

## Güven ya da Sosyal Sermaye Nedir?: Konya Sanayi Bölgesinde Sahip/Yöneticiler Üzerine Bir Araştırma

## What Is The Trust Or Social Capital?: A Measurement About Owner/Managers In Konya Industrial Area

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### ÖZET

Ülkelerin ekonomik değerlerinin oluşumu kadar bu değerlerin oluşumuna ilişkin toplumsal değerlerin niteliği ile insanlar ve kurumlar arasındaki bağlar da önem kazanmaktadır. Artan refah düzeyinin nitelikli bir hale gelmesi ve bireylerin güven unsurundan yola çıkarak paylaşım amacını belirlemesi, toplumsal hedeflere ulaşmayı kolaylaştırmaktadır. Bu bağlamda bireylerin topluma bakış açıları, kurumlar ile olan ilişkileri ve birbirlerine duydukları güven ağ ilişkilerinin hangi düzeyde olduğunun tanımlanmasını sağlayacaktır. Her bir bağ sayısı ve sayının niteliği güven algılamasının anlaşılmasına da yardımcı olacaktır. Yapılan çalışmada öncelikle anılan değerleri içeren sosyal sermaye kavramının kavramsal çerçevesi belirlenmeye çalışılmıştır. Daha sonra, bu kapsama bağlı olarak sosyal sermaye kavramının merkezinde olan ağ ilişkileri ele alınmış ve sosyal sermayenin temel unsuru olan güvenin ne anlama geldiği irdelenmiştir. Ortaya konulmaya çalışılan kuramsal yapının uygulama karşılığı için öncelikle sosyal sermayenin ölçümüne ilişkin çalışmalar incelenmiştir. Bu çalışmalardan da yararlanılarak Konya'da faaliyet gösteren sanayi işletmelerinin sahip yöneticileri ana kütle olarak tanımlanmış ve 120 işletme sahip/yönetici ile yüz yüze anket yöntemi kullanılarak sosyal sermayenin Konya için anlamı ölçülmeye çalışılmıştır.

**Anahtar Kelimeler:** Sosyal sermaye, Güven, Konya, Sahip/Yönetici, Sanayi  
**Çalışma Türü:** Araştırma

### ABSTRACT

The bounds between the enterprises and people gain importance as much as formation of countries' economical values and the quality of social values related to formation of economical value. In this context, point view of the individuals to the community, their relations with enterprises and trusting each other will provide determining the level of their network relations. Every link number and the qualitative of the number will also assist understanding the perception of the trust. Firstly framework of social capital concept which encloses the values mentioned previously was tried to be determined. Later by depending on this enclosure, the network relations which are in the center of social capital concept were handled and the meaning of trust which is the basic component of the social capital was explicated. According to Bourdieu, intensity and endurance of the conjunction is very important. Social capital represents the whole of real and potential sources depending on owning communication nets for a long time. However, according to Coleman, social capital is a concept that explains how people succeed in working together. According to Coleman social capital represents a source. Because social capital also contains reciprocity expectations and it's beyond any individual to enclose wider communication network where the relationships are managed with high trust. Coleman has described the social capital apart from humanistic and physical capital whose profit is belong individuals, as a kind of perfect public capital which can be used by every element of the structure and not as a capital which can be used by only the creators of it. According to Putnam social capital is the property of social life and it provides collaboration for the participants like communication networks, norms and trust in order to sustain shared things. Primarily the studies on the measurement of the social capital were examined for the application equivalent of the social structure which is tried to be introduced. By also benefiting these studies the owner managers of the industry enterprises operate in Konya were defined as main mass and significance of the social capital for Konya is tried to be measured by using a face to face inquiry method with 120 enterprise owner/manager. The survey was carried out on middle and top level managers with firm partners and owners of the enterprises operate in industrial zones in province center of Konya. There are 2376 enterprises in 98 small industrial estates. 38 of these are in the center of Konya and others are in all Konya. 1410 industrial enterprises of 1685 operate effectively in the center of Konya. 1225 enterprises were studied as a main mass. It was presumed that the managers of the enterprises operate in Konya namely the target mass may have the same features with the ratio of 90%, trust interval of the results have been wanted to be 95% and 0,05 was taken as a sampling mistake. Since the number of individuals in the target mass is known, sampling volume was determined by the following formula. At the application stage of this study a survey has been carried out related with measurement of social capital in the context of industry enterprises operate in Konya. Survey method was used in this research. Investigations were made in three parts based on "social networks", "trust" and "relations" which were defined by Putnam as the instruments of social capital. Results of research; Konya are reliable, and they admitted that people think about their comfort before anything else. The reasons can be explained by economical problems. When the social capital increases also the economical development increases, economical development will increase the quality level of relations and provide national development.

**Key Words:** Social capital, Trust, Konya, Owner/Manager, Industry  
**The type of research :** Research

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## 1. INTRODUCTION

With a clear expression, a social capital is the complementary of existing and potential sources related with relationships net formed by correlative acquaintanceship relations in less or more amounts. In the other words it is being a member of a group that provides safety to the members. These groups might be expressed with the general names like family, class and association (Bourdieu 1983).

According to Bourdieu, intensity and endurance of the conjunction is very important. Social capital represents the whole of real and potential sources depending on owning communication nets for a long time. However, according to Coleman, social capital is a concept that explains how people succeed in working together. According to Coleman social capital represents a source. Because social capital also contains reciprocity expectations and it's beyond any individual to enclose wider communication network where the relationships are managed with high trust. Coleman has described the social capital apart from humanistic and physical capital whose profit is belong individuals, as a kind of perfect public capital which can be used by every element of the structure and not as a capital which can be used by only the creators of it. According to Putnam social capital is the property of social life and it provides collaboration for the participants like communication networks, norms and trust in order to sustain shared things (Field 2006). According to Putnam when the trust and social networks developed, individuals, companies, neighborhoods and even all the nation will develop and be successful (Schaik 2002). And the main element of social capital, trust, relationships within the organization is the fundamental glue holding together (Yilmaz 2005)

As it's seen concept of social capital has many different definitions. But the basic value mentioned in this concept is "trust" relation. The person's feelings of trust and belief to the group bring altruism and honesty. Basic elements of social capital concept include the sources mentioned below (Anonymous 2004);

- Social resources; like unofficial arrangements between trust groups or neighbors.
- Common resources; like aid groups, credit and scholarship societies, public health projects.
- Economic resources; like employment ratio
- Cultural resources: libraries, local schools, art centers etc.

In this context by starting from said basic resources, three dimensions must be known in order to understand, evaluate and shape the social capital (Özdemir 2006):

- Structural Dimension: It expresses the relationship structures between people or units. Network structures, qualitative of the connections, relationship forms are the interest of this dimension.
- Relational Dimension: It tells personal kind of relations which were developed by interaction between people. Trust, norm and values are considered in this dimension.
- Cognitive Dimension: It examines whether the people who are in the social network developed a common understanding or approach. Common language, a shared vision, stories, common identity are important elements of this dimension.

