



Service Research Conference 2016

Call for Papers

Employment and Social Development Canada is organizing a one-day **Service Research Conference** that will be held in the National Capital region at the end of November 2016 (see the Conference poster for more details).

Representatives from federal departments, provincial governments, the private sector and academia interested in presenting at the Conference are invited to complete this submission form before **September 16, 2016**. Please note that there is no registration fee for the Conference. However, participants are responsible for their travel costs.

Speaker(s):
Organisation/Jurisdiction:
Title of the presentation:
Please check the primary service research area(s) that relates the most to your paper (check a maximum of two areas): <input type="checkbox"/> Behavioural Economics <input type="checkbox"/> Knowing our Clients <input type="checkbox"/> Predictive Analytics <input type="checkbox"/> Best practices in service delivery and innovative approaches <input type="checkbox"/> Other (please explain):
Explain how your paper is related to the service research area(s) that you have selected above (maximum of 100 words):
Contact information: Your email: Your phone number:

In addition to this form, please submit an abstract of your paper (Word or PDF document) describing the context of your research, your research question(s), the data and methodology you used, and your main findings or outcomes. **The maximum length for the abstract is 300 words.** Submissions in English or French will be accepted. Please send your submission before September 16, 2016 by email at NC-SR-RS-GD@hrsdc-rhdcc.gc.ca. You will receive a notification of acceptance or rejection in the third week of September.



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What

Employment and Social Development Canada (ESDC) is proposing to organize a **Service Research Conference** in 2016. The objectives of the conference would be to:

- Share ESDC research on service delivery issues with other organisations such as federal departments, provincial governments, the private sector and academia;
- Learn about research undertaken by other service providers; and
- Create a community of practice around service research.

Where and When

- Location: National Capital Region
- Date: November 28, 2016 (to be confirmed)
- Duration: one day

How

The **Service Research Conference** would offer plenary sessions that all participants can attend as well as smaller sessions where there would be presentations followed by discussions around the following themes:

- Using **Behavioral Economics** to improve service take up and delivery.
- **Knowing our clients** to better serve them
- Using **Predictive Analytics** to anticipate client needs, reduce fraudulent behaviors and improve or reward performance.
- **Best practices** in service delivery (e.g. alternative service delivery).

Whom

Participants would be coming from:

- ESDC and other federal departments
- Provinces and Territories
- Private sector
- Academia
- Municipalities
- Not-for-profit organisations

Info

For more information about the Conference please send an email to:

NC-SR-RS-GD@hrsdc-rhdcc.gc.ca