**2.1 Theories and Studies Related to Social Trust**

-Social Capital Theory (1 page of writing about how the theory related to social trust)

-Reasoned Action Theory (1 page of writing about how the theory related to social trust)

Theoretical Framework

(2 pages of explanation about this theoretical framework)



**Conceptual Framework (2 pages of explanation about this conceptual framework)**



H4: Social trust has a positive influence on customer trust (2 pages of explanation about H4)