typical hierarchies (Krackhardt, 1994).

"Thus, advice networks tend to be both hierarchical and cohesive (at least within the subset of peers), with the hierarchical dimension usually stronger than the cohesive one" (Lazega et al., 2011, p. 115).

Trust and advice?

Advice

		Estimate	Std.Err.	Sign
11	To hierarchical superior	1,139	0,217	**
12	From hierarchical superior	0,917	0,217	**
13	Same team	0,267	0,069	**
14	HIERARCHICAL LEVEL alter	-0,001	0,034	
15	HIERARCHICAL LEVEL ego	0,006	0,036	
16	HIERARCHICAL LEVEL similarity	0,119	0,147	
17	AGE alter	-0,013	0,003	**
18	AGE ego	0,004	0,004	
19	AGE similarity	0,147	0,140	
20	GENDER alter	-0,133	0,052	*
21	GENDER ego	-0,160	0,048	**
22	GENDER similarity	0,039	0,039	

(See also: Agneessens and Wittek (in press), Social Networks)

Advice

		Estimate	Std.Err.	Sign	
1	*constant advice rate (period 1)*	21,798	1,980	**	
2	*constant advice rate (period 2)*	31,433	3,394	**	
3	*constant advice rate (period 3)*	29,030	2,483	**	
4	outdegree (density)	-0,427	0,397		
5	reciprocity	0,836	0,110	**	+
6	transitive triplets	0,115	0,005	**	+
7	3-cycles	0,013	0,019		
8	indegree - popularity (sqrt)	0,069	0,143		
9	outdegree - popularity (sqrt)	-0,080	0,177		
10	in-out degree^(1/2) assortativity	-0,100	0,027	**	−

(See also: Agneessens and Wittek (in press), Social Networks)

Trust

		Estimate	Standard Error	Sign
34	trust: outdegree (density)	-2,338	0,144	**
38	HIERARCHICAL LEVEL alter	0,642	0,368	
39	HIERARCHICAL LEVEL ego	0,109	0,331	
40	HIERARCHICAL LEVEL similarity	0,434	0,157	**
41	AGE alter	0,047	0,070	
42	AGE ego	-0,059	0,082	
43	AGE similarity	0,310	0,287	
44	GENDER alter	-0,008	0,003	*
45	GENDER ego	0,004	0,003	
46	GENDER similarity	0,411	0,156	**
47	HIERARCHICAL LEVEL alter	0,016	0,115	
48	HIERARCHICAL LEVEL ego	0,581	0,150	**
49	HIERARCHICAL LEVEL similarity	0,133	0,111	

Trust

		Estimate	Standard Error	Sign
34	trust: outdegree (density)	-2,338	0,144	**
35	trust: reciprocity	0,673	0,112	**
36	trust: transitive triplets	0,109	0,006	**
37	trust: 3-cycles	-0,109	0,010	**
38	HIERARCHICAL LEVEL alter	0,642	0,368	
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49	HIERARCHICAL LEVEL similarity	0,133	0,111	

Trust

Reciprocal trust

Transitivity trust

Cyclical trust

So, what about trust on advice?

Trust and advice

Trust:
Independent,
direct effect

Trust on performance
mediated by advice

Dirks, K.T. and Ferrin, D.L. 2001. The role of trust in organizational settings.
Organization Science 12: 450-467.

Trust is mediated by communication/advice:

Dirks, K.T. and Ferrin, D.L. 2001. The role of trust in organizational settings.
Organization Science 12: 450-467.

Table 1   Research Examining Main Effects of Trust on Workplace Behaviors and Outcomes

Study	Primary Thesis Related to Trust	Sig.	*r*
Communication			
Boss 1980	Trust within group has (+) effect on openness in communication	p	0.37 to 0.59
De Dreu et al. 1998	Trust between negotiators mediates the effects of social motives and punitive capability on info. exchange	ns	0.20
Dirks 1999	Trust within group has (+) effect on info. sharing in group	ns	0.00
Kimmel et al. 1980	Trust between negotiators has (+) effect on info. exchange in dyad	ns	n/a
Mellinger 1959	Trust has (+) effect on accuracy of info. shared with superior	p	n/a
O'Reilly and Roberts 1974	Trust has (+) effect on amount of info. sent to superior	p	n/a
O'Reilly 1978	Trust has (+) effect on amount of info sent to superior	p	0.32 to 0.48
Roberts and O'Reilly 1974	Trust has (+) effect on amount of info. sent to superior	ns	n/a
Smith and Barclay 1985	Trust has (+) effect on openness in communication in interorganizational relationship	p	0.47
Zand 1972	Trust has (+) effect on openness in communication in group	p	0.41 to 0.63

Effect of trust on advice?

