

ISIRC 2020 Book of Abstracts

Stream: Active Ageing

Title Active Aging and Social Engagement by Using Information and Communication Technologies: A Case Study

Author Iris Cohen, Michal Isaacson, Carmit-Noa Shpigelman

Abstract Social engagement is a vital component of successful aging. Remaining engaged in society is associated with emotional well-being in old age. Social engagement refers to relations with others and productive activity. However, physiological changes in old age that affect mobility along with losses may lead to isolation, which in turn can negatively affect the person's levels of social engagement and emotional well-being. Social innovations based on information and communication technologies (ICT) may hold the answer to dealing with many of these old age challenges. Using ICT has the potential to promote social connectivity among older adults and to increase their emotional well-being, as found among younger cohorts. Uniper-care (<https://www.unipercare.com>) addressed this need and developed an ICT based system targeted at older adults. Using Uniper-Care's technology, clients can connect with family and friends, view recorded content, and, most importantly, participate in community activities and meetings from a distance, i.e., their home. The system introduces a simple and accessible interface that enables a smooth transition between television content and interactive content. The present study aimed to examine the effect of using Uniper-Care's technology on loneliness, emotional well-being and social engagement among 40 older adults (aged 77-100 years) living independently in the community in the U.S. Pre- and post t-tests and regressions models were conducted following four to five weeks of using the technology. The findings indicated that using technology significantly decreased the participants' level of loneliness, and increased their level of social engagement and overall emotional well-being. To conclude, the strength of the technologies as Uniper is in making 'real' connections between people and making activities accessible to those who are permanently or temporarily homebound. The increased social engagement of the participants in the present study demonstrates the potential of customized technologies to enable active aging in various life domains.

Title Longevity, longer professional lives and new social narratives

Author Joaquin Solana, Carmen Parra, Abat Oliba

Abstract Longevity increase is one of the most relevant social trends.

Life expectancy and life expectancy after retirement increases in such a way that the legal framework in labor legislations is becoming with a high degree of obsolescence. Babies born today have a life expectancy of 100 years or more (Gratton, Scott, 2016). Due to improvements in medical treatments, prevention and higher levels of education, people in developed countries live in good condition until advance ages (Applewhite, 2016). At the same time, birth rates have decreased as a consequence of the different roles of women. All together will result in aging societies with clear implications for professional lives (Gratton, Scott, 2017). Longevity will become a source for social innovation due to the need to organize professional lives in alternative new ways. Demographics are changing the global economy (Magnus, 2009). The required innovations to deal with demographic changes should be based

on two driving forces or conditions. First a new definition of professional lives, from a three stages life (education, working, retirement) to a multi-steps professional life, with a lifelong learning attitude to keep knowledge updated and to invest in intangible assets (know-how, skills, relations, etc.) (Cavendish, 2019). Second, a new approach, a new mentality, of individual professionals to be ready to contribute for a longer time (Conley, 2018). In average working, time will be longer than today, depending on jobs and personal conditions. Corporations will be run by four or five different generations under the same roof, this will imply a new approach to avoid age stereotypes (Posthuma, Campion, 2007). Technology, contrary to the expected, will be a positive and facilitating factor for all generations. Mentoring and reverse mentoring (Cappelli, Novelli, 2014) will increase productivity in organizations.

Age discrimination is high in today's society. This type of discrimination is not confronted and is passively accepted. All these circumstances demand social innovation to prepare life the future decades.

Title MIGRANDES project to create opportunities for elder migrant population

Author Joaquin Solana, Carmen Parra, Abat Oliba

Abstract In the 20th century there was a revolution in longevity that meant an increase in the average of the expectancy at birth of 20 years since 1950 and that now reaches 66 years on average. The lengthening of life is expected to have increased by 10 years more by 2050. This demographic triumph together with the rapid growth of the population in the first half of the 21st century, has led that the number of people over 60 years old, which was around 600 million in the year 2000, will reach almost 2,000 million in 2050. Given this evidence, it is essential to integrate the global aging process into public policies taking into account the fact of the longer life span and including changes in attitudes, policies and practices at all levels and in all sectors. , to show the possibilities offered by the aging in the 21st century (Applewhite, 2019). In this sense, the United Nations has incorporated aging changes in different action plans. For example, the 1982 International Plan of Action on Aging (called the Vienna International Plan of Action) has guided aging policies in recent decades in supporting active aging. The Plan says that "h) Aging is apparent in the working-age population long before the number of persons over 60 increases. It is essential to adapt the labour policy as a whole, and technology and economic organizations to this situation... (i)

Policies to meet the challenge of a growing, healthier and more active elderly population - based on the view of the aging of society as an opportunity to be utilized - automatically benefit the individual aging person, materially and otherwise... their capacity to continue interacting with society (g) The elderly must be considered an important and necessary element in the development process at all levels within a given society. "Likewise, in 1991 the human rights of the elderly were incorporated into "the United Nations Principles for the Elderly", especially in aspects related to independence, participation, care, personal fulfilment and the dignity. His Principle 2 says: "Older persons should have the opportunity to work or to have Access to other income-generating opportunities." To develop these policies in 2002, the International Plan of Action on Aging created a series of goals, objectives, and commitments to help States design policies related to longevity. For this, together with those actions related to the dignity and safety of elder people, measures have been reinforced will allow elder people to continue participating fully and effectively in the economic, political and social life of their societies, through paid or voluntary work. This means that elder people should be allowed to continue

performing paid tasks for as long as they wish and can do it productively. Specially, due to in developed countries, there is a decrease of the labour force as it exists a fertility decline. In this context, it is essential to adopt policies to expand employment opportunities, such as new work modalities based on flexible retirement and adaptable work environments, so that the elderly can combine paid employment with other activities.

The common economy may also be benefited by using the experience and knowledge of elder workers to train younger, unexperienced employees. The fact that many elder people continue working as of today in an unstructured economy, produce inequalities on the labour conditions such as the need of social protection typical from a structured one(Gratton, Scott, 2016) On the other hand, in Europe, the number of elder immigrants is increasing in general terms. The arrival of immigrants from different cultures, with different socio-economic and educational levels, it is manifested in different ways in the receiving countries, generating on many occasions problems of social integration, survival and employment needs that often exceed the capacities of the States to host the migrant population. This has been caused by the migratory movements of the last decades, such as persecutions for political and warlike reasons, that force many professionals to flee their countries and restart their activity in other economies when they are already in a difficult age to find a new job (Niemann, Zaun, 2017) . These immigrants start working as part of the informal economy, being deprived of the benefits of appropriate working conditions and the social protection offered by the structured sector of the economy. Without doubts, the countries of the European Union are today a pole of attraction. Given these realities, new public policies and models of social integration must be put in place to find solutions to this social pressure. As well as seeing the immigration of professionals with long experience as a factor of transformation and social change an advantage. (Madrigal, A., Diaz martin, R (et al.) 2010). However, most of the policies included by the receiving States refer to assistance and leisure policies such as policies related to domestic supplies, services close to homes, cultural and leisure proposals and also from social services. (Example municipalities of North Rhine-Westphalia).The proposal offered through the “MiGRANDES program” is an alternative business model for intergenerational Social Economy promoted by the ABAT OLIBA University (CEU) from the Chair of Solidarity Economy and the UNESCO Chair of the Chair for Peace, Solidarity and Intercultural Dialogue, Coop. FASOLA and CATNOVA-, social entities, which act within the framework of the Social Economy promoting this project aimed at providing solutions to migrant groups over 55 who are professionally excluded due to age. The general objective of the proposal, aligned with the Sustainable Development 2030 objectives, is to generate a business model for multisectoral services, in which elder migrants can rejoin the labour market, making their way through the Circular and Cooperative Economy. This aims to facilitate the social and economic insertion of groups of immigrants over 55 years of age with difficulties in incorporating them into the economic life of the receiving State. For this, two mechanisms will be used: on the one hand, self-employment as a tool for occupational and social insertion, in order to generate wealth and ensure their own livelihood without depending on social aid from the host country, as well as to strengthen their self-esteem. On the other hand, as an intergenerational model where the Mentoring modality is applied to entrepreneurial activities in multiple areas.

Title Older but Wiser? Are Older Entrepreneurs More Likely to become Social Entrepreneurs?

Author Farzana Chowdhury, Farzana Chowdhury

Abstract We test whether an individual's age influences their perception of time that, in turn, influences the decision to undertake different types of entrepreneurial activity and whether access to resources such as knowledge, skills, and finances moderates this effect. Using a sample of 71,601 entrepreneurs we find that both formal education and entrepreneurial education play an important but different role for entrepreneurs in different age groups. Middle-aged (45-64) individuals with entrepreneurial education are more likely to undertake both social and market-driven entrepreneurship while older entrepreneurs (65+) belonging to the upper-income household are more likely to engage in social entrepreneurship.

Title Citizen and Towns responding to COVID19 : An exploration and assessment of communication and actions in rural townships in Western Massachusetts

Author Jim Drawe, Alex Murdock

Abstract COVID has rapidly become a global phenomenon. It affects all sectors and all levels. This paper examines the response at the most local level using the context of small towns in Western Massachusetts. The study focuses on a sample drawn from a population of 41 small towns in a mainly rural context. The research will use a mixture of documentary analysis and questionnaires to key informants in each town. The focus will be on the timing and form of COVID19 communication by each township to their citizens and also to ascertain what support structures were utilised and developed to support vulnerable residents. There was no standard written US or state government communication to individual households in the towns. We test the hypothesis that each township communication will have both common aspects but also that there will be variation in both the wording and the form of communication. Also we will test the hypothesis that the actual response to support vulnerable citizens will have some variations associated with differences in the nature of the demography and particular circumstance of individual towns. From the research we hope to develop a typology of COVID response at a localised level in semi-rural settings which may be applicable to other USA and country contexts.

Stream: Critical Perspectives on Social Innovation

Title The social value delivery consequences of denying political intentions in social enterprises: lost opportunities for 'prefigurative politics'

Author Helen Fitzhugh

Abstract Prefigurative politics is popularly explained as 'being the change you want to see'. For anarchists, feminists and the radical left it more precisely describes aligning the actions, social relationships and power dynamics within movements to the ends they hope to achieve. Social enterprises have been described as sites of prefiguration, direct action or 'militant decency', trying to change neoliberal capitalism from within. This paper uses mixed methods data from a critical realist study of UK social enterprise (SE) organisational values to argue that many SE practitioners attempt prefigurative action, whilst at the same time denying that their actions are political. While the de-politicisation of social innovation has been highlighted by a range of critical papers on the sector, this paper foregrounds the potential consequences of de-politicised intentions for the type of social value it is possible to deliver at organisational level. By speaking with SE leaders, frontline workers and beneficiaries from 14 SE

organisations and comparing their accounts of SE activity, it was possible to trace areas of congruence and mismatch. Their qualitative responses on organisational values, decision-making and impact were close-coded and compared using cross-referencing tables in NVivo. Areas of congruence between practitioner intention and stakeholder experience centred around the humanising (rather than bureaucratising) of organisation-beneficiary interactions and valuing individuality. Areas of mismatch could be found around beneficiary perception of more collective aims and possibilities for genuine beneficiary participation. Potentially radical intentions around restructuring social relationships and power dynamics are being 'lost' in translation, in at least some SEs. The paper concludes by discussing how this loss might be addressed and acknowledging why, even once highlighted as an issue, SE practitioners may not find it easy to change.

Title The Potential of Social Innovation to Create Transformative Capacity in Communities

Author Joana Dias, Maria Partidiário

Abstract This presentation intends to present results so far achieved with a PhD research exploring the transformative potential of Social Innovation (SI). The research aims to investigate a possible mutualism between SI and transformation, namely how SI can enable transformation in communities and how such transformation may enhance SI. A review of the state of the art revealed that SI is an appealing term, often used, but with mixed understandings. Researchers have defined SI in different ways, and even with different objectives, revealing diverse lenses applied to the understanding of SI. In this research, and drawing on the literature reviewed, two main conceptualizations of the SI concept have been identified: cartesian and analytical vs. disruptive and systemic. With the assumption that SI should be preferably disruptive and systemic, a conceptual framework was suggested to investigate the mutual dependency between SI and social transformation, with SI being able to create change and transformations, while transformation also enhancing SI. The framework considers three main components: 1) key drivers in SI that promote transformation in communities, 2) elements for the creation of SI transformative capacity and 3) SI success factors. The framework has been applied to social initiatives in different communities to test, improve and validate the framework and its components. This research intends to add-value to the SI field by investigating: (i) how is transformative capacity created in communities, (ii) how to enable the potential of SI transformative capacity, (iii) how can transformation enhance SI and (iv) how can SI transform communities to become more resilient.

Title Conceptualizing Scotland's promotion of social innovation through discourse- historical approach

Author Maeve Curtin

Abstract Social innovation, although a contested concept, is frequently conceptualized as the process of altering unjust power relations to achieve social impact (Ayob et al., 2016; Montgomery, 2016). Many governments are dedicating increased resources to experimentation with and investment in social innovation (Massey and Johnston-Miller, 2016). Scotland's government claims to be one of them, promoting itself as a leader in fostering a successful environment for social innovation (Roy et al., 2014). Scotland has been able to advance this narrative about their dedication to social innovation and their acclaimed social enterprise support ecosystem (Roy et al., 2015) without significant critical analysis of the policy

developments and discourses that underpin the evolution of social innovation policy and practice in Scotland. Using the discourse-historical approach (DHA) (Wodak et al., 1990) to analyze policy documents and other relevant gray literature, this paper interrogates how and why different discourses and embedded ideas about social innovation and social enterprise influence the development and operationalization of social enterprise policies and strategies within the Scottish context. Drawing on this contextual knowledge, the DHA allows for the integration of social theory to interpret discursive events (Reisigl and Wodak, 2017), which positions this paper to enhance understanding of discourse around social enterprise policy and the development and promotion of social innovation in Scotland. The paper identifies prevalent social innovation discourses in Scotland, how resources shape these discourses, how these discourses have apparently converged through representation within the social enterprise strategy, and in turn, how the policy shapes discourses of stakeholders and practitioners as they battle for resources. Finally, the paper outlines further opportunities for research examining the development and promotion of social innovation discourse and its impact on policy outside of Scotland.

Title Benefit, value, and value co-creation

Author Michaela Haase

Abstract As has been noticed by the literatures in social enterprise studies and public management, the value creation framework is an alternative to perspectives on social enterprises which draw on market or government failure (Bennington 2009; Chandra 2019; Haugh, Lyon and Doherty 2018; Lautermann 2013; Meynhardt 2009). The paper shares this view to great extent but criticizes its underlying value-theoretical views which reflects an understanding of economic action devoted to material wealth and growth, thus giving rise to the very problems that have attracted the attention of social movements, social enterprise organizations or social entrepreneurs. Using the lens of the service-oriented approaches to marketing studies (e. g., Lusch and Vargo 2014), this paper advocates a different interpretation of value and value (co-)creation. The paper applies a visible-hand approach to the study of market relationships and, in line with philosophical research strategies, unfolds its analysis on the basis of conceptual distinctions that lead to meaningful differences (Sokolowski 1998). The framework

- 1) substantiates the distinction between two modes of value co-creation;
- 2) outlines the basic structure of the business model of social enterprises;
- 3) explains in what regard social enterprises can be conceived of as role models for for-profit organizations;
- 4) and it elucidates why social value co-creation is a demanding objective.

Title The Italian Community Co-operative: A General Overview of the Phenomenon Via the Community Economy Framework

Author Michele Bianchi

Abstract In Italy, recent years of economic crisis and dramatic spending review on public budgets have caused a critical reduction in public services and investments in infrastructures; consequently, urban and rural areas look for new models for implementing their socio-economic conditions (Fazzi, 2013; Visco, 2018). Alongside, growing social demands for a more sustainable economy have fostered a new social consciousness on bottom-up solutions for community development (Borzaga & Zandonai, 2015). Italy is worldwide famous for its co-operative sector; this firm model has proven to be efficacious at levelling off many social inequalities over the past two centuries (Zamagni et al., 2004). More recently, co-ops are being seen as explicitly having both mutual value for members and strong social value for communities (Majee & Hoyt, 2011). In this sense, co-operatives can have a role in fostering a sustainable community development enabling citizens to structure self-reliant solutions for local issues (Bianchi & Vieta, 2019). Therefore, how and why do co-operatives reposition themselves into the community development field? This paper aims to examine the Italian community co-operatives through international literature and insert them into the wider community economy field (Wilkinson & Quarter, 1996; Gibson-Graham, 2018). The intent is to explicate the new interpretation of the “co-operative advantage for community development” (Vieta & Lionais, 2015). The qualitative analysis of seven community co-operatives, through semi-structured interviews, aims to discover how co-operators interpret their work, in which way they collaborate with population and why they use the co-operative legal form for the community development. This research has an explorative aim due to the recent appearance of this phenomenon. Results illustrate how group of citizens, animated by a strong commitment towards their communities, adopt the co-operative form for fostering an inclusive model for sustainable local development through assets regeneration and micro-economy reconversion.

Title Critical Perspectives on Social Innovation: A Research Agenda

Author Mike Bull, Rory Ridley-Duff and Matt MacDonald

Abstract The objective of this paper is to put forward a research agenda for those interested in adopting critical perspectives in social innovation (SI) research. We reflect on the meaning of ‘critical’ in the context of critical management studies (CMS) to highlight options for research into SI.

There is more than one way to be ‘critical’ in research (Johnson and Duberley, 2000). A Popperian approach would adopt intense scepticism toward existing models of knowledge and make bold ‘risky’ hypotheses that advance knowledge. This positivist stance contrasts postmodern approaches that deconstruct rhetorical claims of a dominant discourse to discover viable alternative ideas. CMS also begins with the deconstruction of a hegemonic discourse so that individuals can investigate the social and historical conditions that allowed the discourse to dominate, thereby empowering participants to emancipate themselves through a re-evaluation of taken for granted assumptions. Given the pervasive influence of SI – which has now eclipsed ‘social enterprise’ as a search term – we regard it as a grand narrative of the field. We offer three ways to subvert the SI emperor and reveal his (it is usually a he) lack of clothing. Firstly, researchers can focus on ideas and ideologies underpinning SI discourse(s). Who pushes them, what policies arise and why? Secondly, CMS scholars can interrogate SI as a discursive activity (a process) within social groups seeking to devise solutions to problems. What discursive activities take place? What impact do they have and on whom? Thirdly, returning to sociological (Polanyian) understanding of the social, what are the implications of fictitious commodification? Of sentiment versus efficiency? Of intimacy versus market? Of economising versus socialising? This paper starts a conversation on CMS and its relationship SI research, and how CMS can help scholars challenge taken-for-granted assumptions about SI’s benevolence and efficacy.

Title New Co-operativism as Social Innovation: Progress or Regress?

Author Rory Ridley-Duff

Abstract Vieta (2010) started a debate about the potential contribution of the co-operative movement to social innovation when he identified five aspects of new co-operativism. Practice-oriented scholars (in the P2P Foundation, Commons Transition Movement and FairShares Association) have each taken up challenge of reforming 'old co-operativism' by making recommendations for 'new' and 'open' co-operativism. Conaty and Bollier (2014) distinguish the 'old' and 'new' approaches based on how benefits are divided between co-op members and wider society. They argue for a 'common good' orientation in which open co-operativism is achieved through multi-stakeholder governance, co-production and socio-political co-ordination to prioritise local production. This intersects with the Commons Transition Movement, particularly in the area of commons-based peer production and the digital economy (Pazaitis, Kostakis and Bauwens, 2017). Whilst advocates of P2P and Commons Transition are receptive to The Case for FairShares (Ridley-Duff, 2015) on the issue of multi-stakeholder (solidarity) co-operatives and digital commons, there are also differences in their conceptualisation of what is (or should) 'new' in 'new co-operativism'. In place of abstract notions of the common good (Conaty and Bollier, 2014), Ridley-Duff identifies solidarity action involving workers, consumers and supporters as central to new co-operativism. The task of this paper is to support writing Part 1 of a new book (The Roads to New Co-operativism, Palgrave Macmillan). By asking whether social innovations in new co-operativism are progressive or regressive, a critical assessment of alternative pathways for development will support theory development. To be progressive, a road must offer 'development towards a new or advanced condition' and avoid regress by 'returning to a former or less developed state' (Oxford Dictionary). This paper will deconstruct the recommended social innovations of the P2P Foundation, Commons Transition Movement and FairShares Association using Vieta's (2010) framework to identify where the roads diverge and reveal their underlying philosophical differences (Johnson et al., 2006).

Title Empowering the 'Unemployed': Representations of Unemployment in Australian Work Integration Social Enterprises (WISEs)

Author Jane Chen

Abstract Work integration social enterprises (WISEs) engage in the production and trade of goods and services to provide training or employment to 'disadvantaged' jobseekers. As this purportedly enables individuals to demonstrate agency and self-reliance, WISEs are commonly presented as an empowerment-based solution to unemployment (Chandra & Liang 2017). Current literature has offered few attempts to critique this premise and advance theories of what empowerment might entail in the context of WISEs. This paper responds to this gap by focusing upon use of language as one way social enterprises might be empowering their beneficiaries, since language can reinforce unequal power relations. Drawing from a study that applied Fairclough's (2010) three-dimensional model of critical discourse analysis to the 2017- 18 annual reports of six Australian WISEs, it explores the degree to which the representations of people experiencing unemployment produced by social enterprises can be interpreted as empowering. This analysis was based upon Kabeer's (1999) definition of empowerment as processes which expand people's abilities to have control over their own lives. Its findings suggest that WISEs produce three distinct narratives about their beneficiaries, which I have termed 'beneficiaries as supported clients', 'beneficiaries as driven trainees', and 'beneficiaries as capable workers'. This typology of narratives reflects a continuum from least to most empowering, as determined by the extent to which each represents people experiencing unemployment as demonstrating agency, resources and

achievements, and the extent to which each accounts for structural causes of unemployment. This paper hence problematises claims that social enterprises are fundamentally an empowerment-based approach to meeting social needs. WISEs may fail to empower people experiencing unemployment where their use of language reinforces neoliberal principles of individual responsibility, or undermines the individual agency of WISE beneficiaries by reflecting discourses of 'saving' the 'helpless'.

Title The Paradoxical Power of Transformative Social Innovation: Comparing Three Translocal Networks of Ecovillages, Social Enterprise and Participatory Budgeting

Author Flor Avelino

Abstract Many initiatives are addressing societal challenges by experimenting with 'social innovations', i.e. changes in social relations, involving new ways of doing, thinking and organising. Such initiatives can be transformative to the extent that they (aim to) challenge, alter or replace the systemic root causes and structures underlying societal challenges. In order to have such transformative impact, social innovations must undergo some form of mainstreaming, but in this process, they lose (some of) their novelty and run the risk of reproducing the existing structures that they meant to challenge in the first place, thereby contradicting their original intentions. This paper addresses this paradox from a power perspective, the research question being: what are the power dynamics in the mainstreaming of transformative social innovation? How, to what extent, and under which conditions can social innovations can gain power while upholding transformative potential?

This paper first develops a meta-theoretical power framework that acknowledges different theories of power as debated in social and political theory. This includes a multi-actor perspective to analyse shifting power relations between actors across different institutional logics (state, market, community, non-profit). The framework is then applied to analyse three transformative social innovations: (1) the global ecovillage movement, (2) the Impact Hub network of social entrepreneurs, and (3) the international movement of participatory budgeting. While these case-studies are significantly diverse in their innovation focus (socio-ecological, socio-economic and/or socio-political) and their institutional orientation (community, market and/or state), they share ambitions to contribution to transformative social innovation. We use an embedded case-study approach to analyse these cases at multiple levels, incl. translocal networks and local initiatives across two national contexts (the Netherlands and Portugal), using interviews, participant observation, document reviews and participatory observation. For each of these cases we analyse how power relations are changing, who is holding, gaining, losing, exercising or undergoing power and how existing power structures transformed and/or reproduced through the social innovations under study. In addition to our empirical retrospective analysis, we end with a prospective exploration of power-specific challenges, pathways and strategies for transformative social innovation.

Title Who participates in social innovation? A systematic review on social innovation and participation

Author Catherine Durose, Francisco Moller, Beth Perry, Liz Richardson,

Abstract In the rhetoric, social innovation refers to a set of practices that aim to meet social needs in a better way than the existing solutions, in part by being more inclusive in its ends and means than traditional approaches to problem-solving. But, does this emphasis on participation go beyond the rhetoric? Is social innovation inclusive or participatory? Using a systematic review of literature on social, public and collaborative innovation (2000 to 2019), we seek to identify participatory practices across innovations. By investigating the what, who and how of participation in such processes of innovation, we offer a detailed empirical picture. Drawing upon critical perspectives on participation, we consider how the objectives of social innovation are affected by the participatory practices used. We also engage critically with the methodology to highlight the unequal practices of knowledge production. We conclude with a research agenda to address empirical, methodological and theoretical gaps.

Stream: Design, Thinking & Beyond

Title A place for speculation, fantasy and dreaming in design thinking for co-creating new futures

Author Lesley-Ann Noel

Abstract In this paper, the author will examine the use of speculation and design thinking as a tool for empowerment. This approach is grounded in principles of critical pedagogy, design thinking and Critical Utopian Action Research, which is a framework in which people critique where they are, dream about the future they want and figure out how they want to get there. The framework also draws on speculative futures theory and Afrofuturism. Three scenarios where the approach was used are described in this paper. In the first, Puerto Rican students in a design class were encouraged to dream about Puerto Rico in 2054, as a way of coming to terms with the destruction of Hurricane Maria. The students proposed designs for a future Puerto Rico as a response to the destruction of the hurricane. In a second experiment, children in rural Trinidad and Tobago were invited to speculate on their ideal school and village and develop solutions for the problems that they identified within their community. In a third experiment, Black youth of Oakland California, were invited to dream about super-powers that they would create with emerging technology to solve global problems. In a final experiment, an image from “Spiderman into the Spiderverse” opened the discussion for a class of students of color at an elite university who were invited to create games, recipes, road maps and manifestoes to spark conversations about race. Through the dreaming process, power and agency were shifted to the participants as they determined their futures and how they wanted to get there. The author proposes that this version of design thinking based on fantasy, speculation and critical theory may be effective in engaging segments of populations that would have been historically excluded, in envisioning and co-creating a new world order.

Title Using the design thinking process to create a new design thinking course for graduate students

Author Liz Chen

Abstract While design thinking is becoming increasingly popular at higher education institutions, there are very few examples of course development using an explicit design thinking approach. Our instructional team at the University of North Carolina at Chapel Hill led an exciting project that used IDEO.org's design thinking process to create a brand new graduate course titled HBEH 748: Design Thinking for the Public Good. The course will be taught for the first time in Spring 2021 and the guiding questions for this course development project included:

How might our research team structure and teach a new course on design thinking for the public good to an interdisciplinary group of grad students at UNC Chapel Hill?

How do UNC faculty members currently teach design thinking?

How has design thinking been successfully/unsuccessfully taught at other higher education institutions?

How were other design thinking experts trained in design thinking?

How would UNC grad students like to be taught design thinking mindsets and methodologies?

In order to answer these questions, we collected data through a variety of Inspiration, Ideation, and Implementation design thinking methods (e.g. interviews, analogous inspiration, analogous inspiration, co-creation sessions, prototyping sessions) alongside members of our three stakeholder groups: 1) UNC Chapel Hill faculty who teach or have taught courses related to design thinking; 2) design thinking experts (at UNC and other higher education institutions and outside of higher education); and 3) UNC graduate students. Our paper will describe our use of design thinking methods to develop our new course, share the syllabus for the new course, and describe our plans to pilot test the full course in Spring 2021. This will be a helpful case study for individuals who are interested in training others in design thinking mindsets, processes, and methods.

Title Exploring Organisation Persona to Support Social Innovation

Author Olena Saienko, Nadeen Purna, Stefano De Paoli & Iain Donald

Abstract Despite having limited traction among practitioners, concepts from the design field have shown capacity to support Social Innovation (SI) (see Brown and Wyatt, 2010; Hillgren et al. 2011). This paper explores the use of Personas in SI research, focusing on Third Sector Organisations (TSOs) as key actors of SI processes. Personas are widely used in user-centred design as a tool for understanding user's needs, and communicating design solutions with stakeholders (Matthews et al. 2012). Our main assumption is that adapting this concept of "User Persona" to devise organisation Persona can help researchers identify needs, pain points, and opportunities of organisations to mobilise SI. Simultaneously, it can foster communication of organisational work and context to varied stakeholders (funders, local authorities) and help drive SI actions. The few studies on organisation Persona often outline company profiles as a collective image mostly oriented on customer's perspective, rather than the company as a user (Ali et al., 2017, 2019). Within social science, Ortbal et al. (2016) explored stakeholder Personas to support social entrepreneurs, touching briefly on organisation Persona. Wilson et al. (2018) showcased Personas can capture complexities like social and political values, within a social development context. This suggests that it is possible to create organisation Personas that can display social values and SI needs. A lack of studies investigating organisation Persona despite its potential leads us to explore its role in SI. Within the project "Mapping for Social Innovation in Dundee", we are

creating organisation Personas of TSOs undertaking local community-oriented SI activities. Our approaches with Persona: to aid co-design of SI; as an education or driver-of-action tool conveying multi-faceted SI contexts, will advance discussions on how it can support SI research and stakeholder actions. The two Personas to be presented in the conference are based on qualitative interviews conducted with TSOs (n=10).

Title Five propositions on the co-production of research

Author Catherine Durose, Beth Perry, Liz Richardson

Abstract Co-production of research has emerged as a critical approach to knowledge production that seeks to open up science beyond scientists. Co-production is not about engaging not for the sake of it, but instead including those with a stake in addressing the complex challenges we increasingly face, from sustainability to poverty. Whilst not devaluing sciences, it re-evaluates other ways of knowing. Its growing appeal and mobility, have rendered co-production a 'magical concept' – able to dissolve previous dilemmas in knowledge production and impact but remaining abstract and normative. This paper challenges the conceptual stretching of co-production by setting out key propositions. These propositions aim to dispel notable myths of co-production, whilst addressing some of the often hidden dynamics of power, design, intermediation, scale and expertise. Using two worked examples, the paper elicits core conditions for the broader realisation of co-production of knowledge.

Title Reimagining Design Thinking at the Frontlines: Everyday Agency and Participation in a Kenyan Community Development Organization

Author Máille Faughnan

Abstract A design thinking approach to innovation is diffusing into the global development industry. Organizations at the frontlines of this industry often struggle with effective, pro-poor advocacy and service provision while facing increasing competition for funds., These conditions stimulate demand for new approaches like “design thinking”, promoted as an empathetic and creative methodology that can help organizations better address persistent social challenges like energy poverty and inadequate healthcare. A case study of a Kenyan community development organization illustrates how its members translated design thinking from trainings. Qualitative methods of document review and participant observation complement 48 in-depth interviews and 5 group discussions with 66 staff and stakeholders. An actor-oriented analysis of diffusion traces how this knowledge practice travels and is reconstituted mainstream “design thinking for social innovation” frameworks. Participants adopted design thinking as piecemeal mindsets and behaviors rather than as technical methods or design cycles. They demonstrated new problem-solving orientations, emphasized interpersonal empathy, and enacted design through convenings and groupwork. Participants perceived design thinking as a tool for enhancing participation and agency around everyday problems they experienced, instead of helping them solve social problems for beneficiaries at scale. This reinvention challenges assumptions about design thinking as a strategy for development effectiveness. It offers insights into its actual value and fitness in the daily realities of frontline settings. These findings have implications for the dissemination of social innovation “tools” like design thinking to social changemaking individuals and organizations.

Title The Role of Design in Co-Creating Resilient Communities through Social Innovation: Cases of Kamiyama and Unnan in Japan

Author Mami Yoda

Abstract The importance of design is increasing in social innovation because of its human-centered and action-oriented nature. The perspective of design is not limited to physical design; managing as design is also important (Bason 2017). That also means that design is not just for professional designers; it is now for everybody, including individuals, organizations, companies, cities, and regions (Manzini 2015). While such concepts are increasingly accepted by researchers and practitioners and case studies have been gradually accumulated, studies on co-creation process in rural cities and towns are still limited. Accordingly, this paper seeks to explore the role of design in co-creating resilient communities through social innovation by examining two case studies in rural Japan: the town of Kamiyama in Tokushima Prefecture and the city of Unnan in Shimane Prefecture.

These two places are selected because, while not necessarily offering design thinking workshops, they are considered extreme cases to demonstrate the critical role of design attitude plays in shaping social innovation and entrepreneurship. That is, Japan is experiencing an unprecedented pace of aging and depopulation, ahead of other advanced and emerging countries. Indeed, municipalities in Japan like Kamiyama and Unnan are located in rural areas that have already endured aging and depopulation in recent decades. Furthermore, communities in rural places tend to have a more conservative culture and be less tolerant of challenges and failures, which are musts for innovation. Despite such a negative environment, Kamiyama and Unnan have seen a rise in entrepreneurship, and social changes have been gradually taking place. In analyzing these two cases, a qualitative approach, such as interviews and participatory research, was chosen because of the research's exploratory nature.

