

Index

- Aberbach, J.D., 56, 80
absenteeism, 48
Acemoglu, D., 40
Acquavita, S.P., 48
administrative anthropology, 44
administrative performance, 11–13
administrative tradition, 19–21, 82
affirmative action, 14, 80
African-Americans, 29, 50, 100, 117
agencies, 55, 61
agency capture, 7
Agency mission, 101
Alford, C.F., 78
Allen, J., 131
alternative participation, 33–34
Amin, A., 127, 148, 149
Ancona, D., 47
Andrews, R., 17, 50, 87, 97, 130
Ansell, C. K., 6, 66
Ashworth, R., 97
assimilation, 29
Austria, 88, 92
- Bache, I., 123
Back, L., 149
Badash, L., 167
Baker, P., 140
Barnard, C., 102
Bauböck, R., 33
Bauer, O., 71, 78, 79
Beaumont, J., 130, 133
Becker, G.S., 108
Begg, I., 102
Belgium, 16, 28, 106
Bellah, R.N., 167
Benavides, A.D., 155
Bendix, R., 65, 69, 164, 165, 167
Benhabib, S., 2
Ben-Tovim, G., 143
- Béteille, A., 173
Bigley, G.A., 59
bilingual education, 103
Bingham, B., 130
Birnbaum, P., 20, 83
Back, L., 149
Blake, G., 135
Blake, S., 47
Blanc, M., 130, 133
Bohte, J., 54, 102
Bollens, S.A., 142
Bouckaert, G., 19, 22, 52, 82
bounded rationality, 99
Bradbury, M.D., 41, 50, 107
Brubaker, R., 9, 32
Brudney, J.L., 48
bureaucracy, 65, 67
 neutral, 68
 rational–legal, 68
 political 58
 performance claims, 41–42, 46
bureaucratic discretion, 97–98, 100
bureaucratic performance, 108–109
Burger, M., 131
Burke, Edmund, 74
Burns, D., 152
Bush, George H.W., 175
Bush, George W., 119
Buskens, V., 131
- Caldwell, D.E., 47
Calhoun, C., 125
Canada, 17, 18, 87
Capano, G., 30
Carboni, N., 30
Carpenter, D.P., 97
caste system, 16, 101, 111, 113, 164
Castles, S., 2
charisma, 73

- Checkoway, B., 151
 Chia, T.P., 171
 Choi, S., 48, 49
 Chrisafis, A., 150
 citizenship, 32–33, 129–130
 civil service bargains, 98
 civil service recruitment, 36, 37–38
 civil service systems, 25, 35, 56
 Clark, T., 127
 Clarke, S., 130
 classical bureaucrats, 56
 clientelism, 33–34, 115, 117, 119–120
 clients, of organizations, 107–108, 111
 Clinton, William Jefferson, 80, 175
 comparative analysis, 24, 25, 39
 consociationalism, 32, 45, 67, 80, 89
 Consolini, P., 59
 constitutions, 25
 Cooke, M., 126
 Coordination, 44
 Cornwall, A., 148, 150
 Corporatism, 7, 18, 32, 72, 87–88
 Councillors Commission (UK), 151
 Cox, K., 128
 Cox, T., 47
 critical mass, of employees, 103–104
 customer service, 42, 49–50, 55, 61–62

 Daalder, H., 91
 Dahl, R.A., 4, 65, 69
 Dahlstedt, M., 124
 Daley, D., 57, 109
 Davies, J.S., 143, 144
 Davis, M., 141, 158
 de Zwart, F., 33
 Deane, H.A., 162, 163, 166
 decentralization, 7
 Dee, T.S., 100
 delegation, 97–98
 democracy, 66
 Athenian 78–79
 consensus, 18, 32
 consociational, 32, 45, 67, 80, 89
 deliberative 5–6
 participatory 9, 44, 150, 152–3
 Westminster, 17, 86
 demography, 26, 43, 70
 Denters, B., 143

 Derlein, H.-U., 18, 56, 88
 despotism, 72, 73
 Di Gaetano, A., 143
 diversity management, 23
 diversity strategies, 52
 institutional, 53
 task-related, 53
 Dobbin, F., 175, 177
 Dolan, J., 1, 9, 10, 43, 44, 70, 80
 Downs, A., 96, 98, 102, 172
 Drage, J., 150
 Dresang, D., 173
 Dryzek, J.S., 5
 Du Bois, W.E.B., 142
 Dudek, S.M., 30, 60

