

Developing a Model for Sustainable Digital Co-Creation in the Public Sector

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Abstract

The use of Artificial Intelligence (AI) opens opportunities for public service innovation and citizen involvement in the co-creation process, however developing co-creation as a core competence requires an interdisciplinary perspective and must include knowledge on AI, sustainability, evidence-based decision-making and ethics. The objective of the workshop is to raise awareness and build a network of key stakeholders around the integration of AI-enabled co-creation into evidence-based policymaking.

Keywords


Co-creation, AI, ethics, sustainability

1. Introduction

Co-creation is a process that involves stakeholders in order to solve a shared problem or challenge, through the exchange of different kinds of knowledge, resources, competences, and ideas to enhance the production of public value, or to develop or produce public services [1]. Within this context, co-creation is key to evidence-based policy-making as it incorporates evidence and improves the reliability, accountability and performance management and public services that are responsive to the needs of users, more efficient, effective and delivered to higher quality standards. AI facilitates the co-creation process by enabling systematic analysis of large and diverse data sources, allowing for more nuanced, timely, and inclusive policymaking [2]. Advancing evidence-based policymaking depends not only on increasing the production and use of data, but also on embedding equity and justice in both evidence generation and policy design [3]. This aligns with the co-creation paradigm, which reorients the purpose of public services from internal efficiency to the creation of public value. However, despite the growing use of co-creation in public innovation, its enabling conditions, particularly within data-driven, AI-supported policy cycles, remain underexplored [4]. To address this gap, it is not enough to simply introduce digital tools and AI technologies into policymaking processes. It requires a deeper analysis and understanding of citizens' needs, as well as the development of cross-cutting competencies among public sector professionals. There is need for an interdisciplinary approach in the development of relevant skills in public management programmes to facilitate

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evidence-based co-creation of sustainable public services using AI technologies. In this workshop, we aim to raise awareness and build a network of key stakeholders around the integration of AI-enabled co-creation into evidence-based policymaking, addressing existing gaps in education and contributing to a labour market equipped with professionals capable of leading sustainable innovation and digital transformation in the public sector.

2. Workshop Design

The workshop is designed to actively engage participants in a dynamic exchange of ideas, new insights, discussion of challenges, and the formulation of further questions. This collaborative dialogue will support the *validation and potential refinement of the presented model for integrating AI-enabled co-creation into evidence-based policymaking* and engage participants in a critical discussion of its strengths and limitations. The workshop is designed as follows:

1. Introduction to the process and conceptual model of AI-enabled co-creation for evidence-based policymaking (brief reflections from invited discussants)
2. Small group discussions on four key research and practice areas:
3. The applicability and limitations of digital and AI government tools to support co-creation processes and evidence-based policymaking in the context of public services
4. Challenges and negative consequences of digital technology and AI use in co-creating public services (e.g. data governance, quality, sensitivity, representativeness, and accessibility)
5. Human-centered AI principles to design systems that amplify, augment, and enhance human performance
6. The importance of an interdisciplinary competencies to design, implement, and govern AI-enabled co-creation processes
7. Plenary session: groups share main insights & identify priority interdisciplinary competencies needed.

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Declaration on Generative AI

The authors have not employed any Generative AI tools.

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