

# Inter-organisational trust in the context of micro-data exchange in the ESS

Session 5

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# Genesis of the paper

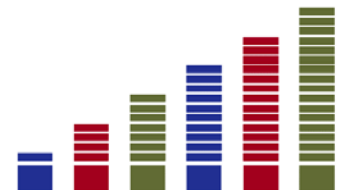


## 1. Inspiration:

- strategic discussions among the Directors-General of national statistical institutes (NSIs) – ESS Vision 2020 context
- trust as a necessary condition for exchanging micro-data for statistical purposes (intra-EU trade in goods statistics) within the European Statistical System (ESS).

## 2. To ensure trust:

- need to understand it by drawing from research;
- look at the ESS as a transnational inter-organisational network engaging in an innovative joint initiative



psychology

sociology

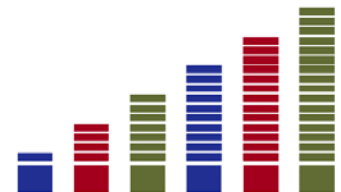
economics

**TRUST**

political  
science

management

computer  
science



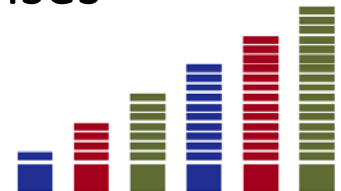
# Learning from the literature

## Focus on:

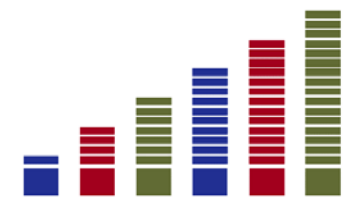
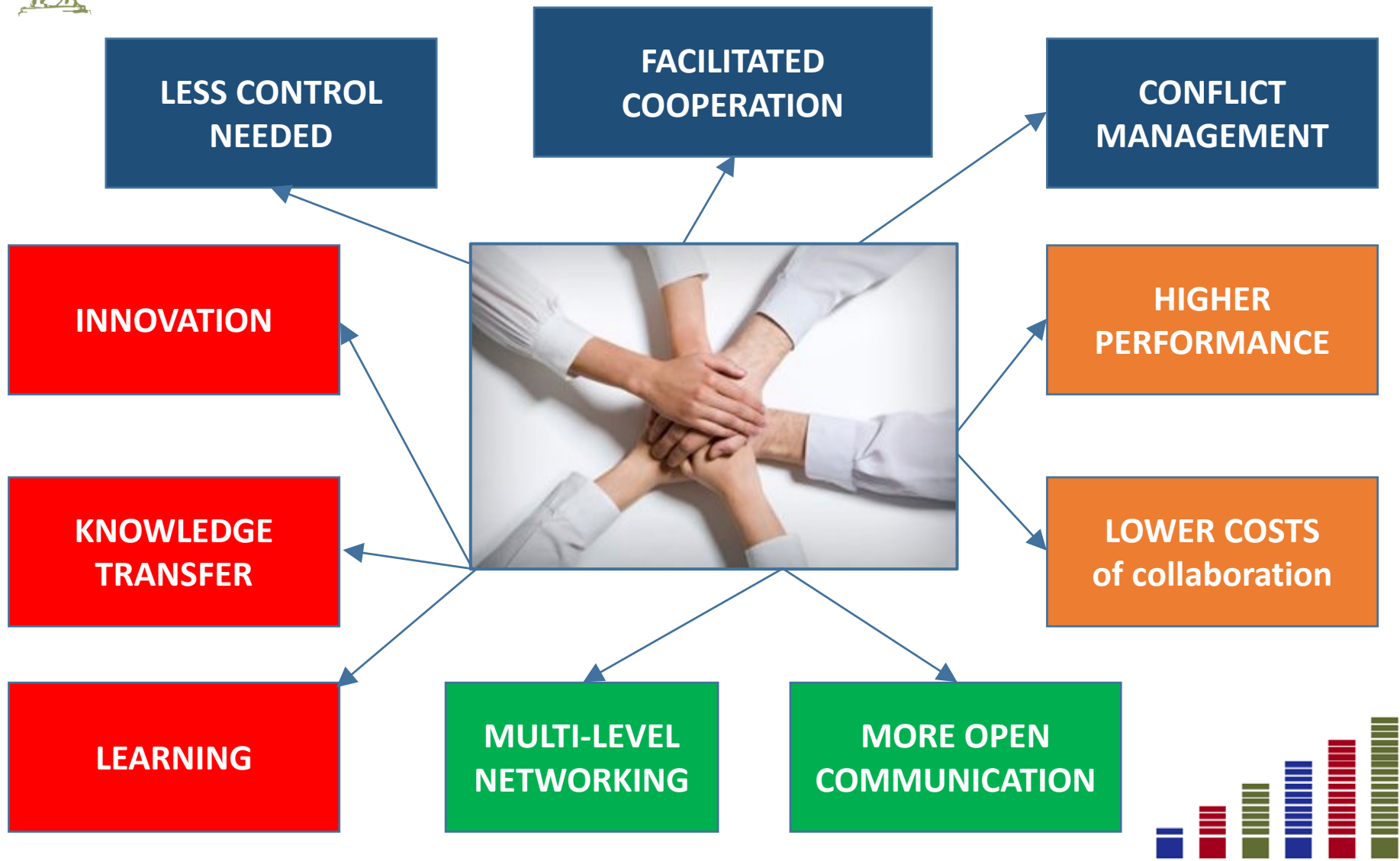
- components of trust (definitions, dimensions, levels)
- functions of trust (consequences, benefits, outcomes)
- factors of trust (determinants, antecedents)

