

of the Ombudsman' (Stieber 2000), the present state of the literature may perhaps best be described as '57 Varieties of Ombudsman Research'.

As indicated in the Introduction, an important ambition of this *Research Handbook* was to move beyond the adolescent phase of ombudsman research and develop a more mature approach to ombudsman studies. The biggest challenge for future ombudsman research, therefore, is to develop – what we would tentatively describe as – a general 'ombuds-science'. Just like, for example, criminology combines elements from different disciplines to study criminal behavior or political science uses different methods and theories to study politics; the central aim of an 'ombuds-science' will be to develop a dedicated, interdisciplinary and integrated academic approach to analyze all aspects of the ombudsman. The chapters in this *Research Handbook* provide several important ingredients for the development of such an integrated approach. In our view, this will be of value for academics designing future ombudsman studies and for practitioners and policymakers in understanding the future challenges of the ombudsman.

## REFERENCES

- Ansell, C. (2011), *Pragmatist Democracy: Evolutionary Learning as Public Philosophy*.
- Argyris, C. and Schön, D.A. (1978), *Organizational Learning: A Theory for Action Perspective*. Reading, Mass: Addison-Wesley.
- Blichner, L. and Molander, A. (2005), *What is Juridification?* (Working Paper, Centre for European Studies). Available at: [http://www.sv.uio.no/arena/english/research/publications/arena-working-papers/2001-2010/2005/wp05\\_14.pdf](http://www.sv.uio.no/arena/english/research/publications/arena-working-papers/2001-2010/2005/wp05_14.pdf). [accessed 25 July 2018].
- Buck, T., Kirkham, R., and Thompson, B. (2011), *The Ombudsman Enterprise and Administrative Justice*. Surrey: Ashgate.
- Danet, B. (1978), 'Toward a Method to Evaluate the Ombudsman Role,' *Administration & Society*, 10 (3), 335–70.
- Felstiner, W., Abel, R. and Sarat, A. (1980), 'The Emergence and Transformation of Disputes: Naming, Blaming, Claiming,' *Law & Society Review*, 15 (3/4), 631–54.
- Flash Eurobarometer (2013) *Justice in the EU* (Flash Eurobarometer 385). European Commission. Available at: [https://data.europa.eu/euodp/data/dataset/S1104\\_385](https://data.europa.eu/euodp/data/dataset/S1104_385). [accessed 25 July 2018].
- Friedman, L.M. (1985). *Total Justice*. New York: Russell Sage Foundation.
- Friedman, L.M. (2001), 'Erewhon: The Coming Legal Order,' *Stanford Journal of International Law* 37 (2), 347–64.
- Galanter, M. (1986) 'The Day After the Litigation Explosion,' *Maryland Law Review*, 46 (3), 3–39.
- Gallup (2015) 'Trust in U.S. Judicial Branch Sinks to New Low of 53%,' Available at: <http://www.gallup.com/poll/185528/trust-judicial-branch-sinks-new-low.aspx>.
- Gallup (2016) 'Americans' Confidence in Institutions Stays Low,' Available at: <http://www.gallup.com/poll/192581/americans-confidence-institutions-stays-low.aspx>. [accessed 25 July 2018].
- Gilson, C., Dunleavy, P. and Tinkler, J. (2009), *Organizational Learning in Government Sector Organizations: Literature Review*. London: National Audit Office/LSE Public Policy Group.
- Gill, C. and Creutzfeldt, N. (2018), 'The 'Ombuds Watchers': Collective Dissent and Legal Protest Among Users of Public Services Ombuds,' *Social & Legal Studies* 27 (3), 367–88.
- Hertogh, M. and Halliday, S. (eds) (2004), *Judicial Review & Bureaucratic Impact: International and Interdisciplinary Perspectives*. Cambridge: Cambridge University Press.
- Hertogh, M. (2011) 'Loyalists, Cynics and Outsiders. Who Are the Critics of the Justice System in the UK and the Netherlands?' *International Journal of Law in Context*, 7(1), 31–46.
- Kagan, R.A. (1995), 'What Socio-Legal Scholars Should Do When There is Too Much Law to Study,' *Journal of Law and Society*, 22 (1), 140–48.
- Lind, E.A. and Tyler, T. (1988), *The Social Psychology of Procedural Justice*. New York: Plenum.
- Mashaw, J. (1983), *Bureaucratic Justice*. New Haven: Yale University Press.
- Merton, R.K. (1968), 'The Matthew Effect in Science. The Reward and Communication Systems of Science Are Considered,' *Science*, 159 (3810), 56–63.
- Michaels, R. (2013), 'Globalisation and Law: Law Beyond the State,' in: R. Banakar and M. Travers (eds), *Law and Social Theory* (Second Edition). Oxford: Hart Publishing, pp.287–303.

- Nielsen, L. (2010), 'The Need for Multi-Method Approaches in Empirical Legal Research,' in: Cane, P. and Kritzer, H. (eds.), *The Oxford Handbook of Empirical Legal Research*. Oxford: Oxford University Press, pp.951–75.
- Nye, J.S. et al (1997), *Why People Don't Trust Government*. Cambridge, Mass: Harvard University Press.
- Pew (2013) 'Negative Views of Supreme Court at Record High, Driven by Republican Dissatisfaction,' Available at: <http://www.people-press.org/2015/07/29/negative-views-of-supreme-court-at-record-high-driven-by-republican-dissatisfaction/>. [accessed 25 July 2018].
- Quandt, M. et al. (eds) (2015), *Political Trust and Disenchantment with Politics*. Leiden: Brill.
- Rosanvallon, P. (2008), *Counter-Democracy: Politics in an Age of Distrust*. Cambridge: Cambridge University Press.
- Schiff Berman, P. (2012), *Global Legal Pluralism: A Jurisprudence of Law Beyond Borders*. Cambridge: Cambridge University Press.
- Simon, W.H. (2004), 'Solving Problems v Claiming Rights: The Pragmatist Challenge to Legal Liberalism,' *William and Mary Law Review* 46, 127–212.
- Stieber, C. (2000), '57 Varieties: Has the Ombudsman Concept Become Diluted?', *Negotiation Journal*, 16 (1), 49–57.
- Teubner, G. (ed.) (1987), *Juridification of Social Spheres. A Comparative Analysis in the Areas of Labor, Corporate, Antitrust and Social Welfare Law*. Berlin/New York: Walter de Gruyter.
- Thibaut, J. and Walker, L. (1975), *Procedural Justice*. Hillsdale: Erlbaum.
- Torcal, M. and Montero, J.R. (eds) (2006), *Political Disaffection in Contemporary Societies*. London/New York: Routledge.
- Twining, W. (2009), *General Jurisprudence: Understanding Law from a Global Perspective*. Cambridge: Cambridge University Press.