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A social identity analysis of how pay inequality divides the workplace

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Abstract

The present research examines why organizations with more unequal pay structures have been found to be characterized by a range of negative workplace outcomes. Drawing on the social identity approach, we propose that higher pay disparity can increase the comparative fit of pay categories whereby the organizational “haves” (the highest-paid employees) and “have nots” (the lowest-paid employees) are more likely to be *categorized* into distinct social groups. In turn, this can lead to poorer organizational functioning. In two studies, a field survey ($N = 413$) and an experiment ($N = 286$), we found that higher pay inequality increased the comparative fit of pay categories, which, in turn, was associated with lower superordinate (organizational) identification, higher perceived workplace conflict, higher leader toxicity and lower perceptions of identity leadership (i.e., a leader who creates a sense of shared identity in the organization). Our research provides novel insights into how higher inequality affects employees’ categorization processes thereby creating a psychological divide and contributing to organizational dysfunction.

1 **A social identity analysis of how pay inequality divides the workplace**

2 In 2011, the wave of Occupy Wall Street movements drew public attention to the
3 role of large corporations in perpetuating and maintaining economic inequality. The
4 iconic slogan “We are the 99%” captured the social identity of the protestors who were
5 directing their discontentment towards the top one percent, the leaders of large
6 corporations (CEOs and top executives) whose salary had increased over 1000% whilst
7 wages of the typical worker grew by only 10% (i.e., from 1978 to 2019; Mishel &
8 Kandra, 2020). This rise in pay inequality between the highest and lowest-paid workers is
9 concerning because there is evidence that inequality is associated with a range of negative
10 workplace outcomes, including reduced organizational identification and job satisfaction,
11 less effective leadership and collaboration, and higher turnover intentions (Bloom, 1999;
12 Conelly et al., 2016; Peters et al., 2019; Pfeffer & Langton, 1993; Shaw et al., 2002;
13 Steffens et al., 2020). Yet, to date, there is little understanding of *why* higher
14 organizational pay inequality may have these negative effects (Shaw et al., 2014).

15 In the present research, we draw on the social identity approach — which is
16 comprised of self-categorization theory (Turner et al., 1987) and social identity theory
17 (Tajfel & Turner, 1979) — to propose that higher pay disparity may do harm by creating
18 a psychological divide within the organization. Specifically, we propose that higher pay
19 disparity introduces divisions by making “pay” a fitting basis for *social categorization*
20 whereby the highest-paid (e.g., the top 1%, CEOs, top managers) and the lowest-paid
21 employees are seen as distinct social groups (i.e., enhanced perceptions of inter-group
22 differences and intra-group similarities). We argue that such pay-based fragmentation can
23 reinforce an “us” versus “them” dynamic and corrode a sense of unity and oneness within

1 the larger organization. As a result, employees may *identify* less with the superordinate
2 organizational group, experience higher levels of *workplace conflict* and perceive their
3 (generally higher-paid) *leaders more negatively* (e.g., as engaging in more toxic
4 behaviors and unable to create a sense of “us” in the organization). In the following
5 sections, we will elaborate on our reasoning.

6 **Self-Categorization Theory and Pay-Based Division**

7 According to self-categorization theory, features of the broader social context shape
8 the way people organize and categorize their social world (Turner et al., 1987). Of
9 particular relevance is the principle of *comparative fit* which posits that categorization —
10 the process of grouping people based on similarities or shared characteristics — is
11 affected by the extent to which salient cues in the social context fit with known
12 categories. Specifically, people are more likely to utilize a given category in a particular
13 context if they perceive that individuals who are members of that category are more
14 similar to one another (i.e., high intra-group similarity) while they perceive members of a
15 different social category as more distinct (i.e., high inter-group difference; also known as
16 the meta-contrast principle; Brown & Turner, 2002). In this way, comparative fit allows
17 individuals to understand their social world by mapping pre-existing social categories
18 (e.g., wealthy or poor) to properties of the social context (Hogg & Terry, 2000).

19 When applied to organizational pay inequality, we can expect that as inequality
20 grows, and the difference between high and low-earners becomes more marked, then pay-
21 based categories will become a more fitting basis for organizing the work environment
22 (for a theoretical overview see Jetten et al., 2017; Platow et al., 2008; Putnam-Farr &
23 Morewedge, 2020). In particular, with higher pay inequality, people will come to

1 perceive employees from the highest and lowest-paid categories as more different but
2 perceive greater similarity between employees within the same pay category, thus
3 reinforcing the category distinction between the organizational “haves” and “have nots”.
4 There is a growing body of work which supports this possibility (Connor et al., 2020; for
5 reviews, see Jetten et al., 2021; Platow et al., 2008; Tanjitpiyanond et al., 2021). For
6 instance, in a series of archival and experimental studies, Peters et al. (2021) found that
7 higher inequality was associated with the increased tendency for people to use wealth
8 categories in language (e.g., books published in years of higher income inequality in the
9 US and UK had more wealth-related words). This suggests that when income inequality
10 is higher, it increases the importance of wealth in guiding how people categorize and
11 understand their social world.

