

**NIG Annual Work Conference 2016,
24-25 November, Antwerp (Belgium)**

Panel 9: Behavioral Public Administration: Grasping the behavior of people - leaders, civil servants, professionals and citizens - in the public domain

Panel chairs:

Robin Bouwman, Peter Kruijven, Stephan Grimmelikhuijsen, Lars Tummens, Thomas Schillemans

Panel outline

The behavior of government workers, public leaders and citizens have traditionally been of the interest of public administration and public management scholars (Simon, 1965; Vigoda & Golembiewski, 2001; Whitaker, 1980). However, some have argued that the field of public management is lagging behind other disciplines when it comes to methodological development when focusing on behavioral aspects of citizens and civil servants (Gill & Meier, 2000; Grimmelikhuijsen, Tummens, & Pandey, 2016; Kettl, 2000; Raadschelders & Lee, 2011).

A number of prominent scholars have called for an integration of behavioral elements and social psychological theory in public administration research (See Grimmelikhuijsen, Jilke, Leth Olsen, & Tummens, 2016; Mosher, 1956; Raadschelders, 2011) while adopting methodologically sound methods (Kelman, 2015; Perry, 2012).

We define behavioral public administration (BPA) as: an approach characterized by the interdisciplinary analysis of public administration from the micro-perspective of individual behavior and attitudes by drawing upon recent advances in our understanding of the underlying psychology and behavior of individuals (S. G. Grimmelikhuijsen, Jilke, Leth Olsen, & Tummens, 2016).

Three elements are central to this definition. First, it takes employees, managers and citizens from the public domain as unit

of analysis (micro-level). Secondly, it entails the study of how people behave and form attitudes. Thirdly, it does so by integrating insights from psychology and the behavioral sciences into the field of public administration.

Other disciplines like economics, management studies and political science have adopted psychological research, which has led to the rise of fields such as behavioral economics (see Kahneman & Tversky, 1979), political psychology (Ansolabehere et al., 1999) and organizational behavior (Hersey & Blanchard, 1993). Only recently there has been an increase of public administration studies borrowing and extending theories from the field of psychology.

For instance, Bellé (2013) has focused on the actions of nurses in public hospitals, by creating conditions with low and high Public Service Motivation. Jilke (2015) focuses on competition and choice options in public services. Furthermore, citizens' reactions and judgments of municipalities and the role of performance information is currently being studied by a number of scholars (James & Moseley, 2014; James, 2011; Kroll, 2015). And some scholars use psychological theories as potential explanations of policy processes and outcomes (Vis 2012; Schillemans 2016).

At the same time, experimental research methods are increasingly complementing the methodological toolkit of public administration scholars (Bouwman & Grimmelhuijsen, 2016; Margetts, 2011). Besides the application of an experimental logic of inquiry, psychological research has developed a reputation for a rigorous treatment of issues of measurement. Most importantly, experimental research enables systematic research of *causation*.

An additional methodological opportunity that arises when working towards a greater integration of psychology within the study of public administration is potential biases such as common method bias, researcher demand bias and confounding biases. A possibility here is scale validation methods. Although in general, public administration scholars do not employ scale development, there are exceptions, such as work on Public Service Motivation (Perry, 1996) and policy alienation (Tummers, 2012). Furthermore, some scholars tested the value of using short scales in survey designs (Kruijven, 2012).

This panel focuses on the use of behavioral insights from the behavioral sciences and social psychology within the field of public administration. This includes attitudes and judgments of citizens, the behavior of citizens and public servants and the interaction of public sector actors at the micro level. Therefore, the central question we pose is: How can we understand the attitudes and behaviors

of individual citizens, leaders, civil servants, professionals and citizens in the public domain?

In this panel, we welcome:

- Papers that focus on psychological theories within the realm of public sector organizations
- Papers that employ sophisticated methods using the experimental logic of enquiry and other techniques of measurement.
- Papers that focus on the discrepancy between (self) reported and actual behavior within the realm of public sector organizations
- Papers that test the validity of macro-level public administration theories with micro-level (individual) data
- Papers that develop and test psychometrically sound scales or meta- analyses

In terms of topics, we welcome papers that focus on:

- Citizen-state interactions
- Judgment and decision-making in public organizations
- Citizen satisfaction and trust in government
- The interpretation of performance information by citizens/ public managers
- The effects of administrative reforms on citizens/ public employees
- The use of behavioral science by public officials (for instance through nudges)

This panel is related to the Public Management sub-theme of the NIG research program. Specifically, our panel is linked to the knowledge goal of Public Management in Professional Organizations as this panel aims to attract papers that study interactions with and attitudes towards actions of public organizations. Moreover, this panel is loosely connected to the Evaluation of impacts of public management reforms as reforms often have impacts at the individual level: public servants and citizens.

