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ACADEMIC APPOINTMENTS

Research Professor of Public Management, KU Leuven, Instituut voor de Overheid / Public Governance Institute (BOF-ZAP) (2016 -)

Fellow, Center for Organization Research and Design (CORD), Arizona State University

Associate Professor (2008-2011), professor (2011-2015), and Chair of Public Management (2015-2016), Department of Public Administration, Erasmus Universiteit Rotterdam

Lecturer in Public Management, Institute of Local Government Studies (INLOGOV), School of Public Policy, the University of Birmingham (2006 - 2008)

Visiting Research Associate, Campbell Public Affairs Institute, Maxwell School of Citizenship and Public Affairs, Syracuse University (Nov. 2005 - Mar. 2006)

Postdoctoral Fellow (first K.U.Leuven Research Fund, later FWO-Vlaanderen), hosted by the Public Management Institute, K.U.Leuven (2005-2006)

Junior Researcher, Public Management Institute, K.U.Leuven (2000-2004)

EDUCATION

2004 Doctor in the Social Sciences, Katholieke Universiteit Leuven (2004)

2000 European Master of Public Administration (magna cum laude), Katholieke Universiteit Leuven & Budapest University of Economic Sciences and Public Administration (HU) (now Corvinus University)

1999 MA in Political Science (licentiaat, cum laude), Katholieke Universiteit Leuven

1998 Erasmus exchange student, Århus University (DK)

1997 BA Political Science (kandidatuur), Katholieke Universiteit Leuven

GRANTS, FELLOWSHIPS AND AWARDS

2016	Nominated for the Netherlands Institute of Government 'Supervisor of the Year Award 2016'
2015	Best paper presented at the 19th Annual IRSPM conference
2013	One of the nominees for the 2012 'Arthur' – best teacher award in the Dept of Public Administration (selection based on student evaluations)
2012	VIDI grant, NWO Vernieuwingsimpuls (personal research grant, €800,000)
2011	One of five nominees for the 2011 'Arthur' – best teacher award in the Dept of Public Administration (based on student evaluations)
2009	Kooiman Award 2009 for the best article published in Public Management Review in 2009 'International Comparisons of Public Sector Performance: How to Move Ahead?'
2007-2008	ESRC Public Services Programme Fellowship
2007	Recipient of the 'Frieder Naschold Award for Excellence in Scholarship in the Field of Public Management' for the best paper at the 2006 International Public Management Network (IPMN) Conference
2005-2006	Honorary Fellowship of the Belgian-American Educational Foundation
2005-2008	Postdoctoral Fellowship of the Fund for Scientific Research – Flanders (FWO-Vlaanderen)
2005	Triennial ' <i>Joseph Merlot - Joseph Leclercq</i> ' doctoral prize, granted by the Belgian section of the Centre International de Recherches et d'Information sur l'Economie Publique, Sociale et Coopérative (CIRIEC), for the best doctoral thesis or equivalent work on a public enterprise or a group of public enterprises.
2005	Postdoctoral Mandate (PDM), K.U.Leuven Research Fund (competitive 1-year postdoctoral fellowship)

FUNDED RESEARCH & RESEARCH INTERESTS

Research interests

public management, trust in government, public sector reform, government-citizen relations, bureaucratic encounters, socialisation, administrative performance, comparative public administration, governance indicators

Funded research

Date	Sponsor	Topic	Value	Role
2017-2020	H2020- SC6-CULT-COOP	TROPICO - Transforming into Open, Innovative and Collaborative Governments	€ 288,126	Co-applicant, work package leader
2017-2019	NWO Onderzoekstalent (406.16.572)	Understanding service sabotage in the public sector	€ 184,800	Co-applicant & promotor (with L. Tummers, main applicant)
2016-2019	H2020- SC6-CULT-COOP	CITADEL: Empowering Citizens to Transform European Public Administrations	€ 357,881.25	SSH manager and work package leader

