

STEVEN VAN DE WALLE

CONTACT DETAILS	Public Governance Institute KU Leuven P.O. Box 3606, Parkstraat 45 3000 Leuven Belgium Telephone : +32 (0)16 320077 Email: Steven.vandewalle@kuleuven.be Website: http://www.stevenvandewalle.eu Twitter: @StevenVdWalle Researcher ID: B-2400-2010 ORCID: http://orcid.org/0000-0003-1531-7097	
ACADEMIC APPOINTMENTS	Research Professor of Public Management, KU Leuven (BOF-ZAP)	2016-
	Fellow, Center for Organization Research and Design (CORD), Arizona State University	2014 -
PREVIOUS APPOINTMENTS	Chair of Public Management, Erasmus University Rotterdam	2015-2016
	Fellow, Public Management Institute, KU Leuven	2006-2016
	Professor of Public Administration (Erasmus Trustfonds Bijzonder Hoogleraar), Faculty of Social Sciences, Erasmus University Rotterdam	2011-2015
	Associate Professor of Public Administration, Erasmus University Rotterdam	2008-2011
	Lecturer in Public Management, Institute of Local Government Studies (INLOGOV), the University of Birmingham	2006-2008
	Visiting Senior Research Associate, Maxwell School of Citizenship and Public Affairs, Syracuse University	2005-2006 (5 months)
	Postdoctoral Fellow (FWO), Public Management Institute, KU Leuven	2005-2006
	Postdoctoral researcher (PDM), Public Management Institute, KU Leuven	2005
	Researcher, Public Management Institute, KU Leuven	2000-2004
EDUCATION	Katholieke Universiteit Leuven, Doctor in the Social Sciences	2000-2004
	European Master of Public Administration, Katholieke Universiteit Leuven & Budapest University of Economic Sciences and Public Administration (magna cum laude)	1999-2000
	MA in Political Science (licentiaat), KU Leuven (cum laude)	1995-1999
	Erasmus exchange student, Århus University	1998 (4 months)
AWARDS	Christopher Pollitt Award for best article published in the International Review of Administrative Sciences in 2019	2020
	One of three nominees (out of 14 submissions) for the KU Leuven Prijs van de Onderwijsraad 2019-2020, for the submission "PIONEER-en in internationalisering" (with Lotte Laenen & Joep Crompvoets)	2020
	Publons Top Peer Reviewer Award, for being among the top 1% most active reviewers in the field of social sciences	2019
	Nominated for the Netherlands Institute of Government 'Supervisor of the	2016

Year Award 2016´

Best paper presented at the 19th Annual IRSPM conference	2015
One of the nominees for the 2012 ‘Arthur’ – best teacher award in the Dept of Public Administration (selection based on student evaluations)	2013
Personal VIDI grant, NWO Vernieuwingsimpuls, €800,000	2012
One of five nominees for the 2011 ‘Arthur’ – best teacher award in the Dept of Public Administration	2011
Erasmus University Rotterdam, interne NWO Stimuleringspremie (€ 7.000), voor subsidiabele maar niet gehonoreerde Vernieuwingsimpulsaanvragen (VIDI)	2010
Kooiman Award 2009 for the best article published in Public Management Review in 2009 ‘International Comparisons of Public Sector Performance: How to Move Ahead?’ awarded by the International Research Society for Public Management	2009
‘Highly Commended Award 2009’ by the Emerald Literati Network for the paper ‘Comparing the performance of national public sectors: Conceptual problems’, published in the International Journal of Productivity and Performance Management in 2008	2009
ESRC Public Services Programme Fellowship	2008
‘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	2007
Honorary Fellowship of the Belgian-American Educational Foundation (BAEF)	2005
Postdoctoral Fellowship of the Fund for Scientific Research – Flanders (FWO-Vlaanderen)	2005
Triennial ‘Joseph Merlot - Joseph Leclercq’ doctoral prize (3.500€), 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)	2005

BOOKS

- 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
- Van de Walle, S. & Groeneveld, S.(eds) (2018). *Theory and practice of public sector reform*. (Critical Studies in Public Management series), London: Routledge, ISBN: 9781138340824, paperback edition
- Hammerschmid, G., Van de Walle, S., Andrews, R. & Bezes, P. (eds)(2017). *Public administration reforms in Europe. The view from the top*. Cheltenham: Edward Elgar, paperback edition.
- Van de Walle, S. & Groeneveld, S.(eds) (2016). *Theory and practice of public sector reform*. (Critical Studies in Public Management series), London: Routledge, ISBN: 9781138887411
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- 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
- Groeneveld, S. & Van de Walle, S. (eds)(2011). *New steering concepts in public management*. Research in Public Policy Analysis and Management series, Vol. 21. Bingley: Emerald

