

JAMES GERARD CAILLIER
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Tuscaloosa, AL 35406
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[Google Scholar page](#)
[ResearchGate](#)

ACADEMIC APPOINTMENTS:

The University of Alabama, Department of Political Science

2020 Professor
2017 – 2020 Associate Professor
2014 – 2017 Assistant Professor

The College at Brockport, State University of New York, Department of Public Administration

2011 – 2014 Associate Professor
2008 – 2011 Assistant Professor

Bowie State University, Department of Management, Marketing, and Public Administration

2005 – 2008 Assistant Professor

ACADEMIC ADMINISTRATIVE APPOINTMENTS:

The University of Alabama, Department of Political Science

SP2020 - now Director of the Economics program in A&S
FA2022- now MPA Director
2015 – 2019 MPA Director, The MPA program received its first ever NASPAA accreditation in 2018

The College at Brockport, State University of New York, Department of Public Administration

2011 Summer Chair
2012 Summer Chair

Bowie State University, Department of Management, Marketing, and Public Administration

2005-2008 MPA Coordinator

PRACTITIONER EXPERIENCE:

- 2002 – 2005 Research Analyst, Louisiana Department of Education, Baton Rouge, La.
Responsibilities included oversight of publishing subgroup state-wide-reports and School Report Cards. Additional functions include assisting department staff in other state-wide reports, which include the District Composite Report, School Performance Scores, the Annual Financial Statistical Report, and the District Accountability report as well as writing and running analyses to determine trends and occurrences of data.
- 1997 – 2002 Management Intern, and subsequently Management Analyst, Earl K. Long Hospital, Baton Rouge, La.
Assisted the director of Planning and Management Resources in the areas of strategic planning and JCAHO requirements and policies.
- 1995 – 1997 Management Intern, Medical Center of Louisiana, New Orleans, La.
Primary responsibilities included tracking expenditures of a \$20 million Emergency Room Department budget, preparation of monthly statements, tracking patients, preparation of budget and patient statistics, scheduling appointments, and purchasing and ordering.
- 1993 – 1995 Human Resources Development Specialist, Louisiana Department of Transportation and Development, Baton Rouge, La.
Assisted departments in strategic planning.
- 1993 Eligibility Determiner, Louisiana Department of Health and Human Resources, Baton Rouge, La.
Performed interviews with applicants and determined their eligibility for Medicaid. Additionally, gathered bills and tracked applicants through eligibility process.
- 1992 – 1993 Louisiana Department of Insurance, Baton Rouge, La.
Assisted the Commissioner of Insurance, Assistant Attorney General, and presiding Insurance Judge by filling out court orders and paying claims to law firms that represented defaulted clients.

EDUCATION:

- Ph.D. Public Policy, 2003**
Concentration: Public Finance
Southern University A&M – Baton Rouge, LA

MPA **Public Administration, 1994**
Southern University A&M - Baton Rouge, LA

B.G.S. **General Studies, 1992**
Concentration: Business
University of Louisiana – Lafayette, LA

PUBLICATIONS:

Book

Caillier, J. G. (2021). *Abusive Supervision in Government*. Lexington Books.
<https://rowman.com/ISBN/9781793647153/Abusive-Supervision-in-Government>.

Peer-Reviewed Articles

Caillier, J. G. (forthcoming). A public organization provided a poor service: Is there anything they can do to make it right with the customer? *Public Performance & Management Review*.

Caillier, J. G. (forthcoming). Citizens blame agencies and spread negative word-of-mouth after experiencing a public service failure? Results from an online experiment. *International Public Management Journal*. DOI: 10.1080/10967494.2023.2187498.

Caillier, J. G. (forthcoming). Leadership in black and white: Ethnicity and its impact on the way public leaders' efforts in tackling corruption are perceived. *Public Integrity*. DOI: 10.1080/10999922.2022.2112876.

Caillier, J. G. (forthcoming). Abusive supervision's impact on work attitudes, considering leaving/quitting, self-efficacy, and performance? A preliminary study. *Social Science Journal*. DOI: 10.1080/03623319.2021.1986322.

