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Transdisciplinary Research and the Co-production of Sustainable Public Services: The Case of the Lower Austrian Federal Government

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Co-production

<i>Co-production</i>	arrangement between state professionals and lay citizens/communities in order to develop tailored solutions, increase innovation and develop more efficient services (Brandsen and Honingh 2016)
<i>Digital co-production</i>	supports citizen contribute to service design, service delivery and service monitoring (Linders 2012)
<i>Co-creation of digital public services</i>	digital technologies change the way citizens engage and provide inputs for public services, trigger novel services and can replace human-centric co-production with fully automated processes (Lember, Brandsen, and Tõnurist 2019)



Sustainability in the context of the public sector and digital public services

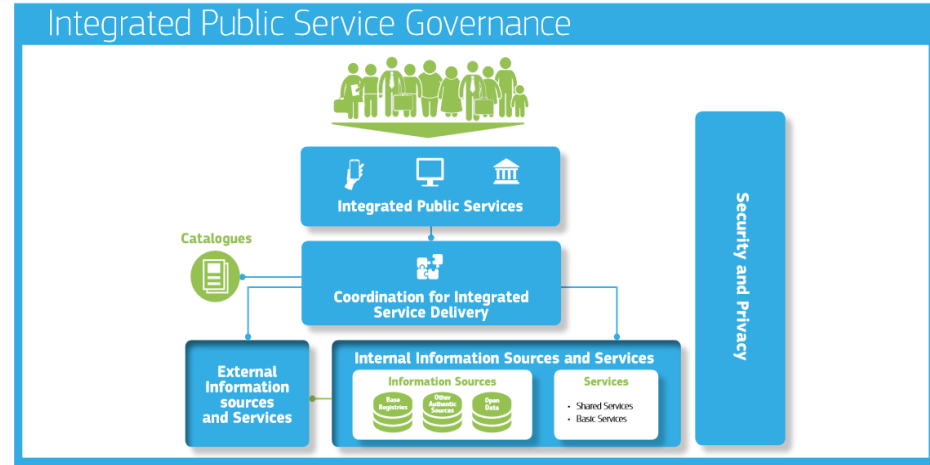
Extend measurements & scope of analysis (Misuraca et al., 2021)

- Granular data;
- Demand side of Digital Government & matching supply and demand;
- Assess quality of services and user satisfaction;
- (Qualitative) measurement of outcomes and impacts;

Sustainability: process or outcome

inGOV: Integrated Public Service (IPS) Delivery

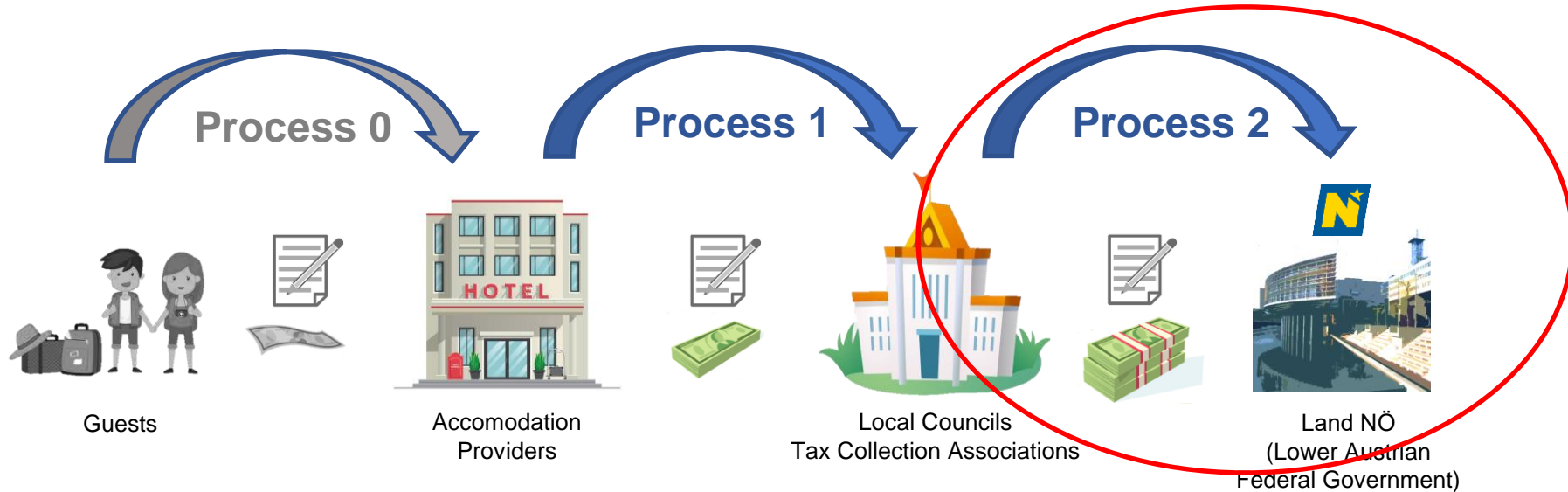
- **Integrated Public Service (IPS)**: consists of public services by one or more Public Authorities provided together to meet end users' needs
- The **European Interoperability Framework (EIF)** includes principles, recommendations, and a conceptual model
- EIF does not account for **co-production**
- EIF does not explicitly support use of **digital technologies**



