

## ÉTIENNE CHARBONNEAU

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### EDUCATION

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- Ph.D**      **Public Administration**  
(Candidate) Rutgers, the State University of New Jersey, Newark, May 2010 (expected)  
*Field:* Performance Measurement and Improvement  
*Dissertation:* “Use and Sensemaking of Performance Measurement Information by Local Government Managers: The Case of Quebec’s Municipal Benchmarking System”  
*Committee:* Marc Holzer (chair), Norma M. Riccucci & Gregg G. Van Ryzin
- M.A.**      **Policy Analysis**  
Université Laval, Quebec City, Canada, 2006
- B.A.**      **Political Science**  
Université Laval, Quebec City, Canada, 2003

### PROFESSIONAL EXPERIENCE

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- Senior Research Associate**, National Center for Public Performance, Rutgers University  
*2006-present*
- Assistant Editor**, Public Performance & Management Review  
*2009-present*
- Deputy Project Manager**, Consulting project for New Jersey’s *Local Unit Alignment, Reorganization, and Consolidation Commission*, Rutgers University  
*AY 2008-2009*
- Assistant Director for Resource Development**, Public Performance Measurement & Reporting Network, Rutgers University  
*AY 2008-2009*
- Research Assistant**, Center of Analysis of Public Policies, Université Laval  
*AY 2004-2005*
- Research Assistant**, Ministry of Labour and Social Security of Quebec - Headquarters  
*2003, Summer and Fall*
- Office Clerk**, Ministry of Labour and Social Security of Quebec – Lachine’s local district  
*2001 & 2002, Summer*

### TEACHING EXPERIENCE

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- Instructor**. Rutgers University  
“Public Organizations” (MPA-level)  
*2009, Summer (ongoing)*
- Instructor**. Rutgers University  
“Introduction to Public Administration” (MPA-level)  
*2009, Spring*

## PUBLICATIONS

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### Peer Reviewed Articles

Van Ryzin, G.G. and E. Charbonneau (forthcoming). "Public Service Use and Perceived Performance: An Empirical Note on the Nature of the Relationship," *Public Administration*

Holzer, M., Charbonneau, E. and Y. Kim (forthcoming). "Mapping the Terrain of Public Service Quality Improvement: Twenty-five Years of Trends and Practices in the United States," *International Review of Administrative Sciences*

Charbonneau, E., Riccucci, N.M., Van Ryzin, G.G. and M. Holzer (forthcoming). "The Self-Reported Use of Social Equity Indicators: A Research Note on Urban Police Departments in the U.S. and Canada," *State and Local Government Review* 41(2)

Schatteman, A.M. and E. Charbonneau (forthcoming). "A Comparative Study of Municipal Performance Measurement Systems in Ontario and Quebec, Canada," *International Journal of Public Sector Performance Management* 2(3)

Charbonneau, E. and N.M. Riccucci (2008). "Beyond the Usual Suspects: An Analysis of the Performance Measurement Literature on Social Equity Indicators in Policing," *Public Performance & Management Review* 31(4):602-619.

### Edited Book

Holzer, M. and E. Charbonneau, eds. (2008). "Public Management & Administration Illustrated," published in partnership with the *Division for Public Administration and Development Management* of the *United Nations Department of Economic and Social Affairs* and the *American Society for Public Administration*, 137p. ISBN: 0-942942-07-8

Also available: <http://publish.myudutu.com/published/launch/568/Course7027/Launch.html>

### Book Chapter

Charbonneau, É. (forthcoming). "Talking Like a Tax Collector or a Social Guardian? The Use of Administrative Discourse by U.S. State Lottery Agencies," in L.M. Imbeau ed., *Do They Walk Like They Talk? Speech and Action in Policy Processes*, New York, NY, Springer:223-240.

### Book Review

Holzer, M. and E. Charbonneau (2009) "Waldo's Perspective," a book review of David H. Rosenbloom, Howard E. McCurdy, eds. *Revisiting Waldo's Administrative State: Constancy and Change in Public Administration*, *Public Administration Review* 69(1):139-140.

### Case Comment

Charbonneau, E. (2008). Comments on M. Bryna Sanger's "Getting to the Roots of Change: Performance Management and Organizational Culture" *Public Performance & Management Review* 31(4):656-657.

## AWARDS

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*Rutgers Excellence Dissertation Fellowship Award* (\$18,000), AY 2009-2010

*Graduate School Competitive Pool Funds* (\$3,387), AY 2008-2009

*Pi Alpha Alpha* National Honor Society of Public Affairs and Administration, inducted 2008

## SERVICE TO THE DISCIPLINE

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Ad hoc reviewer for *Public Administration Review*  
2009

## CONFERENCE PARTICIPATION

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### Presenter

“Are Reporting Practices Determined by Performance Levels?: Evidences from Quebec’s *Municipal Management Indicators System*”, *Annual Conference of the Canadian Political Science Association*, Ottawa, ON, May 27<sup>th</sup>-29<sup>th</sup>. (co-authored with François Bellavance and Marc Holzer)

“Public Service Use and Perceived Performance: An Empirical Note on the Nature of the Relationship”, *Annual conference of the American Society for Public Administration*, Miami, FL, March 20<sup>th</sup>-24<sup>th</sup> 2009. (co-authored with Gregg G. Van Ryzin)

“Performance Measurement in Municipal Government: The Use of Social Equity Indicators,” *Annual Meeting & Exhibition of the American Political Science Association*, Boston, MA, August 28<sup>th</sup>-31<sup>rd</sup> 2008. (co-authored with Norma M. Riccucci, Gregg G. Van Ryzin and Marc Holzer)

“Statement on the Value and Utility of Citizen-Based Performance Measurement,” *Annual Public Performance Measurement and Reporting Conference*, Newark, NJ, November 2<sup>nd</sup>-3<sup>rd</sup>, 2007. (co-authored with Marc Holzer)

“Administrative Discourse and State Lotteries,” annual meeting of the *Société québécoise de science politique*, Quebec City, QC, March 24<sup>th</sup>-25<sup>th</sup>, 2007.

“From Polydipsia to Sustainability: Do Domestic Water Pricing Rates Make a Difference in Canada?,” Colloquium *CAPP2006*, Quebec City, QC, March 12<sup>th</sup>, 2006.

### Moderator

*Performance Budgeting* panel, the *Second Annual Public Performance Measurement and Reporting Conference*, Newark, NJ, January 23<sup>rd</sup>-24<sup>th</sup>, 2009.

## RESEARCH AND TEACHING INTERESTS

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### Performance measurement

Municipal benchmarking  
Social equity in performance measurement  
Citizen satisfaction

### Research methodologies

### Theoretical foundations of public administration

## REFERENCES

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### Marc Holzer, Ph.D.

Dean and Board of Governors Professor  
School of Public Affairs and Administration  
Rutgers University, Campus at Newark  
Hill Hall 726; Newark, NJ 07102  
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### Norma M. Riccucci, Ph.D.

Professor II  
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### Gregg G. Van Ryzin, Ph.D.

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### Daniel L. Smith, Ph.D.

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Wagner School of Public Service  
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