

Steven Van de Walle

List of Publications by Year in descending order

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Version: 2024-02-01

95
papers

3,282
citations

185998

28
h-index

189595

50
g-index

111
all docs

111
docs citations

111
times ranked

1804
citing authors

#	ARTICLE	IF	CITATIONS
1	Public Service Performance and Trust in Government: The Problem of Causality. <i>International Journal of Public Administration</i> , 2003, 26, 891-913.	1.4	358
2	Trust in the public sector: is there any evidence for a long-term decline?. <i>International Review of Administrative Sciences</i> , 2008, 74, 47-64.	1.9	199
3	New Public Management and Citizens' Perceptions of Local Service Efficiency, Responsiveness, Equity and Effectiveness. <i>Public Management Review</i> , 2013, 15, 762-783.	3.4	195
4	THE ORDER OF QUESTIONS IN A SURVEY ON CITIZEN SATISFACTION WITH PUBLIC SERVICES: LESSONS FROM A SPLIT-BALLOT EXPERIMENT. <i>Public Administration</i> , 2011, 89, 1436-1450.	2.3	105
5	The effects of new public management on the quality of public services. <i>Governance</i> , 2020, 33, 461-475.	1.5	94
6	Citizens' Blame of Politicians for Public Service Failure: Experimental Evidence about Blame Reduction through Delegation and Contracting. <i>Public Administration Review</i> , 2016, 76, 83-93.	2.9	87
7	A contingency approach to representative bureaucracy: power, equal opportunities and diversity. <i>International Review of Administrative Sciences</i> , 2010, 76, 239-258.	1.9	84
8	Potential for comparative public opinion research in public administration. <i>International Review of Administrative Sciences</i> , 2005, 71, 229-240.	1.9	81
9	Responses to Decline in Marketized Public Services: An Experimental Evaluation of Choice Overload. <i>Journal of Public Administration Research and Theory</i> , 2016, 26, 421-432.	2.2	78
10	Trust and Distrust as Distinct Concepts: Why Studying Distrust in Institutions is Important. <i>Journal of Comparative Policy Analysis: Research and Practice</i> , 2014, 16, 158-174.	1.8	77
11	Extrinsic motivation, PSM and labour market characteristics: a multilevel model of public sector employment preference in 26 countries. <i>International Review of Administrative Sciences</i> , 2015, 81, 833-855.	1.9	71
12	Internal and external use of performance information in public organizations: results from an international survey. <i>Public Money and Management</i> , 2013, 33, 261-268.	1.2	67
13	The state of the world's bureaucracies. <i>Journal of Comparative Policy Analysis: Research and Practice</i> , 2006, 8, 437-448.	1.8	66
14	Generating Usable Knowledge through an Experimental Approach to Public Administration. <i>Public Administration Review</i> , 2016, 76, 69-72.	2.9	62
15	A change management perspective on public sector cutback management: towards a framework for analysis. <i>Public Management Review</i> , 2017, 19, 1538-1555.	3.4	58
16	We Need to Compare, but How? Measurement Equivalence in Comparative Public Administration. <i>Public Administration Review</i> , 2015, 75, 36-48.	2.9	57
17	New Public Management reforms in Europe and their effects: findings from a 20-country top executive survey. <i>International Review of Administrative Sciences</i> , 2019, 85, 399-418.	1.9	53
18	When public services fail: a research agenda on public service failure. <i>Journal of Service Management</i> , 2016, 27, 831-846.	4.4	47

