

## ALLEGATO A

UNIVERSITÀ DEGLI STUDI DI MILANO

Procedura di selezione per la chiamata a professore di II fascia da ricoprire ai sensi dell'art. 18, commi 1 e 4, della Legge n. 240/2010 per il settore concorsuale

13/B1 - Economia Aziendale,

(settore scientifico-disciplinare SECS-P/07 - Economia Aziendale)

presso il Dipartimento di ECONOMIA, MANAGEMENT E METODI QUANTITATIVI

(avviso bando pubblicato sulla G.U. n. 32 del 21/04/2020) - Codice concorso 4342

## Maria Cucciniello CURRICULUM VITAE

INFORMAZIONI PERSONALI (NON INSERIRE INDIRIZZO PRIVATO E TELEFONO FISSO O CELLULARE)

COGNOME	CUCCINIELLO
NOME	MARIA
DATA DI NASCITA	26/10/1982

INSERIRE IL PROPRIO CURRICULUM  
(non eccedente le 30 pagine)

### Education

January 2009-  
October 2011

**Ph.d University of Edinburgh, Scotland (UK)**

**Business School**

**Dissertation:** An investigation of the use of ICT in the modernization of health care sector: the role of electronic medical record

Final mark: "Approved with no corrections" (10<sup>th</sup> October 2011)

Supervisor : Prof. Irvine Lapsley, University of Edinburgh Business School, Director Institute of Public Sector Research (IPSAR)

2006

**Master of science in Economics and Management of Public Administrations and International Institutions**

Bocconi University Milan, Italy

Final mark: 110 cum laude / 110

Dissertation: "The introduction of e-government in Italian Municipalities: an empirical analysis".

2004

**Undergraduate Degree in Public Administrations and International Institutions Management**

Bocconi University Milan, Italy

2001

**Bachelor of Science Liceo Scientifico Telese Terme**

Bilingual section: English and French

## Professional Positions

Since 2020	Deputy Director of the Centre of Service Excellence (CenSE) University of Edinburgh Business School (Scotland, UK)
Since 2019	Associate Professor University of Edinburgh Business School (Scotland, UK)
May 2019	National Scientific Qualification (Abilitazione Scientifica Nazionale) as Associate Professor in SECS-P/07, 13/B1 <i>Economia Aziendale</i>
2012-2019	Assistant Professor Bocconi University , Department of Social and Political Sciences
January 2012- August 2012	Researcher “Dote Ricerca Applicata” Lombardy Region-Cergas Bocconi
January 2009- December 2011	Research Fellow Institute of Public Sector and Accounting Research (IPSAR), University of Edinburgh Business School
September 2006- December 2008	Assistant Professor SDA Bocconi School of Management, Milan Italy

## Visiting Positions

September 2017	Visiting scholar Rutgers School of Public Affairs and Administration, Newark Transparency and Governance Centre
March 2017	Visiting scholar at the Department of Public and Social Administration at the City University of Hong Kong
November 2016	Visiting scholar at the University of Edinburgh Business School Centre for Service Excellence
November- December 2014	Visiting scholar at the Department of Public and Social Administration at the City University of Hong Kong
July-August 2014	Visiting scholar at the New York University’s Robert F. Wagner School of Public Service
January 2014	Visiting scholar at the University of Edinburgh Business School Institute of Public Sector Research
November- December 2013	Visiting scholar at the Department of Public and Social Administration at the City University of Hong Kong

July-August 2013      Visiting scholar at the New York University's Robert F. Wagner School of Public Service

### **Membership of Scientific Societies**

2017 - Present      Member of Board of International Public Management Research Society (IRSPM);  
2013      Member of the Associate Group of the Observatory of Public Sector Innovation, OECD

### **Editorial Responsibilities**

Since 2020      Journal of Public Policy - Field Editor "Governance and Experimental Methods"  
2020      Guest editor (with Mila Gasco and Giorgia Nesti), Special Issue on Gender and eGovernment Information Polity

### **Service to the University**

Since 2019      Teaching Champion for the Strategy Group University of Edinburgh Business School  
Since 2018      Member of the Dondena Centre Carlo F. Dondena Centre for Research on Social Dynamics and Public Policy (Dondena) Bocconi University  
Since 2018      Member of the Bocconi Experimental Laboratory for the Social Sciences (BELSS)  
2018      Organiser of the BK21 and Bocconi University Governance Conference  
2015      Organiser of the TED- Trans European Dialogue Conference Towards Meaningful Measurement: Performance Management at the Crossroads of Internal Efficiency and Social Impact  
2014-2015      Member of the Working Group for the design of the new Master of Public administration SDA Bocconi School of Management  
2012-2014      Coordinator of the Executive Programme for Public Managers (MAP) SDA Bocconi School of Management  
Since 2012      Member of the Institute of Public Sector and Accounting Research (IPSAR)  
Since 2012      Member of the CERGAS Centre for Research on Health and Social Care Management

## **Professional Service**

- President of the new Researchers Panel of the International Research Society for Public Member (Since 2017)
- Public Management Review – Member of the Editorial Board (since 2018)
- Member of the Advisory Committee of the 6th Global Conference on Transparency Research (GCTR 2019) - June 26th and 27th, 2019- Rio de Janeiro.
- Co-chair (with S. Grimmelikhuijsen, A. Meijer, G. Porumbescu , A. Roberts and K. Yang) of the IIAS Study Group on Transparency in Public Administration (Since 2016)
- Member of the editorial board of the Journal “Public Management Review” (Since 2019)
- Member of the editorial board of the Journal “Review of Public Administration and Management” (Since 2014)
- Member of the International Research Society for Public Management’s special interest group on innovation in public services (Since 2012)
- Member of the OECD Associate group for the Observatory in Public Sector Innovation
- Journals Referee: Reviewer for Public Administration Review, Public Administration, Public Management Review, Health Policy, Critical Perspectives on Accounting, Financial Accountability and Management, Journal of Medical Internet Research, International Journal of Public Administration.

