

# Azienda Pubblica

Theory and Experiences in Management Science

University of Palermo, Italy

supported by



AIDEA

## VII “Azienda Pubblica” Workshop

“What performances, how to measure and who measures them, and for what purposes in the Public Administration system?”

&

Symposium

“The Paradigm Shift from Output to Outcome Measures in the Public Sector”

In collaboration with the

*International Journal of Public Administration*

Palermo, Italy, 25-27 May 2016

***Call for papers***

## INTRODUCTION

The VII edition of the “Azienda Pubblica” Workshop will be held at the University of Palermo from the 25<sup>th</sup> to the 27<sup>th</sup> of May 2016. The workshop will begin on May 25<sup>th</sup> with the international symposium on “The Paradigm Shift from Output to Outcome Measures in the Public Sector” organised in collaboration with the *International Journal of Public Administration* (IJPA).

## SYMPOSIUM AND WORKSHOP

**“Azienda Pubblica” Workshop.** One of the main problems of public policy is that the related effects are not regularly measured. Another is that policies are often defined on simple assumptions that overlook the real behaviours which are determined inside public organisations and in their relationships with both enterprises and citizens. Quite frequently, for instance, public policies are excessively oriented toward financial equilibriums in each organization, regardless of the potential negative effects on both quantity and quality of service delivery. Undefined or unfeasible policies, as a result, often remain ineffective. In addition, the recent rules on the “accounting harmonization” in the public sector are mainly oriented toward a set of external public finance-based constraints on managing public organizations, enabling comparative analysis between institutions as well as countries, and defining formal responsibilities rather than characterizing the accounting system as a managerial tool to make key-actors accountable for the ratio between public service quantity and quality on the one side, and resource consumption on the other.

The VII “Azienda Pubblica” Workshop, organized by the University of Palermo (Italy), aims at evaluating both theoretical models and concrete experiences in which proper performance measures become a useful tool to design public policies, support decision-making processes by choosing among alternative scenarios, and monitor and assess results. Theoretical and empirical, as well as qualitative and quantitative, contributions to this topic are welcome. In particular, the focus is oriented to discuss and analyse the following critical issues: 1) Have public organisations adopted performance measurement systems? 2) How are the measures used for decision-making? 3) What are the main drivers related to the adoption, use, and effectiveness of performance management in public administration? 4) How do performance management systems affect the relationships between policy-makers, public managers, and external stakeholders? 5) In what circumstances do performance management systems predominantly have symbolic purposes? and 6) What is the future of performance management in public organisations?

**Symposium on “The Paradigm Shift from Output to Outcome Measures in the Public Sector.”** The performance paradigm has shifted from measuring outputs to measuring outcomes in the public sector, which has increased the level of attention placed on the evaluation of service delivery and has opened the door for possible collaborative partnerships between different organizational units within the same municipality, job sector, or region for generating overall public value. The path towards sustainable performance management, however, continues to be difficult both from a theoretical and practical perspective given the amount of effort involved in tracking and reporting the higher order measures of efficiency and effectiveness. This call for papers seeks both theoretical and empirical research on how public organizations have evolved their performance management systems toward outcome measures and on how public officials have used them for making managerial and political decisions.

## PAPER REQUIREMENTS

Submissions for the workshop can be in English or Italian, while submissions for the symposium must be in English. Regardless, each submission must show an articulation that underlines the following aspects:

- Abstract
- Research question or purpose of inquiry
- Literature Review
- Methodology
- Results and findings.

- Critical discussion of findings
- Analysis of possible research impacts in terms of theory development.
- Analysis of possible research impacts for public managers and policy-makers.

Each participant may submit only one manuscript, as author or co-author, to the symposium and/or to the workshop according to the following guidelines:

- Abstract: max 800 words, Times New Roman – 12 pt.
- Paper: Max 8.000 words (excluding tables, figures, and references), Times New Roman – 12 pt.
- Double-space, with 1 inch margins

## SUBMISSION AND SELECTION

**For the Workshop**, manuscripts must be submitted to: [azienda.pubblica@unibocconi.it](mailto:azienda.pubblica@unibocconi.it). The papers accepted for presentation in the Workshop sessions are eligible for publication on *Azienda Pubblica*, according to the standard review process of the journal.

