

Accepted Papers

Delivering Results through Quality: the Ontario Public Service reaps the benefits of its Quality Service Strategy by Lois A. Bain, OPS Restructuring Secretariat, Cabinet Office, Government of Ontario

Incentives to Innovation in Development Governance: Some Aspects of Information System Designing by Parthasarathi Banerjee, National Institute of Science, Technology & Development Studies (NISTADS), and Dr. K.S.Krishnan Marg, New Delhi

Innovations in Workforce Management: the Electronic Learning Record, Prior Learning Assessment, and Human Capital Accounting by Dr. Kathryn Barker, President, FuturEd

From cheerleaders to darts players: User evaluation of caseworkers as performance measurement by Steen Bengtsson and Janika Wiene, Social Research Institute in Copenhagen and Roskilde University.

Innovation et entrepreneurship dans le secteur public au Canada (en français) par Luc Bernier, École nationale d'administration publique, Montréal et Taïeb Hafsi, École des Hautes Études Commerciales, Montréal

Leadership and Innovation in the Public Sector by Sandford Borins, University of Toronto, Toronto, Ontario, Canada

Strategic Innovation in Post-Conflict Situations: Comparative Use of Large-Group Interaction Methods. Strategic innovation following complex emergencies requires change processes that can stimulate society-wide action through invention of new definitions, creation of new alliances, and the triumph of optimism, by Jeanne-Marie Col, United Nations.

Ontario Delivers Innovation by Mary Anne Covelli, Director, Ontario Public Service Restructuring Secretariat, Cabinet Office, Government of Ontario

The New Paradigm: Donor Ownership of Patent Rights Trough Contract Law by Lawrence Dick, Candidate Juris Doctorate, Chicago-Kent College of Law, Chicago, Illinois U.S.A.

Jurgen Habermas' Concept of Universal Pragmatics: A Practical Approach to Ethics and Innovation by Howard Doughty, professor, Seneca College of Arts and Technology.

An Empowering Approach to Measuring Quality in Social Care Services in England by Dr. Monica Dowling, Department of Social and Political Science, Royal Holloway, University of London, Egham, Surrey, United Kingdom

The Internet as a Metaphor for the Role of the Modern Government Laboratory by Ron Freedman, The Impact Group, Toronto

Risks and Challenges in Thinking About Innovation by Eleanor Glor, Editor-in-Chief, The Innovation Journal: *The Public Sector Innovation Journal* (<http://www.innovation.cc>)

You've Got to Conform to Create: The Implications of Corporate Culture on Innovation in the Canadian Federal Public Service by Donald Hall, The Tweedsmuir Group, Ottawa

Innovations et fonction publique : des efforts louables; un arrimage difficile by Denis Harrison, professeur, Département de relations industrielles, Université du Québec à Hull

The Ethics of Innovation in High-Level Radioactive Waste Management Genevieve Fuji Johnson, University of Toronto

The Experiences from Transforming the Ministry of Trade and Industry in Denmark into a Development-Oriented Organization by Birgit Kjølby, former Head of Division, Ministry of Trade and Industry, now Ministry of Science, Technology and Development

Developing First Nations Indicators for Community Health, by David J Leech, Ph.D. Student, University of Ottawa

Rethinking E-Government: Dilemmas of Public Service, Citizenship and Democracy by Graham D. Longford, Department of Political Studies, Trent University

The Context for Public Service Innovation: The Case of the Italian National Railroad Company by Alfonso Marino and Eugenio Corti

Classic Theories – Contemporary Applications: A Comparative Study of the Implementation of Innovation in Canadian and Chinese Public Sector Environments by Dr. Michael Miles, Faculty Member, School of Management, University of Ottawa and Mr. Arun Thangaraj, Graduate Student, MBA Program, University of Ottawa

Design: The Somewhat Unknown but Key Ingredient in Innovation by Glen Milne, Consultant, Ottawa

Reward for Employees' Invention in Japan: Designing Remuneration As Incentive Mechanism by Ichiro Nakayama, Visiting Associate Professor, Department of Intellectual Property, Research Center for Advanced Science and Technology, University of Tokyo, and Research Fellow, Research Institute of Economy, Trade and Industry, Tokyo

Individual and Organizational Creativity by Christina Patterson, Halifax, Canada

A Topographical Map of the Innovation Landscape by VE Ross and AW Kleingeld, Centre for Process Engineering, University of Stellenbosch, South Africa

Ethics in Innovation: Power (Electricity) Sector Reforms in India with Special Reference to the Rajasthan State (India) by Dr. Pradeep K. Saxena, Assistant Professor of Public Administration, University of Rajasthan, Jaipur, India

The Ethics of Innovation by David Shugarman and Ian Greene, York University, Toronto

Restructuring Schools Using Learning Technologies – Four Challenges for the Teaching Profession by Ken Stevens & David Dibbon, Centre for TeleLearning and Rural Education, Faculty of Education, Memorial University of Newfoundland

Federal-Provincial Business Registry Services: Offering Electronic Inter-jurisdictional Services Based on Business Needs. David Stuewe, CEO and Stuart Maclean, Vice President, Workers' Compensation Board of Nova Scotia

The Reality of Innovation in Government by Nada Teofilovic

Can Parliaments take part in Innovation Process? They Should. by Paula Tiihonen, Secretary to the Finnish Parliamentary Committee on the Future, Finland.

Governance, Coaching and Synergistic Power: Towards the Democratic Organization by Aida A. Warah, School of Psychology, University of Ottawa and Leadership Unit, Treasury Board Secretariat, Government of Canada.