Van Dooren, W. & Van de Walle, S. (eds) (2011). Performance information in the public sector: How it is used. Houndmills: Palgrave (paperback edition)

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Reynaert, H., Van de Walle, S. & Verlet, D. (eds.) (2006). Burgers en hun Overheid: Naar een DJ-overheid? [Citizens and their government: Towards a DJ-government?]. Brugge: Vanden Broele.

Van de Walle, S. (2006). Handleiding klantentevredenheidsmetingen voor de publieke sector [Manual customer satisfaction surveying for the public sector]. Brussel & Leuven: Ministerie van de Vlaamse Gemeenschap & Instituut voor de Overheid. (booklet).

SPECIAL
ISSUES AND
SYMPOSIA

Lapuate, V. & Van de Walle, S. (2019). The Effects of New Public Management on the Quality of Public Policies. *Governance*.

Jilke, S., Van de Walle, S., & Kim, S. (2015). Generating Usable Knowledge through an Experimental Approach to Public Administration: Symposium Introduction. *Public Administration Review*.

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)

Van Dooren, W., & Van de Walle, S. (2008). Performance Management Symposium, In: *International Review of Administrative Sciences*, 74(4)

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).

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).

Van de Walle, S. & De Weirdt, W. (2004). Special issue on 'Integriteit en Betrouwbare Overheid' [Integrity and reliable government], In: *Vlaams Tijdschrift voor Overheidsmanagement*, 9 (4) [Flemish Journal of Public Management]

JOURNAL
ARTICLES

Schmidt, E. & Van de Walle, S. (accepted). Defending, prospecting or reacting? Strategic management during cutbacks in the Dutch penitentiary sector. *Financial Accountability and Management*

Rodriguez Müller, P., Lerusse, A., Steen, T., & Van de Walle S. (accepted). Understanding channel choice in users' reporting behavior: Evidence from a smart mobility case. *Government Information Quarterly*.

Migchelbrink, K. & Van de Walle, S. (accepted). Increasing the cost of participation. Red tape and public officials' attitudes toward public participation. *International Review of Administrative Sciences*.

Liu, Z. & Van de Walle, S. (accepted). Understanding policy instruments for steering nonprofits in China: Only carrots and sticks? *Voluntas: International Journal of Voluntary and Nonprofit Organizations*, 31(4), 736-750

Lapuate, V. & Van de Walle, S. (accepted). The Effects of New Public Management on the Quality of Public Services. *Governance*.

Van de Walle, S. & Migchelbrink, K. (accepted). Institutional quality, corruption, and impartiality: The role of process and outcome for citizen trust in public administration in 173 European regions. *Journal of Economic Policy Reform*

Migchelbrink, K. & Van de Walle, S. (accepted). When will officials listen? Experimental evidence on citizen participation and input legitimacy. *Public Administration Review*.
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Keulemans, S. & Van de Walle, S. (2020). Understanding street-level bureaucrats' attitude towards clients: towards a measurement instrument. *Public Policy and Administration*, 35(1): 84-113, [10.1177/0952076718789749](https://doi.org/10.1177/0952076718789749)

