

Development and validation of employee trust scale: factor structure, reliability and validity

Abstract

The aim of this study was to determine the factor structure and psychometric properties (i.e., reliability and convergent validity) of the Employee Trust Scale, a newly created instrument by the researchers. The Employee Trust Scale initially contained 82 items to measure employees' trust toward their supervisors. A sample of 818 (343 females, 449 males) employees were selected randomly from public and private organization sectors in Kota Kinabalu, Sabah, Malaysia. Their ages ranged from 19 to 67 years old with a mean of 34.55 years old. Their average tenure with their current employer was 11.2 years (s.d. = 7.5 years). The respondents were asked to complete the Employee Trust Scale, as well as a managerial trust questionnaire from Mishra. The exploratory factor analysis on employees' trust toward their supervisor's extracted three factors, labeled 'trustworthiness' (32 items), 'position status' (11 items) and 'relationship' (6 items) which accounted for 62.49% of the total variance. Trustworthiness factors were re-categorized into three sub factors: competency (11 items), benevolence (8 items) and integrity (13 items). All factors and sub factors of the scales demonstrated clear reliability with internal consistency of Cronbach's Alpha above .85. The convergent validity of the Scale was supported by an expected pattern of correlations (positive and significant correlation) between the score of all factors and sub factors of the scale and the score on the managerial trust questionnaire, which measured the same construct. The convergent validity of Employee Trust Scale was further supported by the significant and positive inter-correlation between the factors and sub factors of the scale. The results suggest that the Employee Trust Scale is a reliable and valid measure. However, further studies need to be carried out in other groups of sample as to further validate the Scale.