Caillier, J. G. (2023). Does the race of an agency director affect how their performance is perceived? *Public Performance & Management Review* 46(2), 334-367. DOI: 10.1080/15309576.2022.2122519.

Caillier, J. G. (2022). Factors that impact the reporting of customer aggression and agency decisions to correct customer aggression. *Employee Responsibilities and Rights Journal* 34(2), 193-210. DOI: 10.1007/s10672-021-09388-w.

Caillier, J. G. (2022). Abusive supervision in agencies: The role of gender in reporting and complaint success. *International Journal of Public Administration*, 45(3), 228-241. DOI: 10.1080/01900692.2020.1820522.

- Caillier, J. G. (2021). Does the rank of the perpetrator and reporter affect how agencies handle workplace aggression? A test of resource dependence theory. *Review of Public Personnel Administration*, 41(3), 520-545. DOI: 10.1177/0734371X20903354.
- Caillier, J. G. (2021). The impact of workplace aggression on employee satisfaction with job stress, meaningfulness of work and turnover intentions. *Public Personnel Management*, 50(2), 159-182. DOI: 10.1177%2F0091026019899976. **(Lead Article)**
- Caillier, J. G. (2020). Bureaucratic bashing and praising: What effect does it have on the performance citizens assign agencies? *Public Organization Review*, 20(4), 685-701. DOI: 10.1007%2Fs11115-020-00464-7.
- Caillier, J. G. (2020). Testing the influence of autocratic leadership, democratic leadership, and public service motivation on citizen ratings of an agency head's performance. *Public Performance & Management Review*, 43(4), 918-941. DOI: 10.1080/15309576.2020.1730919.
- Caillier, J. G. (2018). Can changes in transformational-oriented and transactional-oriented leadership impact turnover over time? *International Journal of Public Administration*, 41(12), 935-945. DOI: 10.1080/01900692.2017.1300918. **(Lead Article)**
- Caillier, J. G. (2018). Do flexible work schedules reduce turnover in U.S. federal agencies? *Social Science Journal*, 55(2), 108-115. DOI: 10.1016/j.soscij.2017.09.005.
- Caillier, J. G. (2018). The priming effect of corruption and bureaucracy bashing on citizens' perceptions of an agency's performance. *Public Performance & Management Review*, 41(2), 201-223. DOI: 10.1080/15309576.2018.1431138. **(Lead Article)**
- Caillier, J. G. (2017). Public service motivation and decisions to report wrongdoing in U.S. federal agencies: Is this relationship mediated by the seriousness of wrongdoing? *American Review of Public Administration*, 47(7): 810-825. DOI: 10.1177%2F0275074015626299.
- Caillier, J. G. (2017). The impact of high-quality workplace relationships in public organizations. *Public Administration*, 95(3), 638-653. DOI: 10.1111/padm.12328.
- Caillier, J. G. (2017). Do work-life benefits enhance the work attitudes of employees? Findings from a panel study. *Public Organization Review*, 17(3), 393-408. DOI: 10.1007/s11115-016-0344-4.
- Caillier, J. G. (2017). An examination of the role whistle-blowing education plays in the whistle-blowing process. *Social Science Journal* 54(1), 4-12. DOI: 10.1016/j.soscij.2016.09.005. **(Lead Article)**