Title Remotely supporting participatory design in a virtual social innovation lab

Author Tara Campbell, Alex Szaflarska, Sean Campbell, Meg Ronson, Sean Geobey

Abstract How can we support people to design and prototype systems interventions through virtual convening and online collaboration? We explore this question through a social innovation (SI) lab that has moved online due to the COVID-19 pandemic. A SI lab is “a process, one that is intended to support multi-stakeholder groups in addressing a complex social problem” (Westley et al., 2015). Labs generally involve in-person convenings, sometimes supplemented by online or virtual tools such as computer simulations (Westley et al., 2015) or solution ecosystem mapping (Zivkovic, 2018). There has been little exploration of what predominantly virtual SI labs could look like, or their implications. The Legacy Leadership Lab (L3) is an 18-month SI lab facilitated by the Waterloo Institute for Social Innovation and Resilience. The lab launched in 2019 and explores how to build systemic support for conversions of Canadian small- and medium-sized businesses into social purpose organizations. We are bringing together a variety of system actors to design and prototype products, services, and programs that can be hosted by their organizations and communities. We had intended to run the lab over a series of five workshops in different cities across Canada, with parallel local workshops in Waterloo, Ontario. With physical distancing protocols foreclosing the possibility of in-person gatherings, we are redesigning our process to take advantage of virtual environments. Over the course of the lab we will explore how to best support participatory design processes remotely and in virtual environments. How might it affect accessibility, participation, decision-making, or engagement? We will employ reflexive practice, participant feedback, and evaluation of lab outputs (e.g., design prototypes, knowledge products, a community of practice) to generate critical commentary on our process and the implications virtual labs may have on social innovation. We aim to provide guidance for social innovation labs engaging in virtual practices.

Title Visualizing the Ecosystem: A Critical Examination of Cross-Disciplinary DT Practices and Outcomes (A Case Study)

Author Danielle Lake, Morgan Kearns, Kathleen A. Flannery.

Abstract This paper summarizes the design and findings from a mixed method research study that investigated Design Thinking (DT) practices and outcomes from across disciplinary frameworks within higher education. Building upon prior DT studies (Liedtka 2018, Liedtka & Bahr 2019), it was designed to address three interlocking research questions:

What DT practices are being implemented across the curriculum?

What kinds of outcomes do faculty observe?

What, if any, are the significant relationships between particular practices and observed outcomes?

Thus far research on design thinking has mostly emerged from limited qualitative case studies (Calgren, Rauth, & Elmquist, 2016; Lake, Lehman Chamberlain, 2019) and traditional return on investment numbers (Forrester, 2018). Responding to current research findings (Vink, 2019; Brodie, 2014), this study explores what DT strategies might be most effective for generating change and building capacities. As a mixed methods case study, this research included the adaptation of a previously validated survey by Liedtka & Bahr (forthcoming) assessing design thinking practices and outcomes, semi-structured interviews, and document analysis of course materials. The survey assessed practices and outcomes across forty different courses and programs integrating DT practices. The semi-structured interviews were designed to clarify survey findings, acquire and further assess the design thinking practices being implemented, their challenges, and the perceived outcomes. Open coding was used to identify themes. Document analysis helped to triangulate the data. While prior research on DT practices and outcomes from the business, non-profit, and government sector has shown that moderate engagement with core DT practices increased “valued” outcomes and practitioner flexibility (Liedtka & Bahr, forthcoming), it has not critically interrogated the role of narrowly constructed frameworks, power, or privilege as this study seeks to do. Thus, this study highlights various approaches and perceived outcomes across disciplinary frameworks, exploring the potential merits and drawbacks of DT practices.

Stream: Digital & Technological Social Innovation

Title Digitalisation, creative industries and social innovation in rural areas: A case study from Indonesia

Author Fikri Zul Fahmi

Abstract This paper aims to examine how digitalisation of creative industries influences social innovation in rural areas in Indonesia, a country in the global South. The development of creative industries is expected to nurture social innovation in rural areas by fostering ‘civic engagement, sense of community, entrepreneurship and creative transformation’ (Balfour et al, 2018, p. 229). The use of digital technologies potentially influences how creative industries

play these roles in rural development, in that the Internet and digitalisation open up new knowledge and opportunities (e.g. Bowen & Morris, 2019). However, for rural areas in the global South this might be more challenging since the people might not have the capabilities to be involved in digitalisation process (Tremblay, 2018). A case study approach is employed in which in-depth interviews were conducted with the village leaders, creative entrepreneurs and crafters and other local actors in two villages: Kaliabu (where Internet-based logo designers in this agricultural village) and Kamasan (where e-commerce is used among traditional craft businesses). Our findings show that the different levels of digitalisation imply to the distinct needs to learn collectively in responding the challenges arisen due to digitalisation. The more complex the capacity transformation needed to benefit from digitalisation, the more required is collective learning, as well as social capital in stimulating this process.

Title Preparing creative spaces for technology based social innovation – inspired by intrapreneurship and the concept of boundary objects

Author Victoria Blessing, Georg Mildenberger

Abstract Often the primary focus in the field of social innovation is on entrepreneurs, but increasingly other modes of social innovation have been considered. Individuals inside established organisation are a source for innovation, too (Schröer 2016 and 2019). Those social innovators called “intrapreneuers” have typically distinct characteristics, nevertheless, the mode of innovation in both perspectives is pretty similar. In addition, social innovation research shows that often social innovation is driven by the cooperation of heterogeneous stakeholders (Krlav et al. 2018). We want to build on this and the work based on entrepreneurship and intrapreneurship and broaden the approach even further by bringing in diverse stakeholders. For the field of technology based social innovation, stakeholders from diverse sectoral contexts are key for suitable solutions. These stakeholders have a common interest in certain problems but very different approaches to tackle them, often speak different professional languages and usually had no contact to each other before. It is therefore crucial to create temporary shared and protected spaces for innovation. A concept which has been developed to explain the successful cooperation between diverse stakeholders is the concept of boundary objects (Star and Griesemer 1989). We will use this concept together with insights from intrapreneurship to design such spaces. We address the following research questions:

What insights can the work on social intrapreneurship and on boundary objects provide to adequately create such temporary spaces for innovation?

How can we mobilize the knowledge and skills of stakeholders from different sectors for the creation of solutions that are anchored in more than one sector/industry context?

This work is based on concepts and experiences of an ongoing project in the German state of Baden-Wuerttemberg, which has the aim to foster new technologies to address societal challenges.

Title If you want to change the world...Story as innovation methodology for authentic entrepreneurship

Author Nico Meissner

Abstract While Design Thinking has exploded into a popular innovation methodology, other creative arts play a supportive role at best. Storytelling, for instance, is often reduced to change agent in the latter stages of the innovation process. As a holistic innovation methodology, it is under-utilised. This paper explores how universal story principles can aid social innovation by reconciling the authentic voice of the innovator with business considerations. The power of story goes beyond messaging. To Hannah Arendt (1958), storytelling is the most inclusive form of discourse. Smith et al (2017) identify storytelling's fostering of cooperation as an evolutionary advantage. Mythologist Joseph Campbell (2008) likens fictional heroes to those who have chosen to follow an inner calling to move beyond their comfort zone, "through difficulties not commonly encountered" and what he calls "the dark night of the soul". Campbell suggests that "the heroes of all time have gone before us; the labyrinth is thoroughly known; we only have to follow the thread of the hero-path". Storytelling, then, provides methods to foster cooperation, identify problems, develop ideas, and craft strong messages. But most importantly, universal story principles illuminate the path of the innovator, with all its difficulties and personal challenges. This paper introduces the concept of StoryMapping - an action research method loosely based on Campbell's Hero's Journey - and reflects on use cases with social innovators in Germany, Malaysia and Sri Lanka. The paper outlines how universal story principles create a blueprint for the innovation process and how story can be used as a holistic innovation methodology that puts the focus on the innovators, their fears and authentic voices. By doing so, StoryMapping hopes to create a more sustainable innovation process that takes into account the struggles and fears of those that drive social innovation: the entrepreneurs themselves.

Title Digital Storytelling as an assessment tool: A case study in social innovation education in Scotland

Author Frances MacInnes, Fiona Kennedy, Fiona Henderson

Abstract Digital storytelling, using technology to present a short audio-visual account of an individual or groups' lived experience, is increasingly popular in research, e.g. in public health (e.g. Tsui & Starecheski, 2018); with older people (e.g. Hausknecht et al, 2019) and with marginalised communities (e.g. Lenette et al, 2019). The use of digital storytelling in education is diverse, and found across all levels and stages (e.g. Lui et al, 2018; Staley & Freeman, 2017; Robin, 2016). Its use in higher education research is expanding and international, as evidenced by the Erasmus+ funded Common Good First project at Glasgow Caledonian University, which showcased local communities' social innovations in both South Africa and Scotland. Like digital storytelling, social innovation education has increased in popularity. Yet social innovation itself is recognised as being multiply defined, and it is a particularly difficult concept to standardise within global education. In Europe, the conceptualisation of social innovation as an economic tool to drive growth has resulted in strong linkages between definitions of entrepreneurship, and particularly social entrepreneurship, and definitions of social innovation.

This paper discusses a Scottish higher education module designed both for students at undergraduate and postgraduate levels, and as a Continuing Professional Development course for staff. Faced with such a wide range of potential candidates attempting the same assessment, the course team has adopted digital storytelling as the solution, enabling a bespoke assessment which is mindful of students' stages and disciplines. The course, Inspiring Action and Creating Change: An introduction to Social Innovation aims to

demonstrate how social innovation impacts upon students' lives, and upon the lives of others. This paper will outline the challenges the team faced when teaching social innovation to a disparate group of students and staff, and examine the success of digital storytelling as an assessment tool in this context.

Title An Empirical Analysis to Evaluate the Impact of Social Innovation on Expanding Women's Capabilities in Low Income Areas in Kenya

Author Linda Odhiambo Hooper

Abstract Social Innovations (SI) are gaining popularity and playing a critical role in solving complex contemporary social challenges globally (Nicholls et al., 2015, Moulaert and MacCallum, 2019; TEPSIE, 2013; CRESSI, 2015). In developing countries such as Kenya, SI come in many guises, at the core of which lies the application of digital solutions to solve these emerging social problems. The focus on women as agents of development (Nussbaum, 2006) and the application of digitised solutions requires the development of social policies to support equality of opportunity or the promise of both technology use and SI may fail to achieve the positive impact. My research seeks to expose specific gaps created by gender disparity and policy prescription particularly in education and health which echo in SI practice. Given Kenya's developmental state, operationalising SI particularly prompts the querying of its possible contribution to sustainable social change (Mkandawire, 200; Wamuchiru and Moulaert, 2018). The study utilises the capability approach as a framework (Sen, 1999; Nussbaum, 2000; Robeyns, 2007), and together with the analysis of welfare policy documents and data collected from my fieldwork, I will consider the effects of globalisation and internationalisation of national economies which highlight policies at play when it comes to the realisation of valuable capabilities in developing countries. Interviews were conducted in Kenya last year; the data analysis should expose both individual and collective capabilities expanded or diminished through participation in the SI. My presentation includes an overview of my findings in the form of video and slides. I will also briefly outline my experiences and challenges in the field as well as how these were resolved. SI innovation is popular in practice but there is limited research of its impact, an area this study will contribute to, together with discourses in education, digitisation and development, equality and capabilities.

Title Digital social innovation and peace building: findings from ICT4Peace in East Africa

Author Philipp Grunewald, Mark Hedges,

Abstract Digital social innovation (DSI) and 'Tech for Good' are increasingly important phenomena in Europe and the UK (Bria, 2015; Cangiano et al., 2017). This paper complements some of the lessons that have been identified over the last decade in Europe with lessons from the Isooko research project (<https://isooko.eu>) that explores the value of ICTs and, in particular, online platforms for peace building (ICT4Peace) (Gaskell et al., 2016) in East Africa. By comparing DSI processes and patterns in Europe with ICT4Peace in East Africa processes and patterns we broaden the theoretical and empirical foundations of DSI. Using DSI theories and findings to assess some ICT4Peace work in East Africa allows to highlight challenges in citizen engagement, data ownership, and social innovation processes. Using ICT4Peace findings from East Africa to assess DSI allows to highlight the opportunities of collaboration with public sector and civil society organisations and deepens our understanding of ethical dimensions of social innovation processes. Overall, while the focus of DSI in Europe has some strengths and opportunities, complementing it with related findings from the ICT4Peace field can further enhance its value and relevance.

Stream: Financing Social Impact

Title Microcredit Regulation Towards Human, Social and Economic Development

Author Andressa Jarletti Gonçalves de Oliveira

Abstract The paper aims to propose a base for a public policy to foster the usage of microcredit towards human, social, and economic development. Under favorable conditions, credit can improve the quality of life by financing essential assets and services, such as housing and education, also by fostering entrepreneurship. Although finance inclusion can widen social and economic opportunities, the successful usage of microcredit depends on the costs (rates of interests) and on the methodology applied to grant credit. Hence, through a bibliographic review, the paper presents a comparative analysis of three remarkable experiences on microfinance. Firstly, the Brazilian Community Development Banks (CDB), inspired by the Grameen Bank and devoted to reaching the poor of the poor. Secondly, the programs applied by some Public Development Banks (PDB) in Brazil to foster entrepreneurship through microcredit. Third, the Italian Credit Cooperatives (BCC - Banche di Credito Cooperativo), essential in the provision of credit for small enterprises and households. Despite their peculiarities, there are some similarities in their governance and methodologies applied to grant credit. The local dimension, the relationship lending to capture soft information for risk analysis, and the purpose of serving the community providing financial services instead of generating and distributing profits are standard features. These experiences could inspire a legal regulation for microfinance expansion, based on the ground principles of mutuality, solidarity, cooperation, and localism. Following, the paper analyses the public policies adopted in Brazil to broaden access to microcredit, identifying their primary deficiencies. Finally, it proposes some adjustments to improve the regulation of microcredit to achieve the goals settled by the Brazilian Constitution to face poverty, reduce social and economic inequalities, and foster entrepreneurship.

Title The Governance of Hybrid Investment Organizations

Author Heather Hachigian

Abstract Global estimates of the impact investing market at \$500 billion pale in comparison to the trillions of dollars needed to finance the UN Sustainable Development Goals. Financing impact at scale requires attracting conventional institutional investors such as pension funds and insurance companies, to impact investment opportunities. By using philanthropic and government sources of capital as risk protection and credit enhancement, new investment approaches that blend investments with different institutional logics have the potential to attract significant amounts of private capital. New organizational forms such as investment networks, platforms, and investment intermediaries are emerging to coordinate these blended investments. This research uses governance as an empirical window to explore whether and how these hybrid investment organizations are combining different institutional logics from social and financial market contexts. Organizational scholarship has paid significant attention to how social enterprises combine institutional logics from social and market contexts to achieve innovation and social impact (Battilana & Lee; Mair et al. 2015). In contrast, this scholarship has neglected hybrid forms of organizing in other contexts, including investment organizations. Given the lack of theoretical basis for understanding whether and how multiple institutional logics coexist among organizations, this paper adopts a grounded theory approach. The empirical focus is investment organizations that combine social development

and financial market logics to scale social innovations. Through in-depth study of the structure and management of hybrid investment organizations, this research aims to contribute to identifying effective governance practices among hybrid intermediary investors and contribute to debates in literature around the impacts of private finance on social outcomes. It is argued that effective governance of hybrid intermediary investment organizations offers the potential for conventional investors to outsource incompatible logics and to avoid tensions that would otherwise prevent them from participating in social impact investment deals.

Title How impact investing funds invest in hybrid organizations: a cross-country

Author Bengo Irene, Borrello Alice, Micheal Moran, Libby Ward-Christi

Abstract Impact investing (II) includes a wide range of investments based on the assumption that capital can intentionally contribute to creating positive social impacts and economic returns (Clarkin and Cangioni, 2015; Oleksiak, Nicholls and Emerson, 2015; So and Staskevicius, 2015). Research on II has still underexplored areas. With the exception of Agrawal and Hockerts (2019), no study has investigated how II funds select investee organizations and how they structure the deal flow (Carè and Wendt, 2018; Höchstädter and Scheck, 2015; Rizzello, Migliazza, Carè, and Trotta, 2016; Rizzi, Pellegrini and Battaglia, 2017; Scarlata and Alemany, 2011). No study has done so in comparative perspective. For instance in contrast to traditional funds, II funds are focused on investing in 'hybrid organizations', that aim to achieve a social purpose through commercial activities, while remaining economically sustainable (Pache and Santos, 2013). By examining the alignment between impact investing funds and investees, this paper examines their relationships, focusing on the deal origination, deal screening and due diligence. Ultimately the objective is to understand the bargaining power of stakeholders involved in II transactions. To tackle this question an exploratory study was conducted through semi-structured interviews. Two countries, Italy and Australia, were used as case studies for cross-country comparison. Representative of five Italian and five Australian II funds were interviewed as were as a sample of hybrid organizations currently in their portfolio. The preliminary results show that despite differing contexts of Italian and Australian II funds, the deal origination happens in most cases because investor and potential organizations come together through a common network of relations. During the deal screening, the analysis of the business model characteristics is the most commonly used criteria, followed by the potential of the business to respond to a social issue. The social impact represents a generic eligibility condition for the financial transaction. In the due diligence phase, there is reasonable balance of bargaining power between the parties in determining social impact objectives. However, most of the operators do not internalize social objectives in the financial transaction through rigorous impact measures.

Title Interest-Free Loans for Business Proposals: A Structuralist Approach to Financing Small and Medium Enterprises (SMEs)

Author David Michael M. San Juan

Abstract After the 2008 international crisis, structuralist approaches to economics, development, and financing became more popular again, as the failure of the neoliberal/free market ideology necessitated state intervention in saving capitalism through a series of taxpayer-funded corporate bail-outs. More than a decade hence, capitalism is generally healthy with the wealthiest segments of the global population enjoying steady increases in fortune, as the world's poor and middle classes see their incomes fall or become stagnant. State intervention in the economy is thus again needed. Informed by structuralist approaches to development, this paper is aimed at discussing the premises and promises of State-handed interest-free loans for business proposals suitable to the formation of small and medium

enterprises (SMEs) in the Philippines. The said financing scheme will be presented as a social innovation that tackles social impact (through job creation) and addresses income and wealth inequalities (through financially empowering the poor and the middle class), in the context of a developing country where SMEs are still weak but nevertheless capable of becoming potential shapers of a more prosperous, fair and sustainable society.

Title Green certification and liquidity risk

Author Gülşah Büber, Seza Danişoğlu

Abstract Green bonds went from an esoteric instrument that caught the interest of a few supranational institutions in the late-2000s to a popular debt instrument issued by governments, supranationals and corporations alike, with a market value of \$258 billion and 17% of the bond market volume by the end of 2019. What differentiates a green bond from its conventional counterpart is the strict requirement regarding the use of proceeds. A green bond's issuer is assumed to commit to using the proceeds for only environment-friendly investments. The "green" designation for a bond is often the result of self-labelling, and, in a small but steadily increasing percentage of the issues, this designation is given by a third-party organization such as the Climate Bonds Initiative¹, Sustainalytics², and CICERO³. One critical issue is whether the risk-return performance of a bond changes when it is "green certified" by one of these organizations. Without certification, the informational asymmetry that exists between the issuer and investor is even higher with certification especially affecting the market liquidity of the green bond. This paper contributes to the literature by examining the liquidity risk of certified versus non-certified USD-denominated corporate green bonds issued between 2013 and 2019. Febi, Schafer, Stephan and Sun (2018)⁴ find that the impact of liquidity risk on the yield spread of green bonds is negligible. However, Febi et al. do not distinguish between certified and non-certified bonds. The main effect of certification is an improvement in the informational asymmetry. In a market where the term "green" has a broad definition, obtaining a certification with a clear set of requirements may make a green bond more attractive for investors.

Title The agency cost of investing in ethical funds

Author Hande Ayaydın Hacıömeroğlu, Seza Danişoğlu, Nuray Güner

Abstract With the increased popularity of ethical funds, many studies have asked the question "Does it pay to be good?" (Barnett and Salomon, 2012)¹ and compared such investments with conventional alternatives in terms of return performance. Ethical funds have an investment mandate for either positively screening stocks that meet a threshold level of environmental, social and governance (ESG) performance, or, negatively screening stocks by avoiding any that are issued by companies operating in the so-called sin industries. Investors in ethical funds have either purely social objectives or a blended objective of generating social and financial returns simultaneously. A lesser discussed issue is whether the portfolios formed by fund managers indeed adhere to the "ethical standards" that the fund's investors have in mind when they first choose the fund. From a finance perspective, the relationship between fund managers and investors can be viewed as an agency relationship² since the manager's job is to form a portfolio that includes only those investments that satisfy the ethical and social criteria that the fund investors would impose on a portfolio of their own. This paper proposes an adjustment to the widely used Sharpe methodology (2002)³ for examining an ethical fund manager's "asset allocation" versus "active management" abilities. The sample includes

European and US open-end ethical mutual funds for the period between 2004 and 2019. The methodology will make it possible to assess the extent to which fund managers use social and ethical criteria in their asset allocation decisions. It will also reveal whether ethical fund investors bear an agency cost in their investments.

Title “Throwing the baby out with the bath water” – a risk associated with Social Impact Bonds

Author Katri-Liis Lepik

Abstract Social impact bonds (SIBs) are referred to as an innovative financing mechanism for public sector organisations and service providers to improve social outcomes. SIBs represent a form of outcomes-based contract where investors provide upfront funding for social interventions. Innovation is generally accompanied with taking risks. In the literature on investment decisions in SIBs, it is found that SIB investors perceive the risk-reward being imbalanced with too much risk transfer for insufficient reward (Ronicle et. al 2016, Gruyter et. al 2020).

The objective of this paper is to explore the interplay of power in the configuration of a SIB based on the case of a SIB development in the UK in 2018-2020. It analyses innovation aptitude of the stakeholders involved in the development of the SIB and the characteristics of the contracting process.

The article explains the need for investors who have been working in the social economy sectors to be able to understand the complexity of running a social enterprise. The innovativeness and ability to innovate should not be lost from the setup of the social impact investment instruments. Eventually, a “beyond reasonable doubt” approach to risk prevails rather than on the “balance of probability”; the legal contracting process weighted in favour of protecting investment rather than supporting innovation.

Title Impact of R&D Accounting Standards on Investment Efficiency: Accelerating Growth of European Cleantech Firms

Author Kitchen, J, O’Reilly, S., Mac an Bhaird, C.

Abstract The acceleration for development and diffusion of cleaner technologies and renewable energy are continuously called for. This paper probes into the potential effects of the discretion granted and limitations set by accounting policies regarding the treatment of research and development (R&D) costs for cleantech firms. Contrary to extant literature’s claim of negligible real effects of accounting policies, this study evaluates the impact of application of IAS38 in capitalizing or expensing of R&D costs to investment efficiency in European cleantech firms. Despite the great benefits offered by cleantech, such as avoiding a more than 2-degree warmer global climate, economic dispersion of this sector is much slower than required. Previous studies have indicated that under-investment in other technological organisations is correlated with the lack of capitalization of significant R&D cost amounts. This study presents an investigation of the material investment effects of R&D accounting policies, particularly on timing and level of investment into the cleantech sector. The underpinning expectation in this study is that investors or potential investors are typically involuntarily drawn to assessing the financial profitability of a particular investment, though not necessarily downplaying their perception of future environmental benefits to consider investing to begin with. Hence, particularly in early stages cleantech firms, the requirement to expense (rather than capitalize) R&D report lower profits (or losses in some cases) deterring some investors, potentially also resulting in the firms’ aversion to spending more on R&D. The data

for this study is aggregated from over a thousand European cleantech firms operating from 2014-2018, and results attest to the assertion of material and economic effects of the firms' accounting treatment of R&D costs on the flow of investment. In addressing the questions posed by a number of studies regarding rationales for the low (and slow) investment levels into cleantech sector, the accounting methods used poses to be a significant contributing factor. The findings of this paper are relevant to policy makers and standard setters seeking to potentially accelerate and improve investment efficiency in the cleantech sector through, arguably, less conservative accounting.

Title Conceptualizing the role of NGOs in cross-sector collaborations with SMEs and impact investors in developing countries: a value-s creation approach

Author Francesca Nugnes, Ashley Metz, Federica Angeli

Abstract Cross-sector collaborations (CSCs) between the profit and non-profit sectors revolve mainly around NGOs/corporates. CSCs between NGOs, Small and Medium Enterprises (SMEs) and impact investors have received far less attention, however they are especially important as NGOs provide capacity building for sustainable practices to SMEs and play a risk mitigation role for impact investors. Bridging this gap, this research investigates the roles played by NGOs within CSCs with SMEs and impact investors in developing countries and how such roles contribute to value creation for the three actors in a context of sustainability. The NGO is a development NGO, the SMEs is generally a democratically-led organisation working in social economy and the impact investors pursue social, economic and environmental values. The NGO provides capacity building to SMEs to make them investment-ready and create sustainable business cases for impact investors; through the CSC the three parties co-discover the SME training needs and co-design the financial product that suits the SME sector and the impact investor requirements. This study advances the literature on CSCs and inclusive business model (BM) theory, as well as contribute to impact investing literature. We introduce new actors - SMEs and impact investors - and explore the NGO roles contribution to values through BM dimensions. We propose a framework to explore these roles, how they enable impact investing and how they contribute to values uncaptured by traditional BMs. Our results show that NGOs play multiple roles within CSCs and contribute to values pursued by impact investors. Impact investment managers should integrate CSCs in their strategy to mitigate the risk of investments and SME managers should showcase the positive impact of CSCs to also conventional investors, thus catalysing much-needed capital for impact towards sustainable SMEs in developing countries.

Title Human capital and gender influence on risk taking of venture philanthropy

Author Mariarosa Scarlata, Luisa Alemany, Andrew Zacharakis

Abstract Impact investors fund social enterprises (SEs) (Mudaliar et al., 2019). There is limited work on impact investing, even less about venture philanthropy (VP). Impact investing and VP are poised for high social impact but risk is a black box. Yet, social entrepreneurship is risky (Lumpkin, Moss, Gras et al., 2013). Risk is exacerbated in VP. Beyond having dual goals, VP firms are building a market for social finance (Daggers and Nicholls, 2016) with limited legitimization as an investing space, unclear long-term impact (Lurtz and Kreutzer, 2017). Managers' human capital (HC) influences risk-taking (Bertrand and Schoar, 2003) whereas more HC allows informed decisions, improving risk-taking (Becker, 1964). We ask: does the HC of top managers of VP firms influence risk-taking? How does gender moderate this relationship?

We identify 104 VP investors across Europe, United States, and Asia. We test hypotheses relying on 50 survey responses and 183 top managers. We measure risk-taking adapting Covin and Slevin (1989) to VP and HC in number of years (Scarлата et al., 2016), relying on the VP firm's website, LinkedIn, ZoomInfo, and BusinessWeek. Gender stereotypes create pre-conceived expectations on what and how men and women should behave (Eagly and Karau, 2002). We find VP firms with more men and longer tenure in commercial endeavors are less risk-oriented; those with more men and longer tenure in the social sector are more risk orientation. More women make the VP firm's more risk-oriented. This suggests a gender double bind effect. When individuals are in a space with different, competing demands (like VP), they may feel trapped into this duality and make efforts to go against the stereotype. For practitioners, our work can help investors in better understanding the link between managerial attributes and the firm's risk profile.

Title Outcome-based commissioning: the challenge of measuring the generated social value

Author Veronica Chiodo, Benedetta De Pieri

Abstract In the last decades, various forms of outcome-based contracting, such as Social Impact Bonds and Pay-by-Results schemes, became popular as a new form of social public procurement able to achieve both an improvement in the economic performance of interventions and in the generated social value (Then and Schmidt, 2020). However, the actual efficiency and effectiveness of these schemes are debated as well as their ability to improve the quality and impact of the service provided (Sinclair et al., 2019). Particularly, the measurement of the outcomes and impact achieved is a key element in the development and implementation of outcome-based schemes (Carter, 2020), but the challenges related to the measurement process have not been thoroughly analysed by the existing literature. This paper investigates the main challenges and enabling factors related to the measurement processes in outcome-based schemes by focusing on the analysis of four case studies. The case studies are based on schemes implemented in the UK, three pay-by-results and one social impact bond. The case studies were investigated using desk research and interviews with the key stakeholders of the schemes (commissioners, service providers, evaluators and investors). The paper contributes to the existing knowledge by highlighting the barriers and enablers of measuring the social value generated by outcome based schemes. Particularly it examines the challenges and opportunities related to the evaluation process for the main stakeholders implementing the schemes and highlights how the evaluation process is a crucial component of outcome-based commissioning.

Stream: Health and Wellbeing

Title "Building the Capacity of Communities and Community Organizations through the Development of Complementary Community Currencies"

Author Michael B. Marks & Leanne Ussher

Abstract Systemic inequality and cuts to government social programs are resulting in a lack of resources for many communities. NGOs and other community organizations are shouldering the burden of these challenges. An increasing number of communities are seeking alternative funding options outside of statutory and philanthropic sources to address these increasing community needs. Two communities in the US (one urban, one rural) are experimenting with using digital complementary community currencies to build the capacity of communities and community organizations to address chronic social challenges and inequities. Both identify unused or underutilized community assets including goods, services,

facilities, equipment and human capital, with the complementary currency placing value on these assets, working to develop new forms of wealth generation and human capital in communities. This paper session includes a brief overview of digital complementary community currencies using a recently developed typology (including governance, technology, nature of the currency, circulation strategies) to describe the similarities and differences of the two currencies. Questions to be addressed include:

What guiding principles and priorities guide the initiatives?

What start-up strategies are used to generate community interest/?

What critical partnerships, pathways and turning points occurred?

What are key accomplishments, innovations and lessons learned?

What strategies are used to grow and sustain the currencies?

In addressing questions, the presenter will summarize his work as an action researcher, assisting with project planning/implementation and as project evaluator. Participant discussion follows identifying other community currency examples that build human capital and wealth. Participants will gain knowledge about types of complementary currencies, goodness of fit with community needs/goals and how CCs are being used to address inequities in health, finances and well-being.

Title ‘Bespoked’ cycling to health in the Highlands: Promoting health, well-being & active travel through an Inverness social enterprise

Author Sara Bradley

Abstract Operating from its café and workshop in Inverness, Velocity promotes cycling as a way of helping people adopt healthier lifestyles, encourage sustainable travel and improve emotional well-being. Velocity’s original Cycle to Health project targets people experiencing mild mental health difficulties, social isolation, low mood or anxiety. Building on their success, Velocity, in partnership with UHI Rural Health and Well-being, instigated the ‘Bespoked’ Project, funded by the European Social Fund as part of the Social Investment Fund. UHI investigated the impact of this combination of physical activity, being outdoors and the social character of the cycling groups on mental and physical health.

The ‘Bespoked’ aim was to develop and test an innovative outreach service to address the mental well-being needs of vulnerable groups such as people with enduring mental health conditions. By delivering cycling sessions in familiar, safe places within the community and tailoring the groups to specific needs, ‘Bespoked’ wanted to address disadvantage and extend well-being benefits of their cycling initiative to a wider range of people. Aiming to overcome barriers to participation, the project focused on developing an effective and workable model to market to the NHS and the Third Sector as a social prescribing intervention. UHI conducted qualitative interviews with group participants and support workers to determine the impact of these groups on health and well-being as well as to explore factors for success, barriers and potential improvements. Taking an action research approach allowed feedback from the mid-point review focus groups to shape the intervention. A Social Return on Investment was also undertaken. Working in partnership with Velocity, UHI evaluated Bespoked’s success, identified the contextual factors involved and assessed potential scalability, revealing how this innovative model could promote health and well-being amongst some of Inverness’s most vulnerable residents.

Title Innovation in Social Care: Definitional and Practical Challenges

Author Kelly Hall, Catherine Needham

Abstract English social care is facing a crisis; growing demand from an ageing population combined with significant funding cuts has led to a strain on traditional care provision. The 2014 Care Act placed a requirement on local authorities in England to create care markets that stimulate provider innovation as a means to offer choice and control to all people using services. This requires both local authorities and providers to become more innovative in their approach to care. Following Needham et al (2016), innovation in social care can be complex and includes not only the type of care service delivered (a what innovation), but also 'how' care is delivered and 'who' is involved in its delivery (termed how and who innovations). This paper therefore explores the nature of innovation in the social care sector, but also the challenges of delivering care innovation. It draws on a three-year Department of Health and Social Care funded study that involved qualitative interviews with national stakeholders in the care sector, social care commissioners, service providers, service users and unpaid carers. The research uncovered the complexity of both defining and delivering care innovations. Findings include the undefined nature of innovation in social care and the difficulties of delivering innovation in practice. These difficulties can be related to a climate of austerity and public service cuts, which has in turn resulted in an increasingly 'risk-adverse' environment for Local Authorities, care providers and people who use care services.

