

# Greta Nasi

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## Biography

Greta Nasi is an Associate Professor at the Department of Policy Analysis and Public Management at Università Bocconi and Director of the Master of Science in Cyber Risk Strategy and Governance at Università Bocconi and Politecnico di Milano

At SDA Bocconi she is the Director of the Executive Master in Management of International Organizations. She was the Director of the Public Management and Policy Department from 2012-2016. She has conducted numerous research, education and consulting projects with some of the leading institutions at national and international level.

Her research activities focus on the following topics: innovation and change management in the public sector, digital transformation in public services and in the healthcare sector, service and city management and competitiveness.

Since 2016, she has been an Honorary Fellow at the Business School of the University of Edinburgh. She is the author of numerous books and articles on her topics of interest. Her works have been published in Public Administration, Public Management Review and the International Journal of Public Administration, the Journal of Medical Internet Research, among others. She is a member of the editorial board of many journals including Public Management Review, the Journal of Comparative Policy Analysis: Research and Practice (2005-2019) and Review of Public Administration. She has served on the board of many public administrations such as the International Research Society of Public Management and she is an institutional representative at the Association for Public Policy Analysis and Management. She has been invited to lecture in many international universities such as Seoul National University, Lee Kwan Yew School of Public Policy, ESADE, Erasmus University, among others.

Greta was a Fulbright Scholar at the Maxwell School of Public Affairs and Citizenship, where she earned her MPA. She also has a Ph.D. in Public Management from the Università di Parma and a B.Sc. in Public Administration and International Organizations from Università Bocconi.

## Teaching domains

Public Services Design

Strategy and Public Policy

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## ARTICLES IN SCHOLARLY JOURNALS

NOVARO R., NASI G., CUCCINIELLO M., GRIMMELIKHUIJSEN S.

**The power of framing: The role of information provision in promoting whistleblowing**

Public Administration, 2023, pp.1-24

BELLÉ N., BELARDINELLI P., CUCCINIELLO M., NASI G.

**Experimental evidence on the determinants of citizens' expectations toward public services**

Public Administration Review, 2023, pp.1-16

VAN KESSEL R., SRIVASTAVA D., KYRIOPOULOS I., MONTI G., NOVILLO-ORTIZ D., MILMAN R., ZHANG-CZABANOWSKI W. W., NASI G., STERN A. D., WHARTON G., MOSSIALOS E.

**Digital Health Reimbursement Strategies of 8 European Countries and Israel: Scoping Review and Policy Mapping**

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**Design strategies for Citizen Strategic Orientation**

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GASCO-HERNANDEZ M., NASI G., CUCCINIELLO M., HIEDEMANN A. M.

**The role of organizational capacity to foster digital transformation in local governments: The case of three European smart cities**

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OSBORNE S. P., NASI G., POWELL M.

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**Only hearing what they want to hear: Assessing when and why performance information triggers intentions to coproduce**

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BIANCHI C., NASI G., RIVENBARK W. C.

**Implementing collaborative governance: models, experiences, and challenges**

Public Management Review, 2021, vol.23, no. 11, pp.1581-1589

OSBORNE S., CUCCINIELLO M., NASI G., STROKOSCH K.

**New development: Strategic user orientation in public services delivery—the missing link in the strategic trinity?**

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MERGEL I., BELLÉ N., NASI G.

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MION DALLE CARBONARE P., HIEDEMANN A., NASI G.

**Milano, Monaco, Barcellona: smart city a confronto**

Economia & Management, 2018, no. 1, pp.29-34

HIEDEMANN A., NASI G., SAPORITO R.

**A Public Service-Dominant Logic for the executive education of public managers**

Teaching Public Administration, 2017, vol.35, no. 1, pp.66-87

BELLÈ N., PORUMBESCU G., CUCCINIELLO M., NASI G.

**Translating policy transparency into policy understanding and policy support: Evidence from a survey experiment**

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CUCCINIELLO M., LAPSLEY I., NASI G.

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**Assessing public preferences and the level of transparency in government using an exploratory approach**

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**Lifting the veil of Maya**

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## RESEARCH MONOGRAPHS

BERTONI A., FOSFURI A., GAMBARDELLA A., NASI G.

**Lo stato digitale: Come l'innovazione rivoluziona il rapporto con i cittadini**

RCS MediaGroup, Italy, 2014

NASI G.

**Misurare e valutare l'innovazione nelle aziende pubbliche**

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**Trasparenza nel settore pubblico: quale divario tra il dichiarato e il desiderato?**

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**Cambiamento e innovazione nelle aziende del settore pubblico**

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BUCCOLIERO L., NASI G., CACCIA C.

**E-he@lth: percorsi di implementazione dei sistemi informativi in sanità**

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MELE V., BUCCOLIERO L., NASI G., CALCIOLARI S.

