Technology adoption and innovation in public services (TAIPS)

Eiburs –EIB University Research Sponsorship Programme
Line of research: Development of public e-services in Europe

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Eiburs meeting
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TAIPS Project highlights

• **Research Team**
  *DESP-University of Urbino* + experts from other institutions, including: ISTAT, CNR, Faber Industria, Ministry of Development, University of Rome “La Sapienza “ and LUISS, Italian Competition Authority + international connections with research networks and private and public institutions

• **Focus of this project:**
  Electronic based service provision by Public Administrations (PAs) in Europe

• **Countries to be considered:**
  EU 15 for cross-country analyses, and focus on Italy, UK, Sweden and Luxembourg

• **Services to be considered:**
  *eGovernment, eHealth, Infomobility/Intelligent Transport Systems*

• **Levels of analysis**
  Local, regional, and national (will vary according to services)

• **Methods:**
  Meta-analysis of extant literature, Statistics/econometric analyses, Case studies, Public policy evaluation

• **Research outputs**
  - Integration of existing datasets, and construction of 2 novel datasets,
  - 6 working papers, 4 international publications
  - Project web site implemented ([http://www.econ.uniurb.it/eib_project/](http://www.econ.uniurb.it/eib_project/))
  - 2 public workshops organised,
  - one international conference scheduled in April 2012
Research issues (1)

National patterns of public e-service diffusion in Europe

• How do ICTs impact on the overall performance of public sector in European countries?
  – Using data on e-services to qualify measures of output in public sector across countries
  – Identifying ICT expenditure in non-defence public sector
  – Developing proxies of organisational change in public sectors
  – Data: EU-Klems, SIPRI, Cap-Gemini

• How do countries differ in terms of e-service development, adoption and usage?
  – Checking the robustness and consistency of existing indicators
  – Developing indicators on the provision and adoption of e-services
  – Correlating indexes to the characteristics of public organisations and to context specific aspects
  – Data: Official sources (UN-DESA, Eurostat, EU-DGInfo) and established commercial datasets (Empirica, Deloitte, IDC-CapGemini)
A focus on e-services in Italy

• How do Italy’s PAs differ in terms of e-government provision?
  – Integrating different waves of micro-data on public organisations
  – Controlling for competences within public organisations
  – Controlling for local characteristics: industrial districts, density of population, sectoral specialisation
  – Data: Italy’s Buerau of Statistics (ISTAT) data on ICTS in public administrations, with details on 4,762 municipalities, 100 provincial governments, and 22 regional governments in 2008 and 2010, combined with Official Census statistics

• How do Italy’s PAs differ in terms of public e-service portfolios?
  – Extending the spectrum of public e-services beyond e-government to include e-Education, e-Health and Infomobility
  – Enriching the analysis beyond e-readiness and availability of e-services, to capture actual adoption
  – Data: ITIC-Between surveys on 1600 schools, 384 local health units, and 117 local public transportation companies in 2010 and 2011
Research issues (3)

The development of public e-services at the local level. An exploratory analysis across EU countries

• How “smart” are EU cities in terms of public e-services?
  – Assessing the availability of e-health, infomobility and e-procurement in medium and large sized cities in EU15
  – Controlling for local characteristics: infrastructures, density of population, sectoral specialisation
  – Controlling for national characteristics and how they interact with local specificities
  – Data and methods: Web-site survey conducted on the 229 cities monitored by Eurostat in EU 15 countries (Urban Audit Database)

• How effective is the development of public e-services in Europe?
  – Exploring quali-quantitative aspects of public e-services in 4 EU countries (Italy, UK, Sweden and Luxembourg)
  – Analysing the organisational requirements for e-service development
  – Study of the effectiveness of e-service development
  – Data and methods: Case studies on individual local transportation companies, municipalities and hospitals
Conference organisation

1st International EIBURS-TAIPS Conference on:
Innovation and public services: Empirical evidence and policy issues

Date: April 19-20, 2012
Venue: DESP, University of Urbino, Italy

• Session 1: Innovation in market and non market services: Specificities, boundaries and complementarities
• Session 2: Innovation in public sector: Statistical issues and empirical evidence
• Session 3: Inside the black box of public eServices: Drivers, locus and span of innovation
• Session 4: Digital economy and innovation in public sector: Policy issues

Scientific Committee
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