



Citizen vs Customer
Second Trans-European Dialogue in Helsinki
6-7.7.2009

Sunday 5.7.2009

Arrival of participants

Monday 6.7.2009

- 9.00-9.30 From hotel to venue
- 9.30-10.00 **Opening remarks and welcome**
Katju Holkeri (Ministry of Finance)
Markku Temmes (University of Helsinki)
György Jenei (NISPAcee)
Geert Bouckaert (EGPA)
- 10.00-11.00 **Keynote – John Clarke (Open University)**
“Citizens or Consumers? States, markets and sceptical publics.”
- 11.00-11.20 Coffee break
- 11.20-12.30 **Session 1: Identification of topics** – citizens or customers – where do you stand, and what are the main challenges?
- 12.30-13.45 Lunch
- 13.45-15.30 **Session 2: Citizens-customers – is there really a difference?**
Short introduction and survey findings – Jean-Patrick Villeneuve, Swiss Graduate School of Public Administration
- 15.30-15.45 Coffee break
- 15.45 - 17.00 **Session 3** – discussion continues
- 17.00 - Reception at the University of Helsinki

Tuesday 7.7.2009

8.30-9.00	From hotel to the conference
9.00-9.45	Keynote – Attila Agh (Corvinus University) From customers to citizens or the adventures of 'citizenization': The perspectives of the emerging European demos
9.45-11.00	Session 4 - discussion continues
11.00-11.15	Coffee break
11.15-12.30	Session 5 - discussion continues
12.30-13.30	Lunch
13.30-14.45	Session 6 – discussion continues Short introduction by Heikki Joustie – Finnish Ministry of Finance “Customer –orientation as part of performance management in Finland”
14.45-15.00	Coffee break
15.00-16.00	Rounding up <ul style="list-style-type: none">• Are citizens customers? Are customers citizens?• Priorities for further empirical research• Challenges for public sector practice
16.00 -16.30	Closing session Invitation to the 3rd EGPA/NISPACee Trans-European Dialogue, Mirko Vintar (University of Ljubljana)
18.00	TED2 reception with IIAS2009 participants at the House of the Estates http://www.valtioneuvosto.fi/tietoa-valtioneuvostosta/tilat/saatytaalo/en.jsp

The Trans-European Dialogues are dialogues, and we try to avoid formal presentations. We aim at creating a space for critical, open and innovative discussion. The sessions will be moderated by a member of the academic committee and a list of issues will be distilled from the submissions as an aide-mémoire, and distributed to the participants prior to the conference.