Designing and validating a model for analyzing determinants of transcendent trust in Tehran Municipality: A society-centered versus institution-centered approach

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Abstract

Trust has recently become the main tool in achieving collaboration in inter-organizational and inter-individual relations and it has raised the social capital volume. The present study aimed to design a transcendent trust model in Tehran Municipality and develop a descriptive paradigm that reveals the way of forming citizens' trust in Tehran Municipality. To achieve the research purpose, dimensions and effective factors of transcendent trust were first extracted in Tehran Municipality using desk studies and taking notes. Thereafter, the most important dimensions of transcendent trust and its determinants in Tehran Municipality were identified using the Delphi technique and the views of 29 experts in this field. Furthermore, the random sampling method (snowball) was applied and the sample size was determined based on the Morgan table and simple random sampling, and 385 clients of Tehran Municipality were selected and received a questionnaire containing dimensions and factors. The data were analyzed using structural equation modeling. The model of effective factors in improving transcendent trust was created with 12 latent variables in two aspects, namely dimensions of transcendent trust (instrumental trust and axiological trust) and their determinants (including e-service quality, public affairs administration communication, accountability, cultural adjustment, legitimacy, online social media, civic engagement, Iranian-Islamic lifestyle, transparency, and citizens' satisfaction). The results indicated that transcendent trust in the municipality was not merely dependent on the functions of municipalities, but other contextual and environmental factors can also play roles in this equation. Therefore, the general authority of Tehran Municipality to the aforementioned background and contextual factors based on the influence of strategic components of the environment where social institutions and other actors operate and interact will generate the best outcome for municipalities to design a relatively comprehensive model in this field.

Keywords: transcendent trust, instrumental trust, axiological trust, tehran municipality, social Capital, institutionalism, Citizens' satisfaction
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Introduction and problem statement

Institutional trust is a part of the social trust circle, which means public trust and acceptance towards institutions in two spheres of governance (political system and governing institutions) and civic institutions. Improving citizens' trust in governmental and civic institutions can be undoubtedly very useful for creating cohesion and cooperation between citizens and governmental and civic institutions, reducing the gap between them, expanding the citizens' involvement and participation in political campaigns, and strengthening the popular support and legitimacy of institutions. The trust of people and citizens has a very high and strategic position in institutionalized political participation, building a real nation-state, and institutionalizing the legitimacy of the government and institutions. Without trust, the institutions lack an effective basis for attracting the cooperation of citizens at both governance, and civil and governmental levels and are likely to face civil disobedience [22].

Given the cultural and social developments, the Iranian society is in transition, and the investigation of trust in individuals, strata, and organizations is very important due to the importance of social trust in the social interactions of citizens in the last few years. The statistical findings related to social trust and public evaluations of values and norms prevailing in society inform us to some extent to detect this issue as a collective asset, which mainly shows the erosion and reduction of social capital in the form of the level of relationships and social trust. In the national survey of Iranians' values and attitudes, 1.5% of them had a very low trust, 13.5% had low, 31.6% had moderate, and 38.1% and 11.8% had high and very high trust in the government. In another research by the Institute of Social Studies and Research of the University of Tehran regarding trust building and participation of more than 12,000 people, the rank of trust in municipalities was 19 out of 23 organizations, meaning the lowest level of public trust in the municipality. In terms of public readiness to participate and help organizations, the municipality received the rank of 14 out of 16 among municipal organizations, indicating the lowest level of public readiness to help and participate with this organization [20]. Other studies indicated that about 80% of Iranian people believed that "they would not get their rights without money and nepotism" and "their trust in officials decreased over time compared to the years before the Iranian revolution" so that about 65.6% of the respondents "trusted in the officials of the institutions to a very low extent"; and only 22.35% and 55% of people had a lot of trust in courts, judges, and managers in organizations [6]. The results of studies indicated the institutional trust issue in Iranian society. It should be noted that the current status of the metropolis of Tehran, or the uncontrolled expansion of urbanization, the creation of new fields of employment and technology, drastic demographic changes, the transformation of the class structure, as well as extensive economic-social changes, social problems caused by traffic and air pollution, and the increasing interaction with people outside of kinship and the like have become the need to expand social trust in all levels and dimensions of urban life more serious, and on the other hand, the lack of traditional ties and the creation of new social ties have decreased social trust [5].

The most important problem in the metropolis of Tehran is that it is unclear that the municipality can gain the trust of people from all classes of life and this is the most important challenge of the municipality. In other words, whether the municipality can find ways to regain the trust of citizens to cooperate and actively participate in the implementation of their urban management plans?

Are the municipalities sufficiently ready to use participation and strengthen the citizenship spirit among the city's people? Does not this important issue require that the municipalities be more active and powerful than what they have been in recent years?

Do the citizens have the necessary facilities and conditions to participate in urban affairs and accept trust behaviors? Which group of urban residents is culturally and socially ready enough to be active citizens? Who can facilitate the right basis to acquire the resources and political and professional competence necessary to play the new role of the municipality? If such an affair is established, how and in what way can the municipality help strengthen this trust and double it by changing its structures, processes, culture, technology, and manpower? Given that there is often conflict between municipalities and activists or local activist groups, what relations should prevail between them? To investigate the way of building trust in citizens in the municipality, which is an important issue in this field, it is necessary to determine the variables involved in this regard and the type of relationship, and the extent of their effects on trust among citizens (as urban residents who benefit from urban management services) and the municipality. A review of research on institutional trust indicates a gap between internal and external studies. To explain institutional trust, a group of studies focuses on variables that pay attention to the output of social institutions (an institution-centered approach) and other studies mainly emphasize the roles of variables that do not monitor the institutional characteristics of society (a society-centered approach).

Even though both internal and external studies indicate the effects of moral and interpersonal factors such as generalized emotions, human communication, family socialization, religious beliefs, and the appropriate atmosphere

of public morality, and these variables are more frequent in both groups, the foreign studies pay more attention to the roles of institutions, institutional quality, and outputs affected by institutions. Among domestic studies, only two studies [12] specifically paid attention to the empirical investigation of the opposition of two approaches, society-centered and institution-centered. Therefore, it seems that trying to reveal the mechanisms of effects of both groups of institutional variables and the above underlying variables can be a priority for studies on social capital. According to the above-mentioned content, the basic question facing the municipalities and which the present study sought to answer was which factors played a more important role in explaining the creation of citizens' trust in Tehran Municipality: Institutional characteristics and quality of Tehran Municipality or characteristics related to the effects of social networks and relationships in society.

Theoretical bases and research background

The combined theory of Rothstein and Stolle [19], and Piotr Sztompka [28] was used in the theoretical framework of the present research according to the theoretical richness of various theories in the field of social trust.

According to Sztompka [28], expecting reciprocity requires action with trust that may lead to two types of perceptions:

Expecting to return something assigned to another and expecting loyalty and mutual trust [28]. According to Bernard Barber's view, there are different types of trust not only among individual actors but also among people and systems and even among multiple systems. In the most abstract state, we can see trust among institutions and organizations. Meanwhile, there are types of expected behavior that can be used as criteria from the minimum expectations to the highest expectations and in order from the weakest to the strongest risky predictions that can be classified into several types:

In the first type, we may expect only some useful features from the actions performed about others: regularity (order, coherence, and continuity), reasonableness (determining contexts, correct judgment on acceptable actions and discussions), and efficiency (capability, stability, unity and coherence, order, proper implementation, and effectiveness) [28]. Accordingly, when trust is based on instruments, it should be called instrumental trust.

The second type of expectations is more difficult and necessary, meaning that we may expect some moral characteristics from actions performed by others, including:

We expect some moral characteristics from the actions performed by others as follows:

1- We expect others to be morally responsible, that is, to act honestly and honorably and follow moral rules
2- We expect others to be kind, calm, and compassionate and deal with us in human ways
3- We expect others to be honest and trustworthy
4- We expect others to be fair and just

In general, when trust is based on moral expectations, it is called axiological trust.

The present study paid attention to two relatively separate axes of trust in the performance and service of the municipality to measure the citizens' transcendent trust in the performance of the municipality. Operationally, this set of expectations was examined in two groups: instrumental and axiological trust. These two types of trust complement each other and include minimum to maximum expectations. In a comparative view, it can be determined that instrumental trust is more important for citizens of Tehran than axiological trust.