 Easton, D., 51
 European Commission, 124
 economic crisis, 40
 Edelman, L.B., 177
 education policy, 34–35, 40
 elitism, 45
 Elkins, D.J., 40
 Ely, R.J., 22, 47, 48, 50
 empowerment, 45–46
 Engels, F., 78
 equity, 70
 Escobar-Lemmon, M., 109
 Eulau, H., 66
 Eurocities, 152, 153, 160
 European integration, 2
 European Union, 33, 95, 122, 128,
 132–133, 134, 137
 Eversley, J., 140
 expertise, 71
 external controls, 44

 Fabianism, 162, 163, 166
 Fernandez, S., 97, 103
 Fischer, F., 148
 Flinders, M., 123
 Florida, R., 141, 156
 Foucault, 124
 Fox, J., 120
 France, 19, 37, 101
 Frederickson, H.G., 158
 French Revolution, 75, 83
 Fukuyama, F., 123

- Gadhafi, M. 77
 Gagnon, A.G., 17, 29, 87
 Gandhi, J., 76
 Garbaye, R., 130
 García, M., 129, 133, 134, 135
 Gaventa, J., 150
 Geddes, A., 130
 gendered issues, 100
 Germany, 19, 29–30, 81, 88
 Gerth, H.H., 9, 68, 74
 Gilchrist, A., 145
 Golden, M., 34
 Goodman, S.W., 29
 Gornick, J.C., 34
 Gouldner, A.W., 167
 governance, 14, 123, 125
 government fragmentation, 57
 Graham, S., 127
 Green, K.W., 49
 Greene, V., 171
 Grindle, M.S., 33
 Groeneveld, S., 43, 45, 50, 51, 52, 70
 Gross, J., 140, 143, 150
 group rights, 45
 group-think, 58
 Guajardo, S.A., 171
 Gutman, A., 2, 45
 Guy, M.E., 104
 Guyot, J.F., 171
- Habermas, J., 74
 Habyarimana, J., 106
 Hajer, M., 130
 Halfmann, J., 125
 Hall, P., 142
 Hambleton, R., 2, 3, 140, 143, 144, 145, 146, 158
 Hamilton, B.H., 47, 49
 Hardenberg, G., 82
 Harriss, J., 123
 Harvey, D., 128
 Hassard, J., 132
 Hawes, D. P., 48, 54, 60, 95, 150, 151
 Hecló, H. 57
 Heeg, S., 131
 Heinelt, H., 144
 Heisler, M.O., 40
 Hellström, M., 38
- Helmke, G., 114
 Henderson, L.J., 173
 Hendricks, J.S., 49, 57
 Henjak, A., 28
 Herbert, I., 136, 172
 hereditary rule, 75
 Hernandez, J.C.T., 155
 Herring, C., 177
 Herrschel, T., 2, 3, 122, 131, 134, 150
 Hertzberg, F., 124
 hierarchy, 45, 102, 116
 high reliability organization, 58
 Hill, M., 97
 Hindera, J.J., 48, 172, 173
 Hitler, Adolf, 73, 166
 Hjern, B., 38
 Hoffman-Martintot, V., 127
 Hood, C., 45, 62, 98, 101
 Hooghe, M., 1, 2
 Horowitz, D.L., 66
 Howard, J., 146
 Htun, M.N., 109
 Huang, S., 126
 Huber, J.D., 97
 Hughes, J., 89, 91
 human resource management, 12, 49
 Hupe, P., 97
 Huth, S., 126
 Hyperdiversity, 126
- identity politics, 2, 94, 106
 imagined communities, 27
 Imbroscio, D.L., 143
 immigration, 2, 3, 15, 26–27, 40, 43, 111–112, 136
 implementation, 6, 70, 97
 implementation structures, 38
 Imrie, K., 130
 incentive structures, 46
 India, 16, 101
 individual rights, 13, 33, 124
 innovation, 59–60
 institutional design, 31
 institutionalization, 75
 integration, of immigrants, 122–123, 124, 125, 138–139
 interest representation, 31
 issue salience, 105