Advice seeking
IV: ⟶ DV:- - ▶
Trust
IV: ⟶ DV:- - ▶

Dyadic:

SAME DIRECTION, REVERSE OR MUTUAL?

Trust of advice seeker in potential advice giver generates advice

Trust of potential advice giver in advice seeker generates advice

Mutual trust between advice seeker and potential advice giver generates advice

Trust on advice

DV: advice	Estimate	Std.Err.	Sign
23 trust	0,890	0,136	**
24 reciprocity with trust (reverse)	0,192	0,129	
25 mutuality with trust	0,055	0,187	

IT's ALL ABOUT BEING WILLING TO ASK,
NOT ABOUT BEING WILLING TO ANSWER:
If I don't trust the other, I won't ask

But there are different versions of trust…

Let's consider some different versions of trust…

Triadic mechanisms?

"TRANSFERRED" TRUST: STRONG VERSION:

I don't need to trust the person myself, as long as s/he is trusted by the person I trust…?

Trust on advice

DV: advice	Estimate	Std.Err.	Sign
23 trust	0,890	0,136	**
24 reciprocity with trust	0,192	0,129	
25 mutuality with trust	0,055	0,187	
28 from trust mutual agreement	0,002	0,021	
30 closure of trust	-0,034	0,024	

No luck here…

Let's consider some different versions of trust…

Triadic mechanisms?

"TRANSFERRED" TRUST: **STRONG VERSION:**

I don't need to trust the person myself, as long as s/he is trusted by the person I trust…?

TRANSFERRED TRUST (version 2): Copy behavior of those one trusts

Maybe I ask persons for advice,
if s/he's also asked by persons I trust?

Trust on advice

	DV: advice	Estimate	Std.Err.	Sign
23	trust	0,890	0,136	**
24	reciprocity with trust	0,192	0,129	
25	mutuality with trust	0,055	0,187	
28	from trust mutual agreement	0,002	0,021	
29	trust to agreement	-0,043	0,043	
30	closure of trust	-0,034	0,024	

Nope…

Advice & Trust Agneessens, Wittek

Advice seeking
IV: ⟶ DV:‑ ‑▶
Trust
IV: ⟶ DV:‑ ‑▶

Let's consider some different versions of trust…

Last chance:

Generalized mechanisms?

BEING TRUSTED BY OTHERS:

Maybe if people are trusted a lot in general in the organisation?

TRUSTING OTHERS:

Or… maybe it's all due to general differences in trusting others?

Trust on advice

	DV: advice	Estimate	Std.Err.	Sign	
23	trust	0,890	0,136	**	+
24	reciprocity with trust	0,192	0,129		
25	mutuality with trust	0,055	0,187		
26	indegree^(1/2) trust popularity	0,063	0,082		
27	outdegree^(1/2) trust activity	0,093	0,053	(*) 1.7	+
28	from trust mutual agreement	0,002	0,021		
29	trust to agreement	-0,043	0,043		
30	closure of trust	-0,034	0,024		

Advice & Trust   Agneessens, Wittek

Advice seeking
IV: ⟶   DV: – –▶
Trust
IV: ⟶   DV: – –▶

Some different versions of trust…

CONCLUSION:

- It's all about direct trust, not generalized, or even triadic
- And trust is related with asking (not giving) advice ➕ (A) – –▶ (B)
⇒ (cf. Flynn. If only you ask you get advice)

LIMITATIONS:

- What type of trust?
- Trust in capabilities of others OR Trust in getting an answer in the first place?
- What type of advice (Cross et al.)
- How does trust come about? … next slides

Maybe it's the reverse?

Effect of advice on trust?

Advice seeking
IV: → DV:- - ►
Trust
IV: → DV:- - ►

Dyadic:

Same direction, reciprocal or mutual?

Asking advice
generates trust

Being asked for advice
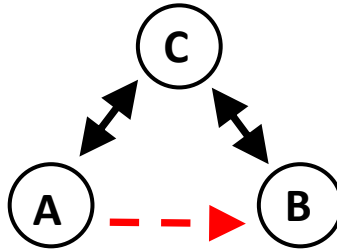generates trust

Reciprocal advice
generates trust

Advice on trust

		Estimate	St.Err.	Sign	
50	advice	1,413	0,242	**	+
51	reciprocity with advice	0,570	0,205	**	+
52	mutuality with advice	-0,466	0,329		

AHA! Advice has effect on trust in TWO directions: Asking and being asked

Advice on trust

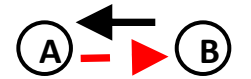Triadic?

