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## **Social Innovation in New Member States**

Part II – Survey of Expert Panel

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# Social Innovation in New Member States – Part II – Survey of Expert Panel

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## ABSTRACT

*Based on literature available about the level of social capital in the Central and Eastern European (CEE) countries, and the connection between the social capital and innovation process stages as envisaged within the framework of Actor-Network Theory (ANT), in Part I we hypothesised about the smoothness, coherence and consistency of social innovation formation in the CEE countries. Furthermore, we characterised the welfare regime typology in the New Member States based on a consensus drawn from the scholars' conclusions. These typologies are deemed to have consequences for the governance models of social innovation activities in the discussed countries. In this part (Part II), in order to test the hypothesised characteristic of social innovation processes in the CEE countries, we have surveyed an expert panel consisting of academicians and SI stakeholders from the CEE countries (from New Member States of the EU), asking them to reflect on questions covering topics related to social capital, social innovations and welfare regime in their respective countries. The results of the survey to a large extent confirm the conclusions of the first part with regard to the context of social innovation activities in the concerned countries.*

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## 1 INTRODUCTION

Due to the resource limitation the welfare regimes confront within the governance systems of the Central and Eastern European countries, the actual demand for alternative solutions to the most pressing societal challenges is indeed high. Within this context, social innovations appear as a reasonable option to meet that demand more immediately, before the long-term overhaul of the respective welfare regimes could eventually deal with the problems in a more systemic and top-down manner. Despite the obvious pressing need for social innovations in this part of Europe, the conception, realisation and sustaining of social innovations faces significant difficulties in the CEE social contexts. In the previous part of this research (part 1), the authors argued that serious lack of social capital - although in varying degrees across different countries in the region - hampers a smooth, consistent and coherent forming of the process which is needed for realisation of sustainable social innovations in the New Member States of EU.

In order to conceptualize the process of formation of social innovations and show the impact that social capital can have on this process, in the part 1 of this deliverable the so-called *translation process* was borrowed from Actor-Network Theory (ANT, and also called sociology of innovation) as defined by Callon (1986). The concept of translation (of an innovation), as identified by Callon (*ibid*), focuses on the continuity of the displacements and transformation that happen in an innovation's story. Callon summarised the process of translation as four 'moments' or phases, which happen during the transformations an innovation undergoes, respectively called *problematization*, *interessement*, *enrolment*, and *mobilisation*. Hence, a central argument is that, although the ANT's methodology is known for de-contextualising the phenomenon under scrutiny, but as French philosopher Jacques Derrida (1967) explained in his conception of *deconstruction* in semiotic analysis; «*il n'y a pas de hors-texte*», or «*there is no outside-text*». In other words, there always exists contextuality at the origin of the phenomenon. This means that structural and contextual specificities of a society in which the (social) innovation is being realised, will inevitably leave its mark on the translation process (of innovation). Hence, we consider it possible to have ANT methodology as 'com-

municating' to the context of innovation. Walshman (2001) has already used such a combinatorial approach by combining *structuration* theory to guide broader social analysis, and ANT to describe the detailed socio-technical process. Similarly, we argue that, allowing for the translation processes in the ANT framework to 'connect' and 'speak' to the context, can make ANT more utilisable in explaining the innovation processes, specifically more so when it comes to 'social' innovations. Therefore, in the first part of this deliverable the translation process (of the social innovation) is connected to the societal context using the social capital (and its ingredients) as a bridge, which can link the micro-level societal phenomenon (i.e. the process of social innovation) to the context (i.e. the societal specifics of Central and Eastern European societies). In other words, we implemented social capital dimensions to explain why passing the stages in the process of formation of social innovations are less smooth, consistent and coherent in this part of Europe, and based on this, we argue that, deliberate build-up and accumulation of social capital is a necessary pre-requisite to any policy making practice aimed at benefitting more from social innovations in this part of Europe.

Robert Putnam whose 1993 book popularised the social capital concept, emphasised on the role of social trust, and made a distinction between two kinds of social capital: bonding social capital and bridging social capital. In our view, when it comes to the translation process, since interessement is related to capability of convincing new actors to join the innovation network, the bridging social capital can be more relevant factor in improving the process. Then, since enrolment phase deals with new actors' acceptance of the interests defined by the innovation network builder, the social trust would have a determining role. Finally, when it comes to mobilisation phase, the bonding social capital plays a key role, because it can help the actors to keep with the alliance formed.

Based on literature data available about the level of social trust, and bonding and bridging types of social capital in the Central and Eastern European countries (we specifically referred to Growiec & Growiec, 2011), and the aforementioned connection between the social capital and translation process stages, in Part I we hypothesised about the smoothness, coherence and consistency of social innovation

formation in the concerned countries. In this part, in order to test the hypothesised characteristic of social innovation process in the Central and Eastern European countries, we have surveyed an expert panel consisting of academicians and SI stakeholders from the Central and Eastern European countries, asking them to reflect on questionnaire designed around the topics related to social capital, social innovations and welfare regime in their respective countries. The result of this survey lets us to test our hypotheses about social innovation process in the CEE countries. The questions in the questionnaire not only seek the reflection of the expert panel on the current situation regarding the above-mentioned issues in their respective countries, but also asks them to include a perception regarding the same issues in 10 to 15 years ago, in order to see what has been the perceived change. Moreover, we also asked the expert panel to reflect on the quality and sustainability of social innovations in their respective countries.

## 2 SURVEY RESULTS

The survey questionnaire was sent to a list of academicians and SI stakeholders within the NMS countries. As a result, a total number of 37 experts from 9 CEE countries responded to the questionnaire. No responses were received from Estonia and Lithuania. In the following survey results are presented.

The main body of the questionnaire was structured in 6 parts including *social capital, networks, trust; social innovation demand; governance models; social innovation challenges; social innovation support; and social innovativeness.*

### 2.1 Social Capital, Networks & Trust

In order to assess the ease with which the SI networks can be formed and activated within the NMS societies, and according to the hypotheses we made with regard to the implications of social capital specifics for the formation and functioning of Actor-Networks envisaged for SI activities, we aimed to assess the network formation smoothness and the level of social capital and trust in the CEE countries from the point of view of the expert panel.

#### 2.1.1 Interessement<sup>1</sup>

As mentioned in the previous parts of this research work, interessement is the first phase after the problematisation phase in the translation process envisaged in Actor-Network Theory for realisation of innovations. Interessement describes the process through which the network builder(s) invites or ‘interests’ the as-yet-undefined actors to perform the identities prescribed by the network builder(s) in the problematisation phase (i.e. defining the problem and stakeholders). In order to assess such attribute in the SI networks in the specific context of NMS countries, we asked the following question from the expert panel:

*How difficult/easy is it to bring common public and experts/policy-makers together or connect them virtually, in order to start discussing such [social innovation] topics?*

While 57% of the respondents believe that currently it is difficult/rather difficult to bring common public and experts/policy-makers together or connect them virtually in order to start discussing such topics, much more of them (83%) believe that this was difficult/rather difficult in 10-15 years ago (see Table 1).

Romania, the Czech Republic, and Slovakia, are the only 3 countries in which the number of expert votes expressing the interessement process as being currently easy/rather easy dominates, while Slovenia is the only country in which that number dominated in 10-15 years ago.

The case of smooth interessement phase in the Czech Republic and Slovakia (at present) and Slovenia (although it is in the time of 10-15 years ago) is in accordance with our hypothesis made at the theoretical part of the research, based on high level of bridging social capital in these countries. The case of smooth interessement phase in Romania at the present time was not included in the hypothesis made due to lack of data about social capital level.

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<sup>1</sup> It must be noted that, although the translation process in the ANT theory starts with *problematisation* phase, but since this phase is only about defining the problem and the identities by the network builder, we do not consider it to be meaningfully influenced by the context specifics. Hence, we start the research questions from the next phase, which is *interessement*.

