

# Contents

---

<i>About the authors</i>	viii
<i>Foreword</i>	ix
<i>Acknowledgments</i>	xi

<b>Introduction</b>	<b>1</b>
Situation and goals	1
Hypothesis	3
Approach	3
Book outline	5
Major findings	5

## PART I THE NEED FOR DISRUPTIVE INNOVATION IN PUBLIC SERVICES

<b>1 The need for disruptive innovation in public services</b>	<b>11</b>
Why study public services?	11
Why study independent living?	14
Current theory has gaps in understanding	16
Conclusion	17
<b>2 Initial framework</b>	<b>18</b>
Delivery of services	18
Conditions for successful innovation	20
Linking innovation and culture	23
Conclusion	24

## PART II INDEPENDENT LIVING AND CULTURAL CONTEXT

<b>3 In-home care services for independent living</b>	<b>29</b>
Societal need	29
Ageing in the developed world	30
The growth of chronic disease	31

Caregiver shortages	32
The case for disruptive change	34
The proposed shape of the solution: technology	35
Political significance and public debate	40
Conclusion	41
<b>4 Cultural context</b>	<b>42</b>
Cultural analysis	45
The United States	46
Scandinavia	52
The United Kingdom	57
Japan	62
Comparisons	68
Conclusion	73
<b>PART III AN INTEGRATED MODEL OF PUBLIC SERVICE INNOVATION</b>	
<b>5 The core model: the Service Innovation Triangle</b>	<b>79</b>
Theoretical background to the SIT model	79
The original SIT model	81
The public SIT model	82
Layers of the Service Innovation Triangle	83
Bringing society into the SIT model	95
Conclusion	97
<b>PART IV EVIDENCE BASE – CITIZEN OPINION</b>	
<b>6 Citizen opinion</b>	<b>101</b>
Introduction	101
Study specifications	101
Response areas	104
Respondent characteristics	105
Major findings and trends: citizen opinion	109
Overview of findings: citizen opinion	112
Conclusion	133

**PART V IMPLICATIONS FOR INNOVATION IN  
PUBLIC SERVICES**

<b>7 Implications for innovation in public services</b>	<b>137</b>
General implications for public service innovation	137
Implications for innovation by country	139
Trends and outliers	142
Future research in public service innovation	143
<i>Appendix</i>	146
<i>References</i>	169
<i>Index</i>	177