There is a difference of opinion about the factors that lead to the transcendence of the level of institutional trust in citizens. Some researchers such as Uslaner, Fukuyama, Banfield, and Putnam adopted a society-centered approach and believed that the network of associations and intermediary organizations, which build a civil society, are the sources of trust [26]. Putnam, an expert in the society-centered approach, believes that the reciprocity norm and the existence of networks for individual civic engagement, which is called social capital, create and strengthen trust (ibid). Putnam explicitly emphasizes the achievement of institutional trust through building personal trust in civil partnership networks.

In the second approach, the institutionalists consider existing institutions in the society as an important factor in creating or destroying trust. The thinkers of this approach include Offe [15], Leonardi et al. [10], Rothstein and Stolle [19], Tarrow [30]. They believe that social trust should be examined in the field of official and legal institutions and does not arise independently of them. According to them, the citizens' ability to develop social trust is strongly affected by their institutions and policies. According to Rothstein and Stolle [19], the efficiency and justice of institutions are important for institutional trust. If citizens believe in their efficiency and justice, they trust others

more easily. Furthermore, citizens' evaluation of the performance of institutions, with which they interact, also affects their trust. Rather than asking what individuals or social networks build societies with abundant trust and social capital, institutional theory researchers prefer considering what kind of societies and with what institutions, people, or networks with high social trust are created. The present research compared the society-centered and institution-centered approaches in explaining transcendent trust.

The empirical research background

Mahmoud Sharepour studied the public trust in the police force based on the distinction between two main approaches: institution-centered and society-centered and explained the public trust in the police and reported that institution-centered social variables were more effective than individual variables and participation in voluntary associations, and social variables or factors related to fair and efficient governance. On this basis, the public attitude towards government actors and functions of public organizations greatly affect their assessment of the ability to trust the police [25].

Sardarnia et al. examined the effects of good governance and social capital on political trust [21]. Mansourian and Ghodrati examined the society-centered and institution-centered approaches and explained social trust to examine generalized and particularistic trust [12].

Delhey and Newton [3] conducted a comparative study on social trust in 60 countries and concluded that religion, social homogeneity, the lack of social gaps, economic wealth, social equality, and lack of corruption are important factors that strengthen social trust. Welch also reviewed the existing literature on altruism by emphasizing the relational aspect of trust. In their opinion, altruism and trust have similar origins. Examining the existing works in the sociological approach, they concluded that factors such as interaction, moral commitment, trustworthiness, social relations, cooperation, and familiarity created the trust and social capital in this tradition. Using the data of the global value survey, another research in South Korea found the significant effect of income inequality on social trust [8]. Eric Uslaner [31] conducted a study in America and reported the decisive effect of inequality on the reduction of social trust. The research by Fritage on the comparison of Switzerland and Japan also indicated that despite the difference between Switzerland and Japan in terms of people's moral attitudes, the level of life satisfaction, and the level of membership in voluntary associations, it appeared that there were relationships between social trust, education variables, the use of mass media, and global urban culture in both countries.

Bretzer [2] studied the relationship between political trust and social capital in Sweden. Robbins [18] studied "institutional quality and generalized trust" under which data were obtained from the World Values Survey by the World Bank, and their results indicated that there was a mutual positive relationship between generalized trust and institutional quality, and it was stronger than the relationship between public trust and institutional quality. Tamilina [29] conducted research titled "The impact of formal institutions on social trust formation: A social-cognitive approach" and found that the three mechanisms, punishment, legitimacy, and autonomy through official institutions, could directly or indirectly affect social trust. Sønderskov and Dinesen [27] conducted a study titled "Trusting the State, trusting each other? The effect of institutional trust on social trust" and indicated strong evidence about the effect of institutional trust on social trust, while social trust had a low effect on institutional trust.

Galluccio [4] found that trust in markets was driven by both social capital and institutions, and we could not rely on one and ignore the other.. Sechi et al. [24] conducted research titled "Perceptions of Institutions and Accumulation of Social Capital: Social Classification and Approach Based on Common Representation" and indicated that there was a positive and significant correlation between institutional perception and social capital.. The research background indicates that some domestic studies were based on the institution-centered approach, and some others focused on the society-centered approach. An important point is a gap of studies in Iran with a comparison of institution-centered and society-centered approaches, and the existence of few studies on this approach.

Research methodology

The research results were implemented through the mixed method in two independent qualitative and quantitative stages. Given the research onion model [23], the present research was developmental-applied in terms of its purpose, and thus the researcher sought to achieve a practical goal and the development of applied knowledge in the field of the subject and it was descriptive-survey and exploratory (non-experimental) in terms of nature. The survey means data collection that is performed with plans and maps as a practical guide to describe, predict, or analyze the relationships between independent and dependent variables.

To select dimensions of the conceptual model of the research from dimensions and determinants of transcendent trust presented in the research literature, a questionnaire containing 25 questions was designed with all dimensions and determinants of transcendent trust in different models by removing irrelevant dimensions and inserting the same dimensions with a total of 25 dimensions.

The present research was applied in terms of purpose since it designed the transcendent trust model in Tehran Municipality and it followed the philosophy of pragmatism due to focusing on the research questions. In the present research, the qualitative research method was used to identify components of the transcendent trust model according to the tasks, missions, goals, and underlying factors affecting the function of Tehran Municipality. The partial least squares (PLS) approach was used to complete the research process and confirm the results.

The present research was thus conducted in three stages: first, the content analysis of the research topic; second, the Delphi implementation in two rounds, and third, the test implementation. The first stage of the research examined and analyzed most of the books, articles, and resources available in the printed and electronic libraries in the field of research. The data collection tools and data included notes some of which were used to record the categories, dimensions, and components of transcendent trust.

In the second stage, the Delphi panel was selected using the purposive sampling method. The Delphi panel included active experts in Tehran municipality, and professors and faculty members in the field of public administration and familiar with the research subject. In the first round, 5 intra-organizational factors, including the quality of e-services, public affairs administration communication, cultural adjustment, accountability, and legitimacy, among determinants of transcendent trust had a mean higher than 5 and their upper and lower limits were more than zero and in the positive range; hence, the factors were introduced as the most important effective factors of transcendent trust in Tehran Municipality.

According to the results, among 10 underlying and extra-organizational factors, 5 factors, namely online social media, public transparency, civic engagement, citizens' satisfaction, and Iranian-Islamic lifestyle, had a mean higher than 5 and the upper and lower limits were more than from zero and in the positive range for these dimensions; hence, these dimensions were the most important dimensions of transcendent trust and were included in the validation stage.

It is worth noting that ten factors affecting transcendent trust (including 5 intra-organizational factors and 5 extra-organizational factors), which were agreed upon in the first round, were re-questioned in the second round, and the same experts were asked to give their final opinion about the results of the first round. Based on the results, the participating experts confirmed the results of the first round.

Furthermore, the mean standard deviation decreased from 1.22 in the first round to 0.46 in the second round. In the present study, the implementation of Delphi ended in the second stage. In the present research, Kendall's coefficient of concordance (W) was used to determine the agreement of the evaluation group. Kendall's W is a scale for determining the degree of concordance between several characteristics related to several people. Such a scale is especially useful in studies on the "inter-rater validity" and ranges from zero to one. If Kendall's coefficient is zero, there is no complete concordance, and if it is 1, there is a full concordance The final model of research was designed based on selected variables by the Delphi group. In addition to the variables in the research background, the variables proposed by the members and the variables considered by the researcher (mostly including the underlying factors of the society and city) were given to the group during the Delphi technique implementation.

Finally, the proposed model of research was designed as shown in Figure 1.

