Trachtenberg School of Public Policy and Public Administration  
Spring 2023; PPPA 8174 – Seminar: Public Management (CRN: 65323)  
MON 110; Thursday, 5:10PM-7:00PM  

Professor: Sanjay K. Pandey, PhD  
Shapiro Professor of Public Policy and Public Administration  

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About the Professor:  
Much of Professor Pandey’s scholarship has focused on public organizations and management.  
Public Management Research Association, the leading scholarly association for the study of public organizations and management, honored Professor Pandey with the H. George Frederickson Award for Career Contributions to Public Management Research at its 2022 annual meeting.  

Professor Pandey has a number of other research interests -- for more on his research interests, please see his TSPPPA profile at [http://tspppa.gwu.edu/sanjay-k-pandey](http://tspppa.gwu.edu/sanjay-k-pandey) (ResearchGate profile at [https://www.researchgate.net/profile/Sanjay_Pandey15](https://www.researchgate.net/profile/Sanjay_Pandey15); Google Scholar profile at [https://scholar.google.com/citations?user=KjmhYp4AAAAJ&hl=en&oi=ao](https://scholar.google.com/citations?user=KjmhYp4AAAAJ&hl=en&oi=ao)  
Professor Pandey also teaches a PhD seminar on mixed methods research design and convenes the Mixed Methods Research Interest Group at the Trachtenberg School.  

Course Description (from bulletin):  
PPPA 8174. Seminar: Public Management. 3 Credits.  
Public organization theory and behavior. Organizational behavior, organization theory, and public management. Key traditions of inquiry in the study of public organizations.  

Course Description & Learning Outcomes:  
The public management doctoral seminar covers public organization theory and behavior. Organizations and management are central not only to administration but to other areas of inquiry in public policy and public administration.  

There are numerous disciplinary and multi-/inter-disciplinary approaches to the study of organizations. Three approaches that you will hear a lot about are: Organization Behavior, Organization Theory, and Public Management. Organization behavior has its roots in Industrial
and Organizational Psychology and primarily seeks to understand individual and small team behavior in organizational settings. Organization Theory has its roots in sociology and typically focuses on larger units of analysis than individuals and/or small teams.

The public management tradition on the study of organizations came into its own in the 1980s and 1990s. The public management tradition is eclectic and inclusive, drawing upon organization theory and behavior as well as public policy and public administration to advance knowledge of public organizations and management. Hal Rainey’s book, *Understanding and Managing Public Organizations* – through its different editions – has provided one of the most thorough and ambitious accounts of the evolution and growth of knowledge in the public management tradition. I view public management scholarship as grounded in a distinctive worldview. Although public management draws from other perspectives (notably political science and generic organization theory and behavior literatures), it offers major insights that traditional disciplinary perspectives do not (for further elaboration of this point, see Pandey and Wright 2006; and Pandey 2010).

Given the fact that the study of public management and organizations -- as a field of inquiry -- draws upon so many sources, comprehensive coverage is impossible in one course. So, my goal is not to be comprehensive in coverage. This seminar, however, aims to introduce you to key traditions of inquiry and some of the most vibrant and intriguing themes in the study of public organizations.

The **learning outcomes** for the seminar pertain to both substantive matters in public management and the art and craft of conducting scholarly research. Specifically, this course has the following learning outcomes:

1. **Develop a sense of critical importance for some of the best scholarship in the study of public organizations and management**
2. **Obtain a rich “insider” perspective on scholarly research enterprise**
3. **Develop and hone the abilities and skills needed to be a successful scholar**

**Readings:**
A variety of readings, mostly articles from peer-reviewed journals, will be used in this course. Course readings are available from GWU libraries. You may need to obtain some of these readings from the library. The syllabus provides a list of required and recommended readings. Additionally, you are encouraged to obtain a copy of and read the following book carefully.

(Note: This book is available, for free, as an ebook from the GWU library.)

**Course Requirements and Grading:**
Grades will be based on completing following requirements (specific details on each requirement provided below):

- Readings and Participation – 30%
- Peer Review Exercise – 10%
- Charting the Intellectual Landscape Project – 20%
- Final Paper – 40%

**Grades and Expectations:**

A (Excellent): Exceptional work for a graduate student. Shows a strong command of the material.