## Particularly relevant topics:

- strategic alliances
- information sharing between cooperating enterprises
- public sector knowledge networks



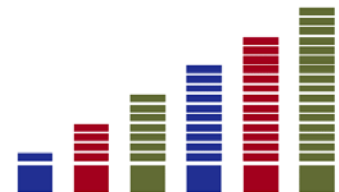
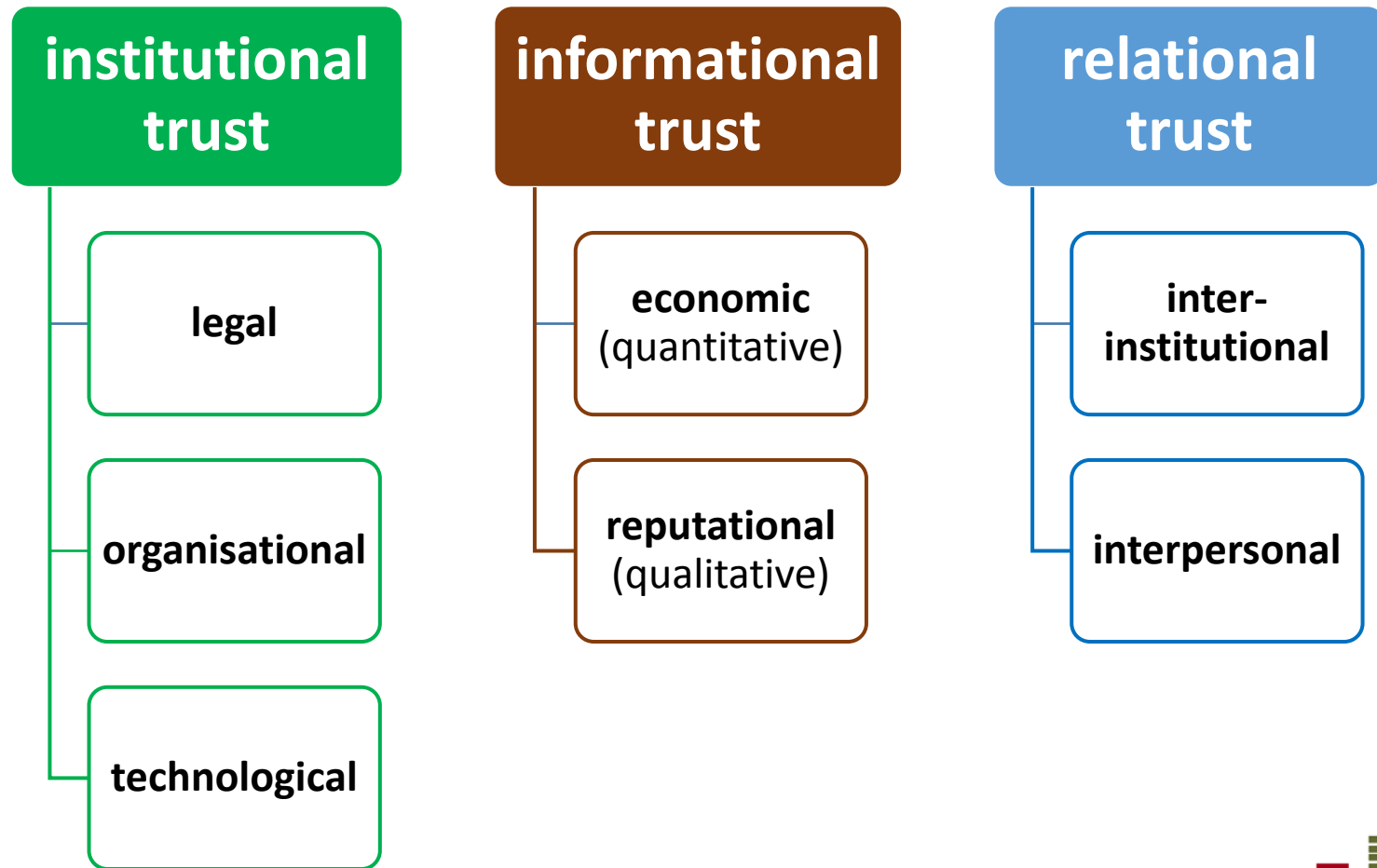
# Benefits of trust