Title Breaking the silos: an interdisciplinary scoping study on the role of community organisations and social enterprises in organising public health services

Author Marleen Fluit

Abstract In recent years, austerity measures have led to budget reforms in public expenditures. There is a growing interest in the ways social enterprises and community organisations contribute to citizens' health and wellbeing. We refer to these types of organisations as informal structures, which are loosely structured entities often led by citizens. The roles and positions are not explicitly specified and vary depending on the interests of the actors involved (based on Edelenbos et al., 2018; Gulati & Puranam, 2009; Somerville & McElwee, 2011). It is unclear how these informal structures collaborate with formal institutionalised structures (e.g., local councils, social care teams) and how they jointly address upstream factors within the social environment. This paper presents a scoping study on the interaction between formal and informal structures within an inter-organisational setting.

Based on our discussion of the literature on the interplay within intra-organisational and inter-firm relationships, we focus on how formal and informal structures can complement, supplement or substitute each other. We searched for peer-reviewed journal articles in Scopus (from 2000-2019), using a broad operationalisation for informal structures including keywords, such as social enterprise, community organisation and community engagement. Following the abstract selection, we analysed the selected articles according to a thematic coding process. The findings illustrate how informal structures become active in a network of multiple actors and entities and how they become part of a web of interactions. Formal structures do not only stimulate the emergence of informal structures but also interact with these community-led initiatives to enhance the delivery of integrated services to improve citizens' wellbeing. However, the interaction comes with risks and challenges that potentially affect the relationships between the structures. This paper provides an interdisciplinary framework that describes the features of formal and informal structures and their interaction. This framework

can well inform academics and health practitioners on how to organise health and social services to improve health and wellbeing.

Title 'Work Integration Social Enterprise practitioner labour: the role of care in creating assemblages of support'

Author Perri Campbell, Viktoria Adler, Jane Farmer, Jo Barraket, Roksolana Suchowerska, Joanne McNeill

Abstract Social enterprise practitioners enable their organisations to achieve social goals through commercial activity and are often required to provide support that draws on attributes such as emotional intelligence and empathy alongside their primary skill set in education, training, business operations or management. However, little is known about the way in which this support occurs or is performed in various spaces of social enterprise organisations. In this paper we explore: the work that staff are doing to create 'well-being outcomes' and how are they doing it, well-being experiences of staff and beneficiaries, and factors that detract from the well-being experience. Our paper draws on two data sets from Australian Research Council funded projects: 'Improving Health Equity of Young People?: the role of social enterprise', and 'Mapping the Impact of Social Enterprise on Regional City Disadvantage'. The case studies were positioned in different industry sectors (including hospitality, IT, construction, waste management and horticulture), bringing together social enterprise practitioners with various career trajectories, skills and personalities. We draw on the work of Judith Butler to frame practitioners' everyday labour as a performance which crosses boundaries between the personal and professional. This labour gives shape to formal and informal assemblages of support for beneficiaries. We build on the concepts: Therapy, Security, Social Connection and Capability in order to represent these interventions into wellbeing, and to reflect on practitioners own experiences. The paper aims to provide insight into how the everyday performances of social enterprise practitioners give shape to supported learning and working environments.

Title Social innovations to address health care shortages in Swiss mountain regions

Author Pascal Tschumi

Abstract Swiss mountain regions are confronted with critical shortages in health care supply ranging from a lack of general practitioners to gaps in support services. These shortages are further exacerbated by demographic change and rising health care costs. A range of innovative solutions have emerged to tackle the challenge of providing health care services to mountain regions. A hallmark of these solutions is that they all involve novel forms of cooperation between actors, who have neither worked together nor been involved in health care at all. As such, these solutions represent social innovations. Research on the particularities of such cooperation in (healthcare) social innovations is scarce (Ayob, Teasdale and Fagan, 2016; Farmer et al., 2018). I thus aim at examining the cooperation between the different actors involved in the introduction, implementation and diffusion of the social innovations. Drawing on the concept of co-production/co-creation (Steen, Brandsen and Verschuere, 2019; Torfing, Sørensen and Røiseland, 2019) I explore the ways in which cooperations between the actors take shape over time and space during the social innovation process. Special interest is on the actors' motivations to co-produce, the co-produced knowledge and factors for successful co-production. By applying innovation biography methodology, I will analyse four to six social innovations that try to tackle the challenge of

health care shortage in Swiss mountain regions. Innovation biographies “allow the study of time-space dynamics of knowledge and ways of knowledge combination in innovation processes from a micro-level perspective” (Butzin and Widmaier, 2016, p. 220) and are therefore a suitable methodology for the research purpose. The innovation biographies are planned to be conducted in June to September 2020. The research contributes to a better understanding of how co-produced knowledge and motivations in social innovations are shaped over time, and not just at certain points in the innovation trajectory. Thus, the results show ways in which social innovations contribute to (health) well-being of deprived regions.

Title Exploring Healthcare Social Enterprises’ Interventions and Roles in Improving Healthcare Services

Author Yanto CHANDRA, Liang SHANG

Abstract Long before the COVID-19 global pandemic, citizens have joined the global movement in providing health care solutions amid increasingly complex global health challenges. Among these are social enterprises (SEs) that have specialized in providing health care services and solutions for individuals and communities, or a phenomenon we labelled as healthcare social enterprises (HCSEs). Drawing on the New Public Governance (NPG) literature that views SEs as a partner of the government in delivering healthcare services, we conducted a qualitative content analysis of 180 HCSEs sampled from Ashoka, Schwab and Echoing Green and explored the types of interventions, processes, and roles of HCSEs in responding to the challenges of the rapidly changing healthcare ecosystem. We found that HCSEs have mainly engaged in three dimensions of the health services provision, which are improving access to health services, quality of health services and building public health capacity. We further distilled the data and identified that HCSEs have performed diverse roles in the health services ecosystem including as policy implementer, lead service provider, service coordinator, service or process innovator, industry regulator, performance monitor, policy lobbyist, and institutional integrator. This allows us to connect our typology with the NPG’s co-production, co-management, and co-governance modes and identified new modes called co-innovation, co-design and co-integration. This article contributes to both social entrepreneurship and public health literature by demonstrating the potentials of HCSEs’ involvement in public service provision from a New Public Governance perspective.

Title Social Determinants of Health (SDOH): Interaction of a Social Innovation with Corporate Social Responsibility (CSR) Framework - Enhancing Healthcare Firms’ Performance and Healthy Living in Communities

Author Bhav Jain, Pankaj Jain, John Gruber

Abstract The U.S. healthcare delivery system has been struggling with significant pressures to improve health outcomes for patients while reducing the overall cost of care. An oft-overlooked contributor to these deficits is inequities due to social determinants of health (SDOH), which account for 25-60% of deaths in the U.S. annually. Although extant literature theorizes the corporate social responsibility (CSR) construct comprehensively, there is a paucity of research on SDOH, which remains a neglected phenomenon despite its significance to healthcare firms and communities. Further, the research is tenuous regarding SDOH integration with the CSR framework, and how both SDOH and CSR can contribute to

healthy living (HL) of people while enhancing the firm's value (FV). This study contributes to CSR theory and practice by expanding its framework to address SDOH, thereby increasing CSR impact on society and firms' value creation. This research integrates a quantitative and qualitative field study with supplementary literature using the grounded theory research method by interviewing twenty-five healthcare firms (comprising of payers, providers, pharmaceuticals, health-techs) to analyze current initiatives undertaken across the U.S. to address SDOH and their effects on HL and FV. We propose that SDOH must be integrated into the community development dimension of CSR. Research findings would reveal attitudes and perceptions of healthcare firms towards leveraging SDOH integration with CSR as a competitive advantage. Expected managerial implications include: 1) healthcare firms should link with unconventional partners, such as housing authorities, foodbanks, employment agencies, and schools to address SDOH; 2) public and private healthcare firms need to collaborate with social enterprises and regulators to recognize financing needs to address SDOH and engage broader supply-chains in sustainable initiatives; 3) long-term investment in Social Determinants of Health and Corporate Social Responsibility Framework 4 SDOH can develop sustainable and healthy communities; and 4) CSR, SDOH and HL will in turn drive down social inequities while increasing healthcare firms' value.

Stream: Hybrid Models and Organising

Title Social intrapreneurship from the individual level perspective – Funding consulting for social enterprises

Author Carolin Thiem

Abstract Since the last years, social entrepreneurship is receiving great attention in German politics, the German society and the economy. For example, the strengthening of social entrepreneurship is called for in the German coalition agreement, in the High-Tech Strategy, by different national and international political parties and by specialist and advisory bodies. We try to address this demand at our company with a social intrapreneurship project (Pinchot 1985). During the talk, I will present the different aspects of our project and reflect them with the help of academic models from organizational theory and sociology like competences and knowledge acquisition as intrapreneurs (Schröer 2016), intrapreneurs as internal innovators (Schröer/Schmitz 2016), innovative work behaviour theories (De Jong and Wennekers 2008), and structural selfishness (Deutschmann 1995). About the project Two years ago, we created the internal company project "Sense with profit" as part of a company event of the VDI/VDE-IT. VDI/VDE-IT is one of the largest project executing companies in Germany. As a company, we advise public contracting authorities during the design of research programmes and, at the same time, motivate research institutions (?) and industry players to apply for funding for their promising projects. The first aim of the pro bono project is to make the funding landscape more transparent for social organisations and to support companies in finding suitable funding opportunities. The second aim is to better understand the needs and requirements of social enterprises for financial support in order to be able to provide suitable support. We focus on support programmes at federal level. During the last year, we conducted three consulting prototype projects and supported them during their funding activities. This year we started a cooperation with the Impact Hub in Berlin. After the talk, I would like to discuss our next steps with the audience.

Title A spatial view on hybridity in rural based social enterprises

Author Mara van Twuijver, Mary O'Shaughnessy

Abstract The potential of social enterprises to contribute to sustainable development in rural areas is acknowledged by both policy makers and academics. Yet, our understanding of rural based social enterprises is still “largely scattered and undeveloped” (Steiner and Teasdale, 2019, p. 152; Munoz et al., 2015; Bosworth et al., 2019). Previous research does suggest that these organisations possess an “adaptive capability” that enables them to work along-side the structural challenges provided by their rural environment (Steinerowski and Steinerowska-Streb, 2012, p 178; Bosworth et al., 2019). In this paper, we argue that organisational hybridity is an important element which can explain this adaptive capability. Hybridity presents rural based social enterprises with a mechanism to enhance organisational legitimacy (Vestrum, 2014), broaden the resource base available to them (Aiken et al. 2016) and come up with innovative ways to deal with the opportunities and challenges provided by their rural environment (Steinerowski and Steinerowska-Streb, 2012; Bosworth et al., 2019); all elements which have been found to be of great importance for the way in which rural based social enterprises function (van Twuijver et al., 2020). By drawing on qualitative data (interviews, participant observations and document analysis) collected in two rural based social enterprises, this paper illustrates how these organisations use their hybrid nature to deal with spatial characteristics of their rural surroundings and how, in turn, spatial elements of the rural environment are a driver of the hybrid nature of rural based social enterprises. By drawing on both real-time and historical data, this paper confirms the dynamic nature of organisational hybridity (Davies and Doherty, 2019; Litrico and Besharov, 2019). In doing so, this paper contributes to deepening our understanding of organisational hybridity and responds to the call to investigate the role of the spatial environment in social enterprise development (Muller and Korsgaard, 2018; Steiner and Teasdale, 2019).

Title Mission, governance, and accountability of Benefit Corporations: towards a credible commitment device for achieving commercial and social goals

Author Federica Bandini, Magali Fia

Abstract In this paper, we focus on Benefit Corporations, a legal framework that establishes an expanded mission, governance, and accountability requirements. US and Italy have been respectively the first and the second mover in the introduction of the law (in 2010 and 2016). We investigate whether the Benefit Corporation provides an answer to the hybrid organizations' challenge of relaxing the emphasis on incomes to favor the achievement of social outcomes and impacts. We insert the paper into the debate on hybrid organizations. Current literature provides interesting organizational considerations on the coexistence of commercial and social goals (among others: Mason & Doherty, 2016; Ebrahim et al., 2014; Battilana & Lee, 2014; Pache & Santos, 2013; Battilana & Dorado, 2010; Kerlin, 2009; Alter, 2007). Our paper also considers previous studies on Benefit Corporations (among others: Cetindamar, 2018; Hiller & Shackelford, 2018; Stecker, 2016; Collins & Khan 2016; Rawhouser et al., 2015; André 2015; Robson, 2015; Hiller, 2013; Cummings, 2012; Reiser, 2011). However, as stated at the origin of the debate on the shareholder primacy, corporations that want to achieve an enlarged purpose must be equipped with a "clear and reasonably enforceable scheme of responsibilities to someone else." (Berle, 1932:167). Accordingly, the dual mission of social enterprises, and particularly of Benefit corporations, represents a challenge that deserves further understanding. To our knowledge, this paper represents the first attempt to evaluate comprehensively Benefit Corporations focusing on the mission-

governance-accountability framework (Matacena, 2016; Sacconi, 2007; Clarke, 2004). Where the mission defines a corporation's responsibilities and related accountability duties, the governance represents the structure of rights and obligations corresponding to the fiduciary duties towards stakeholders; the accountability is the communication of the obtained results. Moreover, we provide an exploratory study using original data collected through a wide-ranging survey conducted among all the Italian Benefit corporations in 2020.

Title Social Innovation Capabilities in Hybrid Organizations: Insights from B Corps in Colombia

Author Sabrina TABARES

Abstract Hybrid organizations (HO) are growing in interest in literature (Alexius and Furusten, 2019), since they are facing many challenges of current societies, and they are becoming a tool for social innovations (SI) (Dionisio and de Vargas, 2019). This research aims to identify what are the capabilities of SI that this type of enterprises requires in order to develop novel solutions to existing national problems. An emphasis is placed on SI as a tool for giving solutions to renowned problems facing society (Varadarajan and Kaul, 2018). Based on literature on SI in business and HO (Battilana and Lee, 2014), this study explores through a multiple case study, and on the bases of grounded theory, what the capacities for SI are (Strauss and Corbin, 1998; Yin, 2013, 2009). The research departs from Certified B Corporations (B Corp) in an emerging economy in Latin America (Colombia). Through semi-structured interviews, eighteen B Corps participated in the research, reaching a total of 35 persons interviewed, including administrative and managerial positions in the enterprises. The conclusion drawn is that HO have multiple capabilities of SI that enable them to reach a balance between their core business, the expected impact in society, and the generation of profits. Empathy, the creation of a talented and multidisciplinary team, and the creation of a mission embedded in the business goals, are main capabilities that firms must develop during the SI journey.

Title Context matters: Preventing mission-drift by contextualisation within the hybrid social enterprise business model

Author Lauren Jankelowitz, Kerrin Myres

Abstract A study to examine the importance of the context in influencing the form and structure of local South African HIV healthcare social enterprises was initiated. The study further aimed to investigate the extent of hybridity, as well as how hybridity tensions were managed to prevent mission-drift. The organisations studied were long-term, in that they had been in operation for over 15 years and were large in that they had reached scale within South Africa. The study found that the context not only impacted on the construction of the social enterprises and their business model choices, but these organisations, as they grew, also began to wield influence and power within and over the context. A significant part of how these social enterprises were constructed related to the initiation of the enterprise with a social change social mission. These social missions addressed broad, general state-type interests from the start. Consequently, no mission drift was found. Instead the social mission was placed at the centre of a flexible business model, able to adapt to the changing context.

Title The hybrid organising practices of social enterprises in Nigeria's circular economy

Author Adeyemi Adelekan

Abstract The aim of this paper is to explore the hybrid organizing practices of social enterprises implementing circular economy principles in Nigeria. I define the circular economy as those activities that reduce and recycle waste and redesign production patterns to avoid the creation of waste. Social enterprises represent an example of a bottom-up approach to circular economy design (Ghesellini et. al., 2016), which includes the work of grassroots initiatives in waste recovery and recycling, that applies innovative mechanisms to extract resources out of urban and industrial wastes. Despite the role social enterprises can play in achieving a sustainable future (Hudon & Huybrechts, 2018), there is a limited understanding of their hybrid organizing practices (Battilana et. al., 2017), particularly in a developing country context (Haugh et. al., 2018), such as Nigeria. Therefore, this research sets out to investigate the following question:

How do social enterprises combine their social, commercial and environmental aims to have an impact on the circular economy in Nigeria?

A case study strategy was adopted to investigate this question, which involved in-depth interviews and document analysis of nine social enterprises operating in the solid waste recycling sector in Lagos, Nigeria. Critically applying the hybrid organizing theoretical framework by Battilana & Lee (2014), this study contributes to discourses on how hybridity is emerging in a developing country context. In particular, this study found that the ability of social enterprises to meet economic, social and environmental objectives in such contexts depends mostly on how well they can manage the tensions between the logic of formality and informality across different organizational dimensions. Such tensions require social enterprises to make compromises between operational quality and employee quality; insuring assets and paying plastic sorters; changing mindset and meeting people's basic needs; as well as, using formal recruitment companies and relying on informal referral hiring practices, among others. The findings from this research have significant implications for similar international contexts where informality is also prevalent.

Title Opportunities for Hybrid Organizations in the Field of Sports-Based Youth Development: An Ecosystems Framework

Author Anna Monhartova

Abstract This paper presents a conceptual model using an ecosystems framework for hybrid organizations that operate in the field of sports-based youth development (SBYD). It uses an evolving hybrid non-profit organization, A's & Aces, operating in the United States, as an example to illustrate and contextualize the application of an ecosystems framework to articulate how the organization operates and creates impact. Some organizations have unique opportunities to generate income while increasing their impact and serving more under-resourced populations. Solutions to complex, systemic issues require cross-sectoral collaborations and thus the ability to identify the possible actors, factors, and conditions that interact is essential. This paper uses an ecosystems approach to interpret an organization's logic model for the purposes of understanding the opportunities that these organizations have in terms of combining social impact and financial sustainability.

Title From duality to plurality: Embedding family logic in social enterprises

Author Andreana Drencheva, Wee Chan Au & Jian Li Yew

Abstract Social enterprises are often conceptualized as hybrid organizations, that is organizations that combine activities, processes, structures, and meanings that individuals and organizations use to make sense of organizational forms (Battilana & Lee 2014; Doherty, Haugh & Lyon, 2014). Research has focused on how social enterprises combine a social welfare (e.g., Pache & Santos, 2013) or environmental (e.g., Jay, 2013) logic with a market logic, often as contested and conflicting demands. Thus, social enterprises are typically studied from a duality perspective - how elements of two logics interact with specific outcomes for the strategy of social enterprises and the experience of individuals in social enterprises. However, research has largely ignored how multiple (i.e. more than two) institutional logics can interact within a social enterprise. This is particularly relevant as social enterprises typically operate in organizational fields characterized by institutional plurality, or a plurality of logics (Mair, Mayer & Lutz, 2015). Undertaking an in-depth multi-source case study analysis (Gioia et al., 2012) of a social enterprise in Malaysia, we analyze the role of the family institutional logic (Greenwood et al., 2011) in how social enterprises address challenges through their entrepreneurial journey, particularly accessing markets and obtaining resources. We draw attention to the institutional logic of the family - alongside market and social welfare logics - and explicate how this largely neglected institutional logic is embedded in social enterprises. In doing so, we contribute to research on social enterprises and hybrid organizing, by moving beyond duality, to consider how a plurality of institutional logics interact in synergetic, conflicting, or neutral ways to influence organizational strategy and lived experiences of individuals in social enterprises.

Title Unanticipated Outcomes in Hybrid Organizational Arrangements: A study of a Unionized Cooperative in the U.S.

Author James M. Mandiberg, Seonmi Kim

Abstract Hybridization is often discussed through the lens of the three-sector economy (Pache & Santos, 2010), or through the distinction between government, market, and civil society (Frumkin, 2002; Wright, 2010). Mandiberg views the increase in hybrid forms as evidence of a Kuhnian (1970) breakdown of the normative three sector economy (Mandiberg, 2018). Thus, this paper is not limited to a sectoral view of hybridity, but includes a broader notion of hybridity that occurs when two or more organizations with different primary commitments and traditions join together, often in complex organizational forms. This is a case study of Cooperative Home Care Associates (CHCA), the largest worker cooperative in the U.S. founded in 1985, and in 2003 the friendly unionization of CHCA by 1199SEIU, a branch of the largest union in the U.S., the Service Employees International Union.

1199SEIU was invited to unionize CHCA due to shared values and industry objectives. Although for the most part the collaboration has been positive, there have been unanticipated outcomes detrimental to the cooperative, and the awkward retention of traditional roles of worker-owner vs union; worker management vs union; some role retention of union-as-opposition; and the overall issue of who represents the interests of the workers. The paper contextualizes the CHCA-1199SEIU case in the broad literatures on different forms of worker ownership (Freeman, Blasi & Kruse, 2010); cooperative “degeneration” (when cooperatives lose some of their commitments to core principles – e.g., Pencavel, 2013); and efforts by unions to find hybrid models to stem the decline in union membership (e.g., the Mondragon-United Steel Workers Union model, Schlachter, 2017). The paper concludes with some recommendations on how some of the negatives of this form of hybridization can be avoided, and some of the core issues that require more systemic exploration, including the replacement of traditional with more functional hybrid forms.

Title Religion and Cross-sector Partnerships in South Africa

Author Shinell Smith

Abstract According to the United Nations Sustainable Development Goals, cross-sector partnerships (CSPs), the collaborative engagement of businesses, governments and non-profit organisations, can provide innovative solutions to social and environmental challenges. Africa faces numerous intractable sustainable development challenges, including female reproductive health. African governments have struggled to address these challenges alone, and so attention has turned to CSPs. This research draws on institutional logics theory. This theory has been widely deployed in hybrid organisation scholarship to explore conflicts and tensions arising between actors from different sectors. In this literature, the role market, corporation, community and state logics play have been widely examined. However, relatively little attention has been paid to the role of faith, religious logics and their influence on and in CSPs, for example in terms of organisational decision making. Indeed, faith, religion, and to some extent spirituality, has received only peripheral attention in wider business and management scholarship. Where this has been considered, the focus has often been on religious ethics and their impacts on business. These studies have also mainly occurred in 'western' contexts and thus focussed on Christianity; although some more recent literature has looked at issues of logics focusing on Islam. Thus, this raises the question of the role religion plays in CSPs, in particular, those located and operating in multi-ethnic and religious contexts. To explore this understudied topic we pose the research question: 'Do different religions and religious denominations impact the decisions that are made in CSPs?' To answer this question, we study CSPs in South Africa. We focus on South Africa because it provides a multi-ethnic and religiously diverse context with various CSPs. In this paper, we present the preliminary findings of qualitative research on CSPs focusing on female reproductive health in South Africa.

Title Opportunity recognition for social innovation: the role of activist and entrepreneurial identities

Author Margo P.M. Enthoven, Emma C. Folmer

Abstract The concepts of opportunity and opportunity recognition are pivotal in the entrepreneurship and innovation literature (Short et al., 2010). These concepts have also found to be key in the social entrepreneurship and social innovation literature. There is common agreement that social opportunities are grounded in addressing basic social needs in innovative ways (Austin et al., 2006; Zahra et al., 2008). In order to understand how social value is created, it is crucial to unpack the opportunity recognition process for social entrepreneurs. Social entrepreneurship studies often consider the entrepreneurial nature of activist organizations or refer to social entrepreneurs as activist entrepreneurs (Jones et al., 2008). In fact, it is often difficult to distinguish the activist and the entrepreneur role. Therefore, we address the following question: How do activist and entrepreneurial dual identities influence opportunity recognition for social value creation? We use an abductive research approach in a setting where both entrepreneurs and activists address the same social cause. We have interviewed 25 respondents who engage in activist or entrepreneurial behaviour, or both. Data analysis is ongoing and will be finalized by June 2020. We find that individuals' role identity is key in the recognition of social business opportunities. Activists often go through a cognitive process that is very similar to entrepreneurial opportunity recognition in developing innovative solutions to create social value. With this paper, we find new insight into the roles social entrepreneurs and activists take on and how this influences the opportunities they recognize. We challenge the notion of business opportunity in the context of social entrepreneurship and argue that the concept of business opportunity in relation to social

entrepreneurship is a limited construct. Rather, individuals may perceive an opportunity for social value creation and act upon this opportunity with behaviour – entrepreneurial or activist - that is most fitting for that opportunity.

Title Handling the tension of multiple goal structure in social enterprises

Author Lucia Hrůzová

Abstract Social enterprises and the social economy have become an increasing phenomenon for tackling social issues across countries. By combining the features of multiple sectors, their premise is to deliver better performance, leading to customer/stakeholder satisfaction (Brown et al., 2003) and achieving a goal that no actor could accomplish on his own. The hybrid nature, however, can be accompanied with new arising challenges. While creating social value, there is pressure on the sustainability of the organisation (Battilana et al., 2012). That may result in restricting how and to what extent the organisation would focus on its social mission. The previous research suggests that one dimension tends to dominate. Concentrating on financial sustainability may result in a decrease of social enterprise's activities directed to their social mission, and gradually it may result in the mission drift (Moizer and Tracey, 2010). On the other hand, focusing predominantly on a social mission, the organisation may not have enough space to sustain itself financially (Scott and Teasdale, 2012; Bruneel et al., 2016). The paper, therefore, explores the tension arising within the social enterprises. By using the qualitative case study approach, the purpose of the paper will be to identify strategies used by Czech work integrational social enterprises to balance their social goals with their goal of financial sustainability. The findings of the paper will be put in the context of international practice. In the end, the public policy implication towards social enterprises will be formulated.

Title Tolerance of Ambiguity and Social / Financial Performance of Social Enterprises

Author Erica Kim Man LEE, Ho LEE,

Abstract Research on hybrid organizations has focused on social enterprises (SEs) that pursue a social mission while engaging in commercial activities that sustain their operations (Dees, 2001; Jay, 2013; Pache & Santos, 2012). By combining multiple forms, it is the hybrid nature of SEs that usually lead to unique external and internal tensions (Greenwood et al., 2011; Weber, 2005). Such tensions are evident in research on hybrid identity, which has shown that having multiple identities at once may lead to internal conflict (Fiol et al., 2009; Pratt & Foreman, 2000). Thus, SE founders should be able to tolerate ambiguity in coping with tensions, and apparently this ability to tolerate ambiguity seems to be crucial for SEs to survive / sustain. Tolerance of Ambiguity (TOA) is referred to as "the tendency to perceive ambiguous situations as desirable" (Budner, 1962, p.184). TOA relates to personality traits that focus on an individual's reaction to an ambiguous situation in the present (Furnham & Marks, 2013). Although TOA is apparently critical for SEs, there is no literature when it comes to the relationship between TOA among SE founders and the social/financial performance of SE. To perform this study, the objective of our study is to conduct an exploratory study of the effects of TOA of founders on the financial and social performance of SEs. A qualitative methodology will be employed through conducting twenty exploratory case studies, with data to be collected through interviews and observations as well as documents that are available online. The study looks at how the SE founders perceive ambiguity in the SE context, how they cope with ambiguity both emotionally and rationally at the individual level, how they lead the operation team and manage other stakeholders amidst ambiguity.

Title Stretching and focusing value creation. A hybrid social innovation model

Author Erik Lindhult, Camilla Dahlin-Andersson, Newstag, Malin Dahlberg Marksted

Abstract Social innovation as well as social entrepreneurship is commonly defined in distinction from commercial innovation and entrepreneurship. Social innovation enhances and widens social value creation in novel ways beyond value created in existing commercial exchange, but is often also using dimensions of commercial and market practices in innovating new social value (Nicholls et al, 2015). Social innovation in this context can be defined as stretching the value or business model of an organization to widen and enhance the creation of social value, and focusing value creation to build a viable and sustainable value creation constellation. The purpose of this article is to consider hybrid models of social innovation management. The extant literature is particularly focusing on issues of tension and balance between commercial and social innovation, e.g. in business model development (Alberti & Varon Garrido, 2017; Kahla, 2017; Davies & Doherty, 2019). We contribute to research through the development of a hybrid social innovation model focused on stretching and focusing value or business models and the value networks and ecosystems that embeds these models so that social value co-created is enhanced and widened but also produced in viable, sustainable and effective ways. The research question is: How co-create sustainability values through hybrid business model innovation? Research is performed through case studies, with data gathering and analysis through multiple, interactive methods (Svensson et al, 2007). It is focused on innovation and co-creative approaches of two socially innovative organizations, the online news company Newstag and Save the Children center for Child Rights & Business (CRB) in producing social sustainability value. The result is a synthesis of a hybrid social innovation model that both advance academic knowledge of the dynamics of hybrid social innovation and provide practical recommendations for social innovators.

Title Balancing 'tribridity' and tripartite missions through Academic and Community Partner Social Enterprises

Author Shahnaz Biggs

Abstract Current approaches to hybrid social enterprises emphasise the need to combine social and commercial objectives and 'logics'. However, novel forms of social enterprise, which are developed and led by academics and community partners, add a new logic to the mix – that of higher education. Activities such as teaching, conducting research, bidding for research grants and publishing articles are conducted alongside generating revenue and social value optimisation. Despite the obvious challenges this presents, academic and community partners are using social enterprise models to achieve higher education, social and financial goals. Little is known about how these organisations operate or manage their complex challenges to be successful. This presentation queries current conceptions of hybridisation in relation to Academic and Community Partner Social Enterprises (ACSEs). It explores whether 'tribridity', better explains how these organisations accomplish their tri-goals. Interviews conducted with academics, beneficiaries and community partners indicate that interesting strategies are used to ensure ACSEs manage tensions and maintain achievements. Emergent findings show that internal stakeholders innovatively use their multiple identities, known as 'hats', to navigate between the logics. This enables access to key resources. Hats are used flexibly in order to counter trade-offs, enable win-wins and maximise success. A careful balancing act, which ensures the relationship between the three intersections are symbiotic. The presentation offers a new perspective of Thornton, Ocasio, and Lounsbury's (2015) theory of institutional logics by drawing from the notion of Smith and Whitchurch's (2003) 'tripartite missions' from the medical education literature. Key points to consider when working with an organisation that has three distinct parts are included towards

the end. This piece contributes to the conference by shedding light on a potentially valuable way of combining academic privileges with community expert knowledge to create a fairer society in a time where resources are increasingly limited.

Title Hybrid Organizations in Global Value Chains (GVC): Their Contribution to Social Innovation
Insights from Impact Sourcing in Kenya

Author Simone Strambach, Stephen Momanyi

Abstract Lead firms driven by shareholder values and profit gaining motives have dispersed economic activities globally (Ponte et al. 2019) whereas paying limited attention to the joint social impacts. Under pressure from civil society, they have adopted CSR strategies recently. However, these are often philanthropically orientated and mostly of minor social implications, as lead firms lack the expertise to solve social problems. Hybrid organizations, in contrast, tackle socio-economic and ecological issues. They pursue alternative approaches combining social and economic logics (Doherty et al. 2014). Nevertheless, hybrid organizations have hardly been considered in neither GVCs research nor developmental strategies. Based on a study on Impact Sourcing Service Providers (ISSPs) in the Kenyan BPO sector, this paper addresses this gap by investigating how these hybrid organizations contribute to social innovation in their environment while integrated into GVCs. It combines new institutional and GVC theories to provide new insights on social innovation and the emergence of the hybrid organizational field of ISSPs. Kenya was selected because, as a latecomer in the global BPO market, it was unable to build a successful brand and connect with incumbent GVCs. Creating a distinctive niche is a recent development, in the country, that led to the evolution of Impact Sourcing that intends to provide much-needed employment to its population. The paper presents the results of qualitative research conducted in Nairobi in 2019. ISSPs are focusing on disadvantaged youth and capacity building and strive to be financially sustainable. The findings underline a wide variance in the combination of economic and social logic and their weight in business models. Furthermore, they show multi-scalarity of processes in the emergence of the hybrid organizational field.

Title Unpacking scaling strategies of differentiated hybrid organisations. Evidence from social enterprises in East Africa

Author Giacomo Ciambotti, Matteo Pedrini, Bob Doherty

Abstract Hybrid organisations typically face the challenge of combining commercial and social

missions, and this is particularly evident in the scaling process. Despite the large body of literature on scaling the social impact of hybrid organisations, few studies have focused on social enterprises as differentiated hybrid organisations (DHOs), and no evidence has been provided regarding challenges to the dual mission which arise from specific scaling pathways. Our study, then, investigated how DHOs implement social impact scaling strategies through a new combination of beneficiaries and social impact benefits provided. Exploring our research question with an in-depth qualitative study of four cases of work integration and fair-trade social enterprises in Uganda and Kenya, we built the social impact scaling matrix, which introduces definitions and drivers of scaling pathways to better frame the existing literature on scaling in DHOs. Moreover, we demonstrate that social impact scaling strategies are implemented independently from commercial scaling strategies and that the implementation of each social impact scaling strategy determines different challenges which affect the dual mission management of the DHO. Thus, with this work, we contribute to the literature on

scaling in social enterprises while also revealing valuable insights into the challenges of dual mission management.

