

**Alex Turrini, PhD**  
**Professor in Arts Management and Cultural Policy**  
**Bocconi University**  
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## Main Areas of Research and Teaching

Arts management, arts and cultural policy, nonprofit management  
 Public sector reforms, public sector leadership, managing public networks  
 Research methods: field and lab experiments, surveys, mixed methods

## Education

2021	Mixed Methods Research Workshop <b>ICPSR University of Michigan</b>	Ann Arbor, Us
2015	Coaching Affiliate Certification Program <b>Columbia University</b>	New York, U.S.
2003	Phd in Business Administration and Management <b>Bocconi University</b>	Milan, Italy
1998	BA/MSc (Laurea) in Business Administration <b>Bocconi University</b>	Milan, Italy

## Current Academic Positions

Present-2022	Director MSc. in Economics and Management of Arts, Culture, Media and Entertainment (ACME), <b>Bocconi University</b>	Milan, Italy
Present-2022	Scientific Coordinator of the Knowledge Research Platform in Arts, Culture, Sport and Entertainment, <b>SDA Bocconi School of Management</b>	Milan, Italy
Present-2022	Member of the Budget Commission, Department of Social and Political Sciences, <b>Bocconi University</b>	Milan, Italy
Present-2020	Research Fellow, Arts and Culture Knowledge Center, <b>SDA Bocconi School of Management</b>	Milan, Italy
Present-2003	Associate Professor (Present-2011), Assistant Professor (2005-2011), Researcher with Grant (2003-2005). On leave 2018/19 – 2019/20, Department of Social and Political Sciences, <b>Bocconi University</b>	Milan, Italy
Present-2013	National Habilitation as Full Professor in Management (13/B1 <i>Economia aziendale</i> ), <b>MIUR</b> (deadline: 18-12-2023)	Rome, Italy

## Past Academic Positions

2022-2020	Adjunct Professor in Arts Fundraising, <b>Meadows School of the Arts – Cox Business School, SMU-Southern Methodist University</b>	Dallas, U.S.
2020-2018	Chair Arts Management and Arts Entrepreneurship Division, Meadows School of the Arts – <b>Cox Business School, SMU - Southern Methodist University</b>	Dallas, U.S.
2018-2016	Faculty Director Government, Health & Not for Profit Division, <b>SDA Bocconi School of Management</b>	Milan, Italy

2018-2016	Director of the Public and Nonprofit Management Executive Programs Director, Government, Health & Not for Profit Division, <b>SDA Bocconi School of Management</b>	Milan, Italy
2018-2014	Co-Director MA in International Arts Management (MMIAM), <b>SMU Dallas - HEC Montreal - SDA Bocconi</b>	Milan, Italy
2018-2013	Director MSc. in Economics and Management of Arts, Culture, Media and Entertainment (ACME), <b>Bocconi University</b>	Milan, Italy
2017-2014	Director MA Arts Management and Administration (MAMA), <b>SDA Bocconi School of Management</b>	Milan, Italy
2015	Member of the Hiring Committee of an Assistant Professor in Art History, <b>Bocconi University</b>	Milan, Italy
2014-2012	Director Executive Master Program in Public Management (EMMAP), <b>SDA Bocconi School of Management in collaboration with the Italian National School of Administration (SNA) &amp; L' Ecole Nationale d'Administration, (ENA) (France)</b>	Milan, Italy
2014-2012	Director of Public Management Specialization Program (MAP), <b>SDA Bocconi School of Management</b>	Milan, Italy
2013-2012	Member of the Rector Committee in charge of designing a new program in Government and Political Science (BIG), <b>Bocconi University</b>	Milan, Italy
2013-2012	Member of the Rector Committee in charge of the renewal of the Arts Management Undergraduate and Graduate Programs, <b>Bocconi University</b>	Milan, Italy
2012-2011	Member of the Research Seminar Series Committee in Policy Analysis and Public Management Department, <b>Bocconi University</b>	Milan, Italy

