

MILANO, 23<sup>RD</sup> - 25<sup>TH</sup> JANUARY 2019

# PUBSIC CONFERENCE

VIA ROENTGEN, 1 - ROOMS AS01-AS02-AS03

## DAY 1 AGENDA 23<sup>RD</sup> JANUARY 2019

11.00 ONWARDS – REGISTRATION

11.45 BUFFET LUNCH

12.45 WELCOME

Greta Nasi, Elio Borgonovi, Bocconi University

13.00 **OPENING PLENARY 1**

CHAIR: Tony Kinder, University of Edinburgh.

PAPER: "The art of management paradox – reconciling politics, public values, service delivery and innovation" Frances Berry, Florida State University

DISCUSSANT: Stephen Osborne, University of Edinburgh.

14.00 COFFEE BREAK

14.30 **SESSIONS 1**

A - CHAIR: Andrea Bassi, University of Bologna

- "Conceptualising and measuring wellbeing in the evaluation by users of local public services: the case of museums", Jari Stenvall, University of Tampere and Tony Kinder, University of Edinburgh.
- "Service innovation in street level organisations", Catherine Egeland, Oslo Metropolitan University.
- "Managing top-down implementation when participating in a randomized controlled trial (RCT)", Ragnhild Johnson, Nordland Research Institute.
- "Allowing Users to Pick and Choose: A Conjoint Analysis of Citizens' Preferences of Public E-services", Lyn E. Pleger, Alexander Mertes, Andrea Hochstrasser and Caroline Brüesch, Zhaw School of Management and Law.

B - CHAIR: Diana Artuso, INAIL

- "Defining and Assessing Vulnerability: perspectives across Law Enforcement and Public Health (LEPH)", Jennifer Murray, Inga Heyman, Nadine Dougall, Andrew Wooff and Liz Aston, Edinburgh Napier University.
- "Innovation capacity diagnosis framework for public sector organization", Owen Boukamel, University of Lausanne.
- "Administrative Behavioral Innovation in Organizations: public leadership roles and organizational commitment in Public Sector universities in a developing country context. An empirical study of higher education institutions in a developing world", Hina Saleem and Ramsha Qaiser, University of the Punjab.
- "A Co-Design Framework for Public Service Design", Jakob Trischler, CTF Service Research Center, Timo Dietrich, Griffith University and Sharyn Rundle-Thiele, Griffith University.

- C - CHAIR:** **Melissa Hawkins**, University of New Castle Upon Tyne Business School
- "The role of open innovation strategies in the public sector: the more the merrier?", **Adedapo Adebajo**, University of Edinburgh Business School.
  - "Welfare service navigators - creating spaces for innovative collaboration?", **Karin Antonsen**, Nordland Research Institute, **Ragnhild Holmen Waldahl**, Nordland Research Institute and **Cecilie Anvik**, Nord University.
  - "Explaining interactions in innovation networks", **Tom Langbroek** and **Koen Verhoest**, University of Antwerp.
  - "Lost in innovation? An analysis of 'innovation' as a theoretical concept and an analytical framework for welfare research", **Robert Bye**, **Ingrid Fylling**, **Johans Tveit Sandvin**, **Berit Irene Vannebo** and **Janne Paulsen Breimo**, Nord University.

16.00 COFFEE BREAK

16.15 **SESSIONS 2**

**D - CHAIR:** **Robert Callaghan**, Cardiff University

- "Public sector innovation: towards a single definition, perceptions from the front line", **Ceri Jones**, Cardiff University, **Elena Kuran**, Northeastern University, **Paul Grimshaw**, Business School, Leeds University, **Wendy Hardyman**, Cardiff University, **James Lewis**, Cardiff University, **Rob Callaghan**, Cardiff University, **Justin Waring**, Business School, University of Nottingham and **John Maltby**, University of Leicester.
- "Italian Government as a Platform for digital services: an e-government reform to deliver public value", **Andrea Paletti**, London School of Economics.
- "Reducing childhood obesity through co-creation. The role of service professional in co-design: obstacles and opportunity", **Andrea Bassi** and **Veronica Moretti**, University of Bologna.
- "Art and Design Innovation to express public policy goals through diplomacy", **Nicola Ngawati**, Victoria University Wellington - School of Government.

**E - CHAIR:** **Mattia Casula**, Cà Foscari University of Venice

- "The challenges of co-production. A tale of capital city Warsaw", **Robert Gawłowski**, WSB University in Toruń.
- "Innovative ICT in public services. Technology of durable media implemented in Polish Shared Services Centres - a case study", **Paweł Modrzyński**, UTP University of Science and Technology.
- "Innovation and Value co-creation in public services through urban civic networks", **Salvatore Russo**, Cà Foscari University of Venice.
- "Institutional prerequisites for effective co-creation: searching for mechanisms", **Sanna Tuurnas**, Catholic University of Leuven and **Tuula Jäppinen**, The Association of Finnish Local and Regional Authorities.