Stream: Migrants' economic, social, and political inclusion: what role for social innovation?

Title Growing Old Abroad: Understanding the Innovative Care and Support Strategies of British and Japanese Retired Migrants through a Bricolage Lens

Author Kelly Hall, Mayumi Ono & Ayako Kohno,

Abstract This paper will explore the innovative help-seeking strategies employed by both European and Asian retired migrants when they 'age in place'. It will focus on British retirees in Spain and Japanese retirees in Malaysia, and draws on a lens of 'bricolage' to understand how these migrants use practices of innovation and improvisation to mobilise and utilise resources to obtain support and/or care in later life. This paper will offer a novel contribution to the fields of migration and social innovation. First, it will be the first to comparatively explore the international retirement migration experiences of British and Japanese citizens. Whilst seemingly different cultural contexts, the 'baby boom' generation in the UK and Japan were the first to undertake international retirement 'lifestyle' migration as a means to seek a better quality of life in older age. In both contexts, retired migrants also tend to move into already established ethnic communities, maintain transnational ties with the homeland and so the social and support networks of these migrants are often complex. These retired migrants are now beginning to age in place and are facing the same challenges associated with a decline in health, bereavement and/or increasing care needs. Second, the study will extend the concept of bricolage to understand the barriers and constraints faced by migrants as they negotiate the obstacles that may arise as they are ageing away from the formal and informal support/care systems of the home country. We seek to understand how these migrants use creative strategies, and how they combine multiple local, translocal and transnational resources in an innovative way to mobilise support. The paper will combine and re-analyse qualitative data collected by the co-authors from 238 British and Japanese retired migrants.

Title The Mobilization of Nonopportunity Space: Evidences from Rohingya Refugee Camps

Author Rashedur Chowdhury

Abstract On 31 December 2017 I entered Kutupalong Rohingya refugee camp in Cox's Bazar, one of the largest out of 34 camps. My visit to several bazars and informal stores in the camps provided me with an idea of mobilization of nonopportunity space. In settings which, from a traditional perspective, are assumed to be nonopportunity spaces, I was intrigued to see how marginalized refugees actively search for the potential in something — anything. More specifically, when perception of nonopportunity is overcome, refugees search for ways to fulfil their propensities of the necessity and desire. By 'propensity of necessity' I mean that refugees are initially interested in meeting their basic needs. For example, rations they receive from camp authorities fulfil their propensity of necessity. This propensity of necessity can even trigger a propensity of desire. For instance, it is difficult for anyone to live on rice and lentils month after month, refugee or not. In such a situation, eating fish or any meat, at least once a month, can become a most desirable expectation. Hence, it is expected that to fulfil their most basic desire to eat well they are encouraged to create some small economic activities to generate income. This would at least help them to start fulfilling their most basic desires to live

a life with some normality. Notably, I challenge the widely held wisdom that refugees do not want to leave the host countries; a notion which is often deeply believed and almost becomes a truth for citizens and policymakers of host countries, particularly when refugees are stuck in refugee camps as they cannot return home of their own will, rather than as a result of the political and diplomatic failure of the powerful agents. On the contrary, I argue that when they are prepared with skills and innovative learning by being able to actively participate in an alternative cooperative market, they are more likely to return home. Thus, host countries, which lack the necessary infrastructure and resources, are better off assisting refugees to explore different levels of propensity of necessity and desire embedded into refugee capabilities for their welfare and to serve the fundamental rights of refugees.

Title Social entrepreneurship: the solution to economic integration of refugees?

Author Astrid Cocquyt

Abstract In 2015, large numbers of inhabitants from war-affected countries fled to Europe (Greussing & Boomgaarden, 2017). Following this refugee crisis, scholars studied many challenges concerning refugee settlement (Cheung & Phillimore, 2014; Schick et al., 2016). Integration into the labour market and learning of local language proved to be the key to successful integration (Joppke, 2017; Kong, 2019). Nevertheless, previous research reveals that finding a job is difficult for refugees due to discrimination or cultural distance (Bakker, Dagevos & ngbersen, 2017). To facilitate refugee settlement into the labour market, different social enterprises emerged. Despite their similar goal of economic integration of refugees, they differ considerably in the way they help refugees, namely aiding in breadth (number of refugees), in depth (intensity of aid) or a mixture of both. Little is known about the performance of these different social enterprises and their effectiveness to balance social and economic objectives (Battilana & Lee, 2014; Kong, 2019). Using an inductive multiple case study, we explore how various types of social enterprises contribute to the economic integration of refugees and how they balance their dual goalsetting. For two years, we observed five Flemish social enterprises, founded in 2018, with a common social goal: improving refugee integration by offering work experience. Based on interviews with the founders and some of their employed refugees and the analysis of secondary data, we built a framework analysing their initial approach, as well as the evolution they went through in their early stage (Eisenhardt, 1989; Yin, 2003). We found different strategies of how social enterprises balance their dual goalsetting and provide opportunities for refugees. We contribute to the literature on refugee settlement by analysing to what extent social enterprises that help refugees with economic integration, prove to be successful considering their dual goal of supporting refugees and being financially sustainable.

Stream: Open Stream

Title An Experimental Test of Online Entrepreneur Mentoring Programs

Author Saurabh A. Lall, Li-Wei Chen, Dyana P. Mason

Abstract In regions around the world, entrepreneurship plays an important role in social innovation (Naudé, 2010, Phillips, Lee & Ghobadian, 2015). There is a growing body of evidence that emphasizes the critical role that mentors play in helping entrepreneurs launch and accelerate their ventures (Eesley & Wang, 2017). Mentors are an important source of social capital, helping entrepreneurs connect to resources and potential sources of financing (Prasantham & Dhanaraj, 2010; Plummer et al., 2016). Mentors can also help entrepreneurs better recognize entrepreneurial opportunities, and add considerable value to ventures (Ozgen & Baron, 2007). Finally, researchers also find that mentors can help entrepreneurs refine their ideas, and take new products to market (Plummer et al., 2016).

Online mentoring, specifically, provides a unique opportunity to provide accessible support for nascent entrepreneurs at all stages of venture development. Online mentoring can provide equal access to mentors by individuals from traditionally under-represented groups, and is shown to have more egalitarian relationships than traditional mentorship programs (Kasprisin, et al., 2003). An online platform also allows for more frequent communication than face to face mentoring programs, and can serve larger numbers of both mentors and entrepreneurs than a place-based mentoring program (Neely, Cotton & Neely, 2017). Thus online mentoring can be a useful tool to support entrepreneurs globally. We conduct a randomized controlled field experiment of an online mentoring platform for emerging entrepreneurs in Spanish and English. The trial tests the impact of three strategies designed to help entrepreneurs connect to mentors – modeling successful matches between entrepreneur and mentor, and reducing information asymmetry between mentor and entrepreneur. Our study has important implications for policymakers and practitioners seeking to drive social innovation and economic development through entrepreneurship, as many entrepreneurial support programs are funded through public and philanthropic sources (Roberts & Lall, 2018).

Title The Management Practices of Chinese Social Enterprises

Author Yanto Chandra, Long Wang, Erica Kim Man Lee, Yungkai Yang & Qian Jin

Abstract Social entrepreneurship is a fast-growing field of research in the Greater China Region (Hong Kong, Mainland China, and Taiwan). Despite the growing interest in research on SE in the Region, the small body of research in the field tends to be either conceptual, descriptive or is based on anecdotal stories. In this research, we asked: What is the nature of the management practices of Chinese social enterprises? Do they influence the Chinese social enterprises' social and financial performance, and if so, how? We drew on the Chinese management theories and explored the role of Wu ("intuitive-aesthetic thinking"), Yin-Yang ("balanced harmony") and Shanzhai ("copy-improve-innovate") and other emergent factors. We conducted in-depth interviews and observations of 30 SEs in the Region between 2016 and 2019 (10 each from each region) and tested a set of hypotheses using a survey (n=137). Performance measures used involve objective evidence (e.g., number of beneficiaries, sales and profit growth in the past 3 years) as well as proxies (i.e., peer reviews, winning awards, media coverage). The qualitative results show that Confucian values have influence on high performing cases in Taiwan and Mainland but not in Hong Kong, which tends to adopt a mix of local and Western management practices. Second, high performing SEs embraced Guanxi in seeking resources and funding opportunities. Having a good relationship with the government is important but the high performing cases avoid relying on government resources. Other factors that differentiate the high from the low performing cases are: 1)

market pioneership (e.g., being the first), 2) the legitimacy and resources of parent organization, and 3) creative marketing strategies.

All hypotheses were supported, as shown in the diagram.

The study contributes the management theory of SE and highlights the importance of context and institutional forces in SE.

Title Social Innovation & Social Work: The effects of political guidelines for professional training and practice

Author Antonela Jesus & Maria Inês Amaro

Abstract Entrepreneurship is a structured process between different actors predetermined to change, based on market principles such as profit and individualism. However, when we move to Entrepreneurship in its social dimension, it is possible to identify some links between their own values and those of Social Work (SW), namely: empowerment, democracy and social needs' satisfaction. It is with this mindset that we aim to contribute to the understanding of the SW- Entrepreneurship relationship, in the (re)discovery and development of (new) potentialities and capacities of the population, as part of the SW 'mission, and how such a link will contribute to the (re)construction of (new) orientations, models and strategies for professional practice. This paper stems from a doctoral research in SW about Social Innovation in this professional-academic field, namely the potentialities that entrepreneurship, and innovation as part of their scope bring to SW, namely for the integration of socially vulnerable publics. An in-depth discussion of the limits of this approach in solving such problems is also developed and how this may be one more expression of the policies' individuation tendency within the neoliberal force. In fact, we intend to present part of the research that focuses on the development and incorporation of (social) entrepreneurship in the formulation of social policies in the European context, followed by a particular analysis about its incorporation into the design of Portuguese public policies. With this framework we'll try to develop an analysis of: (i) SW curricula in Portugal, with the aim of identifying the presence of disciplines close to the approaches of innovation and social entrepreneurship; (ii) the implications of political guidelines in the different domains of SW, namely, in the academic and practical dimensions, (iii) and the potentialities and constraints that (social) entrepreneurship and (social) innovation entail for SW itself, particularly in relation to its ethical values and principles.

Title Measuring the incubation performance on social innovative projects: A mixed-methods study

Author Chee Hon CHAN

Abstract Across the globe, there has been increased interest to drive innovative ideas to solve complex societal challenges. Often, funders of these social innovative projects such as public agencies and philanthropic organizations will utilize multiple incubation strategies to enhance the sustainability of these social innovative work and to increase value for money. Through a two-phase mixed-methods approach, this study developed a short evaluation metrics to measure the incubation performance on the publicly-funded social innovative projects in Hong Kong. Specifically, using semi-structured in-depth interviews, this study first identified seven aspects of incubation perceived by the management teams of twenty-five social innovative

projects. Factors that affected the perceived usefulness of the incubation were also explored. Then, based on results from the qualitative-phase, a ten-item short incubation assessment tool was constructed and was used to measure the incubation performance delivered by two intermediary organizations on ninety social innovative projects. The effects of the incubation on the social and financial sustainability of the social innovative projects were also examined.

Title Decolonising innovation for development: Buen vivir and indigenous innovation

Author Hung M. Nguyen & Pascal Dey

Abstract This paper focuses on how organizational space initiates new embodied experiences and possibilities for action (de Vaujany, Dandoy, Grandazzi, & Faure, 2019) and how people's actions determine the meaning of organizational space. For this purpose, we hark back to multimodal research which purports that any attempt at understanding organizational phenomena, particularly space, would need to consider not only textual information, but also visual and sensual stimuli, as well as materiality (Boxenbaum, Jones, Meyer, & Svejenova, 2018; de Vaujany, Adrot, Boxenbaum, & Leca, 2019; Höllerer et al., 2019; Meyer, Jancsary, Höllerer, & Boxenbaum, 2018). A focus on multimodality, we argue, allows us to properly understand the affordances of organizational space (Gibson, 2015; Wagman & Blau, 2020). We apply the multimodal perspective to investigate organizational space in the context of a governmental social franchising model, named Sisterhood, to the public health sector in Vietnam (Montagu, 2002; Ngo, Alden, Pham, & Phan, 2010). The specific focus of our analysis lies on the reproductive health and family planning consulting rooms (free of charge) that Sisterhood has integrated into existing public commune health stations in 8 Vietnamese provinces. Our data comprise Sisterhood's documentation and 20 semi-structured group and individual interviews with both franchisors and franchisees of the program. Our empirical analysis shows that during the introduction of the consulting rooms, when only textual and visual information were mobilized to make people understand the affordances of the consulting rooms, Sisterhood was not successful in instigating shared understanding of these new organizational spaces. To use the rooms in a predefined way and approach more local patients, Sisterhood realized that an alignment process was needed to secure greater convergence in perception of the affordances of the consulting rooms. This process consists of the "interactions" between the rooms and other rooms inside the Sisterhood franchised stations, as well as the entanglement of verbal text, visual text and material objects through training, supervision and support, and promotion.

Title Value co-creation in sustainable social innovation

Author Erik Lindhult & Camilla Dahlin-Andersson

Abstract Social innovation as generally less revenue financed require a stronger focus on approaches to value creation that is less based on commercial resource mobilization. Value co-creation approaches, instead of one party delivering value to another, focus on creation of value where both enablers (e.g. product or service providers), beneficiaries (e.g. users, customers, target groups) and other supporting actors (e.g. platform developers or mediators) are active in reciprocal, mutual and common creation of value, forming value co-creation systems (Normann, 2002). Research on system of value co-creation has recently been developed on service innovation and business ecosystem development (Vargo et al, 2015), but has also considerable potentials in the field of social innovation and sustainability. Co-

creation can aid in discovering creative ways to leverage synergistic value with other parties yet explored only to a limited extent. Value co-creation require a consideration of systemic innovation (Midgley & Lindhult, 2017) in transforming the conditions for innovating particular social values. The research purpose is to clarify the way value co-creation can play important roles in innovation of social value. Developing and implementing co-creative models on social value creation require the reconsideration of appropriate indicators, measures and KPI for guiding management, communication and control of transformed, co-creative practice. A particular focus is given to indicator and KPI development in models of co-creation. Research is performed through case studies, with data gathering and analysis through multiple, interactive methods (Svensson et al, 2007) focused on co-creative approaches of two socially innovative organizations, the online news company Newstag and Save the Children center for Child Rights & Business (CRB) in producing social sustainability value. The particular area of social innovation focused on is improving human rights of children, supported by nested co-creating systems or value network of actors. Research thus contributes with new knowledge concerning models of co-creation in social innovation.

Title The role of trust and reciprocity as antidotes to opportunistic behavior in cooperatives: Empirical evidence from Greece.

Author Sergaki, P., Avgeris, A., Benos Th., Dimitriadou, D. & Kontogeorgos, A.

Abstract Behavioral economics examine the role of trust and reciprocity for the well-being of cooperative as well as of its members. The weighting of trust and reciprocity- as basic attributes of social capital- is determinative for cooperative performance. Trust, is a necessary attribute for the smooth cooperation of the members and the reduction of transaction costs. Reciprocity produces strong economic ties among members, reinforcing the collective action norm. The co-existence of reciprocity and trust increases the net benefits of the cooperative. However, their role for the reduction of free riding (opportunistic behavior) is underestimated. In this paper we aim at investigating the role of trust and reciprocity as antidotes to opportunistic behavior in Greek cooperatives. Data were collected from 210 members of collective actions in Central Greece during spring of 2019. Econometric as well as Experimental methods were used in order to investigate the research questions. The first results reveal that there exists low level of trust and reciprocity in larger social groups and increased trust in smaller groups. Increased levels of trust and reciprocity reduce opportunistic behavior of members. Moreover, transparency is crucial for the existence of satisfying levels of trust and reciprocity among members. Managers could increase these attributes of social capital among members if they achieve to explain their value for cooperative and member viability.

Title Social Entrepreneurial Intention of Millennial Citizens: Does Public Service Orientation Outweigh Private Interest Orientation?

Author Yanto Chandra, Erica Kim Man Lee & Fandy Tjiptono

Abstract Social entrepreneurship (SE) has been predominantly studied as a business phenomenon – where firms hybridize commercial and social welfare goals. In this research, we aim to extend the conversation on SE by viewing it as citizens' mobilization of resources to create public value.

By focusing on public value (Moore, 1995) as the grand narrative in SE, we propose that citizens' intention to engage in SE (SEI) may be driven by a sense of public service motivation (PSM). We also propose that the intention for SE may be linked to certain attitude towards or desire for money or money ethics, or ME. We also include entrepreneurial self-efficacy (ESE) as a mediator in our model.

The survey instrument was distributed to millennial citizens who are final-year undergraduate students in three different cities in Indonesia, i.e., Surabaya (Eastern Java), Semarang (Central Java), and Samarinda (Borneo). From 750 questionnaires distributed, 662 completed ones were returned, resulting in a response rate of 88.3%. The structural equation modelling results are shown in the diagram below.

Overall, this research concludes that both public service motivation and money ethics affect millennial citizen's SE intention directly and indirectly; but public service motivation (benefitting others) is a stronger determinant than money ethics (benefitting oneself) in influencing citizens' intention to initiate SE activities. This implies that, in contrast to the common logic that SE espouses a balanced perspective between commercial and social goals, higher public interest (than private interest) motivation is needed to drive higher intention to initiate and engage in SE, especially among the millennial citizens. This research offers a new contribution to SE by conceptualizing it as a mechanism to create public value and examines the relationships between public service orientation and private interest orientation.

Title Situating personal accountability in social entrepreneurship

Author Thomas Davis, Roland Daw, Josephine Gaza & Pablo Muñoz

Abstract Accountability in social entrepreneurship (SE) is growing in practical and theoretical importance. Better accountability can potentially help social enterprises to successfully deal with stakeholders and enter new markets. So far, research has examined the tensions within the rationalization of social accountability at the organizational level. These tensions, however, are also experienced at the individual level and likely in a much more profound way. Moreover, while the antecedents and struggles of social enterprise accountability at the organizational are known, the desire for social change, the engagement with and commitment to beneficiaries and being responsible for the outcomes of such engagement are still property of the individual. In this paper we seek to situate personal accountability in SE by means of abductive research. We observe the stories of 20 social entrepreneurs in Chile through the lens of self-constancy. "Self-constancy is for each person that manner of conducting himself or herself so that others can count on that person". Self-constancy can be summarized as four statements of personal accountability: I see you, here I am, you can count on me and I am accountable for. We operationalized these statements and examined our data in search for unique manifestations of self-constancy, which would form the basis of situated personal accountability. We discovered six manifestations of personal accountability: seeing others, appraising harm, expressing promise, scoping power to act, narrating the self and engaging outcomes. We created a matrix with 24 cells, decomposing statements/manifestations interactions. Looking across our matrix, we found evidence of depth and order. Statements of self-constancy build on the top of each other forming self-constancy levels. They interact with and provide depth to each of the manifestations, which are gradually seen much more concretely in line with the level of self-constancy. We noticed reinforcing loops going back and forth from self-constancy manifestations to self-constancy levels. As this happens, an expanding spiral begins to shape up. Our evidence suggests that the depth in manifestations increases as new manifestations emerge. Drawing on our findings, we propose a theory of personal accountability formation in SE. We offer a substantive definition of personal accountability in SE, delineate its main

components and interactions, and propose a scheme to observe and further analyze a set of distinct aspects in SE.

Title What drives social innovation performance? A social resource based view

Author Yanto Chandra & Liang Shang

Abstract Social innovation has gained popularity as an alternative tool to address many intractable public problems. Despite the proliferation of research in social innovation, extant research tends to lack empirical angle. In this research, we ask: What factors drive the performance of social innovation?

Drawing on the literature on the social change strategy and RBV, we articulate a new concept called Social Resource-Based View (SRBV) of social innovation as a means to tackle economic development problems (i.e., poverty). We examine the relationships between the elements of SRBV—social change strategy (social and commercial strategies) and social innovators' social capital and human capital—and social innovation performance (i.e., social and financial impact and usefulness).

We conducted a quantitative content analysis of a sample of winners and non-winners of a large social innovation tournament that aims to tackle poverty that was co-hosted by Ashoka Changemaker and eBay (n=150), and replicated this using a similar tournament in Hong Kong. The dataset represents 17% of the total entries in the tournament. Using 60 (44.44%) overlapping cases for rating, the inter-rater reliability between two expert raters was 0.799. Multiple regressions analyses were performed. In-depth interviews with 31 social innovation projects were conducted to further explore the differences between the winning and non-winning social innovation projects.

We found that the performance of social innovation projects is positively associated with having income-generating social business model and diversified resource mix, founders' prior knowledge in business and partnerships with corporations as well as applying creative and unusual social and commercial strategies in the product or services or delivery process. This study contributes to the development of a strategic resource-based view of social innovation and, in particular, to the study of performance of social innovation.

Title Panel: Social Innovations in Justice Contexts: International Perspectives

Author Beth Weaver; Michael Marshall; Isobel Findlay & Sarah Soppitt

Abstract This panel explores international social innovations in justice contexts from distinct academic disciplinary specialisms including social enterprise and the social economy; community justice, criminology and social work; economic sociology, and economic development. While each paper explores the contribution of social enterprises and/or cooperatives as mechanisms for building communities of justice, they each focus on innovations in different areas of justice, from policing to prison education and employment, to offender rehabilitation and reintegration, and in different jurisdictions including Canada, Jamaica, Sweden, Italy and the U.K. It is widely recognised that achieving community safety, criminal and social justice requires collaborative multi-sectorial approaches (Weaver 2011, 2015). Policies promoting the involvement of citizens, communities and third sector agencies in justice services (e.g. Scottish Government, 2016a) accord with concepts of social innovation (a distinct and effective response to address unmet needs motivated by a social purpose which enhances social assets and capabilities (Sinclair et al., 2018)). Social innovation and social

enterprise ('drawing on elements of entrepreneurship and solidarity from the heritage of the early cooperative movement' (Hulgard, 2014: 66) are heralded as a means to tackle complex social problems, address the limitations of public services, and co-produce more responsive services and better outcomes. There has, however, been limited consideration of the role that social enterprises and cooperatives might play in diverse justice contexts and indeed, the nascent scholarly work comprises largely disconnected strands of research, siloed within specific disciplines. This panel thus seeks to encourage inter-disciplinary theorising and dialogue to explore both the role and potential of the social solidarity economy to add value to and support innovation in justice contexts.

Stream: Public Service Provision, Co-production and Co-creation

Title Co-creation of public services in the hackathon

Author Kadri Kangro & Katri-Liis Lepik

Abstract The purpose of this article is to analyze the hackathon concept for impact creation. Hackathons are competition-based events where participants work in small teams over a short period to rapidly prototype ideas with a user-centric approach to solve a determined challenge and to create new business opportunities (Flores et al., 2018). The article addresses the hackathon format which has been adopted to better meet the societal needs. How a hackathon supports public service innovation for improved impact? The objective is to understand the process, elements, outcomes and other characteristics of the hackathon, where public sector representatives, community members, end-users and other stakeholders are involved in co-creating solutions for challenges at the local level. There are several studies about the co-creation of public services, but this knowledge has not yet been widely transferred to generating innovation in practice. Implementing this knowledge needs a better understanding of practical aspects of co-creation, that will help to bring about change in the public sector. In the framework of this research, three hackathons as a tool to engage different stakeholders in the innovation of services in the public arena in a remote area in Estonia were designed and piloted. Compared to traditional business-oriented hackathon findings show that several characteristics are needed to consider when using hackathons to support the co-creation of public services. This research adds to the evidence-base about the concept of co-creation in the hackathon, according to the experience in the Estonian rural area.

Title Globalization and Nonprofits: The Rising Need for the Strategic use of Information Technology in Enhancing Service Delivery for Nonprofit Organizations.

Author Taiwo Oguntuyo

Abstract This exploratory research seeks to examine factors that prompts the need for the strategic use of Information Technology (IT) by nonprofit organizations for the enhancement of effective delivery of service. The objective of the study goes beyond exploring the basic utilization of IT, such as the use of computers, e-mail, and internet access. The strategic use of IT goes further to making use of advanced IT instruments, such as web sites building for access to information, online video meetings and discussion forums for donors, nonprofit directors, advisory boards, networkers, collaborators, and volunteers. It is interesting to know that with the abounding changes brought about in this era of globalization, with technological advances as a major component, 27% of nonprofit organisations in the United States use information technology to encourage involvement in community programs. Also, just over 15% of the nonprofits use the internet to deliver services to their clients, and 13% use

information technology to conduct advocacy campaigns (Hackler and Saxton, 2007, pp. 480 - 481). The research explored and presented factors that causes the need for the strategic use of information technology (IT) in Nonprofit organisations. The study also used the leavitt organizational model as a conceptual framework to enunciate the importance of strategic IT in nonprofit organizations. The contribution of the study for practitioners in the field of public administration is the possession of details on why employing the strategic use of information technology towards effective service delivery by nonprofit organisations is crucial. The study's implication specifically stresses that nonprofit organisations that have not yet adopted or have low strategic IT use should improve on it for the sustainability of their service delivery and enhance social innovation in the communities they serve.

Title Orchestrating Collaborative Networks for Social Innovation: Roles and their dynamics in network contexts on the base an international used evaluation approach

Author Douglas Wegner, Jürgen Schultze, Diego Marconatto & Jürgen Howaldt

Abstract The so-called wicked problems ask for the collaboration of multiple stakeholders with different resources and know-how to propose and implement effective solutions through social innovations, especially in the public service. Collaborative networks have been increasingly used as a strategy to address complex problems and foster social innovation. Howaldt et al. (2016) show that a large number of social innovation initiatives are developed through cross-sectoral collaborative networks involving organizations and individuals. Such collaborative networks consist of loosely coupled systems whose coordination requires specific strategies and practices. The extant literature offers different approaches for the orchestration of collaborative networks (Provan and Kenis, 2008; Dhanaraj and Parkhe, 2006), but they have little to inform about the day-to-day activities performed by network orchestrators and the roles they have to play to make collaboration work. Especially collaborative networks that want to foster social innovation depend on the engagement of stakeholders on a voluntary basis to reach positive outcomes. Therefore, this paper aims to analyze how collaborative networks for social innovation are orchestrated by their members to reach effective outcomes. Based on the evaluation of our empiric work, we show that orchestrators perform several roles to foster the outcomes. The most relevant roles consist of identifying and attracting stakeholders to the initiative, organizing and integrating the resources and contributions of each stakeholder, and monitoring the activities performed over time. Our results also stress the dynamic that the same initiative may require different orchestrators throughout different phases due to the specific know-how required in each phase. Our paper contributes to theory and practice by showing which roles network coordinators need to perform to orchestrate such networks to get positive outcomes.

Title Examining cross-sectoral cooperation for social innovations in Lithuania

Author Thomas A. Bryer, Egle Butkeviciene, Paulina Budryte & Titty Varghesi

Abstract A comprehensive understanding of cross-sectoral cooperation for social innovations is a popular topic in recent academic discourse. The special emphasis is made on cooperation among different societal sectors to create ecosystems for dealing with 'wicked' social problems while finding new ways to solve them. Social innovations as one of the ways to address social problems are highly emphasized in different policy documents as well. As stated in Vienna Declaration 2011: The most relevant topics in social innovation research, "the most urgent and important innovations in the 21st century will take place in the social field". Social innovation ecosystem often refers to the quadruple helix, where 4 main types of actors – government,

industry, academia and civil society - are engaged in co-creation processes. Cross-sectoral cooperation can facilitate social problem solving by linking information, resources, activities, and capabilities of quadruple helix organizations (Bryson, Crosby & Stone, 2006). However, the co-creation of ecosystem for social innovation is in very different stages of development across European countries (Howaldt et al, 2016) and especially lacking behind in Eastern European countries such as Lithuania. The development of social innovation highly depends on environmental and enabling conditions that support them. This paper focuses on the following objectives: to conceptualize the modes of cross sectoral cooperation for social innovations, to identify the enabling and hindering condition in cross-sectoral cooperation, and applying the observatory instrument to analyse modes and conditions of cross-sectoral cooperation for development of social innovations in Lithuania, with lessons for other countries with an emergent social innovation space.

Stream: Regional and Geographical Aspects of Social Innovation

Title Scaling-Up Social Innovation: Drivers and Motivations for Internationalisation in the Social Enterprise Sector

Author Shane O'Sullivan & Dr Sarah Evans

Abstract The adoption and pursuit of internationalisation strategies by the social enterprise sector remains an overlooked topic within both academic and policy discourses. There is a tendency for social enterprises to focus strategically on local, regional or national markets, thereby alleviating the bureaucratic burden of negotiating with different social, cultural, economic, legal and political systems at an international scale (Yang and Wu, 2015). However, there is growing evidence to suggest that innovative and progressive social enterprises are adopting international strategies in order to enhance the organisation's sustainability; expand the customer base; improve efficiency; and leverage new resources (Ruzzler et al., 2006; Fardig and Hakensson, 2014). The internationalisation strategies and modus operandi of entering foreign markets by social enterprises is varied. Prominent examples include direct export; licence / franchise agreements; and establishment of subsidiaries / joint ventures (INTSENSE, 2019). This paper seeks to identify and assess the processes and spatial patterns for the internationalisation of the social enterprise sector through the adoption of a case study approach. In total, 60 social enterprises from UK, Ireland; Greece; Italy; Germany; Lithuania and Latvia participated in the study by partaking in an in-depth semi-structured interview. Each of the organisations trade internationally or were in the process of developing an internationalisation strategy. Furthermore, it is important to determine if the adoption of internationalisation strategies by social enterprises differs by country and across economic sectors. This paper will also address the motivations and drivers for expanding a social enterprise across an international border. The pursuit of social entrepreneurship at a transnational scale enables the exchange of knowledge and best practices at a macro-scale, thereby enabling innovative solutions to be proffered to tackle social, economic and / or environmental issues that the neo-liberal market has neglected to resolve.

Title Emergence of social innovation in rural areas

Author Anna Umantseva

Abstract The agricultural tendencies in Europe are characterized by decrease in the number of farms (Piet, 2016), larger farming units (Jongman, 2002), and intensification of agriculture that leads to mono-functionality of the land. At the same time, some social trends include ageing, isolation, and fragmentation of communities (Di Iacovo et al., 2014). Placing agriculture into the centre of regional ecological and economic systems and by re-embedding it into the social needs can provide opportunities for social and economic benefits, besides environmental ones (Marsden, 2012). Combining the theoretical frameworks of niche and regime interactions in sustainability transitions with the Integrated Area Development approach to social innovation, we will explore the emergence of socially innovative initiatives in the area of sustainable agriculture in rural Denmark and Portugal.

Mehmood and Parra (2013) note that there are few attempts to link social innovation and sustainable development. Pel and Bauler (2015) suggest that SI should be seen as a step towards sustainability transitions, as a passage to behavioural and political transformation. (Haxeltine et al., 2013) conceptualize SI as developing in niches and thus serving as one of the components of sustainability transitions framework. Sustainability transitions mostly look at novelty from the point of view of technological innovations. Nevertheless, many agricultural SI also aim at transforming power relations in the agricultural sector dominated by large scale agriculture and strive for creating more democratic types of governance and cooperation. Combining sustainability transitions framework with The Integrated Area Development (IAD) approach to SI (Moulaert, 2009) can provide rich insights into the processes of SI emergence in rural areas. IAD suggests approaching SI as activating local resources through community participation and creating links between different governance scales (Van Dyck and Van den Broeck, 2013). In this paper we will analyse SI emergence using two examples of environmental cooperatives in Portugal and Denmark

Title A Strategic Framework to Establish a SI Ecosystem in a Small State: the Case of Malta

Author Nicholas Sammut, Diana Spiteri, Joseph Paul Sammut, Irene Coppola, Benjamin Lebrun & Roberta Lepre

Abstract Innovative solutions to social problems are key to enhancing social wellbeing. It is becoming increasingly evident that Social Innovation (SI) is not only about having a new governance method that is cross-cutting across traditional innovation fields within a social context but it is also about stimulating a culture of risk-taking and trust. Small moderate innovators such as Malta, Cyprus, Slovenia and Croatia find it challenging to boost innovation mostly because of economies of scale that do not lend well to the challenges of migrating to advanced knowledge-based economies. Governments, in general aim at using SI to stimulate employment and solve social issues by encouraging the uptake of innovative solutions by the open market. Therefore, governments' main objectives usually include the promotion of SI to stimulate jobs and economic growth; the sharing of information related to SI and related best practices; supporting social entrepreneurs; and mobilising organisations and investors to boost SI [Adams 2010]. SI has taken an important place in international policy at the highest levels including in the OECD and all developed countries [Franz 2012]. In addition, it has become a major element of aid programmes targeted at developing countries [Bortagaray 2012]. The challenges to boost SI include: the provision of funding through capital markets; drawing up legislation to stimulate private investment; the development of standard methods to measure return to society and impact; scaling-up of SI; public-private partnership promotion; and stakeholders networking. This paper presents data gathered through extensive surveys and interviews that have been conducted at grassroots level to identify the needs that are

required to boost SI. This is then used to develop a strategic framework that can be employed to boost SI in Malta and possibly also set the foundation on which other similar small moderate innovative jurisdictions can choose to build upon.

