



EGPA/IIAS

European Group
for Public Administration

2021

Annual Conference of the

***European Group for Public
Administration***

7-10 September 2021

PhD Symposium

7 September 2021

***Permanent Study Group II:
Public Sector Performance***

Call-for-Papers

EGPA Permanent Study Group II on Public Sector Performance

(formerly : Performance and Accountability in the Public Sector)

Public Sector Performance and its Future Challenges

The ability of the public sector to formulate goals and deliver on these ambitions remains a crucial issue in the study of public administration. However, much has changed in how these goals are formulated (involving more actors and continuously evolving priorities), how public ambitions are achieved (requiring the collaboration between public, private, and community actors), and how public performance is measured and scrutinized (involving multiple actors holding the government to account).

This permanent study group seeks to understand the challenges of public sector performance in these shifting circumstances, and to explore the potential of both traditional and innovative approaches to address these challenges. For example, the global Covid-19 pandemic has highlighted the public sector's ability, or inability, to perform in the face of a major challenge, offering an opportunity to compare and contrast the different performance of different countries.

We capitalize on the lessons of decades of research into performance management and the use of performance information, accountability, and public management, but we also need fresh insights into the mechanisms and effects of 'new' approaches such as collaborative performance management to assess and improve public sector performance.

We invite contributions offering theoretical or empirical explorations of these themes, expressly welcoming a diversity of methodologies, policy contexts, and geographic settings. Please contact the co-chairs if you are unsure if your paper would fit the scope of the panel, we are happy to discuss the various options.

Contributions may intersect with the themes of other permanent study groups, such as the performance of networks or behavioral insights into performance information use. We actively seek collaborations with other study groups. In 2021, we will specifically organize a joint session with the Permanent Study Group on e-government (see below) with the aim of creating a joint publication.

Keynote by Professor Wouter van Dooren

Following the keynote from Professor Don Moynihan at the EGPA 2019 symposium, we are honored to have professor Wouter van Dooren of the University of Antwerp present his keynote at EGPA 2021. He will outline his vision on the most important challenges of conducting research on public sector performance today.

Joint Session on e-Government and Public Sector Performance

The Permanent Study Group I on e-Government and Permanent Study Group II on Public Sector Performance and its Future Challenges (formerly Performance and Accountability in the Public Sector) will organize a joint session at EGPA 2021 on the intersection between e-government and public performance.

The rise of digital technologies offers new answers to old public performance challenges, but also generates new questions. How do digital services contribute to client satisfaction? Does big data create more insight or confusion about the performance of government? Can algorithms contribute to the effectiveness of government decision-making processes? Does e-government enable or impede the scope for professionalism in public services?

We seek to have a broad discussion on the presumed contribution of the use of new technologies in government organizations to the performance of the public sector. We invite researchers to submit both theoretical and empirical papers. Papers may typically address the following issues:

- Review of the literature on e-government and public sector performance
- Case studies of impact of e-government on public sector performance
- Innovative research designs experimenting with digital technologies and public sector performance
- Critical analysis of the relation between e-government and performance
- E-government performance paradox

Selected papers will be discussed in a joint session of the two permanent study groups at EGPA 2021. We will work towards a joint publication, such as a special issue in *Information Polity*, integrating insights from both experts in e-government and public sector performance.

Practicalities

Important dates:

- ✓ Deadline for submission of Abstracts: April 30, 2021
- ✓ Deadline for notification to the authors: no later than May 25, 2021
- ✓ Deadline for online submission of full papers: August 10, 2021
- ✓ EGPA 2021 Conference: September 7-10, 2021

EGPA 2021 Conference Website: <https://www.egpa-conference2021.org/>

EGPA 2021 Conference Management System: <https://www.conftool.org/egpa-conference2021>



Co-chairs of Permanent Study Group II

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