

Summary

This dissertation deals with interorganizational trust which fosters partnership cooperation between organizations. This kind of cooperation occurs when organizations notice an opportunity to jointly create more value than they would be able to produce individually, and seek to increase efficiency or secure resources. The organizations' ability to build interorganizational relationships is therefore critical for them to gain competitive advantages. The author's empirical research of companies in the Mazowieckie Voivodeship conducted in 2018–2020 as part of the project 'Sustainable development of the Mazowieckie Voivodeship in the new system of NUTS2 and NUTS3 units. Metropolitan, regional, and sub-regional level' showed limited interorganizational trust, which consequently explained the weak networking of this region, participation in its innovation ecosystem, and participation in supra-local value chains. For the local government, the analysis of the causes of the research problem became a necessity to take measures to understand the nature of the phenomenon of inter-organizational trust and manage it efficiently.

To crystallize the identified research problem, the author conducted an additional exploratory survey of companies in the Mazowieckie Voivodeship in 2020. It confirmed the research assumption that inter-organizational trust management requires a competence of the organization that enables it to build trust in its relations with other organizations. The basic element of such competence is the credibility of the organization. This conclusion was confirmed by the conducted literature review.

The recognized cognitive gap concerned the identification of the elements of the organization's competence structure, followed by the conceptualization and operationalization of interorganizational trust as the organization's competence. The research problem was expressed in the main research question: 'What components of the organizational competence structure and what relations between them determine the establishment or development of interorganizational relationships based on trust?' Therefore, the main aim of the dissertation is to develop a model representing the structure of interorganizational trust competence and offer recommendations for business organizations on how to develop it.

As part of the research work (literature analysis, survey of a representative sample of business organizations: n=1166, individual in-depth interviews with representatives of business

organizations: n=10), the following elements of the structure of this competence were identified, empirically verified, and described:

- the organization's knowledge concerning the credibility attribute and inter-organizational trust;
- the organization's ability to assess and build credibility;
- organizational routines through which skills are consolidated in the organization, and through which organizational credibility is exhibited.

Furthermore, a set of recommendations for business organizations on how to develop the interorganizational trust competence was prepared, and the credibility of such organizations from the Mazowieckie Voivodeship was measured.

Keywords: interorganizational trust, interorganizational relations, trust management, organization competence, interorganizational trust competence, interorganizational trust competence structure