Professor
School of Public Affairs and Administration
Rutgers University—Newark
Newark, NJ 07102
vanryzin@rutgers.edu

Education

PhD, *Psychology*—City University of New York, Graduate Center, 1991

BA, *Geography*—Columbia University, 1985 (*cum laude, Phi Beta Kappa*)

Employment (post doctoral)

Rutgers University, School of Public Affairs and Administration, Newark, NJ

- *Professor, 2014 to present*
- *Associate Professor, 2008—2014*

Baruch College, City University of New York, School of Public Affairs, New York, NY

- *Associate Professor* 2001—2008
- *Assistant Professor*, 1995—2001

Westat, Inc., Rockville, MD, *Senior Research Analyst*, 1993—1995

ICF Inc., Urban Policy Group, Fairfax, VA, *Senior Associate*, 1991—1993

Administrative appointments

Rutgers University, School of Public Affairs and Administration, Newark, NJ

- *Interim Dean, 2022—present*
- *Chair of Faculty Development, 2021—2022*
- *Director, Center for Experimental and Behavioral Public Administration 2015--present*
- *Interim Dean, 2016—2017*
- *PhD Program Director, 2014—2016, 2017—2019*
- *Chair of MPA Program 2010—2012*

Baruch College / CUNY, School of Public Affairs, New York, NY

- *Director of Baruch Survey Research Unit, 2000—2008*
- *Faculty Development Coordinator (Chair), 2006—2008*

Books

Remler, D.K., & Van Ryzin, G. G. (2022/2015/2011). *Research methods in practice: Strategies for description and causation*. SAGE Publications. 728 pp.

James, O., Moynihan, D., Olsen, A.L., & Van Ryzin, G.G. (2020). *Behavioral public performance: How people make sense of government metrics.* Cambridge University Press (Elements Series). 94 pp.

James, O., Jilke, S., & Van Ryzin, G.G. (Eds.). (2017). *Experiments in public management research: Challenges and contributions*. Cambridge University Press. 530 pp.

Journal articles

1. Bovaird, T., Loeffler, E., Yates, S., Van Ryzin, G., & Alford, J. (2023). International survey evidence on user and community co-delivery of prevention activities relevant to public services and outcomes. *Public Management Review*, 25(3), 657-679.
2. Dantas Cabral, A., Peci, A., & Van Ryzin, G. G. (2022). Representation, reputation and expectations towards bureaucracy: Experimental findings from a favela in Brazil. *Public Management Review*, 24(9): 1452-1477.
3. Kim, M. H., Van Ryzin, G., & Hamidullah, M. F. (2022). Yes we can: Obama's election and the sense of inclusion and job satisfaction among minority federal workers. *International Journal of Public Administration*, 1-11.
4. Van Ryzin, G. G. (2021). Nudging and muddling through. *Perspectives on Public Management and Governance,* 4(4): 339–345.
5. Van Ryzin, G. G. (2021). The perceived fairness of active representation: Evidence from a survey experiment. *Public Administration Review*, 81(6): 1044-1054.
6. Van Ryzin, G.G., Grosso, A., & Charbonneau, E. (2021). Evidence of an output bias in how people interpret program performance: A replication and extension. *Public Performance and Management Review*, 44(3): 451-470.
7. Fuenzalida, J., Van Ryzin, G. G., & Olsen, A. L. (2021). Are managers susceptible to framing effects? An experimental study of professional judgment of performance metrics. *International Public Management Journal*, 24(3), 314-329.
8. Bertelli, A., & Van Ryzin, G.G. (2020). Heuristics and political accountability in complex governance: An experimental test. *Research & Politics*, 7(3): 1-5.
9. Grimmelikhuijsen, S.G, Piotrowski, S.J., & Van Ryzin, G.G. (2020). Latent transparency and trust in government: Unexpected findings from two survey experiments. *Government Information Quarterly*, 37(4), 101497.
10. Carrigan, C., Pandey, S. K., & Van Ryzin, G. G. (2020). Pursuing consilience: Using behavioral public administration to connect research on bureaucratic red tape, administrative burden, and regulation. *Public Administration Review*, 80(1): 46-52.

11. Bækgaard, M., James, O., Serritzlew, S., & Van Ryzin, G.G. (2020). Citizens' motivated reasoning about public performance: Experimental findings from the US and Denmark. *International Public Management Journal*, 23 (2): 186-204.