2014	Raad voor het Openbaar Bestuur	Literatuurstudie coördinatie binnen de overheid en de relatie tot verantwoording en responsiviteit	€ 10,900	Principal investigator
2014	WODC - Wetenschappelijk Onderzoek- en Documentatiecentrum	Nationale Politie - Onderzoek vormgeving evaluatie nationale politie	€ 83,532.55	Co-investigator (with Gabriele Jacobs –principal investigator)
2013-2016	NWO Onderzoekstalent (406-13-041)	Explaining cutback management strategies in public sector organisations: change leadership in times of crisis	€ 171,355	Co-applicant (with S. Groeneveld, main applicant)
2012-2017	VIDI grant, NWO Vernieuwingsimpuls (452-11-011)	The other side of the gap: Do public officials trust citizens?	€ 800,000	Personal grant
2012	Eerste Kamer enquête naar 'De besluitvorming over de privatisering en verzelfstandiging van overheidsdiensten	Agencification and privatisation: International comparative background study	€ 2,000 (own share)	Research grant, (with C. Pollitt & S. van Thiel)
2012	Programma Politie en Wetenschap	'Vertrouwen van burgers in de politie in Nederland'	€ 45,000	With Arie van Sluis (PI), and Arthur Ringeling
2011-2014	EU 7th Framework Programme (FP7), Collaborative Project (GA 266887)	COCOPS – Coordinating for Cohesion in the Public Sector of the Future. Network consisting of 11 universities, and approx. 35 researchers	€ 2,698,927	Coordinator and principal investigator
2010	NWO Programma Omstreden Democratie, Verkennende Studies (ODV-10-01)	Two-track public services? A longitudinal empirical perspective on tensions between democratic equity and liberalisation of public services	€ 6,250	Principal Investigator
2009	Research Development Grant, Comparative Public Services Innovation Research Cluster, Erasmus University Rotterdam	Public service allocation mechanisms and fairness perceptions	€ 4,247.30	Principal Investigator
2009	Ministerie van Binnenlandse Zaken en Koninkrijksrelaties, Directie Kennis	Emergence and anticipative governance, as part of the project 'A new synthesis in public administration'	€ 19,800	Principal Investigator
2007-2008	ESRC Public Services Programme Fellowship	Public attitudes towards services of general interest in comparative perspective' (not finalised due to move to Rotterdam)	£ 27,630.83	Personal Fellowship
2007	The Hay Consulting Group	Drafting of report on international public sector performance indicators	£ 7,500.	Principal Investigator
2007	Audit Commission - Policy, Research & Studies Directorate	Making better use of information to drive improvement in local public services	£ 18,000	Principal Investigator (with Tony Bovaird),
2006-2007	Department for Constitutional Affairs (UK), 2006 Research Programme, P06-02	Drivers of satisfaction with the justice system'	£ 34,340	Principal Investigator (with John Raine),
2006	ESRC Knowledge Transfer Team	Empowerment, trust and local government powers'	£ 5,000	Co-investigator (with K. Baker and C. Skelcher)

2005-2006	Action in support of the Federal Authority's strategic priorities, Belgian Federal Public Planning Service Science Policy	Sustainable sustainable development: Better policy through participation', about citizen participation in policy-making	€ 41,463	Promotor and supervisor
2005-2008	Fund for Scientific Research – Flanders(FWO)	Perceptions of public sector performance: performance indicators and public opinion'	3 year salary & 18,000 € travel grant	Postdoctoral Fellowship (not completed)
2005	K.U.Leuven Research Fund	Perceptions of public sector performance: linking performance indicators and public opinion'	1 year salary	Postdoctoral fellowship
2005	OECD Public Governance and Territorial Development Directorate.	Drafting a technical report/statistical appendix for the OECD meeting of the Public Governance Committee at ministerial level, Rotterdam, 27-28 November 2005, on 'Trust in Government'	€ 5,000.	with Geert Bouckaert

TEACHING

At KU Leuven (2017-)

Current Issues in European Politics, Policies and Government
Academic Coordinator, Erasmus Mundus MSc in Public Sector Innovation and E-governance (2017-)

At Erasmus University Rotterdam (2008-2016)

Core Themes Public Management and Organizational Sciences
Strategic Public Services Management
International Public Management
Vergelijkende Bestuurskunde
Survey Research Methods
Kernconcepten Organisatie en Management
Inleiding Management
Seminar Research Design & Planning

At the University of Maastricht (visiting lecturer - from 2009-2011)

Public Administration, PhD Programme in Public Policy and Policy Analysis (PPPA), Maastricht Graduate School of Governance

The University of Birmingham (2006-2008)

Public Policy Research Methods
Making and Managing Public Policy
Marketing, Communication and Consultation

Katholieke Universiteit Leuven (2006-07)

Bestuurskunde: Relatie Bestuur-Burger (Citizen-Government Relations)

