

Contents

Challenge Social Innovation: An Introduction	1
Hans-Werner Franz, Josef Hochgerner, and Jürgen Howaldt	

Part I On Social Innovation Theory

Social Innovation Theories: Can Theory Catch Up with Practice?	19
Geoff Mulgan	
Shaping Social Innovation by Social Research	43
Jürgen Howaldt and Ralf Kopp	
Do Non-humans Make a Difference? The Actor-Network-Theory and the Social Innovation Paradigm	57
Alexander Degelsegger and Alexander Kesselring	
Social Innovation: What Is Coming Apart and What Is Being Rebuilt?	73
Denis Harrisson	
New Combinations of Social Practices in the Knowledge Society	87
Josef Hochgerner	

Part II Social Innovation in the Service Sector

What Is Social About Service Innovation? Contributions of Research on Social Innovation to Understanding Service Innovation	107
Heike Jacobsen and Milena Jostmeier	
Social Innovation and Service Innovation	119
Faridah Djellal and Faiz Gallouj	

Innovators at Risk in the Public Service	139
Stuart Conger	

Part III Social Innovation and Welfare

Social Innovations in Ageing Societies	153
Rolf G. Heinze and Gerhard Naegele	
Social Innovation or Social Exclusion? Innovating Social Services in the Context of a Retrenching Welfare State	169
Flavia Martinelli	

Part IV Social Innovation and Social Entrepreneurship

Social Innovation, Social Entrepreneurship and Development	183
György Széll	
Social Innovations and Institutional Challenges in Microfinance	197
Anup Dash	
Social Innovation and Social Enterprise: Evidence from Australia	215
Jo Barraket and Craig Fureaux	

Part V Social Innovation at the Workplace

Social Innovation at Work: Workplace Innovation as a Social Process	241
Peter Totterdill, Peter Cressey, and Rosemary Exton	
Social Innovation of Work and Employment	261
Frank Pot, Steven Dhondt, and Peter Oeij	

Part VI Social Innovation, Open Innovation and Social Media

Challenges at the Intersection of Social Media and Social Innovation: A Manifesto	277
Christoph Kaletka, Karolin Eva Kappler, Bastian Pelka, and Ricard Ruiz de Querol	
Coordination and Motivation of Customer Contribution as Social Innovation: The Case of Crytek	293
Daniel Kahnert, Raphael Menez, and Birgit Blättel-Mink	

Part VII Measuring Social Innovation

- Measuring Social Innovation and Monitoring Progress
of EU Policies** 309
Werner Wobbe

- How to Measure the Intangibles? Towards a System of Indicators
(S.A.V.E.) for the Measurement of the Performance of
Social Enterprises** 325
Andrea Bassi

Part VIII Social Innovation and the Social Sciences

- Social Innovation and Action Research** 353
Bjørn Gustavsen

- Towards Advancing Understanding of Social Innovation** 367
Anne de Bruin

- Final Observations** 379
Hans-Werner Franz, Josef Hochgerner, and Jürgen Howaldt