



This project has received funding from the European Union's Horizon 2020 research and innovation programme under grant agreement No 770591.

Co-creation in the Public Sector

Hello,

the survey you are about to start deals with **co-creation in the public sector**.

Co-creation is a process through which public sector organisations attempt to solve problems **collaboratively** by working with one or more stakeholders in the **private sector, public sector, voluntary sector and citizens**. The core objective of co-creation is **to move from consulting with stakeholders to co-creating services and policies** with them. This can include co-creation in terms of the design, production, planning, implementation, delivery, and evaluation of services and policies. You might be familiar with co-creation under the labels of **co-production**, co-design, co-delivery and co-evaluation. In this study, these are understood to be forms of co-creation.

Co-creation is one of the cornerstones of public policy reform across Europe. Scholars have found that co-creation is a route to improve and innovate public services with the potential to stimulate active citizenship. The survey will help us understand the extent co-creation is in use among public sector organisations across different levels of government. Six European countries are included in the study: Croatia, Denmark, France, Netherlands, Slovenia and the United Kingdom.

With your participation, you will make a substantial contribution to our understanding of how the use of co-creation can enhance service delivery and policy formulation across Europe and, in turn, the results will be made available to your organisation to inform both the enhancement of strategy-design and improvements in service delivery. A learning game and toolkit will be made available to you with the aim to assist you in the management of challenges arising from the implementation of co-creation. These tools will be available on our **website** by the end of the project (autumn 2021). To receive information you can subscribe to our **newsletter**.

The survey should not take more than 15 minutes to complete.

The survey is voluntary and anonymous. There is no way to connect your email or any other personal information to the responses you will provide. All responses will be compiled together and analysed as a group. A full participant information sheet is available **here**.

Any queries on the survey can be directed to Andreja Pegan:
andreja.pegan@northumbria.ac.uk You can also contact directly the coordinator of the project Professor Keith Shaw: **keith.shaw@northumbria.ac.uk**

Thank you for accepting our invitation.

COGOV Research team

GENERAL INFORMATION

This section seeks general information about your organisation. Please answer to the best of your knowledge.

Please select the type of organisation you work for:

- UK Government department
- Devolved government department
- Agency or government body
- Local authority
- Other

Please specify:

Please select the territorial location of your local authority:

- England
- Northern Ireland
- Scotland
- Wales

Please select the territorial remit of your organisation:

You can select more options.

- England
- Northern Ireland
- Scotland
- Wales
- UK wide

Please select the area type of your local authority:

Predominantly urban areas: More than 80 % of the population live in urban clusters.

In-between rural and urban area: More than 50 % and up to 80 % of the population live in urban clusters.

Rural areas: Generally small settlements, where at least 50 % of the population live in rural grid cells.

- Predominantly urban area
- In-between rural and urban area
- Predominantly rural area

What is the main task of your organisation?

You can select more options.

- Policy design, formulation and advice
- Service delivery and other policy implementation activities
- Funding, financing and transfers
- Audit and inspection, regulation and supervision
- Other

Please specify:

Which of these options best describes the policy focus of your work?

You can select more than one option.

- Agriculture
- Business and SMEs
- Culture
- Defence
- Economic affairs and development
- Education
- Employment
- Energy
- Environment and environmental protection
- Foreign affairs
- Health
- Housing
- Infrastructure
- Justice, public order and safety
- Planning
- Religion and faith
- Research and science
- Social protection
- Sports and recreation
- Tourism
- Transport

Other

Please specify:

How many full-time employees work in your organisation?

Enter an approximate number

CO-CREATION WITH STAKEHOLDERS

In the following section, we are interested in learning **who does your organisation co-create with, for what purpose and how frequently.**

For the purpose of this study, we define **co-creation** as a collaborative process through which public sector organisations attempt to transform how complex problems, challenges or tasks are met by working together with one or more stakeholders in the private, public or voluntary sector and citizens. The core objective of co-creation is to move from consulting with stakeholders to co-creating services and policies with them. This can include co-creation in terms of the design, production, planning, implementation, delivery, and evaluation of services and policies. You might be familiar with co-creation under the labels of co-production, co-design, co-delivery and co-evaluation. In this study, these are understood to be forms of co-creation.

Please base your answers on the above definition of co-creation and your knowledge.

To what extent does your organisation engage in co-creation with the following stakeholders?