"Advice of advice" generates trust

Common advice among people generates trust

Trust of those A asks advice generates trust

Advice seeking
IV: ⟶ DV: ⇢
Trust
IV: ⟶ DV: ⇢

Advice on trust

		Estimate	St.Err.	Sign
50	advice	1,413	0,242	** +
51	reciprocity with advice	0,570	0,205	** +
52	mutuality with advice	-0,466	0,329	
57	closure of advice	-0,032	0,034	
55	from advice mutual agr.	-0,049	0,036	
56	advice to agreement	0,085	0,018	** +

You tend to trust the people your advisors trust
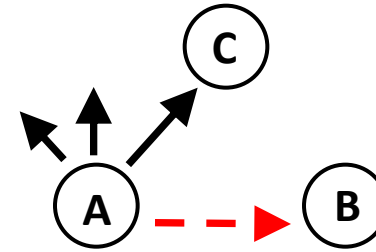⇒ **Advice gives info about who to trust =>WHAT TYPE OF ADVICE?**
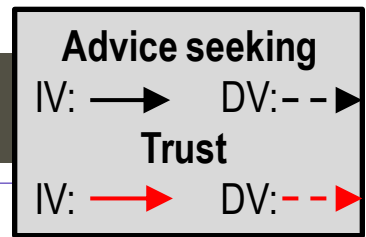
Generalized basis of trust?

(A) tends to trust a person (B)
if that person (B) is asked
by many others (C) for advice

(A) tends to trust a person (B)
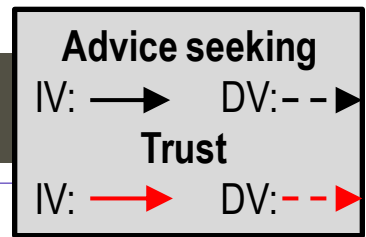if that person (A) is asking
many others (C) for advice

Advice on trust

		Estimate	St.Err.	Sign		
50	advice	1,413	0,242	**	+	
51	reciprocity with advice	0,570	0,205	**	+	
52	mutuality with advice	-0,466	0,329			
53	indegree^(1/2) advice popularity	-0,269	0,070	**=>0	−	
54	outdegree^(1/2) advice activity	-0,300	0,064	**	−	
57	closure of advice	-0,032	0,034	(*)		
55	from advice mutual agr.	-0,049	0,036			
56	advice to agreement	0,085	0,018	**	+	

You tend to trust the people your advisors trust
⇒ **Advice gives info about who to trust =>WHAT TYPE OF ADVICE?**

Advice seeking
IV: ⟶ DV: ‑ ‑ ▶
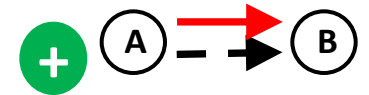**Trust**
IV: ⟶ (red) DV: ‑ ‑ ▶ (red)

CONCLUSION (2):

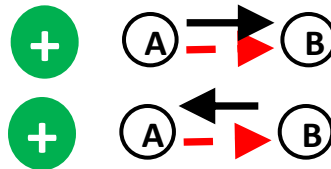- Advice generates trust in different ways, while trust only is dyadic

TRUST=>ADVICE

- It's all about direct trust, not generalized, or even triadic
- And trust is related with asking (not giving)
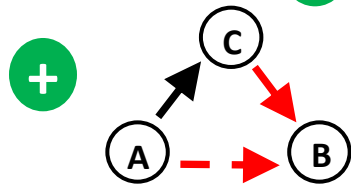
⇒ (cf. Flynn. If only you ask you get advice)
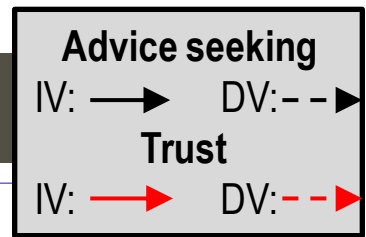
ADVICE=>TRUST

- Both directions
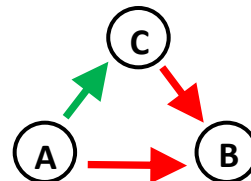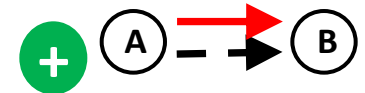
- Triadic

- Generalised negative!

Advice seeking
IV: ⟶   DV: --▶
Trust
IV: ⟶   DV: --▶

LIMITATIONS AND FUTURE RESEARCH:

- What type of trust?
- Trust in capabilities of others OR Trust in getting an answer in the first place?
- What type of advice (Cross et al.)
- How does trust come about? ... next slides

- What about negative ties? Negative trust/distrust?
  - Asymmetry (Labianca & Brass)
  - Trust and distrust

Thank you for your attention...

f.agneessens@rug.nl