### 1.2. Networks as a basic element of social capital.

Official and unofficial networks take place in the center of social capital concept. These are the whole of people's interaction with each other in the family, friend groups, neighborhood relations, official and private meetings, work places or local groups. In recent years "networks" are categorized in different types according to their features (Harper 2002);

- Bonding Social Capital: It is a social capital formed by the strong relationships of family members, neighbors and ethnic groups.
- Bridging Social Capital: It is a social capital that depends on relations like farther and less intensity friendships or business friendships.
- Linking Social Capital: It is a social capital consists of volunteer organizations and relationships limited by the activities like social works.

A report that helps measuring the life quality in Turkey was issued for the European Union Commission by European Foundation for the Improvement of Living and Working Conditions which is

centered in Dublin in 2006. According to the report the corner stone for socialization for Turks is residence and family is the most important association for Turkish people. 89 % of the people in the survey visits their friends or a family at least once a week, 96% demands assistance in an illness, and 81% had said that “I borrow money from my family in need” (Lüle 2007). These data show the importance of bonding social capital for Turkish people. Differences of social networks may have different importance according to people and positions. For example bonding social capital is very important in childhood, old age or the subjects related with health. But bridging social capital may be more important for a person who is looking for a job. Besides, as it is emphasized in the publications of the World Bank, taking part and working in social associations and volunteer works in the other words a high linking social capital has great importance for the social prosperity in developing countries (Harper 2002).

The number of non-governmental organizations which can be considered in the context of linking social capital is very less when compared with Europe and America. Turkish people are afraid of being organized and do not prefer taking place in any civil or democratic mass organizations as a result of bad heritage from terror years. According to a report prepared from data of Ministry of Internal Affairs Department of Associations, the areas where Turkish non-governmental organizations are effective is expressed like: They are creative and flexible, volunteerism increases, international relationships develop, the sense of being pressure group and forming public force increase. When the associations were examined in terms of their activities; there are 20051 fraternal associations in the name of citizenship, retired, tradesman, labor, employer, official, graduated, mukhtar (village headman) and woman fraternal associations in the first rank. And in order there are 15583 school associations, 14403 organizations for building and sustaining mosques and Quran courses, and there are 9881 sports associations in Turkey and these forms 63% of total associations (Anonymous 2007).

## 2. TRUST FOR SUSTAINABILITY AND EXISTENCE OF SOCIAL CAPITAL

Besides networks and norms social capital is a concept depending on trust relation. But the trust can be identified both as a result of relations people relations and a dynamic fact changing according to daily work and life experiences with cultural and moral values. According to Fukuyama (1995) trust is a basic subject emerging in many kinds of social relations and it was summarized like this: “If people of an enterprise trust each other, the cost of work will be lesser (Schaik 2002).” In a society where the sense of trust is developed the organizational activities will be able to be healthier and related with this the organizational innovations will be able to be more successful. Because a high sense of trust will show itself in every kind of social relationship. Contrary to this the organizations consist of people who do not trust each other will be a kind of system with official rules and arrangements. Moreover in some situations the system will force them to act appropriately to its rules by using repressive methods. The legal mechanism taking the place of trust in the community encloses the component which is named as “operation cost” by economists. In the other words, the common lack of trust in the community is added as a kind of tax to all economic activities (Börü 2001). At this point the interaction of social capital in the other words the trust between people with economic development appears. The data taken from the answers to the question “Generally, do you think the people you do not know are reliable or do you think being deliberate to others in your relation?” asked to measure the trust each other in OECD countries and non-OECD countries by Knack and Keefer (1997) is presented in Table 1, and the map display was presented in Table 1.

**Table 1.** General trust conditions of people in some countries

OECD	% Trust	OECD	% Trust
Norway	61,2	Austria	31,8
Finland	57,2	Belgium	31,2
Swedish	57,1	Germany	29,8
Denmark	56,0	Italy	26,3
Canada	49,6	France	24,8
Australia	47,8	Portugal	21,4
Holland	46,2	Mexico	17,7
Switzerland.	46,2	<b>Turkey</b>	<b>10,0</b>
USD	45,4	<b>OECD (on the outside of)</b>	<b>% Trust</b>
England	44,4	Indian	34,3
Island	41,6	South Africa	30,5
Japan	40,8	Argentina	27,0
Ireland	40,2	Nigeria	22,9
Korea	38,0	Chile.	22,7
Spain	34,5	Brasília	6,7

As it is understood from the data, while there is no economic problem in the countries where there is high trust, economic crises happen often in the countries like Turkey, Brazil and Argentina where trust ratio is low. And this indicates that the countries which lost or could not establish confident conditions in their home; accordingly the countries having lack of social capital have problems in economic development (Karagül 2002). Researchers advice especially developing countries increase their social capital level over a degree by investing on education since they do not need money or person capital but social capital. It is emphasized that illegality, bribe and cartelization can only be prevented by treatment of social capital (Mercan, Halıcı 2005). Naturally this situation creates a correlative interaction. While lack of trust affects the relationship between people, the society having economic problems can not be expected to rely on each other and in this situation a high social capital can not be hoped. Thus with the lack of trust in community the intervention of contender governments to the rules is needed (Heral 2006).

In the report of Eurobarometer Turkey 2004 issued by Representation of the European Commission to Turkey, Turkish people rely on the government 80%, military 89%, religious associations, parliament, and justice over 60%. While people rely on the press lesser, political parties and syndicates are the least trustable. In the studies of Fidrmuc and Garxhani (2004) made to measure the social capital in micro level a more detailed portrait was drawn for Turkey. According to study based on Eurobarometer of candidate countries to EU, the average number of civil organizations (including religious associations) which the citizens of Turkey take part in actively is 0.42, and Turkey is in the 23. rank in 30 countries. The same study expresses that the number in the EU countries is 0.91 and in candidate countries it is 0.54. The highest number is in Sweden where people join at least 2 civil organizations (Erdoğan 2005).

### 3. SOCIAL CAPITAL MEASUREMENT

As Freynman said “ I wanted to do a degree in Physics, because the problems of social sciences are more difficult (Narayan, Cassidy. 2001)” measuring in social sciences is very difficult and evaluating is hard because of commentable output. Measuring and evaluating can be complex as the concept of social capital is abstract. There are different areas which can be used in measuring the social Capital. The level of trusting people, volunteer organizations, political parties, associations and clubs etc., membership ratios of the non-governmental organizations are main evaluation areas.

The World Bank has developed a list which can be used in measuring the social capital. According to this main “social capital indicators” are listed in order below (Anonymous 2005);

**Table 2.** Social Capital Indicators

<b>Democracy,</b>	<b>Voter presence</b>
Bribe Ratio,	Taking part in local associations
Independence of the courts,	Taking part in social activities
Strikes, student movements, protests,	Authorization, presentation power ratios
Number of Prisoners per 100,000 people,	Neighborhood-locality connections
The degree of trusting government and syndicates,	Family and friendship connections,
Credit use,	Work connections,
Personal freedom,	Tolerating the difference

When we evaluate these elements the basic items forming the social capital can be considered in three groups like this: “trust”, “norms-responsibilities”, and “social networks with membership”.