## **Grants Referee**

2019     Irish Research Council Advanced Laureate Awards

2018     IRSPM New Researchers Best Paper Award

## Research Interests

My primary areas of specialization relate to transparency, innovation, e-government, and e-health.

I have been focusing in particular on the assessment and measurement of transparency and on the evaluation of performance of innovation technologies in the public and health care sector

Over the last twenty years, governments have invested heavily in Information and Communication Technology (ICT) in the hopes that technology will provide them with a means of improving how they handle their relationships with the public and offering them the opportunity to gain access to better quality data and information. Nevertheless, despite considerable investment, it is astonishing that we lack a systematic understanding of why innovation has failed to live up to its promises and how the use of this new technology by the public affects its perceptions, attitudes, and behaviour towards government.

Most of my research makes use of mixed methods and I am also making increasing use of experimental methods. As my CV demonstrates, I have been afforded excellent opportunities to showcase my work in leading public administration journals, including *Public Administration Review*, *Public Administration*, *Public Management Review*, *BMC Health Service Research*, *Journal of Medical Internet Research*, *BMJ Open*, *Social Science Computer Review*, and *Health Service Management Research*.

## Effects of Transparency and financial transparency

My main area of research focuses on transparency in government. Much of my work is interdisciplinary and draws upon different streams of literature pertaining to fields of public service logic, strategy, public administration, political science, economics, and psychology in order to shed light on how innovation delivers and how various applications of ICT, and the different methods employed for presenting information, may influence the public's perception of the public sector's performance, its understanding of public policies, and levels of voluntary policy compliance. From a methodological point of view, I have been carrying out qualitative and quantitative analysis and have been using experimental methodology.

### Main Research projects

- Project in Collaboration with the Joint Research Centre of the European Commission Directorate I – Competences Unit I.2 – Foresight, Modelling, Behavioural Insights and Design for Policy to design a framework to assess Transparency of European Commission and other inter organizations. Role: Principal Investigator (2020 – ongoing)
- Definition of an assessment framework to assess the transparency level of Italian Municipalities and applied to 183 Municipalities. Role: Principal Investigator (2017-2019)
- Project awarded of the Young Researcher Grant by Bocconi University to analyze the willingness of people to vaccinate. Study based on the use of Laboratory and survey experiments with students and parents of young children. Role: Principal Investigator (2017-2019)
- Assessment of the impact of financial transparency on government performance (2015-2016)
- Several survey experiment with general population to understand their behavior under different condition of information delivery. Role Principal investigator and Co- principal investigator (2016-2020)

## **Evaluation of mhealth performance and co-production**

For my research on e-health, I have been focusing mainly on the use of mobile technologies and electronic medical records. Regarding the mobile health applications, I have investigated ways to develop app based on a co-production approach with clinicians and patients while regarding the electronic medical record I have been looking at the adoption and implementation of these technologies investigating the internal and external factors that can influence the performance of such systems.

- Clinical trial to assess the effect of the use of the Lung Cancer App (LuCApp) on patients and clinicians in and three Centers - Hospitals Istituto Nazionale Tumori, San Matteo Hospital (Pavia) San Luigi Gonzaga Hospital (Orbassano) Role: Principal Investigator (2018-2020)
- Development of an APP for Haemophiliac on the concept of coproduction with physicians and patients Role: Principal Investigator (2018-2019)
- H2020 EU funded project CoMED - Pushing the boundaries of cost and outcome analysis of medical a highly ambitious project whose primary objective is to tangibly improve decision-making processes in European healthcare systems Role: Working Package Coordinator (2018-2019)
- Development of a mobile health application for Lung cancer patient based on the concept of coproduction with clinicians and patients LuCApp in collaboration with Advice Pharma and three main Hospitals Istituto Nazionale Tumori, San Matteo Hospital (Pavia) San Luigi Gonzaga Hospital (Orbassano) Role: Principal Investigator (2017-2018)
- International survey about the use of mobile technologies in cancer care Role: Principal Investigator (2015-2016).
- Mapping governance and organizational models of ICT public companies Role: Leading Researcher (2012-2014)
- Determinants of adoption and effects of Electronic Patient Records in Scotland (UK) and in Lombardy region (IT) Role: Leading Researcher (2010-2012)
- Assessing the impacts of EMR in the Region of Catalonia Role: Leading Researcher (2009-2010)

## **Innovation and performance measurement in service delivery**

I have been focusing on the role of innovation technologies in the service delivery and value creation as a new and powerful approach to understanding the relationship between public services and the public and to exploring how this understanding can transform the provision of public services across Europe

- EU H2020 Co-Val project to understand how the values of the public mediate the value of government innovation. As part of this project, I have been coordinating a laboratory experiment involving more than 300 students. The main aim of the experiment was to measure the willingness of students to co-create value. Role: co-principal investigator (2018-2019)
- Project in collaboration with NEMO NEuroMuscular Omnicentre (Milan) within the H2020 COval founded programme, using a laboratory Experiment to evaluate what Centre with university Students to evaluate what fuels citizens' participation in public service delivery by investigating three different types of interventions:

relational job design, private monetary incentives, and choice architecture: Role> co-principal investigator (2018-2019)

- EU funded FP7 project “LIPSE” – Learning from Innovations in Public Sector Environment, to analyse the determinants and barriers of up-scaling ICT-driven innovation in the public sector. Role: co-principal investigator (2013-2016)
- Project in collaboration with the OECD for the Assessment and Design of the Observatory for Public Sector Innovation. Role: Researcher (2012-2013)
- Project in collaboration with Scuola Superiore della Pubblica Amministrazione for Conceptualizing performance in central governments: a systematic review of performance measurement systems and an international benchmark Role: Researcher (2010-2012)