**For the symposium**, manuscripts must be submitted to the symposium host and co-editor (Carmine Bianchi) at: [bianchi.carmine@gmail.com](mailto:bianchi.carmine@gmail.com). Please address questions regarding manuscripts to the symposium co-editor (William C. Rivenbark) at: [Rivenbark@unc.edu](mailto:Rivenbark@unc.edu). The papers accepted for the symposium are eligible for a special issue of the *International Journal of Public Administration* (Editors: Carmine Bianchi, Elio Borgonovi, William C. Rivenbark), after a double-blind review process.

## IMPORTANT DATES AND DEADLINES (Workshop and Symposium)

- Abstract submission: 15<sup>th</sup> January 2016 (Workshop and Symposium)
- Notification to authors of abstract acceptance: 10<sup>th</sup> February, 2016 (Workshop and Symposium)
- Deadline for full paper submission: 31<sup>st</sup> March, 2016 (Symposium) 2<sup>nd</sup> May, 2016 (Workshop)
- Notification of full paper acceptance: 11<sup>th</sup> April, 2016 (Symposium only)

To facilitate the double-blind review process, abstracts must consist of two pages: in the first one, author(s) name(s), affiliations, email address(es) and paper title are listed; the second one includes the abstract text, together with the repetition of the paper title.

## REGISTRATION FEES

- Early registration by April 22<sup>nd</sup> 2016: € 300,00
- Late registration after April 22<sup>nd</sup> 2016: € 350,00

Ph.D. students:

- Early registration by April 22<sup>nd</sup> 2016: € 200,00
- Late registration after April 22<sup>nd</sup> 2016: € 250,00

**Registration fee includes: participation to the conference with a paper, gala dinner, coffee-breaks and two lunch breaks.**

**Spouse/guest registration fee:** € 100,00. This fee permits an individual to accompany a regular conference registrant to the gala dinner, coffee breaks, and lunch breaks.

Registration fees must be paid, starting from Feb. 1<sup>st</sup> 2016, through electronic bank transfer to:

**Bank account holder:** Università degli Studi di Palermo

**Bank Name:** Gruppo Unicredit S.p.A.

**Bank account number:** 000300004577

**IBAN code:** IT09A0200804682 000300004577

**SWIFT code:** UNCRITMMPAE

**Money transfer subject:** "DEMS" "YOUR FIRST AND LAST NAME"

**A scanned copy of the payment receipt must be submitted online at the following web page:**

<http://ced4.com/workshop-e-symposium/registration-fees-and-procedure/>

**In addition to payment, you must register for the workshop and symposium at the following web page:**

<http://ced4.com/workshop-e-symposium/>

On-site registrations are not allowed

## **PROGRAM INFORMATION**

The Workshop and Symposium will start the 25<sup>th</sup> of May 2016, at 14:30 and will the 26<sup>th</sup> May, until the 27<sup>th</sup> at 14:30. The program consists of plenary and parallel sessions in which selected papers will be presented and discussed, and a final round-table that will involve public management scholars and public sector professionals (managers and politicians). The main aim is to stimulate a debate on performance management and measurement systems for public administrations. The program schedule is forthcoming.

## **SOCIAL EVENTS AND TOURS**

The gala dinner is scheduled on May 26<sup>th</sup> 2016. A 4-hour guided tour of Palermo's historical centre is scheduled on May 27<sup>th</sup> 2016, from h. 15:30 to h. 19:30. The itinerary includes three main squares: piazza Marina, Kalsa and Magione. A visit of the Carceri dell'Inquisizione (Inquisition Jails), Porta Felice, Oratorio dei Bianchi, Santa Maria dello Spasimo, will also enrich the itinerary. The tour price is equal to Eur 17,00. To book the tour, please contact *Palermo CulTour* by May 23<sup>rd</sup> 2016 by phone: 380.6523494, or by website: [www.palermocultour.com](http://www.palermocultour.com).

## **SCIENTIFIC COMMITTEE**

Eugenio Anessi Pessina (Cattolica University), Luca Anselmi (University of Pisa), Carmine Bianchi (University of Palermo), Elio Borgonovi (Bocconi University), Eugenio Caperchione (University of Modena and Reggio Emilia), Lidia D'Alessio (Third University of Rome), Lucia Giovanelli (University of Sassari), Davide Maggi (University of Piemonte Orientale), Marco Meneguzzo (University of Rome Tor Vergata), Riccardo Mussari (University of Siena), Aldo Pavan (University of Cagliari), Stefano Pozzoli (University of Napoli Parthenope), William Rivenbark (University of North Carolina), Antonello Zangrandi (University of Parma).