12 **How Pay-Based Division Creates Organizational Dysfunction**

13 There is reason to expect that pay-based social categorization would come at a
14 cost to workplace functioning by undermining a sense of unity and oneness within the
15 organization (Akerlof & Kranton, 2010; Steffens et al., 2019). According to social
16 identity theorizing, when pay becomes a core basis for social categorization, not only
17 does it highlight employees’ perceived differences along pay lines (between colleagues,
18 different departmental teams or professional roles), but it also diminishes their perceived
19 similarities based on shared superordinate – organizational – identity (whether with
20 colleagues or leaders; Peters et al., 2019; Platow et al., 2008; Steffens et al., 2019). Such
21 categorization, in turn, can reduce the tendency for employees to identify as members of
22 the organization or perceive one another as fellow in-group members who share the same
23 identity and goals (Haslam et al., 2000). Instead, the categorization of colleagues into the

1 “haves” (winners) or “have nots” (losers) – based on their level of pay and seniority – can
2 trigger unhealthy social comparison and workplace competition on the basis of pay
3 (Bratanova et al., 2019; Cheung & Lucas, 2016; Jetten et al., 2017; Kraus et al., 2017;
4 Walasek & Brown, 2015, 2016, 2019). Importantly, such inter-group dynamics within the
5 workplace are likely to undermine organizational performance as it pertains to the ability
6 for employees to work collaboratively towards shared organizational goals.

7 Consistent with this reasoning, there is a body of work showing that higher pay
8 inequality can fuel uncooperative workplace dynamics among lower-paid employees
9 (e.g., production workers; Bloom, 1999; Pfeffer & Langton, 1993; Shaw, 2014; Siegal &
10 Hambrick, 2005). For instance, Shaw et al. (2002) studied pipeline production workers in
11 the US and found that higher pay inequality (e.g., greater differences in hourly pay rate of
12 starting, middle and senior employees in the organization) was detrimental for
13 employees’ performance on collaborative tasks which required face-to-face interactions
14 and joint participation. Along the same lines, Breza et al. (2018) found that workers who
15 were randomly assigned to an unequal (versus equal) pay unit were less collaborative
16 with their co-workers on cooperative games. In a subsequent survey, the workers also
17 reported reduced social connection and willingness to engage in prosocial behaviors (e.g.,
18 to borrow, lend or give advice to others in general). There is also initial evidence that
19 higher inequality can induce conflict between co-workers. In particular, an experiment by
20 Cheng et al. (2021) found that participants who were assigned to imagine working in an
21 organization with high (versus low) income inequality were more vigilant of colleagues
22 who they suspected would undermine their work performance. These findings may reflect
23 that employees in more unequal work settings are focussed on improving their own

1 individual pay and prospects rather than cooperating with colleagues to meet shared goals
2 (Bratanova et al., 2019).

3 Although the social identity perspective can explain the observed deficit in
4 cooperation and greater proneness to conflict, there is limited work which has directly
5 tested this hypothesis in the context of pay inequality. Here, we aim to test for the first
6 time the role of comparative fit – the extent to which pay is used as a basis for social
7 categorization – in explaining how higher pay inequality can create organizational
8 dysfunction (see also Platow et al., 2008). In particular, we aim to unpack the proposition
9 that the observed undermined sense of oneness (i.e., reduced superordinate organizational
10 identification) and collaboration (i.e., increased proneness to conflict) in more unequal
11 workplaces is due to higher inequality introducing divisions via pay-based social
12 categorization.

13 Social identity theorizing also leads to the prediction that the comparative fit of
14 pay would have significant implications for leadership. Top leaders, those who represent
15 the organization and are in the position to set its goals, are likely to be categorized as the
16 “other” who belong in a higher-paid category (e.g., the 1% as indicated by the Occupy
17 movement). Such perceptions would be consequential for their ability to steer the
18 organization. Specifically, according to social identity theory, leadership behavior is
19 appraised differently depending on whether the leader is perceived as an in-group or an
20 out-group member (e.g., Ellemers et al., 2004; Haslam et al., 2020). Leaders who are
21 perceived to share the same identity with their followers – that is, perceived as an in-
22 group member – are seen as more positive and charismatic, and are more likely to be
23 endorsed and trusted by their followers (Hains et al., 1997, Hogg et al., 1998, Platow &

1 van Knippenberg, 2001, Platow et al., 2006). In other words, shared organizational
2 identity breeds a better leader in the eyes of followers. In contrast, when leaders are
3 perceived to be out-group members, their actions may be parsed as malign and not in the
4 best interests of the group.

5 Consistent with this, a study by Steffens et al. (2020) provided evidence that when
6 CEO pay was relatively high (versus low), people perceived the CEO as less charismatic
7 and as unable to create a sense of “we” and “us” in the organization (i.e., identity
8 leadership; Steffens et al., 2014). Importantly, their research also found that the negative
9 impact of higher CEO pay on leadership perceptions was driven by the lack of shared
10 identity between leaders and followers. However, it is important to note that Steffens et
11 al. (2020) did not examine the degree of pay inequality or comparative fit of pay
12 categories. Rather, they examined how well CEOs were paid, rather than how well they
13 were paid relative to other members of their organizations (i.e., the degree of pay
14 inequality). As such, this leaves us with some unanswered questions. In particular, from
15 this research it is not clear how higher pay inequality may shape categorization processes
16 which give rise to employees’ negative perceptions of their leaders. Is it the case that
17 higher pay inequality increases the fitness of pay as a basis of social categorization (i.e.,
18 comparative fit of pay categories) and thus create perceptions of leaders as a separate out-
19 group in the organization? And, does this, in turn, create negative perceptions of the
20 leaders as more toxic and less able to create a sense of shared identity in the
21 organization? Answering this question is important to understand the applicability of the
22 social identity approach to the study of pay inequality and to advance our current

1 understanding of how specific psychological mechanism – that is, categorization – may
2 contribute to why higher pay inequality can create organizational dysfunction.