After the consensus of the elite panel about the effective indices in designing the transcendent trust model, the partial least squares method was used to test the initial research model. The face and content validity, convergent validity, and discriminant validity were used to determine the validity of the measurement model, and its reliability was calculated based on principal component analysis, Cronbach's alpha, and Dillon-Goldstein's value. Data were analyzed in SPSS and Smart PLS 3 at two levels of descriptive and inferential statistics. The structural equation modeling (SEM) and partial least squares (PLS), which focused on the variance between constructs, were used to test the questions. In the third stage of the research, a questionnaire containing 55 main items was designed to validate the model obtained from the qualitative part (intra- and extra-organizational), and sampling was performed based on indices of development of 22 districts of Tehran, including household growth rate, female employment rate, total employment rate, and income. The rank of District 3 in the north of Tehran was 1, the rank of District 8 in the center of Tehran was 16, and the rank of District 19 in the south of Tehran was 22; hence, these three districts could reflect the cultural and economic status of Tehran as the case study of the present research. Therefore, 475 questionnaires were distributed among the clients of Tehran Municipality in District 3 (high), 8 (medium), and 19 (low). 412 out of 475 distributed questionnaires were returned, and finally, data analysis, inferential review of data, and model validation were performed with 384 complete questionnaires.
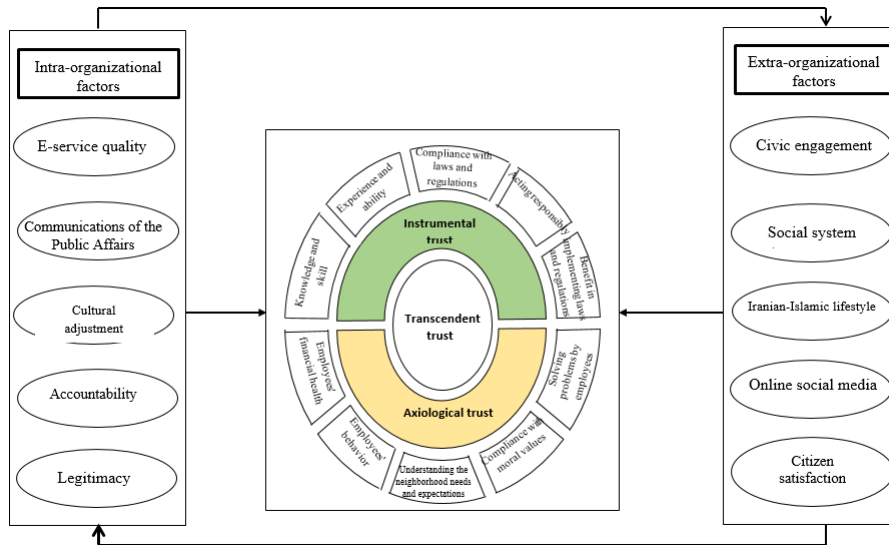
Figure 1: Proposed model of determinants of transcendent trust

Results

In response to the research questions, sub-questions were first answered, and then the main question using the confirmatory factor analysis.

Question 1. What are the most important determinants of transcendent trust in Tehran municipality?

The Delphi method was used to collect data from the qualitative section of research to detect the most important determinants of transcendent trust after a comprehensive review of theoretical and empirical bases. A qualitative research approach was adopted according to research background since each researcher examined certain aspects of transcendent trust and paid less attention to a complete and comprehensive model according to the research purpose, and domestic studies were often based on the literature review and less identified the components of transcendent trust in the urban management system. A total of 25 effective factors, including 13 intra-organizational factors, 10 extra-organizational factors, and 2 consequential factors were identified after extensive studies on library resources, documents, and texts related to the research literature and upstream documents. After two stages of the Delphi method, 12 factors (including 5 intra-organizational factors, 5 extra-organizational factors, and 2 consequential factors) were selected according to the group of experts so that various statistical methods were used to validate the model.

Only the second round of Delphi was considered in the investigation through inferential statistics in this research, and inferences were made based on the results and achievements of the round. The first reason was the comprehensiveness of the second-round questionnaire, and extraction of the final model was usually based on the results of the last Delphi round. On this basis, the analyses and inferences of this section were made entirely from the output of the second round of Delphi. In the Delphi method, it is necessary to establish three conditions in dimensions and items to reach the consensus and confirm the model. The first condition is a statistical mean higher than 5 on a 7-point Likert scale to show their importance. The second condition is that the standard deviation of less than 1.4 to show consensus in accepting the target option by the experts. The third condition is the statistical confirmation of the results of each choice. According to the table below, we can examine two conditions for the acceptance of consensus in the dimension and the factor considered as the most important dimension or factor.

The student's t-test was performed to fulfill the third condition; hence, the following statistical hypotheses were suggested.

Null hypothesis: The resulting mean is the same as the assumed mean.

Hypothesis 1: The resulting mean is not the same as the assumed mean.

The following table summarizes the results of the Student's t test:

The significance coefficient was less than the 5% error level for all factors and dimensions; hence, the null hypothesis was rejected and hypothesis 1 was confirmed in all cases. If the mean was higher than the hypothesis mean in cases, where hypothesis 1 was confirmed, the considered factor/dimension was included in the set of the most important factors/dimensions. Among the determinants of transcendent trust according to Tables 1 and 2, twelve factors, namely

Table 1: Descriptive analysis resulting from the Delphi technique

Dimension/Factor	Mean	Sd
Intra-organizational factors		
1- Competence	2.47	1.697
2- Legitimacy	5.21	0.871
3- Accountability	6.51	0.647
4- E-service quality	6.42	0.898
5- Benevolence	2.38	1.550
6- Education system	2.09	1.423
7- Public affairs administration communication	5.22	0.908
8- The organization structure	2.47	1.154
9- Cultural adjustment	6.74	0.742
10- Senior managers' knowledge and belief	2.28	1.413
11- Financial performance	2.87	1.807
12- Performance evaluation	2.99	1.645
13- Incentive and reward system	2.48	1.987
Extra-organizational factors		
14- Online social media	5.22	0.651
15- Citizen satisfaction	6.23	0.825
16- General transparency	6.05	1.018
17- Iranian-Islamic lifestyle	5.43	1.153
18- Evaluation of the quality of life	2.13	1.647
19- Civic engagement	5.67	1.011
20- Perceived justice	2.33	1.732
21- Citizens' training and education	2.74	1.554
22- Compiled laws	2.01	1.433
23- Efficient judicial institutions	2.87	1.718
Consequential factors		
24- Instrumental trust	5.54	0.651
25- Axiological trust	6.49	0.735

Source: A researcher-made scale based on the data test results

Table 2: The results of the t-test for the significance of the Delphi technique results

Dimension/Factor	Test value= 5				
	Coefficient			95% Confidence level	
	T-value	df	P-value	Lower Bound	Upper Bound
Intra-organizational factors					
1- Competence	-9.78	23	0.000	-3.26	-2.68
2- Legitimacy	11.32	23	0.000	0.73	1.21
3- Accountability	15.851	23	0.000	1.06	2.70
4- E-service quality	8.78	23	0.000	1.94	2.63
5- Benevolence	-13.20	23	0.000	-3.21	-2.73
6- Education system	-9.21	23	0.010	-2.60	-1.64
7- Public affairs administration communication	8.60	23	0.000	0.93	1.29
8- The organization structure	1.35	23	0.002	-0.65	-0.34
9- Cultural adjustment	20.54	23	0.000	1.03	1.36
10- Senior managers' knowledge and belief	-8.42	23	0.000	-2.40	-1.66
11- Financial performance	-10.40	23	0.000	-1.01	-1.86
12- Performance evaluation	-7.80	23	0.002	-1.54	-0.99
13- Incentive and reward system	-7.60	23	0.000	-1.03	-0.28
Extra-organizational factors					
14- Online social media	8.54	23	0.000	0.63	1.28
15- Citizen satisfaction	13.267	23	0.000	1.31	2.03
16- General transparency	14.02	23	0.000	0.91	1.78
17- Iranian-Islamic lifestyle	13.97	23	0.000	-2.32	-1.24
18- Evaluation of the quality of life	-11.46	23	0.000	-1.64	-2.69
19- Civic engagement	16.04	23	0.000	0.99	2.01
20- Perceived justice	-8.63	23	0.000	-0.78	-1.65
21- Citizens' training and education	-9.53	23	0.000	-2.02	-1.61
22- Compiled laws	-10.99	23	0.000	-2.29	-1.42
23- Efficient judicial institutions	-11.21	23	0.003	-1.62	-0.53
Consequential factors					
24- Instrumental trust	9.90	23	0.000	1.24	2.18
25- Axiological trust	13.97	23	0.000	1.04	1.74

Source: A researcher-made scale based on the data test results

e-service quality, public affairs administration communication, cultural adjustment, accountability, legitimacy, citizen satisfaction, online social media, public transparency, civic engagement, Iranian-Islamic lifestyle, instrumental trust, and axiological trust had a mean of higher than 5 and the upper and lower bounds of the dimensions were positive and higher than zero; hence, the factors were the most important effective factors of transcendent trust in Tehran municipality and were included in the validation stage.

