

The Innovation Barometer

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Organisation: The National Centre for Public Sector Innovation (i.d. Center for Offentlig Innovation (COI))

Country: Denmark

Level of government: Regional/State government

Sector: General public services

Type: Communication, Data, Digital, Methods, Partnerships

Launched in: 2015

Overall development time: 3 year(s)

Link to the innovation's website

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Description

The Innovation Barometer is the world's first public sector innovation statistics. It covers innovation in public workplaces, what drives and encourages innovation and how workplaces create an environment towards the development of new ideas. In 2017 a new edition of the survey will be presented. This gives the opportunity to track and examine the development of innovation in the public sector over time. with something new.

As far as we know this is the world's first statistic data on public sector innovation. The study aims at the individual workplace, which is a new take. Instead of asking town halls on innovation, we have asked the municipal nurseries, primary schools, nursing homes and libraries about their specific innovation. And similarly for the region (e.g. hospitals) and state sector workplaces such as police stations, courts, military facilities, secondary and tertiary education institutions etc. This means we are able to compare, where the frontrunners are for instance when it comes to working with the citizen or the private companies, which sector that is best at enhancing effectiveness; quality and so forth.

The Survey contains a very substantial research potential with almost infinite possibilities. It can be reused in all OECD countries. 20 years of experience from Community Innovations Surveys (CIS) of innovation activity in private enterprises have shown that there is tremendous value in having comparable data across nations. The harmonised CIS survey is designed to provide information on the innovativeness of sectors by type of enterprises, on the different types of innovation and on various aspects of the development of an innovation, such as the objectives, the sources of information, the public funding, the innovation expenditures etc. The CIS provides statistics broken down by countries, type of innovators, economic activities and size classes.

Why the innovation was developed

- provide the individual public sector workplace with a basis for inspiration to work with innovation
 - improve the foundation for public sector decision-making
 - establish an open set of data that will allow researchers from all over the world to develop a deeper and richer understanding of public sector innovation
 - help disseminate knowledge about innovation across the entire public sector
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Objectives

Develop staff capacity, Enhance transparency, Improve efficiency, Increase citizen engagement, Other

- diffusion of innovation
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Main beneficiaries

Academia, Businesses, Civil Society, Government bodies, Government staff, Low-income groups, Other, Students

- Political decision makers

Results

Service quality

Accessibility:

- provide the individual public sector workplace with a basis for inspiration to work with innovation
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Other improvements

- Improved knowledge: creates a data base that others can work with and in this way enhance the usefulness of the data collection. It provides the National Centre for Public Sector Innovation (COI) with a more informed basis for prioritizing efforts in areas where the public sector can benefit most. And it will disseminate knowledge about innovation across the entire public sector.

Development

Design

Employees at The National Centre for Public Sector Innovation

Testing

- We sought inspiration for the survey design through 7 open workshops (partaking where front line staff, top government officials, politicians, private companies, NGOs, researchers, educational institutions etc.)
 - We made pilots on the questionnaires: where different groups of respondents filled out the questionnaires and came back with their assessments (this being nurses, doctors, managers of a nursing home etc.).
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Implementation

Tools used:

- The study was conducted in winter 2014 and covers innovation throughout the public sector. The study was conducted in accordance with the EU and the OECD Guidelines for innovation statistics as described in the Oslo Manual. The study is based on a representative random sample of public sector workplaces. 1.255 workplaces from all parts of the public sector all over Denmark took part.
- The sample was extracted from the database of Danish public sector workplaces from Statistics Denmark - of which there are 15,000. This ensures 1) full representativeness, 2) the possibility to merge the collected survey data with Statistics Denmark's comprehensive registry. We have data, for example, on each individual public workplace, the geographical location, its industry (e.g. municipal elder care), size (number of employees), the educational composition of the employees, etc.
- In the survey we asked workplaces if they have introduced an innovation in the past two years (2013-2014). Thereafter, the survey focuses on the latest innovation introduced in each innovative workplace: is the innovation new compared to others or the adoption of others' solutions? What originated the innovation and who has the workplace cooperated with? How did the innovation process proceed and what were the drivers and barriers? Has the innovation been evaluated and what value has it created? Finally, the survey examines the innovation culture for all workplaces (ex. it examines the willingness to take risks ect.)

Resources used:

Diffusion

- The survey has been sought spread through a number of communicative methods:
 - Several reports, infographics, cases
 - A Video
 - Series and ongoing series of public conferences
 - A Book (in Danish with executive summary in English): 'The Innovation Barometer - Higher efficiency and quality in the public sector through innovation' (which will be published in October 2016)
 - A dedicated website: coi.dk/innovationsbarometer
 - Alignment of all the other assignments in COI, so they draw from the knowledge ("Spreading Innovation – A guide and dialogue tool" and The nationwide Public Sector Innovation Internship Program (PSIIP))
 - Physical distribution of material to approximately 500 recipients (municipalities, regions and ministries).
 - Media coverage in more than 40 Danish news papers, websites and professional journals
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Challenges and solutions

- A challenge was to make a survey that was representative for all of the public sector. Mainly, because you have a public sector that are widely divers in organisation and type of work. Also we had to design the questionnaire so it made sense for the public sector, where political decisions are pivotal for the innovation processes (as it turned out). Therefore it makes very little sense to 'copy and paste' from the private sector CIS questionnaire as some symmetry lovers were inclined to.
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Partnerships

Multiple partners

Academics and Research Bodies, Other Public Sector, Private sector

The Innovation Barometer was prepared in collaboration between the National Centre for Public Sector Innovation, Statistics Denmark and Danish Centre for Studies in Research and Research Policy at Aarhus University.

Lessons Learned

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