

IDENTITY IN THE PUBLIC SECTOR

This page intentionally left blank

IDENTITY IN THE PUBLIC SECTOR

A Complex Journey Between Identity
Features, Struggles and Dimensions

BY

ANDREA TOMO

University of Naples Federico II, Italy



United Kingdom – North America – Japan – India
Malaysia – China

Emerald Publishing Limited
Howard House, Wagon Lane, Bingley BD16 1WA, UK

First edition 2023

Copyright © 2023 Andrea Tomo.
Published under exclusive licence by Emerald Publishing Limited.

The manuscript proposal for this book was subjected to a single blind peer review prior to its acceptance for publication.

Reprints and permissions service

Contact: permissions@emeraldinsight.com

No part of this book may be reproduced, stored in a retrieval system, transmitted in any form or by any means electronic, mechanical, photocopying, recording or otherwise without either the prior written permission of the publisher or a licence permitting restricted copying issued in the UK by The Copyright Licensing Agency and in the USA by The Copyright Clearance Centre. Any opinions expressed in the chapters are those of the authors. Whilst Emerald makes every effort to ensure the quality and accuracy of its content, Emerald makes no representation implied or otherwise, as to the chapters' suitability and application and disclaims any warranties, express or implied, to their use.

British Library Cataloguing in Publication Data

A catalogue record for this book is available from the British Library

ISBN: 978-1-83753-595-8 (Print)
ISBN: 978-1-83753-594-1 (Online)
ISBN: 978-1-83753-596-5 (Epub)



INVESTOR IN PEOPLE

CONTENTS

<i>List of Figures and Tables</i>	vii
<i>About the Author</i>	ix
Introduction	1
1. Challenging Identity Issues in the Public Sector: Opportunity or Threat?	7
2. A Mapping of 'Identity in the Public Sector': Dealing With Context, Organizational and Individual Dimensions	51
3. Public Employees and Remote Working: Making Sense of Identity and the (New) Workplace	73
Conclusions	123
<i>Index</i>	135

This page intentionally left blank

LIST OF FIGURES AND TABLES

Chapter 1

Figure 1.1.	Most Recurring Patterns and Interactions Between Identity Features.	34
Figure 1.2.	The Iterative Process of Identity Formation.	35

Chapter 2

Figure 2.1.	The Science Mapping of 'Identity in the Public Sector'.	56
Figure 2.2.	Dimensions and Positioning of Clusters.	61
Figure 2.3.	The Extended Framework to Understand Identity in the Public Sector.	64

Chapter 3

Figure 3.1.	Participants #1 and #13's (Home) Workplace.	86
Figure 3.2.	Participant #6 (Home) Workplace.	88
Figure 3.3.	Participant #16 (Home) Workplace.	88
Figure 3.4.	Participant #25 (Home) Workplace.	90
Figure 3.5.	Participant #32 (Home) (Itinerant) Workplace.	91
Figure 3.6.	Participant #24 (Home) (Itinerant) Workplace.	92
Figure 3.7.	Participant #8 Sign on the Door.	95
Figure 3.8.	Participant #23 (Home) Workplace.	97
Figure 3.9.	The 3PW Model.	107

Chapter 1

Table 1.1.	Identity Features in the Public Sector: An Overview of Threats, Struggles and Coping Behaviours.	17
Table 1.2.	Overview of the Studies.	18
Table 1.3.	Cases of Public Administrations.	28
Table 1.4.	Geographical Areas.	28
Table 1.5.	Research Methods Used by Authors.	29

Chapter 2

Table 2.1.	The Clusters Emerging From the Analysis.	55
Table 2.2.	Clusters and Associated Dimensions.	59

Table 2.3.	Processes of Interpretation and Translation.	63
Chapter 3		
Table 3.1.	Details of Participants Interviewed.	83
Table 3.2.	A Summary of Practices Connected to the Type of Identity Work and Their Descriptions.	101
Table 3.3.	Positive and Negative Aspects of Smart Working Emerging From the Interviews.	106

ABOUT THE AUTHOR

Andrea Tomo is Assistant Professor of Organization Studies at the Department of Economics, Management, Institutions, University of Naples Federico II, Italy. He is member of the organising and scientific committee of the Executive Master in Public Management and the Executive Master in Digital Transformation of the Public Administration at the University of Naples Federico II. His research interests are in the field of organisation studies, with specific reference to change and identity processes in professional service firms, public sector, transportation and health care.