

The CIIF Evaluation Consortium
Final Report for
Evaluating the Outcomes and Impact of
The Community Investment and Inclusion Fund (CIIF)
for
Health, Welfare and Food Bureau

**Social Trust and its Antecedent Conditions
in the Development of Social Capital**

Department of Applied Social Studies
City University of Hong Kong
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EXECUTIVE SUMMARY

Research objectives

- 1 The research project addresses the connection between trust and development of social capital. Specifically it attempts to answer two inter-related questions:
 - a) Has the CIIF experience on the part of project group members affected their level of social trust over time and relative to comparison others? and
 - b) What are the antecedent conditions of trust and has the CIIF experience made a difference to them?

Research methodology and data collection

- 2 The project adopted a mixture of quantitative and qualitative methodology. For the quantitative part, this project employed survey methodology to collect data on selected stakeholders socio-demographic background, social capital indicators, participation, and trust, in order to examine the antecedent and predictive factors for trust building. The qualitative part of this project employed in-depth interview with project workers, core members and participants to understand from their perspectives which experiences, activities and strategies facilitated their trust building.
- 3 A total of 14 CIIF funded projects were selected. Finally, 263 completed questionnaires were collected for the survey and 61 in-depth interviews were completed for the qualitative analysis.

Participation in the CIIF projects

- 4 Nearly half (49%) of the surveyed persons had participated in the CIIF projects for more than one year. This finding could mean the surveyed CIIF projects generally have a stable and continuing participation. The majority (66.1%) of the respondents spent less than 5 hours per week on the projects, suggesting intensive participation was not common amongst the surveyed CIIF projects.

Findings

- 5 **Positive Outcomes:**
The involvement in the selected CIIF projects brought about positive outcomes in the respondents, for example, heightened motivation to participate in the current project now (M=4.00, S.D.=0.69) and in the future (M=4.00, S.D.=0.73); enhanced sense of achievement (M=4.01, S.D.=0.75), self-confidence (M=4.08, S.D.=0.73), self-control (M=3.90, S.D.=0.077), and self-efficacy (M=3.96, S.D.=0.73). Five-point scales were used with '5' denotes most positive.
6. **Personalized Trust and Generalized Trust:**
The respondents generally showed a relatively high level of trust in the project organization, the project staff and the project core members. Their increase in personalized trust level after having participated in the CIIF project was also the highest with these three targets (Table 6). The mean scores of the 5-point Generalized Trust Scale was 3.43 (SD=0.57186) which was only slightly above average.
- 7 **Social Capital – Experiential Social Capital:**
Findings shows that the respondents gave help more than received help, except in relation to professional helpers, the volunteers, the political or governmental units, and local shops/commercial units. Nonetheless, the reciprocal levels of receiving and

giving help were more or less similar. This indicates certain level of reciprocity among the respondents and their stakeholders (Table 8).

8 Social Capital - Structural Social Capital:

The Structured Social Capital Scale consisted of three components, namely network density, network homogeneity and network proximity, respectively. “Network homogeneity” generated a mean of 3.13, which reflects a mediocre degree of network homogeneity. So was network proximity with a mean of 3.25. But “network density” generated a mean of 3.46, indicating a relatively higher degree of contact and understanding among the respondents’ social circle (Table 9).

9 Social Capital - Anticipatory Social Capital :

A relative higher mean of 3.87 was recorded for the item of “willingness to help others in the future” of the Anticipatory Social Capital Scale, indicating that the respondents’ general intention to help others in the future (Table 11).

Predictors of Overall Trust

- 10 Findings show that the respondents’ age, life satisfaction, whether they were born in Hong Kong, and feeling at home in Hong Kong predicted the level of overall trust.

Findings indicate that participation was not a predictor of overall trust when it was regressed together with other demographic and psycho-social variables. This reflects that the quantity of participation such as hours spent per week and duration of participation did not have independent effects on trust building.

Specifically, participants who were younger, had greater life satisfaction, being born outside Hong Kong, feeling at home in Hong Kong were more able than their counterparts to develop trust towards people and organizations in general; as well as to increase their degree of trust upon the specific project organization, the specific project staff and the specific project core members (Table 12).

Trust and Social Capital Building

- 11 Regression analysis shows all three types of trust (i.e., personalized trust, changed personalized trust and general trust) were predictors of social capital, that is, the higher the trust, the more ready respondents were to involve themselves himself/herself in the building of social capital. Second, Personalized Trust has a bigger predicting power on overall social capital than Change in Personalized Trust. Thirdly, both Personalized Trust and Changed Personalized Trust have a greater predicting power on social capital than General Trust. This shows that personal trust built on specific organizations/staff/stakeholders have greater influence on participants’ readiness to be reciprocal and to network with other people than some general values.

Strategies in trust-building

- 12 According to the core members and service users, the common factors that built trust among the participants included: shared altruistic values and norms; being non-calculative; frequent contacts, communication and working together; having social gatherings together; open discussion; having meaningful experiences together, and then reflected and learned from them. Negative experiences, if handled well, could actually build trust, such as when conflicts were openly faced and honestly discussed, differences in opinions were settled democratically, and different views

were listened to and respected.

- 13 The majority of workers identified the following factors as instrumental to building trust between agency/worker and the participants:
 - a) Positive agency image - positive track record, appropriate promotional strategies.
 - b) Workers' performance: show of concern, appreciation and respect instead of being too task-oriented; personal qualities such as being honest, fair, keeping promises, and efficient; providing autonomy and opportunities to service users but giving support and advice when necessary.
 - c) Concrete help should be provided especially at the initial stage of relationship building, but long-lasting trusting relationship depended on reciprocal mutual-benefit in the process.

- 14 The workers also identified the following principles and tactics in building trust among the participants:
 - a) Careful screening and selection of participants with similar interests and agreement with the service objectives.
 - b) Collaboration opportunities provided for participants to work, share, discuss, and have fun together.
 - c) Identification and sharing of values through communication, reflection and delivering tasks together.

Recommendations

- 15 The following recommendations were made on the basis of the research findings:
 - a) Involvement in CIIF projects should be encouraged as this will bring about the enhancement of trust in individuals, groups and organizations in general, and trust in stake-holders related with the projects in particular; and other positive outcomes such as reciprocity, strengthened network, enhanced life satisfaction, sense of achievements and self efficacy.
 - b) Importance of agency image and track records should be emphasized since this would attract people to the service and to have initial confidence in the service projects. Should an agency plan to launch a project in a new district, effort should be devoted to building up the community network, and to promote the rationale and values of the specific project. These two factors may also be included in considering the funding application.
 - c) Personal qualities are crucial in mobilizing partners, volunteers and in turning service-users into help-givers; and it is crucial for the agency to recruit suitable workers with the qualities preferred by the participants. This is also essential for the agency to offer appropriate terms of employment to recruit and maintain qualified staff for the project. If necessary, adequate funding support from the CIIF is essential, especially in the beginning stage.
 - d) Further studies should be carried out to find out why the predictors could explain/predict social trust building, and the building of social capital, such as the reasons why people born outside Hong Kong, and, younger people became more trusting after participating in CIIF projects.

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Chapter 1. Introduction and objectives

The level of social trust in society, its changes over time and variations across the population, are topics of considerable importance. For example, current debates in 'health risk management' (e.g., SARS), 'retirement protection' and 'social capital', all invoke social trust and how it can be built or rebuilt.

The research proposed herein addresses the connection between trust and development of social capital. Specifically it attempts to answer two inter-related questions with special reference to the CIIF movement.

- c) Has the CIIF experience on the part of project group members affected their level of social trust over time and relative to comparison others? This evaluation question addresses an important outcome of the CIIF movement, but on its own would be rather superficial. One needs to probe deeper into the antecedent conditions responsible for trust and find out if the CIIF experience has improved those conditions. Thus the second question is:
- d) What are the antecedent conditions of trust and has the CIIF experience made a difference to them?

The project will also identify and evaluate the effectiveness of various trust building strategies as adopted by different projects.

Chapter 2. Theoretical and conceptual framework

2.1. Social Capital

Social capital can be defined as the structure and quality of social networks (both formal and informal) characterized by trust, reciprocity, cohesiveness, civic consciousness and volunteerism (Bullen & Onyx, 1998; Hjerppe & Kajanoja, 2000; Krishna & Shrader, 1999; Stone 2001; Wallis, 1998). 'Social capital' can also refer to the aggregate actual and potential resources embedded in the social structure, including personal relations and formal network structures, which can be used to facilitate actions. Woolcock (1998, 2001) describes social capital as encompassing the norms and networks facilitating collective action for mutual benefit. Social capital is the cement of society's goodwill to create a cohesive society (WHO, 1998).

2.2. Trust

Trust cannot be seen independently of social relationships, between individual, within organization, and/or civic structure (Woolcock, 1998). In that context, trust can be defined by two aspects: cognitive belief and action in the relationships. For the former, trust can be defined as 'the expectation that arises within a community of regular, honest and co-operative behaviour, based on commonly shared norms' (Fukuyama, 1995: 26). Trust is based on the belief that people can be trustworthy, helpful, reciprocal and fair, now and in the future. It can include the belief of confidence, cooperation, collaboration, mutual obligation, and reciprocation working together in a complex social milieu (Woolcock, 1998). Social trust is the trust that an actor believes that a person or a collective will perform that will prove helpful or not detrimental to him or her, thus permitting the establishment of a relationship of cooperation (Gambetta, 1988: 217). This is an optimistic expectation or belief regarding other agents' behaviour. With these positive beliefs on others, one will take the action to commit resources to an activity.

Trust is a means of mediating the risks of social interaction and trust will also encourage a willingness to take risks (Fukuyama, 1997; Luhmann, 1988). Taking such risk can refer to the willingness to permit the decisions of others to influence one's own welfare, and levels of trust determine the degree to which one is willing to extend credit or rely on the advice and actions of others (Sobel, 2002: 148), or taking the action that one will participate in contributing to others. Trust is relevant precisely in those situations characterized by the absence of predictability and the absence of familiarity (Seligman, 1997). Therefore, trusting others impacts on judgments about 'strangers', and higher trust may lead to higher involvement in trust - volunteering time and more willing to serve 'strangers'. 'Trust is important as it reinforces fundamental world view, and day-to-day beliefs in a comforting manner, as well as lubricating co-operation' (Dobell, 1998: 20).

The common typology of trust is personalized (or particularized) trust and generalized (or social) trust. Generalized trust reflects an overall belief on ‘strangers’ (or society as a whole) qualities. The former refers to the trust between individuals and the immediate networks which one has knowledge and experience with. Rotter (1971) claimed that social trust is a generalized expectancy resulting from the generalization from the specific expectancy (personalized trust). It is believed that any changes in specific trust on this level will lead to changes in one’s generalized trust, and vice versa (Fafchamps, 2002).

2.3. Theoretical Framework

2.3.1. Social Capital and Trust

Based on previous studies about social capital and trust, three relationships will be expected:

- 1) Trust as an essential dimension of social capital (Coleman, 1990) or a component that constitutes social capital (Bourdieu, 1983; Coleman, 1988; Putnam, 1993, 1995, 2000; WHO, 1998). Therefore, measures of trust will reflect part of the nature and strength of social capital.
- 2) Trust as a product [a result] of positive social capital (Bourdieu, 1983; Fukuyama, 1995; Woolcock, 2001). For example, social capital developed from positive association and networks will facilitate and promote trust building among the individuals (and in return, will further strengthen social capital (Tonkiss, 2004) – see (3) below).
- 3) Trust as a facilitating factor [a cause] of social capital building (Guenther & Falk, 1999; Fukuyama, 1995; Putnam, 1993). For example, Frietag (2003) suggests that [generalized or social] trust has been shown to be related to the positive societal outcomes such as abdicating egocentric calculations and self-interest, facilitating collective action to solve problems, promote greater reciprocity, safer and more productive neighborhoods, healthier communities, economic growth, and better working democracies in general.

2.3.2. Trust Building Loop

In this Study, we adapt the ‘trust building loop’ suggested by Vangen and Huxham (2003). In this loop, each time people act together, they will take risk and form expectations about the intended outcomes and each other’s role to realize the achievement. When an outcome meets expectations, trusting attitudes are reinforced. The outcome then serves as part of history for the relationship, and encourages people to hold positive expectation about collaboration in the future. The increased trust reduces the sense of risk for these future actions.

We expect that the past and present participation in CIIF projects and social network may

increase people's social capital, such that they can have opportunities to get mutual or reciprocal help from CIIF projects, to be involved in volunteer work and leadership, and to share information with others. These experiences encourage people to form positive expectations about their present and future collaborations, which may in turn increase people's personalized trust in the stakeholders of the project. As people get more positive social experiences from the project, they learn to strengthen and extend their trusting attitudes to people other than the project stakeholders (i.e., develop generalized trust).

With a higher level of trust, people are more willing to invest in the project and further build up their social capital. As Luhmann (1988) suggests, trust can be a lubricant for social and economic action. It may consolidate bonding social capital (amongst relatively homogenous groups such as family members and close friends which can be exclusive in nature). Furthermore, it may expand bridging social capital (inclusive in nature which refers to relations with distant friends, associates and colleagues) and also enlarge linking social capital (refers to relations between individuals and groups in different social strata in a hierarchy where power and social statuses are accessed differently).

Figure 1: Trust Building Loop (*adopted from Vangen & Huxham, 2003, Table 2*)

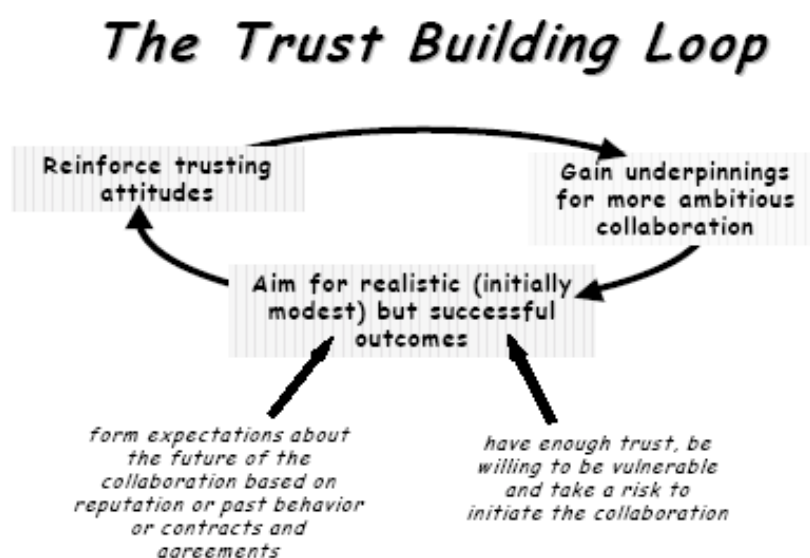


Table 2 The cyclical trust building loop

2.3.3. Antecedent Factors of Trust Building

While looking at the trust building process in relation to the development of social capital, it is

essential to consider the antecedent factors for building trust. Several antecedents have been identified from the literature, grouped below under personal and institutional/interpersonal factors for presentation purposes. (See Figure 2)

2.3.3.1 Personal factors

Personal power. Research shows that the more personal resources (such as income and education) one has the higher trust level he or she will hold. Delhey and Newton (2002) argue that the poor find it more risky to trust others than the rich, because they cannot afford to lose even a little of what they have if their trust is betrayed. They produced empirical evidence to show that the poorest in America were far less trusting than the richest. With respect to education, another base of personal power, Yamagishi (2001) demonstrated on the basis of the General Social Survey data a positive relationship between number of years in school and the proportion of “most people can be trusted” responses. However, the level of trust may also rely on people’s beliefs on their personal power and social competence, apart from the actual personal power they have. Scheufele and Shah (2000), and Uslaner (1998) believe that a healthy sense of personal power, that one is in control and can make a positive difference by ‘doing’ and ‘giving’ rather than by ‘whining’ or ‘receiving’.

