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Trust as a component of social capital and the level of employee's competence in an enterprise

Keywords: social capital, trust, competence


Abstract

This thesis presents the influence of competence and other factors on the level of trust in an organization.

The first chapter discusses the concepts of intellectual, organizational and human capital. The second chapter introduces the concept of social capital in the light of the functional approach, collective paradigm and structured approach. Additionally, the concept of relations of social capital is defined. The fourth chapter includes a theoretical survey of competence and identifies the main types of competence structures. Chapter five presents the main attributes of trust in an organization.

The sixth chapter opens the empirical part; it presents the methodology of the research and proceeds to discuss the methods, techniques and tools of the research, a typical organization, and the course and results of the research. The thesis closes with chapter seven where the stimulants and deterrents of trust in an organization are discussed and the final results of the research are analysed.

The summary chapter presents the conclusions and directions for further research.


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