	Currently				10-15 Years ago			
	Difficult	Rather difficult	Rather easy	Easy	Difficult	Rather difficult	Rather easy	Easy
Bulgaria		4			3	1		
Romania	1		3		1	3		
Croatia		1	1		1	1		
Slovenia	1		1				2	
Poland	1	3		1	3	1	1	
Hungary	2	1			2		1	
Czech		4	5	1	2	5	1	1
Slovakia		1	2			3		
Latvia		2	1		2	1		
<b>Total</b>	<b>5</b>	<b>15</b>	<b>13</b>	<b>2</b>	<b>14</b>	<b>15</b>	<b>5</b>	<b>1</b>

Table 1. Expert panel view on the difficulty/easiness of bringing various partners together to start discussing social innovation in NMS (N=35)

### 2.1.2 Enrolment

As mentioned in the previous parts of this research work, enrolment is the third phase after the problematisation and interesement phases in the translation process envisaged in Actor-Network Theory for realisation of innovations. Enrolment is the phase when another actor accepts the interests

defined by the focal actor by accepting the solution proposed by the network builder(s). In order to assess such attribute in the SI networks in the specific context of NMS countries, we asked the following question from the expert panel:

*When brought together or connected, how difficult/easy is it to reach a consensus on the proposed solution?*

	Currently				10-15 Years ago			
	Difficult	Rather difficult	Rather easy	Easy	Difficult	Rather difficult	Rather easy	Easy
Bulgaria	2	2			2	2		
Romania	1	1	2		3	1		
Croatia		2			1	1		
Slovenia	1		1			1	1	
Poland	1	2	2		3	2		
Hungary	2	1			2		1	
Czech		8	2		2	5	2	
Slovakia		2	1		1	1	1	
Latvia		3			3			
<b>Total</b>	<b>7</b>	<b>21</b>	<b>8</b>	<b>0</b>	<b>17</b>	<b>13</b>	<b>5</b>	<b>0</b>

Table 2. Expert panel view on the difficulty/easiness of reaching consensus among various parties on a proposed social innovation in NMS (N=35)

According to the table 2, while 78% of the respondents believe that currently it is difficult/rather difficult to reach a consensus on the proposed solution, 86% of them believe that this was difficult/rather difficult in 10-15 years ago.

Romania and Slovenia are the only 2 countries in which the number of expert votes expressing the enrolment process as being currently easy/rather easy is equal to those voting it to be difficult/rather difficult, while Slovenia is the only country in which that number is equal in 10-15 years ago as well.

The case of relatively smooth intersement phase in Slovenia (at present as well as in the time of 10-15 years ago) is in accordance with our hypothesis made at the theoretical part of the research. The case of relatively smooth enrolment phase in Romania at the present time was not hypothesised about due to lack of data on social trust there. The Czech Republic and Hungary data is not as good as the hypothesis proposed, as most of the respondents be-

lieve reaching consensus about a solution is (rather) difficult in these countries.

### 2.1.3 Mobilisation

As mentioned earlier, mobilisation is the fourth phase after the problematisation, intersement and enrolment phases in the translation process envisaged in Actor-Network Theory for realisation of innovations. Mobilisation describes the phase when the network starts to operate target-oriented to implement the proposed solution. In order to assess such attribute in the SI networks in the specific context of NMS countries, we asked the following question from the expert panel:

*When consensus is reached on the solution, how difficult/easy is to engage all stakeholders in order to implement and sustain it effectively?*

	Currently				10-15 Years ago			
	Difficult	Rather difficult	Rather easy	Easy	Difficult	Rather difficult	Rather easy	Easy
Bulgaria	2	2			3	1		
Romania	1	3			4			
Croatia	1	1			1	1		
Slovenia	2					2		
Poland	1	4			2	3		
Hungary	3				2	1		
Czech	2	6	2		3	5	1	
Slovakia	1	2			1	2		
Latvia	1	2			3			
<b>Total</b>	<b>14</b>	<b>20</b>	<b>2</b>	<b>0</b>	<b>19</b>	<b>15</b>	<b>1</b>	<b>0</b>

Table 3. Expert panel view on the difficulty/easiness of engaging various stakeholders to implement and sustain social innovation in NMS (N=35)

95% of the respondents believe that currently it is difficult/rather difficult to engage all stakeholders in order to implement and sustain it effectively, 97% of them believe that this was difficult/rather difficult in 10-15 years ago.

No country appears, according to the expert panel votes, to have smooth mobilisation phase at the present time or in 10-15 years ago. However, the data provided for the Czech Republic seems more optimistic than the others, as there exist a number of

expert panel votes finding the process to be rather difficult/rather easy, and this number dominates the data for the country. This case of relatively less difficult mobilisation phase in the Czech Republic (at present as well as in the time of 10-15 years ago) is in accordance with our hypothesis made at the theoretical part of the research based on higher level of bonding social capital in the country. The other countries' survey data does not comply with the op-

timism found based on high level of binding social capital.

### 2.1.4 Volunteering to help the Marginalised

Besides the network formation process attributes mentioned above, there would be a need to assess how willing the actors are to address the specific problem that is targeted by social innovations (in the framework of SIMPACT project, it means marginalisation of specific groups in the society). This also concerns the problematisation phase in the translation process in ANT framework, as for in-

stance, the willingness level of people for volunteering can also have implications for willingness of network builders to ‘problematised’ and trigger the actor-network. In order to approximate the volunteering readiness in the concerned societies, we asked the following question from the expert panel:

*How willing are common people to participate in volunteering activities to help or support disadvantaged or marginalised groups?*

	Currently				10-15 Years ago			
	Low	Rather low	Rather high	High	Low	Rather low	Rather high	High
Bulgaria	1	1	1	1	1	1	1	1
Romania		3	1		2	2		
Croatia		1	1			1	1	
Slovenia		2				1	1	
Poland		3	2		3	2		
Hungary	2		1		2	1		
Czech	1	1	7		1	5	1	1
Slovakia		3			2		1	
Latvia	1	2			2	1		
<b>Total</b>	<b>5</b>	<b>16</b>	<b>13</b>	<b>1</b>	<b>13</b>	<b>14</b>	<b>5</b>	<b>2</b>

Table 4. Expert panel view on the willingness of common people in NMS to participate in volunteering activities (N=35)

The willingness of common people to participate in volunteering activities to help or support vulnerable or marginalised groups has increased in the Central and Eastern European countries compared to 10-15 years ago, according to the expert panel opinion (see Table 4). By 40% of experts the mobilisation for volunteering activities is assessed to be easy/rather easy, compared to 20% 10-15 years ago.

The Czech Republic is the only country in which currently the willingness clearly dominates the unwillingness according to the assessment by the expert panel, while 10-15 years ago, in no country such clear dominance of willingness to participate could be observed.

### 2.1.5 Vertical Trust

Social trust is typically investigated in three dimensions: a vertical one (in relation to different institutions) and two horizontal ones – private (towards individuals one knows) and generalised (towards most people). In order to approximate the vertical trust in the concerned societies, we asked the following question from the expert panel:

*How would you reflect on the current level of people’s trust in institutions?*

We also asked the same question as if the level of trust is compared to the period 10-15 years before, using the following questions:

*How would you reflect on the current level of people’s trust in institutions compared to 10-15 years ago?*



	Local Institutions						Central Institutions					
	Currently			10-15 Years ago			Currently			10-15 Years ago		
	De-crease	Same	In-crease	De-crease	Same	In-crease	De-crease	Same	In-crease	De-crease	Same	In-crease
Bulgaria	2	1	1	2	1	1	2	2		2	1	1
Romania	1	2	2	1	2	2	3	2		2	3	
Croatia	1	1		1	1		2			2		
Slovenia	1	1		1	1		2			2		
Poland		3	2		2	3	5			4	1	
Hungary	3			3			3			3		
Czech	1	5	4		5	4	7	3		7	1	1
Slovakia		2	1	2	1		1	2			2	1
Latvia		2	1		2	1	2			1	2	
<b>Total</b>	<b>9</b>	<b>17</b>	<b>11</b>	<b>10</b>	<b>15</b>	<b>11</b>	<b>27</b>	<b>9</b>	<b>0</b>	<b>23</b>	<b>10</b>	<b>3</b>

Table 5. Expert panel view on the level of peoples' trust local/central institutions in NMS (N=35)

People's trust in central institutions has been decreasing in the region, according to the expert panel opinion. Slovakia is the only country in which people's trust in central institutions has remained the same, according to bigger share of the expert panel from the country (see Table 5).

However, when it comes to the people's trust in local institutions, according to the expert panel, in general it has been increasing. The countries in which this increase has been assessed more clearly include Poland, Czech Republic, Slovakia, Latvia and Romania. Only in Hungary all experts have expressed decreasing trend in people's trust in local institutions.

### 2.1.6 Horizontal Trust

In order to approximate the horizontal trust in the concerned societies, we asked the following question from the expert panel:

*How would you reflect on the current level of people's trust in other people- In case of trust in individuals we differentiate between friends/family members and not-familiar members of public?*

We asked the same question as if the level of trust is compared to the period 10-15 years before, using the following questions:

*How would you reflect on the current level of people's trust in other people compared to 10-15 years ago?*

The level of people's trust in their friends/family members has increased, according to the expert panel estimation (see Table 6). This is more clearly pronounced in Slovenia, Czech Republic, and Romania, when compared to 10-15 years ago. In Slovakia, this aspect of trust is rather decreased, according to the expert panel.