Transdisciplinary Research on the Co-production of sustainable public services in Lower Austria

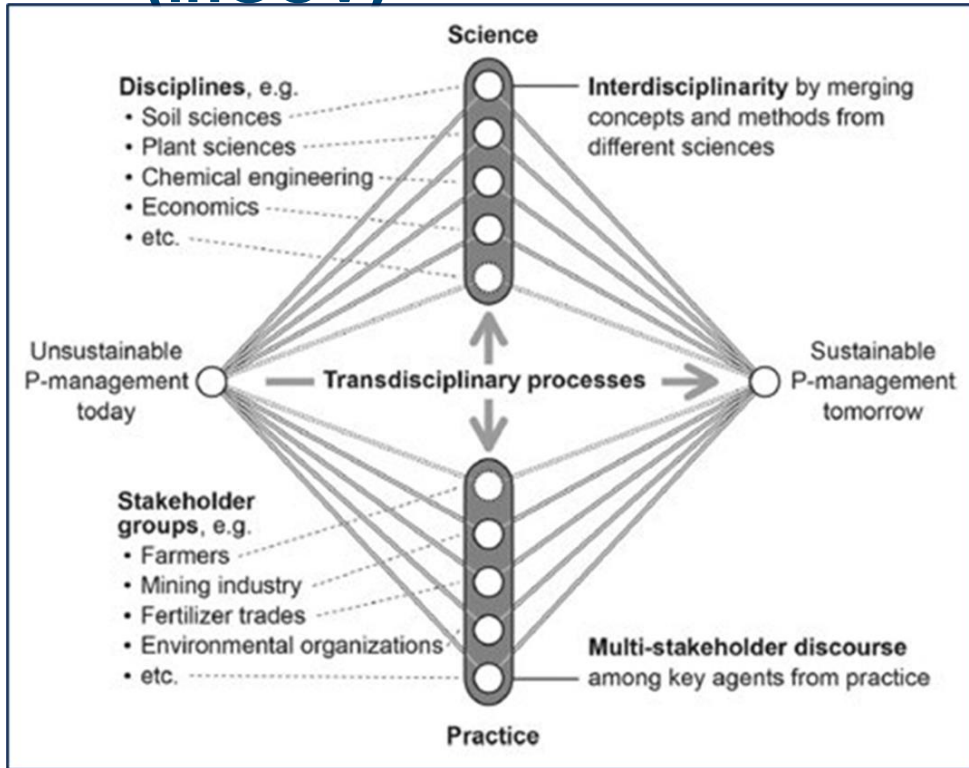


The Case: The Lower Austrian Tourism Overnight Stay Tax Service

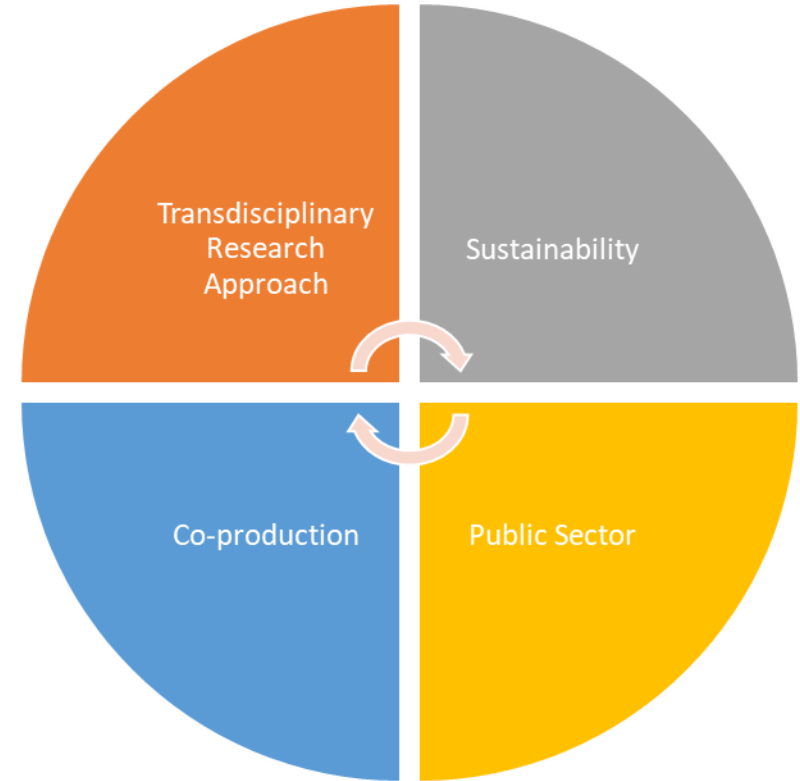


