

CURRICULUM VITAE

HYUN JOON KIM

Professor
Department of Public Administration
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EDUCATION

Maxwell School of Public Affairs and Citizenship, Syracuse University.
Ph.D. in Public Administration. August 2005

Dissertation:

Information technology outsourcing in public organizations: How does the quality of an outsourcing relationship affect the outsourcing outcome?

Gerald R. Ford School of Public Policy, University of Michigan-Ann Arbor.
Master of Public Policy. April 2001

Graduate School of Public Administration, Seoul National University, Korea
Master of Public Administration. February 1996

Seoul National University, Korea
Bachelor of Arts in Sociology. February 1994

ACADEMIC EMPLOYMENT

Department of Public Administration, Korea University

Professor. September 2015 – Present

Department Chair. August 2015 – July 2017

Associate Professor. September 2010 – August 2015

Assistant Professor. September 2008 – August 2010

Department of Political Science, Texas Tech University

Assistant Professor. August 2005 – August 2008

Center for Technology and Information Policy, Syracuse University

Research Associate. August 2001 – August 2005

RESEARCH AND TEACHING AREAS

Public Service Design, Performance Management, Collaborative Public Management, Information Technology Management, Military Management

RESEARCH PUBLICATIONS

Published Journal Articles

- Kim, S.H., Kim, H.J., & Chin, A. (2017). The structural relationship between class and public service perception. *Journal of Government Studies*, 23(3): 151-192. (*written in Korean)
- Park, Y., & Kim, H.J. (2016). A study on behavioral differences between the voluntary military system and the conscription to innovate the Korean military system. *Korean Policy Studies Review*, 25(2): 65-90. (*written in Korean)
- Amirkhanyan, A., Kim, H.J., & Lambright, K. (2014). The performance puzzle: Understanding the factors influencing alternative dimensions and views of performance. *Journal of Public Administration Research and Theory*, 24(1): 1-34. (Lead article) (*shared first authorship)
- Amirkhanyan, A., Kim, H.J., & Lambright, K. (2012). Closer than “Arms Length”: Understanding the factors associated with collaborative contracting. *American Review of Public Administration*, 42(3): 341-366. (*shared first authorship)
- Lee, J., Kim, H.J., and Ahn, M. (2011). The willingness of e-government service adoption by business users: The role of offline service quality and trust in technology. *Government Information Quarterly*, 28(2): 222-230.
- Amirkhanyan, A., Kim, H.J., & Lambright, K. (2010). Do relationships matter? Assessing the impact of relationship design on contractor performance. *Public Performance and Management Review*, 34(2): 189-220. (*shared first authorship).
- Collins, B., & Kim, H.J. (2009). Are satisfied citizens willing to pay more? Public sector consumerism as equitable social exchange. *Public Money and Management*, 29(2): 109-116.
- Amirkhanyan, A., Kim, H. J., & Lambright, K. (2009). Faith-based assumptions about performance: Does church-affiliation matter for service quality and access? *Nonprofit and Voluntary Sector Quarterly*, 38(3): 490-521. (*shared first authorship).
- Kim, H.J., Kim, S., & Lee, J. (2008). Linking local e-government development stages to collaboration strategy. *International Journal of Electronic Government Research*, 4(3): 36-56.
- Amirkhanyan, A., Kim, H.J., & Lambright, K. (2008). Does the public sector outperform the nonprofit and for-profit sectors? Evidence from a national panel study on nursing home quality and access. *Journal of Policy Analysis and Management*, 27(2): 326-353. (*shared first authorship).
- Amirkhanyan, A., Kim, H.J., & Lambright, K. (2007). Putting the pieces together: a comprehensive framework for understanding the decision to contract out and contractor performance. *International Journal of Public Administration*, 30(6): 699-725. (*shared first authorship).
- Kim, H.J. (2007). Measuring citizen satisfaction with contracted-out public service quality: An application of SERVQUAL measures. *International Review of Public Administration*, 11(2): 1-14.

Kim, H.J. (2007). Beyond the debate over centralized vs. decentralized IT Governance: Lessons learned from two leading municipalities. *Korean Journal of Policy Studies*, 21(2): 23-39.

