Título: Issues in Street-Level Bureaucracy (Abordagens sobre Burocracia de Nível de Rua)

Ementa: Teoria sobre burocracia de nível de rua; respostas dos burocratas aos desafios do trabalho; burocracia de nível de rua e democracia; sistemas de incentivo e avaliação da burocracia de nível de rua; burocracia de nível de rua e desigualdades na implementação de políticas públicas.

Issues: Street level bureaucracy theory; how street level bureaucrats respond to work challenges (coping strategies); public administration and democracy in theory and practice; assessing public administration reforms in service delivery; Street level bureaucracy and inequality.

Professors

Michael Lipsky is a Distinguished Senior Fellow at Demos, a public policy institution based in New York with offices in Washington, D.C. and Boston. He was a program officer at the Ford Foundation after serving as a professor of political science at the Massachusetts Institute of Technology (MIT). He wrote the seminal book: Street-Level Bureaucracy: Dilemmas of the Individual in Public Services (Lipsky 1980).

Gabriela Lotta: Professor and researcher of Public Administration and Government of the Getulio Vargas Foundation (FGV). Professor of Public Policy at UFABC. PhD in Political Science from USP, master and graduated in public administration from FGV. Coordinator of the Center of Studies of the Bureaucracy. Coordinator of the Thematic Area State and public policies of the Brazilian Association of Political Science (ABCP). She works mainly in the areas of public policy, bureaucracy, policy implementation and public management.

Structure

The course will take place over two weeks. In the first, Professor Gabriela Lotta will introduce the subject and accompany the students for field work and interviews and observation in different health services, education and social assistance. Students should interview street-level bureaucrats using an instrument built with Professor Lipsky. The following week, students will take the lectures with Professor Lipsky discussing theoretical and conceptual themes, analytical approaches and using material collected at field visits to conduct the analyzes.

Expected dates:

Day 10/07: 9-12hs - introduction (teacher Gabriela Lotta)
Day 11/07: 9-18hs - supervised field work (teacher Gabriela Lotta)
Day 12/07: 9-18hs - supervised field work (teacher Gabriela Lotta)
Day 15/07: 9-12hs – classes with prof. Michael Lipsky and prof. Gabriela Lotta
Day 16/07: 9-12hs - classes with prof. Michael Lipsky and prof. Gabriela Lotta
Day 17/07: 9-12hs - classes with prof. Michael Lipsky and prof. Gabriela Lotta
Day 18/07: 9-12hs - classes with prof. Michael Lipsky and prof. Gabriela Lotta
Day 7/19: 9-12hs - classes with prof. Michael Lipsky and prof. Gabriela Lotta

Preliminary Basic Bibliography for each class

The basic text is Michael Lipsky, *Street Level Bureaucracy: Dilemmas of the Individual in Public Services* (2010).

**Class 1: Street level bureaucracy theory**


**Class 2: How street level bureaucrats respond to work challenges (coping strategies)**


**Class 3: Public administration and democracy in theory and practice**


**Class 4: Assessing public administration reforms in service delivery**


**Class 5: Street level bureaucracy and inequality**


Maynard-Moody, Steven, and Michael Musheno. 2012. “Social Equities and Inequities in Practice: Street-Level Workers as Agents and Pragmatists.” *Public Administration*
Complementary Bibliography


