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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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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

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

Differences in preference for remote working between public and private sector workers - A post-pandemic context

NASI, G., A. PEREGO, L. FONTANELLA, K. FELLNHOFER, "Differences in preference for remote working between public and private sector workers - A post-pandemic context" 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

Re-framing decision making for cybersecurity

NASI, G., "Re-framing decision making for cybersecurity" in IRSPM 2024: Hybrid futures for public governance and management, April 15-18, 2024, Tampere, Finland

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

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

Smart cities and transparency. Does smartness influence transparency?

NASI, G., M. CUCCINIELLO, N. BELLÉ, 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)

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

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

The Neo-Weberian State in Italy: Understanding the Influence of Populist Government, EU Administrative Reform Support Policy, and Digitalization

ONGARO, E., G. NASI, "The Neo-Weberian State in Italy: Understanding the Influence of Populist Government, EU Administrative Reform Support Policy, and Digitalization", *JPS Journal of Policy Studies*, 2024, vol. 39, no. 3, pp. 33-43

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

Design strategies for Citizen Strategic Orientation

NASI, G., H. CHOI, "Design strategies for Citizen Strategic Orientation", *Public Management Review*, 2023, pp. 1-20

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

VAN KESSEL, R., D. SRIVASTAVA, I. KYRIOPOULOS, G. MONTI, D. NOVILLO-ORTIZ, R. MILMAN, W. W. ZHANG-CZABANOWSKI, G. NASI, A. D. STERN, G. WHARTON, E. MOSSIALOS, "Digital Health Reimbursement Strategies of 8 European Countries and Israel: Scoping Review and Policy Mapping", *JMIR mHealth and uHealth*, 2023, vol. 11, pp. e49003

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

Prosocial Motivation of Private Sector IT Professionals Joining Government

MERGEL, I., N. BELLÉ, G. NASI, "Prosocial Motivation of Private Sector IT Professionals Joining Government", *Review of Public Personnel Administration*, 2021, vol. 41, no. 2, pp. 338-357

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

Beyond co-production: Value creation and public services

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Implementing collaborative governance: models, experiences, and challenges

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

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Milano, Monaco, Barcellona: smart city a confronto

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HIEDEMANN, A., G. NASI, R. SAPORITO, "A Public Service-Dominant Logic for the executive education of public managers", *Teaching Public Administration*, 2017, vol. 35, no. 1, pp. 66-87

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

BELLÉ, 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

Managing health care in the digital world: A comparative analysis

CUCCINIELLO, M., I. LAPSLEY, G. NASI, "Managing health care in the digital world: A comparative analysis", *Health Services Management Research*, 2016, vol. 29, no. 4, pp. 132-142

SSN fast forward. Proposte per rendere il SSN più efficace, equo e sostenibile

COMPAGNI, A., G. FOSTI, F. LONGO, V. TOZZI, F., M. AMATUCCI, P. ARMENI, G. CALLEA, O. CIANI, N. CUSUMANO, C. JOMMI, G. NASI, A. TORBICA, R. TARRICONE, V. VECCHI, C. CARBONE, M. DEL VECCHIO, F. LECCI, F. LEGA, A. PRENESTINI, G. FATTORE, L. FENECH, V. RAPPINI, M. BARBIERI, E. BORGONOV, E. CANTÙ, C. DE PIETRO, C. FILANNINO, "SSN fast forward. Proposte per rendere il SSN più efficace, equo e sostenibile", *Mecosan*, 2016, no. 97, pp. 101-124

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

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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Innovazione e agenda digitale: proposte per l'attuazione

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

PIROTTI, G. B., G. SODA, G. NASI, "La competitività delle aziende italiane. I primi risultati dell'Osservatorio Manager Insight", *Economia & Management*, 2014, no. 3, pp. 95-107

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

CUCCINIELLO, M., C. GUERRAZZI, G. NASI, C. DARIO, M. RIZZATO, A. FAVARO, "Modelli di governance per l'avvio del Fascicolo Sanitario Elettronico. L'esperienza del Veneto", *Mecosan*, 2014, no. 89, pp. 49-70

Transparency for trust in government: how effective is formal transparency?

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A New Theory for Public Service Management? Toward a (Public) Service-Dominant Approach

OSBORNE, S., Z. RADNOR, G. NASI, "A New Theory for Public Service Management? Toward a (Public) Service-Dominant Approach", *The American Review of Public Administration*, 2012, vol. 43, no. 2, pp. 135-158

Civil Service Reforms in Italy: The Importance of External Endorsement and Administrative Leadership

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

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PA performance. Una proposta per attuare la riforma

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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

Accounting innovations: A contingent view on italian local governments

ANESSI-PESSINA, E., G. NASI, I. STECCOLINI, "Accounting innovations: A contingent view on italian local governments", *Journal of Public Budgeting, Accounting & Financial Management*, 2010, vol. 22, no. 2, pp. 250-271

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Implementation of accounting reforms

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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 Hondeghe, 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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Digital transformation in IOs – toward a human-centered approach

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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Un nuovo paradigma per analizzare le minacce alle infrastrutture critiche

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The dark-web side of mafias. Appalti, crypto e cybercrime. Le mafie adesso, più invisibili e potenti

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