

## **BENEVOLENCE, COMPETENCY, AND INTEGRITY: WHICH ONE IS MORE INFLUENTIAL ON TRUST IN FRIENDSHIPS?**

**Muh. Reza Firmansyah, Riski Amelia, Rizky Amalia Jamil, Faturochman, Wenty Marina Minza**

Center for Indigenous and Cultural Psychology, Faculty of Psychology, Universitas Gadjah Mada  
Sosio Humaniora Street, Bulaksumur, Yogyakarta 55281, Indonesia

muh.reza.f@mail.ugm.ac.id

### **Abstract**

Personal variables are often assumed to affect trust. In Indonesia, there are three personal variables that affect trust: benevolence, competence, and integrity. This study aims to examine the influence of these three variables on friendship relationships. The respondents of this study consists of 220 students of Universitas Gadjah Mada (44.1% male and 55.9% female). Data were collected using the Trust Scale ( $\alpha = .74$ ), the Benevolence Scale ( $\alpha = .85$ ), the Competence Scale ( $\alpha = .80$ ), and the Integrity Scale ( $\alpha = .78$ ). Regression analysis revealed that competence has no significant influence towards trust, and the role of benevolence is greater than integrity. Based on these findings we constructed regression models with benevolence as the main variable and integrity as an additional variable. As a single factor, the contribution of benevolence is 21.4%. The addition of integrity in the regression model finds that the contribution of both variables together is 29.2%.

**Keywords:** benevolence; competence; friendship; integrity; trust

### **Abstrak**

Variabel personal sering diasumsikan memengaruhi kepercayaan. Di Indonesia, terdapat tiga variabel personal yang memengaruhi kepercayaan: kebajikan, kompetensi, dan integritas. Penelitian ini bertujuan untuk menguji pengaruh ketiga variabel tersebut terhadap hubungan pertemanan. Responden dalam penelitian ini terdiri dari 220 mahasiswa Universitas Gadjah Mada (44,1% laki-laki dan 55,9% perempuan). Data dikumpulkan menggunakan Skala Kepercayaan ( $\alpha = 0,74$ ), Skala Kebajikan ( $\alpha = 0,85$ ), Skala Kompetensi ( $\alpha = 0,80$ ), dan Skala Integritas ( $\alpha = 0,78$ ). Analisis regresi menemukan bahwa kompetensi tidak memiliki pengaruh signifikan terhadap kepercayaan, dan peran kebajikan lebih besar daripada integritas. Berdasarkan temuan ini kami membangun model regresi dengan kebajikan sebagai variabel utama dan integritas sebagai variabel tambahan. Sebagai faktor tunggal, kontribusi kebajikan adalah 21,4%. Penambahan integritas dalam model regresi menemukan bahwa kontribusi kedua variabel bersama adalah 29,2%.

**Kata kunci:** kebajikan; kompetensi; pertemanan; integritas; kepercayaan

### **INTRODUCTION**

People are social beings, and have the basic need to belong to a social group (van Lange, Kruglanski, & Higgins, 2012). Thus, social relationships play role as a form of physical and psychological defense against harm (Fiske, 2004). Interpersonal relationships are also important in one's emotional and social development. Through relationships, individuals receive help in terms of accomplishing tasks and challenges, receiving emotional support in everyday life and establishing friendly relationships. It can be said that interpersonal relation is

important as the main source of happiness and barrier of stress (Martin & Dowson, 2009).

Relationships need trust for it to work well and survive (Simpson, 2007), because trust is the most fundamental factor in establishing a relationship and is the basic essence of social relations (Igarashi, *et al.*, 2008). Faturochman (2000) argues that world crisis is rooted in a crisis of trust. A high level of trust provides the foundation for social order, cooperative system and effective working team, and positively influences the

socioeconomic development of a country (Pučetaitė & Lämsä, 2008).

Research findings have also shown that trust has an essential role in determining the quality of a relationship. For instance, trust is positively associated with individual positive outcomes and quality of relationships between leaders and employees in organization (Brower, Lester, Korsgaard, & Dineen, 2009). Another study found that the existence of trust enhances the quality and frequency of interaction, which in turn, will have a positive impact on future cooperation (Lambright, Mischen & Laramee, 2010; Freitag & Bauer, 2016), productivity, and functioning at the individual, group, and organizational levels, and even at the social level (Brower *et al.*, 2009; Lambright, Mischen, & Laramee, 2010; Freitag & Bauer, 2016).

Furthermore, trust can increase prosocial attitudes and sense of cooperatives from individuals to team work and society. (Carmona & Gomila, 2014). In Organization, trust is also a strong predictor of work performance in teams (De Jong *et al.*, 2016) and can maintain and make a good relationship commitment and satisfaction (L. Campbell, Simpson, Boldry, & Rubin, 2010; Righetti & Finkenauer, 2011). Finally, trust is a basic component for success in relationship to each other (Rietz, *et al.*, 2013).

Trust in various studies is the presence of external or environmental factors, with little or no genetic influence (Van Lange, 2015; van Lange, Vinkhuyzen, & Posthuma, 2014), in line with that, threats that exist in the environment make individuals decrease their sense of trust, in other words, increase or decrease of trust in individuals depends on their environment (Thielmann & Hilbig, 2015). To see how trust works, at least there are three general indicators that will occur, including; trusting action (e.g, behaviors that demonstrate reliance on others; Pillutla, Malhotra, & Murningham, 2003), trusting

belief (e.g, perceived trustworthiness; Colquitt *et al.*, 2007; Mayer *et al.*, 1995) and trusting intention (e.g, willingness to be vulnerable; Mayer *et al.*, 1995). All of indicators influenced by quality of individual, If indicators are implemented, it will show a stable condition of trust (Alarcon, Lyons, & Christensen, 2016; Jones & Shah, 2016)

Trust exists at multiple levels in our society. They regard that trust can develop in relation to either a human being or an organization. Organizational trust and interpersonal trust, though related, represent different concepts (Brower *et al.*, 2009; Lambright, Mischen, & Laramee, 2010; Freitag & Bauer, 2016). Interpersonal trust comes from a relatively detailed and precise history of interaction with specific interactional partners. Through this extensive, long-term interaction, the trustworthiness of a given individual can be revealed. Mayer, Davis, and Schoorman (1995) reveal that the evolution of interpersonal trust is dependent on mutual judgment on competence, benevolence, and integrity. Therefore trust determines the quality of relationships at different levels of analysis as well as the context of relationships, including friendships.