### Past Research Appointments

2020-2018	Research Fellow, SMU DataArts, <b>SMU - Southern Methodist University</b>	Dallas, U.S.
2018-2011	Research Fellow, Research Center on Arts, Knowledge and Science (ASK), <b>Bocconi University</b>	Milan, Italy
2017-2006	Founder and Research Fellow, Osservatorio per il Cambiamento delle Amministrazioni Pubbliche (OCAP) ( <i>Centre for Innovation in Governments</i> ) <b>SDA Bocconi School of Management</b>	Milan, Italy
2013, 2019	Visiting Scholar, Department of Marketing, <b>SKEMA Business School</b>	Sophia-Antipolis, France
2012-2009	Member of the Scientific Committee of Claudio Dematté SDA Bocconi Research Center, <b>SDA Bocconi School of Management</b>	Milan, Italy
2009	Heidelberg Philanthropy Research Fellow, Centre for Social Investment – <b>University of Heidelberg</b>	Heidelberg, Germany
2008	Visiting Scholar, Robert F. Wagner Graduate School of Public Service, <b>NYU</b>	New York, US
2008-2002	Research Fellow Research Center on Healthcare and Social Care Management (CERGAS), <b>Bocconi University</b>	Milan, Italy
2007	Visiting Scholar Ross Business School, <b>University of Michigan</b>	Ann Arbor, US

2007	Visiting Scholar, Département stratégie, responsabilité sociale et environnementale, École des sciences de la gestion, <b>University of Quebec</b>	Montreal, Canada
2001	Research Associate in Arts Policy, Goldman School of Public Policy, <b>University of California</b>	Berkeley, US

### Past Teaching Appointments

2018-2015	Lead Coach and Coach for Public Sector Executives and Junior Professionals, <b>SDA Bocconi School of Management</b>	Milan, Italy
2015-2008	Bocconi Campus Abroad Graduate Program in Management of International Institutions in collaboration with <b>NYU – Robert Wagner School of Public Service</b>	New York, US
2015	Invited Lecturer in Fundraising for the Arts, <b>Christie’s Education</b>	London, UK
2015	Invited Lecturer in Public Management and Communication, <b>SKEMA Business School</b>	Sophia-Antipolis, France
2015	Invited Lecturer in Leadership in the Arts: Assessing Competencies for Successful Arts Managers, <b>ICN Business School</b>	Nancy-Metz, France
2014	Invited lecturer in Cultural Policy, <b>SMU Meadows School of Arts</b>	Dallas, US
2011	Bocconi Campus Abroad Graduate Program in Business Planning and Entrepreneurship in collaboration with <b>UTS Business School</b>	Sydney, Australia

### Awards and Distinctions

2015	Best AIMAC 2015 Conference Paper, <b>Aix-en-Provence-Marseille University</b>	Aix-en-Provence-Marseille
2013	Honorable Mention in the Sixth Annual E-PARCC Teaching Case and Simulation Competition, <b>Maxwell School of Public Administration</b>	Syracuse, US
2011	Research Excellence Award, <b>Bocconi University</b>	Milan, Italy
2011	Innovation in Executive Education Award, <b>SDA Bocconi School of Management</b>	Milan, Italy
2009	Research Excellence Award, <b>Bocconi University</b>	Milan, Italy

### Reviews and Editorial Boards

Editor in Chief (Present-2021) and Associate Editor (2021-2015) of the *International Journal of Arts Management*

Associate Editor - Europe (Present-2021) of the *Journal of Philanthropy and Marketing (JPM)*

Senior Editorial Committee Member (2012) of the *Journal of Civil Society*

Editorial Board Member (2007-2011) of *Bocconi Research Center for Innovation in Governments (OCAP)*

Referee for the following journals and groups: *Arts and Markets*, *Journal of Public Administration Research and theory*, *Leadership Quarterly*, *Public-Nonprofit Academy of Management Division*, *Economia e Management*, *Public Management Review*, *Journal of Management and Governance*, *Journal of Cultural Economics*, *Azienda Pubblica*, *Journal of Comparative Policy Analysis*, *Public Choice*, *Local Government Studies*.

## Grants

2018	<b>SMU Meadows School of the Arts</b> Research Grant – Behavioral Arts Administration (10,000 \$)
2014-2016	ITSSOIN - Impact of the Third Sector as Social Innovation. Arts and Culture ( <b>FP7 European Commission Grant</b> , 260,000 Euro)
2012	No Guilt, No Shame: Investigating the Role of Emotional Appeals in Social Communication ( <b>SDA Bocconi</b> Claudio Demattè Research Division-SKEMA Business School, 15,000 Euro)
2012-2011	Public sector leadership ( <b>Italian Presidency of the Prime Minister Cabinet</b> - Claudio Demattè SDA Bocconi Research Division, 10,000 Euro)
2012-2011	Maggio Fiorentino: audience, governance, strategy (ASK Bocconi Research Centre – <b>Fondazione Paolo e Marlene Fresco</b> , 100,000 Euro)
2008-2007	Evaluating effectiveness of public networks: a comparative cross-national case study analysis ( <b>Bocconi University</b> Grant, 10,000Euro)
2005-2004	Dependence of the Present on the Past, Defense of the Present From the Past: Programming Classical Music and Opera (SDA Bocconi Claudio Demattè Research Division – <b>LSE – Goldman School of Public Policy, UC Berkeley</b> , 10,000 Euro)

