**Vitae**

 Lael R. Keiser

**Address**

Truman School of Government and Public Affairs

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**Appointments and Employment**

2019-present, Fellow, National Academy of Public Administration

2017- present, Professor and Director of the Truman School of Government and Public Affairs, University of Missouri: Chief academic and administrative officer of a comprehensive school of public affairs.

2019-2020. Interim Chair, Department of Political Science, University of Missouri, Columbia.

2015-2017, Professor, Department of Political Science and Truman School of Public Affairs, University of Missouri

2003- 2015, Associate Professor, Department of Political Science and Truman School of Public Affairs, University of Missouri.

1996-2003, Assistant Professor, Department of Political Science, University of Missouri.

2019-present: Board of Directors, Public Management Research Association. Elected June 12, 2019.

2020-current, Editorial Board, *Journal of Behavioral Public Administration*

2016-present: Editorial Board, *Public Administration Research*

2000- present: Editorial Board, *Journal of Public Administration: Research and Theory*

2020-present: Editorial Board, *Journal of Policy Studies*

2015: Section Chair (president), Public Administration Section, American Political Science Association.

2014: Section Chair Elect, Public Administration Section, American Political Science Association.

2013 Program Chair, Public Administration. American Political Science Association Meeting. Organized panels for the Public Administration Section.

2000- 2001 State Capacity Field Research Team: Nelson A. Rockefeller Institute of Government. Conducted interviews and gathered data concerning social welfare programs in the state of Missouri.

1995-fall semester, Instructor, Department of Political Science, University of Wisconsin-Milwaukee.

1995-1996, Editorial Assistant, Women's Caucus for Political Science Quarterly.

1994-1996, Editorial Assistant, American Journal of Political Science.

1994- Data Analyst: K-6 Program, California State University-Fresno. Duties: conducted data analysis for program evaluation of a supplementary education program aimed at improving the performance of at-risk elementary school students.

1992-1993, Teaching Assistant, Department of Political Science, University of Wisconsin-Milwaukee.

1990-1992, Staff Assistant. Office of Senator Paul Simon. Duties: assisted constituents with problems concerning Social Security, disability, and employment and acted as liaison to groups interested in these policy areas.

**Education**

University of Missouri Academic Affairs Leadership Development Program. 2019-2020.

Ph.D. August 1996. University of Wisconsin-Milwaukee, Political Science. Dissertation: Bureaucracy, Politics and Public Policy: The Case of Child Support.

MA December 1993. University of Wisconsin-Milwaukee, Political Science.

BA June 1989. Lawrence University: Major: Political Science.

Graduated cum laude.

Attended Inter-Consortium for Political and Social Science Research, University of Michigan. July 1994.

**Awards**

*Herbert Simon Award.* Given for significant contributions to the scientific study of bureaucracy, Midwest Political Science Association. Awarded at the Midwest Political Science Association Conference, April, 2013.

*Wilder School Award for Scholarship in Social Equity and Public Policy Analysis* for Jason Grissom and Lael Keiser. 2011. “A Supervisor Like Me: Race, Representation, and the Satisfaction and Turnover Decisions of Public Sector Employees. Journal of Policy Analysis and Management 30(3): 557-580. 2013

*Rita Mae Kelly Award.* Given for research contribution to gender-related issues and performing research on an issue significant to women’s role in public administration. Society of Women in Public Administration, American Society for Public Administration. 2013

*Kaufman Award. Award for Best Paper Presented in Public Administration* at the 2008 American Political Science Association Meeting. “The Impact of Politics on the Administration of the Welfare State.” 2009.

*Kaufman Award. Award for Best Paper Presented in Public Administration* at the 2000 American Political Science Association Meeting. "Gender Identity, and Representative Bureaucracy: A Neoinstitutional Approach" with Vicky Wilkins, Kenneth Meier and Catherine Holland. 2001.

*Award for Best Paper presented at the 2000 American Political Science Association Meeting, State Politics and Policy Section*. "State Governments, Vertical Transfer, and the Implementation of Public Policy." 2001.

*Kaufman Award. Award for Best Paper Presented in Public Administration* at the 1997 American Political Science Association Meeting. “State Bureaucratic Discretion and the Administration of Social Welfare Programs: The Incentive to Shift Costs to the Federal Government in the Granting of Disability Claims. 1998.