Six courses of social capital which was grouped with the characters of the questions presented in the study of measuring the social capital by a poll that was supported by the World Bank are like these below (Grootaert 2004);

i. Groups and Networks: This category is completely combined with social capital. The questions related with this category are for investigating the amount of family members’ joint to different social organizations and non-official groups. It investigates the consistency of their group and method of leader determining as well.

ii. Trust and Cooperation: There are important amounts of question related with trust in the international studies. These questions aim measuring the level of trusting neighbors, foreigners and units providing service and how it changes.

iii. Common actions and Cooperation: This category aims investigating the cooperation of house member with other members in case of crisis and in common actions.

iv. Informing and communication: Finding the knowledge has reached to an important place for the poor in developing. The questions related with the communication aim measuring the qualitative and frequency of the relations with the poor.

v. Social Integration and Inclusion: The questions asked to find out the similarities and differences of the values which form the groups are evaluated in this group. Thereby structure and managing elements of the group are tried to be shown.

vi. Authorization and Political Actions: Individuals have been authorized as the control of enterprises can be measured and they can affect the process of development. The questions in this part aim finding happiness, personal demands of the group members and their capacity of affecting the general political results or local events.

It is possible to rank the studies made on measuring the social capital like these (Hopkins 2002; Inglehart& Baker 2000; Sudarsky 1999):

- World Values Survey: This survey was first carried out in 1981 by collecting inputs from 43 countries by Ronald Inglehart and his friends. In the survey the role of cultural factors in economic and political development was tried to be solved. Social capital was studied mainly in this survey and trust level of the people and their joining to the groups were considered. Knack and Keefer aimed to measure social capital and trust levels in 29 countries in 1997. The questions “Are you a member of different organizations and associations?” and “Do you take part in these organizations actively?” are two basic questions about the membership ratios to the organizations. Inglehar (1997) could not find a correlation between economical growing and membership to the organizations. Nevertheless he has found that this relationship differs in the different levels of economical development. According to this, in the countries where the national income per capita is over 8300 dollars, the correlation of the ratio of total membership to 16 kinds of organizations was negative. In less developed countries with less than 8300 dollars per capita the correlation is positive. As a result of this, the result supported the thesis of Putnam and it was introduced that the membership of volunteering organizations has made a positive effect in the first steps of economical development.

- New South Wales Surveys: Onyx and Bullen (1997) aimed to see the effect of countries in the studies of creating civil society in their survey which was carried out to measure the social capital. They have tried to find the answers to the eight questions from social capital in five loyalties in Australia. These eight areas are “participation in local government, activity in social networks, sense of trust, neighborhood relations, family and friends relations, tolerating the difference, life values and work relations. As it is seen in the factors there are some about administration. By this it was aimed to measure the quality of interaction with state and administration organizations.
- Social Capital Barometer, Colombia: John Sudarsky who has been in the World Values Survey did an experimental survey in two fields in Colombia in 1999: Social capital and faith in unvalidated source of information. By doing factor analyses studies he determined eight directions about social capital: institutional trust, civil participation, partnership and correlative relations, horizontal relations, hierarchy, social control, civil republicanism, political participation.
- The index of national civil health organization (USA): It is a social capital evaluation consists of five factors. It was done due to decrease in civil movements in the USA. The content of the index is: political studies (participating in elections, voting, writing petition etc.), trust, membership to organizations, security and crime, family stability and honesty.
- Narayan and friends: They have made a survey that encloses all the factors of the other surveys and this survey deals with the subjective values needed for personal development. This survey is named Global Social Capital Survey. All the factors related with social capital were considered in this survey and a poll was prepared consists of questions about social capital. The factors enclosed by this survey are; group features, general values, togetherness, daily social relations, neighborhood relations, volunteer actions and trust.

#### **4. MEASURING THE SOCIAL CAPITAL OF INDUSTRY ENTERPRISES OPERATING IN KONYA IN THE CONTEXT OF THEIR OWNER/MANAGER.**

The surveys which are done to measure the social capital have quite different survey titles. Because of this we have limited the social capital measuring in the context of managers in the industry of Konya province, and their perspectives are tried to be examined just for Konya province.

According to information from the Directorate of Associations in Konya, there are 1598 social, 166 cultural, 148 sports associations in Konya. Because of internal migration, citizenship associations and associations for building and sustaining mosques are top ranked associations. Besides this, in the counties of Konya there are 14 associations in Ahırlı, 10 in Akören, 83 in Akşehir, 11 in Altınekin, 111 in Beyşehir, 17 in Bozkır, 8 in Çeltik, 33 in Cihanbeyli, 64 in Çumra, 4 in Derbent, 14 in Derebucak, 42 in Doğanhisar, 13 in Emirgazi, 136 in Ereğli, 10 in Güneysınır, 17 in Hadim, 8 in Halkapınar, 45 in Hüyük, 75 in Ilgın, 32 in Kadınhanı, 190 in Karatay, 36 in Kulu, 305 in Meram, 58 in Sarayönü, 342 in Selçuklu, 119 in Seydişehir, 9 in Taşkent, 3 in Tuzlukçu, 4 in Yalıhüyük, 28 in Yunak (Anonim, 2007a). According to 2000 housing statistics of Turkish Statistical Institute in terms of number of households by ownership status of housing unit; total number of households is 444.354, 325.093 are owner, 92.201 tenant, 7624 lodgement, 16308 not owner but not paying rent (DİE, 2007). According to this data Konya has the highest ratio (73%) among İstanbul, Ankara, İzmir and Bursa. This is a very high ratio as the average of whole Turkey is 68% and it is a good indicator in the context of economy. The people with less economical anxiety will be more successful in forming communal trust consequently social capital.

##### **4.1 Determining the sampling capacity for the survey**

The survey was carried out on middle and top level managers with firm partners and owners of the enterprises operate in industrial zones in province center of Konya. There are 2376 enterprises in 98 small industrial estates. 38 of these are in the center of Konya and others are in all Konya. 1410 industrial enterprises of 1685 operate effectively in the center of Konya. 1225 enterprises were studied as a main mass. It was presumed that the managers of the enterprises operate in Konya namely the target mass may have the same features with the ratio of 90%, trust interval of the results have been wanted to be 95% and

0,05 was taken as a sampling mistake. Since the number of individuals in the target mass is known, sampling volume was determined by the following formula.

#### 4.2 The aim, methodology and hypothesis of the survey.

The main aim of this survey is, *evaluating the social capital values in Konya in the context of enterprise managers or owners in Konya industry.*

The studies of social capital measurements carried out in many countries are dealt with in the second section. By starting here, survey which was used the most was decided as the method of the study. In the social capital measurement survey all the parts of social capital are tried to be mentioned. In the preparation stage, the studies “Social Capital: A Standard Method of Measurement” published in Germany by Svendzen and Hjollund (2000) and “The Measurement of Social Capital in The USA” published in London by Hudson and Chapman (2002) were used in the survey. The survey includes questions about general sociability, trust between people, human relations and trust in the region, trust to associations, participating the networks, participating the civic duties and demographic structure. In order to determine the sampling mass the method of stratified sampling was used, and sub-sampling masses were determined according to operation fields of enterprises. Face to face and online data gathering stage was completed. The data were analyzed by trust analyze, factor analyze, variation analyze and t test statistically and the results were evaluated.

