



# The Implementation of Co-creation Principles and Sustainable Outcomes

Workshop EGOV-CeDEM-ePart 2022 Linköping, September 6

- **Lucy Temple (University for Continuing Education Krems)**
- **Noella Edelmann (University for Continuing Education Krems)**
- **Efthimios Tambouris (University of Macedonia)**
- **Evangelos Kalampokis (CERTH-ITI)**



## Workshop “The implementation of Co-Creation Principles and Sustainable Outcomes”

- Project information sheets and consent forms
- Fotos & Recording for dissemination.
- Expert feedback analysis for inGOV
- Data Collected: Confidentiality, anonymity, security
- Right to withdraw at any time: without saying the reason and with no repercussion.
- Focus on project overview & pilots, sustainability in the public sector & co-creation and sustainable outcomes.
- inGOV ethics Manager: Ms Georgia Livieri, [livierig@unisystems.gr](mailto:livierig@unisystems.gr)



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# Part I: Presentation of the H2020 inGov project and the Pilots

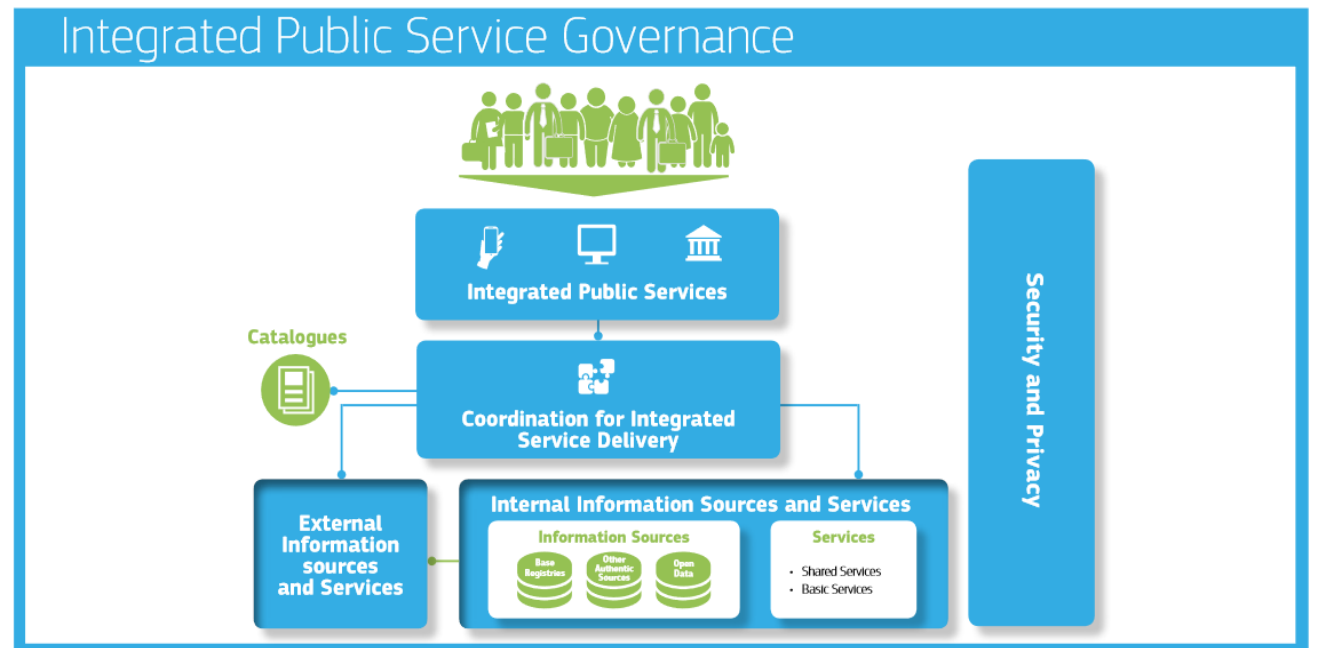
Efthimios Tambouris<sup>1</sup> and Evangelos Kalampokis<sup>2</sup>

