

Jue Young Mok

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EDUCATION

- Ph.D., Expected Spring 2018, University of Kentucky, Martin School of Public Policy and Administration
 - Thesis: Understanding Citizens to Improve Citizen-Government Interactions, with Help from Psychological Theories
 - Committee: Professor. Nicolai Petrovsky (chair), Prof. Edward T. Jennings, Prof. Mark A. Peffley, and Prof. Richard H. Smith.
- M.P.P. 2017, University of Kentucky, Martin School of Public Policy and Administration
- M.A. 2011, Yonsei University (Seoul, Korea), Psychology Department
- B.A. 2009, Yonsei University (Seoul, Korea), Double major in Social Welfare and Psychology

RESEARCH INTERESTS

Public Management, Citizen Attitudes and Behavior, Citizen Satisfaction, Co-production, Experimental Methods

JOB MARKET PAPER

- [What Affects Coproduction: A Test of a Proposed Non-Linear Relationship of Dissatisfaction with Government Performance](#)

PUBLICATION(S)

- Petrovsky, N., **Mok, J.**, & León-Cázares, F. (2016). [Citizen Expectations and Satisfaction in a Young Democracy: A Test of the Expectancy-Disconfirmation Model with an Embedded Survey Experiment](#). *Public Administration Review*, Vol. 77(3): pp. 395-407. doi: 0.1111/puar.12623
- **Mok, J.**, James, O., & Van Ryzin, G. (2017). [Expectations of and Satisfaction with Public Service](#). In James, O., Jilke, S., & Van Ryzin, G. (Eds.), *Experiments in Public Management Research: Challenges and Opportunities* (pp. 345-360): Cambridge University Press.

WORK UNDER REVIEW AND IN PROGRESS

- [Personal Beliefs and Cultural Factors: A New Look at Person-Organization Fit](#) (with Jeremy Hall and Gregg Van Ryzin)

- [The Effects of Self-Construal on Risk Perception: The Case of Nuclear Policy in Korea](#) (with Rebecca Bromley-Trujillo and Jin Mok)
- [Public Management Meets Public Economics: An Empirical Investigation of the Relationship between Government Performance, Citizen Satisfaction, and Property Values](#) (with Cole Rakow and Saerim Kim)

PRESENTATIONS

- Public Management Research Conference (Madison, Wisconsin in 2013; Aarhus, Denmark in 2016)
- Association for Public Policy Analysis & Management (Albuquerque, NM in 2014)
- American Society for Public Administration (Chicago, Illinois in 2015; Atlanta, Georgia in 2017)
- Midwest Political Science Association, Chicago, Illinois, April 2015.
- International Institute of Administrative Sciences (Washington, DC in 2017)
- Korean Association for Policy Studies International Conferences, Seoul, Korea, (2013)

RESEARCH & TEACHING ASSISTANT

- Henry Clay Center for Statesmanship College Student Congress (June 2017)
- Martin School, University of Kentucky
 - Teaching tutorials for the first-year Ph.D. students (August 2016): Conducted a workshop that covers key readings from PA642, Public Organization Theory and Behavior, which is a prerequisite for PA742, Theory of Public Organization.
 - Assisted with conducting research for Dr. Jeremy Hall from August 2016 to July 2017
 - Assisted with conducting research and an experiment for Dr. Nicolai Petrovsky since August 2012.
- Yonsei University (Seoul, Korea)
 - Institution Review Board (IRB) assistant, March 2009 – February 2010
Assisted IRB training and managed experiments by doing administrative duties.
 - Teaching assistant in Introduction to Psychology, 2009
Assisted the professor by managing quizzes, assignments, and group activities.

COURSES TAUGHT

- University of Kentucky
 - ECO391 Econ and Business Statistics (undergraduate's level), Spring 2016: I was an instructor for the advanced level undergraduate course on statistical analysis, covering the concepts and theories of statistics and the research process.

LICENSE

- Social Worker license in Korea, 2011

EXPERIENCE

- Practiced in psychiatric ward, BaekJae Hospital, 2008
Organized group activities and classes to educate patients, under the guidance of a professional social worker.