12. Lee, D., & Van Ryzin, G. G. (2020). Bureaucratic reputation in the eyes of citizens: An analysis of US federal agencies. *International Review of Administrative Sciences*, 86 (1): 183-200.

13. James, O., & Van Ryzin, G.G. (2019). Rates and the judgment of government performance. *Journal of Behavioral Public Administration*, 2(2): 1-10.

14. Hall, J. L., & Van Ryzin, G. G. (2019). A norm of evidence and research in decision-making (NERD): Scale development, reliability, and validity. *Public Administration Review*, 79(3): 321-329.

15. Kang, S., & Van Ryzin, G.G. (2019). Coproduction and trust in government: Evidence from survey experiments. *Public Management Review*, 21(11): 1646-1664.

16. Lee, D., & Van Ryzin, G. G. (2019). Measuring bureaucratic reputation: Scale development and validation. *Governance*, 32(1): 177-192.

17. Riccucci, N. M., Van Ryzin, G. G., & Jackson, K. (2018). Representative bureaucracy, race, and policing: A survey experiment. *Journal of Public Administration Research and Theory*, 28(4): 506-518.

18. James, O., Jilke, S. R., & Van Ryzin, G. G. (2017). Behavioural and experimental public administration: Emerging contributions and new directions. *Public Administration*, 95(4): 865-873.

19. James, O., & Van Ryzin, G. G. (2017). Motivated reasoning about public performance: An experimental study of how citizens judge the Affordable Care Act. *Journal of Public Administration Research and Theory*, 27(1): 197-209.

20. Grosso, A., Charbonneau, É., & Van Ryzin, G. G. (2017). How citizens respond to outputs, outcomes, and costs: A survey experiment about an HIV/AIDS program. *International Public Management Journal*, 20(1): 160-181.

21. Riccucci, N. M., & Van Ryzin, G. G. (2017). Representative bureaucracy: A lever to enhance social equity, coproduction, and democracy. *Public Administration Review*, 77(1): 21-30.

22. James, O., & Van Ryzin, G. G. (2017). Incredibly good performance: An experimental study of source and level effects on the credibility of government. *American Review of Public Administration*, 47(1): 23-35

23. Charbonneau, É., & Van Ryzin, G. G. (2017). Exploring the deep antecedent of public service motivation. *International Journal of Public Administration*, 40(5): 401-407.

24. Van Ryzin, G. G. (2016). Evidence of an 'end of history illusion' in the work motivations of public service professionals. *Public Administration* 94(1): 263–275.

25. Jilke, S., Van Ryzin, G. G., & Van de Walle, S. (2016). Responses to decline in marketized public services: An experimental evaluation of choice overload. *Journal of Public Administration Research and Theory* 26(3): 421-432.

26. Van Ryzin, G. G., Riccucci, N. M., & Li, H. (2016). Representative bureaucracy and its symbolic effect on citizens: A conceptual replication. *Public Management Review*, 19(9): 1365-1379.

27. Riccucci, N. M., Van Ryzin, G. G., & Li, H. (2016). Representative bureaucracy and the willingness to coproduce: An experimental study. *Public Administration Review* 76(1): 121-130.

28. Hamidullah, M. F., Van Ryzin, G. G., & Li, H. (2016). The agreeable bureaucrat: Personality and PSM. *International Journal of Public Sector Management*, 29(6): 582–595.

29. Van Ryzin, G. G. (2015). Service quality, administrative process, and citizens' evaluation of local government in the US. *Public Management Review*, 17 (3), 425-442.

30. Bovaird, T., Van Ryzin, G. G., Loeffler, E., & Parrado, S. (2015). Activating citizens to participate in collective co-production of public services. *Journal of Social Policy*, 44(1): 1–23.

31. Charbonneau, E., & Van Ryzin, G. G. (2015). Benchmarks and citizen judgments of local government performance: Findings from a survey experiment. *Public Management Review.* 17(2), 288-304.

32. Sanz-Menéndez, L., & Van Ryzin, G.G. (2015). Economic crisis and public attitudes toward science: A study of regional differences in Spain. *Public Understanding of Science*, 24(2): 167-182.

33. Riccucci, N., Van Ryzin, G.G., & Lavena, C. (2014). Representative bureaucracy in policing: Does it increase perceived legitimacy? *Journal of Public Administration Research and Theory*, 24(3): 537-551.

