

Nilay Yavuz

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EDUCATION

- Present PhD, ABD, *Public Administration*, degree expected: Spring 2010
University of Illinois at Chicago, Chicago IL
Dissertation title: Understanding Citizens' Adoption of New Technologies Used in Delivery of Public Service and Information
Specialization Areas: Public Management and Survey Methods
- 2005 *Master of Public Administration*
Shippensburg University, Shippensburg, PA
- 2004 *Master of Science, Political Science and Public Administration*
Middle East Technical University, Ankara, Turkey
Thesis title: The Use of Non-Monetary Incentives as a Motivational Tool: A Survey Study in a Public Organization in Turkey
- 2001 *Bachelor of Science, Political Science and Public Administration*
Middle East Technical University, Ankara, Turkey

WORK EXPERIENCE

- 2010-Present *Instructor*, Urban and Public Affairs Program, College of Urban Planning and Public Affairs, University of Illinois at Chicago.
- 2007-2009 *Graduate Research Assistant*, Urban Transportation Center, College of Urban Planning and Public Affairs, University of Illinois at Chicago.
Research title: Technology Adoption in Public Transit; *Funded by* Chicago Transit Authority
- Spring 2009 *Graduate Research Assistant*, Department of Public Administration, College of Urban Planning and Public Affairs, University of Illinois at Chicago.
Research title: Positioning the Institute for Policy and Civic Engagement as a Leader for Using Technology to Enhance Collaborative Governance in the Greater Chicago Region; *Funded by* Institute for Policy and Civic Engagement, UIC
- 2006-2007 *Graduate Research Assistant*, Urban Transportation Center, College of Urban Planning and Public Affairs, University of Illinois at Chicago.
Research title: Fear of Crime in Public Transit; *Funded by* Chicago Transit Authority
- Summer 2007 *Graduate Research Assistant*, Department of Public Administration, College of Urban Planning and Public Affairs, University of Illinois at Chicago.
Research title: Women in Science and Engineering: Network Access, Participation, and Career Outcomes; *Funded by* National Science Foundation
- 2003 – 2005 *Equity Program Assistant*, Office of Social Equity, Shippensburg University of PA
- 2001-2003 *Research Assistant*, Middle East Technical University (METU) Ankara, Turkey

INTERNSHIPS

Summer 2008 *Chicago Transit Authority*, Planning and Development, Market Research Division

Summer 2006 *Chicago Transit Authority*, Planning and Development, Market Research Division

2004-2005 *Discovery Center of Science and Technology*, Bethlehem, PA
Management and Communications Department

TEACHING EXPERIENCE

Spring 2010 Instructor, UPA 307- *E-Government and Public Affairs*, Urban and Public Affairs Undergraduate Program, University of Illinois at Chicago, Chicago IL USA

2002-2003 Teaching Assistant, ADM 3208 *Organization Theory*, Middle East Technical University (METU) Ankara, Turkey

2001-2002 Teaching Assistant, ADM 1323 *Society and Culture*, Middle East Technical University (METU) Ankara, Turkey

RESEARCH INTERESTS

Public management, e-government, management of information technology, civic engagement, organizational psychology and behavior, work motivation, fear of crime in public space.

PUBLICATIONS

Refereed Articles

Yavuz, N. and E. W. Welch. (2009). Addressing Fear of Crime in Public Space: Gender Differences in Reaction to Safety Measures in Train Transit. *Urban Studies Journal*. In press.

Welch, E. W., Pandey, S. K., and N.Yavuz. (2008). Modeling the Relationship between Website Effectiveness and Service Quality: A Study of State Level Human Services Agencies. *Advances in Management Information Systems (AMIS) Monograph Series, Volume on E-Government: Information, Technology, and Transformation*. In Press.

Yavuz, N., Welch, E. W., and P. S. Sriraj. (2007). Individual and Neighborhood Determinants of Perceptions of Bus and Train Safety in Chicago: An Application of Hierarchical Linear Modeling. *Transportation Research Record: Journal of the Transportation Research Board*, No. 2034, pp. 19-26.

Unpublished work

Yavuz, N. (2003). The Use of Non-Monetary Incentives as a Motivational Tool: A Survey Study in a Public Organization in Turkey. Master's Thesis. Middle East Technical University, Political Science and Public Administration Dept., Ankara, Turkey.

CONFERENCE PAPERS / PRESENTATIONS

Yavuz, N., Welch, E. W., and P. S. Sriraj. *Gender Differences in Reaction to Transit Safety Measures and Service Attributes*. Poster presented at Association for Public Policy Analysis and Management, Fall Research Conference, 2007, Washington DC.

Yavuz, N., Welch, E. W., and P. S. Sriraj. *Individual and Neighborhood Determinants of Perceptions of Bus and Train Safety in Chicago: An Application of Hierarchical Linear Modeling*. Paper presented at Transportation Research Board 86th Annual Meeting, January 2007, Washington, DC.

Yavuz, N., Welch, E. W., and P. S. Sriraj. *An Analysis of Passengers' Perceptions of Train Safety in Chicago*. Paper presented at Transport Chicago Conference, 2007, Chicago, IL.

Yavuz, N. and L. Vanik. *Associations Between Perceptions of Transit Safety and Neighborhood Safety In Chicago: An Exploratory Analysis*. Paper presented at Transport Chicago Conference, 2006, Chicago, IL.

MEMBERSHIPS

Pi Alpha Alpha Public Administration Honor Society