

Public Sector Innovation And Local Leadership In The Uk

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 Innovations in American Government Awards Program began in 1985 with a grant from the Ford Foundation to the Kennedy School of Government at Harvard to conduct a program of awards for innovations in state and local government. The foundation's objective was ambitious and, in an era of "government is the problem" rhetoric, determinedly proactive. It sought to counter declining public confidence in government by highlighting innovative and effective programs. Over twenty years later, research, recognition, and replication are the source of the program's continuing influence and its vitality. What is the future of government innovation? How can innovation enhance the quality of life for citizens and strengthen democratic governance? *Innovations in Government: Research, Recognition, and Replication* answers these questions by presenting a comprehensive approach to advancing the practice and study of innovation in government. The authors discuss new research on innovation, explore the impact of several programs that recognize innovation, and consider challenges to the replication of innovations. Contributors include Eugene Bardach (University of California– Berkeley), Robert Behn (Harvard University), John D. Donahue (Harvard University), Marta Ferreira Santos Farah (Center for Public Administration and Government, Fundação Getulio Vargas), Archon Fung (Harvard University), Jean Hartley (University of Warwick), Steven Kelman (Harvard University), Gowher Rizvi (Ash Institute for Democratic Governance and Innovation, Harvard University), Peter Spink (Center for Public Administration and Government, Fundação Getulio Vargas), and Jonathan Walters (Governing).

The book covers the topic of the role of public sector in the economic and territorial development across several dimensions of spatial planning, e.g. theoretical-methodological (planning cultures, leadership), executive (regional policies, services of general interest), sectoral (energy, tourism, air-quality) or social (social innovation, preservation of cultural heritage). The book delivers up-to date knowledge build on interactions between representatives of different stakeholders of economic and territorial development with the research represented by renowned experts and academicians. This is mirrored in the content of the book, delivering in a consistent form the conceptual explanations combined with the examples of the role of the public sector in fostering the local economies within the frame of spatial planning. The book reflects and transfers the expert knowledge which has been generated during more than a decade of scientific and research activities of Spa-ce.net. Presents a comprehensive view on different aspects of the involvement of public sector in the local and regional spatial development; Includes a combination of macro-regionally specific perspectives with the generalized knowledge; Provides knowledge from various researchers from prestigious European scientific and research teams.

Technology Transfer and US Public Sector Innovation provides an overview of US technology policies that are the genesis for observed technology transfer activities. By describing the technology transfer process from US federal laboratories and other public sector organizations, this exploration informs the reader in detail of how the transfer process behaves and the social benefits associated with it.

Theory and Practice of Public Sector Reform offers readers differing theoretical perspectives to help examine the process of public sector reform, combined with an overview of major trends in the core areas of the functioning of the public sector. The book consists of three parts, the first addresses a number of conceptual and theoretical perspectives on public sector reform. It shows how different ways of looking at reform reveal very different things. The second part addresses major changes in specific areas of public sectors – 'objects of reform.' Part three focuses on the study of public sector reform. Aimed at academics, researchers and advanced students; this edited collection brings together many of the most eminent academics in the area of Public Policy and Management seeking to link to theory in part one and insights into specific thematic areas in part two, offering readers a display of theoretical perspectives to look at public sector reform. Innovation is embedded into daily routines, public service activities, and interactions with non-state actors, making it difficult to uncover excellent practices, but these chapters illustrate how innovative and entrepreneurial actors can be. Scholars have contributed ample evidence of flourishing innovation and enterprise in this important field.

Cities are reinventing themselves to adapt and respond to their evolving contexts. One instrument that local government is leveraging is innovation. To understand how cities approach public sector innovation, the OECD and Bloomberg Philanthropies carried out a survey on innovation capacity across 89 cities in OECD countries and non-OECD economies. The focus of the survey was to unpack the capacity to innovate in the local public sector and explore the resources - human, financial, and institutional - and how they can work to boost innovation in a city. This report explores the approaches and goals, staffing and structure, data, financial resources, and evaluation efforts that local administrations are making to innovate. It also reviews the outcomes that are resulting from these measures, especially related to resident well-being.

