



## Special Session Proposal

### Building Resilient Public Sectors

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#### Abstract

The coronavirus (Covid-19) pandemic at the beginning of 2020 caused unexpected and significant challenges in various areas of public life, notably health, social security, education, culture and many other sectors. The shock of the pandemic has forced us to transform routines, acquire new skills, operate in different conditions than usual, as well as to demonstrate leadership that disobeys ordinary, familiar principles and dictates new trends that are still beyond our cognitive boundaries.

The role of public sector is particularly important for economic and social recovery, i.e., during a pandemic and after it. It must play a leading role in achieving long-term sustainable recovery, building communities, providing them with the skills they need to operate in a pandemic environment, overcoming digitalization processes, especially in their environment, and providing quality services. However, the public sector faced a major challenge in securing public services during the Covid-19 pandemic. Most public sector organizations were not prepared to function properly in a pandemic environment, many organizations faced a lack of skills and capability operating in a Covid-19 pandemic situation, therefore we are initiating a scientific discussion, which aims to estimate the resilience of public sector organizations and its impact on the quality of provided services.

The theme of this section will invite researchers to delve into the perspective of public sector organizational resilience and its impact on the quality of services provided to find out why one organization is better able to respond to unusual situations and gain a unique competitive advantage by expanding its cognitive knowledge. Resilience is broadly understood as the ability of a state, system, organization, community, or individual to adapt, return to normal activities aftershocks or threats, and use lessons learned as a driving force to bounce-forward. Organizational resilience increases the

ability to manage crises, control limited resources and strive to reduce potential losses, as well as shorten the post-crisis period by properly reallocating limited resources, enabling the capacity of available resources to use crisis experience as a driving force. However, organizational resilience is not only the ability to return to a normal routine aftershock but also to use the gained experience for an organizational bounce forward (Pettersen, Schulman, 2019). The Covid-19 pandemic helped realize that threats could not be completely avoided, and resilience researchers state (Denyer, 2021) that resilient organizations have the ability to learn continuously and use lessons learned during crises for self-strengthening and growth. Therefore, we rely on the position that resilient organizations become more competitive and stronger during shocks, as they gain unique experiences that strengthen their operational capabilities.

We strongly believe it is important for public sector to demonstrate its strengths so that both private business and communities can trust them and mobilize together to fight the effects of a pandemic, therefore we would like to initiate scientific discussion in this section with the scholars/ colleagues of this field.