## **ORGANIZING COMMITTEE**

Carmine Bianchi, Enzo Bivona, Federico Cosenz, Salvatore Cincimino, Marcantonio Ruisi, Salvatore Tomaselli, Corrado Vergara, Vincenzo Vignieri (University of Palermo).

## CONTACTS

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For more info on the symposium and workshop: [www.ced4.com](http://www.ced4.com) (System Dynamics Group - University of Palermo)

## WORKSHOP AND SYMPOSIUM VENUE

Palermo is a city located in Southern Italy and is the regional capital of Sicily. The city is well-known for its history, culture, architecture and gastronomy, playing an important role throughout much of its existence; it is over 2,700 years old. Palermo is located in the northwest of the island of Sicily, right by the Gulf of Palermo in the Tyrrhenian Sea. The city was founded in 734 BC by the Phoenicians as Ziz ('flower'). Palermo then became a possession of Carthage, before becoming part of the Roman Republic, the Roman Empire and eventually part of the Byzantine Empire, for over a thousand years. The Greeks named the city Panormus meaning 'complete port'. From 831 to 1072 the city was under Arab rule during the Emirate of Sicily when the city first became a capital. The Arabs corrupted the Greek name into Balarm, the root for Palermo's present-day name. Following the Norman reconquest, Palermo became the capital of a new kingdom (from 1130 to 1816), the Kingdom of Sicily and the capital of the Holy Roman Empire under Frederick II Holy Roman Emperor and Conrad IV of Germany, King of the Romans. Eventually Sicily would be united with the Kingdom of Naples to form the Kingdom of the Two Sicilies until the Italian unification of 1860. The population of Palermo urban area is estimated by Eurostat to be 855,285, while its metropolitan area is the fifth most populated in Italy with around 1.2 million people. In the central area, the city has a population of around 676,000 people. Palermo is Sicily's cultural, economic and touristic capital. It is a city rich in history, culture, art, music and food. Numerous tourists are attracted to the city for its good Mediterranean weather, its renowned gastronomy and restaurants, its Romanesque, Gothic and Baroque churches, palaces and buildings, and its nightlife and music.

The Workshop and the Symposium will take place at the DEMS Department, University of Palermo, address: via Ugo Antonio Amico n. 2, 90134, Palermo, tel: +39 (0)91 23867509, e-mail: [dems@unipa.it](mailto:dems@unipa.it)

Map: <https://goo.gl/maps/7kNHxwg49462>

## HOW TO REACH PALERMO

The International Airport “Falcone and Borsellino” is located at 32 km of distance from the city and is connected to Palermo by *Prestia e Comandè* bus company, by *Trenitalia* railways or by *Taxi*. Another International Airport is the “Vincenzo Florio” of Birgi, Trapani, located at 115 km from Palermo, connected by *Salemi* bus company.

### ***From Falcone and Borsellino airport to Palermo and vice versa by Bus:***

**Bus Company:** Prestia e Comandè bus (<http://www.prestiaecomande.it>)

**Timetable:**

- from the Airport from 6.30 to 24.00 - every half hour

**Ticket price:** € 6,30

### ***From Falcone and Borsellino airport to Palermo and vice versa by Train:***

**Railway Company:** Trenitalia (Trinacria Express train - <http://www.trenitalia.com/tcom-en>)

**Timetable:**

- from the Airport from 7.30 to 22.00 - every half hour

**Ticket price:** € 5,80

### ***From Falcone and Borsellino airport to Palermo and vice versa by Taxi:***

**Timetable:**

- from the first until the last fly scheduled

**Ticket price:** € 35,00/45,00

### ***From Vincenzo Florio airport to Palermo and vice versa by Bus:***

**Bus Company:** Salemi Bus (<http://autoservizisalemi.it/?lang=en>)

**Timetable:**

- from the Airport from 6.20 to 24.40

**Ticket price:** € 12,00

**In the city:** A ticket for the orange buses (operated by AMAT), available from tobacco vendors, some bars and the AMAT kiosk in Via Libertà next to Politeama, costs € 1,30 and is usable for 90 minutes. You must stamp the ticket in one of the machines near the entrances of the vehicle upon boarding the first bus you take using that ticket. For more information, including maps and bus routes, visit the AMAT website ([http://www.amat.pa.it/index.php?option=com\\_wrapper&view=wrapper&Itemid=140](http://www.amat.pa.it/index.php?option=com_wrapper&view=wrapper&Itemid=140)).

