



6th PUBSIC Conference Innovation in Public Services and Public Policy

Sustainable innovation in public services:
vision and trends in the aftermath of Covid-19

CONFERENCE PROGRAMME

SCIENTIFIC COMMITTEE

Co-chairs: *Salvatore Russo* (Ca' Foscari University) and *Stephen P Osborne* (University of Edinburgh)

Members: Frances Berry (Florida State University), Kerry Brown (Curtin University), Maria Cucciniello (Bocconi University), Lars Fulsgang (Roskilde University), Ricardo Gomes (FGV, Sao Paulo), Ian Hodgkinson (Loughborough University), Yijia Jing (Fudan University), Jill Merethe Loga (Western Norway University of Applied Sciences), Gyorgy Hajnal (Corvinus University, Budapest), Wendy Hardyman (Cardiff University), Toshihiko Ishihara (Kwansei Gakuin University), Chiara Mio (Ca' Foscari University of Venice), Rui Mu (Dalian University of Technology), Jari Stenvall (University of Tampere), Piet Tonurist (OECD Observatory of Public Sector Innovation), Jacob Trischler (Karlstad University)

ORGANIZING COMMITTEE

Salvatore Russo, Stephen Osborne, Silvia Panfilo, Stefania Simoni

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PUBSIC 2024

| | THURSDAY, 1 FEBRAURY 2024 | |
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| | | Room |
| 13.30 p.m. - 14.30 p.m. | Registration | In front of Aula Mario Baratto |
| 14.30 p.m. - 15.00 p.m. | Welcome and Introduction | Aula Mario Baratto |
| 15.00 p.m. - 15.30 p.m. | PUBSIC Keynote Speaker (Prof. Riccardo Mussari, University of Siena) Reflecting on change, innovation, and public administration. J Moderately fast, slightly slower than “allegro” J | Aula Mario Baratto <i>Plenary Session</i> |
| 15.30 p.m. -17.30 p.m. | INNOVATION IN HEALTHCARE MANAGEMENT AND ACCOUNTING Chairs: Marie- Leandre Gomez , Salvatore Russo | |
| 15.30 p.m. -16.00 p.m. | <i>Performance measurement system for co-creation of value in home care services</i> Alessia D'Andrea, Claudio Travaglini & Stefano Marasca | |
| 16.00 p.m. -16.30 p.m. | <i>Understanding the cost of care for preeclampsia from both a health system and patient perspective: A TDABC evaluation</i> Kate Cullen, Gerardine Doyle, Cora McCann, Ana Le Chevillier, Mary Higgins, Fionnuala Ní Áinle, Jennifer Donnelly & Patricia Maguire | Aula Mario Baratto <i>Parallel Session</i> |
| 16.30 p.m. -17.00 p.m. | <i>Public service Innovation for the health and social care of frail elderly in the Local Health Authority: the Agency of Integration Continuity between Hospital and Local Health Facilities</i> Martina Giusti, Patrizio Zanobini, Guglielmo Bonaccorsi, Marco Del Riccio, Chiara Lorini & Niccolò Persiani | |
| 17.00 p.m. -17.30 p.m. | <i>Co-creation leadership - in and beyond public services</i> Tone Larsen, Hildegunn Sagvaag | |
| 15.30 p.m. -17.30 p.m. | INNOVATION IN PUBLIC SERVICES Chair: Maria Cucciniello, Jari Stevall | Aula Marino Berengo |
| 15.30 p.m. -16.00 p.m. | <i>Collective Impact as framework for public sector innovation</i> Karoline Duus Lindegaard | <i>Parallel Session</i> |
| 16.00 p.m. -16.30 p.m. | | |

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| | <i>Exploring Governance of Citizen innovation: How citizens innovate the urban space</i> Gabriella Pica, Pasquale Ruggiero & Riccardo Mussari | |
| <u>16.30 p.m. -17.00 p.m.</u> | <i>Innovation Beyond Borders: Analysing Public Sector Innovation through Hofstede's Cultural Lens and Insights from OECD OPSI Case Studies</i> Heidi Kvale | |
| <u>17.00 p.m. -17.30 p.m.</u> | <i>Digital transformation and corruption: a socio-materiality perspective</i> Adina Dudau Aristito Febrianto, Aleksej Heinze, Stelios Zyglidopoulos | |
| <u>17.30-18.00 p.m.</u> | <i>Coffee Break</i> | |
| <u>18.00-18.30 p.m.</u> | PUBSIC Keynote Speaker (Prof. Greta Nasi, Bocconi University, Milan) Innovating for public value. Tips for public service strategies | Aula Mario Baratto <i>Plenary session</i> |
| <u>20.30</u> | <u>Social Dinner</u> <u>Restaurant La Caravella</u> <u>https://www.restaurantlacaravella.com/it/dove-siamo</u> | |

