

Steven Van de Walle

List of Publications by Citations

Source: <https://exaly.com/author-pdf/7914286/steven-van-de-walle-publications-by-citations.pdf>

Version: 2024-04-25

This document has been generated based on the publications and citations recorded by exaly.com. For the latest version of this publication list, visit the link given above.

The third column is the impact factor (IF) of the journal, and the fourth column is the number of citations of the article.

101
papers

2,252
citations

25
h-index

44
g-index

111
ext. papers

2,685
ext. citations

2.1
avg, IF

5.83
L-index

#	Paper	IF	Citations
101	Public Service Performance and Trust in Government: The Problem of Causality. <i>International Journal of Public Administration</i> , 2003 , 26, 891-913	1.7	252
100	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	1.4	153
99	New Public Management and Citizens' Perceptions of Local Service Efficiency, Responsiveness, Equity and Effectiveness. <i>Public Management Review</i> , 2013 , 15, 762-783	3.6	145
98	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	87
97	A contingency approach to representative bureaucracy: power, equal opportunities and diversity. <i>International Review of Administrative Sciences</i> , 2010 , 76, 239-258	1.4	65
96	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	2.6	64
95	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	5.8	61
94	Public Administration Reforms in Europe 2016 ,		59
93	Potential for comparative public opinion research in public administration. <i>International Review of Administrative Sciences</i> , 2005 , 71, 229-240	1.4	58
92	The state of the world's bureaucracies. <i>Journal of Comparative Policy Analysis: Research and Practice</i> , 2006 , 8, 437-448	1.4	53
91	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	1.5	51
90	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	1.4	50
89	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	1.4	48
88	We Need to Compare, but How? Measurement Equivalence in Comparative Public Administration. <i>Public Administration Review</i> , 2015 , 75, 36-48	5.8	45
87	Generating Usable Knowledge through an Experimental Approach to Public Administration. <i>Public Administration Review</i> , 2016 , 76, 69-72	5.8	45
86	A change management perspective on public sector cutback management: towards a framework for analysis. <i>Public Management Review</i> , 2017 , 19, 1538-1555	3.6	38
85	When public services fail: a research agenda on public service failure. <i>Journal of Service Management</i> , 2016 , 27, 831-846	7.4	34

84	Comparing Measures of Citizen Trust and User Satisfaction as Indicators of 'Good Governance': Difficulties in Linking Trust and Satisfaction Indicators. <i>International Review of Administrative Sciences</i> , 2003 , 69, 329-343	1.4	32
83	The effects of new public management on the quality of public services. <i>Governance</i> , 2020 , 33, 461-475	2.3	31
82	Explaining Citizen Satisfaction and Dissatisfaction with Public Services 2018 , 227-241		30
81	Organizational Socialization in Public Administration Research: A Systematic Review and Directions for Future Research. <i>American Review of Public Administration</i> , 2018 , 48, 610-627	4.1	29
80	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	1.4	28
79	What Services are Public? What Aspects of Performance are to be Ranked? The Case of Services of General Interest <i>International Public Management Journal</i> , 2008 , 11, 256-274	1.7	27
78	Institutions or Contingencies? A Cross-Country Analysis of Management Tool Use by Public Sector Executives. <i>Public Administration Review</i> , 2019 , 79, 330-342	5.8	27
77	Economic strain and perceptions of social cohesion in Europe: Does institutional trust matter?. <i>European Journal of Political Research</i> , 2014 , 53, 559-579	3.2	25
76	Gifts or Bribes?. <i>Public Integrity</i> , 2013 , 15, 385-402	0.7	25
75	Confidence In The Criminal Justice System: Does Experience Count?. <i>British Journal of Criminology</i> , 2009 , 49, 384-398	2.1	24
74	International Comparisons of Public Sector Performance. <i>Public Management Review</i> , 2009 , 11, 39-56	3.6	24
73	Comparing the performance of national public sectors: conceptual problems. <i>International Journal of Productivity and Performance Management</i> , 2008 , 57, 329-338	2.3	24
72	Perceptions of Productivity and Performance in Europe and The United States. <i>International Journal of Public Administration</i> , 2007 , 30, 1123-1140	1.7	21
71	Publishing Performance Information: An Illusion of Control? 2008 , 211-226		21
70	Cost-effectiveness, domestic favouritism and sustainability in public procurement. <i>International Journal of Public Sector Management</i> , 2017 , 30, 328-341	1.9	20
69	A signaling perspective on bureaucratic encounters: How public officials interpret signals and cues. <i>Social Policy and Administration</i> , 2018 , 52, 1367-1378	1.7	20
68	Do Public Officials Trust Citizens? A Welfare State Perspective. <i>Social Policy and Administration</i> , 2017 , 51, 1450-1469	1.7	19
67	The Political Role of Service Delivery in State-Building: Exploring the Relevance of European History for Developing Countries. <i>Development Policy Review</i> , 2011 , 29, 5-21	1.3	19

