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## Contributors

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**Vivienne Byers** is Associate Professor in Health Policy & Management and Vice Dean of Research in the School of Business, National College of Ireland. Her main research interests are in the implementation of health and sustainability policy, particularly person-centred practice, the environment and health policy nexus, distributed healthcare leadership and professional development.

**Nissim Cohen** is head of the Department of Public Administration & Policy and head of the Center for Public Management and Policy (CPMP), University of Haifa, Israel. His research interests are public policy, public administration, political economy, welfare state, social policy and health policy.

**Tony Evans** is Professor of Social Work in the School of Law at the Royal Holloway University of London in the UK. His research focuses on exploring ideas of expertise and ethics at the interface of policy and professional practice.

**Drorit Gassner** is a PhD candidate at the Federman School of Public Policy, Hebrew University of Jerusalem, Israel. Her dissertation focuses on the management of street-level organizations and its role in policy implementation.

**Anat Gofen** is a Senior Lecturer at the Federman School of Public Policy, Hebrew University of Jerusalem, Israel. Her research focuses on the interdependencies between policy change and policy implementation, with emphasis on the interrelationships between citizens, street-level organizations and government. She is a co-chair of the Public Policy study group of the European Group for Public Administration.

**Sandra Groeneveld** is Professor in Public Management at the Institute of Public Administration, Leiden University, the Netherlands. Her research interests include the structure and management of public organizations, focusing particularly on questions of representative bureaucracy, diversity management, leadership and organizational change.

**Gitte Sommer Harrits**, PhD, is Director of Research at the Center for Leadership and Organizational Development, VIA University College in Denmark. She has previously been Associate Professor and Director of Studies at the Department of Political Science, Aarhus University. Her research and publications focus on professionalism, professional work, discretion-in-use, encounters between state and citizens, categorizations and social inequality. For many years, she has also taught qualitative methods. She is a member of the Board of International Sociological Association's Research Group 52 on Sociology of Professional Groups.

**Michael Hill** is Emeritus Professor of Social Policy at the University of Newcastle and Honorary Fellow of the School of Social Science at the University of Brighton, UK. Before entering academic life he was a street-level bureaucrat in a local social assistance office. He wrote an article based on that experience and moved on to researching the

implementation of social policy at the universities of Oxford and Bristol. He has worked closely with Peter Hupe on various articles and the book *Implementing Public Policy* (third edition, 2014). His long-standing text *The Public Policy Process* reached its seventh edition in 2017 in a joint version with Frédéric Varone.

**Matilde Høybye-Mortensen** is Associate Professor of Public Administration at the Department of Social Work, VIA University College, Denmark. Her research interests cover technologies, management of welfare services and street-level work, with a particular focus on the interplay between social policy, technology and street-level workers' discretion.

**Peter Hupe** is Visiting Professor at the KU Leuven Public Governance Institute, Belgium, and Honorary Senior Research Fellow at the School of Social Policy, University of Birmingham, UK. While teaching Public Administration at Erasmus University Rotterdam, he had academic affiliations in Leiden, Leuven, London, Oxford and Potsdam. His research focuses on the theoretical-empirical study of policy processes, particularly policy implementation and street-level bureaucracy. He discovered the relevance of the latter during an earlier career as a policymaker in the Dutch national civil service.

**Lael R. Keiser** is Professor and Director of the Truman School of Public Affairs, University of Missouri, Columbia, MO, USA. Her research and teaching focus on street-level bureaucracy and public policy implementation. Currently she is on the editorial board of the *Journal of Public Administration Research and Theory* and the *Public Administration Review*.

**Anka Kekez** is Postdoctoral Researcher and Lecturer at the Faculty of Political Science at the University of Zagreb, Croatia. She holds a PhD in Political Science from the University of Zagreb. Her research focuses on policy implementation and service delivery, public management reforms, political meta-governance and clientelism.

**Tanja Klenk** is Professor of Public Administration and Public Policy at the Helmut-Schmidt University, Hamburg, Germany. Her research interests include institutional and organizational change in public and social policy. Recently, she has been working on the marketization and managerialization of welfare state governance, as well as on accountability quality and performance management.

**Sabine Kuhlmann** is Professor of Public Administration and Organization at the University of Potsdam in Germany. She is the Vice-Chair of the German National Regulatory Control Council at the German Federal Chancellery. She also serves as the Vice-President for Western Europe of the International Institute of Administrative Sciences and is the Vice-President of the European Group for Public Administration. Her research is focused on comparative public administration, public sector reforms, local government and evaluation.

