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Knowledge Group: Government, Health and Not for Profit

Research Domains: Healthcare Management

Teaching Domains: Digital Innovation, Co-Production and Citizens

Involvement, Public Services Design, Social Innovation Design, Stakeholder Engagement/Management

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Proceedings/Presentations

Cybersecurity for Essential Services: Towards a Value-Based Approach

NASI, G., M. CUCCINIELLO, R. CHRISTENSEN, N. ABBATEMARCO, B. J. BURSTON, "Cybersecurity for Essential Services: Towards a Value-Based Approach" in Proceedings of the 59th Hawaii International Conference on System Sciences, January, 6-9, 2026, Maui, Hawaii

Building Robust Schools for All: Recipes for an Inclusive Education

CUCCINIELLO, M., D. CRISTOFOLI, M. MICACCHI, B. TRIVELLATO, "Building Robust Schools for All: Recipes for an Inclusive Education" in IRSPM 2025: Civic engagement and social capital in contemporary public administration: facing the challenges of social equity and environmental sustainability, April 7-9, 2025, Bologna, Italy

Citizen Satisfaction in AI driven Agile Government: Applying Human in the Loop for AI-Optimized Public Service Delivery

CHOI, H., M. CUCCINIELLO, G. NASI, "Citizen Satisfaction in AI driven Agile Government: Applying Human in the Loop for AI-Optimized Public Service Delivery" in IRSPM 2025: Civic engagement and social capital in contemporary public administration: facing the challenges of social equity and environmental sustainability, April 7-9, 2025, Bologna, Italy

Value creation in the context of remote working. Evidence from a literature review

NASI, G., L. FONTANELLA, M. CUCCINIELLO, D. ARTUSO, "Value creation in the context of remote working. Evidence from a literature review" in IRSPM 2025: Civic engagement and social capital in contemporary public administration: facing the challenges of social equity and environmental sustainability, April 7-9, 2025, Bologna, Italy

Defining and co-creating value in public services: the perspective of vulnerable users

SAPORITO, R., E. PEROBELLI, M. CUCCINIELLO, "Defining and co-creating value in public services: the perspective of vulnerable users" in IRSPM 2025: Civic engagement and social capital in contemporary public administration: facing the challenges of social equity and environmental sustainability, April 7-9, 2025, Bologna, Italy

Defining and measuring the value co-created in public services for vulnerable users

PEROBELLI, E., R. SAPORITO, M. CUCCINIELLO, "Defining and measuring the value co-created in public services for vulnerable users" in IRSPM 2025: Civic engagement and social capital in contemporary public administration: facing the challenges of social equity and environmental sustainability, April 7-9, 2025, Bologna, Italy

Strategies for mediating downstream citizen voice into complex public policy and service ecosystems - what, how and why?

KIRLEY, R., J. P. RIPAMONTI, M. CUCCINIELLO, "Strategies for mediating downstream citizen voice into complex public policy and service ecosystems - what, how and why?" in IRSPM 2025: Civic engagement and social capital in contemporary public administration: facing the challenges of social equity and environmental sustainability, April 7-9, 2025, Bologna, Italy

The Role of Peer Influence in Shaping Individual Vaccine Attitudes

CHIAVENNA, C., L. LUCCHINI, L. P. LEONE, M. CUCCINIELLO, A. MELEGARO, "The Role of Peer Influence in Shaping Individual Vaccine Attitudes" in Population Association of America 2024 Annual Meeting, April 17-20, 2024, Columbus OH, United States of America

Does Service Ownership Influence Value Expectations? A Citizen's Sector Comparator Experiment

CHRISTENSEN, R., C. SILVIA, G. NASI, M. CUCCINIELLO, "Does Service Ownership Influence Value Expectations? A Citizen's Sector Comparator Experiment" in IRSPM 2024: Hybrid futures for public governance and management, April 15-18, 2024, Tampere, Finland

Disentangling the notion of value in public services: evidence and future directions from a systematic literature review

