

# EURAM 2020 Online Conference

THE BUSINESS OF NOW: the future starts here

4 - 6 December supported by Trinity College, Dublin, Ireland

## Public and Non-Profit Management SIG 2020 Conference Programme

All times CET

Friday, December 4<sup>th</sup>, 9.45 – 11.00

### SIG Kick-Off and Keynote I

#### Introduction and welcome to SIG Public and Non Profit Management

Andrea Bonomi Savignon, University of Rome 'Tor Vergata'

#### Keynote Speech:

Bert George, Gent University

"Public Management in Times of COVID: Data, Evidence and Knowledge"

Based on the *Public Administration Review* article:

<https://onlinelibrary.wiley.com/doi/10.1111/puar.13255>

Q&A

Friday, December 4<sup>th</sup>, 11.30 – 13.00

#### GOVERNANCE, POLICIES, AND PLACES

**TRACK: MANAGEMENT AND GOVERNANCE OF CULTURE, HERITAGE AND TOURISM**

Chairperson: Lorenzo Mizzau (University of Genoa)

#### **When collaboration helps managing emergency. The City of Bari's case of refugee flow management**

Alessandra Ricciardelli, Francesco Manfredi – LUM Jean Monnet University

#### **Dancing around Heritage: UNESCO, Culture, Actors and the (invented) Tradition of a Festival**

Carmelo Mazza;

Jesper Strandgaard Pedersen - Copenhagen Business School

#### **Change of policy for museums: is governance the answer?**

Alberto Monti, Paola Dubini – Bocconi University ASK Research Center

## Friday, December 4<sup>th</sup>, 11.30 – 13.00 (continued)

### MANAGING RISK AND INNOVATION IN PUBLIC SERVICES

#### **TRACK: PUBLIC AND NON-PROFIT MANAGEMENT GENERAL TRACK**

Chairperson: Andrea Bonomi Savignon (University of Rome Tor Vergata)

**The emergence of administrative evil: A complexity theoretical study of Arendtian dark times**  
Harri Jalonen, Petri Virtanen, Harri Raisio – University of Vaasa; Alisa Puustinen - Emergency Services  
Academy Finland

**Public Service Innovation as a Source of Risk: An Explorative Case Study from Poland**  
Mateusz Lewandowski, Aleksandra Dudzik – Jagiellonian University

**Employee voice and innovative behavior in the public sector**  
Angeliki Tsameti, Victoria Bellou, Kyriakos Tsamantouridis - University of Thessaly

## Friday, December 4<sup>th</sup>, 15.45 – 17.15

### ENGAGING WITH STAKEHOLDERS ACROSS PUBLIC AND NON PROFIT ORGANIZATIONS

#### **TRACK: PUBLIC AND NON-PROFIT MANAGEMENT GENERAL TRACK**

Chairperson: Reto Steiner (ZHAW School of Management and Law)

**Evolution of the Debate on Citizen Participation: A bibliometric analysis and a systematic literature review**

Silvana Secinaro, Valerio Brescia, Davide Calandra, Federico Chmet – University of Turin

**PUBLIC VALUE IS IN THE EYE OF THE BEHOLDER: PERCEPTION OF PUBLIC VALUE CREATION BY THE CATHOLIC CHURCH IN BRAZIL**

Henrique Portulhak, Vicente Pacheco - Universidade Federal do Paraná

**ACCOUNTING ROLE AND RETHORIC OF RISK and VALUE FOR MONEY IN PPPs**  
Salvatore Russo, Stefano Lando – Cà Foscari University Venice

### EXPLORING ELECTRONIC TECHNOLOGIES IN HEALTHCARE

#### **TRACK: HEALTHCARE MANAGEMENT RESEARCH**

Chairperson: Daniel West (University of Scranton)

Discussant: Stephen J. O'Connor (University of Alabama at Birmingham)

**Electronic word-of-mouth at the Facebook page of an Upper Austrian hospital**  
Sebastian Martin – University of Applied Sciences Upper Austria; Birgit Grüb - Johannes Kepler  
University

**Cooperative strategies in health care: exchanging information among providers involved in the episode of care**

Claudia G. Young - Widener University

**What About the Management Perspective? – A Systematic Review of Digital Health Literature**  
Alfred Angerer, Egzona Krasniqi, Laura Meierhof, Irene Kobler - Zurich University of Applied Sciences

