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CV

**Barbara Zyzak**

**Personal Information:**

**Date of birth:** 17.02.1986

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# EDUCATION

24/11/2020 Doctoral degree: PhD in Social Science, specialization: public administration, University of Agder, Department of Political Science and Management, Kristiansand (Norway). Dissertation: *Managing Collaborative Arrangements: Challenges associated with managing secondary structures.*

05/2011 Master of Political Science, specialization: New Europe Diplomacy. Graduated with honours. College of Business - National - Louis University, Faculty of Political Science Nowy Sacz (Poland).

12/2010 -11/2011 6th edition of the Academy of Young Diplomats. Specialization: International organizations. Academy of Young Diplomats, Warsaw (Poland).

08/2008-08/2009 Exchange student/ LLP Erasmus & European Integration Summer School, University of Agder, Faculty of Economics and Social Sciences, Kristiansand (Norway).

07/2008 Bachelor of Arts & Bachelor of Political Science, College of Business - National - Louis University, Faculty of Social Science, Nowy Sacz (Poland).

# WORK EXPERIENCE

04/2021 – present Associate Professor in public policy and administration, Norwegian University of Science and Technology (NTNU), Department of Sociology and Political Science.

08/2022 – present Study program coordinator: Master of Organization; Digitalization; Administration and Work (MODAA), Norwegian University of Science and Technology (NTNU), Department of Sociology and Political Science.

04/2023 - present New Researcher Coordinator, International Research Society for Public Management (IRSPM) Conference

1-12/2022 Guest Researcher, University of Bergen, Department of Government.

11/ 2020 – 12/ 2021 Associate Professor (nor. Førstelektor), University of Bergen, Department of Administration and Organization Theory.

01/2020 – 11/2020 Assistant Professor (nor. Universitetslektor), University of Bergen, Department of Administration and Organization Theory.

2019 Visiting Scholar, Southern Cross University, School of Business and Tourism, Gold Coast, Australia.

09/2013- 05/2018 Researcher & administrative project coordinator of the EEA and Norway Grants projects and regional and international research projects, Agder Research/NORCE, Kristiansand (Norway).

04/2012 – 09/2013 Research Assistant, Agder Research, Kristiansand (Norway).

# PROJECTS EXPERIENCE

2023-2024 Seamless service delivery in the public sector.

2022-2023 Public Service Logic and digital health services

2013-2020 PhD project

2015-2017 Researcher and Financial and administrative coordinator of PERIF project - The contribution of Higher Education Institutions to strengthen the socio-economic development of Peripheral Regions in Norway and the Czech Republic. Financed by the Norway Grants.

2017 Researcher. Project: Evaluation of the strengths and weaknesses of the current organizational model and anchoring of inter-municipal cooperation in Østre Agder regional council.

2013-2016 Researcher and Financial and administrative coordinator of TRANSFAM - Doing family in a transnational context. Demographic choices, welfare adaptations, school integration and everyday life of Polish families living in Polish-Norwegian transnationality. Financed by the Norway Grants.

2012-2013 Project Assistant. Projects: 1) Kompetanseframskriving for en region i vekst. Financed by RFF Agder, 2) Higher education and the creative economy. Financed by VRI & RIS.

# Service to the profession

2024 New Researchers Panel Chair, International Research Society for Public Management (IRSPM), IRSPM, Tampere (Finland).

2024 Coordinator of the PhD courses at the IRSPM, Tampere (Finland).

2024 Award Committee, IRSPM Stephen Osborne prize for best new researcher paper

2024 Nomination Committee, IRSPM elections.

2024 Review of book manuscript, Universitetsforlaget.

2023 Evaluation committee, Associate professor in political science/public policy and administration at ISS, NTNU.

2021 Evaluation committee, PhD position at ISS, NTNU.

2021-present Coordinator of Study Program Committee for organization, digitalization, administration and work (MODAA), ISS, NTNU.

# CONFERENCES & Other presentations (Selected)

06/2024 **Public Management Research Conference** (**PMRC 2024**) (Seattle, Washington, USA). Paper: Unpacking challenges and barriers to coordination in collaborative platforms.

