Iseul Choi

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ACADEMIC APPOINTMENTS

Assistant Professor, North Carolina State University, School of Public and International Affairs, Fall 2023 – present

Assistant Professor, University of New Mexico, School of Public Administration, Fall 2020 – Spring 2023

EDUCATION

Ph.D. Public Administration and Policy, University at Albany, State University of New York, 2020
Committee: Ellen V. Rubin (Chair), Edmund C. Stazyk and Donald P. Moynihan (Georgetown)
Dissertation: *Contracting Out for Performance of Democratic-Constitutional Values and Procedural Tasks in Federal Agencies: Evidence from the Equal Employment Opportunity Discrimination Complaint Process*

- **Dissertation Award**, The Section on Personnel Administration and Labor Relations (SPALR) of the American Society for Public Administration, 2021
- **Distinguished Doctoral Dissertation Award**, Rockefeller College of Public Affairs & Policy, University at Albany, 2021
- **UAlbany Distinguished Doctoral Dissertation Award**, University at Albany, 2021

M.P.A. Robert M. La Follette School of Public Affairs, University of Wisconsin-Madison, 2014

B.As. Economics and English, Seoul National University, Seoul, South Korea, 2012

RESEARCH INTERESTS

Public Management, Performance Management, Behavioral Public Administration and Policy, Organizational Theory and Behavior, Contracting, Administrative Burden, Evidence-based Policy Making, and Diversity & Equity

PUBLICATIONS

Journal Articles

Choi, Iseul, Jeongyoon Lee, and David Lee. 2022. "The Influence of Planning Group Diversity on the Quality of Local Strategic Plan Design." *Asia Pacific Journal of Public Administration*. doi.org/10.1080/23276665.2022.2111586

Choi, Iseul and J. Ramon Gil-Garcia. 2021. "Do Different Presentations of Performance Information on Government Websites Affect Citizens' Decision Making? A Survey Experiment." *International Public Management Journal*. 25 (1): 140-158. doi.org/10.1080/10967494.2021.1913459

Choi, Iseul. 2020. "Does Contracting Achieve Better Performance for Democratic-Constitutional, Procedural Tasks? Evidence from the EEO Discrimination Complaint Process." *The American Review of Public Administration* 50 (8): 825-37. doi.org/10.1177/0275074020919906

Choi, Iseul. 2020. "Moving beyond Mandates: Organizational Learning Culture, Empowerment, and Performance." *International Journal of Public Administration* 43 (8): 724-35.

Choi, Iseul and Donald P. Moynihan. 2019. "How to Foster Collaborative Performance Management? Key Factors in U.S. Federal Agencies." *Public Management Review* 21 (10): 1538-59.

Book Chapter

Pardo, Theresa A., J. Ramon Gil-Garcia, Mila Gasco, Meghan E. Cook, and **Iseul Choi**. 2021. "Creating Public Value in Cities: A Call for Focus on Context and Capability." In *Smart Cities and Smart Governance: Towards the 22nd Century Sustainable City* edited by Elsa Esteves, Theresa Pardo & Hans Scholl. Springer.

WORKING PAPERS

Choi, Iseul. "Justice Delayed is Justice Denied: Managing Contracting Performance for the Equal Employment Opportunity Discrimination Complaints." (Revise and resubmit)

Choi, Iseul and Ellen Rubin. "The Spillover Effects of Contracting and Diversity Climate on Discrimination Complaints." (Draft available)

Choi, Iseul. "Employee Engagement, Life Demands and Resources, and Performance: An Extension of the Job Demands-Resources Model." (Draft available)

Choi, Iseul and J. Ramon Gil-Garcia. "The Impact of Information Technology Innovation on Public Employees' Performance Information Use: Evidence from the State Level Implementation of Open Health Data Visualizations." (Draft available).

Choi, Iseul. "Are Administrative Burdens Relative? The Effects of Expected Program Outcomes on Citizen Responses to Administrative Burdens." (Data collection)

Choi, Iseul and Minjung Kim. "How Does Organizational Legitimacy Towards Racial Equity Affect Citizens' Assessment of Public Values? An Experimental Study." (Data collection)

Choi, Iseul. "Frame of Reference (FOR) in Rater Training and Employee Perceived Procedural Justice: Evidence from a Randomized Experiment."

