



Subject name: Commission of Public Services
Course key: 76992
Type of course: Optative
Approved credits:
Last curriculum revision date: September 2020
Pre-requisite: None

A) COURSE NAME: COMMISSION OF PUBLIC SERVICES

Synthetic Program				
Commission of Public Services				
General information				
Type of proposal to curriculum:	New	<input checked="" type="checkbox"/>	Restructuring	Adjustment
Type of subject:	Mandatory	<input type="checkbox"/>	Optative	<input checked="" type="checkbox"/> Complementary
Matter shared with another EP or academic entity	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes What PE is shared? _____ What semester? _____ What academic entity? _____			
Produced by:				
Revisado por:				
Semester	Hours of theory per week	Hours of practice per week	Hours additional work student per week	Credits
	3	1	1	6
Overall objective	Analyze contemporary developments and contemporary advanced research, addressing not only the traditional "public sector", but also the voluntary / nonprofit sector (NGOs, charities) and the provision of quasi-market (quasi-market provision) in an international context.			
Specific objectives	<ul style="list-style-type: none"> Apply their knowledge about the provision of public services as an instrument to improve the use of resources in cities and address the most environmental problems. 			

Synthetic Program					
Specific professional competence (s) that the subject develops	<ul style="list-style-type: none"> Learn to analyze the relationship between the provision of public services and urban areas from a complex thinking and a transdisciplinary perspective To understand the key contributions being made by the social sciences to understand and analyze public services. This includes the ways in which the different public services share their characteristics, the adequate distribution of their tasks and their strategies, as well as the way in which they differ from one another in key aspects. To explore an international and historical perspective of the definition and meaning of public services, and the role of the public sector in providing their services. To develop a selective and comparative perspective, from an international perspective, the political and historical origins of the contemporary public services sector. 				
Performance tasks of the specific professional competence to those which contribute to develop the subject	<ul style="list-style-type: none"> Develop a comprehensive understanding, in an international context, of the research programs and important policies in public services, especially those employing criteria and indicators. Understand the reasons for public services, and the different ways in which public provision and regulation can contribute to its realization. Critical awareness, in an international context, of the main contemporary problems in the provision of public services. Evaluate the extent to which public sector problems and policy alternatives can be generalized to public services in general. Build a comparative and international perspective on the political and historical origins of the contemporary public services sector. 				
Transversal professional competence (s) that contribute to the development of the subject	<ul style="list-style-type: none"> To understand of the key contributions made by the social sciences to understand and execution of public services. This will include the ways in which different public services share common characteristics and appropriate administration and delivery strategies, and also how they can differ from each other in key aspects. To develop leadership skills in students, using leadership development exercises and group work, and demonstrating how this can be a means to transform organizations. To promote a discussion space where different perspectives are approached from a multidisciplinary perspective. 				
Units	<table border="1" style="width: 100%;"> <thead> <tr> <th style="width: 30%;">Units</th> <th>Contents</th> </tr> </thead> <tbody> <tr> <td> </td> <td> </td> </tr> </tbody> </table>	Units	Contents		
Units	Contents				

	1. Objectives and scope of the policy	Definition and meaning of public services and the public sector: an international vision. Objectives and scope of the policy
	2. Policy analysis and innovation in the Public Sector	Policy Analysis in the Public Sector Conceptual framework
	3. Multidisciplinary perspective in the provision of public services	Environment Government Economy and Health
	4. Empirical evidence on policies that support innovation within the public sector	Institutions and innovation Global trends Case studies
Method and practice	Method	Presentation of the topics through videos, power point presentations, readings, discussion groups, written essays and the analysis of case studies in an integrated way.
	Practices	
Evaluation method	Examen parcial	Unit 1 and 2: 20%
		Unit 3 : 20%
		Unit 4 : 20%
	Final exam Other activities	Final test: 40%
References and digital resources	References	Adelman, I. (1999): Fallacies in Development Theory and Their Implications for Policy. Department of Agricultural and Resource Economics and Policy Division of Agricultural and Natural Resources University of California At Berkeley. Working Paper No. 887 Antúnez Sánchez, A. F., & Domingos Víctor, J. (2013). El control ambiental, un servicio público para el desarrollo local como política estatal para el desarrollo sostenible. Nómadas. Revista

