Mini-track title: Trust in Information Systems

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Description:

A user's trust in information systems is an important component in the interactive relationship between users and their systems. A user has to trust a technology before the technology is adopted and fully used. While there is a rich literature on interpersonal trust, trust in information systems has been underresearched and much of what we know about trust in IS contexts is derived from the interpersonal views promulgated through the organizational behavior research. Hence, the conceptualization of trust in information systems needs to be clarified and expanded to include not only the interpersonal view but also the intermediated views that arise from considerations of the source credibility paradigm from mass communications theory. In this way, the similarities and differences between interpersonal trust and trust in information systems will be better understood. Though concepts and theoretical frameworks from prior literature on interpersonal trust have investigated trust in information systems, the components of trust that are derived from combined source and media effects in the source effects paradigm can explain much of how users interact with and come to trust technology mediated sources in eCommerce, eBusiness and personal contexts. Designing more trustworthy technology requires well-informed research, and the expansion of our understanding of the concept of trust beyond the interpersonal context, for specific use in information systems. What we learn from applying new conceptualizations of

the trust construct in information systems will also lead to better understanding of adoption and use of technology-mediated channels for business and personal purposes. From this, new contextual factors can be discerned which may have important moderating effects on key technology outcomes.

Submissions addressing all aspects of trust in information systems are welcome. We welcome conceptual, theoretical or empirical research papers.

Suggested Topics:

Suggested topics include, but are not limited to, the following:

- Conceptualization of trust in information systems that expands beyond the interpersonal view to include source effects models
- Processes of trust development in information systems
- Theories or empirical studies on the impact of user, task, technology, and contextual characteristics on trust in information systems
- Theories or empirical studies on the impact of trust in information systems on technology adoption, decision making, website revenue, and customer relationships
- Users' trusting perceptions of information systems in electronic or mobile business/commerce