Friendship is defined as an interpersonal relationship that is voluntary, intimate, dynamic, and has a degree of affection (Gifford-Smith & Brownell, 2003; Cordelli, 2015). Friendship is typically characterized by reciprocity, commitment, shared positive affect, and companionship. However, they can also include, conflict, jealousy, and betrayal. In this case, trust is found as one of the key parameters that can reduce betrayal intention or even actual betrayal (Leonidou Aykol, Fotiadis, & Christodoulides, 2017). Gibbs & Angelides (2008) state that friendship relations are mainly characterized by mutual relationships, caring for each other, engagement, and trustworthiness. Trust in friendship, collectively can increases willingness to contribute and risk readiness

based on reciprocal expectation (Fellelli & Paglieri, 2019)

Faturochman (2000) reveals that there are different perspectives in understanding trust, including economics, personality and social psychology. Economists argue that trust is an institutional phenomenon and is conceptualized as a phenomenon within institutions or between institutions. Personality theory sees trust as a belief, a hope or a feeling; rooted in personality and has grown from an early stage of individual growth. Social psychologists state that trust is a part of relationship between individuals and individuals at the small group level. In this research, the perspective from social psychology is emphasized in understanding trust in friendship relations (Faturochman, 2000). As such, below we will elaborate some of the arguments on trust which places more emphasis on the social psychology perspective.

Rousseau *et al.* (1998) defined trust as a psychological state to accept vulnerability based on positive expectations of the intentions or behaviour of another. Trust is often described as the willingness to take a risk based on positive expectation of people that will behave with good will. Along the same line, Mayer *et al.*'s., (1995) model defined trust as "the willingness of the party to be vulnerable to the actions of another party based on the expectation that the other will perform a particular action important to the trustor, irrespective of the ability to monitor or control that other party". Robbins & Judge (2013) and Colquitt, Lepin, & Wesson (2015) defined trust according to what was previously expressed by Mayer *et al.* (1995) in his research about the concept of trust.

A person who trusts the other person indirectly will put himself in a vulnerable state. For example, when a trusted party turns out to be disappointing, risks will arise. These risks will appear in various psychological outlets, such as frustration,

anger, and many more (Faturochman, 2000). Based on that arguments, we can say that the reason someone's willing to be in that condition is the expectation and belief in the trusted party, then the trusted party in next development of trust theories states that the person who has the credibility to be trusted or termed by trustworthy.

Trustworthiness is the main factor affecting trust (Lau, Lam, & Salamon, 2008). Based on the research concept of trustworthiness proves that trustworthiness significantly influence trust (Colquitt & Rodell, 2011; Frazier *et al.*, 2015; Sekhon, Ennew, Kharouf, & Devlin, 2014). Trustworthiness is defined as the attribute of person who can be trusted (Roy, Eshghi, Shekhar, 2011). These attributes are used as consideration during the evaluation process to decide someone is trustworthy or not (Viklund & Sjoberg, 2008). Trustworthiness exists in person who has the credibility to be trusted as the result of a rational response. Trustworthiness people are considered to have high quality and have a high trustworthiness (Wright, 2010). The above definition of trust underlines trust as a psychological state that arises when we are willing to put ourselves at risk (vulnerable) to others, and hoping that the others will take some valuable actions for us, even though we can not monitor or control the others.

Maintaining the importance of the 'vulnerability' argument in the concept of trust, Gefen (2002) describes trust as the willingness to make oneself sensitive to other's action that they trust, based on trust and responsibility. This definition is supported by Johnson-George and Swap (1982)'s research that found one of the few characteristics common to all trust situation is the willingness to take a risk by other's action. Trust that exists at the individual level is a part and a reflection of the characteristic of every society. In the next two years, Pavlou and Gefen define trust is the assessment of a person's relationship with others who will perform certain

interaction according to the expectations of their believer in an uncertain environment (Pavlou & Gefen, 2004). While this definition also describes the importance of vulnerability, it also highlights the importance of uncertainty to trust people who believe what you believe.

Khodyakov (2007) notes different aspects in building trust, arguing that trust is a process of constant imaginative anticipation of the reliability of the other party's actions based on (1) the reputation of the partner and the actor, (2) the evaluation of current circumstances of action, (3) assumptions about the partner's actions, and (4) the belief in the honesty and morality of the other party. According to Rotenberg (2010), trust includes a set certain of beliefs or expectations about others, related with three basic aspects: *reliability* (people who can fulfill their words and promises), *emotional* (people who able to control themselves and not hurt other's feelings, able to accept the disclosure of others, able to keep secret, refrain from criticizing, and avoid shameful action), and *honesty* (people who are truthful and manage behavior based on good intention rather than bad intention, and are sincere rather than manipulative).

