

Modeling the Relationship Between Organizational Trust, Job Performance, Identity and Organizational Identification

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Keywords: Organizational trust Job performance Identity Organizational identification Health professionals Received 31 January 2020 Revised 30 April 2020 Accepted 4 May 2020 Article Classification: Research Article	Purpose – Organizational trust and job performance are important variables for hospitals, employees and patients. Numerous studies emphasize the critical role of organizational trust and employee performance in enhancing organizational performance. The primary aim of the study is to examine the effect of organizational identification and identity on organizational trust, and, as a secondary aim, to investigate the effects of organizational trust, organizational identification and identity on job performance Design/methodology/approach – This cross-sectional study was carried out in three public health institutions providing different types of services in a city in Turkey between 02.02.2017 and 02.03.2017. The participants were 649 health professionals. Data were collected using a personal information form, the organizational trust scale, the job performance scale, the Utrecht-Management of Identity Commitments Scale (U-MICS), and the organizational identification scale. The correlation coefficients between the variables were calculated. Determinants of organizational trust and job performance were examined using Structural Equality Models (SEM). Findings – A path analysis was performed for the model established with SEM. Organizational identification and identity variables were found to be significant predictors of organizational trust. Also, organizational identification and identity were also important variables affecting job performance. Discussion – The findings of the study reveal how important it is for the employee to identify with the organization and to establish a permanent identity in the increase of trust level. A gradual decrease in the feeling of satisfaction with existing commitment can adversely affect employee trust. Higher perception of organizational identification and identity can have a positive impact on job performance.

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