<sup>1</sup> University of Macedonia and <sup>2</sup> CERTH/ITI, Greece

EGOV-CeDEM-ePart 2022, 6 September 2022, Linköping, Sweden

# 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 , e.g. for setting up a new business, getting married etc.
- The **European Interoperability Framework (EIF)** includes principles, recommendations, and a conceptual model
- EIF does not account for active stakeholders involvement (**co-creation**)
- In addition, guidelines for stakeholders need to be more specific and widely-used **technologies** (e.g. **smartphones**) need to be explicitly supported

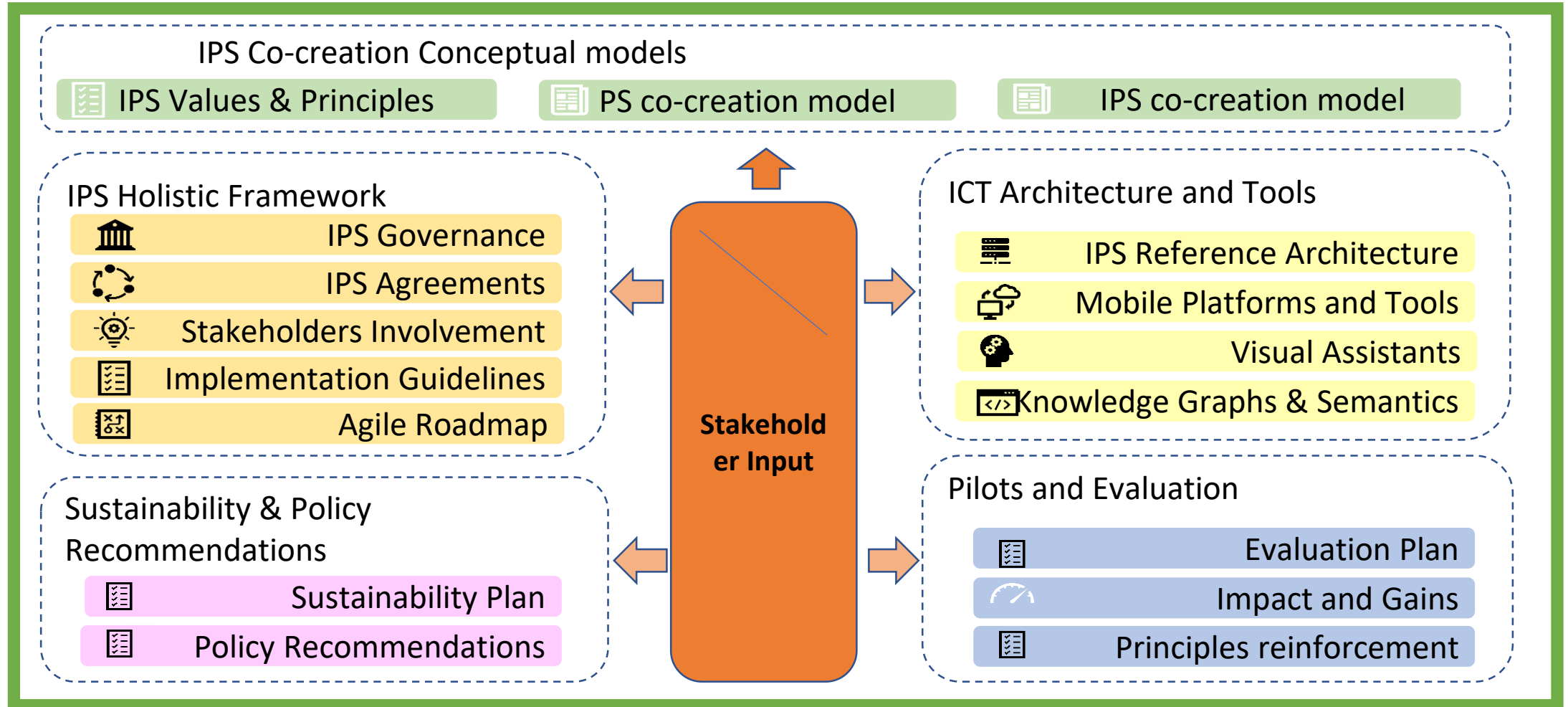




# The H2020 inGov project

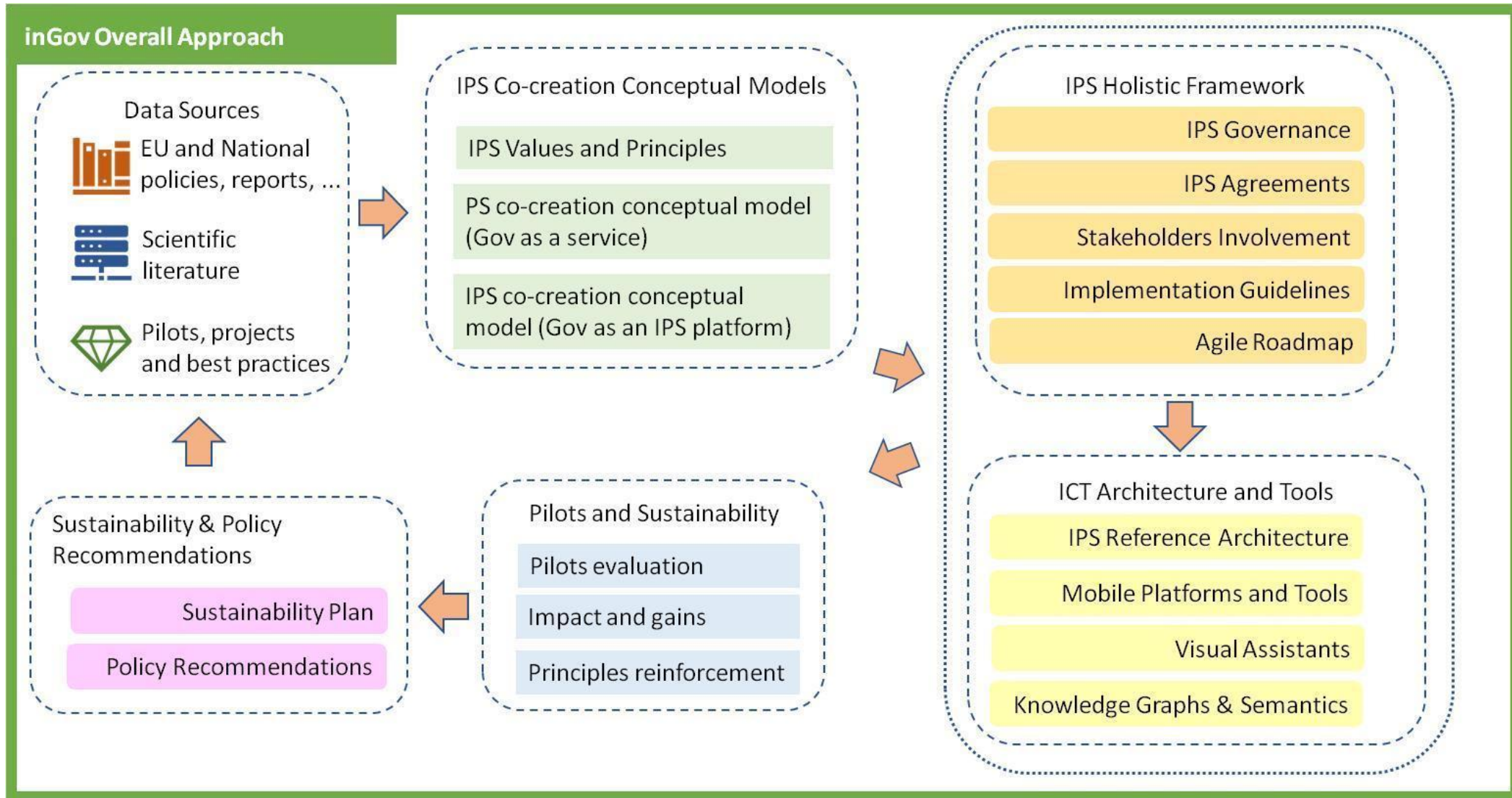
- inGov is a 3-year (1/1/2021-31/12/2023) Research and Innovation action funded by EU H2020 programme
- inGov aims to enhance existing and device new *Policies, Methods and ICT Tools* for *inclusive Integrated Public Service (IPS) Co-creation and Provision*
- inGov will capitalize on *existing* (mainly EU) relevant policies and initiatives, *academic* literature and practitioners *good practices*