34. Van Ryzin, G. G. (2014). The curious case of the post-9-11 boost in government job satisfaction. *American Review of Public Administration*, 44(1): 59-74.

35. Kim, M., & Van Ryzin, G.G. (2014). Impact of government funding on donations to arts organizations: A survey experiment. *Nonprofit and Voluntary Sector Quarterly*, 43(5): 910-925.

36. Sun, R., & Van Ryzin, G. G. (2014). Are performance management practices associated with better outcomes? Empirical evidence from New York public schools. *American Review of Public Administration*, 44(3): 324-338. *(Winner of American Society for Public Administration's Joseph Wholey Award.)*

37. Sanz, L., Van Ryzin, G.G., & del Pino, E. (2014). Citizens' support for government spending on science and technology. *Science and Public Policy*, 41(5): 611-624.

38. Van Ryzin, G. G. (2013). An experimental test of the expectancy-disconfirmation theory of citizen satisfaction. *Journal of Policy Analysis and Management*. 32(3): 597–614.

39. Villoria, M., Van Ryzin, G. G., & Lavena, C. (2013). Social and political consequences of administrative corruption: A study of public perceptions in Spain. *Public Administration Review* 73(1): 85-94.

40. Van Ryzin, G.G., & Lavena, C. (2013). The credibility of government performance reporting: An experimental study. *Public Performance and Management Review*, 37(1):87-103.

41. Parado, S., Van Ryzin, G.G., Bovaird, T., & Loffler, E. (2013). Correlates of co-production: Evidence from a five-nation survey of citizens. *International Public Management Journal,* 16(1): 85-112.

42. del Pino, E., & Van Ryzin, G. G. (2013). Intergovernmental responsibility for social policy: An analysis of public preferences in Spain. *Publius: The Journal of Federalism*, 43(4): 676-700.

43. Charbonneau, E., & Van Ryzin, G. G. (2012). Performance measures and parental satisfaction with New York City schools. *American Review of Public Administration, 42*(1): 54–65.

44. Grosso, A., & Van Ryzin, G. G. (2012). Public management reform and citizen perceptions of the UK health system. *International Review of Administrative Sciences*, 78(3): 1-20.

45. Lin, W., & Van Ryzin, G. G. (2012). Web and mail surveys: An experimental comparison of methods for nonprofit research. *Nonprofit and Voluntary Sector Quarterly, 41*(6): 1014-1028

46. Fudge, M.K., & Van Ryzin, G.G. (2012) Individual and contextual determinants of citizens use of government websites. *International Journal of Technology Diffusion,* 3(1): 1-7.

47. Van Ryzin, G. G. (2011). Outcomes, process and trust of civil servants. *Journal of Public Administration Research and Theory*, 21(4): 745-760.

48. Van de Walle, S., & Van Ryzin, G. G. (2011). The order of questions in a survey on citizen satisfaction with public services: Lessons from a split-ballot experiment. *Public Administration: An International Quarterly, 89*(4): 1436–1450.

49. Grosso, A., & Van Ryzin, G. G. (2011). How citizens view government performance reporting: Results of a national survey. *Public Performance & Management Review*, 35(2): 235–250.

50. Mizrahi, S., Vigoda-Gadot, & Van Ryzin, G. (2010). Public sector management, trust, performance and participation: A citizen survey and national assessment in the United States. *Public Performance and Management Review,* 34(2): 268-312.

51. Van Ryzin, G. G., & Charbonneau, E. (2010). Public service use and perceived performance: An empirical note on the nature of the relationship. *Public Administration: An International Quarterly*, 88(2): 551–563.

52. Holzer, M., Manoharan, A., & Van Ryzin, G. (2010). Global cities on the web: An empirical typology of municipal websites. *International Public Management Review*, 11(3): 104-121.

53. Van Ryzin, G. G., Grossman, S., DiPadova-Stocks, L., & Bergrud, E. (2009). Portrait of the social entrepreneur: Statistical evidence from a US panel. *Voluntas: International Journal of Voluntary and Nonprofit Organizations*, 20: 129-140.

54. Charbonneau, E., Riccucci, N.M., Van Ryzin, G.G., & Holzer, M. (2009). The self-reported use of social equity indicators in urban police departments in the United States and Canada. *State and Local Government Review,* 41(2): 95–107.

55. Van Ryzin, G. G. (2008). Citizen perceptions of road smoothness: Evidence from New York with implications for comparative performance measurement. *International Review of Administrative Sciences*, 74: 575-588.

