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 Cuciniello, 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

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