CUCCINIELLO, M., E. PEROBELLI, R. SAPORITO, "Disentangling the notion of value in public services: evidence and future directions from a systematic literature review" in IRSPM 2024: Hybrid futures for public governance and management, April 15-18, 2024, Tampere, Finland

Bridging service innovation and value creation: evidence from public housing

CUCCINIELLO, M., E. PEROBELLI, R. SAPORITO, "Bridging service innovation and value creation: evidence from public housing" in IRSPM 2024: Hybrid futures for public governance and management, April 15-18, 2024, Tampere, Finland

Through a lens, darkly? Using the lens of service theory to understand the covid-19 mass vaccination programme

CUI, T., S. OSBORNE, M. CUCCINIELLO, R. C. GOMES, "Through a lens, darkly? Using the lens of service theory to understand the covid-19 mass vaccination programme" in EURAM 2024 - European Academy of Management Conference, June 24-28, 2024, Bath, Great Britain

How to build 'robust' governance: an exploration of necessary and sufficient conditions

MICACCHI, M., B. TRIVELLATO, D. CRISTOFOLI, M. CUCCINIELLO, G. VALOTTI, "How to build 'robust' governance: an exploration of necessary and sufficient conditions" in IRSPM Conference 2023 - April 3-5, 2023, Budapest, Hungary

Exploring value creation from a public service ecosystem perspective: Evidence from the Covid-19 mass vaccination programme in Scotland

CUI, T., S. OSBORNE, R. C. GOMES, M. CUCCINIELLO, "Exploring value creation from a public service ecosystem perspective: Evidence from the Covid-19 mass vaccination programme in Scotland" in IRSPM Conference 2023 - April 3-5, 2023, Budapest, Hungary

Collaborative innovation in turbulent times: the power of "spontaneity"

CUCCINIELLO, M., D. CRISTOFOLI, B. TRIVELLATO, A. TURRINI, "Collaborative innovation in turbulent times: the power of "spontaneity"" in 2022 TAD conference "Strategic Management of Public Sector Transformation in Turbulent Times: Enhancing Collaborative Governance and Co-creation of Public Value", 9-11 June, 2022, Roskilde, Denmark

How to design response networks in turbulent times: necessary and sufficient conditions

CUCCINIELLO, M., D. CRISTOFOLI, B. TRIVELLATO, A. TURRINI, G. VALOTTI, "How to design response networks in turbulent times: necessary and sufficient conditions" in 2022 IRSPM Conference "Facing the future: Evolving social-political-administrative relations and the future of administrative systems" - 19-22 April, 2022, (online)

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

GASCO, M., M. CUCCINIELLO, G. NASI, Q. YUAN, "Determinants and barriers of e-procurement: A European comparison of public sector experiences" in Proceedings of the 51st Hawaii International Conference on System Sciences, 3-6 January, 2018, Hawaii, United States of America

Blueprinting digital transformation: leveraging technology through IT

HIEDEMANN, A., M. CUCCINIELLO, G. NASI, "Blueprinting digital transformation: leveraging technology through IT" in EGPA Conference - 30 August-1 September, 2017, Milano, Italy

"Health technology assessment for eHealth solutions

ARMENI, P., M. CUCCINIELLO, F. PETRACCA, R. TARRICONE, "Health technology assessment for eHealth solutions" in IV European Congress on eCardiology and eHealth - November 9-10, 2017, Berlin, Germany

Smart cities and transparency. Does smartness influence transparency?

NASI, G., M. CUCCINIELLO, N. BELLÈ, M. MENA, "Smart cities and transparency. Does smartness influence transparency?" in Proceedings of the 49th Annual Hawaii International Conference on System Sciences, 2016, Kauai, Hawaii, United States of America

The digital divide between clinicians and patients. Results from an International e-Survey on mhealth in cancer and cancer supportive care"

ARMENI, P., M. CUCCINIELLO, F. PETRACCA, R. TARRICONE, "The digital divide between clinicians and patients. Results from an International e-Survey on mhealth in cancer and cancer supportive care"" in 21st

Italian Health Economics Association (AIES) Annual Conference - November 3-4, 2016, Bologna, Italy