Academic Conference Presentations

Kim, S.H., & Kim, H.J. How do citizens determine their willingness to pay for public services? Normative judgement or Reaction to public service experiences. Paper presented at the 2018 International Korean Association of Public Administration Conference, KEPCO Academy, Seoul, Korea, June 21-23, 2018.

Kim, H.J., Ahn, S., Kim, S.H. Searching for an alternative public administration model. An application for public service design. Paper presented at the 2017 International Korean Association of Public Administration Conference, Jeonbuk University, Jeonju, Korea, June 22-24, 2017.

Kang, Y.W., Kim, S.H., & Kim, H.J. An application of IAD for the analysis of public agenda setting: A case of hydrofluoric acid leak in Geumsan-gun. Paper presented at the 2016 Korean Association of Public Administration's Winter Conference, Korea University, Seoul, Korea, December 9-10, 2016

Kim, H. J. Service design approach for citizen-centered public service provision. Paper presented at the 2015 International Congress of IIAS, Rio de Janeiro, Brazil , June 22-26, 2015.

Kim, H. J. Can service design be an effective tool to engage citizens in public service innovation? Paper presented at the 2015 Social Innovation Research conference, Fudan University, Shanghai, China, May 21-22, 2015.

Kim, S.H., & Kim, H.J. Influences of economic class on public service perception. Paper presented at the 2015 Korean Association for Policy Studies' Spring Conference, Catholic University, Seoul, Korea, April 17, 2015.

Kim, H.J. Is the intergenerational war real? An analysis of intergenerational differences in the willingness to pay for elderly welfare service and child welfare service in Korea. Paper presented at the 2014 Eastern Regional Organization for Public Administration General Assembly and Conference, Hanoi, Vietnam, October 19-24, 2014.

Amirkhanyan, A., Kim, H.J., & Kristina, L. Going beyond service delivery: Exploring contractors' stewardship role in promoting citizen participation. Paper presented to the 12th National Public Management Research Conference, University of Wisconsin, Madison, WI, June 20-22, 2013.

Kim, H.J. An analysis of citizens' perception of public services. Paper presented at the 2012 Korean Association of Public Administration's Summer Conference, Seoul National University, Seoul, Korea, June 27-29, 2012.

Ki, N., & Kim, H.J. Modeling the Trust Building Process in Cross-Sectoral Collaboration: A grounded theory approach. Paper presented at the 2011 Eastern Regional Organization for Public Administration General Assembly and Conference, Bangkok, Thailand, February 19-23, 2012.

Roh, C., Lee, J., Moon, M.J., & Kim, H.J. Linking governance structure and organizational performance: Evidence from the study of hospital organizations in Tennessee. Paper

presented to the 11th Public Management Research Conference, Syracuse, N.Y. June 2-4, 2011.

Amirkhanyan, A., Kim, H. J., & Kristina, L. Contracting child care services: Exploring the effect of relationship design on multiple measures of contractor performance. Paper presented to the 32nd APPAM Annual Research Conference, Boston, M.A. November 4-6, 2010.

Amirkhanyan, A., Kim, H. J., & Kristina, L. Does measurement make a difference? Factors influencing different measures of organizational performance. Paper presented at the 2010 Korean Association for Policy Studies' Fall Conference, Korea Institute of Science and Technology Center, Korea, October 10, 2010,

Amirkhanyan, A., Kim, H. J., & Kristina, L. An empirical investigation of relational contracting adoption. Paper presented to the 31th APPAM Annual Research Conference, Washington, D.C., November 5-7, 2009.

Amirkhanyan, A., Kim, H. J., & Kristina, L. Closer than arms length - Understanding the factors influencing the development of collaborative contracting relationships. Paper presented to the 10th National Public Management Research Conference, Ohio State University, Columbus, OH, October 1-3, 2009.

Amirkhanyan, A., Kim, H. J., & Lambright, K. Do relationships matter? Comparing the performance of relational and classic contracts. Paper presented to the 30th APPAM Annual Research Conference, Los Angeles, CA, November 6-8, 2008.