Executive Programmes (TiasNimbas, EIPA, INLOGOV, Hertie School of Governance, HEC/ROI)

Public Policy Research Methods
Measuring Customer Satisfaction
Public Management

PROFESSIONAL SERVICE (selection)

Member, Jury, Vereniging voor Politieke Wetenschappen Thesisprijs, 2016

Member, William E. Mosher and Frederick C. Mosher Award Committee for best academic paper published in PAR during 2016

Academic Rapporteur, International Institute of Administrative Sciences International Congress, Rio de Janeiro, 22-26 June 2015

Member, Horizon 2020 Expert Group 'Trust at Risk? Foresight on the Medium-Term Implications for European Research and Innovation Policies', European Commission, Directorate-General for Research and Innovation

Voorzitter begeleidingscomité, Sociaal en Cultureel Planbureau (2014-2015) 'Countries compared on public performance 2013' (2013- 2014)

Co-founder and co-chair of the Netherlands Institute of Government Colloquium on *Trust and Public Administration* (since 2013)

Co-founder & Study Group Co-Director (since 2011) of the IIAS Study Group on *Trust and Public Attitudes* (with prof. Soonhee Kim, Syracuse University & prof. Masao Kikuchi, Meiji University)

Study Group co-Director (2005-2011) of the Study Group on Public Sector Performance (previously 'Productivity and Quality in the Public Sector'), European Group of Public Administration (EGPA)

Local Organiser, International Public Management Network (IPMN) Conference, Rotterdam, 28-30 June 2010 (www.inpuma.net), 'New Steering Instruments in Public Management: Working towards Social Integration'.

Member steering committee, 2nd NISPACEE-EGPA Trans-European Dialogue 'The citizen vs. the customer', Helsinki, 2009

Editorial boards

Associate Editor, Public Performance and Management Review (2017-)

Associate Editor, Journal of Trust Research (2013-2016)

Member editorial board, Public Administration Review (Oct 2016 -)

Member editorial board, American Review of Public Administration (2012-)

Member editorial board, Public Performance and Management Review (2013-2017)

Member editorial board, International Journal of Public Sector Management (2015-)

Member editorial board, Public Policy and Administration (2016-)

Member editorial board, Journal of Economic Policy Reform (2012-)

Member editorial board, Administration and Public Employment Review (2015-)

Member editorial board, Vlaams Tijdschrift voor Overheidsmanagement (2010-)

Reviewer

- *Reviewed articles for:* Public Administration, Governance, Journal of Public Administration Research and Theory, Public Performance and Management Review, International Journal of Public Administration, International Review of Administrative Sciences, American Review of Public Administration, Comparative Political Studies, Public Money and Management, European Political Science Review, Public Management Review, Local Government Studies, International Public Management Journal, Journal of Social Policy, Politics and Policy (*Southeastern Political Review*), Long Range Planning, The International Journal of Public Sector Management, Critical Policy Analysis, Government Information Quarterly, Res Publica, Tijdschrift voor Sociologie, Bestuurskunde, Acta Politica, Business and Politics, Gofs Research Paper Series, Third World Quarterly, Lex Localis, International Criminal Justice Review, Commonwealth Journal of Local Governance, Journal of Historical Sociology, European Journal of Criminology, Journal of Trust Research, BMC Medical Ethics, Journal of Economic Policy Reform
- *Reviewed book proposals for:* Routledge Books, Oxford University Press, Coutinho

- *Reviewed projects for:* ESRC, NWO (Veni-commissie 2014, Onderzoekstalent 2014, MagW Topsubsidie etc), NSF Law and Social Sciences Program, Luxembourg National Research Fund, Social Sciences and Humanities Research Council of Canada