Zucker (in Cazier, 2007) defined the factors that establish trust: (a) trust based on process, refers to social exchange, experiences, or stories from friends, (b) trust based on institution, refers to involvement of third party, (c) trust based on characteristics, refers to congruence values, background, ethnicity, and experience between trustor and trustee. Trust in friendship is associated with interpersonal trust. This means that the quality of friendship is determined by trustworthiness formed in long-term interactions between individuals. In other words, perceived trustworthiness reflects the frequency and quality of one's current relationship with others (Lambright, Mischen, & Laramee, 2010). Interpersonal trust includes individual cognition and emotional related to individual characteristics. Some research describes that

organizational trust becomes a critical factor only when interpersonal trust is present (Zheng, Hui, & Yang, 2017). This indicates that individual characteristics or personal attributes are important in terms of shaping how trust is formed and how it affects friendship. Prior studies from Faturochman & Minza (2014) on trust in Indonesia also found that trust is influenced by personal attributes, including benevolence, integrity, and includes attention, empathy, confidence, competence, and acceptance.

Competence is defined as the ability to adequately perform a task, duty or role (Robert, 2002). Kim, Ferrin, & Rao (2003) states that competence includes experience, institutional validation, and ability to manage the knowledge. Competence integrates knowledge, skills, personal values and attitudes. Competence builds on knowledge and skills and is acquired through work experience and learning by doing.

Benevolence is the extent to which a trustee is believed to want to do good to the trustor, aside from an egocentric profit motive (Mayer *et al.*, 1995). Those who are benevolent will use all of their abilities and skills to help others to their utmost. Benevolence is the basis of social networking services that would yield positive interaction between individuals (Hsiao *et al.*, 2010). According to Kim *et al.* (2003) technically, benevolence Integrity. The relationship between integrity and trust involves the trustor's perception that the trustee adheres to a set of principles that the trustor find acceptable (Mayer *et al.*, 1995). Integrity refers to trustor's perception that trustee will survive on a set of principles that have been given to the trustor. What the trustee has to say to the trustor must be the same as the actions the trustee will do. Integrity refers to the harmony between thoughts, speech, and deeds of a person. Integrity is doing the right thing even when no one is watching. Kim *et al.* (2003) states that technically integrity can be seen from

fairness, fulfillment, loyalty, honesty, dependability, and reliability.

However, aside from Mayers *et al.*'s, (1995) dimension (competence, benevolence, and integrity), there are the other dimension which determines trust, as presented in Table 1.

**Table 1.**  
Dimensions of Trust

Written by	Number of dimensions	Dimensions
Rempel, Holmes, & Zanna (1985)	3	Predictability, dependability, faith
Mishra faturochman, (2000)	4	Competence, openness, caring, reability
Krot & Lewicka (2011)	3	Competence, benevolence, integrity

The situational context can also influence trust (Mayer *et al.*, 1995). Associated with these three personal attributes, Mayer not found in the context or situation of what each of these personal attributes becomes most sensitive and critical (Shooter, Paisley, & Sibthorp, 2012). In the context of higher education, it is found that excessive trust in teachers' expertise hampers cognitive skill and critical thinking ability of the student (Kovač & Kristiansen, 2010). Furthermore, in the context of romantic relationship, how an individual trusts his or her intimate partner is not solely determined by the personal attributes of trustee— he or she even may be more inclined to ignore—but also related to the meaning given in the experience with the intimate partner and attributional processes influenced by the individual characteristics of trustor, such as attachment style, self-esteem, and self-identity (Miller & Rempel 2004). It means that most of empirical research to date indicate lack of theoretical justification throughout the literature on why certain personal attributes are relevant in the certain

context and not others. It seems difficult to determine the most salient personal attributes which affect trust in friendship.

Against the above background, this article not only intends to seek the correlation between competence, benevolence, and integrity as the personal attributes to trust in friendship, but also aims to examine the which personal attributes is most significant in the dynamics of trust in friendship.

## METHOD

As previously mentioned, this study aims to examine the influence of three variables from personal attribute in building trust. The dependent variable in this research is trust, whereas the independent variables are benevolence, competency, and integrity. The subjects of this study consisted of 220 participants from the Faculty of Psychology and Faculty of Engineering studying at Universitas Gadjah Mada, including 97 (44.1%) male students and 123 (55.9%) female students.

Data were collected using a quantitative correlation approach. Trust was measured using Trust Scale, developed by authors with  $\alpha$  .74. Benevolence was measured using Benevolence Scale, consisting of 5 items with  $\alpha$  .85. Competence was measured using Competence Scale with 6 items with  $\alpha$  of .80. Integrity was measured using integrity scale comprising of 5 items with  $\alpha$  .78, as presented in Table 2:

**Table 2.**  
Specification of Scales

Variables	n	Item- Correlations	$\alpha$
Benevolence	6	.55-.75	.85
Competence	5	.48-.69	.80
Integrity	5	.42-.70	.78

Participants were required to answer each item using seven likert scale, ranging from 7-strongly agree to 1-strongly disagree.

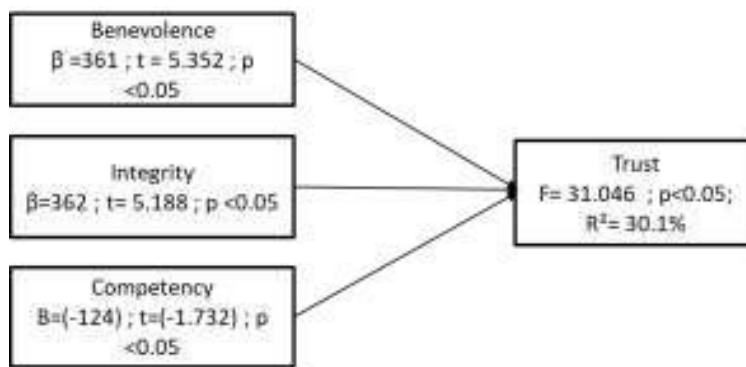
The data in this study were analyzed using regression and correlation analysis. First, all of the personal attributes (benevolence, competence, and integrity) were analyzed together, followed by one by one analysis of the three personal attributes.