- Caillier, J. G., & Sa, Y. (2017). Do transformation-oriented leadership and transactional-oriented leadership have an impact on whistle-blowing attitudes? A longitudinal examination conducted in U.S. federal agencies. *Public Management Review*, 19(4), 406-422. DOI: 10.1080/14719037.2016.1177109.
- Sa, Y., & Caillier, J. G. (2016). Bureaucratic managers and diversity programs: An examination of representative bureaucracy. *Korean Public Administration Quarterly*, 28(2), 329-344.
- Caillier, J. G. (2016). Do teleworkers possess higher levels of public service motivation? *Public Organization Review*, 16(4), 461-476. DOI: 10.1007/s11115-015-0318-y.
- Caillier, J. G. (2016). Does satisfaction with family-friendly programs reduce turnover? A panel study conducted in U.S. federal agencies. *Public Personnel Management*, 45(3), 284-307. DOI: 10.1177%2F0091026016652424. **(Winner of the 2021 PPM Scholarly Impact Award)**
- Caillier, J. G. (2016). Linking transformational leadership to self-efficacy, extra-role behaviors, and turnover intentions in public agencies: The mediating role of goal clarity. *Administration & Society*, 48(7), 883-906. DOI: 10.1177/0095399713519093.
- Caillier, J. G. (2016). Do transformational leaders impact turnover intentions and extra-role behaviors through mission valence? *American Review of Public Administration*, 46(2), 226-242. DOI: 10.1177%2F0275074014551751.
- Caillier, J. G. (2016). Does public service motivation mediate the relationship between goal clarity and both organizational commitment and extra-role behaviors? *Public Management Review*, 18(2), 300-318. DOI: 10.1080/14719037.2014.984625.
- Caillier, J. G. (2015). Toward a better understanding of public service motivation and mission valence in public agencies. *Public Management Review*, 17(9), 1217-1236. DOI: 10.1080/14719037.2014.895033. **(Lead Article)**
- Caillier, J. G. (2015). Transformational leadership and whistle-blowing attitudes: Is this relationship mediated by affective commitment and public service motivation. *American Review of Public Administration*, 45(4), 458-475. DOI: 10.1177%2F0275074013515299.
- Caillier, J. G. (2014). Toward a better understanding of the relationship between transformational leadership, public service motivation, mission valence, and employee performance: A preliminary study. *Public Personnel Management*, 43(2), 218-239. DOI: 10.1177%2F0091026014528478.
- Caillier, J. G. (2014). Do role clarity and job satisfaction mediate the relationship between telework and work effort? *International Journal of Public Administration*, 37(4), 193-201. DOI: 10.1080/01900692.2013.798813. **(Lead Article)**

- Caillier, J. G. (2013). Does teleworking affect managing for results and constructive feedback? A research note. *Canadian Public Administration*, 56(5), 638-654. DOI: 10.1111/capa.12043.
- Caillier, J. G. (2013). Do employees feel comfortable blowing the whistle when their supervisors practice transformational leadership? *International Journal of Public Administration*, 36(14), 1020-1028. DOI: 10.1080/01900692.2013.798812.
- Caillier, J. G. (2013). Satisfaction with work-life benefits and organizational commitment/job involvement: Is there a connection? *Review of Public Personnel Administration*, 33(4), 340-364. DOI: 10.1177%2F0734371X12443266.
- Caillier, J. G. (2013). Are teleworkers less likely to report leave intentions in the United States federal government than non-teleworkers are? *American Review of Public Administration*, 43(1), 72-88. DOI: 10.1177%2F0275074011425084.
- Caillier, J. G. (Winter 2012/2013). Agency retaliation against whistle-blowers: Factors affecting employee perceptions. *Public Integrity*, 15(1), 29-49. DOI: 10.2753/PIN1099-9922150102.
- Caillier, J. G. (2012). The impact of teleworking on work motivation in a U.S. Federal government Agency. *American Review of Public Administration*, 42(4), 461-480. DOI: 10.1177%2F0275074011409394.
- Caillier, J. G. (2011). I want to quit: A closer look at factors that contribute to the turnover intentions of state government employees. *State and Local Government Review*, 43(2), 110-122. DOI: 10.1177%2F0160323X11403325.
- Caillier, J. G. (2011). Funding, management, and individual level factors: What factors matter in predicting perceived organizational effectiveness? *International Journal of Public Administration*, 34(7), 413-423. DOI: 10.1080/01900692.2011.569918. **(Lead Article)**
- Caillier, J. G. (2011). Are state government workers satisfied with their jobs when organizations are effective? *Public Administration Quarterly*, 35(1), 93-127.
- Caillier, J. G. (2010). Factors affecting job performance in public agencies. *Public Performance & Management Review*, 34(2), 139-165. DOI: 10.2753/PMR1530-9576340201. **(Lead Article)**
- Caillier, J. G. (2010). Citizen trust, political corruption, voting behavior: Connecting the dots. *Politics & Policy*, 38(5), 1015-1035. DOI: 10.1111/j.1747-1346.2010.00267.x.
- Caillier, J. G. (2010). Paying teachers according to student achievement: Questions regarding pay-for-performance models in public education. *The Clearing House: A*

Journal of Educational Strategies, Issues, and Ideas for Middle & High School Teachers, 83(2), 58-61. DOI: 10.1080/00098650903386451.

