

NIG 2013: panel 16: Co-production of public services: evidence about its functioning and effects

This session will be chaired by Marlies Honingh and Bram Verschuere

To ensure a vivid debate and full commitment of participants; paper authors are asked to present a paper of one of the other authors and to comment on another paper as well. In the scheme names and rolls are provided.

13:30 introduction

13:45 Supporting new public services in Delfzeijl's coast zone: Interactive knowledge development in the Marconi project

*Paper written by Chris Seijger. This paper will be presented by William Voorberg*

14:00 Reaction: Chris Seijger

14:05 Discussant Joost Fledderus

14:10 Discussion

14:30 Embarking on the social innovation journey: A systematic review to co-creation with citizens.

*Paper written by William Voorberg. This paper will be presented by Joost Fledderus*

14:45 Reaction Voorberg

14:50 Discussant Chris Seijger

14:55 Discussion

### **15:15 break**

15:30 Co-production of public service delivery, satisfaction and trust: is there a self-serving bias?

*Paper written by Joost Fledderus. This paper will be presented by Chris Seijger*

15:45 Reaction Joost Fledderus

15:50 Discussant William Voorberg

15:55 Discussion

### **16:15-16:45 conclusion and discussion**