Psychological well-being. Optimism, a belief in co-operation and confidence to manage their social life, is also viewed as a key construct for trust building (Delhey & Newton, 2002). In this case, distrusters are misanthropic personalities who are pessimistic and cynical about interpersonal co-operation. Delhey and Newton (2002) also showed that people who had higher life satisfaction, job satisfaction, happiness and lower anxiety, had higher level of social trust. Therefore, a person’s psychological well-beings and positive social life are relevant contributive factors to trust building.

2.3.3.2 Institutional/interpersonal factors

Institutional factors. As Brashear *et al.* (2003) and others (e.g., Dobell, 1998; Kramer, 1999) have suggested, identification of shared values, managerial respect and managerial opportunism are three keys of trust development in institutional contexts, where organizational members’ identification with shared institutional values is particularly important. The particular importance of identification is in accord with the insight from psychological research that self-identification mediates social trust (people trust those with whom they identify, e.g., Moy & Ng, 1996; Tyler, 2001). Accordingly, the development of trust will be accelerated if people recognize that they are treated by the authorities and organizers according to the principles of politeness, respect of rights and treatment with dignity, and are able to identify similar interests, similar goals or objectives and common values or principle from the authorities. On the other hand, the development of trust will be hindered if people believe that authorities tend to place their interests above them, run the risk of being perceived as opportunistic and are less reliable

than is expected for the role they fill in the organization. Thus, we will also search for any good practices or critical events that can facilitate trust among all the stakeholders of the project.

Interpersonal factors. A history of positive interpersonal interaction history provides the basis of trust development (Boersma, Buckley, & Ghauri, 2003). More generally, Network Theory suggests that the level of social trust depends on the direct participation in the informal social networks of everyday life (Delhey & Newton, 2002). The stage of previous history, including knowledge of other parties' previous history, reputation and prior exchange, is the initial stage to develop trust in the way that one generates the first mental image of the other party. In a similar vein, Schlenker, Helm, and Tedeschi (1973) suggest that trust was dependent on the actual credibility of a communicator in the past.

Figure 2 summarizes the overall conceptual framework.

Insert Figure 2 about here

Chapter 3: Research Methodology and Sampling

3.1. Methodology

The project adopted a mixture of quantitative and qualitative methodology. For quantitative part, this project employed survey methodology to collect data on selected stakeholders's socio-demographic background, social capital indicators, participation, and trust, in order to examiner the antecedent and predictive factors for trust building. The qualitative part of this project employed in-depth interview with project's workers, core members and participants' to understand from their perspectives which experiences, activities and strategies facilitate their trust building. The in-depth interview will also serve to identify the good practices which can facilitate trust building.

3.2 Sampling

The study examined projects which were ongoing and had a history of more than one year in operation at the time of study. After deliberation, 14 projects were selected for this study to represent a range of CIIF projects.

Table 1: List of selected CIIF projects for the study

No	Project No	Project Name
1	0015-01D	Helping Others - Self Growing Project
2	0017-01D	Family Education - Love and Caring at Home
3#	0023-01C	Project to Promote Family Cohesion & a More Colourful Family Life
4#	0069-01D	Collaborating People in Tsuen Wan Rural Areas
5	0079-01C	Sunny Community Programme
6	0092-01C	Space of Dream - Youth Employment Project in the North District
7	0100/0101-01C	'Caring Estates' in Southern District
8#	0113-01E	Community Care & Networking Programme for 'Po Tin' Residents
9	0127-01C	Cross Generational Community Integration Programme
10#	0133/0134-01C	Retired Person Volunteers' Association - Community Mutual Help Network Project
11#	0138-01D	Community Integration - Developing Respective Strengths
12	0128-02E	Forging a Better Tomorrow - A Self-help and Mutual-help Project for Multi-Ethnic Vulnerable Groups

13#	0132-02D	Hometown at Fisherman Village – Tai O Community Networking Project
14#	0061-03D	Heartbeat Project – Community Concern and Care Network at Shamshuipo

Host of the Project

From each project, purposive sampling was used to identify three types of samples, including the project organizer who was a paid staff in-charge of the project; core members who were usually active volunteers or committee members who had been involved in the planning, organizing and implementation of the project; and service recipients. For the survey, it was planned to cover 5 project organizer and core members, as well as 15 participants per project. While for the indepth interviews, one project organizer, one core member and two service recipients were to be interviewed per project. However, the actual number of respondents was adjusted according to the project nature and the size of service users. For example, additional project organizers and core members were invited to participate in the study if the project was jointly run by two or more than two organizations. For a few projects which targeted at restricted number of service users, less than 15 service users were invited to the survey.

3.3 Survey

A structured questionnaire was employed to collect the respondents' data on their participation, social capital, positive outcomes and trust (see Appendix A).

Social Capital. Social capital was assessed on the basis of structural, experiential, and anticipatory social capital. Structural social capital, which referred to both formal and informal network (Krishna & Shrader, 1999), consisted of three elements: the structure of social networks; the values that define the networks; and, most important, the ability of the networks to provide productive resources to individuals and the quantity of aid that individuals have received (Chan *et al*, 2004). Thus, network was assessed by its density ($\alpha = .68$), homogeneity ($\alpha = .71$), proximity ($\alpha = .58$), and solidarity ($\alpha = .68$). In terms of experiential social capital, the core notion of reciprocity or mutual-aid which implied that one would take a proactive role in investing in a mutual relationship was examined. In this study, reciprocity was measured in terms of people's experiential individual social capital ($\alpha = .93$), defined in terms of reciprocal mutual help (help received and help given) in the context of participation in the CIIF project. Lastly, one's expectation of the future social capital, referred to here as anticipatory social capital ($\alpha = .62$), was also measured. All the social capital scales were measured with 5-point scale (from 1 = very little to 5 = very much). The reliabilities of the measures in terms of Cronbach's alpha (α coefficient) are .58 or higher (shown above), which are satisfactory considering the relatively small number of items per measurement scale.

Trust. In this study, we measured the respondents' generalized trust and personalized trust. For measuring generalized trust, Rosenberg's (1957) 5-item Faith in People Scale was adopted in the study, which assessed trust in terms of degree of confidence in trustworthiness, honesty, goodness, generosity, and brotherliness of people in general. A 5-point scale was adopted from 1 = strongly disagree to 5 = strongly agree. "Most people are more inclined to help others than to look out for themselves" was deleted from the scale to obtain higher internal consistency ($\alpha = .60$), resulting in a 4-item scale.

A 8-item scale specific to the project context was adopted to ask the interviewees' trust in the stakeholders of the projects, in the neighborhood, and in the commercial and governmental units in the community (5-point scale from 1 = distrust very much to 5 = trust very much). We also investigated if there were any changes of the interviewees' personalized trust after having taken part in the project (5-point scale from 1 = decreased much to 5 = increased much). Both scales were highly reliable ($\alpha = .87$ for specific trust scale and $\alpha = .92$ for scale of changed specific trust).

Antecedent conditions Antecedent conditions in the personal context were measured to cover respondents' levels of community participation and personal resources, such as education level and socio-economic status (income level and marital status). Psychological well-beings was also measured in terms of life satisfaction with 5-item Satisfaction with Life Scale (Diener, Emmons, Larsen & Griffin, 1985) (5-point scale from 1 = strongly disagree to 5 = strongly agree). The α coefficient of this scale was .80.

Positive Outcomes We measured the positive outcome of trust on social capital building, such as increased trust in various stakeholders, increased motivation to participate in the current project and similar projects in the future, and increased positive self-ratings (self-confident, self-control and self-efficacy). An 8-item scale was developed and respondents were asked to respond on a 5-point response format (ranging from 1 = strongly disagree to 5 = strongly agree). This scale was highly internally reliable with $\alpha = .91$.

3.4 Design of the In-depth Interview

The survey gave us indicative data on the trust building process. In-depth interviews were used to shed light on the process in greater details. In accordance with the experience of taking part in CIIF projects, we looked at how people's social trust was influenced in six dimensions: historicity, experienced critical events, reciprocity, mutual benefit, shared norms and values, and futuricity. We also examined trust building in the organizational and interpersonal context, in order to supplement the survey findings. Individual interviews with project organizers were conducted to understand the strategies that they adopted to develop trust and level of social capital and their subjective evaluation of such strategies. For example, we studied how the

project organizers formed shared values and managerial respect so as to build up trust among people (including core volunteers and service users) in the project. In addition, interviews with the project core members and participants were conducted to look at the processes responsible for changes in their identification of shared values, and to identify how their experiences in the CIIF project might have influenced their current and future trust levels.

3.5 Data collection

Survey Current-state and retrospective measures were taken from the target samples (project group members and participants) through a self-administered questionnaire (see Appendix A). A pilot test was firstly carried out in February 2005 to validate the measurement scales adopted in the survey questionnaires. Based on the comments from 25 surveyed persons (including project organizers, volunteers and participants) and the statistical results from the pilot test, the questionnaire was revised and formally distributed to respondents in April and May, 2005. As some project group members and service recipients were not able to complete the questionnaire, face-to-face interview was carried out for them by the RA. Finally, twenty-two project organizers, 82 volunteers and 159 participants filled in the questionnaires. The total of 263 completed questionnaires represented an 87.67% response rate.

In-depth Interviews In-depth interviews were carried out between June and July, 2005. Each selected CIIF project would arrange at least one project organizer who was paid staff, one core member and two project participants for interview. Finally, 16 project organizers, 45 core members and participants were interviewed either by the RA, or members of the Research Team.

During the interview, interviewees were firstly asked to fill in a short questionnaire relating to their social background and changes in personalized trust in the project stakeholders. They were then interviewed with an interview guide (see appendix B). Each interview lasted about one hour. With interviewees' consent, the interview was audio-recorded to facilitate transcription, coding and data analysis in the later stage.

3.6 Data Analysis

Survey Quantitative data analysis was conducted with the use of SPSS. Simple descriptive statistics was computed to examine the demographic profile of the respondents and to provide an overview of the frequency distribution of social trust, social capital, and the independent variables of personal factors, organizational and interpersonal factors. Bivariate analysis was computed to examine the relationship between the independent variables and the dependent variables of Generalized Trust and Personalized Trust. Finally, multivariate analyses were constructed to find out predictors of Social Trust (including Generalized Trust, Personalized

Trust, and Total Trust), and the predictors of social capital (namely experiential social capital, structural social capital, anticipatory social capital, and total social capital)

Indepth Interview Transcription of all the audio-recorded interviews was conducted by the RA. Thematic analysis of the transcription of different interviews was conducted by the respective interviewer who was either the RA, or member of the research team in order to ensure greater validity. Key words and main themes were identified through examining the transcription as well as notes taken by the interviewer during the interview session. The resulted themes and observations will then be validated by another research team member as a true reflection of the content of the discussion.

Chapter 4. Survey Findings - Predictors of Trust Building

4.1 Profile of Respondents

About half of the surveyed persons had participated in the projects for more than one year (49%). More than half of them (66.1%) spent less than 5 hours per week on the projects. Demographic details of the sample are shown in Table 2.

Table 2: Demographic information of the survey persons (N=263)

Demographic Variables	Percentage (%)
Sex	
Males	29.5
Females	70.5
Age	
Adolescents and Young Adults (<39)	49
Middle-Aged (40-59)	33.4
Elder persons (>60)	17.6
Marital Status	
Single	35.9
Married	53.4
Divorced / Separated	4.6
Widowed	6.1
Born in Hong Kong	
Yes	63.2
No	36.8
Educational levels	
Uneducated	3.1
Primary	21.5
Secondary	55
Tertiary or Above	20.3
Income levels	
>\$9,999	38.2
\$10,000-\$19,999	29.5
>\$20,000	31.8
Housing	
Public Estate / Transit Housing	38.2

Home Ownership Scheme Flat / Middle Income Housing	10.8
Private Housing	40.2
Rental Bed-Space / Cubicle	5
Others	5.8
Religious belief	
Yes	57.3
No	42.7
Role	
Project Organizer	8.4
Project Member	31.2
Participant	60.4

Of the 263 respondents whose data are reported here, 29.5% are male and 70.5% are female (Table 2). Almost half (49%) of the respondents fell within the “adolescents and young adults” (< 39) age-range. From the rest (51%) of them, 33.4% were middle-aged (40-59) and 17.6% were elder persons (> 60). In terms of their marital status, more than half of them (53.4%) were married, 35.9% were single, 6.1% were widowed and 4.6% were divorced / separated. About two-third (63.2%) of them were born in Hong Kong, whereas 36.8% were not. Most of the respondents attained either secondary or tertiary (or above) educational level. The former group constituted 55% of the sample. Thus, we have a sample of young adults who had relatively high educational qualification. 38.2% of the respondents had a monthly income of \$9000 or above. It was found that 38.2% of the respondents lived in public estate or transit housing whereas 40.2% lived in private housing. Upon asking whether they had any religious belief, 57.3% said yes. Regarding the roles they played in the CIIF projects, 60.4% (N=159) of the respondents were participants whereas 31.2% (N=82) and 8.4% (N=22) were project members and project organizers respectively.

4.2 Participation in the CIIF projects and other forms of participations

Nearly half (49%) of the surveyed persons had participated in the CIIF projects for more than one year. This finding could mean the surveyed CIIF projects generally have a stable and continuing participation. The majority (66.1%) of the respondents spent less than 5 hours per week on the projects, suggesting intensive participation was not common amongst the surveyed CIIF projects.

Table 3: Participation in CIIF Projects (Duration)

Duration of participation	Percentage
3 months or less	16.5
4-6 months	15.3
7-9 months	10.0
10 months to 1 year	9.2
Over 1 year	49.0
Overall	100.0

Table 4: Participation in CIIF Projects (Hours)

Hours	Percentage
5 hours or under	66.1
6-10 hours	14.8
11-15 hours	8.2
16-20 hours	1.9
21 hours or above	8.9
Overall	100.0

The respondents also took part in other forms of community participations. Table 5 shows the mean and the standard deviation of the level and the duration of these other forms of community participations. Overall speaking, participation in various organizations and groups was not long nor was it intensive. An exception is “volunteer group”, to which the participants had a relatively longer (mean=1.44 in year) and higher (mean=1.53 times per month) level of participation.

