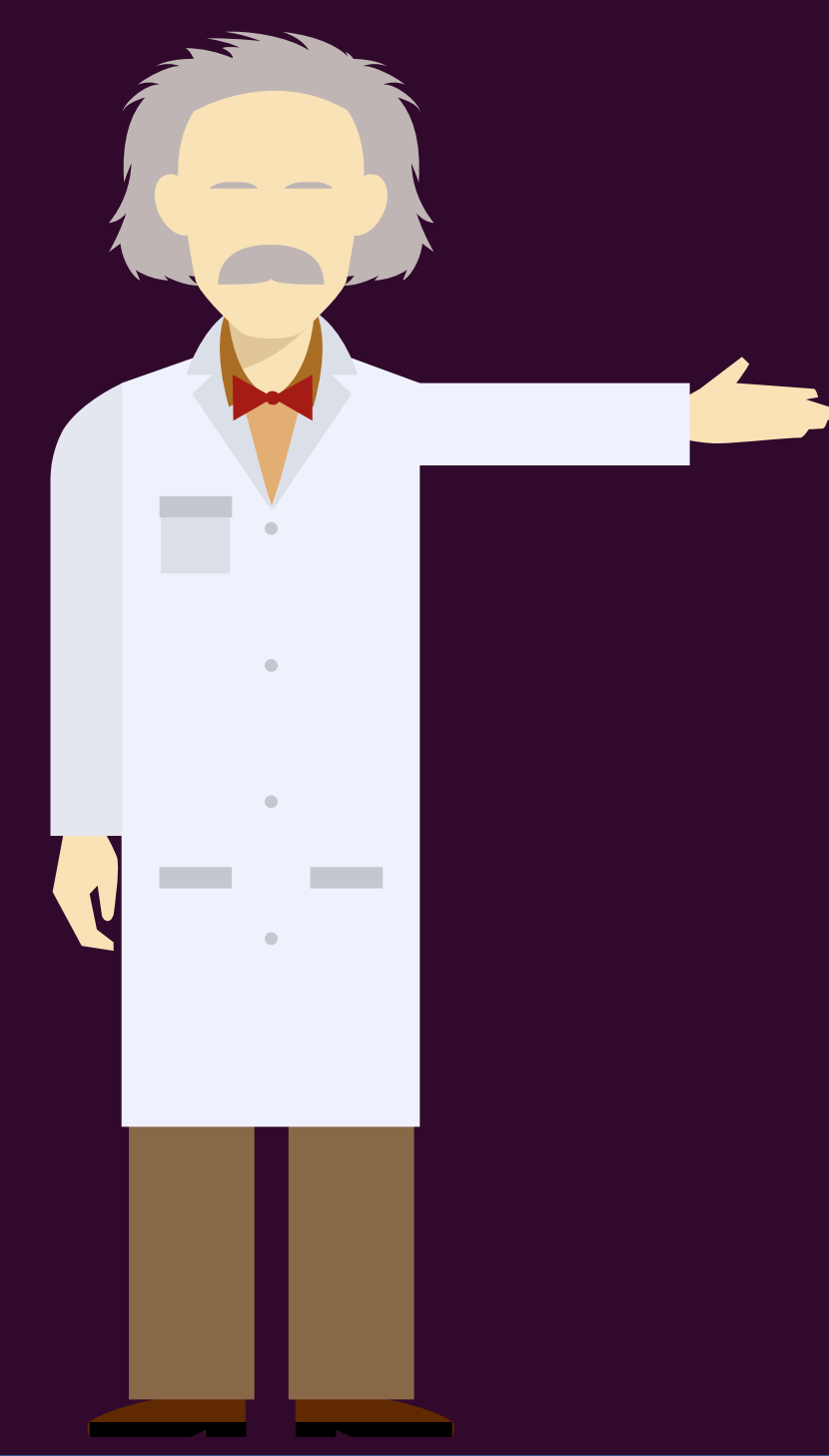


Background

- **Organizational trust is vital to the psychological health of employees**
- It is related to benefits like job satisfaction and work engagement (Chughtai, Byrne, & Flood, 2015; Shockley-Zalabak, Ellis, & Winograd, 2000)
- Many employees do not trust their employers (American Psychological Association, 2018)
- Organizational change can exacerbate feelings of distrust (Morgan & Zeffane, 2003)
- COVID-19 has caused organizational change (working from home, new safety precautions, etc.)
- Many employees may not be happy with the way their employers have responded to the pandemic, and organizational trust may have been affected by the organizational changes that the pandemic has created
- The aim of this study is to determine if organizational trust has been affected as a result of the pandemic, as well as what specific actions taken by organizations caused trust levels to change