- Italy, 16, 30, 120
- Jackson, Maynard, 152
- Japan, 81, 82, 95
- Jarry, E.M., 177
- Jensen, J., 129
- job satisfaction, 49
- Johnson, Lyndon Baines, 169
- Jones, M.P., 109
- Joppke, C., 2, 9
- Judd, D.R., 144
- Kahane, A., 146
- Kanter, R.M., 103, 104
- Kantor, P., 128, 132, 144
- Kato, J., 95
- Katzenstein, P.J., 18, 80, 87, 88
- Katznelson, I., 80
- Kearns, A., 126
- Keating, M., 131, 160
- Keiser, L.R., 48, 94, 97, 100, 103, 104, 106, 173, 174
- Kellough, J.E., 41, 50, 80, 107, 171
- Kelly, E., 175, 177
- Kelsen, H., 65, 69, 71, 79
- Kenis, P., 130
- Kennedy, John Fitzgerald, 118
- Kestila, E., 106
- Keynes, John Maynard, 178
- Kim, P.S., 171
- King, D., 75
- Kinglsey, J.D., 5, 8, 11, 16, 19, 25, 26, 41, 47, 50, 66, 69, 79, 82, 162, 163, 164, 165, 166, 167, 168, 171, 172, 178
- Kitschelt, H.P., 84
- Klemanski, J.S., 143
- Knight, J., 110
- Koopmans, R., 129, 133
- Kramnick, I., 162, 168
- Krislov, S., 47, 51, 66, 74, 79, 80, 168, 169, 170, 173
- Kübler, D., 32
- Kuhn, T., 161, 177
- Kymlicka, W., 2
- La Porte, T., 59
- labor market policies, 38
- Lamb, P., 168
- Landis, D., 143, 155
- Landry, C., 141
- LaPalombara, J., 57
- Laski, H.J., 69, 78, 79, 162, 163, 164, 165, 166, 167, 168, 171, 177, 178
- Latin America, 109–110
- Law, J., 132
- law enforcement, 48
- Lebanon, 106
- legalism, 35–36, 68
- legislatures, 5, 66, 109–110
- legitimation, 12, 50, 51, 90, 122, 131
- Lehmbruch, G., 18, 32, 67, 80, 87, 88, 89, 90, 91, 92
- Leung, A., 47
- Levin, J., 142
- Levitsky, S., 114
- Lewis, G., 171
- Liebig, T., 34
- Light, I., 130
- Light, P.C., 121
- Lijphart, A., 17, 18, 32, 67, 74, 75, 80, 81, 87, 88, 89, 91
- Lim, H., 110, 170
- Lincoln, Abraham, 52
- Lindblom, C.E., 10, 44, 176
- Linz, J.J., 73, 74
- Lipset, S., 1, 3, 16, 17, 18, 21, 28, 85, 86, 88
- localization, 127–130, 133
- Long, Earl K., 121
- Long, Huey, 121
- Long, N.E., 111, 167
- Loscocco, K., 174
- Lust-Okar, E., 76
- Luton, L.S., 84
- Lynch, F.R., 177
- Maastricht Treaty, 132
- MacLeod, G., 128, 131
- MacMahon, A.W., 165, 167
- Manin, B., 68, 78
- Mann, M., 89
- Mansbridge, J., 5, 6, 66, 75
- Marshall, J., 124
- Martiniello, M., 123, 124, 128
- Marx, Karl, 73, 78, 79

- Marxism, 161, 162, 163, 167, 168, 171, 177
- Mayntz, R., 18, 56, 88
- McCarney, P.L., 143
- McCarthyism, 161, 167, 168
- McLeod, P.L., 47
- Meier, K.J., 3, 8, 16, 25, 41, 48, 54, 57, 60, 66, 94, 95, 97, 99, 100, 102, 103, 104, 107, 108, 110, 150, 151, 164, 171, 172, 173
- merit recruitment, 113–114, 116–117
- meritocracy, 69
- Merton, R.K., 118
- Mexico, 16, 120
- Meyer, M. K., 29, 79
- Migrant workers, 124
- Miles, R., 122, 125
- Miller, M.J., 2
- Mills, C.W., 10, 68, 74
- Minton, A., 158
- Montgelas, G., 82
- Montesquieu, 78, 79
- Morning, A., 174, 178
- Morton, T. S. M., 3, 8, 16, 25, 94
- Mosher, F., 5, 8, 9, 11, 13, 19, 41, 43, 50, 51, 52, 57, 66, 79, 82, 95, 151, 170, 171, 172, 173, 178
- Moulin, L., 165
- multi-ethnic society, 1, 9, 15, 25, 77, 106
- multi-level governance, 134–135
- multiculturalism, 3, 11, 41, 123
- Mussolini, Benito, 166
- Nachmias, D., 171
- Nalbandian, J., 146, 147, 148
- Neimeyer, S., 5
- Networks, 126–127, 128, 132
- New Public Management, 36, 38, 45, 50, 52
- Newman, M., 134, 162, 178
- Nicholson-Crotty, J., 48, 97, 100, 108, 173
- Nielsen, V.L., 29
- Nigro, L., 57, 172, 173
- Niskanen, W.A., 96
- Norman, J., 147
- Obama, Barack, 157
- Oberti, M., 130
- Odalm, P., 126
- Olsen, J.P., 74
- O'Neill, Tip, 118
- opportunity structures, 84–85
- organizational output, 47
- organizational socialization, 101–102
- organizational theory, 96
- organizational throughput, 48–49, 62
- OSI, 125, 133, 136, 137
- O'Toole, L.J., 99, 110
- Ouseley Report, 148
- Özmal, L., 126
- Paddison, R., 126
- Painter, M., 19, 82
- Pardo, M., 120
- Parekh, B., 2
- Parkinson, M., 128
- Patronage, 10, 37–38, 72, 90, 114, 115
- Pelled, L. H., 49
- performance claims, 41–42, 46
- Perkins, Frances, 121
- Perrow, C., 59
- Peters, B.G., 1, 3, 7, 8, 9, 10, 16, 17, 19, 24, 25, 37, 40, 56, 58, 82, 87, 113, 143, 151, 173
- Peterson, P.E., 144
- Pierre, J., 56, 131
- Pitkin, H.F., 4, 66, 68, 74, 75, 95
- Pitts, D.W., 22, 41, 47, 48, 49, 51, 54, 108, 114, 177
- Plato, 79
- plebescite, 76
- pluralism, 18, 31–32
- polarization, 16–17
- police, 36
- political bureaucrats, 58
- political culture, 31
- political development, 66–67, 76–77, 92–93
- political machines, 114, 117–118
- political marginalization, 130–132
- political neutrality, 10, 113
- political opportunity structure, 129, 135
- political organization, 134
- political participation, 125–127

