

# Suyeon Jo

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## Education

Ph.D. Public Administration, Syracuse University, 2019

Fields: Public and Nonprofit Management, Development Administration and Policy

Committee: Tina Nabatchi (Chair), Julia L. Carboni, David Popp, Saba Siddiki,  
Kenneth J. Meier (American University)

Dissertation: *Three Essays on Participatory Governance in Public Administration*

M.P.A. Texas A&M University, 2014

Concentration: Public and Nonprofit Management

B.A. Public Administration and Political Science. Korea University, 2011 (graduated with honors)

## Academic Appointments

Assistant Professor, School of Government and Public Policy, University of Arizona, 2019-Present

## Research Interests

Public and Nonprofit Management, Organization Theory, Public Participation, Volunteerism,  
Collaborative Governance, Coproduction, Good Governance

## Publications

### *Peer Reviewed Journal Articles*

**Jo, Suyeon** & Tina Nabatchi. *Accepted*. Different Processes, Different Outcomes? Assessing the Individual-Level Impacts of Public Participation. *Public Administration Review*.

Schnell, Sabina & **Suyeon Jo**. (2019). Which Countries Have More Open Governments? Assessing Structural Determinants of Openness. *The American Review of Public Administration*, 49(8): 944-956.

**Jo, Suyeon** & Tina Nabatchi. (2019). Coproducing Healthcare: Individual-Level Impacts of Engaging Citizens in Developing Recommendations to Reduce Diagnostic Error. *Public Management Review*, 21(3): 354-375.

AbouAssi, Khaldoun & **Suyeon Jo**. (2017). Partnerships Among Lebanese Nonprofit Organizations: Assessing the Impact on Human Resource Capacity. *The American Review of Public Administration*, 47(6): 687-698.

Brown, William A., Fredrik O. Andersson & **Suyeon Jo**. (2016). Dimensions of Capacity in Nonprofit Human Service Organizations. *VOLUNTAS: International Journal of Voluntary and Nonprofit Organizations*, 27(6): 2889-2912.

**Jo, Suyeon** & Tina Nabatchi. (2016). Getting Back to Basics: Advancing the Study and Practice of Coproduction. *International Journal of Public Administration*, 39(13): 1101-1108.

### ***Peer/Expert Reviewed Book Chapters***

**Jo, Suyeon** & Tina Nabatchi. (2018). Effects of Coproduction and Co-Creation: Empowerment. In T. Brandsen, T. Steen, & B. Verschuere (eds.), *Co-Production and Co-Creation: Engaging Citizens in Public Services*, 231-239. New York, NY: Routledge.

**Jo, Suyeon** & Tina Nabatchi. (2018). Case Study: Coproducing Recommendations to Reduce Diagnostic Error. In T. Brandsen, T. Steen, & B. Verschuere (eds.), *Co-Production and Co-Creation: Engaging Citizens in Public Services*, 161-163. New York, NY: Routledge.

Nabatchi, Tina & **Suyeon Jo**. (2018). The Future of Public Participation: Better Designs, Better Relations. In L. Kriesberg & C. Gerard (eds.), *Conflict and Collaboration: For Better or Worse Relations*, 75-88. New York, NY: Routledge.

Nabatchi, Tina, **Suyeon Jo** & Matt Leighninger. (2018). Public Participation in American Public Administration. In E. Stazyk & H. G. Frederickson (eds.), *The Handbook of American Public Administration*. 409-426. Northampton, MA: Edward Elgar.

### **Working Papers**

Schools for Democracy? The Relationship between Nonprofit Volunteering and Direct Public Participation. *R&R*.

Human Resources in Nonprofits: An Indicator of Managerial Preparedness or Program Needs? (with Khaldoun AbouAssi and Angela Bies). *R&R*.

Democracy In and Out of Bureaucracy: The Relationships among Participative Management, Public Participation, and Citizen Satisfaction. *Under Review*.

Collaborative Governance from the Perspective of Organizational Justice Theory.

Nonprofits for Democracy: The Relationship between Volunteering Activities and Voting.

