

The Effect of Organizational Trust on Organizational Cynicism on Nurses Working in Hospitals

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Abstract:

Employees' attitudes within the organizational structure are largely shaped by the trust they have in their organizations and the experiences they go through. Research shows that cynical attitudes are more prevalent in institutions where organizational trust is low. The aim of this study is to determine the effect of trust in organizations on cynicism in nursing. This descriptive and correlational research was conducted with a stratified random sample of 144 nurses who voluntarily participated and were working in a state hospital in Turkey. Among the participants, 61.8% were female and 38.2% were male; their professional experience averaged 7.74 ± 8 years, and their mean age was 30.17 ± 6.8 years. The correlation analysis conducted indicates that there is a negative relationship between organizational trust and organizational cynicism across emotional and cognitive dimensions. There is a negative relationship between organizational cynicism and trust in the institution, between trust in management and the emotional dimension, and between trust in the institution and the emotional, cognitive, and behavioral dimensions. Additionally, there is a negative relationship between the cognitive dimension and both trust in the institution and organizational trust, as well as between the behavioral dimension and trust in the institution. The results of our study show that there are significant negative relationships between trust in the institution and the emotional, cognitive, and behavioral dimensions of cynicism. Organizational trust emerges as a key factor that shapes employees' overall attitudes toward the organization. It is quite difficult to prevent cynical attitudes unless a supportive environment is created. Therefore, managers need to focus on trust-building strategies such as transparency, fairness, consistency, and open communication with employees.

Keywords:

Cynicism, Trust, Nursing, Organization.