

HORIZON
2020

Understanding value co-creation in public services for transforming European public administrations

Ergebnisse

Projektinformationen

Co-VAL

ID Finanzhilfvereinbarung: 770356

[Projektwebsite](#) 

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[10.3030/770356](https://doi.org/10.3030/770356) 

Projekt abgeschlossen

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22 September 2017

Startdatum

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Enddatum

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SOCIETAL CHALLENGES - Europe In A Changing World - Inclusive, Innovative And Reflective Societies

Gesamtkosten

€ 4 461 508,75

EU-Beitrag

€ 4 461 508,75

Koordiniert durch

ATHENS TECHNOLOGY
CENTER ANONYMI
VIOMICHANIKI EMPORIKI KAI
TECHNIKI ETAIREIA
EFARMOGON YPSILIS
TECHNOLOGIAS



Greece

Dieses Projekt findet Erwähnung in ...



Digitale Registrierung: Gemeinsam innovative öffentliche Dienstleistungen für Menschen und Unternehmen schaffen

CORDIS bietet Links zu öffentlichen Ergebnissen und Veröffentlichungen von HORIZONT-Projekten.

Links zu Ergebnissen und Veröffentlichungen von RP7-Projekten sowie Links zu einigen Typen spezifischer Ergebnisse wie Datensätzen und Software werden dynamisch von [OpenAIRE](#)  abgerufen.

Leistungen

Websites, patent filings, videos etc. (4)

[Project Website and Social Media](#)

Development of the Project website and Social Media accounts

[Complete Dashboard](#)

The dashboard is the online tracker, completed with data. It will allow to quickly visualize who is doing what on co-creation, and rank MS based on their activity in the different policy areas.

[Online prototype tracker](#)

The online tracker will be based on the checklist of indicator, and will allow data gathering and data visualization regarding the implementation of the recommendations. It will be a dedicated mini-site, integrated in the main Co-VAL site. It will allow experts to upload data and display summary information per Member State.

[Co-Design of the databases](#)

This will include the design of good practices (LC) and the enrichment of research knowledge base (UAH).

[Co-design of panel report](#)

This delivery will present the goals and working methods of the stakeholders' panel as the outcome of interactions between Co-VAL full members and Co-VAL panel members.

[Report on cross country comparison on existing innovation and living labs](#)

Providing a review of existing innovation and living labs and other experimental approaches to innovation.

[2 yearly reports](#)

The data and the dashboard will also be used for producing a report about the progress in implementing the recommendations. This is designed to complement the online dashboard, in order to ensure accountability by governments, and to promote further adoption of the recommendations.

[Toolbox report on service design approaches to co-creation of public value](#)

The toolbox will provide policy makers, public sector managers and service designers, practical knowledge and tools for pursuing service design approaches as means for co-creating public value in public service delivery.

[4th empirical approach to value co-creation in public services: structural transformations](#)

Components: • Results of the investigation: sectorial analysis (cases in different public service sectors). • Results of the investigation: national case studies reported explaining specificities and how they link to the general purpose of the research project.

[Methodology for monitoring](#)

The deliverable will present the methodology to transpose the policy recommendations in yes/no indicators, corroborated by evidence.

[Report on Dissemination and Communication Activities v1.0](#)

Reporting on accomplished dissemination and communication activities for the first reporting period and planned activities for the next period.

[Research report on the experiments](#)

To review and evaluate the evidence on future engagement on the basis of the experiments.

[Survey implementation protocol](#)

This report will include a detailed description of the survey protocol, including the timeline, the number of contacted managers on specific dates, the timing of online

and mailed contacts, all telephone follow-ups, contact and follow-up letters, etc.

[Transversal results and scientific articles produced within WP 6](#)

Components: • Transversal (trans-sectorial and trans-national) results. • Results of the workpackage will be published as scientific articles. A second report will collect these outcomes from the WP.

[Literature review on public service reform models](#)

To review and evaluate existing evidence.

