

Essays on the Microfoundations of Competition and Choice in Public Service Delivery

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Propositions:

1. In their role as customers within public infrastructure markets, cognitive biases in decision-making hinder citizens from behaving in a rational manner (this thesis).
2. Potentially vulnerable citizens differ in their abilities to send market signals (i.e. switching between or complaining to providers) when compared to their better-off counterparts (this thesis).
3. Inequalities in socio-educational groups' switching behaviours are more pronounced in strongly liberalised markets where a certain threshold of choice has been reached (this thesis).
4. Inequalities in individuals' welfare (i.e. their self-perceptions regarding affordability of services) are smaller and eventually disappear when more people switch within national markets (this thesis).
5. Too much choice can kill the choice (this thesis).
6. The ongoing marketisation of public services hollows out democratic citizenship.
7. A greater integration of behavioural and psychological research with the field of public administration would enrich both fields of study (Simon, 1955).
8. Methodological rigour is key if public administration scholars want policy makers, and the wider academic community, to take their research results seriously.
9. The increasing attention to performance management of academic research within universities results in more research output, but less usable knowledge.
10. The process of organisational reorganisations can produce fatigue among employees.
11. Check out Guitar-George, he knows all the chords (Dire Straits, 1978).