The Inaugural Asia-Pacific Politics and Public Administration Conference (APPPA) and the 8th Empirical Political Science in Hong Kong Workshop (EPSHK)

May 16-17, 2025

Hosted by The Department of Politics and Public Administration, HKU

Conference Programme

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The First Day: May 16th, 2025

EPSHK Panels

(All Conference Participants are Welcome to Attend)

Venue: RM 705, 7/F, Faculty of Social Sciences, Jockey Club Tower, Centennial Campus, HKU

8:30 am Registration

9:00-9:05 am Opening Remarks, **by Prof. Robert Thomson, Head of the Department of Politics and Public Administration (PPA) & Group Photo**

9:05-10:35 am Panel I

Panel I. Public Opinion and National Strategy: Foreign and Domestic Policies in China, the US, and Beyond
Backing Down or Backing In: Asymmetric Audience Costs in China's Crisis Behavior, by Ronan Tse-min Fu (Academia Sinica), Enze Han (HKU), and Elaine Lee (Academia Sinica)
Does Symbolic Public Gift Diplomacy Work? The Case of Panda Diplomacy, by Dov Levin (HKU)
Green Nationalism, Gray Nationalism: Support for Climate-Related Industrial Policy in the US, by Nicole Wu (HKU), Anil Menon (UC Merced), Iain Osgood (Michigan-Ann Arbor)
Whataboutism and Chinese Public Attitudes on Foreign Policy, by Wilfred Chow (University of Nottingham Ningbo China), Dov Levin (HKU)
Putnam's Puzzle in the People's Republic: How Immigrants' Civic Engagement Erodes Immigration Approval in China, by Dongshu Liu (City University of Hong Kong), Rongbin Han (University of Georgia), Li Shao (Zhejiang University), and Juan Du (East China Normal University)
Chair: Kai Quek (HKU) **Discussants: Xiaojun Li** (University of British Columbia)**, Zenobia Chan** (Georgetown University)

10:35-11:00 am Tea Break & Poster Exhibitions, 7/F

11:00-12:30 pm Panel II

Panel II. Governing and Living in China: Propaganda, Surveillance, and Accountability
Decentralized Propaganda and Backlashes during Crisis, by Hongshen Zhu (Lingnan University), Haibing Yan (East China University of Politics and Law), Xinzhuo Huang (The Hong Kong University of Science and Technology)
How Vertical Accountability Enhances Government Responsiveness in China, by Howard Wang (CityU)
Reputation Management as Digital Propaganda: China's Military Communication on Douyin, by Yiran Li (Hong Kong Baptist University), Kaijie Liang (HKBU)
From Social Networks to Digital Networks: Explaining Surveillance Strategies in China's Grassroots Control, by Dakeng Chen (Chinese University of Hong Kong), Jing Vivian Zhan (CUHK)
Political Homophily in Social Relationships, by Chengli Wang (University of Macau), Li Shao (Zhejiang University), and Xirui Zhang (Xiamen University)
Chair: Jiangnan Zhu (HKU)   **Discussants: Haifeng Huang** (Ohio State University), **Lianjiang Li** (HKU)

12:30 -2:30 pm Lunch and Poster Exhibitions

2:30-4:00 pm Panel III

Panel III. Political Cycles and State Building: Legacies, Conspiracy, and Economic Challenges
Political Regimes and Electoral Protest Cycles: Global Analysis of the Post-Cold War Period, by Samson Yuen (HKBU), Masaaki Higashijima (University of Tokyo)
Too Much but Never Enough: Administrative Capacity and Backlashes to State-building in Medieval Japan, by Weiwen Yin (University of Macau), Erik Wang (New York University)
What Drives Conspiracy Endorsement? Interactions between Political Values, Comprehension Ability, and Information Access, by Edmund Cheng (CityU)
Facing Declining Land Revenue: Local Government and Fine Collection in China, by Yongshun Cai (HKUST), Xinzhuo Huang (HKUST)
From Nobleman to Businessman: The Enduring Legacy of Poland's Szlachta, by Pawel Charasz (CUHK-Shenzhen), Krzysztof Krakowski (King's College London)
Chair: Norbert Chan (HKU)   **Discussants**: **Tao Li** (Hong Kong Metropolitan University), **Hsu Yumin Wang** (National Tsinghua University)