[Publication of the repository](#)

This will be the publication of the repository.

[Report summarizing cognitive testing plus the final questionnaire](#)

The report will include the two final questionnaires for the survey, plus a description of the cognitive testing results and explanations of the reasons for all changes compared to the draft questionnaires.

[Research report on the case studies](#)

To review and evaluate the evidence on current engagement from the case studies.

[Mapping and instruments providing data on the co-creation of public services](#)

The main objective is to provide a review of available data and to create comparative indicators on the use of co-creation and transformative service innovations in the public sector. The indicators will be designed to meet requirements for monitoring over time and benchmarking across countries.

[Communication Plan](#)

Detailed Communication plan outlining the communication strategy that will be applied by Co-VAL.

[Report on participatory stakeholder model](#)

Analysing the organizational models, rationales and tools of living labs in the public sector to support co-creation and public value creation.

[Report on cross country comparison on service design](#)

The literature review report will convey findings on service design thinking, methods and techniques in use in various public service settings in Europe, it will analyse potential benefits and limitations of public sector service design in a PSDL perspective.

[4 Policy Briefs](#)

A policy brief will be produced every 9 months based on the research results and the policy debate. They will be professionally edited and published, as usual for The Lisbon Council standard.

[Report on Dissemination and Communication Activities v2.0](#)

Reporting on accomplished dissemination and communication activities for the second reporting period.

[Final synoptic WP Research Report integrating the above and drawing out its conclusions](#)

To pull together the findings and evidence from the prior deliverables and to draw out the implications, contingencies and contributions both for policy and practice and for theory.

[Report from online engagement](#)

This report will summarize the outcomes of the interactions with stakeholders on-line.

[Report on in-depth case studies](#)

The case study report will convey findings on the potential impacts and limitations of various service design approaches in different European settings.

[Preliminary survey results](#)

This report will include preliminary descriptive results from the survey, for all countries combined and for individual countries. It also includes indicators for transformative innovation and co-creation.

[Report on strategic case studies](#)

Providing in depths case studies of innovation living labs in participating countries. Analysing how they evolve as organizational and institutional structures and arrangements.

[Final report of survey results](#)

The final report will provide a methodological overview (cognitive testing, sample selection etc), descriptive results, and econometric results using regression and QCA analytical methods to identify the factors that encourage co-creation, transformative innovation and innovation benefits.

[Draft questionnaires for cognitive testing, plus the final questionnaires](#)

The main output is two draft questionnaires (one for public sector organisations and one for NGO/private sector collaboration partners) for cognitive testing.

[Guidelines for country experts](#)

The document will be used by country experts (both partners and non-partners) to upload the data.

Veröffentlichungen

Peer reviewed articles (25)

[Mapping social innovation networks: Knowledge intensive social services as systems builders](#) 

Autoren: Benoît Desmarchelier, Faridah Djellal, Faïz Gallouj

Veröffentlicht in: Technological Forecasting and Social Change, Ausgabe 157, 2020, Seite(n) 120068, ISSN 0040-1625

Herausgeber: Elsevier BV

DOI: 10.1016/j.techfore.2020.120068

[Beyond co-production: Value creation and public services](#) 

Autoren: Stephen P. Osborne, Greta Nasi, Madeline Powell

Veröffentlicht in: Public Administration, 2021, ISSN 0033-3298

Herausgeber: Wiley-Blackwell

DOI: 10.1111/padm.12718

[How Governance Paradigms and Other Drivers Affect Public Managers' Use of Innovation Practices. A PLS-SEM Analysis and Model](#) 

Autoren: Alberto Peralta, Luis Rubalcaba

Veröffentlicht in: Mathematics, Ausgabe 9/9, 2021, Seite(n) 1055, ISSN 2227-7390

Herausgeber: MDPI

DOI: 10.3390/math9091055

[Competency-Industry Relatedness \(C-IR\) Framework for Sustained Business Growth in Startups during and Beyond Pandemic: Myths and Lessons from Publicly Funded Innovative Startups](#) 