Table 5: Mean of Other Forms of Community Participation

Organizations / groups	Participation, number of times per month in the previous year	Duration of participation in years
School-related groups	0.54 (1.28)	0.78 (2.63)
Commercial groups	0.11 (0.54)	0.23 (1.30)
Sports and cultural groups	0.13 (3.61)	0.11 (0.54)
Volunteer groups	1.53 (3.61)	1.44 (3.25)
Religious groups	0.71 (1.77)	1.16 (3.99)
Neighborhood / community / ethnic groups	0.17 (0.69)	0.41 (1.94)
Women groups	0.45 (.1.80)	0.33 (1.09)
Environmental concern groups	0.10 (0.78)	0.06 (0.46)
NGOs	0.81 (2.98)	0.76 (2.25)
Political groups	0.10 (0.72)	0.12 (0.95)
Youth groups	0.35 (1.76)	0.30 (1.79)
Overall	0.45 (0.67)	0.49 (0.88)

4.3 Trust

4.3.1 Personalized Trust

As one can see in Table 6, the respondents generally showed a relatively high level of trust on the project organization, the project staff and the project core members. Their increase in personalized trust level after having participated in the CIIF project was also the highest with these three targets.

Table 6: Mean and standard deviation of personalized trust and of changed personalized trust

	Mean (S.D.)	
	Personalized trust level on	Change in personalized trust level on
Project organization	4.54 (0.59)	4.19 (0.77)
Project Staff	4.58 (0.58)	4.25 (0.79)
Project core member / volunteers	4.25 (0.68)	4.07 (0.76)
Project participants	3.93 (0.75)	3.86 (0.78)
Participated shops / commercial units	3.72 (0.73)	3.62 (0.73)
Participated community groups / religious groups	3.82 (0.76)	3.72 (0.79)
Neighborhood	3.64 (0.79)	3.65 (0.77)
Local Government	3.76 (0.78)	3.62 (0.76)
Overall	4.05 (0.50)	3.90 (0.60)

4.3.2 Generalized Trust

The mean scores of the 5-point Generalized Trust Scale was 3.43 (SD=0.57186) which was only a bit above average.

4.4 Positive Outcomes

The involvement in the selected CIIF projects brought about positive outcomes in the respondents. For example, there was heightened motivation to participate in the current project now (M=4.00, S.D.=0.69) and in the future (M=4.00, S.D.=0.73). They showed enhanced sense of achievement (M=4.01, S.D.=0.75), self-confidence (M=4.08, S.D.=0.73), self-control (M=3.90, S.D.=0.077), and self-efficacy (M=3.96, S.D.=0.73). It was commonly agreed that the projects gave them more opportunities to contribute to the society (M=4.11, S.D.=0.72) and to develop mutual trust with other people (M=4.06, S.D.=0.69) (Table 7).

Table 7: Positive Outcomes of involvement in selected CIIF projects

	Mean (S.D.)
1. Increased participation motivation in the current project	4.00 (0.69)
2. Increased participation motivation in similar project in the future	4.00 (0.73)
3. Increased opportunities to contribute to the community	4.11 (0.72)
4. Increased sense of achievement	4.01 (0.75)
5. Increased opportunities to build up mutual trust with other people	4.06 (0.69)
6. Increased self-confidence	4.08 (0.73)
7. Increased self-control	3.90 (0.77)
8. Increased self-efficacy	3.96 (0.73)
Overall	4.01 (0.57)

4.5 Social Capital

4.5.1 Experiential Social Capital

Table 8 shows that the respondents gave out help more than received help, except in relation to professional helpers, the volunteers, the political or governmental units, and local shops/commercial units. Nonetheless, the levels of receiving and investing helps were more or less similar. This indicates certain level of reciprocity among the respondents and their stakeholders.

Table 8: Means and standard deviations of Experiential Social Capital

	Mean (S.D.)	
	Helps received from	Helps given to
Family	3.48 (1.12)	3.68 (1.08)
Friends	3.46 (1.06)	3.62 (1.12)
Colleagues	3.26 (1.17)	3.33 (1.08)
Neighbors	2.82 (1.18)	2.93 (1.12)
Professional helpers	3.00 (1.23)	2.95 (1.12)
Strangers	2.21 (1.16)	3.68 (1.06)
Volunteers	3.67 (1.03)	3.40 (1.06)
Political / governmental units	2.60 (1.17)	2.53 (1.20)
Local shops / commercial units	2.42 (1.13)	2.27 (1.18)
Overall	3.07 (0.83)	3.24 (0.82)

4.5.2 Structural Social Capital

Table 9 shows the CIIF participants' social circle most frequently included people of same gender (mean=3.83), and least frequently included people with the same political viewpoints (mean=2.79) or of the same blood ties (mean=2.23). The Structured Social Capital Scale consisted of three components, namely network density, network homogeneity and network proximity respectively. As shown in Table 10, "network homogeneity" generated a mean of 3.13, which reflects a mediocre degree of network homogeneity. So was network proximity with a mean of 3.25. But "network density" generated a mean of 3.46, indicating a relatively higher degree of contact and understanding among the respondents' social circle.

Table 9: Scores of Individual Items of the Structural Social Capital Scale (Social Circle)

	Mean	S.D.
1. How frequent were contacts among people in your social circle?	3.66	0.88
2. How well did people in your social circle know each other?	3.40	0.82
3. How many people in your social circle belonged to the same organization?	3.21	1.02
4. How many people in your social circle were friends of each other?	3.59	0.90
5. How many people in your social circle were the same gender as you?	3.83	0.93
6. How many people in your social circle had the similar occupation?	3.09	1.24
7. How many people in your social circle had the similar level of education?	3.32	1.01
8. How many people in your social circle had the similar level of wealth?	3.20	0.95
9. How many people in your social circle had the similar political viewpoint?	2.79	1.03
10. How many people in you social circle had the same religion or lack of religion affiliation?	3.18	1.15
11. How many people in your social circle belonged to the same family?	2.23	1.18
12. How intimate was your social circle?	3.40	0.79
13. How much help did your social circle give you?	3.28	0.94
14. How many people in your social circle lived close to you?	3.08	1.21
15. How much the solidarity among your family?	3.74	1.01
16. How much the solidarity among the organizations that you join?	3.61	0.81
17. How much the solidarity among your neighborhood?	2.96	0.96
18. How much the solidarity among your social circle (e.g., friends, colleagues, and relatives etc.)?	3.45	0.84

Table 10: Overall Score of the Structural Social Capital Scale

	Mean (S.D.)
Structural social capital (overall)	3.28 (0.56)
Network Density	3.46 (0.65)
Network homogeneity	3.13 (0.68)
Network Proximity	3.25 (0.74)

4.5.3 Anticipatory Social Capital

A relative higher mean of 3.87 (Table 11) was recorded for the item of “willingness to help others in the future” of the Anticipatory Social Capital Scale, indicating that the respondents’ general intention to help others.

Table 11: Scores of Anticipatory Social Capital Scale

	Mean	S.D.
Increased participation motivation in the current project	4.00	0.69
Increased participation motivation in similar project in the future	4.00	0.73
Social circle _ willingness of others to help you in return	3.30	1.00
Social circle _ willingness to help others in the future	3.87	0.78
Anticipatory Individual Social Capital	3.79	0.67

4.6. Life Satisfaction

The mean of the Satisfaction with Life Scale was 3.14 (S.D.=0.70), suggesting that the respondents were neither too satisfied nor too dissatisfied with life.

4.7 Predictors of Trust Building

One contribution of this study is to find out the determinants that could predict or explain trust building amongst the CIIF participants. Multiple regression analysis was computed to show the combined effects of two sets of independent variables, namely participation and participants’ background, on overall trust building which is defined as the mean of the Generalized Trust plus Changed Personalized Trust.

The following variables were entered in a block in regression analysis with Overall Trust. These included four types of variables, (1) participation, both duration and intensity, (2) participants' demographic background including age, gender, role (core member=1, non-core=0), marital status (married=1, divorced=1), living arrangement (alone=1), educational attainment, housing type (public housing =1), whether they were born in Hong Kong or not; (3) place attachment, including feeling at home in Hong Kong, missing it if move to other community, degree of confidence that the community is a good place to live in late life; and (4) psychological well-being defined as life satisfaction.

Table 12 indicates that participation was not a predictor of overall trust when it was regressed together with other demographic and psycho-social variables. This reflects that the quantity of participation such as hours spent per week and duration of participation did not count in trust building. The table also shows that the respondents' age, life satisfaction, whether they were born in Hong Kong, and feeling at home in Hong Kong predicted the level of overall trust. All other variables did not predict Overall Trust. To be specific, participants who were younger, had greater life satisfaction, being born outside Hong Kong, feeling at home in Hong Kong were more able than their counterparts to develop trust towards people and organizations in general; as well as to increase their degree of trust upon the specific project organization, the specific project staff and the specific project core members. These variables explain 19% of the variance in overall trust building ($R^2=0.19$), which is quite significant since human behaviours are by default influenced by many different variables.

Table 12: Predictors of Overall Trust among variables of participation and personal factors in standard multiple regression.

Predictors	Unstandardized Coefficients Beta
Age Group	-0.07**
Born in HK (Yes=1, No=0)	-0.16*
Feeling of home in HK	0.10**
Satisfaction with Life	0.18***
R Square	0.19

* p<0.05 **p<0.01 ***p<0.001

Dependent Variable: Overall Trust = Mean (Generalized Trust, Changed Personalized Trust)

4.8 Trust and social capital building

Regression models were constructed through standard multiple regression analysis to identify

the predictors of social capital building from among the three types of trust, including Personalized Trust, General Trust, and Changed Personalized Trust. The dependent variable of Social Capital is defined into three constructs, namely the Present Social Capital (i.e. Experiential Social Capital plus Structural Social Capital), the Anticipatory Social Capital (i.e. whether the respondents were more willing to build their social capital in the future), and the Overall Social Capital (i.e. Experiential Social Capital plus Structural Social Capital plus Anticipatory Social Capital).

4.8.1 Predictors of the Present Social Capital (i.e. structural and experiential social capital)

Correlation matrix of the three trust variables and the dependent variable of the present social capital (i.e. structural and experiential social capital) was computed. Relative high correlation alpha of 0.423 ($p < 0.01$) is found between level of personalized trust and level of structural and experiential social capital. Relative low alpha value 0.161 ($p < 0.05$) is noted between changed personalized trust and level of generalized trust. No other statistically significant correlation was detected amongst other independent variables.

Regression analysis (Table 13) shows 4 Models. In Model 1, the level of Personalized Trust was significantly related to the present social capital (i.e. experiential and structural social capital). Beta was 0.42, indicating that approximately 18% of the variance of the structural and experiential social capital can be accounted for by the level of personalized trust. Model 2 (i.e. level of personalized trust and general trust) was also significantly related, $F((2, 237) = 36.594, p < 0.001$. Multiple correlation coefficient was 0.49, indicating that approximately 24% of the variance can be accounted for. This means that general trust could account for an additional 6% of the variance in Social Capital when regressed with Personalized Trust. Model 3 (i.e. changed personalized trust) was shown significantly related, $F((1, 237) = 39.127, p < 0.001$. The multiple correlation coefficient was 0.38, indicating that approximately 14% of the variance can be accounted by change in personalized trust. Model 4 (i.e. changed personalized trust and generalized trust) was shown significantly related, $F((2, 236) = 27.492, p < 0.001$. The multiple correlation coefficient was 0.44, indicating that approximately 19% of the variance can be accounted.

These 4 models show that all three types of trust were predictors of social capital, the higher the trust, the more ready the respondent was to involve himself/herself in the building of social capital. Second, Personalized Trust has a bigger predicting power on the present social capital than Change in Personalized Trust. Thirdly, both Personalized Trust and Changed Personalized Trust have a greater predicting power on social capital than General Trust. This shows that personal trust built on specific organizations/staff/stakeholders have greater influence on one's readiness to be reciprocal and to network with other people than some general values.

Table 13: Predictors of Structural and Experiential Social Capital Among Four Models of Trust in Standard Regression Analysis

Predictors		Unstandardized Coefficients Beta	R ²	R ² Change
Model 1	Personalized Trust	0.42***	0.18	0.06
Model 2	Personalized Trust; General Trust	0.40*** 0.25***	0.24	
Model 3	Changed Personalized Trust	0.32***	0.14	0.05
Model 4	Changed Personalized Trust; General Trust	0.29*** 0.23***	0.19	

* p<0.05

**p<0.01

***p<0.001

Dependent Variable: the Present Social Capital = Mean (Structural Social Capital , Experiential Social Capital.)

4.8.2 Predictors of Anticipatory Social Capital

Regression analysis shows all three types of trust were also predictors of anticipatory social capital. Personalized trust was very significantly related to anticipatory social capital building, $F(1, 238) = 60.141, p < 0.001$. The multiple correlation coefficient was 0.45, indicating that approximately 20% of the variance of the anticipatory social capital can be accounted for by the level of personalized trust. Stepwise regression was conducted in Model 2 with the addition of General Trust. The multiple correlation coefficient increased to 0.50, indicating that approximately 25% of the variance can be accounted by Personalized Trust together with General Trust. In Model 3, the multiple correlation coefficient was 0.42, indicating that approximately 18% of the variance can be accounted by Change in Personalized Trust. In Model 4, the multiple correlation coefficient was 0.47, indicating that approximately 22% of the variance can be accounted by Change in Personalized Trust and General Trust. In sum, Personalized Trust and General Trust (Model 2) had the best predicting power on anticipatory social capital.

Table 14: Predictors of Anticipatory Social Capital Among Four Models of Trust in Standard Regression Analysis

Predictors		Unstandardized Coefficients Beta	R ²	R ² Change
Model 1	Personalized Trust	0.51***	0.20	0.05
Model 2	Personalized Trust; General Trust	0.49*** 0.28***	0.25	

Model 3	Changed Personalized Trust	0.41***	0.18	0.04
Model 4	Changed Personalized Trust;	0.38***	0.22	
	General Trust	0.24***		

* p<0.05

**p<0.01

***p<0.001

Dependent Variable: Anticipatory Social Capital = Mean (2 items from the Positive Outcome Scale, 2 items from the Structural Social Capital Scale)

4.8.3 Predictors of Overall Social Capital

Table 15 shows that all three types of trust predict overall social capital (which includes Structural Social Capital, Experiential Social Capital and Anticipatory Social Capital) (p<0.001). This means that the fostering of social trust would indeed enhance the level of social capital of individual participants. Again, Personalized Trust has a bigger predicting power on Overall Social Capital than Change in Personalized Trust. Moreover, both Personalized Trust and Change in Personalized Trust have a greater predicting power on social capital than Generalized Trust

Table 15: Predictors of Overall Social Capital Among Four Models of Trust in Standard Regression Analysis

Predictors		Unstandardized Coefficients Beta	R ²	R ² Change
Model 1	Personalized Trust	0.45***	0.23	0.61
Model 2	Personalized Trust;	0.42***	0.29	
	General Trust	0.24***		
Model 3	Changed Personalized Trust	0.36***	0.20	0.05
Model 4	Changed Personalized Trust;	0.32***	0.26	
	General Trust	0.23***		

* p<0.05

**p<0.01

***p<0.001

Dependent Variable: Overall Social Capital = Mean (Structural Social Capital, Experiential Social Capital, Anticipatory Social Capital)

As shown by Table 16, the following factors predict overall social capital, namely change in personalized trust, generalized trust, satisfaction with life, missing it if move to other community and participation. To be specific, the increase in personal trust on specific organizations/individuals, the increase of trust towards people and organizations in general, higher life satisfaction, a higher sense of missing the community if move out, and a higher level of participation predict overall social capital. All these explain 39% of the total variance of overall social capital.

Table 16: Predictors of Overall Social Capital among variables of participation and personal factors in standard multiple regression.