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19	Explaining Citizen Satisfaction and Dissatisfaction with Public Services. , 2018, , 227-241.		47
20	Organizational Socialization in Public Administration Research: A Systematic Review and Directions for Future Research. American Review of Public Administration, 2018, 48, 610-627.	1.5	43
21	Institutions or Contingencies? A Cross-Country Analysis of Management Tool Use by Public Sector Executives. Public Administration Review, 2019, 79, 330-342.	2.9	41
22	Comparing Measures of Citizen Trust and User Satisfaction as Indicators of 'Good Governance': Difficulties in Linking Trust and Satisfaction Indicators. International Review of Administrative Sciences, 2003, 69, 329-343.	1.9	39
23	When Will Public Officials Listen? A Vignette Experiment on the Effects of Input Legitimacy on Public Officials' Willingness to Use Public Participation. Public Administration Review, 2020, 80, 271-280.	2.9	38
24	What Services are Public? What Aspects of Performance are to be Ranked? The Case of 'Services of General Interest'. International Public Management Journal, 2008, 11, 256-274.	1.2	36
25	International Comparisons of Public Sector Performance. Public Management Review, 2009, 11, 39-56.	3.4	34
26	Equity or Efficiency? Explaining Public Officials' Values. Public Administration Review, 2019, 79, 25-34.	2.9	34
27	Perceptions of Productivity and Performance in Europe and The United States. International Journal of Public Administration, 2007, 30, 1123-1140.	1.4	32
28	Comparing the performance of national public sectors: conceptual problems. International Journal of Productivity and Performance Management, 2008, 57, 329-338.	2.2	32
29	Gifts or Bribes?. Public Integrity, 2013, 15, 385-402.	0.8	32
30	Economic strain and perceptions of social cohesion in Europe: Does institutional trust matter?. European Journal of Political Research, 2014, 53, 559-579.	2.9	31
31	Cost-effectiveness, domestic favouritism and sustainability in public procurement. International Journal of Public Sector Management, 2017, 30, 328-341.	1.2	31
32	A signaling perspective on bureaucratic encounters: How public officials interpret signals and cues. Social Policy and Administration, 2018, 52, 1367-1378.	2.1	30
33	Institutional quality, corruption, and impartiality: the role of process and outcome for citizen trust in public administration in 173 European regions. Journal of Economic Policy Reform, 2022, 25, 9-27.	1.9	29
34	Confidence In The Criminal Justice System: Does Experience Count?. British Journal of Criminology, 2009, 49, 384-398.	1.5	27
35	The Political Role of Service Delivery in State-Building: Exploring the Relevance of European History for Developing Countries. Development Policy Review, 2011, 29, 5-21.	1.0	27
36	Do Public Officials Trust Citizens? A Welfare State Perspective. Social Policy and Administration, 2017, 51, 1450-1469.	2.1	27

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37	Do tax officials use double standards in evaluating citizenâ€™clients? A policyâ€™capturing study among Dutch frontline tax officials. <i>Public Administration</i> , 2018, 96, 134-153.	2.3	27
38	Publishing Performance Information: An Illusion of Control?. , 2008, , 211-226.		26
39	Two track public services? Citizens' voice behaviour towards liberalized services in the EU15. <i>Public Management Review</i> , 2013, 15, 465-476.	3.4	24
40	A systematic review of the literature on determinants of public managers' attitudes toward public participation. <i>Local Government Studies</i> , 2022, 48, 1-22.	1.6	24
41	Understanding street-level bureaucratsâ€™™ attitude towards clients: Towards a measurement instrument. <i>Public Policy and Administration</i> , 2020, 35, 84-113.	1.5	23
42	Explaining health care professionalsâ€™™ resistance to implement Diagnosis Related Groups: (No) benefits for society, patients and professionals. <i>Health Policy</i> , 2012, 108, 158-166.	1.4	22
43	How Cutbacks and Job Satisfaction Are Related: The Role of Top-Level Public Managersâ€™™ Autonomy. <i>Review of Public Personnel Administration</i> , 2018, 38, 5-23.	1.8	22
44	Publishing in Public Administration: Issues with Defining, Comparing, and Ranking the Output of Universities. <i>International Public Management Journal</i> , 2015, 18, 87-107.	1.2	19
45	Policy failure and corruption in Belgium: Is federalism to blame?. <i>West European Politics</i> , 2006, 29, 999-1017.	3.4	18
46	Chapter 7 Determinants of Confidence in the Civil Service: An International Comparison. <i>Research in Public Policy Analysis and Management</i> , 2007, , 171-201.	0.1	18
47	Introduction: Using Public Sector Performance Information. , 2008, , 1-8.		18
48	A TALE OF TWO CHARTERS. <i>Public Management Review</i> , 2005, 7, 367-390.	3.4	17
49	The Relationship between Ombudsman, Government, and Citizens: A Survey Analysis. <i>Negotiation Journal</i> , 2008, 24, 287-302.	0.3	16
50	How is information used to improve performance in the public sector? Exploring the dynamics of performance information. , 0, , 33-54.		16
51	New Public Management: Restoring the Public Trust through Creating Distrust?. <i>SSRN Electronic Journal</i> , 2010, , .	0.4	15
52	Marketing Government Reforms. <i>Journal of Nonprofit and Public Sector Marketing</i> , 2005, 14, 151-168.	0.9	13
53	Savings in public services after the crisis: a multilevel analysis of public preferences in the EU-27. <i>International Review of Administrative Sciences</i> , 2014, 80, 597-618.	1.9	13
54	Does Trust in the Performance Measurement Organization Influence How Public Managers Use Performance Information?. <i>Public Performance & Management Review</i> , 2016, 40, 409-430.	1.3	13

