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Just Culture: Balancing Safety And Accountability



Synopsis

Building on the success of the 2007 original, Dekker revises, enhances and expands his view of just culture for this second edition, additionally tackling the key issue of how justice is created inside organizations. The goal remains the same: to create an environment where learning and accountability are fairly and constructively balanced. The First Edition of Sidney Dekker's Just Culture brought accident accountability and criminalization to a broader audience. It made people question, perhaps for the first time, the nature of personal culpability when organizational accidents occur. Having raised this awareness the author then discovered that while many organizations saw the fairness and value of creating a just culture they really struggled when it came to developing it: What should they do? How should they and their managers respond to incidents, errors, failures that happen on their watch? In this Second Edition, Dekker expands his view of just culture, additionally tackling the key issue of how justice is created inside organizations. The new book is structured quite differently. Chapter One asks, "what is the right thing to do?" - the basic moral question underpinning the issue. Ensuing chapters demonstrate how determining the "right thing" really depends on one's viewpoint, and that there is not one "true story" but several. This naturally leads into the key issue of how justice is established inside organizations and the practical efforts needed to sustain it. The following chapters place just culture and criminalization in a societal context. Finally, the author reflects upon why we tend to blame individual people for systemic failures when in fact we bear collective responsibility. The changes to the text allow the author to explain the core elements of a just culture which he delineated so successfully in the First Edition and to explain how his original ideas have evolved. Dekker also introduces new material on ethics and on caring

Book Information

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Customer Reviews

This book beautifully lays out the decisions, dilemmas, and unintended consequences of either creating environments in which we can learn from accidents and near misses, or creating environments in which behaviors are hidden from fear of litigation, criminalization, or other punishments for "bad behavior." A must read for anyone trying to cultivate a safety culture in a high-stakes, high-complexity world!

An easy to read book that will test your preconceptions of what is meant by 'just'. While I wasn't convinced by the chapter on ethics (omitted Virtues which seem to more closely fit with the notion of Just), and his solutions appear recursive, the book contains more than enough to make it a worthwhile addition to the bookshelf.

Sidney Dekker, PhD and Boeing 737 Captain has a great way of describing a different approach to dealing with human error that is very proactive, positive, and constructive. It leaves the error maker with improvements to make rather than punishment to bear, and it is one of the smartest ways to approach corrective action when errors are made.

Excellent book with insights that will influence my work in process safety for the chemical industry. As a resident of St. Louis who cares deeply about the tragedy in Ferguson, Dekker's book has much to say about that as well.

I was stunned by this book. It changed my views on accidents and critical incidents completely. This book is a "must read" for anyone who manages an incident reporting system. .

Excellent book if you work in health care or aviation. Just culture is more than just a good idea. this book explains it very well.

A very well written and comprehensive on what is certainly to be the culture of the future in

healthcare. Excellent read!

Excellent book. Should be read by all in human resources, nurses and doctors in leadership roles

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