The hypothesis used in the survey which was based on the hypothesis of recent studies was adapted to the industry of Konya. According to this, hypothesis was created by considering the questions of the survey of the three parts of the social capital. The first question of the survey is about the ratios of participating the volunteer organizations, the 2, 3., and 4. are about the ratios of trusting people and organizations, 5., 6., and 7. are about participating local networks, relations with close surrounding and ratios of doing the duties of basic citizenship. According to this the main and sub hypothesis are created as below.

Ht: High amount of membership of the managers of industry enterprises operate in Konya to the volunteer organizations, high ratio of trusting people or associations, high ratio of participating in local networks and doing the duties of citizenship increases social capital level of Konya positively.

H1: The managers of industry enterprises operate in Konya participate in volunteer organizations highly and this increases the qualitative of the social capital.

H2: A high level of trusting people and associations of the managers of industry enterprises operate in Konya provides forming a positive social capital.

H3: The increase in participating the local networks and doing basic citizenship duties of the managers of the industry enterprises operate in Konya affect the social capital positively.

#### 4.3 Analyzing and Examining Finds of the Survey

The sampling volume for the application of the survey was determined and then in order to gather fine input, application of the survey was made by method of face to face interview and electronic mail with enterprises more than 20% of sampling volume. The survey was sent to 148 enterprises by e-mail, 78 enterprises filled the survey and sent it back but 70 enterprises did not response it. In addition to this 49 inputs were gained by delivering the survey to the enterprises. 127 surveys were evaluated and analyzed with “SPSS 12.00 for Windows” program.

127 managers participated in the survey. 110 of them are male, 17 are female. Education levels, age intervals, and living period in Konya of the participants are presented in Table 3. According to the survey 43% of them have a university degree, 50.4% are 34-45 years old. And 64.6% of the participants have lived in Konya for more than 20 years.

**Table 3.** Demographic structure of the managers in the survey

Education Level	Person	Age intervals	Person	Duration of life in Konya	Person
Primary School	24	18-24	3	1-5 years	3
		25-34	30	6-10 years	12
Vocational School	46	35-44	64	11-15 years	19
University	57	45-59	28	16-20 years	11
		60 and over	2	21 and more	82

### 4.3. Membership in Voluntary Organizations and Social Value in Konya Industry

The answers of managers for the question of “For how many voluntary organizations are you a member? and what are their qualitative?” are presented .

**Table 4.** Membership ratios and qualitative of associations according to membership of the managers in Konya industry

Code	Associations	Membership number	Membership ratio (%)
1	Farmer or Labor Associations	5	3,9
2	Trade Unions or Business Groups	24	18,9
3	Cooperatives	10	7,9
4	Woman associations	1	0,8
5	Official Finance and credit associations	10	7,9
6	Political associations-Parties	18	14,2
7	Youth associations	8	6,3
8	Religious associations	22	17,3
9	Cultural Associations	9	7,1
10	Neighborhood or citizenship associations	15	11,8
11	Family associations	5	3,9
12	School Commissions	10	7,9
13	Health Commissions	1	0,8
14	Water or waste associations	1	0,8
15	Sport Clubs	24	18,9
16	Civil Organizations	9	7,1
17	Occupational associations	39	30,7
18	Chamber of commerce-industry	79	62,2
98	Other Organizations	4	3,1

It was observed that the managers are the members of at least one organization. We can accept H1 sub-hypothesis from these values and it can be said that “ high amount of participation of managers of industry enterprises in Konya to the voluntary organizations increase the qualitative of social capital in Konya”. Besides, when the qualitative of the organizations are considered, the result has an important effect in terms of forming linking social capital. In the results evaluated by frequency analysis it is seen that the highest ratio for the membership is 62.2% for the chamber of commerce and the chamber of industry. Membership to occupational organizations is second with 30.7% and commercial organizations and business groups are third with 18.9%. By the help of these outputs we can say that the memberships of the managers are related with their professions. Furthermore membership ratios of sports clubs, religious associations, political associations-parties, neighborhood and citizenship organizations which are not related with business are partly high. Since the managers take part in business organizations it can be thought that they give importance to benefiting. When the ratios of membership to sports clubs and religious associations considered we can think that they gain importance socially. When the qualitative of the community is examined, the effect of high level of membership to religious organizations to the social capital positively or negatively is not clear. At the first sight it can be thought that participating the religious organizations may affect forming social networks positively but when the image of Konya



considered, they will create a configuration and an intensifying and they may affect social capital negatively.

#### 4.4. Trusting People, Enterprises in Konya Industry And Social Capital

The results of question “Generally would you say that most people can be trusted or that you need to be very careful in dealing with people?” that is used to measure their trusts for the people that they do not know are presented in Chart 4.3 and 4.4.

**Table 5.** How much do the managers trust people?

Value	Number of answers	Ratio (%)
1. Most people can be trusted.	63	49,6
2. Don't know	11	8,7
3. Need to be very careful	53	41,7
Total	127	100,0

While the answer of “most people can be trusted” has a ratio of 49.6%, the ratio of “need to be very careful” is 41.7%. The ratio of the first question is higher but there is no statistically deep difference according to results of t test ( $\bar{X} = 1,92$ ;  $p > 0,05$ ).

**Table 6.** Statistical trust analysis of the managers in Konya industry for the people

Judgment	Average	Standard Deviation	One sampling t test
Generally do you think that most of the people can be trusted or need to be careful?	1,92	0,95	0,35

(i) n= 127 ; (ii) One sampling t test; test value ; 2

According to the results of one sample t test, since the average value is close to “don't know” answer, a definite result could not be reached for Konya industry. Because of this some evaluations were made according to gender, level of education and age interval. The results related with gender are presented in Table 7.

**Table 7.** Statistical trust analysis of the managers in Konya industry for the people in terms of gender

Gender	Participation number (n)	Average	Standard Deviation	Two Ind. sample T test p value
1. male	110	1,85	0,95	0,045
. female	17	2,35	0,93	

There is a meaningful statistical difference between the trust levels of males and females. When the average values are considered it can be said that female managers are more careful in trusting people. The ratios of trusting people that they do not know for the male managers are close to hesitant but they are higher than the ratios of female managers.

When these values are considered in terms of female managers who work in the male dominated industry conditions, we can reach the result of female managers should behave carefully and strictly in order to get promoted or save their positions. When the ratios of trusting unknown people considered in terms of education level the results occurred as in Table 8.