Title Collective resourcefulness through placial embeddedness: exploring how Irish Rural Social Enterprises foster Local Development

Author Lucas Olmedo & Mary O'Shaughnessy

Abstract The role of rural Social Enterprises (SEs) as (local) development actors has been gaining support (Bock, 2019). Although research has been conducted about the capacity of rural SEs to mobilise resources (Di Domenico, Haugh and Tracey, 2010; Vestrum, 2014) the field can benefit from the use of different theoretical and empirical approaches that add nuance. Departing from Polanyi's conceptualisation of the (substantive) economy (Polanyi, 2001; Polanyi, Arensberg and Pearson, 1957) but adding a geographical turn to his work (Hess, 2004; Peck, 2013; Roberts, 2018), this study proposes a conceptual framework from which to study how rural SEs foster local development. In order to do so, in-depth qualitative case studies have been conducted within two SEs operating in Irish rural localities. Along 15 months of fieldwork, 37 semi-structure interviews with different (local and non-local) stakeholders and 321 pages of field notes from (participant) observations have been gathered. A thematic analysis following various rounds of coding have been performed (Miles and Huberman, 1994). This study shows how rural SEs provide infrastructures, facilities and basic services due to their ability to combine in innovative ways market, redistribution and reciprocity resources (Gardin, 2006). The strength of these rural SEs resides on their capacity to promote collective/collaborative resourcefulness processes (Barraket et al., 2019) fostered by their role as placial embedded intermediaries (Korsgaard et al., 2015; Richter, 2019). However, our findings also show the reduced capacity of rural SEs to influence key supralocal features to unlock their potential (Steiner and Teasdale, 2019). rural SEs can represent key actors in local place-based development within frameworks that enable them as complementary actors, not substitutes, of the local for profit and government-public sector (Barth et al., 2015; Shucksmith, 2012).

Title Rural Innovation Labs: Beyond the Place

Author Heidi Hodge, Dean Carson, Adam Wellstead & Alexandre Dubois

Abstract Policy and Social Innovation Labs have been emerging across the world in response to a growing popularity of seeking to influence policy, and mobilising citizen social capital using a design systems thinking approach. While examples of such labs are diverse in their governance mechanisms and scale, a cursory literature scan suggests that many such labs are typified by several key shared characteristics. These characteristics are useful in distinguishing them from other types of 'think tanks' and hubs. Further, that they are almost always administered and/or based in metropolitan or larger regional centres. We share two case studies which provide empirical evidence that it is possible for small and relatively isolated rural villages to host place-based Rural Innovation Labs (RILs): the Mid North Knowledge Partnership (South Australia); and the Centre for Rural Medicine (northern Sweden). We highlight their role in the decentralisation and mobilisation of citizen knowledge for the development of the communities impacted by policies and programs developed and implemented by distant decision-makers. Further, the rural communities are well-positioned to create and host such labs, and to lead global scholarly research that is useful for informing local, state and national policy, in addition to contributing to the international literature. They are the very types of communities which stand to benefit most from their emergence and

development. Both cases have directly contributed to the development of 'new' science methodologies in data collection and analysis, validating 'small' rural voices, and enabling new terminologies in research such as 'dirt demography'. They are also facilitating the growing network of similar labs in similar geographic contexts, despite their remoteness between. RILs can provide a place-based mechanism to contribute in some small way to rural economic and social development, although it is not their primary purpose.

Title The transformative potential of citizen science for social innovations

Author Egle Butkeviciene and Bálint Balázs

Abstract This paper aims to explore the potential of citizen science as an innovative form of engaging citizens in solving social problems of local communities. The notion of citizen science as an innovative form of engagement is widely applied in the global context. For decades being below the radar for most professional scientists and policymakers, citizen science nowadays aims for multiple social goals beyond scientifically robust findings and can very well provide empowering tools for citizens to develop solutions to their communities' problems and social innovations. It also increases science literacy and overall public awareness about the science. In most CEE countries, including Lithuania and Hungary, however, the inclusion of citizens in scientific activities is in initial stage. Therefore, this paper will explore the potential of citizen science in addressing the social problems of local communities and identify the barriers and motivation for stakeholder involvement. The paper will point out how citizen science in such a context could help us to contribute to social problem solving. The paper is based on qualitative data analysis. The authors of this paper made series of interviews with different stakeholder groups: researchers, citizen scientists, residents from local communities, policy makers. This paper has been developed under the research project "Citizen Science as an Innovative Form of Citizen Participation for Welfare Society Development" (CS4Welfare), funded by Research Council of Lithuania.

Title Social innovation: radical or incremental? An empirical analysis in rural areas

Author Gary Bosworth, Néstor Vercher & Javier Esparcia

Abstract The vast majority of business innovations are incremental. Are most of social innovations incremental too? We can presuppose they are. But little is known about how to distinguish between radical and incremental social innovation. In an attempt to develop a stronger theorisation of social innovation, we explore case study examples in three rural areas of Scotland and Spain through the lens of incremental and radical innovation theory, drawn from mainstream studies of business innovation. This research aims to build an analytical framework for radical and incremental social innovation. Also, we apply this framework to empirical data to identify underlying mechanisms in radical/incremental social innovations. By using a qualitative methodology (semi-structured interviews, participant observation, and qualitative text analysis), the results confirm that incremental social innovations are more frequent than radical social innovations. Only when power relations in rural communities change significantly, radical social innovations unfold. This usually occurs if social innovators reveal and take advantage of power vacuums within local communities, or through social conflicts in which new actors gain power. These results can inform policy-makers to set accurate goals in rural development programs supporting social innovation, as well as theory to better understand the novelty and impact of rural social innovation processes.

Title Spatial Mediation within the Social Innovation Assemblage: Third Sector Case Studies from Dundee City

Author Nadeen Purna, Stefano De Paoli, Iain Donald and Jan Law

Abstract Within the democratic and counter-hegemonic paradigm of Social Innovation (SI) (Montgomery, 2016), the territorial development niche considers SI to be locally embedded (Moulaert, et al. 2010; Jessop et al., 2013) and as “transformer of spatial relations” (MacCullum et al., 2009, p. 12). However, there is ambiguity regarding the relationship of local territory or space with SI (Moulaert, 2016) with any spatial specificity mostly addressed from a historical perspective (Novy, 2009; Martinelli, 2010). There is little understanding of how spatial concepts mediate SI’s social ontology, whereas such notions impact SI initiatives’ scalar arrangements (Novy, 2009). Regionally, where bottom-up Third Sector Organisations (TSOs) are instrumental in addressing local needs (Borzaga and Bodini, 2014), considering scaling as SI’s de-facto goal (Mulgan, 2006; Moore et al., 2015) risks distorting the SI mechanism and can impede TSO’s ability to attract resources. We contend that Assemblage Theory (DeLanda, 2006) can provide a useful lens to understand the social ontology of Social Innovation processes by looking at SI as an assemblage. An assemblage is a multiplicity formed of interactions between autonomous and often heterogeneous components, having emergent properties. The paper explores how within SI assemblages, spatial components (like regional economic and socio-political specificities, service facility, multiple-deprivation zones) interact with corresponding components (TSO’s mission, local knowledge, resources, service, community, policy etc.). We base our claims on findings drawn from 35 multiple-case study-based interviews of TSOs in Dundee, Scotland, within the project “Mapping for Social Innovation in Dundee”. The project involves qualitative mapping and visualization of Dundee’s social needs, gaps in local TSO’s resources, and codesigning SI solutions. Our analysis reveals spatial elements affect other components’ capacities to collectively engender shifts in socio-spatial relations and socio-territorial capital as SI assemblage’s emergent properties at the current scale. Nevertheless, prevalent push from funders on these bottom-up initiatives to scale-up can inhibit SI. Our paper concludes by advancing wider discourses on scalar arrangements of third sector SI initiatives for sustainable regional development and (dialectic) relationship of these organisations with funders.

Title Emergent Platforms: Antecedent Moments in the Creation of Social Innovation

Author Michael Leyshon & Catherine Leyshon

Abstract In this paper, we provide a critical analysis of social innovation platforms by exploring the geographical, place-based contexts in which they emerge, with particular focus on their antecedent moments. This phase of social innovation is often overlooked in the literature and has hitherto had little analytical scrutiny. We examine the emergent qualities of platforms and the conditions which generate their existence. We undertake this by unpacking how platforms develop and argue that their emergent quality determine how social innovations are brokered. Drawing upon an example of social innovation in Cornwall, UK, we argue that the current conception of the platform privileges only one of its functions: its operation as a generative space of innovation. What is overlooked are the antecedents of any platform and the operational contexts in which the resulting innovations are practiced, modified, and possibly fail – all of which are fundamentally linked to the social, economic, cultural and political characteristics of the place in which the social innovation happens. We thus offer an expanded reading of platforms as intermediation spaces with antecedental, generative and operational phases. Recognising this expanded notion of platforms is important not only to explain their

success but also to make them more effective spaces of social innovation. Such a rethinking contributes to a more nuanced understanding of geographies of social innovation.

Stream: Reimagining social innovation through decolonisation

Title Are beneficiaries better off?: Addressing the gap in downward accountability in social innovation and international development

Author Kara Lawrence

Abstract NGOs are increasingly playing a role in social innovation through initiating and bridging different actors together in the social change process (Yan, Lin, & Clark, 2018, p. 558). While NGOs address international development in novel ways, it is additionally important to be inclusive and accountable. Demands for accountability have increased as a result of scandals (Ebrahim, 2003, p. 813) and donor pressures. However, this accountability primarily takes the form of upward accountability, that is, ensuring funders are appeased (Murtaza, 2011, p. 116). This upward accountability is transformed into efficiency measures, emphasizing technical solutions, but many in the sector find this focus simplistic (Rey-Garcia et al., 2017, p. 494). As a result, nonprofits are often overly accountable to powerful stakeholders at the expense of others (Kilby, 2006, p. 952). Whereas laws demand upward accountability, accountability to beneficiaries is less practiced. Even when practiced, it is often not meaningful for organizational change (Wellens and Jegers, 2016, p. 308). This paper contributes to the literature by asking how downward accountability could help inform NGOs from the beneficiary's perspective. Multiple barriers exist which makes downward accountability difficult, in that, it lacks a clear path, is not required by funders, and is difficult to capture (Avina, 1993, p. 465; Benjamin, 2012, p. 1225; Kilby, 2006, p. 951). Additionally, there is no ideal model for downward accountability making it challenging to implement. These challenges are exacerbated by poverty and lack of power, creating unequal footing for beneficiaries' participation (van Zyl and Claeys, 2019, p. 610). Therefore, this paper explores the literature on downward accountability to gain insights to further advance a decolonial perspective of international development. Bottoms-up social innovation and development require that the perspectives of beneficiaries and marginalized communities be included in NGO decision making, and this paper contributes a conceptual framework for doing so.

Title Decolonizing Social Innovation: Investigating transnational social innovation networks

Author Nai Kalema & Guiseppe Cantafio

Abstract The purpose of this research is to investigate transnational social innovation networks and interactions in the context of global development to foster more understanding in the area of development and critical innovation studies. While many social innovation actors may work in specific local contexts, through the linkages of transnational social innovation networks, they are increasingly connected to other innovation actors through formal and informal global networks. Thus, this research looks at how innovation actors influence that process by investigating the negotiation and interaction processes between actors within these networks and examines "processes of 'co-determination' or 'co-production'" (Haxeltine et al., 2016, p. 3) to learn how social innovation interacts with transformations that empower

(or disempower) social innovation actors. “[W]ithout a reflexive method grounded in critical social theory” (p. 5) issues of power may be missed when studying innovation (p. 5). Thus, this research aims to perform critical—focusing on how power and structural oppression shapes experiences—innovation research on transnational social innovation networks and systems to understand their role in shaping societal transformation and structuring global power relations. Specifically, this research examines how social innovation tied to development practice is (un)making or remaking global relations of power tied to colonialism and neocolonialism. This research has two primary goals. This research investigates how coloniality is animated through transnational social innovation networks and their processes. Next, it looks at what is being done to diminish coloniality in transnational social innovation networks to aid in societal transformations that cultivate more inclusive and equitable societies while diminishing racialized political and social hierarchies stemming from colonialism’s structuring of global power relations to confront societal challenges, advance global social justice, and create new opportunities for solidarity and understandings of human progress—read decolonizing social innovation.

Title Decolonising innovation for development: Buen vivir and indigenous innovation

Author Andrea Jimenez

Abstract Abstract not available

Title Innovation in Architecture: Decolonial Aesthetics?

Author Marco Paladines

Abstract A new architectural style is making its way in the fast-growing, commerce devoted, and mainly Aymara populated city of El Alto in Bolivia. One of the front-runners of this style, Freddy Mamani, recognized as an innovator, took part in the 2019 Forum for Science, Technology and Innovation for Sustainable Development organized by the UN in New York. His architecture is an innovative phenomenon not only because of its distinctive, highly original architectural features, but also for its contribution to the revalorization of the Aymara indigenous identity and its ways of knowing and making. Therefore, it is not only a technical, but also a social innovation fostering indigenous identity. It juxtaposes typical Aymara and Andean symbols, aesthetics, organizational practices and rituals with modern materials and urban logics. In this way, it problematizes the notion of what “traditional indigenous” means, in contrast to notions of the “modern”. Further, it breaks the *disjunction* between traditional or modern, and turns it into a *conjunction* where the traditional and the modern coexist. Based on my field research about this topic, this paper intends to show to which extent the idea of the “traditional indigenous” is basically a colonial and colonizing understanding of what indigenous epistemologies and lifeforms are or should be, namely, the never-changing, original, authentic, uncontaminated, and mysterious essence of the Andean aboriginal. It continues by arguing that the notion of “the indigenous” continuously requires decolonization and historization, since it is involved in recurrent “contamination processes” (Tsing) and rapidly changing socio-environmental conditions. At the end, the paper argues that the coexistence of “modern” and “indigenous” cultural processes, as those of the new Andean architecture, do not result into a harmonious and homogeneous mixture, but rather,

remains in a constant, yet generative, tension (Rivera Cusicanqui), as shown by the controversies that this innovative architecture has unleashed.

Stream: Resilient Communities and Places: the Role of Social Innovation and Entrepreneurship

Title Reducing inequality in communities through social entrepreneurship: Different pathways to transformation

Author Anna Rebmann & Emma Folmer

Abstract Equitable distribution of all of society's benefits and costs is a key dimension of community resilience (Magis, 2010; Matarrita-Cascante and Trejos, 2013). Yet in contemporary urban developed economies, a multitude of inequalities can be observed: income (access to jobs and equal pay), wealth (home ownership) and health (life expectancy). These inequalities are often geographically concentrated in deprived urban communities. Our paper asks, how do social enterprises create positive social change and reduce inequality in deprived urban communities? This is an important question as there is little theorizing on how social enterprises create social impact at a community level (Rawhauser 2019; Stephan et al. 2016). We extend the MCO (motivation, capability, opportunity) framework put forward by Stephan et al. (2016) to understand how social enterprises use these three mechanisms for change in the community context. We collected data from 12 social enterprises in deprived areas of London (6) and Birmingham (6) in the UK using semi-structured interviews. By analysing the social enterprises' theories of change and the mechanisms they employ to illicit positive social change in their communities we discovered three pillars used for creating community-level change: 1) individual behavioural change, 2) adaptive problem solving and 3) establishing community cohesion. Analysing the different usage of these pillars shows that our sample of social enterprise divided into three types of change makers: A) focused awareness raisers, B) targeted deep interventionists and C) holistic community developers. Whilst A & B primarily target individual-level change, the holistic community developers use all three pillars, employing MCO mechanisms conjointly and explicitly link individual and community outcomes. These social enterprises provide holistic solutions to complex problems they encounter in their communities and demonstrate that social change is achieved when individual- and system-level changes are targeted simultaneously.

Title Resilience in Real Estate Development: Regional Normative and Place-based uses of the concept, and Commons-Oriented Social Innovation in Tai O Village

Author Daniel Keith Elkin, Wang Xiaolu, Chi-Yuen Leung & Wantanee Suntikul

Abstract Resilience, and "resilient communities," emerged prominently as premises for real estate development between the 1990's and 2010's (Brown, 2014). Accelerating climate change, institutional erosion, and disruptions to globalization economies, made resilience a bridging term for "development frameworks," (Grove, 2018). To, "Pursue resilient Urban Development and Design," underwrote recent development initiatives in Hong Kong's planning and governance (Sim & Wang, 2017). This paper discusses social innovation work to support a distinct community, using social innovation toolsets, related to the Commons (Firat, 2018), to promote fairer development. Tai O Village, a stilt house community on Hong Kong's periphery, is threatened, and arguably exemplary of places where the real estate development industry will test resilience as a premise against its own commercial imperatives (Lee & Tang,

2016). Specifically, this centuries-old, socially resilient Community must redefine its relationship to the regional development economy, from rural fringe to tourism centre (Sustainable Lantau Blueprint, 2017). As this regional economy manifests resilience primarily within a normative development pattern (Hong Kong 2030+, 2016), Tai O's transitional development must maintain social, cultural, and historical reserves against threats instigated within and without. This paper addresses research questions about the nature of resilience as a real estate development concept, and social innovation toolset's role employing resilience as a social concept. Conceptual perspectives informing the research include housing development theories from John F.C. Turner (Turner, 1972, 2017), and premises of the "Commons" contested against normative development practices (Firat, 2018). The paper presents data from development questionnaires and workshops, and resident responses to development proposals developed from these data. This paper presents an enterprise structured to spread development opportunity throughout Tai O Village, and contributes to knowledge as a case study that explores Place-based development models, defines resilient communities as a conceptual and practical premise, and examines social innovation toolsets in practice.

Title Exploring the Intersections Between Community Business, Social Innovation and Community Resilience

Author Lauren Tuckerman, Beldina Owalla & Tim Vorley

Abstract Community businesses can trace their history back to cooperative movements of the 19th Century but are most closely associated with a period of regeneration in the 1980s in Scotland (Murray, 2019). Since then, the majority of academic literature has focused on social enterprise rather than community business. Community business in this context is defined by four factors: "they are locally rooted [...], they are businesses trading for the benefit of the local community [...], they are accountable to the local community [...], they have a broad community impact" (Harries & Miller, 2018, p.12). This paper aims to understand the current circumstances of community business in England; the relationship it has to social innovation and what impacts the sector is having on community resilience. Subsequently, the article will answer the question: how do community businesses utilise social innovation to contribute to community resilience? It will look at resilience from a social and economic perspective. Community businesses provide a broad range of services and draw from multiple income streams which contributes to community resilience. The relationship between community business and social innovation could be described as related to social resilience, as social innovations can be defined as "new ideas (products, services and models) that simultaneously meet social needs [...] and create new social relationships or collaborations" (Social Innovation Exchange, 2010, p.18). Transcripts from 25 qualitative interviews gathered as a part of the Community Business Market survey and secondary data (including company reports and websites) were thematically analysed in an abductive manner. This paper contributes to community business and community resilience literature by showing how community businesses use social innovation to build community resilience.

Title Evaluating Social Innovation Local Policies through a realistic approach: evidence from the Municipality of Milan

Author Francesco Gerli & Benedetta De Pieri

Abstract A growing number of institutions, from local to international public administrations is currently labelling a wide variety of policies under the umbrella of social innovation policies. Nonetheless, in spite of the variety and heterogeneity of these policies, research about the evaluation of social innovation policies is still scarce. This paper aims at widening knowledge about the assessment and the effectiveness of social innovation policies, starting from policies implemented by local public administration. On a theoretical side, the paper enriches traditional linear evaluation models based theory of changes and causal on linkages between inputs, outputs, outcomes and impacts with a realistic policy evaluation framework. Realist evaluation enables to deepen knowledge about three main elements: the local contexts where policies are embedded, the mechanisms which are beneath the policy and the outcomes of the policy itself. Maintaining such a perspective, the study focuses on a subset of social innovation policies, namely on policies stimulating the growth of impact entrepreneurial forms which display a hybrid character mixing elements of financial and economic sustainability and value creation to the generation of a social impact. We draw from a set of local policies targeting impact entrepreneurial organisations implemented by the municipality of Milan in the European context. Adopting a mixed method approach which merges qualitative and quantitative information, we exploit two sets of questionnaires addressed at supported impact entrepreneurial organisations and at a series of local actors which are active in the local contexts where policies are set. Questionnaires are complemented by a series of semi-structured interviews to policy makers who are embedded in the policy cycle. The policy evaluation reveals mixed effects. Policies appear to have been able to improve the economic performances of impact entrepreneurial organisations but not to strengthen their social impact contribution in their local contexts. Policy outcomes and impacts appear to be dependent on the typology of policy instruments adopted. Overall, policy Instruments stimulating social accountability of supported organisations appear to have shown a more comprehensive effectiveness.

Title A Transdisciplinary and Translocal Mapping of Social Innovation Approaches to Sustainable and Just Cities

Author Flor Avelino, Karlijn Schipper, Frank van Steenberg, Tom Henfrey & Matthew Bach

Abstract How can cities address questions of (un)sustainability and (in)justice? What is the role of cities in urban and just sustainability transitions? How can the costs and benefits of certain urban transformation policies and practices be distributed more equally? And who is (not) able to influence such policies and practices? In times where cities are faced with climate change, increasing socio-economic inequalities and rising political tensions, such questions are becoming more and more pertinent for city-makers across the globe, and receiving increasing attention in the field of transition research. The UrbanA project on “Urban Arenas for Sustainable and Just Cities” takes up the challenge of synthesizing and brokering knowledge and experience generated in research and innovation projects that deal with approaches tackling urban (un)sustainability and (in)justice, including issues of environmental degradation, climate risks as well as urban inequalities and social exclusion. The UrbanA project we translates, distills and shares insights from research and innovation projects on urban (un)sustainability and (in)justice into actionable and accessible knowledge for city-makers. In this way, UrbanA aims to support city-makers – including policy-makers, activists, entrepreneurs, intellectuals, citizens and other engaged individuals – in designing and transforming European cities into sustainable and just urban and peri-urban environments. UrbanA does so by facilitating a transdisciplinary and translocal collaborative process that brings together city-makers and thinkers across Europe to identify and generate

approaches to tackle urban (un)sustainability and (in)justice. For doing so, we built on transdisciplinary research methods as developed in the transition management literature. A crucial dimension of this transdisciplinary process is the development of an open access database for co-creatively mapping projects and approaches. In the UrbanA project, this database has been designed as a 'knowledge commons' through the format of a so-called Wiki, a software that is open access and can be edited by everybody. Currently, the UrbanA Wiki Database includes approx. 40 (clusters of) approaches to sustainable and just cities, distilled from over 200 EU-funded research and innovation projects. This paper reports how the UrbanA Wiki Database has been developed so far and what are the main insights that we can distill from both the process as well as the content of these 40 approaches to urban (un)sustainability & (in)justice. We specifically reflect on what we can learn from the UrbanA database for transition research, both empirically regarding how these 40 approaches contribute to urban transitions, and methodologically regarding the role of knowledge commons and open source databases in transdisciplinary transition research.

Title Building community resilience after a natural disaster: Insight from the Jeep lava tour in Indonesia

Author Muhammad Anindita, Dian Mayasari & Matahari Farransahat

Abstract This paper explores how a community and various organisations interact to build post-disaster resilience and economic development through social innovation. This paper draws upon a case of the Jeep lava tour, a community-based tourism (CBT) enterprise in the slope of Mount Merapi, an active stratovolcano in Indonesia. The local community develops the CBT enterprise as livelihood strategies to overcome the impact of the volcano eruption that swept their house and farmland. The data is collected through the semi-structured interviews with the residents and village leaders at multiple villages in the slopes of Mount Merapi. Interviews are also conducted with the government officials related to disaster management, Non- Government Organisations, University, and companies which run corporate social responsibility (CSR) programme in that area. The concept of the entrepreneurial ecosystem is used as the analytical framework to explain the phenomenon. The finding shows that the human and community are significant factors in creating innovation and building resilience. However, this paper also highlights the importance of external factors, such as government regulation and collaboration with another party to grow and sustain the venture, hence resilience. This paper contributes to extant social entrepreneurs and community resilience literature by providing insight into how community-based enterprise and its interaction with the various institutions building post-disaster resilience in the context of a natural disaster-prone area.

Title From 'Kitchen Rebellions' to Resilient Communities? An Exploration of Necessity Social Entrepreneurship

Author Sonia Vidal, Ans Kolk & Arno Kourula

Abstract Our study combines the notions of necessity enterprise (Dencker et al., 2019) and transformative enterprise (Sridharan et al., 2014) to obtain insight into a sub-set of social enterprises, which we call Necessity Social Enterprises (NSEs), and define as small bottom-up social enterprises founded by individuals who are experiencing poverty and have no other options for work; fulfil needs of their founders as well as of those in their immediate communities; and can thus potentially promote social innovation and resilience. This work

responds to calls for more fine-grained research on social enterprises (Littlewood & Khan, 2018), on how characteristics of social entrepreneurs influence the implementation of different types of social missions (Saebi et al., 2019), and on micro-level processes in relation to interactions for macro-level impact (Van Wijk et al., 2019). We use an exploratory case study approach, and collected unique data from three food-related NSEs operating in urban areas in The Netherlands. The sampling procedure bridges difficulties of obtaining (access to) data in bottom-up and necessity entrepreneurship (cf. Zahra et al., 2009), which has led to an overwhelming focus on opportunity entrepreneurs. Our initial abductive analysis—to be completed this Spring—finds evidence for ‘purpose-driven aspirational resilience’, which we conceptualize as ‘rebellious’ and purposeful determination of founders to remain engaged despite obstacles; hence, the title ‘kitchen rebellions’. Founders are convinced that their vision and first-hand problem experience enables them to provide a better solution than top-down ventures. This conviction spills over to their products, as they are not worried about losing clients or being undercut by competitors, and continue despite operational constraints and limited income generation. The paper will reflect on how NSEs influence community resilience (Morrison et al., 2015) in the face of urban grand challenges (Berrone et al., 2016), and discuss implications for theory, practice and policy-making.

Title Regional Resilience: Interplay of entrepreneurial philanthropy and diffusion of social innovation

Author Stefanie Kunzelnick

Abstract It is claimed, that entrepreneurial philanthropy fosters social change by actively investing resources (money, know-how, time, social connections, reputation and prestige) in social innovation development (Harvey et al., 2011; Shaw et al., 2011). However, research of its contribution to the diffusion of social innovation is widely missing. In the proposed presentation it will be discussed how entrepreneurial philanthropy can support the diffusion of social innovation and therefore contributing to more resilient regional communities. The first research stream shows with regard to institutional entrepreneurship and transposition theory (DiMaggio, P. J. & Powell, W., 1983) how entrepreneurial philanthropists influence as “regional champions” (Feldmann & Zoller, 2012, in Taylor et. al, 2014, p. 43) the landscape of regional social innovation initiatives. In the second research stream I explore via case study approach (Eisenhardt, 1989) the design of a regional social innovation ecosystem by an entrepreneurial philanthropist, the co-shaping of the promoted social innovation through the actors within the ecosystem and the institutionalization process on a regional level (Murray et al., 2010). University of Dortmund, Faculty of Economics and Social Science. Both streams are further analyzed through the lens of the actor-network theory, contributing to the social constructionist view of social innovation diffusion. Overall, the research project shows, that entrepreneurial philanthropy is a powerful tool for the diffusion of social innovation leading to more resilient regional communities.

Title Exploring social innovation via a social risk lens in creating resilient communities

Author Paula S. Karlsson

Abstract This paper explores social innovation via the lens of social risk management theory. Social innovation involves creating value in the form of social value, by addressing specific societal needs or problems (van der Have & Rubalcaba, 2016). This is where the social risk literature can play a role in social innovation discourse, as the mitigation of social risk can be

considered a creation of social value (Karlsson, 2019). By extension, it may be assumed that this has positive impact on community resilience. The discussion surrounding social risk management has largely taken place in the context of the world's least developed countries (Holzmann & Jorgensen, 1999; Holzmann & Jorgensen, 2000; Holzmann, Sherburne-Benz & Tesliuc, 2003; Siegel & Alwang, 1999). When social protection (i.e. public interventions to support individuals, households and communities to better manage income risk) fails or is insufficient, there must be a level of social resilience to fall back on (Holzmann & Jorgensen, 1999). Others have later discussed social risk in a variety of contexts (Asenova et al., 2013; Bekefi et al., 2006; Draxler, 2006; Hallin, 2013; McKinnon, 2002 & 2004; Nalin, 2013; Sorsa, 2011). In this paper, social risk is distanced from its origins and instead conceptualised in the context of social innovation and resilience in communities in developed nations. A place-based example is used to demonstrate the different facets of the concept and context, as a way of establishing whether the social risk literature (social risk management theory) can be used as an avenue into exploring resilience as a consequence of social innovation. Questions of interest include: Is social innovation a form of social risk management? Can social risk be mitigated via social innovation? Can this help create more resilient communities and places?

Stream: Social Impact Measurement: Challenges and Promising Pathways

Title Social Impact Measurement Practices among Dutch Social Enterprises that work with/for Elderly

Author Seda Muftugil-Yalcin

Abstract The elderly among Dutch society constitutes a vulnerable group and as in many other societies, they too suffer from various calamities, including illness, malnutrition, psychological problems and loneliness (Machielse, 2011). The welfare state which traditionally cared for the elderly in society has lost its prominence (van der Zwet & van de Maat, 2016) and thus created a vacuum for the emergence of innovative ways to cater the needs of elderly. According to Dagevos (et al., 2015; Alter, 2007) there are four type of social enterprises in the Netherlands; social nurturers, social traders, social connectors and social innovators. Preliminary analysis indicates that social enterprises that work in this niche mostly fall under social connector typology where impact is mostly aimed at the wellbeing of the people. Just like in other contexts, in recent years the imperative to communicate organizational impacts to a variety of stakeholders has gained increasing importance. Despite growing external demands for evaluation and social impact measurement, there has been limited critically informed analysis about the presumed importance of these activities to organizational success and the practical challenges faced by organizations in undertaking such assessment (Barraket, J & Yousefpour, N, 2013). Based on eight in-depth interviews with social enterprises operating in this sector (Granny's Finest, Grandma's Soup, Grandpas and Grandma's Fit On A Dog, Connect Generations, Beauty for the senior, Oud Geleerd Jong Gedaan, Zorgwacht and The Danspaleis), this paper would like to investigate how social enterprises handle the increasing pressure to measure social impact with formal methodologies through a bricolage lens (Molecke, G., & Pinkse, J., 2017) By bricolage what is indicated in the context of social impact measurement is, how social enterprises use existing methodologies 'strategically to support their various mission objectives with key stakeholders' (Nicholls, 2009: 756). In addition to in-depth interviews, I also plan is to carry out critical discourse analysis on the language used in the documents that these organization have on their websites with respect to social impact. The overall aim in explorative study is to see how social enterprises belonging to largely social nurturer typology approach towards the phenomenon of social impact measurement from the bricolage lens. Exploring the practices and use of evaluation and social impact analysis will yield valuable academic and practical information as to how the hype

concept of social impact measurement/management is interpreted and used by social enterprises working in the elderly sector.

Title The social impact assessment of work integration social enterprises in Baltic states

Author Audrone Urmanaviciene

Abstract WISEs devote most of their time and resources to working with the target group - not only organizing their employment activities and developing skills, but also adapting their work environment, improving the psychological climate, organizational culture and etc. Thus, the implementation of the social mission of this type of social enterprise requires a particularly large amount of time and other resources. In addition, they have to take care of the financial sustainability of their organization. However, WISEs as all social enterprises face the pressure from society and other stakeholders to measure their social impact. However, it is also important to note that scientists still disagree on the definition of social impact. It is noteworthy that there are no common criteria for assessing social impacts and there are many different methods and tools for impact assessment and measurement (Arena et al. al., 2015; Hadad and Găucă, 2014). Thus, it remains unclear how to measure the impact of social enterprises in the field of employment. However, it can be argued that social impact assessment and publicity is the crucial process in the Baltic states as it helps to build confidence of society, public authorities, and investors in these organizations, and to ensure transparency of these organizations. The aim of this article - to identify what needs to be assessed in order to measure the social impact of work integration social enterprises in the Baltic states. The methods of research are an analysis of scientific literature, experts' interview and experts' assessments compatibility checking. The study results of the study disclosed the possible measurement methodology and indicators.

