References

(…)

Borry, E. L. (2017). Ethical climate and rule bending: How organizational norms contribute to unintended rule consequences. *Public Administration, 95*(1), 78-96.

Borry, E. L., & Henderson, A. C. (2020). Patients, protocols, and prosocial ehavior: Rule breaking in frontline health care. *American Review of Public Administration, 50*(1), 45-61.

Bozeman, B., Youtie, J., & Jung, J. (2021). Death by a thousand 10-minute tasks: Workarounds and noncompliance in university research administration. *Administration & Society, 53*(4), 527-568.

Brockmann, J. (2017). Unbureaucratic behavior among street-level bureaucrats: The case of the German state police. *Review of Public Personnel Administration, 37*(4), 430-451.

Brooks, L. W. (2015). Police discretionary behavior: A study of style. In Roger G. Dunham & Geoffrey P. Alpert (Eds.), *Critical issues in policing* (7th ed., pp. 122-142). Long Grove, IL: Waveland Press.

(…)

Campbell, D. (2011). Policy workaround stories are valuable evaluative indicators: But should they be told? *American Journal of Evaluation, 32*(3), 408-417.

Campbell, D. (2012). Public managers in integrated services collaboratives: What works is workarounds. *Public Administration Review*, *72*(5), 721–730.

(…)

Canadian Civil Liberties Association. (2021, May 13th). *By the numbers: The second wave of COVID-19 law enforcement in Canada*. Toronto, ON: Policing the Pandemic Mapping Project.

Curley, C., & Federman, P. S. (2020). State executive orders: Nuance in restrictions, revealing suspensions, and decisions to enforce. *Public Administration Review, 80*(4), 623-628.

(…)

DeHart-Davis, L. (2007). The unbureaucratic personality. *Public Administration Review, 67*(5), 892-903.

DeHart-Davis, L. (2009). Green tape and public employee rule abidance: Why organizational rule attributes matter. *Public Administration Review, 69*(5), 901-910.

(…)

Fleming, C. J. (2020). Prosocial rule breaking at the street level: The roles of leaders, peers, and bureaucracy. *Public Management Review, 22*(8), 1191-1216.

Gaub, J. E., Koen, M. C., & Davis, S. (forthcoming). Transitioning from pandemic to normalcy: What police departments can learn from the rank-and-file. *Policing: An International Journal*, 1-15.

(…)

Goldstein, H. (1977). *Policing a free society*. Cambridge, MA: Ballinger.

Henderson, A. C. (2013). Examining policy implementation in health care: Rule abidance and deviation in emergency medical services. *Public Administration Review*, *73*(6), 799-809.

Hupe, P., & Buffat, A. (2014). A public service gap: Capturing contexts in a comparative approach of street-level bureaucracy. *Public Management Review*, *16*(4), 548–569.

Irshad, M., Bartels, J., Majeed, M., & Bashir, S. (forthcoming). When breaking the rule becomes necessary: The impact of leader–member exchange quality on nurses prosocial rule-breaking. *Nursing Open*, 1-15.

(…)

Kahneman, D., & Klein, G. (2009). Conditions for intuitive expertise: A failure to disagree. *American Psychologist, 64*(6), 515-526.

Kaufmann, W., Borry, E. L., & DeHart-Davis, L. (2019). More than pathological formalization: Understanding organizational structure and red tape. *Public Administration Review, 79*(2), 236-245.

(…)

Maynard-Moody, S., & Musheno, M. (2003). *Cops, teachers, counselors: Stories from the front lines of public service*. Ann Arbor, MI: University of Michigan Press.

Maynard-Moody, S., & Portillo, S. (2010). Street-level bureaucracy theory. In Robert F. Durant (Ed.), *Oxford handbook of american bureaucracy* (pp. 252-277). New York, NY: Oxford University Press.

McGee, H. (1970). Discretionary justice: A preliminary inquiry. *Georgia Law Review, 4*, 633-641.

(…)

Nickels, E. L. (2007). A note on the status of discretion in police research. *Journal of Criminal Jutice, 35*(5), 570-578.

Nothdurfter, U., & Hermans, K. (2018). Meeting (or not) at the street level? A literature review on street-level research in public management, social policy and social work. *International Journal of Social Welfare, 27*(3), 294-304.

Oberfield, Z. W. (2010). Rule following and discretion at government's frontlines: Continuity and change during organization socialization. *Journal of Public Administration Research and Theory, 20*(4), 733-755.

(…)

Ting, C. (2020). The feedback loop of rule-breaking: Experimental evidence. *Social Science Journal, 57*(3), 367-380.

(…)

Veiga, J. F., Golden, T. D. & Dechant, K. (2004). Why managers bend company rules. *Academy of Management Executive*, *18*(2), 84-90.

Waseem, Z. (2021). Policing COVID-19 through procedural informality in Pakistan. *Policing and Society, 31*(5), 583-600.

Weißmüller, K. S., De Waele, L., & van Witteloostuijn, A. (forthcoming). Public service motivation and prosocial rule-breaking: An international vignettes study in Belgium, Germany, and the Netherlands. *Review of Public Personnel Administration*, 1-29.

Zacka, B. (2017). *When the state meets the street: Public service and moral agency*. Cambridge, MA: Belknap Press of Harvard University Press.

Zhang, Y., Yang, F., & Zhao, M. (2021). Managerial communication and frontline workers' willingness to abide by rules: Evidence from local security agencies in China. *American Review of Public Administration, 51*(4), 293-307.