Lee, J., Kim, H. J., & Ahn, M. E-government service adoption by business users: The role of offline service quality and technology characteristics. Paper presented to the 30th APPAM Annual Research Conference, Los Angeles, CA, November 6-8, 2008

Chin, Y., Seo, B., & Kim, H. J. Longitudinal effects of intervention for Alzheimer's caregiver. Paper presented to the 30th APPAM Annual Research Conference, Los Angeles, CA, November 6-8, 2008.

Collins, B., & Kim, H. J. When planning becomes marketing: Managerial influence over citizen satisfaction. Paper presented to the 69th American Society for Public Administration Conference, Dallas, TX, March 7-11, 2008.

Kim, H. J., & Collins, B. The impact of gaps between managerial and public preferences and perceptions on citizen satisfaction. Paper presented to the 29th APPAM Annual Research Conference, Washington, D.C., November 8-10, 2007.

Collins, B., & Kim, H. J. Deconstructing perceptions of satisfaction in citizen surveys: The public service portfolio expectation effect. Paper presented to the 68th American Society for Public Administration Conference, Washington, D.C., March 23-27, 2007

Collins, B., & Kim, H. J. Why Are Citizens Satisfied? Planning versus Performance. Paper presented to the Annual Meeting of the Central Texas chapter of the American Society for Public Administration, San Antonio, TX, November 10, 2006.

Amirkhanyan, A., Kim, H. J., & Lambright, K. Comparing quality and access: A panel data analysis of performance outcomes across three sectors. Paper presented to the 28th APPAM Annual Research Conference, Madison, WI, November 2-4, 2006. (*shared first authorship).

- Kim, H. J., Kim, S., & Lee, J. Local electronic-government development stages and collaboration strategy: Gangnam District in Seoul, Korea. Paper presented to the Maxwell School Conference on Collaborative Public Management Conference, Washington, D.C., September 28-30, 2006.
- Kim, H. J., & Kim, S. Electronic government capacity and federal program performance: An analysis of OMB's PART scores and Executive Branch Management Scorecard. Paper presented to the 7th Annual International Conference on Digital Government Research, San Diego, CA, May 21-24, 2006.
- Kim, H. J., & Kim, S. Information technology outsourcing in public organizations. Paper presented to the 27th APPAM Annual Research Conference, Washington D.C., November 3-5, 2005
- Bretschneider, S., Gant, J., Kim, S., Kim, H. J., Ahn, M., Lee, J., & Choi, H. E-government services: Why do some citizens choose to use electronic government and others do not? Paper presented to the 8th Public Management Research Conference, Los Angeles CA, September 29-October 1, 2005
- Amirkhanyan, A., Kim, H. J., & Lambright, K. Putting the pieces together: A comprehensive framework for understanding the decision to contract out and contractor performance. Paper presented at the poster session of the 26th APPAM Annual Research Conference, Atlanta GA, October 28-30, 2004. (*shared first authorship).
- Kim, H. J., & Bretschneider, S. Local government information technology capacity: An exploratory theory. Paper presented at the 37th Hawaii International Conference on System Sciences, Big Island HI, January 5-8, 2004.

Book/Book Chapters

- Lee, J., Lee, J., & Kim, H.J. (2015). "Economic analysis on the reform of military manpower system following the introduction of professional soldier system". In J. Lee and S. Choi (Eds.), *Skills of Koreans: Empirical analysis and future strategies*. Sejong, Korea: Korea Development Institute. (*written in Korean)
- Park, J., Yoon, G., & Kim, H.J. (2011). *Directions of Korean Public Administration* (Eds.). Seoul: Pakyoungsa. (*written in Korean)
- Kim, H.J., Lee, J., & Kim, S. (2010). "Linking local e-government development stages to collaboration strategy," in V. Weerakkody (Ed.), *Social and organizational developments through emerging e-government applications: New principles and concepts*. Hershey, PA: IGI Global.
- Han, J., & Kim, H. J. (2002). "Governance of electronic government: the experiences of the United States and Canada," in E-government Research Institute (Ed.), *E-government: Issues & Challenges*. Seoul, Korea: University of Seoul.