Work Consequences of Reliance and Disclosure: Interpersonal Trust Dynamics Within Vertical Dyads

By

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All interested are welcome
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ABSTRACT

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A defining feature of interpersonal trust is the willingness to be vulnerable. Drawing on Gillespie’s (2003) work on the scope of vulnerabilities and the source of trust within vertical dyads, we studied the differential impact of subordinate reliance, subordinate disclosure, supervisor reliance, and supervisor disclosure on subordinate performance and attitudes. Among 178 vertical dyads in 28 retail fashion stores, we found that supervisor reliance and disclosure were robust predictors of subordinate performance. Regarding employee attitudes, reliance had more effects on employee job satisfaction, but disclosure had more effects on intention to remain.