

# TROPICO

Transforming into Open, Innovative  
and Collaborative Governments

## The 2021 Digital Government Summit: Government in the Service of Citizens

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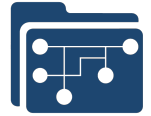


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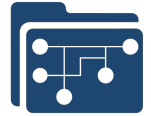
# Success factors for collaboration and co-creation



- Collaboration and co-creation promises to improve the quality, efficiency and effectiveness of policy design and service delivery

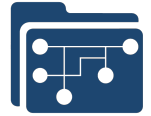


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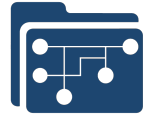


- **Organisational design:** type, composition and size
  - Include a **variety** of expertise, knowledge and resources, and acknowledge and exploit **differences** (interests, capacity, culture, and context)
  - Ensure **formal authority** of core organisation
  - Tailor **governance structures** and use **formal agreements** to ensure the rules of the game
  - Allow for **creative processes and improvisation**
  - In **smaller**, government led collaborations: governance by a lead organisation (vertical)
  - In **larger** collaborations coordinated by societal actors: distributed (horizontal) governance
- **Participatory process**
  - Ensure **high interconnectedness** through frequent interaction, smaller groups, clear mandate and autonomy
  - Target **higher levels of participation** and involvement (inform → consult → involve → collaborate → empower)
  - Utilise user research, and engage users in constructive, structured dialogue
  - Pilot your ideas
  - Ensure feedback mechanisms

# Success factors for collaboration and co-creation



- **Leadership and Management**
  - Combine different **management strategies**
  - **Transformational leadership**, positive motivation and inspiration with focus on outcomes and learning
  - **Time and resources** allowing for experimentation and trial-and-error
- **Accountability and trust**
  - Combine traditional, hierarchical accountability with **multi-dimensional accountability** (internal and external)
  - **Trust** between participating actors is fundamental, and can be achieved through open and transparent communication, frequent encounters, informal meetings, facilitation and dialogue
  - **Digital tools** stimulate communication and interaction where trust already exists
  - Ensure a **balance** between face-to-face interaction and interaction via digital tools
  - Secure **external support** for the initiative
- **No silver bullet, magic potion, or “one-size fits all” – however, conscious, meticulous and careful design works!**



# Thank you!



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! New blog post: Stakeholders prefer collaboration and transparency in (place)branding



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