## Other Non-Academic Appointments

2022 - 2020	<b>FAI Lombardia Regional Delegate for Fundraising and Volunteers Training</b> , Fai-Fondo Ambiente Italiano (Italian National Trust), Milan, Italy
2020 - 2015	<b>President of the Strategic Evaluation Unit</b> , Monteverdi School of Music, Cremona, Italy
2018 - 2012	<b>Lecturer in Public Management</b> , National School for Public Administration (SSPA-SNA), Rome, Italy
2018 - 2006	<b>Research fellow</b> , Formez - Ministry of Public Administration and Simplification, Rome, Italy
2017	<b>Research fellow</b> , IRER (Research Institute at Regione Lombardia), Milan, Italy, Research topic: Networks in education: partnership and governance
2011	<b>Member of the Final Exam Commission for the selection of the Cultural Activities Executive Director at the Department of Cultural Policy</b> , Province of Trento, Trento, Italy.
2010-2008	<b>Research fellow</b> , Observatory on Social Care, Province of Milan, Italy
2002 and 2004	<b>Instructor and member of the Final Exam Commission</b> Re-qualification courses for the Administrative Personnel Ministry of Economy, Milan, Italy.

## Publications

### Arts management, arts and cultural policy, nonprofit management

#### *Books*

1. Pecoraro P., Turrinia, A. Volpe M. (2023) *Fundraising for the Arts*, IPG - Bocconi University Press: Milan
2. Massi, M., Turrini A. (eds.) (2020), *The Artification of Luxury Fashion Brands: Synergies, Contaminations, and Hybridizations*, Palgrave: London
3. Turrini A. (2014) *La valutazione delle performance in ambito culturale (Evaluating performance for cultural policies)*, Egea: Milano
4. Turrini, A. (2009), *Politiche e management pubblico per l'arte e la cultura (Public policy and management for the arts)*, Egea, Milano

#### *Publications in international refereed journals and reviews*

5. Luchetti, M. and Turrini, A. (2023) "A new organizational challenge for inclusive theaters: Who will manage the change?", Special Issue: Inclusive theatre. *inTRAlinea Online translation journal*.
6. Di Giovanni, E., Luchetti, M., Turrini A. & Raffi, F. (2022) "Exploring how accessible cultural practices impact on community development: The case of InclusivOpera at the Macerata Opera Festival in Italy," *Local Development & Society*, Vol. 3, No 1, pp.74-87.
7. Borgonovi, E., Luchetti M. Turrini, A. (2021) "Reinterpreting the heritage to serve the community: lessons learnt from museum practices in Italy", *Arts Management Quarterly*, pp 53-61
8. Cancellieri, G., Turrini A. (2018) "How God and King Affect our Musical Tastes: Religiosity and Political Interest As Past Predictors of Omnivorousness", *International Journal of Arts Management*, Vol. 21, No. 1, pp. 91-104
9. Ricciuti, E., Turrini A. (2018) "Foundations in Italy: What Roles and Challenges?" in *American Behavioral Scientist*, Vol. 62, No 13, pp.1822-1832
10. Cancellieri, G., Turrini A. (2016) "The Phantom of Modern Opera: How Economics and Politics Affect Opera Houses' Programming Strategies", *International Journal of Arts Management*, 18, No. 3, pp. 25-36
11. Turrini A., Soscia, I., Maulini A., (2012) "Web Communication Can Help Theatres Attract And Keep Younger Audiences", *International Journal of Cultural Policy*, Vol. 18, No. 4, pp. 474-485
12. Turrini A., Borgonovi F., O'Hare M. (2008) "The Border Conflict Between the Present and the Past: Programming Classical Music and Opera" *Journal of Arts Management, Law, and Society*, Vol. 38, No.1, pp. 71-88
13. Turrini A. (2006) "Measuring Audience Addiction to Arts: The case of an Italian Theatre" *International Journal of Arts Management*, Vol. 8, No. 3, pp. 43-53

