



Public and Non-Profit Management SIG

2022 Conference Programme

Wednesday, June 15th, 9.00 – 10.30

PM&NPM SIG Kick off and Keynote

SW Building SW 316

Introduction and welcome to SIG Public and Non Profit Management

Andrea Bonomi Savignon, University of Rome 'Tor Vergata' – SIG Chair

Keynote Speech:

Ines Mergel - University of Konstanz

"Digital transformation of the public sector"

Q&A

Wednesday, June 15th, 11.00 – 12.30 AM

SYMPOSIUM

DIGITAL TRANSFORMATION OF HEALTHCARE – FOSTERING SOCIALLY RELEVANT RESEARCH THROUGH CROSS LEARNINGS BETWEEN RESEARCH AND PRACTICE

SW Building SW 316

Chairperson: Alfred Angerer (ZHAW), Zeynep Erden (Vlerick Business School), Ivan Ostojic
(McKinsey & Co.)

This symposium focuses on digital transformation of the healthcare sector. The aim is to increase cross learnings between research and practice and, as a result, to foster rigorous and socially relevant research that has the potential to improve patient outcomes and decrease healthcare costs. We will bring together highly recognized industry experts (e.g. McKinsey partner) and experienced professors from different countries. They will outline challenges, best practices, and lessons learned (including what did not work) about digital transformation of the healthcare sector from the perspective of different stakeholders and share their ideas on how to translate these insights into management research.

Wednesday, June 15th, 11.00 – 12.30 AM

COMPETITIVE SESSION

NURSE STAFFING, HUMAN RESOURCES PRACTICES, AND QUALITY IN THE LONG-TERM CARE SECTOR

TRACK: HEALTHCARE MANAGEMENT RESEARCH

SW Building SW 311

Chairperson: Charlotte Foester (University of Technology Chemnitz & Johannes Kepler)

Discussant: Daniel West (University of Scranton)

Sustainable Careers for nurses in long term care: a mixed methods study based on human centered design approach

Markus Latzke (IMC University of Applied Sciences Krems), Alexander Braun (IMC University of Applied Sciences Krems), Carina Herndler (IMC University of Applied Sciences Krems), Manfred Pferzinger (IMC University of Applied Sciences Krems), Adelheid Schönthaler (IMC University of Applied Sciences Krems)

The relationship of registered nurse staffing and nursing home quality measure star ratings

Douglas R. Whitman (Webster University), Robert Weech-Maldonado (University of Alabama at Birmingham), Ganisher Davlyatov (University of Oklahoma)

The relationship between human resource management practices and organizational culture and nurse staffing turnover rates: the case of under-resourced nursing homes

Robert Weech-Maldonado (University of Alabama at Birmingham), Akbar Ghiasi (University of the Incarnate word), Ganisher Davlyatov (University of Oklahoma), Justin Lord (Louisiana State University at Shreveport), Larry Hearld (University of Alabama at Birmingham), Kent Rondeau (University of Alberta)

Wednesday, June 15th, 11.00 – 12.30 AM

COMPETITIVE SESSION

USER ACCEPTANCE AND CITIZEN ENGAGEMENT IN E-GOVERNMENT

TRACK: E-GOVERNMENT AND PUBLIC DIGITAL TRANSFORMATION

SW Building SW 321

Chairperson: Oliver Neumann (University of Lausanne)

Discussant: Francesco Gualdi (London School of Economics and Political Science)

The social dilemma of big data: donating personal data to promote social welfare

Kirsten Hillebrand (Bern University of Applied Sciences)

Public acceptance of government information systems: evidence from the popular vote on an electronic identity (e-ID) in Switzerland

Lyn Ellen Pleger (ZHAW), Katharina Guirguis (ZHAW)

Impact of digitalization on public value creation: a structured literature review based on government-citizen interaction

Zahra Zeinali (University of Siena), Riccardo Mussari (University of Siena)

Wednesday, June 15th, 2.00 – 3.30 PM

COMPETITIVE SESSION

CO-CREATION, CO-PRODUCTION, AND HYBRIDITY IN PUBLIC SERVICE DELIVERY

TRACK: PUBLIC AND NON-PROFIT MANAGEMENT GENERAL TRACK

SW Building SW 316

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

Discussant: Lars Friedrich (Friedrich-Alexander-Universität Erlangen-Nürnberg)

What drives parents to co-create? Moderating role of ideological orientation and individualism