# inGov Conceptual Approach



Efthimios Tambouris and Konstantinos Tarabanis (2021) "Inclusive Governance Models and ICT Tools for Integrated Public Service Co-Creation and Provision: The inGov project", *22<sup>nd</sup> Annual International Conference on Digital Government Research (dg.o 2021)*, ACM, pp. 538-539.

# The H2020 inGOV Overall Approach





# inGov Pilots

- inGov results will be *deployed* and *evaluated* in *four pilots*.
- Pilot #1: Modernisation and integration of the digital common family *household* public service in *Malta*.
  - Combine data in different databases to provide benefits to low-income households
- Pilot #2: Creating an AI-driven mobile *virtual assistant* and a common PS platform for citizens of the City of Bjelovar, *Croatia*.
  - Provide chatbots for citizens to obtain info on public services
- Pilot #3: Reengineering and digitalization of the issuing and renewal procedure of the disabled citizens *discount cards* for public *transportation* in the Greek Region of Thessaly, *Greece*.
  - Automate the process to obtain a transport card for disabled, low-income citizens
- Pilot #4: Digitalisation and simplification of the *tourism overnight stay tax* collection in Lower Austria, *Austria*.
  - Streamline the process of collecting tourism tax





# Summary of evaluation activities for the 1<sup>st</sup> pilot iteration

- Total number of workshop organized **15**
- Total number of end-user involved **80**
- **Two** dedicated surveys were used
  - To evaluate the framework
  - To evaluate the co-creation process
- **Two** ISA2 tools were used
  - Interoperability Quick Assessment Toolkit (IQAT)
  - Interoperability Maturity Assessment of a Public Service (IMAPS)
- Expert evaluations at **3** international scientific conferences + **1** journal publication



# Summary of evaluation feedback and results (1/2)

- It is important to clearly define what co-creation entails including the
  - stakeholders involved
  - the type of activities
  - the goal of the co-creation process
  - the tools to be used
  - the type of services/processes co-created
- Co-creation processes can be adopted either to co-create the entire IPS cycle (i.e., design, delivery and evaluation) or just one phase.
- A challenging aspects in co-creation is the bidirectionality of the relationships among the different stakeholders involved.



# Summary of evaluation feedback and results (2/2)

- The end-users involved at the co-creation process felt that
  - Their opinion/feedback was taken into consideration
  - They are overly satisfied with the overall activity.
  - They are willing to participate again in co-creation activities.
- Other feedback and challenges
  - In case of data of personal nature, legal compliance is crucial and should be considered in a projects design from the beginning
  - Signing of the formal agreements may be time consuming due to concerns related to personal data sharing
  - It is important to have a local structure to ensure the successful implementation of the project.



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# Part II: Sustainability and Co-Creation

**Lucy Temple**

University for Continuing Education Krems

EGOV-CeDEM-ePart, 6 September 2022, Linköping, Sweden





## Part II: Sustainability in the context of the public sector and digital public services

*How to define the concept of sustainability in the public sector context?*



## Part II: Sustainability in the context of the public sector and digital public services

### Sustainability in the European public sector: climate change and digital transformation

#### Paris Agreement (2015)

- Climate change actions, sustainable development, public access to information and participation public, and engagement by various actors;

#### 2030 Agenda for Sustainable Development (2016)

- Sustainable development (economic, social and environmental) by identifying technology needs and gaps, innovation and capacity-building to help to facilitate technology development and dissemination in order to achieve SDGs;

#### Draft Council conclusions on Digitalisation for the Benefit of the Environment (2020)

- Align digitalisation with environment EGOV-CeDEM-ePart, 6 September 2021 harness digital technologies for

