

Participation, engagement and coproduction for social innovation and sustainable development.

Whereas it has long been assumed that public sector and private organizations develop new products and services for users who merely buy and consume what producers create, recent research shows that users collectively generate massive amounts of product and service innovation, also due to the availability of low cost enabling technologies. As pointed out by von Hippel, considering users as a major source of product and service innovation, leads to the framing of a new innovation paradigm, in which users play a central and very active role in developing products and services both with organizations and by themselves.

By considering users as a source of innovation, a new and more elaborated conceptualization of the role of users in product and service design and provision based on participation and engagement is needed. This view aims at making products and services not only user-friendly or user-centric but rather at improving the quality of decision-making, promoting greater trust and enhancing value creation through the exploitation of collaborative innovation networks established across the traditional boundaries of organizations. Participation, engagement and co-production are fundamental elements in the conceptualization of user-driven innovation both in the public and in the private sector. The concept of co-production has been around for decades. In recent years there has been a renewed interest in it mainly due to the search for new, innovative and cost-efficient ways to provide products and services and the desire to strengthen users' participation and engagement. Today, with the continuously growing call for a sustainable approach to development, a new role for coproduction, participation and engagement is emerging related to the need to create networks and communities of actors that dynamically combine knowing, doing, and learning to bring about specific actions for sustainable development. Researches have already shown a correlation between coproduction and successful grass-root initiatives in society for sustainable development where people, group and communities collaborate with companies and governments (especially at the local level).

In terms of enabling technologies, the widespread availability (and use) of ICT-based tools offer new possibilities for collaborative product and service creation and provision where the distinctions between roles such as producers, professionals, practitioners, politicians, civil servants, experts, consumers and citizens are blurring. This allows a form of innovation driven by social demands rather than by the market and the development of products and services that are more and more users-centric not because they are designed FOR the users, but WITH the users and, increasingly often, BY the users themselves who take action in response to the problems of unsustainable practices, behaviors and life-styles. The objective of the track is to discuss co-production, participation and citizens' engagement as the key for social innovation and sustainable development from different theoretical and methodological points of view (e.g. Information Systems, Management, Service Science, Network Science) and to present case studies, successful examples and failures in order to collect lessons learned that may be useful for researchers and practitioners with an interest in this field.

Track main topics

Topics include (but are not limited to):

- Co-production as a tool for social innovation
- Co-production as a tool for sustainability

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- Service co-production/co-creation in the public and in the private sector: differences and similarities
- Open data, open government and co-production
- ICT-enabled collaborative grass-root initiatives for sustainable development
- The role of ICT to enable sustainable product and service co-production
- The wisdom of the crowd: crowdsourcing in social innovation using ICT collaboration tools
- Co-production and the role of citizens in the development of smart and sustainable cities
- Co-production, social innovation and sustainability in the 4.0 Industrial Revolution
- Case-studies and examples of co-production in the public and in the private sector
- How to assess the effects of co-production on organizations: addressing potential challenges in the context of security, governance, accountability, etc.
- How users can be motivated to engage in product and service co-production

Track Co-Chairs

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Bios of track Co-Chairs

Walter Castelnovo, assistant professor at the University of Insubria where he teaches Information Systems and Interorganizational Information Systems. His research interests concern technological and organizational innovation in Public Administration. He is Associate Editor of the Journal of Information Systems and Technology Management (JISTEM) and member of the Conference Committee of International Conferences on E-government and Information Systems. He was the Conference Chair of the 5th European Conference on Information Management and Evaluation (ECIME 2011) and the General Chair of the 13rd European Conference on E-Government (ECEG 2013).

Paolo Depaoli teaches Business Organization at the Department of Management, Faculty of Economics, at Sapienza Università di Roma, Italy. He lectures on Change Management and Organizational Learning at the Università degli Studi di Milano, Italy. His academic and professional experience as a researcher and lecturer in organizational and innovation processes straddles both the private sector and the university campus. The

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theoretical and methodological studies conducted as part of his university activities and the action research carried out in the private sector have seen him contribute and co-author collective books, papers for international conference and articles published in the Italian and international journals.

Nabil Georges Badr has over 30 years' experience in the field of IT/ICT management. His primary focus is on Healthcare IT systemic enterprise architecture, integration, implementation leadership, business process re-engineering, and governance. Dr. Badr is currently applying his ICT acumen as a technology transformation advisor to develop a mid and long term ICT strategy for the modernization of the emergency medical services at the Lebanese Red Cross. He holds a Doctorate of Business Administration from the Grenoble Graduate School of Business and is a doctoral degree supervisor in the fields of Health Informatics, Financial Governance, and IT management."

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