Eimante Survilaitė (ISM University of Management and Economics), Vilte Auraskeviciene (ISM University of Management and Economics), Zilvinas Zidonis (Vilnius University), Dalius Misiunas (ISM University of Management and Economics), Justina Sidlauskienė (ISM University of Management and Economics)

Inventing competitiveness from institutional dual-embeddedness: a co-production process by a transnational university and its students

Jia Jia (University of Plymouth)

Public sector risk management from a hybridity perspective: a structured literature review

Sarah Russo (University of Siena), Pasquale Ruggiero (University of Siena and Brighton Business School), Riccardo Mussari (University of Siena)

Wednesday, June 15th, 2.00 – 3.30 PM

COMPETITIVE SESSION

AFFECTIVE ELEMENTS, CO-PRODUCTION, AND INTERDISCIPLINARY CARE TEAMS IN HEALTH CARE

TRACK: HEALTHCARE MANAGEMENT RESEARCH

SW Building SW 311

Chairperson: Nancy Borkowski (University of Alabama at Birmingham)

Discussant: Patrick Betz (ZHAW)

Healthcare co-production: a systematic review of the outcomes and their determinants

Marta Marsilio (Università degli studi di Milano), Floriana Fusco (Università degli studi di Milano), Chiara Guglielmetti (Università degli studi di Milano)

Is workplace happiness a state of environment? A configurational analysis in a medical school hospital

Tiago Rodrigues Gonçalves (Universidade de Lisboa), Carla Curado (Universidade de Lisboa)

Does interdisciplinary care team care management demonstrate cost effectiveness?

Frank Cardwell Feagin Jr. (University of Alabama at Birmingham), Larry Hearld (University of Alabama at Birmingham), Nathan Carroll (University of Alabama at Birmingham), Stephen J. O'Connor (University of Alabama at Birmingham), Bisakha Sen (University of Alabama at Birmingham)

Wednesday, June 15th, 2.00 – 3.30 PM

COMPETITIVE SESSION

ACCOUNTABILITY IN HYBRID SETTINGS

TRACK: SUSTAINABILITY IN HYBRID SETTINGS

Casino – Bankett 2

Chairperson: Lorenzo Costumato (University of Rome Tor Vergata)

Discussant: Filippo Giordano (Università di Roma – LUMSA)

The value role of six capitals in popular financial reporting: using content thematic analysis to pursue new research areas

Paolo Biancone (University of Turin), Valerio Brescia (University of Turin), Federico Lanzalonga (University of Turin)

How multidimensional control systems can successfully evolve in professional bureaucracies: evidence from two opposite case studies in healthcare

Anna Prenestini (Università degli studi di Milano), Arianna Rota (Università degli studi di Milano), Stefano Calciolari (Università degli studi di Milano “Bicocca”)

Who says what and why? Cutting through complexity of EPSAS position statements

Pascal Horni (ZHAW)

Wednesday, June 15th, 4.00 – 5.30 PM

COMPETITIVE SESSION

IDENTITIES ACROSS PUBLIC AND PRIVATE ORGANIZATIONAL FORMS

TRACK: PUBLIC AND NON-PROFIT MANAGEMENT GENERAL TRACK

SW Building SW 321

Chairperson: Lorenzo Costumato (University of Rome Tor Vergata)

Discussant: Margareta Merke (Innovation and entrepreneurship group (WIN) – TIME Research Area, RWTH Aachen University)

How is network identity developed and legitimised over time? A sensemaking approach to analysing social purpose organisations’ networks

Bernadette Best (Queen’s University Belfast), Kristel Miller (Ulster University), Rodney McAdam (Ulster University)

Soviet imprints as inhibitors and inducers in post-soviet non-governmental organizations’ development

Dovilė Petreikiene (ISM University of Management and Economics), Ilona Bučiūnienė (ISM University of Management and Economics)

Institutional logics and organizational identity: the case of Italian prisons

Edoardo Sangiovanni (University of Rome Tor Vergata), Filippo Giordano (Università di Roma – LUMSA)

Wednesday, June 15th, 4.00 – 5.30 PM

COMPETITIVE SESSION

EXPLORING MANAGERIAL COVID-19 PREPAREDNESS AND PHYSICIAN WORK AND PERCEPTIONS

TRACK: HEALTHCARE MANAGEMENT RESEARCH

SW Building SW 311

Chairperson: S. Robert Hernandez (University of Alabama at Birmingham)