## Friday, December 4<sup>th</sup>, 15.45 – 17.15 (continued)

### TOURISM

#### **TRACK: MANAGEMENT AND GOVERNANCE OF CULTURE, HERITAGE AND TOURISM**

Chairperson: Enrica Iannuzzi (University of Foggia)

#### **A model of virtual enterprise in tourism: promoting a comprehensive destination promotion through temporary cooperation among local authorities**

Maria Garbelli – University of Milan - Bicocca

#### **Benefits and pitfalls of cooperatively developed web apps for cultural tourism marketing in rural areas: Learnings from a case study**

Andrea Hausmann, Sarah Lisa Schuhbauer - Ludwigsburg University of Education

#### **MUSIC TOURISM IN ITALY IN THE NEW MILLENNIUM: AUDIENCES, DESTINATIONS AND PRODUCT STRATEGIES**

Martha Friel – IULM University

## Friday, December 4<sup>th</sup>, 17.30 – 19.00

### SPACES, REGENERATION AND URBANIZATION

#### **TRACK: MANAGEMENT AND GOVERNANCE OF CULTURE, HERITAGE AND TOURISM**

Chairperson: Yesim Tonga Uriarte (IMT School for Advanced Studies Lucca)

#### **‘Times are a-changing’: how coworking spaces could sustain cultural workers. The case of BASE, Milan**

Ludovica Leone, Fabrizio Montanari, Anna Chiara Scapolan, Damiano Razzoli - University of Modena and Reggio Emilia

#### **Processes, practices and audiences behind the regeneration of cultural heritage. The case of a medieval cloister in Italy**

Lorenzo Mizzau – University of Genoa; Fabrizio Montanari - University of Modena and Reggio Emilia; Stefano Rodighiero - University of Bologna

### SUSTAINABILITY AND PUBLIC ENGAGEMENT IN PUBLIC AND NON PROFIT ORGANIZATIONS

#### **TRACK: PUBLIC AND NON-PROFIT MANAGEMENT GENERAL TRACK**

Chairperson: Andrea Bonomi Savignon (University of Rome Tor Vergata)

#### **Water Consumption in a Public Organization through Practice Lenses: Understanding Gaps for Possible Interventions**

Aline Ribeiro Gomes, Jose Carlos Lazaro, Aurio Leocadio - Universidade Federal do Ceará

#### **ENGAGEMENT IN SOCIAL NETWORKS: AN EXPLORATORY STUDY IN NON-PROFITS ORGANIZATIONS**

Demetrio Mendonça, Renata Klafke, Paulo Morilha Lanzarini Gomes, Simone Regina Didonet, Ana Maria Machado Toaldo - UFPR - Federal University of Paraná

**Friday, December 4<sup>th</sup>, 19.00 – 20.00**

**SIG Hangout**

*A space for networking and possibly sharing a long-distance drink*

**Saturday, December 5<sup>th</sup>, 8.00 – 9.30**

CULTURAL INDUSTRIES

**TRACK: MANAGEMENT AND GOVERNANCE OF CULTURE, HERITAGE AND TOURISM**

Chairperson: Lorenzo Mizzau (University of Genoa)

**Hidden Cultural Force of Value Added Tax?**

Katarzyna Kopec - Jagiellonian University

**Is Indie the New Black? The emergence of an interstitial issue field across independent music and TV series production**

Daniela Aliberti, Chiara Paolino - Università Cattolica (UCSC) Milan

PERFORMANCE MANAGEMENT IN EDUCATION

**TRACK: PUBLIC AND NON-PROFIT MANAGEMENT GENERAL TRACK**

Chairperson: Miodraga Stefanovska – Petkovska (University American College Skopje)

**Washback Effects of Performance Funding Based on Exam Results in Danish Schools**

Morten Lund Poulsen - Aarhus University

**Organisational drivers of academic research productivity: Taking stock of current research and identifying directions for future study**

Olga Ryazanova - Maynooth University; Jolanta Jaskiene - ISM University of Management and Economics