Determinants and Barriers of Adoption, Diffusion and Upscaling of ICT driven Social Innovation in the Public Sector: A Systematic Review

CUCCINIELLO, M., G. NASI, V. MELE, G. VALOTTI, R. BAZURLI, "Determinants and Barriers of Adoption, Diffusion and Upscaling of ICT driven Social Innovation in the Public Sector: A Systematic Review" in European Group of Public Administration Conference - September 10-12, 2014, Speyer, Germany

Session Chair on the topic of "The Science of Delivery"

CUCCINIELLO, M., "Session Chair on the topic of "The Science of Delivery"" in International Public Management Network Conference, 2014

What causes transparency in government? An empirical evaluation

NASI, G., M. CUCCINIELLO, "What causes transparency in government? An empirical evaluation" in XVIII Annual Conference of the International Research Society for Public Management (IRSPM) - 9-11 April, 2014, Ottawa, Canada

Collaborative governance for longitudinal healthcare services:enabling conditions and leading practices

CUCCINIELLO, M., G. NASI, G. VALOTTI, "Collaborative governance for longitudinal healthcare services:enabling conditions and leading practices" in APPAM International Conference "Collaboration Among Government, Market, and Society: Forging Partnerships and Encouraging Competition" - May 26-27, 2013, Shanghai, China (PRC)

Strategic orientation in a public service-dominant approach

CUCCINIELLO, M., G. NASI, S. OSBORNE, "Strategic orientation in a public service-dominant approach" in XVII IRSPM Conference - 10-12 April, 2013, Prague, Czech Republic

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

NASI, G., S. OSBORNE, M. CUCCINIELLO, "Strategic orientation in public services delivery: towards a service-dominant model for collaboration between public service organisations and with service Users" in APPAM International Conference - 26-27 May, 2013, Shanghai, China (PRC)

Assessing citizens' preferences and level of transparency in government :how big is the gap?

CUCCINIELLO, M., G. NASI, "Assessing citizens' preferences and level of transparency in government :how big is the gap?" in XVI IRSPM Annual Conference - 11-13 April, 2012, Roma, Italy

Assessing transparency in government: rethoric, reality and desire

CUCCINIELLO, M., G. NASI, G. VALOTTI, "Assessing transparency in government: rethoric, reality and desire" in 45th Hawaii International Conference on System Sciences (HICSS 2012) - January 4-7, 2012, Maui, Hawaii, United States of America

Evaluation of the impacts of innovation in the healthcare sector: a comparative analysis

NASI, G., M. CUCCINIELLO, "Evaluation of the impacts of innovation in the healthcare sector: a comparative analysis" in XVI IRSPM Annual Conference - 11-13 April, 2012, Roma, Italy

Service management in PSO: how to embed citizens' preferences

CUCCINIELLO, M., G. NASI, S. OSBORNE, "Service management in PSO: how to embed citizens' preferences" in Public Management Research Conference: Seeking Excellence in a Time of Change - 25-27 May, 2012, Shanghai, China (PRC)

Assessing transparency in government: preached, practiced and preferred

CUCCINIELLO, M., G. NASI, "Assessing transparency in government: preached, practiced and preferred" in 1st Global Conference on Transparency Research - 19-20 May, 2011, Newark, United States of America

e-Health: a comparative analysis

CUCCINIELLO, M., "e-Health: a comparative analysis" in Health Organization Research Network (HORNET) - 7th Research Workshop, 2011

Preaching and practicing transparency: moving beyond requirements

CUCCINIELLO, M., G. NASI, G. VALOTTI, "Preaching and practicing transparency: moving beyond requirements" in 15th Annual Conference of the International Research Society for Public Management (IRSPM XV) - April 11-13, 2011, Dublin, Ireland

Research Monographs

Design Strategies in Public Services

CUCCINIELLO, M., G. NASI, G. PORUMBESCU, R. TARRICONE - "Design Strategies in Public Services" - 2026, Cambridge University Press

Public Service Explained. The Role of Citizens in Value Creation

NASI, G., S. OSBORNE, M. CUCCINIELLO, T. CUI - "Public Service Explained. The Role of Citizens in Value Creation" - 2024, Cambridge University Press

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

CUCCINIELLO, M., G. NASI, R. SAPORITO - "Trasparenza nel settore pubblico: quale divario tra il dichiarato e il desiderato?" - 2012, Egea, Milano, Italy

L'attuazione dell'e-government in Italia: retorica o realtà?

