



UNIVERSITÀ DI PAVIA

Anno Accademico 2021/2022

MANAGEMENT OF PUBLIC SERVICES ENTERPRISE

Enrollment year	2020/2021
Academic year	2021/2022
Regulations	DM270
Academic discipline	SECS-P/08 (CORPORATE FINANCE)
Department	DEPARTMENT OF ECONOMICS AND MANAGEMENT
Course	BUSINESS ADMINISTRATION AND LAW
Curriculum	PERCORSO COMUNE
Year of study	2°
Period	2nd semester (21/02/2022 - 21/05/2022)
ECTS	6
Lesson hours	44 lesson hours
Language	Italian
Activity type	ORAL TEST
Teacher	VELO FRANCESCO (titolare) - 9 ECTS
Prerequisites	No special prerequisites are required. It is suggested the knowledge of Management (courses: Economia e Gestione delle Imprese and Economia Aziendale)
Learning outcomes	<p>The course aims at discussing the main issues that concern management of public services enterprises. The course intends to provide skills and tools to understand issues related to governance, public and private partnership, the strategic management of services, the role of public services with regard to the competitiveness of enterprises and economic systems.</p> <p>The course aims at motivating students to develop autonomous analysis, developing original observations, also applying knowledge deriving from other courses. The course aims also at motivating students at fostering a multidisciplinary analysis, enforcing their cross competences (analysis, communication, discussion), through individual study and the participation to group studies.</p>

Course contents

The course is divided in two parts and different modules:

First part: the management of public services

- Public institutions: characteristics and aims, government and management
- the theories on public services administration. The traditional bureaucratic model, the New Public Management and Public Governance
- Decision making and governance in public services enterprises
- The relationship between enterprise and internal workers
- The relationship between provider and customer of public services: device quality policies
- Public and private institutions: public private partnerships

Second part: the government of public services.

The second part of the course is dedicated to the analysis of the evolution of the relationship between public services and the government of economic systems, at local, national and international level. In this part case studies will be presented. There will take place workshops and working groups, aimed at the analysis and deepening of specific themes.

Teaching methods

The course foresees lectures, ad hoc seminars and workshops: the contents and calendar of seminars and of the workshops will be defined at the beginning of the course and then published on the page of the course on the KIRO platform (e-learning)

Recommended or required readings

Textbook:

- E. Borghonovi, G. Fattore, F. Longo: Management delle istituzioni pubbliche, Egea, 2015 (4° ed) (capitoli 1-2-3-4-5-6-7-9-10-12-13-14-16-20-21-22)

Further readings (non mandatory). The following readings are suggested in order to deepen the knowledge of the course topics:

- H. Wollmann, I. Kopri?, G. Marcou (eds) PUBLIC AND SOCIAL SERVICES IN EUROPE: FROM PUBLIC AND MUNICIPAL TO PRIVATE SECTOR PROVISION, SPRINGER, 2016 (one or more chapters, as case studies).

The book is available in free access on the webpage of the university's library, link:

<https://link.springer.com/book/10.1057%2F978-1-137-57499-2>

- K.H. Ladeur, Public Governance in the Age of Globalization, Ashgate, 2004 (capitoli 1-2-3-5-6-7)
- H. Moore, Creating Public Value: Strategic Management in

	<p>Government, Harvard Univ. Press, 1994</p> <p>Further readings might be indicated on the KIRO page of the course (e-learning platform)</p>
Assessment methods	<p>Oral exam. Students will be asked to answer theoretical questions and apply the acquired knowledge and to discuss case studies. The aim is to assess the knowledge of the fundamentals and the ability to apply tools acquired during the course. In agreement with the students, in itinere evaluations or workshops can be foreseen.</p>
Further information	<p>The detailed programme of the course, slides, materials, further readings and informations are made available during the course on the KIRO platform (e-learning tool), accessible to students through their institutional username and password. Link: https://elearning1.unipv.it/economia/</p>
Sustainable development goals - Agenda 2030	<p><u>\$ibl legenda sviluppo sostenibile</u></p>