

FACOLTÀ	Scienze Politiche
ANNO ACCADEMICO	2012/2013
CORSO DI LAUREA MAGISTRALE LM63 interateneo	“MODELLI DI DINAMICA DEI SISTEMI PER LO SVILUPPO SOSTENIBILE DELLE ORGANIZZAZIONI”
INSEGNAMENTO	Planning, Policy Design, and Management in the Public Sector
TIPO DI ATTIVITÀ	Caratterizzante
AMBITO DISCIPLINARE	ECONOMICO ORGANIZZATIVO
CODICE INSEGNAMENTO	15582
ARTICOLAZIONE IN MODULI	NO
NUMERO MODULI	
SETTORI SCIENTIFICO DISCIPLINARI	Secs-p/07
DOCENTE RESPONSABILE	Enzo Bivona Ricercatore di Economia Aziendale Università di Palermo
CFU	7
NUMERO DI ORE RISERVATE ALLO STUDIO PERSONALE	
NUMERO DI ORE RISERVATE ALLE ATTIVITÀ DIDATTICHE ASSISTITE	
PROPEDEUTICITÀ	Materie del primo semestre
ANNO DI CORSO	I
SEDE DI SVOLGIMENTO DELLE LEZIONI	Si veda calendario delle lezioni
ORGANIZZAZIONE DELLA DIDATTICA	Lezioni frontali, Esercitazioni in aula, Esercitazioni in aula informatica, redazione di un progetto
MODALITÀ DI FREQUENZA	Obbligatoria
METODI DI VALUTAZIONE	Prova Scritta, Presentazione di un progetto
TIPO DI VALUTAZIONE	Voto in trentesimi
PERIODO DELLE LEZIONI	Secondo semestre
CALENDARIO DELLE ATTIVITÀ DIDATTICHE	Si veda calendario delle lezioni
ORARIO DI RICEVIMENTO DEGLI STUDENTI	Lunedì e Mercoledì dalle 15 alle 17

RISULTATI DI APPRENDIMENTO ATTESI

Learning Outcomes

Knowledge and understanding

Students learn about the peculiar complexity of the public sector. They also know how to apply the fundamentals of P&C design to public sector organisations, in order to support their steering and management processes. They also learn to analyse problems at

different consequential levels, i.e. departmental, political, interdepartmental, crossinstitutional. Emphasis is remarked on the need to link the political and managerial level, planning and control, design and implementation, policy formulation and evaluation. The benefits of joined-up government are explored, and linked with the need to frame the value chain leading to deliver 'products' to citizens, through the fulfilment of processes and activities. Improving service quality and operational efficiency are analysed as primary outcomes of more 'learning-oriented' P&C systems, according to a 'New Public Management' perspective.

Applying knowledge and understanding

The students will engage in real life case-study analyses in which they will practice their public sector and modelling knowledge and understanding on public management disciplines. In particular, such knowledge supports the skills that are further developed in Course 4 (i.e., "System Dynamics Models for Planning, Policy Design, and Management in the Public Sector"). They will identify the systems structure underlying poor public performance and will develop and assess strategies and policies aimed at performance improvement. Students will demonstrate their ability to transfer their skills across management disciplines and public sectors and will learn to approach a problem from a multi-sectorial and a multi-disciplinary perspective.

Making judgements

Through the case-study analyses, students learn to assess the feasibility and sustainability of a public strategy from various perspectives. They also learn to formulate goals and evaluate performance. They should be able to reflect on the method to use in order to adopt Planning and Control systems as a viable means to foster empowerment, accountability, communication and learning, particularly in public organisations that operate in a complex and dynamic environment. Different levers on which to act in order to affect radical change in public organisations are examined according to various managerial "schools", ranging from the Reinventing Government to the New Public Service approach. Students learn to detect the limits of conventional approaches (theories, techniques and tools) for strategy development, policy design and implementation, and performance evaluation. By experience they recognize the values and the limits of the System Dynamics method and are inspired to reflect on how that method can be used for learning purposes.

Communication

Students can present and discuss relevant literature sources as well as the result of their case studies in class. They also present results from modelling and simulation sessions to stakeholders in organizations and to interested academics.

Learning skills

Students are enabled to acquire skills that are required for self-studies of the literature on the subject.

OBIETTIVI FORMATIVI DEL CORSO

Introduction to the peculiar complexity factors affecting the planning, policy design and management in the public sector.

CORSO	Planning, Policy Design, and Management in the Public Sector
ORE FRONTALI	LEZIONI FRONTALI & ESERCITAZIONI
42	1. Applying management principles to public sector organizations

-Peculiar complexity factors in public sector organizations. The applicability of management principles to public sector organizations

-Development levels of strategies in public sector organizations: government and management

2. Planning & Control Systems in the public sector

-Planning & control in the Public sector: introduction

-From a bureaucratic to a managerial view of Planning &

Control in the public sector: The New Public Management vs the New Public Service view.

-Designing Planning & Control Systems in the Public sector: from a structured to a learning-oriented approach

-On Responsibility centres, information tools, and the control process in the public sector.

-Legislation frameworks concerning planning & control in the public sector

-Cultural constraints in implementing Planning and Control Systems in Public Administrations

-Benchmarking Public Services

-Formulating objectives, activities and performance indicators: the strategic and operational plans

-and operational plans – Case-study analysis

3. Applying Planning & Control systems to improve customer satisfaction in the public sector

-The use of Planning & Control Systems in the Public Sector to foster accountability and improve performance: the need of a learning-oriented perspective

-Main levers and areas of intervention in pursuing change in the public sector according to a learning-oriented perspective

-Outlining “products”, “clients”, processes, responsibility areas, and related performance indicators along the value chain underlying the delivery of a given service provided by public sector organizations

-Outlining “products”, “clients”, processes, responsibility areas, and related performance indicators along the value chain underlying the delivery of a given service provided by public sector organizations – Case-study analysis

TESTI CONSIGLIATI
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Reading list will be provided in the introductory session.

Course Schedule

Course meetings include 16 lecture hours and 14 hours of lab assistance over a 5-6 week period from mid- April until the mid-May. Students will also work on a project work assignment to be submitted by the mid-June.

Student's Evaluation

Assessment is carried out by means of evaluation of individual assignment/s. For a passing grade the student must (a) have pass marks on all the assignments; (b) have participated in the mandatory sessions; (c) have an adequate overall attendance rate. An ECTS grade is provided to the student at the end of the course according to the A–F scale. Students not successfully fulfilling all the course requirements within the regular time

frame have the option of reaching agreement with the course director of studies on how to complete the course requirements in a timely manner.