NASI, G., M. CUCCINIELLO - "L'attuazione dell'e-government in Italia: retorica o realtà?" - 2007, Egea, Milano, Italy

Articles in Scholarly Journals

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

BELLÉ, N., P. BELARDINELLI, M. CUCCINIELLO, G. NASI, "Experimental evidence on the determinants of citizens' expectations toward public services", *Public Administration Review*, 2025, vol. 85, no. 1, pp. 176-191

How to organize in turbulence: Arrangements and pathways for robust governance

MICACCHI, M., M. CUCCINIELLO, B. TRIVELLATO, D. CRISTOFOLI, A. TURRINI, G. VALOTTI, G. NASI, "How to organize in turbulence: Arrangements and pathways for robust governance", *Journal of Public Administration Research and Theory*, 2025, vol. 35, no. 2, pp. 231-247

A mobile supportive care app for patients with metastatic lung cancer: the Lung Cancer App (LuCApp) randomized controlled trial

PONGIGLIONE, B., M. CUCCINIELLO, F. PETRACCA, O. CIANI, S. NOVELLO, M. MIGLIORINO, P. PEDRAZZOLI, F. AGUSTONI, G. LO RUSSO, R. TARRICONE, E. CAPELLETTO, "A mobile supportive care app for patients with metastatic lung cancer: the Lung Cancer App (LuCApp) randomized controlled trial", *Supportive Care in Cancer*, 2025, vol. 33, pp. 641

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

NOVARO, R., G. NASI, M. CUCCINIELLO, S. GRIMMELIKHUIJSEN, "The power of framing: The role of information provision in promoting whistleblowing", *Public Administration*, 2024, vol. 102, no. 4, pp. 1342-1365

Which behaviour change techniques work best for diabetes self-management mobile apps? Results from a systematic review and meta-analysis of randomised controlled trials

TARRICONE, R., F. PETRACCA, L. SVAE, M. CUCCINIELLO, O. CIANI, "Which behaviour change techniques work best for diabetes self-management mobile apps? Results from a systematic review and meta-analysis of randomised controlled trials", *eBioMedicine*, 2024, vol. 103, pp. 105091

A systematic literature review of city competitiveness: A 30-year assessment and future agenda for public administration

NASI, G., H. CHOI, M. CUCCINIELLO, R. K. CHRISTENSEN, "A systematic literature review of city competitiveness: A 30-year assessment and future agenda for public administration", *Public Management Review*, 2023, vol. 25, no. 8, pp. 1562-1586

"One, none, and a hundred thousand" recipes for a robust response to turbulence

CRISTOFOLI, D., M. CUCCINIELLO, M. MICACCHI, B. TRIVELLATO, A. TURRINI, G. VALOTTI, "'One, none, and a hundred thousand" recipes for a robust response to turbulence", *Public Administration*, 2023, vol. 101, no. 1, pp. 106-123

Altruism and vaccination intentions: Evidence from behavioral experiments

CUCCINIELLO, M., P. PIN, B. IMRE, G. A. PORUMBESCU, A. MELEGARO, "Altruism and vaccination intentions: Evidence from behavioral experiments", *Social Science & Medicine*, 2022, vol. 292, pp. 114195

Recommendations for developing a lifecycle, multidimensional assessment framework for mobile medical apps

TARRICONE, R., F. PETRACCA, M. CUCCINIELLO, O. CIANI, "Recommendations for developing a lifecycle, multidimensional assessment framework for mobile medical apps", *Health Economics*, 2022, vol. 31, no. S1,

