

# STREETWISE

**How Taxi Drivers Establish Their  
Customers' Trustworthiness**



**DIEGO GAMBETTA and HEATHER HAMILL**

A VOLUME IN THE RUSSELL SAGE FOUNDATION SERIES ON TRUST

# Streetwise How Taxi Drivers Establish Customers Trustworthiness

**Viva Ona Bartkus, James H. Davis**



## **Streetwise How Taxi Drivers Establish Customers Trustworthiness:**

Streetwise Diego Gambetta, Heather Hamill, 2005-06-30 A taxi driver's life is dangerous work Picking up a bad customer can leave the driver in a vulnerable position and erring even once can prove fatal To protect themselves taxi drivers must quickly and accurately assess the trustworthiness of complete strangers In Streetwise Diego Gambetta and Heather Hamill take this predicament as a prototypical example of many trust decisions where people must act on limited information and judge another person's trustworthiness based on signs that may or may not be honest indicators of that person's character or intent Gambetta and Hamill analyze the behavior of cabbies in two cities where driving a taxi is especially perilous New York City where drivers have been the targets of frequent and violent robberies and Belfast Northern Ireland a divided metropolis where drivers have been swept up in the region's sectarian violence Based on in depth ethnographic research Streetwise lets drivers describe in their own words how they seek to determine the threat posed by each potential passenger The drivers decisions about whom to trust are treated in conjunction with the sign management strategies of their prospective passengers both genuine passengers who try to persuade drivers of their trustworthiness and the villains who mimic them As the theory that guides this research suggests drivers look for signs that correlate closely with trustworthiness but are difficult for an impostor to mimic A smile a business suit or a skullcap alone do not reassure drivers as any criminal could easily wear them Only if attached to other signs a middle aged woman a business address or a synagogue are they persuasive Drivers are adept at deciphering deceitful signals but trickery is occasionally undetectable so they must adopt defensive strategies to minimize their exposure to harm In Belfast where drivers are locals and often have histories of paramilitary involvement macho posturing often serves to deter would be criminals while New York cabbies mostly immigrants who view themselves as outsiders try simply to minimize the damage from attacks by appeasing robbers and carrying only small amounts of cash For most people erring in a trust decision leads to a broken heart or a few dollars lost For cab drivers such an error could mean losing their lives The way drivers negotiate these high stakes offers us vivid insight into how to determine another person's trustworthiness Written with clarity and color Streetwise invites the reader to ride shotgun with cabbies as they grapple with a question of relevance to us all which signs of trustworthiness can we really trust A Volume in the Russell Sage Foundation Series on Trust

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robberies and Belfast Northern Ireland a divided metropolis where drivers have been swept up in the region's sectarian violence Based on in depth ethnographic research Streetwise lets drivers describe in their own words how they seek to determine the threat posed by each potential passenger The drivers decisions about whom to trust are treated in conjunction with the sign management strategies of their prospective passengers both genuine passengers who try to persuade drivers of their trustworthiness and the villains who mimic them As the theory that guides this research suggests drivers look for signs that correlate closely with trustworthiness but are difficult for an impostor to mimic A smile a business suit or a skullcap alone do not reassure drivers as any criminal could easily wear them Only if attached to other signs a middle aged woman a business address or a synagogue are they persuasive Drivers are adept at deciphering deceitful signals but trickery is occasionally undetectable so they must adopt defensive strategies to minimize their exposure to harm In Belfast where drivers are locals and often have histories of paramilitary involvement macho posturing often serves to deter would be criminals while New York cabbies mostly immigrants who view themselves as outsiders try simply to minimize the damage from attacks by appeasing robbers and carrying only small amounts of cash For most people erring in a trust decision leads to a broken heart or a few dollars lost For cab drivers such an error could mean losing their lives The way drivers negotiate these high stakes offers us vivid insight into how to determine another person's trustworthiness Written with clarity and color Streetwise invites the reader to ride shotgun with cabbies as they grapple with a question of relevance to us all which signs of trustworthiness can we really trust A Volume in the Russell Sage Foundation Series on Trust