3 **The Present Research**

4 In this paper, we aim to build on the social identity approach to organizational
5 inequality. We examine whether inequality is associated with more dysfunctional
6 workplace outcomes (as measured by their workplace perceptions, in Study 1, and
7 expectations, in Study 2) because it makes pay a fitting basis for organizing the work
8 environment. We also examine whether this, in turn, impairs superordinate identification,
9 raises perceptions of workplace conflict and negative perceptions of leaders (e.g.,
10 perceptions of leader toxicity).¹

11 We conducted two studies to test the role of the comparative fit of pay categories
12 in explaining the effect of higher inequality on poorer workplace outcomes.² Study 1
13 was a field survey of participants' perceptions of pay inequality within their current
14 workplace. Study 2 was an experimental study where participants were randomly
15 assigned to imagine working in a fictitious organization with a high or low level of pay
16 inequality. In this way, Study 2 builds upon Study 1 by unpacking whether manipulating
17 levels of objective inequality (high or low in the fictional organization) would affect
18 participants' perceptions of inequality and their expectations of different workplace
19 outcomes.

1 **Study 1**

2 **Method**

3 *Participants*

4 We recruited 472 UK participants from Prolific.co with custom screening for
5 participants who were working in large organizations (i.e., large private or publicly listed)
6 and working full time. We chose large organizations to control for firm size as there is
7 evidence that pay inequality increases with the size of the organization (Henderson &
8 Frederickson, 2001). A total of 59 participants were excluded for failing the
9 comprehension/attention checks ($N = 51$) and having incomplete responses ($N = 22$) on
10 the main variables of interest. ³ The study took 10-15 minutes and participants were paid
11 GBP 1.66 for their participation.

12 The final sample included 413 participants who were on average 36.89 ($SD =$
13 10.32) years old and were more likely to be female than male (female $N = 235$; others or
14 prefer not to say $N = 1$). Participants were mostly white ($N = 356$), with a post-secondary
15 qualification ($N = 348$), working in associate ($N = 128$) or managerial level positions (N
16 = 130), with more than 5 years working experience ($N = 207$). This study was approved
17 by the Human Research Ethics Committee at the first author's institution.

18 *Procedure*

19 The study was completed online on Qualtrics. Participants first read a short
20 instruction of what the study involved before being asked to answer two comprehension
21 checks to make sure they understood what they had to do in the study (see Appendix 1).
22 Subsequently, participants completed the following measures.

1 **Pay Inequality.** We measured income inequality in participants' organizations using
2 two measures.⁴

3 ***Ratio Inequality.*** Participants first completed a measure which asked them to
4 estimate the actual average salaries of employees within the top 20% and bottom 20% of
5 their organizations. The final index was calculated by dividing the top 20% salary by the
6 bottom 20% salary. Higher index values reflect greater estimate of income inequality.

7 ***Perception of Inequality.*** We measured perception of income inequality using a
8 single item (i.e., "Overall, please rate how equal or unequal you think the pay distribution
9 is between the top and bottom 20% at your organization"). This item was recorded on a
10 10-point Likert scale (1 = Very equal to 10 = Very unequal).⁵

11 **Pay Categorization.** We used a comparative fit index to capture pay-based social
12 categorization. Participants were asked to evaluate inter-group similarity (i.e., "Thinking
13 about people in the top and bottom 20%: How similar do you think that people in the top
14 20% are to people in the bottom 20%?") as well as the intra-group similarity (i.e.,
15 "Thinking about employees within the top 20%: How similar do you think that people
16 within the top 20% are to one another?" and "Thinking about employees within
17 the bottom 20%: How similar do you think that people within the bottom 20% are to one
18 another?"). All responses were recorded on a 7-point Likert scales (1 = Very different to
19 7 = Very similar). To compute a comparative fit index, we averaged the intra-group
20 similarity score for each pay category and divided it by the inter-group similarity score. A
21 higher ratio of intra-group to inter-group similarity indicated a greater comparative fit of
22 pay, such that people perceive the highest and lower-paid employees as distinct social
23 categories within the organization.

1 **Superordinate Identification.** Participants completed a 4-item social identification
2 scale adapted to an organizational context ($\alpha = .93$; Jetten et al., 2002): “I feel committed
3 to this organization”, “I am glad to be a part of this organization”, “Being an employee at
4 this organization is an important part of how I see myself”, “I identify with being an
5 employee at this organization”. All responses were recorded on a 7-point Likert scale
6 response (1 = Strongly disagree to 7 = Strongly agree).

7 **Workplace Conflict.** Participants indicated how often they experienced conflict in
8 the workplace using a 4-item scale ($\alpha = .87$; Penny & Spector, 2005): At work, how often
9 do others: “...get into arguments at work?”, “...yell at each other at work?”, “...behave
10 rudely to each other at work?” and “...do nasty things to each other at work?”. All
11 responses were recorded on a 5-point Likert Scale (1 = Never to 5 = Very often).

12 **Leadership Perceptions.** We measured participants’ perceptions of (a) toxic
13 leadership behaviors and (b) the leader’s ability to create a sense of shared identity in the
14 organization. ⁶

15 *a. Leader Toxicity.* We measured perceived leadership toxicity using 15 of Schmidt’s
16 (2008) 30-item scale ($\alpha = .97$). Participants rated the extent to which they thought a
17 typical employee from the top 20% would engage in a range of toxic behaviors (i.e.,
18 “Tells subordinates they are incompetent”, “Publicly ridicules subordinates”, “Speaks
19 poorly about subordinates to other people in the workplace”, “Likes to control how
20 subordinates complete their tasks”, “Ignore ideas that are contrary to their own”, “Invades
21 the privacy of subordinates”, “Feels entitled to be at the highest rank of the organization”,
22 “Thinks that they are more capable than others”, “Believes that they are extraordinary
23 people”, “Likes to deny responsibility for mistakes made in the unit”, “Would accept

1 credit for successes that do not belong to them”, “Acts only in the best interest of their
2 next promotion”, “Expresses anger at subordinates for unknown reasons”, “Allows their
3 current mood to define the climate of the workplace”, and “Has explosive outburst”). All
4 responses were recorded on a Likert scale response (1 = Strongly disagree to 7 = Strongly
5 agree).

