

Naomi Aoki

Associate Professor

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Updated October 2021

FULL-TIME ACADEMIC EMPLOYMENT^a

- Associate Professor, Graduate School of Public Policy (GraSPP), The University of Tokyo (UTokyo), Since April 2020
- Assistant Professor, Lee Kuan Yew School of Public Policy (LKYSPP), National University of Singapore (NUS), August 2013 - March 2020
- Assistant Professor, Department of Political Science, NUS, August 2011 - July 2013

AREAS OF TEACHING AND RESEARCH

- Public Management, Public Organizational Behavior, Public Policy Process, Civil Service Reform

EDUCATION

- PhD in Public Administration, Syracuse University, December 2010
Maxwell School of Citizenship and Public Affairs
- MA in International Relations, Johns Hopkins University, May 2003
Paul Nitze School of Advanced International Studies (SAIS)
- BA in International Studies, American University, May 2001
School of International Service (SIS)

PRACTICE EXPERIENCE

- Short-Term Consultant, The World Bank, Washington DC, May 2003 - June 2006, June 2010
- Temporary, The World Bank, Washington DC, March - May 2003

ACADEMIC FELLOWSHIP AWARDS

- *US National Science Foundation Fellowship*, which sponsored participation in Young Scientists Summer Program, International Institute for Applied Systems Analysis, Laxenburg, Austria, 2007

^a Part-time and ad-hoc academic positions are listed in the section “Other Pedagogical Activities.”

- *Four-Year Graduate Fellowship*, Syracuse University's highest graduate award, 2006
- *Sara Lamport Azrael Fellowship*, SAIS - Johns Hopkins University, 2002
- *Second-Year Fellowship*, SAIS - Johns Hopkins University, 2002

PUBLICATIONS

- Aoki, N. (2021). Stay-at-home request or order? A study of the regulation of individual behavior during a pandemic crisis in Japan. *International Journal of Public Administration*, 44(11-12), 885-895. doi.org/10.1080/01900692.2021.1912087
- Aoki, N. (2021). The importance of the assurance that “humans are still in the decision loop” for public trust in artificial intelligence: Evidence from an online experiment. *Computers in Human Behavior*, 114. doi.org/10.1016/j.chb.2020.106572
- Aoki, N. (2020). An experimental study of public trust in AI chatbots in the public sector. *Government Information Quarterly*, 37(4), 101490. doi.org/10.1016/j.giq.2020.101490
- Aoki, N., & Rawat, S. (2020). Performance-based pay: Investigating its international prevalence in light of national contexts. *The American Review of Public Administration*, 50(8), 865-879. doi.org/10.1177/0275074020919995
- Aoki, N. (2019). Uncovering the aspirations to be a leading local government: A content analysis approach. *Local Government Studies*, 46(4), 622-640. doi.org/10.1080/03003930.2019.1627333
- Aoki, N. (2019). After all these years, what has happened to the international prevalence of NPM-inspired managerial practices? *International Journal of Public Sector Management*, 32(4), 403-417. doi.org/10.1108/IJPSM-10-2018-0215
- Aoki, N. (2018). Sequencing and combining participation in urban planning: The case of tsunami-ravaged Onagawa Town, Japan. *Cities*, 72(Part B), 226-236. doi.org/10.1016/j.cities.2017.08.020
- Aoki, N. (2018). Who would be willing to accept disaster debris in their backyard? Investigating the determinants of public attitudes in post-Fukushima Japan. *Risk Analysis*, 38(3), 535-547. doi.org/10.1111/risa.12858
- Aoki, N. (2018). Inter-municipal manpower aid in disaster management in Japan. In A. Farazmand (Ed.), *Global encyclopedia of public administration, public policy, and governance*. Springer International Publishing AG. doi.org/10.1007/978-3-319-31816-5_3250-1
- Aoki, N. (2018). Japan's bureaucracy in international perspective. In A. Farazmand (Ed.), *Global encyclopedia of public administration, public policy, and governance*. Springer International Publishing AG. doi.org/10.1007/978-3-319-31816-5_3506-1
- Aoki, N. (2017). Who would be willing to lend their public servants to disaster-impacted local governments? An empirical investigation into public attitudes in post-3.11 Japan. *International Journal of Disaster Risk Reduction*, 24, 499-506. doi.org/10.1016/j.ijdr.2017.02.009
- Aoki, N. (2016). Adaptive governance for resilience in the wake of the 2011 Great East Japan Earthquake and tsunami. *Habitat International*, 52, 20-25. doi.org/10.1016/j.habitatint.2015.08.025