**Exit strategy or springboard for career development? The case of university presidents' remuneration**

Alice Civera – University of Bergamo; Erik Lehmann – University of Augsburg; Michele Meoli, Stefano Paleari – University of Bergamo

**Saturday, December 5<sup>th</sup>, 9.45 – 11.15**

ARTS AND CULTURE, PROCESSES, AND EVENTS

**TRACK: MANAGEMENT AND GOVERNANCE OF CULTURE, HERITAGE AND TOURISM**

Chairperson: Damiano Razzoli (University of Modena and Reggio Emilia)

**The Process of Development and the Evolution of Japanese Pop Culture Event: Case of World Cosplay Summit (Nagoya, Japan)**

Keiko Kawamata - Aoyama Gakuin University; Norio Tajima - Takushoku University; Toshihiko Miura - Chuo University

**Political Discourse and Cultural Identity: The Case of Hagia Sophia**

Hakan Tarhan, Yesim Tonga Uriarte, Maria Luisa Catoni - IMT School for Advanced Studies Lucca

**What can economic coordination do for creativeness and self-actualisation?**

Silvia Sacchetti – University of Trento

**Saturday, December 5<sup>th</sup>, 9.45 – 11.15 (continued)**

DIMENSIONS OF ATTITUDES IN HEALTHCARE AND PERFORMANCE MEASUREMENT SYSTEMS

**TRACK: HEALTHCARE MANAGEMENT RESEARCH**

Chairperson: Alfred Angerer (Zurich University of Applied Sciences)

Discussant: Florian Liberatore (Zurich University of Applied Sciences)

**Which characteristics of working conditions affect employee recognition? Case study of a French teaching hospital**

Christophe Baret, Isabelle Recotillet, Kornig Cathel - LEST CNRS Aix Marseille University

**Solving social problems by behaviour change —Behavioural change regarding the declaration of intent to donate organs**

Yoko Uryuhara - Doshisha University

**PERFORMANCE DIMENSIONS IN HEALTHCARE ORGANISATIONS' PERFORMANCE MEASUREMENT SYSTEMS**

Célia Lemaire - University of Strasbourg; Jean-Baptiste Gartner - Centre Hospitalier Emile Mayrisch

LEADERSHIP IN PUBLIC AND NON PROFIT ORGANIZATIONS

**TRACK: PUBLIC AND NON-PROFIT MANAGEMENT GENERAL TRACK**

Chairperson: Michele Meoli (University of Bergamo)

**Leadership preferences, intrinsic motivation and turnover intention of teaching staff in public secondary schools**

Miodraga Stefanovska-Petkovska, Marjan I. Bojadziev, Petar Blazevski, Ana Tomovska Misoska - University American College Skopje

**An Examination of the Relationship Between Emotional Intelligence and Leadership, and Organizational Effectiveness of Non-Profit Organizations**

Pierre-Yves Sanseau, Mayasa Sultan Alsowaidi – Grenoble Ecole de Management

**Saturday, December 5<sup>th</sup>, 11.30 – 13.00**

**SYMPOSIUM**

**BEYOND THE MEDICAL MODEL OF MANAGEMENT SCHOOLS:  
MANAGEMENT AS A DESIGN-ORIENTED PROFESSIONAL DISCIPLINE**

**Co-Sponsored by SIGs Public and Non Profit Management, Innovation, and Strategic Management**

The symposium will discuss the idea that management (as well as public administration) should be a family of design-oriented professional disciplines concerned with a variety of forms of enterprise. In particular, public management as a design-oriented professional discipline could be a prototype for manifestos for other professional disciplines concerned with one or another form of enterprise. The session will be designed around Michael Barzelay's latest book, *Public Management as a Design-Oriented Professional Discipline* (Edward Elgar, 2019), which will serve as a pivot for purposive theorizing about public organizations, design-projects, and skillful professional activity. The author will join the session and introduce the main ideas behind the book, which is available freely online at this link: <https://bit.ly/2lzB2fw> – participants are encouraged to read it in advance to facilitate open discussion.

