

Contents

Acknowledgments vii

Part One: Introduction

1. Procedural Justice, Legitimacy, and Compliance 3
2. Design of the Chicago Study 8

Part Two: Legitimacy and Compliance

3. Legitimacy as a Theoretical Issue 19
4. Measuring Legitimacy and Compliance 40
5. Does Legitimacy Contribute Independently to Compliance? 57

Part Three: Citizens' Concerns When Dealing with Legal Authorities

6. What Do People Want from Legal Authorities? 71
7. Measuring the Psychological Variables 85
8. Does Experience Influence Legitimacy? 94

Part Four: The Meaning of Procedural Justice

9. The Psychology of Procedural Justice 115
10. The Influence of Control on the Meaning of Procedural Justice 125
11. Beyond Control 135

Part Five: Conclusions

12. The Antecedents of Compliant Behavior 161
13. The Psychology of Legitimacy 170

Appendix A: Questionnaire Used in First Wave of Chicago
Study 179

Appendix B: Coefficient Alphas for Scales Used in the
Analysis 220

Appendix C: Frequency Data 221

Notes 231

References 253

Index 269