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

GASCO-HERNANDEZ, M., G. NASI, M. CUCCINIELLO, A. M. HIEDEMANN, "The role of organizational capacity to foster digital transformation in local governments: The case of three European smart cities", *Urban Governance*, 2022, vol. 2, no. 2, pp. 236-246

It is a relay not a sprint! Evolving co-design in a digital and virtual environment: neighbourhood services for elders

OSBORNE, S., M. POWELL, M. CUCCINIELLO, J. MACFARLANE, "It is a relay not a sprint! Evolving co-design in a digital and virtual environment: neighbourhood services for elders", *Global Public Policy and Governance*, 2022, vol. 2, no. 4, pp. 518-538

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

OSBORNE, S., M. CUCCINIELLO, G. NASI, K. STROKOSCH, "New development: Strategic user orientation in public services delivery—the missing link in the strategic trinity?", *Public Money & Management*, 2021, vol. 41, no. 2, pp. 172-175

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

PORUMBESCU, G. A., M. CUCCINIELLO, N. BELLÉ, G. NASI, "Only hearing what they want to hear: Assessing when and why performance information triggers intentions to coproduce", *Public Administration*, 2021, vol. 99, no. 4, pp. 789-802

Distinguishing features in the assessment of mHealth apps

TARRICONE, R., F. PETRACCA, O. CIANI, M. CUCCINIELLO, "Distinguishing features in the assessment of mHealth apps", *Expert Review of Pharmacoeconomics & Outcomes Research*, 2021, vol. 21, no. 4, pp. 521-526

Thanks, but No Thanks: Preferences towards Teleworking Colleagues in Public Organizations

MELE, V., N. BELLÉ, M. CUCCINIELLO, "Thanks, but No Thanks: Preferences towards Teleworking Colleagues in Public Organizations", *Journal of Public Administration Research and Theory*, 2021, vol. 31, no. 4, pp. 790-805

Development features and study characteristics of mobile health apps in the management of chronic conditions: a systematic review of randomised trials

CUCCINIELLO, M., F. PETRACCA, O. CIANI, R. TARRICONE, "Development features and study characteristics of mobile health apps in the management of chronic conditions: a systematic review of randomised trials", *npj Digital Medicine*, 2021, vol. 4, no. 1, pp. 144

An Electronic Patient-Reported Outcome Mobile App for Data Collection in Type A Hemophilia: Design and Usability Study

PETRACCA, F., R. TEMPRE, M. CUCCINIELLO, O. CIANI, E. POMPEO, L. SANNINO, V. LOVATO, G. CASTAMAN, A. GHIRARDINI, R. TARRICONE, "An Electronic Patient-Reported Outcome Mobile App for Data Collection in Type A Hemophilia: Design and Usability Study", JMIR Formative Research, 2021, vol. 5, no. 12, pp. e25071

Experimental evidence that changing beliefs about mask efficacy and social norms increase mask wearing for COVID-19 risk reduction: Results from the United States and Italy

BOKEMPER, S. E., M. CUCCINIELLO, T. ROTESI, P. PIN, A. A. MALIK, K. WILLEBRAND, E. E. PAINTSIL, S. B. OMER, G. A. HUBER, A. MELEGARO, "Experimental evidence that changing beliefs about mask efficacy and social norms increase mask wearing for COVID-19 risk reduction: Results from the United States and Italy", Plos One, 2021, vol. 16, no. 10, pp. e0258282

National interest may require distributing COVID-19 vaccines to other countries

ROTESI, T., P. PIN, M. CUCCINIELLO, A. A. MALIK, E. E. PAINTSIL, S. E. BOKEMPER, K. WILLEBRAND, G. A. HUBER, A. MELEGARO, S. B. OMER, "National interest may require distributing COVID-19 vaccines to other countries", Scientific Reports, 2021, vol. 11, pp. 18253

Harnessing Digital Health Technologies During and After the COVID-19 Pandemic: Context Matters

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Accounting for citizens when explaining open government effectiveness

PORUMBESCU, G. A., M. CUCCINIELLO, J. R. GIL-GARCIA, "Accounting for citizens when explaining open government effectiveness", Government Information Quarterly, 2020, vol. 37, no. 2, pp. 101451

Pour des services publics résilients et durables: quelle orientation stratégique ?