6 ***b. Identity Leadership Inventory.*** We used a 4-item scale to measure participants’
7 perceptions that the typical highly-paid employee (i.e., from the top 20%) is an effective
8 social identity leader ($\alpha = .87$; Steffens et al., 2014): “The employee is a model member
9 of the organization”, “The employee acts as a champion for the organization”, “The
10 employee creates a sense of cohesion within the organization” and “The employee creates
11 structures that are useful for other employees in the organization”. All responses were
12 recorded on a 7-point Likert scale (1 = Strongly disagree to 7 = Strongly agree).

13 **Organizational Status.** In addition to these measures, we also control for
14 participants’ perceptions of their own status in the organization using the MacArthur
15 Scale of Subjective Social Status (Adler, 2007). Participants indicated where they
16 perceived themselves along the organizational hierarchy on a scale of 1 (one of the
17 lowest-paid employees in the organization) to 10 (one of the highest-paid employees).

18 **Results**

19 To test whether higher income inequality impacted pay-based categorization as
20 well as measures of organizational functioning, we first conducted a series of multiple
21 linear regressions examining models with each inequality measure (i.e., ratio and
22 perceived inequality) as predictors of our dependent measures (i.e., pay-based
23 categorization, superordinate identification, and perceptions of conflict as well as leader

1 toxicity and identity leadership), controlling for perceived status and their interactions.
2 The results were the same with or without controlling for participant status, thus we
3 report the results excluding status from the analysis. See Table 1 for means, standard
4 deviations and correlations.

5 **Pay Inequality, Categorization and Organizational Functioning**

6 Both ratio and perceived inequality measures were mean centered before the analysis.

7 ***Ratio Inequality***

8 The analysis revealed that higher ratio estimate of inequality was significantly
9 associated with greater comparative fit ($B = .02, p = .007, f = .13$), suggesting that in
10 more unequal organizations, employees perceived pay as a more fitting basis for
11 categorizing their work environment. Further, higher inequality was significantly
12 associated with lower superordinate identification ($B = -.01, p = .021, f = .11$). The
13 association between inequality and perception of workplace conflict was non-significant
14 ($B = .01, p = .106, f = .08$). There was a weak but significant association between higher
15 inequality and perception of greater leader toxicity ($B = .01, p = .023, f = .11$), but the
16 association between inequality and perception of social identity leadership was not
17 significant ($B = .00, p = .663, f = .02$).

18 ***Perceived Inequality***

19 Higher perceived inequality was positively associated with greater comparative fit
20 ($B = .11, p < .001, f = .17$) and with greater dysfunction on all organizational outcomes:
21 lower superordinate identification ($B = -.11, p < .001, f = .20$), higher perceptions of
22 workplace conflict ($B = .05, p < .001, f = .18$), leader toxicity ($B = .19, p < .001, f = .35$)
23 and lower perceptions of identity leadership ($B = -.08, p < .001, f = .18$).

1 **Pay Categorization and Organizational Functioning**

2 To unpack whether pay categorization may in part underlie the relationship
3 between inequality and superordinate identification, perceptions of conflict, identity
4 leadership and leader toxicity, we examined the explanatory role of comparative fit using
5 the “lavaan” package on *R* with 95% bias corrected confidence interval based on 5,000
6 bootstrap samples. Although ratio inequality did not have a significant direct effect on
7 some organizational outcomes (e.g., identity leadership), the absence of a direct effect
8 does not mean the absence of an indirect effect (Zhao et al., 2010), and we therefore
9 proceeded to conduct mediation analyses in all our measures of interest (See Figure 1 –
10 4). In all mediation models, ratio and perceived inequality were significantly associated
11 with comparative fit (ratio: $B = .02, p = .007$; perceived: $B = .11, p = .001$). Indirect
12 effects, standard errors and confidence intervals are reported in Table 2. ⁷

29 ***Ratio Inequality***

30 Based on Monte Carlo power analysis for indirect effects (using Schoeman et al.,
31 2020), we had 92-95% power to detect the indirect effects of ratio inequality via
32 comparative fit on the organizational outcomes with a sample size of 413.

33 **Superordinate Identification.** Comparative fit ($B = -.16, p < .001$) significantly
34 predicted identification. This suggests that higher pay-categorization was associated with
35 the weakening of the superordinate organizational identification. The total effect of
36 inequality was significant ($B = -.01, p = .020$) and this effect became marginally
37 significant after accounting for comparative fit ($B = -.01, p = .063$). However, there was
38 a significant indirect effect of inequality via comparative fit.

1 **Workplace Conflict.** Comparative fit ($B = .12, p < .001$) significantly predicted
2 perception of workplace conflict. This suggests that greater pay-based categorization was
3 associated with higher perception of workplace conflict. The total effect of inequality was
4 non-significant ($B = .01, p = .104$). This effect remained non-significant after accounting
5 for comparative fit ($B = .00, p = .377$). There was a significant indirect effect of
6 inequality via comparative fit.

7 **Leader Toxicity.** Comparative fit ($B = .34, p < .001$) significantly predicted
8 perception of toxic leadership. Consistent with our arguments, higher pay-based
9 categorization was associated with a negative perception of the leader as more toxic. The
10 total effect of inequality was non-significant ($B = .01, p = .186$). This effect remained
11 non-significant after accounting for comparative fit ($B = .01, p = .186$). However, there
12 was a significant indirect effect of inequality via comparative fit.

13 **Identity Leadership.** Comparative fit ($B = -.17, p < .001$) significantly predicted
14 perception of identity leadership, which suggests that increased pay-categorization was
15 associated with the perception of leaders as less able to create shared social identity in the
16 organization. The total effect of inequality was non-significant ($B = .00, p = .662$). This
17 effect remains non-significant after accounting for comparative fit ($B = .01, p = .237$).
18 However, there was a significant indirect effect of inequality via comparative fit.