A-(Very Good): Very strong work for a graduate student. Shows signs of a strong understanding of appropriate analytical approaches and meets professional standards.

B+ (Good): Sound work for a graduate student. This grade indicates the student has fully accomplished the basic course objectives.

B (Adequate): Competent work for a graduate student with some evident weaknesses. Demonstrates competency in the key course objectives but the understanding or application of some important issues is less than complete.

B- (Inadequate): Weak work for a graduate student. Understanding of key issues is incomplete. A cumulative GPA of B- will lead to academic probation.

Grades of below B- indicate extremely weak performance and insufficient grasp of the material.

**Specific detail on course requirements:**

1) **Readings and Participation (30% of the grade)**

Your success as a scholar is determined partly by the breadth and depth of your reading. You will report on either a specific reading or a set of readings during class sessions. These assignments will be made the week before the session. If you are assigned a single reading, I encourage you to go beyond the assigned reading and also briefly share some of the latest research on the theme of the reading. Every time you discuss reading(s) in class, you are expected to prepare a report on the reading(s) – this report should cite sources in APA format, summarize key arguments, and discuss future directions. Your report should consider using tables or other diagrammatic representations. As you read, learn from, and report on papers, I want you pay particular attention to two points:

- **Pay careful attention to theoretical and conceptual elements of the papers you read.**
- **If you use language from the assigned reading in your report, I expect you to put this language within quotation marks and note the page**
number(s).

Your grade on this part of the course will be based on your performance in the following roles:
   a) Discussion leader (reporting on readings)
   b) Discussion participant and other assigned analyses and presentations
   c) Making a thoughtful brief post every week to Blackboard weekly discussion forum (we will refer to this as “color commentary”)
   d) Presentations on “art and craft” aspects of scholarship (A&C)

Please review the document titled, “PhD Seminar Reading and Presentation/Participation Guidelines” for further details and guidelines.

2) Peer Review Exercise (10% of the grade)

It is important for a scholar to be familiar with the peer review process. Guidelines about good reviewing practices will be provided and you will write a peer review report on an assigned manuscript. We will also discuss how one can successfully engage the peer review process as an author.

3) Charting the Intellectual Landscape Project (20% of the grade)

The goal of this project is to better understand and appreciate how scholarly journals add to our stock of knowledge. In consultation with the instructor, self-managing teams will come up with and execute a work-plan for this project. We will form teams in the first meeting. For more details, see document titled “Charting the Intellectual Landscape Guidelines”.

4) Final Paper (40% of the grade)

There is no maximum length requirement for the final paper. Ideally, however, your paper will be between 15 to 20 double-spaced pages, excluding the bibliography. Your final paper will be based on a review of the relevant scholarly literature. To write the paper, you will read and draw upon a range of scholarly articles (approximately 20 articles*). I encourage you to schedule a consultation with me, once you have made some progress.

For more details, see document titled, “Final Paper Expectations and Consultation Guidelines”. *see comment on this number in the guidelines.

Research Paper FAQ:
   1. How do I get inspired to write?

      It is hard to pin this down and come up with a universal prescription. I try different strategies such as reading books/columns on the art of writing/reading.

   2. What is the secret of writing a great research paper?

      Reading, planning, reflection, writing, being responsive to “specific and non-specific feedback”, rewriting, rewriting and rewriting! Get started now!
Course Calendar*

*Subject to change*

Week 1 (Jan 19) Introduction & Overview
- Practice Review Assigned

Week 2 (Jan 26) On Theory (#1)
- **Review Due**
  - Charting the Intellectual Landscape Workshop #1

Week 3 (Feb 2) Perspectives on Public and Nonprofit Management (#2)
- A&C

Week 4 (Feb 9) Publicness Theory (#3)
- A

Week 5 (Feb 16) Nonprofit Organizations (#4)
- A&C

Week 6 (Feb 23) “Hybridity” / Social Enterprise / Multi-Sector Approaches (#5)
- Charting the Intellectual Landscape Workshop #2 (if needed)
- A&C
- Begin thinking about the final paper