66	Two track public services? Citizens' voice behaviour towards liberalized services in the EU15. <i>Public Management Review</i> , 2013 , 15, 465-476	3.6	18
65	When Will Public Officials Listen? A Vignette Experiment on the Effects of Input Legitimacy on Public Officials' Willingness to Use Public Participation. <i>Public Administration Review</i> , 2020 , 80, 271-280	5.8	18
64	Equity or Efficiency? Explaining Public Officials' Values. <i>Public Administration Review</i> , 2019 , 79, 25-34	5.8	17
63	Publishing in Public Administration: Issues with Defining, Comparing, and Ranking the Output of Universities. <i>International Public Management Journal</i> , 2015 , 18, 87-107	1.7	16
62	Explaining health care professionals' resistance to implement Diagnosis Related Groups: (No) benefits for society, patients and professionals. <i>Health Policy</i> , 2012 , 108, 158-66	3.2	16
61	Policy failure and corruption in Belgium: Is federalism to blame?. <i>West European Politics</i> , 2006 , 29, 999-1017	17	16
60	Do tax officials use double standards in evaluating citizen-clients? A policy-capturing study among Dutch frontline tax officials. <i>Public Administration</i> , 2018 , 96, 134-153	2.3	16
59	Chapter 7 Determinants of Confidence in the Civil Service: An International Comparison. <i>Research in Public Policy Analysis and Management</i> , 2007 , 171-201		15
58	How is information used to improve performance in the public sector? Exploring the dynamics of performance information	33-54	14
57	Introduction: Using Public Sector Performance Information	2008, 1-8	14
56	A TALE OF TWO CHARTERS. <i>Public Management Review</i> , 2005 , 7, 367-390	3.6	13
55	The Relationship between Ombudsman, Government, and Citizens: A Survey Analysis. <i>Negotiation Journal</i> , 2008 , 24, 287-302	0.3	12
54	How Cutbacks and Job Satisfaction Are Related: The Role of Top-Level Public Managers' Autonomy. <i>Review of Public Personnel Administration</i> , 2018 , 38, 5-23	2.7	11
53	Marketing Government Reforms. <i>Journal of Nonprofit and Public Sector Marketing</i> , 2005 , 14, 151-168	1	11
52	Understanding street-level bureaucrats' attitude towards clients: Towards a measurement instrument. <i>Public Policy and Administration</i> , 2020 , 35, 84-113	1.9	11
51	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	1.4	10
50	Explaining variation in perceived managerial autonomy and direct politicization in European public sectors. <i>International Review of Administrative Sciences</i> , 2019 , 85, 627-644	1.4	9
49	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	1.4	9

48	The impact of public service values on services of general interest reform debates. <i>Public Management Review</i> , 2006 , 8, 183-205	3.6	9
47	A systematic review of the literature on determinants of public managers' attitudes toward public participation. <i>Local Government Studies</i> , 1-22	1.6	9
46	An Implementation Framework for Public Service Charters: Results of a concept mapping study. <i>Public Management Review</i> , 2014 , 16, 570-589	3.6	8
45	Compensating citizens for poor service delivery: Experimental research in public and private settings. <i>Public Administration</i> , 2017 , 95, 895-911	2.3	8
44	Producing Salience or Keeping Silence? An Exploration of Topics and Non-Topics of Special Eurobarometers. <i>SSRN Electronic Journal</i> , 2015 ,	1	8
43	New Public Management: Restoring the Public Trust through Creating Distrust?. <i>SSRN Electronic Journal</i> , 2010 ,	1	8
42	Goats or wolves? Private sector managers in the public sector. <i>Governance</i> , 2020 , 33, 599-619	2.3	7
41	Does Trust in the Performance Measurement Organization Influence How Public Managers Use Performance Information?. <i>Public Performance & Management Review</i> , 2016 , 40, 409-430	2.1	7
40	Institutional quality, corruption, and impartiality: the role of process and outcome for citizen trust in public administration in 173 European regions. <i>Journal of Economic Policy Reform</i> , 2020 , 1-19	1.5	6
39	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	2.1	6
38	WHEN IS A SERVICE AN ESSENTIAL PUBLIC SERVICE?. <i>Annals of Public and Cooperative Economics</i> , 2009 , 80, 521-545	1.5	6
37	La confiance dans le secteur public: existe-t-il des signes d'un déclin à long terme?. <i>International Review of Administrative Sciences</i> , 2008 , 74, 51	0	6
36	Street-Level Bureaucrats' 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	2.1	6
35	Where Comparative Public Administration and Comparative Policy Studies Meet. <i>Journal of Comparative Policy Analysis: Research and Practice</i> , 2018 , 20, 101-113	1.4	5
34	Comparative research in public administration and the contribution of the COCOPS Top Executive Survey	12-25	5
33	Perceptions of Corruption as Distrust? Cause and Effect in Attitudes Towards Government		5
32	Trust in and by the Public Sector		5
31	Introduction: public administration reforms in Europe		4

