

UNIVERSITY OF MILAN

Public selection for recruiting No. 1 research fellow(s) under art.24, paragraph 3.b, of Law No.240/2010 for competition sector 13/B1 – Business Administration and Accounting Studies, (scientific-disciplinary sector SECS-P/07 – Business Administration and Accounting Studies at the Department of BIOMEDICAL SCIENCES FOR HEALTH, (announcement published in Official Gazette No. 59 of 26 July 2022) - Competition code 5067

PAOLA CANTARELLI CURRICULUM VITAE

PERSONAL DATA

SURNAME	CANTARELLI
NAME	PAOLA
DATE OF BIRTH	2 APRIL 1986

QUALIFICATIONS

DEGREE

Master of Science in Economics and management of public administration and international organizations, Bocconi University. 110 cum laude. April 2011

Master of Public Administration, State University of New York at Albany (USA). May 2010

DOCTORAL DEGREE OR EQUIVALENT QUALIFICATION EARNED IN ITALY OR ABROAD / MEDICAL SPECIALISATION DIPLOMA OR EQUIVALENT QUALIFICATION, FOR THE RELEVANT SECTORS, EARNED IN ITALY OR ABROAD

Doctor of philosophy in Public Affairs, University of Texas at Dallas. May 2016. Il titolo di Doctor of Philosophy conferito da University of Texas at Dallas è dichiarato equipollente al titolo di Dottore di ricerca dell'ordinamento universitario italiano da parte del Ministero dell'Università e della Ricerca su conforme proposta del Comitato Unico Nazionale

RESEARCH CONTRACTS, RESEARCH FELLOWSHIP CONTRACTS, POSTDOCTORAL SCHOLARSHIPS OR SIMILAR CONTRACTS

- Assistant Professor (RTD-A), Management and Healthcare Laboratory, Institute of Management and EMbeDS, Scuola Superiore Sant'Anna (Pisa, Italy). May 2020 - ongoing.

Google scholar: Citations 999; h-index 13; i10-index 15,

Scopus: Documents 21; h-index 10

- Post-doc, Scuola Superiore Sant'Anna (Pisa, Italy). May 2018 - April 2020

- Post-doc, Bocconi University (Milan, Italy). November 2016 - April 2018
- PhD Candidate, University of Texas at Dallas (USA). August 2013 - May 2016
- Research fellow, Bocconi University. January 2011 - July 2013
- Legislative associate, Majority Leader's Office New York State Assembly (USA). January - June 2010

TEACHING ACTIVITIES AT ITALIAN OR FOREIGN UNIVERSITIES

Academic year 2021-2022

- Experimental research designs, 2 hours, Undergraduate Honorary Students, Scuola Superiore Sant'Anna
- Performance Management in Healthcare, 3 hours, PhD in Management Innovation, Sustainability and Healthcare, Scuola Superiore Sant'Anna
- Performance in Service: Managing Performance in Healthcare, 6 hours, Undergraduate students of the joint Sant'Anna-Trento degree, LM MAIN, Scuola Superiore Sant'Anna
- Public service motivation and innovation in healthcare, 2 hours, Seasonal School InnovAction dedicated to undergraduates, Scuola Superiore Sant'Anna
- The human factor in the governance of complex organizations, 4 hours, Master in Lean Healthcare Management, Università di Siena
- Human resource management in public healthcare organizations, 18 hours, Heads of hospital departments or local health authorities units, Sistema Sanitario Toscano, Scuola Superiore Sant'Anna
- Employee viewpoint and behavioral science in the governance of public healthcare systems, 16 hours, Heads of hospital departments or local health authorities units, Scuola di Sanità Pubblica del Veneto

Academic year 2020-2021

- Governance and Management of Public Institutions, 2 hours, Undergraduate Honorary Students, Scuola Superiore Sant'Anna
- Experimental research designs, 2 hours, Undergraduate Honorary Students, Scuola Superiore Sant'Anna
- Performance Management in Healthcare, 3 hours, PhD in Management Innovation, Sustainability and Healthcare, Scuola Superiore Sant'Anna
- Performance in Service: Managing Performance in Healthcare, 3 hours Undergraduate students of the joint Sant'Anna-Trento degree, LM MAIN, Scuola Superiore Sant'Anna
- Public service motivation and innovation in healthcare, 2 hours, Seasonal School InnovAction dedicated to undergraduates, Scuola Superiore Sant'Anna
- The human factor in the governance of complex organizations, 4 hours, Master in Lean Healthcare Management, Università di Siena