Panelists:

Michael Barzelay – London School of Economics  
Andrea Bonomi Savignon – University of Rome Tor Vergata  
Xavier Castaner – University of Lausanne  
Pascal Le Masson - MINES ParisTech PSL

**Saturday, December 5<sup>th</sup>, 15.45 – 17.15**

**EXAMINING HOSPITAL PERFORMANCE**

**TRACK: HEALTHCARE MANAGEMENT RESEARCH**

Chairperson: Bernardo Ramirez (University of Central Florida)

Discussant: Christophe Baret (LEST CNRS Aix Marseille University)

**Identifying the Surgical Profiles of U.S. Acute Care Hospitals: A Latent Class Analysis** Alfred Angerer, Lucas Higman - Press Ganey Associates, Inc.; Larry Hearld, Nathan Carroll, Stephen J. O'Connor - University of Alabama at Birmingham

**Factors Related to Hospital Bankruptcy: 2007-2019**

Philip Cendoma, Amy Landry, Nathan Carroll - University of Alabama at Birmingham; Cathleen Owens Erwin – Auburn University; Robert Landry - Jacksonville State University

**Organizational Characteristics and Environmental Factors Associated with Hospitals Identified as Consolidation Targets**

Nancy Borkowski, Christi Pierce, Stephen J. O'Connor, Larry Hearld, James Byrd - University of Alabama at Birmingham

**Saturday, December 5<sup>th</sup>, 17.30 – 19.00**

**PROFESSIONALS IN HEALTHCARE ORGANIZATIONS**

**TRACK: HEALTHCARE MANAGEMENT RESEARCH**

Chairperson: Nancy Borkowski (University of Alabama at Birmingham)

Discussant: Celia Lemaire (University of Strasbourg)

**The Impact of Task Shifting on Perceived Working Conditions and Interprofessional Collaboration of Health Professionals – Evidence from Implementing two Task Shifting in a Swiss Hospital**

Sarah Dana Schmelzer, Eva Hollenstein, Irina Nast, Markus Wirz, Marion Huber, Florian Liberatore – Zurich University of Applied Sciences

**The Causes and Consequences of Burnout among Emergency Room Physicians**

Michael Wiechart – TeamHealth, S. Robert Hernandez, Stephen J. O'Connor, Jeff Szychowski - University of Alabama at Birmingham

**A Competency Based Model to Develop Communication Skills in Executive Leadership**

Daniel West - University of Scranton; Bernardo Ramirez – University of Central Florida; Cherie Lynn Ramirez - Simmons University; Godfrey Isouard - University of New England; Jo Martins – Macquarie University; Ana Maria Malik - Escola de Administração de Empresas de São Paulo; Antonio Hurtado Belendez - Mivera Cancun; Steven Szydlowski - University of Scranton

**Saturday, December 5<sup>th</sup>, 17.30 – 19.00**

**SIG Plenary Meeting and Keynote II**

The Plenary session is an especially important forum for the SIG community in order to discuss feedbacks, research agendas and further development of the SIG. Ideas and track/topic proposals for future editions of EURAM are especially welcome.

The **SIG Best Paper Award** will be presented at the Plenary. Again this year, the Award is presented in partnership with the International Journal of Public Sector Management and sponsored by Emerald.

The new **SIG Best Reviewer Award** will also be introduced and presented, sponsored by Administrative Sciences - an Open Access journal by MDPI.

**Keynote Speech**

**Gianluca Misuraca**

Former Senior Scientist at the European Commission's Joint Research Centre; Research Fellow on eGovernance and Public Administration at the Danube University, Krems (DUK)

**“Governing in the Digital Age: AI & public sector innovation in a data-driven society”**

The presentation will first provide an overview of the policy evolution, foresight expectations and state of play in the area of Digital Governance in the EU in the last decade, presenting results from exploratory research conducted by the European Commission’s Joint Research Centre on Digital Government transformation in the EU ([DigiGov](#)), and underlying rhetoric, false myths and paradoxes of unrealised paradigmatic shifts heralded by techno-deterministic claims. It will then discuss findings from the analysis of the use and impact of Artificial Intelligence in public services carried out as part of the [AI Watch](#), the Knowledge Service of the European Commission to monitor the uptake and impact of AI for Europe. Building on the evidence gathered and based also on expert consultation and stakeholder engagement, the presentation will outline scenarios for Digital Europe at the horizon 2040, debating on the key dimensions, policy implications and research directions for future-proof institutional re-design required for governing in the digital age.