		<p>Crítica de Ciencias Sociales y Jurídicas, 38(0). https://doi.org/10.5209/rev_NOMA.2013.v38.42915</p> <p>Bason, C. (2010): Leading Public Sector Innovation – Co-creating for a better society. The Policy Press, 2010</p> <p>Bailey, S. J. – Valkama, P. – Anttiroiko, A-V. (ed.) (2010): Innovations in Financing Public Services. Country Case Studies. Palgrave Macmillan</p> <p>Bailey, S. J. (2011): Innovative Models for Funding Public Sector Infrastructure: UK Case Study. A Special Report for KUPERA Project.</p> <p>Beach, Lee Roy, (1998). Image Theory: Theoretical and Empirical Foundations.</p> <p>Bekkers, V. – Edelenbos, J. – Steijn, B. (ed.) (2011): Innovation in the Public Sector – Linking Capacity and Leadership. Palgrave Macmillan, 2011</p> <p>Cunningham, P. – Karakasidou, A. (2009): Innovation in the Public Sector. Policy Brief No. 2 (2009). European Trend Chart on Innovation Policy, August 2009</p> <p>Doherty, tland home, t. (2002) Public Services Management, london: routledge.</p> <p>Flynn, N. (2002) Public Sector Management, harlow: Pearson education.</p> <p>Fountain, J. E. (2001): Paradoxes of public sector customer service. Governance, Vol. 14, pp. 55-73</p> <p>Goldsmith, Stephen and Eggers, William (2004). Governing by Network: The New Shape of the Public Sector.</p> <p>Le grand, J Motivation, (2003), Agency and Public Policy.</p> <p>Mulgan, G. (2009): The art of public strategy. Oxford: Oxford University Press</p>
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	<p>Oxford review of Economic Policy, (2003) Issue on Financing and Managing Public Services, Summer</p> <p>Potts, J. – Kastle, T. (2010): Public sector innovation research: What's next? Innovation: management, policy & practice (2010) Vol. 12, pp.122-137.</p> <p>Potts, J. (2009): The innovation deficit in public services. Innovation: Management, Policy and Practice, Vol. 11, No. 1. pp.34-43.</p> <p>Rius, A. (1992). Servicios públicos y reforma fiscal ambiental en América Latina: Oportunidades y desafíos. Gestión y Política Pública, 25(1), 245–297. Retrieved from http://www.scielo.org.mx/scielo.php?script=sci_arttext&pid=S1405-10792016000100007</p> <p>Røste, R. (2004): Studies of innovation in the public sector, a literature review. PUBLIN Working Paper, Delivery D8, version2</p> <p>Rubalcaba, L. – Hipp, C. (2010): Organisational innovation in services. Europe INNOVA Sectoral Innovation Watch, Horizontal reports</p> <p>Yuen, Y. H. (2007): Overview of Knowledge Management in the Public Sector. 7th Global Forum on Reinventing</p> <p>Paz, E. C., & Lebrero, J. C. R. (2016). La innovación social desde el ámbito público: Conceptos, experiencias y obstáculos. Gestión y análisis de políticas públicas.</p> <p>Vidal, J. P. (2016). Modelos innovadores de administración y gestión pública: Hacia la emergencia de nuevos paradigmas. Gestión y análisis de Políticas Públicas.</p> <p>Martí, M., Blanco, I., & Parés i Franzi, M. (2016). Regeneración urbana y gobernanza. ¿ Cómo evaluar la participación en una red de gobernanza? Tres perspectivas teóricas y un estudio de caso. Participación, políticas públicas y territorio, 27-52.</p>
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		Cejudo, G., Dussauge, M., & Michel, C. (2016). La innovación en el sector público: Tendencias internacionales y experiencias mexicanas. Ciudad de México: CIDE
	Digital resources	<p>Cardozo Brum, M. I. (2006). La evaluación de políticas y programas públicos. Retrieved June 26, 2019, from Camara de Diputados website: http://biblioteca.diputados.gob.mx/janium/bv/ce/scpd/LIX/eval_pol_prog_pub.pdf</p> <p>Ministerio de la Presidencia. (2009). Guía para la evaluación de la calidad de los Servicios Públicos. Retrieved June 26, 2019, from Gobierno de España website: http://www.aeval.es/export/sites/aeval/comun/pdf/calidad/guias/Guia_evaluacion_calidad.pdf</p>