The Effect of Community Diversity on Types of Volunteering (with Laurie E. Paarlberg and Rebecca Nesbit).

Is More Deliberation Better? Examining a Long-Term Effect of Public Participation (with Tina Nabatchi and Samanta Lee).

Process and Organizational Characteristics Impacting the Administration of FOIA (with Khaldoun

AbouAssi and Tina Nabatchi).

## **Other Research**

### ***Conference Proceedings***

Jo, Suyeon, Samanta Lee & Tina Nabatchi. (2017). Service Provider Perspectives on Coproduction. *Proceedings of 2017 International Institute of Administrative Sciences (IIAS) Study Group on Coproduction of Public Services*. Washington, DC.

Schnell, Sabina & Suyeon Jo. (2017). Why Are Some Governments More Open than Others? Assessing the Drivers of Participation and Success in the Open Government Partnership (OGP). *Proceedings of 2016 International Conference on Democratic Governance in the Developing World*. Washington, DC.

### ***Technical Reports***

Nabatchi, Tina & Suyeon Jo. (2017). A Study of Public Deliberation about Diagnostic Error: Analyses of Two Events with Healthcare Professionals in 2016-2017. Program for the Advancement of Research on Conflict and Collaboration, Maxwell School of Citizenship and Public Affairs, Syracuse University, Syracuse, NY.

Nabatchi, Tina & Suyeon Jo. (2017). A Randomized Study of Public Deliberation about Diagnostic Error: An Analysis of Multiple Healthcare Consumer Events in 2015-2016. Program for the Advancement of Research on Conflict and Collaboration, Maxwell School of Citizenship and Public Affairs, Syracuse University, Syracuse, NY.

Nabatchi, Tina, Suyeon Jo & Alvaro Salas. (2016). Initial Phases of a Randomized Study of Public Deliberation about Diagnostic Error: An Analysis of the 2016 Healthcare Consumer Event. Program for the Advancement of Research on Conflict and Collaboration, Maxwell School of Citizenship and Public Affairs, Syracuse University, Syracuse, NY.

Nabatchi, Tina, Suyeon Jo & Alvaro Salas. (2016). Initial Phases of a Randomized Study of Public Deliberation about Diagnostic Error: A Preliminary Analysis of Three Healthcare Consumer Events in 2015. Program for the Advancement of Research on Conflict and Collaboration, Maxwell School of Citizenship and Public Affairs, Syracuse University, Syracuse, NY.

Brown, William A., Fredrik O. Andersson & Suyeon Jo. (2014). Texas Nonprofit Sector: Capacity in Nonprofit Organizations. The Bush School of Government and Public Service, Texas A&M University, College Station, TX.

Brown, William A., Fredrik O. Andersson, Richard Comeau & Suyeon Jo. (2014). Texas Nonprofit Sector: Growth and Change (1995-2012). The Bush School of Government and Public Service, Texas A&M University, College Station, TX.

Brown, William A., Suyeon Jo & Fredrik O. Andersson. (2013). Texas Nonprofit Sector: Describing the Size and Scope. The Bush School of Government and Public Service, Texas A&M University, College Station, TX.

## **Selected Conference Presentations**

Suyeon Jo. (2019). Nonprofits for Democracy: The Relationship between Volunteering Activities and Voting. 2019 Annual Conference of Association for Research on Nonprofit Organizations and Voluntary Action (ARNOVA). San Diego, CA, November 21-23, 2019.

Khaldoun AbouAssi, Suyeon Jo, & Tina Nabatchi. (2019). Process and Organizational Characteristics Impacting the Administration of FOIA. 2019 Public Management Research Conference (PMRC). Chapel Hill, NC, June 11-14, 2019.

Suyeon Jo, Laurie Paarlberg, & Rebecca Nesbit. (2018). Getting it Done in Rural Places: The Moderating Effect of Rurality in the Coproduction of Collective Services. 2018 Public Management Research Conference, Singapore, May 31-June 2, 2018.

