

Handbook of Innovation in Public Services

Edited by **Stephen P. Osborne** • **Louise Brown**



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Rolf Rønning,Bo Enquist,Lars Fuglsang

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Handbook of Innovation in Public Services Stephen P. Osborne, Louise Brown, 2013-01-01 Innovation is a core issue for public services and is a key element of public services reform particularly in this age of austerity where policymakers urge the need to innovate to do more with less This comprehensive and accessible Handbook explores the potential for creating efficient and effective public services Leading researchers from across the globe review the state of the art in research on innovation in public services providing an overview of key issues from a multi disciplinary perspective Topics explored include context for innovation in public services and public service reform managerial change challenges ICT and e government and collaboration and networks The theory is underpinned by seven wide ranging case studies of innovation in practice Taking the field forward and providing a baseline for future research this highly unique and original Handbook will prove essential reading for academics researchers students policymakers and practitioners across the fields of innovation public policy social policy and public management

Global Encyclopedia of Public Administration, Public Policy, and Governance Ali Farazmand, 2023-04-05 This global encyclopedic work serves as a comprehensive collection of global scholarship regarding the vast fields of public administration public policy governance and management Written and edited by leading international scholars and practitioners this exhaustive resource covers all areas of the above fields and their numerous subfields of study In keeping with the multidisciplinary spirit of these fields and subfields the entries make use of various theoretical empirical analytical practical and methodological bases of knowledge Expanded and updated the second edition includes over a thousand of new entries representing the most current research in public administration public policy governance nonprofit and nongovernmental organizations and management covering such important sub areas as 1 organization theory behavior change and development 2 administrative theory and practice 3 Bureaucracy 4 public budgeting and financial management 5 public economy and public management 6 public personnel administration and labor management relations 7 crisis and emergency management 8 institutional theory and public administration 9 law and regulations 10 ethics and accountability 11 public governance and private governance 12 Nonprofit management and nongovernmental organizations 13 Social health and environmental policy areas 14 pandemic and crisis management 15 administrative and governance reforms 16 comparative public administration and governance 17 globalization and international issues 18 performance management 19 geographical areas of the world with country focused entries like Japan China Latin America Europe Asia Africa the Middle East Russia and Eastern Europe North America and 20 a lot more Relevant to professionals experts scholars general readers researchers policy makers and manger and students worldwide this work will serve as the most viable global reference source for those looking for an introduction and advance knowledge to the field

Elgar Encyclopedia of Services Faïz Gallouj, Camal Gallouj, Marie-Christine Monnoyer, Luis Rubalcaba, 2023-01-17 The Encyclopedia of Services is a ground breaking resource that offers a unique overview of what

constitutes the main source of wealth and employment in our contemporary economies namely services This title contains one or more Open Access chapters **Framing Innovation in Public Service Sectors** Rolf Rønning,Bo Enquist,Lars Fuglsang,2014-05-09 Innovation is seen as an interactive process that involves many actors within and across organizational boundaries In public sector services innovation is a frequent often holistic and multi layered process that involves many actors and many services at the same time However most of the existing literature on innovation in public sector services is based on the economics of innovation which is heavily influenced by investigations of the private sector Innovation in the Public Sector develops a more context sensitive and rich approach in order to explore the different logics of innovation that prevail here Rather than presenting a general theory of innovation the book specifies how innovation and value creation are interconnected with social and institutional elements Analytical constructs including dynamic capability absorptive capacity and practice based approaches are reviewed and anchored in the organizational context of public sector services Such a perspective on innovation can help us develop new understandings of the process and history of innovation contributing to processual organizational analysis in a broader sense and further developing present theories of organizational change

The Introduction of e-Government in Switzerland Tereza Cahlikova,2021-08-08 This book studies the question of e Government development from a multi faceted perceptive The first introductory chapter outlines the importance of public sector digitalisation The second chapter clarifies the used e Government terminology and divides the concept between electronic public service delivery and electronic practice of democracy Influential factors having an impact on the introduction of e Government projects are divided between those of organisational institutional individual and technological nature and discussed in detail in the third chapter The fourth chapter presents empirical findings from the Swiss case study that constitutes both an exceptional and exemplary model of e Government development High quality of public services and the participative style of democracy would seem to predestine the country to be the precursor in the field of e Government However the state of e Government development does not correspond to the potential that Swiss contextual conditions offer The importance of the Swiss case study for the understanding of e Government as an institutional and organisational transformation is outlined in the fifth chapter *Beyond Bureaucracy* Alois A. Paulin,Leonidas G. Anthopoulos,Christopher G. Reddick,2017-04-22 This book examines the role of bureaucracy in modern technologically advanced societies the traditional models of governance and the potential of information technology to fundamentally change and improve governance In the area of public domain governance information and communication technologies ICTs have empowered public agencies to improve their activities and to strengthen the efficiency of their operations Technology has enabled optimized transfer of knowledge and information between government agencies more efficient supervision and control of relationships with citizens and higher efficiency in law enforcement through better access to information Throughout the last decades technology has been used to strengthen the role of state bureaucracies and the relationship between the civil service

