

Contents

<i>List of Figures</i>	<i>page</i> viii
<i>List of Tables</i>	ix
<i>List of Contributors</i>	xi
<i>Preface and Acknowledgements</i>	xvii
Part I Context	1
1 Introduction: Experiments in Public Management Research OLIVER JAMES, SEBASTIAN JILKE AND GREGG G. VAN RYZIN	3
2 A Systematic Review of Experimental Studies in Public Management Journals HUA FANG LI AND GREGG G. VAN RYZIN	20
3 Experiments and the Classical Roots of Public Administration: Comments on the Potential Utility of Experiments for Contemporary Public Management KENNETH J. MEIER AND KENDALL D. FUNK	37
Part II Methods	57
4 Causal Inference and the Design and Analysis of Experiments OLIVER JAMES, SEBASTIAN JILKE AND GREGG G. VAN RYZIN	59
5 Field Experiments in Public Management OLIVER JAMES, PETER JOHN AND ALICE MOSELEY	89
6 Survey Experiments for Public Management Research SEBASTIAN JILKE AND GREGG G. VAN RYZIN	117

vi		<i>Contents</i>
7	Laboratory Experiments: Their Potential for Public Management Research MARKUS TEPE AND CHRISTINE PROKOP	139
	Part III Substantive Contributions	165
8	Work Motivation NICOLA BELLE AND PAOLA CANTARELLI	167
9	Experimenting with Leadership in Public Organisations LOTTE BØGH ANDERSEN, LOUISE LADEGAARD BRO, ANNE BØLLINGTOFT, AND JACOB LADENBURG	194
10	Prospects for Experimental Approaches to Research on Bureaucratic Red Tape SANJAY K. PANDEY, SHEELA PANDEY, AND GREGG G. VAN RYZIN	219
11	Managerial Use of Performance Data by Bureaucrats and Politicians DONALD P. MOYNIHAN, POUL A. NIELSEN, AND ALEXANDER KROLL	244
12	Citizens and Public Performance Measures: Making Sense of Performance Information OLIVER JAMES AND ASMUS LETH OLSEN	270
13	Public Sector Transparency STEPHAN GRIMMELIKHUIJSEN, ULRIKE WESKE, ROBIN BOUWMAN, AND LARS TUMMERS	291
14	Representative Bureaucracy: An Experimental Approach GREGG G. VAN RYZIN AND NORMA M. RICCUCCI	313
15	Coproduction of Public Services SIMON CALMAR ANDERSEN, MORTEN JAKOBSEN, SØREN SERRITZLEW, AND METTE KJÆRGAARD THOMSEN	329
16	Expectations of and Satisfaction with Public Services JUE YOUNG MOK, OLIVER JAMES, AND GREGG G. VAN RYZIN	345

<i>Contents</i>	vii
17 Citizen and Users' Responses to Public Service Failure: Experimentation about Blame, Exit, and Voice OLIVER JAMES AND SEBASTIAN JILKE	361
18 Assessing Public Support for Government Policy: Comparing Experimental and Attitudinal Approaches SCOTT E. ROBINSON, JAMES W. STOUTENBOROUGH AND ARNOLD VEDLITZ	376
19 Legislative Oversight of the Bureaucracy: Insights from Formal Modelling and Experimental Testing SUSUMU SHIKANO, MICHAEL F. STOFFEL, AND MARKUS TEPE	394
20 Experimental Research for Nonprofit Management: Charitable Giving and Fundraising MIRAE KIM, DYANA MASON, AND HUAFANG LI	415
Part IV Issues and Implications	437
21 Replication of Experimental Research: Implications for the Study of Public Management RICHARD M. WALKER, M. JIN LEE, AND OLIVER JAMES	439
22 The Experimental Turn in Public Management: How Methodological Preferences Drive Substantive Choices STEVEN VAN DE WALLE	461
23 Changing How Government Works: The Transformative Potential of an Experimental Public Management PETER JOHN	476
24 Conclusions – Towards an Experimental Public Management OLIVER JAMES, SEBASTIAN JILKE, AND GREGG G. VAN RYZIN	495
<i>Appendix</i>	509
<i>Index</i>	512