**RESULT AND DISCUSSION**

Results of this analysis are presented in Figure 1. The figure shows that when analyzed together, these three variables influence trust at 30.1%. Although the three attributes simultaneously analyzed influence

trust at 30.1%, competence was not significant because of negative beta value  $\beta=(-124)$ ;  $t=(-1.732)$ , thus giving an indication that competence is inversely correlation to trust, which means increasing the value of competence will reduce the value of trust.

Benevolence influences trust with  $\beta=361$ ;  $t=5.352$ ;  $p < .001$  and integrity influences trust with  $\beta=362$ ;  $t=5.188$ ;  $p < .001$  Based on this finding, competence was not used in the next analysis.



**Figure 1.** Result of Regression Analysis between Benevolence, Integrity, and Competency with Trust

When competence was not included, benevolence and integrity were statistically significant in predicting trust. The data also shows that benevolence has greater influence than the integrity with the amount of  $R^2=.214$  (see Table 3).

**Table 3.**  
Result of Regressin Analysis between Benevolence and Integrity with Trust

Trust Predictors	F	p	R <sup>2</sup>
Benevolence	59.22	<.001	.214
Integrity	57.49	<.001	.209

The result shows that a trustor will be more trusting towards a trustee that show their benevolence rather than their integrity had influence on trust in friendship.

The data in Table 3 shows an analysis where benevolence and integrity is combined. The combination of benevolence and integrity has greater influence on trust than when they stand as a single variable. The data shows that the combination between benevolence and integrity is statistically significant with  $F=57,47$ ;  $R^2=.209$ ;  $p < .001$  This means that a person who has the attributes of benevolence and integrity simultaneously will be more trustworthy than a person who just possesses the attribute of benevolence or integrity alone.

So, various result above with the regression analysis showed that competence has no significant influence towards trust because of negative beta value, in other words, competence has inversely correlation, so as the value of competence increased as the value of trust decreased. while the benevolence has greater influence than the

integrity. In every relationship, especially friendship, it takes several factors to make the relationship works well, and trust is one of the most important factor to maintain friendship. The result of this study found that benevolence has greater influence toward trust in friendship than the two other attributes, integrity and competency. It shows that a trustor prefers a person with high level of benevolence in the context of friendship.

According to Mayer *et al.* (1995), benevolence is the extent to which a trustee is believed to want to do good to the trustor, aside from an egocentric profit motive. Benevolence is defined as a belief to build the good intentions with the others without any bad intentions behind it. Some people will be trusted because they are believed to have a positive orientation toward other people, such as: caring, loyalty, and concerned about well-being of the others (Colquitt, Lepin & Wesson, 2015; Mayer *et al.*, 1995). Essentially, benevolence or kindness refers to caring and supportive behaviors (Robbins & Judge, 2013).

In short, those who are benevolent will use all of their abilities and skills to help others to their utmost. A person with a high level of benevolence will act friendly and warm to others. This will make people feel comfortable and willing to place their trust on them. This is more so in the context of friendship that prioritizes intimacy and warmth in the relationship. Therefore, it is not surprising that benevolence becomes the main personal attribute affecting trust in friendship. Faturochman and Minza (2014) has also revealed that a person who is benevolent will tend to place effort in making another person happy. They are also friendly, they try not to disappoint others, give support people around him, have a sense of kinship, and try to know people more closely.

Terms about benevolence is typically included as characteristics of trust (Baumert,

Scholsser & Schmitt, 2014). Research by Lyons, Stokes, and Schneider (2011) found that benevolence had the strongest relationship with interpersonal trust. Individuals high in benevolence will have an optimistic expectation about their friend, which will lead to willingness to vulnerable to the friend (Pothis, Perry, Corr, Matthew, & Busemeyer, 2011) in other words, trusting individuals have been found more optimistic to be cooperative (Rathbun, 2011). Yamagishi, *et al.* (2015) also brought the definition of trust closer to benevolence as the quality of individuals, where trust is satisfaction in action with a sense of courtesy and to be a person who can be trusted, it makes benevolent as a stronger determinants of trust and cooperation (Balliet & Van Lange, 2013).

Benevolence has three dimensions, i.e. consideration and sensitivity, acting to protect their significant others and prevent those significant others from being exploited by others. So it is often assumed that benevolent trustees do not exploit the trustor's vulnerability and is focused on the well-being of the other party (Sekhon *et al.*, 2014). This is why benevolent is important in building trust. Moreover, data also found that the combination between benevolence and integrity has greater influence to trust than when they stand alone. It shows that a person who shows benevolence and integrity simultaneously will be more trustworthy than those who only show benevolence or integrity. This shows that being kind to a friend needs to be accompanied by the idea of how much a person can rely on his or her friend.

As previously shown, we can see that competence is statistically not significant. This means that competence is not necessarily important in building trust in the friendship context. Competence can also be negative, because when people have high competence, they are vulnerable to self-serving bias, such as over estimating one's competence, easy to make excuses, and

unfairly blaming other people (Baumeister, Heatherton, & Tice, 1993; Colvin & Block, 1994; Robins & Beer, 2001).

Competence can also yield jealousy. Faturochman (2005) found that sources of jealousy in social relationship are personal development and academic achievement, both aspects categorized as competence. The result shows that 23.8% of people feel jealous towards others' personal development and 15.9% of people feel jealous towards others' academic achievement. In addition, Hareli and Winer (2002) also argued that there is tendency for individuals to dislike high achievers, in other words, those with high competence. This argument has been supported by Feather (1994) who stated people with high achievement and personal development tend to be disliked when they lack positive relationships. They are often considered arrogant and over confident.