Choi, Iseul. "Does Red Tape Affect Public Employee Job Satisfaction? Examining Moderating Roles of the Types of Motivation."

GRANT WRITING AND RESEARCH FUNDS EXPERIENCE

Office of the Vice President for Research WeR1 Faculty Success Program Award, The University of New Mexico, Summer 2021, Funded
    Project Title: "*Are Administrative Burdens Relative? The Effects of Expected Program Outcomes on Citizens' Responses to Administrative Burdens*"

Faculty Research Award Program Grant (Principal Investigator: J. Ramon Gil-Garcia), SUNY-Albany, 2017 – 2019, Funded
    Project Title: "*The Impact of Visualization Tools on Transparency and the Use of Open Health Data for Citizens' Decision Making: Evidence from a State Level Project*"

HONORS AND AWARDS

UAlbany Distinguished Doctoral Dissertation Award (University level), SUNY-Albany, 2021

Distinguished Doctoral Dissertation Award (Department level), Rockefeller College of Public Affairs & Policy, SUNY-Albany, 2021

The SPALR Dissertation Award, American Society for Public Administration, 2021

PMRA Conference Inclusion Travel Award, Public Management Research Association, 2019

Asian Junior Scholar Paper Competition Award, American Society for Public Administration, 2019

Graduate Assistantship, Rockefeller College of Public Affairs & Policy, SUNY-Albany, 2014 – 2018

Summer Research Center Fellowship, SUNY-Albany, 2014 – 2015

Pi Alpha Alpha, National Honor Society for Public Affairs and Administration, 2014

Graduate Project Assistantship, Robert M. La Follette School of Public Affairs, University of Wisconsin-Madison, 2013 – 2014

Graduate Student Fellowship, Robert M. La Follette School of Public Affairs, University of Wisconsin-Madison, 2012 – 2013

Superior Academic Performance Scholarships, Seoul National University, 2008, 2010, 2011

RESEARCH EXPERIENCE

Graduate Assistant, Center for Technology in Government, University at Albany, State University of New York (SUNY-Albany), 2018 – 2020.

Research Assistant, Center for Technology in Government, SUNY-Albany, 2015 – 2018.
    Responsibilities included working on the project of open health data and visualization tools with the New York State Department of Health, writing grant proposals and presenting the NIH grant application process, designing and conducting online survey experiments, and developing interview protocols.

Research Assistant for Dr. Ellen V. Rubin, SUNY-Albany, 2014 – 2015.

Research Assistant for Dr. Tobin Im, Center for Government Competitiveness, Graduate School of Public
Administration, Seoul National University, Seoul, South Korea, 2011 – 2012.

TEACHING EXPERIENCE

Instructor on Record, North Carolina State University, School of Public and International Affairs
Management System (MPA core), F23
Public Management (PhD elective), F23

Instructor on Record, University of New Mexico, School of Public Administration
Human Resource Management (MPA/MHA core), S23
Institutional Development and Behavior (MPA core), F20, S21, F21, S22, S23
Research Method I: Data Collection (MPA core), S21, F21, S22

Instructor on Record, SUNY-Albany
Methodological Tools for Public Policy (Undergraduate core), S17, F17, S18
Statistics for Public Managers and Policy Analysts (MPA core), Summer 17

Guest Lecturer & Teaching Assistant, SUNY-Albany
Methodological Tools for Public Policy (Undergraduate core), S15, F16
Statistics for Public Managers and Policy Analysts (MPA core), F15, S16

CONFERENCE PRESENTATIONS

Choi, Iseul. "Managing Contracting Performance for Democratic-Constitutional and Procedural Tasks: A Contingency View." Public Management Research Association Conference, June 2021, Honolulu, HI. (Virtual Conference due to COVID-19)

Choi, Iseul. "The Impact of Using Contractors on Discrimination Complaint Rate: Evidence from the Equal Employment Opportunity Complaint Process." Midwest Political Science Association Conference, April 2021, (Virtual Conference due to COVID-19)

Choi, Iseul. "Managing Contracting Performance for Democratic-Constitutional and Procedural Tasks: A Contingency View." American Society for Public Administration Conference, April 2021, (Virtual Conference due to COVID-19)

Choi, Iseul. "Managing Contracting Performance for Democratic-Constitutional and Procedural Tasks: A Contingency View." Public Management Research Association Conference, June 2020, Honolulu, HI. (Cancelled due to COVID-19)

Choi, Iseul. "Contracting Out for Performance on Democratic-Constitutional Values and Procedural Tasks." American Political Science Association Conference, August 2019, Washington, DC.