Question 2: What is the type of relationships in the model of determinants of transcendent trust in Tehran Municipality?

The significance of the relationship between the research variables was evaluated after confirming the accuracy of the measurement model and the accuracy of the structural model.

Analysis of the effects of determinants of dimensions of transcendent trust (instrumental and axiological trust):

According to Tables 3 and 4, all 10 components of the research in the forms of intra-organizational and extra-organizational factors had significant relationships with dimensions of transcendental trust (including instrumental and axiological trust). With confidence level of 0.99 (P-value=0.000), we can claim that there were significant relationships between the e-service quality, public affairs administration communication, accountability, cultural adjustment, legitimacy, online social media, civic engagement, Iranian-Islamic lifestyle, public transparency, citizen satisfaction (independent variables) and components of transcendent trust (including instrumental and axiological trust) as dependent variables.

Table 3: The rates of correlation between the 10 components and instrumental trust

		Instrumental trust	E-service quality	Public affairs administration communication	Accountability	Cultural adjustment	Legitimacy	Online social media	Civic engagement	Iranian-Islamic lifestyle	Transparency	Citizen satisfaction
Instrumental trust	Spearman correlation coefficient	1.000	0.547**	0.532**	0.580**	0.549*	0.617**	0.414*	0.419**	0.447**	0.426**	0.465**
	Sig. (2-tailed)	0	0.000	0.010	0.001	0.010	0.000	0.010	0.000	0.010	0.001	0.000
	Number	383	383	383	383	383	383	383	383	383	383	383
*. Correlation is significant at the 0.05 level (2-tailed).												
**. Correlation is significant at the 0.01 level (2-tailed).												

According to Table 3, institutional legitimacy had the highest correlation with instrumental trust with a correlation coefficient of 0.617 and the online social media component with a correlation coefficient of 0.414 had the last correlation with instrumental trust.

Table 4: The rate of correlation between the 10 components and axiological trust

		Axiological trust	E-service quality	Public affairs administration communication	Accountability	Cultural adjustment	Legitimacy	Online social media	Civic engagement	Iranian-Islamic lifestyle	Transparency	Citizen satisfaction
Axiological trust	Spearman correlation coefficient	1.000	0.527**	0.520**	0.595**	0.570*	0.690**	0.535*	0.515**	0.548**	0.593**	0.614**
	Sig. (2-tailed)	0	0.001	0.010	0.000	0.000	0.000	0.001	0.000	0.001	0.0000	0.000
	Number	383	383	383	383	383	383	383	383	383	383	383
*. Correlation is significant at the 0.05 level (2-tailed).												
**. Correlation is significant at the 0.01 level (2-tailed).												

According to Table 4, institutional legitimacy with a correlation coefficient of 0.690 had the highest correlation with axiological trust, and the civic engagement with a correlation coefficient of 0.515 had the highest correlation with axiological trust.

Relationships between components using Spearman's test

This method is closely related to the correlation coefficient and is generally used simultaneously in studies. The internal relationship of the components should be measured to perform path analysis and determine the relationships

of the 10 components with transcendent trust. Therefore, Spearman's test was used again in Table 5 to find the relationships of indices.

Table 5: The rate of correlation between the 12 components of research

		E-service quality	Public affairs administration communication	Accountability	Cultural adjustment	Legitimacy	Online social media	Civic engagement	Iranian-Islamic lifestyle	Transparency	Citizen satisfaction
E-service quality	Spearman correlation coefficient	1.000**	0.560**	0.549**	0.372*	0.576**	0.479*	0.547**	0.286**	0.568**	0.560**
	Sig. (2-tailed)	0	0.000	0.001	0.070	0.000	0.010	0.000	0.126	0.000	0.000
Public affairs administration communication	Spearman correlation coefficient	0.560*	1.000**	0.492**	0.335	0.530**	0.590**	0.510**	0.143	0.527**	0.536**
	Sig. (2-tailed)	0.000	0	0.006	0.073	0.000	0.001	0.000	0.450	0.000	0.000
Accountability	Spearman correlation coefficient	0.549**	0.492**	1.000**	0.518**	0.526**	0.548**	0.527**	0.503**	0.586**	0.507**
	Sig. (2-tailed)	0.001	0.006	0	0.000	0.000	0.001	0.000	0.001	0.000	0.000
Cultural adjustment	Spearman correlation coefficient	0.372	0.335	0.518**	1.000**	0.529**	0.517**	0.533**	0.547**	0.404*	0.551**
	Sig. (2-tailed)	0.070	0.073	0.000	0	0.000	0.001	0.000	0.000	0.025	0.000
Legitimacy	Spearman correlation coefficient	0.576**	0.530**	0.526**	0.529**	1.000**	0.593**	0.537**	0.452*	0.524**	0.596**
	Sig. (2-tailed)	0.000	0.000	0.000	0.000	0	0.001	0.000	0.017	0.000	0.000
Online social media	Spearman correlation coefficient	0.479*	0.590**	0.548**	0.517**	0.593**	1.000**	0.585**	0.591**	0.568**	0.575**
	Sig. (2-tailed)	0.010	0.001	0.001	0.001	0.001	0	0.000	0.000	0.000	0.000
Civic engagement	Spearman correlation coefficient	0.547**	0.510**	0.527**	0.533**	0.537**	0.585**	1.000**	0.557**	0.572**	0.594**
	Sig. (2-tailed)	0.000	0.000	0.000	0.000	0.000	0.000	0	0.001	0.000	0.000
Iranian-Islamic lifestyle	Spearman correlation coefficient	0.286	0.143	0.503**	0.547**	0.452*	0.591**	0.557**	1.000**	0.505**	0.534**
	Sig. (2-tailed)	0.126	0.450	0.001	0.000	0.017	0.000	0.001	0	0.000	0.001
Transparency	Spearman correlation coefficient	0.568**	0.527**	0.586**	0.404**	0.524**	0.568**	0.572**	0.505**	1.000**	0.563**
	Sig. (2-tailed)	0.000	0.000	0.000	0.025	0.000	0.000	0.000	0.000	0	0.000
Citizen satisfaction	Spearman correlation coefficient	0.560**	0.536**	0.507**	0.551**	0.596**	0.575**	0.594**	0.534**	0.563**	1.000**
	Sig. (2-tailed)	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.001	0.000	0

Based on the data of Table 5, the results of Spearman's test for the internal relationships of the components indicated that the internal relationships of the components were significant in pairs. A general look at Table 5 indicated that there was a relative correlation between capacities with different confidence coefficients. According to the description and analysis of the rate of correlation of capacities, the most significant relationship was between institutional legitimacy and citizen satisfaction with a coefficient of 0.596 at a confidence level of 0.99% (P-value=0.000) and the lowest relationship was between the public affairs administration communication and Iranian-Islamic lifestyle components with a coefficient of 0.143 and a non-confidence level (P-value=0.450). After determining the existence of a significant relationship between research components as independent variables with transcendent trust as a dependent variable, changes in the dependent variable are predicted through the independent variables based on the structural equation model (PLS), and the path analysis model was used to examine the effect of each component on the dependent variable.

Measuring the effect of different dimensions on transcendent trust using the structural equation modeling (PLS path modeling)

Table 6 presents the results of examining the main and sub-questions of the research according to internal and external factors.