Lyric Poetry and Social Identity in Archaic Greece Jessica Romney, 2020-04-22 Lyric Poetry and Social Identity in Archaic Greece examines how Greek men presented themselves and their social groups to one another The author examines identity rhetoric in sympotic lyric how Greek poets constructed images of self for their groups focusing in turn on the construction of identity in martial themed poetry the protection of group identities in the face of political exile and the negotiation between individual and group as seen in political lyric By conducting a close reading of six poems and then a broad survey of martial lyric exile poetry political lyric and sympotic lyric as a whole Jessica Romney demonstrates that sympotic lyric focuses on the same basic behaviors and values to construct social identities regardless of the content or subgenre of the poems in question The volume also argues that the performance of identity depends on the context as well as the material of performance Furthermore the book demonstrates that sympotic lyric overwhelmingly prefers to use identity rhetoric that insists on the inherent sameness of group members All non English text and quotes are translated with the original languages given alongside the translation or in the endnotes

**Enterprise Mobility** C. Sørensen, 2011-09-30 There are currently 3.5 billion mobile phones in the world and mobile information technologies permeate all aspects of life This book explores how mobile technologies and information work shape each other Most writings do not consider how information work increasingly relies on mobile services this book seeks to address this imbalance

**Whom Can We Trust?** Karen S. Cook, Margaret

Levi, Russell Hardin, 2009-11-25 Conventional wisdom holds that trust is essential for cooperation between individuals and institutions such as community organizations banks and local governments Not necessarily so according to editors Karen Cook Margaret Levi and Russell Hardin Cooperation thrives under a variety of circumstances Whom Can We Trust examines the conditions that promote or constrain trust and advances our understanding of how cooperation really works From interpersonal and intergroup relations to large scale organizations Whom Can We Trust uses empirical research to show that the need for trust and trustworthiness as prerequisites to cooperation varies widely Part I addresses the sources of group based trust One chapter focuses on the assumption versus the reality of trust among coethnics in Uganda Another examines the effects of social network position on trust and trustworthiness in urban Ghana and rural Kenya And a third demonstrates how cooperation evolves in groups where reciprocity is the social norm Part II asks whether there is a causal relationship between institutions and feelings of trust in individuals What does and doesn't promote trust between doctors and patients in a managed care setting How do poverty and mistrust figure into the relations between inner city residents and their local leaders Part III reveals how institutions and networks create environments for trust and cooperation Chapters in this section look at trust as credit worthiness and the history of borrowing and lending in the Anglo American commercial world the influence of the perceived legitimacy of local courts in the Philippines on the trust relations between citizens and the government and the key role of skepticism not necessarily trust in a well developed democratic society Whom Can We Trust unravels the intertwined functions of trust and cooperation in diverse cultural economic and social settings The book provides a bold new way of thinking about how trust develops the real limitations of trust and when trust may not even be necessary for forging cooperation A Volume in the Russell Sage Foundation Series on Trust **The Cambridge Handbook of Social Theory: Volume 2, Contemporary Theories and Issues** Peter Kivisto, 2020-12-17 This ambitious two volume handbook of social theory consists of forty original contributions The researchers take stock of the state of social theory and its relationship to the canon exploring such topics as the nature purpose and meaning of social theory the significance of the classics the impact of specific individual and theory schools and more Both volumes reflect a mixture of what intellectual historian Morton White distinguished as the annalist of ideas and the analyst of ideas locating theoretical thought within the larger socio historical context that shaped it within the terrain of the sociology of knowledge Exploring the contemporary relevance of theories in a manner that is historically situated and sensitive this impressive and comprehensive set will likely stand the test of time Society and Economy Mark Granovetter, 2017-02-27 A work of exceptional ambition by the founder of modern economic sociology this first full account of Mark Granovetter's ideas stresses that the economy is not a sphere separate from other human activities but is deeply embedded in social relations and subject to the same emotions ideas and constraints as religion science politics or law **Social Decision Making** Roderick M. Kramer, Ann E. Tenbrunsel, Max H. Bazerman, 2009-06-24 This book in honor of David Messick is about social decisions and the role cooperation plays in social

life Noted contributors who worked with Dave over the years will discuss their work in social judgment decision making and ethics which was so important to Dave The book offers a unique and valuable contribution to the fields of social psychology and organizational behavior Ethical decision making a central focus of this volume is highly relevant to current scholarship and research in both disciplines The volume will be suitable for graduate level courses in organizational behavior social psychology business ethics and sociology