## Publications

### PEER REVIEWED PUBLICATIONS

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- **Cucciniello, M.** R. Tarricone, M Tremblay, G. Porumbescu, K Desouza. A Design Science Approach to Delivering Effective Care at a Lower Cost: Improving Chronic Disease Coordination with a Frugal Technological Solution. (*Revise and Resubmit 3<sup>rd</sup> round at Journal of Operations Management* - IF: 7.776; A - ANVUR)
    - (Showcased by the JOM Editors as Intervention Based Research paper under review to the Journal of Operations Management mini-conference held at Texas A&M University on January 31 – February 1, 2020)
  - Porumbescu, G. **Cucciniello M.**, N. Bellé and G. Nasi. Using transparency to increase citizen engagement? (*Revise and Resubmit 2<sup>nd</sup> Round Public Administration* - IF 2.6 A ANVUR)
  - Osborne S.P., **Cucciniello ,M.** Nasi G, and Strokosch K. (2020) New development: Strategic user orientation in public services delivery—the missing link in the strategic trinity?, *Public Money & Management*, DOI: 10.1080/09540962.2020.1758401 ISSN 14679302 (IF: 1.215)
  - Porumbescu, G. **Cucciniello, M.** and Gil-Garcia R. J. (2020). Accounting for citizens when explaining open government effectiveness. *Government Information Quarterly* 37(2): 37(2): 101451.1 – 101451.10. ISSN: 0740624X (IF: 4.311)
  - Ciani O., **Cucciniello M.**, Petracca F., Apolone G, Merlini G., Novello S, Paolo Pedrazzoli P., Zilembo N., Broglia C., Capelletto E., Garassino M., Nicod E., Tarricone R. (2019). The Lung Cancer App (LuCApp) study protocol: a randomised controlled trial to evaluate a mobile supportive care app for patients with metastatic lung cancer. *BMJ Open* 9(2), [e025483]. <https://doi.org/10.1136/bmjopen-2018-025483>. ISSN: 2044-6055 (IF 2.413)
  - Tarricone R, **Cucciniello M**, Armeni P, Petracca F, Desouza KC, Hall LK, Keefe D Mobile Health Divide Between Clinicians and Patients in Cancer Care: Results From a Cross-Sectional International Survey *JMIR Mhealth Uhealth* 2019;7(9):e13584 DOI: 10.2196/13584 ISSN 2291-5222 (IF 4.301)
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- Gasco M., **Cucciniello M**, Nasi G., Yuan Q. (2018) Determinants and barriers of e-procurement: A European comparison of public sector experiences *HICCS*, Los Alamitos, CA
  - **Cucciniello, M.**, Porumbescu, G. A. and Grimmelikhuijsen, S. (2017), 25 Years of Transparency Research: Evidence and Future Directions. *Public Administration Review*, 77 32–44. ISSN:1540-6210(IF: 4.659; A ANVUR)
    - **Invited for presentation before the European Commission's Joint Research Center**
    - **One of the most highly cited article published in Public Administration Review and included in the virtual issue of highly-cited articles in September 2019**
  - Porumbescu G., Lindeman M. I.H., Ceka E., **Cucciniello M.** (2017) Can transparency foster more understanding and compliant citizens? Evidence from a survey experiment, *Public Administration Review* 77 (6) 840-850. ISSN:1540-6210 (IF: 4.659; A ANVUR)
  - Porumbescu G., Bellè N., **Cucciniello M.**, Nasi G. (2017) Translating policy transparency into policy understanding and policy support: Evidence from a survey experiment, *Public Administration* 95 (4) 990-1008 ISSN:1467-9299 (IF 2.6; A ANVUR)
  - **Cucciniello, M.**, Lapsley, I., & Nasi, G. (2016). Managing health care in the digital world: A comparative analysis. *Health Services Management Research*, 29(4) 132-142. ISSN: 09514848
  - Nasi G. **Cucciniello M**, Guerrazzi C, (2015) The performance of mhealth in cancer supportive care: a research agenda. *Journal of Medical Internet Research* 17(1) ISSN:1438-8871 (IF 4.945)
  - Nasi G. **Cucciniello M**, Guerrazzi C, (2015) The role of mobile technologies in health care processes: the case of cancer supportive care. *Journal of Medical Internet Research* 17 (2)e26. ISSN:1438-8871 (IF 4.945)
  - **Cucciniello M**, Lapsley I, Nasi G, Pagliari C. (2015) Understanding key factors affecting electronic medical record implementation: a socio-technical approach. *BMC Health service research* 15 (1) 1. ISSN: 14726963(IF 1.932 ; A ANVUR)
  - **Cucciniello M**, Guerrazzi C, Nasi G, Ongaro E. (2015). Coordination Mechanisms for implementing complex innovations in the healthcare sector. *Public Management Review* 17 (7) 1040-1060 (IF 3.162; A ANVUR)
    - **Runner up price for Best Paper published in Public Management Review 2015**
  - **Cucciniello M**, Nasi G. (2014). Evaluation of the impacts of innovation in the healthcare sector: a comparative analysis, *Public Management Review* 16 (1) 90-116. ISSN: 1471-9045 (IF 3.162; A ANVUR)
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- **Cucciniello M**, Nasi G. (2014) Transparency for trust in Government: how effective is formal transparency?, *International Journal of Public Administration* 37(13) 911-921. ISSN: 01900692 (**First article in the issue**)
- **Cucciniello M**, Bellè N, Nasi G, Valotti G. (2014) Assessing public preferences and the level of transparency in government using an exploratory approach, *Social Science Computer Review* 33 (5) p. 571-586. ISSN: 1552-8286 (IF: 3.253)

