Applying Procedural Justice to Online Governance

Legitimacy = a higher level of self-governance and rule following.

Individuals tend to regard authority as more legitimate when these conditions are met:

Dignity and Respect	Voice	Neutrality + transparency	Trustworthy motives
The respect and courtesy with which individuals feel they are treated during direct interactions with the rule- making or rule-implementing authority.	**Individuals want to be able to express their side of the story and feel like they are being listened to.**	**If individuals feel they understand how a decision was reached**, such as who participated in the decision-making and what factors were weighed, **they are more likely to consider the process fair and to abide by the result**, even if that result was unfavorable.	**It is important that people understand the motivations and trustworthiness of the authority making decisions.** They must understand not only what the rules are, but why they exist.
Online this might involve the tone of correspondence from the platform to the user, or whether a moderator acts in a manner that comes off as accusatory, dismissive, or hostile. Automated content moderation systems can also leave users feeling disrespected.	Offering the ability to appeal moderation decisions is one way to incorporate voice. Individuals are also more likely to consider the implementation of a guideline procedurally just if they had an opportunity to shape it through some sort of participatory process.	In an online environment, users might view a process to be transparent if they are aware that a platform has rules, understand what those rules are, and know how those rules specifically apply to their case.	Understanding the motive can bolster trust, while a process that doesn't communicate rationale not only erodes trust but contributes to recidivism.

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