

Societal Challenges



Citizen's Needs



Public Sector Needs



SONNETS

Societal Needs Identification

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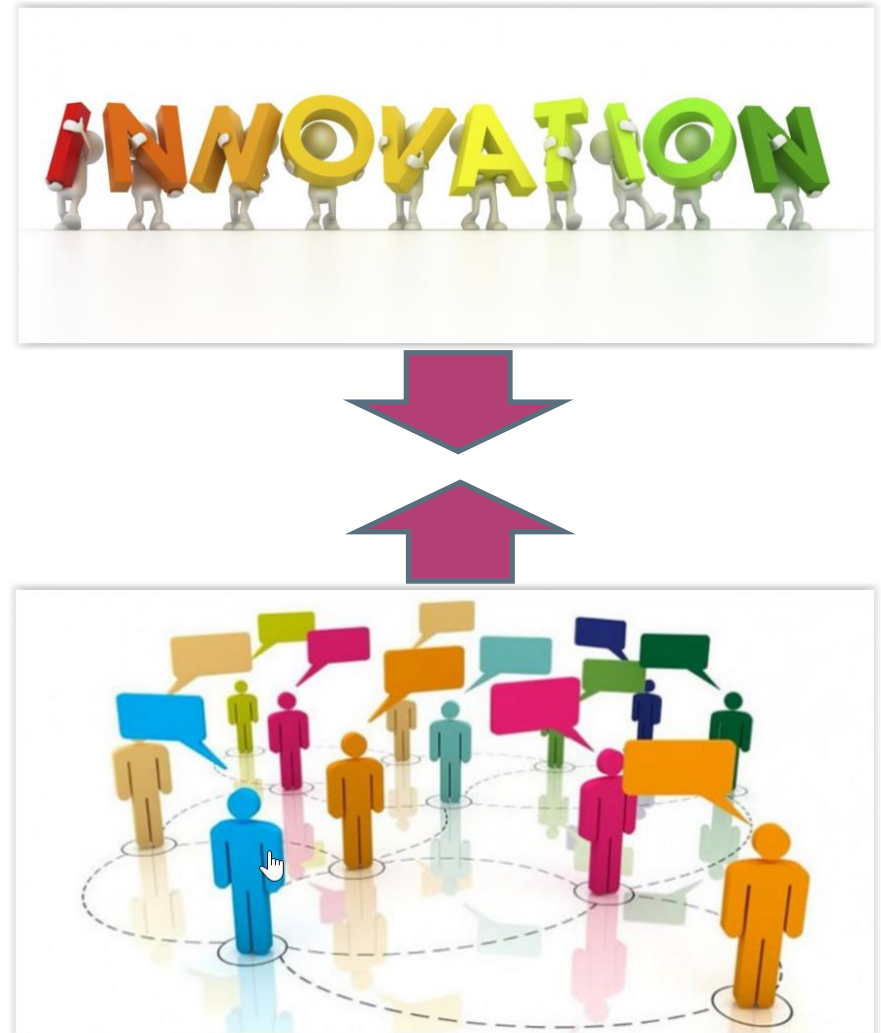
Agenda

- Role in the project
- Methodological view
- Needs overview
- Perspectives summarisation
- Conclusive remarks



Role of Needs in Project

- Set the stage for innovation support activities
- Help generating valuable innovation



Phase 1: Review of Relevant Academic and Gray Literature

n=232 sources

Generation of long list of needs for each stakeholder (government, individuals and businesses)



Phase 2: Interviews with the privileged informants

n=34 interviews

Identification of needs and prioritising the needs



Phase 3: Focus group with SONNETS expert committee

n=4 participants

Validation of needs and identification of relevant innovation best practices



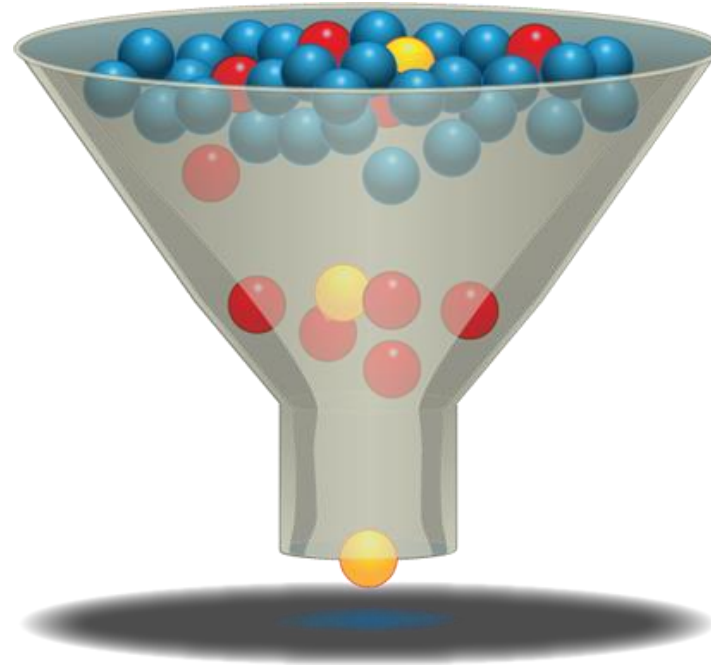
Phase 4: Off-line & Online Validation

n=33 participants + x

Validation of needs relevance, identification of barriers and success factors



Long list of 53 needs
(literature review)



Privileged
informants
opinions

Short list of 28 needs

<http://innodev.ismb.it/sonnets/interviews/privileged-informants/>

8 Individuals Needs







Needs with local relevance



STAKEHOLDER	PRIORITY NEED	COUNTRIES EXPRESSING THE PRIORITY
INDIVIDUALS	Inclusive well-being and health	IT, ES, DE
	Faster access to public services	GR, DE
	Political participation	IT
	Education & training	ES
	Paperless state	GR
BUSINESSES	Easy access to public sector information	IT, ES
	Stimulate an entrepreneurial and start-up culture	GR, DE
	Access to funds	GR
	Simplifying recruitment procedures	ES
	Talent acquisition and retention	DE
PUBLIC SECTOR	Increase resources productivity	IT, GR, ES
	Employees remuneration and incentives	IT, GR
	Improve access to public services	ES
	Civil servants as a community of change	DE
	Recruitment and training	DE

- Convergence on a few needs
- Heterogeneity between Germany and Mediterranean Countries and among the latter

- **Public sector innovation from the outside:**
 - Simple (rules, interfaces and processes),
 - Accountable (certain response times, resources allocation),
 - Inclusive (guarantee basic needs, participation).
- **Public sector innovation from the inside:**
 - Meritocratic (incentives, selection),
 - Agile (bureaucracy, skills, fresh energies),
 - Integrated/coordinated (with private sector).

- **Barriers:**
 - Lack of adequate financial resources
 - Aging workforce
 - Complexity of legal frameworks
 - Inadequate coordination with private sector

- **Potential success factors:**
 - Incentives: innovation entails risk
 - Simplicity: reduce burden on users' side
 - Automation: no-stop approach where applicable

- Technology seems to be only one ingredient of the solution (not necessarily the main one)
- Opportunities: Block chain, IoT, Linked data, AI, as well as social media, cloud and mobile.
- Human capital emerged as a cross-country issue
- Technological solutions should be made transparent to internal and external stakeholders

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