and the citizens We have witnessed the transformative powers of ICTs in private sector enterprises in well structured technological landscapes which has produced new ecosystems comprised of software developers providers and consumers who provide and consume new products and services in ecosystems that are based on clear technological standards and shared modular generic artefacts which allow for distributed peer production ICTs will shape cultural and civic discourse and create products services and tools relying on the open toolsets technologies and exchange of knowledge between peers This book will be of particular interest to government CIOs IT IS managers researchers students and practitioners in technical sciences public administration business management public policy and IS management *Organizational Innovation in Public Services* P. Valkama,S. Bailey,A. Anttiroiko,2013-08-22 In the wake of the economic crisis many public services are facing a challenging environment in which they receive less funding but are expected to deliver better services Organisational Innovation in Public Services develops new theoretical models and analyses case studies to provide an important insight into how to modernise public services **Applied Artificial Intelligence in Business** Saad G. Yaseen,2025-09-30 This book addresses applied artificial intelligence and generative artificial intelligence in the business context It attempts to open the black box of cutting edge AI systems tools and algorithms for business in a way that produces novel knowledge and insights with clear business implications With focus on applied AI in business this book presents research on different theories paradigms methods and explains many potential challenges opportunities and crucial landscape of artificial intelligence and generative artificial intelligence Public Sector Innovation Mehmet Akif Demircioglu,David B. Audretsch,2024-07-04 Provides a systematic overview analysis framework research agenda and strategic directions for the study of public sector innovation The authors discuss how public organizations and public sector employees can innovate barriers and impediments governments role for innovation sources of innovation types of innovation ethics The Handbook of Innovation and Services F. Gallouj,F. Djellal,2011-11-01 This book represents a significant step towards dealing with the lacuna constituted by the inadequacy of the literature on the services And as such it approaches its task from a variety of directions From the foreword by William J Baumol New York University US The Handbook of Innovation and Services is an exceptional volume Its contributors including Fa z Gallouj William Baumol Jean Gadrey and Pascal Petit are among the major thinkers in both the fields of the economics of services and the economics of innovation Selected topics include the cost disease services innovation in the global economy social innovation in the services and innovation and employment in services The book I am sure will become a standard reference volume in both these fields in the ensuing years Edward Wolff New York University US This Handbook brings together 49 international specialists to address an issue of increasing importance for the world s post industrial economies innovation as it relates to services Contemporary economies have two fundamental characteristics Firstly they are service economies in as much as services account for more than 70 per cent of the wealth and jobs in most developed countries Secondly they are innovation

economies as recent decades have seen an unprecedented development of scientific technological organisational and social innovations This Handbook expertly links these two major characteristics in order to investigate the role of innovation in services an issue that until now has been inadequately explored and one that poses many theoretical and operational challenges This comprehensive volume encompasses the views of eminent scholars from a range of disciplines including economics management sociology and geography and draws on a number of different analytical and methodological perspectives With its multi disciplinary approach this Handbook will be an invaluable reference source for academics and students in the fields of economics management and the geography of services and innovation Public authorities and managers in the service sector will also find this book fascinating

Future Public Governance and Global Crises Elias Pekkola, Jan-Erik Johanson, Marjukka Mikkonen, Jari Stenvall, Emmi Siirtola, 2025-01-09 This is an open access title available under the terms of a CC BY NC ND 4.0 License It is free to read download and share on Elgaronline.com This timely book provides an in depth exploration of future public governance in a post pandemic world It highlights the relationship between administrative reforms collaborative mechanisms and emphasises the necessity of a solid knowledge base and evidence based policy making when responding to unforeseen societal changes and crises

Predictive Models for School Leadership and Practices Amzat, Ismail Hussein, 2018-09-07 A successful administrator is one who applies suitable or appropriate leadership styles in various situations or contexts It is crucial to investigate how effective administrators lead their organizations in challenging and difficult times as well as promote the accomplishments of their organization Predictive Models for School Leadership and Practices is an essential reference source that discusses academic administration as well as administrative effectiveness in achieving organizational goals Featuring research on topics such as teacher collaboration school crisis management and ITC integration this book is ideally designed for principals researchers academics educational policymakers and teachers seeking coverage on academic leadership and leadership models

Innovation in Social Welfare and Human Services Rolf Rønning, Marcus Knutagard, 2015-02-11 Innovation is an oft heard buzzword in both public and private sectors concerned with the organisation and delivery of services to vulnerable individuals This thoughtful volume explores what innovation might actually involve in the context of contemporary human services Highlighting both the importance and utility of innovation but also promoting a more reflective approach the book distinguishes between innovation and improvement and discusses the relevant differences between private sector public sector and non profit organisations It looks at how innovation is often as much a result of the power relations between the involved actors and the structural context as a result of popularly identified drivers and barriers Including numerous case studies the book illustrates and explains innovations in welfare services at different levels looking at the macro level innovations in social policy the meso level innovation at organisational level and the micro level user driven innovations Arguing the innovation is nothing new in human services the authors emphasise the importance of innovation being developed and supported by those working within