Fully digitalise the Tourism overnight stay tax collection **workflow** and **simplify** PA employees' and service users' **work** through the use of a web-based solution.

Transdisciplinary Research and the Austrian Pilot (inGOV)



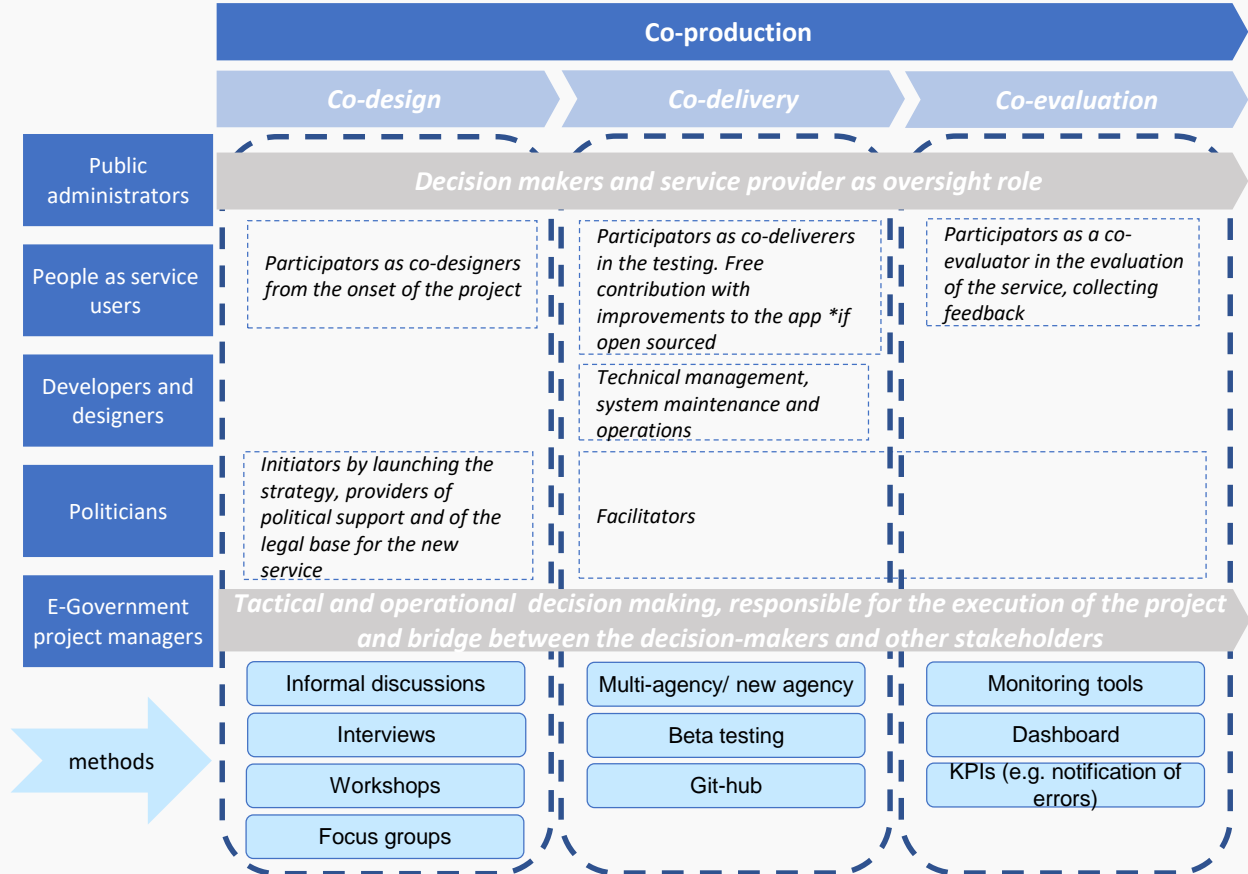
(Scholz & Steiner, 2015)