Suyeon Jo, Samanta Lee, & Tina Nabatchi. (2018). Do the Outcomes of Public Participation Last Over Time? Examining Long-Term Effects of Participation on Individuals. 2018 Annual Conference of American Society for Public Administration (ASPA). Denver, CO, March 9-13. 2018.

Suyeon Jo, Laurie Paarlberg, Rebecca Nesbit, & Mallory E. Compton. (2017). The Relationship between Community Diversity and the Collective Nature of Volunteering. 2017 Annual Conference of Association for Research on Nonprofit Organizations and Voluntary Action (ARNOVA), Grand Rapids, MI, November 16-18, 2017.

Suyeon Jo, Samanta Lee & Tina Nabatchi. (2017). Service Provider Perspectives on Coproduction. 2017 Public Management Research Conference (PMRC). Washington, DC, June 8-10, 2017.

Suyeon Jo & Tina Nabatchi. (2017). Using Public Participation for Public Health: Does Deliberation Generate Impacts? 2017 Annual Conference of Midwest Political Science Association (MPSA), Chicago, Illinois, April 6-9, 2017.

Khaldoun AbouAssi & Suyeon Jo. (2016). Volunteers in Nonprofits: An Indicator of Capacity or Needs? 2016 Annual Conference of Association for Research on Nonprofit Organizations and Voluntary Action (ARNOVA), Washington, DC, November 17-19, 2016.

Suyeon Jo, Tina Nabatchi & Alvaro Salas. (2016). Using Public Deliberation to Improve Public Health: Patient Engagement in the Diagnostic Process. 2016 Public Management Research Conference (PMRC). Aarhus, Denmark, June 22-24, 2016.

Suyeon Jo. (2016). The Role of Nonprofit Organizations in Promoting Public Participation. 7th Conference on Empirical Studies of Organizations and Public Management, College Station, Texas, May 20-21, 2016.

Sabina Schnell & Suyeon Jo. (2016). Why Are Some Governments More Open than Others? Assessing Drivers of Open Government Partnership (OGP) Participation and Success. 2016 Annual Conference of American Society for Public Administration (ASPA), Seattle, Washington, March 18-22, 2016.

Suyeon Jo & Tina Nabatchi. (2016). Is More Deliberation Better? Examining the Relationship between the Quantity and Quality of Public Participation. 2016 Annual Conference of

American Society for Public Administration (ASPA), Seattle, Washington, March 18-22, 2016.

Suyeon Jo & Tina Nabatchi. (2015). A Systematic Literature Review on Coproduction. 2015 Annual Conference of American Society for Public Administration (ASPA), Chicago, Illinois, March 6-10, 2015.

Khaldoun AbouAssi & Suyeon Jo. (2014). Inter-organizational Collaboration and Organizational Capacity. 2014 Annual Conference of Association for Research on Nonprofit Organizations and Voluntary Action (ARNOVA), Denver, Colorado, November 20-22, 2014.

Khaldoun AbouAssi & Suyeon Jo. (2014). The Impact of Collaboration on Nonprofits' Human Capacity. 2014 Annual Conference of Association for Public Policy Analysis and Management (APPAM), Albuquerque, New Mexico, November 6-8, 2014.

Suyeon Jo & William A. Brown. (2014). Factors that Support Nonprofit Performance: Findings from Interviews with Managers. 2014 Annual West Coast Nonprofit Data Conference, Los Angeles, California, April 25-26, 2014.

William A. Brown, Fredrik O. Andersson & Suyeon Jo. (2013). Nonprofit Capacity and Capacity Needs in Texas. 2013 Annual Conference of Association for Research on Nonprofit Organizations and Voluntary Action (ARNOVA), Hartford, Connecticut, November 21-23, 2013.

Suyeon Jo & William A. Brown. (2013). Regional Comparisons of the Nonprofit Sector in Texas. 2013 West Coast Nonprofit Data Conference, Berkeley, California, April 26-27, 2013

## **Research Experience**

Research Assistant, September 2014 to March 2017: Using Public Deliberation to Define Patient Roles in Reducing Diagnostic Error. Funded by the United States Agency for Healthcare Research and Quality (AHRQ) and Directed by Tina Nabatchi, Syracuse University.

