

Maria Cucciniello

Associate Professor



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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Biography

Maria Cucciniello is an Associate Professor at the Department of Policy Analysis and Public Management at Università Bocconi.

Her collaboration with SDA Bocconi began in 2006. She has conducted research and education projects with major public sector organizations.

Her research focus is on e-health and e-government, the impact of ICT in healthcare and public sectors, transparency in the public sector, change management and organizational redesign for the introduction of new information systems and the evolution of managerial skills in PA.

She is the author of numerous books and articles on her topics of interest. Her works have been published in Public Administration Review, Public Management Review, the Journal of Medical Internet Research, Social Science Computer Review, Economia & Management and Mecosan. She is a reviewer for many specialized magazines, including Health Policy, Critical Perspectives on Accounting and Azienda Pubblica. She is a member of the editorial board of Review of Public Administration and Management and she has been elected New Researchers coordinator for the International Research Society for Public Management.

Maria earned a degree in Public Administrations and International Institutions Management and a Master of Science in Economics and Management of Public Administrations and International Institutions both from Università Bocconi and a Ph.D. in Management from the University of Edinburgh.

Articles in Scholarly Journals

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

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

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

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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

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

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

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

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

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

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

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

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

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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?

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

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

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

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

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Other

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Come convincere i no-vax a vaccinarsi

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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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