- Thomassen, J.P., Leliveld, M., Ahaus, K., & Van de Walle, S. (2020). Prosocial compensation following a service failure: Fulfilling an organization's ethical and philanthropic responsibilities. *Journal of Business Ethics*, 162: 123-147. <https://link.springer.com/article/10.1007/s10551-018-3992-1>
- Lapuente, V., Suzuki, K., & Van de Walle, S. (accepted); Goats or Wolves? Private Sector Managers in the Public Sector. *Governance*. <https://doi.org/10.1111/gove.12462>
- Keulemans, S. & Van de Walle, S. (2020). Street-level bureaucrats' attitude toward clients: A study of work group influence in the Dutch and Belgian tax administration. *Public Performance and Management Review*, 43(2): 334-362 <https://doi.org/10.1080/15309576.2019.1697303>
- Van de Walle, S. (2019). Explication des différences de perception de l'autonomie managériale et de la politisation directe dans les secteurs publics européens. *Revue Internationale des Sciences Administratives*, 85(4) : 645-662, <https://doi.org/10.3917/risa.854.0645>
- Van de Walle, S. (2019). Explaining variation in perceived managerial autonomy and direct politicization in European public sectors. *International Review of Administrative Sciences*. 85(4): 627-644, <https://doi.org/10.1177/0020852317748357>
- Hammerschmid, G., Van de Walle, S., Andrews, R., & Mostafa, A.M.S. (2019). New Public Management Reforms in Europe and their Effects: Findings from a 20-Country Top Executive Survey. *International Review of Administrative Sciences*. 85(3): 399-418. <https://doi.org/10.1177/0020852317751632>
- Hammerschmid, G., Van de Walle, S., Andrews, R., & Mostafa, A.M.S. (2019). Effets des réformes inspirées de la nouvelle gestion publique en Europe : résultats d'une enquête réalisée auprès de hauts responsables de 20 pays. *Revue Internationale des Sciences Administratives*. 85(3): 411-431 <https://doi.org/10.1177/0020852317751632>
- George, B., Hammerschmid, G., & Van de Walle, S. (2019). Institutions or contingencies? A cross-country analysis of management tool use by public sector executives. *Public Administration Review*, 79(3): 330-342. <https://doi.org/10.1111/puar.13018>
- 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](https://doi.org/10.1111/puar.12996)
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- 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>
- 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>
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- 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>
- 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>
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- 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>
- 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>
- 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>
- 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>
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- 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.
- 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.
- 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.
- 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.
- 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.
- 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): 833-855.
- Van de Walle, S. (2014). Building Resilience in Public Organizations: The Role of Waste and Bricolage. *The Innovation Journal*, 19(2)
- 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
- 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
- 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
- Thomassen, J.P., Ahaus, Van de Walle, S. & Nabitz, U. (2014). An implementation framework for public service charters: results of a concept mapping study'. *Public Management Review*. 16(2): 570-589
- 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

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- Moldovan, A. & Van de Walle, S. (2013). 'Gifts or bribes? Attitudes on informal payments in Romanian Health Care'. *Public Integrity*, 15(4): 383-399.
- 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.
- 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.
- 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
- 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
- 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
- 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.
- 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
- 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.
- Van de Walle, S. (2010). 'Building local communities: Place-shaping as nation-building'. *Lex Localis – Journal for Local Self-Government*, 8(1): 23-33.
- Van de Walle, S. (2009). 'Confidence in the criminal justice system: Does experience count?'. *British Journal of Criminology*, 49(3): 384-398.
- Van de Walle, S. (2009). 'When is a service an essential public service?'. *Annals of Public and Cooperative Economics*, 80(4): 521-545.
- Van de Walle, S. (2009). 'International comparisons of public sector performance: how to move ahead?'. *Public Management Review*, 11(1): 39-56
- Winner 'Kooiman Award 2009' for the best article in *Public Management Review* in 2009
- Van Dooren, W., & Van de Walle, S. (2008). Reality is merely an illusion, albeit a persistent one: introduction to the performance measurement symposium. *International Review of Administrative Sciences*, 74(4): 531-534
- 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
- Van Roosbroek, S., & Van de Walle, S. (2008). 'The relationship between ombudsman, government and citizens: A survey analysis'. *Negotiation Journal*, 24 (3): 287-302.
- 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.
- 'Highly Commended Award 2009', Emerald Literati Network for papers published in *IJPPM* in 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.
- 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.
- Van de Walle, S. (2006). 'The state of the world's bureaucracies'. In: *Journal of Comparative Policy*

Analysis, 8 (4): 439-450.

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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.

Gelders, D. & Van de Walle, S. (2005). 'Marketing government reforms', In: *Journal of Nonprofit and Public Sector Marketing*, 14 (1-2): 151-168.

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Bouckaert, G., Laegreid, P. & Van de Walle, S. (2005). 'Trust, quality measurement models, and value chain monitoring: symposium introduction'. *Public Performance and Management Review*, 28 (4): 460-4.

Van de Walle, S. (2004). 'Context-specific images of the archetypical bureaucrat: persistence and diffusion of the bureaucracy stereotype', In: *Public Voices*, 7 (1): 3-12.

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