On the contrary, the level of people's trust in other people – not-familiar members of public – has in general decreased in the region, except in Poland, and in the Czech Republic, when compared to 10-15 years ago.

## 2.2 Social Innovation Demand

In order to give an impression about the demand for provision of novel solutions by SI to the pressing social challenges the marginalised groups face in the NMSs, the opinion of the expert panel was sought on the capacities of welfare state and also non-state organisations regarding fulfilling the needs of the concerned target groups who are potentially exposed to exclusion in one way or another, including the homeless, young unemployed, immigrants and ethnic minorities, senior citizens and retirees, and handicapped (physically or mentally).

	Individuals familiar						Individuals other					
	Currently			10-15 Years ago			Currently			10-15 Years ago		
	De-crease	Same	In-crease	De-crease	Same	In-crease	De-crease	Same	In-crease	De-crease	Same	In-crease
Bulgaria	1	2	1	1	3		1	2	1	2	1	1
Romania		4	1		3	2	2	3		1	3	1
Croatia		1	1		2			2			2	
Slovenia		1	1			2	1	1		1	1	
Poland		3	2		5		1	2	2	2	2	1
Hungary	1	1	1	1	1	1	3			3		
Czech		7	3		6	3	3	5	2	2	5	2
Slovakia	1	2		2	1		2	1		3		
Latvia		3			3			3			3	
<b>Total</b>	<b>3</b>	<b>24</b>	<b>10</b>	<b>4</b>	<b>24</b>	<b>8</b>	<b>13</b>	<b>19</b>	<b>5</b>	<b>14</b>	<b>17</b>	<b>5</b>

Table 6. Expert panel view on the level of peoples' trust in familiar/other people in NMS (N=35)

### 2.2.1 Welfare State Capacities

Welfare states capacities with regard to supporting the marginalised strata in the society can imply to what extent there is need for alternative solutions from other stakeholders in the society to compensate for the shortcomings of the welfare system provisions.

In order to approximate the welfare state capacities in addressing specific challenges in the concerned societies, we asked the following questions:

*How would you evaluate the welfare state in terms of inclusiveness, extent and effectiveness regarding **homeless** in your country? [see Figure 1]*

*How would you evaluate the welfare state in terms of inclusiveness, extent and effectiveness regarding **young unemployed** in your country? [see Figure 2]*

*How would you evaluate the welfare state in terms of inclusiveness, extent and effectiveness regarding **immigrants** and **ethnic minorities** in your country? [see Figure 3]*

*How would you evaluate the welfare state in terms of inclusiveness, extent and effectiveness regarding **senior citizens** and **retired people** in your country? [see Figure 4]*

*How would you evaluate the welfare state in terms of inclusiveness, extent and effectiveness regarding **handicapped** in your country? [see Figure 5]*

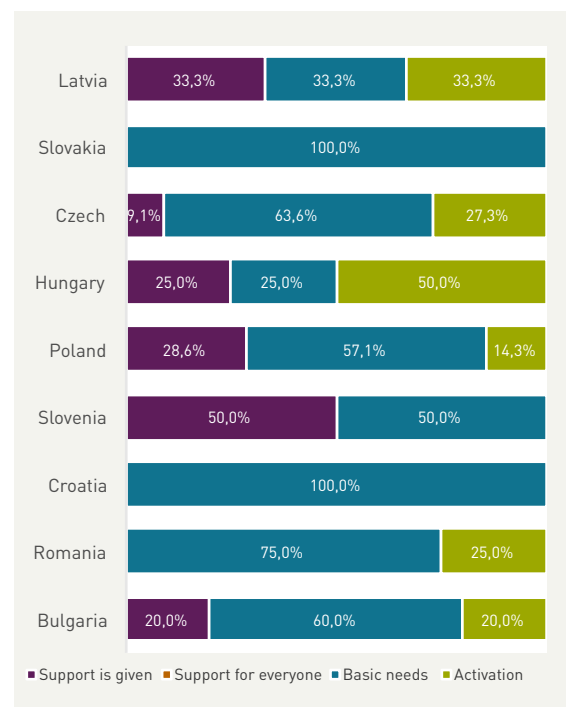


Figure 1. Welfare State Capacities to address the needs of homeless in NMS (% of chosen answers)

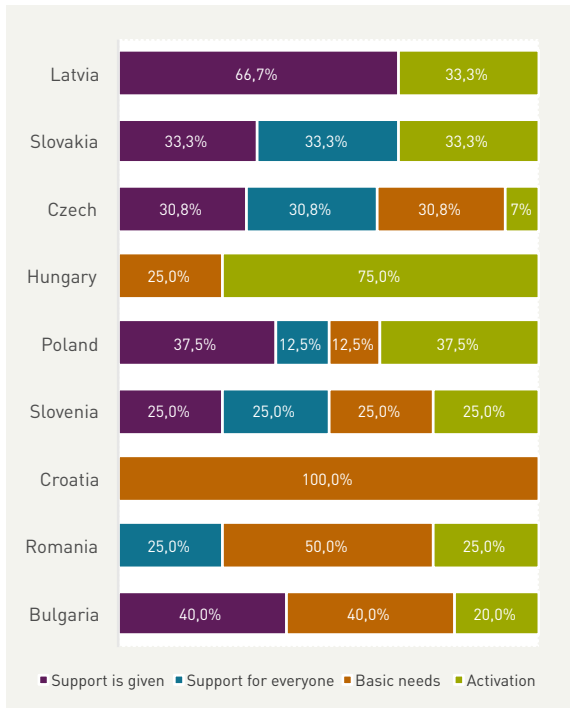


Figure 2. Welfare State Capacities to address the needs of young unemployed in NMS (% of chosen answers)

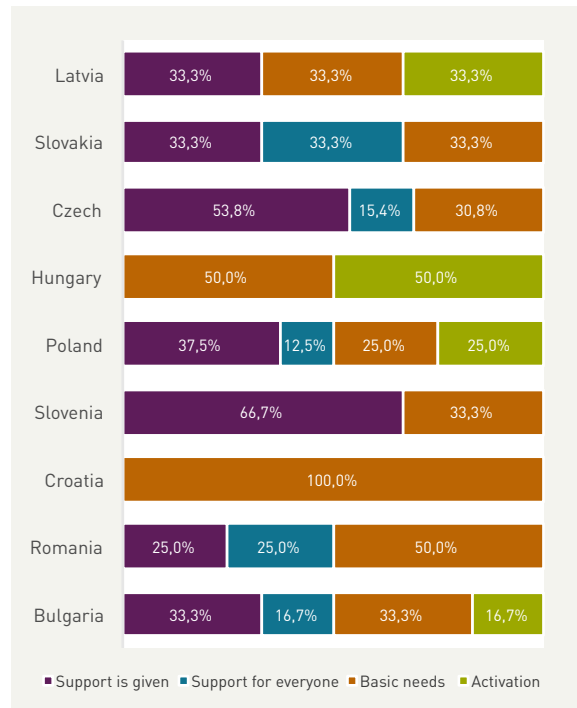


Figure 4. Welfare State Capacities to address the needs of elderly/seniors in NMS (% of chosen answers)

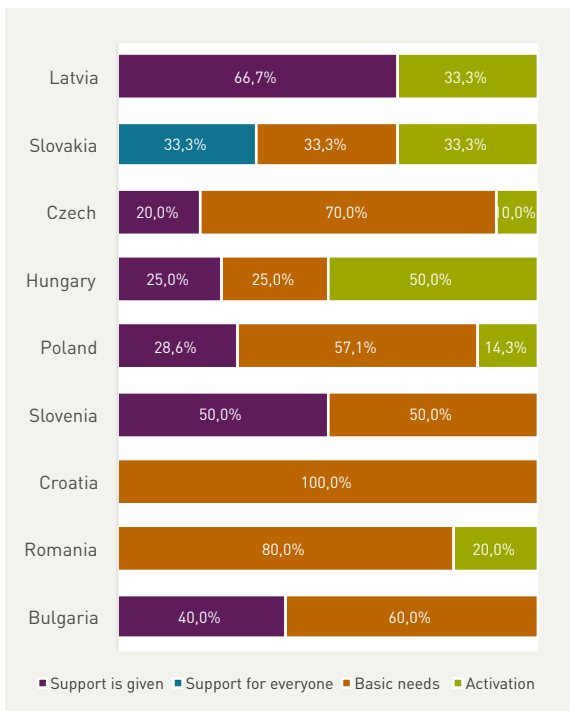


Figure 3. Welfare State Capacities to address the needs of immigrants/ethnic minorities in NMS (% of chosen answers)