Choi, Iseul. "Contracting Out for Performance on Democratic-Constitutional Values and Procedural Tasks." Public Management Research Association Conference, June 2019, Chapel Hill, NC.

Choi, Iseul. "Contracting Out for Performance on Democratic-Constitutional Values and Procedural Tasks." Midwest Political Science Association Conference, April 2019, Chicago, IL.

Choi, Iseul & J. Ramon Gil-Garcia. "The Impact of Performance Information Presentation on Citizens' Decision Making and Perceived Transparency: A Survey Experiment." American Society for Public Administration Conference, March 2019, Washington, DC.

Choi, Iseul and J. Ramon Gil-Garcia. "The Impact of Visualizations on Citizen Decision-Making and Data Transparency: Evidence from a State Open Health Data Portal." American Society for Public Administration Conference, March 2018, Denver, CO.

Choi, Iseul and J. Ramon Gil-Garcia. "The Impact of Open Health Data Visualizations on Public Employees' Use of Performance Information and Organizational Performance: Evidence from the State Level Implementation." American Society for Public Administration Conference, March 2017, Atlanta, GA.

Choi, Iseul and Ellen V. Rubin. "Organizational Learning Culture, Empowerment, and Performance." American Society for Public Administration Conference, March 2016, Seattle, WA.

Choi, Iseul. "How to Foster Collaboration for Performance Goals?: Finding Key Factors of US Federal Agency Collaboration." Public Management Research Association Conference, June 2015, Minneapolis, MN.

Choi, Iseul. "How to Enhance Public Agency Collaboration for Performance Goals?: Exploring Key Factors of US Federal Agency Collaboration." American Society for Public Administration Conference, March 2015, Chicago, IL.

RESEARCH TRAINING AND INVITED WORKSHOPS

Doctoral Student Professional Development Consortium of Public and Nonprofit Division, Academy of Management, Boston, MA, 2019.

Qualtrics and Amazon Mechanical Turk (Mturk) Workshop, Rockefeller College of Public Affairs & Policy, SUNY-Albany, 2018.

Workshops on LaTeX and workflow in STATA using LaTeX, Rockefeller College of Public Affairs & Policy, SUNY-Albany, 2017.

SAS and R Workshop, Rockefeller College of Public Affairs & Policy, SUNY-Albany, 2016, 2017.

Doctoral Student Professional Development Workshop, Public Management Research Association, Minneapolis, MN, 2015.

STATA for Researchers, University of Wisconsin-Madison, 2013, 2014.

Programming: STATA, SPSS, SAS, R and LaTeX

SERVICES

Professional/Public Services

Invited Government Accountability Office (GAO) Interview
Invited by the GAO as a public administration expert to share knowledge about the effectiveness of the federal equal employment opportunity (EEO) discrimination complaint process.

Invited GAO Focus Group

Invited by the GAO as a public administration expert to provide feedback on the US performance system (find the final report here: https://www.gao.gov/assets/gao-21-104704.pdf).

Ad Hoc Journal Reviewer

Administration & Society, American Review of Public Administration, International Review of Public Administration, Journal of Comparative Policy Analysis: Research and Practice, Journal of Policy Analysis and Management, Public Administration, Public Administration Review, Public Management Review, Perspectives on Public Management and Governance, Public Performance & Management Review, Review of Public Personnel Administration, and State and Local Government Review.

Conference Program Reviewer

Public Management Research Association Conference, 2020

University/Department Services

School of Public Administration (SPA), University of New Mexico

Member, SPA Curriculum Committee, 2021-2023

Member, SPA Workload Policy Committee, 2021-2023