

Employee Entitlement in Organizational Settings.

Professor Glenda Fisk (with Dr. Lukas Neville (U of Manitoba) are collaborating on a project that seeks to understand why some employees feel a stronger sense of “entitlement” in organizational settings.

Broadly speaking, psychological entitlement encompasses a set of attitudinal and behavioral patterns that reflect the propensity of some individuals to believe they deserve more for doing or contributing objectively less. Entitlement beliefs often stem from distortions in how some people view the quality and quantity of their inputs; that is, some individuals’ positive – yet inherently flawed - self-perceptions obscure their ability to accurately evaluate the merits (or limitations) of their contributions.

Professor Glenda Fisk (with Dr. Lukas Neville (U of Manitoba) are collaborating on research that seeks to understand how entitlement impacts the process and outcomes of two-party negotiations. In a series of experiments, they demonstrate that while individuals high in psychological entitlement set higher aspirations for negotiation and have greater self-efficacy for success, they also take a more aggressive (sometimes even unethical) approach to the bargaining process.

(Contact us for more information.)