Autoren: Varun Gupta, Luis Rubalcaba

Veröffentlicht in: Sustainability, Ausgabe 13/9, 2021, Seite(n) 4632, ISSN 2071-1050

Herausgeber: MDPI Open Access Publishing

DOI: 10.3390/su13094632

[Social entrepreneurs as change makers: expanding public service networks for social innovation](#) 

Autoren: Anne Vorre Hansen, Lars Fuglsang, Faïz Gallouj, Ada Scupola

Veröffentlicht in: Public Management Review, 2021, Seite(n) 1-20, ISSN 1471-9037

Herausgeber: Taylor & Francis
DOI: 10.1080/14719037.2021.1916065

The role of soft skills to leverage co-creation in living labs: insights from Spain

Autoren: David Gago, Luis Rubalcaba

Veröffentlicht in: The Innovation Journal: The Public Sector Innovation Journal, Ausgabe Volume 25(2), 2020, ISSN 1715-3816

Herausgeber: The Innovation Journal

[Public Value Co-Creation in Living Labs—Results from Three Case Studies](#) 

Autoren: Nathalie Haug, Ines Mergel

Veröffentlicht in: Administrative Sciences, Ausgabe 11/3, 2021, Seite(n) 74, ISSN 2076-3387

Herausgeber: MDPI

DOI: 10.3390/admsci11030074

[A Metagovernance Model of Innovation Networks in the Health and Social Services Using a Neo-Schumpeterian Framework](#) 

Autoren: Alberto Peralta, Luis Rubalcaba

Veröffentlicht in: International Journal of Environmental Research and Public Health, Ausgabe 18/11, 2021, Seite(n) 6133, ISSN 1660-4601

Herausgeber: MDPI

DOI: 10.3390/ijerph18116133

Creating value in Public Services: The Struggle between Private and Public interest

Autoren: Siv Magnussen, Rolf Rønning

Veröffentlicht in: The Innovation Journal: The Public Sector Innovation Journal, Ausgabe Volume 26(1), 2021, ISSN 1715-3816

Herausgeber: The Innovation Journal

[Co-experience, co-production and co-governance: an ecosystem approach to the analysis of value creation](#) 

Autoren: Kirsty Strokosch, Stephen P. Osborne

Veröffentlicht in: Policy & Politics, Ausgabe 48/3, 2020, Seite(n) 425-442, ISSN 0305-5736

Herausgeber: The Policy Press

DOI: 10.1332/030557320x15857337955214

[Collaborative Service Innovation: A Quantitative Analysis of Innovation Networks in a Multisectoral Setting](#) 

Autoren: Alberto Peralta, Luis Rubalcaba

Veröffentlicht in: Mathematics, Ausgabe 9/11, 2021, Seite(n) 1270, ISSN 2227-7390

Herausgeber: MDPI

DOI: 10.3390/math9111270

[Living Labs for Public Sector Innovation: An Integrative Literature Review](#)

Autoren: Lars Fuglsang, Anne Vorre Hansen, Ines Mergel, Maria Taivalaari Rønnebak

Veröffentlicht in: Administrative Sciences, Ausgabe 11/2, 2021, Seite(n) 58, ISSN 2076-3387

Herausgeber: MDPI

DOI: 10.3390/admsci11020058

[Advancing innovation in the public sector: Aligning innovation measurement with policy goals](#)

Autoren: Anthony Arundel, Carter Bloch, Barry Ferguson

Veröffentlicht in: Research Policy, 2018, ISSN 0048-7333

Herausgeber: Elsevier BV

DOI: 10.1016/j.respol.2018.12.001

[Digital service teams in government](#)

Autoren: Ines Mergel

Veröffentlicht in: Government Information Quarterly, Ausgabe 36/4, 2019, Seite(n) 101389, ISSN 0740-624X

Herausgeber: Pergamon Press Ltd.