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| | FRIDAY, 2 FEBRAURY 2024 | |
| | | Room |
| <u>9.00 a.m. - 10.30 a.m.</u> | SOCIAL AND HEALTHCARE SERVICES Chair: Gerardine Doyle | |
| <u>9.00 a.m. -9.30 a.m.</u> | <i>Innovating for crisis preparation in hospitals: learning through hybrid practices</i> ML Gomez, M. Kerveillant, M. Langlois | |
| <u>9.30 a.m. -10.00 a.m.</u> | <i>Mental Health Crisis of the Youth is Everyone's Responsibility: Conflicts in Creation of Value and Innovative Public Service</i> Paula Rossi & Jim Broch Skarli | Aula Mario Baratto <i>Parallel Session</i> |
| <u>10.00 a.m. -10.30 a.m.</u> | <i>Public Service Innovation by Compromising – A Study in Dementia Care</i> Maria Taivalsaari Røhnebak, Marit Engen & Ane Theresia Bast | |
| <u>9.00 a.m. - 10.30 a.m.</u> | PUBLIC VALUE Chair: Riccardo Mussari | |

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| <u>9.00 a.m. -9.30 a.m.</u> | <i>Whose 'public' value? Competing rationalities of personalisation as policy direction in Norway's activation services</i> Suzan Mbatudde Skjold | Aula Marino Berengo <i>Parallel Session</i> |
| <u>9.30 a.m. -10.00 a.m.</u> | | |
| | <i>Co-creation, resource transfer and narratives - the case of cultural policy in the Covid-19 period in Finland</i> Jari Stenvall, Paula Vesala, Tony Kinder, Kaisa Rönkkö, Antti Talonen | |
| <u>10.00 a.m. -10.30 a.m.</u> | <i>Non-financial disclosure for Public Value accountability: a structured literature review</i> Annalaura Francesconi, Giorgia Gobbo, Enrico Deidda Galiardo & Enrico Bracci, | |
| <u>10.30 a.m.-11.00 a.m.</u> | <i>Coffee Break</i> | |
| <u>11.00 a.m.-11.30 a.m.</u> | PUBSIC Keynote Speaker (Prof. Gerardine Doyle, University College Dublin) Innovation to inform health policy: A human rights-based approach | Aula Mario Baratto <i>Plenary session</i> |
| <u>11.30 a.m. -13.00 p.m.</u> | SUSTAINABILITY AND INNOVATION Chair: Mu Rui | |
| <u>11.30 a.m. – 12.00 p.m.</u> | <i>Government Expenditure's New Initiatives, Public Service Provision, and Economic Development in Indonesia</i> Arfan Udi Winasis | |
| <u>12.00 a.m. – 12.30 p.m.</u> | <i>SI for sustainable and resilient public service</i> Jari Stenvall & Tony Kinder | Aula Mario Baratto <i>Parallel Session</i> |
| <u>12.30 a.m. – 13.00 p.m.</u> | <i>It is getting to be harder to sustain an innovation than to frame one: Exploration of the sustainability factors of public sector innovation capacity</i> Vedran Dulabic | |
| <u>11.30 a.m. -13.00 p.m.</u> | INNOVATION IN ACCOUNTING AND REPORTING Chair: Silvia Panfilo | |
| <u>11.30 a.m. – 12.00 p.m.</u> | <i>Towards more sustainable public services through ESG-reporting?</i> <i>Role and impact of the CSRD</i> Stiers Mariet & Steven Van Garsse | |

