

Contents

Contents.....	3
Abstract.....	5
1. Introduction	6
2. The StarPIN approach	8
The conceptual pillars of the StarPIN approach	9
Placing public service innovation at centre stage.....	9
Adopting an object-based approach.....	9
Interpreting innovation as an increase in value creation	11
A new hierarchy of data sources.....	13
3. The foundations of the StarPIN approach	16
Combining insights from complementary strands of literature.....	16
Approaches to public service innovation	17
Key streams of literature on public service innovation	21
The literature on public service dominant logic	21
The literature on ‘value creation and co-creation’.....	22
4. Towards an analytical framework: topics, issues and variables	26
5. A classification grid.....	28
The identification of the target statistical unit: public institutions	28
Which are the conditions for adopting an ‘object’ approach to measure public innovation?	32
The services of general interest as statistical units: a CPA-based classification.....	36
6. Methodology for data collection and data analysis.....	39
The process.....	39
Current status of site-centric measurements	43
Application of the site-centric measurement in two countries	45
Pilot service waste collection.....	45
Keyword identification strategy.....	48
Web-scraping process.....	49
Validation strategy	49
Summarising and integrating collected data.....	50
Table 9: A simplified template structure to integrate data on public sector innovation in e.g. the waste management domain	55
Pilot service Health homecare.....	56
7. Main results of the methodology application	62
Pilot service waste collection in the five pilot countries	62
Scaling up the indicator generated	67
Cross-sectional analysis of data	76

Preliminary results for the pilot service Health homecare	76
8. Learning from the application of the methodology	80
Main difficulties.....	80
Lessons learnt through the testing activity	81
Directions for future improvements.....	82
References	87
Annex 1: Classification Grid	96
Annex 2: User manual	112
Annex 3: Keywords and keyword baskets	116
Annex 4: Example of data for validation and cross-sectional analyses	130
Annex 5: Calculation of regional and national averages of innovativeness levels.....	144