

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 è Professoressa Associata del Dipartimento di Scienze e Politiche Sociali presso l'Università Bocconi e Direttrice della Laurea Magistrale di Università Bocconi e Politecnico di Milano in Cyber Risk Strategy and Governance

Presso SDA Bocconi è Direttrice dell'Executive Master in Management of International Organizations. È stata Direttrice del Dipartimento di Public Management and Policy dal 2012 al 2016. Ha gestito numerosi progetti di ricerca, formazione e consulenza per alcune delle più importanti istituzioni italiane e internazionali.

Le sue ricerche si concentrano su: innovazione e change management nel settore pubblico, digital transformation nel settore pubblico e sanitario, gestione dei servizi pubblici locali e competitività delle città.

Dal 2016, è Honorary Fellow presso la Business School dell'Università di Edimburgo. 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, Public Management Review and International Journal of Public Administration, Journal of Medical Internet Research. È membro del comitato editoriale di numerose riviste, tra cui Public Management Review, Journal of Comparative Policy Analysis: Research and Practice (2005-2019) e Review of Public Administration. È stata nel consiglio di molte società della pubblica amministrazione come la International Research Society of Public Management, Association of Women in Public Administration ed è stata rappresentante istituzionale presso Association for Public Policy Analysis and Management. È stata invitata a tenere conferenze in molte università internazionali come Seul National University, Lee Kwan Yew School of Public Policy, ESADE, l'Università Erasmus tra le altre.

Greta è stata Fulbright Scholar presso la Maxwell School of Public Affairs and Citizenship, dove ha ottenuto un MPA. Ha conseguito un Dottorato in Public Management presso l'Università di Parma e un B.Sc. in Public Administration and International Organizations presso l'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

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

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

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

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

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Lifting the veil of Maya

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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.

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

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Proceedings/Presentations

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

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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

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

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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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