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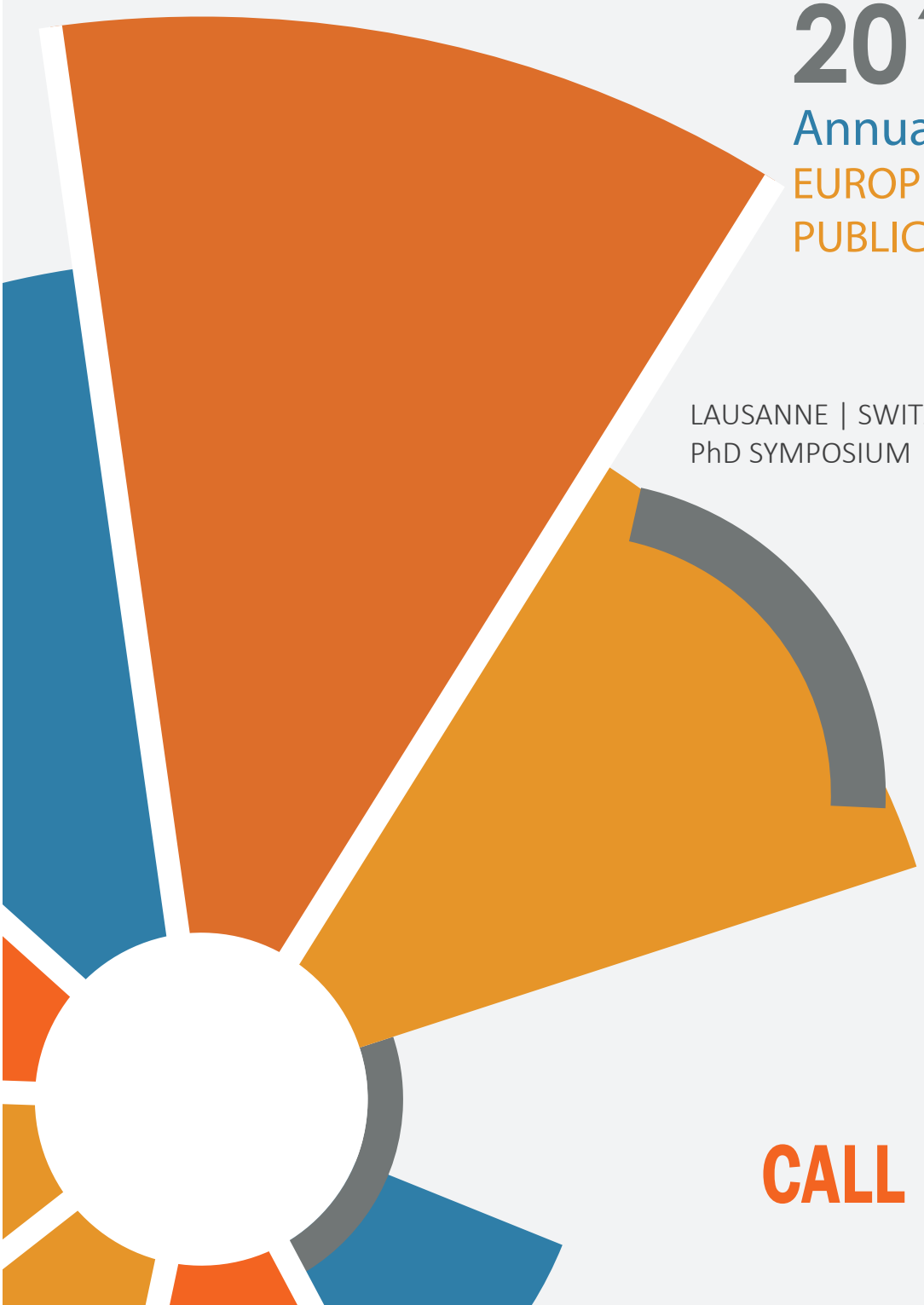
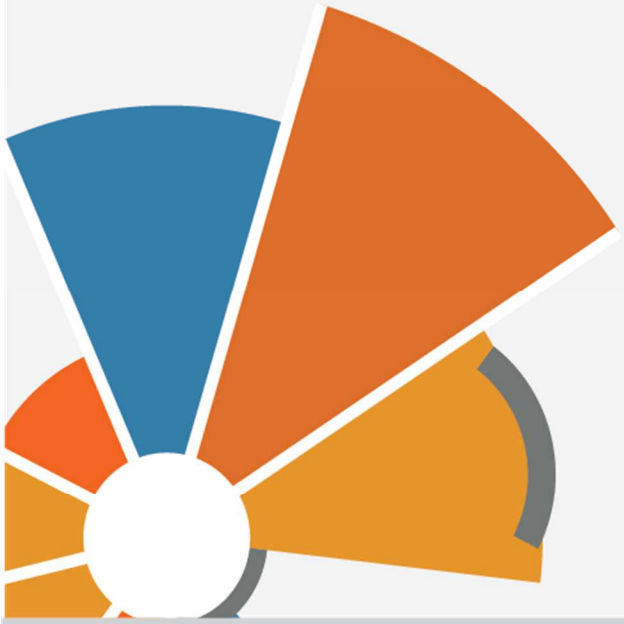
2018