4:00-4:30 pm Tea Break and Poster Exhibitions

4:30-6:00 pm Panel IV

Panel IV. Policy Adaptation and Administrative Resilience: Migration, Welfare, and Environment
Effects of Immigrant Characteristics on Welfare Attitudes: Experimental Evidence, by Hang Qi (University of Macau), Michelangelo Landgrave (University of Colorado)
Discovering Controversies through Reversions: An Analysis of China's Two-Phase Bill Changes, by Jiying Jiang (University of Macau), Aona Xu (University of Macau)
Drivers and Strategies in China's Intercity Competition for High-Skilled Migrants, by Siu-yau Lee (HKBU), Zhiyong Fox Hu (Education University of Hong Kong), Vincent F. Mo (Central European University)
Unpacking Resilience in Public Administration: Insights from a Meta-Narrative Review, by Bo Wen (University of Macau), Jixiang Li (University of Macau), Shui-Yan Tang (University of Southern California)
Dedicated to the Environment? Empirical Research on the Factors Influencing Chinese Citizens' Green Purchasing, by Zhiyi Xing (CityU), Wing Hung LO (CUHK), Bo Wen (University of Macau),
Chair: Hui Li (HKU)   **Discussants: Lin Nie** (The Hong Kong Polytechnic University), **Jung Eun Kim** (Seoul National University)

6:00-6:15 pm Announcement of the Special Issue of *Asia-Pacific Journal of Public Administration*, by **Professor James Perry** and **Professor Danny Lam**

6: 15-8:30 pm Dinner Gathering, Senior Common Room of HKU, 14th Floor

The Second Day: May 17th, 2025

APPPA Panels

(All Conference Participants are Welcome to Attend)

9:00-10:30 am Panel V

Venue: Social Science Chamber, 11/F, Jockey Club Tower, Centennial Campus, HKU

Panel V: Conflicts, Violence, and Approaches to Studying Global Challenges
When the Heart Slows: Disgust and the Perceived Costs of War, by Tago Atsushi (Waseda University)
Private Information, Rebel Factionalization, and Political Violence: Evidence from China's Cultural Revolution, by Xin Nong (Hitotsubashi University), Mike Findley (University of Texas at Austin)
How Public Commitments Shape Global National Image?, by Li Shao (Zhejiang University)
Near Arctic State, Stakeholder, or Global Competitor? Explaining China's Engagement in Arctic, by Xiao Han (Shanghai University)
Resilience or Control: Comparing Cybersecurity Governance across China, the European Union, and the United States, by Zhonghua Sheng (HKU)
Chair: Kai Quek (HKU)   **Discussants: Wilfred Chow** (University of Nottingham Ningbo China), **Weiwen Yin** (University of Macau)

9:00-10:30 am Panel VI

Venue: Function Room 11.31, 11/F, Jockey Club Tower, Centennial Campus, HKU

Panel VI: Political Loyalty and Mass Support in China
Do Authoritarians Support the System or Their Ingroup? by Rongbo Jin (CUHK-Shenzhen)
The More Powerless, the More Desire for Their Own Oppression? Social Conformists, System Justification and the Psychological Root of Authoritarian Resilience, by Meixi Zhuang (Fudan University)
The Language of Loyalty: How Educational Language Shapes Political Support Among Ethnic Minorities in China, by Haofeng Ma (CUHK-Shenzhen)
Signaling Loyalty, Losing Support: Performative Propaganda Under Economic Openness, by Haifeng Huang (Ohio State University)
Personalizing Responsiveness in Authoritarian Regimes: Political Awareness of Leaders' Traits in China, by Jeonghyuk Lee (Sungkyunkwan University), Jeongho Kim (Sungkyunkwan University)
Chair: Jiangnan Zhu (HKU)   **Discussants: Lianjiang Li** (HKU); **Shen Yang** (Lingnan University)