PUBLICATIONS

I. Edited books & booklets

- 2019 **Van de Walle, S.** & Raaphorst, N. (eds)(2019). *Inspectors and enforcement at the front line of government*. Houndmills: Palgrave. ISBN 978-3-030-04057-4
- 2016 **Van de Walle, S.** & Groeneveld, S.(eds) (2016). *Theory and practice of public sector reform*. (Critical Studies in Public Management series), London: Routledge
- 2016 Hammerschmid, G., **Van de Walle, S.**, Andrews, R. & Bezes, P. (eds)(2016). *Public administration reforms in Europe. The view from the top*. Cheltenham: Edward Elgar.
- 2013 van der Veer, L., van Sluis, A., **Van de Walle, S.** & Ringeling, A. (2013). *Vertrouwen in de politie: trends en verklaringen*. Apeldoorn: Politie en Wetenschap
- 2011 Groeneveld, S. & **Van de Walle, S.** (eds)(2011). *New steering concepts in public management*. Research in Public Policy Analysis and Management series, Vol. 19. Bingley: Emerald
- 2011 Van Dooren, W. & **Van de Walle, S.** (eds) (2011). *Performance information in the public sector: How it is used*. Houndmills: Palgrave (paperback edition)
- 2008 Van Dooren, W. & **Van de Walle, S.** (eds) (2008). *Performance information in the public sector: How it is used*. Houndmills: Palgrave.
- 2006 Reynaert, H., **Van de Walle, S.** & Verlet, D. (eds.) (2006). *Burgers en hun Overheid: Naar een DJ-overheid?*. Brugge: Vanden Broele.
- 2006 **Van de Walle, S.** (2006). *Handleiding klantentevredenheidsmetingen voor de publieke sector*. Brussel & Leuven: Ministerie van de Vlaamse Gemeenschap & Instituut voor de Overheid. (booklet).

II. Edited journal issues and symposia

- 2015 Jilke, S., **Van de Walle, S.**, & Kim, S. (2015). Towards an Experimental Public Administration. Symposium in *Public Administration Review*.
- 2010 **Van de Walle, S.**, Proeller, I., Vass, L. (2010). Special issue: Citizen vs. customer. In: *NISPAcee Journal of Public Administration and Public Policy*, II(2)
- 2008 **Van de Walle, S.** & Van Dooren, W., (2008). Symposium on Measuring and comparing the performance of public sectors and public institutions', In: *International Review of Administrative Sciences*, 74(4)
- 2006 **Van de Walle, S.**, Van Dooren, W., (2006). Special issue on 'The contingencies of performance measurement', In: *International Journal of Productivity and Performance Management*, 55 (6).
- 2005 Bouckaert, G., Laegreid, P., & **Van de Walle, S.** (2005). Symposium on 'Trust, Quality Measurement Models, and Value Chain Monitoring', In: *Public Performance and Management Review*, 28 (4).
- 2004 **Van de Walle, S.** & De Weirdt, W. (2004). Special issue on 'Integriteit en Betrouwbare Overheid', In: *Vlaams Tijdschrift voor Overheidsmanagement*, 9 (4)

III. Articles in international peer reviewed journals

- 2019 George, B., Hammerschmid, G., & **Van de Walle, S.** (2019, accepted). Institutions or contingencies? A cross-country analysis of management tool usage by public sector executives. *Public Administration Review*.
- 2019 Fernández Gutiérrez, M. & **Van de Walle, S.** (2019). Equity or efficiency: Explaining public officials' values. *Public Administration Review*, 79(1): 25-34. 10.1111/puar.12996 .