Week 7 (Mar 2) Organizational Goals, Mission, Public Values, and Performance (#6)
- A&C

Week 8 (Mar 9) Organizational Structure - Red Tape and Administrative Burden (#7)
- Schedule a consultation on the final paper – see consultation guidelines (optional)

****************March 13-18; Spring Break****************

Week 9 (Mar 23) Public Service Motivation (and Motivation) (#8)
- A&C
Week 10 (March 30) ***Charting the Intellectual Landscape Presentations***
*PowerPoint and Reflective/Integrative Summary Due
  • _A&C

Week 11 (Apr 6) Leadership (#9)
  • _A&C

Week 12 (Apr 13) Social Equity, Representative Bureaucracy, and Street-level Bureaucracy (#10)

Week 13 (Apr 20) Race and Gender (#11)

Week 14 (Apr 27) Final Paper Presentations

Week 15 (May 4)—Final Paper
  *Final Paper Due on Monday, May 8th
Readings for the Public Management Seminar**
(**subject to change – selected readings will be discussed in class)

**Strongly Recommended:**
(Note: This book is available as an ebook from the GWU library.)

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(Note: This book is available as an ebook from the GWU library.)

#1 On Theory:


Dowding, Keith. 2016. What is a Theory. In *The Philosophy and Methods of Political Science*. Palgrave, Chapter 4 (pp. 68-101)


**#2 Perspectives on Public and Nonprofit Management:**


#3 Publicness Theory


#4 Nonprofit Organizations:


#5 “Hybridity” / Social Enterprise / Multi-Sector Approaches:
Organizations 17(3): 247-263.


#6 Organizational Goals, Mission, Public Values, and Performance


**#7 Organizational Structure -- Bureaucratic Red Tape and Administrative Burden**


**#8 Public Service Motivation (and Motivation)**


*Perry, James L., Annie Hondeghem, and Lois Recascino Wise. 2010. Revisiting the
motivational bases of public service: Twenty years of research and an agenda for the future."

Ritz, Adrian, Brewer, Gene A. and Neumann, Oliver. 2016, Public Service Motivation: A

Wright, Bradley E., and Adam M. Grant. 2010. Unanswered questions about public service
motivation: Designing research to address key issues of emergence and effects. *Public

(and **Motivation** readings below)...

*Grant, Adam M., and Sharon K. Parker. 2009. Redesigning work design theories: the rise of

Hackman, Richard J., and Greg Oldham. 1976. Motivation through the design of work: Test of a


Steel, Piers, and Cornelius J. König. 2006. Integrating theories of motivation. *Academy of


### #9 Leadership

Public administration review 63(5): 544-553.

leadership research: A review and future research agenda. *Review of Public Personnel
Administration* 37(2): 160-182.

Currie, Graeme, Mike Humphreys, Deniz Ucbasaran, and Steve McManus. 2008.
Entrepreneurial leadership in the English public sector: paradox or possibility?" *Public
Administration* 86 (4): 987-1008.


#10 Social Equity, Representative Bureaucracy, and Street-level Bureaucracy


**#11 Race and Gender**


*One of the oldest anthropology journals; renamed “*Journal of the Royal Anthropological Institute” in 1995.


Course Policies: Grades

Late Work Policy: Assignments turned in late will be assessed a penalty: a half-letter grade for anything from 1 – 12 hours late, a full-letter grade for 12-24 hours. Students will not receive credit for any assignments turned in after 24 hours.

Professor Pandey’s Policy on grading concerns: The professor will not consider any verbal or oral statement of concerns about grading. The student must write a detailed memo to the professor explaining how his/her work met the requirements outlined in the respective evaluation rubric for the professor to consider the grade.

Expectations of Written Work: For all written material you submit or share in this course, be sure to use quotation marks to denote exact quotations and provide the page number(s). Failure to attribute sources correctly may constitute plagiarism and result in a grade of F for the course.

Course Policies: Technology and Media

Blackboard: Blackboard may be used as an aid to the course for providing course readings and for sharing course materials and carrying out course-related exchanges.