According to the results of Table 6, H_o is rejected and H_1 is confirmed in all cases, indicating that each of the intra-organizational factors (e-service quality, public affairs administration communication, accountability, cultural

Table 6: The output of path coefficients and the significance of research relations

Type of variable	Independent		Dependent	Impact coefficient (Beta)	T	P-value	Result
Main questions of the research	Intra-organizational	->	Transcendent trust	0.456	12.038	0.000	Confirmed
	Extra-organizational	->	Transcendent trust	0.273	9.140	0.000	Confirmed
Intra-organizational factors	E-service quality	->	Instrumental trust	0.381	9.469	0.000	Confirmed
	E-service quality	->	Axiological trust	0.431	11.763	0.000	Confirmed
	Public affairs administration communication	->	Instrumental trust	0.342	9.115	0.000	Confirmed
	Public affairs administration communication	->	Axiological trust	0.419	10.791	0.000	Confirmed
	Accountability to citizens	->	Instrumental trust	0.327	9.114	0.000	Confirmed
	Accountability to citizens	->	Axiological trust	0.369	9.162	0.000	Confirmed
	Cultural adjustment	->	Instrumental trust	0.311	9.054	0.000	Confirmed
	Cultural adjustment	->	Axiological trust	0.356	9.127	0.000	Confirmed
	Legitimacy	->	Instrumental trust	0.428	11.473	0.000	Confirmed
	Legitimacy	->	Axiological trust	0.493	12.226	0.000	Confirmed
Control variables	Gender (female)	->	Instrumental trust	0.048	0.450	0.317	Rejected
	Gender (male)		Instrumental trust	0.042	0.420	0.328	Rejected
	Gender (female)	->	Axiological trust	0.038	0.400	0.339	Rejected
	Gender (male)		Axiological trust	0.029	0.437	0.317	Rejected
	Age (young)	->	Instrumental trust	0.034	0.439	0.319	Rejected
	Age (middle-aged)		Instrumental trust	0.078	0.672	0.273	Rejected
	Age (old age)		Instrumental trust	0.013	0.293	0.519	Rejected
	Age (young)	->	Axiological trust	0.074	0.670	0.275	Rejected
	Age (middle-aged)		Axiological trust	0.064	0.591	0.279	Rejected
	Age (old age)		Axiological trust	0.065	0.590	0.277	Rejected
	Education (under diploma)	->	Instrumental trust	0.049	0.450	0.317	Rejected
	Education (diploma and associate degree)		Instrumental trust	0.044	0.419	0.327	Rejected
	Education (bachelor)		Instrumental trust	0.107	1.986	0.050	Confirmed
	Education (master and higher)		Instrumental trust	0.143	2.168	0.023	Confirmed
	Education (under diploma)	->	Axiological trust	0.076	0.671	0.274	Rejected
	Education (diploma and associate degree)		Axiological trust	0.074	0.670	0.275	Rejected
	Education (bachelor)		Axiological trust	0.121	2.043	0.034	Confirmed
	Education (master and higher)		Axiological trust	0.149	2.173	0.021	Confirmed
	Income level (low/very low)	->	Instrumental trust	0.028	0.436	0.322	Rejected
	Income level (medium)		Instrumental trust	0.084	0.674	0.271	Rejected
	Income level (high/very high)		Instrumental trust	0.157	2.179	0.017	Confirmed
	Income level (low/very low)	->	Axiological trust	0.017	0.295	0.518	Rejected
	Income level (medium)		Axiological trust	0.087	0.679	0.268	Rejected
	Income level (high/very high)		Axiological trust	0.073	0.667	0.274	Rejected
	Type of activity (public sector employee)	->	Instrumental trust	0.095	1.12	0.175	Rejected
	Type of activity (private sector employee)		Instrumental trust	0.025	0.431	0.323	Rejected

	Type of activity (other)		Instrumental trust	0.015	0.295	0.518	Rejected
	Type of activity (public sector employee)	–>	Axiological trust	0.093	0.677	0.269	Rejected
	Type of activity (private sector employee)		Axiological trust	0.057	0.453	0.314	Rejected
	Type of activity (other)		Axiological trust	0.019	0.298	0.512	Rejected
	Years of residence (less than 5 years)	–>	Instrumental trust	0.018	0.297	0.512	Rejected
	Years of residence (5 to 10 years)		Instrumental trust	0.025	0.431	0.323	Rejected
	Years of residence (more than 10 years)		Instrumental trust	0.006	0.110	0.758	Rejected
	Years of residence (less than 5 years)	–>	Axiological trust	0.033	0.439	0.320	Rejected
	Years of residence (5 to 10 years)		Axiological trust	0.008	0.112	0.750	Rejected
	Years of residence (more than 10 years)		Axiological trust	0.003	0.103	0.784	Rejected
Extra-organizational factors	Online social media	–>	Instrumental trust	-0.207	7.612	0.000	Confirmed
	Online social media	–>	Axiological trust	-0.235	5.103	0.001	Confirmed
	Civic engagement	–>	Instrumental trust	0.223	5.159	0.001	Confirmed
	Civic engagement	–>	Axiological trust	0.218	5.147	0.004	Confirmed
	Iranian-Islamic lifestyle	–>	Instrumental trust	0.259	7.391	0.000	Confirmed
	Iranian-Islamic lifestyle	–>	Axiological trust	0.263	7.695	0.000	Confirmed
	General transparency	–>	Instrumental trust	0.234	7.132	0.000	Rejected
	General transparency	–>	Axiological trust	0.267	7.218	0.000	Confirmed
	Citizen satisfaction	–>	Instrumental trust	0.271	7.234	0.000	Confirmed
	Citizen satisfaction	–>	Axiological trust	0.292	7.426	0.000	Confirmed

adjustment, and legitimacy) and extra-organizational factors (online social media, civic engagement, Iranian-Islamic lifestyle, citizen satisfaction, and transparency) affected the citizens' transcendent trust in Tehran Municipality.

It should be determined whether the effects of intra- and extra-organizational factors were equal on the citizens' transcendent trust in Tehran Municipality.

According to the values of the path coefficients which represent the standardized beta in the regression or the correlation coefficient of the two constructs, it is possible to determine and rank the effects of independent variables, which are the intra- and extra-organizational factors in this research, on the dependent variable (transcendent trust).

Tables 7, 8 and 9 present the rates of importance and prioritization of these factors according to dimensions of transcendent trust.

Table 7:   Path coefficient and effect size criteria to compare the importance of intra- and extra-organizational factors

Type of variable	Independent		Dependent	Path coefficient	Effect size (f^2)	Effect size based on Cohen's d	Rank
Main research questions	Intra-organizational factors	–>	Transcendent trust	0.456	0.539	Large	1
	Extra-organizational factors	–>	Transcendent trust	0.373	0.287	Medium	2

According to the data in the table above, the comparison of both path coefficient and the effect size of the f-value indicated that intra-organizational factors had larger effects on transcendent trust than extra-organizational factors. Therefore, more attention should be paid to intra-organizational factors to increase the performance of the municipal institution.

The intra-organizational factors include five different dimensions, each of which has a different effect and importance. Therefore, Table 8 presents the path coefficients and f^2 effect size values of these variables to better understand the difference in the effect size of these dimensions.

Furthermore, extra-organizational factors include five different dimensions with different importance and effect

Table 8: Path coefficient and effect sizes for comparing the importance of different dimensions of intra-organizational factors

Sub questions / Type of variable	Independent		Dependent	Path coefficient	Effect size (f^2)	Effect size based on Cohen's d	Rank
Intra-organizational factors	E-service quality	–>	Instrumental trust	0.381	0.294	Large	2
	Public affairs administration communication	–>	Instrumental trust	0.342	0.273	Medium	3
	Accountability to citizens	–>	Instrumental trust	0.327	0.256	Medium	4
	Cultural adjustment	–>	Instrumental trust	0.311	0.228	Medium	5
	Legitimacy	–>	Instrumental trust	0.428	0.519	Large	1
	E-service quality	–>	Axiological trust	0.431	0.524	Large	2
	Public affairs administration communication	–>	Axiological trust	0.419	0.511	Large	3
	Accountability to citizens	–>	Axiological trust	0.369	0.289	Medium	4
	Cultural adjustment	–>	Axiological trust	0.356	0.275	Medium	5
	Legitimacy	–>	Axiological trust	0.493	0.563	Large	1

sizes. Table 9 presents the comparative criteria.

Table 9: Path coefficient and effect sizes for comparing the importance of different dimensions of intra-organizational factors

Sub questions / Type of variable	Independent		Dependent	Path coefficient	Effect size (f^2)	Effect size based on Cohen's d	Rank
Extra-organizational factors	Online social media	–>	Instrumental trust	-0.207	0.173	Medium	5
	Civic engagement	–>	Instrumental trust	0.223	0.178	Medium	4
	Iranian-Islamic lifestyle	–>	Instrumental trust	0.259	0.211	Medium	2
	General transparency	–>	Instrumental trust	0.234	0.196	Medium	3
	Citizen satisfaction	–>	Instrumental trust	0.271	0.220	Medium	1
	Online social media	–>	Axiological trust	-0.235	0.190	Medium	4
	Civic engagement	–>	Axiological trust	0.218	0.179	Medium	5
	Iranian-Islamic lifestyle	–>	Axiological trust	0.263	0.231	Medium	3
	General transparency	–>	Axiological trust	0.267	0.237	Medium	2
	Citizen satisfaction	–>	Axiological trust	0.292	0.269	Medium	1

Question 3: Is this model suitable for examining determinants of transcendent trust in Tehran Municipality?