- Human resource management in public healthcare organizations, 14 hours, Heads of hospital departments or local health authorities units, Sistema Sanitario Toscano, Scuola Superiore Sant'Anna
- Employee viewpoint and behavioral science in the governance of public healthcare systems, 14 hours, Heads of hospital departments or local health authorities units, Scuola di Sanità Pubblica del Veneto
- Croatian organizational climate survey, 2 hours, Professionals of the Croatian healthcare system, European Union funded project "Developing Health System Performance Assessment in Croatia" (SRSS/C2019/082)

Academic year 2019-2020

- Work motivation and performance in healthcare, 1 hour, Students of the Marie Skłodowska-Curie Innovative Training Network HealthPros (Healthcare Performance Intelligence Professionals) , Scuola Superiore Sant'Anna
- The human factor in the governance of complex organizations, 4 hours, Master in Lean Healthcare Management, Università di Siena
- Human resource management in public healthcare organizations, 14 hours, Heads of hospital departments or local health authorities units, Sistema Sanitario Toscano, Scuola Superiore Sant'Anna
- Employee viewpoint and behavioral science in the governance of public healthcare systems, 14 hours, Heads of hospital departments or local health authorities units, Scuola di Sanità Pubblica del Veneto

Academic year 2018-2019

- Ethical leadership in the public sector, 4 hours, Hospital CEOs, Scuola Superiore Sant'Anna
- Decision making processes and work motivation in the public and healthcare sectors, 8 hours, Heads of hospital departments or local health authorities units, Sistema Sanitario Toscano, Scuola Superiore Sant'Anna

Academic year 2017-2018

- Management of public institutions, 24 hours, Undergraduate students, Università Bocconi
- Public governance, 12 hours, Undergraduate students, Università Bocconi
- Behavioral public administration, leadership, and personnel management. Heads of local governments, 8 hours, SDA Bocconi

Academic year 2016-2017

- Strategic governance in healthcare management in Lombardy, 8 hours, Top managers in healthcare organizations, SDA Bocconi
- Professional development for nurses in public organizations, 18 hours, Nurses with managerial responsibilities, AUSL Piacenza

Academic year 2015-2016

- Organizational theory and behavior, 48 hours, Bachelor students, University of Texas at Dallas, 2015

ATTESTED ACTIVITY IN THE CLINICAL FIELD

CHAIR OF POST-EXPERIENCE TRAINING PROGRAMS

1. 2021: Managerial training for health care professionals, 48 hours, training for public healthcare professionals - Scuola Superiore Sant'Anna
2. 2019: Managerial training for health care professionals, 48 hours, training for public healthcare professionals - Scuola Superiore Sant'Anna
3. 2017: Strategic management and governance in the Lombardy Health Care System, 56 hours, training for top managers in public healthcare organizations - SDA Bocconi
4. 2016: Professional development for nurses in the public sector, 27 hours, training for nurses in public organizations - AUSL Piacenza

IMPLEMENTATION OF PROJECTS

Projects funded by supranational institutions

1. Collaborator in the Project ENGINE - Engaging MeN and Boys against Gender-based Violence and Discrimination through TEchnology-based Trainings. European Commission Citizens, Equality, Rights and Values Programme (CERV). Co-PI of work package 2
2. Collaborator in the project H2020 DigiCare4You (An intersectoral innovative solution involving DIGItal tools, empowering families and integrating community CARE services for the prevention and management of type 2 diabetes and hypertension), April 2021 - September 2025
3. Collaborator in the Marie Skłodowska-Curie Innovative Training Network HealthPros (Healthcare Performance Intelligence Professionals), January 2018 - January 2022. Aim of the project: HealthPros ("Performance Intelligence Professionals") is aimed at training international analysts who will be able to systematically link health data and strategic planning decisions. Through the new discipline of "Performance Intelligence in Health", HealthPros aims to train professionals who can be employed by research institutes, private companies and government institutions, to transform health information into actions aimed at the continuous improvement of health systems and services. My contribution to the project: my participation in the project entails the preparation of deliverable 3.1, i.e. a policy brief addressed to public health agencies concerning the use of nudge to support decision-making processes.