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| <u>12.00 p.m. – 12.30 p.m.</u> | <i>Reconsidering non financial reporting in PSOs challenge for territorial governments</i> Silvia Iacuzzi, Andrea Garlatti, Paolo Fedele, | Aula Marino Berengo <i>Parallel Session</i> |
| <u>12.30 p.m. – 13.00 p.m.</u> | <i>Internal audit reports in Italian public healthcare organisations: First evidence</i> Ilaria Elisa Vannini, Cecilia Langella & Niccolò Persiani | |
| 13.00 | Lunch | |
| <u>14.15 p.m. – 15.45 p.m.</u> | VALUE CREATION AND VALUE INFORMATION Chair: Paolo Fedele | |
| <u>14.15 p.m. - 14.45 p.m.</u> | <i>How does technological system design affect value creation? A systematic literature review of digital co-production</i> Mu Rui, Yuting Wang & Yan Sun | |
| <u>14.45 p.m. -15.15 p.m.</u> | <i>Framing and valuing public innovation</i> Lars Fuglsang, Rolf Rønning, Jean Hartley & Karin Geuijen | |
| <u>15.15 p.m. -15.45 p.m.</u> | Evaluation of multidisciplinary ambulatory care cost among children with Cystic Fibrosis: A comparative study between CF centers in Ireland and the United States Emma Brady, Ryan Perkins, Syed Shehab , Kate Cullen , Gerardine Doyle , Robert Kaplan & Gregory Sawicki | |
| <u>14.15 p.m. – 15.45 p.m.</u> | DIGITALIZATION Chair: Carmine Bianchi | |
| <u>14.15 p.m. – 14.45 p.m.</u> | <i>National policy and municipal realities for digitally induced change</i> Anja Gjørum | Aula Mario Baratto <i>Parallel Session</i> |
| <u>14.45 p.m. - 15.15 p.m.</u> | <i>Algorithmic Discrimination in Public Service Provision: Understanding Citizens' Attribution of Responsibility for Human vs Algorithmic Discriminatory Outcomes</i> Madalina Busuioc, Saar Alon-Barkat, Kayla Schwoerer & Kristina S. Weißmüller | |
| <u>15.15 p.m. -15.45 p.m.</u> | <i>Innovation in local government accountability procedures with social media. Lessons Learned</i> Stefano Landi & Salvatore Russo | |
| <u>14.15 p.m. -15.45 p.m.</u> | ROUND TABLE DISCUSSION Adina Dudau <i>The Role of Higher Education Institutions in Stirring Innovation in Public Services and Public Policy</i> | Sala Archivio <i>Parallel Session</i> |

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| <u>15.45 p.m. -16.00 p.m.</u> | Presentation of the Italian Journal "Azienda Pubblica" : International Perspectives and the Topic of "Sustainability and Innovation" Prof. Denita Cepiku (editor-in-chief) | Aula Baratto <i>Plenary session</i> |
| <u>16.00 p.m.-16.30 p.m.</u> | <i>Coffee Break</i> | |
| <u>16.30 p.m.-18.00 p.m.</u> | <u>WELFARE AND CULTURE</u> Chair: <u>Enrico Bracci</u> | Aula Baratto <i>Parallel Session</i> |
| <u>17.00 p.m.-17.30 p.m.</u> | <i>Orchestrating Resource Integration. The Central Role of Coordinators in Innovative Welfare Services</i> Pernilla Danielsson & Ulrika Westrup | |
| <u>17.30 p.m.-18.00 p.m.</u> | <i>Opportunities and barriers for bridging the gap between radical and trust-based welfare innovations and management of operational tasks in a municipal organization, Norwegian University of Science and Technology</i> Helene Berntsen Svensson & Dina von Heimburg | |
| <u>16.30 p.m.-18.00 p.m.</u> | <u>INNOVATION AND RESPONSIBILITY</u> Chair: Paula Rossi | |
| <u>16.30 p.m.-17.00 p.m.</u> | <i>How can volunteers be drivers for innovation in the congregation?</i> Eirik Aadland Tappel, Thomas Hoholm & Beate Jelstad Løvaas, | Aula Marino Berengo <i>Parallel Session</i> |
| <u>17.00 p.m.-17.30 p.m.</u> | <i>Making use of students in public service innovation</i> Roar Stokken, Finn Ove Båtevik & Knut-Øyvind Hoem | |
| <u>17.30 p.m.-18.00 p.m.</u> | PUBSIC Keynote Speaker (Prof. Carmine Bianchi, University of Palermo) Boosting public service innovation through collaborative ecosystem platforms for sustainable community value creation: Dynamic Performance Governance Approach | Aula Baratto <i>Plenary session</i> |
| <u>18.00 p.m.-18.15 p.m.</u> | Conclusions | Aula Baratto |
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Presenters have 20 minutes for their presentation and 10 minutes for discussion.