**Table 8.** Statistical trust analysis of the managers in Konya industry for the people in terms of educational level

Educational level	F value	P value
Between groups	1,089	0,34
In the Group	1,012	0,44

When the values are composed according to education levels and evaluated by the analysis of one way variance, education level does not for a meaningful difference in trust level as  $p > 0.05$ . When it is evaluated in terms of age, the values are in

**Table 9.** Statistical trust analyses of the managers in Konya industry for the people in terms of age factor.

Age interval	average	Stan. Deviation	p value
25-34 ve 35-44 Age	1,76	0,95	0,003
25-34 and 45-59 years old	1,64	0,87	0,001

(i) n= 127 ; (ii) One sampling t test; test value ; 2. ; (iii) KMO ve Bartlett tests: meaningful.

When the 25-34 and 35-44 age group managers are compared, it is observed that 25-34 age group managers behave more serious but 35-44 age group generally trust people more ( $\bar{X}=1,76$ ;  $p>0,05$ ) than the other group. While the 35-44 and 45-59 age group managers don't form a statistical difference between each other, it can be said that 45-59 age group trust people more than 25-34 and 45-49 groups ( $\bar{X}=1,64$ ;  $p>0,05$ ). As a result of evaluation according to their ages, when the managers grow older they trust people more than younger ones. By starting here, the difference between male and female managers and the difference between age groups can be explained with similar reasons. Since the young and inexperienced managers afraid of making mistake and losing their positions they are careful with their relations. But when we think the fact that the 25-34 age group managers have grown in apartments lonely just opposite of 35-44 and 45-59 age group managers, it can be said that young managers are weak in forming social capital.

The question “ Do you think that people who live around you can trust each other when they are borrowing or lending, leaving their children to each other and wanting aid when they are ill?” which aims to measure the trust levels of people living in a small area. The answers are presented in Table 10

**Table 10.** Trust levels of the managers in Konya industry for the people around them.

Value	Respond Number	Ratio (%)
1. Very reliable	19	15
2. Acceptably reliable	65	51,2
3. I Don't Know	20	15,7
4. Uncertain	23	18,1
5. Definitely Uncertain	0	0
Total	127	100,0

As a respond to this question 51.2% people said “quite trustable”. According to results of t test ( $\bar{X}=2,37$ ;  $p>0,05$ ). the respond was certified (Table 11) According to this the opinion of trusting people around ratios are very high. This is a positive and important value in terms of forming social capital. But high ratio of trusting people who are close to them and low ratio of trusting people in outer environment can be resulted with grouping and vicious circle.

**Table 11.** Statistical analyses of trust levels of the managers in Konya industry for the people around them

Judgment	Average	Stan. Devi.	One sample t test p
Do people in your locality trust each other in lending, borrowing, leaving their children and wanting help when they are ill	2,37	0,94	0,021

(i) n= 127 ; (ii) One sampling t test; test value ;3; (iii) Friedman two-way Annova test; meaningful.

In Table 12 evaluations are made in terms of gender but there is no important statistical difference in ratios of male and female managers in trusting people living in a closer environment.

**Table 12.** Statistical analyses of trust levels of the managers in Konya industry for the people around them in terms of gender

Gender	Participation Number (n)	average	Standard Deviation	Independent two sample t test P value
male	110	2,31	0,94	0,065
female	17	2,76	0,97	

(i) n=127, (ii) 1= Very reliable and 5 Definitely Uncertain.

The most important factor of forming near surrounding is living period in Konya. The managers who have lived in Konya for more than 21 years trust people more than the managers who have lived in Konya for less than 21 years ( $\bar{X}=2,23$ ;  $p>0,05$ ). According to this result, a long period of living in Konya increases the level of trusting people living in near surrounding (Table 12). This is an important factor because it increases the acquaintance of people and quality of relationship. Since the definition of the social capital depends on acquaintance of people and the results have important effects in forming social capital. Because 65% of the managers have lived in Konya for more than 21 years

**Table 13.** Statistical analyses of trust levels of the managers in Konya industry for the people around them in terms of life duration in Konya

Life Duration	Participation Number (n)	average	Standard Deviation	Independent two sample t P value
6-10 Years	12	2,92	1,16	0,027
21< Years	82	2,23	0,96	

n= 127; (ii) One sampling t test; test value =3. ; (iii) KMO ve Barlett tests: meaningful.

Two estimations were met when the social capital was evaluated in terms of trust dimensions. Even though the managers trust people whom they do not know with the level of hesitancy they trust people that live nearby with very high level. In this case H2 hypothesis can be accepted and it can be said that “The managers of industry enterprises operate in Konya trust people and associations highly and this provides formation of positive social capital in Konya”.

**Table 14.** Trust levels of the managers in Konya industry for the associations

Associations	Average	Stan.Dev.
a. Religious associations	2,26	1,09
b. Armed forces	2,24	0,88
c. Education system	3,36	0,83
d. media	4,03	0,65
e. Chambers of commerce-industry	2,16	0,70
f. The police	2,20	0,83
g. The parliament	2,67	0,94
h. Non-governmental organizations	2,98	0,90
i. Social Security System	3,40	0,80
j. European Union	3,18	0,98
k. United nations	3,35	0,99
l. Health system	3,56	0,67
m. Justice system	3,17	1,09

(i) n=127, (ii) 1= Very reliable and 5 Definitely Uncertain., (iii) KMO and Bartlett tests: ( $K^2 = 528,026$  and  $p<0,05$ ).

When the average values are considered, we can say that the trust ratio of managers for the media is very low. Beside this, health system, social security system, education system, United Nations, European Union, and justice system have lower trust ratios than the average. But trust for chamber of industry-commerce, the police, armed forces, religious associations have higher ratios than the average. The parliament and non-government organizations are at the level of hesitance. It was observed that the trust values and the organizations that they take part in have nearly the same structure. This value is an

important result to form a social capital. Providing trust in the organizations that they take part in will affect the relation quality and the social capital. When the most affiliated organizations are industry and commerce chambers, again these organizations are the most reliable organizations according to the results. Trust ratios of the religious associations and affiliation with them have similar levels. In addition to this trusting armed forces and the police with high levels can be explained with the idea of protecting the situation and providing the security. The level of trusting education system is low and this can be commented as there are many educated unemployed around and the managers can not find enough qualitative work forces. The trust for United Nations and European Union is very low according to the survey and this can be explained by jaundice and lack of knowledge.

**Table 15.** Evaluating trust levels of the managers in Konya industry for the associations in terms of age interval

Associations	Age interval	Average Difference	P value
Chambers of commerce-industry	18-24 and 25-34	1,27*	0,009
	18-24 and 35-44	1,62*	0,012
	18-24 and 45-59	1,70*	0,011

(i) n=127, (ii) 1 Very reliable and 5 Definitely Uncertain., (iii) p=0,05

The levels of trusting associations were tested by one way variance analysis according to age intervals and it was observed that trusting chambers of commerce-industry has formed a statistical meaningful difference. When 18-24 age groups and 25-34 age groups compared, 25-34 age group managers trust ( $\bar{X}=2,40$ ;  $p>0,05$ ). chambers of commerce-industry with a higher level than 18-24 age groups. Again 35-44 age group managers ( $\bar{X}=2,05$ ;  $p>0,05$ ) and 45-59 age group managers ( $\bar{X}=1,96$   $p<0,05$ ), trust chambers more than 18-24 age groups. According to these results, older managers have high levels of trust to chambers. When the ratio of memberships for the voluntary organizations and the trust levels for these organizations compared, feeling high levels of trust also increases the membership for these chambers. There is no meaningful difference for other organizations according to age groups. When we have a look at the average values; 35-44 and 45-59 age group managers trust religious associations and the police with high levels, 25-34 age group managers trust armed forces and non-governmental organizations with high levels, 45-59 age group managers trust the chambers of industry-commerce with high levels. Trust levels for the organizations in terms of education level were presented in Table 16 .