- Caillier, J. G. (2009). Centralized customer service: What local government characteristics influence its acceptance and usage of information? *Public Administration & Management*, 14(2), 292-322.
- Caillier, J. G., Brown, S. C. Parsons, S., Ardoin, P. J. & Cruise, P. (2008). Patient preferences: Do they contribute to healthcare racial disparities? *Ethnicity & Disease*, 18(1), 89-92.
- Caillier, J. G. (2007). The No Child Left Behind Act: Are states on target to make their goals? *The Journal of Negro Education*, 76(4), 582-596.
- Caillier, J. G., Brown, S. C. Parsons, S., Ardoin, P. J. & Cruise, P. (2007). Physician bias: Does it occur at teaching hospitals that serve a majority of African American patients? *Ethnicity & Disease*, 17(3), 461-466.
- Caillier, J. G. (2006). Race, gender, and cardiovascular disease: Do disparities exist at hospitals that serve majority black populations when patients present with ischemic heart disease and myocardial infarction? *Journal of Cultural Diversity*, 13(4), 202-207.
- Caillier, J. G., Brown, S. C. Parsons, S., Ardoin, P. J. & Cruise, P. (2004). The effect of race and gender on invasive treatment for cardiovascular disease. *Journal of Cultural Diversity*, 11, 80 – 87. **(Lead Article)**

Articles

- Caillier, J. G. (2009). A tale of two performance management systems. *The Public Manager*, 37(4), 28-30.
- Caillier, J. G., Brown, S. C. Parsons, S., Ardoin, P. J. & Cruise, P. (2008). For the patient: Do black and white patients accept and reject doctor recommendations for heart treatments at the same rate? *Ethnicity & Disease*, 18(1), 109.
- Caillier, J. G. (2007). Performance management in elementary and secondary public school systems. *PA Times*, 30(10), 4.
- Caillier, J. G., Brown, S. C. Parsons, S., Ardoin, P. J. & Cruise, P. (2007). For the patient: Does race play a role in doctors' treatment decisions. *Ethnicity & Disease*, 17(3), 587.

Book Reviews

Caillier, J. G. (2020). Good Enough for Government Work: The Public Reputation Crisis in America (And What We Can Do to Fix It). *American Review of Public Administration* 50(4-5), 439-441. DOI: 10.1177/0275074020904455.

Caillier, J. G. (2008). Managerial discretion: Just how much discretion should public managers have? *The American Review of Public Administration*, 38(3), 382-384. DOI: 10.1177/0275074008319171.

PAPER PRESENTATIONS:

Is Social Impact's Influence on Work Attitudes Greater in the Public than the Private Sector? Presented February 12, 2008 at the Conference of Minority Public Administrator's conference entitled "Inspiring Leadership during Challenging Times."

Does Public Service Motivation Moderate the Effect of Transformational Leadership on Leave Intentions and Sick Leave Usage? Presented October 6, 2012 at the Southeastern Conference for Public Administration entitled "Promoting a Positive Transition for the Public Service: Hope for the Future."

Agency Retaliation Against Whistleblowers: Factors that affect Perceptions. Presented March 5, 2012 at the American Society for Public Administration conference entitled "Redefining Public Service Through Civic Engagement."

Does School Funding Reduce The Student Achievement Gap Between Subgroups? Presented September 27, 2007 at the Southeastern Conference for Public Administration's "Sound Innovations in Public Administration: Setting the Tone for the Future."

The role of an academic department in improving retention, leadership, student, engagement, and faculty commitment. Presented March 10, 2007 at the 10th Annual Regional HBCU Summit on Retention.