- political parties, 115, 120
 political power, 124
 political system, 30–35
 politicization, 7, 28, 57, 73
 politics of bureaucracy, 95
 Pollitt, C., 19, 22, 52, 82
 Porter, D.O., 38, 128
 Posner, D.N., 106
 post-materialism, 27
 power sharing, 89
 Price, D.H., 167, 168
 principal agent model, 5, 96, 98
 professional autonomy, 54
 professionalism, 104–105
 Provan, K.G., 130
 Prussia, 75, 82
 public administration, 4
 administrative performance, 11–13
 administrative tradition, 19–21, 82
 new public management, 36, 38, 45,
 50, 52
 public interest state, 82
 public organizations, 3, 21–22,
 public schools, 48
 public service delivery, 2
 public values, 9–10
 Putnam, R.D., 142, 143, 145

 Quirk, P.J., 102

 Rabrenovic, G., 142
 Raco, M., 128, 130
 Ramirez, F.O., 75
 Ramkhalawansingh, C., 160
 Ranney, D., 145
 rational choice, 96, 99
Rechtsstaat, 19, 20, 83, 84
 Regulatory states, 55
 Rehfuss, J.A., 173
 representation, 1, 3
 advocacy, 6
 concepts of, 3–7
 dimensions of, 4–5
 indirect, 4
 microfoundations, 107–108
 passive vs. active, 5, 8–9, 52, 94, 111
 surrogacy, 6

Representative Bureaucracy in Action,
 2, 15
 Rhys, A., 171
 Riccucci, N.M., 41, 171
 risk, 59
 Roberts, Dame Jane, 151
 Roberts, K.H., 59
 Roberts, N., 148
 Roberts Report, 151
 Robinson, J., 40
 Roborgh, R.L.H., 8, 43, 70
 Roch, C.H., 109
 Roe, E., 59
 Roeder, P.G., 91
 Rogers, A., 133
 Rohr, J.A., 101
 Rokkan, S., 1, 3, 16, 17, 18, 21, 28, 85,
 86, 88
 Romzek, B.S., 49, 57
 Roosevelt, Franklin Delano, 121
 Rose, L.E., 143
 Rose, R., 61
 Rose, W.H., 171
 Rosenbloom, D.H., 1, 9, 10, 43, 44, 70,
 80, 171
 Roth, G., 77
 Rourke, F.E., 97
 Rousseau, 78, 79
 Rucker, A., 168
 Russia, 85

 Sabbagh, D., 170, 174, 178
 Saidel, J.R., 171, 174
 Salzstein, G.H., 178
 Sapat, A., 97
 Sasse, G., 89, 91
 Saunders, D., 141
 Savitch, H.V., 144
 Scandanavia, 18, 88
 Scarman Report, 148, 160
 Schattschneider, E.E., 5
 Schmidt, V.A., 31
 Schmitt, C., 65, 69, 71, 79
 Schmitter, P.C., 18, 75, 80, 87
 Schmoke, Kurt, 152
 Schrecker, E.W., 167
 Schröter, E., 1, 3, 8, 9, 11, 16, 24, 25, 39,
 40, 41, 87

