

New Public Governance, the Third Sector and Co-Production

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and Bram Verschuere



New Public Governance The Third Sector And Co Production

RD Boyd



New Public Governance The Third Sector And Co Production:

New Public Governance, the Third Sector, and Co-Production Victor Pestoff, Taco Brandsen, Bram Verschuere, 2013-06-19 In recent years public management research in a variety of disciplines has paid increasing attention to the role of citizens and the third sector in the provision of public services Several of these efforts have employed the concept of co production to better understand and explain this trend This book aims to go further by systematizing the growing body of academic papers and reports that focus on various aspects of co production and its potential contribution to new public governance It has an interdisciplinary focus that makes a unique contribution to the body of knowledge in this field at the cross roads of a number of disciplines including business administration policy studies political science public management sociology third sector studies etc The unique presentation of them together in this volume both allows for comparing and contrasting these different perspectives and for potential theoretical collaboration and development More particularly this volume addresses the following concerns What is the nature of co production and what challenges does it face How can we conceptualize the concept of co production How does co production works in practice How does co production unfold in reality What can be the effects of co production And more specific firstly how can co production contribute to service quality and service management in public services and secondly what is the input of co production on growing citizen involvement and development of participative democracy Co-Production and Co-Creation Taco Brandsen, Bram Verschuere, Trui Steen, 2018-03-15

Co production and co creation occur when citizens participate actively in delivering and designing the services they receive It has come increasingly onto the agenda of policymakers as interest in citizen participation has more generally soared Expectations are high and it is regarded as a possible solution to the public sector s decreased legitimacy and dwindling resources by accessing more of society s capacities In addition it is seen as part of a more general drive to reinvigorate voluntary participation and strengthen social cohesion in an increasingly fragmented and individualized society Co Production and Co Creation Engaging Citizens in Public Services offers a systematic and comprehensive theoretical and empirical examination of the concepts of co production and co creation and their application in practice It shows the latest state of knowledge on the topic and will be of interest both to students at an advanced level academics and reflective practitioners It addresses the topics with regard to co production and co creation and will be of interest to researchers academics policymakers and students in the fields of public administration business administration economics political science public management political science service management sociology and voluntary sector studies

Social Enterprise and the Third Sector Jacques Defourny, Lars Hulgård, Victor Pestoff, 2014-06-05 The concepts of social enterprise and social entrepreneurship are rapidly attracting increased attention in academic spheres and from policy makers as well as field workers who are setting up new initiatives or reshaping their organizations These concepts are perceived as defining innovative and dynamic responses to major global challenges in today s societies The debate about

social enterprise is now world wide with lively exchanges between American and European scholars However the research and landscapes still differ significantly in different regions and diversity also exists within specific regions such as Europe This book presents the most comprehensive set of contributions reflecting the European wide debate but with frequent connections to developments in other parts of the world This book is a result of work carried out by members of the EMES International Research Network which is a pioneer in this field Social Enterprise and the Third Sector will appeal to all researchers who focus on the third sector social economy and social enterprise to MBA and postgraduate students as well as to intellectual social enterprise leaders and practitioners It will soon become a key reference for all those who want to explore the full richness of these concepts and follow this important academic debate

Co-Production and Public Service Management Victor Pestoff, 2018-10-03 This volume compiles a dozen essays by one of the most prolific proponents of co production as a solution for many of the challenges facing public services and democratic governance at the outset of the 21st Century Co production is considered a partnership between citizens and public service providers that is essential for meeting a growing number of social challenges since neither the government nor citizens can solve them on their own These challenges include among other things improving the efficiency and effectiveness of public services in times of financial strain increasing the legitimacy of the public sector after decades of questioning its ability with the spread of New Public Management promoting social integration and cultural pluralism in increasingly diverse societies when millions of refugees and immigrants are on the move tackling the threat of burgeoning populism following the rise of anti immigrant and anti global parties in many countries in recent years and finally finding viable solutions for meeting the growing needs of aging populations in many parts of the world This volume addresses issues related to the successful development and implementation of a policy shift toward greater citizen participation in the design and delivery of the services they depend on in their daily lives and greater citizen involvement in resolving these tenacious problems facilitated by the active support of governments across the globe Moreover it explores participatory public service management that empowers the front line staff providing public services Together with users citizens they can insure the democratic governance of public service provision