	Not at all	To a little extent	To a moderate extent	To a great extent	To a very great extent	I don't know
Citizens in the role of service users, programme beneficiaries, clients or customers	<input type="radio"/>	<input type="radio"/>				
Citizens in the role of volunteers, non-beneficiaries of programmes or non-users of services	<input type="radio"/>	<input type="radio"/>				
Public sector organisations	<input type="radio"/>	<input type="radio"/>				
Voluntary sector organisations	<input type="radio"/>	<input type="radio"/>				
Private sector organisations	<input type="radio"/>	<input type="radio"/>				

You have answered that your organisation engages in co-creation with public sector organisations. What kind of public sector organisations does your organisation engage with in co-creation?

You can select more than one option.

- Public organisations at the national level (UK-wide, England, Northern Ireland, Scotland, and Wales)
- Public organisations at the regional level
- Public organisations at the local level
- Other

Please specify:

Considering the last 5 years, how has the use of co-creation in your organisation changed in terms of frequency?

- It has decreased in terms of frequency.
- It has neither decreased nor increased in terms of frequency.
- It has increased in terms of frequency.
- I don't know.

To what extent does your organisation engage in co-creation with stakeholders in the following activities?



	Not at all	To a little extent	To a moderate extent	To a great extent	To a very great extent	I don't know
To identify, define and articulate issues to address	<input type="radio"/>	<input type="radio"/>				
To suggest and shape the content of services, projects, plans and policies	<input type="radio"/>	<input type="radio"/>				
To make decisions over services, projects, plans and policies	<input type="radio"/>	<input type="radio"/>				
To implement services, projects, plans and policies	<input type="radio"/>	<input type="radio"/>				
To evaluate services, projects, plans and policies	<input type="radio"/>	<input type="radio"/>				
Other	<input type="radio"/>	<input type="radio"/>				

Please specify:

Please specify:

Please specify:

Please specify:

Please specify:

CO-CREATION IMPACTS

In the following section, we ask you about the **impacts** of co-creation on your organisations.

As a reminder, this study defines **co-creation** in the following way: Co-creation is a collaborative process through which public sector organisations attempt to transform how complex problems, challenges or tasks are met by working together with one or more stakeholders in the private, public or voluntary sector and citizens. The core objective of co-creation is to move from consulting with stakeholders to co-creating services and policies with them. This can include co-creation in terms of the design, production, planning, implementation, delivery, and evaluation of services and policies. You might be familiar with co-creation under the labels of co-production, co-design, co-delivery and co-evaluation. In this study, these are understood to be forms of co-creation.

Please base your answers on the above definition of co-creation and your knowledge.

To what extent do you agree with the following statements on the impacts of co-creation in your organisation?



	Strongly disagree	Disagree	Neutral	Agree	Strongly agree	I don't know
Co-creation has improved my organisation's ability to meet its key strategic and policy objectives.	<input type="radio"/>					
Co-creation has improved public satisfaction with my organisation's services, projects, plans or policies.	<input type="radio"/>					
Co-creation has improved public trust in my organisation.	<input type="radio"/>					
Co-creation has reduced financial costs for my organisation.	<input type="radio"/>					
Co-creation has reduced the bureaucratic burden and red tape in my organisation.	<input type="radio"/>					
Other	<input type="radio"/>					

Please specify:

Please specify:

Please specify:

Please specify:

Please specify:

CO-CREATION AND STRATEGY

In the following question, we will ask you about the extent co-creation is a **strategically planned** activity in your organisation.

As a reminder, this study defines **co-creation** in the following way: Co-creation is a collaborative process through which public sector organisations attempt to transform how complex problems, challenges or tasks are met by working together with one or more stakeholders in the private, public or voluntary sector and citizens. The core objective of co-creation is to move from consulting with stakeholders to co-creating services and policies with them. This can include co-creation in terms of the design, production, planning, implementation, delivery, and evaluation of services and policies. You might be familiar with co-creation under the labels of co-production, co-design, co-delivery and co-evaluation. In this study, these are understood to be forms of co-creation.

Please base your answers on the above definition of co-creation and your knowledge.

To what extent do you agree with the following statements on the strategic planning processes for implementing co-creation in your organisation?



	Strongly disagree	Disagree	Neutral	Agree	Strongly agree	I don't know
Co-creation is enshrined in the strategic plans of my organisation (e.g. vision statements, organisational missions, action plans and strategies).	<input type="radio"/>					
My organisation undertakes analyses before implementing co-creation (e.g. assessment of external and internal threats and opportunities, stakeholder analyses and feasibility assessments).	<input type="radio"/>					
My organisation continuously evaluates, monitors, and updates its strategic plans involving co-creation as new information becomes available.	<input type="radio"/>					
My organisation has effectively achieved staff buy-in for co-creation.	<input type="radio"/>					
My organisation explicitly uses the notion of public value when making decisions about co-creation.	<input type="radio"/>					

You answered that your organisation uses the notion of public value when making decisions about co-creation. Can you please tell us what does that mean for you?