This book aims to give policy makers an overview of the evolution of science, technology and innovation (STI) policies in a selected number of East Asian countries. China, Japan, Republic of Korea and Singapore have transformed their economies and societies in recent decades. From STI policies that enabled catch-up growth, these countries have evolved towards policies that are more aligned with sustainable development through integrating social, economic and environmental dimensions into their STI policies. The forthcoming Fourth Industrial Revolution is also reshaping STI policies in these countries as governments prepare to support the development of frontier technologies such as artificial intelligence, as well as respond to the impacts of these technologies on their societies and economies. Governments are also evolving themselves as the public sector opens up to integrating innovations from civil society and the private sector and further strengthen the innovation capacity of the public sector to improve policy making processes and deliver services to their constituents. All three themes are explored in this book in separate chapters, through a comparative analysis of the STI policies of China,

Japan, Republic of Korea and Singapore. The experiences of these countries can serve as useful references for other countries in the Asia-Pacific region and beyond that are interested in utilizing national level STI policies to achieve sustainable development, particularly in the context of the emergence of frontier technologies.

A review of the literature suggests that fiscal contraction will cause the innovative process in the public sector to fall on hard times. Most of the environmental and organizational factors deemed conducive to innovation will be less present under fiscal constraints than they had been during periods of expansion. The only major force in favor of innovation will be a growing gap between the actual performance levels of public agencies and the levels that both agency administrators and members of the public would like to see. A climate of 'something must be done' generally leads to some kind of innovation, whether good or bad. Hence, the innovations that will thrive are likely to be those that help manage the contraction process rationally. The influences threatening other types of innovations are not only formidable but self-reinforcing.

Recent advances in information and communication technologies have enhanced the standards of metropolitan planning and development. These innovations have led to new opportunities in this evolving profession. *Emerging Issues, Challenges, and Opportunities in Urban E-Planning* brings together the efficiency of web-based tools and digital technologies with the practice of spatial planning. Focusing on the utilization of geographic information systems, computer-assisted design, visualization concepts, and database management systems, this book is a pivotal reference source for planners, policymakers, researchers, and graduate students interested in how recent technological advancements are enhancing the traditional practices in urban planning.

"This book provides examinations of the adoption and impact of e-government"--Provided by publisher.

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.

In a time of unprecedented turbulence, how can public sector organisations increase their ability to find innovative solutions to society's problems? *Leading public sector innovation* shows how government agencies can use co-creation to overcome barriers and deliver more value, at lower cost, to citizens and business. Through inspiring global case studies and practical examples, the book addresses the key triggers of public sector innovation. It shares new tools for citizen involvement through design thinking and ethnographic research, and pinpoints the leadership roles needed to drive innovation at all levels of government. *Leading public sector innovation* is essential reading for public managers and staff, social innovators, business partners, researchers, consultants and others with a stake in the public sector of tomorrow. This is an excellent book, setting out a clear framework within which the practical issues involved in public sector innovation are explored, using insights drawn from extensive practical experience of implementing and supporting it. It draws on an impressive range of research and relevant wider experience in both public and private sectors and is written in a clear and persuasive style. The book offers an excellent synthesis of principles, practices and tools to enable real traction on the innovation management problem - and it ought to find a place on any manager's bookshelf. John Bessant, Director of Research and Knowledge Transfer and Professor of Innovation and Entrepreneurship, University of Exeter Business School

Explores options available to local public officials in providing services.

Sandford Borins addresses the enduring significance of innovation in government as practiced by public servants, analyzed by scholars, discussed by media, documented by awards, and experienced by the public. In *The Persistence of Innovation in Government*, he maps the changing landscape of American public sector innovation in the twenty-first century, largely by addressing three key questions: • Who innovates? • When, why, and how do they do it? • What are the persistent obstacles and the proven methods for overcoming them? Probing both the process and the content of innovation in the public sector, Borins identifies major shifts and important continuities. His examination of public innovation combines several elements: his analysis of the Harvard Kennedy School's Innovations in American Government Awards program; significant new research on government performance; and a fresh look at the findings of his earlier, highly praised book *Innovating with Integrity: How Local Heroes Are Transforming American Government*. He also offers a thematic survey of the field's burgeoning literature, with a particular focus on international comparison.