DOI: 10.1016/j.giq.2019.07.001

[Defining digital transformation: Results from expert interviews](#)

Autoren: Ines Mergel, Noella Edelmann, Nathalie Haug

Veröffentlicht in: Government Information Quarterly, Ausgabe 36/4, 2019, Seite(n) 101385, ISSN 0740-624X

Herausgeber: Pergamon Press Ltd.

DOI: 10.1016/j.giq.2019.06.002

[Digitale Transformation als Reformvorhaben der deutschen öffentlichen Verwaltung](#)

Autoren: Ines Mergel

Veröffentlicht in: der moderne staat – Zeitschrift für Public Policy, Recht und Management, Ausgabe 12 10.3224/dms.v12 https://budrich-journals.de/index.php/dms/issue/archive/1-2019, 2019, Seite(n) 162-171, ISSN 1865-7192

Herausgeber: Budrich Journals

DOI: 10.3224/dms.v12i1.09

[Prosocial Motivation of Private Sector IT Professionals Joining Government](#)

Autoren: Ines Mergel, Nicola Bellé, Greta Nasi

Veröffentlicht in: Review of Public Personnel Administration, Ausgabe November 2019, 2019, Seite(n) 0734371X1988605, ISSN 0734-371X

Herausgeber: Sage Publications
DOI: 10.1177/0734371x19886058

[Digital Transformation of PublicAdministration Services in Denmark:A Process Tracing Case Study](#) 

Autoren: Ada Scupola

Veröffentlicht in: Nordic and Baltic Journal of Information and Communications Technologies, Ausgabe 2018/1, 2019, Seite(n) 261-284, ISSN 1902-097X

Herausgeber: River Publishers

DOI: 10.13052/nbjict1902-097x.2018.014

[Towards a servitization of innovation networks: a mapping](#) 

Autoren: Benoît Desmarchelier, Faridah Djellal, Faïz Gallouj

Veröffentlicht in: Public Management Review, Ausgabe August 2019, 2019, Seite(n) 1-30, ISSN 1471-9037

Herausgeber: Taylor & Francis

DOI: 10.1080/14719037.2019.1637012

[Users' Involvement in Value Co-Creation: The More the Better?](#) 

Autoren: Benoît Desmarchelier, Faridah Djellal, Faïz Gallouj

Veröffentlicht in: European Management Review, Ausgabe October 2019, 2019, ISSN 1740-4754

Herausgeber: Palgrave Macmillan Ltd.

DOI: 10.1111/emre.12365

[L'innovation dans les services publics à la lumière des paradigmes de l'administration publique et des perspectives des Service Innovation Studies](#) 

Autoren: Benoit Desmarchelier, Faridah Djellal, Faïz Gallouj

Veröffentlicht in: European Review of Service Economics and Management, Ausgabe 8-2, 2019, Seite(n) 91-120, ISSN 2497-0107

Herausgeber: Classiques Garnier

DOI: 10.15122/isbn.978-2-406-09862-1.p.0091

Living Labs as an Innovation Tool for Public Value Creation: Possibilities and Pitfalls

Autoren: Anne Vorre Hansen, Lars Fuglsang

Veröffentlicht in: The Innovation Journal: The Public Sector Innovation Journal, Ausgabe Volume 25(3), 2020, ISSN 1715-3816

Herausgeber: The Innovation Journal

[Public Service Logic: An Appropriate Recipe for Improving Serviceness in the Public Sector?](#) 

Autoren: Mette Sønderskov, Rolf Rønning

Veröffentlicht in: Administrative Sciences, Ausgabe 11/3, 2021, Seite(n) 64, ISSN 2076-3387

Herausgeber: MDPI

DOI: 10.3390/admsci11030064

[Developing a strategic user orientation: a key element for the delivery of effective public services](#) 

Autoren: Stephen P. Osborne, Kirsty Strokosch

Veröffentlicht in: Global Public Policy and Governance, 2021, ISSN 2730-6291

Herausgeber: Springer

DOI: 10.1007/s43508-021-00008-9

[Public service innovation networks \(PSINs\): an instrument for collaborative innovation and value co-creation in public service\(s\)](#) 

