

Coping with Negative Occupational Stereotypes in the Public Sector: An Emotional Appraisal Account among Police Officers in the United States and the Netherlands



Prof. Sheeling Neo

Assistant Professor of Public Administration
American University, Washington, USA

Bio:

Sheeling Neo is an Assistant Professor of Public Administration at American University in Washington, D.C, USA. She received her PhD from Utrecht University, the Netherlands. She worked as a postdoctoral researcher at the Erasmus University Rotterdam and a visiting scholar at the Better Government Lab, Georgetown University. She studies identity processes in the public sector workforce and the role of discrimination in citizen-state interactions. Her work has been published in international journals such as *Public Administration Review* and *Public Management Review* and has received the best paper award at the European Group for Public Administration.

Abstract:

How do public employees cope with negative perceptions of their occupations? Public employees often face negative perceptions that add psychological strain to their already demanding roles. Despite this, limited attention has been devoted to the psychological processes where negative perceptions impact the behaviors of public employees themselves. This study examines how street-level bureaucrats, specifically police officers, cope with occupational stereotyping and discrimination. Drawing on 98 hours of observational data and 14 in-depth interviews with police officers in the Netherlands and the United States, we found that these employees frequently encounter discrimination in their daily work due to their professional identity. These negative experiences shape officers' emotional responses, which in turn influence the quality of public service delivery. We introduce an integrated model of emotional appraisal that explains the coping behaviors of public sector employees, and we explore its implications for both theory and practice.



Venue: LI-5405
5/F Li Dak Sum Yip
Yio Chin Academic Building,
City University of Hong Kong



5 December 2024 (THUR)
10:00 - 11:30 AM



Enquiries: Miss Stephanie Chui
stephanie.clh@cityu.edu.hk