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#### MANUSCRIPTS UNDER REVIEW OR IN SUBMISSION

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- Gasco-Hernandez, M., **Cucciniello M**, Nasi G.; Hiedemann, A. Increasing organizational capacity to become smart: Evidence from three European Organization studies (A ANVUR). Status: under review
- Mele V., Belle' N., **Cucciniello M**. Public Employees' Resistance to Telework: Theory and Evidence from a Mixed Methods Study. *Journal of Public Administration Research and Theory* (A ANVUR). Status: under review
- **Cucciniello, M.** Imre, B. Melegaro, A. Pin P. Porumbescu G Social Preferences and Vaccination: An Experiment, *Social Science and Medicine*. Status: under review
- Porumbescu, G. **Cucciniello, M.**, Melegaro, A. Pin P., Building comprehension to enhance compliance: Evidence from the United States and Italy *Journal of Policy Analysis and Management* (A ANVUR). Status: under review
- Paolo Belardinelli, Nicola Bellè, **Maria Cucciniello** Nasi Greta, What fuels coproduction? experimental evidence on the impact of monetary incentives, choice architecture, and relational job design, *Journal of Public Administration Research and Theory* (A ANVUR). Status: under review

#### PUBLISHED CONFERENCE PAPER

- Porumbescu, G. A., Belle, N., **Cucciniello, M.**, & Nasi, G. (2019). Does Transparency Lead To Coproduction?. In TAD 14 The disciplines and the study of Public Administration: Transatlantic perspectives in the margin of the 14th Administration and Public Management International Conference, Bucharest, June 6-18 2018, pages Papers (No. 6)
  - **Cucciniello M**, Bellè N, Nasi G, Mena M (2016) Smart Cities and Transparency. Does Smartness Influence Transparency? *HICCS*, Los Alamitos, CA (*selected for the Best Paper Nomination within the eGovernment Track*)
  - **Cucciniello, M.**, Nasi, G. Valotti, G. (2012) Assessing transparency in government: rhetoric, reality and desire *HICCS*, Los Alamitos, CA
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## BOOK CHAPTERS IN INTERNATIONAL REFERRED BOOKS

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- Nasi G., **Cucciniello M.**, Degara V. (2018) Evaluation of Innovation Performance in the Public Sector: A Systematic Review of Studies. In: *Outcome-Based Performance Management in the Public Sector. System Dynamics for Performance Management*, Edited by Borgonovi E., Anessi-Pessina E., Bianchi C. vol 2. Springer
- **Cucciniello, M.**, Galli, D. Guerrazzi, C. Nasi, G. Ongaro, E. (2018) Coordinating Care in Italy: Introducing an Electronic Patient Record system in Lombardy Region. In *Organizing for coordination in the public sector. Practices and lessons from 12 European Countries*. edited by G. Bouckaert, G. Peters, PALGRAVE-MACMILLAN
- **Cucciniello M.**, Nasi G., Saporito R., (2012) E-government and transparency: the degree of interactivity and openness of Italian municipalities, in *Managing E-Government Projects: Concepts, Issues and Best Practices*, Edited by Stephen Aikins, University of South Florida, IGI Global
- **Cucciniello M.**, Nasi G., Saporito R. (2012) "Making Transparency Transparent: an Assessment Model for Local Governments", in G.Tria and G. Valotti (eds), *Reforming the Public Sector: How to Make the Difference*, The Brookings Institution Press Washington, DC
- G. Nasi, **Cucciniello M.** (2013). Transparency as a vehicle for accountability and trust: the discrepancy between formal and useful transparency In *The firm's role in the economy: does a growth-oriented business exist?* Aa.Vv. Cacucci Editore, ITALIA.

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## PAPERS IN ITALIAN REFEREED JOURNALS

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- Nasi G., **Cucciniello M.**, (2014). Innovazione e agenda digitale: proposte per l'attuazione. ECONOMIA & MANAGEMENT pp.17-20
- **Cucciniello, M.**, Guerrazzi, C.,Nasi, G. Dario, C. Rizzato, M. Favaro, M. (2014). Modelli di governance per l'avvio del Fascicolo Sanitario Elettronico. L'esperienza del Veneto. MECOSAN pp.49- 70
- **Cucciniello, M.**, Nasi G., Saporito R. (2010) Essere trasparenti conviene, ECONOMIA & MANAGEMENT 6, p. 5-7
- Barbieri, M. **Cucciniello, M.**, Galli, D., Nasi, G., Valotti, (2010) G, PA Performance. Una proposta per attuare la riforma, ECONOMIA & MANAGEMENT, 5, p. 1-8
- Caccia C., **Cucciniello M.**, Nasi G., (2009) Gli impatti della cartella clinica elettronica: un modello di misurazione degli effetti sull'azienda, MECOSAN 70, pp. 23-34

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## BOOK CHAPTERS IN ITALIAN REFERRED BOOKS

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- **Cucciniello, M.**, Claudia Guerrazzi, Greta Nasi, Claudio Caccia (2014) Fabbisogni informativi nelle aziende sanitarie: quale coerenza tra stato di maturità, propensione all'investimento e soluzioni offerte. L'aziendalizzazione della sanità in Italia. Rapporto OASI 2914. Egea, ITALIA, CER GAS (a cura di)

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- **Cucciniello M.**, Guerrazzi C., Nasi G. (2013). Fascicolo Sanitario Elettronico: modelli di implementazione e raccomandazioni per l'adozione. L'aziendalizzazione della sanità in Italia. Rapporto OASI 2013. EGEA, ITALIA, pp.429- pp.462- CERGAS (a cura di)
  - Caccia C., **Cucciniello M.**, Nasi G., (2009) La valutazione degli impatti della cartella clinica elettronica, in "L'aziendalizzazione della sanità in Italia. Rapporto OASI 2009", Egea, Milano, pp. 367-394
  - **Cucciniello M.**, Nasi G., (2008) Il modello di governance e di valutazione degli impatti del progetto Citizens iTV, in AA.VV "Citizens iTV: un modello regionale di servizi ai cittadini attraverso la televisione digitale terrestre. Il progetto sperimentale di Regione del Veneto", Milano, Franco Angeli Editore, pp. 141-161

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#### BOOK CHAPTERS IN ITALIAN PUBLICATIONS