Autoren: Benoît Desmarchelier, Faridah Djellal, Faïz Gallouj

Veröffentlicht in: European Review of Service Economics and Management, Ausgabe 2020-2, n° 10, 2020, ISSN 2555-0284

Herausgeber: Classiques Garnier

DOI: 10.15122/isbn.978-2-406-11028-6.p.0133

Conference proceedings (32)

Service Design and Learning Experience Development in Higher Education

Autoren: Nóra Fazekas, Norbert Kiss, Tibor Baráth

Veröffentlicht in: 30th RESER International Congress. Value Co-creation and Innovation in the New Service Economy, 2021

Herausgeber: RESER Conference

Political and Cultural Determinants of Public Sector Innovation and Value Co-creation. The Case of Hungary

Autoren: György Drótos, Miklós Rosta

Veröffentlicht in: 30th RESER International Congress. Value Co-creation and Innovation in the New Service Economy, 2021

Herausgeber: RESER Conference

Efficiency of judicial conciliation activities in French courts: Evidence from a bad-output Data Envelopment Analysis (DEA) framework

Autoren: Matthieu Belarouci

Veröffentlicht in: 30th RESER International Congress. Value Co-creation and Innovation in the New Service Economy, 2021

Herausgeber: RESER Conference

Towards a servitization of innovation networks: from traditional innovation networks to public service innovation networks for social innovation

Autoren: Benoît Desmarchelier, Faridah Djellal, Faïz Gallouj

Veröffentlicht in: INTEGRATE Conference “Research and innovation in work for people with complex needs”, 2019

Herausgeber: INTEGRATE Conference

Which innovation regime for public service innovation networks for social innovation (PSINSIs)?
lessons from a European cases database

Autoren: Benoît Desmarchelier, Faridah Djellal, Faïz Gallouj

Veröffentlicht in: 30th RESER International Congress. Value Co-creation and Innovation in the New Service Economy, 2021

Herausgeber: RESER Conference

Social innovation networks and territorial dynamics

Autoren: Céline Merlin-Brogniart

Veröffentlicht in: "R-D Management conference "The innovation challenge: bridging research, industry and society"", 2019

Herausgeber: R-D Management conference

Public service innovation networks (PSINs): an instrument for collaborative innovation and value co-creation in public service(s)

Autoren: Benoît Desmarchelier, Faridah Djellal, Faïz Gallouj

Veröffentlicht in: "R-D Management conference "The innovation challenge: bridging research, industry and society"", 2019

Herausgeber: R-D Management conference

Characteristics of cities and social entrepreneurship

Autoren: Benoît Desmarchelier, Faridah Djellal, Faïz Gallouj

Veröffentlicht in: "Workshop ""Entrepreneurial territories: measures, determinants and outcomes"" organized by the journal ""Annals of Regional Science, 19-20 November 2020"", 2020

Herausgeber: Annals of Regional Science

Functional Service Economy, partnerships and social innovations

Autoren: Céline Merlin-Brogniart

Veröffentlicht in: 28th RESER Conference, "Services in the age of contested globalization", 2018

Herausgeber: RESER Conference

Living labs as a path to public innovation and co-creation

Autoren: Lars Fuglsang, Anne Vorre Hansen

Veröffentlicht in: "30th RESER International Congress ""Value Co-creation and Innovation in the New Service Economy"", 2021

Herausgeber: RESER Conference

A European state-of-the-art of Public Service Innovation Network for Social innovation

Autoren: C. Merlin-Brogniart, L. Fuglsang, S. Magnussen, A. Peralta, R. Rønning, A. Scupola

Veröffentlicht in: 30th RESER International Congress. Value Co-creation and

Innovation in the New Service Economy, 2021

Herausgeber: RESER Conference

[Inception, activities and performance of Spanish living labs: a comparative approach](#)

Autoren: David Gago, Luis Rubalcaba

Veröffentlicht in: 30th RESER International Congress & Co-VAL Conference- Value co-creation and innovation in the Service Economy, 2021

Herausgeber: RESER Conference

DOI: 10.13140/rg.2.2.33625.54882

Public Service Logic and Service Design – Value propositions through framing

Autoren: Røhnebæk, M. Zhu, Y., Peralta, A., Francois, V. & Kiss, N.