#### *Chapters in international edited books*

14. Turrini, A., Voss Z. (2020) "Strategic Fundraising in the Arts: The Mistake of Selling" in Addis. M, Rurale, A., *Managing the Cultural Business: Avoiding Mistakes, Finding Success*, Taylor and Francis (Italian translation: *Il fundraising strategico nelle arti. L'errore della vendita in il valore della cultura*, Skira pp.305-339)
15. Turrini, A., Gallagher, B.K., Massi M. (2020) "The Impact of Digital Transformation on Fundraising in the Arts" in Massi, M., Vecco, M. , Yi, L. *Digital Transformation in the Cultural and Creative Industries*, Routledge: London (*in print*)
16. Massi, M., Mion, P.G., Turrini A. (2019) "Turning Crowds Into Patrons. Democratizing Fundraising In The Arts and Culture" in Byrnes, W., A. Brkic (eds.) *The Routledge Companion to Arts Management*, Routledge, ch. 27
17. Cancellieri G., Turrini A., Perez-Sanzo, M.J, Salido-Andres, N. Kullberg J., Cognat, A.S. (2018) "Social Innovation in Arts and Culture: Place Regeneration Initiatives Driven by Arts and Culture to Achieve Social Cohesion" in Anheier, H, Kriev, G. Mildenberger, G. *Social Innovation: Comparative Perspectives*, Routledge, London, pp. 79-103
18. Turrini A., Irigoyen, J.M. (2010) "From pioneers to partners? Arts and cultural policies and the third sector in Italy" in Ebers, A., Zimmer, A. *Third Sector Organisations facing turbulent environments – Sports, Culture and Social Services in five European countries*, Nomos, Berlin, pp. 89-106

#### *Papers in Italian refereed journals*

19. Luchetti, M. Turrini A. (2022) "Multiculturalismo, diversità e strategie di inclusione"

- (*Multiculturalism, diversity and strategies of inclusion*) in *Economia e Management*, 1/2022, pp. 62-66.
20. Massi, M., Turrini, A. (2020) "Prossimità virtuale o distanza fisica? Trasformazione digitale e co-creazione del valore ai tempi del COVID-19" (*Virtual proximity or physical distance? Digital transformation and value co-creation in COVID-19 times*), *Il Capitale Culturale. Studies on the Value of Cultural Heritage*, 21, forthcoming.
  21. Cancellieri, G., Turrini A. (2015) "Cultural factory fra iconicità e management: un benchmarking europeo" (*Cultural factories between iconicity and management: a European benchmarking*), *Economia e Management*, 5, pp. 22-28
  22. Turrini A. (2005) "Finanziamenti alternativi nei servizi pubblici: i voucher per le istituzioni culturali" (*Different ways of financing public services: arts voucher*), in *Economia e Management*, 3, pp. 89-101

#### *Chapters in Italian edited books*

23. Turrini A. (2015) "Reti culturali e creazione di capitale sociale" (*Cultural networks and cultural capital creation*) in Sibilio, B., Donato, F. (a cura di) *Governare e gestire le aziende culturali*, Franco Angeli, Milano, pp. 190-206
24. Merlo A., Turrini, A. (2002), "L'impegno del nonprofit culturale" (*The commitment of arts nonprofit organizations*) in AA.VV. *La valorizzazione del patrimonio culturale per lo sviluppo locale. Primo Rapporto Annuale Federculture*, Touring University Press, Milano, pp. 24-36

#### *Teaching case studies*

25. Larenza, O., Nasi, G., Turrini A. "Oltre la Norma! Collaborating for the Reconstruction Of Teatro Petruzzelli in Bari", ECCH and E-PARCC Collection
26. Turrini A. "An Executive Director in Distress", Bocconi University Teaching Case

### **Public sector reforms, public leadership, management in public networks**

#### *Books*

27. Fosti, G., Turrini A. (eds.) (2010) *Leader nell'ombra. Il ruolo dei Segretari negli Enti locali italiani (Leaders in the Shadow. The Role of General Secretaries in Italian Local Government)*, Collana White Paper OCAP, 2, Egea, Milano
28. Cristofoli D., Turrini A., Valotti G. (eds.) (2007) *Da burocrati a manager: una riforma a metà. Primo Rapporto sulla dirigenza pubblica in Italia (From bureaucrats to managers. First white paper on Italian public management)*, Collana White Paper OCAP, 1-2, Egea, Milano
29. Turrini A., Montanelli, R. (2006) *La governance locale nei servizi sociali (Local governance in social care)*, Egea, Milano