Non-profit Organizations and Co-production Caitlin McMullin, 2022-10-07 Non profit Organizations and Co production The Logics Shaping Professional and Citizen Collaboration develops a novel framework for analyzing the practices of co production between citizens and professionals in the non profit sector Analysing organizations in three contexts Sheffield England Lyon France and Montreal Quebec Canada the book examines the international differences between non profits evidenced by the way that they variously blend or assimilate the logics of the market state and community and how this shapes the motivations for and approaches to co production at the micro level in each context This book presents a major step forward in comparative non profit studies and the co production of public services This book will be of interest to researchers policymakers practitioners and graduate postgraduate students in public administration and management

particularly within Public Nonprofit Management and Organization Studies The book speaks directly to key contemporary debates in these fields including the nature of organizational hybridity public service innovation and approaches to service user involvement

Co-Production of Public Services and Outcomes Elke Loeffler,2020-10-03 This book examines user and community co production of public services and outcomes currently one of the most discussed topics in the field of public management and policy It considers co production in a wide range of public services with particular emphasis on health social care and community safety illustrated through international case studies in many of the chapters This book draws on both quantitative and qualitative empirical research studies on co production and on the Governance International database of more than 70 international co production case studies most of which have been republished by the OECD Academically rigorous and systematically evidence based the book incorporates many insights which have arisen from the extensive range of research projects and executive training programmes in co production undertaken by the author Written in a style which is easy and enjoyable to read the book gives readers both academics and practitioners the opportunity to develop a creative understanding of the essence and implications of co production

Handbook of Public Administration James L. Perry,Robert K. Christensen,2015-03-02 The fundamentals of public administration from the world s leading practitioners Handbook of Public Administration is the classic comprehensive guide to the field featuring original writings from the world s foremost public administration thought leaders and practitioners Intended to help both public administration students and practitioners navigate administrative challenges overcome obstacles and improve effectiveness this guide provides a complete overview of the entire field The information is organized into seven parts representing key domains of knowledge and practice that are essential for effective public administration These reflect changes in the state of modern public administration the factors that influence policies and programs the mechanics of how government works and the tools that help administrators get things done Readers will find insightful discussions on the challenges of contemporary governance and the ethics of public administration as well as practical guidance on the everyday operations that bring effective policies and programs to life Students and experienced practitioners alike will appreciate the well rounded approach to issues public administrators face every day The book is complete enough to act as a text but organized logically for quick reference for specific problems or situations Readers will Understand the challenges posed by the changing context of public administration Explore how relationships and decisions influence public policies and programs Learn the critical skills and tools public administrators must master to be effective Explore the ethics and liabilities of public administration and what it means to take part The role of public administration is evolving and the changing nature of the field will impact the way policies and programs are designed and implemented This book fully explores current and upcoming changes domestically and internationally against the backdrop of public administration fundamentals For the student or professional seeking a deeper understanding of the public administrator s role Handbook of Public Administration is a clear comprehensive

resource A Research Agenda for Public Administration Andrew Massey, 2019 This book addresses salient current issues in public administration research It seeks to suggest where future research may or indeed ought to be focussed To advocate the future routes for the development of research this book is divided into themes with a clear overlap between different approaches The book has contributions that will assist students of public administration public sector management and public policy especially new PhD students but will also be a useful resource for more established researchers to understand the major emerging issues within the field **Electronic Government** Marijn Janssen, Karin Axelsson, Olivier Glassey, Bram Klievink, Robert Krimmer, Ida Lindgren, Peter Parycek, Hans J. Scholl, Dmitrii Trutnev, 2017-08-02 This book constitutes the proceedings of the 16th IFIP WG 8.5 International Conference on Electronic Government EGOV 2017 held in St Petersburg Russia in September 2017 in conjunction with the 9th International Conference on eParticipation ePart 2017 The 34 revised full papers presented were carefully reviewed and selected from 74 submissions The papers are clustered under the following topical sections Smart Governance Government and Cities Service delivery Organizational aspects Infrastructures Big and Open Linked Data Open Government and Evaluation **Electronic Government** Ida Lindgren, Marijn Janssen, Habin Lee, Andrea Polini, Manuel Pedro Rodríguez Bolívar, Hans Jochen Scholl, Efthimios Tambouris, 2019-08-19 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 **Public Service Logic** Stephen Osborne, 2020-10-29 This book is based upon and extends the theoretical and empirical work of the author over the last decade It integrates material deriving from his previous conceptual and empirical work in this field together with new empirical evidence from emerging research Public Service Logic challenges the product dominant assumptions of the New Public Management NPM about the nature and management of public service delivery Whilst the NPM has led to some important developments in public management it has also had significant limitations and weaknesses The book presents an alternative to this as a framework for the future delivery and reform of public services globally It draws upon the extant literature in the field of service management to argue for a Public Service Logic PSL for the delivery of public services This situates public service delivery within the vibrant and influential field of service dominant research and theory It argues that effective public service management requires both that these services are understood as services not as products and that consequently public service management requires a focus on value creation as its overarching rationale The book presents a major new framework of value creation for public service delivery as a basis for public service reform