**Table 16.** Trust levels for the organizations in terms of education.

Associations	Education level	Difference of the Averages	P value
Religious associations	Primary school and University	-0,72*	0,013
The police		-0,55*	0,011
The parliament		-0,75*	0,001
Chambers of commerce-industry	High and University	-0,40*	0,008

(i) n=127, (ii) 1 Very reliable and 5 Definitely Uncertain., (iii) p=0,05.

The trust levels for the associations were examined by one way variance analysis in terms of education level and education groups forming statistical meaningful difference were presented in Table 16. According to this the managers graduated from primary school ( $\bar{X}=1,85$   $p<0,05$ ), trust religious associations, the police and the parliament with higher levels than the managers graduated from university. When the trust level for the chamber of commerce compared, a statistical difference occurred between the managers with high degree and managers with university degree, and the trust levels of the managers with high degree for the chamber of commerce and industry ( $\bar{X}=1,97$   $p<0,05$ ), became higher. When the survey examined in terms of age there is no meaningful difference in the levels of trust for the other organizations.

#### 4.5. Participating in Networks, quality of the relationships and Social Capital in Konya Industry

From the questions which were asked to measure the level and participation in networks and norms which is another element of the social capital it was tried to be measured the dimension of the social capital related with networks and norms. One of these is to find out who should help his neighbors when they are in need economically. The responds for this question are seen in Table 17. In this question which is related with relationships and participating in local networks, the ratio of people who think that the family should help the neighbors who are in need economically is 63.8%, the ratio of people who say the friends should help is 33.9% and as a third, the ratio of people who say neighbors should help is 26% . Nevertheless the ratio of people who say neighbors should help first is only 5%. Then, it is seen that neighborhood relations come after family and friend relations and the managers take part in the survey tend to form linking social capital.

**Table 17.** The importance given to the neighbor relations by the managers in Konya industry

Judgments'	First aid		Second aid		Third aid	
	persn	percent	person	percent	person	percent
Nobody can help	7	5,5	1	0,8	1	0,8
Family	81	63,8	11	8,7	4	3,1
Neighbors	7	5,5	20	15,7	33	26,0
Friends	5	3,9	43	33,9	16	12,6
Religious organizations	10	7,9	19	15,0	15	11,8
Community leader	3	2,4	4	3,1	11	8,7
Business leader	1	0,8	4	3,1	6	4,7
The Police	0	0	3	2,4	0	0
Judges of family courts	0	0	0	0	2	1,6
Boss or employers	7	5,5	6	4,7	5	3,9
Political Leader	2	1,6	3	2,4	5	3,9
Sport organization	0	0	0	0	4	3,1
Aid organization	3	2,4	5	3,9	15	11,8
other	2	1,6	1	0,8	3	2,4
Don't know/not sure	1	0,8	0	0	2	1,6
No respond	0	0	0	0	1	0,8

Another question for the relations and networks is about agreement ratios for the constituted judgments. The general results and judgments are expressed in Table.17.

**Table 17.** Some judgments related with the relations and participation levels of the managers in Konya industry

Judgments	Average	Standard Deviation	One Sample t test p value
Most of the people in Konya are honest and reliable	2,68	1,18	0,002
People are always interested in their own comforts	2,53	1,07	0,012
The people live in Konya are always more reliable than the people in the other cities	2,68	1,08	0,001
People must be always very careful in this city otherwise other people disseize your rights	3,00	1,02	1,000
If I have a problem, somebody helps me	2,07	0,94	0,021
I am not interested in the ideas of people living around me	3,95	0,92	0,013
The most of the people in Konya help you when you are in need	2,45	0,86	0,018

Konya has developed very much for five years	1,30	0,74	0,016
I feel myself as a part of my living place	2,36	0,96	0,021
The people around me think about their families' comfort, they are not interested in the comfort of their surrounding	2,82	1,01	0,046
I have at least three close friends and meeting them relaxes me	1,81	0,99	0,015
If you drop your wallet, somebody notices it and brings back to you	2,98	0,98	0,781

n=127, (ii) n= 127; (ii) One sampling t test; test value =3. ; (iii) KMO and Barlett tests: meaningful.

In the question related with participating in the networks and relation quality, it was statistically observed that the people generally vacillated to the judgment of “People must be always very careful in this city otherwise other people disease your rights” and “If you drop your wallet, somebody notices it and brings back to you”. Beside this agreement ratios in the judgments of “Most of the people in Konya are reliable and honest” ( $\bar{X}=2,68$ ;  $p<0,05$ ), “The people live in Konya are always more reliable than the people in the other cities” ( $\bar{X}=2,68$ ;  $p<0,05$ ), and “The most of the people in Konya help you when you are in need” ( $\bar{X}=2,45$ ;  $p<0,05$ ), are with the same level or higher. However the agreement in the judgment of “People always interested in their own comfort” ( $\bar{X}=2,53$ ;  $p<0,05$ ), has nearly the same level. According to the values, the managers of industry enterprises operate in Konya trust people of Konya with high ratios but it was approved that people think their own comfort when the people are generally included. Furthermore, although the agreement in the judgment of “The people around me think about their families' comfort, they are not interested in the comfort of their surrounding” is nearly to the level of hesitancy, the ratio is high ( $\bar{X}=2,82$ ;  $p<0,05$ ),

According to the finds of the survey the judgment which was approved with the highest level is development of Konya in the last five year ( $\bar{X}=1,30$ ;  $p<0,05$ ).Second; “I have at least three close friends and meeting them relaxes me” ( $\bar{X}=1,81$ ;  $p<0,05$ ), and this contributes social capital in terms of the ratio of participating in local networks and increase of relation quality. The judgment of “I am not interested in the ideas of people living around me” is in the last rank ( $\bar{X}=3,95$ ;  $p<0,05$ ). According to these results the managers who feel respect to their local surrounding and the ideas of people living around increase the quality of social capital. Participation ratios of the judgments about the relations in terms of gender can be seen in Table 18.

**Table 18.** Some judgments related with the relations and participation levels of the managers in terms of gender

Judgements	Gender	Participant Number	Average	Standard Deviation	Independent two sample t test
					P value
A) Most of the people in Konya are honest and reliable	Male	110	2,53	1,13	0,010
	Female	17	3,65	1,06	
C) The people live in Konya are always more reliable than the people in the other cities	Male	110	2,59	1,05	0,012
	Female	17	3,29	1,10	
D) People must be always very careful in this city otherwise other people disseize your rights	Male	110	3,09	0,97	0,010
	Female	17	2,41	1,17	
G) The most of the people in Konya help you when you are in need	Male	110	2,37	0,83	0,011
	Female	17	2,94	0,89	
J) The people around me think about their families' comfort, they are not interested in the comfort of their surrounding	Male	110	2,90	0,97	0,010
	Female	17	2,23	1,09	
L) If you drop your wallet, somebody notices it and brings back to you	male	110	2,90	0,97	0,026
	female	17	3,47	0,94	

n=127, (ii) One sampling t test; test value =3. ; (iii) KMO and Barlett tests: meaningful.