Predictors	Unstandardized Coefficients Beta
Change in Personalized trust	0.27***
Generalized trust	0.17**
Satisfaction with Life	0.14**
Missing district if departure	0.10**
Participation	0.09**
R Square	0.39

* p<0.05 **p<0.01 ***p<0.001

Dependent Variable: Overall Social Capital = Mean (Structural Social Capital, Experiential Social Capital, Anticipatory Social Capital)

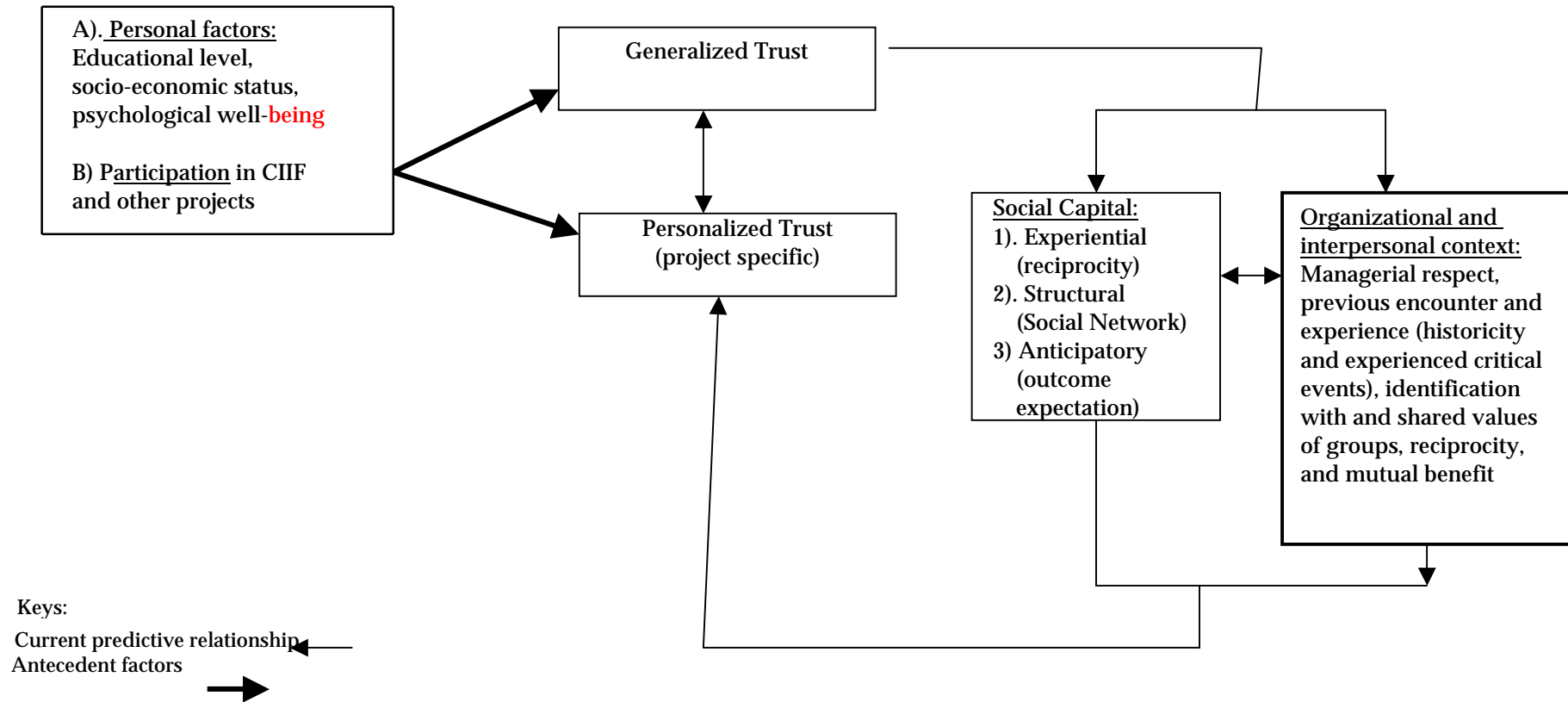


Figure 2. Conceptual Framework

5.1 In-depth Interviews with Participant

5.1.1 Shared norms and values

Among the 45 interviewees, 27 of them have explicitly mentioned the positive impacts of shared values in promoting trust among themselves. Some of the participants expressed their understanding that certain service users just came to receive benefit and services, and that these users' values were different. Hence, consensus among all participants is almost impossible. Nevertheless, most of them agreed that sharing of identified values is an important element that glue them together.

a) Readiness to help.

➤ Helping others:

‘大家都是想幫助人，都是爲此而來’。

”Everybody intends to help others, everybody comes here for this”

➤ Helping those in need in the community / serving the community:

‘爲社區著想’；‘大家的心態都係服務社會，做義工服務社會’；‘希望這個社區能發展得更昌盛、更擴大，能供獻這個社區’。

”All for the community”; “Our mindset of everybody is to serve the society”; “Hoping that this community can be developed more prosperous, more expanded, able to contribute to this community”.

➤ Non-calculative; offering help without expectation of return:

‘大家唔會計較邊個付出’，‘無條件付出、大家唔計較’

”No one concerns who is giving”; “Giving help unconditionally, no one calculates”.

➤ Work for the benefit of all, for the future:

‘大家係爲自己將來、幸福而進取’。

”Everybody keeps forgoing ahead for one’s own future and bliss.”

➤ Expand own social network, know more friends:

‘擴大自己的圈子、結識朋友’

”Expanding one’s own network, making friends”

Some interviewees mentioned the positive impact of having a common value and belief which were based on similar religious belief.

b) Positive changes in attitudes

Respondents expressed that after participating in CIIF projects, they have cultivated different attitudes and values which would facilitate their future participation and involvement. These changes include:

- **Easier to trust other peoples:** respondents realized that trust is essential in building up relationship. They also realized that people might not necessarily be self-centered.

參加左呢個計劃，我會盡量令人信我，我都會去信人先，因為唔信人好難做朋友，呢個計劃影響我好大，因為我而家會從別人上諗，原來人未必係自私；令人信自己就要盡量去關心他，他開心時一齊分享，有困難時，我會帶訊息返來凝聚力量去幫他，等他再認識個計劃。

Having joined this project, I would try my best to make people trust me. I would trust people before they would trust me. It is real difficult to make friends without trust. This project has a real great impact on me, from now on, I would put myself into others' shoes. People might not be necessarily be self-interested, to make people trust in you need you to first concern about him/her, to share his/her joy... When he/she has difficulties, I would bring the message back here to so that we could join force to help him/her, or let him/her know more about the project."

將來會容易 D 信人，因為透過呢個計劃識的人都係好人，對我將來會容易 D 接納人、信人。
Easier to trust other people in the future, because people known through this project are all good people, which makes me easier to accept and to trust other people in the future."

- **Active in reaching out to other peoples:** they realized that they needed to take the initiatives to reach out and to earn other people's trust, even though it required persistent efforts for an extended period of time.

讓自己學會先信任別人，才會獲得別人信任。若有顧忌，識人就很难。

To allow myself learn to first trust in other people before I would earn their trust. If I have scruples, it will be very difficult to know other people.

參加計劃之後，經姑娘鼓勵，我敢去踏出第一步去付出，唔怕主動去幫人。

After I have joined this project, through which I have had the social worker's encouragement, I dare to take the first step to give help, no longer be afraid to take initiative to help other people.

只要你肯行出第一步、第二步、第三步，人們一次感覺唔到、第二次感覺唔到、第三次都會感覺得到，同埋要堅持，一次唔得就算，咁就唔成功。

As long as you're willing to walk the first, the second and then the third step, maybe people cannot feel that at the once or at the second, but they can finally feel that at the third, also is to be persistent, giving up at first trial won't make it success.

會嘗試主動與人接觸，不會以外表去評論人。

Would try to talk initiative to reach out for other people, would not judge people by their appearance.

我覺得只要你肯付出，咁人們就會對我好，但好多時人同人之間好難踏出第一步，我就唔需要介意呢樣嘢。

I feel like if I'm willing to give help, other people will treat me good, but very often in between two people there feel difficult to make the first initial step, I feel like we don't need to care about this.

- **Reciprocal behaviour: some respondents had higher trust on other people's readiness to offer them reciprocal behaviour in the future should they need it.**

我相信我將來唔行得時，他們都會來幫我、問候我，姑娘都會咁做

One day when I can no longer walk. I believe they will come to help me, come to greet me, also will the social worker do this.

相信信任是互動，彼此都要付出

Believing that trust is of reciprocal, both of the parties would need to devote.

- c) **Great difference in attitudes did exist**

Shared values among the participants are not guaranteed nor achieved automatically. One respondent openly admitted that the differences among the participants were significant that it was very difficult to share a common set of value:

大家的價值觀差好遠，本身的層面和年紀都差好遠，有時每個人見到的事都唔同，例如有人會覺錢係有所謂，有人會覺得時間係有所謂，這計劃可能令大家的共通之處增加，但達至很大的一致性就有可能。

Everybody's values are quite apart from each other, our respective class and age have very differences, sometimes each person concerns with different issue, for example, there is people who don't care about money, there is people who don't care about time, perhaps this project have increased the commonalities amongst everyone, but still, to achieve a maximized homogeneity is impossible.

5.1.2 Strategies and activities fostering common/sharing of values:

Almost all respondents agreed that building up trust took long period of time. The respondents recalled some experiences they had that were useful in minimizing their differences and facilitating a broader consensus among them. Besides, the participants mentioned the following activities as facilitative to trust building.

➤ **Frequent opportunities for members to meet and work together formally and informally:**

唔係搞一次活動，他們搞好多大型活動，例如講座、集體遊戲，俾大家去認識對方。

Don't launch just one activity, they launch several mass-programs, such as talks, group games, for everyone get to know each other.

成日一齊做義工，了解多左，變得好熟，成日約埋一齊做晨運，在中心出面都已經當朋友。

Very often does volunteer work together, with increasing understanding, with increasing familiarity, very often join each other for morning exercises, treat each other as friends even outside the social center.

同職員、義工見多 D 面，大家熟絡 D 咪多 D 信任，唔好隔一個月，之後又隔一個月先見面，咁大家會生疏

With increasingly meet with the centre staffs and other volunteers, everybody starts to first build up familiarity and then trust, do not separate them from each other for a month and wait and meet till another month, everybody would not be as close as before.

藉著為小朋友安排活動、參加做義工、開會等，使大家聚埋一齊多 D 傾偈。自己學到野亦會增加信任。

Through arranging activities for the children, joining in volunteer work and meetings, letting people gather around and talk with each other, one can learn and can increase trust.

愈做得多、幫得多，信任便會多。

The more one do and the more one help, the more growing in he/she is trust.

➤ **Social gathering in addition to the program activities to promote mutual acquaintance.**

大家做多 D 聯誼，例如好簡單咁一齊去飲茶、閑談、傾下家事，係建立友誼的方法，要製造機會俾大家 gathering

Everybody does more social gatherings, such as simply going out together for morning tea, casual chat, talk about family matters, are ways of building friendship, to make room for gathering.

➤ **Openly discuss ideas rather than keeping it secretly, provide ample opportunity to clarify, explain and answer.**

價值觀，未必個個人相似，但大家做的事係一樣。有意見要提出來，睇下邊個的意見行得通，大家商量下，總好過唔講出來。

In terms of values, every single person might not be that similar, but what everybody does is the same. Do voice out opinion if any, to see whose opinion works, and everybody can come up to it and can discuss it, which is better than keeping it secretly.

5.1.3 Critical events fostering trust building:

Most of the respondents replied that critical events, even the negative ones, could facilitate their trust building provided that they could reflect and learn from the experiences. This was particularly true when the person could receive concrete and timely assistance at the time.

如果平時有事發生，大家的信任會好表面，如果有事發生的時候，我又幫到別人，咁個信任就會一下子建立出來，例如：之前呢度有個家庭，有一晚機構只有我一個人，突然有個家長來說他的女兒有事，我們立即去幫他，他覺得我們真係想幫他，之後他對我們信任都提高。
When there is nothing special, everybody's trust could be superficial. But if there arises an event whereby I can help other people, trust can be built up very quickly; say for example, one night when I was alone in the agency, suddenly one parent came and said his daughter needed help. We quickly took action. He felt that we sincerely wanted to help him, this enhances his trust in us.

我覺得 'a friend in need is a friend indeed', 患難中你遇到真正的朋友幫助，今日你幫我，第二日我會幫返你。

'A friend in need is a friend indeed', in time of adversities, you will meet some real friends who will give you a hand. Today if you help me, I will help you the day after.

只要人地同我傾得埋，對我好，我便會向人地講心事 ... 可以幫到我的人，我便有信任，好似 [工作員] 幫我搞離婚、安排個女入精神病院。

Whenever the person speaks in my tone and treats me good, I will pure out my heart to him/her...whoever offers help to me can have my trust, like (the social worker) that helps me manage the divorce procedure and arrange to admit my daughter into the psychiatric hospital.

我有事發生時，個個會第一時間在身邊，始終有 D 事一個人做唔到的時候，一個慰問都好好，我想像唔到可以有咁多朋友同我傾偈，他們係無條件，抽時間來幫我，他們又煮埋嘢俾我食。

When I need help, everybody will be by my side, there is always problem which by one person's effort can not be solved, to be consoled by the time is real good, I can't imagine why I can own so many friends talking with me, they don't calculate anything, they just draw time to help me, also they cook for me.

有一對夫婦，丈夫有癌症，太太剛剛死了，於是我經常都慰問他，而家同他的關係好好，他又唔會覺得我煩，我關心他仲多過關心自己，同對方經過多次接觸，信任增強好多。

There's a couple with the husband having cancer and the wife just died, I often express my sympathy to him. Right now I have a very good relationship with him, he doesn't feel annoyed, I care about him more than I care for myself. Through the frequent contacts with him, trust increases much.

如果有D 會友搬弄是非, 信任便會影響到.

If there contain some members, who are gossips, trust will be affected.

有人失信於我, 我便唔會信他。例如講過D 嘢當冇講過、唔守時。

If there is somebody betrays me, I will not trust him/her, for example, breaking promise, being not punctual.

5.1.4 Participants' reflections and learning from the experiences:

Through the participants, the experiences gained and various encounters, some of the participants expressed that they have acquired more appropriate skills and manners in handling difficulties, especially in tackling interpersonal relationships to achieve a higher level of trust.

- Acquire the attitudes of give-and-take; willing to cooperate; to be complementary, accommodative; to accept and forgive:

在尋求共識過程中亦有磨擦, 明白到體諒和接納別人才可成事。通常大家拿出來講, 會有主流意見, 除非主流意見有好大回響, 否則大家都是想為社區好, 大家有所謂,

Conflicts sometimes happen when searching for a common view. We would usually talk over it. We understand that acceptance and forgiveness can lead to accomplishment.

工作不分高低、化解分爭、彼此包容、互相鼓勵、為社區著想。

Don't classify a post as high or low; try to dissolve conflicts, to accept and to encourage each other for the benefit of the community.

- Adopt democratic style of ruling, decision by voting and majority view will be adopted:

大家有唔同的價值觀, 開會時便發表大家的意見, 小數服從多數, 唔啱傾到啱, 得到共識。遇有矛盾時, 會以大部份人的意見為依歸, 大家亦沒有異議。藉中心職員(總幹事)的排解, 平息各人的紛爭。

Everybody has a different set of values, everybody could present their opinions in the meetings, and discussion will go on till a consensus is made. In time of contradiction, decision is by majority vote, nobody rejects that. With the help of centre staffs (CEO), conflicts could be settled.