Projects sponsored or funded by national institutions

1. PI of the research on "Staffing needs in Italian healthcare organizations." (2021 - ongoing). Sponsored by: Italian National Agency for Regional Healthcare systems (AGENAS).
2. PI of the research "Leadership and human resource management to improve medical doctors' performance." (2021 - ongoing). Funding: 86,000 Euros from the National federation of the associations of medical doctors from all specialties (FNOMCeO)
3. PI of the study on "The propensity to vaccinate against COVID-19: A large scale mixed-methods study among Italian residents." Funding: 40,000 Euro from the Italian National Agency for Regional

Healthcare systems (AGENAS). <https://www.agenas.gov.it/comunicazione/primo-piano/1850-agenas-scuola-superiore-sant%80%99anna-di-pisa-indagine-la-vaccinazione-contro-il-covid-19-la-propensione-della-popolazione-italiana-ad-aderire-alla-campagna-vaccinale>

4. PI of the study “Community development: Involving individual and institutional stakeholders in investment decisions.” Funding: 30,000 Euro from the Fondazione Cassa di Risparmio di Lucca.

5. PI of the study “The governance of the healthcare system in Lombardy: an assessment of the implementation of the reform and future directions.” Sponsored by: Italian National Agency for Regional Healthcare systems (AGENAS).

6. Co-PI of the project “Organizational Climate in Healthcare Organizations” (2018 - ongoing) Project aim: the project is aimed at periodically administering an organizational climate questionnaire to all employees of hospitals and healthcare authorities belonging to the health systems of the regions participating in a Network led by the Management and Health Laboratory of the Scuola Sant’Anna. The purpose of the questionnaire is to measure, analyze and compare the perceptions of health professionals regarding job satisfaction, motivation levels and organizational well-being. The project is also aimed at studying - through experimental surveys and online simulations - some decision-making processes that are critical to the functioning of regional health systems. Funding: 100,000 Euros from the Italian Regions belonging to the Network led by the Management and Healthcare Lab.

ORGANISATION, SUPERVISION AND COORDINATION OF NATIONAL AND INTERNATIONAL RESEARCH GROUPS, OR PARTICIPATION IN THEM

PROFESSIONAL SERVICE

- Managing editor: Public Administration Review (July 2017 - ongoing), Review of Public Personnel Administration (August 2014 - June 2017)
- Co-chair: Behavioral Public Administration Permanent Study Group, European Group for Public Administration, since 2018
- Ad-hoc reviewer: Health Services Management Research, International Review of Administrative Sciences, Journal of Policy Analysis and Management, Journal of Public Administration Research and Theory, Journal of Public Policy, Public Administration, Public Administration Review, Public Management Review, Public Personnel Management, Public Policy and Administration, Review of Public Personnel Administration

MEMBER OF SELECTION COMMITTEES

- Students for the PhD in Management Innovation, Sustainability and Healthcare, Scuola Superiore Sant’Anna: 2022, 2021
- Healthcare professionals for two separate managerial training programs, Scuola Superiore Sant’Anna: 2021, 2019
- Students for four junior research fellowship positions at the Management and Healthcare Lab, Scuola Superiore Sant’Anna: 2020
- Technician for the Management and Healthcare Lab, Scuola Superiore Sant’Anna: 2019

STUDENTS' SUPERVISOR AND EXPERT REVIEWER

- Five Phd students, three undergraduate students
- External reviewer for publicly funded research projects: J.F.A. Overmans ("Budget Decision Accuracy: Analysing and Advancing Decision-Making in Public Budgeting," NWO Talent Programme 2021 The Netherlands, 280.000 euros)

SPEAKING AT NATIONAL AND INTERNATIONAL CONFERENCES AND CONVENTIONS

- **AIDEA Accademia Italiana di Economia Aziendale e SIMA Società Italiana di Management**
- **ASPA American Society for Public Administration.**
 - o 2018 (Denver, USA)
- **EGPA European Group for Public Administration.**
 - o 2022 (Lisbon, Portugal)
 - o 2021 (online), Performance Rewards and Job (Dis)satisfaction in Poorer and Richer Countries: Multi-Level Evidence from a Survey of 23,000 Bureaucrats in Ten Countries
 - o 2020 (online), Easier said than done. Do defaults and reminders boost public workers' compliance in implementing guidelines?
 - o 2019 (Belfast, United Kingdom)
 - o 2018 (Lausanne, Switzerland), Performance-related pay, fairness perceptions, and effort in public management tasks: A parallel encouragement design
 - o 2017 (Milan, Italy), Behavioral Public Administration ad fontes
- **International Society for Quality in Health Care**
 - o 2021 (online), Understanding the relative importance of status quo bias, patient expectations and clinical evidence in antibiotic prescribing decision-making: A discrete choice experiment
- **IRSPM International Research Society for Public Management.**
 - o 2022 (online), Maps of bounded subadditivity in healthcare management: An experimental test of the subadditivity principle in the allocation of working hours
 - o 2021 (online), Behavioral insights into the management of public vaccination programs
 - o 2018 (Budapest, Hungary), Behavioral public administration ad fontes: A synthesis of research on bounded rationality, cognitive biases, and nudging in public organizations
 - o 2017 (Budapest, Hungary), The role of leadership and motivation in public employees' job preferences. Evidence from two discrete choice experiments
 - o 2014 (Ottawa, Canada), Job satisfaction among public employees: A meta-analysis