- 2018 Keulemans, S. & **Van de Walle, S.** (2018). Understanding street-level bureaucrats' attitude towards clients: towards a measurement instrument. *Public Policy and Administration*. 10.1177/0952076718789749
- 2018 Hammerschmid, G., **Van de Walle, S.**, Andrews, R., & Mostafa, A.M.S. (accepted). New Public Management Reforms in Europe and their Effects: Findings from a 20-Country Top Executive Survey. *International Review of Administrative Sciences*. 10.1177/0020852317751632
- 2018 Thomassen, J.P., Leliveld, M., Ahaus, K., & **Van de Walle, S.** (2018). Prosocial compensation following a service failure: Fulfilling an organization's ethical and philanthropic responsibilities. *Journal of Business Ethics*. <https://link.springer.com/article/10.1007/s10551-018-3992-1>
- 2018 **Van de Walle, S.** (2018, accepted). Explaining variation in perceived managerial autonomy and direct politicization in European public sectors. *International Review of Administrative Sciences*. <https://doi.org/10.1177/0020852317748357>
- 2018 **Van de Walle, S.**, Zeibote, Z., Stacenko, S., Muravska, T., & Migchelbrink, K. (2018). Explaining non-adoption of electronic government services by citizens. A study among non-users of public e-services in Latvia. *Information Polity*, 23(4): 399-409. 10.3233/IP-170069
- 2018 Raaphorst, N., & **Van de Walle, S.** (2018). A signaling perspective on bureaucratic encounters: How public officials interpret signals and cues. *Social Policy and Administration*, 52(7): 1367-1378 <https://doi.org/10.1111/spol.12369>
- 2018 Jeannot, G., **Van de Walle, S.**, & Hammerschmid, G. (2018). Homogeneous national management policies or autonomous choices by administrative units? Inter- and intra-country management tools use variations in European central government administrations. *Public Performance and Management Review*, 41(3): 497-518. <https://doi.org/10.1080/15309576.2018.1442359>
- 2018 Raaphorst, N., Groeneveld, S. & **Van de Walle, S.** (2018). Do tax officials use double standards in evaluating citizen-clients? A policy-capturing study among Dutch frontline tax officials. *Public Administration*, 96(1): 134-153. <https://doi.org/10.1111/padm.12374>
- 2018 Moyson, S., Raaphorst, N., Groeneveld, S. & **Van de Walle, S.** (2018). Organizational socialization in public administration research: A systematic review and directions for future research. *American Review of Public Administration*, 48(6): 610-627. <https://doi.org/10.1177/0275074017696160>
- 2018 **Van de Walle, S.** & Brans, M. (2018). Where comparative public administration and comparative policy studies meet. *Journal of Comparative Policy Analysis*, 20(1): 101-113. <https://doi.org/10.1080/13876988.2017.1411006>
- 2018 Van der Voet, J. & **Van de Walle, S.** (2018). How cutbacks and job satisfaction are related: The role of top-level public managers' autonomy, *Review of Public Personnel Administration*. <https://doi.org/10.1177/0734371X15609409>, 38(1): 5-23.
- 2018 Curry, D. & **Van de Walle, S.** (2018). A bibliometrics approach to understanding conceptual breadth, depth and development. The case of New Public Management. *Political Studies Review*, 16(2): 113-124 <https://doi.org/10.1177/1478929916644869>
- 2018 Haverland, M., De Ruiter, M., & **Van de Walle, S.** (2018), Agenda setting by the Commission. Seeking public opinion? *Journal of European Public Policy*, 25(3): 327-345 <https://doi.org/10.1080/13501763.2016.1249014>
- 2017 Thomassen, J.P., Leliveld, M., **Van de Walle, S.**, Ahaus, K. (2017). Compensating citizens for poor service delivery: experimental research in public and private settings. *Public Administration*, 95(4): 895-911. <https://doi.org/10.1111/padm.12339>
- 2017 Keulemans, S. & **Van de Walle, S.** (2017). Cost-effectiveness, domestic favouritism and sustainability in public procurement: A comparative study of public preferences. *International Journal of Public Sector Management*, 30(4): 328-341, <https://doi.org/10.1108/IJPSM-10-2016-0169>
- 2017 Schmidt, E., Groeneveld, S., & **Van de Walle, S.** (2017). A change management perspective on public sector cutback management: Towards a framework for analysis. *Public Management Review*. 19(10): 1538-1555. <https://doi.org/10.1080/14719037.2017.1296488>