Title Contribution of Dynamic Capabilities to the Scalability of Social Innovation: A Theoretical Study

Author Ana Luíza Rossato Facco, Claudia Cristina Bitencourt & Gabriela Zanandrea

Abstract Difficulty of expansion, systematization and longevity of social innovation are barriers that hinder scalability and limit social transformation. These barriers are related to management problems (Montgomery, 2016; Gramescu, 2016). In this regard, to support the scalability of social innovation, the theory of dynamic capabilities (Teece, 2007) was used as a theoretical foundation. Although the dynamic capabilities model focuses on the context of technological innovation, analyzing dynamic capabilities in the social context can be valuable (Vézina et al., 2018). This theoretical essay aimed to develop a framework to understand the contribution of dynamic capabilities to scaling social innovation. For this, two stages of bibliographic research were carried out in the Scopus and Web of Science databases. We analyzed theoretical evidence on the relationship between dynamic capabilities and scalability of social innovation, which point to the following conclusions: (1) Social transformation does not happen in the short term, so there is a need to understand social innovation as a systematic process, so that there is longevity and expanding social impact; (2) When considering social innovation as a practice that can lead to social transformation and systematization, it is inferred that the context is viewed as a process that involves a scalability mechanism to achieve this effect; (3) In order to reach the deepest level of scalability, scaling deep, which aiming at social transformation, it is necessary to involve all levels of dynamic capacities sensing, seizing and transforming, thus, dynamic capacities could contribute to scaling social innovation. This conceptual article contributes to the literature by moving forward the understanding of how dynamic capabilities could contribute to scaling social innovation.

This theoretical lens is helpful to the management of organizations involved with social innovation and its barriers on scalability.

Title A critical analysis of social return on investment

Author Roger Spear

Abstract Social return on investment (SROI) is an impact measurement technique which has gained a substantial degree of legitimacy amongst many policy makers, and practitioners concerned with impact measurement. This paper begins by considering the genealogy of SROI, from its use by The Roberts Economic Development Fund (REDF) in USA, to evaluate funding requests of social enterprise for its portfolio of investments (Emerson, Wachowicz and Chun, 2000). The paper notes that while REDF use of SROI was quite close to cost benefit analysis methods (CBA), the model changed significantly when it was adopted by the UK Cabinet Office which developed a methodology handbook to promote the use of SROI for social enterprise. The paper explores the adaptations developed by the UK Cabinet Office (Nicholls et al, 2009, and 2012), and critically assesses their rationale. In particular: the development of a more extensive stakeholder role the use of theory of change (logic model) how attribution is dealt with how issues of comparability are addressed particularly relating to how “degree of difficulty” of improving target group is addressed. The basis for the critical analysis will be an examination of the method elaborated in the UK Cabinet Office guide, and by examining some case studies of how practitioners use it. The paper continues by drawing on the impact measurement literature at various levels (academic, practitioner, policy: e.g. Arvidson et al, 2013; GECES, 2014; OECD, 2015) to examine several themes emerging from the above reflections: the role of stakeholders; the theory of change, including issues of attribution; and value commensurability. The paper then positions SROI in relation to approaches to evaluation, and examines the implication of taking different epistemological-ontological perspectives arising from the dominant methodologies in that field. A few elaborations will now be made on these themes. The rationale for involving stakeholders includes: strengthening accountability, establishing legitimacy and salience of different stakeholders, accessing their information and knowledge, particularly regarding the logic model theory of change, and empowering stakeholders in the evaluation process. The theory of change may be focused (linear and easily understood), but often lacking much elaboration of causal mechanisms, or complex (and possibly vague) (Costa & Pesci, 2016; Ebrahim and Rangan, 2014), requiring considerable research. Similarly the basis for assessing attribution may require quite different approaches – extensive research, ranking of experts/stakeholders, and quasi-experimental methods. And value commensurability (Westall, 2009) appears to be assumed in SROI, (as in CBA), but a lack of commensurability regarding the monetisability of certain values either leads to under-reporting of impact, or to different ways of reporting separate categories of value impact. An important outcome of this analysis is the conclusion that SROI is no longer just a CBA type approach linked to the interests of investor needs; but it now encompasses elements of other impact measurement systems to meet the needs of other stakeholders for accountability, and for performance management by the social enterprise managers. This leads to dilemmas in the use of SROI, and a consideration of inconsistencies underlying its methodology, and/or different patterns in its use. The paper draws on evaluation literature, which is extensive, and as a parallel overlapping field has much to contribute in examining the methodological assumptions underlying SROI’s current model, and in examining the above 3/4 themes. For example, theory of change methods (e.g. Weiss, 2007) are very well developed, and provide clear guidelines on how to check a theory of change is “plausible”, “doable” and “testable”. Similarly, the approach of realistic evaluation has a very strong emphasis on theory with fine grained studies of “what works for whom in what circumstances”; comparison with this approach helps reveal SROI’s rather limited use of the logic model (input-activity-output-outcome). And constructivist approaches (Guba and Lincoln, 1989) position stakeholders centrally in the evaluation process, where their different

constructions need to be negotiated towards a consensual position, thereby empowering and educating them in their collective understanding of how the change is evaluated. Current thinking on impact measurement increasingly emphasises a contingency approach to selecting particular techniques for different purposes (Ebrahim and Rangan, 2010; Costa and Pesci, 2016; GECES, 2014). This allows a concluding reflection on the relevance of SROI, and its strengths and weaknesses for impact measurement of social economy organisations. An alternative to contingency is to recognise the significance of different epistemological and ontological positions underlying dominant evaluation methodologies, in particular: positivist (classic RCT), Constructivist (Guba & Lincoln), and Realistic (Pawson and Tilley). The paper concludes by drawing out implications of this for evaluating the performance of social enterprise.

Title The Social Impact Measurement Index: Towards the development of a comprehensive framework for measuring social impact

Author Asad K. Ghalib

Abstract Assessing social impact aims at gauging its 'wider impacts'. Such wider impact can be taken to be a 'public good' that benefits the sector in its entirety, including internal and external stakeholders. The question that arises is how can we assess such impact? What methods, tools, concepts, principles, underlying theories, approaches and procedures are adapted to reach such conclusions that are truly representative of the manner and extent by which social enterprises affect the lives of both primary and secondary stakeholders? This paper reflects on the concept and practice of Social Impact Assessment (SIA), by looking at the social dimension of relevant theory and practice, the key components of analyses, the conceptual framework of such an assessment and the principles that underlie the entire process. The paper explores a number of models that have been proposed by a number of organizations to assess social impact and calculate the social return on investment. Given the significance of developing and arriving at a set of pertinent variables that form the basis of a robust and valid impact assessment, the primary focus of this paper, is to identify the typical indicators and variables that underlie any such model. A set of indicators and corresponding variables are proposed that lead to developing a comprehensive framework for measuring social impact. It is envisaged that this will be beneficial to anyone embarking on a journey to gauge social impact.

Title Measuring social impact, mission impossible? A mixed-method impact assessment in a shelter for homeless men

Author Coralie Helleputte, Pr. Anaïs Périlleux & Marthe Nyssens

Abstract Assessing social performance is a major challenge for social enterprises (SE), both internally - improving their social performance - and externally - proving their social performance to stakeholders. Many approaches are being developed in academia and on the field - from formal methodologies to bricolaged ones - trying to overcome the complexities involved in the assessment. We conducted an impact assessment in a major Belgian social enterprise combining economic and social activities. Its main social activity is a shelter welcoming 300 homeless men annually. Performance in homelessness services is often limited to the fact that beneficiaries leave the service with a housing solution. Relying on a mixed method, we broadened that perspective by identifying and understanding the multidimensional effects of an average stay (6 months) on the beneficiaries. Initially, social workers, beneficiaries and researchers co-constructed a multidimensional questionnaire aiming to evaluate the differences in the situation of the beneficiaries before and after benefiting from the SE's activities. It was self-administered to beneficiaries and their reference

social workers between December 2016 and April 2019 at the beginning of the stay and after 5 months. Throughout the study, we also collected a lot of qualitative data to understand the processes underlying the quantitative results and allow the SE to act upon them. With this case, we aim to contribute to the debate on how SE should assess their social impact. We stress the importance of a multidimensional approach, the benefit of mobilizing a mixed method and the relevance of implicating multiple stakeholders. We also discuss the methodological, epistemological, ethical and political challenges that impact social measurement raises and that we faced. Conducting such a study is not neutral and may affect what is under study itself.

Title Numbers, purpose and trust: Impact measurement challenges in an Australian Social Enterprise

Author Kitchen, J.P.

Abstract Practices around the choice and implementation of social and/or environmental impact metrics are reflective of how organisational actors interpret sustainability, which in turn shape the organisation. The broader aim of this paper is to explore the challenges of impact measurement as situated within a social enterprise (SE) experiencing tensions of having competing social and commercial objectives. Claims about making an impact are no longer sufficient, and evidence of how much impact an organisation makes is increasingly required. In an attempt to tackle this topic, this paper undertakes an exploration of the impact measurement practices, delving into the “hows” and “whys” of impact metrics use.

A question that is frequently asked in SE research is how (or whether) their pronounced social and/or environmental purposes are achieved, furthermore, how accountability is created. Subsequently, the practice of reporting and quantifying social/environmental impact is increasingly debated; along with the argument of how traditional modes of evaluation arguably fall short. Scarce research has been conducted that systematically interrogates the assessment and evaluation of social/environmental impact metric issues within this hybrid sector: such as the values that drive these SEs, the rationale for use (or lack thereof) of existing evaluation systems, and the underpinning trust relationships in constructing relevant calculative practices. Latour’s (2004) Actor Network Theory is the methodology used to understand and analyse multiple episodes in a particular SE network; particularly looking at the various stakeholders participating in calculative practices for such arrangements. The in-depth case-study is of an Australian SE, Health100 (pseudonym), a certified B- Corporation in the disability sector. This case highlights the existence of different rationales and understandings for impact measurement/reporting when taking into account perspectives of multiple stakeholders. It reveals the intricacies of around tensions and negotiations around impact measurement practice, while providing empirical evidence of challenges these present for a SE.

Title Creating shared value in the community: Impacts of corporate social innovations

Author Claudia Cristina Bitencourt, Cristiane Froehlich, Gabriela Zanandrea, & Roselei Haag and Ana Luiza Facco

Abstract Considering the emergence of social challenges, organizations have faced increasing pressure on their role in society (Esen and Maden-Eyiusta, 2019). Although still little explored, the role of private sector companies in social innovations has attracted the attention of managers and scholars (Canestrino, 2015; Alonso-Martínez; González-Álvarez; Nieto, 2019). Companies that seek to grow and meet the expectations of stakeholders (Mirvis et al., 2016), while adopting more active initiatives to improve social performance, are turning

to corporate social innovation (CSI) (Carberry et al., 2019). Given this scenario, this study aimed to analyze the impacts of social innovations promoted by a company in the rubber sector of the city of Santa Cruz do Sul, Rio Grande do Sul, Brazil. A case study was carried out, whose data collection involved interviews with managers, district association presidents, representatives of the University and the City Hall and secondary data were used. Data analysis was performed using qualitative content analysis. The results showed that the company adopted a new business model with a focus on socio-environmental sustainability, community well-being, and the region's economic development. The company presents several initiatives to identify solutions for local needs with the community. It seeks to involve different actors in the co-creation process, structured for projects focused on social innovations, which have enabled the company to differentiate itself from its competitors, obtain a competitive advantage and create shared value. Impacts affect a significant number of people in the community, through increased accessibility, increased income and conscious consumption, in the same way, it stimulates the role of individuals, consolidating the meaning of the solutions generated. This study contributes to the literature on CSI by shedding light on the development of an empirical conceptual framework that demonstrates the positive impacts on society.

Title An Italian experience of refugees' welcoming and integration: the social impact measurement of VESTA project

Author Paolo Venturi, Sara Rago & Serena Miccolis

Abstract The paper aims to provide evidences and results on the transformative social changes produced by VESTA project. VESTA is an innovative social project promoted by CIDAS social cooperative and Bologna Municipality aimed at welcoming and integrating young asylum seekers and/or refugees through the relevant contribution of citizens participating with several level of engagement (family hospitality, family support, volunteer mentorship, foster care, and volunteering). The methodology used in order to measure social impact belongs to the process-based models, mix qualitative and quantitative approach (combining data collection and interviews) and takes into account the variety of stakeholders' perspective as central focal point for the entire process. For these reasons, the analysis focussed on short, medium and long-term effects involving direct beneficiaries, hosting families, Public Administration, Third sector organisations and local community. The evaluation highlights mainly two drivers for creating social impact: VESTA territorial governance and engagement and the focus on empowerment and independence for young asylum seekers and/or refugees. VESTA represents the opportunity for co-producing high quality, tailored for the Italian context and customized (people-centred) solutions to important societal challenge (as the migration phenomenon is). The positive results on beneficiaries' employment rate, housing situation, and social integration (after one year from the end of the project) prove the second distinctive aspect. VESTA project and its social impact evaluation show how a social innovation (best practice involving Third sector, Public Institutions, and local community can contribute to the create more prosperous, fair and sustainable societies.

Title Research & Innovation policies and social impact measurements: narratives, theory, implications

Author Magali Fia , Maurizio Sobrero & Giuseppe Torluccio

Abstract In this paper, we enter the debate concerning the management and measurement of social impact, discussing narratives, theory, and implications for Research & Innovation

(R&I) policies. The role of science in solving societal challenges is widely recognized in the public discourses on both sides of the Atlantic. The Federal research and development (R&D) recently reaffirmed the commitment to fosters innovation conscious of the impact on job creation, national security, and societal prosperity (OMB, 2019), while the European Framework Programme for R&I for the period 2014-2020 devoted almost the 40% of the budget to the “Societal challenges” pillar and uptakes a mission-oriented framework for R&I policies (Mazzucato, 2018). Social impacts of R&I can take different forms: new solutions for social problems, the so-called “social innovation” (Nicholls & Murdock, 2012; Moulaert, 2013); serendipity (Nelson, 2004); public engagement (Stilgoe et al., 2013; von Schomberg, 2013); open science-related patterns (Chesbrough et al., 2006); and commercialization (Fini et al., 2018). However, scientific research, innovation, and technological development may also produce controversial effects on society and the environment. For example, the knowledge economy generated economic and social inequalities (Herstad & Ebersberger, 2015; Rodríguez-Pose 2018; Wolf & Rosès, 2018). Moreover, technological change poses several ethical dilemmas (Aloisio et al., 2019; Wright et al. 2014; Collingridge, 1980). Lastly, the private appropriation of publicly funded research results represents a prickly issue that needs to be disentangled (Young, 2001; Dosi & Mazzucato, 2006). The social impact and its measurement are, therefore, primary R&I policy concerns. But, what does it mean to measure and manage the social impact of research and innovation? To answer this question, we first provide a review of the main definitions of impact and measurement methodologies. Then, we exploit key organizational theories and concepts in R&I literature to discuss the role of impact measurement as: (i) a preventive and planning component (or budget) of the impact; (ii) a management component of the impact that organizations use as a managerial lever; (iii) a reporting component that accurately separates the intentional impact from the rest of the components of pure positive externality.

Title Systemic social impact assessment based on causal maps

Author S. Damart & S. Adam-Ledunois

Abstract The systemic and multi-level dimension of social innovation (SI) makes it difficult to assess its impacts. However, measuring the effects of SI is an important issue. The ex-ante evaluation of possible impacts allows the engagement of stakeholders and the mobilization of resources. Ex-post evaluation helps to legitimize projects, to improve them and to inform the decision on their continuation. Measuring social impact has been approached in different ways. Earlier work on the evaluation of projects has attempted to integrate the question of their social impact in an ad hoc manner (Kaul, 1999). Socio-economic approaches, such as Social Return On Investment, have applied cost-benefit analyses, consisting of comparing the benefits and investments of a social enterprise (Millar & Hall, 2013), with all the limits linked to transposition (Nicholls, 2009). The Social Impact Assessment developed since the 1990s has provided a global method which has the merit of formalizing good practices (IOCGP, 1994; Mathur, 2011) but which gives a superficial account of the uneven distribution of impacts over a territory and between stakeholders (Esteves, Franks, & Vanclay, 2012). More generally, it is possible to show the limits of methods based on the use of metrics, as the dynamics at work behind the process of SI is complex (Westley & Antadze, 2010). Measuring the impact of SI therefore requires additional methodological developments which take into account the systemic nature of the change dynamic driven by SI which the methods hitherto developed are struggling to transcribe. This raises the question of the design of tools to trace the complex causal chains between various impacts of SI (a social project or the activity of a social enterprise). We propose in this research an analysis of the ways of mobilizing the techniques of causal and cognitive mapping to highlight complex and dense networks of SI projects effects. We crash test these techniques on projects sponsored by a changemaking organisation. This allows us to demonstrate the interest and the limits of using causal mapping to identify the networks of SI impacts.

Stream: Social Innovation & Complexity

Title Pathways to Systems Change: Field-Level Institutional Analysis on the Scaling of 290 Social Start-ups in Hong Kong

Author Xiao-Lu Wang

Abstract This research uses a target beneficiary-centred approach and draw on complexity theory in analysing social innovation initiatives from 290 social start-ups with a view to shed light on pathways to systems change (Rhodes & Donnelly-Cox, 2008). In the light of the systems design thinking ((Zivkovic, 2015, 2018), qualitative methods were used to identify target beneficiary groups, to map out social innovation initiatives that aimed to address the pain points of each target beneficiary group and to gain insights into enabling and constraining conditions in each strategic action field to improve the life of target beneficiaries. This research addresses the limitations of conventional social venture-centred analysis which tends to attach importance to idiosyncratic social entrepreneurship stories which are not generalizable and overlook other systematic factors that perpetuate marginalization. In contrast, the beneficiary-centred approach enables researchers to gain a holistic view on the interdependencies of pain points of a target beneficiary group and coordinated or coherent efforts needed to bring systems change. The research includes three steps. First, we identified a social incubator which has run 7 cohorts since 2015. A thematic analysis was conducted on the initiatives of its 290 incubatees to map out the categories of target beneficiaries and pain points that the startups attempted to address and the solutions proposed. Second, the research investigators surveyed the 290 startup teams on the status of solution development. Interviews with founders were conducted with teams still operating. Critical-incident technique was used in the interviews to capture key events and factors contributing to solution development. Third, we compared these key events across strategic action fields to gain a deeper understanding of field-level factors that are conducive to collaborative dynamics and systems change. The research will contribute to the development of systems change theory but also to the policies and incubation strategies (Zivkovic, 2013).

Title A practitioner tool for developing and measuring the results of interventions

Author Sharon Zivkovic

Abstract It is not uncommon for practitioners to attempt to address a wicked problem by developing an intervention that is underpinned by cause and effect logic. These interventions usually only address a few of the underpinning causal factors of a wicked problem and not the problem in its entirety: they address a simple or complicated problem that is nested within an overarching wicked problem. To address the whole wicked problem in its entirety, practitioners need to either work through collaborative networks to transition ecosystems of initiatives to a new improved state (Lichtenstein and Plowman, 2009) or they need to develop interventions that create systems change by influencing others to take action (Martin and Osberg, 2007, p. 37). This paper examines a tool—an Intervention Development and Results Measurement Matrix—that was created to assist practitioners to develop and evaluate interventions that address simple, complicated, complex and wicked problems. The matrix highlights that when attempting to develop an intervention, or measure the effect of an intervention, the type of intervention and the type of measurement that is most appropriate will depend on the scope and the causal logic of the intervention: the intervention scope is shown on the matrix's horizontal axis, and the causal logic is represented on the vertical axis. To demonstrate how this matrix can assist practitioners to develop and measure the results of initiatives, the paper refers to two Australian case studies. The first case study is the use of the matrix by Community Capacity Builders to design its new Program for Social Entrepreneurs. The second

case study is the use of the matrix by Wicked Lab to evaluate the pilot of its Complex Systems Leadership Program.

Title Making performance management relevant to social innovation in an inter-institutional context: a theory of performance attraction

Author Max French & Ali Mollinger-Sahba

Abstract Social innovation is a common policy objective in tackling complex and intractable social problems. Performance measurement and management frameworks often play a key role in motivating, tracking and evidencing systemic improvement and social innovation, however these must often operate in an inter-organisational context without clear lines of accountability or central authority. Drawing from the study of complex adaptive systems in public policy and organisational literature (Gerrits 2012; Richardson and Cilliers 2010; Plowman et al. 2007; Marion & Uhl-Bien 2001), we introduce the theoretical concept of 'performance attractors' to describe how outcomes and associated performance indicators can operate as organising instruments in inter-institutional contexts by attracting, rather than directing, institutional behaviour. We illustrate this concept through an empirical case study analysis of three inter-institutional performance management frameworks operating in a manner which conforms to this conceptual framing, with each framework defining the 'system' of interactions at different levels: The Western Australian Alliance to End Homelessness Outcomes Measurement and Evaluation Framework (a regional-level outcomes framework), Scotland's National Performance Framework (a national-level outcomes framework), and the United Nation's Agenda 2030 framework (an international-level outcomes framework). Our findings suggest that outcomes function as performance attractors on two key levels: as rallying points to build collective responsibility for both shared and disparate yet interdependent goals, and as reference points to drive goal-directed learning and collective sensemaking. We discuss implications for the design of inter-institutional performance management systems and outcomes frameworks and suggest routes for further research. Findings indicate how governments, international organisations and other architects of performance frameworks might enable inter-institutional innovation and systemic performance improvement where direct results-based accountability is impossible or counter-productive to enforce.

Title Increasing the willingness and ability of governments to use appropriate measurement approaches when addressing wicked problems

Author Sharon Zivkovic

Abstract Given the multi-causal, intertwined and non-linear nature of wicked problems (Rittel and Webber, 1973), traditional performance management that follows causal logic chains to demonstrate results is ineffective when addressing wicked problems. It has been argued that due to these measurement issues when addressing wicked problems, the focus should be on increasing the capacity of the people who are working in uncertain environments, and strengthening the adaptive capacity of the complex system that interventions are a part of (Lowe & Wilson, 2016). While there has been this suggestion, public sector employees consider passing on information to others to be the greatest concern when using complexity-informed measurement approaches for addressing wicked problems (Zivkovic, 2019). This study aims to provide insights into how to increase government receptivity of such information. Four government workers, whose role involved addressing complex wicked

problems using complexity-informed approaches, participated in a focus group for this study. It is acknowledged that a weakness of this paper is the low number of participants that took part in the study. These small numbers are indicative of the current low level of public sector workers that are using approaches informed by complexity science in their practice due in part to a lack of “consumer grade” complexity tools (Tait and Richardson, 2011, p. v1). The four participants in this study were asked what they perceived to be the best way to measure results and performance when addressing wicked problems so that the findings would be receptive to government. The group concluded that a holistic approach that bridged traditional and complexity approaches to measurement would be better received than just a complexity approach. Based on these findings, some practical implications for measurement and practice are provided.

Title Business ethics in blockchain for impact investing: Case study analysis

Author Joanna Vogeley, Debbie Haski-Leventhal & Erik Lundmark

Abstract The nascent field of blockchain technology for impact investing has considerable interest and potential (Brandstetter & Lehner 2015; Dierksmeier & Seele 2018; Lee & Chuen 2015). However, an emerging technology like blockchain requires social control and scrutiny to serve the good purpose (Rooney & Kastle 2013). For this reason, this article applies the perspective of actor-network theory and analyses our data against theory of change (Harji & Jackson 2012; Latour 1996) where actors must properly communicate their theory of change to develop legitimacy to their stakeholders. Therefore, we address the research question: How can impact investing actors implement blockchain technology ethically and effectively? through 15 interviews and a case study method (Patton 2002). We then, propose an integrative framework for investigating how legitimacy is established between actors when technology is used in a global heterogeneous environment. The key contribution of this article is that blockchain for impact investing is influenced by the ability of its users to create transparency and consequently takes first step in discovering the policy implications of blockchain. We argue that an inquiry through actor-network theory provides new and important insights into the emergence and establishment of transparent socially oriented behaviours and that outcomes are contingent upon interactions.

Title “Harmful to the Commonality”: The Luddites, the Distributional Effects of Systems Change and the Challenge of Building a Just Society

Author K. McGowan & S. Geobey

Abstract When complex social-ecological systems collapse and transform the possible outcomes of this transformation are not set in stone. This paper explores the role of social imagination in determining possible futures for a reformed system. We use a historical case study of the Luddite response to the Industrial Revolution centred in the United Kingdom in the early 19th century to explore the concepts of path dependency, agency, and the distributional impacts of systems change. In this historical study, we use the Luddites’ own words and those of their supporters, captured in archival sources (including in court cases, threats/pro-Luddite declarations and parliamentary appeals), to develop hypotheses around the effects on political, social and judicial consequences of a significant systems transformation. While backward looking, we intend these discussions to contribute to current debates on the role(s) of social innovation in social and economic policy within increasingly charged or polarized political contexts. While only spanning a few years in the 1810s as an

active movement, the Luddites have left a legacy on our language and thinking about technological change and its impact on workers, particularly those who find their skills and training ill-matched for new economic relationships. Social innovation itself is often predicated on the need for just transitions of complex adaptive systems (Westley et al, 2013) and the Luddite movement offers us the opportunity to study the distribution effects of a transformative systems change - the Industrial Revolution - and explore two fundamental questions that underpin much social innovation scholarship: how do we build a just future in the face of complexity, and what are likely forms those conversations could take, based on historical examples?

Title Social Innovation and Temporary Innovations Systems: applying the TIS framework to Nature-based Solutions in European Cities

Author ML Rhodes and Gemma Donnelly-Cox

Abstract In this paper we build on the argument made in Rhodes & Donnelly-Cox (2019) that temporary innovation systems (TIS) (Frenken 2017) provide a framework within which social innovation activities can be analysed and more effectively deployed. In our previous paper, we used a Social Impact Bond (SIB) project in Ireland to provide grist for the analytic mill. In this paper we draw on current innovation and research activities under the Horizon 2020 project 'Connecting Nature' to examine the extent to which 'Nature-Based Solution' (NBS) projects aimed at various aspects of urban development may be understood through a TIS lens, and previously unidentified or latent opportunities and threats identified. The framework laid out in the 2019 paper identified 5 features of a TIS: 1) a 'wicked problem' context; 2) a locally-defined objective, 3) a temporary coalition of heterogeneous actors, 4) 'tentative' governance strategies and 5) interdisciplinary knowledge production processes. We use this framework to examine a range of NBS projects identified in the Connecting Nature project from cities across Europe to assess if there are any patterns in the TIS features of these projects that may raise concerns or opportunities. Nature-Based Solutions have been defined as innovations that are inspired and supported by nature, which are cost-effective and simultaneously provide environmental, social and economic benefits and help build resilience (Faivre et al. 2017). Governments around the world - as well as the UN - have recognised the importance of such innovations for combating climate change and social and economic inequalities (UNEP 2019). Hence these are useful empirical examples of social innovations. We conclude with a reflection on the benefits of the TIS framework for examining NBS in particular and social innovation generally, and preliminary take-aways from its application to the European NBS projects.

Stream: Social Innovation and Entrepreneurship in Africa

Title Community empowerment for sustainable development in Tanzania: The role of social entrepreneurship in tourism context

Author Joseph Kimaro

Abstract Community empowerment presents efforts to achieve sustainable development (SD) especially in tourism industry. Studies and approaches to understand and apply community empowerment heavily focus on economic growth and thus become limiting and

incomprehensive. Social entrepreneurship (SE) has risen as an alternative vehicle to community empowerment non-holistic approaches. Drawing on 56 semi-structured interviews with owners/management members, beneficiaries and stakeholders of tourism social enterprises in Arusha, Tanzania this paper attempts to demonstrate the impact of SE on community empowerment for SD within the context of tourism. We highlight and empirically confirm the incumbent and applicability of the enhanced Scheyvens Empowerment Framework (SEF). We argue that community empowerment, through SE is both transformative (process) and instrumentalist (outcomes) shown in multiple dimensions. This forms a major contribution to theory and extant of literature, which tends to overemphasize outcome dimension. We also reveal the interconnectedness and multidimensionality (complexity) of the constructs of the enhanced SEF, to emphasize on the importance of addressing holistically the dimensions of community empowerment within tourism to achieve SD. This generates implications for policy makers, social entrepreneurs and other stakeholders in the domain of SD in order to plan, exert and prioritise their efforts for community empowerment to achieve SD.

Title Building Sustainable Business models in the BoP: Evidence from social enterprises in East Africa

Author Andrea Sottini, Giacomo Ciambotti & David Littlewood

Abstract Globally, an estimated 4.5 billion people live on less than US \$8 per day, in the 'base of the pyramid' (BoP). The last twenty years have witnessed growing engagement with the BoP by business, with it argued that a fortune awaits those firms providing needed products and services to BoP markets. However, other actors are also working in and with the BoP, including social enterprises. The activities of such social enterprises in the BoP remain under-researched. Scholars have identified a particular need for further study of how social enterprises in the BoP interact with their ecosystems to achieve their objectives. Drawing upon case study research with 10 East African social enterprises, this paper responds to this need. It sheds light on how social enterprises work with ecosystem actors to overcome challenges of doing business in the BoP, and to design and build community-centred business models. We introduce a multi-stage process model of learning, engaging, and harnessing to describe these activities of social enterprises. In so doing, we contribute to multiple literatures. We add to still limited work on the activities of social enterprises in the BoP. We provide novel empirical insights, and elaborate a theory of how social enterprises interact with their ecosystems to build sustainable community-centred business models. We further contribute to hitherto limited scholarship on social entrepreneurship in Africa. Additionally, Africa remains underrepresented in BoP research, with our study contributing to addressing this lacuna. Finally, our research has practical implications for social entrepreneurs in Africa and elsewhere looking to design and build community-centred business models.

Title The role of sense of community as mediator in passion and bricolage. Evidence from African social entrepreneurs

Author Giacomo Ciambotti, Maria Cristina Zaccone & Matteo Pedrini

Abstract Social entrepreneurs have the important purpose of addressing the societal needs of the communities in which they live. However, usually operating in resource-scarce environments, they face challenges that lead them to implement entrepreneurial bricolage. If research in social entrepreneurship have documented outcomes of bricolage, few studies focus on the individual mechanisms which that foster this entrepreneurial process. Therefore, using a sample of 279 social entrepreneurs across seven African countries, we investigate the role of entrepreneurial passion and the psychological construct of sense of community. In

testing our hypothesis, we illustrate the mediating effect of sense of community in the entrepreneurial passion and bricolage relationship. We then document how social entrepreneurs, who are passionate about doing business, develop a sense of community, as the community is perceived to be a resource that meets their needs. Thus, combined with sense of community, passion motivates social entrepreneurs to engage with bricolage and develop a sense of responsibility toward the community and society. This study contributes by highlighting what drives social entrepreneurs to create social value while refusing to be constrained by the limitations of developing contexts such as African countries. We introduce sense of community as a theoretical lens that can offer further avenues for relevant studies in social entrepreneurship research.

Title Makerspaces and social innovation in East Africa

Author Lucia Corsini & James Moultrie

Abstract In the past decade, there has been an exponential growth in the number of makerspaces around the world (Gershenfeld et al., 2017). These community fabrication workshops are typically connected by digital infrastructure and provide access to both traditional and digital fabrication tools (e.g. 3D printers, CNC mills, laser cutters) (Smith et al., 2013). Although the so-called Maker Movement originated in the Global North, a number of makerspaces are now being established in the South, including in East Africa (Coban, 2018). Underlying these initiatives is the belief that makerspaces can advance sustainable development, by equipping communities with the resources they need to develop solutions to local challenges. More broadly, it is hoped that these makerspaces can disrupt the traditional supply of products from the North to the South, by favouring more localised and inclusive forms of production (ibid). Despite significant interest in these initiatives from donors, universities and other corporations, as well as frequent reports about these makerspaces in the grey literature, academic research in the field is sparse and there is little understanding about how they work (Seo-Zindy and Heeks, 2017). This study aims to develop new knowledge on this emerging phenomenon by specifically exploring how makerspaces can support social innovation in East Africa. It gathers data from an in-depth, critical case study of a nascent makerspace in Bahir Dar, Ethiopia. Actor-Network Theory is selected as a methodological tool to map the makerspace ecosystem and the findings show how it both constrains and enables social innovation. Conceptualising the ecosystem as an actor-network allows for a deeper understanding of how the environment shapes both the innovation process and the makerspace itself. This study offers valuable insights for practitioners involved in the development of makerspaces in East Africa. More broadly it contributes to theory on inclusive innovation and sustainable entrepreneurship in resource limited environments.