B) CONTENTS AND METHODS BY UNITS AND TOPICS

Unit 1. Concepts of Public Services and the Public Sector		12h
Topic 1. General public services		6h
Subtopic	1.1.1 Definition and meaning of public services	
	1.1.2 Definition and meaning of the public sector	
Topic 1.2 Objectives and scope of the policy		6h
Subtopic	1.2.1 Patterns of public service over time	
	1.2.2 Cases based on historical and spatial perspective	
References and digital resources	References	<p>Adelman, I. (1999): Fallacies in Development Theory and Their Implications for Policy. Department of Agricultural and Resource Economics and Policy Division of Agricultural and Natural Resources University of California At Berkeley. Working Paper No. 887</p> <p>Beach, Lee Roy, (1998). Image Theory: Theoretical and Empirical Foundations.</p> <p>Flynn, N. (2002) Public Sector Management, Harlow: Pearson education.</p>

	Digital resources	
Teaching methods	Presentation of the topics through videos, power point presentations, readings, discussion groups, written essays and the analysis of case studies in an integrated way.	
Learning activities	Participation Field work Oral presentations Research project	

Unit 2. Policy analysis and innovation in the Public Sector		12h
Topic 2 .1 Policy Analysis in the Public Sector		6h
Subtopic	2.1.1 Introduction: The growing interest in the public sector 2.1.2 Politics in the public sector	
Topic 2.2 Theoretical and conceptual framework		6h
Subtopic	2.2.1 Conceptual framework for the analysis of support policies in the public sector 2.2.2 The specific characteristics of public sector innovation 2.2.3 Motor potentials and barriers of the public sector innovation policy.	
References and digital resources	References	<p>Bason, C. (2010): Leading Public Sector Innovation – Co-creating for a better society. The Policy Press, 2010</p> <p>Cejudo, G., Dussauge, M., & Michel, C. (2016). La innovación en el sector público: Tendencias internacionales y experiencias mexicanas. Ciudad de México: CIDE.</p> <p>Doherty, tland horne, t. (2002) Public Services Management, london: routledge</p> <p>Le grand, J Motivation, (2003), Agency and Public Policy.</p> <p>Mulgan, G. (2009): The art of public strategy. Oxford: Oxford University Press</p> <p>Potts, J. (2009): The innovation deficit in public services. Innovation: Management, Policy and Practice, Vol. 11, No. 1. pp.34-43.</p>

	Digital resources	Cardozo Brum, M. I. (2006). La evaluación de políticas y programas públicos. Retrieved June 26, 2019, from Camara de Diputados website: http://biblioteca.diputados.gob.mx/janium/bv/ce/scpd/LIX/eval_pol_prog_pub.pdf
Teaching methods	Presentation of the topics through videos, power point presentations, readings, discussion groups, written essays and the analysis of case studies in an integrated way.	
Learning activities	Field work Oral presentations Research project	

Unit 3. Multidisciplinary perspective in the provision of public services		12h
Topic 3.1 Environment		6h
Subtopic	3.1.1 Environment, livelihoods and development in the 'South 3.1.2 Urban regeneration 3.1.3 Evidence based on decision making in health care and the environment	
Topic 3.2 Government		3h
Subtopic	3.2.1 Policy, government and regulation in public service management	
Topic 3.3 Economy and health		3h
Subtopic	3.3.1 Economics and Politics of Health	
References and digital resources	References	<p>Antúnez Sánchez, A. F., & Domingos Víctor, J. (2013). El control ambiental, un servicio público para el desarrollo local como política estatal para el desarrollo sostenible. <i>Nómadas. Revista Crítica de Ciencias Sociales y Jurídicas</i>, 38(0). https://doi.org/10.5209/rev_NOMA.2013.v38.42915</p> <p>Fountain, J. E. (2001): Paradoxes of public sector customer service. <i>Governance</i>, Vol. 14, pp. 55-73</p> <p>Goldsmith, Stephen and Eggers, William (2004). <i>Governing by Network: The New Shape of the Public Sector</i>.</p> <p>Rius, A. (1992). Servicios públicos y reforma fiscal ambiental en América Latina: Oportunidades y desafíos. <i>Gestión y Política Pública</i>, 25(1), 245–297. Retrieved from</p>

