

Special Issue on Service design in the context of complexity: Tensions, paradoxes and plurality

Full Paper Due: 15 October 2020

Call for Papers

As the field of service design matures, questions concerning the nature of its practices, their impact, methodological gaps, potentials, limitations and claims, are timely, but unlikely to result in simple answers. This Special Issue of International Journal of Design seeks articles from academics and practitioners that explore the tensions and paradoxes within service design and service marketing at a time when factors of difference and diversity make negotiating complexity a central challenge for its practice. How might service design adapt its approaches to attend to complexity and diversity? In an age of globalisation, what can be learnt from the diversity of local practices and know-how? How does service design navigate strategy development in complex business environments? What role can service design have in the transformation of systems, super systems and policy? How can service designers work effectively across the multiple dimensions and levels of a system or organisation or in response to the challenge of diverse, differently empowered stakeholders? Is the model of the designed service a lever to shift old modalities into the new or a brake on such possibilities? How might designers engage respectfully with Indigenous knowledge? The special issue seeks to explore these and other ambiguities and frictions.

Schedule

- **Full Paper Due:** 15 October 2020
- Notification of Review Results: 15 January 2021
- Final Version of Paper Due: 15 February 2021
- Notification of Acceptance: 25 February 2021
- Special Issue Publication Date: 30 April 2021

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Submission of Papers

Manuscripts should be prepared with the template file and guidelines found at www.ijdesign.org/authorGuidelines. Submitted papers should not have been previously published nor be currently under consideration for publication elsewhere. A double-blind review process will be employed for this special issue.

Manuscripts should be sent through the on-line system at www.ijdesign.org/submissions. Authors should choose “Special Issue on Service Design 2021” as the Journal Section when submitting papers.

Reference

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