Title Deep Social Entrepreneurship Africa

Author Babajide Owoyele & Jonathan Antonio Edelman.

Abstract Most Western countries who would usually come Africa's aid, are battling COVID-19 at home, trying to "flatten their curves" and keep their economies afloat. If anything is more apparent than ever, it is that Africa will need to help itself onwards. While the African Union and African Development Bank are continuously pushing for increased resilience for the continent through infrastructure and job creation programs, there is the hanging question of how to ensure "inclusive and sustainable jobs for Africans. Enters Social Entrepreneurship (SE), jobs for Africans by Africans in Africa that support women and youth. Lagos, Nairobi, Accra are potential "centers of (social) innovation and entrepreneurship hubs." SE thus raises hopes of a continent-wide transformation that will lead to an inclusive, peaceful, and prosperous Africa by 2063 (African Union). SE is, however, understudied in Africa. Our work

thus aims to contribute both empirical and theoretical insights on SE using contemporary institutional analysis methods (Powell et al. 2016). Using constructs like Protoinstitutionalization (Davis 2018) and Digital Technology (Nambisan 2017), we conceptualize for institutions and institutional agents of SE in the digital era. We ask, “what are the characteristics (network structure, strategies, and tactics of SE networks) of 5 SE cases on the continent. Using social network analysis approaches (web crawling of hyperlinks and twitter data) to understand the nature, similarities, and differences across and within cases, we contribute to the insights from scarce literature on SE meanings, clusters, motivation, constraints, and microlevel dynamics of SE. We then suggest practical implications for innovation and entrepreneurship ecosystems orchestration and design in Africa.

Title The forms of informal entrepreneurship training and development in Sub-Saharan Africa: A systematic literature review

Author Margot Leger & Jelena Arsenijevic

Abstract In the developing world, small-scale businesses provide the main source of income for hundreds of millions of people (Dupas & Robinson, 2013). In Africa, 12 million young people enter the labor force, while only 3 million new jobs are created each year (AfDB 2017 quoted in Ayele et al., 2018). Across Sub-Saharan Africa, entrepreneurship is seen as a way to deal with the population youth bulge, and the associated urgency to provide more jobs (Cho & Honorati, 2014). However, a main drawback of entrepreneurship is that once created, new small-scale companies are often not sustainable over the long-term. Entrepreneurial training programs championed by governments and non-profit organizations hope to improve this. Although much has been studied about entrepreneurship education in Sub-Saharan Africa, less has focused on informal trainings that exist outside of schools or university programs. These allow for more heterogeneous participants and can be suited to specific cultural, sector and geographical contexts. This paper uses a systematic literature review to examine the spectrum of entrepreneurship training programs across Sub-Saharan Africa, and how they are designed, implemented and evaluated. Special attention has been given to hubs, accelerators and incubator programs and their ability to provide an enabling environment for entrepreneurs and improve entrepreneurial ecosystems. Results show that there are many programs on offer, but that they cluster in select countries and are sector specific (mainly agriculture, textile, small trading enterprises). Many deal specifically with early stage entrepreneurs, whose insufficient experience with business or entrepreneurship diminish the benefit of the trainings. Logistics, such as travel costs, hinder participation and cost-out otherwise willing participants. Much of the coursework follows similar curricula and are short-term in nature. Overall, the participants were satisfied with the trainings, although more rigorous evaluations of the long-term benefits to their businesses would more accurately determine the success of the interventions.

Title Social Entrepreneurs' Conceptions of Incubator-based Learning

Author Aleia Bucci

Abstract Research on entrepreneurial learning tends to focus on formal environments while entrepreneurs typically learn in non-formal environments such as business incubators. However, incubators are rarely designed with learning in mind. Recent calls for the application of learning theories in incubation research along with a lack of prior studies related to the subject led to the use of informal learning theory as the lens to understand the qualitatively different ways in which social entrepreneurs experience learning within an

incubator in South Africa. Through twenty phenomenographic interviews, eight conceptions of learning were identified: learnability, business concepts, entrepreneur concepts, practical application of knowledge, business transformation, personal transformation, having a champion, and co-created learning. These conceptions were used to create a model of how informal learning operates within the new context of incubation programmes. Further analysis showed that these eight conceptions can be experienced in five varying ways, characterised as learning by the archetypes of Maximiser, Transformer, Collaborator, Student, and Consumer. The phenomenographic outcome space mapped the characteristics of each archetype across the eight conceptions, visualising the differing ways of experiencing learning within incubation programmes. The research was conducted in South Africa, which can be characterised dichotomously by a relatively advanced economy with an immense social need. Because of this, there are active and growing social entrepreneurship and incubation sectors, but thus far both remained under-researched. Incubators can utilise the findings from the current study to develop cultures, structures, and programmes that better support social entrepreneurial learning. The findings can also aid incubator managers in selecting participants in a way that maximises learning, helping social entrepreneurs benefit from more effective learning during their time in incubation. Phenomenographic analysis decontextualizes the results allowing them to be useful in other contexts, however, the results of the current study may be most applicable in other upper-middle-income economies.

Title Circular economy conceptions and challenges in Lagos: a case study approach

Author Adeyemi Adelekan

Abstract This paper set out to investigate the following questions:

How do social enterprises in Lagos conceptualize the circular economy and what are the issues they face?

This is to contribute to the discussion on social innovation and entrepreneurship in Africa, specifically on what needs to be done to create an enabling environment for such innovative activities. In this paper, the circular economy is operationalized as those activities that reduce and recycle waste and redesign production patterns to avoid the creation of waste. Social enterprises represent an example of a bottom-up approach to circular economy design (Ghesellini et. al., 2016), which includes the work of grassroots initiatives in waste recovery and recycling, that applies innovative mechanisms to extract resources out of urban and industrial wastes. However, how such novel approaches to save the planet makes business sense is still unclear. Also, understanding how a business set out to make money and impact in a developing country context, as well as, the challenges they face still needs further work (Haugh et. al., 2018; Desmond & Asamba, 2019). A case study strategy was adopted, which involved in-depth interviews and document analysis of nine social enterprises operating in the solid waste recycling sector in Lagos, Nigeria. As an outcome, three type of hybrid initiatives were found to operate in the solid waste recycling sector in Lagos, labelled as: - Hybrid aggregators, Hybrid upcyclers and Hybrid advocates. Each of these initiatives proposed, created and captured value in different ways with aggregators more focused on selling semi-processed waste, upcyclers more focused on trading finished products from processed waste and advocates prioritised donations, as well as, sold semi-processed wastes and upcycled goods on the side. Each of these initiatives also faces distinct and common challenges that threatens the sustainability of their organization and their practices. The findings from this research have significant implications for policy in similar international contexts.

Stream: Social Innovation Education

Title Application of Metacognition in Business Education Settings: A Distinguished Perspective toward Fostering Mindfulness and Empathy

Author Pyong H. Kim, Hye W. Shin, Jieun Lee & Hyun S. Shin

Abstract Prevalent mindless attitudes among the C-level executives precipitate unethically (e.g., deception, cheating, and lack of respectfulness) as appeared among the recent company scandals of major enterprises such as United Airlines and Lehman Brothers, causing tremendous damage to their reputation and hurting their bottom-line. Individuals who blindly, or mindlessly, adhere to these corruptive pre-established concepts tend to fail discerning their own behavior as well as its impact on the others. Accordingly, fixing the lack of mindfulness and enhancing empathy among business school students is a key challenge to the educators in business schools. The current study proposes a set of processes an individual can use in monitoring their own ongoing cognition (i.e., metacognition) as a means to resolve the aforementioned problems by fostering empathy level and a sense of corporate social responsibility. Implementing a metacognitive activity and applying a questioning intervention within experimental groups among college business students (N=400), the present study is expected to shed lights on this timely issue. The novelty of the present study is that the metacognitive approaches are reinterpreted as a means to better prepare business students to become subjectively aware of the consequences that their actions would cause, and to improve the level of empathy for others. Relevant implications are discussed.

Title The Role of Teacher in Promoting Student Social Interest in Social Innovation and Social Entrepreneurship Education

Author Thao Kim Nguyen; Hai-Ninh Do; Trang Thu Tran, Minh-Hieu Thi Nguyen, Thuy-Vy Pham & Ha-Thanh Thi Nguyen

Abstract The development of student interest in addressing social issues and creating social impact is not a new trend (Worsham 2012). However, existing research has centred on the importance of the social innovation and entrepreneurship (SI/SE) education (Jensen 2014, Shahverdi et al. 2018) while the role of teachers has not been adequately explored. Based on the self-determination theory and the educational-psychological theory of interest, this research argues that teachers play an important part of SI/SE education in promoting student social interest because their own interest and quality of instruction contribute toward the learning environment of their students. This research aims at addressing the research question: What is the effect of teacher in the development of student social interest? Research objectives:

Investigating teacher-related factors perceived by students as helpful in increasing their social interest.

Investigating whether quantity and quality of SI/SE curriculum is associated with student social interest

Investigating whether teaching activity enhances the effect of quantity and quality of SI/SE curriculum on student social interest.

Data was collected from a mixed study with 3 focus groups of students and teachers, followed by a survey with 53 experts in the SI/SE area across Vietnam. Results reveal that passion of the teachers and their teaching competences is important in promoting student social interest.

Interestingly, the result of the quantitative survey shows that teaching activity strengthens the positive effect of quantity and quality of SI/SE curriculum on the change of student interest in SI/SE. The study highlights the role of teacher's social interest and their teaching competences in SI/SE education. Education institutions and policy makers can find this finding useful in selecting teachers in the business programs to promote student social interest.

Title CQUniversity's process to embed principles of social innovation across all courses

Author Tobias Andreasson

Abstract CQUniversity's process to embed principles of social innovation across all courses

CQUniversity has been Australia's only Ashoka U Changemaker Campus since 2016 and has a strong commitment to community engagement, social impact and applied research. The current University strategy (2019-2023) clearly articulates that social innovation should be embedded into the curriculum across the University and there is now an identified operational key performance indicator (KPI) linked to this goal.

We are doing this because we believe all students, across all disciplines, should be equipped to engage with the communities where they live and eventually work in, and contribute to our collective future and improve human wellbeing.

In this presentation, Dr. Tobias Andreasson, Associate Director Academic, Social Innovation explains the different approaches CQUniversity has taken to ensure that all courses (90%) can achieve this goal by 2023. Considering that CQUniversity is a national university with a huge geographical reach across the continent and with a diverse range of disciplines, many which are accredited and with little flexibility, a one size fits all approach is not possible nor suitable.

This paper will contribute to the ongoing discussion about what social innovation education is and how it can be supported across diverse disciplines.

Title An marco systematic review of training experiences on social entrepreneurship at universities

Author Davinia Palomares-Montero, Estefanía López-Requena & Daniel Gabaldón-Estevan

Abstract In the last decades, we are attending the dismantling of the Welfare State (Pierson, 2012; Jensen, Wenzelburger and Zohlnhöfer, 2019). Globalization, the global economic model, the neoliberal logics and practices, and the placing of capital at the service of individual benefit is leading to increase social inequalities and poverty (Mills, 2008; Spolander et al., 2014). In this very hopeless scenario, a whole movement of people concerned and interested in the common good emerges, sensitized to the problems of others and willing to mitigate social problems (Davis, 2013). They are what have been called "social entrepreneurs" or "social innovators" (Austin and Rangan, 2019; Smith and Woodworth, 2012). Governments and European institutions have not been oblivious to this boom and have promoted impulses to increase entrepreneurial initiatives but essentially from the discourse of the initiative, openness, the assumption of risks and challenges, etc. to create business projects (Perren and Jennings, 2005; Pinto, 2005; Cumming, Sapienza, Siegel and Wright, 2009). Therefore, they avoid the social conditions that generate inequalities and place the responsibility

exclusively on the individual. Our focus is specifically on training processes to promote entrepreneurship and, as we recognize the impact that training programs have on promoting entrepreneurship, we focus on training experiences to boost social entrepreneurship specifically. In this sense, universities can contribute to transform societies because they have significant economic and social impacts on communities (Bonner, 1968; Glasson, 2003). We conducted an exploratory systematic review by consulting Web of Science and Scopus till 2019. Results showed that entrepreneurship is a highly diversified field which indicates an advance in the process of consolidation of social entrepreneurship as a scientific discipline. Social entrepreneurship at universities is marked by reflections and behaviours of an endogenous educational system because universities are actors committed to society.

Title The NEMESIS Social Innovation Open Learning Platform

Author Aristidis Protopsaltis, Jesus Copado, Antonia Schorer, Ioanna Garefi, Irene Kalemaki

Abstract This paper presents the NEMESIS Social Innovation Open Learning Platform (SIOLP) and its evaluation results during a piloting in 5 European countries. The NEMESIS SIOLP is an open adaptive and evolving platform, based on ILIAS open source software, that ensures access to SI education for all. Existing educational programs on social innovation or on social entrepreneurship education are limited, while they cannot be accessed by all. Additionally, there is no platform that supports Social Innovation Education (SIE). The NEMESIS SIOLP offers the tools and resources to all teachers, trainers and educators around Europe to adopt the NEMESIS social innovation education model in an easy and effective way. The platform provides open access to useful resources for teachers but also an online knowledge sharing space for students. Particularly, the NEMESIS platform is offering access to: a) guides and training material for using the NEMESIS model, b) educational resources aiming at introducing Social Innovation philosophy and competences to students, c) access to the members of the Social Innovation Practitioners (SIP) community, d) and finally access to an online collaborative environment.

For the evaluation of the NEMESIS SIOLP a single-factor design has been used, using two different questionnaires during the pre-pilot evaluation. The System Usability Scale (SUS) developed by Brooke (1996) and the IsoMetrics usability inventory (Gediga, Hamborg & Düntsch, 1999). The SUS questionnaire was modified to include some more task specific questions to fit the NEMESIS tasks. The IsoMetrics usability inventory (Gediga, Hamborg & Düntsch, 1999) is user-oriented approach to software evaluation and its short version was used. Additionally, a realist approach was used during the pilot phase. A realist approach to evaluation permits us to understand under what circumstances complex interventions work or fail (Pawson & Tilley, 2004).

The results presented in this paper refer to the first complete evaluation of the “alfa” version of the system in 5 European countries and 8 schools. The survey was anonymous and the participants had to complete a set of tasks before they answered the questionnaire. The evaluation results have shown that the NEMESIS SIOLP largely supports the stakeholders’ needs but usability issues were identified

Title Applying Critical and Anti-Oppressive Frameworks to Social Impact Education: A Case Study

Author Allison R. Russell & Ariel Schwartz

Abstract This paper uses an in-depth case study of an online, master's-level certificate program for adult learners to illustrate how teaching social innovation can offer students a framework to counteract the hierarchies and power dynamics traditionally present in both the academy and the social initiative. The mission of the program is to teach students to contribute to society and work in a way that is ethical, empathic, emergent, efficient, and effective. In examining both curriculum and pedagogy, we engage the work of scholars who have advocated for more critical approaches to professional education (e.g., Mason, McDougale, & Jones, 2019) and explore the possibility of an anti-oppressive social impact education (Kumashiro, 2000). While most university education is crafted for students to become experts in an academic field, our social innovation curriculum argues that subject expertise is necessary but insufficient to develop a successful social intervention. Even more important is decision makers' empathy and shared understanding of stakeholders' experiences, which then forms the primary driver of a context-specific, culturally appropriate, sustainable, and supportable social project. The central challenge is to treat all as individuals, learn to leverage their experiences as expertise without generalizing, and find solutions that reflect many individual realities. As beneficiaries of university education, and as co-creators of a fair and just society, students must learn to apply these competencies to themselves and to others, in service of self-transformation and societal transformation. Situated within an elite university, the program both upholds and deconstructs traditional academic pedagogy. We want our students to gain full access to the academy's resources but not to shape them into imitations of their teachers. Instead, we teach them to think like beneficiaries, stakeholders, designers, and others, and to leverage their own experience as a source of expertise and motivation in their pursuit of social change.

Title Institutional Incentives for Interdisciplinary Collaboration

Author Kenneth Schwartz

Abstract There are shared attributes among universities that have successfully navigated the challenges and opportunities in advancing social innovation agendas. Given the inherent richness of issues necessary to affect positive social change, university faculty, students, and community partners have identified cross-disciplinary approaches that unlock institutional potential that reside in otherwise disconnected areas of inquiry, instruction and engagement. Tulane University provides one such example with its response to the wrenching challenges caused by the devastation of Hurricane Katrina in 2005. While institutions of higher education in the US vary widely based on many factors, it would be misguided to prescribe a single approach that would define a single "best practice" to advance interdisciplinary collaboration in areas from undergraduate academic experience to research. Notwithstanding the caveat, Tulane offers a case study that overlaps with initiatives at other institutions while presenting some unique attributes based on the specific conditions at this university.

Title Social Innovation Education and Local Food System Sustainability: pedagogical insights from an educational partnership with the Tucson UNESCO City of Gastronomy

Author Alissa Bilfield

Abstract Empowering students to grapple with complex 'wicked' problems in social innovation education and to think critically about their root causes and the feasibility of sustainable solutions is at the apex of the learning hierarchy. This case study will look at the lessons learned from the integration of experiential learning into a class on Social Innovation Organizations at the University of Arizona with a focus on sustainable food systems. During the semester, this class was partnered with the Tucson UNESCO City of Gastronomy to develop a regional food branding program focused on building a sustainable and inclusive

heritage food system. While benchmarking of other programs was the initial focus, the core of the class involved students learning and practicing human-centered design as they interviewed key stakeholders in the community and created programmatic innovations for their collaborative proposal for a regional food branding program. In addition, local farmers and food entrepreneurs dedicated to growing the heritage food system joined the class as guest lecturers to share their challenges and successes. At the end of the semester, students evaluated the feasibility of the program recommendations they created and presented their collaborative concept to the board of directors of the Tucson UNESCO City of Gastronomy. Through this iterative process, which required significant curricular agility, students were able to struggle with the complex realities of implementing an innovative program involving diverse stakeholders, while gaining insights from the application of human-centered design in the context of the course on social innovation organizations.

Title If You Want to Go Far, Go Together: Teaching Students to Ethically Engage and Co-Create Solutions with Communities Not Their Own

Author Mandy Bratton

Abstract Student social innovators are often drawn to address adaptive challenges in communities far different from their own. To do so effectively, they must learn to respectfully and ethically form partnerships with the members of the community to address the challenge collectively. Adaptive challenges differ from technical problems in that they are often not clearly defined and require new learning. Moreover, a sustainable solution is often not immediately apparent. Adaptive challenges defy technical expertise and quick fixes; they require the ingenuity and cooperation of the community in order to bring about a successful resolution. Perhaps, most significantly, adaptive challenges take time. Those who wish to promote social change need to immerse themselves in the community in order to build relationships, more fully understand the complexities of both the challenge and the community, mobilize affected stakeholders to co-create solutions, and engage in the experimentation necessary to test solutions. They need to earn the trust, goodwill, and patience of the community. This paper will describe a theoretical framework utilized by an award-winning social innovation and sustainable development program at the University of California, San Diego. Through the use of this framework, students come to understand the differences between technical problems and adaptive challenges and how to ethically engage in long-term relationships with communities to co-create solutions. This framework will be illustrated through a case study of a multi-year project to address the lack of affordable, reliable lighting in a rural community in the Philippines. The project has evolved from an unsuccessful quick fix to a more successful partnership between the students and community to co-create a village-owned social enterprise to manufacture, market, sell, and distribute portable solar lanterns that were designed by the students with community input. This social enterprise promises to bring about much needed economic development within the community.

Stream: Social Innovation in Energy Transitions: Beyond Power Generation

Title What do communities really need? On the design of participatory digital support tools for renewable energy implementation at the local scale

Author Richard J Hewitt, Cheryl de Boer & Johannes Flacke

Abstract Participatory decision support tools have been developed to support the implementation of many areas of environmental policy, but are less common in energy contexts. At the same time, a new wave of social innovation in small-scale and local Renewable Energies (SLRE) is emerging in response to problems with conventional energy systems including the climate crisis, rising energy prices, lack of democratic participation, energy poverty and many more. This emerging phenomenon calls for additional support for spatial planning at the community level. Here, we discuss the process of participatory development of two different types of digital support tools in for the cases of Spain and the Netherlands, leading to insights into the characteristics that seem to be most useful for SLRE. The tools developed represent two extremes of the spatial decision support tool spectrum, a simple touchscreen application on the one hand (COLLAGE) and a more complicated spatial model on the other (APoLUS). COLLAGE was used and well-liked by stakeholders, whereas APoLUS was not adopted by the participant group, who nevertheless contributed much essential information to its development. Eight key differences between the two tools are discussed which shed light on the nature of bottom-up energy transition processes: 1: Target users; 2: Target scale; 3: Relevance to user's needs; 4: Interactive quality; 5: Key emphasis; 6: Level of complexity; 7: Ease of communication of tool rationale; 8: Cost. The differences between these tools also relate to a recognized dichotomy in sustainability transition research, with complex spatial support systems like APoLUS tending towards descriptive-analytical modes of sustainability science with COLLAGE being more clearly related to transformational modes. Approaches to supporting local scale energy transitions that are able to span both modes are likely to become increasingly relevant as the climate crisis evolves.

Title Energy Conservation through Social Innovation: The Evolution of the Japanese Cool Biz Campaign

Author Robert Lindner

Abstract In 2005, the Japanese Ministry of Environment launched the so called 'Cool Biz' campaign, which aimed at reducing energy demand through the encouragement of social innovation at the work place. Initially mainly targeting the business sector, it was supposed to help mitigate the countries' greenhouse gas emissions by inducing behavioral change in company's organizational cultures. In the wake of the 2011 East Japan Earthquake the campaign was extended, both in content and target audiences, and proved to be an important tool in the efforts to reduce public energy consumption. The mega-city Tokyo alone managed to reduce its energy consumption by more than 10 percent on average in the years following the disaster. This study uses a discourse theoretical approach, based on qualitative data analysis, participant observation and expert interviews, to examine what narratives and discursive strategies the campaign employed to stimulate social innovation in the energy conservation sector. It deconstructs how the campaign planers utilized insights from behavioral change theory, as well as elements of popular culture, nationalism and widespread conceptions of gender roles to successfully target specific industries and social groups. The study further examines the evolution of the campaign between 2005-2019 and explores how regular evaluations were used to adapt to changes and to address

Title Power questions for social innovation in energy transitions. Power theories and their implications for innovation and transitions research

Author Flor Avelino

Abstract

Title Power shifts among the giants: The politics of the bioeconomy transition in Brazil

Author Mairon G. Bastos Lima

Abstract The notion of bioeconomy has gained increased currency as an umbrella-term for a broad sustainability transition away from fossil fuels and towards bio-based resources. This includes not only biomass energy to integrate a mix of renewables, but also various other novel bioproduct value chains (e.g., bioplastics, construction biomaterials) supported by a growing number of innovations, both technical and institutional (Bastos Lima et al. 2018). However, the bioeconomy is also a highly contested field where different social views and policy approaches coalesce. There is a variety of possible 'bioeconomies', yet the politics of bioeconomy transitions remains largely understudied (Hausknost et al. 2017). This exploratory research thus innovatively casts a power dynamics lens (see Avelino et al. 2017) on the bioeconomy transition, taking Brazil as an in-depth case study. Preliminary findings suggest that private agribusiness has led the bioeconomy transition in Brazil and largely steered its pathways. It has extensively used innovative power to create new resources (biofuels & bioproducts), but also transformative power to slowly change public institutions and structures (i.e., pushing for an increasingly bio-based economy) and reinforcing power to consolidate dominance in agriculture and land use governance. Agriculture regime incumbents have used the bioeconomy transition to encroach on what have traditionally been spaces (markets) of the fossil-fuel industry, in a form of multi-regime competition (see Sutherland et al. 2015). The bioeconomy transition in Brazil has thus been a power shift between the dominant agents of distinct regimes. As agribusiness empowers itself by conquering new spaces, noticeably the agriculture regime it dominates also becomes larger and more powerful in the country, as well as more significant globally. The conclusions discuss the relevance of these findings both for the governance of bioeconomy sustainability and for understanding social innovations in this field through a power lens.

Stream: Sustainability and Social Innovation in a Time of Climate Emergency

Title Loosening Neoliberal Constraints: How Cities Can Make Shifts Towards Sustainability

Author Graham Gill

Abstract Despite occupying just 2 per cent of land, cities are directly and indirectly contributing up to 70 per cent of climate change increasing global carbon emissions. Accordingly, understanding how to reduce carbon emissions from cities as specific entities is integral to reducing climate change. Cities are often on the forefront of the effects of climate change, many being on major rivers or on coastal regions and at risk of flooding. Appropriately, cities are playing an increasing role in action against climate change as evidenced by their visibility at the COP21 Paris climate summit amid national government inaction. This is perhaps partly because, whilst nations are co-opted by big business and the interests of capital, cities are on the scale at which local democracy functions. The same philosophy that lies at the heart of neoliberalism to commodify and ultimately destroy the environment, when unleashed on people and communities, is equally socially destructive. Accordingly, neoliberalism constrains cities in particular ways as they compete in a zero-sum game for mobile capital at great social and environmental cost. From 79 interviews with policymakers in Bath, Bristol, Edinburgh, Plymouth, Preston and York I will explore how the social aspects of a city interacts with its cultural, economic and political aspects to determine how environmentally sustainable a city

is. Finally, I shall expand on how cities can make shifts towards sustainability, given neoliberal constraints, by taking steps away from private business environments and using the procurement of services by locally based institutions to foster community orientated businesses. Therefore, this paper shall contribute to the two conference streams of 'Community based innovations for sustainability' and 'Policy approaches for social innovation for the climate emergency'.

Title Collaborative ecosystem emergence: Growing coherence and effectiveness in decentralised permaculture networks

Author Philipp Grunewald, Naomi K. van der Velden & Ben Habib

Abstract As a holistic design system based on complex systems, ecological principles and energy literacy, permaculture has the potential to have a transformative impact on social, economic and agricultural systems for climate change mitigation and adaptation. As a community of practice, permaculture practitioners are horizontally networked around the world, with self-identifying permaculturists in over one-hundred countries. The Permaculture CoLab project has emerged from this global network to foster greater coordination internationally to facilitate linkages, education opportunities, and resource sharing across the movement. The challenge for the Permaculture CoLab has been to bring coherence and collaboration to a diverse, anti-hierarchical and globally dispersed community of practice whose advocates tend towards pioneering grassroots approaches to sustainability transition. Specifically, the Permaculture CoLab has worked on (1) developing a shared vision incorporating both coherence and diversity; (2) developing a horizontal governance model at international scale as a negotiated, iterative process; and (3) facilitating international decentralised collaboration using appropriate online digital technologies. In our critical reflection as participant-researchers in the Permaculture CoLab project, we find that decision-making about online technology adoption needs to co-evolve consciously with (a) the existing working patterns of group members and (b) the governance processes adopted by distributed teams. Spaces like the CoLab allow for social innovation of organisational models and bring to the fore conflicts between linear project management approaches (familiar to traditional hierarchical organisations) and more lean and agile approaches to project delivery (more familiar to horizontal decentralised collectives).

Title Social Innovation for Sustainability Transitions: Harnessing the Transformative Potential of New Social Practices for Sufficiency

Author Wascher, Hoelsgens, Rabadjivea, Jaik, Zirngiebl, Drewing, & Luebke

Abstract Sustainability transitions require the widespread uptake of technical and social innovations. In this paper, we focus on the role of social innovations for transitions in everyday practices, with a special focus on new practices in the field of sustainable consumption. In line with Stengel (2011), we distinguish three approaches to sustainable consumption: efficiency, consistency and sufficiency. The focus of the paper falls to sustainable practices that comply with the sufficiency principle (mainly translating to dematerialization and a reduction of the volume of consumption), since they prove to be crucial, yet more difficult to institutionalize. In this paper, we ask how practices of sustainable, socially innovative initiatives - fit to enhance

sufficiency - can diffuse into mainstream behaviours; that is, how the sustainable practice can become institutionalized at regime level (Fünfschilling 2019, Crivits and Paredis 2013). To this end, we apply elaborations from practice theory, sociological neo-institutionalism, and transition studies. Combining practice theory and institutional theory, the paper unfolds an analytical framework to grasp the institutionalisation processes of new social practices for sustainability (Nilsson 2019). Furthermore, specific sufficiency barriers that relate to certain sustainability practices in particular become evident. The paper looks at four empirical examples for social innovation in the fields of 1) Libraries of things as exchange and lending practices that are organized primarily at the local level of neighbourhoods,

2) Zero Waste as the greatest possible waste prevention and reduction of consumption at individual level, 3) Energy cooperatives and their transformation potential and 4) Supplements - as a concept that transfers resources, freed by efficiency, sufficiency and consistency (esc) -innovations to a sustainable CO₂-neutral usage. Each empirical case consists of a short analysis of a sustainable niche social innovation in contrast to prevailing practices in the respective practice field.

Title Tackling climate change in ordinary cities: tracing the origins of social innovation

Author Ping Huang & Vanesa Castán Broto

Abstract Climate change has become a global emergency. More and more areas in the world are impacted by climate change induced natural disasters. Cities play a major role in current transitions toward sustainability. Nevertheless, research on urban sustainability transitions is most often confined to limited cases of 'successful' global cities, and the vast majority of rapidly growing, small and medium cities- often under-developed- that have long been neglected in studies of the global transition. These non-global 'ordinary cities' lack the support of massive resources to initiate low-carbon experiments that are often technology and investment-intensive. Bottom-up social practices of sustainability play a crucial role in fostering transitions in these locations. The purpose of this research is to trace the origins of social innovation by analysing sustainable social practices in these contexts. This research presents three interesting cases of social innovation captured in a global database of climate initiative in ordinary cities (the LO-ACT database). The cases encompass different sectors of sustainability transitions, including sustainable transportation (Bamboo Bike Project in Kisumu, Kenya), sustainable housing (Incremental house in Tasikmalaya, Indonesia), and sustainable waste management ("Urban minerals" recycling in Miluo, China). The Bamboo Bike Project in Kenya demonstrates creative utilization of natural endowments to meet with local social needs; incremental house in Tasikmalaya reflects the local wisdom of using sustainable materials and incorporating social and cultural elements into architecture; while the urban minerals recycling in Miluo is deeply rooted in the historical tradition of waste recycling practices dated back to the Qing Dynasty. These examples show that sustainable social innovation originates from place-based natural endowments, material configurations, socio-cultural norms, and historical traditions. The study calls for context-sensitive climate governance approaches for the fostering of social innovation, particularly in cities lack external resources for sustainability transitions.

Title Joint procurement: How does collective action work for investing in renewable energy at community level?

Author Gabriella Doci

Abstract Transition to a sustainable future requires not only technical, but also societal changes, including changes in behavioral patterns and consumer roles. Renewable energy communities embody such changes: they are mainly residential communities that break with their passive consumer role and produce the energy from renewable energy resources in order to meet primarily local needs. Although the number of these communities has increased remarkably in the last decade in many Western countries, as has the academic attention paid to them, we have still a limited knowledge on how they are formed and operate. It is unclear how they get their members to work collectively on a voluntary basis for a common goal, that is, energy production at the local level and overcome the challenge of free-riding. This article seeks to contribute to a better understanding of the institutional and social context in which these communities operate, and of the way they are created and function. Therefore, the research question addressed is: What factors influence the formation and organization of renewable energy communities? In particular, the interest is in strategies for group formation, task distribution, collective action, communication, decision making and problem solving. To answer the research question, a comparative case study analysis is provided for Germany and the Netherlands, where communities were studied that were different in their location, size and the technology they use. The commonalities between these communities and their general practices that led to the successful implementation of their projects are analyzed. Contrary to Olson's expectation about voluntary collective action, renewable energy communities can realize a project based on the work of only a few volunteers who develop the project without receiving any additional reward and who also accept free-riding. However, the larger the size of the community and the complexity of the project the more likely it is that they need to formally organize the procedure or count on external help.

Title Women's agricultural cooperatives as an alternative short food supply chain

Author Dimitriadou D., Avgeris, A. & Sergaki, P.

Abstract Women's Agricultural Cooperatives have an innovative contribution in food supply chains and circular economy for the development of sustainable societies. In order to promote their products and achieve their economic survival, they develop Alternative Food Networks such as Short Food Supply Chains (SFSCs) in Greece. This research analyzes the women motives to join in women agricultural cooperatives, the degree of member satisfaction from the cooperative, the gained benefits by the distribution of their cooperative products via SFSCs and the members' willingness to collaborate with other cooperatives. A structured questionnaire was answered by 32 members of three women agricultural cooperatives in Thessaloniki in 2018. The research uses the Push and Pull Factor Theory.

