



UNIVERSITÀ
DEGLI STUDI DI MILANO-BICOCCA

COURSE SYLLABUS

Organizational Analysis

2021-3-E1601N077

Learning objectives

Knowledge and understanding: the course score is to introduce some relevant aspects of the XXI century organizations.

Contents

Main topics of the course:

- Complex organizations.
- The extreme organizations.
- From change management to managing the unexpected.
- Organizational decision-making.

- Managing human error in organizations.
- Socio-technical factors and organizational accidents.
- High reliability organizations and resilience.

Detailed program

Complex organizations are the foundations of our society. They are created to pursue an aim, but they can fall short of expectations. So, the course shall discuss the following topics: risk and the different theories about organizational errors and accidents in social complex systems. We will compare instances of organizational failure to instances of organizational success to answer questions such as why organizations take similar or different forms, why organizations exist at all, who really controls a large organization, and which are some of the most common problems in directing large organizations. The course shall discuss the topic of vulnerability, resilience and collapse of organizations. Particular attention will be paid to events generated by organizations (man-made disasters). One important score of the course is to conduct an organizational analysis to understand how organizations favour, manage, and react to these events.

Prerequisites

Elements of logic and social culture.

Teaching methods

During the Covid-19 emergency period the lessons will be held in asynchronous e-learning mode and there will be some events held in synchronous videoconference mode.

Assessment methods

During the Covid-19 emergency period exams will be held exclusively online.

The final exam is a written test composed of a mix of multiple-choice questions and (short) open-ended questions. Both the students and the professor (in case of non conformity of the written exam) can ask for an (additional) oral exam.

Multiple-choice questions aim at assessing students' comprehension of the reading materials (please see section "Textbooks and reading materials). Open-ended questions aim at assessing both comprehension of the reading

materials and students' argumentative skills and their command of language.

Textbooks and Reading Materials

Catino, M. (2006), "Da Chernobyl a Linate. Incidenti tecnologici o errori organizzativi?", Milano, Bruno Mondadori.