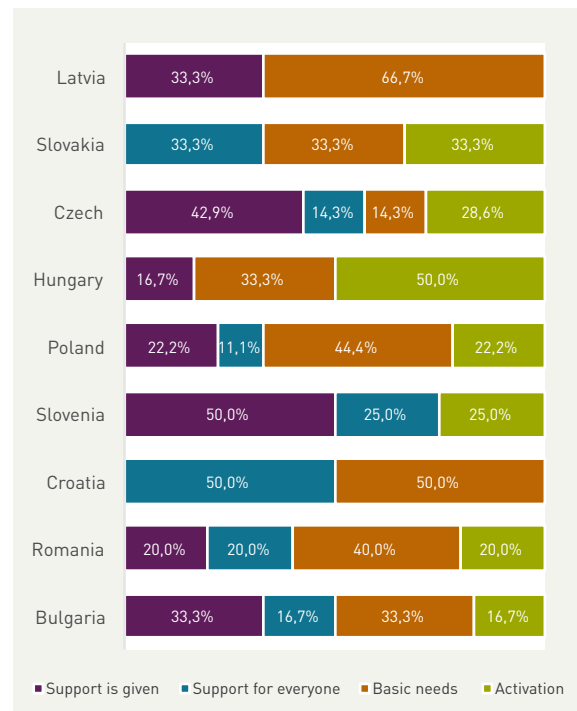


Figure 5. Welfare State Capacities to address the needs of handicapped in NMS (% of chosen answers)

As depicted in Figure 1, in most countries welfare state support for homeless is limited to cover the basic needs. The same applies in the case of immigrants/ethnic minorities in the CEE countries (see Figure 3).

When it comes to young unemployed (see Figure 2) and also the seniors/retired persons (see Figure 4), there is less consensus in the expert panel, and the pattern looks similar across these two groups of marginalised people. Rather similar is the case of handicapped. However, this is the only group the expert panellists attribute the provision of welfare states' support for everybody concerned. Beyond meeting their basic needs, support in form of activation is preliminary given to young unemployed and handicapped.

### 2.2.2 Role of Non-state Organisations

Besides the welfare state's capacities in addressing the needs of the marginalised strata in the society, other organisations (i.e. non-state organisations)

capacities and participation can also be determinant of the extent of available solutions, and the extent of need for more alternative solutions.

In order to approximate non-state organisations' capacities in addressing specific challenges in the concerned societies, we asked the following questions:

*How would you evaluate the role of other (non-state) welfare providers regarding homeless, young unemployed, immigrants/ethnic minorities, seniors/retirees, and handicapped? Evaluate if they support is covering these groups **basic needs**? [see Figures 6 - 10]*

*How would you evaluate the role of other (non-state) welfare providers regarding homeless, young unemployed, immigrants/ethnic minorities, seniors/retirees, and handicapped? Evaluate if they support **activation/ empowerment** of beneficiaries? [see Figures 11 - 15]*

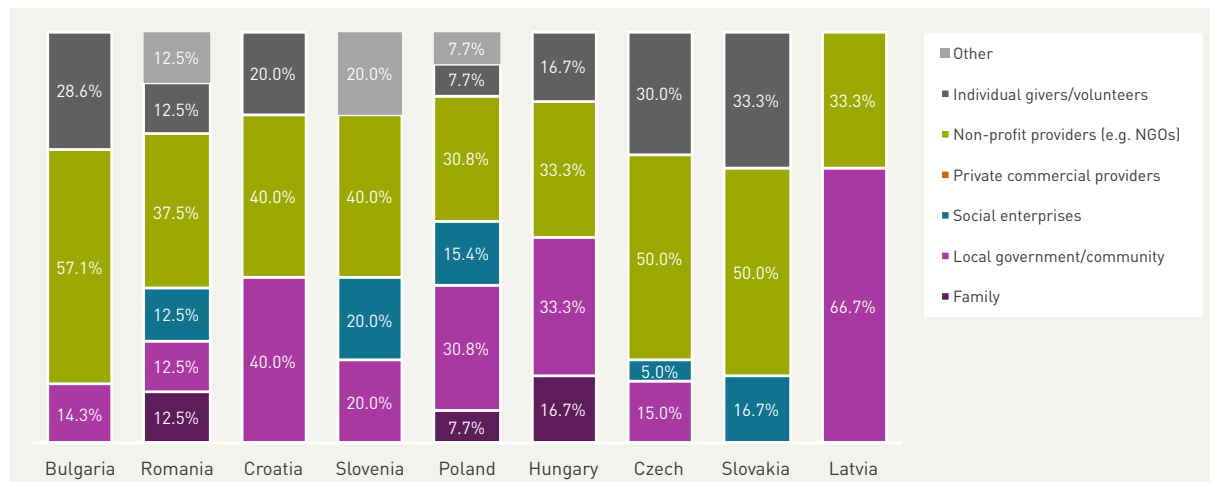


Figure 6. Expert panel view on the capacity of non-state welfare providers in the NMS addressing the needs of homeless

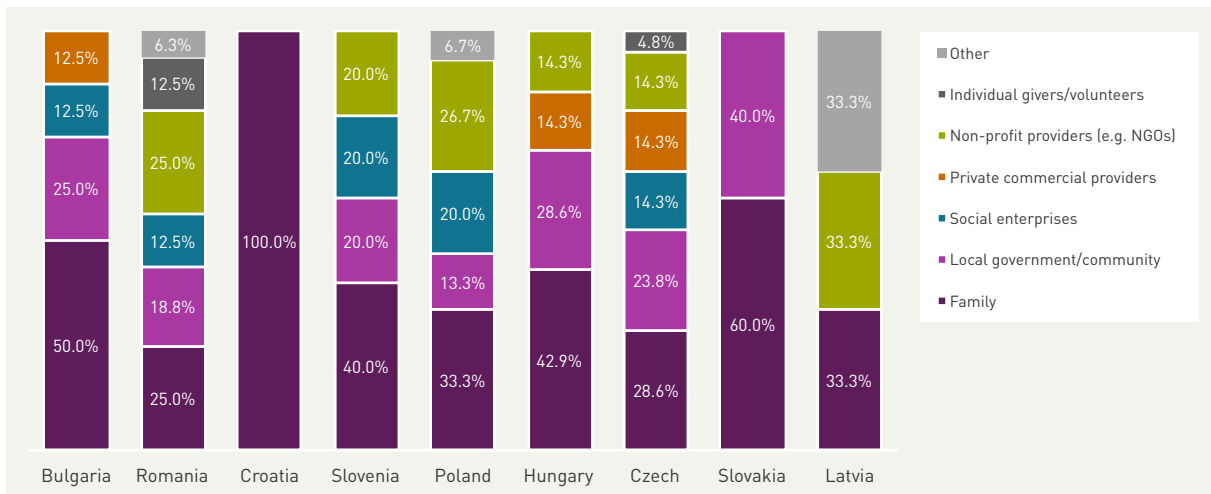


Figure 7. Expert panel view on the capacity of non-state welfare providers in the NMS addressing the needs of *young unemployed*

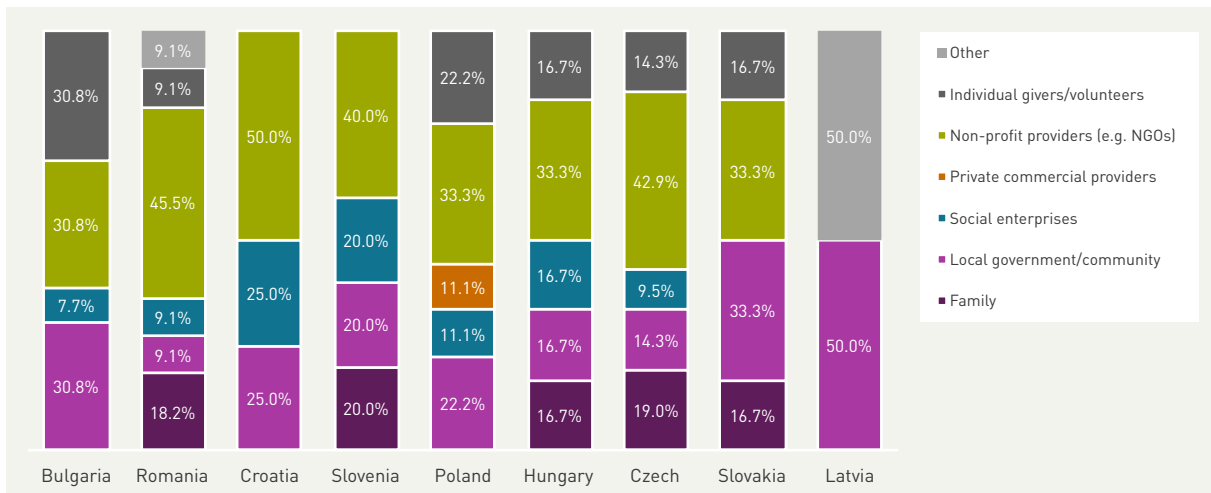


Figure 8. Expert panel view on the capacity of non-state welfare providers in the NMS addressing the needs of *immigrants and ethnic minorities*