56. Van Ryzin, G. G., Immerwahr, S., & Altman, S. (2008). Measuring street cleanliness: A comparison of New York City's scorecard and results from a citizen survey. *Public Administration Review*, 68 (2): 286-294.

57. Van Ryzin, G. G. (2008). Validity of an on-line panel approach to citizen surveys. *Public Performance and Management Review*, 32 (2): 236-262.

58. Van Ryzin, G. G., Immerwahr, S. (2007). Importance-performance analysis of citizen satisfaction surveys. *Public Administration: An International Quarterly*, 85 (1): 215-226.

59. Van Ryzin, G. (2007). Pieces of a puzzle: Linking performance, satisfaction, and trust in government. *Public Performance and Management Review*, 30 (4): 521 – 535.

60. Piotrowski, S., & Van Ryzin, G. (2007). Exploring dimensions and determinants of citizen attitudes toward governmental transparency. *American Review of Public Administration*., 37 (3): 306-323.

61. Van Ryzin, G. G. (2006). Testing the expectancy-disconfirmation model of citizen satisfaction with local government. *Journal of Public Administration Research and Theory*, 16: 599-611.

62. Van Ryzin, G. G. (2004). Expectations, performance, and citizen satisfaction with urban services. *Journal of Policy Analysis and Management* 23(3): 433-448.

63. Van Ryzin, G. G., Muzzio, D., Immerwahr, S., Gulick, L., & Martinez, E. (2004). Drivers and consequences of citizen satisfaction: An application of the American Customer Satisfaction Index model to New York City. *Public Administration Review* 64(3): 331-341. *(Winner of American Society for Public Administration's Louis Brownlow Award.)*

64. Van Ryzin, G. G. (2004). The measurement of overall citizen satisfaction. *Public Performance and Management Review* 27(3): 9-28.

65. Van Ryzin, G. G., Muzzio, D., & Immerwahr, S. (2004). Explaining the race gap in satisfaction with urban services. *Urban Affairs Review*, 39(5), 613-632.

66. Van Ryzin, G. G., & Immerwahr, S. (2004). Derived importance-performance analysis of citizen survey data. *Public Performance and Management Review* 27(4): 144-173.

67. Van Ryzin, G. G., Kaestner, R., & Main, T. (2003). The effects of federal and local housing programs on the transition from welfare to work: Evidence from New York City. *Cityscape*, 6(2): 45-72.

68. Kaestner, R., Kaushal, N., & Van Ryzin, G. (2003). Migration consequences of welfare reform. *Journal of Urban Economics*, 53: 357-376.

69. Van Ryzin, G. G., & Kamber, T. (2002). Subtenures and housing outcomes for low income renters in New York City. *Journal of Urban Affairs*, 24(2): 197-218.

70. Reingold, D., Van Ryzin, G, & Ronda, M. (2001). Does public housing diminish the social capital and labor force activity of its tenants? *Journal of Policy Analysis and Management*, 20(3): 485-504.

71. Van Ryzin, G. G., Ronda, M., & Muzzio, D. (2001). Factors related to self-sufficiency in a distressed public housing community. *Journal of Urban Affairs*, 23(1): 57-70.

72. Seron, C., Van Ryzin, G., & Frankel, M. (2001). The impact of legal counsel on outcomes for low-income tenants in New York City's housing court: Results of a randomized experiment. *Law and Society Review*, 35(22): 419-434.

73. Van Ryzin, G. G. & Genn, A. (1999). Neighborhood change and the City of New York's Ten Year Housing Plan. *Housing Policy Debate*, 10(4): 799-838.

74. Van Ryzin, G. G., & Engelman Lado, M. (1999). Evaluating systems for delivering legal services to the poor: Conceptual and methodological considerations. *Fordham Law Review*, LXVII (5): 2553-2571.

75. Pereira, J. A., & Van Ryzin, G. G. (1998). Understanding public support for time limits and other welfare reforms. *Policy Studies Journal*, 26(3): 398-418.

76. Van Ryzin, G. G., & Freeman, E. W. (1997). Viewing organizations as customers of government services: Data from Maryland's housing development programs. *Public Productivity and Management Review*, 20(4): 419-31.

77. Seron, C., Frankel, M. Muzzio, D. Pereira, J., & Van Ryzin, G. (1997). A report of the perceptions and experiences of lawyers, judges, and court employees concerning gender, racial and ethnic fairness in the federal courts of the Second Circuit of the United States. *Annual Survey of American Law*, pp. 415-528.