Network-based collaboration between public and private stakeholders may bring about a renaissance in creative governance. In this book, Jacob Torfing draws on extensive research to analyze and promote the emerging field of collaborative innovation. His exploration of processes and the roles of specific systems combine the analytical and theoretical. The result is a collection of reflections and propositions that provides a much-needed blueprint for study in this emerging but still-unsettled field.

This edited volume presents case studies of the transformation of China's public services over the past decade in China. As the country has experienced fundamental changes in its demographic, economic, social and environmental structures, demands on public services have been increasing tremendously, and have become unprecedentedly diverse. In response, innovations to provide new services, expand service recipients, adopt new technologies, engage partners, and streamline service processes have been employed widely in China to increase service efficiency, enhance quality, enlarge coverage, and improve citizen satisfaction. This book examines prominent cases of public service innovations in China, disclosing their causes, patterns, diffusion, and effects. These cases provide interesting evidence about the nature and effectiveness of public service innovations in China while highlighting to what extent these innovations can be explained by accepted theories and whether new theory building is needed. This book will be of value to academics and policymakers seeking to understand the evolving Chinese political system.

Cities are often seen as helpless victims in a global flow of events and many view growing inequality in cities as inevitable. This engaging book rejects this gloomy prognosis and argues that imaginative place-based leadership can enable citizens to shape the urban future in accordance with progressive values – advancing social justice, promoting care for the environment and bolstering community empowerment. This international and comparative book, written by an experienced author, shows how inspirational civic leaders are making a major difference in cities across the world. The analysis provides practical lessons for local leaders and a significant contribution to thinking on public service innovation for anyone who wants to change urban society for the better.

This book aims to take account of the major advances made in 'Service Innovation Studies' (SIS) and above all to provide an agenda setting out the research priorities in the field. This agenda is established by considering the issue of innovation in services in relation to a number of major contemporary challenges, including environmental issues, social inclusion, economic development, service ecosystems, smart service systems, religion, ageing, public organizations, gender, and ethical and societal issues. Bringing together international experts in the field of SIS, the book illustrates the strength and fertility of this research trajectory. It will be of great interest for both services and innovation scholars in economics, management science and public administration.

This book constitutes the proceedings of the 18th IFIP WG 8.5 International Conference on Electronic Government, EGOV 2019, held in San Benedetto del Tronto, Italy, in September 2019, in conjunction with the IFIP WG 8.5 IFIP International Conference on Electronic Participation (ePart 2019) and the International Conference for E-Democracy and Open Government Conference (CeDEM 2019). The 27 revised full papers presented were carefully reviewed and selected from 64 submissions. The papers are clustered under the following topical sections: E-Government Foundations; E-Government Services and Open Government; Open Data: Social and Technical Aspects; AI, Data Analytics and Automated Decision Making; and Smart Cities.

While private, for-profit businesses have typically been the most experienced with entrepreneurship, the study of public sector business models is coming to the forefront of entrepreneurial discussions. This shift has allowed researchers and practitioners to expand on their knowledge of positive business choices and paved the way for more profitable business empires. Public Sector Entrepreneurship and the Integration of Innovative Business Models is a comprehensive source of academic research that discusses the latest entrepreneurial strategies, achievements, and challenges in public sector contexts. Highlighting relevant topics such as public management, crowdsourcing, municipal cooperation, and public sector marketing, this is an ideal resource for managers, practitioners, researchers, and professionals interested in learning more about public sector business ideals, and how these models are shaping positive entrepreneurial communities around the world.