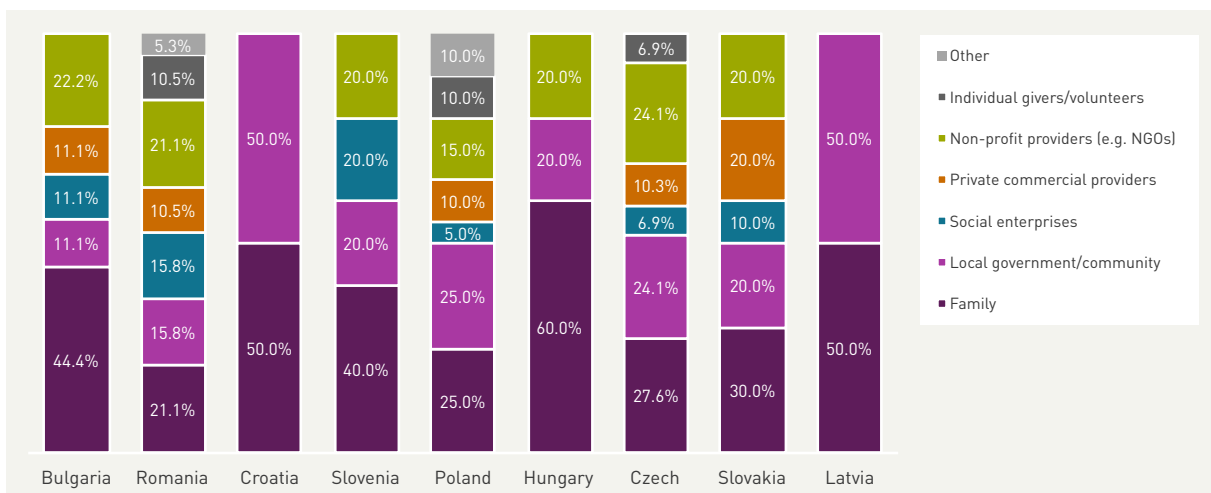


Figure 9. Expert panel view on the capacity of non-state welfare providers in the NMS addressing the needs of *senior citizens (retirees)*

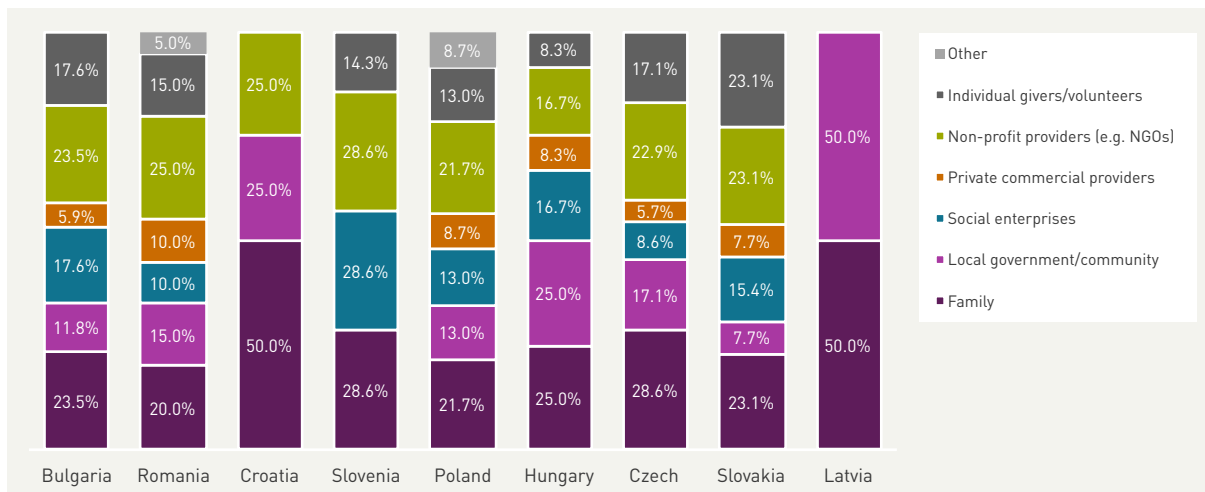


Figure 10. Expert panel view on the capacity of non-state welfare providers in the NMS addressing the needs of *handicapped*

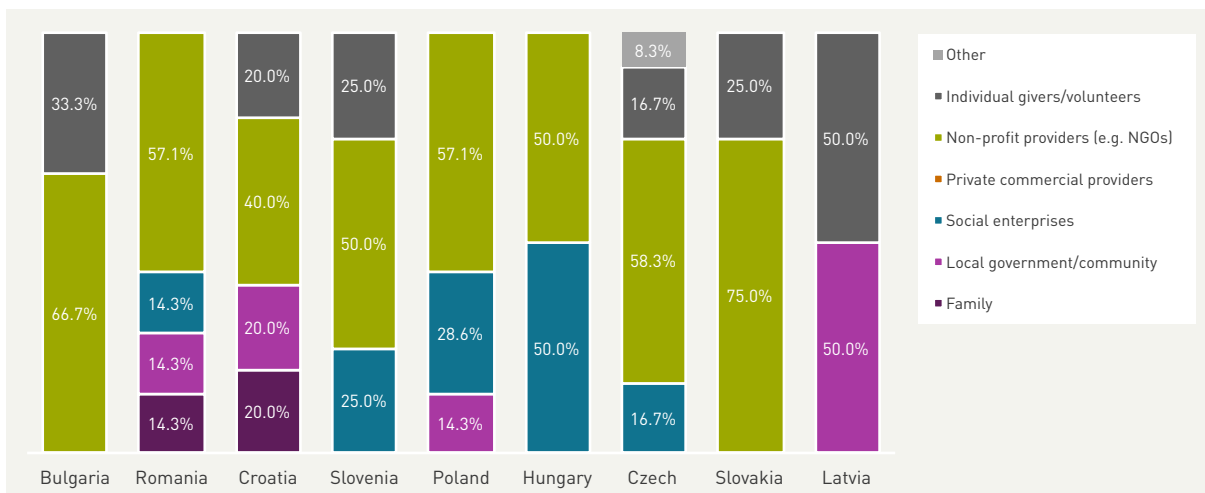


Figure 11. Expert panel view on the capacity of non-state welfare providers in the NMS addressing activation/empowerment of *homeless*

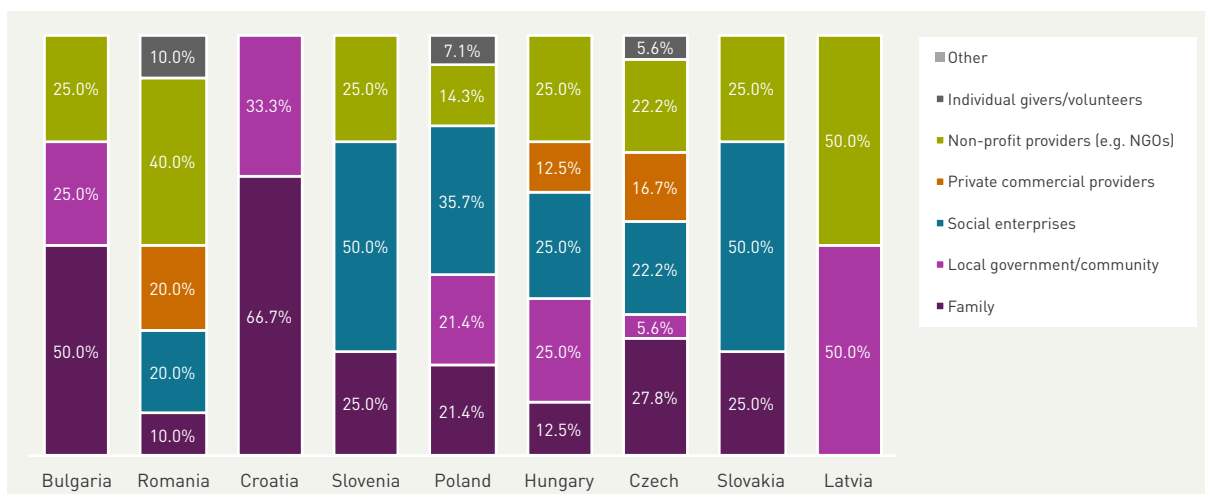


Figure 12. Expert panel view on the capacity of non-state welfare providers in the NMS addressing activation/empowerment of *young unemployed*