Research Assistant, January 2013 to August 2014: Enhanced Research Capacity in Nonprofit Management and Leadership. Funded by the Bush School of Government and Public Service and Directed by William A. Brown, Texas A&M University.

Research Assistant, August 2011 to August 2012: Designing Public Services from Citizen Perspectives. Funded by Social Science Korea (SSK) and Directed by Heungsuk Choi, Korea University.

Research Assistant, August 2014 to 2019: Tina Nabatchi, Syracuse University.

Special Sworn Status Researcher. May 2018 to Present. United States Census Bureau.

Certified Researcher. Syracuse University Institutional Review Board (IRB).

## **Teaching Experience**

### *University of Arizona*

PA470: Public Organizational Management (Fall 2019, Spring 2020)

PA533: Nonprofit Management (Fall 2019)

## **Honors & Awards**

### *Association for Research on Nonprofit Organizations and Voluntary Action (ARNOVA)*

Conference Scholarship, 2014.

Doctoral Dissertation Fellowship, 2017.

Emerging Scholar Award, 2018.

### *Syracuse University*

University Doctoral Prize for the Best Dissertation, 2019.

Larry D. Schroeder Award for Excellence in PhD Research (Best PhD Seminar Paper), 2016.

Department Travel Grant, 2014, 2015, 2016, 2017, 2018.

Summer Research Award, 2015, 2017.

Graduate Student Organization (GSO) Travel Grant, 2015, 2016, 2017, 2018.

### *Texas A&M University*

104<sup>th</sup> Congressional Fellowship, 2012.

Pi Alpha Alpha, 2014.

### *Korea University*

Brain Korea 21 Scholarship, 2011, 2012.

## **Professional Activities & Service**

### *Editorial Board*

Graduate Student Advisory Board, *International Public Management Journal*, 2018, 2019.

### *Manuscript Referee*

Occasional reviewer for:

*Public Administration Review, Journal of Public Administration Research and Theory, American Review of Public Administration, International Public Management Journal, Public Administration, Journal of Behavioral Public Administration, Journal of Public and Nonprofit Affairs, Policy and Society*

### *Professional Affiliations*

Public Management Research Association (PMRA)

Association for Research on Nonprofit Organizations and Voluntary Action (ARNOVA)

The American Society for Public Administration (ASPA)

Midwest Political Science Association (MPSA)

### *Service*

#### *Discipline*

Panel Session Chair. 2017 Public Management Research Conference (PMRC).

Review Committee. 2020 Public Management Research Conference (PMRC).

Track Chair: Collaboration. 2020 Annual Conference of Association for Research on Nonprofit Organizations and Voluntary Action (ARNOVA)

*University of Arizona*  
MPA/MPP Committee. 2019-

## **Method Training, Workshops & Skills**

### ***Statistical Software Proficiency***

STATA, SAS, R, AMOS, SPSS, and NVIVO.

### ***Method Training***

Inter-University Consortium for Political and Social Research (ICPSR) Summer Program in Quantitative Methods of Social Research, University of Michigan, 2015.

*Maximum Likelihood Estimation for Generalized Linear Models*

*Introduction to Game Theory*

Empirical Investigation of Theoretical Models (EITM) Certificate, 2015.

### ***Workshops***

Consortium on Collaborative Governance (CCG) Emerging Scholars Workshop, Tucson, AZ, February 21-23, 2019.

Doctoral Dissertation Fellowship Seminar. Association for Research on Nonprofit Organizations and Voluntary Action (ARNOVA), Grand Rapids, MI, November 15, 2017.

Emerging Scholars Research Roundtable. Association for Research on Nonprofit Organizations and Voluntary Action (ARNOVA), Washington, DC, November 19, 2016.

Doctoral Student Professional Development Workshop. Public Management Research Association (PMRA), Aarhus, Denmark, June 22, 2016.

## **References**

Available upon request.