## HOTELS

Here below is a list of convenient hotels we suggest. Please note that the listed hotels have a limited number of available “standard” rooms at indicated price.

Therefore, we cannot guarantee you will find a room in your preferred hotel when you will make the registration.

Please note that late May is already a high season time in Palermo and hotels are crowded.

In order to avoid booking and raising price problems, we strongly recommend you to book your room as soon as you can.

The conference organization can only support with advices conference participants to find a hotel. The hotel list and indicated prices are not meant a result of an agreed upon contract that we signed with them.

**WARNING: Please note, to book your room follow the procedure described here after:**

1. send your booking request to the desired hotel **ONLY** using the EMAIL reported in the list (*hotel website may display a different rooms availability and quotation from the one reported in this document*) and

2. mention in the request you plan to attend the Symposium/Workshop AZIENDA PUBBLICA.

The hotel will contact you back to provide all additional information to confirm your booking if rooms are still available or to inform you that no rooms are available.

### 4\*\*\*\* Hotels

#### **Grand Hotel Piazza Borsa – SOLD OUT**

Via dei Cartari, 18  
+39 (0)91 320075

[piazzaborsa@piazzaborsa.com](mailto:piazzaborsa@piazzaborsa.com)

<http://www.piazzaborsa.it/index.php/en/>

Single room: Eur 133,00  
Double room: Eur 143,00

#### **Palazzo Sitano**

Via Vittorio Emanuele, 114  
+39 (0)91 7781610

[booking@palazzositano.it](mailto:booking@palazzositano.it)

<http://www.hotelpalazzositano.it/index.php/en/>

Single room: Eur 100,00  
Double room: Eur 130,00

#### **Hotel Porta Felice**

Via Butera, 45  
+39 (0)91 6175678

[info@hotelportafelice.it](mailto:info@hotelportafelice.it)

<http://hotelportafelice.it/en/>

Single room: Eur 89,00  
Double room: Eur 121,00

#### **Hotel Quinto Canto**

Corso Vittorio Emanuele, 310  
+39 (0)91 584913

[info@quintocantohotel.com](mailto:info@quintocantohotel.com)

<http://www.quintocantohotel.com/index.php/en/>

Single room: Eur 88,00  
Double room: Eur 109,00

### 3\*\*\* Hotels

#### **Hotel Del Centro**

Via Roma, 72  
+39 (0)91 6170376

[info@hoteldelcentro.it](mailto:info@hoteldelcentro.it)

<http://www.hoteldelcentro.it/en/>

Single room: Eur 65,00  
Double room: Eur 75,00

#### **Hotel Joli**

Via Michele Amari, 11  
+39 (0)91 6111766

[info@hoteljoli.com](mailto:info@hoteljoli.com)

<http://www.hoteljoli.com/>

Single room: Eur 68,00  
Double room: Eur 88,00

**Hotel Elite**

Via Mariano Stabile, 136

+39 (0)91 329318

[info@hotelelitepalermo.it](mailto:info@hotelelitepalermo.it)

<http://www.hotelelitepalermo.it/en-gb/>

Single room: Eur 55,00

Double room: Eur 65,00

**Other Hotels****Hotel Mercure (4\*\*\*\*)**

Via Mariano Stabile, 112

+39 (0)91 324911

[booking@mercurepa.com](mailto:booking@mercurepa.com)

<http://www.accorhotels.com/gb/hotel-5932-mercure-palermo-centro/index.shtml>

**Hotel Principe di Villafranca (4\*\*\*\*)**

Via Giuseppina Turrisi Colonna, 4

+39 (0)91 6118523

[info@principedivillafranca.it](mailto:info@principedivillafranca.it)

<http://www.principedivillafranca.it/index.php/en/>

**Hotel Ambasciatori (4\*\*\*\*)**

Via Roma, 111

+39 (0)91 6166881

[booking@ambasciatorihotelpalermo.com](mailto:booking@ambasciatorihotelpalermo.com)

<http://www.ambasciatorihotelpalermo.com/index.php?lang=en>

**Hotel Politeama (4\*\*\*\*)**

Piazza Ruggero Settimo, 15

+39 (0)91 322777

[mail@hotelpoliteama.it](mailto:mail@hotelpoliteama.it)

