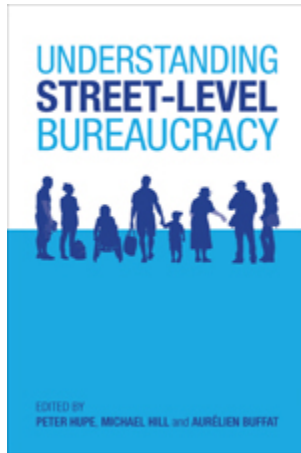


Understanding Street-Level Bureaucracy



Edited by [Peter Hupe](#), [Michael Hill](#), and [Aurélien Buffat](#)

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This book draws together internationally acclaimed scholars from across the world to address the roles of public officials whose jobs involve dealing directly with the public. Covering a broad range of jobs, including the delivery of benefits and services, the regulation of social and economic behavior, and the expression and maintenance of public values, the book presents in-depth discussions of different approaches, the possibilities for discretionary autonomy, and directions for further research in the field.

Part One: Introduction

Introduction: defining and understanding street-level bureaucracy ~ Peter Hupe, Michael Hill and Aurélien Buffat

The inside story: street-level research in the US and beyond ~ Evelyn Z. Brodtkin

Part Two: Delivering services and benefits: street-level bureaucracy and the welfare state

Discretionary payments in social assistance ~ Carol Walker

Street-level bureaucracy and professionalism in health services ~ Stephen Harrison

When and why discretion is weak or strong: the case of taxing officers in a Public Unemployment Fund ~ Aurélien Buffat

Part Three: Agents of the state: street-level bureaucracy and law enforcement

Law enforcement and policy alienation: coping by labour inspectors and federal police officers ~ Kim Loyens

Law enforcement behaviour of regulatory inspectors ~ Vibeke Lehmann Nielsen

Street-level bureaucrats and regulatory deterrence ~ Søren C. Winter and Peter J. May

Part Four: Embedded in society: street-level bureaucrats as public actors

Street-level bureaucrats and client interaction in a just world ~ Vicky M. Wilkins and Jeffrey B. Wenger

'Playing the rules': discretion in social and policy context ~ Michael Musheno and Steven Maynard-Moody

Personalisation and adult social work: recasting professional discretion at the street level? ~ Kathryn Ellis

Part Five: The management of street-level bureaucrats

Bureaucratic, market or professional control? A theory on the relation between street-level task characteristics and the feasibility of control mechanisms ~ Duco Bannink, Frédérique Six and Eelco van Wijk

First-line supervisors as gate-keepers: rule processing by head teachers ~ Peter Hupe and Eva van Kooten

Service workers on the electronic leash? Street-level bureaucrats in emerging information and communication technology work contexts ~ Tino Schuppan

Part Six: The promise of professionalism

Fulfilling the promise of professionalism in street-level practice ~ Paul van der Aa and Rik van Berkel

Professionals and discretion in street-level bureaucracy ~ Tony Evans

The moment of the street-level bureaucrats in a public employment service ~ Christopher Osiander and Joss Steinke

Part Seven: Conclusion

Conclusion: the present and future study of street-level bureaucracy ~ Peter Hupe, Michael Hill and Aurélien Buffat