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- **Cucciniello, M.**, Nasi G. (2014). Innovazione e Agenda digitale. La PA che vogliamo Proposte per un cambiamento possibile. EGEA, pp.37- pp.62- Autori vari (a cura di)
- Guerrazzi C., **Cucciniello M.**, Nasi G. (2013). E-government e innovazione nei servizi pubblici. Management delle istituzioni pubbliche. Egea, ITALIA, pp.229- pp.242- Borgonovi E., Fattore G., Longo F. (a cura di)
- **Cucciniello M.**, Nasi G. (2007) Vision & practice dell'e-Government: i Comuni italiani nella ricerca SDA Bocconi (*Vision & practice of e-government: the case of Italian Municipalities*) in Il Sole 24 Ore ICT e Tech Solution n.9 - Settembre
- **Cucciniello M.**, Nasi G. (2007) "Il modello di governance e di valutazione degli impatti del progetto Citizens iTV" in AA.VV "Citizens iTV: un modello regionale di servizi ai cittadini attraverso la televisione digitale terrestre. Il progetto sperimentale di Regione del Veneto" (*The impact assessment model of Citizens iTV project*), Franco Angeli Editore Milan

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#### BOOKS

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1. **Cucciniello Maria, Fattore Giovanni, Longo Francesco, Ricciuti Elisa, Turrini Alex (2018)**. Manuale di management pubblico. Egea, ISBN: 9788823891470
2. **Cucciniello M.**, Nasi G., Saporito R. (2012) Trasparenza nel settore pubblico: quale divario tra il dichiarato e il desiderato? White Paper OCAP, EGEA Milan
3. **Cucciniello, M.**, Nasi G. (2008) L'attuazione dell'e-government in Italia: retorica o realtà? (*The adoption of e-government in Italy: rethoric or reality?*) White Paper OCAP, EGEA Milan

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## INVITED TALKS AND LECTURES

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Feb 25, 2020	<u>Institute of Public Sector and Accounting Research (IPSAR)</u> , University of Edinburgh Transparency in government: measuring and assessing transparency
June 11, 2019	<u>School of Government and Center for European Studies</u> , University of South Carolina Understanding what fuels citizens' engagement: evidence from a European Research project
Oct 2, 2018	<u>European Commission</u> Joint Research Centre Directorate ICompetences Transparency in International Organisations
Sept 18, 2017	<u>Rutgers University, Newark</u> Assessing the effect of transparency on financial management
Mar 20, 2017	<u>City University Hong Kong</u> What Does Public Management Look like Elsewhere?
Jan 5, 2015	<u>HICSS 48</u> Keynote Speaker Symposium "Innovating together: Co creation and coproduction of public services
Jan 21, 2014	<u>The University of Edinburgh, Business School</u> Transparency in government
Nov 28, 2013	<u>City University of Hong Kong</u> Assessing citizens' preferences and level of transparency in government: how big is the gap?
July 2, 2013	<u>Erasmus University Rotterdam</u> The role of social media in governance
June 28, 2013	<u>Conference on ICT &amp; Care: toward personalized services, Grenoble</u> A practical framework to assess the impacts of EMR systems

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## AWARDED GRANTS

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**Principal Investigator: Joint Research Centre of the European Commission Directorate I** – Competences Unit I.2 – Foresight, Modelling, Behavioural Insights and Design for Policy. Definition of framework to assess Transparency of European Commission and other inter organizations. Role: Principal Investigator (2020 – ongoing)

**Principal Investigator: Bocconi Young Researcher Grant - Bocconi University** (2017-2019) - Can Open Government shape citizens' attitudes toward vaccination? 10.000 €

**WP Leader: European Union H2020 (2018-2019).** WP 3 - Developing methods to assess outcome of mHealth. COMED - Pushing The Boundaries Of Cost And Outcome Analysis Of Medical Technologies Bocconi Team is the Lead Partner of the Consortium- 3'017'025€

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**Co-Principal investigator: European Union H2020 (2017-2019)** - Co-Val Understanding value co-creation in public services for transforming European public administrations 232.937€ to the Bocconi team (overall grant 4.461.508€)

**Co-Principal investigator: European Union FP 7 (2013-2016).** LIPSE - Learning from innovation in public sector environments - 198.289€ to the Bocconi team (overall project 3.168.998€)

**Co-Principal investigator: Department for Public Administration, Presidency of the Council of Ministers, Italy;** Observatory for Innovation in the Public sector 150,000 €

**Co-Principal investigator: European Union FP 7 (2011-2014)** COCOPS - Coordinating for Cohesion in the Public Sector of the Future EU FP 7 163.160 € to the Bocconi team (overall project 3.394.527€)

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## AWARDS

Runner up price for Best Paper published in Public Management Review 2015

Best Paper Giovani, Accademia Italiana di Economia Aziendale

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## SELECTION OF PRESENTATIONS AT INTERNATIONAL CONFERENCES

- BK 21 and Bocconi University Governance Conference. Information and Vaccination Behaviour (January, 2018)
- IRSPM Conference University of Edinburgh, Scotland Transparency, Policy Understanding, and Policy Support: Insights from a Survey Experiment (April, 2018)
- Transparency and Governance Workshop Rutgers University Newark Assessing the effect of transparency on financial management: the case of Italian Municipalities (September, 2017)
- Public Management Research Conference Gauging the effects of transparency on policy understanding and policy support (June 2017)
- International Public Management Network conference on the topic of "The Science of Delivery" Session Chair Hong Kong, City University (December, 2014)
- PAR Conference Next Steps for Public Administration in Theory Practice Strategic orientation in public services delivery: the missing link in effective public services delivery? Sun Yat-sen University, Guangzhou, China (November, 2014)
- European Group of Public Administration Conference Determinants and Barriers of Adoption, Diffusion and Upscaling of ICT-driven Social Innovation in the Public Sector: A Systematic Review Speyer, Germany (September, 2014)
- XVIII Annual Conference of the International Research Society for Public Management (IRSPM), What causes transparency in government? An empirical evaluation, Ottawa, Canada (April, 2014)
- APPAM International Conference, "Strategic Orientation In Public Services Delivery: Towards a Service-Dominant Model For Collaboration Between Public Service Organisations and With Service Users", Shanghai, China (May, 2013)