10:30-11:00 Tea Break and Poster Exhibitions. 11/F

11:00 am-12:30 pm Panel VII

Venue: Social Science Chamber, 11/F, Jockey Club Tower

Panel VII: Chinese Foreign Policy and U.S.-China Rivalry
Politics Before Profits: Global Supply Chains and Chinese SMEs' Relocation Choices, by Xiaojun Li (UBC), Jiwei Qian (National University of Singapore)
Legal Actors in a Fractured World: Chinese Immigrant Lawyers and the U.S.-China Rivalry, by Ji Li (UC-Irvine)
Threats and Rhetoric in U.S.-China Competition, by Zenobia Chan (Georgetown University)
Between the South and the East: Institutional pluralism and Chinese NGOs' going out, by Jie Wu (Fudan University), Lin Nie (PolyU)
Chair: Enze Han (HKU)   **Discussants: Ronan Fu** (Academia Sinica), **Dongshu Liu** (CityU)

11:00 am-12:30 pm Panel VIII

Venue: Function Room 11.31, 11/F, Jockey Club Tower

Panel VIII: Bureaucracy, Technology, And Accountability in Public Administration
Patrons' Policy Preferences Matter: Understanding the Complex Impacts of Patronage Ties on Data Manipulation, by Shaowei Chen (Xiamen University), Kai Jia (Shanghai Jiao Tong University)
Can Machine Learning Better Predict Fiscal Stress in Local Governments? Evidence From New York State, by Can Chen (Georgia State University)
Conjoint Analysis of Generative Artificial Intelligence in Public Employee Selection, by Chih-Wei Hsish (CityU), Daan Wang (Southern University of Science, Yujing He (CityU)
Transgovernmental Accountability in the Global Climate Change Governance: Evidence from the UPR, by Minji Ju (Seoul National University); Jung Eun Kim (Seoul National University)
Public Opinion Towards Political Reforms and Compromise in a New Democracy, by Jiayun Elvin Ong (NUS), Jeremy Siow (Oxford University), Tricia Yeoh (Nottingham University)
Chair: Norbert Chan (HKU)   **Discussants: Edmund Cheng** (CityU), **Yiran Li** (HKBU)

12:30-2:30 pm Lunch and Poster Exhibitions

2:30-4:00 pm Panel IX

Venue: Social Science Chamber, 11/F, Jockey Club Tower

Panel IX: Institutions, Identity, and Citizen-State Relations in Comparative Perspective
How Do Political Elites Shape Public Perceptions of Inter-partisan Relationships?, by Philip Santoso (Duke Kunshan University)
How Do Left- and Right-Wing Populists Affect Climate Adaptation Capacity? by Downes James Floyd (HKMU/CUHK), Jeremy Ko (ETH Zurich), Chun Kai Leung (HKU) & Wai Kit Ming (CityU)
Partisan Balance, Constitutional Crisis, and Public Support for Courts in Consolidating Democracies, by Hsu Yumin Wang (National Tsinghua University)
Authoritarian Courts as an Institution of Control: Political Action and Trial Result, by Jongyoon Baik (CUHK-Shenzhen)
Chair: Dov Levin (HKU)   **Discussants: Samson Yuen** (HKBU), **Ji Li** (UC-Irvine)

2:30-4:00 pm Panel X

Venue: Function Room 11.31, 11/F, Jockey Club Tower

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| **Panel X: Governance, Reform, and Institutional Adaptation in China** |
| **Vacillation and Compromise: The Politics of Railway Reform in post-WTO China**, by Karl Yan (CUHK-Shenzhen) |
| **Meritocracy Inside Ministry: An Empirical Study on the Promotion of Division-Level Cadres in National Ministry**, by Sicheng Chen (Tsinghua University) |
| **Between Judicatory and Mediation: How Labor Disputes are Resolved in China's Labor Arbitration Court**, by Wei Chen (Nanjing University), Yiyang Wang (CUHK) |
| **Power Illusion and Regime Support**, by Xing Chen (Fudan University) |
| **Government Funding and Nonprofit Performance in Service Delivery and Policy Engagement**, by Yongdong Shen (Zhejiang University) |
| **Chair: Nicole Wu** (HKU)
 Discussants: Vivian Zhan (CUHK); **Hui Li** (HKU) |

4:00-4:15 pm Wrap Up, Social Science Chamber

Poster Exhibitions:

