

Greta Nasi

Associate Professor



Knowledge Group: Government, Health and Not for Profit

Research Domains: Public Management

Teaching Domains: Public Services Design, Strategy and Public Policy

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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.

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

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

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

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

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Prosocial Motivation of Private Sector IT Professionals Joining Government

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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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Coordination Mechanisms for implementing complex innovations in the healthcare sector

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

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

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La competitività delle aziende italiane. I primi risultati dell'Osservatorio Manager Insight

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Online service provision: are municipalities really innovative? The case of larger municipalities in Italy

NASI, G., F. FROSINI, D. CRISTOFOLI, "Online service provision: are municipalities really innovative? The case of larger municipalities in Italy", *Public Administration*, 2011, vol. 89, no. 3, pp. 821-839

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CUCCINIELLO, M., G. NASI, R. SAPORITO, "Essere trasparenti conviene", *Economia & Management*, 2010, no. 6, pp. 48-50

Lifting the veil of Maya

TURRINI, A., G. NASI, D. CRISTOFOLI, I. SOSCIA, "Lifting the veil of Maya", *International Journal of Public Sector Management*, 2010, vol. 23, no. 1, pp. 5-21

Networking Literature About Determinants Of Network Effectiveness

TURRINI, A., G. NASI, D. CRISTOFOLI, F. FROSINI, "Networking Literature About Determinants Of Network Effectiveness", *Public Administration*, 2010, vol. 88, no. 2, pp. 528-550

Vision and Practice of e-Government: An empirical study

NASI, G., F. FROSINI, "Vision and Practice of e-Government: An empirical study", *Financial Accountability & Management*, 2010, vol. 26, no. 1, pp. 85-101

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Gli impatti della cartella clinica elettronica: un modello di misurazione degli effetti sull'azienda

CACCIA, C., M. CUCCINIELLO, G. NASI, "Gli impatti della cartella clinica elettronica: un modello di misurazione degli effetti sull'azienda", Mecosan, 2009, vol. 70, pp. 45-56

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Accounting Reforms: Determinants of Local Governments' Choices

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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

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Co-design for value co-creation

NASI, G., H. CHOI, "Co-design for value co-creation" in IRSPM Conference 2023 - April 3-5, 2023, Budapest, Hungary

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

NOVARO, R., G. NASI, M. ANGELIDOU, M. VAN DEN BERG, C. POLITIS, "Users' engagement in a co-creation context: evidence from four European Citizen Science Hubs" in 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

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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

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)

Contribution to Chapters, Books or Research Monographs

The future role of government in cybersecurity

NASI, G., "The future role of government in cybersecurity" in Futures for the Public Sector., Geert Bouckaert, Annie Hondeghem, Trui Steen, Steven Van de Walle (Eds.), Leuven University Press, pp. 123-140, 2025

La gestione dell'innovazione e del cambiamento nelle istituzioni pubbliche

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ALESANI, D., G. NASI, S. MANNI, "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

Il ri-disegno dei servizi pubblici locali per la creazione di valore

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Evaluation of Innovation Performance in the Public Sector: A Systematic Review of Studies

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Le aziende sanitarie diventano social

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La cybersecurity è una priorità per il management

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

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