About the chairs

[Robin Bouwman](#) is a PhD student Public Administration, Radboud University Nijmegen (r.bouwman@fm.ru.nl)

[Peter Kruyen](#) is assistant professor Public Administration, Radboud University Nijmegen (p.kruyen@fm.ru.nl)

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Questions about this panel can be directed to Robin Bouwman (r.bouwman@fm.ru.nl).

PANEL PROGRAMME

- Thursday 24 November: Building A (Prinsstraat 13), Room A205
- Friday 25 November: M building (De Meerminne, Sint-Jacobstraat 2), Room M105

NIG Panel 9**Behavioral Public Administration: Grasping the behavior of people - leaders, civil servants, professionals and citizens - in the public domain**

Thursday					
Start time	Name		Paper	Discussant	Moderator
14:30	Panel chairs		Introduction		Lars Tummers
14:45	Nadine van Engen vanengen@fsw.eur.nl		A review of the development of measurement scales in public administration research and suggestions for further improvement	Peter Kruyen	
15:15	Sheheryar Banuri sbanuri@gmail.com		The Biases of Policymakers	Barbara Vis	
15:45	Stephan Grimmelikhuijsen s.g.grimmelikhuijsen@uu.nl		In search for support of court decisions: citizens as motivated reasoners?	Kristina Weißmüller	
16:15	Kristina Weißmüller Kristina.Weissmueller@wiso.uni-hamburg.de		The Asymmetric Nature Of The Anti-Public Sector Bias: Evidence From A Framing Experiment	Stephan Grimmelikhuijsen	
			Coffee/tea break		
16:30	Lars Tummers L.G.Tummers@uu.nl		Which clients are helped by street-level bureaucrats? An experiment on street-level decision making and client deservingness cues	Joris van der Voet	Stephan Grimmelikhuijsen
17:00	Robin Bouwman r.bouwman@fm.ru.nl		Comparing the effect of accountability on public- and private sector negotiators	Sheheryar Banuri	
17:30	Peter Kruyen p.m.kruyen@gmail.com		A longitudinal analysis of personality descriptors in the public administration literature and government job advertisements	Shelena Keulemans	
18:00	Barbara Vis b.vis@vu.nl		How to identify political elites' employment of heuristics in political judgment and decision making?	Lars Tummers	

Friday

Start time	Name	Paper	Discussant	Moderator
09:30	Joris van der Voet j.van.der.voet@fgga.leidenuniv.nl	Disentangling the perceived performance effects of publicness and bureaucratic structure: A survey-experiment	Ricarda Scheele	Robin Bouwman
10:00	Reza Fathurrahman r.fathurrahman@ipw.uni-hannover.de	Shared Pessimism between Citizens and Bureaucrats towards Each Other in Public Service Organizations: Inhibiting Factors for A Progressive Administrative Reform?	Sjors Overman	
10:30	Shelena Keulemans keulemans@fsw.eur.nl	'Tell me who you go with, and I'll tell you who are': Work group socialization in a street-level bureaucracy.	Nadine van Engen	
11:00	Ricarda Scheele ricarda_scheele@web.de	Scenarios in the public policy domain: An educational psychology approach to how decision-makers perceive and evaluate scenarios	Sabine Rys	
		Coffee/tea break		
11:15	Sabine Rys sabine.rys@uantwerpen.be	Citizen or Customer? The impact of frontline communication of public services on attitudes of citizenship	Robin Bouwman	Thomas Schillemans
11:45	Sjors Overman s.p.overman@uu.nl	Measuring felt external accountability: toward a validated multidimensional	Reza Fathurrahman	
12:15	Panel Chairs	Concluding remarks/discussion - discussion Theme?		Thomas Schillemans / Robin Bouwman
12:45				

Note: 15 min presentation - 5 min discussant - 10 min plenary discussion

Version
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