Veröffentlicht in: 30th RESER International Congress. Value Co-creation and Innovation in the New Service Economy, 2021

Herausgeber: RESER Conference

Public networks for collaborative social innovation: an exploration of the employment, and social public services

Autoren: Alberto Peralta, Luis Rubalcaba

Veröffentlicht in: 30th RESER International Congress. Value Co-creation and Innovation in the New Service Economy, 2021

Herausgeber: RESER Conference

Characteristics of cities and social entrepreneurship

Autoren: Benoît Desmarchelier, Faridah Djellal, Faïz Gallouj

Veröffentlicht in: 30th RESER International Congress. Value Co-creation and Innovation in the New Service Economy, 2021

Herausgeber: RESER Conference

Mapping Social Innovations: Knowledge Intensive Social Services (KISS) as Systems Builders

Autoren: Benoît Desmarchelier, Faridah Djellal, Faïz Gallouj

Veröffentlicht in: "R-D Management Conference "The innovation challenge: bridging research, industry and society"", 2019

Herausgeber: R-D Management Conference

Public Service Innovation Network for Social Innovation: A European overview

Autoren: C. Merlin-Brogniart, L. Fuglsang, A.V. Hansen, M. Katona, S. Magnussen, A. Peralta, E. Revesz, R. Rønning, M. Rosta, A. Scupola

Veröffentlicht in: 30th RESER International Congress. Value Co-creation and Innovation in the New Service Economy, 2021

Herausgeber: RESER Conference

An integrative innovation network: the MAIA method

Autoren: Céline Merlin-Brogniart

Veröffentlicht in: RNI, Forum Innovation IX, 2019

Herausgeber: Forum Innovation

A research note on living labs co-production: Exploring the link to public value and service

Autoren: Lars Fuglsang, Anne Vorre Hansen

Veröffentlicht in: 28th RESER Conference, "Services in the age of contested globalization", 2018

Herausgeber: RESER Conference

[Citizen-oriented digital transformation in the public sector](#) 

Autoren: Ines Mergel, Rainer Kattel, Veiko Lember, Keegan McBride

Veröffentlicht in: Proceedings of the 19th Annual International Conference on Digital Government Research Governance in the Data Age - dgo '18, 2018, Seite(n) 1-3, ISBN 9781-450365260

Herausgeber: ACM Press

DOI: 10.1145/3209281.3209294

Services in innovation networks and innovation networks in services: from traditional innovation networks (TINs) to public service innovation networks (PSINs)

Autoren: Benoît Desmarchelier, Faridah Djellal, Faïz Gallouj

Veröffentlicht in: Communication to the 28th RESER Conference, "Services in the age of contested globalization", Ausgabe September 2018, 2018

Herausgeber: RESER Conference

Theoretical and empirical evidence of public service innovation networks for social innovation (PSINSIs) in Denmark: A Systematic Literature Review

Autoren: Lars Fuglsang, Ada Scupola

Veröffentlicht in: R&D Management conference "The innovation challenge: bridging research, industry and society", Paris, France, June 17-21, 2019, Ausgabe June 2019, 2019

Herausgeber: R&D Management conference

[A Case Study of Digital Transformation of Danish Public Services: Actors and Policies](#) 

Autoren: Ada Scupola

Veröffentlicht in: 2018 11th CMI International Conference: Prospects and Challenges Towards Developing a Digital Economy within the EU, 2018, Seite(n) 14-18, ISBN 978-1-7281-0444-7

Herausgeber: IEEE

DOI: 10.1109/pctdde.2018.8624818

Innovation in Public Services in the Light of Public Administration Paradigms and Service Innovation Perspectives

Autoren: Benoît Desmarchelier, Faridah Djellal, Faïz Gallouj

Veröffentlicht in: 28th International RESER Conference, “Services and the future of the workforce”, 2019

Herausgeber: RESER Conference

Social Entrepreneurs - The motor behind public service innovation networks for social innovation?