- Aoki, N. (2015). Institutionalization of New Public Management: The case of Singapore's education system. *Public Management Review*, 17(2), 165-186. doi.org/10.1080/14719037.2013.792381
- Aoki, N. (2015). Let's get public administration right, but in what sequence? Lessons from Japan and Singapore. *Public Administration and Development*, 35(3), 206-218. doi.org/10.1002/pad.1714
- Aoki, N. (2015). Wide-area collaboration in the aftermath of the March 11 disasters in Japan: Implications for responsible disaster management. *International Review of Administrative Sciences*, 81(1), 196-213. doi.org/10.1177/0020852314541563
- Aoki, N., & Tay, M. (2015). Managerialism meets regime: A distinctively Singaporean marriage? *Asian Journal of Political Science*, 23(3), 346-365. doi.org/10.1080/02185377.2015.1078735
- Aoki, N. (2015). Collaborative manpower support for restoring hope in the aftermath of the March 11 disasters in Japan. In C. D. Brassard, D. W. Giles, & A. M. Howitt (Eds.), *Natural disaster management in the Asia-Pacific: Public policy perspectives* (pp. 111-117). Tokyo: Springer Japan. https://link.springer.com/chapter/10.1007/978-4-431-55157-7_7
- Aoki, N., & Schroeder, L. D. (2014). An approach to measuring subnational administrative autonomy in education. *International Journal of Public Administration*, 37(1), 10-19. doi.org/10.1080/01900692.2013.809588
- Aoki, N. (2012). Determinants of Japanese local governments' decisions concerning performance-based reward systems for teachers. *International Journal of Public Administration*, 35(11), 703-714. doi.org/10.1080/01900692.2012.662778
- Schroeder, L. D., & Aoki, N. (2009). The challenge of measuring decentralization. *Journal of Public Administration*, 2, 1-16. (Trans. English to Chinese by Meimei Xiong). http://en.cnki.com.cn/Article_en/CJFDTototal-GGXZ200902002.htm
- Aoki, N., & Roberts, P. (2006). Transport as a factor in investment climate. Transport Notes Series No. TRN 34. Washington, DC: World Bank.

DATA PUBLISHED

- Aoki, N. (n.d.). A study of the regulation of individual behavior during a pandemic crisis in Japan. The University of Tokyo. doi.org/10.15083/00080088

ACKNOWLEDGED AS CONTRIBUTOR (MOST RELEVANT)

- World Bank. (2005). *East Asia decentralizes: Making local government work*. Washington, DC: World Bank. <https://openknowledge.worldbank.org/handle/10986/7492>
- World Bank. (2005). *Cambodia - Public expenditure tracking survey (PETS) in primary education*. Washington, DC: World Bank. <http://documents.worldbank.org/curated/en/140201468015671580/Cambodia-Public-expenditure-tracking-survey-PETS-in-primary-education>

PRESENTATIONS

(A star ☆ indicates invited presentations and talks.)

