

The Implementation of Co-creation Principles and Sustainable Outcomes

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Keywords

Integrated Public Services (IPS), Co-creation, Sustainability

1. The Project

The H2020 project "Inclusive Governance Models and ICT Tools for Integrated Public Service Co-Creation and Provision" (inGov) aims to provide innovative ICT-supported governance models that will enable stakeholders' collaboration in co-producing inclusive and IPS, resulting in an increase in citizen trust and satisfaction with public administrations. The results gained are to substantially increase the use of co-creation to improve existing public services and mobile technologies to increase participation, lead to an IPS holistic framework, and help develop concrete and sustainable recommendations for EU policies.

2. Workshop Topics: Co-creation and Sustainability

2.1. Co-creation

Co-creation is an arrangement between state professionals and stakeholders to develop more efficient services including their design, delivery and monitoring. The digital co-creation of digital public services focuses on the use of digital technologies for stakeholders to engage and provide the necessary input, trigger novel services and to implement fully automated processes.

2.2. Sustainability in the Public Sector

Regardless of its popularity, the concept of sustainability remains unclear in theory and practice, but current demographic, environmental and health challenges highlight the public sector's role in the sustainable development of digital solutions, There is a relation between sustainability

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reporting in public sector organizations, organizational change management, the role of stakeholders and communication. The implementation of co-creation initiatives are to improve public service provision, particularly in terms of efficacy, effectiveness, quality, and sustainability. Involving internal and external stakeholders in co-creation processes ensures sustainable and long-term impacts.

3. Workshop Programme

There only limited empirical research on the sustainability of co-creation practices, in particular in a digital context. In this workshop we would like to focus on co-creation and sustainability as well as the initial results from the project's pilots:

- I Presentation of the project and initial results from the pilots
- II Discussion with the participants: sustainability and co-creation
 - 1 What are the central dimensions, drivers and barriers of sustainability in the public sector?
 - 2 How should sustainability be evaluated?
 - 3 How can co-creation lead to sustainable outcomes?

The outcomes of the discussion provide valuable expertise and feedback that help improve the project and the impact of the project outcomes. The workshop will be summarized and made available to the participants interested.

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