Computer and cellphone usage: If you use a computer during class to take notes, please only take notes. The class is a cellphone-free zone. In the case of an emergency, please step out of the classroom discreetly and without distracting others. Any use of technology to distract one’s self or others in the class may lead to suspension of the privilege to use technology during class.

Course Policies: Student Expectations

Course Policy on Classroom Recording and Accommodation for Legitimate Absence:

This is an in-person course in which students are expected to attend class sessions in person on a consistent basis. Synchronous remote participation will not be available for class sessions for this course with one exception. This exception pertains to the faculty member testing positive for COVID-19 and being required to isolate; the course may meet virtually during this isolation period if the faculty member is feeling well enough to teach.

Class sessions will be recorded and upon specific request made available to students who miss a class session for a legitimate reason.

Respect for Diversity: It is my intent that students from all backgrounds and perspectives be well-served by this course, that students’ learning needs be addressed both in and out of class, and that the diversity that students bring to this class be viewed as a resource, strength, and benefit. I strive to create an inclusive classroom and present materials and activities that are respectful of diversity including gender, sexuality, disability, age, socioeconomic status, ethnicity, race, culture, and political affiliation. Your suggestions are encouraged and appreciated.
Civility Policy: Higher education works best when it becomes a vigorous and lively marketplace of ideas in which all points of view are heard. Free expression in the classroom is an integral part of this process. At the same time, higher education works best when all of us approach the enterprise with empathy and respect for others, irrespective of their ideology, political views, or identity. We value civility because that is the kind of community we want, and we care for it because civility permits intellectual exploration and growth.

Attendance and Participation Policy: Attendance and participation is crucial to learning and you are expected to attend all classes except in case of extreme hardship such as an unforeseen medical emergency.

Professionalism Policy: Per university policy and classroom etiquette; mobile phones, iPods, etc. must be silenced during all classroom lectures. Those not heeding this rule will be asked to step outside the classroom so that the learning environment is not disrupted.

Please arrive on time for all class meetings. Students who habitually disturb the class by talking, arriving late, etc., and have been warned, will result in a letter grade reduction to their final grade.

Policies in The Trachtenberg School Courses:

1. Incompletes: A student must consult with the instructor to obtain a grade of I (incomplete) no later than the last day of classes in a semester. At that time, the student and instructor will both sign the CCAS contract for incompletes and submit a copy to the School Director. Please consult the TSPPPA Student Handbook or visit http://bulletin.gwu.edu/university-regulations/#GIncomplete for the policy on incompletes.

2. Submission of Written Work Products Outside of the Classroom: It is the responsibility of the student to ensure that an instructor receives each written assignment. Students can submit written work electronically only with the express permission of the instructor.

3. Submission of Written Work Products after Due Date: Policy on Late Work: All work must be turned in by the assigned due date in order to receive full credit for that assignment, unless an exception is expressly made by the instructor.

4. Academic Honesty: Please consult the “policies” section of the GW student handbook for the university code of academic integrity. Note especially the definition of plagiarism: “intentionally representing the words, ideas, or sequence of ideas of another as one’s own in any academic exercise; failure to attribute any of the following: quotations, paraphrases, or borrowed information.” All examinations, papers, and other graded work products and assignments are to be completed in conformance with the George Washington University Code of Academic Integrity. See the GW Academic Integrity Code at studentconduct.gwu.edu/code-academic-integrity
5. **Changing Grades After Completion of Course**: No changes can be made in grades after the conclusion of the semester, other than in cases of clerical error.

6. **The Syllabus**: This syllabus is a guide to the course for the student. Sound educational practice requires flexibility and the instructor may therefore, at her/his discretion, change content and requirements during the semester. Excused absences will be given for absences due to religious holidays as per the university schedule, but please advise the instructor ahead of time.

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**University Policies and Information**

**University policy on observance of religious holidays**

Students must notify faculty during the first week of the semester in which they are enrolled in the course, or as early as possible, but no later than three weeks prior to the absence, of their intention to be absent from class on their day(s) of religious observance. If the holiday falls within the first three weeks of class, the student must inform faculty in the first week of the semester. For details and policy, see “Religious Holidays” at [provost.gwu.edu/policies-procedures-and-guidelines](https://provost.gwu.edu/policies-procedures-and-guidelines).

