

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 è Professoressa Associata del Dipartimento di Analisi delle Politiche e Management Pubblico presso l'Università Bocconi.

La sua collaborazione con SDA Bocconi ha inizio nel 2006. Ha gestito progetti di ricerca e formazione con importanti aziende.

Le sue ricerche si concentrano su e-health ed e-government, sull'impatto delle tecnologie dell'informazione e comunicazione (ICT) nel settore sanitario e pubblico, sulla trasparenza nella PA, sulla gestione del cambiamento e la riprogettazione organizzativa finalizzata all'introduzione di nuovi sistemi informativi e sull'evoluzione della managerialità nella PA.

Autrice di numerosi saggi e articoli che riguardano i temi da lei trattati. I suoi lavori sono stati pubblicati su journal importanti quali Public Administration Review, Public Management Review, Journal of Medical Internet Research, Social Science Computer Review, Economia & Management e Mecosan. Svolge l'attività di reviewer per molte riviste specializzate, tra cui Health Policy, Critical Perspective on Accounting Journal e Azienda Pubblica. È membro del comitato editoriale di Review of Public Administration and Management ed è stata nominata New Researchers Coordinator dell'International Research Society for Public Management.

Maria ha conseguito la Laurea triennale in Economia e Management delle Amministrazioni Pubbliche e delle Istituzioni Internazionali e la Laurea Specialistica in Economia e Management delle Amministrazioni Pubbliche e delle Istituzioni Internazionali entrambe presso l'Università Bocconi e un Ph.D. in Management presso l'Università di Edimburgo.

Articles in Scholarly Journals

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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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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

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"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

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

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

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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

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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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25 Years of Transparency Research: Evidence and Future Directions

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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

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

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

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

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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

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

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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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Il mercato del lavoro pubblico

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Contribution to Chapters, Books or Research Monographs

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