19 Although the effects were weak, the results from the ratio measure provide some
20 evidence to suggest that categorization on the basis of pay may in part influence the
21 impact of inequality on superordinate identification, perception of conflict and identity
22 leadership as well as leader toxicity in the organization.

1 *Perceived Inequality*

2 Based on Monte Carlo power analysis for indirect effects (using Schoeman et al.,
3 2020), we had 86-95% power to detect the indirect effects of perceived inequality via
4 comparative fit on the organizational outcomes with a sample size of 413.

5 **Superordinate Identification.** Comparative fit ($B = -.16, p < .001$) significantly
6 predicted organizational identification. There was a significant total effect of inequality
7 ($B = -.12, p < .001$). This effect remained significant after accounting for comparative fit
8 ($B = -.10, p < .001$). The indirect effects of inequality via comparative fit was significant.

9 **Workplace Conflict.** Comparative fit ($B = .12, p < .001$) significantly predicted
10 perceived workplace conflict. There was a significant total effect of inequality ($B = .05, p$
11 $< .001$). This effect remained significant after accounting for comparative fit ($B = .04, p$
12 $= .006$). The indirect effects of inequality via comparative fit was significant.

13 **Leader Toxicity.** Comparative fit ($B = .34, p < .001$) significantly predicted
14 perceived toxic leadership. The total effect of inequality was significant ($B = .19, p <$
15 $.001$). This effect remained significant after accounting for comparative fit ($B = .16, p <$
16 $.001$). There was a significant indirect effect of inequality via comparative fit.

17 **Identity Leadership.** Comparative fit ($B = -.17, p < .001$) significantly predicted
18 perceived identity leadership. The total effect of inequality was significant ($B = -.08, p <$
19 $.001$). This effect remained significant after accounting for comparative fit ($B = -.06, p =$
20 $.005$). There was a significant indirect effect of inequality via comparative fit.

21 **Study 1 Discussion**

22 We found evidence that both inequality measures (ratio and perceived inequality
23 measures) were associated with greater comparative fit – the categorization of the highest

1 and lowest-paid employees as distinct groups in the organization – and that this, in turn,
2 was associated with lower superordinate organizational identification, perceptions of
3 higher workplace conflict and leader toxicity as well as perception of lower identity
4 leadership. Thus, our findings suggest that employees who work in highly unequal
5 organizations may be less likely to feel a sense of “we”, and more likely to not get along
6 or collaborate with their colleagues. Importantly, they may also hold negative perceptions
7 of their current leaders as toxic and lacking the ability to steer a cohesive ship within the
8 organization. It is important to note that the effect of the ratio measure of inequality was
9 smaller compared to the effects for perceived inequality. This suggests that perhaps the
10 perceived measure may better capture people’s subjective evaluation of inequality
11 compared to the ratio measure.

12 Nevertheless, the correlational nature of this study poses the main limitation. In
13 particular, we have not yet answered the question of whether higher pay inequality *causes*
14 greater pay-based categorization, and whether inequality *leads* to lower superordinate
15 organizational identification, heightened perceptions of conflict and leader toxicity as
16 well as reduced perception of identity leadership. To overcome this limitation, Study 2
17 was an experimental investigation where participants were randomly assigned to imagine
18 working in an organization with either a high or low pay inequality. We examined
19 whether the inequality manipulation would influence participant’s pay-based
20 categorization as well as the perception of a range of organizational outcomes.

1 **Study 2**

2 **Method**

3 *Participants*

4 We recruited 314 participants from the first-year student pool at the first author's
5 institution ($N = 47$) and from an online research recruitment website Prolific.co ($N =$
6 267). A total of 78 participants were excluded due to failing the attention/comprehension
7 ($N = 34$) checks or having incomplete responses ($N = 15$). The loss of participants was
8 uniform across our experimental conditions (High inequality condition: $N = 10$; Low
9 inequality condition: $N = 17$). The final sample included 286 participants; 142 were
10 randomly allocated to the low inequality condition and 144 were in the high inequality
11 condition.

12 Participants were on average 30 years old ($SD = 10.45$) and were about as likely
13 to be male as female (male $N = 140$; other or prefer not to say $N = 5$). Most had
14 completed post-secondary education ($N = 188$), and all were Australian residents.
15 Participants were mostly entry-level ($N = 82$) or associate-level employees ($N = 73$) and
16 had 1-5 years working experience ($N = 121$). This study was approved by the Human
17 Research Ethics Committee at the first author's institution.

18 *Procedure*

19 Participants completed the experiment online on the Qualtrics platform where
20 they were introduced to a fictional organization called JAI and were asked to read a
21 general description about what JAI was like as an organization (e.g., number of
22 employees, franchises etc; see Appendix 2).

1 Next, participants were randomly assigned to either the high or low inequality
2 condition where they learnt that the pay distribution in JAI was highly unequal or
3 relatively equal. In the high inequality condition, participants saw a lopsided scale
4 representing the state of inequality within the organization while learning that the top 5%
5 of the company (i.e., the highest-paid employees) earned 150 times more than the bottom
6 5% (i.e., the lowest-paid employees). In contrast, in the low inequality condition,
7 participants saw a balanced scale and learnt that the top 5% only earned 1.5 times more
8 than the bottom 5%. Subsequently, participants were asked to imagine being an average-
9 paid employee from the middle 5% of JAI and to describe their experience working at the
10 organization (e.g., What would be your daily routine?). The task aimed to get participants
11 engaged with the paradigm. Subsequently, to examine whether participants perceive
12 different levels of inequality between our experimental manipulations, they also
13 completed a manipulation check (e.g., Please rate the extent to which you think the
14 income distribution is equal or unequal in JAI) with a 9-point response scale (1 = Very
15 unequal to 9 = Very equal). They also completed a range of measures of interest.

