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   Titolo   Service Automation in the Public Sector : Concepts, Empirical Examples and Challenges / / edited by Gustaf Juell-Skielse, Ida Lindgren, Maria Åkesson

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   Nota di contenuto   Part 1: Editorial -- Towards Service Automation in Public Organizations -- Part 2: Conceptualization of Public Sector Service Automation -- The Subject Matter of Process Automation Practices: Through the Lenses of Research Questions -- Understanding Automated Decision-making in the Public Sector: A Classification of Automated, Administrative Decision-making -- Cognitive Robotic Process Automation: Concept and Impact on Dynamic IT Capabilities in Public Organizations -- Part 3: Applications of Public Sector Service Automation -- Automation and

Public Service Values in Human Resource Management -- Integration of RPA in Public Services: A tension approach to the case of income support in Sweden -- Actors and Intentions in the Dissemination of Robotic Process Automation in Social Work -- Application of RPA for Cross-border Business Processes based on the Example of Intra-Community Supplies -- Part 4: Implementation Challenges of Public Sector Service Automation -- Enhancing Routine Capability through Robotic Process Automation in the Public Sector: A Case Survey -- Organizing for Robotic Process Automation in Local Government: Observations from two case studies of RPA implementation in Swedish Municipalities -- Managing two-speed innovation. Combining ambidexterity and platform-oriented IT -- What can Public Sector Organizations Learn from Private Sector Experiences of Robotic Process Automation?.

Sommario/riassunto	This edited volume highlights the latest advances in and findings from research on service automation in public sector organizations. The contributing authors use a mix of social and technological approaches to increase readers' understanding of public service automation. The respective chapters discuss the automation of services in public organizations from a conceptual standpoint, present empirical examples of automation applications in public organizations, and consider the implementation-related challenges that can arise. The book's overall goal is to aid and inspire researchers and practitioners to expand their knowledge of service automation in public organizations, while also providing a foundation for policy development and future research. Following a brief introductory chapter, the book addresses major gaps in our current understanding of service automation in public organizations, and provides suggestions for future research. Moreover, it argues that there is a continued need to observe and learn from empirical examples, and a need for more critical studies on the social and societal consequences of increased service automation in public organizations.