Discussant: Irene Gabutti (ALTEMS – Università Cattolica del Sacro Cuore)

Challenges and managerial solutions in healthcare organizations addressing Covid-19 emergency: an empirical analysis

Anna Prenestini (Università degli studi di Milano), Marta Marsilio (Università degli studi di Milano),
Francesca Sacchi (Università degli studi di Milano)

An analysis of hospitalist programs in critical access hospitals

Robert Hernandez (University of Alabama at Birmingham), Robert Peterson (University of Alabama at Birmingham), Nathan Carroll (University of Alabama at Birmingham), William Opuku-Agyeman (University of North Carolina Wilmington)

The influence of doctor-managers' perceptions of fairness in a participative budgeting setting

Manuela Paolini (University of G. d'Annunzio – Chieti-Pescara), Domenico Raucci (University of G. d'Annunzio – Chieti-Pescara)

Wednesday, June 15th, 4.00 – 5.30 PM

COMPETITIVE SESSION

HERITAGE GOVERNANCE, PARTNERSHIPS & PARTICIPATION

TRACK: SUSTAINABILITY IN HYBRID SETTINGS

SW Building SW 302

Chairperson: Leticia Labaronne (ZHAW)

Discussant: Lorenzo Mizzau (University of Genova)

Cultural heritage management and organizational models in resilient and fragile communities.

Empirical evidence from Arrabah

Alessandra Ricciardelli (Università LUM), Francesco Manfredi (Università LUM), Mauro Romanelli (Parthenope University of Naples)

Assessing the public-private partnerships of the cultural heritage field: the case of Museum Hotel Antakya, Turkey

Asli Hetemoglu (IMT Lucca), Maria Luisa Catoni (IMT Lucca), Yesim Tonga Uriarte (IMT Lucca)

Participatory governance of UNESCO World Heritage sites: between contrast and collaboration

Francesca Taormina (Politecnico and University of Turin), Sara Bonini Baraldi (University of Turin)

Wednesday, June 15th, 4.00 – 5.30 PM

COMPETITIVE SESSION

TECH AND THE CITY: DIGITAL COMMUNICATION IN LOCAL GOVERNMENTS

TRACK: E-GOVERNMENT AND PUBLIC DIGITAL TRANSFORMATION

SW Building SW 316

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

Discussant: Federico Lanzalonga (University of Turin)

From registration to ‘active adoption’: presenting and testing a new measurement model to assess local governments’ adoption of social media

Vincent Mabillard (Université Libre de Bruxelles), Raphaël Zumofen (University of Lausanne), Martial Pasquier (University of Lausanne)

Examination of citizens’ trust for digital communication of local government: focusing on urban resilience and harmonized city development

Hiroko Oe (Bournemouth University), Yasuyuki Yamaoka (Open University of Japan)

Covid-19 communication management on facebook pages of local governments

Diego Ravenda (Campus Barcelona), Maika M. Valencia-Silva (Campus Barcelona), Josep M. Argiles-Bosch (University of Barcelona); Josep Garcia-Blandòn (Universitat Ramon Llull)

Thursday, June 16th, 9.00 – 10.30 AM

COMPETITIVE SESSION

HIGHER EDUCATION MANAGEMENT

TRACK: PUBLIC AND NON-PROFIT MANAGEMENT GENERAL TRACK

SW Building SW 316

Chairperson: Veronika Vakulenko (Nord University of Business School)

Discussant: Jia Jia (University of Plymouth)

Building alumni loyalty. Poland from international perspective

Justyna Maria Bugaj (Jagiellonian University), Radosław Rybkowski (Jagiellonian University)

The institutionalization of research data management: a micro-meso-macro link

Eva Katharina Donner (University of Passau), Christian Manfred Huber (Chemnitz University of Technology)

Innovation at universities: the role of coopetition

Margareta Merke (RWTH Aachen University), Malte Brettel (RWTH Aachen University), Andrea Greven (RWTH Aachen University)

Thursday, June 16th, 9.00 – 10.30 AM

COMPETITIVE SESSION

INVESTIGATING THE PERFORMANCE OF U.S. SAFETY NET HOSPITALS AND FEDERALLY QUALIFIED HEALTH CENTERS

TRACK: HEALTHCARE MANAGEMENT RESEARCH

SW Building SW 311

Chairperson: Alfred Angerer (ZHAW)