04/2024 **IRSPM 2024** (Tampere, Finland). Coordinator and organizer of New Researchers Panel. Paper: Unpacking coordination challenges of collaborative platforms: the case of life events in Norway.

09/2022 **EGPA 2023** (Zagreb, Croatia). Paper: Influence of organizational learning culture on managerial challenges of artificial intelligence adoption and utilization in city governments

04/2023 **IRSPM 2023** (Budapest, Hungary). Paper: Coordination of complex systems:

meta-organization on government levels.

27/02/2023 **The Norwegian Digitalisation Agency/DigDir** (Digital faglunsj). Presentation: From Public Sector to Public Service Logic (In Norwegian).

09/2022 **EGPA 2022** (Lisbon, Portugal). Paper 1) Utilization of digital technology in public administration networks: Systematic literature review and research agenda. Paper 2) OK Computer: Applying the Public Service Logic on Digital Health Services.

04/2022 **IRSPM 2022** (online). Paper 1) Increasing visibility of end-users in public value creation. Applying Public Service Logic (PSL) to digital health services in Norway. Paper 2) Digital technology impact on networks in public administration: systematic literature review and research agenda.

09/2021 **EGPA 2021** (online). Paper: Do resources make organizations more agile? An empirical study of how access to organizational resources affects local government response to COVID-19 in Norway.

04/2021 **IRSPM 2021** (online). Paper: Network bandwidth management.

01/2020 **5th PUBSIC** 2020 Innovation in Public Services and Public Policy Conference, January 29-31 (Stavanger, Norway). Paper: The impact of managerial networking on innovation outcomes in the public sector.

04/2019 **IRSPM 2019** (Wellington, New Zealand). Papers: 1) Public Sector Innovation Capacity: The Role of Value Adding Connector 2) External Managerial Networking in Meta-Organisations. Evidence from Regional Councils in Norway

11/2018 **NORKOM 2018** (Aarhus, Denmark). Paper: Managerial networking in meta-organization. Evidence from Regional Councils in Norway

04/2016 **IRSPM 2016**, (Hong Kong, China). Paper: Breakdown of inter-organisational relations. The case of regional councils in Norway

01/2016 **Nasjonal Fagkonferanse** **i Statsvitenskap** (Kristiansand, Norway).

01/2015 **5th NORSA CONFERENCE** (Grimstad, Norway). Paper: Network ties between universities and cultural & creative industries: The case of Southern Norway.

11/2014 **NORKOM 2014**, (Odense, Denmark). Paper: Network breakdown. The case of regional councils in Norway.

04/2014 **IRSPM 2014** (Ottawa, Canada). Paper: Governance networks as a collaborative platform for governmental and non-governmental actors. The case of regional councils in Norway

# COMMISSIONS OF TRUST

*Adhoc reviewer in: Perspectives on Public Management and Governance (PPMG); Journal of Management Inquiry (JMI); International Public Management Journal (IMPJ); Public Management Review (PMR); Universitetsforlaget; Discover Global Society; Information Polity (IP), International Journal of Public Administration (IJPA).*

# ACADEMIC TEACHING

**Teaching at the Norwegian University of Science and Technology (NTNU)**

2021 – present ODA3001: Digitalization of Organizations, Administration and Work (teaching and course coordinator)

ODA3010: Research Project for Organizations and Public Administration (teaching, supervision and course coordinator)

ODA3901: Master's Thesis in Organization, Digitalization, Administration and Work (teaching and course coordinator)

2022 POL3526&POL8526: Comparative Public Policy and Administration (teaching at MA and PhD level course)

**Teaching at the University of Bergen**

2020-2021 AORG 101 Organizational Theory (BA level)

320 A&B: Organizational Theory (MA level)

AORG 215: Organizational and institutional analysis for the public sector

AORG 100: Introduction to Administration and Organization Theory and Approaches to Social Sciences

AORG 251: Bachelor thesis seminars 2020-2021

**Teaching at the University of Agder**

2013-2019 European Integration Summer School (Norway and the EU)

Bachelor & master courses

# GUEST LECTURES AND KEYNOTE

2022 Norwegian University of Science and Technology, EVU Public organisations, social management and politics course: *Coordination, management and public administration.*

2022 University of Bergen, Organizational Theory (AORG 320 A&B): *Partial Organizing & Meta-organizations in Meta-governance*.

