

# Steven Van de Walle

## List of Publications by Year in Descending Order

**Source:** <https://exaly.com/author-pdf/7914286/steven-van-de-walle-publications-by-year.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	The effects of new public management on the quality of public services. <i>Governance</i> , <b>2020</b> , 33, 461-475	2.3	31
100	Goats or wolves? Private sector managers in the public sector. <i>Governance</i> , <b>2020</b> , 33, 599-619	2.3	7
99	Understanding Policy Instruments for Steering Nonprofit Organizations in China: Only Carrots and Sticks?. <i>Voluntas</i> , <b>2020</b> , 31, 736-750	1.8	2
98	Trust, Fairness, and Signaling <b>2020</b> , 59-70		2
97	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> , <b>2020</b> , 1-19	1.5	6
96	Street-Level Bureaucrats' Attitude toward Clients: A Study of Work Group Influence in the Dutch and Belgian Tax Administration. <i>Public Performance &amp; Management Review</i> , <b>2020</b> , 43, 334-362	2.1	6
95	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> , <b>2020</b> , 80, 271-280	5.8	18
94	Increasing the cost of participation: red tape and public officials' Attitudes toward public participation. <i>International Review of Administrative Sciences</i> , <b>2020</b> , 002085232094231	1.4	1
93	Prosocial Compensation Following a Service Failure: Fulfilling an Organization's Ethical and Philanthropic Responsibilities. <i>Journal of Business Ethics</i> , <b>2020</b> , 162, 123-147	4.3	4
92	Understanding street-level bureaucrats' Attitude towards clients: Towards a measurement instrument. <i>Public Policy and Administration</i> , <b>2020</b> , 35, 84-113	1.9	11
91	Explaining variation in perceived managerial autonomy and direct politicization in European public sectors. <i>International Review of Administrative Sciences</i> , <b>2019</b> , 85, 627-644	1.4	9
90	Institutions or Contingencies? A Cross-Country Analysis of Management Tool Use by Public Sector Executives. <i>Public Administration Review</i> , <b>2019</b> , 79, 330-342	5.8	27
89	Equity or Efficiency? Explaining Public Officials' Values. <i>Public Administration Review</i> , <b>2019</b> , 79, 25-34	5.8	17
88	New Public Management reforms in Europe and their effects: findings from a 20-country top executive survey. <i>International Review of Administrative Sciences</i> , <b>2019</b> , 85, 399-418	1.4	28
87	Where Comparative Public Administration and Comparative Policy Studies Meet. <i>Journal of Comparative Policy Analysis: Research and Practice</i> , <b>2018</b> , 20, 101-113	1.4	5
86	A signaling perspective on bureaucratic encounters: How public officials interpret signals and cues. <i>Social Policy and Administration</i> , <b>2018</b> , 52, 1367-1378	1.7	20
85	How Cutbacks and Job Satisfaction Are Related: The Role of Top-Level Public Managers' Autonomy. <i>Review of Public Personnel Administration</i> , <b>2018</b> , 38, 5-23	2.7	11

