



UNIVERSITÀ DEGLI STUDI DI PALERMO

DEPARTMENT	Scienze Politiche e delle Relazioni Internazionali		
ACADEMIC YEAR	2023/2024		
MASTER'S DEGREE (MSC)	COMPLEX ADMINISTRATIONS AND ORGANIZATIONS SCIENCE		
SUBJECT	DYNAMIC PERFORMANCE MANAGEMENT FOR PUBLIC SECTOR ORGANIZATIONS		
TYPE OF EDUCATIONAL ACTIVITY	B		
AMBIT	50524-statistico-quantitativo		
CODE	21165		
SCIENTIFIC SECTOR(S)	INF/01		
HEAD PROFESSOR(S)	BIANCHI CARMINE	Professore Ordinario	Univ. di PALERMO
OTHER PROFESSOR(S)			
CREDITS	8		
INDIVIDUAL STUDY (Hrs)	144		
COURSE ACTIVITY (Hrs)	56		
PROPAEDEUTICAL SUBJECTS			
MUTUALIZATION			
YEAR	1		
TERM (SEMESTER)	2° semester		
ATTENDANCE	Not mandatory		
EVALUATION	Out of 30		
TEACHER OFFICE HOURS	BIANCHI CARMINE Monday 18:00 19:00 Il ricevimento con gli studenti va sempre richiesto e confermato via email con il docente. Il ricevimento si terrà nella stanza del docente presso il Dipartimento DEMS oppure attraverso la piattaforma Microsoft Teams. Meetings with students must be always requested and confirmed by email. Meetings will be held at the DEMS Department or by Microsoft Teams.		

DOCENTE: Prof. CARMINE BIANCHI

PREREQUISITES	No prerequisites, except from: 1) continuous and active attendance to classes, and rigorous study of different readings supporting the learning process though the course.
LEARNING OUTCOMES	Modeling skills and feedback performance analysis through a sustainability perspective. Skills and capability in assessing organizational performance sustainability through the combined use of Outcome-based Performance Management through a System Dynamics perspective, with a specific focus on Public Sector organizations.
ASSESSMENT METHODS	<p>Student learning assessment is based on: (1) a written exam, (2) active participation of students in the development and presentation of case-studies during classes. A mid-term examination is also expected. (1) A two-hours written examination is to ensure the acquisition of skills, abilities and skills required. The written exam consists in the analysis of a case-study developed by each student at the end of the course. (2) During the semester students - divided into groups of up to three units and supported by professors - will develop case-studies based on a real public organizations and policy networks. In particular, it is asked to develop a performance management model to explore performance from the perspective of the Dynamic Performance Governance approach. Evaluation criteria (up to 30) - Excellent: 30-30 laude = very good knowledge of the topics, excellent communication skills language, good analytical ability, the student is able to apply knowledge to solve proposed problems - Very good: 26-29 = Good knowledge of the subjects, very good communication skills, the student is able to apply knowledge to solve problems proposed - Good: 24 - 25 = basic knowledge of the main topics, good communication skills, with limited ability to independently apply knowledge to solve the proposed problems - More than sufficient: 21-23 = limited knowledge of the main topics, basic communication skills, poor ability to independently apply the knowledge acquired - Sufficient: 18-20 = minimum basic knowledge of the main topics, very little or no ability to independently apply the knowledge acquired - Insufficient = the student does not have an acceptable knowledge of the contents of the topics covered in the course</p> <p>Written essay, based on a case-study analysis and the outlining of a Dynamic Performance Management Chart, supported by the analysis of a feedback loop diagram. Evaluation criteria: 1) methodological consistency/robustness, 2) logics and 3) innovativeness of the analysis.</p>
EDUCATIONAL OBJECTIVES	The goal of this course is to build on what students have learned and experienced through the "Dynamic Performance Management" course. This will be possible by applying DPM to different case-studies of public sector organizations, with a specific focus on outcome-based performance management & governance and behavioral performance management.
TEACHING METHODS	Lectures, modeling Lab, and case-studies discussions
SUGGESTED BIBLIOGRAPHY	Bianchi C. (2016), Dynamic Performance Management, Springer, 2016

SYLLABUS

Hrs	Frontal teaching
8	Performance Management in Local Government: The Application of System Dynamics to Promote Data Use
4	Performance Management & Governance in Public Universities: challenges and opportunities
4	The Design and Execution of Performance Management Systems at State Level: a Comparative Analysis of Italy and Malaysia
4	A Comparative Analysis of Performance Management Systems: The Cases of Sicily and North Carolina

Hrs	Workshops
8	Crime Control Modeling
4	Sunnyview case-study
8	Behavioral implications of performance measurement
8	Applying a Dynamic Performance Management Framework to Wicked Issues: How Coproduction Helps to Transform Young People's Services in Surrey County Council,
4	A feedback view of behavioral distortions from perceived public service gaps at 'street-level' policy implementation: The case of unintended outcomes in public schools
12	Assisted Modeling on various cases