

CONTENT

INTRODUCTION	7
1. PRIVATE NON-PROFIT SECTOR AS PROVIDER OF PUBLIC SERVICES	10
1.1. Public sector and public services	10
1.2. Production and provision of public services	13
1.3. Private non-profit sector and non-governmental organizations	20
2. INNOVATIONS OF PUBLIC SERVICES	30
2.1. Innovations in public sector	36
2.1.1. Social innovations	36
2.1.2. Co-creation	38
2.2. Drivers and barriers of innovations in public sector	42
2.2.1. Factors on the organizations' side	43
2.2.2. Factors on the citizens' side	46
2.3. Outputs and outcomes of co-creation as an innovation in public service delivery	48
3. INNOVATION OF PUBLIC SERVICES IN SLOVAKIA ..	50
3.1. Research methodology	55
3.2. Innovations in public spaces provision	58
3.3. Innovations in housing services provision	67
4. INNOVATION POTENTIAL OF NON-GOVERNMENTAL ORGANIZATIONS	76
4.1. Drivers and barriers of NGOs' innovation potential	77
4.2. Increase of innovation potential of NGO based on inspiration from abroad	80
CONCLUSION	87
SUMMARY	91
REFERENCES	95
APPENDIXES	111

Appendix 1: An interview protocol based on LIPSE methodology ...	111
Appendix 2: An interview protocol for mapping innovation potential of NGOs	120
Appendix 3: An overview of researched co-creation effects	125