Università
degli Studi
di Palermo

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Centro di Sostenibilità
e Transizione Ecologica

CED⁴

Workshop on "Framing the Public Service Logic"

26th – 27th June 2023

Aula Dems
(2nd Floor)

Department of Political Sciences and International Relations
University of Palermo
Via Maqueda, 324
90134 PALERMO (PA)

Workshop description

Over the past decade, Public Service Logic (PSL) has become an increasingly influential model of the delivery of public services. This workshop is dedicated to extending, challenging, and refining the scope and impact of PSL. Consequently, papers will develop and challenge PSL both theoretically and empirically.

These papers must be embedded within, and directly address the development of, PSL - and not simply be 'traditional' public administration and management papers that make a cursory nod to it. The intent is that the papers presented at the workshop will be developed into a book (to be edited by Stephen Osborne, Carmine Bianchi, Joanne MacFarlane) - published by Routledge - that will represent the current state of the art on the theory and empirics of PSL.

Topics will include one or more of the following dimensions of PSL:

- The implications of PSL for public policy
- PSL and co-design
- The import of PSL for the strategic management and strategic orientation of public service organizations
- PSL and collaborative governance
- Public service marketing and communication in the context of PSL
- Accounting and evaluation of public services in the context of PSL
- PSL and its implications for the third sector
- The public service ecosystem
- Stakeholder engagement and PSL
- Evolving the concepts of value, value creation and/or value destruction within PSL

Papers will be theoretical, conceptual and/or empirical.

25th June

20:00 Informal drinks meet-up at Ballarak Magione

26th June
Programme

09:30 Arrivals & Welcome

10:00 **Introduction to the workshop**
Carmine Bianchi, *Università degli Studi di Palermo*
Stephen Osborne, *University of Edinburgh*

10:30 **Paper Session I** (Chair - Stephen Osborne)

Can PSL theory save public management? A focus on the implications of PSL for rebuilding public management (Discussant - Rossi)

Alessandro Sancino, *Università degli Studi di Milano Bicocca*
Alessandro Braga, *Università degli Studi di Milano Bicocca*
Antonella Di Maso, *Università degli Studi di Milano Bicocca*
Laura Franceschi, *Università degli Studi di Milano Bicocca*

Gaps, cracks, and overlaps? Creating the conditions for extending the influence of PSL into disability service ecosystems (Discussant - Skarli)

Gordon Duff, *University of Sydney*

Evolution of Public Service Innovation Networks in Public Service Ecosystem – Implications of PSL from South Asian Liberal Democracies (Discussant - Hanif)

Amna Siddique, *University of Management & Technology, Lahore*

Service design for strategic orientation in PSL (Discussant - Bianchi)

Maria Cucciniello, *Università Bocconi Milano*
Greta Nasi, *Università Bocconi Milano*

13:00 **Lunch Break**

14:00 **Paper Session II** (Chair - Greta Nasi)

Accounting for value: approaching performance management and accounting for public service organizations from Public Service Logic perspective (Discussant - Noto)

Stephen Osborne, *University of Edinburgh*
Toshihiko Ishihara, *Kwansei Gakuin University*

Integrating collaborative governance with PSL (Discussant - Siddique)

Ayesha Hanif, *University of Punjab*
Sana Hanif, *University of Punjab*

Enhancing transition from a 'value-in-exchange' perspective to holistic and sustainable outcome-based views of value creation (Discussant - Duff)

Carmine Bianchi, *Università degli Studi di Palermo*
Vincenzo Vignieri, *Università degli Studi di Siena*
Noemi Grippi, *Università degli Studi di Palermo*

Dealing with unintended consequences of performance management in the public sector: solutions from adopting a "public service logic" (Discussant - Cui)

Francesca De Domenico, *Università degli Studi di Messina*
Guido Noto, *Università degli Studi di Messina*
Federico Cosenz, *Università degli Studi di Palermo*

16:00 **Closing remarks**

19:30 **Dinner** *(For paper Presenters & Discussants Only - provided by the University of Palermo)*

27th June
Programme

09:30 **Arrivals & Welcome**
Address by the Director of the "Center for Sustainability & Ecological Transition" at the University of Palermo
Maurizio Cellura, *University of Palermo*

10:00 **Paper Session III** (Chair - Maria Cucciniello)

Taking PSL into the digital environment: co-designing public services in a virtual setting (Discussant - Gomes)
Joanne MacFarlane, *University of Edinburgh*
Stephen Osborne, *University of Edinburgh*

What homelessness in Finland reveals about PSL approaches to problem-solving (Discussant - Nasi)
Jari Stenvall, *Tampere University*
Tony Kinder, *Tampere University*

Putting the 'public' in PSL – towards a reconciliation of value co-creation and public sector values (Discussant - Westrup)
Brittney Regal, *King's College London*
Clare J. FitzGerald, *King's College London*
Sam van Elk, *King's College London*

Demystifying resource integration in welfare (Discussant - Sancino)
Pernilla Danielsson, *Lund University*
Ulrika Westrup, *Lund University*

12:30 **Lunch Break**

13:30 **Paper Session IV** (Chair - Carmine Bianchi)

Exploring value failure from a public service ecosystem perspective (Discussant - Stenvall)
Tie Cui, *University of Edinburgh*
Maria Cucciniello, *Università Bocconi Milano*
Ricardo Corrêa Gomes, *Fundação Getulio Vargas*
Stephen Osborne, *University of Edinburgh*

PSL and determinants of value creation in healthcare (Discussant - Regal)
Salvatore Russo, *Università Ca' Foscari*
Stefania Simoni, *Università Ca' Foscari*

PSL: the public service user as an actor in value co-creation and the implications for user orientation (Discussant - Cucciniello)
Jim Broch Skarli, *Inland Norway University of Applied Sciences*

Ecosystem as metaphor in PSL literature (Discussant - Russo)
Paula Rossi, *University of Vaasa*

16:00 **Conclusions, final reflections & way forward**
Greta Nasi, *Università Bocconi Milano*

16:30 **Closing remarks**
Carmine Bianchi, *Università degli Studi di Palermo*
Stephen Osborne, *University of Edinburgh*

19:30 **Dinner** *(For paper Presenters & Discussants Only - provided by the University of Palermo)*