*Wilder W. Crane Memorial Scholarship*. Scholarship awarded to an outstanding UWM student in political science. 1995.

**Journal Articles**

Stauffer, Katelyn E., Susan M. Miller, and Lael R. Keiser. 2023. "Compliance with Public Health Orders: The Role of Trust, Representation, and Expertise." Political Research Quarterly: 10659129231182375.

Keiser, Lael R., and Donald P. Haider-Markel. 2022. “Symbolic Representation in American Schools: Race, Gender, and Intersectionality.” *Journal of Policy Studies*.50(4): 823-848.

Miller, Susan M., Miyeon Song, and Lael R. Keiser. 2022 "The Effect of Human vs. Automated Interaction on Willingness to Participate in Government Programs: The Role of Representation." *Public Administration*. <http://doi.org/10.1111/padm.12879>

Keiser, Lael R., Donald P. Haider‐Markel, and Rajeev Darolia. 2021 "Race, representation, and policy attitudes in US public schools." *Policy Studies Journal*. <https://doi.org/10.1111/psj.12443>

Nicholson-Crotty, Jill, Susan M. Miller, and Lael R. Keiser. 2021 "Administrative burden, social construction, and public support for government programs." *Journal of Behavioral Public Administration* 4 (1). <https://doi.org/10.30636/jbpa.41.193>

Drolc, Cody A., and Lael R. Keiser. 2021. "The importance of oversight and agency capacity in enhancing performance in public service delivery." *Journal of Public Administration Research and Theory* 31(4): 773-789.

Miller, Susan M., and Lael R. Keiser. 2021. "Representative bureaucracy and attitudes toward automated decision making." *Journal of Public Administration Research and Theory* 31(1): 150-165.

Keiser, Lael R., and Susan M. Miller. 2020. "Does administrative burden influence public support for government programs? Evidence from a survey experiment." *Public Administration Review* 80 (1): 137-150.

Keiser, Lael R., and Susan M. Miller. 2019. "The power of comparisons: Peer information as a management tool." *Public Policy and Administration* 34(4): 494-516.

Miller, Susan M., and Lael R. Keiser. 2013. "State Governments as Entrepreneurs in Securing Federal Benefits for Their Citizens." *Publius: The Journal of Federalism* 43(4): 497-526.

Grissom, Jason A., Jill Nicholson-Crotty, and Lael Keiser. 2012. "Does my boss's gender matter? Explaining job satisfaction and employee turnover in the public sector." *Journal of Public Administration Research and Theory* 22(4): 649-673.

Grissom, Jason A., and Lael R. Keiser. 2011. "A supervisor like me: Race, representation, and the satisfaction and turnover decisions of public sector employees." *Journal of Policy Analysis and Management* 30(3): 557-580.

Keiser, Lael R. 2010. "Understanding street‐level bureaucrats' decision making: Determining eligibility in the social security disability program." *Public administration review* 70(2): 247-257.

Keiser, Lael R., and Susan M. Miller. 2010. "The impact of organized interests on eligibility determination: The case of veterans' disability compensation." *Journal of Public Administration Research and Theory* 20(2): 505-531.

Baker, Dana and Lael R. Keiser. 2008. “Explaining Variation in the Social Construction of Disability Rights” *Review of Disability Studies* 4(3).

Soss, Joe, and Lael R. Keiser. 2006. "The political roots of disability claims: How state environments and policies shape citizen demands." *Political Research Quarterly* 59(1): 133-148.

Wilkins, Vicky M., and Lael R. Keiser. 2006. "Linking passive and active representation by gender: The case of child support agencies." *Journal of Public Administration Research and Theory* 16(1): 87-102.

Keiser, Lael R., Peter R. Mueser, and Seung‐Whan Choi. 2004. "Race, bureaucratic discretion, and the implementation of welfare reform." *American Journal of Political Science* 48(2): 314-327.

Keiser, Lael R., Vicky Wilkins, Kenneth J. Meier and Catherine Holland. 2002. "Lipstick and logarithms: Gender, institutional context, and representative bureaucracy." *American Political Science Review* 96(3): 553-564.