Discussant: Justin Lord (Louisiana State University at Shreveport)

FQHCs, health center controlled network affiliation and performance

Armika Berkley (University of Alabama at Birmingham), Seongwon Choi (Trinity University), Kristine Ria Hearld (UAB), Allyson Hall (University of Alabama at Birmingham), Amy Landry (University of Alabama at Birmingham), Nancy Borkowski (University of Alabama at Birmingham)

Federally qualified health centers: the association between medical training and clinical outcomes

Philip Cendoma (University of Alabama at Birmingham), Seongwon Choi (Trinity University), Ganisher Davlyatov (University of Oklahoma Health Science Center), Nancy Borkowski (University of Alabama at Birmingham)

The association among medical expansion, Medicaid disproportionate share payments, and the financial performance of safety net hospitals

S. Robert Hernandez (University of Alabama at Birmingham), Jon Law (University of El Paso), Allyson Hall (University of Alabama at Birmingham), Nathan Carroll (University of Alabama at Birmingham), Jeff Szychowski (University of Alabama at Birmingham), Philip Cendoma (University of Alabama at Birmingham)

Thursday, June 16th, 9.00 – 10.30 AM

COMPETITIVE SESSION

MANAGEMENT CHALLENGES IN CULTURE AND CREATIVE WORK

TRACK: SUSTAINABILITY IN HYBRID SETTINGS

SW Building SW 302

Chairperson: Filippo Giordano (Università di Roma – LUMSA)

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

Design thinking and cross-sector partnerships in urban regeneration: the management of the Casa Gialla process, Bologna

Francesca Sabatini (Alma Mater Studiorum, University of Bologna), Anna Lepekhina (Alma Mater Studiorum, University of Bologna), Anahì Dworniczak (Alma Mater Studiorum, University of Bologna)

Leadership behaviour in the arts. Understanding the multiple roles of senior management in nonprofit arts and cultural organisations

Leticia Labaronne (ZHAW)

Creative and meaningful? Analyzing creative work through the lens of meaningful work

Lorenzo Mizzau (University of Genova), Teresina Torre (University of Genova)

Thursday, June 16th, 9.00 – 10.30 AM

COMPETITIVE SESSION

DIGITAL TRANSFORMATION CROSSING SECTORIAL BOUNDARIES

TRACK: E-GOVERNMENT AND PUBLIC DIGITAL TRANSFORMATION

SW Building SW 321

Chairperson: Antonio Cordella (London School of Economics and Political Science)

Discussant: TBC

Veni, vidi – donate? An experimental study on using virtual reality in fundraising

Damaris Fischer (ZHAW), Leticia Labaronne (ZHAW), Roger Seiler (ZHAW)

Navigating ambiguities. How performing arts organizations develop digital artistic offerings

Christian Holst (Leuphana University Lüneburg)

Agile government: what can public administration learn from agility in the private sector? A research agenda

Pascale-Catherine Kirklies (University of Lausanne), Oliver Neumann (University of Lausanne)

Thursday, June 16th, 11.00 – 12.30 AM

COMPETITIVE SESSION

MANAGING IN LOCAL GOVERNMENTS

TRACK: PUBLIC AND NON-PROFIT MANAGEMENT GENERAL TRACK

SW Building SW 321

Chairperson: Filippo Giordano (Università di Roma – LUMSA)

Discussant: Pasquale Ruggiero (University of Siena and Brighton Business School)

The impact of collaboration in local service delivery efficiency

Vicente Pina (University of Saragossa), Jaime Garcia-Rayado (University of Saragossa), Lourdes Torres (University of Saragossa)

Unlocking the secrets of local identity formation during incented voluntary municipal amalgamation

Veronika Vakulenko (Nord University Business School)

Identification in translation of Human Resource Management fashions in French public sector

Sébastien Mainhagu (University of Haute-Alsace-CREGO)

Thursday, June 16th, 11.00 – 12.30 AM

COMPETITIVE SESSION

SENSEMAKING, RESILIENCE, AND INFECTION RATES IN HEALTH CARE ORGANIZATIONS DURING THE COVID-19 PANDEMIC

TRACK: HEALTHCARE MANAGEMENT RESEARCH

SW Building SW 311

Chairperson: Markus Latzke (IMC University of Applied Sciences Krems)

Discussant: Soumya Upadhyay (University of Nevada Las Vegas)