The respondents expressed these learnt and acquired attitudes, through the participation process, brought about positive outcomes: that mutual cooperation and trust could facilitate the

achievement of desired outcomes, and that honest communication could deepen mutual understanding.

5.1.5 Managerial respect – significance of workers' intervention:

In trust building, most of the respondents emphasized the significant roles and functions of the project workers. The importance of the workers was due to the respect that they received from the participants, their staff position, their attitudes and values, and their performance. According to the respondents, these could hardly be replaced by service users. One respondent expressed that:

最緊要有個職員做協調，呢個角色好重要，因為義工做到幾出色都好，其他義工都未必服你，因為身份問題，但如果有個職員去歸納、分析會好 D。

The most crucial is to have a staff doing coordination, this role is real important, no matter how well a volunteer may perform; other volunteers will not respect him/her because of the problem of identification, but will be better if there's a staff to summarize and to analyze.

5.1.5.1 Handling the tasks

The respondents have suggested the kind of attitude and values that they preferred the workers to possess in order to enhance the trust between the workers and themselves:

➤ **Commitment:**

他們做事會盡心盡力，做好自己先，例如：一講到就會做左先。「攞個心出來」。處事認真。用心去做。

They pull their weight, for example, work with their heart... they are conscientious about their work.

➤ **Active:** 他們做事積極 They are enthusiastic

➤ **Responsive:** 有問題時他們會樂意解答 They are responsive to problem

➤ **Informative:** 他們俾資料、意見我們。 They provide us with information and advice

➤ **Freedom for the participants:**

自由度大；職員對我們一方面自己有決定權，另一方面他們從旁協助，我們一面學到怎樣搞活動，他們一面俾意見、協助，令活動好順利進行。

High degree of freedom, the staff on the one hand give us the final say, they on the other hand give us assistance all along. While they give us space to learn to launch activities, they also provide advice and assistance whenever appropriate in order to smoothen the whole process.

➤ **Professional skills and knowledge**

➤ **Honesty and integrity:**

最緊要係誠信，個個都好誠實，為我們好。相方大家用坦誠互相溝通。

The most important thing is integrity. Everyone is really honest. They are open with us, for our good. So we could communicate openly with each other.

- **Efficiency:** 搞活動不會唔湯唔水，會好快完成。Would not drag their legs, rather they would complete their tasks very fast.
- **Responsible**

5.1.5.2 Handling the persons

The respondents have suggested the kind of quality that they considered the worker should possess in order to facilitate trust building between the workers and themselves:

- **Kind-hearted and willing to help:** 覺得導師好人。熱心，樂意幫助人。對個個人都一樣好。熱心待人，唔係為工作而工作，要用心相處，如果有付出先的感情，冇人敢接近。Tutors are kind-heart, enthusiastic, willing to help, treat everyone as equally good, positive towards people, never work for work sake, spend one's heart in getting along with others, if there's no one first pay-out sentiment, no one will dare to approach (other people).
- **Sensitive and attentive:** 細心、聆聽、耐心解釋。諒解、尊重。Circumspect, good listener, explain with patience, to understand or to allow for, to respect.
- **Genuineness:** 我覺得果個人「真」，而家我識果班義工都係「真」，所以信他們。The group of volunteers which I know is “real”, that's why I trust them.
- **Friendly and casual:** 友善。呢度的氣氛比較街坊，令人輕鬆 d。here the atmosphere is rather “neighborly”, which make people feel relaxed.
- **Thinking from the participant's perspective:** 呢度 D 職員俾我感覺唔會官腔，或者唔會下下企喺機構立場同會員講，因為有時真係想幫街坊就要企喺他們立場來想。The staffs here don't use official jargon or speak in a bureaucratic tone, or stick solely to the agency's standpoint to talk to members, sometimes, if they really want to help a “neighbor”, they need to start from their position to think.
- **Impartial and fair:** 說話中肯。能公平對待各人。
- **Keep one's words:** 言出必行。
- **Not task-oriented:** 每次參加活動，職員都好親切，用電話聯絡，唔只叫我們來參加咁簡單，會同我們傾下偈，例如點解職員知道我唔開心，因為他們見我有一陣子靜下來，他們便打電話問我，當傾下偈，又趁機問我玩唔玩活動。Every time when I join the activities, the staff there are nice, they contact me by phone, through which they not only call us to come and to join, but also talk with us, say for example, the reason why the staff know I am unhappy is because they notice that I have been quiet for already some time, so they make a telephone greeting to me, they talk to me and at the same time ask if I am interested to join any activities.

5.1.6 Summary

Results of the interview showed that project participants' social trust was mostly influenced by three major factors: sharing of an identified value, participating in both positive and negative, structured and unstructured activities, and the roles played by the project staff. In the process, it is found that the positive experience that they gained, including the successful experiences of being

helped and helping others ('reciprocity' and 'mutual benefit'), the new values and attitudes acquired, and their anticipation of future reciprocal behaviour will have positive impacts on trust building.

Many of them appreciated the project as a place where they could identify or develop their own specialties (such as looking after children, repairing electronic appliances, contacting and organizing people, etc.), and an avenue for applying their specialties to helping others. Through 'giving', they 'received' benefits that included a sense of accomplishment, greater self-confidence, and more happiness in more meaningful life.

It is also found that, for some respondents, the trust has not only served to strengthen the personalized trust with those within the project (e.g. bonding social capital), but also facilitated the generalized trust, which in turn foster the linking and bridging of social capital. The process of trust building is in line with the trust building loop as proposed by Vangen and Huxham (2003).

5.2 In-depth Inter view with Worker

In the process of interviewing workers of the selected projects, most of them responded that they did not have a systematic strategy and activities geared towards building trust as the major objectives. Nevertheless, all of them realized the importance of mutual acquaintance among the participants, and have adopted different strategies to achieve the aim, which eventually fostered trust building among all stakeholders in the project.

5.2.1 Building participants' trust on agency/workers

Very often participants would take workers as reflective of agency and would not separate the two.

5.2.1.1 Tangible rewards as incentive:

Some workers mentioned the effectiveness of tangible rewards, especially in the initial stage to attract participants to participate in the project. They also agreed on the importance of 'gain' as perceived and expected by the participants, be these tangible (acquiring skills, knowledge and additional income) or intangible (psychological fulfillment and satisfaction). Some project workers argued that they preferred not to use tangible reward as the major means to attract the participants, as they were afraid that this might condition the participants and their reciprocal behaviour.

5.2.1.2 The perceived fame of the agency:

All workers considered that the established fame of the agency could facilitate the participants' trust on them. These reputation and credibility can be achieved by several factors:

- a) the agency has served the community with positive track records for an extended period of time;

我地有個優勢，就係我地已經有十幾年既歷史，形象鮮明，都清楚我地做緊乜

We have an advantageous position, that is, we have already ten years of history, with a vivid image, (everybody) is clear about what we have been doing

- b) physical presence of the agency (i.e., office located in the community they aim to serve) in the community will be facilitative or vice versa, lacking a physical presence may have negative impact;

- c) the agency could deliver its promise to the participants before and in the project:

我諗質素，佢來參加一次之後覺得這間機構做到，就會有信心。

I think "quality" is, when one joins an activity and finds this agency can deliver its promise, he/she will have confidence.

偶然一次來參加未必信，但第二次來參加見到我地做事，覺得我地有能力，信任就慢慢建立。

Occasionally joining an activity may not necessarily develop a sense of trust, but by the second time when he/she comes and joins and sees the way we do things, he/she will think we are capable, trust could then be gradually built up.

5.2.1.3 Importance of worker's attitude and quality:

As mentioned by the participants, the presence of a worker with appropriate attitude and qualities are essential for trust building. This is echoed by all workers interviewed that this is the worker who demonstrates the agency and project's image to the public and the participants.

All workers mentioned the importance of certain worker quality and attitude which were essential for facilitating trust building between the worker and the participants. These qualities and attitudes include:

- a) **Frequent communication, more sharing and not just completing the tasks**

好自然，冇乜 formal 策略，有 D 約佢出黎玩，有 D 嘗試了解佢地家庭，

Very natural, do not have any formal strategies; invite some of them to come out for enjoyment, for others, try to understand their families, give them recognition.

- b) **Showing more concern, respect, appreciations and giving compliments; but being strict if the (youth) members are not behaving themselves.**

俾 recognition 佢地，但 [青少年] 太曳都會惡，總之又收又放。

But for a delinquent youth who is too naughty, I could be very stern. In a word, we need to know when to control and when to let go.

- c) **Giving room and autonomy to the participants to take up the responsibilities while workers will standby, offering support to them when it is necessary. The worker is willing to take risk**

to assign duties and delegate authorities to suitable participants;

d) **Being casual and easy to be approached;**

e) **Casual and easy to be approached;**

f) **Honesty, genuineness, and keeping promise;**

態度誠懇既。同理唔可以淨係得把口，要所提供既服務真係有用既。

A sincere attitude, and “action speaks louder than words”, the services provided should really be useful.

g) **Workers should demonstrate a strong interest and commitment in the projects and the work done by the participants;**

係令人覺得認真，我對每個都係我講得就係真話，唔會同人兜圈；唔拒絕同佢傾問題，建立關係。 **To make people feel that you take things seriously, and every single spoken word of mine is real, never lead people to go around in circle, never “say no” to talk to the one his/her problem and to build relationship.**

做事不計較，超時工作。 Easy-going and work over-time

g) **Impartiality.**

每個人的事都不同，當然會有鬥交，我地介入，大家坐下傾下，大家了解，結果(關係)有進步，我地要俾人看到我地一視同仁，我地係為件事情而做好，而不是針對自己對他人的喜惡。 Everybody is concerned with different issues, competing and arguing is unavoidable, with our intervention, by making a seat and a talk, everybody understand (the situation) better, finally there’ s advancement in relationship, we have to make people see that we treat equally with discrimination, we are for the benefits of the tasks, but not for our the preference one’ s own has on other people.

5.2.1.4 Strategies:

Though most of the workers mentioned that they did not have a systematic strategy, they have employed various tactics to facilitate their trust building, based on the belief that more appropriate interaction among the participants is certainly facilitative to trust building.

a) **Recruitment and Screening of participants:**

The workers carefully screened applicants to select those who sponsored the project’s objectives. Most of the project staff opined that they would use their existing channels and connections to recruit participants. These methods have their merit in that the workers already have prior understanding of the members’ background and motives. In the recruitment process, the worker would explain clearly the project’s objectives, and the commitments required (including using their own talents and knowledge to serve the community and satisfy their own needs). This strategy helps to recruit a group of participants who share and identify similar values at the initial stage;

b) **Frequent and direct communication:** Workers had devoted great deal of effort to interact and build up a close relationship with the members, within and outside the project activities.

Some workers even organized additional social activities for the participants.

c) Providing positive experiences:

The workers will carefully arrange successful and positive experiences to the participants, especially in the initial stage. This is useful to strengthen the person's self-confidence, and hence greater trust to his/her own ability for further participation. One worker emphasized that in the project, she will seek every opportunity to promote a reciprocal relationship among the participants to demonstrate they are capable to help each other. This reciprocal relationship further strengthened the mutual trust between the worker and the participants, and even among the participants.

我諗係 positive 既經驗, 夥拍主動有經驗既街坊做探訪, 令其覺得自己唔係唔識講野, 係得既 I think is kind of positive experiences, to partner with an active and an experienced neighbor to do home visit, to make the one feel confident that he/she can, instead of cannot, talk and deal with other people.

d) Promotion:

Workers used various strategies, including one-to-one contact, existing social networks, and mass media to promote the project and the agency. They believed that this would help to promote the project within the community, and in turn, strengthen the credibility and trustworthiness of the agency, the project as well as the worker. In the interviewing process, not every project used internet extensively or considered internet as a very effective strategies to promote the project. This may due to the nature of the participants and the potential users who may have no access to internet or poor in computer literacy. For those who have used internet as a platform for promotion, they opined that youth would be the major targeted group. To be effective, the website should contain very concrete information and information on related past activities so as to increase the viewers' trust.

參加小組既成員, 覺得正, 就帶其相熟既街坊回來, 然後人傳人, 愈來愈多人參加, 另外都會有大型活動, 兩個目的, 一是撈人, 一是在社區建立 image, project 的與教會的, 以致到機構 fade out 的時候居民都會對教會留下好印象, 繼續願意交談.

For members who join the group, if they feel great, they will bring back other neighbors which he/she is friendly with, and then person by person, gradually coming more and more people to join, besides, there's going to have mass program, two purposes, one is to net people, one is to build up image in the community, both for the social agency's and the church's, so that at a time when the agency fades out, residents will be leaved a good impression with the church and willing to keep contact with it.

5.2.2 Trust building among participants

5.2.2.1 Trust building between the participants and the service users:

a) Tangible reward to the service users

Some workers opined that to provide the service which free and useful to the users is effective in establishing trust between the participants serving as volunteers and the service users. This is probably due to the no or low cost in trying out of the service and the volunteers, and directly meeting the users' needs. Sometimes, the volunteers will provide additional care and concern to the users.

因為有 d 係用個心去感覺，例如我地送飯的合作社，三個都係新來港，佢地 2 個單親、1 個家庭好大問題，佢個女思覺失調，想跳樓，我地有個義工聽到好唔尋常，佢個女果日好失控，即問她，叫她打電話俾佢個女，同佢講我地想幫佢 ... 結果她女兒康復，她會感激，知道我地唔係為自己利益，連義工都咁幫佢，令佢覺得幫人唔係咁計較。

Use the heart to feel it, say for example, we have a cooperative society which is responsible for delivering meals, there are three new arrivals, two are single-parent, one family has big problem, there a daughter has psychosis, think of jumping off a building, a volunteer of ours hears that and think something unusual, that time the mother is completely out of control, our volunteer ask her to call the daughter and to tell her that we would like to help her...finally the daughter recover, the mother feels grateful, the mother knows that we are not for self-interest, (we) make her feel that helping is non-calculated.

佢地話呢度俾到好多自由度佢地去設計課程點樣教好徒弟，當見到徒弟乖既時候，有好大滿足感。

They said that here gives them much freedom to design the curriculum, that is, how they could teach a good apprentice; every time when (they) see the apprentice well-behaved, (they) have very much satisfaction.

b) Similar background:

Some workers suggested that the participants from similar sources would have greater trust among themselves, as mutual understanding could be built up easily. Some workers also suggested that using volunteers with similar background with the service users would be beneficial in building up trust between them, as the volunteers could demonstrate good understanding of the users' situation and hence the users would find it easier to identify with the volunteers.

c) Core members' qualities:

The workers emphasized that the core members/volunteers, while serving the users, have to demonstrate personal qualities such as: honesty, geniuses, deep concern for those in need, patience and not easy to give up.

