

How Trust Functions in Fostering Innovation and Technology Development

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Abstract : In light of the increasing importance of trust in development programs, the purpose of this study, was to identify how trust functions as an essential key determinant in successful innovation and technology development programs. Using projects in the agricultural sector as case studies, we determined how the concept of trust is understood. Our data collection relied on semi-structured, face-to-face interviews conducted as part of a larger study investigating the role of trust in development programs. Interview transcripts were analyzed to create a narrative on how trust is understood by the study's participants and how trust functions in fostering innovation. We identified six themes and showed how trust plays an important factor in innovation. These themes included the practice of integrity and honesty; delivery of results in an accountable manner; capability and competency; sharing of the same objectives and interests; transparency about actions and intentions through clear communication; and the targeting of services toward the interests of the public. The results of this study can provide guidance on how to enhance implementation mechanisms and provide impetus for organizations to implement trust building activities in fostering effective innovation.

Keywords : trust, research, innovation, technology

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