explores the role of service managers and staff and of citizens and service users in this value creation process and evaluates the implications of this new framework for both the strategic and operational management of public service delivery their performance management and the development and innovation of new forms of public services It will be of interest to researchers and students in the fields of public management and public administration as well as to policy makers and public service managers Social Procurement and New Public Governance Josephine Barraket, Robyn Keast, Craig

Furneaux, 2015-10-23 In recent years the search for innovative locally relevant and engaging public service has become the new philosophers stone Social procurement represents one approach to maximising public spending and social value through the purchase of goods and services It has gained increasing attention in recent years as a way that governments and corporations can amplify the benefits of their purchasing power and as a mechanism by which markets for social enterprise and other third sector organisations can be grown Despite growing policy and practitioner interest in social procurement there has been relatively little conceptual or empirical thinking published on the issue Taking a critically informed approach this innovative text examines emerging approaches to social procurement within the context of New Public Governance NPG and examines the practices of social procurement across Europe North America and Australia Considering both the possibilities and limitations of social procurement and the types of value it can generate it also provides empirically driven insights into the practicalities of triple bottom line procurement the related challenges of measuring social value and the management of both the strategic and operational dimensions of procurement processes As such it will be invaluable reading for all those interested in social services public governance and social enterprise *Public Governance and the*

Classical-Liberal Perspective Paul Dragos Aligica, Peter J. Boettke, Vlad Tarko, 2019-05-01 Drawing on classical liberalism develops a systematic framework of principles regarding public governance **Blurring the Boundaries Through Digital**

Innovation Fabrizio D'Ascenzo, Massimo Magni, Alessandra Lazazzara, Stefano Za, 2016-06-16 This book examines the impact of digital innovation on organizations It reveals how the digital revolution is redefining traditional levels of analysis while at the same time blurring the internal and external boundaries of the organizational environment It presents a collection of research papers that examine the interaction between Information and Communication Technology ICT and behavior from a threefold perspective First they analyze individual behavior in terms of specific organizational practices like learning collaboration and knowledge transfer as well as the use of ICT within the organization Second they explore the dynamics at work on the border between the internal and the external environments by analyzing the organizational impact of ICT usage outside the company as can be seen in employer branding consumer behavior and organizational image Third they investigate how ICT is being adopted to help face societal challenges outside the company like waste and pollution smart cities and e government The diversity of views offered makes this book particularly relevant for users companies scientists and governments The content is based on a selection of the best papers original double blind peer reviewed contributions

presented at the annual conference of the Italian chapter of AIS which took place in Rome Italy in October 2015 or in other reputable international peer refereed Information Systems conferences

Co-production and Japanese Healthcare
Victor Pestoff,2021-04-15 Healthcare in most developed countries face a complex and partly contradictory mix of financial social and political challenges Fiscal strains combined with New Public Management agendas have caused severe cutbacks and calls for greater efficiency in public healthcare resulting in a growing concern about service quality Co production and Japanese Healthcare explores a possibility to address these issues from a new perspective that emphasizes greater collaboration between the staff and patients Here professionals and patients clients act as partners to co produce healthcare through their mutual contributions Japan has a unique system of two user owned healthcare providers with nearly 200 hospitals 500 clinics and 50 000 beds However they differ from each other and from public hospitals in terms of their work environment service quality governance models and social values This volume compares cooperative and public healthcare providers at ten hospitals across Japan with survey data from the staff as well as from the patients and volunteers at four hospitals It will be of interest to researchers academics and students in the fields of healthcare management public and non profit management human resource management

Public Management Mirko Noordegraaf,2017-08-24 This major new text on the theory and practice of public management moves away from descriptive accounts of its evolution to provide a systematic treatment of the key paradigms of public management today It examines their competing outlooks values tools and assumptions and using a wide range of examples from different areas of management around the world their implications for practice The text sets out three contrasting logics for management performance professionalism and politics and shows how public managers act on the interplay between these for effective results Relating all three logics to a wide range of diverse contexts from police services to healthcare social services to educational providers the text shows how managers can simultaneously perform to a high standard act professionally through their work and cope with internal and external politics Incorporating the latest theories and practices this comprehensive book will appeal to readers around the world wanting to understand and contribute to public management today

