
Facilitating Trust in Virtual Teams: The Role of Awareness

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EXECUTIVE SUMMARY

Virtual teams have been adopted by organizations to gain competitive advantages in this global economy. This study investigated the factors that facilitate trust in virtual teams. Both structural and process variables were proposed to influence trust development in distributed work groups. Results based on 7 globally distributed engineering design teams showed that perceived task interdependence and communication frequency had positive effects on perceived level of awareness. Additionally, perceived task interdependence and awareness were positively associated with trust. Further analyses suggest that awareness is an important mediating variable linking task structure and trust in virtual teams.

Keywords: Virtual teams, trust, awareness, task interdependence, communication frequency