2022 University of Bergen Organizational Theory (AORG 101 at the BA level), 4 lectures: 1) Perspective in the field of organization: The myth perspective; 2) Network organizations in the public sector; 3) Organizational Behavior and Processes: Decision making; 4) Organizational Behavior and Processes: Management/leadership and governance

2021 Norwegian University of Science and Technology, EVU Public organisations, social management and politics course: Innovation and management in the public sector

04/2019 **Keynote**: *Local Government Regional Cooperation in Europe. Similarities and Lessons for Queensland and Australia*. Local Government Association of Queensland (LGAQ), Brisbane (Australia).

# SUPERVISION

**Supervision of Bachelor, Master Students and PhD Research Fellows**

2022 – present PhD Research Fellow, Charlie F. Thompson “The Politics and Regulation of Online Gambling”.

2023-2004 15 master theses

2022-2024 21 research reports by master students

2020-2021 11 bachelor students

# OTHER

**Awards and Fellowships:**

2023-2024 Development stipends for female associate professors, NTNU

2011 Nominated for the Student Nobel Price for outstanding results in Political Science at the Business School – National Louis University (Poland)

2008-2009 Erasmus scholarship & Erasmus trainee

2007-2009 Academic scholarship

2004 Prime Minister’s Fellowship for outstanding results, Poland

Professional Memberships and Activities

2023 – present Board Member: New Researchers Coordinator at the International Research Society for Public Management (IRSPM)

2023 - present Member of working group ‘strategic portfolio management’ developing *Plan for digital transformation* for the Norwegian University of Science and Technology (NTNU)

2019 – present Member of the Special Interests Groups: Complexity and Network Governance at the International Research Society for Public Management (IRSPM) Conference

2021 – present Member of a research group at the NTNU: Governance, public policy and administration

2019 – 2020 Member of Centre for Digital Transformation (CeDiT), University of Agder

2020-2021 Member of a research group at the University of Bergen: Political organization and multilevel governance

2015-2020 Member of two research groups at the University of Agder: Governance and Leadership in the Public Sector (GOLEP)

**Language skills**

Polish (mother tongue)

Norwegian (fluent: oral and written)

English (fluent: oral and written)

# PEER REVIEWED PUBLICATIONS

Journal articles:

**Zyzak,** B.,Sienkiewicz-Małyjurek, K. & M. Rom Jensen (2024). Public Value Management in Digital Transformation: A Scoping Review. *International Journal of Public Sector Management.* Doi:10.1108/IJPSM-02-2024-0055

**Zyzak**, B. & P.E. Martinussen (2024). OK Computer: Applying the Public Service Logic on Digital Health Services. *Public Management Review*. Doi:10.1080/14719037.2024.2337080.

**Zyzak**, B., (2024). Importance of Managerial Networking for Innovation in Governance Networks. Nordic Journal of Innovation in the Public Sector. doi.org/10.18261/njips.3.1.1

**Zyzak**, B., Jacobsen D.I. (2020). External Managerial Networking in Meta-Organisations. Evidence from Regional Councils in Norway. *Public Management Review*. ISSN: 1471-9037. doi:10.1080/14719037.2019.1632922.

Karlsen J., Beseda J., Šima K., **Zyzak** B. (2017). Outsiders or Leaders? The Role of Higher Education Institutions in the Development of Peripheral Regions. Special issue for *Higher Education Policy*. ISSN: 0952-8733. 30 (4). s 463 - 479. doi:10.1057/s41307-017-0065-5.

Hauge E.S., Pinheiro, R., **Zyzak**, B. (2016). Knowledge bases and regional development: collaborations between higher education and cultural creative industries. *International Journal of Cultural Policy* 2016:1-19. ISSN: 1028-6632. 24 (4). s 485 - 503. doi:10.1080/10286632.2016.1218858.