The quality of friendship is important to be considered in friendship because positive friendship relations help individuals to adjust with transitions in their social life, academic life and develop their social skills and abilities (Sedikides, 1996; Sebanc, Gumond, & Lutgen, 2016). Ability, achievement, or competence may only have a positive impact at the start of friendship relations, but can not guarantee the maintenance of friendships in a longer time.

If associated with the findings of this research, it can also be understood why competence is not significant in affecting trust in friendship relationships. Also, competence will be meaningful depending on the characteristic of relation, such as: teacher-student's relation, mechanic-costumer's relation, psychologist-client's relation, etc. (O'Sears, Freedman, & Peplau, 1985), and the quality of those relationships.

In addition, friends are people we like and friendship concerns affection and feeling happy carrying out activities together. Friendship is universal, for all ages, for all

classes and cultures, and for men and women. Friendship relations in every culture is distinct from other close relationships. Friendship is one particular set of interpersonal relationships, which is voluntary, affective, and characterized by 'rough reciprocity' as their central norm of exchange.

Conscious awareness of care, engagement and trustworthiness are central to the characteristic of relationships between friends. Although friendships can certainly exhibit very different degrees of affection and intimacy, they require, at least to some degree, the presence of an emotional bond. Friendships, unlike relationships of kinship, are voluntary in that we are not born into them and we 'choose' our friends. Yet unlike other voluntary relationships—for example marriage and many market relationships—friendships are non-contractual. They develop slowly and it is only through the sharing of experiences, as well as the roughly reciprocal—balanced but not necessarily equal—and trust-infused exchange of material and immaterial goods (e.g. practical and emotional support) over time that we express a commitment to be someone's friend. All of the characteristics of friendship relation, such as the presence of emotional bond, loyalty, mutual caring, affection, and intimacy are related to benevolence and not related to competency at all. That's why benevolence has greater influence on trust, while competency was not significant to influence trust in friendship relation.

In addition, Newcomb and Bagwell (1995) also concluded that friends engage in more frequent positive interactions, including talking, cooperation, and positive affect than do peers not identified as friends. These behaviors are presumably a consequence of friends' greater proximity, mutual interest and concern, and they point to the unique affiliative bond they share. Friends are more similar behaviorally to one another, more egalitarian and less likely to assert



dominance over one another, as well as more loyal to one another.

These findings show that integrity is also a personal attribute that determines whether a person is trustworthy or not in a friendship. According to Butler (1991), integrity is about the trustee's reliability. De Janasz *et al.* (2006) and Morgan & Hunt, (1994) argue that trust is a multifaceted concept that captures a promise or belief that exists in the integrity or reliability of a person. De Janasz *et al.* (2006) states in a short states, integrity is "You say what you mean and mean what you say". By integrity, trust also can reducing uncertainty, risk perception and maintain moral standards in society by focusing on essential elements, such as; honestly and fairness (Sekhon *et al.*, 2014).

Lewicki and Bunker (Olekalns, Lau, & Smith, 2007) divides trust based on issues of reliability and predictability. The first issue refers to our belief that others will keep their promises. Second, the issue of predictability encapsulates our belief that we are able to anticipate some behavior of the others. Integrity is also related to authenticity and honesty (Peterson & Seligman, 2004), and honesty and truth (Robbins, 2003). Integrity is characterized by the existence of principles and values, which includes aspects of moral character such as authenticity, honesty, dependability, principled behavior, fairness, justice, and consistency (Mayer *et al.*, 1995; Shooter *et al.*, 2012). As we know that friendship is an interpersonal relationship which is voluntary, intimate, and affectionate. Thus, honesty trait is important in friendship formation (Ilmarinen, Lönnqvist, & Paunonen, 2016). Honesty encourages openness and trust in friendship.

As mentioned previously, friendship is marked by the presence of intimacy, love, emotional bonding and engagement which are the results of positive interactions according to its frequency and quality. Positive interaction itself is determined by several factors. Campbell, Holderness, & Riggs (2015) have found that there are five

dimensions that influence friendship chemistry, i.e. communication and self-disclosure, similar interests and humor, personableness (liking and kindness/sincerity), similarity pertains to shared values and aspirations, and physical attraction. In its relation with personableness, an individual with integrity will present their authentic self and sincerity wherever they are as something that really comes from within themselves and is morally accepting and maintained. Becoming one's authentic self and the presence of sincerity encourages acceptance and concern, where acceptance is very important in the maintenance of a friendship.

Understanding psychological phenomena and individual behavior can not be separated from the context which one of them is the influence of cultural factors. Ratner (2002) suggests that psychological phenomena are shaped by cultural processes. Schweder (in Kim, Yang, & Hwang, 2010) also states that people use their culture to understand the world in which they are. People think, feel, behave, and manage reality through culture as well as that culture shapes the values, expectations, behaviors and ways in which one interacts and maintains relationships with others (Tamm, Kasearu, Tulviste, & Trommsdorff, 2018). Kim *et al.* (2010) also explains that culture allows the individual to know who he is, establish what is meaningful, communicate with others, and manage his environment. This means that culture is an important factor in helping to explain the psychological phenomena of human life. Therefore, cultural factors are important to be considered to understand the dynamics of trust in friendship relations. Previous study shows that individualism and collectivism cultural differences have implications for the difference in psychological need (Hui & Villareal, 1989), where it is said that people with high collectivistic values, both in the United States and in Hong Kong are higher in terms of the need for affiliation, nurturance, and succorance and low on the needs of

autonomy, deference, and heterosexuality (Hui & Villareal, 1989).