78. Van Ryzin, G. G. (1996). The impact of resident management on residents' satisfaction with public housing: A process analysis of quasi-experimental data. *Evaluation Review*, 20 (June): 485-505.

79. Van Ryzin, G. G. (1995). Cluster analysis as a basis for purposive sampling of projects in case study evaluations. *Evaluation Practice*, 16(2): 109-119.

80. Van Ryzin, G. G. (1994). Residents' sense of control and ownership in a mutual housing association. *Journal of Urban Affairs*, 16(3): 241-253.

Book chapters

81. Van Ryzin, G. G. (2023). Notes on the evaluation of Etorkizuna Eraikiz. In *Building Collaborative Governance in Times of Uncertainty: Pracademic Lessons from the Basque Gipuzkoa Province* (pp. 209-212). Leuven University Press.

82. Kang, S., & Van Ryzin, G. G. (2021). Experimental methods for investigating co-production. In *The Palgrave Handbook of Co-Production of Public Services and Outcomes* (pp. 639-657). Palgrave Macmillan.

83. James, O., Jilke, S., & Van Ryzin, G. (2017). Causal inference and the design and analysis of experiments. In *Experiments in Public Management Research: Challenges and Contributions* (pp. 59-88). Cambridge University Press.

84. Jilke, S., & Van Ryzin, G. (2017). Survey experiments for public management research. In *Experiments in Public Management Research: Challenges and Contributions* (pp. 117-138). Cambridge University Press.

85. Pandey, S. K., Pandey, S., & Van Ryzin, G. (2017). Prospects for experimental approaches to research on bureaucratic red tape. In *Experiments in Public Management Research: Challenges and Contributions* (pp. 219-243). Cambridge University Press.

86. Van Ryzin, G., & Riccucci, N. (2017). Representative bureaucracy: An experimental approach. In *Experiments in Public Management Research: Challenges and Contributions* (pp. 313-328). Cambridge University Press.

87. Mok, J.Y., James, O., & Van Ryzin, G. (2017). Expectations and satisfaction with public services. In *Experiments in Public Management Research: Challenges and Contributions* (pp. 313-328). Cambridge University Press.

88. Bovaird, T., Loeffler, E., van Ryzin, G. G., & Parrado, S. (2014). User and community coproduction of public services: What influences citizens to coproduce? In *Public Administration and the Modern State* (pp. 109-124). Palgrave Macmillan.

Conference papers and presentations (last 10 years)

Coproduction as a causal process. Paper presented at the annual research conference of the Association for Public Policy Analysis and Management, Washington, DC, November 2022.

Control, randomness, and directness: Understanding and designing quasi and natural experiments (and RCTs). Paper presented at the Public Management Research Conference, Arizona State University, May 2022.

Theory and theory-building in public administration research. Invited presentation at the *Perspectives on Public Management and Governance* webinar series of the Public Management Research Association, February 2022.

Control, randomness, and directness: A new framework for understanding quasi and natural experiments. Invited talk at Aarhus University, Denmark, November 2021.

Coproduction as a causal process. Invited talk at Indiana University, October 2021.

Coproduction as a causal process. Paper presented at the Public Management Research Conference, University of Hawaii, Honolulu (virtual event), June 2021.

Nudging and muddling through. Paper presented at the annual meeting of the International Research Society for Public Management, virtual conference, April 2021.

Design and analysis of experiments for public administration research. Invited presentation to the ASPA Section on Chinese Public Administration, April 2021.

Nudging and muddling through. Paper presented at the annual research conference of the Association for Public Policy Analysis and Management, virtual meeting, November 2020.

Representative bureaucracy: An experimental approach. Invited talk at Seoul National University and Yonsei University, Korea, January 2020.

Evidence of an output bias in how people interpret program performance. Invited talk at Aarhus University, Denmark, November 2019.

Experimental and behavioral public administration. Invited keynote address to the annual meeting of the International Public Management Network, ESSCA School of Management, Paris, France, July 2019.

Evidence of an output bias in the judgment of government performance. Paper presented at the Public Management Research Conference, University of North Carolina, Chapel Hill, June 2019.

Beyond natural and quasi experiments: A new taxonomy for applied causal research. Invited talk at the School of Economics and Management, University of Minho, Portugal, May 2019.

