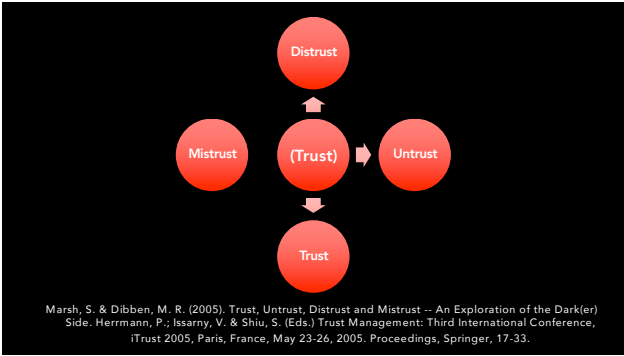
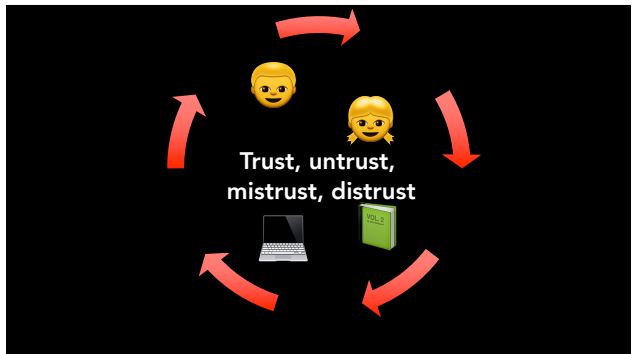
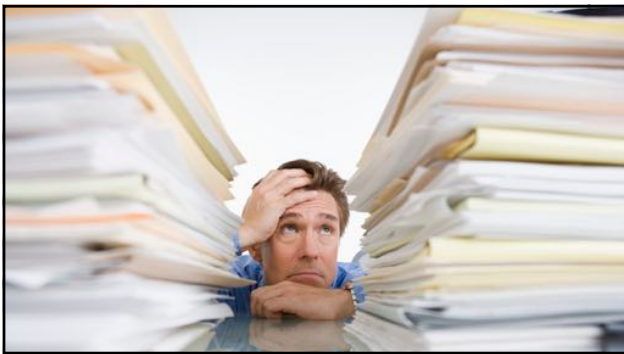
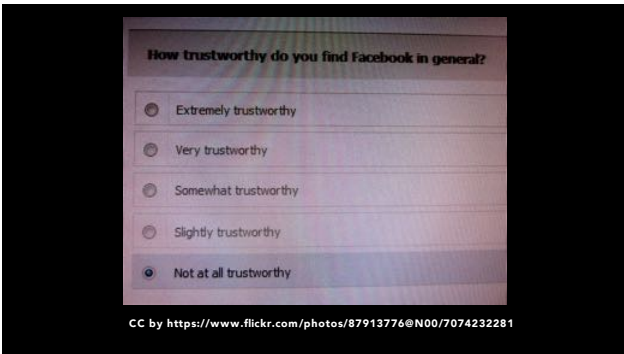


Distrust, mistrust, untrust and information practices

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components
systemic processes
environment

I have "enormous **trust** on the researchers [...] they all are professional actors and because of the [commercial] competition [between contractors] a failure in managing [archaeological] finds or late reporting can lead to that they will be excluded from the forthcoming tenders"
Interviewee "Rostov"

Bagration [had lost his confidence on the current standard procedures of conserving metal artefacts] **"The current conservation procedures of iron artefacts do not work! On this matter I have managed to scare the [institution] in [municipality], that's how it is. [...] Iron needs to be conserved again in five years."**

Ok, so what?

trust, distrust, mistrust and untrust are parallel processes that co-exist with different and not only contradictory implications for information practices.

combinations of trust, untrust, distrust and mistrust compensate for and sanction each other.

feelings of trust, untrust, mistrust and distrust to components and processes more clearly articulated than to (distant) environment.

**trust=progressive
untrust=conservative**

**mistrust as a positive impetus
for proceeding alternative
information practices.**

**problematic untrust:
not knowing what to
do, adhocacy**

Luhmann, N. (1979). Trust and power. Chichester: Wiley.

**Luhmann was right!
(and more)**

**untrust, distrust, mistrust and
trust are all strategies of
reducing complexity.
But in different ways.**

**key takeaway:
focus not only on trust but
also on mistrust, distrust and
untrust.**

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