

Track 4: Measuring value co-creation and innovation in services (METRICS)

Friday, 22nd January 2021

<p>METRICS_Session 1 08:00 – 09:30</p>
<p>Chair: Matthieu Belarouci</p>
<p style="text-align: center;">Efficiency of judicial conciliation activities in French courts: Evidence from a bad-output Data Envelopment Analysis (DEA) framework Belarouci, Matthieu</p>
<p style="text-align: center;">Effect of strict graders on service scoring: An analysis with mystery shopper's data Sasaki, Kohei; Hiroki, Takahashi; Nariaki, Nishino; Takeshi, Takenaka; Hiroshi, Nishikori</p>
<p style="text-align: center;">Basic payment accounts: an analysis of the transparency performance of financial institutions in Spain Fernández-Olit, Beatriz; González Sanz, Gloria; Sierra Martín, Óscar; Ortega Díaz, Elena</p>
<p>METRICS_Session 2 11:15 – 12:30</p>
<p>Chair: Annaflavia Bianchi</p>
<p style="text-align: center;">Measuring Public Innovation in Europe. The STARPIN Methodology Bianchi, Annaflavia; Marin, Giovanni; Zanfei, Antonello</p>
<p style="text-align: center;">Human-centered co-evaluation method to support the renewal of public education Hyytinen, Kirsi; Saari, Eveliina; Franstsi, Valtteri</p>
<p style="text-align: center;">The Educational and social impact of science museums. The case of the Granada science park Martín Segura, José Aureliano</p>
<p style="text-align: center;">The effects of user co-creation on innovation outcomes in the public sector: a QCA analysis of survey data Jørgensen Nordli, Anne; Arundel, A.: Miklós, Rosta; Márton Tamás, Katona</p>