Presenter's Name	Affiliation	Poster Title
Steve Bai	Yale University	Public Demand for Censorship and Private Political Persuasion
Xianqi Cao	HKUST	When Bureaucratic Control Fails: Information Monitoring and Political Decision-Making Bias within China's Imperial Bureaucracy
Polly Chan	UC Berkeley	Tactical Shift and Violence Perception
Samuel Chan	Columbia University	
Xinhong Huang	Renmin University	Communist Legacies: Selective "Grabbing Hands," Fiscal Extraction, and Private Economy Development in China
Chatchada Kumlungpat	National Graduate Institute for Policy Studies	The Effects of US Military Facilities and Local Economic Activities in Japan
Anthony Ho-fai Li	HKU	Local public entrepreneurship and social cooperatives for the co-generation of global carbon reduction and local revitalization under state developmentalism
Jianbing Li	HKU	Different from Us or Too Much Like Us? Identity Formation in International Conflicts
Qin Li	CUHK	When Will Companies Redistribute More? Clientelism and Resource Rents Redistribution in China
Xuehan Li	CUHK	Harnessing Aspirations: Mobility Illusion, Diffuse Co-optation, and Legitimacy in China
Fanglin Liu	HKU	Conditional Access to Global Civil Society
Jie Niu	HKU	Can Foreign Policy Foster Political Trust? Evidence from Mainland China, Hong Kong, and Macau
Lai Kin Kenneth Pui	HKMU	The BNO Visa Scheme & Attitudes Towards Hong Kong Immigrants (2019 – 2023)
Ronald Wu	Tsinghua University	Moved Hearts, Unmoved Minds: Narrative Typologies, Social Class, and the Limits of Political Persuasion in Chinese Social Media
Jaeseog Yang	Waseda University	Divergent Perceptions of Political Apologies: A Comparative Survey of Japanese and South Korean Citizens
Xinyi Yin	King's College London	Water Meanders by Its Whims: An Ethnographic Research of Lying-Flat (*Tangping*) in Contemporary China

Campus Map:
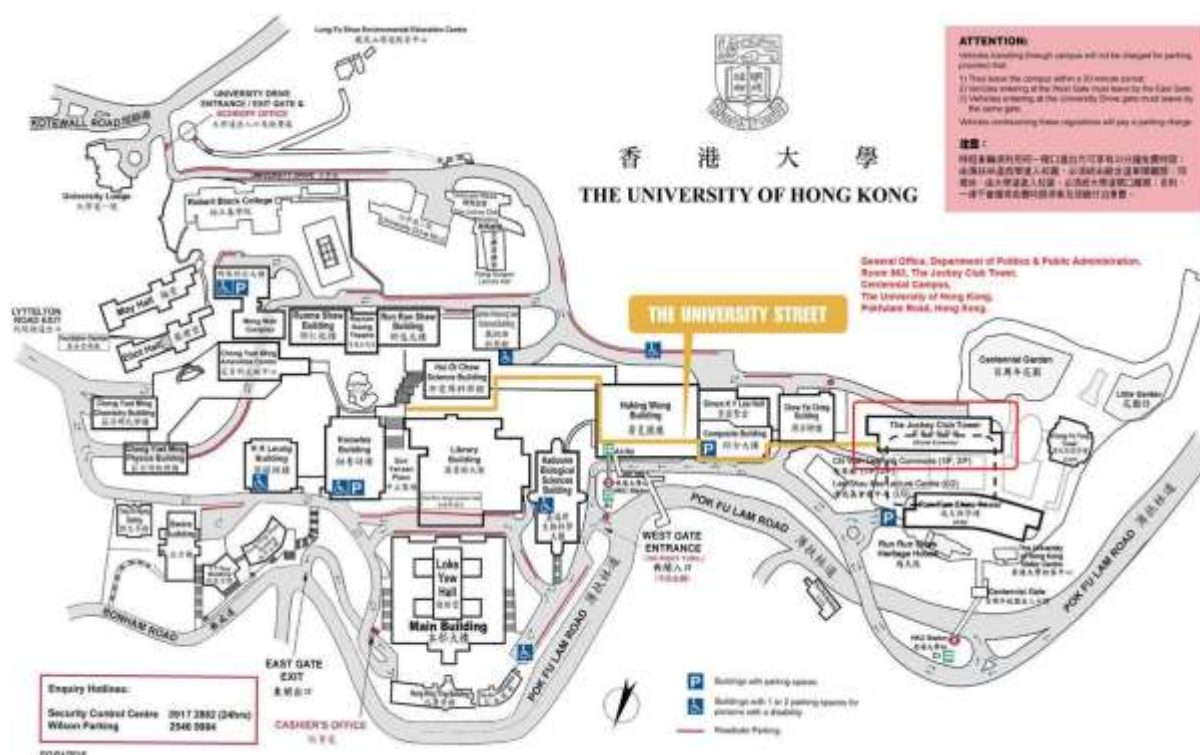
Transportation to HKU: Before getting to our Campuses or other off campus sites, you are strongly advised to check government's **HKemobility** website, **Google Map** or other public transport operators' websites for point to point direction and the most up to date transport information. MTR HKU station is on the Island Line. International visitors who wish to get to HKU campuses by taxi from the Hong Kong International Airport may drop off at Centennial Campus Car Park (HKU Centennial Campus) /Chinese Address: 香港大學百周年校園停車場. Estimated fare: HKD 360.