**Verso l'ospedale virtuale. Aspetti socio-sanitari ed economico-gestionali della teleassistenza domiciliare**

Franco Angeli, Milano, Italy, 2001

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## EDITED BOOKS

BUONGIORNO SOTTORIVA C., NASI G. (EDS.)

**Leveraging the power of location information and technologies to improve public services at local level: Case study analysis - Authors: Buongiorno Sottoriva, C., Nasi, G., Barker, L., Casiano Flores, C., Chantillon, M., Claps, M., Cromptvoets, J., Franczak, D., Stevens, R., Vancauwenberghe, G. and Vandembroucke, D.**

Publications Office of the European Union, Luxembourg, EU European Union, 2022

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## CONTRIBUTION TO CHAPTERS, BOOKS OR RESEARCH MONOGRAPHS

BUONGIORNO SOTTORIVA C., NASI G.

**La gestione dell'innovazione e del cambiamento nelle istituzioni pubbliche** in *Management Pubblico – II Ed.*

Maria Cucciniello, Giovanni Fattore, Francesco Longo, Elisa Ricciuti, Alex Turrini (Eds),Egea, chap. 14, pp.239-252, 2024

ALESANI D., NASI G., MANNI S.

**Digital transformation in IOs – toward a human-centered approach** in *Management of International Institutions and NGOs*

Eduardo Missoni, Daniele Alesani (Eds),Routledge, chap. 15, pp.406-431, 2023

BELARDINELLI P., BELLÉ N., CUCCINIELLO M., NASI G.

**Il ri-disegno dei servizi pubblici locali per la creazione di valore** in *Reactive PA. Lezioni dalla Pandemia per il Cambiamento della Pubblica Amministrazione*

G. Valotti (Eds),Egea, chap. 10, pp.257-277, 2022

NASI G., CUCCINIELLO M., DEGARA V.

**Evaluation of Innovation Performance in the Public Sector: A Systematic Review of Studies** in *Outcome-Based Performance Management in the Public Sector*

Elio Borgonovi, Eugenio Anessi-Pessina, Carmine Bianchi (Eds),Springer International Publishing, pp.203-224, 2018

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**Le aziende sanitarie diventano social** in *Rapporto Oasi 2018. Osservatorio sulle aziende e sul sistema sanitario italiano*

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HIEDEMANN A., CUCCINIELLO M., NASI G.

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G. Valotti, M. Barbieri, R. Saporito, G. Girosante (Eds), Egea, pp.351-368, 2016

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**Evaluation of the Impacts of Innovation in the Health Care Sector: A comparative analysis** in *Innovation in Public Services Theoretical, managerial, and international perspectives*

S. P. Osborne, L. Brown, R. M. Walker (Eds), Routledge, Taylor and Francis Group, pp.144, 2016

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**Coordinating care in the Italian Region of Lombardy** in *Organizing for Coordination in the Public Sector*

P. Laegreid, K. Sarapuu, L. H. Rykkja, T. Randma-Liiv (Eds), Palgrave Macmillan, pp.187-198, 2014

CUCCINIELLO M., GUERRAZZI C., NASI G., CACCIA C.

**Fabbisogni informativi nelle aziende sanitarie: quale coerenza tra stato di maturità, propensione all'investimento e soluzioni offerte** in *L'aziendalizzazione della sanità in Italia. Rapporto OASI 2014*

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**Innovazione e Agenda digitale** in *La PA che vogliamo Proposte per un cambiamento possibile*

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**E-government e innovazione nei servizi pubblici** in *Management delle istituzioni pubbliche- Ed.3*

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**Fascicolo Sanitario Elettronico: modelli di implementazione e raccomandazioni per l'adozione** in

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**The service-dominant context of public services. a suitable case for treatment?** in *Context In Public Policy And Management. The Missing Link?*

C. Pollitt (Eds), Edward Elgar Publishing, pp.178-191, 2013

NASI G., CUCCINIELLO M.

**Transparency as a vehicle for accountability and trust: the discrepancy between formal and useful transparency** in *The firm's role in the economy: does a growth-oriented business exist?*

AA.VV. (Eds), Cacucci Editore, 2013

CUCCINIELLO M., NASI G., VALOTTI G.

**Assessing transparency in government: rhetoric, reality and desire** in *Proceedings of the 45th Annual Hawaii International Conference on System Sciences*

Lisa O'Conner (Eds), IEEE Computer Society, pp.2451-2461, 2012

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**E-government and transparency: the degree of interactivity and openness of Italian municipalities** in

*Managing E-Government Projects: Concepts, Issues and Best Practices*

Stephen Aikins (Eds), IGI Global, pp.312-334, 2012

NASI G., SALVATORE C.