Public Sector Management Norman Flynn,Alberto Asquer,2024-03-28 In an era marked by unprecedented challenges from the climate crisis to the rise of populism the ways to manage public sector organisations have dramatically changed In the eighth edition of this bestselling textbook Flynn and Asquer offer the definitive introduction to public administration Now substantially revised and updated throughout this text reflects the latest approaches tools and techniques that help governments respond to the multifaceted problems facing societies today and pre empt those of tomorrow Recognising the importance of context Public Sector Managementunderscores that one size fits all management practices are inadequate Learn how public sector management adapts to changing political climates and societal pressures and be guided through the intricacies of making evidence based policies while acknowledging the political dynamics that shape them Updates to the eighth edition include A Global

Perspective Explore variations in public sector management shaped by cultural historical and institutional contexts and gain a deep understanding of how governments address challenges in unique ways

Balancing Theory and Practice the new edition offers amore detailed and holistic perspective on public sector management by bringing in the latest theoretical insights and real world public sector management practices

Adapting to Change and tacking today s issues Confront the challenges faced in the age of technology from artificial intelligence to Big Data the climate crisis and clean energy transitions and resulting from the latest geopolitical shifts including workforce migration to the erosion of trust in democracies

A Call for Contextual Understanding Learn how factors such as heterogeneity population income inequality and technological access influence public sector management practices

Public Sector Management is essential reading for upper undergraduate and postgraduate students studying public sector management or public administration and is perfect for those studying on a Master of Public Administration programme

Norman Flynn was Director of the Centre for Financial and Management Studies SOAS University of London and Programme Director of the MSc in Public Policy and Management

Alberto Asquer is Head of the School of Finance and Management Programme Director MSc Public Policy and Management and Senior Lecturer of Public Policy and Management at SOAS University of London

Toward ICT-enabled Co-production for Effective Crisis and Emergency Response Elina Ramsell,2020-12-29

In contemporary society public services struggle to maintain a high quality of service if the authority responsible for the service delivery experiences resource deficit and increased uncertainties and vulnerabilities

This thesis explores how information and communication technology ICT can enable new types of network collaborations co production between government municipalities and citizens for a more effective crisis and emergency response

This is explored in the light of digitalization and taking an end user perspective

The thesis s first objective is to describe the transformation toward ICT enabled co production

The second objective is to identify opportunities and challenges involved in ICT enabled co production

The thesis s method includes two case studies supported by various theories and approaches network collaboration including co production sociotechnical systems and end user involvement

The data collection is conducted using semi structured interviews focus groups user participation techniques and document reviews

The intended audience is practitioners local government and national agencies and researchers within crisis and emergency response information systems IS and public administration research disciplines and domains e g co production

The description of the transformation toward ICT enabled coproduction in crisis and emergency response is a result in its own right

Here the citizen volunteers become involved in the actual delivery of the response despite non specific competence and non organizational affiliation

In relation to the transformation toward co production the thesis concludes that digitalization facilitates end user involvement in the ICT development process and increases their influence

If open systems as mobile technologies are used end users can adapt the technology on their own and add technologies without the support of the formal developer or local government

The thesis also identifies opportunities and challenges of ICT enabled co

production Examples of opportunities include citizen volunteers having a high degree of engagement being an effective complement to professional responders and increasing perceived safety in the community This informal structure of co production enabled by ICT minimizes the need for local governments to spend resources on managing collaboration Examples of challenges include the lack of organizational affiliation of volunteers e g integration of citizen volunteers i e end users with non organizational affiliation in the technology of the ICT system and aspects of formal and social control regulation and moral and privacy issues The thesis s contributions include enriched knowledge of essential aspects to consider when developing ICT enabled co production with an end user perspective and an understanding of the transformation of the application domain over time and the implications of ICT enabled coproduction This makes it easier to comprehend and develop contemporary and future co productions The thesis is perceived to have high originality and value since it studies time periods in which local government technology and crisis and emergency response have undergone dramatic changes and explores one of the first Swedish empirical initiatives involving citizen volunteers as responders

