



Insights of Value Co-creation in Public Sector

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Deadline for manuscript
submissions:

closed (30 April 2021)

Message from the Guest Editors

Dear Colleagues,

Value creation for service users, communities, and society should be the focus of all public services (Alford, 2016). However, over the past four decades, there has been a sustained emphasis on measuring economic aspects of value and under the pre-eminence of new public management, the focus has been largely on the efficacy of internal business processes rather than the effectiveness of services in meeting needs. More recently, the concept of co-creation has become of increasing interest to academics, policymakers, and practitioners alike. Co-creation has been used to refer both to the collaborations of various actors to innovate public services to solve a shared problem (Torfing et al, 2016) but also, based on the service management literature, has referred to the process through which value accrues for public service users during and following service delivery (Hardyman et al, 2019). This Special Issue will seek, primarily, to shed light on and develop the second issue...

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Message from the Editor-in-Chief

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