		<p>http://www.scielo.org.mx/scielo.php?script=sci_arttext&pid=S1405-10792016000100007</p> <p>Martí, M., Blanco, I., & Parés i Franzi, M. (2016). Regeneración urbana y gobernanza. ¿Cómo evaluar la participación en una red de gobernanza? Tres perspectivas teóricas y un estudio de caso. Participación, políticas públicas y territorio, 27-52.</p>
	Digital resources	
Teaching methods	Presentation of the topics through videos, power point presentations, readings, discussion groups, written essays and the analysis of case studies in an integrated way.	
Learning activities	Participation Field work Research project	

Unit 4. Empirical evidence on policies that support innovation within the public sector		12h
Topic 4.1 Institutionalality and innovation		4h
Subtopic	4.1.1 Institutional structure and innovation patterns. 4.1.2 Evaluation of policies / initiatives in support of public sector innovation	
Topic 4.2 Global trends		2h
Subtopic	4.2.1 Global trends in promoting public sector innovation	
Topic 4.3 Case studies		6h
Subtopic	4.3.1 Innovation case studies of the public sector. 4.3.2 Prospective analysis of case studies based on climate change and new technologies 4.3.3 Scenario-based case analysis	
References and digital resources	References	<p>Bailey, S. J. – Valkama, P. – Anttiroiko, A-V. (ed.) (2010): Innovations in Financing Public Services. Country Case Studies. Palgrave Macmillan</p> <p>Bailey, S. J. (2011): Innovative Models for Funding Public Sector Infrastructure: UK Case Study. A Special Report for KUPERA Project.</p>

		<p>Bekkers, V. – Edelenbos, J. – Steijn, B. (ed.) (2011): Innovation in the Public Sector – Linking Capacity and Leadership. Palgrave Macmillan, 2011</p> <p>Cunningham, P. – Karakasidou, A. (2009): Innovation in the Public Sector. Policy Brief No. 2 (2009). European Trend Chart on Innovation Policy, August 2009</p> <p>Oxford review of Economic Policy, (2003) Issue on Financing and Managing Public Services, Summer</p> <p>Potts, J. – Kastle, T. (2010): Public sector innovation research: What's next? Innovation: management, policy & practice (2010) Vol. 12, pp.122-137</p> <p>Røste, R. (2004): Studies of innovation in the public sector, a literature review. PUBLIN Working Paper, Delivery D8, version2</p> <p>Rubalcaba, L. – Hipp, C. (2010): Organisational innovation in services. Europe INNOVA Sectoral Innovation Watch, Horizontal reports</p> <p>Yuen, Y. H. (2007): Overview of Knowledge Management in the Public Sector. 7th Global Forum on Reinventing</p> <p>Paz, E. C., & Lebrero, J. C. R. (2016). La innovación social desde el ámbito público: Conceptos, experiencias y obstáculos. Gestión y análisis de políticas públicas.</p> <p>Vidal, J. P. (2016). Modelos innovadores de administración y gestión pública: Hacia la emergencia de nuevos paradigmas. Gestión y análisis de Políticas Públicas</p>
	Digital resources	<p>Ministerio de la Presidencia. (2009). Guía para la evaluación de la calidad de los Servicios Públicos. Retrieved June 26, 2019, from Gobierno de España website: http://www.aeval.es/export/sites/aeval/comun/pdf/calidad/guias/Guia_evaluacion_calidad.pdf</p>

Teaching methods	Presentation of the topics through videos, power point presentations, readings, discussion groups, written essays and the analysis of case studies in an integrated way.
Learning activities	Participation Field work Research project

C) TEACHING AND LEARNING STRATEGIES

The course will be developed mainly as a seminar-workshop. The main attraction of this method lies in the possibility of collective reflection on each of the issues summarized in the program, based on certain key concepts derived from readings and presentations in class. The course will be dynamic and participatory, based on discussions.

For some theoretical classes, each student must take assigned readings and prepare an essay (max. 1 page). This essay should express your OWN opinion, experiences, doubts and / or thoughts. This text must be delivered the night before the next class.

The main activities to be carried out in the course are:

- ✓ Pre-readings for each session, including essay development, concept maps;
- ✓ Participation in specific activities during the course sessions and on the website.
- ✓ Individual or teamwork activities (including fieldwork activities).
- ✓ Formulation of a project (a project integrated with other basic courses) at the end of the course.