16 The measures were, with two exceptions, the same as in Study 1 and were found
17 to be reliable (all α s > .70). There were two differences from Study 1: (1) rather than
18 asking about the top and bottom 20%, participants were asked about the top and bottom
19 5% of their organizations and (2) leadership perceptions were only measured using the
20 leader toxicity scale.⁸

1 **Results**

2 **Manipulation Check**

3 Our manipulation was successful: participants in the high inequality condition
4 perceived the pay distribution to be less equal ($M = 1.84, SD = 1.30$) than those in the
5 low inequality condition ($M = 6.81, SD = 1.86$), $t(251.53) = 26.13, p < .001$.

6 **Pay Inequality, Categorization and Organizational Functioning**

7 To test whether high (versus low) organizational pay inequality impacted
8 comparative fit and the organizational outcomes, we first conducted a series of
9 independent samples t-tests. Means and standard deviations are reported in Table 3.

10 In line with the expectation that greater income inequality would increase the fit
11 of wealth categories, participants in the high (versus low) inequality condition expected
12 significantly greater comparative fit, $t(263.73) = -7.01, p < .001, 95\% CI[-.17, -.98], d =$
13 $.86$.

14 Moreover, in line with findings that higher inequality would be associated with
15 negative organizational outcomes, we found that participants in the high (versus low)
16 inequality condition expected to have lower superordinate identification, $t(279.45) =$
17 $9.03, p < .001, 95\% CI[1.10, 1.71], d = 1.08$, and greater workplace conflict, $t(267.62) = -$
18 $8.09, p < .001, 95\% CI[-.76, -.46], d = .99$, as well as greater leader toxicity, $t(276.94) =$
19 $-11.43, p < .001, 95\% CI[-1.81, -1.28], d = 1.36$.

20 **Pay Categorization and Organizational Functioning**

21 Similar to Study 1, we conducted mediation analyses to test the explanatory role
22 of comparative fit in explaining the effect of high (versus low) pay inequality on
23 organizational outcomes. In these mediation models, inequality significantly predicted

1 comparative fit ($B = 1.37, p < .001$). Based on Monte Carlo power analysis for indirect
2 effects (using Schoeman et al., 2020), we had 98-100% power to detect the indirect
3 effects of perceived inequality via comparative fit on the organizational outcomes with a
4 sample size of 286.

5 *Superordinate Identification*

6 Comparative fit ($B = -.19, p < .001$) significantly predicted superordinate
7 organizational identification. There was a significant total effect of inequality ($B = -1.41,$
8 $p < .001$). This effect remained significant ($B = 1.14, p < .001$) after controlling for
9 comparative fit. The indirect effect of inequality through comparative fit was significant,
10 $B = -.26, SE = .07, 95\% CI[-.41, -.12]$.

11 *Workplace Conflict*

12 Comparative fit ($B = .11, p < .001$) significantly predicted expectations of
13 workplace conflict. There was a significant total effect of inequality ($B = .61, p < .001$).
14 This effect remained significant ($B = .46, p < .001$) after controlling for comparative fit.
15 The indirect effect of inequality through comparative fit was significant, $B = .15, SE =$
16 $.05, 95\% CI[.08, .23]$.

17 *Leader Toxicity*

18 Comparative fit ($B = .25, p < .001$) significantly predicted expectations of toxic
19 leadership. There was a significant total effect of inequality ($B = 1.54, p < .001$). This
20 effect remained significant ($B = 1.20, p < .001$) after controlling for comparative fit. The
21 indirect effect of inequality through comparative fit was significant, $B = .35, SE = .07,$
22 $95\% CI[.21, .49]$.

23

Study 2 Discussion

1 In line with findings in Study 1, we found that an organization characterized by
2 high (versus low) pay inequality is likely to be seen as more dysfunctional because it
3 *causes* participants to perceive higher levels of inequality and, in turn, anticipate a lower
4 sense of superordinate identification, expect greater workplace conflict and more toxic
5 leadership behaviors. Importantly, there was evidence that the effects of inequality on
6 these organizational outcomes may be in part driven by the fragmentation of the
7 organization on the basis of pay such that participants in the more unequal organization
8 showed tendency to categorize the highest and lowest-paid employees as distinct social
9 groups.

10 **General Discussion**

11 At present, the gap between the highest-paid and the lowest-paid employees
12 continues to widen. Specifically, in 2020, 100 top leaders (e.g., CEO, top management
13 team) within S&P 500 firms saw their pay increased by 29 percent while the average
14 workers experienced a two percent decrease (Andersen & Pizzigati, 2021). Although
15 there is evidence that suggests that this rise in pay inequality has the potential to produce
16 negative organizational outcomes (e.g., lower collaboration), the existing organizational
17 literature does not provide clear explanations as to *why* or *how* inequality may have these
18 effects (Shaw, 2014). Using the social identity approach, the present research suggests
19 that higher pay inequality may lead to organizational dysfunction because it enhances the
20 comparative fit of pay – as a basis for social categorization – and thus psychologically
21 divides and undermines a sense of oneness in the workplace.

22 Specifically, across two studies (i.e., a field survey and an experiment), we found
23 consistent evidence that higher inequality increased the tendency for participants to

1 perceive greater dissimilarity between employees from the highest and lowest-paid
2 categories and greater similarity between employees within the same pay category (i.e.,
3 greater comparative fit to categorize the organizational “haves” and “have nots” as
4 distinct social groups). Such categorization, in turn, was associated with participants
5 reporting reduced identification as members of the organization and increased
6 expectations of conflict among co-workers. We also found that pay-based categorization
7 contributed to perceptions of the current leaders as more toxic (measured in both Study 1
8 and Study 2) and as unable to create a sense of “we” and “us” (i.e. poorer identity
9 leadership measured in Study 1).

