

ASU Center for Organization
Research and Design
Arizona State University

Presents a talk by:



Jari Vuori

Tuesday April 10, 2018

UCENT 580

Downtown Phoenix Campus

2:00-3:00 pm

CROSS-CULTURAL COMPARISON OF PUBLIC-PRIVATE SERVICES: IS THE BETTER SELF-SERVICE DESIGN A SOLUTION FOR PUBLIC SECTOR AUSTERITY?

Abstract

The aim of this presentation is to compare people as self-service designers in England and Finland. Its main contribution is to identifying the new role of self-service user in health care. The survey data was collected in both in England (N=2,000) and Finland (N=1,973) in 2013. In nutshell, *self-service design* refers here to people who will plan, organize and produce self-services according to their preferences as an alternative to traditional service provision. Services produced by their users ('self-services') are a relevant option for public and private service delivery as well as non-profit services, and have relatively reliable performance indicators. In this age of public sector austerity the questions about the rising costs of service fetishism should be taken more seriously. There is a possibility that self-service designs would strike a balance between the present and future use of public and private services in the forthcoming explosion of robots and eGovernments.

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