In another study comparing the friendship expectations between individualism and collectivism culture, it was found that authenticity, loyalty, and acceptance were important in friendship in both cultures (González, Moreno, & Schneider, 2004). Furthermore, it is mentioned that core values in collectivistic culture are respect for others, integrity, and maintenance of harmonious relationship. Other studies have also shown that the dominant cultural values internalized by a person are reflected in their social relations (Moreno Schneider, 2004; Tamm *et al.*, 2018). As Indonesian culture is assumed to be characterized by collectivistic values, it is not a surprise that benevolence and integrity encourages trustworthiness in friendship among Indonesians.

## CONCLUSION

This study finds that benevolence has greater influence toward trust in friendship than the two other personal attributes: integrity and competency. It shows that the trustor prefers a person with high level of benevolence in the context of friendship. The limitation of this study includes limitation in sample, in which this study only included undergraduate students. The dynamics of trust in friendship may differ based on characteristics of the sample (for instance based on age and education level).

## REFERENCES

- Alarcon, G. M., Lyons, J. B., & Christensen, J. C. (2016). The effect of propensity to trust and familiarity on perceptions of trustworthiness over time. *Personality and Individual Differences*, *94*, 309–315.
- Balliet, D., & Van Lange, P. A. M. (2013). Trust, Conflict and cooperation: A meta-analysis. *Psychological Bulletin*, *139*, 1090–1112.
- Baumeister, R. F., Heatherton, T. F., & Tice, D. M. (1993). When ego threats lead to self-regulation failure: Negative consequences of high self-esteem. *Journal of personality and social psychology*, *64*(1), 141.
- Baumert, A., Schlosser, T., & Schmitt, M. (2014). Economic games: A performance-based assessment of fairness and altruism. *European Journal of Psychological Assessment*, *30*, 178–192.
- Bauer, P. C. (2014). Conceptualizing and Measuring Trust and Trustworthiness. *Political Concepts: Committee on Concepts and Methods Working Paper Series*, *61*, 1–27.
- Brower, H. H., Lester, S. W., Korsgaard, M. A., & Dineen, B. R. (2009). A closer look at trust between managers and subordinates: Understanding the effects of both trusting and being trusted on subordinate outcomes. *Journal of Management*, *35*(2), 327–347.
- Butler, J. K. (1991). Toward understanding and measuring conditions of trust: Evolution of a conditions of trust: Evolution of a conditions of a trust inventory. *Sage journals*, *17*(3), 643–663.
- Carmona, A. Cristina., & Gomila, A. (2014). Personal Trust Increases Cooperation beyond General Trust. *PlosOne*, *9*, e105559
- Campbell, K., Holderness, N., & Riggs, M. (2015). Friendship chemistry: An examination of underlying factors. *The Social science journal*, *52*(2), 239–247.
- Campbell, L., Simpson, J. A., Boldry, J. G., & Rubin, H. (2010). Trust, variability in relationship evaluations, and relationships processes. *Journal of*

- Personality and Social Psychology*, 99, 14–31
- Cazier, J.A. (2007). A framework and guide for understanding the creation of consumer trust. *Journal of International Technology and Information Management*, 45(3), 45–56.
- Colvin, C. R., & Block, J. (1994). Do positive illusions foster mental health? An examination of the Taylor and Brown formulation. *Psychological Bulletin*, 116(1), 3–20.
- Colquitt, J. A., LePine, J.A., & Wesson, W.J. (2015). *Organizational behavior: Improving performance and commitment in the workplace (Fourth edition)*. New York: McGraw-Hill.
- Colquitt, J. A., & Rodell, J. B. (2011). Justice, trust, and trustworthiness: A longitudinal analysis integrating three theoretical perspectives. *Academy of Management Journal*, 54(6), 1183–1206.
- Colquitt, J. A., Scott, B. A., & LePine, J. A. (2007). Trust, trustworthiness, and trust propensity: A meta-analytic test of their unique relationships with risk taking and job performance. *Journal of Applied Psychology*, 92, 909–927.
- Cordelli, C. (2015). Distributive justice and the problem of friendship. *Political Studies*, 63(3), 679–695.
- De Janasz, S. C., Dowd, K. O., Schneider, B. Z. (2006). *Interpersonal skills in organizations*. New York: McGraw-Hill.
- De Jong, B. A., Dirks, K. T., & Gillespie, N. (2016). Trust and team performance: A meta-analysis of main effects, moderators, and covariates. *Journal of Applied Psychology*, 101, 1134–1150
- Faturochman. (2000). Dinamika psikologis dan sosial kepercayaan. Supratiknya, Faturochman, & Sentot Haryanto (Eds.). *Tantangan psikologi menghadapi milenium baru*. Yogyakarta: Yayasan Pembina Fakultas Psikologi UGM.
- Faturochman. (2005). Iri dalam relasi sosial. *Jurnal Psikologi*, 33(1), 1–16.
- Faturochman & Minza, W. M. (2014). *Exploring personal and relational trust worthiness*. Unpublished paper. Faculty of Psychology Universitas Gadjah Mada, Indonesia.
- Feather, N. T. (1994). Attitudes toward high achievers and reactions to their fall: Theory and research concerning tall poppies. *Advances in Experimental Social Psychology*, 26, 1–73.
- Felletti, S., & Paglieri, F. (2019). Trust your Peers! How Trust among Citizens can Foster Collective Risk Prevention. *International Journal of Disaster Risk Reduction*, 36, 1–8.
- Fiske, S. T. (2004). *Social beings*. New York: Wiley.
- Frazier, M. L., Gooty, J., Little, L. M., & Nelson, D. L. (2015). Employee attachment: Implications for supervisor trustworthiness and trust. *Journal of Business and Psychology*, 30(2), 373–386. DOI: 10.1007/s10869-014-9367-4.
- Freitag, M., & Bauer, P. C. (2016). *Measuring trust: Handbook of social and political trust*. DOI: 10.1093/oxfordhb/9780190274801.013.1.
- Gefen, D., (2002). Customer Loyalty in E-Commerce, *Journal of the Association for Information Systems*, 3, 27–51.