**Academic Integrity Code**

Academic integrity is an essential part of the educational process, and all members of the GW community take these matters very seriously. As the instructor of record for this course, my role is to provide clear expectations and uphold them in all assessments. Violations of academic integrity occur when students fail to cite research sources properly, engage in unauthorized collaboration, falsify data, and otherwise violate the Code of Academic Integrity. If you have any questions about whether or not particular academic practices or resources are permitted, you should ask me for clarification. If you are reported for an academic integrity violation, you should contact the Office of Student Rights and Responsibilities (SRR) to learn more about your rights and options in the process. Consequences can range from failure of assignment to expulsion from the university and may include a transcript notation. For more information, please refer to the SRR website ([https://studentconduct.gwu.edu/academic-integrity](https://studentconduct.gwu.edu/academic-integrity)), email [rights@gwu.edu](mailto:rights@gwu.edu), or call 202-994-6757.

**Use of Electronic Course Materials and Class Recordings**

Students are encouraged to use electronic course materials, including recorded class sessions, for private personal use in connection with their academic program of study. Electronic course materials and recorded class sessions should not be shared or used for non-course related purposes unless express permission has been granted by the instructor. Students who impermissibly share any electronic course materials are subject to discipline under the Student Code of Conduct. Please contact the instructor if you have questions regarding what constitutes
permissible or impermissible use of electronic course materials and/or recorded class sessions. Please contact Disability Support Services at disabilitysupport.gwu.edu if you have questions or need assistance in accessing electronic course materials.

**Academic support**

**Writing Center**

GW’s Writing Center cultivates confident writers in the University community by facilitating collaborative, critical, and inclusive conversations at all stages of the writing process. Working alongside peer mentors, writers develop strategies to write independently in academic and public settings. Appointments can be booked online at gwu.mywconline.

**Academic Commons**

Academic Commons provides tutoring and other academic support resources to students in many courses. Students can schedule virtual one-on-one appointments or attend virtual drop-in sessions. Students may schedule an appointment, review the tutoring schedule, access other academic support resources, or obtain assistance at academiccommons.gwu.edu.

**Support for students outside the classroom**

**Disability Support Services (DSS) 202-994-8250**

Any student who may need an accommodation based on the potential impact of a disability should contact Disability Support Services in Rome Hall, 801 22nd Street, NW, Suite 102, to establish eligibility and to coordinate reasonable accommodations. For additional information see: disabilitysupport.gwu.edu

**Counseling and Psychological Services 202-994-5300**

GW’s Colonial Health Center offers counseling and psychological services, supporting mental health and personal development by collaborating directly with students to overcome challenges and difficulties that may interfere with academic, emotional, and personal success. For additional information see healthcenter.gwu.edu/counseling-and-psychological-services

**Title IX Sexual Harassment and Related Conduct Policy**

- Under the university policy, faculty are considered “designated reporters” and are required to “promptly report any information they learn about suspected or alleged Sexual Harassment or potential violations of this Policy to the university’s Title IX Coordinator.”

- Confidential resources are available through the Colonial Health Center (CHC) at 202-994-5300 and the Office of Advocacy and Support (OAS) at 202-994-0443.
To make a report to the Title IX Coordinator, please call 202-994-7434 or visit https://titleix.gwu.edu/

Student Support Information

You can obtain a variety of useful information at https://online.gwu.edu/student-support (e.g., technical requirements and support, student services, obtaining a GWorld card, and state contact information).

Average Minimum Hours of Workload

Students will spend ~2 hours per week on direct instruction and ~5.5 hours per week on independent activities, on average. Over the course of the semester, students will spend 7.5 hours in instructional time per week for a total of 112.5 hours for the semester.

Safety and security

• In an emergency: call GWPD 202-994-6111 or 911
• For situation-specific actions: review the Emergency Response Handbook available at: safety.gwu.edu/emergency-response-handbook
• In an active violence situation: Get Out, Hide Out or Take Out: go.gwu.edu/shooterprep
• Stay informed: safety.gwu.edu/stay-informed