Hotel & Accommodations: Jen Hong Kong by Shangri-La**,** 508 Queen's Road West, Hong Kong (MRT station: University of Hong Kong Exit B1)

Wifi: Wi-Fi.HK via HKU
Wi-Fi.HK via HKU is for use by visitors when they are on HKU campuses. Connection to Wi-Fi.HK via HKU requires no prior registration and configuration. For more details on the Wi-Fi.HK service, please visit the Wi-Fi.HK website.

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The Department of Politics and Public Administration (PPA): Standing at the crossroads between East and West, PPA develops global perspectives on issues facing citizens, governments and the international community through its cosmopolitan faculty and diverse student body. The Department takes pride in the research achievements and teaching excellence of its faculty members.

Our faculty's research primarily focuses on comparative politics, international relations, political theory, and public administration. Their research outputs regularly appear in top-tier journals such as the *American Political Science Review*, *American Journal of Political Science*, *Journal of Politics, Journal of Political Philosophy, Public Administration Review*, to name but a few, and as book publications in top university presses.

The Centre for Civil Society and Governance, anchored in PPA, engages in pioneering research on civil society in Hong Kong. The *Asia Pacific Journal of Public Administration*, based in PPA, is a leading journal in public administration in Asia. The Department welcomes academic and research collaborations with overseas and Chinese Mainland universities.

PPA is a core teaching unit in the Faculty of Social Sciences. We offer PPA majors to undergraduate students, and the competitive double-degree programme Bachelor of Social Sciences (Government & Law) & Bachelor of laws. Taught post-graduate programmes include Master of Public Administration (MPA), Master of International and Public Affairs (MIPA), and Doctor of Public Administration (DPA). Our Research Postgraduate programme has continued to attract outstanding students from Hong Kong, Mainland China, and many other countries. Graduates from these programmes have taken exciting careers in important positions in the HKSAR Government and public sector, international organizations, NGOs, media, law, business, and education, or continued to study at top-notch universities.

Department Head:

Robert Thomson: Robert Thomson is Professor of Politics and serves as Head of the Department of Politics and Public Administration. He joined the University of Hong Kong in 2024 and previously held positions in the Netherlands (University of Groningen), Ireland (Trinity College Dublin) and Australia (Monash University, Melbourne). He received a PhD from the University of Groningen in the Netherlands in 1999. His research focuses on two broad areas of political science: international comparisons of democratic representation and international governance. He co-founded the Comparative Pledges Project, an international network of scholars studying the conditions under which politicians keep and break the campaign promises they make to voters when they enter government office. He is also involved in ongoing research projects on politics in the European Union and on international cooperation in climate change policy.

Conference Organizing Committee:

Norbert Kwan Nok Chan: Norbert Chan is an Associate Professor whose primary research concerns the institutions that shape the consumption and distortion of information in different organizational settings. He holds a PhD Degree in Public Policy from the O'Neill School of Public and Environment Affairs and the Department of Political Science, Indiana University Bloomington. His current research explores how bureaucrats handle information and the impact of institutions on their choices. Ongoing projects deal with different aspects of bureaucratic control in authoritarian regimes, such as administrative oversight, juridical intervention, internal reporting, and legislative decision-making.