10 **Implications**

11 Taken together, the present research provides two unique contributions to the
12 study of organizational pay inequality. First, although previous studies have focused on
13 the negative *outcomes* of higher pay disparity (Bloom, 1999; Shaw et al., 2002), there is
14 little empirical evidence explaining *why* higher pay disparity has these negative outcomes
15 (Shaw, 2014). As such, the current research offers a social psychological explanation (or
16 mechanism) to why higher pay inequality is detrimental to organizational life (e.g.,
17 reduced cooperation). Second, and in relation to this, we bring in compelling theorizing
18 (i.e., the social identity approach) to understanding these processes. We show that the
19 negative outcomes associated with higher pay inequality may be due to inequality
20 increasing the comparative fit of wealth categories which, in turn, may propel employees
21 to categorize their organizations into the “haves” and “have nots”. As we have shown,
22 such categorization, in turn, can reinforce perceptions of divide and corrode a sense of
23 unity at the workplace (e.g., reduced organizational identification). In this way, the

1 current research not only builds on previous work (i.e., explaining *why* higher pay
2 inequality is detrimental) but also lends support to social identity theorizing and
3 highlights its applicability to the pay inequality literature (Peters et al., 2019; Steffens et
4 al., 2020).

5 Our research also has implications for the design of organizational reward
6 structure that are likely to maximize the level of cooperation and efficiency of their
7 workers. Although extravagant pay of top leaders are often seen as a reward for their
8 value and performance (i.e., the value they generate to the organization), our results
9 suggest that this reward structure may backfire by introducing division among
10 employees. In particular, our results suggest that the more top leaders are paid relative to
11 other employees (especially when employees perceive this pay inequality), the more
12 likely they are to be categorized as “not one of us” or as “doing it for us” by other
13 organizational members (Steffens et al., 2019). To the extent this occurs, this is likely to
14 be consequential for organizational performance as there is abundant evidence to show
15 that leaders are most able to steer the organization and guide their followers is if they are
16 perceived as in-group members (e.g., Ellemers et al., 2004; Haslam et al., 2020). Indeed,
17 given the current trend towards greater pay transparency in many countries across the
18 world (i.e., regulations for companies to make their pay structure accessible to the public;
19 see Dodd-Frank Act in the US), which may increase perceptions of pay inequality, it
20 behoves companies to be mindful of the way in which pay structure may have significant
21 psychological and behavioral impacts on their workforce .

1 **Limitations and Future Directions**

2 The present research has a number of strengths. In particular, our multi-method
3 approach (i.e., data from both a field survey and an experiment) has allowed us to provide
4 novel evidence that higher (versus lower) pay inequality may create organizational
5 dysfunction because it causes pay-based categorization and division in the workplace. At
6 the same time, our studies are not without limitations. In particular, due to our study
7 design, we cannot provide causal evidence that greater pay-based categorization leads to
8 more negative organizational outcomes (e.g., increased perception of leader toxicity). For
9 instance, in regards to leadership, it is also possible that the perception of leaders as more
10 toxic serve to increase the comparative fit of pay categories – that is, it leads to the
11 categorization of leaders as more different from other lower-paid employees. Establishing
12 the directionality of these effects in future research is important in supporting our
13 theoretical approach.

14 The present research also included a limited number of variables. For instance, we
15 did not include other measures of identification (except superordinate organizational
16 identification) and thus were unable to pinpoint how higher pay inequality (and the
17 subsequent fitness of pay categories) may influence other work-related identities (e.g.,
18 based on seniority, department or team) to reinforce a specific “us” versus “them”
19 distinction in the workplace. This is an important point because research suggests that
20 different levels of work-related identities (e.g., occupation, team) may shape perceptions
21 and workplace cooperation in varying ways (e.g., Haslam et al., 2000). Along similar
22 lines, it is plausible that as inequality increase pay categorization, it may increase conflict
23 at an inter-group level (between higher and lower-paid work groups) but greater

1 solidarity at an intra-group level (among employees in the same work team). As our
2 measure assessed general conflict within the organization, it would be interesting for
3 future studies to include a wider range of measures to explore this possibility.

4 Moreover, it would be interesting to explore how other socio-structural features
5 within organizations, such as legitimacy (or perceived fairness of pay distribution), can
6 interact with inequality to shape organizational outcomes. For instance, is it the case that
7 the negative impact of pay inequality on organizational outcomes are weakened if
8 inequality is perceived as legitimate (or fair) whereby the higher-paid employees are seen
9 as more competent and indispensable to organizational performance? Indeed, according
10 to social identity theorizing, legitimacy might impact how people makes sense of
11 inequality by changing the content or stereotypes which people have of these pay
12 categories (i.e., normative fit; see Tanjitpiyanond et al., 2021). In this paper, we focused
13 on how inequality divide organizations via principle of comparative fit, however, future
14 studies should extend our findings on how normative fit or stereotype content of the
15 wealthy and poor may matter on how inequality shape organizational outcomes.

16 Lastly, there would be value in examining how the effects we observe change
17 across different industries, organizational structures, sizes and cultures. Specifically, it is
18 possible, for instance, that the strength of our effects may change in organizations
19 situated in cultures which highly value seniority and hierarchy. Such values may
20 moderate the effects of how the separation of the organizational “haves” and “have nots”
21 (i.e., pay-categorization) influence employees’ sense of shared identity and collaboration.
22 In light of this, it is important to note that the data from the present research was collected
23 from participants in Western countries (i.e., UK and Australia). Thus, we acknowledge

1 that it is possible that our results may not reflect the psychological experiences of
2 employees working in non-Western organizations. This acknowledgement is important
3 because, as alluded to above, norms that are culture specific, may interact with inequality
4 and change how pay-categorization influences different organizational outcomes. These
5 questions leave room for future research to address.