- Gibbs, P., & Angelides, P. (2008). Understanding friendship between critical friends. *Improving Schools, 11*(3), 213-225.
- Gifford-Smith, M. E., & Brownell, C. A. (2003). Childhood peer relationships: Social acceptance, friendships, and peer networks. *Journal of School Psychology, 41*(4), 235-284.
- González, Y. S., Moreno, D. S., & Schneider, B. H. (2004). Friendship expectations of early adolescents in Cuba and Canada. *Journal of Cross-Cultural Psychology, 35*(4), 436-445.
- Hareli, S., & Weiner, B. (2002). Dislike and envy as antecedents of pleasure at another's misfortune. *Motivation and Emotion, 26*(4), 257-277.
- Hsiao, Kun-Lun., Chuan, Lin. Judy., Lu, Hsi-Peng., & Yu, Hueiju. (2010). Antecedents and consequences of trust in online product recommendation. *Antecedents and Consequences, 34*(6). 935-953.
- Hui, C. H., & Villareal, M. J. (1989). Individualism-collectivism and psychological needs: Their relationships in two cultures. *Journal of Cross-cultural Psychology, 20*(3), 310-323
- Igarashi, T., Kashima, Y., Kashima, S. E., Fersides, T., Kim, U., Strack, F., et al. (2008). Culture, trust and social network. *Asian Journal of Social Psychology, 11*, 88-101.
- Ilmarinen, V. J., Lönnqvist, J. E., & Paunonen, S. (2016). Similarity-attraction effects in friendship formation: Honest platoon-mates prefer each other but dishonest do not. *Personality and Individual Differences, 92*, 153-158.
- Johnson-George, C., & Swap, W. (1982). Measurement of specific interpersonal trust: Construction and validation of a scale to assess trust in a specific other. *Journal of Personality and Social Psychology, 43*, 1306-1317.
- Jones, S. L., & Shah, P. P. (2016). Diagnosing the locus of trust: A temporal perspective for trustor, trustee, and dyadic influences on perceived trustworthiness. *Journal of Applied Psychology, 101*, 392-414.
- Khodyakov, D. (2007). Trust as a process: A three-dimensional approach. *Sociology, 41*, 115-132.
- Kim, D. J., Ferrin, D. L., & Rao, H. R., (2003). Antecedents of consumer trust in B-to-C electronic commerce. *Proceedings of Ninth Americas Conference on Information Systems* (pp. 157-167).
- Kim, U., Yang, K., & Hwang, K. (2006). *Indigenous and Cultural Psychology: Understanding People in Context*. Taiwan : Springer.
- Kovač, V. B., & Kristiansen, A. (2010). Trusting trust in the context of higher education: The potential limits of the trust concept. *Power and Education, 2*(3), 276-287.
- Kupersmidh, J.B., Buchele, K.S., Voegler, M. E., & Sedikides, C. (1996). Social self-discrepancy: A theory relating peer relations problems and school maladjustment. In J. Juvonen & K.R Wentzel (Eds.), *Social motivation: Understanding children's school adjustment* (pp.66-97). New York: Cambridge University Press.
- Krot, K., & Lewicka, D. (2011). Innovation and organisational trust: study of firms in Poland. *International Journal of Innovation and Learning, 10*(1), 43-59.

- Lambright, K. T., Mischen, P. A., & Laramee, C. B. (2010). Building trust in public and nonprofit networks: personal, dyadic, and third-party influences. *The American Review of Public Administration, 40*(1), 64-82.
- Lau, D.C., Lam, L.W., & Salamon, S. D. (2008). The impact of relational demographics on perceived managerial trustworthiness: similarity or norms? *The Journal of Social Psychology, 148*(2), 187-209.
- Leonidou, L. C., Aykol, B., Fotiadis, T. A., & Christodoulides, P. (2017). Betrayal intention in exporter-importer working relationships: Drivers, outcomes, and moderating effects. *International Business Review, 27*(1), 246-258.
- Lyons, J. B., Stokes, C. K., & Schneider, T. R. (2011). *Predictors and outcomes of trust in teams*. In N. A. Stanton (Ed.), *Trust in military teams* (pp. 31– 48). Surrey, UK: Ashgate.
- Mayer, R. C., Davis, J. H., & Schoorman, F. D. (1995). An integrative model of organizational trust. *Academy of Management Review, 20*, 709-734.
- Martin, A. J., & Dowson, M. (2009). Interpersonal relationships, motivation, engagement, and achievement: Yields for theory, current issues, and educational practice. *Review of Educational Research, 79*(1), 327-365.
- Miller, P. J., & Rempel, J. K. (2004). Trust and partner-enhancing attributions in close relationships. *Personality and Social Psychology Bulletin, 30*(6), 695-705.
- Morgan, R.M., & Hunt, S.D. (1994). The commitment-trust theory of relationship marketing. *Journal of Marketing, 58*, 20-38.
- Newcomb, F., Andrew., & Bagwell, Catherine. (1995). Children's friendship relations: A meta analytic review. *Psychological Bulletin, 117*(7), 306-347.
- Olekalns, M., Lau, F., & Smith, P. L. (2007). Resolving the empty core: Trust as determinant of outcomes in three-party negotiations. *Group Decision and Negotiation, 16*(6), 527-538.
- O'Sears, D., Freedman, J., & Peplau, L. A. (1985). *Social psychology, 5<sup>th</sup> edition*. Englewood Cliff, NJ: Prentice hall, Inc.
- Pavlou, A., Paul & Gefen, D. (2004). Building Effective Online Marketplaces with Institution-Based Trust. *Information System Research, 15*(1), 37-59.
- Peterson, C., & Seligman, M. (2004). *Character strengths and virtues: A handbook and classification*. New York: Oxford University Press.
- Pillutla, M. M., Malhotra, D., & Murnighan, J. K. (2003). Attributions of trust and the calculus of reciprocity. *Journal of Experimental Social Psychology, 39*, 448-455.
- Pothos, E. M., Perry, G., Corr, P. J., Matthew, M. R., & Busemeyer, J. R. (2011). Understanding cooperation in the Prisoner's Dilemma game. *Personality and Individual Differences, 51*(3), 210-215.
- Pučetaité, R., & Lämsä, M.A. (2008). The buyer-supplier relationship: An integrative model of ethics and trust. *Journal of Business Ethics, 82*(2), 325-337.

