



Collaborative Innovation in The Public Sector

Professor Birgit Jæger
Dep. Of Society and Globalisation
Roskilde University

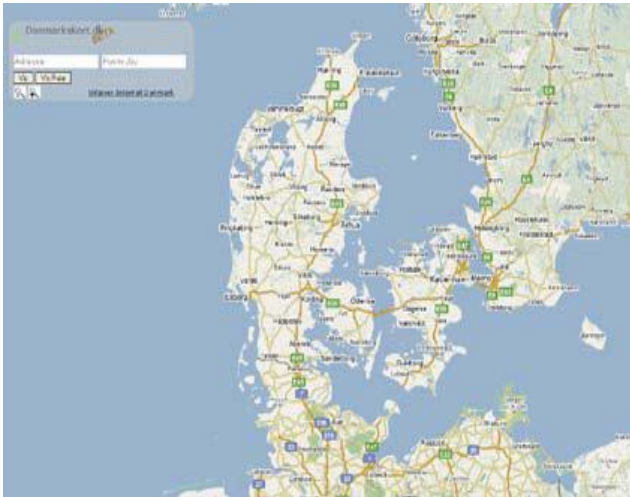


What is CLIPS?

- “ A research project financed by the Danish Research Council running 2009-2013
- “ Purpose: Identify drivers and barriers to collaborative innovation in the public sector
- “ Develop methods for enhancing the innovative capacity of the public sector

CLIPS at Roskilde University





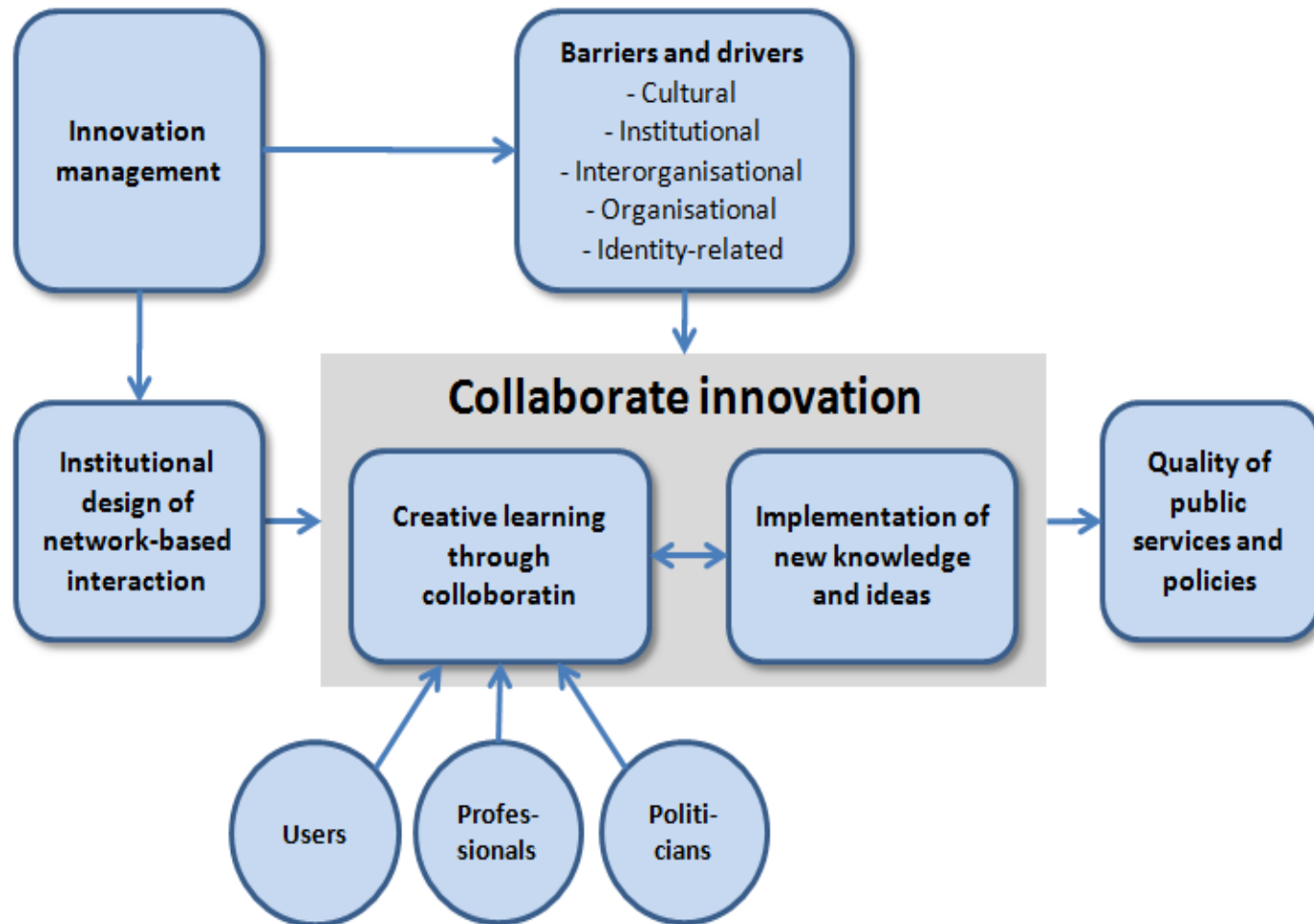
Danish Public Sector

- “ 5 mil. Inhabitants
- “ Oldest kingdom in the world
- “ Highest trust in government
- “ We pay taxes with joy!



Focus on four policy areas

- “ Youth Education
- “ Public safety
- “ Healthy living
- “ Urban and landscape planning



First Results

- “ A survey shows that 55% of the public leaders view the users as the most important external collaboration partner
- “ A Delphi-study shows that innovation experts regard the involvement of users as crucial for enhancing innovation
- “ And they find the public sector’s ability to involve users insufficient

User Involvement in Innovation

- “ User Driven Innovation (Danish Quality Reform)
- “ User Innovation (von Hippel)
- “ User Centered Innovation (Bason)

Users of Public Services

- “ Primary, secondary and tertiary users
- “ Citizens
- “ Participants in policy networks
- “ Clients
- “ Costumer – consumers

	User-Driven Innovation	Definition of Users	The Role of Users	Means to Fulfill the Objectives
The Quality Report	Development of new services based on identifying the user's needs and wishes	Users are clients like patients, elderly people, and parents of kindergarten children	Passive – users are a necessary source of knowledge for innovation	Managers and staff work systematically with new ideas about how to improve quality
Council for Technology and Innovation	A systematic approach based on research into the user's life, identity, praxis or needs, including unacknowledged needs	Users are clients, staff, customers, firms, and other partners	Users should be included either directly through dialogue, or indirectly by gathering knowledge about their lives	Programs for innovation in the private sector should be implemented in the public sector. Open innovation is recommended
Danish Agency for Science, Technology and Innovation	Development of new services building on dialogue-based exploration of users' future praxis and needs	Users are consumers, firms, citizens: everybody who applies public services	Active participation as co-designers	An interdisciplinary research program based on 'Mode Two' methodology



Design Experiments

- “ ‘Out of the Box’ in libraries
- “ Partnerships with users
- “ Stanford’s D-School
- “ Innovation rooms at libraries



Thank you for your
attention