

# BUSINESS MANAGEMENT (LM01)

(Lecce - Università degli Studi)

## Teaching PERFORMANCE MANAGEMENT IN P. A.

GenCod A004756

**Owner professor** Roberta FASIELLO

**Teaching in italian** PERFORMANCE  
MANAGEMENT IN P. A.

**Teaching** PERFORMANCE  
MANAGEMENT IN P. A.

**SSD code** SECS-P/07

**Reference course** BUSINESS  
MANAGEMENT

**Course type** Laurea Magistrale

**Credits** 6.0

**Teaching hours** Front activity hours:  
48.0

**For enrolled in** 2022/2023

**Taught in** 2023/2024

**Course year** 2

**Language** ENGLISH

**Curriculum** PUBLIC MANAGEMENT

**Location** Lecce

**Semester** Second Semester

**Exam type** Oral

**Assessment** Final grade

**Course timetable**  
<https://easyroom.unisalento.it/Orario>

### BRIEF COURSE DESCRIPTION

The course allows the development of skills able to connect the information needs at the basis of managerial decisions to the type of supporting information, emphasizing the performance thinking as a substantial impact on the management of public organizations, the organization of management information and the various decision-making processes of the public organizations.

- Introduction to Theory of Public Management
- Introduction to Performance Measurement and Performance Management
- The Basics of Performance Measurement
- Performance measures in local government
- Uses of Performance Data
- Performance measures and alignment with objectives
- Higher-Order Measures
- Measures of responsiveness and measures of efficiency
- Organizations Managing for Results
  - Selecting suitable measures and measures that will be used by managers and avoiding misleading and not helpful measures
- Performance indices
- Gathering Data and optimizing the value of citizen input
- Relating local performance to standards
- Benchmarking. Measures suitable for comparison to other governments
- Implementing Results-Based Management in Local Government

### REQUIREMENTS

conoscenza della lingua Inglese - Fluency in English

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## COURSE AIMS

The course aims to acquire the main knowledge of the processes of performance measurement and performance management, considering the impact on productivity and on the professional quality of public service provision.

Particular attention is paid to the tools and managerial models applied to public services.

Expected results according to Dublin descriptors:

### **Knowledge and understanding:**

- Identify mission, goals, objectives and type of measures in a public organization. Acquisition of the planning and control instruments in order to present and therefore interpret the observations relating to the economic, business and social phenomena inherent to the management in the public sector.

### **Ability to applying-knowledge and understanding,**

- Ability to read and evaluate performance measures and uses of performance measurement.

### **Making judgments.**

- Ability to evaluate results resulting from the analysis of planning and management of organizations in the public sector.

### **Communication skills.**

- Ability to clearly present the results of the analyzes carried out and the activity of data transfer and subsequent decisions towards human resources operating at executive level.

### **Learning skills**

Learning ability of the various phases for the realization of a performance measurement system. Uses of performance measures for decision making processes.

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## TEACHING METHODOLOGY

Conventional, lectures and exercises

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## ASSESSMENT TYPE

Written exam at the end of the cycle of lectures.

For attending students intermediate tests can be scheduled including a written exam and an oral presentation of a project work.

The examination aims to ascertain the degree of knowledge of the student on both practical and theoretical aspects of the discipline. In particular, the objective is to assess the degree of assimilation of the contents of the discipline, the ability to make the appropriate links between the various topics dealt with, the ability to express the required arguments in a clear and exhaustive manner, to apply knowledge, autonomy of judgment, communication skills and learning skills in line with Dublin descriptors.

"The student disabled and/or with SDL (specific disorders of learning), who intends to take advantage of an individualized intervention for the conduct of the exam must contact the Disability Integration office of the University of Salento at the address:

paola.martino@unisalento.it

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## ASSESSMENT SESSIONS

[https://easytest.unisalento.it/Calendario/Dipartimento\\_di\\_Scienze\\_dellEconomia/1466/Curricula/MANAGEMENTAZIENDALE\\_417\\_2\\_PUBLICMANAGEMENT\\_LM01.html](https://easytest.unisalento.it/Calendario/Dipartimento_di_Scienze_dellEconomia/1466/Curricula/MANAGEMENTAZIENDALE_417_2_PUBLICMANAGEMENT_LM01.html)

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## FULL SYLLABUS

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## REFERENCE TEXT BOOKS

David N. Ammons, *Performance Measurement for Managing Local Government. Getting It Right*, Melvin & Leigh, Publishers, Irvine California, 2020.