**Eva Lieberherr** is head of the research group Natural Resource Policy (NARP) in the Department of Environmental Systems Science at the Swiss Federal Institute of Technology in Zurich (ETH). She has lectured at the University of Bern and at ETH. Her research is applied and problem-driven, addressing socio-ecological challenges such as the use and protection of natural resources like water, forest and landscape.

**Gabriela Lotta** is Full Professor of Public Administration at Getulio Vargas Foundation (FGV/Brazil). She is also Professor of the Master's Degree of Public Policy at the Federal University of ABC (UFABC). She graduated in Public Administration from FGV and holds a PhD in Political Science from the University of São Paulo. She is the Coordinator of the Brazilian Bureaucracy Studies Centre and Coordinator of the Thematic Area state and public policies of the Brazilian Association of Political Science (ABCP). Her research interests include policy implementation, street-level bureaucracy, mid-level bureaucracy and inequalities.

**Kim Loyens** is Assistant Professor at the Utrecht University School of Governance, the Netherlands. Her research interests are (ethical) decision-making of street-level bureaucrats (mainly in the police and inspectorates), implementation of integrity management (policies) and whistle-blowing.

**Marie Østergaard Møller** is Associate Professor of Political Science at Aalborg University, Denmark. Her research interests include social and political categories, categorization, street-level bureaucracy theory and systematic qualitative methods. Her work has appeared in *Administration and Society*, *Profession and Professionalism*, *Public Management Review*, *Critical Policy Studies* and *Social Policy and Administration*.

**Roberto Pires** is a researcher at the Institute for Applied Economic Research (IPEA, Brazil) and faculty member of the Professional Master's Programs on Public Policy offered by IPEA and the National School of Public Administration (ENAP, Brazil). His research interests and experience focus on public sector bureaucracies, policy implementation and state/society relations.

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**Deborah Rice** is Professor of Sociology at the University of Applied Labour Studies, Mannheim – the technical college of Germany's Public Employment Service. In her research and teaching, she focuses mainly on issues of comparative social policy, active labour market policy, policy implementation and institutional theory.

**Carina Schott** is Assistant Professor at the Utrecht University School of Governance (USG), the Netherlands. She conducts research in the field of Public Management at the individual level. Specifically, her research concerns the motivation and decision-making processes of public servants and the implications of a changing work environment on the nature of their work.

**Shelly Sella** is an MA student at the Federman School of Public Policy, Hebrew University of Jerusalem, Israel. Her MA thesis focuses on street-level bureaucrats' contribution to and influence on policy change.

**Helena Olofsdotter Stensöta**, PhD, is Associate Professor in Political Science at the University of Gothenburg, Sweden. Her research focuses on gender, ethics, public policy and administration. Her most recent book is *Gender and Corruption: Historical Roots and New Avenues of Research* (2018, co-edited with Lena Wängnerud).

**Eva Thomann** is Senior Lecturer in Politics at the University of Exeter, UK. She has lectured at the universities of Bern, Exeter and Heidelberg. She specializes in public policy and public administration. Her research interests include policy implementation, Europeanization, policy design and case-oriented and set-theoretic methodology.

**Nadine van Engen**, PhD, works as an advisor at the Dutch Ministry of Finance and as a researcher at the School of Governance, Utrecht University, the Netherlands. Her research focuses on policy implementation, street-level bureaucracy and scale development.

**Daphne van Kleef** worked until recently as Postdoctoral Researcher at the Institute of Political Science, Leiden University, the Netherlands. She currently works as a (research) consultant at APE Public Economics, a research and consultancy firm specializing in policy evaluation for the Dutch public sector. She conducts mixed methods research in the field of public management and policy evaluation.

**Liesbeth Van Parys**, PhD, is a service designer at Knight Moves, a consultancy firm in Ghent, and a voluntary research associate at the Research Institute for Work and Society (HIVA), KU Leuven in Belgium. At HIVA her research focuses on the design, street-level implementation and evaluation of labour market policies, approached from a political science perspective with special attention to aspects of social psychology. She is acquainted with quantitative and qualitative approaches to data collection and analysis.

**Bernardo Zacka** is Assistant Professor of Political Science at the Massachusetts Institute of Technology (MIT), USA. He works primarily in the area of contemporary political theory and is interested in how our encounters with political institutions are mediated by public officials and architecture.