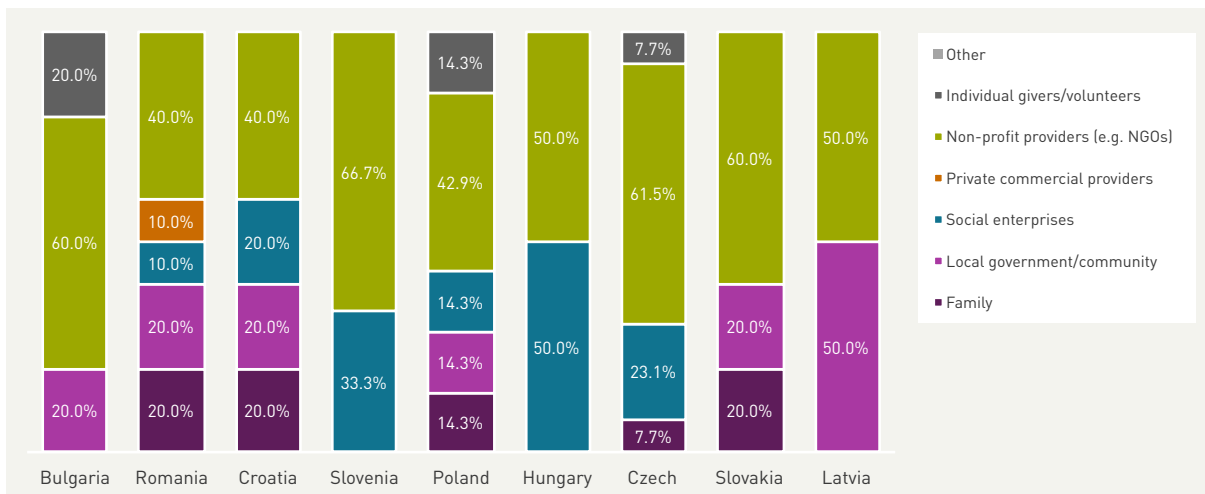


Figure 13. Expert panel view on the capacity of non-state welfare providers in the NMS addressing activation/empowerment of immigrants

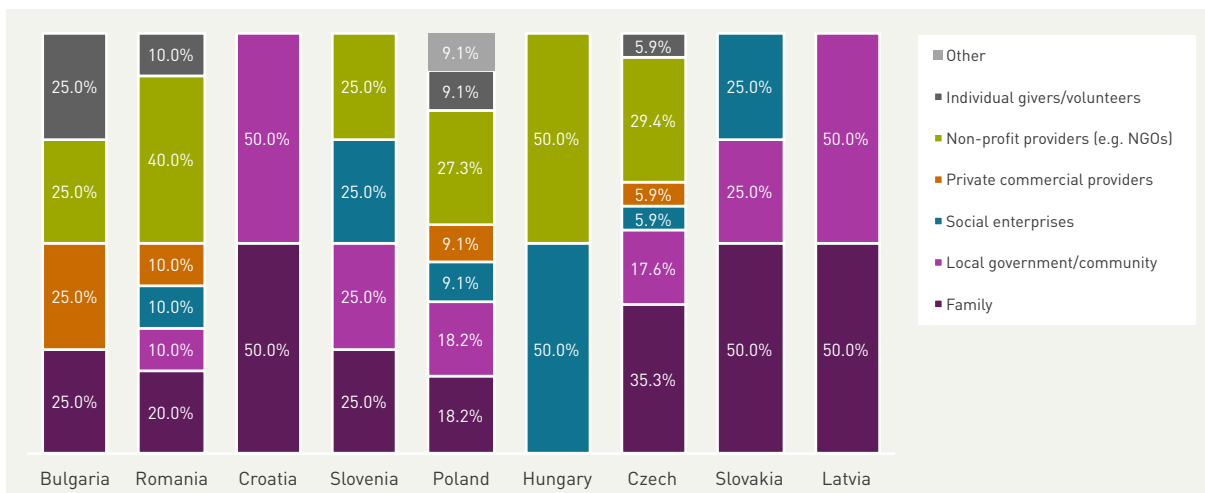


Figure 14. Expert panel view on the capacity of non-state welfare providers in the NMS addressing activation/empowerment of senior citizens

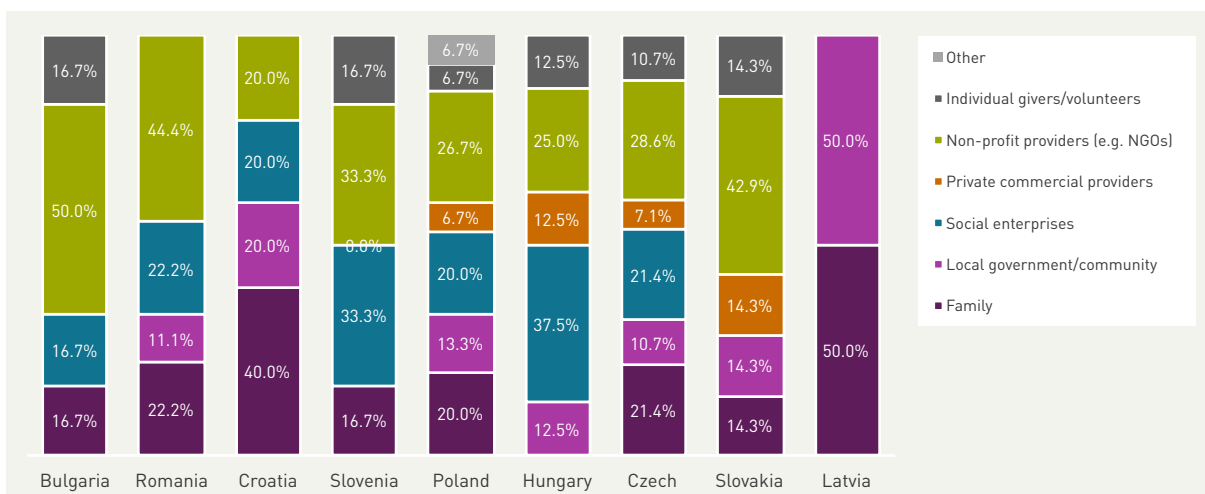


Figure 15. Expert panel view on the capacity of non-state welfare providers in the NMS addressing activation/empowerment of handicapped

In expert panel's opinion, NGOs play the main role in CEE region in helping the homeless to meet their basic needs, followed by the local governments/communities. When it comes to supporting activation/empowerment of this target group, again the NGOs play the main role by far. Similarly, immigrants/ethnic minorities are helped in meeting their basic needs mainly by the NGOs and then the local government/communities. The activation/empowerment of this target group is also mainly addressed by the NGOs. Hence, again a support pattern similar to the homeless people is envisaged.

When it comes to the young unemployed, the family, followed by the local government, mainly provides their basic welfare. Social enterprises, families and NGOs have seemingly equal roles in activation and empowerment of this target group, according to the expert panel. The basic needs of the seniors/retired is also primarily taken care of by the families, followed by the local governments and NGOs, while the same pattern applies for their activation/empowerment.

With regard to handicapped groups, families and NGOs play the pivotal role in helping them to meet their basic needs, but NGOs play the main role in their activation/empowerment. Hence, again it appears that the patterns of support for the disadvantaged can be generally divided to two parts; homeless and immigrants/ethnic minorities are mainly supported by the NGOs and local governments, while the young unemployed, the seniors/retired persons and also handicapped are mainly supported by their families.

### 2.3 Governance Models

Different welfare regimes are considered to entail in different governance models with regard to government's intervention level and form, when it comes to addressing social challenges targeted by SI. Moreover, the typology of the governance models can imply to the extent to which there exists mutual understanding and closer collaboration among the non-state and state stakeholders in the process of conception and realization of social innovations. In the first part of this deliverable, the connection between the governance models and the types of social innovations that are more prevalent within the context of such governance models were demonstrated.

In order to get an impression of how the governance models in the NMS countries are perceived by the expert panel, the following question was put forward:

*How would you evaluate the role of public institutions in your country with regard to social innovation activities?*

Table 7 summarises the responses received from the expert panel (the numbers show the average grade given by each country's experts who have assigned grades (ranging from 1 = low to 5 = high) to the conformity of governance system in their respective countries with the specified governance systems given in the table, in answering to the above question).