The perceived fairness of active representation: An experimental study. Paper presented at the annual meeting of the International Research Society for Public Management, Wellington, New Zealand, April 2019.

Judging the evidence: How citizens value outputs, outcomes and costs. Paper presented at the annual research conference of the Association for Public Policy Analysis and Management, Washington, DC, November 2018.

Beyond natural and quasi experiments: A new taxonomy for applied causal research. Poster presented at the annual research conference of the Association for Public Policy Analysis and Management, Washington, DC, November 2018.

Citizen's heuristics and democratic accountability: A survey experiment. Presented at the 14th Transatlantic Dialogue, a joint conference of EGPA/ASPA, Bucharest University of Economic Studies, Romania, June 2018.

GW Trachtenberg Conference on Behavioral Approaches to Public Administration. Served as co-chair and organizer of the conference, Washington, DC, May 2018.

Biases in how citizens judge government performance: Experimental findings from the US and Denmark. Paper presented at the annual research conference of the Association for Public Policy Analysis and Management, Chicago, IL, November 2017.

Experimental studies of representative bureaucracy. Invited lecture at Bocconi University, Milan, Italy, October 2017.

Experiments in public management research. Invited keynote lecture at the Bucharest University of Economic Studies, Romania, October 2017.

Representative bureaucracy, race, and policing: A survey experiment. Paper presented at the Public Management Research Conference. University of Minnesota, American University, Washington, DC, June 2017.

The invisible arm of government: Toward a political psychology of public administration. Invited paper presented at NYU Wagner, Frontiers in Public Administration and Policy Implementation, New York, May 2017.

Coproduction and trust: A survey experiment and extension. Presentation at the annual meeting of the American Society for Public Administration. Atlanta, GA, March 2017.

Coproduction and trust: A survey experiment. Paper presented at the annual research conference of the Association for Public Policy Analysis and Management, Washington, DC, November 2016.

Experiments in public management research: Methods and opportunities. Preconference workshop presented at the Public Management Research Association. Aarhus University, Denmark, June 2016.

The invisible arm of government: Toward a political psychology of public administration. Presented at the 12th Transatlantic Dialogue, a joint conference of EGPA/ASPA, Ghent University, Belgium, June 2016.

Behavioral and experimental public administration: Probing the microfoundations of theory and practice. Panel organized for the annual meeting of the International Research Society for Public Management, Hong Kong, China, April 2016.

Evidence-based management: A new measure and its correlates. Presentation at the annual meeting of the American Society for Public Administration. Seattle, WA, March 2016.

Representative bureaucracy and public engagement in emergency preparedness: An experimental study. Paper presented at the annual research conference of the Association for Public Policy Analysis and Management, Miami, FL, November 2015.

Motivated reasoning about public performance: An experimental study of how citizens judge Obamacare. Paper presented at the Public Management Research Conference. University of Minnesota, Minneapolis, June 2015.

Information source and the credibility of public performance information. Paper presented at the annual meeting of the International Research Society for Public Management, Birmingham, UK, April 2015.

Representative bureaucracy and the willingness to coproduce: An experimental study. Presented at the annual research conference of the Association for Public Policy Analysis and Management, Albuquerque, November 2015.

Experiments in public administration research. Keynote address to the IIAS Study Group on Trust and Public Attitudes: Citizen Attitudes and Behaviors from an Experimental Perspective. Speyer, Germany, September 2014.

Information source and the credibility of public service performance information. Paper presented at the annual meeting of the International Research Society for Public Management, Ottawa, April 2014.

Representative bureaucracy, trust, and cooperation. Invited presentation to the Instituto de Políticas y Bienes Públicos, Consejo Superior de Investigaciones Científicas (CSIC), Madrid, February 2014.

Work motivations and the end of history illusion. Presented at the annual research conference of the Association for Public Policy Analysis and Management, Washington, DC, November 2013.

Process, outcomes, and the reputation of government. Paper presented at the annual meeting of the International Research Society for Public Management, Prague, April 2013.

How citizens judge government: The role of outcomes and process. Invited presentation to the Department of Politics, Exeter University, UK, February 2013.

Research grants and fellowships

City of Newark, Department of Health and Community Wellness ($500,000), to evaluate Advancing Health Literacy to Enhance Equitable Community Response to COVID-19, 2021 to 2023.

Chancellor's Seed Grant Program ($50,000), to support the Center for Experimental and Behavioral Public Administration, 2016 to 2020.

