Sustainability and Resilience of Collaborative Public Service Delivery

Guest Editor:

Dr. Katarzyna Sienkiewicz-Małyjurek

Faculty of Organization and Management, Department of Management and Logistics, Silesian University of Technology, Roosevelta 26 Str., 41-800 Zabrze, Poland

Message from the Guest Editor

Public service delivery constitutes a process that ranges from detecting a need for a given service, through creating it, to delivering in the final form to the society. It includes administrative services (e.g., permits, concessions, e-services), social services (e.g., healthcare, public safety, education, culture), and technical services (e.g., public transport, water supply, waste management, energy supply). Delivery of such services is a complex process that faces many challenges (e.g., the diffusion of social problems, emergencies, joint decision-making, and service integration) and constraints (e.g., resource, organizational, financial). Local governments are crucial in dealing with these problems and delivering high-quality public services. They operate at the level of the community and are able to quickly identify and respond to their needs. Nevertheless, they do not have the ability to create, deliver, and improve public services without inter-organizational and inter-sectoral collaboration. This collaboration is essential because it increases the ability to meet social needs more easily, quickly, and efficiently than individual action.

Special Issue

Editor-in-Chief

Prof. Dr. Marc A. Rosen
Faculty of Engineering and Applied Science, University of Ontario Institute of Technology, Oshawa, ON L1G 0C5, Canada

Message from the Editor-in-Chief

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