Autoren: Anne Vorre Hansen, Lars Fuglsang

Veröffentlicht in: 30th RESER International Congress. Value Co-creation and Innovation in the New Service Economy, 2021

Herausgeber: RESER Conference

Co-creating the future of work: the role of living labs as spaces of interaction and creation of public value

Autoren: David Gago

Veröffentlicht in: XXIX RESER Annual Conference- Services and the future of workforce, 2019

Herausgeber: RESER Conference

Collaborating for social innovation in public services: inside the black box of public service innovation networks for social innovation (PSINSIs)

Autoren: Benoît Desmarchelier, Faridah Djellal, Faïz Gallouj

Veröffentlicht in: 30th RESER International Congress. Value Co-creation and Innovation in the New Service Economy, 2021

Herausgeber: RESER Conference

Mapping Social Innovation Networks

Autoren: Benoît Desmarchelier, Faridah Djellal, Faïz Gallouj

Veröffentlicht in: 29th International RESER Conference, “Services and the future of the workforce”, 2019

Herausgeber: RESER Conference

Building a framework for the use of servitization and public-private networks for public social innovation

Autoren: Alberto Peralta, Luis Rubalcaba

Veröffentlicht in: 2019 edition of the R&D Management Conference, 2019

Herausgeber: R&D Management Conference

Simulating the social learning and innovation of living labs and social hackathons: the LivLab Simulator

Autoren: Alberto Peralta, Luis Rubalcaba

Veröffentlicht in: 30th RESER International Congress. Value Co-creation and Innovation in the New Service Economy, 2021

Herausgeber: RESER Conference

Social innovation networks, co-creation and innovation dynamics: the case of civic service projects

Autoren: Céline Merlin-Brogniart

Veröffentlicht in: "29th RESER Conference, "Services and the future of the workforce"", 2019

Herausgeber: RESER Conference

User-centered design in a school-based health education program

Autoren: Norbert Kiss, Nóra Fazekas, Éva Révész, György Drótos, Judit Boros

Veröffentlicht in: 30th RESER International Congress. Value Co-creation and Innovation in the New Service Economy, 2021

Herausgeber: RESER Conference

Monographic books (3)

[Handbook of Service Science, Volume II](#) 

Autoren: Benoît Desmarchelier

Veröffentlicht in: Handbook of Service Science, Volume II in Service Science: Research and Innovations in the Service Economy book series, Ausgabe Volume 2, 2019, ISBN 978-3-319-98512-1

Herausgeber: Springer Switzerland

DOI: 10.1007/978-3-319-98512-1

[The Palgrave Handbook of Co-Production of Public Services and Outcomes](#) 

Autoren: Kirsty Strokosch, Stephen Osborne

Veröffentlicht in: The Palgrave handbook of co-production of public services and outcomes, 2021, ISBN 978-3-030-53705-0

Herausgeber: Palgrave

DOI: 10.1007/978-3-030-53705-0

[Public Service Logic - Creating Value for Public Service Users, Citizens, and Society Through Public Service Delivery](#) 

Autoren: Stephen Osborne

Veröffentlicht in: Public Service Logic, 2020, ISBN 9781003009153

Herausgeber: Routledge

DOI: 10.4324/9781003009153

Other (8)

Opinion: rethinking public services in a time of Covid-19

Autoren: Edwina Yida Zhu, Stephen Osborne, Kirsty Strokosch

Veröffentlicht in: Civil Service World, 2020

Herausgeber: Dods Group PLC

La co-cr  ation de valeur publique par les directions du num  rique: une comparaison internationale