5.2.2.2 Trust building among the participants:

a) Frequent communication and cooperation

All workers believed that more involvement from the participants and collaborative work among them in the projects can promote trust among them. In the process, some workers will organize frequent sharing, particularly in small group format, for the participants. They also argued that positive experience that they gained in the process is particularly beneficial to foster trust building among them. Even when the experiences are negative, the workers can still make use of it to help them to reflect and learn. Some workers reflected that once they learn more from the negative events, they will be empowered and have stronger self-confidence.

b) Shared and identification of values to bond the participants:

Most of the workers emphasized on the importance of achieving common understanding and commitment to the projects objectives and values. The workers will seek opportunity to introduce the objectives and values to every participant as early as possible, that some participants can choose to quit at the early stage if they do not sponsor these. It was felt that a careful selection of participants with appropriate motivation could facilitate the development of shared values among them.

The workers intended to promote these values to the participants: altruistic concern, non-calculative, serving others in need, self-help and mutual help, commitment to the interest of the clients. The existence of a common set of beliefs and values can also serve to mitigate potential conflict among participants.

大家去建立關係，大家用心，如果做得唔好對呢個 project 都無意思，俾個心去令他們知道我地係真正關心大家，唔係一己私利。

Everybody go build relationship, everybody be diligent, if we perform badly, that will be meaningless to this project, use the heart to make them know that we genuinely concern about everyone, not for self-interest.

因為當投入服務時，大家都係用緊機構既 resource，大家都遵從一樣 rules ... 分歧不大，可能係一個 norm 底下大家都有互相尊重配搭，trained 過既又會令人覺得好難得，同時未 train 過既亦唔會自卑

Going into the operation of services, everybody is using the agency's resources, everybody is bounded by the same set of rules, the difference there is not so big, probably it is because under one norm everybody does respect each others, those trained makes people feel rare, those untrained, in the meantime, do not feel inferior.

5.2.3 Trust building agency and collaborating organization and private companies

5.2.3.1 Trust between agency and church groups

There are two major types of collaborating organizations: church and private firms (mainly small shops in the community). For the church, the workers reflected that normally they will approach

those churches they have built up working relationship, and hence higher trust. They found that it requires huge efforts in convincing the priests and the church management if the project and its ideas are new to them and also relevant to their preaching of gospel. Therefore, in mobilizing the church and its believers, workers found that whether such involvement in the project is in line with their religious beliefs, and facilitate with their works in preaching gospel in the community.

一開始係大家既負擔相同，當時教會見到寶田區內有需要唔做唔得，例如會有街坊無錢幾日無食野，走入教會問攞錢買飯盒買餅干，心裡很大感動，但教會通常只是傳福音，卻不知道如何服務社區，除了祈禱不知可作什麼，於是當機構接觸既時候，就一拍即合，因為大家所看見的相同。

At the beginning they shoulder the same burden, at that time, the church see there are needs within the Po Tin community that cannot be unmet. For example, there are neighbors who don't have money and have been starved for several days, they walk into the church and beg money for a lunch box or a few pieces of biscuits, inside the heart (of the church) there are much sympathy, but since the church normally only does evangelization, it doesn't know how to serve the community, except to supplicate it doesn't know what could be done, therefore when it is contacted by the agency, both parties fit in readily, because what they see is the same.

In mobilizing the church's participation, worker opined that they will also seek opportunities to influence the church to 'bring the social issues into the church's agenda'; and hence a stronger alignment of values between the agency and the church.

應該係一個相互既影响，我地同時將社會問題帶進教會之內，開始時的確由宗教情操驅動，但其後我見到教會人士慢慢感受到社區的需要，社會意識成爲另一個因素驅動他/她們幫助。Should be of reciprocity, we bring social issues into the church's agenda, which is at the beginning driven by religious sentiment, but then when I see the church's people gradually feel the need of the community, social consciousness becomes another factor driving them to offer help.

Moreover, their share similar values and hence commitment built upon on these values. They realized their collaborators were highly-motivated and had high degree of participation. All participants /core members really wanted to do well and had put in a lot of efforts.

5.2.3.2 Trust between agency and private firm

a) Taking the initiative to approach the private firms: Except for private organizations which have already built up good working relationship with the project, the workers normally took the initiative to approach these firms, explain to them the project objectives and values, and how their contribution and participation could bring benefits to their own business.

我地相熟既會容易 D, 否則要逐間拍門 ...

呢 d 大家要互相信任先做這事。

- b) Tangible benefit and low or nominal costs are important factors in mobilizing their participation, at least in the initial stage.
- c) For those who gradually identified with the project's goals and values, they will continue their involvement. The credibility of the agency and the worker, at the beginning stage; and the concrete gain or mutual benefit (互惠互利) that the users and the private firms received are crucial factors determining their continuous participation. Obviously, the agency's established reputation and credibility, and the workers' established working relationship with the churches and private companies could facilitate the trust building, especially at the initial stage.

5.2.4 Trust building between project partner agencies

Some selected projects for this research project are co-hosted by two or more agencies. The workers were interviewed for their strategies to increase and improve the trust among the partner agencies. The workers opined that prior contact and cooperation were extremely important in fostering trust among the agencies. The reason is obvious as this is a common belief that previous collaboration already paved a basic understanding between agencies, and hence eliminates possible mistrust and the sense of risk.

For those who might not have much collaboration before, the workers agreed that more frequent meetings and visits among the agencies and partner workers, especially in the initial stage were a must. They also agreed that trust among partner agencies and workers were not guaranteed and it took time to develop this trustful relationship, eliminate the sense of potential competition, and realize the potential gains (e.g. additional resources and manpower). In the process, the worker had to clearly express their orientations and expectations on all other partners. Every party needed to have the readiness to make compromise.

5.2.5 Building trust for core members and participants

In most cases, workers recognized an increase in trust on the core members and the participants. The following reasons were identified accounting for such positive change among themselves:

5.2.5.1 From leading to delegation:

In the past, most workers tended to be more directive in planning and launching different activities and services. However, in CIIF project, there was a role change from being the leader to delegating the leadership and the decision making authority to the core members or members.

我對義工、委員的信任都強左 ... 而家我的信任感唔係在能力方面, 而係睇他們點同人相處, 點樣去對一個人(verbally / non-verbally) 有唔同囉。

I have higher trust towards the volunteer and committee members ... Now, my trust to them is not only focus on their ability, but more on how their relate to others in both verbal and non-verbal communication which have experienced changes.

5.2.5.2 Positive change among the core members:

In the past, workers would train up many core members or volunteers to help people in need. But this implied a hierarchical relationship with the volunteers giving and the service users receiving. But in CIIF project, they noticed that the volunteers could really take the service users as peers and have developed harmonious relationship with them, and could treat them with respect. These positive changes in the core members have strengthened workers' trust upon the core members.

以前多 D 係令長者表達他們對弱勢社群的關懷, 同埋唔多唔少有上下之分 ... 而家我們係不分年齡, 不分能力, 令他們融洽, 過程中睇到他們慢慢真係用呢個心態來相處, 我覺得個信任感係在呢度建立出來 ... 在信任中, 他們唔覺得自己係幫緊人, 而係他們都參選其中。

I used to mobilize the elders to care the marginal group, which reflect, to certain extent, a relationship of superior and inferior. Now, we will not divide them and us according to our age, our ability, and to mingle them together. We observe they have used their 'heart' to serve others and trust has been gradually built up ... In trust, they do not perceive they are helping others but they are already a part of them.

5.2.5.3 Longer duration:

CIIF projects usually last relatively longer. In the past, many one-shot activities and events were held, and while for CIIF projects it could last 2 to 3 years, thus there were more time for communication and longer time to observe the changes of the core members and participants.

5.2.6 Workers' trust towards colleagues and supervisors.

Some workers opined that the agency in-charge trust on workers has positive impact on mobilizing the workers to commit themselves in the project. In turn, the workers have higher trust towards their in-charge.

5.2.7 Summary

Most of the projects interviewed revealed that they did not have a set of specific strategies for building up trust. In general, they found the following principles and tactics were positive in facilitating trust building between the agency / worker and the participants:

- a) Agency image: use of the positive agency and workers' image based on the good service track records in the community, and appropriate promotion strategies in the process;

- b) Worker's image and principle: more communication, concern, appreciation, respect instead of task-oriented. Workers need to keep their promises, fair, patient, serious, honest, not calculative, trust the participants ability and to give them opportunities to perform but with workers' appropriate support. Frequent sharing on values, beliefs and objectives with the participants to increase their identification of beliefs.
- c) Concrete help: tangible help maybe useful in initiating the relationship, but long-lasting trustful relationship depends on 'mutual-benefit' in the process – they can give as well as to take.

The interviewed workers also opined that the following principles and tactics could facilitate trust building among the participants:

- a) Selection of participants: careful selection of those who have similar interests and agreement of the project objectives, and to truly accept some may choose to exit and quit in the process;
- b) Collaboration: provision of different formal and informal, task or process-oriented opportunities for them to work and to share;
- c) Negative experience: that is unavoidable, and workers need to be careful in assigning tasks, especially in the initial phase when they are less willing to take risks. Workers need to intervene to support the participants to face positively and to learn from these;
- d) Identification of values: promoted by the workers and the participants through delivering tasks, communication and reflections.

Chapter 6 Recommendations and Conclusion

Previous studies acknowledge the construct of trust forms a core part of social capital in a dynamic, mutually reinforcing relationship. Trust helps people to relax their self-interest, become more receptive of forming win-win relationships of reciprocity and mutual benefit, and engage in community-based collaboration for solving problems. It thus plays an important role in the development of a more robust and vibrant community. The latter, in turn, strengthens the social base for building greater trust.

This research addresses the connection between trust and development of social capital. Specifically it attempts to 1) address the connection between trust and the development of social capital; 2) identify the antecedent conditions for trust building; and 3) evaluate the effectiveness of various trust building strategies as adopted by different projects. In this chapter, the major findings of the study will be discussed according to these 3 areas; then recommendations on trust building and on enhancing social capital will be made.

6.1 Major Findings of the Study

Respondents of the study tended to have a stable and continuing participation of more than one year in the CIIF projects, though majority of them only spent less than five hours per week in the projects. At the same time, many of them also attended other groups and associations, though their participation was neither long nor intensive.

6.1.1 CIIF experiences enhanced trust and psychological well-being

It is found that the respondents' experiences in the projects were beneficial to trust building, especially their trust towards individuals, groups and organizations that were related with the projects (i.e. the Personalized Trust). They tended to have a high level of personalized trust especially on the project organizations, project staff and project core members. The increase of their trust on these three targets was also the highest among all other collaborators or stake-holders, such as groups/associations, participating commercial units or local government units. Moreover, CIIF experiences also brought about other positive outcomes, including a higher sense of achievement, self-confidence, self-control and self-efficacy. Many interviewees appreciated the projects as providing them with the arena to develop and actualize their potentials and skills (such as looking after children, cooking, contacting people)

6.1.2 CIIF experiences promoted social capital

Generally speaking, certain level of reciprocity (i.e. Experiential Social Capital) was found among the respondents and their stake-holders. There was also enhancement in the building of Structural Social Capital, especially in the Anticipatory Social Capital (i.e. the respondents were more

willing to help others/contribute, and to have faith in reciprocity) and the Network Intensity (such as frequency of contacts with people in their social circle and the level of friendliness).

6.1.3 Antecedent conditions for trust building

Contrary to expectation, the study found that participation did not predict trust building. This suggests that the quantitative dimensions of participation, such as duration and intensity of participation, could not affect trust and trust building. The qualitative comments from the in-depth interviews may shed light on the reason behind. The respondents of the in-depth interviews acknowledged that after participating in the CIIF projects, they became more ready to trust others, had greater faith in human nature, became more ready to take the initiative and to reach out to help. It was in fact the quality of participation that really mattered, such as the nature and types of personal experiences in the projects: what they went through, the up-and-downs in the process, what they learned and reflected, how they felt in the process, how they interacted with stake-holders, how they handled unsuccessful experiences, and how they celebrate successes.

Rather, respondents who were younger, having greater degree of life satisfaction, born outside Hong Kong but feeling at home in Hong Kong tended to have higher level of overall trust.

6.1.4 Trust predicted the building of social capital

It is found that trust predicted both experiential and structural social capital, as well as anticipatory social capital. The higher the trust, the better the social capital. That is to say, respondents having developed a higher level of trust towards people and associations around him could establish social network that have more frequent contacts and are more cohesive.

6.1.5 Strategies in trust-building

According to the core members and service users, the common factors that built trust among the participants include: shared altruistic values and norms; being non-calculative; frequent contacts, communication and working together; having social gatherings together; open discussion; having meaningful experiences together, and then reflected and learned from them. Negative experiences, if handled well, could actually build trust, such as when conflicts were openly faced and honestly discussed, differences in opinions were settled democratically, different views were listened and respected. Otherwise, mistrust would be resulted, such as when there were gossips or when breaking promises.

Majority of the staff did not employ a systematic or formal strategy to build up the trust of their core members and service users. Apparently they were mostly reactive, and performed according to their conscience. Very often they identified the following factors s instrumental in building

trust between agency/worker and the participants: (1) positive agency image: including positive track record in the community, appropriate promotional strategies; (2) Worker's performance: show of concern, appreciation and respect instead of being too task-oriented. Personal qualities also played an important role, such as being honest, fair, keeping promises, and efficient; providing autonomy and opportunities to service users but giving support and advice when necessary. Many workers frequently shared values and objectives with their colleagues and core members in order to enhance their identification with the projects. (3) Concrete help should be provided especially at the initial stage of relationship building, but long-lasting trusting relationship depended on reciprocal mutual-benefit in the process.

The workers also identified the following principles and tactics in building trust among the participants: (1) Careful screening and selection of participants with similar interests and agreement with the service objectives. (2) Collaboration opportunities: lots of opportunities were provided for participants to work, share, discuss, and have fun together. (3) Identification of values through communication, reflection and delivering tasks together.

6.2 Recommendations

6.2.1. Involvement in CIIF projects should be encouraged

This will bring about the enhancement of trust in individuals, groups and organizations generally, and trust in stake-holders related to the projects in particular. Involvement in CIIF projects may also enhance the sense of reciprocity, strengthen social supportive network, and promote altruistic helping. Other positive outcomes, such as enhanced life satisfaction, sense of achievements and self efficacy may also result.

6.2.2 People born outside Hong Kong should be encouraged to participate in CIIF projects

The study found that people born outside Hong Kong (such as new arrivals, ethnic minority people etc.) benefited from their involvement in CIIF projects more than people born in Hong Kong, regardless of whether they were core members or general service users. Generally speaking, these non-local born people may require some adjustment in various aspects of their life, such as language, life style, job/study before they can tune in with the local community. Apparently their involvement in the CIIF projects may enhance their adjustment, help them to feel at home in Hong Kong, and foster a higher level of trust in individuals and groups in Hong Kong.

6.2.3. Children and youth should be encouraged to participate in CIIF projects

The study found that the younger the age of the participants, the higher would be their degree of overall trust. This suggests that trust raising would be more effective to start from a younger age.

6.2.4. Importance of agency image

Human service agencies should be mindful of the importance of building a positive image in the community since this would attract the general public to the service and to have initial confidence with the service projects. Agency image is also built up by the presence of the agency in the community, through its physical presence (e.g., an office or centre within the community or nearby) and / or its track records in serving the community. Should an agency plan to launch a project in a new district, effort should be devoted to build up the community network, and to promote the rationale and values of the specific project. Such factors – physical presence and track record as the basis of agency image – can also be included in considering funding proposals.