The measurement model was first validated to evaluate the measurement model. To this end, three methods of average variance extracted (AVE) (minimum 0.5), composite reliability (minimum 0.7), and Cronbach's alpha (minimum 0.7) were used, and there were often boundaries in each method in the values. According to Table 4, the composite reliability index was from 0.821 to 0.951 for the variables, indicating high reliability. The average variance extracted (AVE) index should be at least 0.5, and as presented in Table 4, this index was higher than 0.5 for all variables, and Cronbach's alpha coefficients were from 0.789 to 0.903 for all constructs.

The criterion introduced by Fornell and Larcker was used to examine the validity of the research model. This criterion indicates the relationship between a construct and its indices in comparison with the relationship of that

Table 10: The validity and reliability of research tools

Construct / Criterion		Factor loading	Cronbach's alpha	T-statistic	composite reliability (Dillon-Goldstein's rho value)	AVE
E-service quality			0.903		0.857	0.565
	Confidence	0.795		8.773		
	Access to the system	0.707		7.765		
	Security and privacy	0.747		8.193		
	Website design	0.735		8.133		
	Ease and proper location of electronic service offices	0.764		8.455		
Public affairs administration communication			0.832		0.869	0.623
	Interaction with citizens	0.810		8.667		
	Improving the citizens' attitudes	0.720		8.315		
	Education and development of citizens	0.804		8.551		
	Staff training	0.851		8.717		
Accountability to citizens			0.887		0.951	0.837
	Accepting responsibility for work results	0.917		12.843		
	Handling complaints	0.910		8.379		
	The impact of deputy services on the citizens' quality of life	0.891		8.439		
	Cooperation with regulatory bodies	0.361		1.121		
Cultural adjustment			0.833		0.914	0.733
	Identifying cultural-historical valuable textures	0.830		8.764		
	Preservation and restoration of religious places	0.896		8.947		
	Approving plans and models according to the Islamic-Iranian architecture	0.832		8.773		
	Coordination and adaptation of services with customs	0.877		8.834		

construct with other research constructs so that the acceptable divergent validity of a model indicates that a construct in the model interacts more with its indices than with other constructs. The Fornell-Larcker criterion is obtained in a way that the square root of AVE of a construct must be greater than the correlation of that construct with other constructs. Table 11 presents this criterion.

The correlation of the variables is reported in this matrix. The numbers on the main diagonal of the matrix are the square root of the mean average variance extracted. According to this criterion, if these values are more than their numbers beneath, the construct has good validity. Table 5 indicates that all constructs have good validity. The fit indices of R^2, Q^2, SRMR, NFI, $d - uls$, $d - g$, and X^2/df were examined to evaluate the internal (structural) model. Type II errors and R^2 were used to examine the measurement model and research hypotheses. Furthermore, the Stone-Geisser criterion (Q^2 correlation) was used in line with the quality of the structural models as presented in Table 12.

As presented in Table 12, the Stone-Geisser correlation coefficient was positive, indicating the fitness of the measurement model. After evaluating the classical observations, general observations are analyzed to evaluate the model, shown with fit values in Tables 13 and 14.

According to Table 14, all indices of the research indicate the model fitness.

The main question: What is the transcendent trust model of Tehran Municipality?

To answer the main question of the research, the analyses were performed using SmartPLS with the confirmatory factor analysis due to the multi-level nature of the model and the inability of software such as LISREL and AMOS to confirm the model and answer the main question. The results of Table 15 indicate cross-loadings. The highest factor loading for each index belonged to the construct of that index, and a lower factor loading was seen for the rest of the constructs, and each construct or latent variable had the highest factor loading from its related indices, and thus the latent variables of the model were sufficiently distinct from each other.

The final model of transcendent trust of Tehran Municipality
In response to the main questions and sub-questions of the research and according to the calculations, Figures 2 and 3 present the confirmatory factor analysis model after the corrections in the estimation of standard coefficients.
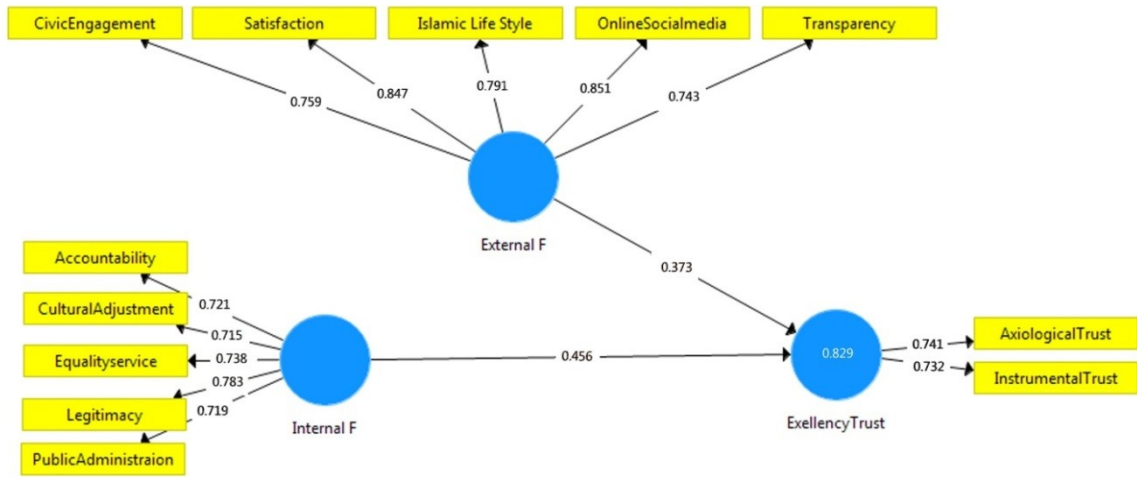
Figure 2: The structural model of the research in response to the main research questions along with the path coefficients and external loadings
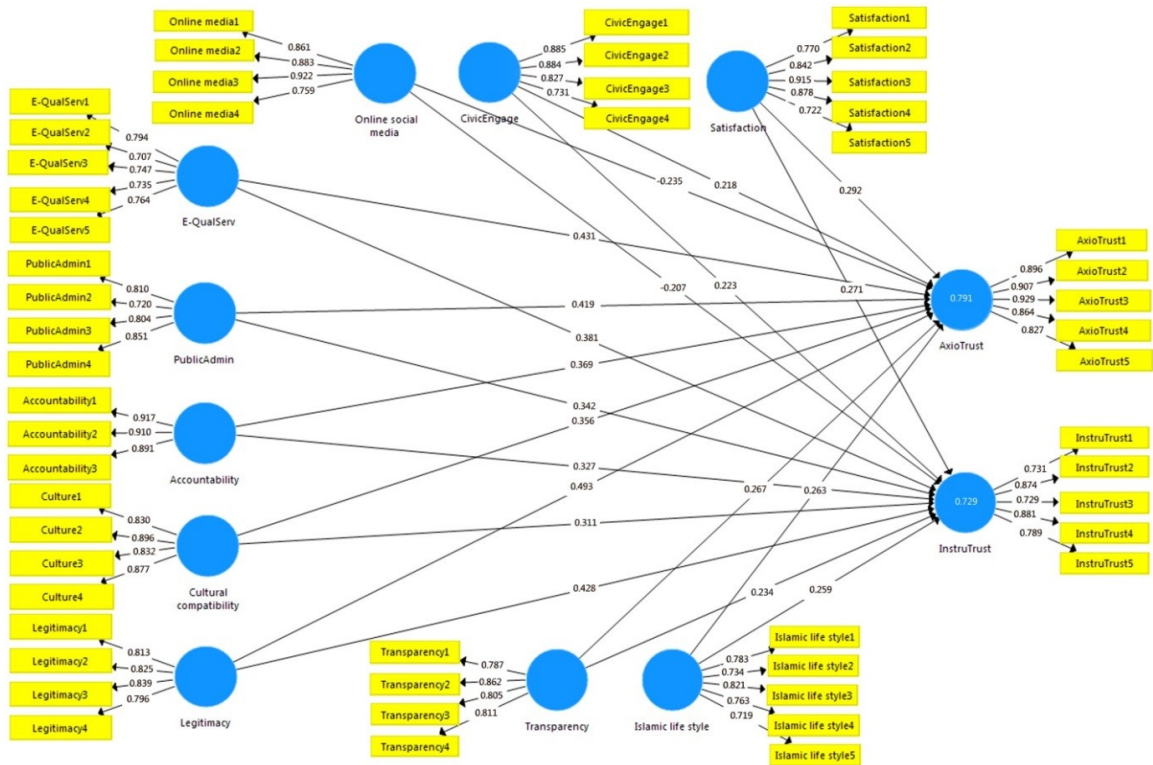