FLUENT IN

- English and Korean (native speaker)

CITIZENSHIP

- U.S. citizen

REFERENCES

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JOB MARKET PAPER ABSTRACT

- [What Affects Coproduction: A Test of a Proposed Non-Linear Relationship of Dissatisfaction with Government Performance](#)

Abstract: One of the most central questions in public management and policy is which factors improve the efficiency and effectiveness of public services. Some scholars focus on the role of citizens in the public sector as active consumers and participants in producing public goods. The goal of this paper is testing a non-linear relationship between citizen satisfaction and co-production. Scholars focus on each concept as a correlate of organizational efficiency and effectiveness. However, few studies evaluate a non-linear relationship between satisfaction and co-production. The research question is whether citizen decisions to co-produce or not correspond to the level of citizen satisfaction with public services. Based on the value function from the prospect theory, I hypothesize that there will be negativity bias, meaning the probability of co-production increases for dissatisfied citizens with public services. Also, a negative quadratic relationship between co-production and satisfaction is expected. The hypotheses are tested with probit models. The results suggest a positivity bias that the probability of co-production increases for those who are 'not dissatisfied.' The second hypothesis is supported. The probability of co-production increases as citizen satisfaction increases, up to a tipping point. Beyond this point, the probability does not significantly increase. In sum, there is a non-linear relationship between citizen satisfaction and co-production. The results indicate that citizen attitudes and perception of government performance do not linearly translate into co-producing behavior, and we need to consider mechanisms to understand such relationships.

PUBLICATION(S) ABSTRACTS

- Petrovsky, N., Mok, J., & León-Cázares, F. (2016). [Citizen Expectations and Satisfaction in a Young Democracy: A Test of the Expectancy-Disconfirmation Model with an Embedded Survey Experiment](#). *Public Administration Review*, Vol. 77(3): pp. 395-407. doi: 0.1111/puar.12623

Abstract: Citizen satisfaction depends on relative difference between citizens' expectations and their perceived performance. If performance exceeds expectations, satisfaction is likely; if performance falls short of expectations, dissatisfaction is likely. The authors generalize the idea of expectation-driven citizen satisfaction (the "expectancy-disconfirmation model") theoretically and empirically to an institutional context of limited accountability and widespread citizen distrust. Using a survey of a broad cross-section of the general adult population in Guadalajara, Mexico, in 2014, this article finds support for the expectancy-disconfirmation model in this very different context. The authors also test for an effect of the type of expectation using an embedded, randomized experiment but do not find evidence of a difference between normative and empirical expectations. Findings support the usefulness of the expectancy-disconfirmation model in a wide range of contexts.

- Mok, J., James, O., & Van Ryzin, G. (2017). [Expectations of and Satisfaction with Public Service](#). In James, O., Jilke, S., & Van Ryzin, G. (Eds.), *Experiments in Public Management Research: Challenges and Opportunities* (pp. 345-360): Cambridge University Press.

Abstract: The book introduces and discusses about the use of experimental methods in public management. This chapter presents existing research that use the expectancy disconfirmation model to analyze citizen satisfaction. The experiments by other scholars that range from lab to fields evaluate the causal relationship among the determinants – expectations, (perceived) performance, disconfirmation (the difference between expectations and perceived performance) – and citizen satisfaction.

WORKING PAPER ABSTRACTS

- [Personal Beliefs and Cultural Factors: A New Look at Person-Organization Fit](#) (with Jeremy Hall and Gregg Van Ryzin)

Abstract: The goal of this paper is to add a new dimension to organizational culture, evidence-based orientation, to understand performance outcomes associated with person-organization fit (P-O fit). This study draws from a survey of public service professionals to examine the implication of attitudes about scientific evidence for P-O fit, while controlling for traditional dimensions of organizational culture. Using a new scale of evidence orientation (EBOS), we develop a model that will be able to capture the potential conflict between the scientific values associated with individuals' occupations and the prevailing agency attitude toward evidence. Our preliminary findings show that EBOS and developmental culture affects P-O fit, and P-O fit affects job satisfaction along with individuals' ideology and public service motivation. This suggests that unobserved organizational characteristics such as evidence-based orientation may systematically shape individuals' perceived P-O fit.

- [The Effects of Self-Construal on Risk Perception: The Case of Nuclear Policy in Korea](#) (with Rebecca Bromley-Trujillo and Jin Mok)

Abstract: Public perceptions about nuclear risk play an important role in how the policy process plays out for nuclear energy. As a result, understanding the determinants of nuclear risk perception among individuals holds implications for government policy efforts on this

issue. We evaluate the effects of self-construal, or whether an individual views themselves as independent or interdependent to others, on risk perception. More specifically, we consider the relationships among self-construal, trust in government, knowledge about nuclear power, and risk perception in South Korea. The results illustrate that highly interdependent people tend to have higher risk perceptions. In addition, trust in government mediates the effect of interdependence. A stronger sense of interdependence leads people to trust government more while trust in government has a negative relationship with perceived risk. Finally, individuals' knowledge levels moderate the effect of interdependence on risk perception. Greater individual knowledge of nuclear power reduces the effect size of interdependence on risk perception.