The context and environment of public services is becoming increasingly complex and the management of change and innovation is now a core task for the successful public manager. This text aims to provide its readers with the skills necessary to understand, manage and sustain change and innovation in public service organizations. Key features include: the use of figures, tables and boxes to highlight ideas and concepts of central importance a dedicated case study to serve as a focus for discussion and learning, and to marry theory with practice clear learning objectives for each chapter with suggestions for further reading. Providing future and current public managers with the understanding and skills required to manage change and innovation, this groundbreaking text is essential reading for all those studying public management, public administration and public policy.

Innovating with Integrity presents a comprehensive portrait of the local heroes—front-line public servants and middle managers—who are reinventing state and local government, and it offers practical recommendations for innovating successfully. Based on a study of more than 200 successful government innovations, this book is the first large-scale, systematic analysis of innovation in American government. Sanford Borins identifies the components of integrity that he finds in successful innovators, including the intellectual discipline to plan rigorously and to establish measurable goals; the ability to collaborate with others and accommodate criticism; and a willingness to mobilize both the private sector and the community. In addition to analyzing the common traits driving new initiatives, Borins shows the distinctive differences among six areas of innovation: information technology, organizational redesign, environmental and energy management, policing and community development, social services, and education. This trenchant analysis of what initiatives actually work and why contributes to both the practice and theory of public management. Its practical advice will be especially valuable for front-line government workers, public managers, union leaders, agency heads, politicians, and all concerned with reforming government.

This volume discusses the importance of adopting entrepreneurial and innovation practices in the public sector, as mechanisms for detecting, dealing with and including citizens' social needs, with a reflection on positive determination of their quality of life. It focuses on critical reflection and rethinking the articulation between the dimensions of transformation – entrepreneurship and innovation – of New Public Management (NPM). In this way the book contributes to deepening knowledge about the implications of this change in the organizational paradigm of the public sector for citizens' quality of life, which is treated multi-dimensionally here, including citizens' well-being, purchasing power, happiness, trust, safety, experience and satisfaction. The volume constitutes a reference guide for decision makers, managers and policy makers engaged in the public sector who want to differentiate their performance by fostering entrepreneurial and innovative practices in the scope of public administration that can enhance citizens' quality of life. This volume is also a reference guide for scholars, policy makers and practitioners interested on public innovation.

Effective governance is a crucial aspect of all modern nations. Through various collaborative efforts and processes, nations can enhance their current governance systems. The Handbook of Research on Sub-National Governance and Development is a pivotal reference source for the latest scholarly material on the intersection between local and national politics, analyzing how this relationship affects nations' economy and administration. Highlighting theoretical foundations and real-world applications, this book is ideally designed for professionals, academics, students, and practitioners actively involved in the fields of public policy and governance.

Innovation does happen—even in government! Despite all the news about government scandals and failures, public officials are innovative. This book analyzes numerous examples of ingenious problem solving—in education in California, in the Department of Juvenile Justice in New York City, in government operations in Minnesota, in human service programs across the country. All organizations, both public and private, need innovation, but making innovation work in government is a greater challenge than doing so in business. This book identifies a number of dilemmas that complicate the process of innovating in American government. For example, there is the "trust dilemma": Innovation may be necessary to establish public faith in the ability of government agencies to perform, but before the public grants agencies a license to be truly innovative, it needs to be convinced that these same agencies have the ability to perform. The contributors to this book analyze a number of issues raised by the task of innovation, including: Who is responsible for innovating? How can innovative individuals and teams be held accountable? What kinds of organizational arrangements beget the most innovation? How can innovation be fostered in agencies devoted to routinization? How should innovative ideas be disseminated? And what exactly is an "innovation" anyway? The contributors gathered data for this book from winners and finalists in the Ford Foundation's Innovations Awards program, as well as from other innovators and innovations. In addition to the editors, the contributors are Babak J. Armajani, Michael Barzelay, W. Lance Bennett, Paul Berman, Richard F. Elmore, Robert M. Entman, Lee S. Friedman, Thomas N. Gilmore, Olivia Golden, James Krantz, Laurence E. Lynn Jr., Mark H. Moore, Beryl Nelson, Ellen Schall, Malcolm Sparrow, William Spelman, Deborah A. Stone, and Marc D. Zegans.