#### *Papers in international refereed journals and reviews*

30. Cristofoli, D., Cucciniello, M., Micacchi, M., Trivellato, B., Turrini, A. & Valotti, G. (2022) "One, none and a hundred thousand recipes for a robust response to turbulence". *Public Administration*, Vol. 101, No. 1, pp.106-123
31. Turrini A., Cristofoli, D. Valotti G. (2020) "Sense or Sensibility? Different Approaches to Cope With the COVID-19 Pandemic" *American Review of Public Administration*, Vol. 50, No. 6-7, pp. 746-752
32. Turrini, A., Valotti G. (2016) "Public Management Reforms in Italy: A Renaissance Revival?", *Public Administration Review*, Vol. 76, No. 3, p.393
33. Orazi, C. D., Turrini A., Valotti, G. (2013) "Public Sector Leadership: New Perspectives for Research and Practice", *International Review of Administration Sciences*, Vol. 79, No 3, pp. 486-504

34. Soscia, I., Turrini, A., Tanzi, E., (2012) "Non Castigat Ridendo Mores: Evaluating the effectiveness of humour appeal of HIV-AIDS preventive printed advertisements in Italy", *Journal of Health Communication*, Vol. 17, No.9, pp. 1011-1027
35. Cristofoli, D., Nasi, Turrini A., G., Valotti, G. (2011) "Civil Service Reforms in Italy: The Importance of External Endorsement and Administrative Leadership", *Governance. An International Journal of Policy, Administration and Institutions*, Vol. 24, No. 2, April, pp. 261-283
36. Cristofoli D., Turrini, A., Valotti G. (2011) "Coming Back Soon: Assessing Predictors of Civil Servant Absenteeism", *Journal of Comparative Policy Analysis*, Vol. 13, No. 1, February, pp. 75-89
37. Turrini A., Cristofoli C., Nasi G., Soscia I. (2010) "Lifting the Veil of Maya: Measuring the Implementation Gap of Public Management Reforms in Italy", *International Journal of Public Sector Management*, Vol. 23, No. 1, pp. 5-21
38. Turrini A., Cristofoli, D., Frosini, F., Nasi, G. (2010) "Networking Literature About Determinants of Network Effectiveness", *Public Administration*, Vol. 88, No. 2, pp. 528-550
39. Sancino A., Turrini A. (2009) "The Managerial Work of Italian City Managers: an Empirical Study", *Local Government Studies*, Vol. 35, No. 4., pp. 475-491
40. Geva-May I., Nasi G., Scott C., Turrini A. (2008) "MPP Programs Emerging Around the World", *Journal of Policy Analysis and Management*, Vol. 27, No. 1, pp. 187-204
41. Turrini A., Montanelli R. (2008) "Evaluating the Reform of Social Services in Italy: a Comparative Analysis", *International Journal of Public Administration*, Vol. 31, No. 10, pp.1259-1274.

#### *Chapters in international edited books*

42. Turrini, A., Saporito R. (2019) "Public Sector Leadership" in Farazmand, A. (ed.) *Global Encyclopedia of Public Administration, Public Policy, and Governance*, Springer, Cham, [https://doi.org/10.1007/978-3-319-31816-5\\_3411-1](https://doi.org/10.1007/978-3-319-31816-5_3411-1)
43. Figueroa, M. Navratil, J., Turrini A., Krlev, G. (2018) "Social Innovation in Environmental Sustainability: Promoting Sharing Public Spaces for Bicycle Use" in Anheier, H., Kriev, G. Mildenberger, G. *Social Innovation: Comparative Perspectives*, Routledge, London, pp. 149-172.
44. Orazi, C. D., Turrini A. (2013) "Public Sector Leadership: a Matter of Style" in de Vries M. and Bouckaert, G. (ed.) *Training for Leadership*, Bruylant, Bruxelles, pp. 39-50
45. Turrini A., Valotti, G. (2013) "Reforming Public Sector: How to Make the Difference" in AA.VV, *Toward a Comprehensive Reform of Public Governance*, Banco de Portugal, Lisbon, pp.41-53

#### *Papers in Italian refereed journals*

46. Valotti, G., Cristofoli, D. Turrini A. (2020) "Quando burocrazia è sinonimo di velocità: l'Huoshenshan di Wuhan, il Javits Center Emergency Hospital di New York e l'Ospedale Fiera di Milano" (*When Bureaucracy Is Synonymous of Speed: Huoshenshan in Wuhan, Javits Center Emergency Hospital in New York and Ospedale Fiera di Milano*) *Mecosan*, fasc. 113, pp. 147-154
47. Cristofoli D., Turrini A., Valotti, G. (2008) "L'implementazione delle riforme amministrative nei Comuni italiani: il caso del *paysystem* dei dirigenti" (*Implementing public management reforms in municipalities: the case of civil servant pay system reform*), *Azienda Pubblica*, 4, pp. 501-514
48. Cristofoli D., Turrini A., Valotti, G. (2007), "Non bastano i tagli alla spesa: occorre rinnovare la classe dirigente pubblica italiana" (*Cutting expenses is not enough: it is necessari to renew Italian public managers*), *Economia e Management*, 6, pp. 57
49. Montanelli, R., Turrini A. (2004) "La costituzione di aziende sociali: la terza via tra mercato e gerarchia. Il caso dell'Istituzione Servizi Sociali di Castel San Pietro Terme"

