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# Society as an Interaction Space

**A Systemic Approach**

- Examines the mechanisms affecting value co-creation at the societal and policy level
- Raises issues concerning, and provides insights into, future structures of society given the complex interplay of service system actors embedded in societies and institutions
- Deepens readers' understanding of relational and structural mechanisms of value creation from the perspectives of policy-making, governance, business, and citizenship

As digitalization and social media are increasingly blurring the boundaries between traditional societal, political, and economic institutions, this book provides a cross-disciplinary examination of value co-creation. From various standpoints, it examines how institutions contribute to service ecosystems and how digitalization is transforming value co-creation in these ecosystems. Further, the book shares new perspectives on relational dynamics among government, companies, and citizens. These insights fill the gaps between service science and political science by integrating institutional logics into the concept of value co-creation. The book subsequently examines society as an interaction space. Topics discussed include the new logic and transformation mechanisms of economic activities, citizen participation, governance, and policy-making in the face of technological innovations, market-based reforms, and the risk of disconnect between citizens and policy-making. Here the focus is on value co-creation in complex adaptive systems where institutions, individuals, and businesses negotiate value and interests in networked relations. In closing, the book presents a range of empirical case studies on value co-creation, which provide examples of active networked citizenship, innovative governance and policy-making, democratic leadership, and trust-building dialogue among institutions. The studies address the context of Nordic countries, recognized as world-leading democracies. Pursuing a systems approach, the book articulates a social reality composed of interacting and interconnected elements that cannot be captured with only micro or macro levels of analysis.

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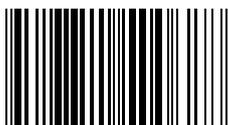
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