6.2.5. Dissemination of the good practices of various projects

There are abundant success stories and practice wisdoms from the projects. These should be disseminated and shared with relevant stake-holders, such as social workers, physicians, nurses, educators, religious leaders and others who are concerned with building a harmonious society, and empowering people with special needs or poor means of living. These may best take the form of workshop or round table to facilitate interactive and reciprocal exchange, since everyone would have something to contribute.

6.2.6 Project workers' personal quality is crucial

In the process of investigation, it is observed that the personal qualities, not only the skills or knowledge but also including the values, orientations and visions, are crucial in mobilizing partners, volunteers and turning service-users into help-givers. It is crucial for the agency to recruit suitable workers with the qualities preferred by the participants in order for the project to become successful. This is also essential for the agency to offer appropriate terms of employment to recruit and maintain qualified staff for the project. If necessary, adequate funding support from the CIIF is essential, especially in the beginning stage.

6.2.7 Further studies

Further studies should be carried out to find out why the predictors could explain/predict social trust building, and the building of social capital, such as the reasons why people born outside Hong Kong, and younger people became more trusting after participating in CIIF projects.

6.3 Limitations of the Study

As most projects did not keep a comprehensive list of all participants, the sampling frame for the

present study was not entirely representative and this limits the generalizability of the findings. Second, the sample size of 263 was not large enough for more detailed analyses of various other factors. Within these limitations, however, the results converged sufficiently strongly to suggest some broad findings on which certain recommendations, referred to above, could be proposed for the present stage of CIIF development as well as the continual improvement of CIIF-funded projects.

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I. 第一部份

- 1). 你在 (計劃名稱: _____) 計劃中的角色是什麼? (請在代表你答案的方格內填上✓號)
1. 計劃職員 2. 核心義工 / 委員 3. 參加者 / 會員
- 2). 你舉辦/參加了這個計劃有多久? (請在代表你答案的方格內填上✓號)
1. 三個月或以下 2. 四個月至六個月 3. 七個月至九個月
4. 十個月至一年 5. 超過一年
- 3). 你平均每星期用多少時間參與這個計劃? (請在代表你答案的方格內填上✓號)
1. 五小時或以下 2. 六至十小時 3. 十一至十五小時
4. 十六至二十小時 5. 二十一小時或以上
- 4). 參加了這個計劃後, 你現時對下列的對象有幾信任?
(請圈出代表你答案的數字, 1 = 很不信任至 5 = 很信任)

	很不信任	不信任	一般	信任	很信任	不適用
1. 負責機構 (機構名稱: _____)	1	2	3	4	5	不適用
2. 負責職員	1	2	3	4	5	不適用
3. 負責這計劃的其他義工 / 活躍的會員 / 委員	1	2	3	4	5	不適用
4. 這計劃的其他參加者/會員	1	2	3	4	5	不適用
5. 參與計劃的商戶	1	2	3	4	5	不適用
6. 參與計劃的其他社區團體 / 宗教團體	1	2	3	4	5	不適用
7. 社區內的街坊	1	2	3	4	5	不適用
8. 社區內的政府團體	1	2	3	4	5	不適用

- 5). 你對他們的信任, 有沒有因參加了這個計劃而有所改變呢?
(請圈出代表你答案的數字, 1 = 減少很多至 5 = 加強很多)

	減少很多	減少些少	無改變	加強些少	加強很多	不適用
1. 負責機構 (機構名稱: _____)	1	2	3	4	5	不適用
2. 負責員工	1	2	3	4	5	不適用
3. 負責這計劃的其他義工 / 活躍的會員 / 委員	1	2	3	4	5	不適用
4. 這計劃的其他參加者 / 會員	1	2	3	4	5	不適用
5. 參與計劃的商戶	1	2	3	4	5	不適用
6. 參與計劃的其他社區團體 / 宗教團體	1	2	3	4	5	不適用
7. 社區內的街坊	1	2	3	4	5	不適用
8. 社區內的政府團體	1	2	3	4	5	不適用

- 6). 參加了這計劃之後，你有沒有以下描述的改變呢？以 1 至 5 去表示你對這些句子的同意程度，
1 = 非常不同意至 5 = 非常同意。

	非常不同意	不同意	一般	同意	非常同意
1. 提高了你對這計劃的參與 <u>動機</u>	1	2	3	4	5
2. 提高了你將來參與類似計劃的 <u>動機</u>	1	2	3	4	5
3. 增加了為社會作出貢獻的機會	1	2	3	4	5
4. 增加了成功感	1	2	3	4	5
5. 增加了與他人建立互信的機會	1	2	3	4	5
6. 增強了自己的自信心	1	2	3	4	5
7. 增強了自我控制能力 (例如:控制情緒、自律)	1	2	3	4	5
8. 提高了自己的處事能力	1	2	3	4	5

- 7). 除了參加這個計劃之外，你曾經有沒有參加以下社區活動？

	過去一年參加次數	總共參加年期	不適用
1. 與學校有關的組織 / 學校委員會 / 家長會	平均每月_____次	共_____年_____個月	不適用
2. 貿易商會 / 工會 / 漁農業組織 / 專業協會	平均每月_____次	共_____年_____個月	不適用
3. 體育團體 / 文化組織	平均每月_____次	共_____年_____個月	不適用
4. 義工團體	平均每月_____次	共_____年_____個月	不適用
5. 宗教團體	平均每月_____次	共_____年_____個月	不適用
6. 鄰舍或屋村社團 / 居民或社區行動權益團體 / 公民團體 (例如：扶輪社) / 族群組織 / 宗親會	平均每月_____次	共_____年_____個月	不適用
7. 婦女團體	平均每月_____次	共_____年_____個月	不適用
8. 水利或廢棄物關注小組 / 環保組織	平均每月_____次	共_____年_____個月	不適用
9. 非政府機構 (例如：福利機構)	平均每月_____次	共_____年_____個月	不適用
10. 政治團體 / 政黨或政治運動	平均每月_____次	共_____年_____個月	不適用
11. 青年組織	平均每月_____次	共_____年_____個月	不適用

- 8). 在參與這計劃期間，你從以下的人身上得到或給予他們多少無酬的幫助？
(請圈出你的答案，1 = 非常少至 5 = 非常多。)

	非常少	較少	一般	較多	非常多	不適用
1. 得到無須付酬的幫助						
a). 從家人	1	2	3	4	5	不適用
b). 從朋友	1	2	3	4	5	不適用
c). 從同事	1	2	3	4	5	不適用
d). 從鄰居	1	2	3	4	5	不適用
e). 從專業人仕	1	2	3	4	5	不適用
f). 從陌生人	1	2	3	4	5	不適用
g). 從義工	1	2	3	4	5	不適用
h). 從政治人物 / 政府機構	1	2	3	4	5	不適用
i). 從商戶	1	2	3	4	5	不適用

2. 給予別人幫助而不計回報	非常少	較少	一般	較多	非常多	不適用
a). 幫助家人 / 親戚	1	2	3	4	5	不適用
b). 幫助朋友	1	2	3	4	5	不適用
c). 幫助同事	1	2	3	4	5	不適用
d). 幫助陌生人	1	2	3	4	5	不適用
e). 幫助鄰居	1	2	3	4	5	不適用
f). 做義務工作	1	2	3	4	5	不適用
g). 幫助社團/機構	1	2	3	4	5	不適用
h). 幫助政治人物 / 政府機構	1	2	3	4	5	不適用
i). 幫助商戶	1	2	3	4	5	不適用

9). 你將來會不會繼續參與類似這計劃的活動? (請在代表你答案的方格內填上✓號)

1. 不會 (跳至第 11 題) 2. 會

10). 若會的話, 你會否協助籌辦活動?

1. 一定不會 2. 多數不會 3. 視乎情況 4. 多數會 5. 一定會

II. 第二部份

11). 以下句子有關你與你的社交圈子中的人(例如: 家人、朋友或日常接觸的人士), 請細心閱讀問題, 並圈出代表你實際情況或想法的答案, 1 = 非常少至 5 = 非常多。

	非常少	較少	一般	較多	非常多	不清楚
1. 你與你社交圈子中的人的接觸有幾頻密?	1	2	3	4	5	不清楚
2. 你社交圈子中的人有幾了解大家?	1	2	3	4	5	不清楚
3. 在你的社交圈子中, 有幾多人是屬於同一個機構或者社團?	1	2	3	4	5	不清楚
4. 在你的社交圈子中, 有幾多人是彼此的朋友?	1	2	3	4	5	不清楚
5. 在你的社交圈子中, 有幾多人是與你同性別?	1	2	3	4	5	不清楚
6. 在你的社交圈子中, 有幾多人的職業和你的一樣?	1	2	3	4	5	不清楚
7. 在你的社交圈子中, 有幾多人的教育程度和你的差不多?	1	2	3	4	5	不清楚
8. 在你的社交圈子中, 有幾多人的經濟狀況和你的差不多?	1	2	3	4	5	不清楚
9. 在你的社交圈子中, 有幾多人的政治觀念跟你一樣?	1	2	3	4	5	不清楚
10. 在你的社交圈子中, 有幾多人的宗教信仰跟你一樣 (或與你一樣沒有宗教信仰)?	1	2	3	4	5	不清楚
11. 在你的社交圈子中, 有幾多人是屬於同一個家族?	1	2	3	4	5	不清楚
12. 在你的社交圈子中, 大家的關係有幾密切?	1	2	3	4	5	不清楚
13. 你社交圈子中的人曾經給予你幾多幫助?	1	2	3	4	5	不清楚
14. 在你的社交圈子中, 有幾多人住在你的附近?	1	2	3	4	5	不清楚
15. 你的家庭有幾團結?	1	2	3	4	5	不清楚
16. 你所有參與的團體/機構有幾團結?	1	2	3	4	5	不清楚
17. 你的鄰居/街坊有幾團結?	1	2	3	4	5	不清楚
18. 在你其他的社交圈子中的人(例如: 朋友、同事、親戚)有幾團結?	1	2	3	4	5	不清楚
19. 你估計你曾經幫助過的人將來會有幾願意幫助返你?	1	2	3	4	5	不清楚
20. 你估計你將來會有幾願意幫助你社交圈子中的人?	1	2	3	4	5	不清楚

III. 第三部份

12). 請細心閱讀以下句子，並以 1 至 5 去表示你對這些句子的同意程度，1 = 非常不同意至 5 = 非常同意。

	非常不同意	不同意	一般	同意	非常同意
1. 你認為與他人打交道時，愈小心謹慎愈好，因為多數人是不可以信賴的。	1	2	3	4	5
2. 你覺得大多數人都是趨向助人多於只是趨向關心自己。	1	2	3	4	5
3. 假如你不提防的話，人們便會佔你的便宜。	1	2	3	4	5
4. 老實說，沒有人會很關心你的境況。	1	2	3	4	5
5. 人性基本上是互相合作的。	1	2	3	4	5

13). 請細心閱讀以下句子，並以 1 至 5 去表示你對這些句子的同意程度，1 = 非常不同意至 5 = 非常同意。

	非常不同意	不同意	一般	同意	非常同意
1. 在好多方面，我現在的生活和理想幾接近。	1	2	3	4	5
2. 我的生活條件非常好。	1	2	3	4	5
3. 我對自己的生活感到滿意。	1	2	3	4	5
4. 到目前為止，我已經得到我生命裡面重要的東西。	1	2	3	4	5
5. 如果我能夠再活一次，幾乎沒有什麼是我想改變的。	1	2	3	4	5

IV. 第四部份：(請在代表你答案的方格內填上✓號及在適當的橫線上填寫你的答案)

14). 性別：1. 男

2. 女

15). 年齡：1. 19 歲或以下

2. 20-29 歲

3. 30-39 歲

4. 40-49 歲

5. 50-59 歲

6. 60-69 歲

7. 70 歲或以上

16). 婚姻狀況：1. 未婚

2. 已婚

3. 分居/離婚

4. 同居

5. 鰥寡

6. 其他：_____ (請註明)

17). 居住情況：1. 獨居

2. 與家人同住：包括你在內，共有 _____ 人

(請註明總共的人數，並在以下選項標明家庭成員及其數目)

父

母

兄弟姊妹：_____ 兄 _____ 弟 _____ 姊 _____ 妹

配偶

子女：_____ 子 _____ 女

孫：_____ 位

其他：_____ (請註明)

3. 其他：_____ (請註明)

18). 教育程度：1. 未曾接受教育 2. 小學 3. 中學

4. 文憑/副學士

5. 大學或以上

19). 居住樓宇類型：1. 公共屋邨/中轉屋

2. 居屋/夾屋

3. 自置私人樓宇

4. 租住床位/房間 5. 其他：_____（請註明）

20). 你是否在香港出生?

1. 否 2. 是 (請跳至第 22 題)

21). 你來了香港有多久?

1. 一年或以下 2. 兩年至五年 3. 六年至十年 4. 十一年或以上

22). 你現在覺不覺得香港是你的家呢?

1. 非常不覺得 2. 頗不覺得 3. 少少覺得 4. 覺得 5. 非常覺得

23). 你在現時居住的社區住了多久?

1. 一年或以下 2. 兩年至五年 3. 六年至十年 4. 十一年或以上

24). 如果你要離開現時居住的社區, 你會否感到捨不得?

1. 沒有捨不得/沒有留戀 2. 有少少捨不得 3. 頗捨不得
4. 很捨不得 5. 不知道

25). 你有沒有信心現時居住的社區將會是一個安渡晚年的好地方?

1. 完全沒有信心 2. 沒有信心 3. 有少少信心 4. 頗有信心 5. 完全有信心

26). 家庭每月總收入:

1. \$0 - \$ 4,999 2. \$5,000-\$9,999 3. \$10,000-\$14,999 4.
\$15,000-\$19,999 5. \$20,000-\$29,999 6. \$30,000 或以上 7. 不
穩定 8. 不願回答 9. 不知道

27). 家庭收入來源 (可選多項):

1. 工作薪金 2. 綜援 / 生果金或其他政府援助 3. 退休金
4. 家人供養 5. 其他: _____ (請註明)

28). 宗教信仰: 1. 沒有任何信仰 (請跳至第 30 題)

2. 拜祭祖先 3. 佛教 4. 道教 5. 基督教
6. 天主教 7. 回教 8. 其他: _____ (請註明)

29). 你的宗教信仰對你有多重要?

1. 非常不重要 2. 不重要 3. 一般 4. 重要 5. 非常重要

30). 為方便日後跟進或核對資料, 若閣下願意的話, 請留下姓名及聯絡電話:

姓名: _____

聯絡電話: _____

問卷完, 謝謝!

填寫員姓名: _____ (由研究員填寫)

問卷編號: _____

Serial no.: _____ (official use only)

City University of Hong Kong
Department of Applied Social Studies
Survey of The Community Investment and Inclusion Fund (CIIF)

City University Professional Services Ltd is now evaluating The Community Investment and Inclusion Fund (CIIF). Thus, we would like to you to provide us the information about the funded project. There are no right or wrong answers. All the collected data would only be used for the purpose of analysis and be absolutely confidential. Please feel free fill in this questionnaire. Thanks very much for your cooperation!

Part I

31).What is your role in the project (Name _____)?

1. Project organizer / paid staff
2. Project core member / volunteer / committee
3. Project participant / member

32).How long have you been participating in the project?

1. 3 months or below
2. 4 to 6 months
3. 7 to 9 months
4. 10 months to 1 year
5. More than 1 year

33).Averagely how many hours do you spend on the project per week?