**Convenience Stores as Social Spaces** Cosima Werner,2023-05-30 Liquor tobacco processed food and sugary snacks this is the range of products that are far from healthy available in convenience stores Yet these stores have become people's resource for meeting daily needs in deprived neighborhoods in the United States In her book Convenience Stores as Social Spaces Trust and Relations in Deprived Neighborhoods in the U S Cosima Werner explores the contested meanings of these stores and their function as social hubs in a social fabric where poverty violence and social neglect are part of people's daily life Despite the strict security measures around the stores language barriers and cultural differences that make convenience stores appear as the antithesis of social spaces trustful relationships are crucial for residents to access resources such as loans food drinks or information to make ends meet The concepts of trust and mistrust shed light on the fragility of trust within these communities Through ethnographic research conducted in Chicago and Detroit she reveals the unique ways in which these stores are viewed and utilized by residents

**Blockchain Politics** Kieron O'Hara,2025-06-09 Likening contemporary extremes of far right populism and identity politics to 17th century Peasants and Puritans Blockchain Politics examines the enduring importance of trust in political life Kieron O Hara develops a new theory of trust to analyse how these extremes undermine social accord and weaken representative democracy and to suggest remedies

**Systems Approach Applications for Developments in Information Technology** Stowell, Frank,2012-05-31 The intricate fields of information systems and information technology consist of innumerable interrelated facets from hardware to software and creators to end users All systems inevitably encounter errors or problems and as new solutions are found and created in today's complex world of technology it is essential to look at systems as complete entities when searching for solutions and answers Systems Approach Applications for Developments in Information Technology addresses the essential need to look at systems as a complete unit through using systems approach in the field of IT This complete reference is designed for all information technology professionals to better understand their current jobs and future goals through the pivotal idea of systems approach as applied in software engineering systems engineering and complex systems

**Narratives of Qualitative Research** Josh Tenenbergh,2024-05-21 Narratives of Qualitative Research uses a novel form of writing about how to do qualitative research called a praxis narrative Each narrative is told from the author's perspective in carrying out one of his past research studies in the social sciences Told chronologically and in a first person voice the narratives position the reader alongside the narrator so as to vicariously experience how research happens in its situated particulars Rather than a set of idealizations and universalized pronouncements the author reveals what really goes

on when one is in the thick of complex and challenging research studies the points of trouble along with the successes This will be relevant to researchers who have already undertaken one or more empirical research studies though not necessarily using qualitative approaches and now find themselves facing something new a new analytic method a new theoretical lens a new form of data collection a new domain of research questions a new rhetorical approach This requires letting go of the secure handholds of prescribed methods and responding to the contingencies that arise in the midst of the research The reader is invited to follow along as the author makes visible his praxis of qualitative research Unlike more conventional texts in this unique alternative the reader can follow the author's journey through his research studies as a way to reorient their conception of qualitative research and their own praxis of it This is fascinating reading for qualitative researchers and students taking qualitative research courses across the social sciences education and behavioural sciences