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55	The impact of public service values on services of general interest reform debates. <i>Public Management Review</i> , 2006, 8, 183-205.	3.4	12
56	Explaining variation in perceived managerial autonomy and direct politicization in European public sectors. <i>International Review of Administrative Sciences</i> , 2019, 85, 627-644.	1.9	12
57	Goats or wolves? Private sector managers in the public sector. <i>Governance</i> , 2020, 33, 599-619.	1.5	12
58	Making Better Use of Information to Drive Improvement in Local Public Services: A Report for the Audit Commission. <i>SSRN Electronic Journal</i> , 0, , .	0.4	11
59	Reality is merely an illusion, albeit a persistent one: introduction to the performance measurement symposium. <i>International Review of Administrative Sciences</i> , 2008, 74, 531-534.	1.9	11
60	Producing Salience or Keeping Silence? An Exploration of Topics and Non-Topics of Special Eurobarometers. <i>SSRN Electronic Journal</i> , 0, , .	0.4	11
61	Compensating citizens for poor service delivery: Experimental research in public and private settings. <i>Public Administration</i> , 2017, 95, 895-911.	2.3	11
62	Trust in and by the Public Sector. , 2018, , 469-482.		11
63	Introduction: public administration reforms in Europe. , 2016, , .		10
64	An Implementation Framework for Public Service Charters: Results of a concept mapping study. <i>Public Management Review</i> , 2014, 16, 570-589.	3.4	9
65	Street-Level Bureaucrats's™ Attitude toward Clients: A Study of Work Group Influence in the Dutch and Belgian Tax Administration. <i>Public Performance & Management Review</i> , 2020, 43, 334-362.	1.3	9
66	Increasing the cost of participation: red tape and public officials's™ attitudes toward public participation. <i>International Review of Administrative Sciences</i> , 2022, 88, 644-662.	1.9	9
67	Where Comparative Public Administration and Comparative Policy Studies Meet. <i>Journal of Comparative Policy Analysis: Research and Practice</i> , 2018, 20, 101-113.	1.8	8
68	WHEN IS A SERVICE AN ESSENTIAL PUBLIC SERVICE?. <i>Annals of Public and Cooperative Economics</i> , 2009, 80, 521-545.	1.3	7
69	Prosocial Compensation Following a Service Failure: Fulfilling an Organization's™ Ethical and Philanthropic Responsibilities. <i>Journal of Business Ethics</i> , 2020, 162, 123-147.	3.7	7
70	Local politicians's™ preferences in public procurement: ideological or strategic reasoning?. <i>Local Government Studies</i> , 0, , 1-24.	1.6	7
71	Comparative research in public administration and the contribution of the COCOPS Top Executive Survey. , 2016, , .		7
72	Homogeneous National Management Policies or Autonomous Choices by Administrative Units? Inter- and Intra-Country Management Tools Use Variations in European Central Government Administrations. <i>Public Performance & Management Review</i> , 2018, 41, 497-518.	1.3	6