(*The start up of public social services organizations: the third way between market and hierarchy. The case of Istituzione Servizi Sociali di Castel San Pietro Terme*), *Azienda Pubblica*, 2, pp. 269-282

*Chapters in Italian edited books*

50. Valotti, G, Turrini A., Cristofoli, C., Trivellato, B. (2022) "Ripensare la pubblica amministrazione: il bisogno di reactiveness" (*Re-thinking Public Administration: the Need of Reactiveness*) in Valotti, G. *REACTIVE PA: Lezioni dalla pandemia per il cambiamento della pubblica amministrazione*, EGEA, Milano pp. 13-30
51. Valotti, G, Cristofoli, C., Cucciniello, M. Micacchi, M, Trivellato, B., Turrini A. (2022) "Indagine sulla reactiveness della pubblica amministrazione italiana: il caso della campagna di vaccinazione COVID-19" in Valotti, G. *REACTIVE PA: Lezioni dalla pandemia per il cambiamento della pubblica amministrazione*, EGEA, Milano pp. 47-110
52. Turrini A., Cucciniello, M. Cristofoli, C. (2022) "Promuovere la reactiveness degli "street level bureaucrats": tra senso della missione ed entusiasmo" in Valotti, G. *REACTIVE PA: Lezioni dalla pandemia per il cambiamento della pubblica amministrazione*, EGEA, Milano pp. 111-126
53. Galli D., Turrini A. (2014) "Il performance management e le amministrazioni pubbliche italiane", (*Performance management in governments*) in AA. VV., *La PA che vogliamo. Proposte per un cambiamento possibile*, Collana white paper OCAP, Vol. 1, Milano: EGEA, pp. 85-103
54. Nasi, G Turrini, A., (2012) "E-government e innovazione nei servizi pubblici" (*E-government and public services*) in Borgonovi, E. Fattore, G. Longo F. (a cura di), *Management delle istituzioni pubbliche*, Egea pp. 217-229
55. Turrini, A., Nasi, G (2012) "L'evoluzione del sistema del pubblico impiego" (*The evolution of the public personnel system*) in Borgonovi, E. Fattore, G. Longo F. (a cura di), *Management delle istituzioni pubbliche*, Egea pp. 203-214
56. Lega, F., Nasi, G., Turrini, A. (2012) "Innovazione e cambiamento organizzativo" (*Innovation and change management*) in Borgonovi, E. Fattore, G. Longo F. (a cura di), *Management delle istituzioni pubbliche*, Egea pp. 187-201
57. Longo, F., Turrini, A. (2012) "Decisioni e leve di service management" (*Service management*) in Borgonovi, E. Fattore, G. Longo F. (a cura di), *Management delle istituzioni pubbliche*, Egea pp. 175-186
58. Turrini A. (2011) "Leader si nasce o si diventa?" (*Are you born or did you become a leader?*) in *Leader in trasformazione. Identikit dei parlamentari italiani a confronto con altri Paesi*, Egea, Milano, pp.3-12
59. Valotti, G., Turrini A. (2011) "Quali leader politici per il futuro dell'Italia" (*Future political leaders for Italy*) in *Leader in trasformazione. Identikit dei parlamentari italiani a confronto con altri Paesi*, Egea, Milano, pp.99-106
60. Turrini, A. (2010) "La spesa sociale e sociosanitaria in provincia di Milano" (*Public funding for social care in the Province of Milan*) in AA.VV, *Prendersi cura Prima Relazione Sociale della Provincia di Milano, 2009*, Osservatorio Politiche Sociali Provincia di Milano, Milano, pp. 98-110
61. Turrini, A. (2009) "La spesa sociale e sociosanitaria in provincia di Milano" (*Public funding for social care in the Province of Milan*) in AA.VV, *Prendersi cura Prima Relazione Sociale della Provincia di Milano, 2008*, Osservatorio Politiche Sociali Provincia di Milano, Milano, pp. 103-116
62. Turrini, A. (2009) "L'integrazione sociosanitaria a livello operativo: la sperimentazione del percorso di dimissione protetta dell'ASL 3 della Provincia di Milano. " (*Integration in health and social care sector: protected hospital dismissal in the Province of Milan*) in AA.VV, *Prendersi cura Prima Relazione Sociale della Provincia di Milano, 2008*, Osservatorio Politiche Sociali Provincia di Milano, Milano, pp. 127-140
63. Cristofoli D., Turrini A., Valotti, G. (2008) "Modernizzare la Pubblica Amministrazione italiana: misure, risultati, nodi irrisolti". (*Modernizing Italian Government: measures,*



