

Propositions

Belonging to the doctoral dissertation

Understanding Street-level Bureaucrats' Attitude Towards Clients: A social psychological approach

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1. Street-level bureaucrats' attitude towards clients is a multidimensional construct that has a cognitive, positive affective, negative affective, and behavioral component (this dissertation).
2. Work group colleagues have a modest impact on street-level bureaucrats' attitude towards clients (this dissertation).
3. Frontline supervisors function as an attitudinal role model to street-level bureaucrats (this dissertation).
4. Street-level bureaucrats adopt a positive attitude to clients through social and emotional support from their frontline supervisor and work group colleagues (this dissertation).
5. Rule-following identity reflects street-level bureaucrats' confidence in their abilities to work with complex rule sets to fulfil task requirements, rather than a desire for control or to reduce personal insecurity (this dissertation).
6. Discretion is a relational construct that is negotiated between street-level bureaucrats and their frontline supervisor.
7. To advance the understanding of how the social context of bureaucracy affects street-level bureaucrats in their attitude towards clients, we should strive for a greater (theoretical) integration of social psychology and public administration.
8. The negative stereotypes of bureaucrats that pervade society do not do justice to the dedication of most street-level bureaucrats, to their work and clients.
9. Social science becomes presumptuous when datasets rather than theory guide our academic output.
10. You haven't truly lived, if all there has been to life is just being 'school smart'.
11. Most of our opportunities in life come from the luck of where we were born on this Earth. Be grateful.