A temporal collapse of sensemaking in hospitals during the early covid-19 pandemic

Charlotte Foerster (University of Technology Chemnitz & Johannes Kepler), Nina Fuereder (University of Technology Chemnitz & Johannes Kepler)

In the eye of the storm: hospital leader's resilience during the Covid-19 pandemic

Nina Fuereder (University of Technology Chemnitz & Johannes Kepler), Charlotte Foerster (University of Technology Chemnitz & Johannes Kepler)

Covid-19 in socially deprived communities: examination of nursing home infection rates

Justin Lord (Lousiana State University at Shreveport), Robert Weech-Maldonado (University of Alabama at Birmingham), Ganisher Davlyatov (University of Oklahoma Health Science Center), Akbar Ghiasi (University of Incarnate Word), Gregory Orewa (UAB), Mary Lois-White (Lousiana State University at Shreveport)

Human resources management system strength and nurse managers response to covid-19

Federico Ceschel (University of Rome Tre), Valentina Bianchini (University of Rome Tor Vergata), Fabian Homberg (LUISS University)

Thursday, June 16th, 11.00 – 12.30 AM

COMPETITIVE SESSION

**REFORMS AND POLICY PROCESSES: BRIDGING E-GOV AND DIGITAL
TRANSFORMATION IN THE PUBLIC SECTOR**

TRACK: E-GOVERNMENT AND PUBLIC DIGITAL TRANSFORMATION

SW Building SW 302

Chairperson: Oliver Neumann (University of Lausanne)

Discussant: Lyn Pleger (ZHAW)

**Covid-pandemic as an accelerator for e-government? An analysis of Switzerland's progress to
implement the Tallinn Declaration on e-government from 2017**

Florian Keller (ZHAW), Dominique Ursprung (ZHAW)

**Managing public value creation through open data: the case of Italian (National Digital Data
Platform"**

Francesco Gualdi (London School of Economics and Political Science), Antonio Cordella (London
School of Economics and Political Science)

**The role of digital technology in enhancing public management reforms: the mediating effect of
competence and inclusivity policy**

Kot David Adhal Nguar (University of Rome Tor Vergata), Andrea Bonomi Savignon (University of
Rome Tor Vergata)

Thursday, June 16th, 4.00 – 5.30 PM

COMPETITIVE SESSION

CITIZEN ENGAGEMENT AND BEHAVIORAL APPROACHES

TRACK: PUBLIC AND NON-PROFIT MANAGEMENT GENERAL TRACK

SW Building SW 302

Chairperson: Vicente Pina (University of Saragossa)

Discussant: Eva Katharina Donner (University of Passau)

**Socio-demographic characteristics of informal volunteers during the first wave of covid-19
pandemic in Switzerland – a representative study**

Florian Liberatore (ZHAW), Sarah Dana Schmelzer (ZHAW), Siina Berger (ZHAW), Veronika Janosik
(ZHAW), Johanna Stahl (ZHAW)

How to increase consumer donation behavior? A literature review and comprehensive framework

Lars Friedrich (Friedrich-Alexander Universität Erlangen-Nürnberg), Lukas Maier (Friedrich-Alexander
Universität Erlangen-Nürnberg), Kai-Ingo Voigt (Friedrich-Alexander Universität Erlangen-Nürnberg)

Behavior change facilitation for the dissemination of the 'My Number Card' in Japan

Yoko Uryuhara (Doshisha University)

Thursday, June 16th, 4.00 – 5.30 PM

COMPETITIVE SESSION

**IMPROVING HEALTH CARE VALUE AND LEADERSHIP THROUGH KNOWLEDGE
TRANSFER, PATIENT PERCEPTIONS, AND E-HEALTH**

TRACK: HEALTHCARE MANAGEMENT RESEARCH

SW Building SW 311

Chairperson: Festus Oderanti (Liberty University, Lynchburg, Virginia)

Discussant: Robert Weech-Maldonado (University of Alabama at Birmingham)

Don't throw the towel yet: restoring strategic leadership to support knowledge transfer in public healthcare

Andres Salas-Vallina (Universitat de València), Juani Swart (University of Bath), Yasin Rofcanin (University of Bath)

Implementing PROMs in primary care – retrospective assessment of a pilot implementation in two general practitioner practices in Switzerland