Avhandlingen undersöker hur informations och kommunikationsteknik IKT kan möjliggöra nya typer av nätverkssamverkan co production mellan offentliga aktörer kommuner i detta fall och frivilliga civila medborgare för att på ett mer effektivt sätt hantera kriser och olyckor Detta görs med bakgrund av minskade resurser i offentlig service och digitalisering och med fokus på slutanvändare som inte tillhör en formell organisation Avhandlingen beskriver förändringen till IKT möjliggjord co production där frivilliga medborgare larmas ut trots avsaknad av specifik kompetens för uppdraget och organisatorisk tillhörighet Avhandlingen identifierar möjligheter och utmaningar när kommuner co producerar med frivilliga medborgare Möjligheter inkluderar till exempel engagemang från frivilliga medborgare och att de är ett effektivt komplement till de professionella aktörerna Utmaningar innefattar till exempel svårigheter med IKT integration av slutanvändare utan organisatorisk tillhörighet samt legala och etiska oklarheter Avhandlingen bidrar med kunskap om viktiga aspekter att beakta när IKT möjliggjord co production utvecklas för att på ett underlätta förstelse och utveckling av framtida co productions Avhandlingen har hög originalitet och värde den undersöker två tidsperioder där lokal offentlig sektor digital teknik och hantering av kriser och olyckor har genomgått dramatiska förändringar samt undersöker ett av de första svenska initiativen där civila medborgare larmas ut som första insatspersoner

The Palgrave Handbook of Co-Production of Public Services and Outcomes
 Elke Loeffler, Tony Bovaird, 2020-11-23 This Handbook provides a comprehensive and authoritative account of the movement towards co production of public services and outcomes a topic which has recently become one of the most intensely debated in public management and administration both in practice and in the academic literature It explores in depth the processes of co commissioning co design co delivery and co assessment as major approaches to co production through citizen voice and citizen action and as key mechanisms in the co creation of public value The key debates in the field are fully explored in chapters from over 50 eminent authors in the field who examine the roots of co production in the social sciences the growth

of co production in policy and practice its implementation and management in the public domain and its governance including its negative aspects the dark side of co production A final section discusses different aspects of the future research agenda for co production

The Resilience of New Public Management Irvine Lapsley, Peter Miller, 2024 New Public Management NPM has been the most significant public policy reform in decades Despite its widespread use it has been a contested policy from its initial adoption A succession of replacement policies has been proposed over NPMs life to date Yet NPM is still in evidence The expression NPM was coined by Hood 1991 It referred to the mimicry of private sector practices on management structures and styles on ownership models and the focus on accounting practices and quantification and performance management within private sector organisations Writings on New Public Management NPM have been extremely influential even if it can no longer be described as new It is often described as a set of management techniques and practices which have now achieved global significance The attractiveness of NPM to policy makers is evident The NPM focus on results coincides with political imperatives NPM has the appearance of ready made answers to policy proposals Many management consultants have become adept at advancing the case for NPM generally and as a solution to specific problems However many academic commentators have criticised NPM implementation programmes Despite such criticism the adherence of policymakers to NPM has ensured its prominent role in public life In this book we outline four dimensions of NPM which focus on understanding both the pervasive nature of NPM and the challenges to the prevailing logic of NPM in public policy

- 1 Mature NPM This is a discussion of NPM in the contemporary environment There is discussion of the emergence of NPM NPM in crisis situations Gaming behaviour in performance management and the impact of the Audit Society This reveals the enduring nature of NPM including perverse outcomes
- 2 NPM in Action This is a discussion which shows NPM s ability to colonise to adapt and its wide presence in government bodies health care and universities
- 3 Alternative Models to NPM These alternatives are governance models the advocacy of coproduction between government organisations and citizens more recent concepts like public value and Trust based management
- 4 Finale an overview of NPMs role in contemporary society This includes a discussion of whether the widespread adoption of accounting and management technologies in support of NPM were merited We comment on how NPM might reform in the future We also discuss the resilience of NPM and a research agenda

Unveiling the Power of Verbal Beauty: An Mental Sojourn through **New Public Governance The Third Sector And Co Production**

In a world inundated with displays and the cacophony of immediate connection, the profound energy and emotional resonance of verbal beauty usually diminish into obscurity, eclipsed by the constant barrage of noise and distractions. Yet, set within the musical pages of **New Public Governance The Third Sector And Co Production**, a captivating perform of fictional brilliance that pulses with natural thoughts, lies an memorable trip waiting to be embarked upon. Published by a virtuoso wordsmith, that enchanting opus guides readers on an emotional odyssey, softly exposing the latent potential and profound affect embedded within the complex web of language. Within the heart-wrenching expanse with this evocative evaluation, we shall embark upon an introspective exploration of the book is main themes, dissect their captivating writing type, and immerse ourselves in the indelible effect it leaves upon the depths of readers souls.

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New Public Governance The Third Sector And Co Production Introduction

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