Stakeholder engagement mechanisms



Observed trend: **involvement of a wide array of stakeholders** in the phases of **project planning/execution** or later in the service provision. This stands in contrast to previous arrangements in which **government was the dominant or even the single actor during the whole cycle of service provision.**



Austrian Pilot

Cycle 1/3 Public service process analyzed and simplified

- Needs of the different stakeholders included
- New process designed = saves resources (time, money, less errors)
- P1 and P2 prototype developed
- Prototype of the database, online interface

Cycle 2/3

- Technical Integration Workshop
- Usability and Design Evaluation Workshop
- Evaluation by stakeholders

Cycle 3/3

- Prototype

Post-project

- Implementation & evaluation

Municipality Obergrobschonheim

OVERVIEW REPORTS IN PROCESSING STATEMENT OF ACCOUNT SEND REPORTS

Reported revenue and received payments (Land NOE's share) Current subtotal: arrears of payment
-39.535.53

Date	Text	Reported revenue	Received payment	Running subtotal
10.01.2022	Quarterly report 2021 quarter IV	39.535,60 €		-39.535,53 €
29.11.2021	Payment received		29.403,92 €	0,07
19.10.2021	Quarterly report 2021 quarter III	29.403,92 €		-29.403,85 €
08.07.2021	payment received		22.543,04 €	0,07 €
06.07.2021	Quarterly report 2021 quarter II	22.543,04 €		-22.542,97 €
16.04.2021	Payment received		16.962,40 €	0,07
13.04.2021	Quarterly report 2021 quarter I	16.962,40 €		-16.962,33 €

Austrian pilot: results

	Internal stakeholders	External stakeholders
Co-production & sustainability	<ul style="list-style-type: none">• Resources• IT coordination• Service maintenance• Faster implementation & adaptation• Co-ordination• Social justice	<ul style="list-style-type: none">• Iterative• Agile• User-friendly• Effective and efficient for ext. SH• Training /competences• Digital equality
Barriers	<ul style="list-style-type: none">• National and federal laws• Initiation (goals, aims, value, format)• Identifying int/ext SH• External SH unwillingness to contribute resources (time and effort)	<ul style="list-style-type: none">• Tailor-made solutions• Time• Skewed participation• Loosing sight of the overall picture• Digital skills• Financial costs• Analog “loopholes or [...] solutions”• Legislation vs. digitalisation

Impact of sustainable co-production on the public sector

Sustainability: “the ability ... to uphold or support, i.e. sustain something considered valuable” (Türke 2012)

- **Climate change/environment/SDGs**
- **Digital transformation**
- **Sustainable co-production processes or co-production of sustainable outcomes?**

Update 06.12.2022:





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Thank you.

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ingov-project.eu

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