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

**Sustainability in the European public sector is aligned with digital transformation**

## **Berlin Declaration (2020)**

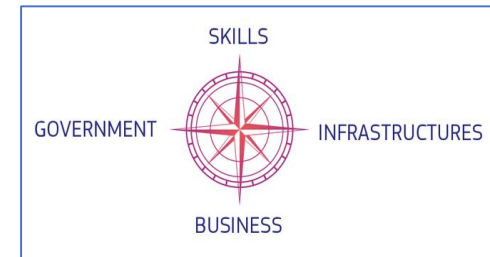
- Developing relevant policies that support a workplace culture, appropriate use of digital technologies and work-life balance through co-creation and collaboration with the civil society;

## **Digital Compass: the European way for the Digital Decade (2021)**

- Digital policies that empower people and businesses;

## **Shaping Europe's digital future (2020)**

- Digital solutions and data are to enable a fully integrated life-cycle approach that supports an open, democratic and sustainable society





## Part II: Sustainability in the context of the public sector and digital public services

### **Berlin Declaration (2020)**

*“aims to contribute to a value-based digital transformation by addressing and ultimately strengthening digital participation and digital inclusion in our societies” (p.2)*

### **Principle 7 Towards a resilient and sustainable digital society**

*We ought to explore and continuously follow up on the “lessons to be learned” from the COVID-19 pandemic and the boost it has given to digital transformation. We also need to make sure that the increasing use of digital technologies does not harm but rather contributes to people’s physical and psychological well-being...we need to ensure that a sustainable digital transformation serves our citizens and businesses on an individual level as well as our society as a whole, while at the same time safeguarding the preservation of our natural foundations of life. (p.7)*





## Part II: Sustainability in the public sector?

*What are the central dimensions, drivers and barriers of sustainability in the public sector?*



## Part II: Sustainability in the public sector?

*How should sustainability be evaluated?*

## Part II: Sustainability in the context of the public sector and digital public services

How should digital technologies be used to make government more efficient and effective?

- Digital transformation includes **collaborative tools for innovation** – these support user-centric approach and inclusive services
- **Co-creation in the public sector as a starting point for digital transformation and innovation,**
- Helps develop an appropriate strategy for transforming services based on the incorporation of digital technologies.



## Part II: Sustainability of co-creation

The public sector is facing important **challenges regarding the provision of public services**

- trust from users is deteriorating
- users require accessible, user-friendly, personalised, and integrated public services (IPS) that match their needs and circumstances
- need to provide better services with fewer resources

Previous reforms (e.g., NPM) supported the inclusion of business practices in the public sector, but were not suited to **adequately address citizens' needs** since citizens were perceived as customers and not as active participants in service design and delivery

The solution rests in enhancing existing relevant EU work by **adopting public service co-creation** and by **exploiting relevant technologies**



## Part II: Sustainability of co-creation

**Sustainability:** “the ability ... to uphold or support, i.e. sustain something considered valuable”

[Ralf-Eckhard Türke 2012]

**Co-creation of sustainable outcomes:** whether and how co-creation enables the creation of effects that endure, even after the co-creation activity itself has come to an end

- Co-creation can lead to a higher level of user acceptance and plausibility of services and technologies, leading to more **sustainable public service provision**
- Through co-creation, the **sustainability of collaborative practices** can be strengthened

## Part II: Sustainability of Co-creation

➤ <i>Co-creation</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-creation</i>	digital co-production 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-creation with fully automated processes (Lember, Brandsen, and Tõnurist 2019)



## Part IV: Sustainability of co-creation

*How can co-creation lead to sustainable outcomes?*



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# Thank you for joining us!

More information on inGov

[www.ingov-project.eu](http://www.ingov-project.eu)

Workshop: Lucy Temple & Noella Edelmann

[Lucy.temple@donau-uni.ac.at](mailto:Lucy.temple@donau-uni.ac.at)

[Noella.Edelmann@donau-uni.ac.at](mailto:Noella.Edelmann@donau-uni.ac.at)

Project Scientific Lead: Themis Tambouris  
Efthimios Tambouris [tambouris@uom.edu.gr](mailto:tambouris@uom.edu.gr)

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