The judgments of male and female managers with differences were presented in the chart. According to this, the female managers' agreements on the judgments of "Most of the people in Konya are honest and reliable" ( $\bar{X}=3,65$ ;  $p<0,05$ ), "The people living in Konya are always more reliable than living in the other cities" ( $\bar{X}=3,29$ ;  $p<0,05$ ). "Most people living in Konya help you when you are in need" ( $\bar{X}=2,94$ ;  $p<0,05$ ) and "If you drop your wallet, somebody notices it and brings it back" ( $\bar{X}=3,47$ ;  $p<0,05$ ), are less than male managers. Also the female managers' agreement on the judgments of "People must be always very careful in this city otherwise other people disease your rights" ( $\bar{X}=2,41$ ;  $p<0,05$ ). "The people around me think about their families' comfort, they are not interested in the comfort of their surrounding" ( $\bar{X}=2,23$ ;  $p<0,05$ ) is high as it approves the other results. According to these results the female managers rely on people less than male managers and this may cause forming a negative social capital. When the judgments related with relations in terms of living period in Konya were evaluated by one way variance analysis, the results occurred as in Table 19

**Table 19.** Some judgments related with the relations and participation levels of the managers in terms of life duration in Konya

Judgments	Life duration in Konya	Average difference	P Value
Most of the people in Konya are honest and reliable	6-10 and 16-20	1,30*	0,045
	6-10 and 21<	1,21*	0,004
The people live in Konya are always more reliable than the people in the other cities	6-10 and 11-15	1,00*	0,047
	6-10 and 16-20	1,55*	0,002
	6-10 and 21<	1,56*	0,001
If I have a problem, somebody helps me	1-5 and 16-20	1,20*	0,008
	6-10 and 21<	0,86*	0,012
	11-15 and 21<	0,68*	0,014
The most of the people in Konya help you when you are in need	6-10 and 16-20	1,06*	0,009
	6-10 and 21<	1,02*	0,001
	11-15 and 21<	0,69*	0,004
I feel myself as a part of my living place	6-10 and 21<	0,96*	0,005
	11-15 and 21<	0,72*	0,015
If you drop your wallet, somebody notices it and brings back to you	6-10 and 16-20	0,40*	0,043
	6-10 and 21<	0,29*	0,006

n=127, (ii) One sampling t test; test value =3. ; (iii) KMO and Barlett tests: meaningful.

When we had evaluations according to duration of living in Konya, there are some main differences between the managers who have lived in Konya for 6-10 years and the managers who have lived in Konya for 16-20 years or longer. The agreement of the managers who have lived in Konya for more than 21 years to the judgment of "If I have a problem, somebody helps me without fail" is on the top level ( $\bar{X}=1,89$   $p<0,05$ ). They also gave positive responds to the questions of "Most people are honest and reliable in Konya" ( $\bar{X}=2,45$   $p<0,05$ ), "Most of the people can help you when you need" ( $\bar{X}=2,20$   $p<0,05$ ), "The people of Konya are more reliable than the people from other cities" ( $\bar{X}=2,43$   $p<0,05$ ), "And most of them feel themselves as a part of their living place" ( $\bar{X}=2,12$   $p<0,05$ ), "The agreement on the judgment of "If you drop your wallet, somebody notices it and brings it back to you" is a little bit close to the level of hesitancy ( $\bar{X}=2,82$   $p<0,05$ ). For this judgment, a higher ratio was observed in the responds of managers who have lived in Konya for more than 21 years. When the managers with living durations of 1-5 years and 16-20 years in Konya compared, the agreement ratios of the managers with 16-20 years on the judgment of "If I have a problem, somebody helps me without fail" are higher than the managers who have lived in Konya for 1-5 years.

With these results living duration in Konya is an important factor when it is examined in terms of local surrounding, trusting the city and the relations with people. Beside the analyses above it can be said that Konya has developed rapidly for 5 years. This statement is met when the evaluations of owners or

managers of industry enterprises are examined. It is seen that they give importance to face to face communication, they strengthen the belonging bounds by this close environment they satisfied as a result of this sharing. By starting from relationship level, if it is needed to evaluate the existence of environmental values they talk about an environment which has an ability of problem solving. This situation protects itself in case of reflecting the environment to the general. Thus the managers or the owners believe that their call for help won't be unreturned. When this situation which was defined and believed was associated with the trust levels of Konya, it is seen that the judgment of people's honesty in Konya and their being of more reliable than the people live in other cities as a basic idea. It can be anticipated that one of the factors of the trust process is opinion interaction. In the survey it is seen that the opinions of the people and opinions belong to surrounding affect each other and the opinion produced by the surrounding is important for the individuals.

It is useful to evaluate the social surrounding and considering the judgments occurred in the context of near surrounding depending on these results. But when the other judgments are considered it was seen that the beliefs were determined by sense of Konya in general. Thus the belief which shows that the owner/manager first think about their comfort makes the judgment about the surrounding meaningful as well. The associations took part in the survey believe that the surrounding people think in a narrow way by focusing on only their family and they do not believe that they effort for their city or locality. The questions about participating basic citizenship duties took part in the last section. The activities and the ratios were presented in Table 20.

**Table 20.** The ratios of civic duties done by the managers in Konya industry in the last three years

Judgments	Average	Stan. Dev.	P val.
A) Voting in the elections	1,28	,65	0,002
D) Providing newspapers, radio or TV to deal with the question that you pointed	2,49	,82	0,012
E) Taking part actively in the campaigns for informing the public	2,40	,89	0,015
F) Participating actively in the election campaigns	2,35	,91	0,013
G) Participating a protest or demonstration	2,77	,61	0,008
H) Getting in touch with the parliament member you voted for	2,37	,90	0,011
I) Participating the meetings against the government	2,75	,63	0,007
J) Exchanging opinions about a regional question	1,17	,54	0,015
K) Informing the police or courts about a problem	2,25	,91	0,002
L) Endowing money and goods	1,20	,59	0,013
M) Voluntary working in benignity and protection associations	2,19	,96	0,002
P) I take part in sport and activities with my friends	1,40	,77	0,010
R) Donating blood except in need of your relatives or friends	2,49	,77	0,009

n=127 (ii) 1 Yes, 2 I don't know, 3 No. (iii) One sampling t test; test value =2. ; (iii) KMO and Barlett tests: meaningful.

