

**Call for Papers**  
**Special Issue on**  
**“Crisis Communication in the Public Sector”**  
***Journal of Nonprofit & Public Sector Marketing***

Guest Editors:

Sabine Einwiller, Vienna University and  
Daniel Laufer, Victoria University of Wellington, New Zealand  
Deadline: 31<sup>st</sup> of December, 2019

Research in the area of crisis communication has primarily focused on the private sector, and researchers have conducted a considerable amount of research around restoring image and trust (Olsson, 2014). However, crisis communication in the public sector is also of great importance, and more work needs to be done in this area. A review of the literature on crisis and disasters, which tends to focus primarily on the public sector, also has relatively little research on crisis communication (Kuipers and Welsh, 2017).

The editors of this special issue, Sabine Einwiller and Daniel Laufer would be pleased to receive papers related to any aspect of crisis communication in the Public Sector. The deadline for this special issue is 31<sup>st</sup> of December, 2019. The Special Issue is scheduled to appear at the end of 2020. Theoretical and empirical research articles (qualitative, quantitative and mixed-method designs) are welcome. The following examples give an idea of the scope of possible topics:

- Risk Communication
- Impact of Crises on Stakeholder Relationships (Voters, media, political parties, etc.)
- Communication During Crises
- Crisis Communication and Social Media
- Rumour crises and fake news
- Measuring Crisis Impact
- Organizational Learning & Crises

### **Submission Instructions**

The deadline for submission of manuscripts is December 31, 2019. Manuscripts should be prepared in accordance with the *Journal of Nonprofit & Public Sector Marketing's* Style Guide for Authors:

<https://www.tandfonline.com/action/authorSubmission?show=instructions&journalCode=wnon20>.

Manuscripts should be electronically submitted online at

<https://www.tandfonline.com/toc/wnon20/current>.

All submissions will be subject to the regular double-blind peer review process at JNPSM.

**ANZMAC Conference in Wellington, New Zealand ([www.ANZMAC2019.com](http://www.ANZMAC2019.com))**

There will be an opportunity to receive feedback on papers before the submission deadline. During the ANZMAC 2019 conference there will be a conference track on Crisis Communication in the Public Sector. People submitting papers to the conference track will receive feedback at the conference

that may help them improve their papers before the special issue submission deadline. ANZMAC 2019 will be held in Wellington from 2-4 of December, 2019.

### **Contact details**

Please direct any questions regarding the Special Issue to one of the guest editors.

- Sabine Einwiller, Vienna University ([sabine.einwiller@univie.ac.at](mailto:sabine.einwiller@univie.ac.at))
- Daniel Laufer, Victoria University of Wellington ([dan.laufer@vuw.ac.nz](mailto:dan.laufer@vuw.ac.nz))

### **References**

Kuipers, S. & Welsh, N.H. (2017) Taxonomy of the Crisis and Disaster Literature: Themes and Types in 34 Years of Research. *Risk, Hazards & Crisis in Public Policy* 2017 Vol 8 (4): 272-283

Olsson, E. (2014) Crisis Communication in Public Organisations: Dimensions of Crisis Communication Revisited. *Journal of Contingencies and Crisis Management* 2014 Vol 22 (2): 113-125