Book chapters:

**Zyzak**, B. (2023). Network bandwidth management. In Keast, Voets, Meek (eds) A Modern Guide to Networks. Edward Elgar Publishing.

**Zyzak**, B. (2017). Breakdown of Inter-municipal cooperation. The case of regional councils in Norway. In Trondal J. (eds) The Rise of Common Political Order. Institutions, Public Administration and Transnational Space. UK: Edward Elgar Publishing. 12. s 251 - 269. ISBN: 978-1-78643-499-9.

Guribye, E., Pustułka, P., Ślusarczyk, M., **Zyzak**, B. (2018), Left to their own devices? On the role of Polish migrant organizations in Norway. In Slany K., Slusarczyk M., Pustulka P., Guribye E. (eds) Transnational Polish Families in Norway. Social Capital, Integration, Institutions and Care. Peter Lang Publishing Group. Part 2. s 223 - 248. ISBN: 978-3-631-71156-9.

**Zyzak**, B., Pinheiro, R., Hauge E.S. (2017). Network ties between universities and cultural and creative industries In Johnsen H.C.G., Hauge E.S., Magnussen M-L. and Ennals, R. (eds) Applied social science research in the regional knowledge system: Balancing validity, meaning and convenience. Abingdon: Routledge. 10. s 175 – 187. ISBN: 978-1-4724-8782-7.

Book:

**Zyzak**, B. (2014). Nie dla UE, Tak dla EOG. Norwegia i Europa w latach 1945-2009. (Eng. No to the EU, Yes to the EEA. Norway and Europe in 1945-2009). Adam Marszalek, Torun. ISBN: 978-83-7780-890-0.

PhD Thesis:

**Zyzak**, B. (2020). Managing Collaborative Arrangements. Challenges associated with managing secondary structures. University of Agder.

Under review/work in progress

Sienkiewicz-Małyjurek, K & B. **Zyzak** (under review). Digital Technologies in Public Administration Networks: Systematic Literature Review and Research Avenues.

Sienkiewicz-Małyjurek, K & B. **Zyzak** (under review). Overcoming social and ethical challenges of AI through organizational resilience. A PLS-SEM approach.

Martinussen, P.E., Nordheim, O. & B. **Zyzak** (under review). Computer love? Digital public services, digital divides, and well-being in Europe.

**Zyzak**, B. & A. A. Farsund (under review). Coordination of complex systems: the case of public policy meta-organisations.

**Zyzak**, B. (working paper). Unpacking coordination challenges and barriers of collaborative platforms.

# POLICY REPORTS

Kyllingstad N., Normann R., **Zyzak** B. (1/2017). Evaluering av Østre Agder. Agderforskning. http://www.agderforskning.no/wp-content/uploads/2017/03/%C3%98stre-Agder.pdf

Zyzak B. (2016). Case university report – The Arctic University of Norway (UiT) (former Finnmark University College). Agderforskning.

Hauge S. E., Wærdahl R., Pinheiro P., Bakke K., **Zyzak** B. (2013). ‘Mellom kompetansekrav og etterspørsel i Agder Forprosjekt om velferd, utdanning/ kompetanse og arbeids- og næringsliv’. FoU rapport X/2013. Kristiansand: Agderforskning.

Hauge S. E., Pinheiro R., **Zyzak** B. (9/2013). Samarbeid mellom akademia og kreative næringer. En kvantitativ analyse i Agder-regionen. Agderforskning.

Karlsen, J., Flåten, B., Isaksen, A., Pinheiro, R. and **Zyzak**, B. (2013). ‘Kunnskap og innovasjon I Agder’ (in English, Knowledge and Innovation in the Agder region). In Wallevik, K. and Jørgensen, G. (eds). Crisis, restructuring and growth: a regional analysis of Southern Norway. FoU-rapport 1/2013. Kristiansand: Agderforskning. http://www.agderforskning.no/reports/kov\_rapport\_2013.pdf

**Zyzak**, B. (2011). ‘Muligheter for Universitetet i Agder på områder i EØS midlene, University of Agder.