Keiser, Lael R. 2001. "Street-level bureaucrats, administrative power and the manipulation of federal social security disability programs." *State Politics & Policy Quarterly* 1.2: 144-164.

Keiser, Lael R. 1999. "State bureaucratic discretion and the administration of social welfare programs: The case of social security disability." *Journal of Public Administration Research and Theory* 9.1: 87-106.

Keiser, Lael R., and Joe Soss. 1998."With good cause: Bureaucratic discretion and the politics of child support enforcement." *American Journal of Political Science* 42.4: 1133-1156.

Keiser, Lael R., and Kenneth J. Meier. 1996. "Policy design, bureaucratic incentives, and public management: The case of child support enforcement." *Journal of Public Administration Research and Theory* 6.3 (1996): 337-364.

Meier, Kenneth J., and Lael R. Keiser. 1996. "Public administration as a science of the artificial: A methodology for prescription." *Public Administration Review*: 459-466.

Keiser, Lael. 1997. "The influence of women's political power on bureaucratic output: The case of child support enforcement." *British Journal of Political Science* 27.1 (1997): 111-155.

**Book Chapters/Edited Books**

Hupe, Peter and Lael R. Keiser. 2019. “Incorporating Dimensions of First-Line Supervision” in *Research Handbook on Street-Level Bureaucracy* with Peter Hupe. Edward Elgar Publishing.

Keiser, Lael R., Susan M. Miller, and Joyanne Hopper. 2017. “Social Security Disability” in *Disability and U.S. Politics: Participation, Policy, and Controversy*. Praeger Press.

Keiser, Lael R. “Representative Bureaucracy.” 2010. In *Handbook of the American Bureaucracy*. Ed. Robert Durant. Oxford: Oxford University Press. 2010

Keiser, Lael R. 2003. “Why it Matters Whether State Bureaucrats as Opposed to Federal Bureaucrats Administer Federal Programs” in *Politics, Policy, and Organizations: Frontiers in the Scientific Study of Bureaucracy*. eds. George A. Krause and Kenneth J. Meier. University of Michigan Press. 2003.

Meier, Kenneth J., Jeff Gill and Lael Keiser. 2000. "An Introduction to Substantively Weighted Least Squares." in Kenneth J. Meier and Jeff Gill, eds. *Substantively Weighted Analytical Techniques: A New Approach to Analysis of Policy and Programs.* Boulder CO:Westview Press 2000.

Martinek, Wendy L., Kenneth J. Meier, and Lael R. Keiser, 1997. “Jackboots or Lace: The Bureau of Alcohol, Tobacco and Firearms*.” In the Changing Politics of Gun Control*. eds. Clyde Wilcox and John Bruce. New York: Rowan and Littlefield.

Keiser, Lael R. 1995. “Workplace Safety and Health” pp. 197-234 *in Regulation and Consumer Protection* 2nd edition. eds. Kenneth J. Meier and E. Thomas Garman. Houston: Dame Publications.

Meier, Kenneth J., Thomas Garman and Lael R. Keiser. Eds. 1997. *Regulation and Consumer Protection*. Houston: Dame Publications, 1997.

**Works in Progress**

Sager, Fritz, Celine Mavrot, and Lael Keiser. Eds. *Handbook of Public Policy Implementation.* Edward Elgar Publishing*. Under Contract.*

Keiser, Lael R. and Susan M. Miller, “Implementation in the U.S. States.” In *Handbook of Public Policy Implementation.* Eds Friz Sager, Celine Mavrot, and Lael Keiser. Edward Elgar Publishing*. Under Contract.*

Stauffer, Katelyn, Susan M. Miller, and Lael R. Keiser. “Compliance with Public Health Orders:

The Role of Trust, Representation, and Expertise.” Under Review.

Keiser, Lael R. and Cody Drolc. “Managing Implementation in the Decentralized Administrative State: The Role of National Professional Associations” In-progress.

**Reports, Testimony and Outreach**

People Lab: Member, Virtual Roundtable Promoting Employee Engagement, Reducing Burnout, and Supporting Performance. University of California, Berkley. January 7, 2022.

Volker Alliance. Government-to-University initiative. Research Design Session, Kansas City, November 15th, 2018.

“The Power of NADE” Remarks to the National Association of Disability Examiners at the NADE national conference. Springfield, IL August, 2014.

