

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

greta.nasi@unibocconi.it

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

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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

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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

Prosocial Motivation of Private Sector IT Professionals Joining Government

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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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Beyond co-production: Value creation and public services

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Implementing collaborative governance: models, experiences, and challenges

BIANCHI, C., G. NASI, W. C. RIVENBARK, "Implementing collaborative governance: models, experiences, and challenges", Public Management Review, 2021, vol. 23, no. 11, pp. 1581-1589

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

OSBORNE, S., K. STROKOSCH, G. NASI, M. CUCCINIELLO, "Pour des services publics résilients et durables: quelle orientation stratégique ?", Action Publique. Recherche et Pratiques, 2020, vol. 8, no. 3, pp. 5-13

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MION DALLE CARBONARE, P., A. HIEDEMANN, G. NASI, "Milano, Monaco, Barcellona: smart city a confronto", *Economia & Management*, 2018, no. 1, pp. 29-34

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

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Managing health care in the digital world: A comparative analysis

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

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Coordination Mechanisms for implementing complex innovations in the healthcare sector

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

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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

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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

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

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Essere trasparenti conviene

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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

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Vision and Practice of e-Government: An empirical study

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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

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

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Re-framing decision making for cybersecurity

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

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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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Smart cities and transparency. Does smartness influence transparency?

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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

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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

BUONGIORNO SOTTORIVA, C., G. NASI, "La gestione dell'innovazione e del cambiamento nelle istituzioni pubbliche" in *Management Pubblico – II Ed.*, Maria Cucciniello, Giovanni Fattore, Francesco Longo, Elisa Ricciuti, Alex Turrini (Eds.), Egea, chap. 14, pp. 239-252, 2024

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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Le aziende sanitarie diventano social

NASI, G., A. ROTOLO, V. TOZZI, "Le aziende sanitarie diventano social" in *Rapporto Oasi 2018. Osservatorio sulle aziende e sul sistema sanitario italiano.*, CER GAS (Ed.), Egea, pp. 439-465, 2018

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Coordinating care in the Italian Region of Lombardy

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Transparency as a vehicle for accountability and trust: the discrepancy between formal and useful transparency

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The service-dominant context of public services. a suitable case for treatment?

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Assessing transparency in government: rethoric, reality and desire

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E-government and transparency: the degree of interactivity and openness of Italian municipalities

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La valutazione della ricerca universitaria in Australia

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Il modello di governance e di valutazione degli impatti del progetto Citizens iTV

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Delivering International Public Management programs: the case of Bocconi University

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Articles in national/international newspapers

La cybersecurity è una priorità per il management

NASI, G., "La cybersecurity è una priorità per il management", Il Sole 24 Ore, 22 October 2024

Un nuovo paradigma per analizzare le minacce alle infrastrutture critiche

NASI, G., "Un nuovo paradigma per analizzare le minacce alle infrastrutture critiche", Il Sole 24 Ore, 1 June 2023

Research Notes or short Articles in Journals

Debate: The future of artificial intelligence for the co-design and co-production of public services—what do we know and what do we need to know?

OSBORNE, S., G. NASI, "Debate: The future of artificial intelligence for the co-design and co-production of public services—what do we know and what do we need to know?", Public Money & Management, 2024, vol. 44, no. 6, pp. 446-448

Research Monographs

Public Service Explained. The Role of Citizens in Value Creation

NASI, G., S. OSBORNE, M. CUCCINIELLO, T. CUI - "Public Service Explained. The Role of Citizens in Value Creation" - 2024, Cambridge University Press

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

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

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Misurare e valutare l'innovazione nelle aziende pubbliche

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Trasparenza nel settore pubblico: quale divario tra il dichiarato e il desiderato?

CUCCINIELLO, M., G. NASI, R. SAPORITO - "Trasparenza nel settore pubblico: quale divario tra il dichiarato e il desiderato?" - 2012, Egea, Milano, Italy

Cambiamento e innovazione nelle aziende del settore pubblico

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L'attuazione dell'e-government in Italia: retorica o realtà?

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E-he@lth: percorsi di implementazione dei sistemi informativi in sanità

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Other

339 million people seeking help

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