The No Child Left Behind Act: Are states on target to make their goals? Presented September 29th 2006 at the Southeastern Conference for Public Administration's Conference entitled "Bridging Theory, Policy, and Practice."

Racial and gender disparities in public hospitals: Do they really exist? Presented October 13th 2003 at the Southeastern Conference for Public Administration's Conference entitled "Rediscovering the Administrative State: New Appreciation for the Role of Government."

The effect of race and gender in cardiovascular disease treatment. Presented January 24th 2003 at Southern University and A&M College, School of Nursing's Dr. Lucille Davis 3rd Annual Symposium.

CONFERENCE PANELS:

Discussant: “Education,” September 28th 2006 at the Southeastern Conference for Public Administration’s Conference entitled “Bridging Theory, Policy, and Practice.”

Chair: “Regulation,” September 29th 2006 at the Southeastern Conference for Public Administration’s Conference entitled “Bridging Theory, Policy, and Practice.”

INVITED PRESENTATION:

Spoke on “Government Leadership and Trust” at a conference sponsored by the USAID – Funded Center for Governance and Public Management at Lahore University Management Sciences (LUMS) in Lahore, Pakistan on May 28, 2015. The conference was entitled “Ethical Leadership: Implementation in the Public Sector.”

INTERVIEWS:

Interviewed by John Sharp of AL.com. The article entitled “How much pay for the mayor? Alabama cities debate salaries ahead of 2020 contests” appeared October 16, 2019 (<https://www.al.com/news/2019/10/how-much-pay-for-the-mayor-alabama-cities-debate-salaries-ahead-of-2020-contests.html>).

Interviewed by Brian Resnick of Vox. The article entitled “A management lesson for President Trump: government works better when morale is high” appeared February 16, 2017 (<http://www.vox.com/policy-and-politics/2017/2/16/14624328/morale-trump-government>).

Interviewed by WVUA 23 News on 9-9-2015 concerning the refusal of Kim Davis (county clerk of Rowan County, Kentucky) to issue marriage licenses.

Interviewed by Kelsey Stein for AL.com. The article entitled “Senator calls Birmingham City Council raise ‘abuse of authority’ that legislature needs to address” appeared in AL.com on August 13, 2015 (http://www.al.com/news/birmingham/index.ssf/2015/08/senator_calls_birmingham_city.html).

Interviewed by Mary Sell for Decatur Daily and Times Daily. The article entitled “Lawmaker: ‘Our job is not done’” appeared in the Decatur Daily on Sunday, June 07, 2015, and “State Budget: Nothing changes without concessions” on Sunday, June 07, 2015 appeared in Times Daily (<http://www.timesdaily.com/news/state-capital/state->

budget-nothing-changes-without-concessions/article_7dde1073-0c47-5821-9a48-8621d4349b67.html).

Interviewed by a reporter for the Bowie Star, which subsequently appeared in an article entitled “Cade family lobbying Congress on domestic violence,” in the *Bowie Star*, Thursday May 25, 2006, A-16.

EDITORIAL BOARD:

Public Personnel Management – September 2017—now

The Social Science Journal –December 2018—now

AD HOC JOURNAL REVIEWER:

Administration & Society; Comparative Political Studies; Current Psychology; Ethnicity & Disease; Ethics & Behavior; International Criminal Justice Review; International Journal of Manpower; International Journal of Management Reviews; International Journal of Public Administration; International Journal of Public Sector Management; International Political Science Review; Public Management Journal; International Review of Administrative Sciences; Jones & Bartlett Publishers; Journal of African Studies and Development; Journal of Comparative Policy Analysis; Journal of Management Inquiry; Journal of Public Administration Research & Theory; Journal of Public Affairs; Journal of the American Planning Association; New Technology, Work and Employment; Political Behavior; PS: Political Science & Politics; Public Administration; Public Administration Quarterly; Public Administration Review; Public Management Review; Public Personnel Management; Public Policy and Administration; Review of Public Personnel Administration; Sage Open; School Leadership & Management; Security Journal; State and Local Government Review; Southeast Asian Interdisciplinary Research Journal; Studies in Sociology of Science; Studies in Higher Education; Technology & Society; The American Journal of Managed Care