	Participatory approach	Populist approach	Hierarchical approach	Cientelistic approach	Mediating approach	Minimalistic/ non-interventionist approach
Bulgaria	2.0	2.25	2.75	3.25	2.5	4.0
Romania	1.4	3.8	3.6	4.2	2.0	2.6
Croatia	2.5	3.5	4.0	4.0	2.5	2.5
Slovenia	2.0	3.5	3.5	2.5	3.0	5.0
Poland	2.6	3.2	3.8	4.6	3.0	2.6
Hungary	1.7	2.7	3.0	3.3	2.0	2.3
Czech	2.1	3.1	3.2	3.1	2.4	3.0
Slovakia	2.0	3.0	4.0	1.3	1.7	2.0



	Participatory approach	Populist approach	Hierarchical approach	Clientelistic approach	Mediating approach	Minimalistic/ non-interventionist approach
Latvia	2.0	2.0	2.0	3.0	2.0	3.0
<b>Sum</b>	<b>18.3</b>	<b>27.05</b>	<b>29.85</b>	<b>29.25</b>	<b>21.1</b>	<b>27.0</b>

Table 7. Expert panel view on the role of public institutions in the NMSs regarding social innovation activities

It can be distinguished between (1) participatory governance approach aiming to mobilise citizens' competencies, (2) populist approach directed towards mobilising popular forces, (3) hierarchical approach characterised by organisation and control activities, (4) clientelistic approach that distributes privileges, (5) mediating approach that connects and mediates stakeholders, and (6) minimalistic/non-interventionist approach that only sets rules/framework conditions.

The highest consensus among the expert panel regarding the governance models can be found around two models: hierarchical and clientelistic (and then to a lower extent, populist approach).

Only the expert panel from Slovenia and Latvia primarily attribute the governance model in their respective countries with 'minimalist/non-interventionist approach'. In case of Latvia, this result is in line with the hypothesis we made based on the literature review, where we found that Baltic States are characterized by following neo-liberal/residual wel-

fare regimes, leading to minimalist/non-interventionist approach with regards to governance of social innovation activities targeting the marginalized groups. Also in case of Slovenia, which is often assimilated to the continental model when it comes to its welfare regime, the results comply with the fact that, just as indicated in Part I (theoretical investigation), the degree of involvement of government in is limited to indirect participation, which is interpreted by the expert panel as non-interventionist role.

In addition to the governance model, it was intended to get an impression about how the expert panellists perceive the capabilities of the public institutions in their respective countries, with regard to providing effective solutions to the concerned social problems, irrespective of the governance model in place. The following question was formulated:

*How would you evaluate the capacity of public institutions in your country to deliver effective solutions to social problems?*

	Currently					10-15 Years ago				
	High	Rather high	Rather low	Low	Very low	High	Rather high	Rather low	Low	Very low
Bulgaria			1	1	2				2	2
Romania	1		1	2				1	1	2
Croatia			2					1	1	
Slovenia			2				2			
Poland		4	1					4	1	
Hungary			1		2			2		1
Czech		2	4	3	1		1	3	2	2
Slovakia			3						3	
Latvia		1	2					1	1	1
<b>Total</b>	<b>1</b>	<b>7</b>	<b>17</b>	<b>6</b>	<b>5</b>	<b>0</b>	<b>3</b>	<b>12</b>	<b>11</b>	<b>8</b>

Table 8. Expert panel view on the capacity of public institutions in NMS in delivering effective solutions for societal problems (N=36)

The capacity of public institutions in the CEE countries to deliver effective solutions to social problems is evaluated by the expert panel to be rather low, both currently and 10-15 years ago, with only slight improvements during the time. Poland is the country with perceived considerable improvements in this regard, followed by Slovakia and Latvia.

## 2.4 Social Innovation Challenges

This part of the survey aimed to capture the obstacles stakeholders face with regard to their SI activities in the NMS countries. The main possible hurdles imaginable were listed, so that the panel could reflect on validity of the answer for the context of their respective countries:

*What are the main challenges faced by social innovation activities in your country?*

As is depicted in Figure 17, which summarises the grades across countries, scaling is the major challenge social innovators are facing, followed by a lack of support. Among the least important obstacles are «SI do not empower beneficiaries», «SI are not considered more effective than alternatives» and «SI are not (co-)created by beneficiaries».

## 2.5 Social Innovation Support

This part of the survey was directed towards expert panellists perception of potential supporters' *de facto* importance in the provision of financial support. Forasmuch the following question was formulated:

*Can you evaluate the role of individual actors in financing socially innovative bottom-up initiatives targeting vulnerable groups in your country?*

As Figure 18 illustrates, panellists assess EU and other foreign funds as *de facto* most important provider of financial support in all CEE countries. Followed by 'other private providers' such as, for example, foundations and trusts, which were ranked by the majority of panellists (75%) as either rather important respectively or less important.

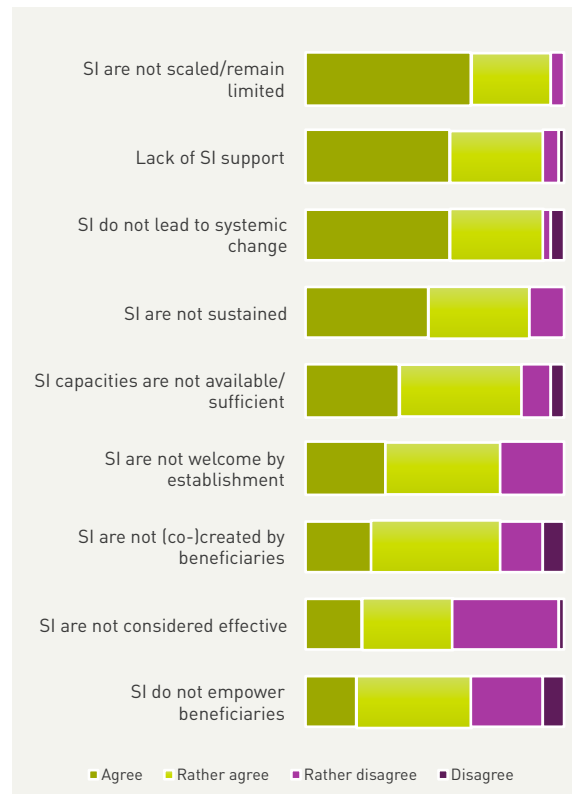


Figure 16. Expert panel view on main challenges social innovators are facing in NMS (Total of grades, N=36)

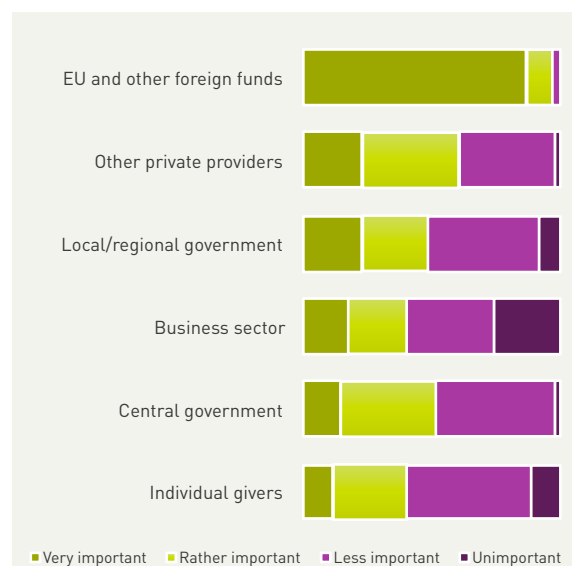


Figure 17. Perceived de facto importance of potential supporter with regard to the provision of finance (N=35)

Central and regional/local government are basically attributed the same importance, despite Bulgaria where regional/local government is less important, whereas in Czech Republic central government is less important.

These results are in line with the observation that, within the NMS countries, EU measures such as, for example, ESF have so far played a key role in introduction and promotion of SI activities.

The second question put forward regarding the supportive measures was the following:

*Could you specify if the support for social innovation is included in broader country programmes?*

As is depicted in Table 8, 72% of the expert panelists are certain that support of social innovations is included in the current programming period of structural funds in their respective countries, only 44% of them have the same opinion regarding the issue within the previous programming period.

Also most of the panel members are uncertain if their country's research, development and innovation (RDI) policy includes measures for supporting social innovations. Only in Poland the number of experts who believe SI is included in such national policies is higher than those who doubt it or deny it.