The empirical results reveal that most of the women joined the cooperatives are driven by push factors (unemployment, necessity to support the family income and short distant between the cooperative and their residence). The increased level of social capital (reciprocity, trust, commitment, active membership) is crucial for the women cooperative's viability. SFSCs boost cooperative sales because of the vivid communication with consumers, the increased trust, the improved accessibility of the consumers, the easier promotion of their products and the general development of the cooperative. The members are willing to collaborate with other cooperatives only if there exist mutual economic benefits. These collaborations would strengthen the presence of agricultural cooperatives in the market. Women cooperatives empower their members, improve their social position and allow them to preserve their traditional character.

Title Social innovation, unsustainability and transformation in direction of sustainability. A systematic review of the literature

Author Rafael Ziegler, Josephine Balzac, Henricus Hoelsgens, Sylvia Lorek, Sarah Holzgreve, Fergus Lyon, Joachim Spangenberg & Philipp Thapa

Abstract In its 2019 global assessment, the IPBES (Intergovernmental Platform on Biodiversity and Ecosystem Service) identified major direct and indirect drivers pointing in the direction of unsustainability: continued expansion of human land use for agriculture, settlements and infrastructure, direct exploitation of animals, climate change, pollution and invasive species are identified as major drivers that - positive regional exception notwithstanding - generally point in a direction of continued unsustainability. These direct drivers in turn depend on indirect drivers relating to values, the growth of the economy and population, global trade, technological innovation and governance systems. In response to this unsustainability assessment, the report calls for a transformation in direction of sustainability, and for social innovation to contribute to such a change. But what exactly is this role of social innovation for such a transformation? Here the IPBES report is less clear. It generally attributes a positive role to social innovation, but refrains from defining its use of the term. Thus the questions of this review: What is social innovation, and what do we know about the role and significance of social innovation for tackling major drivers of unsustainability? We review the literature on social innovation in the light of climate emergency and mass extinction of species. We approach social innovation as novel approaches to changing social practices with relevance for sustainability, be it positive, negative or ambivalent. The systematic review provides an idea of the state of the art of research on social innovation and its take on the roles of social innovation in relation to direct and indirect drivers of unsustainability. Based on the review we propose question for further research on this topic and re-visit the policy recommendations of the IPBES.

Title Using social enterprise to address food waste

Author Samantha Sandilands

Abstract Aim. To assess how social enterprises work within wider networks to divert food waste from landfill under a range of regulatory structures. Research questions. How do social enterprises encourage companies to actively reduce the amount of food waste they produce?

What influence, if any, do social enterprises have on a company's decision to implement food waste policies and objectives?

Which regulatory frameworks are the most effective in allowing social enterprises to have the maximum impact on their social issue?

What impact do social enterprises have on the implementation of regulation and on the compliance of companies? Social enterprise is a growing phenomenon (Salamon et al, 2004) which combines economic and social aims to create an organisation with a focus on both (Borzaga and Defourny, 2001). The context of food waste is an issue with clear impact at an economic, social and environmental level. Thyberg and Tonjes (2016) describe food waste as a "complex, interdisciplinary and international issue which can have profound effects for global sustainability". Food waste is currently a global issue, with 1.3bn tonnes wasted annually (Food and Agriculture Organisation, 2018). The environmental impact of food waste is just as significant, with 4.4 gigatons of carbon emissions per year attributed to the breakdown of wasted food. Network theory is a sociological theory, which will be used as the basis for this

study. It focuses on the relationships between stakeholders in a network and how these networks can influence an outcome (Wasserman and Faust, 1994). Qualitative interviews will be conducted with a range of stakeholders, which will then allow a set of preliminary themes to be identified which will be used to formulate the questions for a quantitative survey. From the triangulation of this data, a set of themes for analysis will be established.

Title Panel: Social innovation for climate action

Author Angela Mae Minas; Timothy Brauhnoltz-Speight; Sarah Mander

Abstract Addressing the urgency of climate change requires a wide range of cross-sectoral interventions, many of which require social innovations alongside technological solutions. With the growing number of initiatives driven by non-governance actors, it is relevant to explore the value and co-benefits of society-led solutions to climate action.

This panel will open discussions on current practices and theoretical perspectives on social innovation for climate action, with the aim to understand the key contributing factors that have resulted in or encouraged low carbon transformations. Speakers will share learnings from their research which explore the social (grassroots-led), societal (community-based) and systematic (resilience-building) forms of social innovation [1] vis-a-vis their contribution to addressing the climate emergency. The panel will also share insights on how social innovations required to fight climate change may be supported, replicated or upscaled for wider impact.

Stream: Theoretical & Methodological Futures for Social Innovation

Title Taking realist evaluation ad litteram': the implications of the realist standards on the evaluation of social innovations

Author Enrico Bellazzecca, Simon Teasdale, Dawn A Skelton & Olga Biosca

Abstract Realist evaluation (Pawson and Tilley, 1997) has entered the field of social innovation (Caló et al., 2019) due to its potential to incorporate embeddedness in open systems. Rooted in the idea of generative causation, realist evaluation assesses social initiatives as ingredients that interact with contextual constituents to activate invisible (but real) social mechanisms that have the power to generate/explain observable outcomes (Pawson, 2013). Nonetheless, realist studies struggled to operationalise such an approach to causality (Dalkin et al., 2015), and therefore have undergone a standardisation driven by tenets of scientific realism (Wong et al., 2016). Such standards suggest adherence to ontological depth, but also aim to strike a balance between theory and pragmatism via pre-defined explanatory categories: context, mechanisms and outcomes (CMOs) (Gilmore, 2019). In this paper we investigate the implications of these standards on the realist evaluation of social innovations. We do this by reflexively problematising (Alvesson and Sköldberg, 2017) our own empirical findings (i.e. CMOs) from a realist evaluation of a case of an arts-based social innovation in Glasgow aiming to impact on vulnerable older people's health. We find that adherence to ontological depth (helpfully) leads us to assess social innovations in terms of 'what they ought to do'. This can lay the groundwork for the coherent use of multiple theories to explain social innovations via multiple mixed-method techniques. However, the use of advocated mixed-method strategies in realist evaluation can cause problems if realist standards are applied ad

literam to cases of social innovation. The richness of data collected through our mixed-method realist evaluation was decomposed into configurational elements (i.e. CMO pre-defined distinctions) that led us to appraise causality through a primarily agentic lens (i.e. the emotional and cognitive responses of older adults to arts-based social resources). The role of structural conditioning (i.e. context) was therefore circumscribed to factors influencing outcomes, but not able to exercise power on agents. This jeopardised the portability of our realist CMOs and, ultimately, the opportunities to understand social innovations according to their inherent political inception (Ayob et al., 2016).

Title Social innovation diffusion between practice and a field

Author Maria Rabadjieva, Judith Wiemann & Kristin Reiß

Abstract One of the big questions in social innovation research is how social innovation can spread and bring about social change (Howaldt & Schwarz, 2016). Diffusion of social innovation has been approached from different perspectives, from niche to mainstream, from invention to innovation or as a multifaceted dynamic process (e.g. Hölsgens et al. 2018, Murray et al., 2010, Howaldt & Schwarz, 2010). This article joins the academic discussion on social innovation diffusion from a practice perspective. The article discusses the concept of social innovation practice fields, i.e. compilations of single social innovation initiatives sharing common characteristics such as car sharing or urban gardening. Practice fields emerge when an innovative social practice is replicated at a different location. This article argues that practice fields stand in relation to the surrounding practices (the regime) and facilitate field like dynamics of diffusion (e.g. sharing and circulation of elements), where instead of actors the field is built by practices and their elements. Understanding the dynamic relations of social innovative practices helps understand how change in one practice may bring change in another and hence allows to derive new paths for sustainable transformation. Two research questions will be studied in detail: (1) What are the relations between a practice field and the surrounding practices? (2) How can these relations facilitate the further diffusion of social innovation?

Such an approach requires the combination of different theoretical streams (social practice theory, multilevel perspective and insights from field theory). The concept will be illustrated with two empirical examples: car sharing and food sharing collectives.

Title Social innovation as community provision of public goods

Author Giulio Ecchia & Lorenzo Zirulia

Abstract The aim of this paper is to develop a formal economic model to analyze social innovation as the community provision of local public goods. In the model, a community is considered, as composed by three different groups. The first group, labelled the target group, has a social need that can be satisfied through a traditional public good offered by government, or by a social innovation produced by the second group, i.e. the social entrepreneurs. This group is characterized by an intrinsic motivation in producing the social innovation (warm-glow preference) and by altruism towards the target group. In general, social innovation involves

both social entrepreneurs and the target group, i.e. it is co-produced by producers and users. The third group is composed by citizens who are not directly involved in the production of social innovation, but they may also care about the target group, and pay taxes for the production of the traditional public good. Our results compare the equilibrium in the interaction among the government, social entrepreneurs and the members of the target group, with the level of public good and social innovation maximizing social welfare. We find that, absent a direct financial involvement of the government in the production of social innovation, the community produces a level of social innovation that is too low from the collective point of view. Subsidizing social innovation is then optimal. We also show social entrepreneurs do not obtain any rent if the subsidy is set at the socially optimal level.

Title The Many Meanings of Social innovation: An Integrative Approach

Author Awele Achi, Gordon Liu & Fiona Harris

Abstract The ‘social side’ of innovation is increasingly gaining attention within the context of social enterprises and social entrepreneurship. Despite this significant appeal, scholarly inquiry into social innovation is relatively new resulting to a lack of consensus on its meaning among academics, practitioners and policymakers and a limited understanding of an accumulating body of research. In this research investigation, we aim to address this gap by developing a broad conceptualisation of the social innovation construct through an integrative extant literature-based approach. We begin by connecting social innovation with two historic school of thoughts: (i) social entrepreneurship, and (ii) policymaking. Following this, we synthesise existing definitions and typologies of social innovation as well as secondary notions pertinent to general innovation theory in extant literature. In doing so, we advance social innovation as a clustered concept of four overlapping themes: (a) form of societal modification (b) impalpable distinctions (c) process of creating societal value and (d) outcome driven. We argue that this width in conceptualisation assists in understanding and summarising the current meanings of social innovation as a growing phenomenon. We contribute to the fragmented literature on social innovation by bringing together key extant literature as well as making an initial attempt to thematically delineate social innovation as a cluster concept. We conclude by providing an overview of the implications, a consideration of theoretical issues and limitations of the research.

Title A Map of the Social Innovation Theory Landscape

Author Laura Murphy & Joshua Schoop

Abstract This paper shares accessible map (visual representation) and legends/narrative description of the theoretical landscape for social innovation (SI). SI is a “big tent,” spanning social entrepreneurship, social enterprise, and changemaking, to transformational large-system shifts. This portrays SI research as embedded in other knowledge paradigms, not distinct. The aim is research to guide knowledge-production, sense-making, and assessments of change efforts; to guide cross-disciplinary dialogue, research, and solution-oriented actions. The methodology involves cross-disciplinary desk review of research (building on other reviews, e.g., Howaldt et. al., 2014), classification, and creation of visuals of a landscape of conceptual “thinking tools”. The map centers around major, often contradictory epistemologies in the social sciences, applied sciences, and liberal arts:

(1) Liberal western positivism takes for granted capitalism, modernization, individualism, and other Enlightenment norms. The positivist, scientific method dominates, privileging rigorous experimental designs seeking objective truths (e.g., Bazzano et. al., 2017). Social entrepreneurs (Martin & Osberg, 2007) and individual changemakers (Drayton, 2006) can be understood and “best practices” transmitted to scale impact.

(2) Post-structuralist interrogations explore post-colonial “hybrid identities”, problematizing SI as another “apparatus” diffusing power and reshaping aspirations around “innovation” (i.e., Irani, 2019). Epistemologically, narrative, qualitative approaches such as ethnography are preferred, rejecting the reductionism of positivism.

(3) Transformative Ecological Paradigms “embrace complexity”, recognizing interdependence, feedback, and non-linearity (e.g., Scoones, et. al. 2007; Westley et. al 2016). SI emerge through deep engagement with complex systems and designing forward; via Theory U process (Scharmer, 2018) or “pluriversal” co-design (Manzini 2015; Escobar, 2018). Epistemologically, multiple forms of knowledge are valued, from positivist/scientific, to in-depth/interpretive, to historical and speculative/imaginative.

We hope to aid scholars and practitioners in navigating this landscape and moving towards normative aims of “prosperous, fair and sustainable societies.” Given world events, the map also outlines new conceptual territory emerging in the Anthropocene and “Corona-Scene”.

Stream: Towards a Multi-Level Social Innovation Measurement Framework

Title IndiSI Framework Model – Three Levels of Analysis

Author Georg Mildenerberger, Gorgi Krlev, Simone Strambach, Jan-Frederick Thurmann, Judith Terstriep & Laura Wloka

Abstract Social innovation relates to new forms of interaction, cooperation, governance and knowledge generation. Compared to technical innovations, it comprises a broader variety of actors and hybrid business models. Research on social innovation has made progress in recent years. However, the measurement of social innovation is a neglected area and we lack valid indicators. Our paper strives to address this issue. We developed and tested a first-of-its-kind set of both, qualitative and quantitative social innovation indicators in the Rhine-Ruhr region in Germany in autumn 2019 at three interrelated levels: organisational innovativeness, regional innovation capacity and resonance in social media as an early indicator. Tracking online discourses enables us to fathom perceptions about pressing societal needs, the proposition of new solutions and existence of actor coalitions pushing these solutions. It is therefore a mirror of societal legitimacy for problem formulation as well as a place where legitimacy is formed and fed into society. Research on this level is done by a discourse analysis of twitter accounts. At the regional level we distinguish between factors that denote awareness to act, intention to act and ability to act, which are interconnected. The research on regional innovation capacity is carried out by a population survey. These regional indicators in turn are shaped by and in the same time determine organisational social innovation activities. To shed light on the innovation capability of organisations we developed a questionnaire which zooms in on indicators in five thematic areas: (1) formal structure, (2) decision processes, (3) innovativeness, (4) business model and (5) context.

The aim of our paper is to amplify innovation surveys by establishing social innovation indicators and to contribute to the design towards a complex multi-level social innovation measurement framework including interactions between the three levels of measurement.

Title Social Learning and Innovations in Sustainability Transitions – a research in progress

Author Maria Partidário, Margarida Monteiro, Joana Dias, Isabel Loupa Ramos, Teresa Fidélis, Teresa Pinto Correia, Catarina Madeira & Maria Rivera e José da Veiga

Abstract TRUST (social innovation sTRategies for sUSTainability transitions) is a research project that focus on sustainability transition (ST) initiatives in urban and rural Portugal, supported on social learning and innovation. The research aims to investigate forms of social innovation (SI) that can drive community change in social-ecological systems at local scale. For our analytical process we selected initiatives which have in common the purpose to create locally based ST, through strategies that can enable change in approaches, routines, practices, systems and mind-sets – which we recognize as components of SI. The state of art has been reviewed on three core concepts - SI, ST and Governance - and a conceptual model developed for SI to enable ST for transformative change. A participatory research approach applied to local communities in specific urban and rural social-ecological contexts in Aveiro, Évora and Lisboa, allows to compare results from empirical observation in six case studies. A model for locally based ST through SI strategies results from inferences in learning points based on the literature review and empirical observations. In this presentation we will share the results of the research already developed. Lessons are shared on how we are building the understandings of people's values, motivations and behaviours driven by contextual dynamics, the governance system capacity to foster SI for transformative change in each overall social-ecological system patterns influencing ST.

Title Towards an approach for measuring the impact of social innovation

Author Jorge Cunha; Wellington Alves; Madalena Araújo & Paul Benneworth

Abstract In the last decade the economic and social problems faced by the society have culminated in an increasingly prompting call for disseminating initiatives related to Social Innovation (SI). The relationship between SI and social changes has been increasing the number of researches in this area, even though this relationship remains under-explored for both government and academia (Domanski, Dhondt, & Kaletka, 2014). Drawing on the recent interest in the area of social change, SI has garnered attention in the development of policies and practices by organizations, academia and practitioners (Eichler & Schwarz, 2019). Turning to social benefits, SI has been also considered as suitable to overcome many challenges faced by today's society as well for mitigating problems related to proposed traditional solutions (Angelini, Carrino, Khaled, Riva- Mossman, & Mugellini, 2016). However, despite of the interest and popularity of this concept, few initiatives addressing the evaluation of social impact of SI has been found in the current literature. This research seeks to propose an approach for social innovation impact assessment, supported on a reduced number of indicators. To achieve this objective, a large number of social innovation indicators were identified from the scientific literature and international research projects. Recognizing the complexity of collecting and analyzing such large number of indicators an initial selection of these indicators was attempted, according to five social innovation dimensions and following a set of pre-established criteria. In order to better translate organization's performance and to ensure a high acceptance of the proposed indicators, a group of experts working on SI field

was consulted for its validation. Findings presented in this research resulted in a framework combining a restricted set of indicators able to evaluate the social impact of SI, including social, environmental, political, educational and innovativeness dimensions. As main result, this research can contribute to the reduction of the complexity of the process for measuring the SI impact. Moreover, it is expected to contribute to engage profit and non-profit organizations on social innovation practices and evaluation.

Stream: Universities as Global Enabling Social Innovation

Title Universities and place-based social innovation: Anchor models as integrative frameworks

Author Joanne McNeill & Cathy Boorman

Abstract Purpose: This paper aims to strengthen emerging practices around anchor institutions and anchor collaboratives through consolidation and extension of scholarly contributions to date. The field of activity has been driven strongly by practice, and there is growing interest in these models broadly. In the context of this Special Issue, the focus is on universities and their existing and potential roles as anchor institutions and within anchor collaboratives. Design/methodology/approach: The paper is presented as an integrative review and has been developed through exploration of the scholarly and practice-based literature on anchor institutions and anchor collaboratives. Following discussion of existing, published material the authors offer recommendations for a research agenda that would establish a robust trajectory for the emerging field – one that combines and draws on evidence-based practice and practice-based evidence methods. Findings: Early explorations of Anchor models indicate the potential contribution to improving the diversity of who is involved in the social innovation activities of universities. In particular, through place-based approaches to procurement, employment, investment, and other initiatives they offer frameworks that ‘structure in’ a much wider range of actors than traditional university engagement programs offer. Originality: Whilst the ‘anchors’ field is not a new sphere of activity, the existing literature has yet to be consolidated and synthesised. This paper has been designed to highlight potential research opportunities, and as a step forwards in establishing a strong foundation for the emerging field of practice.

Title Academic’s motivation for collaboration in partnerships and knowledge exchange: leverage or bargaining chip?

Author Katrin Uude & Eva Sormani

Abstract Universities are a powerful driver in the process of economic and societal progress (Perkmann et al., 2013). Therefore, in current study we take a higher education perspective, with the objective of acquiring a more nuanced understanding of how universities can encourage academics’ knowledge exchange and collaboration in partnership, via motivation-informed policy design, especially with respect to university-driven social innovation. As extant literature shows, many academics are not embracing collaboration in partnerships or knowledge exchange but rather working on research (Sá, Dias & Sá 2018). Former research essentially describes four primary categories of motivations for academics to contribute to economic and societal advancement: pecuniary motivations, career advancement, appreciation and moral (Iorio, Labory & Rentocchini, 2017; Lam, 2011; van de Burgwal, Hendrikse & Claassen, 2019). Yet, there is a call to gain understanding of the interplay

between motivations and the effects of persistence of engagement or change of motivation over time (Lam, 2011; van de Burgwal, Hendrikse & Claassen, 2019). Responding to this call, we intend to disentangle the dynamics of intrinsic motivation and extrinsic reward employing self-determination theory (Ryan & Deci, 2000). We rely on 26 semi-structured in-depth interviews with academics from Germany-based universities, recruited because of their devotion to knowledge exchange. We map academics' motivation for their first partnership project compared to following projects, to get insights in the temporal dynamics of how several motivations affect the continuation of knowledge exchange behaviour. An axial coding approach (Saldaña, 2015) conducted in MAQXQA supports prior literature by presenting a need for security of resources to perform in partnerships or knowledge exchange. Moreover, this study provides new insight by showing a strong effect of intrinsic drivers of academics, meanwhile creating an avers reaction to individualized pecuniary awards with regard to social innovation. These insights allow alignment of motivations with policies, as self-determination theory allows for a more careful consideration of regulation of motivation of academics depending on their experience. Altogether, contributing to a policy design supporting academics to strengthen the community by engaging in the local innovation ecosystem.

Title Fostering social innovation through learning partnerships

Author Max French & Melissa Hawkins

Abstract Historic debates about research relevance in the policy and administrative sciences (O'Leary 2011) have been given renewed impetus by increasing university focus on increasing research impact, knowledge exchange and civic engagement. These disciplines have been criticised by leaders for a retreat into detached scholasticism and disciplinarily at a time when challenges facing policy and practice have become ever more urgent and cross-cutting (Pollitt 2016), fuelling interest in research approaches which cross the academic-practitioner divide. In this paper, we draw from research projects initiated with two UK charitable foundations to describe and explore a 'learning partnership' model of researching social innovation, in which researchers cooperate with social innovators in a formalised partnership. Learning partnerships involve researchers as 'learning partners', who inform the social innovation process through an iterative process of critical reflection, collaborative learning and action, underpinned by action research methodology. Drawing upon principles for evaluating action research projects (Piggot-Irvine and Zornes 2016; Robinson et al 2019), we reflect on and explore how and in which contexts learning partners can add value to social innovation initiatives. The role and evolution of learning partner will be discussed, and the implications of such an approach considered. We find that learning partners can help social innovators to tackle complex issues, adapt to new challenges, navigate uncertainty and ambiguity, and provide legitimacy and space for collaborative learning. Echoing findings from similar embedded research roles (Raynor; Badham and Sense 2006) learning partnerships require constant negotiation, taking on a myriad of roles such as facilitator, mentor, convener and peer, and often a relegation of academic output in favour of practice-based work. However, the opportunity that learning partnerships can create, through being both a participant and convener (Abbott et al), can mean that conditions are created for social innovation which is more inclusive, democratic and relevant.

Title How academic community can contribute for the social innovation process: Some exploratory results

Author Jorge Cunha, Carla Ferreira, Madalena Araújo & Paul Benneworth

Abstract Given the emphasis that has been placed on university involvement in profit-making and commercialization activities (Kaloudis et al., 2019), a number of studies (e.g. Etzkowitz & Leydesdorff, 1998, Etzkowitz & Leydesdorff, 2000) has been undertaken to conceptualize and assess how universities can contribute to the technological innovation process. However, little literature conceptualizes the role of the university in delivering social innovation (Benneworth & Cunha, 2015). The participation and motivation of academic community as key source of knowledge in contemporary societies plays a critical role in shaping the future. In this context, it is necessary to investigate how universities can contribute to the different phases of the social innovation process to improve transfer of knowledge for society. In the literature, narrative studies on social innovation can be found (Wittmayer et al., 2019). However, empirical studies about the role of academic community on the social innovation process are limited (Juliani et al., 2017). Based on this argument, the main objective of the present study is to fill in the gap identified in the literature by applying an exploratory research to explore perceptions, motivations and factors that determine the creative intentions of academic community that are important in process of social innovation. The research methodology was based on a source triangulation combining qualitative and quantitative methods. Focus groups involving several stakeholders of academic community (students, teachers, and researchers) was conducted in different Portuguese universities. Each session includes a word association as projective technique and a short questionnaire. Preliminary results seem to suggest that there are differences on perception of role of university on social innovation process as well as on limitations for engagement of universities in social innovation. The research contributes to current knowledge regarding the role of academic community on the process of social innovation and exploring the university's role in academic engagement with society (McKelvey & Zaring, 2018). Understanding how students, teachers and researchers perceive and influence the role of university on social innovation process, can help policy makers enhancing the creative potential that is necessary for generating and disseminating social innovation projects inside or outside universities that contribute to social change.

Title Social Innovation Enablers and Barriers in Higher Education Institutions

Author Toa Giroletti, Professor Richard Hazenberg & Dr Jieun Ryu

Abstract Higher Education Institutions (HEIs) face challenges when developing social innovation. Recently, many universities are incorporating social impacts and social value into their university agendas, strategies, missions and visions (Anderson, Domanski and Howaldt, 2018). In these social innovation processes, it is expected that universities also change their teaching courses, management, and organization culture. However, as HEIs are often ruled by an iron law of hierarchy (Croxford and Raffe, 2015), HEIs might face challenges when rewiring campus relationships and power dynamics and changing campus culture and curriculum as a part of social innovation processes. Prior research has explored social innovation enablers and barriers in a wider context (Avelino, Kemp and Haxeltine, 2017; Lettice and Parekh, 2010). Within HEI contexts, whilst some research has identified the enablers and barriers of social innovation (Alden Rivers, Hazenberg and Bajwa-Patel, 2015), there remains a paucity of scholarly activity into how stakeholders interact with each other towards social innovation within HEI contexts. Our paper identifies leading actors who make changes within HEI contexts, including vice-chancellor, academics, administration staff, students, and other powerful external stakeholders. More specifically, this paper will explore how each stakeholder perceives the other, and their role in contributing to organisational changes for implementing social innovation. Multiple sources, including survey data, in-depth interviews and focus groups discussions, were collected between November and December 2019 in five Asian countries – Malaysia, the Philippines, Indonesia, Vietnam and South Korea. A total of 256 HEI academic stakeholders completed an online survey, whilst 193 stakeholders including university leaders, academics, practitioners, policy-makers, and students were involved in interviews and focus groups. Using these mixed methods, this research will

analyse the influence and power of each stakeholder in social innovation processes within HEIs in the five countries. In doing so, this research will investigate if social innovation processes are initiated through bottom-up or top-down processes within HEIs and if hierarchy in university matters when developing social innovation.

Title The International Association of Jesuit Universities (IAJU) as a Global Enabling Social Innovation Agent

Author Tina M. Facca-Miess & Nicholas J.C. Santos

Abstract The International Association of Jesuit Universities (IAJU) is “an association of Jesuit Catholic universities and institutes of higher education” (<https://iaju.org>). The IAJU was founded in 2018 with the vision “to become institutions that promote peace and reconciliation, justice and faith through research and the formation of students, in order to transform society and culture” (<https://iaju.org/about>). The IAJU consists of member institutions of six regional associations and as such is a network of existing networks that is situated within the larger universe of Jesuit networks (<https://jesuit.network>). While individual universities might be global enabling social innovation agents through some of their initiatives, a network of universities with a common mission has a greater potential for effecting accelerated positive social and environmental impact. We thus posit that the IAJU, if true to its mission, has the ability to contribute greatly to “Social innovation and enterprise for more prosperous, fair and sustainable societies.” In this paper, we will examine some of the collaborative initiatives being undertaken by IAJU towards the attainment of its priorities. We will supplement this analysis with some preliminary quantitative data gathered from some of the member institutions of IAJU. We expect that this preliminary data might also identify some challenges that a network such as IAJU faces.

Title Universities as knowledge brokers for the local third sector

Author Paula S. Karlsson & Sarah Weakley

Abstract Universities are important for creating prosperity in the communities they operate in (Smith, 2014). Many studies have focused on their economic impact (Drucker & Goldstein, 2007; Dyason & Kleynhans, 2017; Glasson, 2003), with a key rationale for measuring impact the ability to justify public spending (Drucker & Goldstein, 2007). However, as the higher education sector has moved in a direction of marketisation (Benneworth & Cunha, 2015), private sector industries seem to benefit most from university activities (Drucker & Goldstein, 2007; Siemiatycki, 2013). As civic institutions, universities should also place greater emphasis on their social impact (Gamoran, 2018; Straub, 2019), specifically through engagement with the local third sector. For this to happen, universities need to incentivise and support their staff to engage with social issues in the local community. However, effectively transferring research knowledge into practice has been challenging in social sciences; thus far, this has been easier to achieve in technology-related advancements (Gamoran, 2018). Furthermore, universities should not just provide space where students can learn, but also space for other members of society (students, staff, organisations and communities) to come together (e.g. for problem solving) (Urquilla, 2016). This paper aims first to establish why universities should engage in activities resulting in social impact via third sector organisations, and second to understand how they can do this. We investigate this in one Scottish university and propose that it should establish a hub for knowledge brokering focused on the local third sector. Social innovation papers mostly focus on the outcomes, with the change process that delivers those outcomes one of the least studied theoretical elements of social innovation (Benneworth & Cunha, 2015). We are especially interested in the initial steps in the social innovation process: the idea

formation and the execution stages, taking a largely autoethnographic approach to exploring this.

Title Social start-ups at universities: Promotion and hidden constraints

Author Brigitte Liebig, Noemi Schneider, Richard Blaese & Pietro Morandi

Abstract Objective –Knowledge about the conditions and opportunities for social start-ups at universities, as well as about the intentions, activities and needs of social innovators and entrepreneurs is rare. This also applies to Switzerland, where universities promote academic entrepreneurship in science, humanities and the arts today. Starting from institutional perspectives (North 1990) we assume that successful promotion of social start-ups at universities is based on complex conditions, covering both formal and informal dimension (Kirby et al. 2011). Based on the perceptions of the university scientific staff we analyze these promoters as well as “hidden constraints” (North 1990) for successful social start-up creation at the case of Swiss Universities of applied science. Design/methodology/approach – Data analysis is based on a standardized survey of more than 3’700 scientists at 7 public Universities of applied sciences in Switzerland in January 2019, as well as 16 semi-structured interviews in 2018/19 with start-ups of various disciplinary backgrounds, all aiming on social impact and change. Findings –As our data show, Swiss universities of applied science already offer some targeted promotion of start-up activities with the help of entrepreneurial education or training, including contacts with the ecosystems of the universities. However, these formal aspects seem necessary but not sufficient to promote social innovation and entrepreneurship. Informal dimensions, such as the visible desirability of entrepreneurship, social support by colleagues and superiors, as well as visible role models for social innovation and entrepreneurship significantly influence social start-up intention. Practical implications – The analysis highlights the meaning of formal support, but also of shared perceptions of the desirability of social innovation and entrepreneurship for in university contexts. In particular, it helps to better understand the hidden constraints for social start-up creation in different disciplines, and indicates possibilities of their promotion by university management and policy.

Title University social entrepreneurship education: community as an innovation drive

Author Mihai Lisetchi, Nicolae Bibu & Laura Brancu

Abstract The coagulation and development of the social entrepreneurship (SE) organizations, corroborated with an increase of their visibility as public policy subjects, prompts the need for an analysis of the way these phenomena are reflected in the activities of the Higher Education Institutions (HEIs), both from economic and social perspectives. The SE organizations are involved in co-production of public goods and commons through entrepreneurial initiatives and require the active participation of community members. In this respect, the organizations operating under the SE concept are developing various social innovations with regard to organizational forms and business models, as well as in the way managerial activities are performed. From a managerial perspective, these organizations are solving the tasks of planning, organizing, leading, motivating and controlling resources and people in new and innovative ways, in order to achieve effectively and efficiently their purpose and objectives, fundamentally connected to societal needs. From an academic perspective, it is the social responsibility of HEIs to go beyond the traditional role of teaching and researching to learning through supporting community enterprise development and impact, and adopting new organizational practices. The capital questions to be explored through this paper are: which are

the main types of HEIs' innovative practices when approaching social entrepreneurship as a community focused practice? How can HEIs innovate in equipping their students (and other learners) with the knowledge and skills necessary to engage with and respond to community needs? The issues considered in this paper will contribute to signaling the HEIs social responsibility of solving community problems by calibrating their organizational practice to innovative participatory pedagogies. A theoretical analysis will draw from existing literature in the fields of social entrepreneurship, SE education, social innovation, and organizational social responsibility. The research methodology includes: documentation (desk and field research), data analysis, analysis of documents and materials, and case studies.

Title Universities as change-makers in shaping local social innovation environment

Author Danijel Baturina

Abstract From Croatian experience and understanding of the development of social innovations (Bežovan, et al., 2016) it can be seen that social innovation is a neglected topic in the creation and implementation of public policy. The concept arose more prominently from the academic community and it is relatively unknown to key stakeholders in designing social or other programs or policies (Baturina, 2019). On the other hand, Universities are key institutional players within their localities since they have been shown to have significant economic and social impacts on their communities (Glasson, 2003). The goal of this paper is to explore the role of Department of Social policy of Faculty of Law, the University of Zagreb in developing a social innovation ecosystem in Zagreb agglomeration area and further. A couple of aspects would be put in focus. We will explore how what role this Department has played in supporting social innovations environment in the city of Zagreb through a) education b) research and evidence that informed SI and wider policies c) creating networks and community engagement and d) advocating. Some initiatives like Social council of City of Zagreb, Social picture of City of Zagreb, and recent service-learning programme (2018-2019) that Department has implemented as well as research projects EU FP7 project WILCO-Welfare innovations at the local level in favour of Cohesion, as well some local research projects, would be investigated more closely to provide a clearer picture of the Department contribution. Research methods would be secondary data analysis, a case study of the Department and researcher own critical reflection as part of the Department research group. In the discussion and conclusions, we want to assess what was the role of Department in shaping local social innovation environment and what are the challenges and scope of their supporting capacity in enabling social innovation as a potential driver of local social change.