

PROGETTO DI RICERCA

Titolo della ricerca dottorale <i>Title of the doctoral research</i>	Design for public sector innovation
Docente proponente (inserire un solo nome) <i>Proponent professor</i>	Alessandro Deserti
Abstract	<p>The economic, demographic, social, and environmental long-term challenges are questioning many of the assumptions that have underpinned public services, and calling for deep changes that involve institutions, citizens, policy makers, civil servants, third sector organisation and private companies.</p> <p>While austerity measures have been adopted all over the world, innovative social solutions based on the active engagement of citizens emerge as a new paradigm, questioning the established welfare systems, providing alternative solutions but at the same time raising quite a few unsolved problems. In this scenario, design competencies are being experimented as a means to generate innovative solutions, reshape services and change the ways in which they are conceived and delivered, but as they are far from their established culture, many public organisations are striving to introduce them. The rise of design agencies operating in the public sector and of public sector innovation labs that adopt design methodologies, is testament to the continuous rise in demand of these competences.</p> <p>The doctoral research seeks to investigate the relationship between service design, social innovation and public-sector innovation, with the aim of better understanding how a design culture can be embedded in public organisations managing their reflective transformation.</p> <p>The research moves from two assumptions: i) the actor that may be most significantly transformed during the design process is the organisation that leads the process itself (in this perspective, design emerges as an implicit agent of change);</p> <p>ii) the design process can be interpreted as an experiential learning process (in this perspective, design activities may be conducted with the explicit aim of fostering learning and change).</p>
Parole chiave <i>Keywords</i>	Public sector innovation, service design, experiential learning