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FROM: Georgia's Innovation Corridor Joint Development Authority
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SUBJECT: Service Innovation Theme Application

Introduction

Public service innovation is a great concern for politicians, civil servants, and public organizations. It was assumed that public service innovation could be organized within organizations if they have the necessary resources. However, innovation is also seen to be a collaborative process between various stakeholders and other organizations. Local governments often struggle with service innovation. It counters the stability and predictability of their operating system, with it usually limited to those problems with known solutions (Service Delivery Strategies and Innovation, 2018). According to Nelson et al. (2018), the main challenge for local managers is to find ways to develop the ability to tackle service needs and challenges while demonstrating that their community is viable. Innovative ideas are frequently filtered based on the feasibility of finding a balance which has been proven quite tricky, which is why innovative methods are needed to achieve the desired effect. The public sector focuses more on optimizing existing services and programs, which helps the government maintain economic standing.

Service Innovation

Public service innovation is applied mainly in the private sector perspective employing their shared values and collaborative nature. It is essential to know how to include stakeholders in the innovation process. With an increasing number of academic articles, public servants and

scholars could link their research on leadership or network governance, leading to the development of relevant research on the theme of public administration. Some define innovation as adopting an existing idea by an organization or improving such an idea (Service Delivery Strategies and Innovation, 2018). However, in general, they are regarded as new to the organization and intended to improve its performance. While many agree that innovation is good, there is less understanding of building capacity for innovation into an organization. A challenge associated with service innovation would be that there is no incentive for public staff. Since private companies often give bonuses and other cash rewards, service innovation is much more expected. Contrarily, the public sector has less flexibility due to revenue constraints and civil service rules, which can hinder professional creativity.

Applications of the Theme

Public service innovation is necessary to address society's biggest challenges. However, the application of public service innovation can start with engaging with front-line workers to improve programs, services, and infrastructure. This can be done through engagements and meetings structured to identify opportunities and partners who can assist in future efforts (Service Delivery Strategies and Innovation, 2018). Collaborators and allies are needed to understand the landscape of their environment and various issues affecting those in their community. This practical approach can provide credible research data and help with service implementation. Additionally, embracing all future possibilities for an organization or agency can open a space for more creative Ideas through strategic foresight through imagining involvement in various technological and environmental dynamics.

Conclusion

Creative, nontraditional approaches to service innovation will be critical in meeting the need of citizens in the community. This theme will be essential for the success and survival of any local government. With new technological innovations, local governments will have a more remarkable ability to conduct business and positively impact. Utilizing social media can help inform and engage citizens in the local government Athens City Manager's office (Service Delivery Strategies and Innovation, 2018). Since service innovation is seen as a risk to many, utilizing this theme will require an open mind to all possibilities and outcomes. Collaborating with other crafty professionals Through partnerships or donations can reduce the burden of limited resources while utilizing them where they are most needed. Although local governments can satisfactorily operate without service innovations, they will not reach their optimal potential. Finding new ways to provide services and carry out government functions can permit local municipalities to perform at their best and hold great pride in the community in recognizing innovative efforts (Service Delivery Strategies and Innovation, 2018).

References

Service Delivery Strategies and Innovation. (2018). In K. L. Nelson, & C. W. Stenberg, *Managing Local Government: An essential Guide for Municipal and County Managers* (pp. 179-202). Thousand Oaks: CQ Press.