- performance and unresolved problems) in OECD *Modernizzare i Governi: la sfida per il futuro*, Edizione Italiana, OECD-EGEA, Milano, pp161-187
64. Valotti G., Turrini, A. (2007) "Un metodo per il benchmarking di performance" (*A method for performance benchmarking*) in Tedeschi M.T. (a cura di) *I confronti di performance tra comuni come strumento di apprendimento*, Quaderni Formez, No. 49, Roma, pp. 10-27
  65. Tedeschi M. T., La Nave M., Valotti G., Bonetti A., Bellè N., Montanelli R., Turrini A. (2007) "I risultati di un'indagine pilota nel settore dei servizi sociali" (*Empirical findings emerging from a benchmarking study in the social care sector*) in Tedeschi M.T. (a cura di) *I confronti di performance tra comuni come strumento di apprendimento* Quaderni Formez, No. 49, Roma, pp. 145-202

#### *Teaching case studies*

66. Nasi G., Turrini A. , *The Terminal (1)*, SDA Bocconi School of Management Teaching Case Collection
67. Saporito, R., Turrini A. , *The Terminal (2)*, SDA Bocconi School of Management Teaching Case Collection
68. Turrini A. "I servizi sociali del distretto di Galaxia' (*Social Services in the District of Galaxia*), SDA Bocconi School of Management Teaching Case Collection

#### **Other publications**

69. Turrini A. (2002), "Il caso come strumento di ricerca in economia aziendale" (*The case study as a research strategy in management studies*), *Azienda Pubblica*, Vol. 15 (1/2), pp. 67-85

#### **Conferences or Workshops attended as speaker, participant or chair person**

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| 2022 | Southern Political Science Association (SPSA) Annual Meeting, San Antonio, TX. Paper Presented: Numerous and indefinite: Does a decentralized cultural policy system support inclusion and representation?  |
| 2019 | 15th Biennial Conference of the International Association of Arts and Cultural Management (AIMAC), University of Venice, Venice, Italy. Paper presented: Don't worry, be happy: exploring determinants of interest in the arts  |
| 2018 | EURAM18. University of Iceland, Reykjavik 2018. Paper presented: Branding Museums: How to Brand Trustworthiness, Perceived Quality and Satisfaction impact Museum Visitors' Behavior  |
| 2017 | 14th Biennial Conference of the International Association of Arts and Cultural Management (AIMAC), University of Beijing, Beijing, China. Paper presented: Successful Community Outreach and Audience Development: Models of Excellence in Performing Art Centers               |
| 2016 | 7 <sup>th</sup> Azienda Pubblica Workshop. Teorie ed Esperienze di Management. University of Palermo, Palermo, Italy. Paper presented: Audience-Development nei Teatri d'Opera: Origini e Determinanti del Gusto Musicale del Pubblico d'Opera.                                 |
| 2016 | <i>Leadership Nouveau</i> Conference. Paley Centre for Media and Culture, New York, US. Invited keynote speaker on international arts management.   |
| 2015 | Shanghai Theatre Academy-AIMAC Conference, Shanghai, China. Paper presented: Evidence based arts policies: lessons from Europe  |
| 2015 | 13 <sup>th</sup> Biennial Conference of the International Association of Arts and Cultural Management (AIMAC), Aix-en-Provence-Marseille University, France. Paper presented: Understanding the Profiles of Omnivorous Music Consumers: Cultural Voracity vs. Taste Eclecticism |