- ☆ Aoki, N. (2021). *Shingatakoronairusu-no wakuchinesshu-niokeru sentakunojiyūto sesshu-enokō-nikansuru jikkentekikentō* [Vaccine choice and the intention to get vaccinated against SARS-CoV-2: Evidence from an experiment]. Presented at the plenary session of the 2021 Public Policy Studies Association Japan Conference, June 6, Online.
- Aoki, N. (2021). Stay-at-home request or order? A study of the regulation of individual behavior during a pandemic crisis in Japan. Presented at the American Society for Public Administration 2021 Annual Conference, Online.
- ☆ Aoki, N. (2021). In search of the optimal integration of AI technology into the public sector: Studies of public trust in AI-driven public services. Presented at an online seminar hosted by the Graduate School of Governance, Sungkyunkwan University, Republic of Korea, 15 March, Online.
- ☆ Aoki, N. (2021). In search of the optimal integration of AI technology into the public sector: Studies of public trust in AI-driven public services. Presented at a webinar organized by the Division of Public Policy (PPOL), Hong Kong University of Science and Technology, 4 March, Online.
- ☆ Aoki, N. (2021). In search of the optimal integration of AI technology into the public sector: Studies of public trust in AI-driven public services. Invited virtual presentation at the International Seminar on AI and Digital Government, hosted by the Institute for Future Government and the Department of Public Administration at Yonsei University, Republic of Korea, 8 February, Online.
- ☆ Aoki, N. (2020). Upscaling mindsets for a high-performing civil service in the tech-powered new normal. Invited webinar presentation at the 6th Annual Public Policy Conference, The Philippine Institute for Development Studies, The Philippines, 22 September, Online. Conference proceedings available at <https://www.pids.gov.ph/publications/7266>.
- Aoki, N. (2019). Do people trust AI-powered chatbots as much as they do human administrators? An experimental study. Presented at the Association for Public Policy Analysis and Management Conference, 29-30 July, Barcelona, Spain.
- Aoki, N. (2019). Do people trust AI-powered chatbots as much as they do human administrators? An experimental study. Presented at the 4th International Conference on Public Policy, 26-28 June, Montreal, Canada.
- Aoki, N. (2019). An experimental study of the impact of AI on public trust: The case of the long-term care insurance system in Japan. Presented at the International Institute of Administrative Sciences – Lien Conference, 18-21 June, Singapore.
- Aoki, N. (2019). The aspirations to be a leading government: Does a governor's profile matter? Presented at the Workshop on Public Sector Innovation in the Asia Pacific, 15-16 February, Lee Kuan Yew School of Public Policy (LKYSPP), Singapore.
- ☆ Aoki, N. (2018). Who would be willing to help somebody else's municipality? Investigating

Japanese public attitudes in the wake of a natural disaster. Kyoto University, Japan, 30 July.

- Aoki, N. (2018). Prefectural leadership in a spatially polarizing Japan. Presented at the Public Management Research Conference, 31 May - 2 June, LKYSPP, Singapore.
- Aoki, N. (2018). Does performance management work differently across different political cultures? Presented at the Public Management Research Conference, 31 May - 2 June, LKYSPP, Singapore.
- ☆ Aoki, N. (2017). Are we really preparing for the big one? Four lessons from Japan's experiences. Speech delivered at the Disaster Risk and Crisis Management Forum, organized by the Asian Institute of Management in cooperation with the World Bank, 29 November, Manila, the Philippines.
- ☆ Aoki, N. (2017). Political pressure for local leadership in a spatially polarizing Japan. Presented at the Japanese Society for Public Administration, 26-27 May, University of Tokyo, Tokyo, Japan.
- Aoki, N. (2017). Political pressure for local innovations in Japan: Are prefectural assemblies doing enough? Presented at the Public Service Innovation Conference, 15-17 November, Inland Norway University of Applied Sciences, Lillehammer, Norway.
- Aoki, N. (2017). Who would be willing to accept disaster debris in their backyard? Investigating the determinants of public attitudes in post-Fukushima Japan. Presented at the Eastern Regional Organization for Public Administration, 11-15 September, Seoul, South Korea.
- Aoki, N., & Janenova, S. (2017). Can Kazakhstan follow Singapore? Assessment of its civil service reform capacity. Presented at the 3rd International Conference on Public Policy, 28-30 June, LKYSPP, Singapore.
- Aoki, N., & Rawat, S. (2017). Performance appraisals: Their patterns of international prevalence. Presented at the 3rd International Conference on Public Policy, 28-30 June, LKYSPP, Singapore.
- ☆ Aoki, N. (2016). Would you be willing to accept disaster debris in your backyard? Investigating the determinants of public attitudes in post-Fukushima Japan. Public talk delivered 14 April, Nazarbayev University, Astana, Kazakhstan.
- Aoki, N. (2015). A tsunami-ravaged town becomes progressive to survive and revive. Presented at the Symposium on the Rise of Progressive Cities East and West, 11-12 May, Sorbonne Nouvelle, Paris, France.
- Aoki, N. (2015). The rise of mega-adaptive governance for manpower support for municipalities in the wake of the 2011 Great East Japan Earthquake and tsunami. Presented at the Workshop on Decentralized Disaster Governance in Urbanizing Asia, 5-6 March, Asia Research Institute, National University of Singapore, Singapore.
- Aoki, N. (2015). The rise of progressive municipalities in the wake of the 2011 Great East Japan Earthquake and tsunami: Turning crisis into opportunity? Presented at the Dialogic Workshop on Progressive Cities in Asia and Europe, 12-13 February, Singapore-ETH Centre – Future Cities Laboratory, Singapore.
- Aoki, N. (2013). Do regime types matter to the success of managerialism? The case of public education. Presented at the Eastern Regional Organization for Public Administration, 14-19 October,