OSBORNE, S., K. STROKOSCH, G. NASI, M. CUCCINIELLO, "Pour des services publics résilients et durables: quelle orientation stratégique ?", Action Publique. Recherche et Pratiques, 2020, vol. 8, no. 3, pp. 5-13

Mobile Health Divide Between Clinicians and Patients in Cancer Care: Results From a Cross-Sectional International Survey

TARRICONE, R., M. CUCCINIELLO, P. ARMENI, F. PETRACCA, K. C. DESOUZA, L. K. HALL, D. KEEFE, "Mobile Health Divide Between Clinicians and Patients in Cancer Care: Results From a Cross-Sectional International Survey", JMIR mHealth and uHealth, 2019, vol. 7, no. 9, pp. e13584

Lung Cancer App (LuCApp) study protocol: a randomised controlled trial to evaluate a mobile supportive care app for patients with metastatic lung cancer

CIANI, O., M. CUCCINIELLO, F. PETRACCA, G. APOLONE, R. TARRICONE, G. MERLINI, S. NOVELLO, P. PEDRAZZOLI, N. ZILEMBO, C. BROGLIA, E. CAPELLETTO, M. GARASSINO, E. NICOD, "Lung Cancer App (LuCApp) study protocol: a randomised controlled trial to evaluate a mobile supportive care app for patients with metastatic lung cancer", BMJ, 1 February 2019, vol. 9, no. 2, pp. e025483

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

BELLÈ, N., G. PORUMBESCU, M. CUCCINIELLO, G. NASI, "Translating policy transparency into policy understanding and policy support: Evidence from a survey experiment", *Public Administration*, 2017, vol. 95, pp. 990-1008

Can Transparency Foster More Understanding and Compliant Citizens?

PORUMBESCU, G. A., M. CUCCINIELLO, M. I. H. LINDEMAN, E. CEKA, "Can Transparency Foster More Understanding and Compliant Citizens?", *Public Administration Review*, 2017, vol. 77, no. 6, pp. 840-850

25 Years of Transparency Research: Evidence and Future Directions

CUCCINIELLO, M., G. A. PORUMBESCU, S. GRIMMELIKHUIJSEN, "25 Years of Transparency Research: Evidence and Future Directions", *Public Administration Review*, 2017, vol. 77, no. 1, pp. 32-44

Managing health care in the digital world: A comparative analysis

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

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The performance of mhealth in cancer supportive care: a research agenda

CUCCINIELLO, M., G. NASI, C. GUERRAZZI, "The performance of mhealth in cancer supportive care: a research agenda", *Journal of Medical Internet Research*, 2015, vol. 17, no. 2, pp. e26

The role of mobile technologies in health care processes: the case of cancer supportive care

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Understanding key factors affecting electronic medical record implementation: a socio-technical approach

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Modelli di governance per l'avvio del Fascicolo Sanitario Elettronico. L'esperienza del Veneto

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Other

LuCApp and cancer patients: Benefits and limits of digital technologies - LuCApp e pazienti oncologici: benefici e limiti delle tecnologie digitali

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Come convincere i no-vax a vaccinarsi

CUCCINIELLO, M., A. MELEGARO, "Come convincere i no-vax a vaccinarsi", *Eco*, June 2024

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Public Service Logic: a service lens on the COVID-19 vaccination programmes

OSBORNE, S., M. CUCCINIELLO, T. CUI, "Public Service Logic: a service lens on the COVID-19 vaccination programmes" in Research Handbook on Public Management and COVID-19., H. Dickinson, S. Yates, J. O'Flynn, C. Smith (Eds.), Edward Elgar Publishing, chap. 9, pp. 112-125, 2024

La strategia delle istituzioni pubbliche

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L'innovazione digitale nelle istituzioni pubbliche e le smart city

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'Travelling from 1600 to 2020 in one week': resilience and leadership in school networks during the COVID-19 pandemic

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