CO-CREATION AND PROFESSIONALS

In the following section, we ask you about the **professionals** who are involved in co-creation in your organisation.

This study adopts a broad definition of **professionals**:

Professionals in the public sector are public servants in ministries or local and regional government, as well as employees in government agencies, as long as they are affected by, or involved in developing and implementing public services and policies.

As a reminder, this study defines **co-creation** in the following way:

Co-creation is a collaborative process through which public sector organisations attempt to transform how complex problems, challenges or tasks are met by working together with one or more stakeholders in the private, public or voluntary sector and citizens. The core objective of co-creation is to move from consulting with stakeholders to co-creating services and policies with them. This can include co-creation in terms of the design, production, planning, implementation, delivery, and evaluation of services and policies. You might be familiar with co-creation under the labels of co-production, co-design, co-delivery and co-evaluation. In this study, these are understood to be forms of co-creation.

Please base your answers on the above definitions of professionals and co-creation, and your knowledge.

To what extent do you agree with the following statements on professionals?



	Strongly disagree	Disagree	Neutral	Agree	Strongly agree	I don't know.
Professionals in my organisation have the skills to co-create with stakeholders.	<input type="radio"/>					
Professionals in my organisation benefit from staff support, financial resources and training that are needed to co-create with stakeholders.	<input type="radio"/>					
Professionals in my organisation have a clear understanding of what they need to do in co-creation.	<input type="radio"/>					
Professionals in my organisation believe that co-creation with stakeholders improves their ability to solve problems.	<input type="radio"/>					

What are the difficulties that professionals face in the co-creation of solutions with stakeholders?

SUPPORT FOR CO-CREATION

In the following question, we will ask you about the **support for co-creation**.

As a reminder, this study defines **co-creation** in the following way:

Co-creation is a collaborative process through which public sector organisations attempt to transform how complex problems, challenges or tasks are met by working together with one or more stakeholders in the private, public or voluntary sector and citizens. The core objective of co-creation is to move from consulting with stakeholders to co-creating services and policies with them. This can include co-creation in terms of the design, production, planning, implementation, delivery, and evaluation of services and policies. You might be familiar with co-creation under the labels of co-production, co-design, co-delivery and co-evaluation. In this study, these are understood to be forms of co-creation.

Please base your answers on the above definition of co-creation and your knowledge.

To what extent do you agree with the following statements?



	Strongly disagree	Disagree	Neutral	Agree	Strongly agree	I don't know.
Government initiatives encourage co-creation with stakeholders.	<input type="radio"/>					
The political leadership of my organisation (e.g. ministers, councillors and other elected officials) encourages co-creation with stakeholders.	<input type="radio"/>					
Staff in my organisation are easily motivated to co-create with stakeholders.	<input type="radio"/>					
It is easy to attract stakeholders who are willing to get involved in co-creation.	<input type="radio"/>					

ORGANISATIONAL ATTRIBUTES

In the following question, we ask you about some general behaviour in your organisation that are not directly related to co-creation. Please reply based on your knowledge.

To what extent do you agree with the following statements?

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree	I don't know
My organisation is at the forefront of using new technology (digitalisation and e-government).	<input type="radio"/>					
My organisation actively seeks feedback from stakeholders, for example through surveys, focus groups, consultations or open door events.	<input type="radio"/>					
In my organisation, it is common that individuals with different skills and knowledge come together to complete a particular task.	<input type="radio"/>					
In my organisation, individuals balance each other's skill gaps.	<input type="radio"/>					
In my organisation, it is less about heroic leaders and more about leadership as a collaborative endeavour.	<input type="radio"/>					

FINAL QUESTIONS

Please select your career level:

- Top hierarchical level in my organisation
- Middle hierarchical level in my organisation
- Junior hierarchical level in my organisation
- Other

Please specify:

Please select your gender:

- Female
- Male
- Other
- I do not want to disclose

You can specify:

Please select your age group:

- Under 18
- 18-24
- 25-34
- 35-44
- 45-54
- 55-64
- Above 64

Is there anything you would like to add (e.g. relevant issues not covered in the survey and relevant examples of co-creation)?

www.cogov.eu