Tachikawa, Japan.

- Aoki, N. (2013). Defining public administration in Japan and Singapore: An application of Rosenbloom's three-perspective model. Presented at the Public Management Research Conference, 20-22 June, University of Wisconsin-Madison, Madison, Wisconsin, USA.
- Aoki, N. (2012). New Public Management and organizational resistance to change: The case of Japanese high schools. Presented at the Korean Association for Policy Studies, 14-15 September, Seoul, Republic of Korea.
- Aoki, N. (2008). A theoretical and empirical treatment of functional decentralization: A cross-country study of organizational setting in public secondary education. Presented at the Association for Public Policy Analysis and Management, 6-8 November, Los Angeles, USA.
- Aoki, N. (2008). A theoretical and empirical treatment of functional decentralization: A cross-country study of organizational setting in public secondary education. Presented at the Association for Budgeting and Financial Management, 22-25 October, Chicago, USA.

RESEARCH GRANTS (PRINCIPAL INVESTIGATOR)

- An experimental study of the impact of artificial intelligence on public trust in public services. General Research Fund, Fiscal Year (FY) 2019, LKYSPP, S\$10,000. (1 April 2019 - 31 March 2020).
- Administrative adaptation and resilience in the world of artificial intelligence. Staff Research Support Scheme, FY2018, LKYSPP, S\$15,000. (1 April 2018 - 31 March 2019).
- Does public management work differently across national contexts? Staff Research Support Scheme, FY2017, LKYSPP, S\$12,702. (1 April 2017 - 30 September 2018).
- Administrative traditions in Asia. Humanities and Social Sciences Fund FY2016, NUS, S\$50,000. (1 December 2016 - 31 March 2020).
- Public administration reforms: Theories and evidence revisited. Academic Research Fund FY2015, LKYSPP, S\$74,600. (1 April 2015 - 30 November 2017).
- Empirical investigations of local collaborative governance in Japan's disaster recovery. Academic Research Fund FY2014, LKYSPP, S\$59,360. (1 April 2014 - 30 September 2016).
- Collaborative governance in Japan's disaster management and recovery operations. The Ministry of Education Academic Research Fund Tier 1, FY2011, S\$45,797. (1 June 2012 - 31 May 2015).
- Building the identity of public administration in Asia. Faculty of Arts and Social Sciences Start-Up Fund, S\$18,470. (1 November 2011 - 30 June 2014).