Enze Han: Professor Enze Han is Associate Professor at the Department of Politics and Public Administration. His research interests include international relations of East Asia, China's relations with Southeast Asia, Southeast Asian politics, and ethnic politics in China. Professor Han received a Ph.D. in Political Science from the George Washington University in the United States in 2010. His research has been supported by the Leverhulme Research Fellowship and British Council/Newton Fund. Prior to HKU, Professor Han was Senior Lecturer in the International Security of East Asia at SOAS, University of London, United Kingdom.

Dov Levin: Dov Levin is an international relations scholar whose research focuses mainly on two topics. The first is on partisan electoral interventions (foreign election interference). The second is on strategic public diplomacy. His work has come out at various journals political science journals including at International Organization on the effects of the use of whataboutism in international diplomacy, and at the Journal of Conflict Resolution and Foreign policy Analysis on the effects of partisan electoral interventions on target's regime type and the determinants of the views of the American public on partisan electoral interventions by the U.S., respectively. His book "Meddling in the Ballot Box: the Causes and Effects of Partisan Electoral Interventions" at Oxford University Press has won the Robert Jervis & Paul Schroeder Best Book Award for 2021 by the American Political Science Association. He received his Ph.D. from the University of California, Los Angeles.

Kai Quek: Kai Quek studies state-to-state signalling, the dynamics of de-escalation, and how international politics shapes and is shaped by mass beliefs such as nationalism. His work on signalling has established new general signalling mechanisms in political science. His work on de-escalation has produced the first large-scale experiments in international security for managing live real-world disputes from territorial crises to trade wars. He holds a PhD from MIT.

Nicole Wu: Nicole Wu is an Assistant Professor of Politics and Public Administration at the University of Hong Kong. Previously, she was an Assistant Professor of Political Science at the University of Toronto and a Postdoctoral Fellow at the Niehaus Center for Globalization and Governance at Princeton University. She received her PhD and MA in Political Science from the University of Michigan and a BSSc in Government and Public Administration from the Chinese University of Hong Kong. Her research in international/comparative political economy seeks to understand the political consequences of two of the most important changes in the contemporary world economy — technological change and the rise of China.

Jiangnan Zhu: Professor Jiangnan Zhu specializes in comparative politics with a research focus on corruption and anticorruption, elite politics, and public opinion in China. She has published in leading journals, including the *American Journal of Political Science*, *Comparative Political Studies*, *Public Administrative Review*, *Governance*, *Policy Studies Journal*, *etc.* She is the editor of the *Journal of Chinese Political Science*. She has received the General Research Fund of Hong Kong, the Research Output Prize of HKU, the Social Science Outstanding Supervisor Award, and the Outstanding E-Learning Award. She received her PhD in Political Science from Northwestern University and her bachelor's degrees in international relations and economics from Peking University.
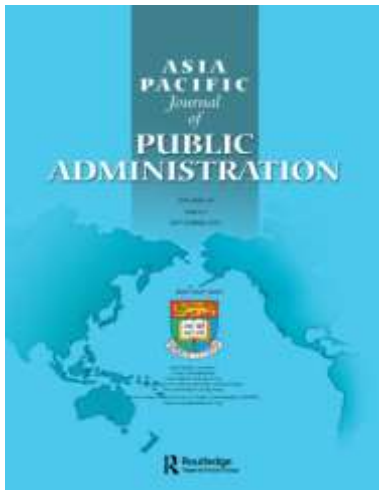
Free Access Editorials

Suzuki, K. (2025). Government efficiency or administrative backsliding? Warning signs from global experience with administrative decline. *Asia Pacific Journal of Public Administration*, 1–5. https://doi.org/10.1080/23276665.2025.2472611

Sørensen, E., & Torfing, J. (2025). Robust governance of the local green co-creation in turbulent times. *Asia Pacific Journal of Public Administration*, 1–5. https://doi.org/10.1080/23276665.2025.2492612

Honig, D., & Thompson, S. (2025). Mission-driven bureaucrats & agency performance in difficult times. *Asia Pacific Journal of Public Administration*, *47*(1), 1–4. https://doi.org/10.1080/23276665.2025.2455959