Autoren: Ines Mergel

Ver  ffentlicht in: Action Publique: Recherche et pratiques, 2020

Herausgeber: IGPDE

Developing a strategic orientation for resilient and sustainable public services

Autoren: Stephen P. Osborne, Kirsty Strokosch, Greta Nasi, Maria Cucciniello

Ver  ffentlicht in: Government in Action. Research and Practices, 2020

Herausgeber: IGPDE

How may service design and social anthropology spur innovation in the public sector? (translated title)

Autoren: R  hneb  k, Maria; Bjerck, Mari

Ver  ffentlicht in: Forskningspolitikk, 2020

Herausgeber: NIFU

"Public Service Innovation Networks (PSINs): Collaborating for Innovation and Value Creation: Co-VAL EU funded project [770356] ""Understanding value co-creation in public services for transforming European public administrations"""

Autoren: Desmarchelier, Beno  t; Djellal, Faridah; gallouj, Fa  z

Ver  ffentlicht in: HALSCHS, Ausgabe January 2020, 2020

Herausgeber: University of Lille

Public Service Innovation Networks (PSINs): Collaborating for Innovation and Value Creation

Autoren: Desmarchelier , Beno  t; Djellal , Faridah; gallouj , Fa  z

Ver  ffentlicht in: HALSCHS, Ausgabe November 2018, 2018

Herausgeber: University of Lille

Public sector innovation - an emerging research agenda (translated title)

Autoren: Rannveig R  ste, Maria R  hneb  k, Rolf R  nning, Per Koch

Ver  ffentlicht in: Forskningspolitikk, 2020

Herausgeber: NIFU

Les r  seaux d'innovation de service(s) public(s) (RISP): collaborer pour l'innovation et la cr  ation de valeur

Autoren: Beno  t Desmarchelier, Faridah Djellal, Fa  z Gallouj

Ver  ffentlicht in: 2018

Herausgeber: HALSHS

Non-peer reviewed articles (4)



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Autoren: Stephen P. Osborne, Maria Cucciniello, Greta Nasi, Kirsty Strokosch
Veröffentlicht in: Public Money & Management, Ausgabe 41/2, 2021, Seite(n) 172-175, ISSN 0954-0962
Herausgeber: Blackwell Publishing Inc.
DOI: 10.1080/09540962.2020.1758401

[Nutzerperspektive in den Vordergrund stellen](#)

Autoren: Ines Mergel
Veröffentlicht in: Innovative Verwaltung, Ausgabe 40/10, 2018, Seite(n) 22-24, ISSN 1618-9876
Herausgeber: Springer Professional
DOI: 10.1007/s35114-018-0124-9

[Digitale Verwaltung umsetzen](#)

Autoren: Ines Mergel
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Herausgeber: Springer Fachmedien Wiesbaden
DOI: 10.1007/s35114-018-0167-y

[How Governance Paradigms and Other Drivers Affect Public Managers Acceptance of Innovation Practices](#)

Autoren: Alberto Peralta, Luis Rubalcaba, Javier Carrillo-Hermosilla
Veröffentlicht in: Academy of Management Proceedings, Ausgabe 2020/1, 2020, Seite(n) 20024, ISSN 0065-0668
Herausgeber: Academy of Management
DOI: 10.5465/ambpp.2020.20024abstract

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[Estonia's Digital Transformation - Mission Mystique and the Hiding Hand](#)

Autoren: Rainer Kattel, Ines Mergel
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Herausgeber: Oxford University Press
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Autoren: Benoît Desmarchelier

Veröffentlicht in: Handbook of Service Science, Volume II, 2019, Seite(n) 711-728, ISBN 978-3-319-98511-4

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Autoren: Lars Fuglsang

Veröffentlicht in: Human-Centered Digitalization and Services, Ausgabe 19, 2019, Seite(n) 17-36, ISBN 978-981-13-7724-2

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