

NIG Panel 12

Public Administration: How can we better understand the behaviour of individual citizens and civil servants in the public domain?

Thursday				
Start time	Name	Paper	Discussant	Moderator
14:00	Panel chairs	Introduction		Stephan Grimmelikhuijsen
14:20	Lars Tummers	Aggression from clients towards employees: A meta-analysis	Joram Feitsma	
14:40	Joram Feitsma	Behavioral insights pioneers at work	Robin Bouwman	
15:00	Sabine Rhys	Experimental Research in Public Administration: A review.	Lars Tummers	
Coffee/tea break				
16:00	Shelena Keulemans	Official-Client Relations in the Bureaucratic Encounter: Development and Validation of a Multicomponent Measurement Instrument for the Public Official's Attitude toward Citizen-Clients.	Stephan Grimmelikhuijsen	Lars Tummers
16:20	Stephan Grimmelikhuijsen	Behavioral Public Administration: Combining Insights from Public Administration and Psychology	Shelena Keulemans	
16:40	Peter Kruijen	On the Reliability of Surveys and Questionnaires in Public Administration Research: When Should We Care?	Marlot Kuiper	
Friday				
Start time	Name	Paper	Discussant	Moderator
09:00	Sem Enzerink	Citizen-customers role identities toward public services: Developing a measurement instrument	Sabine Rhys	Robin Bouwman
09:20	Nadine van Engen	Measuring professionals policy predisposition: Validation of a short form of the general policy alienation scale	Peter Kruijen	
09:40	Marlot Kuiper	Reflexive Routines - An ethnographic study of standardized work processes critical care	Colin Kuenhans	
10:00	Martijn Groenleer	Managing the Performance of Problem-Oriented Law Enforcement in Networks	Sem Enzerink	
Coffee/tea break				
11:00	Colin Kuenhans	Choice Frames and the Decision-Making of Supranational Civil Servants: Experimental Evidence from the European Parliament	Nadine van Engen	Peter Kruijen
11:20	Robin Bouwman	Accountability in public sector coalition negotiations, a face-to-face experiment	Martijn Groenleer	
11:40	Panel chairs	Concluding remarks/discussion		
12:00				

Version

30-10-15

Note:

10 min presentation

10 min discussion (no PP)