- Schulman, P.R., 59
 Schultze, C., 134
 Scotland, 28
 Selden, F., 8, 13, 19, 41, 50, 52, 57, 78, 177
 Selden, S.C., 8, 13, 19, 41, 50, 52, 78, 97, 102, 107, 108, 171, 172, 173, 175, 176, 177
 Selection bias, 63
 Self, P., 10, 44
 Sheerman, B., 162, 168
 Shepsle, K., 110
 Shipan, C.R., 97
 Silberman, B., 68, 74, 75, 82
 Simeon, R.E.B., 40
 Simon, H.A., 99
 Simons, T., 47
 Sisneros, A., 171
 Skocpol, T., 89
 Skrentny, J., 162, 169, 170, 174, 175
 Smith, Adam, 96
 Smith, C.R., 97, 103, 110
 Smith, J.M., 144
 Smith, R.L., 171
 social class, 25, 106
 social cleavages, 28–29, 85–86, 91–92
 social context, 26–30
 social mobility, 34
 Soderland, P., 106
 South Africa, 16
 Sowa, J.E., 8, 97, 102
 Sowell, T., 169, 178
 Spain, 28
 stake-holder society, 128–129
 Stalinism, 168
 Stepan, A., 73, 74
 Stewart, Jr., J., 48, 97, 103, 104, 111, 173
 Stiglitz, J., 145
 Stillman, R.J., 20, 84
 Stoker, G., 131
 Stone, C., 143
 stratification, 103
 street level bureaucracy, 22, 29, 54
 Stren, R.E., 143
 Stubager, R., 28
 Subramaniam, V., 8, 9, 13, 43, 44, 50, 52, 70, 79, 172, 173
 Suleiman, E.N., 20, 83
 Sweden, 100
 Sweeting, D., 158
 Switzerland, 32
 Swyngedouw, E., 128
 symbolism, 80
 system support, 51–52
 systems theory, 46
 Tarrow, S., 129
 Taylor, C., 2, 45
 Taylor, M., 150, 152
 Taylor-Robinson, M.M., 109
 Teodoro, M.P., 103, 104
 Thailand, 106
 Thatcher, Margaret, 20, 84,
 Theobald, N.A., 97, 103
 Thielemann, G.S., 111
 Thomas, D.A., 47, 48, 50
 Thompson, F.J., 173
 Thränhart, D., 122, 125
 Tidd, J., 160
 Tillie, J., 133
 Trogen, P.C., 77
 Trust, 60
 Tuddenham, R., 147
 Turgeon, L., 17, 29, 87
 Uitermark, J., 130
 United Kingdom, 115, 122
 Government, 147
 Leicester, 136
 Muslim population, 136–137
 Scarman Report, 150
 United States, 29, 30, 48, 66, 81, 100
 Civil Service, 117
 Civil Service Reform Act of 1978, 80
 Equal Employment Opportunity Commission, 106
 Food and Drug Administration, 102
 Kerner Report, 160
 Political machines, 118
 Presidents, 115, 119
 Securities and Exchange Commission, 121
 Urban governance, 127, 128, 130
 Urbinati, N., 6

- van de Walle, S., 28, 52
 van der Meer, F.M., 8, 43, 70
 van Gool, B., 1, 2, 9, 25, 33, 43, 70, 101, 111, 161
 Van Riper, P.P., 167, 172
 Vertovec, S., 2, 126, 149
 Viitanen, T.K., 34
 von Bergen, C.W., 49
 von Maravić, P., 1, 3, 8, 9, 11, 15, 16, 24, 25, 39, 40, 41, 87
 von Stein, F., 82
- Wagenaar, H., 130
 Wahlke, Hrsg., J.C., 66
 Wainwright, H., 152
 Walle, S.V.D., 43, 45, 50, 51, 52, 70
 Warner, C.M., 40, 115
 Warren, M.E., 5
 Washington, Harold, 152
 Webber, M.M., 156
 Weber, M., 7, 9, 10, 27, 35, 46, 56, 61, 65, 68, 71, 73, 74, 84, 96, 110, 113
- Welfare State, 34–35
 Wessendorf, S., 2
 Westminster democracy, 17, 86
 Widmaier, S., 35
 Wilkins, V.M., 48, 97, 111, 174
 Wilson, Woodrow, 68
 Wimmer, A., 16, 43, 58, 67, 76
 Wise, L.R., 22, 177
 Wolffe, R., 157
 Wood, P., 141
 Woodhouse, E.J., 176
 World Bank, 123
 Wrench, J., 177
- Yeoh, B.S.A., 126
 Young, C., 66
 Young, Coleman, 152
 Yugoslavia, 77
- Zachary, G.P., 141
 Zhu, L., 111