1. 5 hours or below
2. 6-10 hours
3. 11 to 15 hours
4. 16 to 20 hours
5. 21 hours or above

34).After having taken part in the project, to what extent you now trust the organizations or persons below? Please indicate your answer by circling the appropriate number, *from 1 = distrust very much to 5 = trust very much.*

	Distrust Very much	Distrust	Fair	Trust	Trust very much	Not Applicable
9. Project Organization (Name _____)	1	2	3	4	5	N/A

10. Project Staff	1	2	3	4	5	N/A
11. Other Project Volunteers / Active Members	1	2	3	4	5	N/A
12. Other Project Participants	1	2	3	4	5	N/A
	Distrust Very much	Distrust	Fair	Trust	Trust very much	Not Applicable
13. Participated Commercial Unit(s) / Local shops	1	2	3	4	5	N/A
14. Participated community organization(s) / Religious groups	1	2	3	4	5	N/A
15. Neighborhood in the Community	1	2	3	4	5	N/A
16. Governmental unit(s) in the Community	1	2	3	4	5	N/A

35). Has your level of trust on the organizations or the persons below **changed** because of the participation of the project? Please indicate your answer by circling the appropriate number, *from 1 = Decreased much to 5 = Increased much.*

	Decreased much	Decreased a little	No Change	Increased a little	Increased much	Not Applicable
1. Project Organization(s) (Name _____)	1	2	3	4	5	N/A
2. Project Staff	1	2	3	4	5	N/A
3. Other Project Volunteers / Active Members	1	2	3	4	5	N/A
4. Other Project Participants	1	2	3	4	5	N/A
5. Participated Commercial Unit(s) / Local shop	1	2	3	4	5	N/A
6. Participated community organization(s) / Religious groups	1	2	3	4	5	N/A
7. Neighborhood in the Community	1	2	3	4	5	N/A
8. Governmental unit(s) in the Community	1	2	3	4	5	N/A

6). After having participating in the project, do you have any **changes** as described below? Please circle the appropriate number to indicate your answer, *from 1 = Strongly Disagree to 5 = Strongly Agree.*

	Strongly Disagree	Disagree	Fair	Agree	Strongly Agree
1. Increased participation motivation in the current project	1	2	3	4	5
2. Increased participation motivation in similar project in the future	1	2	3	4	5
3. Increased opportunities to contribute to the community	1	2	3	4	5
4. Increased sense of achievement	1	2	3	4	5

5.	Increased opportunities to build up mutual trust with other people	1	2	3	4	5
6.	Increased self-confidence	1	2	3	4	5
7.	Increased self-control (e.g., being able to control your emotion, or increased self-discipline)	1	2	3	4	5
8.	Increased self-efficacy (e.g., increased ability to accomplish your goal(s) or target(s))	1	2	3	4	5

7). Apart from participating in the project, have you ever taken part in the below community activities?

	Number of time in the <u>previous</u> year	Duration of participation in years	Not Applicable
1). School-related group / School committee / Parent group	_____times per month	Totally____year(s)____months	N/A
2). Traders' and business group / Trade union / Farmers' or fishermen's group / Professional association	_____times per month	Totally____year(s)____months	N/A
3). Sport group / Cultural association	_____times per month	Totally____year(s)____months	N/A
4). Volunteer organization or group	_____times per month	Totally____year(s)____months	N/A
5). Religious group	_____times per month	Totally____year(s)____months	N/A
6). Neighborhood / village association / Resident or community action group / Civic group (e.g. Rotarians) / Ethnic group	_____times per month	Totally____year(s)____months	N/A
7). Women's group	_____times per month	Totally____year(s)____months	N/A
8). Water/waste concern group / Environmental protection unit	_____times per month	Totally____year(s)____months	N/A
9). Non-governmental organization(s)	_____times per month	Totally____year(s)____months	N/A
10). Political group / Political party or political campaign	_____times per month	Totally____year(s)____months	N/A
11). Youth group	_____times per month	Totally____year(s)____months	N/A

8). During the period of participation in the project, have you ever *received* or *given* **unconditional** help(s) from or to the below persons? Please circle your answer with appropriate number, from 1 = Very little to 5 = Very much.

	Very little	Rather little	Average	Rather a lot	Very much
1. Help received	1	2	3	4	5

a). From your family	1	2	3	4	5
b). From friends	1	2	3	4	5
c). From colleagues	1	2	3	4	5
d). From neighbors	1	2	3	4	5
e). From professional helpers	1	2	3	4	5
f). From strangers	1	2	3	4	5
g). From volunteers	1	2	3	4	5
h). From politicians	1	2	3	4	5
i). From commercial units / local shops	1	2	3	4	5

Very little Rather little Average Rather a lot Very much

2. Relational investment (helping without receiving compensation)

a). Helping friends	1	2	3	4	5
b). Helping colleagues	1	2	3	4	5
c). Helping strangers	1	2	3	4	5
d). Helping neighbors	1	2	3	4	5
e). Doing volunteer work	1	2	3	4	5
f). Helping relatives	1	2	3	4	5
g). Helping organizations	1	2	3	4	5
h). Helping politicians	1	2	3	4	5
i). Helping commercial units / local shops	1	2	3	4	5

9). Will you participate in the similar project(s) in the future? *(Please put a ✓ into the appropriate box)*

1. No, I won't **(Please jump to question no. 11)**
2. Yes, I will



10). If yes, will you help organize or implement the activities? *(Please put a ✓ into the appropriate box)*

1. Surly will not
2. Properly will not
3. Depend on the circumstances
4. Properly will
5. Surly will

Part II

11). The statements below describe you and your social circle **(including your family members, friends and other persons whom you usually contact in daily life)**.

Please read the statements carefully and circle the appropriate number *(from 1 = Very little to 5 = Very much)* to indicate your present situation.

	Very little	Rather little	Average	Rather a lot	Very much
1. How frequent were contacts among people in your social circle?	1	2	3	4	5
2. How well did people in your social circle know each other?	1	2	3	4	5
3. How many people in your social circle belonged to the same organization?	1	2	3	4	5
4. How many people in your social circle were friends of each other?	1	2	3	4	5
5. How many people in your social circle were the same gender as you?	1	2	3	4	5
6. How many people in your social circle had the similar occupation?	1	2	3	4	5
7. How many people in your social circle had the similar level of education?	1	2	3	4	5
	Very little	Rather little	Average	Rather a lot	Very much
8. How many people in your social circle had the similar level of wealth?	1	2	3	4	5
9. How many people in your social circle had the similar political viewpoint?	1	2	3	4	5
10. How many people in you social circle had the same religion or lack of religion affiliation?	1	2	3	4	5
11. How many people in your social circle belonged to the same family?	1	2	3	4	5
12. How intimate was your social circle?	1	2	3	4	5
13. How much help did your social circle give you?	1	2	3	4	5
14. How many people in your social circle lived close to you?	1	2	3	4	5
15. How much the solidarity among your family?	1	2	3	4	5
16. How much the solidarity among the organizations that you join?	1	2	3	4	5
17. How much the solidarity among your neighborhood?	1	2	3	4	5
18. How much the solidarity among your social circle (e.g., friends, colleagues, and relatives etc.)?	1	2	3	4	5
19. How willing will people whom you have helped be to help you in return?	1	2	3	4	5
20. How willing will you be to help the persons in your social circle in the future?	1	2	3	4	5

12). Please read the statement below carefully and indicate your degree of agreement by circling the appropriate number, *from 1 = Strongly Disagree to 5 = Strongly Agree.*

	Strongly Disagree	Disagree	Fair	Agree	Strongly Agree
1. You can't be too careful in your dealings with people, because most people cannot be trusted.	1	2	3	4	5
2. Most people are more inclined to help others than to look out for themselves	1	2	3	4	5
3. If you don't watch yourself, people will take advantage of you.	1	2	3	4	5

4. No one is going to care much what happens to you, when you get right down to it.	1	2	3	4	5
5. Human nature is fundamentally cooperative.	1	2	3	4	5

Part III (Please put a ✓ into the appropriate box)

13).Sex :

1. Male
2. Female

14).Age :

1. 19 years old or below
2. 20-29 years old
3. 30-39 years old
4. 40-49 years old
5. 50-59 years old
6. 60-69 years old
7. 70 years old or above

15).Marital Status :

1. Never married
2. Married
3. Separated / Divorced
4. Cohabited
5. Widowed
6. Others : _____ (please indicate)

16).Educational level :

1. Uneducated
2. Primary level
3. Secondary level
4. Certificate / Diploma level
5. Undergraduate level or above

17).Living Arrangement :

1. Living alone
2. Living with family: Including you, totally _____ persons
(please indicate the persons living together) :
 - Father
 - Mother
 - Siblings: _____ elder brother(s) _____ younger brother(s) _____ elder sister(s) _____ younger sister(s)
 - Spouse
 - Children: _____ son(s) _____ daughter(s)
 - _____ Grandson(s)/Granddaughter(s)
 - Others : _____ (please indicate)
3. Others : _____ (please indicate)

18).Housing :

1. Public Estate / Transit Housing
2. Home Ownership Scheme Flat / Middle Income Housing
3. Private Housing
4. Rental Bed-Space / Cubicle
5. Others : _____ (please indicate)

19).Were you born in Hong Kong?

1. No, I wasn't
2. Yes, I was (**please jump to question no. 21**)

20).How long have you been staying in Hong Kong?

1. Less than 1 year
2. 2 to 5 years
3. 6 to 10 years
4. More than 11 years

21).Do you think Hong Kong is your home now?

1. Never think so
2. Seldom think so
3. Sometimes think so
4. Often think so
5. Always think so

22).How long have you been living in this district :

1. 1 years or below
2. 2 to 5 years
3. 6 to 10 years
4. 11 years or above

23).Will you feel upset if you have to leave the district in which you are now living?

1. Not at all
2. A little bit upset
3. Rather upset
4. Very upset
5. I don't know

24).Do you have confidence that the district in which you are now living will be a good place for your later life?

1. Not at all
2. Rather little
3. A little bit
4. Rather a lot
5. Very much

25).Total family income :

1. \$0-\$4,999
2. \$5,000-\$9,999
3. \$10,000-\$14,999
4. \$15,000-\$19,999

5. \$20,000-\$29,999
6. \$30,000-\$39,999
7. \$40,000-\$49,999
8. \$50,000 or above
9. Unstable
10. Not willing to answer this question
11. Unknown

26).Income source(s) (can choose more than one option) :

1. Salary
2. Social welfare allowance or other governmental subsidies
3. Pension
4. Financial supports from family member(s)
5. Others : _____ (please indicate)

27).Religious belief :

1. No religious belief (**please jump to question no. 29**)
2. Ancestor worship
3. Buddhist
4. Taoist
5. Protestant
6. Catholic
7. Muslim
8. Others : _____ (please indicate)

28).How important is your religious belief to you?

1. Very unimportant
2. Unimportant
3. Fair
4. Important
5. Very important

29). Please leave your name and contact number for the purpose of following up (*optional*):

Name: _____

Contact Number: _____

The End, Thank You!

Interview Guide

受訪者名稱: _____

計劃名稱: _____

Part I: Step 1: Survey to collect brief background information

Interviewees (participants and core members) are asked to complete a simple 1-page questionnaire.

Part II: Step 2: In-depth interview: [please briefly go through the answers, esp Q.? on trust level]

2.1 Outcomes:

2.1.1. 請描述一下你對這些對象的信任有什麼改變?

如有的, 是什麼改變? 為何有這樣的改變?

如沒有, 為什麼?

a). 機構		e). 計劃的商戶	
b). 職員		f). 計劃的其他社區/宗教團體	
c). 其他義工		g). 社區內的街坊	
d). 其他參加者		h). 社區內的政府團體	

2.1.2. 請描述一下在參與這計劃的經驗中, 整體上你對於其他人的信任有什麼影響?

(例如覺得別人可以信賴, 不怕別人佔你便宜, 覺得別人關心你, 覺得大家可互相合作等)

如有的, 是什麼改變? 為何有這樣的改變?

如沒有, 為什麼?

2.2 Antecedent conditions:

2.2.1. Identification of shared values

1). 你參加的這個計劃, 你覺得有否共同目標, 價值觀? 若有的, 是甚麼?

2). 在參與或推動計劃期間, 大家又怎樣尋求, 建立及認同這目標及價值觀? 發生這些事件對大家的關係 / 信任有甚麼影響?

2.2.2. Managerial respect

3). 在參與這個計劃的經驗中, 你認為負責計劃的機構及職員怎麼樣才可令義工及參加者增加對他們的信任?

a). 處事: _____

b). 待人: _____

c). 言行: _____

d). 計劃的活動: _____

e). 策略: _____

2.2.3. Historicity

4). 在你參與計劃的過程中, 你遇過甚麼事件令你與他人的互信關係有所改變呢?

2.2.4. Critical events:

5). 從籌辦 / 參與計劃的經驗中, 你認為在什麼情況下才能建立互信?

2.2.5. Mutual benefits

6). 在這計劃中, 你個人有沒有得益? 為其他人、社區又帶來什麼得益? 你認為這些得益有沒有影響你對他人的信任呢? 如有的, 是怎麼樣?

2.2.6. Reciprocity

7). 你參加計劃後能否讓你得到更多幫助? 能否讓你有更多機會幫助他人? 這些互助經歷可否助你建立對他人的信任? (如沒有類似經歷, 你會否依然抱著互助互惠的信念? 為什麼?)

2.2.7. Futuricity

8). 這計劃會否對你將來在與人建立互信方面有影響? 為什麼?

2.3. Specific to project organizers or particular projects:

1. 你怎樣衡量/評價參加者/義工最初對機構/職員的信任, 及參加者彼此之間的信任呢? 現在又怎樣呢? 當中有沒有什麼分別呢?

2. a).你認為在計劃中有什麼因素影響

- 大家之間的信任: _____
- 你對上司的信任: _____
- 你對義工的信任: _____
- 你對參加者的信任: _____

- b). 還有在你的經驗中, 這些因素怎樣影響其信任的程度 (level of trust)?

- 大家之間的信任: _____
- 你對上司的信任: _____
- 你對義工的信任: _____
- 你對參加者的信任: _____

3. 你用什麼技巧 / 手法來促進參加者建立對他人的信任? (例如在計劃的整體策略、針對在特別階段 / 特別對象而設的策略、計劃的宣傳或市場策略等)

4. 你認為那些策略最有效? 而那些策略對什麼特定的對象(specific targets)是較為有效的呢? 為什麼?

5. 在幫助參加者與他建立互信的過程中, 你有沒有遇過困難 / 失敗的經驗? 如有的, 是怎麼樣? 你在這些經驗中, 有否得到什麼教訓?

6. 在這計劃經驗中, 你或者試過與其他的機構合作, 當中怎樣建立機構之間的互信呢?

Consultancy research team and research assistants

Advisor:

Prof. Sik-hung NG
Chair Professor & Head,
Department of Applied Social Studies

PI:

Dr. Raymond CHAN
Associate Professor
Department of Applied Social Studies

AI:

Dr. Alice CHONG
Associate Dean, Faculties of Humanities and Social Sciences;
Associate Professor, Department of Applied Social Studies

Research Assistant:

Ms. Man-Chui TSE, Cat (to September 2005)
Mr. Ka-chun FONG, Ron (from October 2005)