EXTERNAL REVIEWER FOR TENURE AND PROMOTION:

Department of Social Sciences, University of Michigan Dearborn
Thunderbird School of Global Management, Arizona State University

AWARDS AND HONORS:

Golden Key National Honor Society, 1996

National Centers for Education Statistics Cooperative Fellows Program, 2003

One of 15 professors selected to appear in The College at Brockport’s 2012 *Focus on Faculty*

Public Personnel Management Service Star Award presented March 2020
Public Personnel Management 2021 Scholarly Impact Award recipient

CONSULTING:

Served as a Public Member on the 2008 United States Department of State Foreign Service Selection Board

PAST AND PRESENT PROFESSIONAL ASSOCIATIONS:

The American Society for Public Administration
Maryland Chapter of the American Society for Public Administration: Council Member (2006-2008)

COURSES TAUGHT:

Advanced Public Management, Public Budgeting, Foundations of Public Administration (taught online and in-class), Qualitative Research, Research and Program Evaluation (taught in-class and as a hybrid), Public Policy Analysis, Public Policy, Financial Management, Manager in Technological Society (taught online and in-class), Organizational Behavior, Intergovernmental Relations, Organizational Theory, Local Government Administration, Strategic Management, and Health Care in America (taught online and in-class)

TEACHING PHILOSOPHY:

To facilitate learning by engaging students in class discussions, projects, and creative thinking questions so that they are able to attain higher order skills at the synthesis and evaluation stage of Bloom's Taxonomy.

ACADEMIC SERVICE:

University of Alabama

Member of A&S Strategic Planning Committee, 2022
Member of the departmental DEI Committee, 2020 – present
Member of the departmental Planning Committee, 2020 – present
Tenure and Promotion Committee, 2017 – present
Diversity Committee, 2021 – present
Planning Committee, 2021 – present
Graduate Studies Committee, 2019 – 2020
Faculty Search Committee, 2020
Undergraduate Committee, 2015 – 2016

Colloquium Committee, 2014 – 2015
MPA Director Summer, 2015 – 2019
Faculty Search Committee, 2015 – 2016
Chair of MPA Faculty Search Committee, 2017 – 2018
Tide Together Faculty Mentor, 2018 – 2019
Tide Together Faculty Mentor, 2019 – 2020
The College at Brockport, SUNY
Chair of Faculty Search, 2011
Chair of Faculty Search, 2012
Co-Chair of Faculty Search, 2013
Committee member for the Leadership Development Program, 2011
Member of Associate Dean Search, 2009
Member of Associate Dean Search, 2012
Member of College-Wide Committee on Assessment, 2012 – 2013
Member of PAD NASPAA Reaccreditation Committee, 2010 – 2012
Member of Provost Search Committee, 2013
Member of the College Senate, 2011 – 2012
Member of Educational Administration APT Committee, 2011
Member of Educational Administration APT Committee, 2012
Member of the Department APT Committee, 2008 – 2014
Summer Chair, 2011
Summer Chair, 2012

Bowie State University

Advisor to graduate Delta Mu Delta National Honor Society in Business, 2006 – 2007
Chair of the Department Faculty Search Committee, 2007
Chair of the Department Faculty Search Committee, 2008
Member of Center for Education Technology and Learning Advisory Board, 2006 – 2008
Member of the Dean Search Committee, 2006 – 2007
Member of the Graduate Council, 2005 – 2008
Member of the University Curriculum Committee, 2005 – 2008
MPA Program Coordinator, 2005 – 2008

References:

Dana Patton
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University of Alabama
389 Honors Hall
Tuscaloosa, AL 35487

Richard Fording,
Marilyn Williams Elmore and John Durr Elmore Endowed Professor, Department of
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University of Alabama
345 ten Hoor Hall

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Sungho Park
Assistant Professor, Department of Political Science
308 ten Hoor Hall
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