

(GPP 814) Managing Change and Innovation in the Public Sector

Pre-requisites: None

Learning objectives

This course focuses on developing a new paradigm shift in the public organizations namely innovative thinking. This kind of thinking is sustained by the rich literature in the field as well as the technological advances of the 21st century. The course will enable to students to learn and embrace the new theories and ways of adapting to change and develop innovations on their own.

Learning outcomes

After completing the course students should be able to:

- Understand the difference both between innovation and change and between planned and emergent phenomena;
- Understand the introduction of new elements into a public service – in the form of new knowledge, a new organization, and/or new management or processual skills. It represents discontinuity with the past.
- Understand events that PSO managers cannot foresee and which arise because of unexpected changes in the environment.

Course Contents

The volatile environment of public service organizations. Assessing the need for change and innovation. Understanding and managing innovation in public services. Developing and supporting innovators in public service organizations.

Text books

1. Osborne P. Stephen & Brown Kerry. Managing Change and Innovation in Public Service Organizations
2. Windrum Paul & Koch Per. Innovation in Public Sector Services.
3. Considine Mark. Lewis M. Jenny. Alexander Damon. Networks, Innovation & Public Policy.