- Rathbun, B. (2011). The 'magnificent fraud': Trust, international cooperation and the hidden domestic politics of American multilateralism after world war II. *International Studies Quarterly*, 55, 1-21.
- Ratner, C. (2002). *Cultural psychology: Theory and method*. New York: Kluwer Academic/Plenum Publishers.
- Rempel, J. K., Holmes, J. G., & Zanna, M. P. (1985). Trust in close relationships. *Journal of Personality and Social Psychology*, 49(1), 95.
- Rietz, T. A., Roman M. S., Timothy, W. S., & Vernon L. S. (2013). Transparency, Efficiency and the Distribution of Economic Welfare in Pass through Investment Trust Games. *Journal of Economic Behavior and Organization*, 94, 257-267.
- Righetti, R., & Finkenauer, C. (2011). If you are able to control yourself, I will trust you: The role of perceived self-control in interpersonal trust. *Journal of Personality and Social Psychology*, 100, 874-886
- Robert, A., Roe. (2002). What makes a Competent Psychologist?. *European Psychologist*, 7(3), 192-202.
- Robbins, S. P. (2003). *Perilaku organisasi*. Jakarta: Indeks.
- Robbins, S. P., & Judge, T. A. (2013). *Organizational behavior, 15th edition*. New Jersey: Pearson Education.
- Robins, R. W., & Beer, J. S. (2001). Positive illusions about the self: short-term benefits and long-term costs. *Journal of Personality and Social Psychology*, 80(2), 340.
- Rotenberg, K. J. (2010). The conceptualization of interpersonal trust: A basis, domain, and target framework. Rotenberg, K. J. (Ed). *Interpersonal trust during childhood and adolescence* (pp.8-27). New York: Cambridge University Press. <http://dx.doi.org/10.1017/CBO9780511750946>.
- Rousseau, M., Denise., Sitkin, B., Sim., Burt, S., Ronald., & Camerer, Colin. (1998). Not so Different After All: A Cross Discipline View of Trust. *Academy of Management Review*, 23(3). 393-404.
- Roy, S., Eshghi, A., & Shekhar, V. (2011). Dimensions of trust and trustworthiness in retail banking: Evidence from India. *Marketing Management Journal*, 21(1), 97-110.
- Seban, Anne., Guimond, B. Amy., & Lutgen, Jeff. (2014). Transactional Relationships between Latino's Friendship Quality and Academic achievement during the Transaction to Middle School. *The journal of Early Adolescence*, 36(1), 108-138.
- Sekhon, H., Ennew, C., Kharouf, H., & Devlin, J. (2014). Trustworthiness and trust: Influences and implications. *Journal of Marketing Management*, 30(3-4), 409-430.
- Shooter, W., Paisley, K., & Sibthorp, J. (2012). Fostering trust in outdoor leaders: The role of personal attributes. *Journal of Experiential Education*, 35(1), 222-237.
- Simpson, J. A. (2007). Psychological foundations of trust. *Current directions in Psychological Science*, 16(5), 264-268.
- Tamm, A., Kasearu, K., Tulviste, T., & Trommsdorff, G. (2018). Links between adolescents' relationships

*Which one is more influential on trust in friendship?*

- with peers, parents, and their values in three cultural contexts. *The Journal of Early Adolescence*, 38(4), 451-474.
- Thielmann, I., & Hilbig, B. E. (2015). Trust: An integrative review from a person–situation perspective. *Review of General Psychology*, 19, 249–277
- van Lange, P. A. M., Kruglanski, A. W., & Higgins, E. T. (2012). *Handbook of theories of social psychology*. London: Sage.
- van Lange, P. A. (2015). Generalized trust: Four lessons from genetics and culture. *Current Directions in Psychological Science*, 24, 71–76.
- van Lange, P. A., Vinkhuyzen, A. A., & Posthuma, D. (2014). Genetic influences are virtually absent for trust. *PloS One*, 9, e93880.
- Viklund, M. & Sjoberg, L. (2008). An expectancy-value approach to determinants of trust. *Journal of Applied Social Psychology*, 38(2), 294-313.
- Wright, S. C. (2010). Collective action and social change. In J.F. Dovidio, M. Hewstone, P. Glick, & V. M. Esses, (Eds.), *Handbook of Prejudice, Stereotyping, and Discrimination* (pp.577-596). Thousand Oaks, CA: Sage Publications.
- Yamagishi, T., Akutsu, S., Cho, K., Inoue, Y., Li, Y., & Matsumoto, Y. (2015). Two-component model of general trust: Predicting behavioral trust from attitudinal trust. *Social Cognition*, 33, 436–458.
- Zheng, S., Hui, S. F., & Yang, Z. (2017). Hospital trust or doctor trust? A fuzzy analysis of trust in the health care setting. *Journal of Business Research*, 78, 217-225.