Figure 1. Phases of the Research and Scale Development.

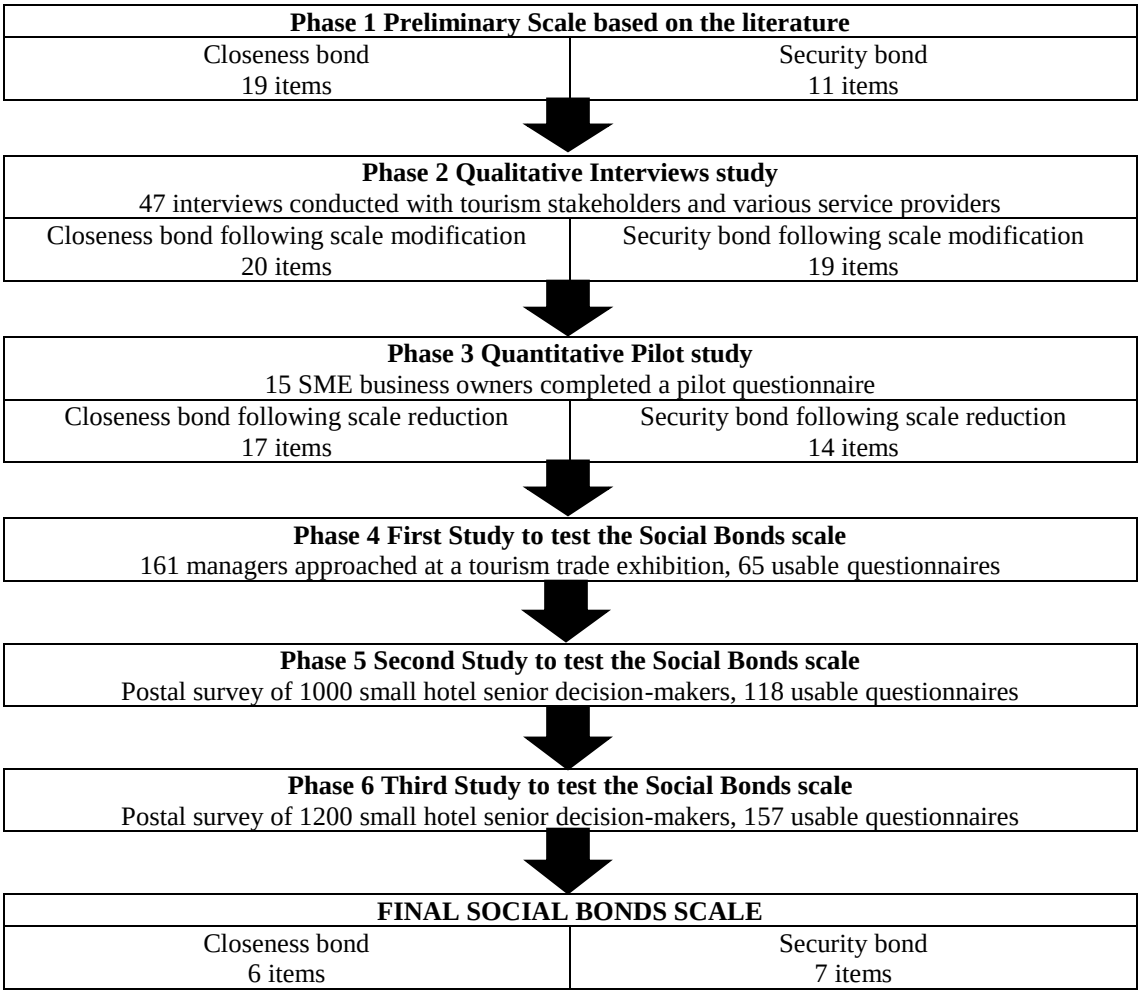
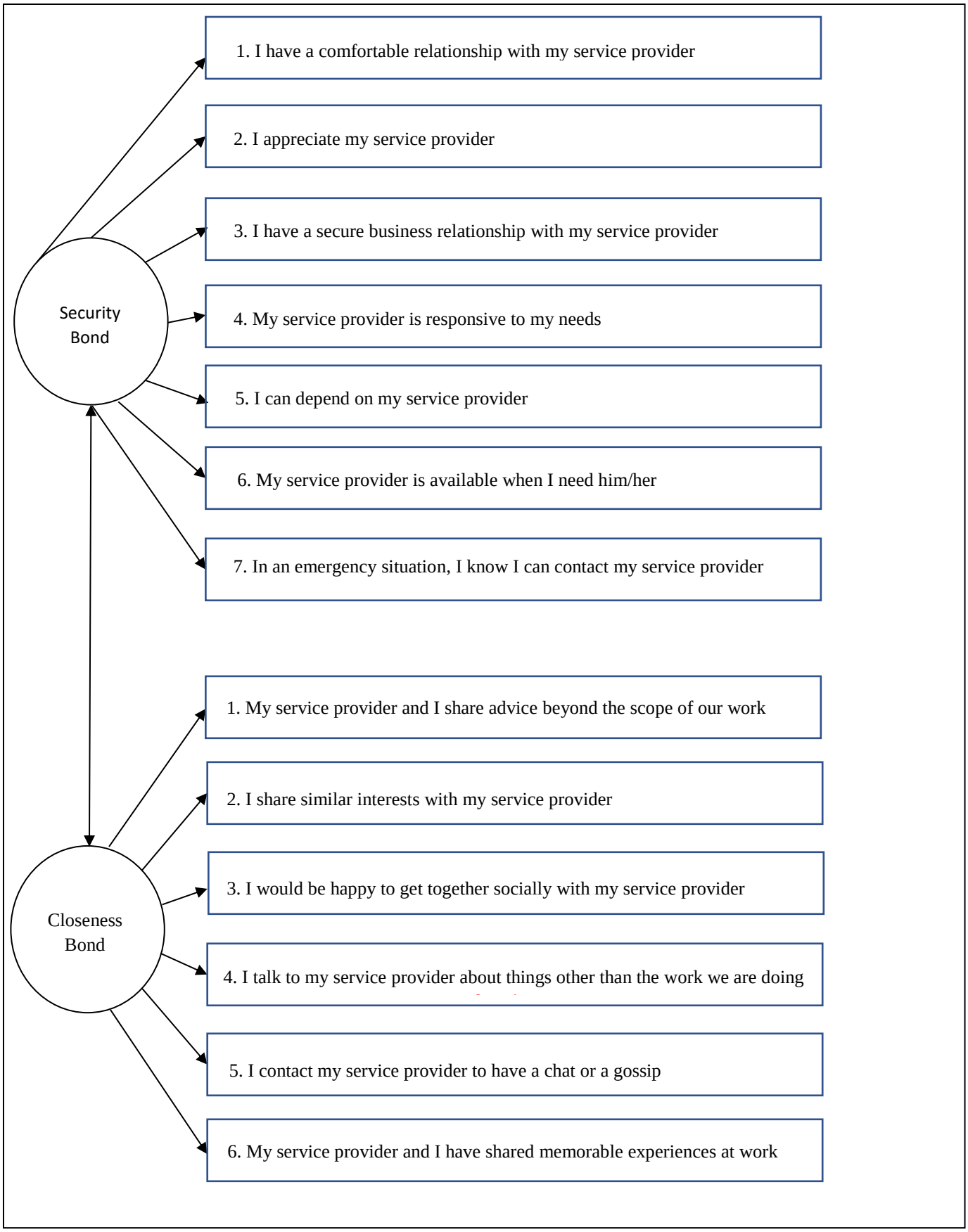


Figure 2: Model of Social Bonds


Security Bond
1. I have a comfortable relationship with my service provider
2. I appreciate my service provider
3. I have a secure business relationship with my service provider
4. My service provider is responsive to my needs
5. I can depend on my service provider
6. My service provider is available when I need him/her
7. In an emergency situation, I know I can contact my service provider
Closeness Bond
1. My service provider and I share advice beyond the scope of our work
2. I share similar interests with my service provider
3. I would be happy to get together socially with my service provider
4. I talk to my service provider about things other than the work we are doing
5. I contact my service provider to have a chat or a gossip
6. My service provider and I have shared memorable experiences at work