Trust, Justice and Ethics

Key Concepts

- Three types of Trust

- Four dimensions of Justice

- Four-component model of ethical decision making?

Trust, Justice, and Ethics

- Trust
  - willingness to be vulnerable based on beliefs in the authority's actions & intentions.

- Justice
  - perceived fairness of an authority's decision making.

- Ethics
  - degree to which the behaviors of an authority are consistent with moral norms.

TRUST

Trust

- Disposition–based trust
  - trust based on your general propensity to trust others

- Cognition–based trust
  - trust based in rational assessment of trustworthiness.

- Affect–based trust
  - trust based on your feelings

Disposition–Based Trust

- Based on individual differences of trustors.

  - General propensity to trust

  - Trust propensity levels vary by country

Cognition−Based Trust

- Based on cognitions we develop about the authority

- Trustworthiness − the characteristics of a trustee that inspire trust.

  - Ability
    - skills, competencies, and areas of expertise in some specific area.

  - Benevolence
    - belief that the authority wants to do good for the trustor.

  - Integrity
    - perception that authority adheres to a set of values and principles that the trustor finds acceptable.

Affect−Based Trust

- Based on our feelings or emotions.

  - As an emotional bond develops, and our feelings for the trustee further increase our willingness to accept vulnerability.

Types of Trust Over Time
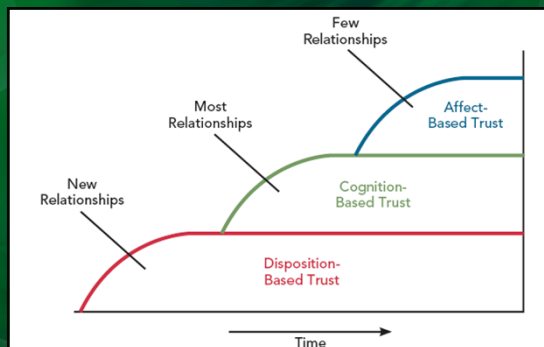
JUSTICE

Four Dimensions of Justice

- Distributive justice
  - perceived fairness of decision–making outcomes.

- Procedural justice
  - perceived fairness of decision–making processes.

- Interpersonal justice
  - perceived fairness of the treatment of employees.

- Informational justice
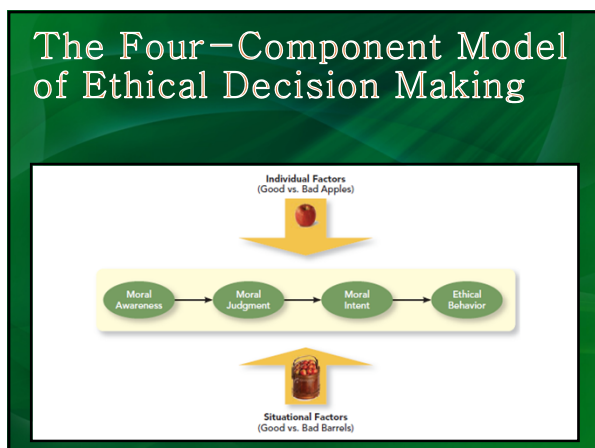 - perceived fairness of communications.

Justice Rules

Distributive Justice Rules	Description
Equity vs. equality vs. need	Are rewards allocated according to the proper norm?
Procedural Justice Rules	
Voice	Do employees get to provide input into procedures?
Correctability	Do procedures build in mechanisms for appeals?
Consistency	Are procedures consistent across people and time?
Bias Suppression	Are procedures neutral and unbiased?
Representativeness	Do procedures consider the needs of all groups?
Accuracy	Are procedures based on accurate information?
Interpersonal Justice Rules	
Respect	Do authorities treat employees with sincerity?
Propriety	Do authorities refrain from improper remarks?
Informational Justice Rules	
Justification	Do authorities explain procedures thoroughly?
Truthfulness	Are those explanations honest?

ETHICS

Ethics

- Research on ethics seeks to explain why people behave in a manner consistent with generally accepted norms of morality, and why they sometimes violate those norms.

- Two primary threads
  - Prescriptive
  - Descriptive

The Four-Component Model of Ethical Decision Making

Individual Factors
(Good vs. Bad Apples)

Moral Awareness → Moral Judgment → Moral Intent → Ethical Behavior

Situational Factors
(Good vs. Bad Barrels)

Moral Awareness

- occurs when an authority recognizes that a moral issue exists.

  - Moral intensity
    - degree to which issue has ethical urgency.

  - Moral attentiveness
    - degree to which people perceive & consider issues of morality.

GENERAL DIMENSION	SPECIFIC FACET	DESCRIPTION
Potential for harm	Magnitude of consequences	How much harm would be done to other people?
	Probability of effect	How likely is it that the act will actually occur and that the assumed consequences will match predictions?
	Temporal immediacy	How much time will pass between the act and the onset of its consequences?
	Concentration of effect	Will the consequences be concentrated on a limited set of people, or will they be more far reaching?
Social pressure	Social consensus	How much agreement is there that the proposed act would be unethical?
	Proximity	How near (in a psychological or physical sense) is the authority to those who will be affected?

Moral Judgment

- reflects the process people use to determine whether a particular course of action is ethical or unethical.

  - Cognitive moral development theory argues people move through several stages of moral development as they age & mature

    - Preconventional stage
      - right versus wrong is viewed in terms of consequences

    - Conventional stage
      - right versus wrong is referenced to expectations

    - Principled (or postconventional) stage
      - right versus wrong is referenced to established moral principles

Moral Principles in the Principled Stage

TYPE OF PRINCIPLE	SPECIFIC PRINCIPLE	DESCRIPTION (AND CONTRIBUTORS)
Consequentialist	Utilitarianism	An act is morally right if it results in the greatest amount of good for the greatest number of people—sometimes termed the "greatest happiness principle" (Jeremy Bentham, John Stuart Mill)
	Egoism	An act is morally right if the decision maker freely decides to pursue either short-term or long-term interests. Markets are purported to limit the degree to which one egoist's interests harm the interests of another (Adam Smith).
Non-consequentialist	Ethics of Duties	An act is morally right if it fulfills the "categorical imperative"—an unambiguously explicit set of three crucial maxims: (a) the act should be performable by everyone with no harm to society; (b) the act should respect human dignity; (c) the act should be endorsable by others (Immanuel Kant)
	Ethics of Rights	An act is morally right if it respects the natural rights of others, such as the right to life, liberty, justice, expression, association, consent, privacy, and education (John Locke, John Rawls)
	Virtue ethics	An act is morally right if it allows the decision maker to lead a "good life" by adhering to virtues like wisdom, honesty, courage, friendship, mercy, loyalty, modesty, and patience (Aristotle)

Moral Intent

- reflects an authority's degree of commitment to the moral course of action.

  - Many unethical people know and understand that what they're doing is wrong—they just choose to do it anyway.

  - One driver of moral intent is moral identity — the degree to which a person self-identifies as a moral person.

    - Moral identity "moderates" the effects of moral judgment on ethical behavior.

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