- o 2013 (Prague, Czech Republic)
 - **PMRC Public Management Research Conference.**
- o 2017 (Washington DC, USA), Cognitive biases in public policy and management: Evidence from ten artefactual field experiments
- o 2015 (Minneapolis, USA)
 - **SIE Società Italiana di Ergonomia e Fattori Umani.**
- o 2022 (Lucca, Italy), Behavioral levers to increase flu vaccination among health professionals
 - **TAD Transatlantic Dialogue.**
- o 2022 (Roskilde, Denmark), Give and Take to the test: Norm of reciprocity at work

NATIONAL AND INTERNATIONAL AWARDS AND ACCOLADES FOR RESEARCH ACTIVITY

1. 2020 Award of the “Economics and Management in the era of Data Science” Department (Scuola Superiore Sant’Anna) dedicated to assistant professors and post-docs for excellence in research
2. 2019 Award of the “Economics and Management in the era of Data Science” Department (Scuola Superiore Sant’Anna) dedicated to assistant professors and post-docs for excellence in research

SCIENTIFIC PRODUCTION

SCIENTIFIC PUBLICATIONS

International peer-reviewed articles

1. Belardinelli, P., Belle, N., Cantarelli, P., & Battaglio, P. (2022). Performance-related pay, fairness perceptions, and effort in public management tasks: a parallel encouragement design. *International Review of Administrative Sciences*, DOI: 10.1177/00208523221105374
2. Belle, N., & Cantarelli, P. (2022) Your money, your life, or your freedom? A discrete choice experiment on trade-offs during a public health crisis. *Public Administration Review*, 82(1), 59-68.
3. Bertelli, A., Riccucci, N., Cantarelli, P., Cucciniello, M., Grose, C., John, P., Linos, E., Thomas, A., & Williams, M. (2022). The (Missing?) Role of Institutions in Behavioral Public Administration: A Roundtable Discourse. *Journal of Behavioral Public Administration*, 5(1), 1-25.
4. Belardinelli, P., Belle, N., & Cantarelli, P. (2021). The impact of bounded subadditivity on administrative behavior among public and private workers. *Public Administration*, 99(4), 679-693.
5. Cantarelli, P., Belle, N., & Quattrone, F. (2021) Nudging influenza vaccination among health care workers. *Vaccine*, 39 (40), 5732-5736