**La valutazione della ricerca universitaria in Australia** in *La valutazione periodica della ricerca nelle discipline economico-aziendali. Una comparazione internazionale*

R. Palumbo (Eds), Franco Angeli, pp.33-59, 2012

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**E-government and local service delivery: the case of Italian local governments** in *Strategies for Local E-Government Adoption and Implementation. Comparative Studies (I and II Volume)*

C. Reddick (Ed), IGI Global, pp.735-751, 2009

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**La valutazione degli impatti della cartella clinica elettronica** in *L'aziendalizzazione della sanità in Italia. Rapporto OASI 2009*

E.Cantù (Eds),Egea, pp.521-548, 2009

NASI G., VENDRAMINI E.

**Delivering International Public Management programs: the case of Bocconi University** in *Public Administration and Public Policy Degree Programmes in Europe: the Road from Bologna*

G. Jenei, K. Mike (Eds),NISPAcee, pp.193-210, 2008

CUCCINIELLO M., NASI G.

**Il modello di governance e di valutazione degli impatti del progetto Citizens iTV** in *Citizens iTV: un modello di servizi per il territorio attraverso la televisione digitale terrestre. il progetto sperimentale della Regione Veneto*

AA.VV. (Eds),Franco Angeli, pp.141-162, 2008

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## ARTICLES IN NATIONAL/INTERNATIONAL NEWSPAPERS

NASI G.

**La cybersecurity è una priorità per il management**

Il Sole 24 Ore, 22 October, 2024

NASI G.

**Un nuovo paradigma per analizzare le minacce alle infrastrutture critiche**

Il Sole 24 Ore, 1 June, 2023

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## CASES IN INTERNATIONAL CASE COLLECTIONS

LARENZA O., TURRINI A., NASI G.

**“Oltre La Norma!” Collaborating for the Reconstruction of Teatro Petruzzelli in Bari**

2013, E-PARCC, Great Britain

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## EDITORIALS IN JOURNAL

OSBORNE S., CUCCINIELLO M., NASI G., ZHU E.

**Digital transformation, artificial intelligence and effective public services: challenges and opportunities**

2022, Global Public Policy and Governance

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## INTRODUCTION TO SPECIAL ISSUE

NASI G.

**Public Personnel policies: impact on government performance**

2011, Journal of Comparative Policy Analysis: Research and Practice, United States of America

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## OTHER

NASI G., HIEDEMANN A. M.

**339 million people seeking help**

2023, Via Sarfatti 25, Milano, Italy

CRISTOFOLI D., NASI G., TURRINI A., VALOTTI G.

**Much caffeine about nothing. Explaining local government responses to institutional reforms**

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## PROCEEDINGS/PRESENTATIONS

NASI G., CHOI H.

**Co-design for value co-creation**

*IRSPM Conference 2023 - April 3-5, 2023, Budapest, Hungary*

NOVARO R., NASI G., ANGELIDOU M., VAN DEN BERG M., POLITIS C.

**Users' engagement in a co-creation context: evidence from four European Citizen Science Hubs**

*IRSPM Conference 'Facing the future: Evolving social-political-administrative relations and the future of administrative systems', 19-22 April, 2022, (online)*

GASCO M., CUCCINIELLO M., NASI G., YUAN Q.

**Determinants and barriers of e-procurement: A European comparison of public sector experiences**

*Proceedings of the 51st Hawaii International Conference on System Sciences, 3-6 January 2018, Hawaii, United States of America*

NASI G., CUCCINIELLO M., BELLÈ N., MENA M.

**Smart cities and transparency. Does smartness influence transparency?**

*Proceedings of the 49th Annual Hawaii International Conference on System Sciences 2016, Kauai, Hawaii, United States of America*

NASI G., OSBORNE S., CUCCINIELLO M.

**Strategic orientation in public services delivery: towards a service-dominant model for collaboration between public service organisations and with service Users**

*APPAM International Conference - 26-27 May, 2013, Shanghai, China (PRC)*

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## Grants & Honors

Kooyman Prize for Best Paper in Public Management Review 2023, with the paper 'A Systematic Literature Review of City Competitiveness: A 30-Year Assessment and Future Agenda of Public Administration' (G.Nasi, H.Choi, M.Cucciniello, R. K. Christensen), Vol.25, Issue 8 , 2024

Best Professor of the Year Award - PhD School - Università Commerciale Luigi Bocconi , 2019

Emerald Citations of Excellence for the 2013 paper "A New Theory for Public Service Management? Toward a (Public) Service-Dominant Approach", American Review of Public Administration - Emerald Publishing Limited , 2016

Runner-Up Prize for 2015 Best Paper "Coordination Mechanisms for implementing complex innovations in the healthcare sector" Public Management Review Vol. 17, Issue 7 , 2015

Award of the Maxwell School E-PARCC Collaborative Governance Initiative Competition for the Case



Study “Oltre la norma!” Collaborating for the reconstruction of Teatro Petruzzelli in Bari – Maxwell School of Citizenship and Public Affairs – Syracuse University , 2013

Excellence in Research Award – Università Commerciale Luigi Bocconi , 2011

Excellence in Research Award – Università Commerciale Luigi Bocconi , 2009

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