84	Organizational Socialization in Public Administration Research: A Systematic Review and Directions for Future Research. <i>American Review of Public Administration</i> , <b>2018</b> , 48, 610-627	4.1	29
83	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 &amp; Management Review</i> , <b>2018</b> , 41, 497-518	2.1	6
82	Challenges for Large-Scale International Comparative Survey-Based Research in Public Administration <b>2018</b> , 1147-1168		2
81	Explaining Citizen Satisfaction and Dissatisfaction with Public Services <b>2018</b> , 227-241		30
80	Do tax officials use double standards in evaluating citizen-clients? A policy-capturing study among Dutch frontline tax officials. <i>Public Administration</i> , <b>2018</b> , 96, 134-153	2.3	16
79	Trust in and by the Public Sector <b>2018</b> , 469-482		5
78	A change management perspective on public sector cutback management: towards a framework for analysis. <i>Public Management Review</i> , <b>2017</b> , 19, 1538-1555	3.6	38
77	Cost-effectiveness, domestic favouritism and sustainability in public procurement. <i>International Journal of Public Sector Management</i> , <b>2017</b> , 30, 328-341	1.9	20
76	Do Public Officials Trust Citizens? A Welfare State Perspective. <i>Social Policy and Administration</i> , <b>2017</b> , 51, 1450-1469	1.7	19
75	Compensating citizens for poor service delivery: Experimental research in public and private settings. <i>Public Administration</i> , <b>2017</b> , 95, 895-911	2.3	8
74	Reforming Organizational Structures <b>2016</b> , 131-143		3
73	Public Administration Reforms in Europe <b>2016</b> ,		59
72	Does Trust in the Performance Measurement Organization Influence How Public Managers Use Performance Information?. <i>Public Performance &amp; Management Review</i> , <b>2016</b> , 40, 409-430	2.1	7
71	Responses to Decline in Marketized Public Services: An Experimental Evaluation of Choice Overload. <i>Journal of Public Administration Research and Theory</i> , <b>2016</b> , 26, 421-432	2.6	64
70	When public services fail: a research agenda on public service failure. <i>Journal of Service Management</i> , <b>2016</b> , 27, 831-846	7.4	34
69	Citizens' Blame of Politicians for Public Service Failure: Experimental Evidence about Blame Reduction through Delegation and Contracting. <i>Public Administration Review</i> , <b>2016</b> , 76, 83-93	5.8	61
68	Generating Usable Knowledge through an Experimental Approach to Public Administration. <i>Public Administration Review</i> , <b>2016</b> , 76, 69-72	5.8	45
67	We Need to Compare, but How? Measurement Equivalence in Comparative Public Administration. <i>Public Administration Review</i> , <b>2015</b> , 75, 36-48	5.8	45

66	Producing Salience or Keeping Silence? An Exploration of Topics and Non-Topics of Special Eurobarometers. <i>SSRN Electronic Journal</i> , <b>2015</b> ,	1	8
65	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> , <b>2015</b> , 81, 833-855	1.4	50
64	Publishing in Public Administration: Issues with Defining, Comparing, and Ranking the Output of Universities. <i>International Public Management Journal</i> , <b>2015</b> , 18, 87-107	1.7	16
63	La motivation extrinsèque, la PSM et les caractéristiques du marché de l'emploi : un modèle à plusieurs niveaux de la préférence pour l'emploi dans le secteur public dans 26 pays. <i>International Review of Administrative Sciences</i> , <b>2015</b> , 81, 885	0	1
62	Developing and implementing a service charter for an integrated regional stroke service: an exploratory case study. <i>BMC Health Services Research</i> , <b>2014</b> , 14, 141	2.9	1
61	An Implementation Framework for Public Service Charters: Results of a concept mapping study. <i>Public Management Review</i> , <b>2014</b> , 16, 570-589	3.6	8
60	Performance Reporting <b>2014</b> ,		1
59	Savings in public services after the crisis: a multilevel analysis of public preferences in the EU-27. <i>International Review of Administrative Sciences</i> , <b>2014</b> , 80, 597-618	1.4	10
58	Trust and Distrust as Distinct Concepts: Why Studying Distrust in Institutions is Important. <i>Journal of Comparative Policy Analysis: Research and Practice</i> , <b>2014</b> , 16, 158-174	1.4	48
57	Economic strain and perceptions of social cohesion in Europe: Does institutional trust matter?. <i>European Journal of Political Research</i> , <b>2014</b> , 53, 559-579	3.2	25
56	Réaliser des économies dans les services publics après la crise : Analyse multiniveaux des préférences du public dans l'UE-27. <i>International Review of Administrative Sciences</i> , <b>2014</b> , 80, 629	0	
55	New Public Management and Citizens' Perceptions of Local Service Efficiency, Responsiveness, Equity and Effectiveness. <i>Public Management Review</i> , <b>2013</b> , 15, 762-783	3.6	145
54	Internal and external use of performance information in public organizations: results from an international survey. <i>Public Money and Management</i> , <b>2013</b> , 33, 261-268	1.5	51
53	Gifts or Bribes?. <i>Public Integrity</i> , <b>2013</b> , 15, 385-402	0.7	25
52	Two track public services? Citizens' voice behaviour towards liberalized services in the EU15. <i>Public Management Review</i> , <b>2013</b> , 15, 465-476	3.6	18
51	Explaining health care professionals' resistance to implement Diagnosis Related Groups: (No) benefits for society, patients and professionals. <i>Health Policy</i> , <b>2012</b> , 108, 158-66	3.2	16
50	Chapter 13 New Steering Instruments: Trends in Public Sector Practice and Scholarship. <i>Research in Public Policy Analysis and Management</i> , <b>2011</b> , 205-214		2
49	THE ORDER OF QUESTIONS IN A SURVEY ON CITIZEN SATISFACTION WITH PUBLIC SERVICES: LESSONS FROM A SPLIT-BALLOT EXPERIMENT. <i>Public Administration</i> , <b>2011</b> , 89, 1436-1450	2.3	87

