

Understanding Policy Implementation and Street-level Bureaucracy (1.5 ECTS)

Lectures by Gabriela Lotta

When: 22 and 23 October 2024 (2 days)

Where: University of Bern, UniS, Schanzeneckstrasse 1, 3012 Bern

Contact: Gabriela Lotta, Getulio Vargas Foundation (FGV) gabriela.lotta@fgv.br

Registration: Please sign in by email to kpm.kpm@unibe.ch by **04 October 2024**.

Maximal number of participants: 15 (*first come, first served*)

Description

Policy implementation is a growing field in public administration literature that aims to comprehend transition from "policy as written" to "policy as practiced". Over the last decades the field has developed different concepts and approaches to understand issues as communication, coordination and collaboration among different actors that include clients, street-level bureaucrats and managers. This course aims to introduce students to the literature on policy implementation and the role of state bureaucracies in this process. By analyzing key theoretical and analytical models, students will be introduced to different approaches and understand the actions of street-level bureaucrats during public encounters. Through the exploration of key concepts, approaches, and frameworks, the course offers a comprehensive understanding of policy implementation as a specific component of policy process.

Activities

If taking the course for credit, participants will also be asked to draft a research proposal (5-10 pages, double-spaced). In this paper you will:

1. Identify an area of policy implementation or street-level bureaucracy you are aware of that has not been studied
2. Describe how you would study the topic.

Due two weeks after final class (or longer if you need extra time).

Individual counselling

Professor Lotta will be available for individual counselling sessions at the end of the second day (23 October 2024). Sign-up spots will be assigned. If you wish to participate in this, provide a short overview of your PhD topic, methodological approach, and specific questions you wish to pursue and send it to the gabriela.lotta@fgv.br, **by 15 October 2024** the latest. Sign-up spots will be assigned.

Day 1: 22 October 2024

Morning

Policy Implementation: history and approaches

Basic Readings:

Matland, Richard E. (1995). "Synthesizing the Implementation Literature: The Ambiguity-Conflict Model of Policy Implementation," *Journal of Public Administration Research and Theory*, 5(2), 145-174 .

Saetren, H. (2014). Implementing the third generation research paradigm in policy implementation research: An empirical assessment. *Public Policy and Administration*, 29(2), 84-105.

Complementary Readings:

Barrett, S. M. (2004). Implementation studies: time for a revival? Personal reflections on 20 years of implementation studies. *Public administration*, 82(2), 249-262.

Pressman, J. L., & Wildavsky, A. (1984). *Implementation: How great expectations in Washington are dashed in Oakland; Or, why it's amazing that federal programs work at all, this being a saga of the Economic Development Administration as told by two sympathetic observers who seek to build morals on a foundation* (Vol. 708). Univ of California Press.

Sager, F., & Gofen, A. (2022). The polity of implementation: Organizational and institutional arrangements in policy implementation. *Governance*.

Hill, M., & Hupe, P. (2003). The multi-layer problem in implementation research. *Public Management Review*, 5(4), 471-490.

Street-level bureaucracy: main concepts

Basic Readings:

Lipsky, M. (2010). *Street-level bureaucracy: Dilemmas of the individual in public service*. Russell Sage Foundation (Introduction).

Complementary Readings:

Brodkin, Evelyn Z. 2012. "Reflections on Street-Level Bureaucracy: Past, Present, and Future" xx (December):1–10. <https://doi.org/10.1111/j.1540-6210.2012.02657.x>.Book.

Gassner, D., & Gofen, A. (2018). Street-level management: A clientele-agent perspective on implementation. *Journal of Public Administration Research and Theory*, 28(4), 551-568.

Harrits, G. S., & Møller, M. Ø. (2014). Prevention at the front line: How home nurses, pedagogues, and teachers transform public worry into decisions on special efforts. *Public Management Review*, 16(4), 447-480.

Hupe, Peter, and Michael Hill. 2007. "Street-Level Bureaucracy and Public Accountability." *Public Administration* 85 (2):279–99. <https://doi.org/10.1111/j.1467-9299.2007.00650.x>.

Afternoon

Street-level bureaucracy research: methods and approaches

Basic Readings:

Gofen, A., Lotta, G., Meza, O., & Chiqués, E. P. (2024). 39. Street-level implementation scenery: frontstage, backstage and the prompter. *Handbook of public policy implementation*, 460.

Thomann, E., Hupe, P., & Sager, F. (2018). Serving many masters: Public accountability in private policy implementation. *Governance*, 31(2), 299-319.

Tummers, L. L., Bekkers, V., Vink, E., & Musheno, M. (2015). Coping during public service delivery: A conceptualization and systematic review of the literature. *Journal of Public Administration Research and Theory*, 25(4), 1099-1126.

Complementary Readings:

Davidovitz, M., & Cohen, N. (2023). "I have learned my lesson": How clients' trust betrayals shape the future ways in which street-level bureaucrats cope with their clients. *Public Administration*, 101(1), 335-351.

Ege, J., Gofen, A., Hadorn, S., Hakman, I., Malandrino, A., Ramseier, L., & Sager, F. (2024). Understanding street-level managers' compliance: a comparative study of policy implementation in Switzerland, Italy, Germany, and Israel. *Policy and Society*, puae024.

Group activity:

Analyzing street-level bureaucracy from a bottom-up perspective

Day 2: 23 October 2024

Morning

New trends in studying street-level bureaucracy

Basic Readings:

De Boer, N., & Raaphorst, N. (2023). Automation and discretion: explaining the effect of automation on how street-level bureaucrats enforce. *Public Management Review*, 25(1), 42-62.

Eiró, F., & Lotta, G. (2024). On the frontline of global inequalities: A decolonial approach to the study of street-level bureaucracies. *Journal of Public Administration Research and Theory*, 34(1), 67-79.

Maynard-Moody, Steven, and Michael Musheno. 2012. "Social Equities and Inequities in Practice: Street-Level Workers as Agents and Pragmatists." *Public Administration Review* 72 (SUPPL.1):16–23. <https://doi.org/10.1111/j.1540-6210.2012.02633.x>.

Complementary Readings:

- Gofen, A., & Lotta, G. (2021). Street-level bureaucrats at the forefront of pandemic response: a comparative perspective. *Journal of Comparative Policy Analysis: Research and Practice*, 23(1), 3-15.
- Lotta, G., & Pires, R. (2019). Street-level bureaucracy research and social inequality. In *Research handbook on street-level bureaucracy* (pp. 86-101). Edward Elgar Publishing.
- Piotrowska, B. M. (2024). Street-level bureaucracy and democratic backsliding. Evidence from Poland. *Governance*.

Afternoon

Individual counselling on research