



Innovation in Public Services: Theoretical, managerial, and international perspectives

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In response to changes in internal needs, external organizational environments, and the expectations of shareholders – most notably, citizens and politicians – innovation is now an important common-place aspect of governance and the running of public service organizations. Given the ongoing financial and economic crisis, which presents a significant challenge to public service organizations (PSOs), there is a growing need to establish innovative strategies in order to survive the crisis, and provide the basis for future sustainable growth.

This book contributes towards the discussion of PSO innovation through theoretically informed empirical studies of innovation across a range of theories, topics and fields. Studies examine the role of citizens, managers, and public service organizations; the adoption, diffusion, implementation, and management of innovations; collaboration, communication, and information technologies; and decision-making, ethical principles, HR management, leadership, and procurement. The studies – which examine the situation in a range of countries in Europe and Asia – cover a range of different organizations such as non-profits, health service organizations, and local governments. This book was originally published as a special issue of *Public Management Review*.



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