

**PROGRAM WORKSHOP V:
EMERGING AND OTHER STRATEGIES FOR
PRODUCTIVITY AND PERFORMANCE**

EUROPEAN CO-CHAIR: Werner JANN, University of Potsdam
AMERICAN CO-CHAIR: Georges JULNES, Utah State University

THURSDAY, JUNE 1ST 2006

16.00 – 17.30: MEETING 1

1. *Management techniques as a precondition for a better agency performance?*
 - Falke MEYERS, Public Management Institute, Katholieke Universiteit Leuven, Belgium
 - Koen VERHOEST, Public Management Institute, Katholieke Universiteit Leuven, Belgium
 - Eva BEUSELINCK, Public Management Institute, Katholieke Universiteit Leuven, Belgium
2. *Improving strategy development practices in the European Commission*
 - Michael BARZELAY, London School of Economics and Political Science, U.K.
 - (Anne CORBETT, London School of Economics and Political Science, U.K.)
3. *Evidence-Based practice, best practice and performance management*
 - Jeremy HALL, University of Alabama at Birmingham, U.S.
 - Edward T. JENNINGS, University of Kentucky, U.S.

FRIDAY, JUNE 2ND 2006

9.30 – 11.00: MEETING 2

1. *Bringing performance and integrity together: a comparative case study of compliance and value-based system in the Netherlands and New York City*
 - Frank ANECHARICO, City University of New York, U.S.
 - Dennis SMITH, New York University, U.S.
2. *Contextual approaches to using measurement to improve performance*
 - Georges JULNES, Utah State University, U.S.

3. *Public sector performance measurement: a review of the research literature and assessment of the field*
 - Jan VAN HELDEN, Universiteit Groningen, The Netherlands
 - Age JOHNSEN, Oslo University College, Norway
 - Jarmo VAKKURI, University of Vaasa, Finland

11.30 – 12.45: MEETING 3

1. *Habit management: cultivating good habits, reducing bad habits*
 - Evan BERMAN, Louisiana State University, U.S.
2. *Promoting a high-performance culture in government*
 - Pan Suk KIM, Yonsei University, Korea
 - (Keon-Hyung LEE, University of Central Florida, U.S.)
 - (Chul-Young ROH, East Tennessee State University, U.S.)
3. *Public servants strategies to overcome paradoxes in public organizations undergoing in depth reorganizations*
 - Yves EMERY, Institut de hautes études en administration publique (IDHEAP), Switzerland
 - Carole WYSER, Institut de hautes études en administration publique (IDHEAP), Switzerland
 - Joëlle SANCHEZ, Institut de hautes études en administration publique (IDHEAP), Switzerland

14.00 – 15.30: MEETING 4

1. *Total quality management and paradigms of public administration*
 - Rauno VINNI, University of Tartu, Estonia
2. *Public sector characteristics and the use of benchmarking information for performance improvement purposes*
 - Sandra TILLEMA, Universiteit Groningen, The Netherlands
3. *Community indicators and performance measures*
 - Thomas REILLY, Clark County, Nevada, U.S.
 - Jeremy AGUERO, Clark County, Nevada, U.S.
 - (Doug LYON, Clark County, Nevada, U.S.)

SATURDAY, JUNE 3RD 2006

8.30 – 10.00: MEETING 5

1. *Extending CEA: facilitating the debate over public outsourcing*
 - Amanda WILSKER, Georgia State University, U.S.
 - (Robert J. EGER III, Georgia State University, U.S.)
2. *Testing effectiveness of the adjusted performance measure strategy: evidences from a U.S. Federal Job Training Program*
 - Do Han KIM, University at Albany - Rockefeller College State University of New York, U.S.
3. *The hierarchical model of value reason in e-government of ‘Putting people first in China’*
 - Zhao SHU-RONG, University of Electronic Science and Technology , China
 - (Zhu XIAO-NING, University of Electronic Science and Technology , China)
 - (Mao DAN, University of Electronic Science and Technology , China)

10.30 – 12.00: MEETING 6

1. *Improving performance in public services delivery – the case of citizen shops in Portugal*
 - Claudia PATRICIO, Portucalense University Infante D. Henrique, Portugal
 - (Carlos BRITO, Portucalense University Infante D. Henrique, Portugal)
2. *Performance indicators and e-government projects: evidence from Turkey*
 - Mete YILDIZ, Hacettepe University, Turkey