

THE BLACK BRITISH CLERICAL WORKERS' RESPONSE TO PSYCHOLOGICAL CONTRACT VIOLATION

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ABSTRACT

This paper investigates the factors that influence and constrain black British clerical workers response to psychological contract violation in UK local authorities. The research is based on the experiences of black British workers employed at various departments across ten UK local authorities. It is argued that employers often offer the same exchange agreement to all employees regardless of their individual upbringing or desires, thus making it particularly difficult for many black British workers, whose upbringings are different from their work colleagues to have the same psychological contract and so respond differently to any psychological contract violation. This leads this paper to study the factors that influence and constrain the black British clerical workers response to psychological contract violation. Overall, the findings of this research support the notion that the black British clerical worker's psychological contract is uniquely different from other staff members.

KEYWORDS: Black British Workers, Local Authority, Employee Relations, Psychological Contract, Employer and Employee