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- APPAM International Conference, “Collaborative Governance For Longitudinal Healthcare Services: Enabling Conditions and Leading Practices, Shanghai, China (May, 2013)
  - XVII Annual Conference of the International Research Society for Public Management (IRSPM), Strategic orientation in a public service dominant approach, Prague (Czech Republic) (April, 2013)
  - Public Management Research Conference (PMRC) Service Management in PSO: How to Embed Citizens’ Preferences, Shanghai, China (May, 2012)
  - XVI Annual Conference of the International Research Society for Public Management (IRSPM) “Assessing citizens’ preferences and level of transparency in government: how big is the gap?”, Rome, Italy (April, 2012)
  - XVI Annual Conference of the International Research Society for Public Management (IRSPM) Evaluation of the impacts of innovation in the healthcare sector: a comparative analysis, Rome, Italy (April, 2012)
  - Hawaii International Conference on Systems Science (HICSS) 45 “Assessing transparency in government: rhetoric, reality and desire” (January, 2012)

## TEACHING EXPERIENCES

In terms of classroom experience, I teach mainly graduate, undergraduate and executive courses in English.

My current classes at the University of Edinburgh are Service Management in an international context at both Honour and Postgraduate level. The course this year received excellent evaluation from students and out of 39 students at the MSc level who attended the course 12 selected service management as topic for theory dissertation.

My previous classes at Bocconi University were Innovation and Economics and Management for public sector organizations, Big data for the Public Sector, Transparency in government, and E-health. I have been in charge of launching a new elective course on Big Data in the public sector for undergraduate students since 2016. In 2018, the first edition of the course received an excellent evaluation (9.5/10).

I am also comfortable working as a team with other professors for the development of highly collaborative and interdisciplinary courses, discussing service management in the public and private sectors and teaching across the Business School in general.

Thus accounting has not been the core of my teaching area, I am familiar in research on accounting and business economics related topics, such as the studies and researches I carried out on performance evaluation and accounting in several projects.

My teaching philosophy is aimed at promoting the transition from teaching to learning, intending to support students by using various action-learning techniques during the teaching process. My teaching methodology has also the purpose of strengthening students’ knowledge of theory, linking it to current events and helping the students develop a critical approach (particularly relevant in a field that is overrun with an abundance of stereotypes) and linking theory to practice.

As a result, my macro teaching objectives were:

- to propose innovative topics that are not covered by other courses;
- to help students experiment with the methods of work in use at the organisations being studied;
- to promote the development of interpersonal skills by the students.

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## CURRENT TEACHING ACTIVITIES

- Course director "Service Management in an International Context", (Honour Level), University of Edinburgh
- Course director "Service Management" (Msc Level) University of Edinburgh

## PAST TEACHING ACTIVITIES

- *Master (MSc) and undergraduate levels*  
Course Director "30495- Innovation and Big data for the public sector" (in English), Undergraduate School, Bocconi University (Teaching Performance 5th Quantile-9,55/10) (2017/2018)

Teaching for the course "30009- Economia e management delle amministrazioni pubbliche" (in Italian) CLES and CLEAM Class (Teaching Performance 4th Quantile 8,59) (2012/2013, 2014/2015, 2017/2018)

Course Director "Management of International Institutions" in collaboration with New York University Robert F. Wagner School of Public Service - Campus Abroad Program (2013/2014 2014/2015 teaching Performance: 9,5/10)

- *Post-experience master education level*  
Course Director "Transparency in Government" (in English) Master Course of Master in Public Administration, SDA School, Bocconi University

Course Director "ehealth" (in English), Master Course of International Healthcare Management, Policy and Economics (MIHMEP), Bocconi University (Teaching Performance: 8,79/10) (2017/2018)

- *Executive education level*  
Teaching in the area of innovation in public sector (Executive Master in Management of Public Administration) School of Management, Bocconi University

## THESIS SUPERVISION

At the University of Edinburgh, I am currently supervising a PhD student Emma Perry and a new PhD Student will start in September 2020.

I am acting as Dissertation Advisor for 12 MSc Students.

Over the last years at Bocconi University, I have supervised more than 25 undergraduate and postgraduate thesis on different topics: co-production of service, transparency and innovation and I have been co-supervisor of a PhD Student.

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## Other Information

### *Languages:*

Italian: mother tongue

English: excellent - Writing, Speaking, Listening

- 2009 TOEFL
- 2005 LONDON CHAMBER OF COMMERCE AND INDUSTRY ENGLISH FOR BUSINESS (LCCI LEVEL 3)

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- 2004 CAMBRIDGE FIRST CERTIFICATE (FCE)  
French: Fluent - Writing, Speaking , Listening
  - 2006 WRITTEN AND ORAL EXAM LEVEL B2 (BOCCONI UNIVERSITY)

***Computer skills:***

NVIVO 8 - Qualitative data analysis software,  
SPSS - Statistical Package for the Social Sciences Source

Interruption of activities: Maternity leave from 19 February 2016 to 22 August 2016.

**Edinburgh, May 19 2020**

## DETAILED LIST OF RELEVANT PUBLICATIONS

(Google Scholar: 566 citations H1-index: 12. Last updated 18th May 2020)

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The focus of my publications is aligned with my research interests. I'm including below the most relevant publications linking them to my main research areas.