Governments all over Northern Europe have placed public innovation high on the political agenda and pursuing public innovation through multi-actor collaboration such as public-private partnerships and governance networks appears to have particular potential. Collaborative Governance and Public Innovation in Northern Europe draws up the emergent field of collaborative public innovation research and presents a series of cutting-edge case studies on collaborative forms of governance and public innovation in Northern Europe. The edited volume offers scholarly reflections, empirical testimonies and learning perspectives on recent transformations of governance and the way in which new public policies, services and procedures are formulated, realized and diffused. Through the empirical case studies, the book discusses some of the wider political and social drivers, barriers, promises and pitfalls of collaborative public innovation initiatives in some European nations. Collaborative Governance and Public Innovation in Northern Europe will stimulate debates among scholars and decision-makers on how new forms of collaborative governance might enhance the capacity for public innovation and help in developing solutions to some of the most acute and wicked governance problems of our time.

Successful change in the public sector can be supported or hindered by political and administrative leadership, individual and group motivation, and the public's perception of the effectiveness of public officials and government structures. But do the very characteristics of public sector organizations present obstacles to successful transformative change? This book assesses the current state of the literature

on leadership and change in government and public policy, and introduces the reader to innovative new ways to demonstrate leadership in times of change. Contributions from accomplished scholars in the field cover the traditional public administration areas of performance and management, as well as the diversity of issues that surround public leadership and change, both domestic and global. Chapters on public sector innovation, performance leadership, governance networks, complexity in disaster management, change initiatives in educational systems and local government, citizen advisory bodies, and gender and race equality, to name but a few, provide important case studies throughout the volume. Leadership and Change in Public Sector Organizations will be required reading for upper level undergraduate and graduate courses in public administration/management, leadership, and public policy analysis.

Cities are reinventing themselves to adapt and respond to their evolving contexts. One instrument that local government is leveraging is innovation. To understand how cities approach public sector innovation, the OECD and Bloomberg Philanthropies carried out a survey on innovation capacity across 89 cities in OECD countries and non-OECD economies. The focus of the survey was to unpack the capacity to innovate in the local public sector and explore the resources – human, financial, and institutional – and how they can work to boost innovation in a city.

For policy makers and policy implementers, design challenges abound. Every design challenge presents an opportunity for change and transformation. To get from policy intent to policy outcome, however, is not a straightforward journey. It involves people and services as much as it involves policies and organizations. Of all organizations, perhaps government agencies are perceived to be the least likely to change. They are embedded in enormous bureaucratic structures that have grown over decades, if not centuries. In effect, many people have given up hope that such an institution can ever change its ways of doing business. And yet, from a human-centered design perspective, they present a fabulous challenge. Designed by people for people, they have a mandate to be citizen-centered, but they often fall short of this goal. If human-centered design can make a difference in this organizational context, it is likely to have an equal or greater impact on an organization that shows more flexibility; for example, one that is smaller in size and less entangled in legal or political frameworks. Transforming Public Services by Design offers a human-centered design perspective on policies, organizations and services. Three design projects by large-scale government agencies illustrate the implications for organizations and the people involved in designing public services: the Tax Forms Simplification Project by the Internal Revenue Service (1978-1983), the Domestic Mail Manual Transformation Project by the United States Postal Service (2001-2005) and the Integrated Tax Design Project by the Australian Tax Office. These case studies offer a unique demonstration of the role of human-centered design in policy context. This book aims to support designers and managers of all backgrounds who want to know more about reorienting policies, organizations and services around people.