*Social Capital*  
Viva Ona Bartkus, James H. Davis, 2010-01-01 For this book Bartkus and Davis assembled the social capital equivalent of the New York Yankees slugger's row of the 1950s recruiting some of the best Hall of Fame hitters around along with a number of future stars still early in their careers The result is a good reflection of the current state of the literature on social capital Robert D Putnam Harvard University US Social capital is widely used and sometimes mis used by scholars policymakers and the general public The time has come for thoughtful reflection synthesis and informed criticism regarding this important concept Bartkus and Davis have developed a ground breaking collection of essays exploring the ideas and evidence underpinning social capital Denise M Rousseau Carnegie Mellon University US At heart social capital is a simple concept that relationships matter Bartkus and Davis foster a vibrant debate among leading scholars as to the critical definition creation and consequences of social capital I commend Bartkus and Davis for their interdisciplinary efforts for there is no more important challenge facing the social sciences today than the exploration of trust and social capital in our society Father Theodore Hesburgh University of Notre Dame US Social capital has taken the social sciences by storm yet remains fraught with controversy Despite its complexity and conceptual difficulties the persistent interest in social capital arises from the fact that it helps us make sense of why people do what they do This book showcases new innovative research in economics politics sociology and management regarding the topic Leading scholars from a variety of disciplines present ground breaking new research exploring the still undiscovered value of social capital The book employs a self consciously multi disciplinary approach to address two objectives reaching out and reaching in Through theoretical and empirical scholarship the authors explore the many contexts in which the phenomenon can have impact In effect social capital research reaches out to issues of economic well being civic participation educational achievement knowledge and norm formation and competitive advantage Further the authors investigate the many connections between the core themes of social capital and the pillars on which it rests including structural networks cognition relationships and trust This book is fundamentally about bridging bridging across disciplines units of analysis and themes Scholars students and other interested readers from the

social sciences and management will find this book challenging and illuminating **Hedged Out** Megan Tobias Neely, 2022-01-25 A former hedge fund worker takes an ethnographic approach to Wall Street to expose who wins who loses and why inequality endures Who do you think of when you imagine a hedge fund manager A greedy fraudster a visionary entrepreneur a wolf of Wall Street These tropes capture the public imagination of a successful hedge fund manager But behind the designer suits helicopter commutes and illicit pursuits are the everyday stories of people who work in the hedge fund industry many of whom don't realize they fall within the 1 percent that drives the divide between the richest and the rest With *Hedged Out* sociologist and former hedge fund analyst Megan Tobias Neely gives readers an outsider's insider perspective on Wall Street and its enduring culture of inequality *Hedged Out* dives into the upper echelons of Wall Street where elite white masculinity is the standard measure for the capacity to manage risk and insecurity Facing an unpredictable and risky stock market hedge fund workers protect their interests by working long hours and building tight knit networks with people who look and behave like them Using ethnographic vignettes and her own industry experience Neely showcases the voices of managers and other workers to illustrate how this industry of politically mobilized elites excludes people on the basis of race class and gender Neely shows how this system of elite power and privilege not only sustains itself but builds over time as the beneficiaries concentrate their resources *Hedged Out* explains why the hedge fund industry generates extreme wealth why mostly white men benefit and why reforming Wall Street will create a more equal society **The ^A Oxford Handbook of Offender Decision Making** Wim Bernasco, Henk Elffers, Jean-Louis van Gelder, 2017-05-08 The Oxford Handbook of Offender Decision Making provides high quality reviews of the main paradigms in offender decision making such as rational choice theory and dual process theory It contains up to date reviews of empirical research on decision making in a wide range of decision types including not only criminal initiation and desistance but also choice of locations times targets victims methods as well as a large variety of crimes The Handbook also provides comprehensive in depth treatments of the major methods that can be used to study offender decision making *Waste Prevention Policy and Behaviour* Ana Paula Bortoleto, 2014-08-27 As prosperity levels rise so too does the number of products and services being consumed For policy makers in waste management facing a growing challenge it is vital to understand the complex relationship between waste prevention policies and individual behaviour regarding waste generation This book examines that interplay taking a close look at the role of motivation difficulties values and constraints The first part of the book explores the theoretical framework policy barriers and facilitators for waste prevention behaviour The second part presents in depth case studies from three cities Sao Paulo Sheffield and Tokyo examining the contextual factors behavioural variations among them and the role of motivation and constraints in their populations The book provides a detailed picture of how waste prevention policies enter the private domestic sphere offering insights for generating behavioural change at the household level and thus moving larger communities towards sustainable waste management The book will be of interest to students and



researchers in the areas of environmental policy management sociology psychology geography technology and waste studies