6. Belle, N., Cantarelli, P. & Battaglio, P. (2021). To consent, or not to consent? The publicness effect on citizens' willingness to grant access to personal data in the face of a health crisis. *Journal of European Public Policy*, 28(5), 782-800.
7. Battaglio, P., Belle, N., & Cantarelli, P. (2021). Self-determination theory goes public: Experimental evidence on the causal relationship between psychological needs and job satisfaction. *Public Management Review*. <https://doi.org/10.1080/14719037.2021.1900351>
8. Belle, N., & Cantarelli, P. (2021). Nudging public employees through descriptive social norms in healthcare organizations. *Public Administration Review*, 81(4), 589-598
9. Cantarelli, P., Belle, N., & Longo, F. (2020). Exploring the motivational bases of public mission-driven professions using a sequential-explanatory design. *Public Management Review*, 22(10), 1535-1559.
10. Cantarelli, P., Belle, N., & Belardinelli, P. (2020). Behavioral Public HR: Experimental Evidence on Cognitive Biases and Debiasing Interventions. *Review of Public Personnel Administration*, 40(1), 56-81.
11. Belle, N., & Cantarelli, P. (2019). Do Ethical Leadership, Visibility, External Regulation, and Prosocial Impact Affect Unethical Behavior? Evidence From a Laboratory and a Field Experiment. *Review of Public Personnel Administration*, 39(3), 349-371.
12. Battaglio, P., Belle, N., Belardinelli, P., & Cantarelli, P. (2019). Behavioral public administration ad fontes: A synthesis of research on bounded rationality, cognitive biases, and nudging in public organizations. *Public Administration Review*, 79(3), 304-320.
13. Belle, N., Belardinelli, P., Cantarelli, P., & Mele, V. (2019). On iron cages and suboptimal choices: An experimental test of the micro-foundations of isomorphism in the public sector. *International Public Management Journal*, 22(2), 373-414.
14. Belle, N., Cantarelli, P., & Belardinelli, P. (2018). Prospect theory goes public: experimental evidence on cognitive biases in public policy and management decisions. *Public Administration Review*, 78(6), 828-840.
15. Belle, N., & Cantarelli, P. (2018). The Role of Motivation and Leadership in Public Employees' Job Preferences: Evidence from two Discrete Choice Experiments. *International Public Management Journal*, 21(2), 191-212.
16. Belle, N., & Cantarelli, P. (2018). Randomized experiments and reality of public and nonprofit organizations: Understanding and bridging the gap. *Review of Public Personnel Administration*, 38(4), 494-511.
17. Belle, N., Cantarelli, P., & Belardinelli, P. (2017). Cognitive Biases in Performance Appraisal: Experimental Evidence on Anchoring and Halo Effects with Public Sector Managers and Employees. *Review of Public Personnel Administration*, 37(3), 275-294.
18. Belle, N., & Cantarelli, P. (2017). What Causes Unethical Behavior? A Meta Analysis to Set an Agenda for Public Administration Research. *Public Administration Review*, 77(3), 327-339.
19. Cantarelli, P., Belardinelli, P., & Belle, N. (2016). A meta-analysis of job satisfaction correlates in the public administration literature. *Review of Public Personnel Administration*, 36(2), 115-144.
20. Belle, N., & Cantarelli, P. (2015). Monetary incentives, motivation, and job effort in the public sector: An experimental study with Italian government executives. *Review of Public Personnel Administration*, 35(2), 99-123.

International book chapters

1. Belle, N., & Cantarelli, P. (2017). Work Motivation. In Experiments in Public Management Research: Challenges and Contributions. Curato da O. James, S. Jilke, G. Van Ryzin. Cambridge University Press.
2. Belle, N., & Cantarelli, P. (2012). Public Service Motivation: The State of the Art. In Reforming the Public Sector: How to Achieve Better Transparency, Service, and Leadership. Edited by G. Tria e G. Valotti. Brookings Institution Press, Washington DC.

National books and book chapters

1. Employee viewpoint survey across Regional Healthcare Systems: Leadership and human resource management. Series of books:
 - o 2020 Azienda Sanitaria per i Servizi Sanitari Provincia Autonoma di Trento, Il Campano.
 - o 2020 Sistema Sanitario della Toscana, Tipografia Editrice Pisana.
 - o 2019 Azienda Sanitaria dell'Alto Adige, Tipografia Editrice Pisana.
 - o 2019 Sistema Socio Sanitario Regionale del Veneto, Il Campano.
 - o 2019 Sistema Sociale e Sanitario della Regione Autonoma Friuli Venezia Giulia, Il Campano.
 - o 2019 Sistema Sanitario Regionale della Puglia, Il Campano.
 - o 2018 Aziende Sanitarie pubbliche del Sistema Socio-Sanitario Lombardo, Il Campano.
2. Fattore, G., Cinelli, G., Cantarelli, P., & Cannas, F. (2018). Talent management nella pubblica amministrazione italiana. Economia e Management. SDA Bocconi, Milan.
3. Saporito, R. & Cantarelli, P. (2018). Il pubblico impiego e le sue trasformazioni. In Public Management. Curato da M. Cucciniello, G. Fatthours, F. Longo, E. Ricciuti, A. Turrini. Egea.
4. Cantarelli, P., Lega, F., & Longo, F. (2017). La regione capogruppo sanitaria: assetti istituzionali e modelli organizzativi emergenti. In Rapporto OASI, CER GAS Bocconi.
5. Valotti, G., Tria, G., Barbieri, M., Belle, N., & Cantarelli, P. (2011). Sistemi di pubblico impiego a confronto: casi di studio internazionali. Osservatorio sul cambiamento delle amministrazioni pubbliche. SDA Bocconi, Milano.

Date

Sept 5, 2022

Place

Pisa

“Tutto quanto dichiarato corrisponde a verità ai sensi delle norme in materia di dichiarazioni sostitutive di cui all’art. 46 e ss. del D.P.R. 445/2000”