

*Behavioural and Policy Sciences Seminar Series
(with support from Mr Chan Hon Pun)*

What do citizens know, want and expect from public service delivery agencies? A study into the role of neural correlates and personality characteristics

Prof. Sandra van Thiel

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Date: Monday, June 7, 2021
Time: 4:00pm - 5:00pm HKT
Zoom: Please register by scanning the QR code or using the link below. Zoom details will be provided by email before the seminar.
<https://bit.ly/2TwyBLB>



Language: English



Abstract

Research into what citizens actually know, want and expect from public service delivery agencies is scarce and riddled with paradoxes. Positive and negative information about the performance of public service delivery agencies are weighed differently. Individual contacts and collective opinions appear unrelated. As part of a larger project to develop a comprehensive theoretical model of the citizens knowledge, satisfaction and expectations of public service delivery, prof. Van Thiel has launched a pilot study to explore the role of neural correlates, political preference and personality characteristics on the satisfaction and trust of individuals in public service delivery agencies. A design has been set up that combines experimental methods (vignette, cognitive neuropsychological tests) with the collection of survey data. Data collection is underway.

Biography

Prof.dr. Sandra van Thiel is professor of Public Management at the Department of Public Administration and Sociology at Erasmus University Rotterdam and at the Department of Public Administration at Radboud University in Nijmegen, The Netherlands. Her research focuses on executive agencies, in charge of among others public service delivery. She has published articles in international peer reviewed journals and books with different academic publishers. Next to her academic work she is a frequent consultant to governments and executive agencies, in the Netherlands and abroad. Sandra is editor in chief of the International Journal of Public Sector Management.

All are welcome!

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