REGULAR GRADUATE-LEVEL COURSES TAUGHT AT UTOKYO

- 5112265: Introduction to Public Management
- 5112191: Policy Process and Negotiation
- 5140741: Project Based Learning on the Technological Innovation and the Social Solutions, Co-taught

- 5140165: *Dejitarujidai-no Gyōsei-to Shakai* [Public Administration and Society in the Digital Age], Co-taught

REGULAR MODULES TAUGHT AT NUS^b

- PP6703: Foundations of Public Administration (PhD)
- PP5303: Public Management (MPM)
- PP5146: Decentralization, Governance, and Sustainable Development (MPA)
- PP5137: Public Management and Organisational Behaviour (MPP/MPA/MPM)
- PP5414: Foundations of Sustainable Development and Environmental Economics (MPP/MPA)
- PP5137: Public Management and Leadership (MPP)
- PS3243: Public Sector Organisational Behaviour (Undergraduate)
- PS2240: Introduction to Public Administration (Undergraduate)
- PS5503/PS5503R: Decentralization and Local Governance (Undergraduate, Graduate)
- PS2240/SSA2222: Public Administration in Singapore (Tutorial only, Undergraduate)

CLIENTS IN EXECUTIVE EDUCATION SERVED^c

- The Australia and New Zealand School of Government
- The Development Academy of the Philippines
- The Graduate School of Public Policy, Nazarbayev University, Kazakhstan
- The Home Academy, Ministry of Home Affairs, Singapore
- The Ministry of Communications and Informatics, Indonesia
- The National Broadcasting and Telecommunications Commission, Thailand
- The Russian Presidential Academy of National Economy and Public Administration
- Senior Management Programmes, LKYSPP, NUS
- The World Meteorological Organization / Meteorological Service Singapore

TEACHING AWARDS

- 2015 LKYSPP Teaching Excellence Award for teaching in academic year (AY) 2014-15
- National University of Singapore Annual Teaching Excellence Award for teaching in AY2014-15

^b Modules marked “PP” were offered by the LKYSPP; modules marked “PS” were offered by the Department of Political Science, NUS. SSA stands for a Singapore module. MPP stands for Master in Public Policy, for which two to five years of work experience are required for admission. MPA stands for Master in Public Administration, for which a minimum of five years of work experience is required for admission. MPM stands for Master in Public Management – a one-year program for which experience in a management position and a proven track record of leadership with high-level decision making are required for admission. MPM students study at both the LKYSPP and an overseas institution, either Harvard University’s Kennedy School or Columbia University’s School of International and Public Affairs.

^c Executive education programs were organized by the LKYSPP, NUS.

OTHER PEDAGOGICAL ACTIVITIES

- Co-taught a module: MPA609 Human Resource Management, Graduate School of Public Policy, Nazarbayev University, Astana, Kazakhstan, April and November 2016.
- Delivered lectures for an intensive course: Policy Process and Negotiation, Graduate School of Public Policy, University of Tokyo, Japan, July 2018.
- Assisted with the teaching of the following courses in the Maxwell School of Citizenship and Public Affairs of Syracuse University, Syracuse, New York, USA:
 - PPA897: Fundamentals of Policy Analysis, Fall 2008 and Fall 2009.
 - PPA753: Executive Leadership, June 2009.
 - PPA721: Introduction to Statistics, Fall 2008.
 - PPA810: PhD Seminar in Quantitative Methods II, Spring 2008.

PEDAGOGICAL TRAINING COMPLETED

- Harvard Business School Case Method Seminar I, 21-22 August 2015, Boston, USA

SERVICES (SELECTED)

- Editorial board member, *Public Administration*, Since January 2021
- Ad hoc reviewer (most recent), *International Journal of Disaster Risk Reduction*; *International Journal of Public Administration*; *Journal of Behavioral Public Administration*; and *Public Management Review*
- Member, The 2018 Public Management Research Association Conference Committee
- Coordinator, Master in Public Management Program, AY2015-17, LKYSPP, NUS
- Co-organizer, The Future of Disaster Risk Management: The Governance Challenge. An expert workshop jointly held by the United Nations Office for Disaster Risk Reduction and the LKYSPP, 10-11 April 2014