	Did the previous period of structural funds (2007-2013) support SI?			Does the current period of structural funds (2014-2020) support SI?			Does the country's RDI policy include support for SI?		
	Yes	Uncertain	No	Yes	Uncertain	No	Yes	Uncertain	No
Bulgaria	3	1		4			1	3	
Romania	2	2	1	3	1	1	1	3	1
Croatia		2		1	1		1	1	
Slovenia	1	1		1	1		1	1	
Poland	3	1	1	4	1		3	2	
Hungary		1	2		3			1	2
Czech	4	3	2	7	2		2	7	
Slovakia	1	2		3			1	1	1
Latvia	2	1		3			1	1	1
<b>Total</b>	<b>16</b>	<b>14</b>	<b>6</b>	<b>26</b>	<b>9</b>	<b>1</b>	<b>11</b>	<b>20</b>	<b>5</b>

Table 9. Expert panel view on inclusion of social innovation support in broader country programmes (N=36)

## 2.6 Social Innovativeness

To grasp the perceived novelty of social innovators' (mainly the non-profit sector) solutions, the following question was asked:

*How would you evaluate the social innovativeness regarding vulnerable groups in your country?*

When asked about the innovativeness of the non-profit sector in implementing measures addressing social challenges of the vulnerable groups, the largest share of the evaluation given by the expert panel implied to the average innovativeness (graded 3 in a 1 to 5 scale). Experts from Hungary, Bulgaria and Latvia were the most pessimistic in this regard, while those from Romania were the most optimistic.

When asked about the impact sustainability of the social innovations by the non-profit sector, the average evaluation (3 out of 5) was tightly followed by less than average (2 out of 5) evaluation. Again, experts from Hungary were the most pessimistic, while those from Romania were the most optimistic. More pessimistic were the results regarding evaluation of the capacities to achieve systemic change based on SI activities, where the largest share was gone to the less than average (2 out of 5) evaluation, followed by average (3 out of 5) evaluation. Opinions expressed regarding this issue were relatively more optimistic in Poland, Bulgaria and Romania

	How innovative is the non-profit sector?					How effective is the non-profit sector in sustaining impact/change?					What is capacity of turning social innovations to systemic changes?				
	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5
Bulgaria		2	2			1		3				1	2	1	
Romania				1	3		1	1		2		2	1		1
Croatia			1	1				2				2			
Slovenia			2				2				1		1		
Poland			3	2			1	3	1			2	1	2	
Hungary		3				1	2				1	1	1		
Czech			7	1	1		5	4			2	2	3	1	1
Slovakia			1	1	1		1	1	1			2	1		
Latvia		2		1			2	1			1	2			
<b>Sum</b>		<b>7</b>	<b>16</b>	<b>7</b>	<b>5</b>	<b>2</b>	<b>14</b>	<b>15</b>	<b>2</b>	<b>2</b>	<b>5</b>	<b>14</b>	<b>10</b>	<b>4</b>	<b>2</b>

Table 10. Expert panel view on the social innovativeness of non-profit sector in the NMSs

### 3 CONCLUSION

Based on the survey data collected from an expert panel comprising academicians and practitioners from the NMS countries, we can conclude that, in general, the hypotheses which we made regarding smoother process of realization of social innovations within the CEE countries with higher level of social capital was a correct hypothesis. Indeed, the overall impression given by the expert panel opinion confirms this, when we sum up their responses to the questions related to the innovation translation process stages in their respective countries. The overall picture extractable from the responses by the expert panel goes in line with the hypotheses, confirming that higher level of social capital in some of the NMS countries (more specifically in Slovenia and the Czech Republic) does translate to smoother or more coherent and consistent process of social innovation. However, the mobilization stage of the innovation network activities, which requires sustained collaboration among the stakeholders in social innovation activities, seems to be the most difficult, as even having a high level of bonding social capital among the stakeholders cannot guarantee smooth mobilization stage. This finding is in fact in line with empirical observations and also expert panel opinion, which show that sustaining social innovation activities is a very /challenging task in the NMS countries, not

least due to their dependence on external financial support in many cases.

We take vertical and horizontal trust as another attribute of social fabric, which can streamline shared social practices like social innovations. A distinction can be observed between the level of trust to the central and local governments in the NMS countries, according to the feedback from the expert panel. While the trust in local governments has been increasing compared to a decade ago, the opposite trend is observed when it comes to the central governments. This fact might also connect in a way to the observation that bonding social capital is at a higher level in these countries compared to the bridging social capital, as the local authorities are normally better known to the people compared to the central government. A similar interpretation can be made when taking the data regarding the horizontal trust into account, as the level of trust among the familiar people has been increasing in the region, while the opposite is true for the level of trust among the unfamiliar people in most of the countries, according to the expert panel.

When it comes to assessing demand for social innovation based on the perceived competence and capacities of the welfare state and non-state organizations within the NMSs, it appears that homeless groups and immigrants are mainly supported by the NGOs with regard to getting help to meet their basic

needs and activation, while young unemployed, seniors/ retirees and handicapped groups are mainly supported by the families. This pattern recognized by the expert panel reflects the fact that social innovations within the NMS countries has been so far more concentrated on ethnic minorities and the poor, while the disadvantaged groups who can be supported within the framework of the families (i.e. the youth, the seniors and the handicapped) receive the most crucial support from the families.

The perception of the expert panel regarding the governance model in the NMSs, which see the clientelistic and hierarchical governance models as the most relevant for their respective countries, implies that (according to the Kazepov et al. (2013) mentioned in the previous part of this research) the three types of social innovation activities including fragmented SI (mostly in Bulgaria, Romania, Poland, and Hungary), supported SI (mostly in the Czech Republic, Slovakia and Croatia) and self-sustained SI (mostly in Slovenia and Latvia) are most expected to be observed, which is highly in line with the implications of the welfare regime typology of these countries - and the dominant approaches within the hybrid types of welfare state, as for instance in Poland and Hungary the neoliberal regime tendency dominates over the other types' characteristics due to the influence of the World Bank on their social policies. It goes without saying that for recognition of the welfare regime typology within the NMSs, the researchers' findings (which was provided in the first part of this research) is a more authentic reference. However, the reflections of the respondents to the survey questions can show how the welfare regime looks to be functioning from the point of view of the beneficiaries of the regime. Hence, even though we attribute the welfare state typology across the NMS countries according to the findings of scholars of the field mentioned in the part 1, we can use the results of the survey as a signal regarding what in practice is deemed as the shortcomings of the welfare state, as a signpost for social innovation mission within the respective countries in compensating those shortcomings.

Tamilina (2009) mentions that, among the hypotheses made by scholars on the relationship between welfare state typology and social trust, the one which postulates positive impact of welfare state - when measured through the level of social

spending - on social trust is the only one which has been broadly supported by the results of empirical analysis. The findings of our research is largely in line with this argument, as Slovenia and the Czech Republic are NMS countries with highest level of social capital and at the same time have one of the highest amount of social expenditures as a share of GDP. Moreover, the two countries' welfare regime has the least resemblance to the liberal welfare regime within the CEE region, according to the scholars.

As indicated by the expert panel's view on mobilization stage of the innovation translation process, the most challenging issue for social innovations in the NMSs has been scaling of the innovations, followed by lack of sufficient support, a factor which in fact itself can explain to a large extent the reason behind the first challenge i.e. scaling, as lack of external support is a major issue for SI activities in the CEE region, where the SIs are usually not self-sufficient. Indeed external sources like EU and other foreign resources, which constitute the most important supporting resources for the SI activities in the NMS countries - as expressed by the expert panel - put the sustainability of SI activities in jeopardy when the support period comes to an end. These two first challenges can also justify the third most important challenge chosen by the expert panel, i.e. SIs not leading to systemic change, due to the fact that for SI activities to lead to systemic change they need to sustain longer and get scaled.

The non-profit sector as the main actor in the field of social innovations targeting the marginalized groups in the NMSs, is perceived to be medial in innovativeness and capability of achieving sustainability, and modest in achieving systemic change. In Romania but, as it was the case with some of the innovation translation process stages, there exists a certain optimism from the expert panel, which deserves more recognition and exploration

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## Annex 1 | List of Expert Panellists

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*Eva KRUTILKOVA*, Palacký University, Olomouc

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*Filip KUČERA*, Ministry of Labour and Social Affairs

*Monika HŮKLOVÁ*, EC-Employment Consulting s.r.o.

*Gabriela DRASTICHOVÁ*, Czech Association for Mental Health

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*Gizela BRUTOVSKA*, Faculty of Humanities and Natural Sciences, University of Prešov

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