



EGPA/IIAS

European Group
for Public Administration

2020

Annual Conference of the

***European Group for Public
Administration***

2-4 September 2020

PhD Symposium

1-2 September 2020

Permanent Study Group XX:

Welfare State Governance and Professionalism

Call-for-Papers

EGPA Permanent Study Group XX on Welfare State Governance and Professionalism

The Workings of Welfare. Performance-Based Management in Digitalizing Professional Services

Background

During the last century, welfare models were based on the following pillars:

- Specialization of economic functions, with business companies that generate wealth, and the state that collects resources through taxation and that provides welfare services
- Different welfare models, in terms of (less or more universal) coverage and varying social security institutions
- Non-for-profit organizations that integrate state policies on the base of subsidiarity principles, in well- institutionalized arrangements

Nowadays, these previous-century welfare models are under criticism, due to economic insecurities, velocity of changes, volatile behaviors and preferences, contested expertise, changing professional skills and competencies. In other words, critical issues such as scarce resources, rigidity in services delivery settings, delays in updating professionalism act as constraints on the *workings of welfare*.

The digital (r)evolution, moreover, means that we shift from an 'era of change' to a 'change of era'.

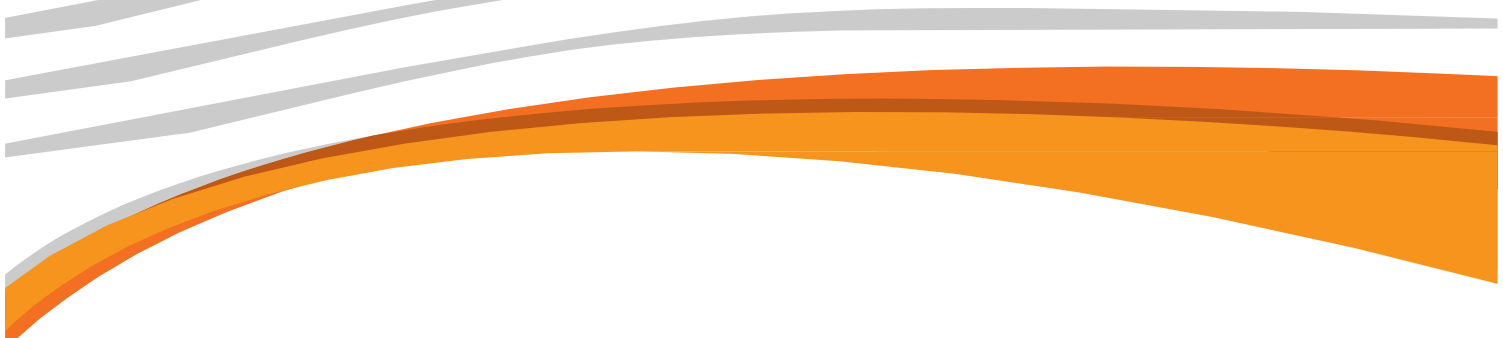
Main trends can be synthesized as follows:

- Wealth production and welfare condition are interconnected, for example: working conditions and organizational well-being are a relevant part of welfare
- Welfare needs and services delivery are no longer separated, and more and more, people are becoming owners of their own welfare
- Accessibility to welfare structure is more and more substituted by functional approaches, delivering services to people in their own environments
- Welfare professionals become more and more facilitators, enablers, supporters of fragile groups, also using information, big data, decision support, algorithms, and new technologies

(New) welfare technologies

Digital transformations (might) fuel creative disruptions in the welfare system and in how the system is organized, including the management of professional service delivery. More specifically, performance measurement, accountability and management systems are transforming due to new societal and economic conditions. Actually, in the digital era we can rely upon technologies that guarantee:

- More information/data for all people who are part of welfare systems, both public and private, both professionals and services recipients
- The building of enormous databases that can be used to analyze, interpret and decide in new ways
- New platforms that favor the connection between demand and supply of welfare services
- Systematic evaluations of direct and indirect effects of welfare policies and intervention



Performance measurement, accountability and management systems will have to evolve from input to output, to outcome and impact perspectives, from delivery to monitoring and control, to commitment indicators, from separate silos/sector indicator to process, stakeholder and multisectoral perspectives. Intersectoral interdependencies can be analyzed and evaluated by using big data.

Papers

In our PSG, we will explore these developments, in conceptual, theoretical, empirically, analytical, explanatory and prescriptive ways. We welcome different types of papers and encourage explicit consideration of the role of digitalization:

- Conceptualizations, theories and frameworks concerning the ‘workings of welfare’ in changing societies
- Analysis and understanding of the ‘workings of welfare’ in the digital era
- Cases of new and/or innovative performance measurement, accountability and management systems
- Good practices of new welfare governance, policies and organization
- Surveys aimed at studying attitudes, opinions, experiences of policy makers, managers, professionals, citizens
- Comparative studies about policies design and implementation in different Countries
- Comparisons of different governance systems
- Empirical understandings of changing professionalism in the era of change/change of era

Joint session

In addition to our regular PSG-sessions, we will organize a joint session with the EGPA Permanent Study Group XIII on Public Policy. Papers which focus on policy implementation and street-level bureaucracy in the welfare state and on professionals and bureaucrats as policy makers, are most welcome (see also the call for papers of the EGPA PSG XIII Public Policy).

Practicalities

Important dates:

- ✓ Deadline for submission of Abstracts: April 30, 2020
- ✓ Deadline for notification to the authors: no later than May 25, 2020
- ✓ Deadline for online submission of full papers: August 10, 2020
- ✓ EGPA 2020 Conference: September 2-4, 2020

EGPA 2020 Conference Website: <https://www.egpa-conference2020.org/>

EGPA 2020 Conference Management System : <https://www.conftool.org/egpa-conference2020/>



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