17.45 CLOSE OF DAY I

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## DAY 2 AGENDA 24<sup>TH</sup> JANUARY 2019

9.00 WELCOME COFFEE

9.30 **SESSIONS 3**

**F - CHAIR:** Rolf Ronning, Inland Norway University of Applied Sciences

- "The paradox of diversity management in Korean public sectors: with a focus on the organizational innovation", Min Young Kim, Hyo Joo Lee, Reginald G. Ugaddan and Sung Min Park, Sungkyunkwan University.
- "Solution to the problem of care? A critical analysis of faith in technology in facing the challenges of care in old age", Luciana Lolich, The University of Dublin - Trinity College, Jari Pirhonen, University of Tampere, Tuuli Turja, University of Tampere and Virpi Timonen, The University of Dublin - Trinity College.
- "Leading digital transformation in public sector - leadership competences for public sector innovation", Aline Stoll, Caroline Brüesch, Achim Lang and Muriel Bärtschi, Zhaw School of Management and Law.
- "Complementary or Competitive? The Interaction between Top-Down and Horizontal Diffusional Pressures in China", Youlang Zhang, Texas A&M University and Xufeng Zhu, Tsinghua University.

**G - CHAIR:** Robert Gawlowski, WSB University in Torun

- "Implications of socio-economic issues on the practice of co-creation and governance in South Africa", Sareesha Pillay, Nelson Mandela University.
- "The Double Binds of Public Service Innovation", Maria Taivalaari Røhnebæk, Inland Norway University of Applied Sciences and Eric Breit, Oslo Metropolitan University.
- "Running for the unknown? Footprints of innovation policy in municipalities", Ann Karin Tennås Holmen, University of Stavanger.
- "Balancing the conflicts between public value and private value in policy implementation", Tie Cui, University of Edinburgh Business School.

11.00 COFFEE BREAK

11.30 **MID-PLENARY 2**

**CHAIR:** Maria Cucciniello, Bocconi University.

**PAPER:** "What are the topics and who are the authors in innovation research?" Richard Walker, City University of Hong Kong.

**DISCUSSANT:** Elio Borgonovi, Bocconi University.

12.30 LUNCH

13.30 **SESSIONS 4**

**H - CHAIR:** [Maria Cucciniello](#), Bocconi University

- "The development of co-production", [Frances Berry](#), Florida State University.
- "Public service innovation and citizen participation: applying the public service logic", [Stephen Osborne](#), University of Edinburgh.
- "What happened to the citizen and to co-creation? Discussing the raison d'être of Living Labs", [Lars Fuglsang](#), Roskilde University and [Anne Vorre Hansen](#), Roskilde University.
- "Ubicuos Citizens Services: A Mexican innovation study case at public sector", [Daniel Valdez](#), [Paola Guerrero](#), [Fernando Enrique Ortiz-Rodriguez](#), [Demian Abrego](#) and [M. Medina](#), Tamaulipas Autonomous University.

**I - CHAIR:** [Maria Rohnebak](#), Inland Norway University of Applied Sciences

- "Onse pamodzi: the role of partnerships in addressing socioeconomic vulnerability in Malawi" [Jason Alinsunurin](#), University of Bologna.
- "Understanding key factors and core mechanisms in public private partnerships (PPPs) for smart cities: two urban service case studies in China", [Nan Zhang](#), Tsinghua University.
- "A relational perspective to innovation through public-private partnerships: a qualitative comparative analysis of 25 infrastructure projects", [Chesney Callens](#), [Koen Verhoest](#) and [Jan Boon](#), University of Antwerp.
- "Co-creation and co-production in the university management", [Isabel Vidal](#), [Jordi Miret](#) and [Mauricio Romero](#), University of Barcelona.

## 15.00 COFFEE BREAK

15.30 **SESSIONS 5**

**J - CHAIR:** [Charlotte Van Dijck](#), Catholic University of Leuven

- "Why do public service fail? A study of public value co-destruction", [Marit Engen](#), [Martin Fransson](#), [Johan Quist](#) and [Per Skåln](#), Karlstad University.
- "Public Service Management paradigms and the shifting forms of local service delivery in Hungary", [Éva Margit Kovács](#), Budapest National University of Public Service.
- "The logics of public sector innovation", [Ditte Thøgersen](#) and [Susanne Boch Waldorff](#), Copenhagen Business School.
- "Using accreditation to leverage innovation in healthcare: evidence from an oncological unit", [Andrea Garlatti](#), [Paolo Fedele](#), [Silvia Iacuzzi](#) and [Grazia Garlatti Costa](#), University of Udine.