30	Making Better Use of Information to Drive Improvement in Local Public Services: A Report for the Audit Commission. <i>SSRN Electronic Journal</i> , 2007 ,	1	4
29	Citizen support for Increasing the Responsibilities of Local Government in European Countries: A Comparative Analysis. <i>Lex Localis</i> , 2011 , 9, 1-21	1.4	4
28	Prosocial Compensation Following a Service Failure: Fulfilling an Organization's Ethical and Philanthropic Responsibilities. <i>Journal of Business Ethics</i> , 2020 , 162, 123-147	4.3	4
27	Local politicians' preferences in public procurement: ideological or strategic reasoning?. <i>Local Government Studies</i> , 1-24	1.6	4
26	Reforming Organizational Structures 2016 , 131-143		3
25	Understanding Policy Instruments for Steering Nonprofit Organizations in China: Only Carrots and Sticks?. <i>Voluntas</i> , 2020 , 31, 736-750	1.8	2
24	Trust, Fairness, and Signaling 2020 , 59-70		2
23	Chapter 13 New Steering Instruments: Trends in Public Sector Practice and Scholarship. <i>Research in Public Policy Analysis and Management</i> , 2011 , 205-214		2
22	Emergence and Public Administration: A Literature Review for the Project 'A New Synthesis in Public Administration'. <i>SSRN Electronic Journal</i> , 2010 ,	1	2
21	Debate: In the Know or Out of the Loop?. <i>Public Money and Management</i> , 2008 , 28, 196-198	1.5	2
20	Deep Impact for High Impact Agencies? Assessing the Role of Bureaucratic Encounters in Evaluations of Government. <i>SSRN Electronic Journal</i> , 2003 ,	1	2
19	Representative bureaucracy in Belgium: power sharing or diversity? 69-86		2
18	Public Administration Reformation		2
17	Les possibilités d'étude comparative de l'opinion publique à l'égard de l'administration publique. <i>International Review of Administrative Sciences</i> , 2005 , 71, 237	0	2
16	Current Issues in Political Marketing		2
15	Challenges for Large-Scale International Comparative Survey-Based Research in Public Administration 2018 , 1147-1168		2
14	Developing and implementing a service charter for an integrated regional stroke service: an exploratory case study. <i>BMC Health Services Research</i> , 2014 , 14, 141	2.9	1
13	The state and perceptions of public sector reform in Europe 369-398		1

12	Performance Reporting 2014 ,		1
11	Administrative Reform Movements and Commissions in Belgium, 1848-2004. <i>Public Policy and Administration</i> , 2005 , 20, 38-54	1.9	1
10	Zijn ontevreden klanten ontevreden: over zin en onzin van gebruikersbevestigingen bij de overheid. <i>Beleid En Maatschappij</i> , 2002 , 29, 146-155	0	1
9	La r�alit� est simplement une illusion, quoique tr�s persistante. Introduction au num�ro sp�cial sur la mesure de la performance. <i>International Review of Administrative Sciences</i> , 2008 , 74, 559	0	1
8	La motivation extrins�que, la PSM et les caract�ristiques du march� de l'emploi: un mod�le � plusieurs niveaux de la pr�f�rence pour l'emploi dans le secteur public dans 26 pays. <i>International Review of Administrative Sciences</i> , 2015 , 81, 885	0	1
7	Citizen Support for Increasing the Responsibilities of Local Government in European Countries: A Comparative Analysis. <i>SSRN Electronic Journal</i> ,	1	1
6	Une th�orie contingente en mati�re de bureaucratie repr�sentative : pouvoir, �galit� des chances et diversit� <i>International Review of Administrative Sciences</i> , 2010 , 76, 257	0	1
5	Increasing the cost of participation: red tape and public officials' attitudes toward public participation. <i>International Review of Administrative Sciences</i> , 2020 , 002085232094231	1.4	1
4	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> , 1-17	1	0
3	PERFORMANCE INFORMATION IN THE PUBLIC SECTOR: HOW IT IS USED - edited by Wouter van Dooren and Steven Van de Walle. <i>Public Administration</i> , 2010 , 88, 278-279	2.3	
2	Ambtenarij en politie in the picture: De marketing van twee overheidshervormingen. <i>Beleid En Maatschappij</i> , 2004 , 31, 86-97	0	
1	R�aliser des �conomies dans les services publics apr�s la crise : Analyse multiniveaux des pr�f�rences du public dans l'UE-27. <i>International Review of Administrative Sciences</i> , 2014 , 80, 629	0	