

## Innovations in Service Delivery

### General approach to the Workshop and to the special issue

Continued strains on public finances, coupled with increasing challenges and greater expectations of quality public services are a reality for public administrations across developed countries. The logic of service delivery is changing profoundly due to technological, organizational, institutional and social innovations. The present challenges of the public sector make it necessary to innovate the public service delivery much further. Public-sector innovation involves significant improvements in the services that government has a responsibility to provide. The public sector has adopted various approaches at different levels to foster public-sector innovation.

Some innovative approaches in service delivery are public-private partnerships (PPP), digital technologies, information and communication technologies (ICT), and the engagement of individual citizens and civil society organizations as partners in the delivery of public services. Other innovative ways in designing and service delivery to improve efficiency and manage risks will be considered. Papers that address the impact of contracting and negotiation in service delivery –whether directly or indirectly- are welcome. We hope that this set of papers sheds light on how innovations in service delivery can be implemented, monitored and transferred effectively to other areas.

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### Workshop Theme: Innovations in service delivery

Topics: Innovation in contracting, Public-private partnerships, renegotiation, relational contracting.

### Special issue on Journal of Strategic Contracting and Negotiation

Specific information: The workshop will have invited papers (three to five) and also papers received after a call of papers.

Five or six papers (+ editorial introduction) will be published after the corresponding evaluation process

The candidate papers will be submitted to JSCAN by June/July 2016. The evaluation process will be completed by early 2017.

Guest editors: Germà Bel, Trevor Brown, Matthew Potoski and David Van Slyke.

**Date of the workshop:** March 4, 2016

**Location:** [Faculty of Economics and Business](#), Universitat de Barcelona. Barcelona.

**Organizer:** Research Unit [Governments and Markets](#) (GiM-IREA) at Universitat de Barcelona

Abstracts should be sent to [catedramaragall@ub.edu](mailto:catedramaragall@ub.edu) by January 15, 2016. Decision on the proposal will be given by the end of January 2016. Full papers are expected to be presented in the workshop.

#### Scientific Committee:

Albalate, Daniel (Universitat de Barcelona)  
Bel, Germà (Universitat de Barcelona)  
Brown, Trevor (Ohio State University)  
Esteve, Marc (University College London)  
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#### Organizing Committee:

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