

Propositions for the dissertation:

On the outside, looking in: **Understanding transparency at the frontline**

1. Transparency helps street-level bureaucrats do their job (this dissertation)
2. While transparency is often argued to result in more resistance at the frontline due to its punitive nature, it leads to less resistance (this dissertation)
3. Street-level bureaucrats want a way to keep a mental distance from citizens, transparency can create that distance (this dissertation)
4. Citizens who shame street-level bureaucrats online are the exception, not the rule (this dissertation)
5. The type of street-level bureaucrats who mainly regulate services have the least favorable image among citizens of all bureaucrats (this dissertation)
6. Transparency within public organizations can keep street-level bureaucrats 'in check'
7. Regardless of IT-developments, enforcement remains a human endeavor and, therefore, bureaucrats need discretion
8. Understanding what happens at the citizen-side of service provision is needed because they are not passive, but active participants
9. Quantitative scholars are privileged because they rarely have to defend the philosophical underpinnings of their work
10. The publication pressure for young scholars in public administration increases the number of quantitative studies
11. Academia is not a team sport, but more fun when you cheer for the succes of others