“Collaboration between Government Agencies and Outreach Organizations in Program Requiring Case Processing and Eligibility Determination” *IMB Business of Government Report.* With Susan Miller. 2013.

“The Impact of Principal Race on Teachers.” Policy Brief. *Institute of Public Policy*. University of Missouri. With Jason Grissom. 2011.

Testified before the Missouri Senate, Judiciary and Civil and Criminal Jurisprudence Committee regarding SB 140 that establishes special court for child support enforcement cases. January 26, 2009

**Professional Activities**

2019: Best Dissertation Award Committee. Public Management Research Association

2016: John Gaus Award Selection Committee, American Association of Political Science.

2016: Christopher Mooney Dissertation Award Committee, State Politics Section, American Association of Political Science.

2012-2013 Midwest Public Administration Caucus, Section Chair.

2012: Council Member, Public Administration Section. American Political Science Association.

2012 John Gaus Award Selection Committee. American Political Science Association.

2009-2010 President, Midwest Public Administration Caucus, Midwest Political Science Association.

2007-2010 American Political Science Association, Public Administration Section, Executive Committee, Member.

2007-2008 Midwest Political Science Association, Herbert Simon Award Nominating Committee, member.

2007-2008 American Political Science Association. Leonard D. White Award Committee member American Political Science Association, Leonard D. White Award Committee.

2007 State Politics and Policy Section, *American Political Science Association*. Committee to Select Career Achievement in State Politics and Policy Award.

2006 American Political Science Association, Volcker Junior Scholar Award Committee.

2003-2009, Editorial Board, State Politics and Policy Quarterly

2003- Herbert Simon Award Nominating Committee, Chair, Midwest Public Administration Caucus.

2000-2001, Council Member, State Politics and Policy Section, American Political Science Association.

2000- 2001, Midwest Public Administration Caucus, Nominating Committee member.

1998-1999, Kaufman Award Committee. American Political Science Association

1998- 1999, Member of Executive Board, Section on Public Administration of the American Political Science Association. Kaufman Award Committee

1998- Member of Executive Board, Section on Public Administration of the American Political Science Association.

Professional Affiliations: Public Management Research Association, Association of Public Policy and Management, American Political Science Association, Midwest Political Science Association, Midwest Public Administration Caucus.

Reviewed manuscripts for Public Administration Review, Journal of Public Administration Research and Theory, Review of Public Personnel Administration, Perspectives in Public Management and Governance, Journal of Politics, American Political Science Review, American Journal of Political Science, Policy Studies Journal, Publius, Administration and Society.

External Reviewer for Promotion, Tenure, Post-Tenure: University of South Carolina, Arizona State University, Ohio State University, Indiana University, University of Wisconsin, Madison, American University, University of Kansas, University of Oklahoma, Ohio University, Texas A&M University, University of North Texas, Georgia State University, Arizona State University.

**Scholarly Activities**

Commentary: “A Solution in Search of a Problem? Discrimination, Affirmative Action, and the New Public Service.” Sally Coleman *Selden Public Administration Review: Theory to Practice* Nov/Dec. 2006.

Book Review: The Politics of Child Support in America. By Jocelyn Crowley. New York: Cambridge University Press. 2004. *Perspectives on Politics* 2(4): 836-838.

Book Review: Making Room: The Economics of Homelessness by Brendan O’Flaherty, *Journal of Socio-Economics* 27(2): 159-164

**Invited Talks Last Five Years**

2023: Georgia State University, Andrew Young School of Policy Studies, April 6th, 2023.

2020: American University, Department of Public Administration & Policy. February 27th.

**Conference Presentations Last Five Years**

“The Role of Deservingness, Race, and Gender, on Public Preferences for Administrative Burdens in Program Design.” Mini-Conference on the Politics of Gender, Diversity, and Representation, University of Houston, May 5th, 2023.

“Too Tired to be Neutral: The Effect of Workload on Government Decision-Making” Public Management Research Conference, Arizona State University, June, 2022.

“Managing Implementation in the Decentralized Administrative State: The Role of National Professional Associations.” Association of Public Policy Analysis and Management Annual Conference. March, 2022. Austin, Texas

“Compliance with Public Health Orders: The Role of Trust, Representation, and Expertise” with

Katelyn Stauffer and Susan Miller. American Political Science Association Conference,

Seattle, September 30-October 3, 2021.