Alfred P. Sloan Foundation ($123,000), to support continued development of CivicPanel, an online research panel, 2010 to 2015.

Short Term Visiting Fellows Program ($5000), Consejo Superior de Investigaciones Cientificas, Madrid, Spain, summer 2011.

Academic Excellence Fund, Rutgers University ($25,000), to establish online research methods in public affairs and administration, 2009 to 2010.

New York City Community Health Survey ($3,000,000). New York City Department of Health and Mental Hygiene, 2002 to 2007.

Baruch Survey Research Unit ($1,000,000). Various projects and sponsors, 1999 to 2007.

Renewal of eTownPanel Project ($74,000). Alfred P. Sloan Foundation, Program for Citizen-Driven Performance Measurement, 2005.

eTownPanel Project ($45,000). Alfred P. Sloan Foundation, Program for Citizen-Driven Performance Measurement, 2003.

Evaluation of the Project for Rockaway Youth in Safety and Education ($600,000). New York City Board of Education, 2000 to 2003.

HUD Research Grant on the Interaction of Welfare Reform and Housing Programs ($50,000), US Department of Housing and Urban Development, 1999.

PSC-CUNY Research Award ($5,000), Baruch College, CUNY, 1998.

Steven L. Newman Institute Research Award ($2,000), Baruch College, CUNY, 1996.

Honors and awards

Fellow of the National Academy of Public Administration, 2019.

Academic of the Year, NJ Chapter of the American Society for Public Administration, 2018.

Joseph Wholey Distinguished Scholarship Award (for outstanding article on performance in public and nonprofit organizations), American Society for Public Administration, 2015

Louis Brownlow Award (for best article in Public Administration Review involving a practitioner), American Society for Public Administration, 2005

Scholarship and Creative Achievement Award, Baruch College / CUNY, 2005

Outstanding Scholarly Achievement Award, City University of New York, 2005

Scholarship and Creative Achievement Award, Baruch College / CUNY, 2004

Outstanding Scholarly Achievement Award, City University of New York, 2004

New York State Fellowship, City University of New York, 1987

Graduate Fellowship, City University of New York, 1985 and 1986

Phi Beta Kappa, Columbia University, 1985

Professional service and memberships (last 10 years)

Co-Editor*, International Public Management Journal (2017 to present)*

Vice President for North America*, International Research Society for Public Management (2016 to present)*

Founding Editor*, Journal of Behavioral Public Administration (2018 to 2020)*

Conference Co-Chair*, EGPA-ASPA Transatlantic Dialogue (TAD) Conference (2018)*

Conference Co-Chair, *GW Trachtenberg Conference on Behavioral Approaches to Public Administration (2018)*

Editor/Associate Editor, *Public Administration Review (2014-2017)*

Conference Program Committee Member, 2012-13, *Public Management Research Association*

Editorial Board Member: *International Journal of Public Sector Management, Journal of Public Administration Research and Theory*, *Public Administration Review*, *Public Administration: An International Quarterly*, *Public Performance and Management Review*.

Member of the following professional associations: *American Society for Public Administration, Association for Public Policy Analysis and Management, International Research Society for Public Management, International Society of Political Psychology, Public Management Research Association.*

Teaching and mentoring

Dissertation mentoring

Chair of 15 dissertations to date (Meril Antony, Chuck Baker, Robert Friday, Ashley Grosso, Inkyu Kang, Mirae Kim, Min Hyu Kim, Cecilia Lavena, Danbee Lee, Yunsoo Lee, Huafang Li, Josh Osowski, Shuyang Peng, Razilya Shakarova, Jermaine Wright).

Teaching areas at the doctoral level

Research design; Philosophy of inquiry (philosophy of science); Experimental and behavioral public administration.

Teaching areas at the master's level

Research methods; Performance measurement and management; Statistics; Capstone seminar.

Teaching areas at the BA level

Introduction to public policy and administration; Research seminar.

Affiliated and visiting appointments

Division of Global Affairs (Rutgers—Newark)

Affiliated faulty member, 2010 to present

Instituto de Políticas y Bienes Públicos, Consejo Superior de Investigaciones Científicas (CSIC), Madrid, Spain

Visiting Scholar, September 2012—August 2013
Short-Term Fellow, July 2010

Escuela Superior de Economia y Negocios (ESEN), San Salvador, El Salvador

Visiting Professor, July 2015, July 2014, and March 2012