Annual Conference of the EUROPEAN GROUP FOR PUBLIC ADMINISTRATION

LAUSANNE | SWITZERLAND |5-7 SEPTEMBER 2018
PhD SYMPOSIUM | 3-4 SEPTEMBER 2018



CALL FOR PAPERS



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EGPA Permanent Study Group XX on: Welfare State Governance and Professionalism

Reforming Welfare State Services: Challenges, Features and Effects

CALL FOR PAPERS

In recent years, many European countries — as well as non-European countries — have approved far-reaching reforms of welfare state services, including policies, administrations and organizations. This is done in order to overcome two main weaknesses. On the one hand, the lack of a new framework for maintaining a high, or at least acceptable, welfare standard with fewer resources (give more, needless). On the other hand, the lack of implementation capacity, including the competency of professionals to treat changing cases in changing contexts.

In order to meet the challenge of maintaining high quality welfare standards in times of permanent fiscal austerity and to improve the implementation capacity (including professional competency) a variety of different reform measures have been introduced:

- *Improved models of service delivery*: Innovations with respect to service delivery can be found at the level of welfare state organizations (e.g. through the introduction of new management practices such as strategic, performance and/or quality management) as well as at the level of policy fields. In search for more effective ways to deliver social and health services, governmental organizations have incorporated market incentives and have increasingly delegated the fulfillment of public tasks to private organizations. At the same time citizens have also been granted a greater say in the delivery of social and health services and other welfare sectors and have been empowered through choice policies and ideas of co-production.

- *Introduction and diffusion of new technologies:* Reforms of welfare state governance are also triggered by the digital revolution. New technologies change the *workflow* to ease processes in health and social service delivery and other welfare sectors. In addition, digital devices such as wearables and apps are considered to activate and to empower service users.

- *Change in knowledge generation, accumulation and sharing:* Evidence based policy has evolved as a promising tool to increase both the quality and the cost-effectiveness of service delivery. Here, too, we can see the effects of the digital revolution. Developing

and strengthening advanced information management systems and mechanisms of data sharing are conditions for new knowledge generation processes and conscious and ethical use of current best evidence.

- ***Redefining and rethinking of welfare system governance:*** Finally, considerable efforts are made to tackle implementation deficits through improved coordination and cooperation within and across welfare state organizations and policy fields.

- ***The reconfiguration of professional competency:*** New models are developed for training, socializing and supervising welfare state professionals. This is – sometimes – used to redesign educational curriculums. In addition, new models and modes for inter-professional working are developed, aimed at strengthening (multi)disciplinary teams and cross-boundary networks.

These reforms have far-reaching effects since they change the roles and responsibilities of public and private actors, welfare state professionals and the service users in a decisive way. There is a highly controversial debate among researchers and practitioners about the positive, negative and the unintended consequences of the reform measures.

The study group invites papers with (new) theoretical or empirical insights, including comparative insights, on these developments and concepts. We welcome analyses of the challenges of welfare state service reform, of its core features, as well as effects and implications.

Key Deadlines

- ✓ Proposals should be uploaded through the submission website by April 18,2018
- ✓ Deadline for decision and selection of the accepted papers by the co-chairs: and notification to the Authors : May 9, 2018
- ✓ Deadline for submitting the complete papers: August 16, 2018

Practicalities

Please submit your abstract online through the Conference Website www.egpa-conference2018.org or directly through Conference Management System: https://www.conftool.com/egpa2018

Practical information on the EGPA 2018 conference can be found at:
www.egpa-conference2018.org

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EGPA Policy Paper on European Governance – Please note that all authors with accepted papers can submit a proposal for an EGPA Policy Paper. For more information, please contact Dr. Fabienne Maron