

TRUST: A PHENOMENOLOGICAL STUDY OF LEADERS AND VOLUNTEERS IN LDS SEMINARIES AND INSTITUTES

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ABSTRACT

The researcher conducted a qualitative study to develop a deeper understanding of how volunteers and leaders in the Seminaries and Institute (S&I) program of The Church of Jesus Christ of Latter-day Saints perceived trust between one another. Participants were coordinators and volunteer seminary and institute instructors from the US Southern Plains area of S&I. Data were collected from participant interviews and survey responses.

The researcher identified three overarching categories as relevant to volunteer perception of trust in coordinators: effective teaching, helpful and discouraging training, and genuine or self-serving administering. Further the researcher identified three overarching categories as relevant in recognizing the way coordinators perceived they were trusted by volunteers: superior teaching, implementation of coordinator instruction, and maintaining relationships.

The findings of this study have implications for coordinators and volunteers who labor within the S&I organization. One glaring finding of this study was that the antecedents of trust, namely ability, benevolence, and integrity, were more readily perceived among volunteers and coordinators who had personal, informal communication with each other.