

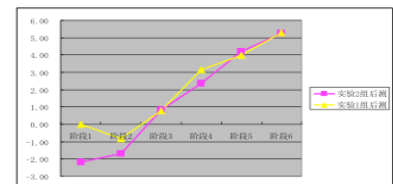
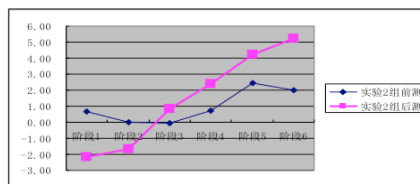
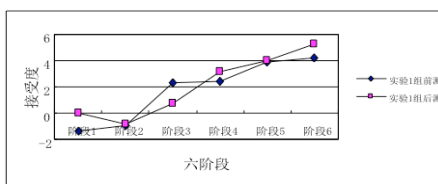
Will Improved Moral Competence Lead to Better Workplace Conflict Resolution: A Research On Moral Development of Chinese First-Line Employees

KANG, Lei

Abstract

This research took us nearly 9 months to conduct a large-scale survey and series of interventions. The research is mainly focused on the effectiveness of moral development methods with Chinese migrant workers. We designed the research into a 3-step one. At the first step, the survey session, we manage to collect data from samples (N=497) in several cities in Guangdong province and find the overall C-score for moral judgment test is relatively lower. At the second step, based on the survey result, we move on to conduct KMDD sessions. We found from the post-test results that the C-score of participants did increase; yet most of the increased scores came from moral development at Stage 3-6. This finding led us to the third part of the research. At the third step, still using KMDD sessions, we incorporated auxiliary practices adapted from humanistic psychology, regarding self-perception and otherness-perception before and after each discussion. We then compared the effect sizes of the two approaches to see whether there is any difference.

To discuss effective approaches in developing employees' moral competence in work organizations is such a significant yet tedious research task. Our empirical study could show that KMDD is an effective way to build up moral competence of Chinese workers. Yet, whether the improved moral competence would in turn boost other competence in people's work and life still remains as a research question. Theoretically, KMDD method may not only influence participants' perception of sources of conflict, but also the strategies and styles of conflict resolution, i.e. tactics of listening, speaking-up, perspective-taking and reflecting, etc. in democratic communication. Our research on the second experiment group seemed to reveal certain relation between MCT and conflict perception; however, how to measure the real conflict-solving capability is unclear for us right now. We do hope in this coming symposium we could find more insightful ways to study the linkage between moral competence and conflict-solving competence.



Main Reference

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Author Info.

KANG, Lei

School of English for International Business, Guangdong University of Foreign Studies, Guangzhou, China 510420

E-mail: klei@gdufs.edu.cn

Phone: 0086-18688879126