POL 305 Public Administration Discussion Issues for November 29, 2011

Citizen Evaluation of Public Service Agencies:

1. Orr & West identify two explanations for citizen evaluations: _____ politics and personal _____.

    A. Which is more important at the national level? Why?

    B. Do local police agencies have more or less control over how services are delivered than comparable local agencies? Explain.

    C. Is Providence RI a "typical" U.S. city—such that Orr & West's findings can be generalized to other urban areas? Why or why not?

    D. Would these findings (related to a police department) be generally applicable to other bureaucracies in the criminal justice system (e.g., probation, the courts, corrections facilities)?

Service Delivery as a means of studying public bureaucracies

- Spatial analysis – finding service delivery patterns
  http://maps.google.co.uk/maps?hl=en&q=dayton+ohio&ie=UTF8&hq=&hnear=Dayton,+Montgomery,+Ohio,+United+States&gl=uk&ei=pPOYS9u5CY7KjAfvxIj4Dw&ved=0CAsQ8gEwAA&ll=39.758936,-84.191666&spn=0.25337,0.328903&z=11&iwloc=A&source=embed
- Plotting service levels
- Do the plots indicate how well/poorly bureaucracy works?

One of the major goals of this course is to *differentiate between reasonable and unreasonable criticisms of bureaucracy…*

2. Generally speaking, to what extent are citizens' views of *bureaucracy* (any service, any level) "symbolic" (that is, based on ideology, political rhetoric, etc.):

    0% 25% 50% 75% 100%?

3. …your own views???

4. In clear and concise terms, what should students with career interests in criminal justice learn from the Orr & West study?