those organisations New and creative solutions to problems encountered in everyday work by front line workers can be taken up to improve services provided and make a difference for the users rather than change being externally imposed upon them by those without insider knowledge Innovation in Social Welfare and Human Services is an important read for researchers and practitioners interested in the administration leadership and organisation of social services Handbook of Research on Demand-Driven Web Services: Theory, Technologies, and Applications Sun, Zhaohao,2014-03-31 In the current technological world Web services play an integral role in service computing and social networking services This is also the case in the traditional FREG foods resources energy and goods services because almost all traditional services are replaced fully or partially by Web services Handbook of Research on Demand Driven Web Services Theory Technologies and Applications presents comprehensive and in depth studies that reveal the cutting edge theories technologies methodologies and applications of demand driven Web mobile and e business services This book provides critical perspectives for researchers and practitioners lecturers and undergraduate graduate students and professionals in the fields of computing business service management and government as well as a variety of readers from all the social strata **Handbook of Innovation Indicators and Measurement** Fred Gault,2013-01-01 A great book to understand and foster innovation at all levels a truly innovative piece of work Enrico Giovannini Minister of Labour and Social Policies Italy This book brings together original contributions from world leading experts on innovation indicators and is unique in several respects First the focus is upon innovation in terms of commercialized products and processes and not on secondary indicators of research or patenting Second it combines academic perspectives with user perspectives from industry and international organizations Third it strikes a good balance between old and new indicators opening up new dimensions of innovation for measuring It is a book worth reading for scholars studying innovation for policy makers and not least for innovation managers in the private sector Bengt ke Lundvall Aalborg University Denmark and Sciences Po Paris France This Handbook comprehensively examines indicators and statistical measurement related to innovation as defined in the OECD Eurostat Oslo Manual It deals with the development and the use of innovation indicators to support decision making and is written by authors who are practitioners who know what works and what does not in order to improve the development of indicators to satisfy future policy needs This unique volume presents the historical and geographical context for innovation indicators and measurement practical examples of how measurement is actually undertaken new areas of innovation indicators and measurement including consumer innovation public sector innovation and social innovation This informative Handbook will appeal to policy makers in government departments statistical offices and research institutes and international organizations such as the EU OECD and the UN as well as university departments of economics sociology law science and technology and public policy

Handbook of Innovation and Regulation Pontus Braunerhjelm,Martin Andersson,Knut Blind,Johan E. Eklund,2023-12-11 This comprehensive Handbook presents thoughtful analysis on how regulations can impact innovation within a number of

regulatory fields and markets and provides a greater understanding of regulatory complexity and the challenging task it presents for future research **Handbook of Service Experience** Per Kristensson,Lars Witell,Mohamed Zaki,2025-02-12

This prescient Handbook adopts an overarching perspective on service experiences in business contexts Incorporating up to date research and empirical case studies chapters focus on customer experience design innovation and management in the digital era Introduction to Comparative Public Administration Sabine Kuhlmann,Hellmut Wollmann,Renate

Reiter,2025-02-12 This updated third edition of the Introduction to Comparative Public Administration explores the cultural organizational personnel and financial aspects of public administration across a wide range of European countries The authors provide country profiles comparative reform assessments and case studies to highlight the similarities and differences among European public administrations with key learning objectives highlighted for each chapter *The Oxford Handbook of Megaproject Management* Bent Flyvbjerg,2017-06-01 The Oxford Handbook of Megaproject Management provides state of the art scholarship in the emerging field of megaproject management Megaprojects are large complex projects which typically cost billions of dollars and impact millions of people like building a high speed rail line a megadam a national health or pensions IT system a new wide body aircraft or staging the Olympics The book contains 25 chapters written especially for this volume covering all aspects of megaproject management from front end planning to actual project delivery including how to deal with stakeholders risk finance complexity innovation governance ethics project breakdowns and scale itself Individual chapters cover the history of the field and relevant theory from behavioral economics to lock in and escalation to systems integration and theories of agency and power All geographies are covered from the US to China Europe to Africa South America to Australia as are a wide range of project types from hard infrastructure to soft change projects In depth case studies illustrate salient points The Handbook offers a rigorous research oriented up to date academic view of the discipline based on high quality data and strong theory It will be an indispensable resource for students academics policy makers and practitioners *E-Government Success Factors and Measures: Theories, Concepts, and Methodologies*

Gil-Garcia, J. Ramon,2013-05-31 As governments around the world seek new and more effective methods of organizing their administrations electronic government plays an increasingly more important role in governmental success However due to hindrances in financial and communication resources these advantages are often overlooked E Government Success Factors and Measures Theories Concepts and Methodologies investigates successful e government initiatives in a modern technological environment exploring both benefits and challenges due to various technical organizational social and contextual factors The book provides academics and professionals with concepts theories and current research in the arena of e government enabling readers to develop a broader understanding of the measures inherent in successful e governments on a global scale This book is part of the Advances in Electronic Government Digital Divide and Regional Development series collection

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