48	The Political Role of Service Delivery in State-Building: Exploring the Relevance of European History for Developing Countries. <i>Development Policy Review</i> , <b>2011</b> , 29, 5-21	1.3	19
47	Citizen support for Increasing the Responsibilities of Local Government in European Countries: A Comparative Analysis. <i>Lex Localis</i> , <b>2011</b> , 9, 1-21	1.4	4
46	PERFORMANCE INFORMATION IN THE PUBLIC SECTOR: HOW IT IS USED - edited by Wouter van Dooren and Steven Van de Walle. <i>Public Administration</i> , <b>2010</b> , 88, 278-279	2.3	
45	Emergence and Public Administration: A Literature Review for the Project 'A New Synthesis in Public Administration'. <i>SSRN Electronic Journal</i> , <b>2010</b> ,	1	2
44	New Public Management: Restoring the Public Trust through Creating Distrust?. <i>SSRN Electronic Journal</i> , <b>2010</b> ,	1	8
43	A contingency approach to representative bureaucracy: power, equal opportunities and diversity. <i>International Review of Administrative Sciences</i> , <b>2010</b> , 76, 239-258	1.4	65
42	Une th�orie contingente en mati�re de bureaucratie repr�sentative : pouvoir, �galit� des chances et diversit�. <i>International Review of Administrative Sciences</i> , <b>2010</b> , 76, 257	0	1
41	Confidence In The Criminal Justice System: Does Experience Count?. <i>British Journal of Criminology</i> , <b>2009</b> , 49, 384-398	2.1	24
40	WHEN IS A SERVICE AN ESSENTIAL PUBLIC SERVICE?. <i>Annals of Public and Cooperative Economics</i> , <b>2009</b> , 80, 521-545	1.5	6
39	International Comparisons of Public Sector Performance. <i>Public Management Review</i> , <b>2009</b> , 11, 39-56	3.6	24
38	Reality is merely an illusion, albeit a persistent one: introduction to the performance measurement symposium. <i>International Review of Administrative Sciences</i> , <b>2008</b> , 74, 531-534	1.4	9
37	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> , <b>2008</b> , 11, 256-274	1.7	27
36	Comparing the performance of national public sectors: conceptual problems. <i>International Journal of Productivity and Performance Management</i> , <b>2008</b> , 57, 329-338	2.3	24
35	Debate: In the Know or Out of the Loop?. <i>Public Money and Management</i> , <b>2008</b> , 28, 196-198	1.5	2
34	Trust in the public sector: is there any evidence for a long-term decline?. <i>International Review of Administrative Sciences</i> , <b>2008</b> , 74, 47-64	1.4	153
33	The Relationship between Ombudsman, Government, and Citizens: A Survey Analysis. <i>Negotiation Journal</i> , <b>2008</b> , 24, 287-302	0.3	12
32	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> , <b>2008</b> , 74, 559	0	1
31	La confiance dans le secteur public: existe-t-il des signes d'un d�clin � long terme?. <i>International Review of Administrative Sciences</i> , <b>2008</b> , 74, 51	0	6