6 **Conclusion**

7 In sum, the current research provides a novel lens to understanding how higher
8 pay inequality may harm organizational functioning. In particular, it extends the
9 applicability of the social identity approach to show that higher pay inequality may lead
10 people to map wealth categories to their work environment and introduce division to the
11 organization such that employees identify less with the superordinate organizational
12 group, experience higher levels of workplace conflict and perceive their leaders more
13 negatively. In this way, the present paper sheds light on the way in which higher pay
14 inequality shape employees' categorization processes, which, in turn, may partly explain
15 why it can contribute to a state of organizational dysfunction.

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Appendices

4 **Appendix 1.** Introduction to the study and manipulation checks

5 **Welcome to this study!**

6 Please make sure you have read and understood the information below. In the next
7 section, you will be asked about what the study involves.

8 This study aims to explore your experience working at your current organization.

9 There will be 3 different parts to this study.

- 10 • First, we will ask you to imagine **the TOP 20% or the highest-paid**
11 **employees** in your organization and **the BOTTOM 20% or the lowest-paid**
12 **employees.**
- 13 • You will be asked to describe your past interactions with these employees.
- 14 • Lastly, we will ask you general questions about your experience working at the
15 organization.

16 Please take your time to answer each part truthfully.

17 *Note:* You will not be asked to name the organization or any of your colleagues.

18 Based on the information given previously, please answer the following questions about
19 the study:

20 1. The aim of the study is to explore your experience ____?

21 (a) At your organization

22 (b) At home

23 (c) At a restaurant

24

1 2. Who will you have to imagine in the study?

2 (a) The highest and lowest-paid employees

3 (b) My friends

4 (c) My family

5 **Appendix 2.** Experimental manipulation

6 **Welcome to this study!**

7 In this study you will be asked to imagine that you are working for an organization called

8 JAI. In the next section, you will learn more about what JAI is like as an organization.

9 You will then be asked to answer questions on what you think it would be like to work

10 for a company like JAI. **Please read through the information in the next section very**

11 **carefully.**

12 JAI is multinational organization that produces a range of furniture and household

13 products. It is one of the largest furniture retailers in the country with more than 100

14 stores. Last year, the company made over \$500 million in sales and revenue. Next, you

15 will learn how pay is distributed among employees at JAI.

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23 ***Unequal Condition***

1 This picture shows how pay is distributed to different employees within the organisation.
2 The scale in the picture represents how much the top, middle and bottom 5% of the
3 company's employees receive from the company's salary budget. As you can see, the
4 scale is quite unbalanced. This is because the top 5% or the highest-paid employees
5 earn much more than the bottom 5% or the lowest-paid employees. This means that
6 **the pay distribution within the organization is highly unequal.**



The TOP 5% earns 150 times more than the BOTTOM 5% of the company.

13 *Equal Condition*

14 This picture shows how pay is distributed to different employees within the organisation.
15 The scale in the picture represents how much the top, middle and bottom 5% of the
16 company's employees receive from the company's salary budget. As you can see, the
17 scale is quite balanced, which means that **employees are generally equally paid within**
18 **the organization.**



The TOP 5% earns 1.5 times more than the BOTTOM 5% of the company.

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Notes

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- 3 1 Here, we acknowledge that the stark contrast between the organization's "haves"
4 and "have nots" can also evoke a sense of injustice which then reduces the
5 likelihood of organizational identification. However, the theoretical focus of this
6 paper is not on "fairness" (which has been widely studied in organizational
7 literature), but how inequality influence categorization process.
- 8 2 This research was part of a larger project examining the effect of income
9 inequality and stereotyping in organizations. Thus, we also included measures of
10 other work-related outcomes (e.g, job satisfaction). The research questions in the
11 current research were exploratory and none were pre-registered. For a full list of
12 measures and pre-registration for the larger project see: <https://osf.io/hp4dv/>
- 13 3 We also analyzed the data for both Study 1 and Study 2 including these excluded
14 participants. The results were generally identical, except in Study 1, where ratio
15 inequality no longer predicted organizational identification (became non-
16 significant, $B = -0.00$, $p = .554$) and leader toxicity (became marginally
17 significant, $B = 0.00$, $p = .068$) but now did predict conflict ($B = 0.00$, $p = .019$).
- 18 4 We also included another measure of inequality (asking participants to indicate
19 how many times (from 0-100) the highest-paid employees earn more than the
20 lowest-paid employees). However, due to the low correlation between the
21 reported ratio measure and the previous measure ($r = .20$, $p < .001$) we decided to
22 use the ratio measure as our main index of inequality. We did not find any effect
23 of the previous measure on organizational outcomes.

1 5 This item was not included in the pre-registration and was added just prior to data
2 collection to check whether participants perception of inequality correspond to the
3 ratio measure.

4 6 Please note that although we argue that reduced leadership toxicity and higher
5 identity leadership together would increase the effectiveness of leaders in creating
6 a sense of “we” and “us” in the organization, these qualities may not always
7 guarantee the effectiveness of leaders in meeting all concrete organizational goals
8 (e.g., increasing company’s profit).

9 7 To check the robustness of our findings, we also combined both ratio and
10 perceived inequality measures into a single inequality index and ran mediation
11 analyses with this index as a predictor. The results were the same with the
12 findings reported in this paper.

13 8 This study was conducted prior to Study 1. We asked about the top and bottom 5%
14 as it was the original design of this inequality paradigm. However, in Study 1, we
15 asked about the top and bottom 20% to capture include a larger segment of
16 employees within participants’ organizations. The identity leadership scale was
17 not included because we only added that in Study 1 (conducted after Study 2).

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