Figure 3: The structural model of the research along with the path coefficients and external loadings in response to the sub-questions of the research

Construct / Criterion		Factor loading	Cronbach's alpha	T-statistic	composite reliability (Dillon-Goldstein's rho value)	AVE
Legitimacy			0.895		0.921	0.743
	Discovering cases of corruption and imposing punishments	0.813		8.029		
	Equal implementation of the law for citizens	0.825		9.187		
	Lack of nepotism, lobbying, and ethnocentrism in the selection of employees and managers	0.839		8.249		
	Supporting citizens and vulnerable groups	0.796		8.033		
Citizen satisfaction			0.821		0.908	0.712
	Satisfaction with the urban landscape	0.770		7.707		
	Satisfaction with the urban physical status	0.842		12.267		
	Satisfaction with deputy services	0.315		8.451		
	Improving the quality and efficiency of the urban space	0.878		8.422		
	Renovation and reconstruction of urban distressed textures	0.722		7.124		
Online social media			0.789		0.943	0.812
	The diversity and extent of virtual space	0.861		8.526		
	The purpose of using virtual space	0.883		9.190		
	Type of using virtual space	0.922		10.342		
	Motivation to use virtual space	0.759		8.113		
Civic engagement			0.865		0.917	0.693
	Timely payment of renovation fees	0.885		8.139		
	Cooperation with local council assistant centers in maintaining and cleaning the city and neighborhood	0.884		8.421		
	Willingness to join local associations (charity associations, sports and recreation associations, religious boards, etc.)	0.827		7.649		
	Willingness to participate (voting) in council elections: city, neighborhood, and council assistant centers	0.731		7.915		
	Willingness to be a candidate in elections of councils, neighborhood, and council assistant centers	0.385		1.114		
Iranian-Islamic lifestyle			0.813		0.937	0.755
	Belief (performing) in religious duties	0.783		8.149		
	Attention to religious duties in the family	0.734		7.973		
	A sense of responsibility for society	0.821	8.433			
	Expressing religious identity	0.763		8.117		
	Religious participation	0.719		7.684		
General transparency			0.848		0.933	0.813
	Public access to information	0.787	8.215			
	The presence of commitment at high levels of society (responsibility in the judicial process)	0.811		0.824		
	Information dissemination	0.862		8.104		
	Accuracy of information	0.805		8.155		
Instrumental trust			0.827		0.878	0.640
	Knowledge and skill	0.731		9.179		
	Experience and ability	0.874		12.274		
	Benefit from the implementation of laws and regulations	0.729		12.325		
	Accountable behavior	0.881		8.516		
	Following the law and regulations	0.789		8.428		
Axiological trust			0.844		0.821	0.537
	Solving problems by employees	0.896		7.943		
	The employees' behavior	0.907		8.534		
	Understanding the needs and expectations of the neighborhood	0.929		7.989		
	The financial health of municipality managers and employees	0.864		9.167		
	Employees' honesty	0.827		8.123		

Source: A researcher-made scale based on the data test results

Table 11: Correlation coefficients and discriminant validity

	Accountability	Axiological trust	Civic engagement	Cultural adjustment	E-service quality	Instrumental trust	Iranian-Islamic lifestyle	Legitimacy	Online social media	Public affairs administration communication	Citizen satisfaction	General transparency
Accountability	0.753											
Axiological trust	0.407	0.776										
Civic engagement	0.322	0.542	0.837									
Cultural adjustment	0.406	0.433	0.341	0.746								
E-service quality	0.434	0.622	0.457	0.417	0.763							
Instrumental trust	0.453	0.657	0.456	0.454	0.605	0.807						
Iranian-Islamic lifestyle	0.497	0.517	0.327	0.416	0.547	0.563	0.838					
Legitimacy	0.500	0.693	0.418	0.361	0.633	0.678	0.542	0.821				
Online social media	0.415	0.667	0.483	0.412	0.548	0.609	0.533	0.617	0.846			
Public affairs administration communication	0.428	0.425	0.353	0.405	0.403	0.427	0.473	0.433	0.556	0.733		
Citizen satisfaction	0.519	0.563	0.542	0.412	0.602	0.651	0.557	0.777	0.643	0.481	0.867	
General transparency	0.510	0.698	0.523	0.527	0.557	0.597	0.503	0.681	0.583	0.447	0.687	0.807

** The main diagonal of the square root shows the average variance extracted (AVE)

Table 12: Q^2 criterion results for endogenous constructs

Research constructs	SSO	SSE	Q^2(=1-SSE/SSO)
Citizen satisfaction	832000	544108	0.346
Instrumental trust	576000	416277	0.277
Axiological trust	648000	476113	0.361
Transcendent trust	728000	492273	0.478

Table 13: Accuracy of fit indices and the research model

Index	Acceptable range	Observed value	Result
SRMR	Less than 0.08	0.052	Fit
$d - uls$	Less than 0.95	0.746	Fit
$d - g$	Less than 0.95	0.643	Fit
X^2/df	Less than 3	2.349	Fit
NFI	More than 0.09	0.921	Fit

Table 14: Coefficient of determination of the endogenous construct of the research model

Dependent variables	Coefficient of determination (R Square)	Adjusted Coefficient of determination (Adjusted R Square)
Citizen satisfaction	0.692	0.691
Instrumental trust	0.793	0.793
Axiological trust	0.719	0.713
Transcendent trust	0.741	0.740