- **Cucciniello, M., Porumbescu, G. A. and Grimmelikhuijsen, S. (2017), 25 Years of Transparency Research: Evidence and Future Directions. Public Administration Review, 77 32-44. (IF: 4.659; A ANVUR).** This article synthesizes the cross-disciplinary literature on government transparency. It systematically reviews research addressing the topic of government transparency published between 1990 and 2015. The review uses 187 studies to address three questions: (1) What forms of transparency has the literature identified? (2) What outcomes does the literature attribute to transparency? and (3) How successful is transparency in achieving those goals? In addressing these questions, the authors review six interrelated types of transparency and nine governance- and citizen-related outcomes of transparency. Based on the findings of the analysis, with my co-authors, we outline an agenda for future research on government transparency and its effects that calls for more systematically investigating the ways in which contextual conditions shape transparency outcomes, replicating studies with varying methodologies, investigating transparency in neglected countries, and paying greater attention to understudied claims of transparency such as improved decision making and management. This is one of the most highly cited article published in Public Administration Review and included in the virtual issue of highly-cited articles in September 2019. This paper has also been presented in a special seminar before Invited for presentation before the European Commission's Joint Research Center. After the presentation, I have been asked by the Joint Research to sign a collaboration agreement with the Joint Research Centre's Directorate I will develop, provide and apply analytical tools, methods and integrated solutions to better support all Commission Services for the conception, implementation and evaluation of EU policies. The general objective of this Collaboration Agreement is to contribute more effectively to understanding and resolving scientific issues in the field of transparency in international organisations and to ensure that discoveries, inventions and creations generated under this Collaboration Agreement are utilized in ways most likely to benefit the public. This Collaboration Agreement will aim at the development of a conceptual framework for assessing the transparency of international organisations and deriving from the foregoing research recommendations for the future development and implementation of transparency policies to support policies and provide inputs to the policy making process.
- **Porumbescu G., Lindeman M. I.H., Ceka E., Cucciniello M. (2017) Can transparency foster more understanding and compliant citizens? Evidence from a survey experiment, Public Administration Review 77 (6) 840-850 (IF: 4.659; A ANVUR).** This paper aims at filling the gap highlighted by the literature review on transparency topic focusing on citizens participation. In particular, the paper proposes and empirically tests a conceptual framework that ties policy transparency and policy understanding to voluntary policy compliance intentions. The reasoning is that the extent to which citizens understand a policy contributes to their intentions to comply with that policy. We argue that policy transparency indirectly influences voluntary policy compliance intentions through a positive effect on citizens' levels of policy understanding. To enhance the validity of the findings we assess these relationships across two policy domains. The findings show an indirect positive effect of transparency on voluntary compliance occurring through policy understanding. However, this emerged only for one policy domain. These results

suggest that the effects of policy transparency on policy understanding and voluntary policy compliance intentions may depend on the policy domain.

- **Porumbescu, G., Bellé, N., Cucciniello, M., & Nasi, G. (2017). Translating policy transparency into policy understanding and policy support: Evidence from a survey experiment. *Public Administration*, 95(4), 990–1008. (IF 2.6, A ANVUR)** This article represents an example of interdisciplinary research that combines public administration and cognitive theory. Bridging theories is quite relevant to understanding the interaction between governments and citizens. We look at transparency as a means of improving citizen understanding of public policies and eliciting policy support. There have been only a few empirical assessments of these relationships in the literature. We address this gap in the literature using an experimental design that complements public administration with cognitive theory. We predict that exposure to less detailed policy information improves policy understanding and that this effect varies according to the presentation format. Further, we predict that policy understanding will correspond to greater policy support. Using a nationally representative panel of US citizens, we find that exposure to detailed policy information decreases policy understanding and that the effect varies by presentation format. In addition, policy understanding is negatively associated with policy support. These findings culminate in a positive indirect effect—increasing detail reduces understanding, which, in turn, is negatively associated with policy support. However, interestingly, policy support was the highest among those who felt they understood the policy best yet who possessed the lowest levels of actual understanding. This has implications for civil servants and politicians in terms of shaping how they share information to engage with individuals.
- **Cucciniello M, Nasi G. (2014). Evaluation of the impacts of innovation in the healthcare sector: a comparative analysis, *Public Management Review* 16 (1) 90-116 (IF 3.162; A ANVUR)** This paper also focuses on the role of innovation in the healthcare sector to improve the service delivery. This article provides a multi-dimensional framework for assessing the impacts of innovation on an organization's performance as perceived by individual stakeholders and at organizational level. In particular, this framework is designed to evaluate the impacts resulting from the introduction of electronic medical records, namely an organizational, cultural, and technological innovation that many health care providers are currently undertaking. It provides the results of a comparative analysis carried out in Spain and Italy and discusses the need for a more systematic evaluation assessment of the innovation processes.
- **Porumbescu, G. Cucciniello M., and J. Ramon. Gil-Garcia (2020), Accounting for Citizens when Explaining Open Government Effectiveness? *Government Information Quarterly*, (IF : 4.311)** This paper highlights another important topic open government which attempt to strengthen the relationship between transparency and citizen engagement. While a strong emphasis is placed on institutions in shaping the flow of government information and creating opportunities for engagement, there has been very little emphasis on citizens and ways of communicating government information to draw them to engagement opportunities. We design a randomized survey experiment to demonstrate how the choice of reference points – cognitive anchors that innately influence the way individuals approach decisions – used to communicate government information can play a critical role in strengthening the relationship between disclosure and citizen engagement, and in turn the effectiveness of open government initiatives. We conclude by explaining how these findings offer novel theoretical and practical insights into ways open government leveraged for purposes of enhancing citizen engagement.
- **Cucciniello M, Lapsley I, Nasi G, Pagliari C. (2015) Understanding key factors affecting electronic medical record implementation: a socio-technical approach, *BMC Health***

**service research 15 (1) 1 (IF 1.932, A ANVUR)** This paper focuses my other stream of stream of research wchi looks at how Information technologies in the health sector context can help to deliver better services to patients. In particular this paper through qualitative analyses reveals a complex network of interactions between organizational stakeholders and technology that helped to shape the system and influence its acceptance and adoption. The paper highlights the organizational, cultural, technological, and financial considerations that should be taken into account when planning strategies for the implementation of EMR systems in hospital settings.