<http://www.hotelpoliteama.com/en/>

**Hotel Federico II (4\*\*\*\*)**

Via Principe Granatelli, 60

+39 (0)91 7495052

[info@hotelfedericopalermo.it](mailto:info@hotelfedericopalermo.it)

<http://www.grandhotelfedericoii.it/en/>

**Palazzo Brunaccini (4\*\*\*\*)**

Piazzetta Lucrezia Brunaccini, 9

+39 (0)91 586904

[booking@palazzobrunaccini.it](mailto:booking@palazzobrunaccini.it)

<http://www.palazzobrunaccini.it/index.php/en/>

**Hotel Garibaldi (4\*\*\*\*)**

Via Emerico Amari, 146

+39 (0)91 601 7111

[garibaldi@ghshotels.it](mailto:garibaldi@ghshotels.it)

<http://www.hotelgaribaldipalermo.it/>

**Hotel Plaza Opera (4\*\*\*\*)**

Via Nicolò Gallo, 2

+39 (0)91 381 9026

[info@hotelplazaopera.com](mailto:info@hotelplazaopera.com)

<http://www.hotelplazaopera.com/en/>

**Hotel Vecchio Borgo (4\*\*\*\*)**

Via Quintino Sella, 1

+39 (0)91 611 8330

[vecchioborgo@ghshotels.it](mailto:vecchioborgo@ghshotels.it)

<http://www.hotelvecchioborgo.it/>

**Hotel Giardino Inglese (4\*\*\*\*)**

Viale della Libertà, 63

+39 (0)91 625 1295

[direttore@resigest.com](mailto:direttore@resigest.com)

<http://www.resigest.com/hgi/>

**Hotel NH (4\*\*\*\*)**

Foro Umberto I, 22

+39 (0)91 6165090

[nhpalermo@nh-hotels.com](mailto:nhpalermo@nh-hotels.com)

[http://www.nh-hotels.com/hotel/nh-palermo?\\_ga=1.131421898.493485392.1455783083](http://www.nh-hotels.com/hotel/nh-palermo?_ga=1.131421898.493485392.1455783083)

**Grand Hotel Et Des Palmes (4\*\*\*\*)**

Via Roma, 398

+39 (0)91 6028111

[des-palmes@amthotels.it](mailto:des-palmes@amthotels.it)

<http://www.grandhotel-et-des-palmes.com/en/index.html>

**Cristal Palace Hotel (4\*\*\*\*)**

Via Roma, 477/A

+39 (0)91 5070649

[info@hotelcristalpalacepalermo.it](mailto:info@hotelcristalpalacepalermo.it)

<http://www.hotelcristalpalacepalermo.it/home/>



**Artemisia Palace Hotel (4\*\*\*\*)**

Via Roma, 499

+39 (0)91 7790874

[info@artemisiapalacehotel.it](mailto:info@artemisiapalacehotel.it)

<http://www.artemisiapalacehotel.it/>

**Hotel Alma (3\*\*\*)**

Via Mariano Stabile, 136

+39 (0)91 251 4962

[info@almahotel.it](mailto:info@almahotel.it)

<http://www.almahotel.it/>

**Hotel Posta (3\*\*\*)**

Via Antonio Gagini, 77

+39 (0)91 587338

[info@hotelpostapalermo.it](mailto:info@hotelpostapalermo.it)

<http://www.hotelpostapalermo.it/en/>

**Hotel Palazzo Pantaleo (3\*\*\*)**

Via Ruggero Settimo, 74H

+39 (0)91 325471

[info@palazzopantaleo.it](mailto:info@palazzopantaleo.it)

<http://www.palazzopantaleo.it/>

**Hotel Tonic (3\*\*\*)**

Via Mariano Stabile, 126

+39 (0)91 581754

[info@hoteltonic.it](mailto:info@hoteltonic.it)

<http://www.hoteltonic.it/uk/index.php>

**Ameliè (3\*\*\*)**

Via Principe di Belmonte, 94

+39 (0)91 335920

[info@bb-amelie.it](mailto:info@bb-amelie.it)

<http://www.bb-amelie.it/en/>

**Hotel Mediterraneo (3\*\*\*)**

Via Rosolino Pilo, 43

+39 (0)91 581133

[info@hotelmediterraneopa.com](mailto:info@hotelmediterraneopa.com)

<http://www.hotelmediterraneopa.com/>