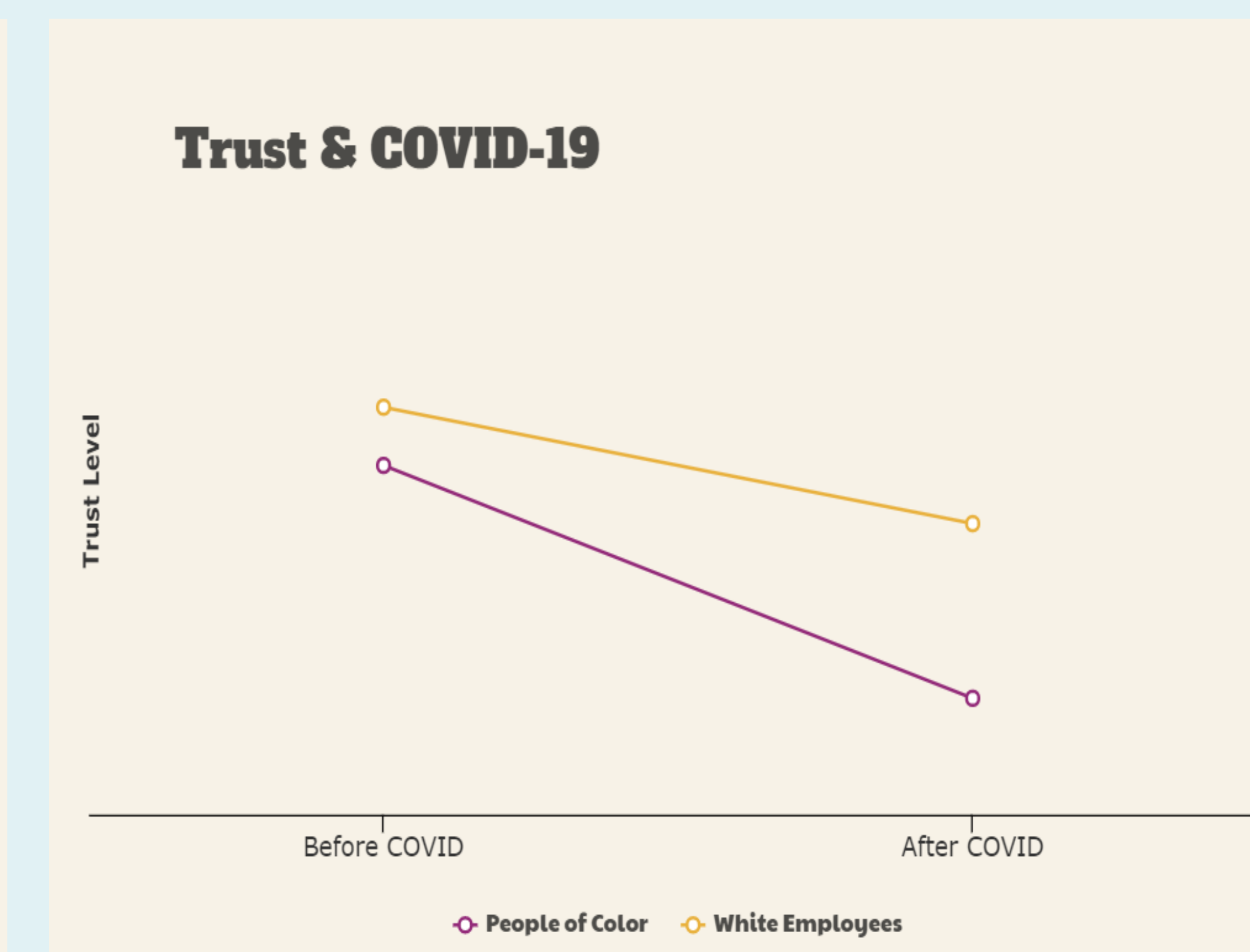
Hypotheses

- H₁: Employees' trust levels have decreased as a result of their organization's response to COVID-19
- H₂: Women have lower levels of trust than men
- H₃: Older people have lower levels of trust than younger people
- H₄: People of color have lower levels of trust than white people
- H₅: More tenured workers have lower levels of trust than less tenured workers
- H₆: Employees who have experienced less employee involvement have lower levels of trust
- H₇: Employees who have experienced less employee recognition have lower levels of trust
- H₈: Employees who have experienced less employee growth and development have lower levels of trust
- H₉: Employees who have experienced less health and safety have lower levels of trust
- H₁₀: Employees who have experienced less work-life balance have lower levels of trust



Has COVID-19 damaged organizational trust?

Sample of Hypothesized Results



Methods

Participants - employees at a variety of organizations will be invited to complete an online survey via SurveyMonkey

Measures - The survey will include questions about organizational trust, the organization's policies, and demographics

- To measure how trust levels have changed, the survey will ask participants how the pandemic and their employer's response to it has affected their current view of the organization. This question will be answered on a five-point Likert scale, with 1 being "I have a significantly more negative view of the organization" and 5 being "I have a significantly more positive view of the organization."
- To determine what action(s) caused trust levels to change, the survey will ask participants a series of questions about specific aspects of their jobs relating to psychologically healthy workplace components that have changed as a result of COVID-19. For example, one item in this set is "Being involved in decisions that affect me at work" and employees will be asked if that has happened more or less frequently since the pandemic started.

Why does it matter?

This project will help us understand how COVID-19 has affected society as well as how and why organizational trust can be changed. This will not only help organizations better prepare for situations like this in the future, but this information can also be used in other situations of organizational changes, such as mergers. Organizations can take steps to improve trust between their employees and employers at any time.