- 2014 Field Experiments Research Seminar, Fordham University, New York. Selected Scholar.
- 2014 Collaborative leadership workshop, Robert Wagner School of Public Service, NYU, US, Selected scholar
- 2013 Convegno del Bicentenario AIDEA, Lecce, Italy. Paper presented: The Importance of Being Earnest: Righteous. Administrative Leaders Enhances Civil. Servants' Effort Propensity
- 2012 17<sup>th</sup> ACEI Research Conference, Doshisha University, Kyoto, Japan Paper presented: Exploring determinants of programming contemporary music and opera: evidence from Italy. Chair of the Performing Arts and Music Markets Session
- 2012 16<sup>th</sup> IRSPM Research Conference, Università Tor Vergata. Rome, Italy. Chair of the Public Sector Leadership Parallel Session
- 2011 19<sup>th</sup> Conference of the European Network of Cultural Administration Training Centers (ENCTAC), Heklsinki. Paper presented: When the Curtain Goes Up: Investigating How Iconic Performing Arts Centers are Managed in Europe
- 2011 11<sup>th</sup> National Public Management Research Conference, Maxwell School of Syracuse University, Syracuse, U.S. Paper presented: Public Sector Leadership: a Matter of Style
- 2011 11<sup>th</sup> National Public Management Research Conference, Maxwell School of Syracuse University, Syracuse, U.S. Paper presented: Exploring the link between public sector leadership and public service motivation in Italian local governments
- 2010 3rd ESA Sociology of Culture Conference, Bocconi University, Milan, Italy Paper presented: Till Death Do Us Apart: E-marketing strategies to attract and retain audience in the performing arts
- 2009 35<sup>th</sup> Social Theory, Politics and the Arts Annual Conference, Birkbeck College, London, UK. Paper presented: Till Death Do Us Apart: E-marketing strategies to attract and retain audience in the performing arts
- 2009 25rd EGOS Colloquium, Esade, Barcelona, Spain. Paper presented: A Framework to Assess Performance and Its Determinants in Public Management Networks
- 2008 5<sup>th</sup> International Comparative Policy Analysis Forum, Bocconi University, Milan, Italy. Paper presented: Coming Back Soon: Assessing Determinants of Public Sector Absenteeism
- 2007 3<sup>rd</sup> Erasmus Student Network (ESN) Fundraising Conference, Bocconi University, Milan, Italy. Guest Professor in online fundraising and nonprofit management
- 2007 "Le politiche sociali locali" , Mantova, Italy. Co-chair at the conference. Book presented: Local governance in social care (in Italian)
- 2007 29th Association for Policy Analysis and Management, Washington, DC, US. Paper presented: Institutional Reforms and Strategic Responses in the Public Sector.
- 2007 Academy of Management Annual Meeting, Philadelphia, US. Chair in the session entitled: Bards, Maestros and Masterpieces: The Management of Cultural Arts Organizations
- 2007 Academy of Management Annual Meeting, Philadelphia, US. Papers presented: Institutional Reforms and Strategic Responses in the Public Sector and Once Godot Comes in the Venice Lagoon: Stalemates and Breakthroughs in Multi-party Issues
- 2007 23rd EGOS Colloquium, Wien, Austria. Paper presented: Dancing among institutional, economic and political pressure
- 2007 "Le politiche sociali locali" ,Bocconi University, Milan, Italy . Co-chair at the conference. Book presented in Italian Local governance in social care
- 2006 Workshop "Il futuro prossimo dei Musei in Italia, University of Florence,

- Florence, Italy. Paper presented: Capitalizing Art Museum Collections: Awkward for Museums but Good for Art and Society
- 2006 2<sup>nd</sup> Erasmus Student Network (ESN) Fundraising Conference, Gdansk, Poland. Guest Professor in fundraising and nonprofit management
- 2006 10<sup>th</sup> International Research Symposium on Public Management (IRSPM X), Glasgow Caledonian University, Glasgow, UK. Paper presented: Assessing determinants of effectiveness in public networks: integration and future directions
- 2004 8<sup>th</sup> International Research Symposium on Public Management (IRSPM VIII), Budapest University, Budapest, Hungary. Paper presented: Public governance in social care: the case of an Italian Province
- 2003 7<sup>th</sup> Biennial Conference of the International Association of Arts and Cultural Management (AIMAC) , Bocconi University, Milan, Italy. Paper presented: "Sense and Sensibility. A Study about the Determinants of Customer Satisfaction in Arts Consumption"
- 2003 1<sup>st</sup> International Doctoral Tourism and Leisure Colloquium, Esade - Fira de Barcelona, Barcelona, Spain. Paper presented: Audience Development in Performing Arts: Using Markov Models to Build Arts Institutions' Strategies Toward New and Existing Audience
- 2002 12<sup>th</sup> Biennial Conference of the Association for Cultural Economics, International (ACEI), Rotterdam, Netherlands. Papers presented: Audience Participation as a Markov Process and Dependence of the Present on the Past, Defense of the Present From the Past: Programming Classical Music and Opera
- 2000 11<sup>th</sup> Biennial Conference of the Association for Cultural Economics International (ACEI), Minneapolis, US. Paper presented: "To be or not to be" when the scene changes: tragedy or comedy for the theatres in Milan? A study on theatres from the population ecology perspective

## **Languages**

Italian (mother language), English (excellent), German (good), French (good)