

Panel 5: Trust in Public Administration

Chaired by prof. dr. Steven van de Walle (EUR) and dr. Frédérique Six (VU)

Friday 29 November 9.00-13.00

Time table

9.00-9.10: introduction

9.10-9.30: presentation and discussion of paper 1

	Paper	Discussant
1	Arie Van Sluis & Steven Van de Walle: "Makeable trust? The impact of police-citizens contacts on citizens' trust in the police in the Netherlands"	Bas Denters

9.30-9.50: presentation and discussion of paper 2

	Paper	Discussant
2	René Karens, Jasper Eshuis & Erik-Hans Klijn: "Public Branding and Trust in Policy: analyzing the effect of EU policy branding on trust in EU policies through experimental research design"	Jolien Vanschoenwinkel

9.50-10.10: presentation and discussion of paper 3

	Paper	Discussant
3	Peter Oomsels & Geert Bouckaert: "Exploring Administrative trust in Flanders: different roles and sources of inter-organizational trust and distrust in public administration"	Nadine Raaphorst

10.10-10.25: break

10.25-10.55: presentation and discussion of paper 4

	Paper	Discussant
4	Lars Tummers, Ulrike Weske, Robin Bouwman & Stephan Grimmelikhuijsen: "The impact of red tape on satisfaction in government and trust: An experimental study"	Peter Oomsels

10.55-11.15: presentation and discussion of paper 5

	Paper	Discussant
5	Nadine Raaphorst: The role of trust in the public encounter	René Karens

11.15-11.35: presentation and discussion of paper 6

	Paper	Discussant
6	Shelena Keulemans: Toward a conceptualization of public officials' attitudes toward their citizen-clients	Lars Tummers

11.35-11.50: break

11.50-12.10: presentation and discussion of paper 7

	Paper	Discussant
7	Jolien Vanschoenwinkel: "Trust in justice: Degree and antecedents of trust in the criminal justice chain"	Van de Walle

12.10-12.30: presentation and discussion of paper 8

	Paper	Discussant
8	Bas Denters & Judith Bakker: "Trust in Local Government amongst participants in Citizens' Initiatives: Results from a survey in the Dutch province of Overijssel"	Shelena Keulemans

12.30-13.00: discussion
13.00-14.00: lunch