Great active participation of students is expected in group discussions, in the field and / or on the website (post comments on discussion forums or links, maintain communication, answer surveys, etc.). This participation must be guided by the following criteria:

- ✓ Content and argument
- ✓ Tolerance and openness
- ✓ Cooperation
- ✓ Focused on problems
- ✓ Continuity

D) EVALUATION AND ACCREDITATION

Preparation and / or presentation of:	Periodicity	Covers	Weight of each partial in relation to the ordinary
First partial exam: Oral essay presentation	At the end of Unit 2	Units 1 to 2	20%
Second partial exam: Written essay presentation	At the end of Unit 3	Unit 3	20%
Third partial exam: Final essay presentation	At the end of Unit 4	Unit 4	20%
Ensayo Final	At the end of the units	Units 1 to 4	40%
TOTAL			100%
Ordinary exam	The ordinary final grade will consist of the 3 partial grades (60%), presentation of the final essay (40%).		
Other academic activities required			

E) REFERENCES AND DIGITAL RESOURCES

Main texts

- Adelman, I. (1999): Fallacies in Development Theory and Their Implications for Policy. Department of Agricultural and Resource Economics and Policy Division of Agricultural and Natural Resources University of California At Berkeley. Working Paper No. 887
- Antúnez Sánchez, A. F., & Domingos Víctor, J. (2013). El control ambiental, un servicio público para el desarrollo local como política estatal para el desarrollo sostenible. *Nómadas. Revista Crítica de Ciencias Sociales y Jurídicas*, 38(0). https://doi.org/10.5209/rev_NOMA.2013.v38.42915
- Bason, C. (2010): *Leading Public Sector Innovation – Co-creating for a better society*. The Policy Press, 2010
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- Cunningham, P. – Karakasidou, A. (2009): *Innovation in the Public Sector*. Policy Brief No. 2 (2009). European Trend Chart on Innovation Policy, August 2009
- Doherty, Iland home, t. (2002) *Public Services Management*, london: routledge.
- Flynn, N. (2002) *Public Sector Management*, harlow: Pearson education.
- Fountain, J. E. (2001): Paradoxes of public sector customer service. *Governance*, Vol. 14, pp. 55-73
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- Le grand, J Motivation, (2003), *Agency and Public Policy*.
- Mulgan, G. (2009): *The art of public strategy*. Oxford: Oxford University Press
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- Potts, J. – Kastle, T. (2010): Public sector innovation research: What's next? *Innovation: management, policy & practice* (2010) Vol. 12, pp.122-137.
- Potts, J. (2009): The innovation deficit in public services. *Innovation: Management, Policy and Practice*, Vol. 11, No. 1. pp.34-43.
- Rius, A. (1992). *Servicios públicos y reforma fiscal ambiental en América Latina: Oportunidades y desafíos*. *Gestión y Política Pública*, 25(1), 245–297. Retrieved from http://www.scielo.org.mx/scielo.php?script=sci_arttext&pid=S1405-10792016000100007
- Røste, R. (2004): *Studies of innovation in the public sector, a literature review*. PUBLIN Working Paper, Delivery D8, version2
- Rubalcaba, L. – Hipp, C. (2010): *Organisational innovation in services*. Europe INNOVA Sectoral Innovation Watch, Horizontal reports
- Yuen, Y. H. (2007): *Overview of Knowledge Management in the Public Sector*. 7th Global Forum on Reinventing
- Paz, E. C., & Lebrero, J. C. R. (2016). *La innovación social desde el ámbito público: Conceptos, experiencias y obstáculos*. *Gestión y análisis de políticas públicas*.
- Vidal, J. P. (2016). *Modelos innovadores de administración y gestión pública: Hacia la emergencia de nuevos paradigmas*. *Gestión y análisis de Políticas Públicas*.



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Web Sites

Cardozo Brum, M. I. (2006). La evaluación de políticas y programas públicos. Retrieved June 26, 2019, from Camara de Diputados website:

http://biblioteca.diputados.gob.mx/janium/bv/ce/scpd/LIX/eval_pol_prog_pub.pdf

Ministerio de la Presidencia. (2009). Guía para la evaluación de la calidad de los Servicios Públicos.

Retrieved June 26, 2019, from Gobierno de España website:

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