“The Impact of Applicant Race on Public Preferences for Administrative Burden.” With Susan Miller. American Political Science Association, Virtual. September 1, 2020.

“Improving Implementation: Human Resources and Oversight” with Cody Drolc. The International Conference on Public Policy, Montreal, June 26-28, 2019.

**“**Improving Implementation by Increasing Agency and Legislative Capacity: The Case of Social Security Disability Backlogs” With Cody Drolc. Public Management Research Association, University of North Carolina, Chapel Hill, NC. June 9, 2019.

**Conference Participation**

Network of Schools of Public Policy, Public Affairs and Administration. Attendee at Annual Conference, Virtual. Attendee. October, 2021.

Network of Schools of Public Policy, Public Affairs and Administration. Attendee at Annual Conference, Atlanta, GA. October 11-13, 2019.

Association of Public Analysis and Management. “Employment Outlooks for Policy Graduate Students” Institutional Members Conference. Attendee. May 14-15, 2019.

Network of Schools of Public Policy, Public Affairs and Administration. Attendee at Annual Conference, Atlanta, GA. October 11-13, 2018.

Network of Schools of Public Policy, Public Affairs and Administration. Annual Conference, Washington DC. Attendee at Accreditation Institute. October 11, 2017.

**Classes Taught**

Undergraduate level: Principles of Public Policy Administration, The Administrative State, Constitutional Democracy and Public Policy, Social Welfare Policy, Introduction to Public Policy, Politics of the Regulatory Process, Women and Public Policy

Graduate level: Research in Policy and Administration, Administrative Politics, Public Policy Processes, Governance.

**PhD Students**

*Completed PhD: Advisor*

Mark Benton (PhD 2022). Dissertation Chair. Senior Policy Analyst. Institute of Public Policy, University of Missouri.

Muinul Islam (PhD 2021). Dissertation Co-Chair. Post-Doctoral Fellow, University of Missouri.

Cody Drolc (PhD 2020), Dissertation Co-Chair. Assistant Professor. University of South Carolina.

Andrew Wessmen (PhD 2018) Dissertation co-chair. Assistant Professor. Southern Illinois

 University, Edwardsville

Kenneth Bryant (PhD 2017), Dissertation Chair. Associate Professor. Department of Political Science, University of Texas, Tyler.

Joyanna Hopper (PhD 2016), Dissertation Chair. Assistant Professor. Department of Political Science, University of the Scranton.

Elijah Agyapong (PhD 2016), Dissertation Chair. Associate Professor, Roberts School of Government, Regents University.

Gwen Sams (PhD 2016), Dissertation co-chair. Capacity and Metrics Specialist, Indiana University Center for Rural Engagement.

Yuan Gao (PhD 2015), Dissertation Chair. Multicultural Education Coordinator at Saint Louis University.

Nate Madden, (PhD 2013), Dissertation Chair. Analyst in the Ewing Marion Kauffman Foundation’s Evaluation Department.

Vicky Wilkins (PhD 2001), Dissertation co-chair. Dean, American University School of Public Affairs.

*Completed PhD: 2nd Reader or Committee member*

Michael Wales (PhD 2022) Post-Doctoral Fellow, Rockefeller Center for Public Policy and the Social Sciences at Dartmouth.

Trang Pham (PhD 2021). Post-Doctoral Fellow, School of Health Professions. University of Missouri.

Hanna Brandt (PhD 2020) Assistant Professor, SUNY-Geneseo

Dana Angelo (PhD 2019), Community Research Analyst, Jersey City Health and Human Services, Jersey City, NJ

Murat Yildirim (PhD 2018). Associate Professor, University of Stavanger, Norway.

Katie Vandermolen (PhD 2016), Associate Professor, University of Tampa.

Kayla Krieder (PhD 2015), Policy Director, Missouri Governor

James Harrington (PhD 2013), Associate Professor, University of Texas-Dallas.

Matt Arbuckle (PhD 2013), Teaching Professor, University of Miami.

Susan Miller (PhD 2010) (mentor), Associate Professor, Arizona State University.