- **Cucciniello M, Guerrazzi C, Nasi G, Ongaro E. (2015). Coordination Mechanisms for implementing complex innovations in the healthcare sector. Public Management Review Vol. 17, Issue 7 p.1040–1060 (Runner-up prize for best paper in PMR 2015 - IF 3.162; A ANVUR).** Coordination is a central element in the public sector, especially for introducing complex innovations. It is based on assessing how the coordination of multiple actors involved in the interorganisational process of delivering public services occurs. In healthcare, this issue takes on great importance since many stakeholders, pursuing multiple interests and influencing the outputs and outcomes of the healthcare system, are involved. It discusses the introduction of a specific healthcare innovation (i.e. electronic patient records) in two Italian regions and aims to contribute to the debate on coordination in healthcare, depicting the coordination mechanisms available in two different contexts to introduce the same kind of innovation as well as highlight any potential enabling conditions. This article won the runner-up prize for best paper in PMR in 2015. I consider it relevant since it shows how data partially collected through an EU FP7 project (COCOPS – Coordinating for Cohesion in the Public Sector of the Future) can lead to publishing opportunities.
- **Maria Cucciniello & Greta Nasi (2014) Transparency for Trust in Government: How Effective is Formal Transparency? International Journal of Public Administration, Vol. 37, Issue 13, p. 911–921.** In this article, we indicate that countries refer to transparency not only as the right to access information but also as a tool for enhancing government efficiency and accountability. However, the practice of transparency is still linked to the need to comply with legal obligations and not necessarily to meet citizens' needs. The purpose of this article is twofold: it measures the levels of transparency of governments and citizens' need for government information and consequently assesses whether there is a gap, offering recommendations to address the same. This is aimed at contributing to reaching higher levels of useful, rather than formal, transparency and may help in facilitating government-constituent relation. This paper has been selected as first article in the issue.
- **Osborne S., Cucciniello, M., Nasi, G., Strokosch, K. (2020). Strategic user-orientation in public services delivery: the missing link in the strategic trinity? Public Money and Management.** This paper explores the application of strategic planning and management to Public Service Organisations. We argue that the impact of these approaches has been limited by the absence of an underlying strategic orientation that would provide a value-base upon which to embed these approaches within PSOs. It argues further for such an orientation to privilege the need for public services to add value to the lives of citizens and service users and not to focus solely upon internal measures of efficiency and performance. This paper aims at providing direct guidance to public service policy makers and managers on the importance of a strategic orientation in order to enhance the impact of public services upon citizens and public service users. It provides advice as to how to enact and take forward such an orientation within Public Service Organizations. I consider it relevant since it shows the relevance of user orientation in service delivery which is also the focus of the COVAL H2020 project I have been involved a co-

principal investigator for the WP5. Furthermore this paper focuses on the user orientation in service delivery which is a stream of research I'm analysis not only in relation to Public services but also health care services.

- **Cucciniello M, Bellè N, Nasi G, Valotti G. (2014) Assessing public preferences and the level of transparency in government using an exploratory approach, *Social Science Computer Review* 33 (5) p. 571-586 (IF: 3.253).** I selected this article since it touches a particularly interesting topic in relation to the concept of accountability and financial transparency. In this paper we assess whether the information citizens consider to be most relevant for interaction with the authorities is actually disclosed. Our research was conducted on the population of the 117 Italian provincial capitals. A sample of 500 Italian citizens were interviewed with the purpose of understanding which type of information they consider most relevant, given the choice of institutional, political, financial, and service delivery-related information. The results indicate that Italian provincial capitals currently fail to publish the information that citizens consider to be most relevant: Despite differences in opinions among users, the sample we analyzed tends to rate the importance of service-delivery transparency and financial transparency higher than institutional or political transparency, whereas most information disclosed by Italian provincial capitals is associated with data they are obliged to disclose in order to comply with transparency regulations.
- **Cucciniello, M., Lapsley, I., & Nasi, G. (2016). Managing health care in the digital world: A comparative analysis. *Health Services Management Research*, 29(4) 132-142.** I selected this paper since recently, most reforms affecting healthcare systems have focused on improving the quality of care and containing costs. This has led many scholars to advocate the adoption of Health Information systems, especially electronic medical records, by highlighting their potential benefits. This study is based on a comparative analysis using a multiple method approach to examine the implementation of the same electronic medical record system at two different hospitals. Its findings offer insights into the processes of the adoption of innovation and its implementation in a healthcare context. The need to innovate, the decision to innovate, the implementation process and consequently, the results produced are quite distinctive at each study site. This comparative case study reveals that what appears to be the same can be quite different: this can be due to several conditions at the organization, the organization's characteristics, and the process of implementation adopted. The results of this paper helps to understand these elements in order to be able to plan and manage such programs in the future.
- **Nasi, Greta, Cucciniello, Maria, Degara, Virginia (2018). Evaluation of innovation performance in the public sector: a systematic review of studies. In: (a cura di): Borghonovi Elio;Anessi Pessina Eugenio;Bianchi Carmine, Outcome-based performance management in the public sector. p. 203-224, Springer International, ISBN: 9783319570174, doi: 10.1007/978-3-319-57018-1\_11.** Innovation promises to produce beneficial results for the most part. Consequently, there has been a great deal of discussion in management literature by academics and practitioners in recent years as to the impacts of innovation, on account of the extensive adoption of innovation in the public sector. The debate is currently open on multiple levels: the return of investment after the adoption of innovation, its contribution to the transformation of public sector organizations, and its impacts on society. The purpose of this chapter, based on a systematic review of literature, is to: discuss the status and trends in measuring innovation impacts; present cases and experiences; and set the basis for drafting a road map for moving forward in this field.