Corrected situations according to one sampling t test are presented in the chart. According to this, the highest agreement ratios are "Exchanging opinions with people about a regional question" ( $\bar{X} = 1,17$   $p < 0,05$ ), "Endowing money or goods" ( $\bar{X} = 1,20$   $p < 0,05$ ), "Voting in elections" ( $\bar{X} = 1,28$   $p < 0,05$ ), and "I take part in sport and activities with my friends" ( $\bar{X} = 1,40$   $p < 0,05$ ). Since these activities are about the qualitative level of civic duties and human relations they have the effect of increasing social capital values. The main reason for the high ratio of endowing money and goods comes from a religious must. Because, the managers in Konya industry have high trusting ratios in trusting religious associations. Nevertheless H3 sub-hypothesis can be accepted generally and the result of "The managers of industry enterprises operate in Konya take part in local networks and they do their civic duties with high ratios and this affects the social capital positively" can be reached. Managers responded the activities "participating a protest or demonstration" ( $\bar{X} = 2,77$   $p < 0,05$ ), "participating the meetings against the government" ( $\bar{X} = 2,37$   $p < 0,05$ ), negatively. These results show that the managers have no tendency to protests or they find nothing to protest. The responds are generally in hesitance level in the other questions.



**Table 21.** Evaluating the ratios of civic duties in terms of gender done by the managers in Konya industry in the last three years

Judgments	Gender	Participant Number	Average	Standard Deviation	Independent two sampling t test P value
A) Voting in the elections	Male	109	1,19	0,53	0,022
	Female	17	1,82	1,01	
D) Providing newspapers, radio or TV to deal with the question that you pointed	Male	110	2,56	0,76	0,007
	Female	17	2,00	1,00	
E) Taking part actively in the campaigns for informing the public	Male	110	2,52	0,83	0,002
	Female	17	1,65	0,93	
I) Participating the meetings against the government	Male	110	2,81	0,57	0,005
	Female	17	2,35	0,86	
P) I take part in sport and activities with my friends	Male	110	1,35	0,72	0,036
	Female	17	1,76	0,97	
R) Donating blood except in need of your relatives or friends	Male	110	2,56	0,74	0,005
	Female	17	2,00	0,87	

n=127 (ii) 1 Yes, 2 I don't know, 3 No. (iii) One sampling t test; test value =2. ; (iii) KMO and Barlett tests: meaningful

The situation which forms statistical meaningful differences between male and female managers in terms of doing civic duties and participating social, political and sport activities were presented in Table 20. Male managers responded the questions of "Voting in elections" ( $\bar{X} = 1,19$   $p < 0,05$ ), and "I participate the activities such as sport and games regularly with my friends" ( $\bar{X} = 1,35$   $p < 0,05$ ), with higher ratios than female managers. But it is seen that female managers participate the subject of "I take part actively in the campaigns for informing the public" ( $\bar{X} = 1,65$   $p < 0,05$ ), more than male managers. Female managers want to show themselves in social subjects after work and it is seen that they are very close to linking social capital. The male managers take part in civic duties and individual activities and it is seen that they have a good effect in forming bridging social capital. In the questions of "providing newspapers, radio or TV to deal with the question that you pointed" ( $\bar{X} = 2,56$   $p < 0,05$ ), and "Donating blood except for the needs of you family members or friend" ( $\bar{X} = 2,56$   $p < 0,05$ ), the female managers responded them in the hesitance level. The high ratios for these two question show that a social value could not be formed and social capital is affected negatively.

**Table 22.** Evaluating the ratios of civic duties in terms of age in the last three years

Age interval	Judgments	Average	P value
25-34 and 45-59	Taking part actively in the business chambers	1,39	0,03
	Getting in touch with the parliament member you voted for	2,00	0,01
25-34 and 35-44	Taking part actively in the campaigns for informing the public	2,09	0,006
	Getting in touch with the parliament member you voted for	2,32	0,021
	I meet 10-20 of my neighbors at least once a week	1,79	0,009
35-44 and 45-59	Taking part actively in the business chambers	1,39	0,02

n=127 (ii) 1 Yes, 2 I don't know, 3 No. (iii) One sampling t test; test value =2. ; (iii) KMO and Barlett tests: meaningful

The values which forms meaningful statistical differences in the analysis made according to age groups were expressed in Table 22. According to the finds the 45-59 age group managers take part actively in the business chambers with more ratio ( $\bar{X} = 1,39$   $p < 0,05$ ), than the 25-34 and 35-44 age group managers. According to the results obtained from the questions about trusting associations, 45-59 age group managers trust chamber of commerce with the highest level. By the help of this result we can say that 45-59 age group managers can form linking social capital. Also the ratio of 35-44 age group managers ( $\bar{X} =$

1,79  $p < 0,05$ ), in meeting friends very often is higher than the other age groups. At this point, 35-44 age group managers have more effective role in forming bounding social capital.

Most of the managers from 25-34 age groups do not get in touch with the members of the parliament whom they voted for. The managers of 35-44 age group and 45-59 age group have hesitance in this situation. It is observed that, 35-44 age group managers do not take part in informing the public activities, and 25-34 age group managers are hesitant. The values are high in the countries where the sense of civic duty is developed, but unfortunately it is low or at the level of hesitancy in the industry of Konya and these affects social capital negatively.

## 5. CONCLUSION

At the application stage of this study a survey has been carried out related with measurement of social capital in the context of industry enterprises operate in Konya. Survey method was used in this research. Investigations were made in three parts based on “social networks”, “trust” and “relations” which were defined by Putnam as the instruments of social capital. According to the results;

-It was observed that most of the managers take part in the survey are the members of at least one voluntary organizations and it was seen that this situation has an important effect in terms of forming linking social capital. But as the structures of the organizations are related with the business it is understood that the managers behave with the sense of benefit and earning. This value is important in terms of economical development but for the social development membership to social associations must be provided and the studies for this aim must be emphasized.

-The ratio of negative and positive responds for the section measuring the levels of trusting people which was also used in the world values survey is very close to each other. This result is close to the level of hesitancy in Konya as it was in the undeveloped countries.

-The high ratio of trusting near surroundings is positive in terms of bounding and bridging social capital. But this situation may cause groupings and forming a narrow close surrounding. Trusting religious associations and membership to these associations with high ratios can be an example for this. Joining this kind of groups affects social capital positively at the first stages but later it can cause groupings. When it was evaluated in terms of foreign investment, the hesitant level of trusting foreigners may have negative results in the arrival of foreign capital and work force.

-The ratio for trusting European Union and United Nations is low among the managers in Konya industry. The main reason for this subject is lack of knowledge.

-When the chambers of commerce and industry increased the informing studies and educations about the international organizations such as EU and UN, the trust level will also increase.

-Although the managers think that Konya has developed for five years and people of Konya are reliable, and they admitted that people think about their comfort before anything else. The reasons can be explained by economical problems. When the social capital increases also the economical development increases, economical development will increase the quality level of relations and provide national development.

-The hypothesis were evaluated according to survey inputs and accepted. In this situation the main hypothesis is accepted and it can be reached to the result of “high membership of the managers in Konya industry, trusting people and associations with high levels, increase the social capital of Konya”. Social capital will contribute development of Konya socially and economically.

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