**K - CHAIR:** [Isabel Vidal](#), University of Barcelona

- "Co-creation of services: A miracle cure with side effects?", [Siv Magnussen](#), Norwegian University of Science and Technology and [Rolf Ronning](#), Inland Norway University of Applied Sciences.
- "Co-production in mental health care", [Taco Brandsen](#), [Marlies Honingh](#), Radboud University.
- "The role of digital artefacts in co-production: reflection upon two case studies of co-design", [Mattia Casula](#), [Chiara Leonardi](#) and [Massimo Zancanaro](#), Ca' Foscari University of Venice.
- "ForRisco Methodology and the empiricism of risk management in Brazilian High-Level Educational Institutions", [Fábio Henrique dos Anjos](#), Federal University of Alfenas, [Eduardo Gomes Salgado](#), Federal University of Alfenas, [Paulo Henrique de Souza Bermejo](#), University of Brasilia, [Tomás Dias Sant'Ana](#), Federal University of Alfenas, [Inessa Laura Salomão](#) and [Priscila Daniel de Paiva](#), Centro Federal de Educação Tecnológica.

## 17.00 CLOSE OF DAY II

## 19.30 GALA DINNER

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## DAY 3 AGENDA 25<sup>TH</sup> JANUARY 2019

9.00 WELCOME COFFEE

9.30 **SESSIONS 6**

**L - CHAIR:** [Wendy Hardyman](#), Cardiff University

- "Setting-up, sustaining and succeeding collaborative innovation: different matters with different conditions", [Charlotte Van Dijck](#), Catholic University of Leuven
- "All this work to gain two benches? Laboratori di Quartiere critical analysis in order to detect seeds of innovation", [Teresa Carlone](#) and [Simona Beolchi](#), University of Bologna
- "Getting everyone onboard - diffusion challenges in public organizational innovation", [Kristiane M. F. Lindland](#), University of Stavanger and [Therese Selvig](#), Municipality of Sola
- "State Government Process Innovation based on Private Transnationals Practices", [G. Gomez](#), Tamaulipas State Government, [Reynaldo Barrera Delgado](#), Tamaulipas State Government, [Fernando Enrique Ortiz-Rodriguez](#), Tamaulipas Autonomous University, [Daniel Valdez](#), Tamaulipas Autonomous University and [R. Barrera-Hernandez](#), Tamaulipas Autonomous University

**M - CHAIR:** [Mattia Casula](#), Cà Foscari University of Venice

- "Workplace learning and innovation - An examination of collaboration between managers and employees in Danish and Norwegian nursing homes", [Janikke Vedeler](#), Nordlandsforskning, [Cecilie Høj Anvik](#), Nordland Research Institute, [Åshild Slettebø](#), University of Agder, [Britta Vesterager Stenholt](#), Via University College and [Atle Ødegård](#), Molde University College
- "SoCaTel", [Isabella Riccò](#), [Blanca Deusdad](#), [Josep Maria Ranchal](#) and [Jasmin Uhlemann](#), Universitat Rovira i Virgili
- "Gender in public sector innovation competitions", [Robert Callaghan](#), [Wendy Hardyman](#), [Ceri Jones](#) and [James Lewis](#), Cardiff University
- "Innovation in the Whistleblowing context: looking for effective channels to stimulate active behaviour in the public sector", [Riccardo Novaro](#), Bocconi University

11.00 COFFEE BREAK

11.15 **SESSIONS 7**

**N - CHAIR:** Tom Langbroeck, University of Antwerp

- "Employer branding as an innovative approach to physicians attraction and retention. The case of Polish hospitals", Aldona Frączkiewicz-Wronka and Beata Irma Buchelt, Cracow University of Economics.
- "Innovation in public health services in a multi-territorial perspective: A comparative study between Brazil, Italy and Portugal", Marco Paschoalotto, University of São Paulo, João Luiz Passador, University of São Paulo, Claudia Souza Passador, University of São Paulo, Monica Freitas, New University of Lisbon, and Marco Meneguzzo, USI
- "Risk allocation mechanisms and structure of guarantees in public private partnerships (PPPs)", Claudio José Oliveira Dos Reis and Ricardo Corrêa Gomes, University of Brasilia.
- "Determinants of innovative behaviour in the public sector in China", Yichu Wang and Gary Schwarz, SOAS University of London.

**O - CHAIR:** Blanca Deusdad, Universitat Rovira i Virgili

- "Restarting from the land: how collaborative governance in the South of Italy promotes inclusion of unemployed youths and people injured at work", Diana Artuso, INAIL
- "Ownership, knowledge management and environmental performance: evidence from a waste management firm", Mario Minoja, University of Udine, Giulia Romano, University of Pisa.
- "Lean and nudge in the Public Sector: a gentle pull towards sustainable change", Alexander Hiedemann, Bocconi University.
- "Social innovation and complexity: the enabling role of action research", Max French and Melissa Hawkins, University of New Castle Upon Tyne Business School.

12.30 **CLOSING PLENARY 3**

**CHAIR:** Salvatore Russo, Ca' Foscari University of Venice

**PAPER:** "Shaping the future of autonomous systems in society", Kevin Desouza, QUT Business School

**DISCUSSANT:** Greta Nasi, Bocconi University.

13.30 BUFFET LUNCH - CLOSING