30	Introduction: Using Public Sector Performance Information <b>2008</b> , 1-8		14
29	Publishing Performance Information: An Illusion of Control? <b>2008</b> , 211-226		21
28	Perceptions of Productivity and Performance in Europe and The United States. <i>International Journal of Public Administration</i> , <b>2007</b> , 30, 1123-1140	1.7	21
27	Making Better Use of Information to Drive Improvement in Local Public Services: A Report for the Audit Commission. <i>SSRN Electronic Journal</i> , <b>2007</b> ,	1	4
26	Chapter 7 Determinants of Confidence in the Civil Service: An International Comparison. <i>Research in Public Policy Analysis and Management</i> , <b>2007</b> , 171-201		15
25	The impact of public service values on services of general interest reform debates. <i>Public Management Review</i> , <b>2006</b> , 8, 183-205	3.6	9
24	Policy failure and corruption in Belgium: Is federalism to blame?. <i>West European Politics</i> , <b>2006</b> , 29, 999-1017	1.7	16
23	The state of the world's bureaucracies. <i>Journal of Comparative Policy Analysis: Research and Practice</i> , <b>2006</b> , 8, 437-448	1.4	53
22	Marketing Government Reforms. <i>Journal of Nonprofit and Public Sector Marketing</i> , <b>2005</b> , 14, 151-168	1	11
21	Potential for comparative public opinion research in public administration. <i>International Review of Administrative Sciences</i> , <b>2005</b> , 71, 229-240	1.4	58
20	A TALE OF TWO CHARTERS. <i>Public Management Review</i> , <b>2005</b> , 7, 367-390	3.6	13
19	Administrative Reform Movements and Commissions in Belgium, 1848-2004. <i>Public Policy and Administration</i> , <b>2005</b> , 20, 38-54	1.9	1
18	Les possibilités d'étude comparative de l'opinion publique à l'égard de l'administration publique. <i>International Review of Administrative Sciences</i> , <b>2005</b> , 71, 237	0	2
17	Ambtenarij en politie in the picture: De marketing van twee overheidshervormingen. <i>Beleid En Maatschappij</i> , <b>2004</b> , 31, 86-97	0	
16	Deep Impact for High Impact Agencies? Assessing the Role of Bureaucratic Encounters in Evaluations of Government. <i>SSRN Electronic Journal</i> , <b>2003</b> ,	1	2
15	Public Service Performance and Trust in Government: The Problem of Causality. <i>International Journal of Public Administration</i> , <b>2003</b> , 26, 891-913	1.7	252
14	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> , <b>2003</b> , 69, 329-343	1.4	32
13	Zijn ontevreden klanten ontevreden: over zin en onzin van gebruikersbevragingen bij de overheid. <i>Beleid En Maatschappij</i> , <b>2002</b> , 29, 146-155	0	1

12	Introduction: public administration reforms in Europe1-11		4
11	The state and perceptions of public sector reform in Europe369-398		1
10	How is information used to improve performance in the public sector? Exploring the dynamics of performance information33-54		14
9	Representative bureaucracy in Belgium: power sharing or diversity?69-86		2
8	Public Administration Reformation		2
7	Comparative research in public administration and the contribution of the COCOPS Top Executive Survey12-255		
6	Perceptions of Corruption as Distrust? Cause and Effect in Attitudes Towards Government		5
5	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
4	Current Issues in Political Marketing		2
3	Citizen Support for Increasing the Responsibilities of Local Government in European Countries: A Comparative Analysis. <i>SSRN Electronic Journal</i> ,	1	1
2	Local politicians' preferences in public procurement: ideological or strategic reasoning?. <i>Local Government Studies</i> ,1-24	1.6	4
1	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