# Dimensions of trust

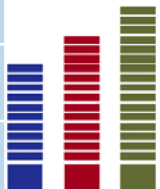


# Model of inter-organisational trust in the ESS (components)



# Factors of institutional trust

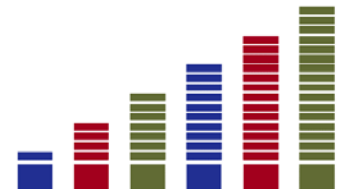
<b>INSTITUTIONAL TRUST:</b>	
• <b>legal</b>	✓ institutional set-up, legislation
	✓ formal control mechanisms (legal, contractual)
• <b>organisational</b>	✓ clarity of roles and responsibilities
	✓ central coordinating body
	✓ balance of power between partners
	✓ delegation of authority
	✓ respect of autonomy
	✓ shared corporate values / identity
	✓ common strategies
• <b>technological</b>	✓ high quality standards
	✓ IT security
	✓ respect of data confidentiality
	✓ neutral third-party data holder





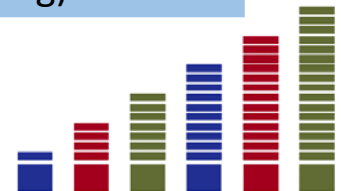
# Factors of informational trust

<b>INFORMATIONAL TRUST:</b>	
<ul style="list-style-type: none"> <li>• <b>economic</b> (quantitative)</li> </ul>	✓ assessment of costs and benefits
	✓ comparison of gains and sanctions related to a breach of trust
	✓ balanced shares in the investments
<ul style="list-style-type: none"> <li>• <b>reputational</b> (qualitative)</li> </ul>	✓ general (public) reputation
	✓ ex-ante similarity between partners
	✓ mutual knowledge about partners
	✓ previous collaboration experience



# Factors of relational trust

<b>RELATIONAL TRUST:</b>	
<ul style="list-style-type: none"> <li><b>inter-institutional</b> (institutions as a whole)</li> </ul>	✓ communication
	✓ openness to change
	✓ shared relational norms (e.g. equal, honest, open treatment of partners)
	✓ social control
	✓ participatory decision-making
	✓ commitment to common goals
<ul style="list-style-type: none"> <li><b>interpersonal</b> ("boundary spanners")</li> </ul>	✓ predispositions and attitudes
	✓ trustworthiness (competence, reliability, integrity)
	✓ similarity of mind-sets
	✓ relational distance (networking)



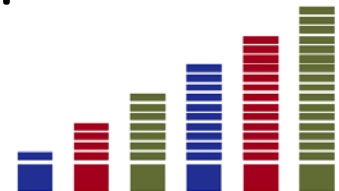
# Evaluation of trust factors in the ESS



EUROPEAN  
STATISTICAL  
SYSTEM

## Institutional trust:

- the general legal framework and governance are well established;
- the roles and responsibilities are clear;
- shared values (CoP), common strategy (ESS Vision 2020);
- a legal framework for the exchange of micro-data on intra-EU trade of goods to be agreed, adopted and implemented;
- technological aspects of trust to be ensured:  
implementation of the ESS IT Security Framework.



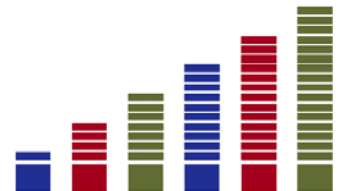
# Evaluation of trust factors in the ESS

## Informational trust:

- quantitative and qualitative evidence on costs and benefits from SIMSTAT and REDESIGN projects;
- good mutual knowledge of partners and prior cooperation experience

## Relational trust:

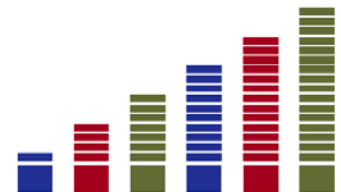
- very constructive attitudes and relations between the "boundary spanners" (ESSC members, international relations, domain experts);
- participatory decision-making;
- improved communication.



# Conclusions

The paper:

- ✓ Summarises and transfers inspirational insights from diverse disciplines to trust in the ESS;
- ✓ Provides analytical framework (model) on trust in the ESS;
- ✓ Opens avenues for further research;
- ✓ Supports and inspires the ESS professionals in defining concrete actions for building trust and solidifying cooperation in the ESS.



**Thank you very much  
for your attention!**

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