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Engagement of citizens and public professionals in the co-production of public services

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Cover Page



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When I considered getting a PhD, a (current) colleague told me: “Your PhD research, that is the best time of your life.” Although I don’t know what journeys lay ahead, I know this certainly *was* a lovely time! I had the opportunity to collaborate with (inter)national scholars on several topics, was involved in several (externally funded) research projects, talked with many respondents during for example Q-sorting and interviews, attended conferences and seminars, and taught a variety of courses. Thanks in no small part to all these activities and the people I met throughout the years, I was able to develop myself personally as well as academically. Therefore, I would like to use these acknowledgements to extend my gratitude to all of those people who supported me during the realization of this dissertation, and who made it such an exciting journey!

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Carola

ABOUT THE AUTHOR

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Carola van Eijk was born on July 26th, 1986. She holds a Bachelor and a Research Master in Public Administration from Leiden University, the Netherlands. In addition, she obtained a Propedeuse in Minor Economics at the same university. Throughout her Bachelor program, she was a student member and the secretary of the Program Committee of the Institute of Public Administration, and worked as a trainee and research assistant at the Netherlands Court of Audit. She also combined her master studies with work as a student assistant in several research projects (on topics such as local government, public sector reform, and Public Service Motivation (PSM)), and was involved in different teaching activities.

After obtaining her Master degree, Carola van Eijk worked as a researcher at Leiden University. She was involved in research projects on the topics of PSM and active citizenship. In 2013, she started her PhD research, after being awarded a Research Talent Grant by NWO (the Netherlands Organization for Scientific Research). Besides her PhD research, Carola took several skill courses (for example on presenting and academic writing) and didactical courses offered by ICLON (Leiden University Graduate School of Teaching). She attended international and national conferences, such as The European Consortium for Political Research (ECPR), The International Research Society for Public Management (IRSPM), and The Netherlands Institute of Government (NIG). As a member of the IIAS Study Group on Co-production of Public Services, she frequently discussed her work with other international scholars in the field of co-production. Carola also taught several undergraduate and graduate courses (for example on research methods, Europeanization, and the policy process), and supervised Master students in the writing of their theses. In 2015, she developed a Master's course on the topic of co-production and citizen engagement. During that year, she also obtained the University Teaching Qualification (BKO).

Carola's research addresses a wide variety of topics, such as co-production, citizen participation, blame gaming, crises, and policy advice. She uses and combines different qualitative and quantitative research methods. Her work has

been published in different international and national academic journals, including *Public Management Review*, *International Review of Administrative Sciences*, *Local Government Studies*, *Public Administration*, and *Journal of Urban Affairs*. She also connects her research findings with a wider, professional audience through presentations at ministries, conferences for professionals, and (social) media contributions. Currently, Carola works as a researcher and a lecturer at the Institute of Public Administration at Leiden University.