- 2017 **Van de Walle, S.** & Lahat, L. (2017). Do public officials trust citizens? A welfare state perspective. *Social Policy and Administration*, 51(7): 1450-1469. DOI: <http://doi.org/10.1111/spol.12234>
- 2017 **Van de Walle, S.** & Marien, S. (2017). Choice in public health services: A multilevel analysis of perceived primary care doctor choice in 22 countries. *Administration and Society*, 49(10): 1471-1493. <https://doi.org/10.1177/0095399715581047>
- 2016 **Van de Walle, S.** (2016). When public services fail: A research agenda on public service failure. *Journal of Service Management*, 27(5): 831-846
- 2016 Zhang, H., **Van de Walle, S.**, Zhuo, Y. (2016). Does trust in the performance information Supplier influence How public managers use performance information? *Public Performance and Management Review*, 40(2): 409-430
- 2016 James, O., Jilke, S., Petersen, C., & **Van de Walle, S.** (2016). Citizens' Blame of Politicians for Public Service Failure: Experimental Evidence about Blame Reduction through Delegation and Contracting. *Public Administration Review*, 76(1): 83-93.
- 2016 Jilke, S., Van Ryzin, 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.
- 2015 Van Sluis, A., & **Van de Walle, S.** (2015). The significance of police-citizen contacts for public trust in the police in the Netherlands. *European Journal of Policing Studies*, 3(1): 78-98.
- 2015 Van der Voet, J. & **Van de Walle, S.** (published online 2015). How cutbacks and job satisfaction are related: The role of top-level public managers' autonomy, *Review of Public Personnel Administration*. <https://doi.org/10.1177/0734371X15609409>, 38(1): 5-23.
- 2015 Jilke, S., Meuleman, B. & **Van de Walle, S.** (2015). We need to compare, but how? Measurement Equivalence in Comparative Public Administration. *Public Administration Review*, 75(1): 36-48.
- 2015 **Van de Walle, S.** & van Delft, R. (2015). Publishing in Public Administration: Issues with defining, comparing and ranking the output of universities. *International Public Management Journal*, 18(1):87-107.
- 2015 **Van de Walle, S.** & Steijn, B. & Jilke, S. (2015). Extrinsic motivation, PSM and labour market characteristics: A multilevel model of public sector employment preference in 26 countries. *International Review of Administrative Sciences*, 81(4), online first
- 2014 **Van de Walle, S.** (2014). Building Resilience in Public Organizations: The Role of Waste and Bricolage. *The Innovation Journal*, 19(2)
- 2014 Thomassen, J.-P., Ahaus, K., & **Van de Walle, S.** (2014). Implementing a service charter for an integrated regional stroke service: an exploratory case study. *BMC Health Services Research*, 14: 141
- 2014 Andrews, R., Jilke, S. & **Van de Walle, S.** (2014). Economic strain and social cohesion in Europe: Does institutional trust Matter? *European Journal of Political Research*, 53(3): 559-579
- 2014 **Van de Walle, S.** & Jilke, S.R. (2014). 'Savings in public services after the crisis: A multilevel analysis of public preferences in the EU27', *International Review of Administrative Sciences*, 80(3): 597-618
- 2014 Thomassen, J.P., Ahaus, **Van de Walle, S.** & Nabitiz, U. (2014). An implementation framework for public service charters: results of a concept mapping study'. *Public Management Review*. 16(2): 570-589
- 2014 **Van de Walle, S.** & Six, F. (2014). 'Trust and distrust as distinct concepts: Why studying distrust in institutions is important'. *Journal of Comparative Policy Analysis*. 16(2): 158-174
- 2013 Hammerschmid, G., **Van de Walle, S.** & Štimac, V. (2013). Internal and external use of performance information in public organizations: Results from an international executive survey. *Public Money and Management*, 33(4): 261-8.
- 2013 Moldovan, A. & **Van de Walle, S.** (2013). 'Gifts or bribes? Attitudes on informal payments in Romanian Health Care'. *Public Integrity*, 15(4): 383-399.
- 2013 Andrews, R. & **Van de Walle, S.** (2013). 'New Public management and citizens' perceptions of local service efficiency, responsiveness, equity and effectiveness'. *Public Management Review*, 15(5): 762-783.

