

# MURRAY SVIDROŇOVÁ, MÁRIA: NON- GOVERNMENTAL NON-PROFIT ORGANIZATIONS – BEARERS OF PUBLIC SERVICE INNOVATION

Banská Bystrica: Belianum, 2016, 132 p.

The portfolio of non-profit organizations is very broad. It represents an important addition to the private and public sector. These organizations contribute to the satisfaction and improvement of public-service services based on citizens' needs. Through non-profit organizations, democracy, civil society, or advocacy of citizens' interests is developing. Such a character is presented by the monograph of the author Maria Murray Svidraňová under the title *Non-governmental non-profit organizations – bearers of public service innovation*. The book focuses on innovation in public services, the bearers of which are non-profit organizations. The monograph has brought relatively recent examples of good practice of social innovation issues. The aim of the monograph is to apply the theoretical concept of innovation perception and to analyse a new approach to the provision of public services by non-profit organizations called „co-creation“. The title of the publication itself very well reflects the intention to identify the main incentives and barriers to the development of public service provision. The aim of the research is closely monitored and fulfilled for the establishment and implementation of public services.

The monograph, that comprises four chapters in 132 pages, is divided into two main parts which contain theoretical aspects of non-profit organizations as well as the practical part. The first part deals with the theoretical background and is divided into three logically arranged chapters followed by subchapters. The author presents relevant theoretical and empirical foundations. She focuses specifically on the non-profit sector as a provider of public services. She defines the public sector and public services. The second chapter presents the theoretical aspects of public service innovation paying attention to social innovation separately, including the incentives and barriers that are present in public service innovation. I can see the dominant contribution of the monograph to the public and to the experts, mainly in the third and fourth chapters where the author presents practical realizations of the specific activities within the case studies described. The author presents examples of good practice of co-creation

in Slovakia as an innovation of selected services in Slovakia. The last chapter presents the innovative potential of non-governmental non-profit organizations. In this part of the monograph, examples of good practice are presented to point out the incentives, barriers and the growth potential of non-profit organizations. The individual case studies are specifically presented and clearly explained to ordinary readers. Identified examples of good practice provide a scope for further discussion among experts on this issue. From my point of view, Chapters 3 and 4 are very important, motivating and beneficial.

The monograph is meaningful; its scope represents many benefits for the professional public. The style and form of writing is professional, yet easy to read and accessible for the wide public. All information is presented in a simple and comprehensible way for different target groups, experts or laics but also other readers. The author refers to scientific knowledge and findings from comprehensive scientific research and analysis that are presented in the form of case studies which can be considered as examples of good practice. In the monograph, the author has succeeded in elaborating and presenting the scientific terminology and knowledge of the studied subject in a comprehensible and logical way. Such a form enables the reader to understand all the information and knowledge presented.

The positive contribution of the monograph is in the interpretation and presentation of examples of good practice, and the description and presentation of the most accurate and identifiable knowledge of innovation that non-profit organizations bring in the public service environment. In particular, I see a high added value in the described stimuli and barriers to the innovation potential of non-profit organizations. Information and knowledge about the growth of the innovative potential of non-governmental organizations inspired by foreign countries is also encouraging. References to different resources provided by professionals from the third sector, innovation, and public services prove that the publication deserves attention and is of great importance to society.

I consider the monograph to be very influential thanks to its thematic focus that is very needed and I certainly recommend it to experts and to the public as well because the examined issues may have a significant impact on society in the future and therefore should be given appropriate attention. It would be advisable for other authors to continue in dealing with the third sector from different perspectives and to take into account which innovations may be beneficial to society.

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