

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=pPOYS9u5CY7KjAfvxj4Dw&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?