Bullock, J. B., & Chen, Y. C. (2024). The brave new world of AI: implications for public sector agents, organisations, and governance. *Asia Pacific Journal of Public Administration*, *46*(4), 321–325. https://doi.org/10.1080/23276665.2024.2356540

Open Access Research Articles

Aoki, N. (2025). En route to "zero bureaucracy and invisible government": a conjoint analysis of the effects of transforming the state-citizen interface on the favourability of public administration in the digital era. *Asia Pacific Journal of Public Administration*, 1–25. https://doi.org/10.1080/23276665.2025.2478554

Mussagulova, A. (2025). Burnout in the Australian public service during COVID-19: A job demands and resources theory perspective. *Asia Pacific Journal of Public Administration*, 1–20. https://doi.org/10.1080/23276665.2025.2455958

Mappatoba, M., Wirawan, H., Salam, R., Hattab, S., & Daswati, D. (2025). When women speak up: investigating how gender influences the effect of workplace incivility on performance via voice behaviour. *Asia Pacific Journal of Public Administration*, 1–21. https://doi.org/10.1080/23276665.2025.2450635

Brummer, M., & Ueno, H. (2024). Crisis and choice in digital transformation: COVID-19 and the punctuated politics of government DX in Japan. *Asia Pacific Journal of Public Administration*, *46*(4), 360–391. https://doi.org/10.1080/23276665.2023.2282472

Special Article Collections

Digital Transformation in Public Administration, edited by Yu-Che Chen, Soonhee Kim, and James L. Perry (https://www.tandfonline.com/journals/rapa20/collections/digital-transformation-in-public-administration)

Public Administration in Authoritarian Regimes, edited by B. Guy Peters and James L. Perry (https://www.tandfonline.com/journals/rapa20/collections/PublicAdministrationinAuthoritarianRegimes)

Quality of Government in the Asia Pacific Region, edited by Kohei Suzuki, Victor Lapuente, and James L. Perry (https://www.tandfonline.com/journals/rapa20/collections/QualityofGovernmentintheAsiaPacificRegion)

Public Service Motivation and the Asia-Pacific Region, edited by Dr. Assel Mussagulova, Zeger van der Wal, and James L. Perry (https://www.tandfonline.com/journals/rapa20/collections/PublicServiceMotivationandtheAsiaPacificReg)

Cutting-edge research Articles on Digital Transformation

Awasthi, P., Ganapati, S., & Tai, K. T. (2024). Digital transformation in a large democracy: the case of India. *Asia Pacific Journal of Public Administration*, *46*(4), 326–359. https://doi.org/10.1080/23276665.2024.2339874

Brummer, M., & Ueno, H. (2024). Crisis and choice in digital transformation: COVID-19 and the punctuated politics of government DX in Japan. *Asia Pacific Journal of Public Administration*, *46*(4), 360–391. https://doi.org/10.1080/23276665.2023.2282472

Chatterji, T., & Mukkai, A. R. (2024). Driving Urban Digitalisation through a National Mission– a multilevel governance perspective of India's data smart cities strategy. *Asia Pacific Journal of Public Administration*, *46*(4), 392–421. https://doi.org/10.1080/23276665.2024.2308007

Kim, Y., & Lee, J. (2024). Digitally vulnerable populations' use of e-government services: inclusivity and access. *Asia Pacific Journal of Public Administration*, *46*(4), 422–446. https://doi.org/10.1080/23276665.2024.2321569

Fan, Z., & Wu, J. (2024). Fear of nothing to hide? How do Chinese people feel about privacy when facing facial recognition cameras? *Asia Pacific Journal of Public Administration*, *46*(4), 447–470. https://doi.org/10.1080/23276665.2024.2398212

Yahya, M. R., Jalaluddin, & Batara, G. (2024). Current auditor expertise and future relevance of innovative audit technology: evidence from Indonesia public sector auditor. *Asia Pacific Journal of Public Administration*, *46*(4), 471–487. https://doi.org/10.1080/23276665.2024.2312139

Wang, C. W., Hsu, B. Y., & Chen, D. Y. (2024). Chatbot applications in government frontline services: leveraging artificial intelligence and data governance to reduce problems and increase effectiveness. *Asia Pacific Journal of Public Administration*, *46*(4), 488–511. https://doi.org/10.1080/23276665.2024.2397677

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