Stocked with real-life examples and case studies, this book explores myriad social media tools and provides step-by-step guidance on how to implement them based on mission, goals, and strategy. Written in a jargon-free and accessible style, the book is a go-to resource for anyone in government who wants to put the power of social media to work for their organization. Praise for Social Media in the Public Sector Field Guide "Twitter and Facebook and Blogs, Oh My! In this bewildering new field of social media, Mergel and Greeves expertly provide practical advice for governments to harness the power of these new online services." —Bill Schrier, deputy director, Center for Digital Government, eRepublic.com; former CTO (CIO), City of Seattle "This is simply a must-read book for anyone interested in or involved with social media in the public sector. The authors take a refreshing and original approach supported by excellent examples regarding the evolving role social media is playing and can play in government. I cannot think of two better experienced authors to help guide us through the new realities of social media in government." —Dr. Alan R. Shark, executive director, Public Technology Institute; assistant professor, Rutgers University School of Public Affairs and Administration "In the local government sector there seem to be three schools of thought regarding social media: I've got a Facebook page—let's jump right in!, Not happening on my watch!, and Who cares? This field guide is perfect for any of the above, as it provides practical applications and rationale for why local government needs to connect with people where they are—which is on the Internet. Our association of nearly 500 innovative local governments knows that Mergel and Greeves are the perfect authors for this must-have tutorial." —Karen Thoreson, president and chief operating officer, Alliance for Innovation "Every day on GovLoop.com, our network of 60,000 government leaders share best practices and ask questions about using social media in government. I've often been asked by members for a good reference to help them get going on their federal, state, or local government social media programs. I never had an answer—now I do: This field guide is the go-to resource to ensure your social media programs deliver real mission results. Mergel and Greeves are experts in the field—a blend of research and real-world experience to get you to where you need to go." —Steve Ressler, founder and president, GovLoop.com

This publication examines the various innovative projects on-going in Latin America, where fledging and developing local government policies are being introduced for reforming and improving services for the local communities whom they serve. The emergence of decentralised democracies in this region of the world offers many new challenges, that are dependent on building communities open to enterprise and innovation. Among such innovations are popular participation, service delivery, privatization and personnel management. Case studies of such developments are documented in this publication. For outside agencies and countries providing donor finance to this region, a greater awareness is required of the local policies that are being implemented. The World Bank recommends a process of participation in public choice, and a fostering of greater co-operation at a local level.

This White Paper represents the ambition of Government to promote innovation across society as a tool to develop and generate economic prosperity and improve the quality of life throughout the UK. The policies include proposals about how Government can use procurement and regulation to promote innovation in business and make the public sector and public services more innovative. The White Paper is in 10 chapters: The role of government; demanding innovation; supporting business innovation; the need for a strong and innovative research base; international innovation; innovative people; public sector innovation; innovative places and the innovation nation: next steps. An Annex sets out the development of this White Paper. Published alongside the White Paper is 'Implementing "The Race to the Top": Lord Sainsbury's review of Government's science and innovation' (ISBN 9780108507175). Lord Sainsbury's review published in October 2007 (HM Treasury, ISBN 9781845323561, http://www.hm-treasury.gov.uk/media/5/E/sainsbury_review051007.pdf) and also relevant is the 2008 Enterprise Strategy (http://www.hm-treasury.gov.uk/media/E/3/bud08_enterprise_524.pdf)

The seventh edition of the bestselling Public Sector Management is a rich and insightful description, analysis and critique of the management of the public sector by the UK government. NEW

to the seventh edition: Now set in an international context with comparative global examples throughout Three new chapters covering: strategy and planning in the public sector; transparency, accountability and ethics; and non-profit management, including the role of social enterprise and the voluntary sector Examines the impact of the continuing financial crisis on public spending An updated companion website with tutorial videos, free access to full-text journal articles, policy documents, links to useful websites and social media resources: www.sagepub.co.uk/flynn7 Public Sector Management is essential reading for undergraduate and postgraduate students studying public sector management as part of a business, management or politics degree. This book constitutes the refereed proceedings of the 6th International Conference on Electronic Government held in September 2007. The 37 revised papers were selected from numerous submissions. They cover research foundations, frameworks and methods, process design and interoperability, electronic services, policies and strategies, assessment and evaluation, participation and democracy, and perspectives on e-government.

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