**Intimate Crimes** Rolando Ochoa, 2019-10-03 Mexico has one of the highest kidnapping rates in the world *Intimate Crimes* outlines the history of kidnapping in Mexico City by constructing a narrative of this crime based on extensive qualitative research on gangs policing and other crime related policies The book also analyses the effect of kidnapping and crime more broadly on how communities experience the city as well as the strategies put in place by potential kidnapping victims to deal with the threat of being victimised by someone close to them a common occurrence in Mexico City including analysing the processes through which household employees are screened and selected in Mexican households The book presents the results of over a year of fieldwork in Mexico and creates a qualitative database of news reports for the material used in its writing It includes material from over 70 interviews with kidnapping victims their families potential victims and their employees police prosecutors government agents journalists and other informants *Intimate Crimes* contributes to existing criminological literature on Mexico and Latin America by making an important contribution to a subject of the outmost regional importance The book also contributes to broader criminological topics on the rule of law criminal gangs policing and the impact of economic development on crime It also builds on the existing literature on empirical work on trust and signalling particularly as it relates to contexts of weak rule of law and low state protection

**Medicine Across Borders: Exploration of Grey Zones** Susanne Lundin, Rui Liu, Elmi Muller, Anja Smith, 2023-11-15 *Medicine Across Borders* provides an interdisciplinary space to discuss the issue of substandard and falsified medical products Scholars from social and medical sciences collaboratively contribute insight to improving safe medicine access The circulation of medicines and medical products on the informal market is well known Stakeholders including governmental agencies and biotechnic enterprises invest much effort in designing and implementing macrolevel interventions to limit the spread of such products Nevertheless there is a lack of knowledge and understanding of how informal markets function in everyday medicine access and use This applies to professionals within and beyond academia state governments as well as the general public This book takes an international perspective examining the issue of substandard and falsified medical products cross nationally Falsified and poor quality medicines are prevalent in low and middle income countries but this book also includes research from high income countries arguing that they too have vulnerabilities and emphasising the need for vigilance even in well resourced and well regulated regimes *Medicine Across Borders: Exploration of Grey Zones* provides an interdisciplinary space for a depth and diversity of material that spotlights some contemporary themes hindering access to essential medicines and driving the penetration of substandard and falsified medical products The authors are drawn from a range of academic disciplines across the social and medical sciences presenting findings from data collected using an eclectic mix of methods and analysis Surveys ethnography narrative case studies statistical and thematic analysis are all deployed

**The Oxford Handbook of Analytical Sociology** Peter Hedström, Peter Bearman, 2011-01-06 Analytical sociology is a strategy for

understanding the social world It is concerned with explaining important social facts such as network structures patterns of residential segregation typical beliefs cultural tastes and common ways of acting It explains such facts by detailing in clear and precise ways the mechanisms through which the social facts were brought about Making sense of the relationship between micro and macro thus is one of the central concerns of analytical sociology The approach is a contemporary incarnation of Robert K Merton s notion of middle range theory and presents a vision of sociological theory as a tool box of semi general theories each of which is adequate for explaining certain types of phenomena The Handbook brings together some of the most prominent sociologists in the world Some of the chapters focus on action and interaction as the cogs and wheels of social processes while others consider the dynamic social processes that these actions and interactions bring about

*Ethnography in the Open Science and Digital Age: New Debates, Dilemmas, and Issues* Colin Jerolmack, Alexandra Murphy ,Victoria Reyes,2024-06-19 In the current moment ethnography is caught up in a number of debates that have led ethnographers to reflect on classic methodological and ethical dilemmas in new ways The replication crisis had led to a movement for open science e g registering hypotheses in advance sharing codes and data but it seems unclear that recommended best practices are appropriate to ethnography It s even up for debate whether ethnography is more of a social science or a genre The fact that many ethnographies are widely read invites questions and criticisms from beyond the ivory tower including our subjects about the ethics of representation e g who has license to write about whom and the extent to which journalistic standards of data verification and transparency e g fact checking naming sources should apply to qualitative research Some ethnographers are calling for more open critical discussions about the embodied dimensions of fieldwork including not only emotions but also issues like sexual intimacy and harassment There s also a growing expectation that ethnographers empower our subjects to represent and analyze themselves What s more as more of social life is lived online it becomes increasingly unclear where the boundaries of the field site should be drawn and whether ethnographic conventions can be applied wholesale to the study of digital spaces

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