Table 15: Cross loadings

External loads corresponding to each construct	E-service quality	Public affairs administration communication	Cultural adjustment	Legitimacy	Accountability	Citizen satisfaction	Online social media	Civic engagement	Iranian-Islamic lifestyle	General transparency	Instrumental trust	Axiological trust
EQS1	0.796	0.353	0.228	0.199	0.168	0.235	0.213	0.333	0.398	0.059	0.288	0.299
EQS2	0.708	0.457	0.417	0.337	0.278	0.307	0.226	0.245	0.443	0.107	0.398	0.326
EQS3	0.749	0.492	0.450	0.304	0.342	0.323	0.278	0.259	0.461	0.168	0.418	0.437
EQS4	0.743	0.490	0.521	0.392	0.133	0.321	0.341	0.205	0.437	0.408	0.545	0.417
EQS5	0.764	0.456	0.434	0.409	0.264	0.263	0.174	0.175	0.428	0.246	0.514	0.378
PAC1	0.469	0.811	0.541	0.518	0.493	0.338	0.389	0.266	0.369	0.503	0.308	0.592
PAC2	0.391	0.732	0.465	0.424	0.382	0.426	0.301	0.261	0.291	0.397	0.226	0.561
PAC3	0.209	0.809	0.185	0.259	0.197	0.280	0.183	0.285	0.210	0.287	0.389	0.309
PAC4	0.454	0.855	0.362	0.440	0.429	0.364	0.394	0.311	0.250	0.239	0.411	0.319
CUL1	0.543	0.537	0.830	0.572	0.500	0.403	0.387	0.287	0.266	0.280	0.509	0.301
CUL2	0.376	0.497	0.897	0.498	0.548	0.437	0.360	0.320	0.287	0.352	0.426	0.414
CUL3	0.427	0.479	0.835	0.515	0.563	0.482	0.373	0.244	0.245	0.365	0.455	0.362
CUL4	0.268	0.534	0.860	0.402	0.350	0.431	0.359	0.274	0.253	0.356	0.255	0.435
LEG1	0.185	0.396	0.462	0.805	0.205	0.284	0.227	0.157	0.136	0.243	0.143	0.40
LEG2	0.148	0.276	0.340	0.873	0.207	0.232	0.175	0.099	0.153	0.228	0.135	0.349
LEG3	0.427	0.145	0.168	0.859	0.478	0.549	0.590	0.423	0.358	0.401	0.419	0.541
LEG4	0.251	0.432	0.459	0.832	0.457	0.399	0.464	0.378	0.379	0.298	0.352	0.431
ACC1	0.099	0.404	0.443	0.355	0.918	0.263	0.346	0.183	0.172	0.090	0.270	0.307
ACC2	0.405	0.291	0.282	0.538	0.909	0.449	0.553	0.407	0.305	0.252	0.368	0.439
ACC3	0.419	0.383	0.433	0.513	0.889	0.534	0.583	0.431	0.298	0.278	0.436	0.480
SAT1	0.596	0.438	0.486	0.457	0.431	0.722	0.385	0.423	0.373	0.315	0.290	0.287
SAT2	0.496	0.299	0.408	0.333	0.498	0.917	0.295	0.295	0.232	0.226	0.319	0.406
SAT3	0.339	0.430	0.412	0.250	0.494	0.875	0.344	0.470	0.259	0.356	0.392	0.407
SAT4	0.262	0.316	0.375	0.272	0.297	0.848	0.263	0.344	0.266	0.319	0.248	0.191
SAT5	0.232	0.406	0.297	0.181	0.177	0.744	0.340	0.323	0.269	0.255	0.242	0.396
MED1	0.161	0.331	0.295	0.158	0.147	0.330	0.867	0.235	0.209	0.315	0.311	0.467
MED2	0.172	0.327	0.285	0.176	0.216	0.217	0.885	0.267	0.263	0.350	0.344	0.460
MED3	0.362	0.380	0.252	0.335	0.338	0.174	0.926	0.404	0.432	0.415	0.474	0.503
MED4	0.294	0.271	0.096	0.279	0.343	0.405	0.762	0.727	0.359	0.325	0.455	0.457
ENG1	0.361	0.256	0.143	0.285	0.243	0.374	0.330	0.880	0.296	0.381	0.337	0.447
ENG2	0.218	0.318	0.252	0.257	0.299	0.395	0.217	0.882	0.364	0.447	0.456	0.612
ENG3	0.331	0.321	0.217	0.486	0.376	0.370	0.174	0.825	0.426	0.436	0.525	0.497
ENG4	0.328	0.364	0.187	0.403	0.388	0.431	0.405	0.736	0.322	0.377	0.42	0.433
ISL1	0.306	0.330	0.187	0.377	0.369	0.405	0.374	0.634	0.786	0.440	0.496	0.522
ISL2	0.231	0.305	0.228	0.326	0.367	0.411	0.395	0.519	0.737	0.523	0.582	0.581
ISL3	0.277	0.385	0.209	0.403	0.285	0.396	0.370	0.555	0.826	0.482	0.575	0.594
ISL4	0.325	0.419	0.247	0.482	0.387	0.343	0.431	0.427	0.769	0.386	0.457	0.476
ISL5	0.309	0.415	0.208	0.458	0.474	0.359	0.405	0.259	0.720	0.419	0.503	0.518
TRA1	0.493	0.445	0.340	0.404	0.376	0.399	0.141	0.369	0.338	0.782	0.489	0.550
TRA2	0.335	0.495	0.432	0.223	0.463	0.532	0.467	0.327	0.511	0.764	0.339	0.451
TRA3	0.332	0.494	0.355	0.383	0.386	0.326	0.363	0.454	0.457	0.867	0.520	0.655
TRA4	0.331	0.506	0.311	0.396	0.389	0.323	0.343	0.552	0.529	0.806	0.493	0.601
INS1	0.429	0.578	0.334	0.523	0.498	0.530	0.359	0.526	0.391	0.502	0.896	0.547
INS2	0.426	0.574	0.345	0.592	0.440	0.529	0.399	0.408	0.471	0.556	0.906	0.511
INS3	0.217	0.551	0.379	0.576	0.398	0.367	0.326	0.380	0.372	0.534	0.927	0.317
INS4	0.428	0.499	0.263	0.527	0.377	0.391	0.323	0.389	0.484	0.597	0.866	0.487
INS5	0.439	0.528	0.313	0.533	0.429	0.293	0.530	0.439	0.534	0.509	0.827	0.606
AXI1	0.276	0.345	0.068	0.274	0.265	0.431	0.529	0.313	0.535	0.514	0.573	0.735
AXI2	0.499	0.540	0.254	0.488	0.463	0.300	0.367	0.441	0.354	0.331	0.648	0.873
AXI3	0.596	0.651	0.349	0.646	0.510	0.398	0.391	0.271	0.412	0.545	0.335	0.729
AXI4	0.413	0.455	0.244	0.457	0.421	0.397	0.293	0.405	0.302	0.580	0.650	0.881
AXI5	0.186	0.220	0.199	0.286	0.216	0.327	0.431	0.390	0.355	0.530	0.698	0.789

Conclusion

The present research indicated the complex nature of the relationship between trust and variables related to the quality of institutions and variables, which were not related to the institutional characteristics of society, in terms of two competing theories. The findings of the present study confirmed the first point of view (theories of institutionalists). The results were also consistent with research by Sharepour [25], Mansourian and Ghodrati [12], Sharepour, Fazeli, and Eghrarian [26], Rothstein and Stolle [19], Herreros and Criado [7], Richey [17], Robbins [18], Nannestad et al. [14], and Søderskov and Dinesen [27]. In these studies, the attitude towards the performance of institutions was a factor that affected the individuals' trust.

As explained, the results indicated that transcendent trust (instrumental and axiological trust) in the municipality institution was affected by intra-organizational and extra-organizational factors relating to municipal employees and officials. Furthermore, intra- and extra-organizational factors were confirmed as two determinants of transcendent trust (instrumental and axiological trust) because the t-statistics were 12.038 and 9.140 respectively at a 95% confidence level, and they were higher than the critical value of this statistic at the same level (1.96). Based on the results, the intra-organizational variable path coefficient on transcendent trust was 0.456 and the extra-organizational variable path coefficient on transcendent trust was 0.273. The comparison of both the path coefficient index and the f^2 effect size indicated that intra-organizational factors had a greater effect on transcendent trust (instrumental and axiological trust) compared to extra-organizational factors, but the rate of difference was almost negligible.

Based on the research results, creating, maintaining, and guaranteeing an acceptable level of transcendent trust are achieved in the light of establishing broad and constructive interactions with all pillars of society, especially people and social institutions. In other words, both social capital and institutions should be well integrated because they are interdependent and need mutual communication and support between the municipality and society. In interaction with society, the municipality needs to try to measure the views of different classes of people about the value expectations related to socio-cultural needs and a part of the citizens' safety needs, and use the results of this assessment in planning for the gradual engineering of social trust to increase and maintain the citizens' trust in the municipality. In this regard, the present results were consistent with the views of Mironova [13], Galluccio [4], Sechi, Tatarko, and Skilters [24], Kinghorn [9], Popa and Frison [16]. Institutional inefficiency is an important factor in reducing trust. If citizens evaluate the municipal institution as capable, they will trust it. Higher trust leads to more cooperation with the municipality. Understanding the effectiveness of the institutional performance of the municipality requires the municipal agents' efforts in improving the quality of municipal services. Furthermore, social networks are platforms for strengthening trust. Participation in voluntary associations increases emotional attachment, cooperation, and commitment to others and reduces social irresponsibility. The generalization of cooperation between citizens and the municipality is a consequence of the associational relationship. The municipality can facilitate the development of social networks and non-governmental organizations by helping and delegating part of its institutional duties to civic institutions. Therefore, confirming the role of extra-organizational factors on transcendent trust (instrumental and axiological trust) indicates that in addition to the factors related to the direct and desirable actions of the municipality, there are other underlying factors in the municipality and the urban management system, including online social media, civic engagement, Iranian-Islamic lifestyle, citizens' satisfaction, and public transparency that affect the level of trust in society in different ways. Depending on the conditions, indirect determinants of trust in institutions can sometimes play decisive roles in creating, forming, reducing, or increasing the level of individual trust in the municipality and the urban management system. Therefore, it should not be neglected that transcendent trust in the municipality is not purely dependent on the functions of municipalities, but other underlying and environmental factors can also play roles in this equation. Finding which factor has a greater contribution, weight, or effect may be different depending on the type of society, specific time and place conditions, historical conditions and circumstances, and the general culture of people, but it is important to consider these two groups of factors along with each other even though the effect of one group may be significant and the role of other factors may be lower.

Another point of the present research was that based on the teachings of the system theory, municipalities, as actors, are always in close contact with their public environment, interact with the surrounding environment, and are affected by it.

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