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73	Peut-on mesurer la qualité des administrations publiques grâce aux indicateurs de gouvernance?. Revue Francaise D'Administration Publique, 2005, n o 115, 435-461.	0.1	6
74	Reforming Organizational Structures. , 2016, , 131-143.		6
75	Buying from Local Providers: The Role of Governance Preferences in Assessing Performance Information. Public Administration Review, 2022, 82, 835-849.	2.9	6
76	Deep Impact for High Impact Agencies? Assessing the Role of Bureaucratic Encounters in Evaluations of Government. SSRN Electronic Journal, 2003, , .	0.4	5
77	Understanding Policy Instruments for Steering Nonprofit Organizations in China: Only Carrots and Sticks?. Voluntas, 2020, 31, 736-750.	1.1	5
78	Citizen support for Increasing the Responsibilities of Local Government in European Countries: A Comparative Analysis. Lex Localis, 2011, 9, 1-21.	0.2	5
79	Defending, prospecting or reacting? Strategic management during cutbacks in the Dutch penitentiary sector. Financial Accountability and Management, 2022, 38, 77-96.	1.9	4
80	Debate: In the Know or Out of the Loop. Public Money and Management, 2008, 28, 196-198.	1.2	3
81	Emergence and Public Administration: A Literature Review for the Project 'A New Synthesis in Public Administration'. SSRN Electronic Journal, 0, , .	0.4	3
82	Developing and implementing a service charter for an integrated regional stroke service: an exploratory case study. BMC Health Services Research, 2014, 14, 141.	0.9	3
83	Challenges for Large-Scale International Comparative Survey-Based Research in Public Administration. , 2018, , 1147-1168.		3
84	Administrative Reform Movements and Commissions in Belgium, 1848-2004. Public Policy and Administration, 2005, 20, 38-54.	1.5	2
85	Chapter 13 New Steering Instruments: Trends in Public Sector Practice and Scholarship. Research in Public Policy Analysis and Management, 2011, , 205-214.	0.1	2
86	Building Local Communities: Place-Shaping as Nation-Building. Lex Localis, 2010, 8, 23-33.	0.2	2
87	Citizen Support for Increasing the Responsibilities of Local Government in European Countries: A Comparative Analysis. SSRN Electronic Journal, 0, , .	0.4	2
88	Representative bureaucracy in Belgium: power sharing or diversity?. , 2013, , .		2
89	PERFORMANCE INFORMATION IN THE PUBLIC SECTOR: HOW IT IS USED - edited by Wouter van Dooren and Steven Van de Walle. Public Administration, 2010, 88, 278-279.	2.3	1
90	Performance Reporting. , 2014, , .		1

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91	What determines the government's policy instrument choice for steering nonprofit organizations? The role of government capacity and contextual complexity. <i>Journal of Asian Public Policy</i> , 2023, 16, 182-198.	2.2	1
92	Is er een trade-off tussen wetenschappelijke impact en praktijkrelevantie?. <i>Bestuurskunde</i> , 2015, 24, .	0.0	1
93	Public officials' interpretation of conflicting performance information: goal reprioritization or unbiased decision-making?. <i>Public Management Review</i> , 2023, 25, 2003-2026.	3.4	1
94	How is Information Used to Improve Performance in the Public Sector? Exploring the Dynamics of Performance Information. <i>SSRN Electronic Journal</i> , 0, , .	0.4	0
95	The contingencies of performance measurement in the public sector. <i>International Journal of Productivity and Performance Management</i> , 2006, 55, .	2.2	0