Johanna Stahl (ZHAW), Stefan Banning (ZHAW), Irene Kobler (ZHAW), Alfred Angerer (ZHAW), Joel Lehmann (EQUAM Stiftung), Florian Liberatore (ZHAW)

Thursday, June 16th, 4.00 – 5.30 PM

COMPETITIVE SESSION

**STRATEGIC AND ORGANIZATIONAL IMPLICATIONS OF PUBLIC DIGITAL
TRANSFORMATION**

TRACK: E-GOVERNMENT AND PUBLIC DIGITAL TRANSFORMATION

SW Building SW 321

Chairperson: Antonio Cordella (London School of Economics and Political Sciences)

Discussant: Florian Keller (ZHAW)

A smart government platform to promote strategy development in municipalities

Anja Wüst (BFH), Alperen Bektas (BFH), Nicolai Wegner (BFH), Stephan Haller (BFH)

The Fabrication of digital PMS: the experience of the Italian Ministry of Culture

Paola Riva (Politecnico di Milano), Deborah Agostino (Politecnico di Milano)

Digital transformation in the public sector: analyzing the effects of automation on workforce in the Italian context

Andrea Bonomi Savignon (University of Rome Tor Vergata), Riccardo Zecchinelli (Birkbeck University of London and University of Rome Tor Vergata), Lorenzo Costumato (University of Rome Tor Vergata), Fabiana Scalabrini (University of Rome Tor Vergata)

Thursday, June 16th, 6.00 – 7.00 PM

SIG 11 Plenary
SW Building SW 302

- Renewal of SIG chairs
- EURAM 2023, Trinity College, Dublin: call for topics, symposia and DWGs
- SIG Best Paper Award 2022: awarded in partnership with the International Journal of Public Sector Management and sponsored by Emerald

Thursday, June 16th, 7.15 PM

PNPM SIG Networking Drinks

Location : Alltag Bar, Winterthur – just a 10 minute walk from ZHAW.

The first drink is on us!

Please register to join by writing an email to Lorenzo.costumato@uniroma2.it
- before June 9th

Friday, June 17th, 9.00 – 10.30 AM

COMPETITIVE SESSION

NEW PERSPECTIVE IN E-HEALTH AND DIGITALIZATION

TRACK: HEALTHCARE MANAGEMENT RESEARCH

SW Building SW 311

Chairperson: Stephen O'Connor (University of Alabama at Birmingham)

Discussant: Philip Cendoma (University of Alabama at Birmingham)

Do patient engagement functionalities impact quality outcomes? The mediating role of HER presence

Soumya Upadhyay (University of Nevada Las Vegas)

Digitalization in support of “health pathways”: a new perspective in managing integrated care

Irene Gabutti (ALTEMPS – Università Cattolica del Sacro Cuore), Steven Szydlowski (University of Scranton), Daniel West (University of Scranton), Cherie Ramirez (Simmons University), Bernardo Ramirez (University of Central Florida)

Servitization of eHealthcare innovations as frameworks for sustainable business models for eHealth entrepreneurs

Festus Oluseyi Oderanti (Liberty University, Lynchburg, Virginia)

Friday, June 17th, 9.00 – 10.30 AM

COMPETITIVE SESSION

LOCAL CULTURAL SYSTEMS & MUSEUMS

TRACK: SUSTAINABILITY IN HYBRID SETTINGS

SW Building SW 321

Chairperson: Lorenzo Mizzau (University of Genova)

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

The chemistry between Us. Non-visitor research for targeted offerings and communication – the case of the Swiss Science Center Technorama

Frank M. Hannich (ZHAW), Leticia Labaronne (ZHAW), Roy Schedler (independent consultant), Leuschen Lara (ZHAW), Reto Heierli (ZHAW)

Supporting the role of tourism for boosting circular transition: the experience of a measurement framework based on a participatory approach

Natalia Marzia Gusmerotti (Scuola Superiore Sant'Anna), Serena Carlesi (Scuola Superiore Sant'Anna), Tiziana Iannuzzi (Scuola Superiore Sant'Anna), Francesco Testa (Scuola Superiore Sant'Anna)

Museum networks and their organizational challenges in an era of digital transformation: understanding the establishment of the Lucca province museum network

Yesim Tonga Uriarte (IMT School of Advanced Studies Lucca), Francesca Fino (IMT School of Advanced Studies Lucca), Emanuele Pellegrini (IMT School of Advanced Studies Lucca)