- 2013 Jilke, S. & **Van de Walle, S.** (2013). 'Two-Track public services? Citizens' voice behavior towards liberalized services in the EU15'. *Public Management Review*, 15(4): 465-476.
- 2012 Tummers, L. & **Van de Walle, S.** (2012). 'Explaining health care professionals' resistance to implement Diagnosis Related Groups: (No) benefits for society, patients and professionals'. *Health Policy*, 108(1-2): 158-166
- 2011 **Van de Walle, S.** & Hammerschmid, G. (2011). 'The impact of the new public management: Challenges for coordination and cohesion in European public sectors' (review essay). *Halduskultuur – Administrative Culture*, 12(2): 190-209
- 2011 **Van de Walle, S.** & Van Ryzin, G. (2011). 'The order of questions in a survey on citizen satisfaction with public services: Lessons from a split-ballot experiment'. *Public Administration*, 89(4): 1436-1450
- 2011 Baker, K., **Van de Walle, S.** & Skelcher, C. (2011). 'Citizen support for increasing the responsibilities of local government in European countries: A comparative analysis'. *Lex Localis – Journal for Local Self-Government*, 9(1): 1-21.
- 2011 **Van de Walle, S.** & Scott, Z. (2011). 'The political role of service delivery in statebuilding: Exploring the relevance of European history for developing countries'. *Development Policy Review*, 29(1): 5-21
- 2010 Groeneveld, S., & **Van de Walle, S.** (2010). 'A contingency approach to representative bureaucracy: Power, equal opportunities and diversity'. *International Review of Administrative Sciences*, 76(2): 239-258.
- 2010 **Van de Walle, S.** (2010). 'Building local communities: Place-shaping as nation-building'. *Lex Localis - Journal for Local Self-Government*, 8(1): 23-33.
- 2009 **Van de Walle, S.** (2009). 'When is a service an essential public service?'. *Annals of Public and Cooperative Economics*, 80(4)
- 2009 **Van de Walle, S.** (2009). 'Confidence in the criminal justice system: Does experience count?'. *British Journal of Criminology*, 49(3): 384-398.
- 2009 **Van de Walle, S.** (2009). 'International comparisons of public sector performance: how to move ahead?' *Public Management Review*, 11(1): 39-56
- 2008 Van Dooren, W., & **Van de Walle, S.** (2008). Reality is merely an illusion, albeit a persistent one: introduction to the performance measurement symposium, In: *International Review of Administrative Sciences*, 74(4): 531-534
- 2008 **Van de Walle, S.** (2008). 'What services are public? What aspects of performance are to be ranked? The case of "services of general interest"'. *International Public Management Journal*, 11(3): 256-274
- 2008 Van Roosbroek, S., & **Van de Walle, S.** (2008). 'The relationship between ombudsman, government and citizens: A survey analysis'. *Negotiation Journal*, 24 (3): 287-302.
- 2008 **Van de Walle, S.** (2008). 'Comparing the performance of national public sectors: Conceptual problems'. *International Journal of Productivity and Performance Management*, 57 (4): 329-338.
- 2008 **Van de Walle, S.**, Van Roosbroek, S., & Bouckaert, G. (2008). 'Trust in the public sector: Is there any evidence for a long-term decline?', In: *International Review of Administrative Sciences*, 74 (1): 45-62.
- 2007 **Van de Walle, S.** & Bouckaert, G. (2007). 'Perceptions of productivity and performance in Europe and the USA', In: *International Journal of Public Administration*, 30 (11): 1-18.
- 2006 **Van de Walle, S.** (2006). 'The state of the world's bureaucracies'. In: *Journal of Comparative Policy Analysis*, 8 (4): 439-450.
- 2006 Maesschalck, J., & **Van de Walle, S.** (2006). 'Policy failure and corruption in Belgium: is federalism to blame?', In: *West European Politics*, 29 (5): 999-1017
- 2006 **Van de Walle, S.**, & Van Dooren, W. (2006). Guest editorial 'The contingencies of performance measurement in the public sector'. In: *International Journal of Productivity and Performance Management*, 55 (6): 445-7.
- 2006 Kampen, J. K., **Van de Walle, S.**, & Bouckaert, G. (2006). 'Assessing the relation between satisfaction with public service delivery and trust in government: The impact of the predisposition of citizens toward government on evaluations of its performance'. In: *Public Performance and Management Review*, 29 (4): 387-404.

- 2006 **Van de Walle, S.** (2006). 'The impact of public service values on services of general interest reform debates', In: *Public Management Review*, 8 (2): 183-205.
- 2005 **Van de Walle, S.** (2005). 'Peut-on mesurer la qualité des administrations publiques grâce aux indicateurs de gouvernance?', In: *Revue française d'administration publique*, (115): 435-462.
- 2005 Thijs, N., & **Van de Walle, S.** (2005). 'Administrative reform movements and commissions in Belgium 1848-2004', In: *Public Policy and Administration*, 20 (4): 38-54.
- 2005 Gelders, D. & **Van de Walle, S.** (2005). 'Marketing government reforms', In: *Journal of Nonprofit and Public Sector Marketing*, 14 (1-2): 151-168.
- 2005 **Van de Walle, S.**, Thijs, N. & Bouckaert, G. (2005). 'A tale of two charters: Political crisis, political realignment and administrative reform in Belgium', In: *Public Management Review*, 7 (3): 367-390.
- 2005 Bouckaert, G., **Van de Walle, S.** & Kampen, J. K. (2005). 'Potential for comparative public opinion research in public administration', In: *International Review of Administrative Sciences*, 71 (2): 229-240. Also in French as: 'Les possibilités d'étude comparative de l'opinion publique à l'égard de l'administration publique'. Reprinted in 'Public Administration', journal of the Lithuanian Public Administration Training Association., No. 1 (9), 2006, pp. 6-12.
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