

## COURSE SYLLABUS

### Organizational Analysis

2122-3-E1601N077

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#### Learning objectives

**Knowledge and understanding:** the course aims to introduce students to some relevant aspects of the XXI century organizations, using both theoretical and empirical approaches.

**Applying knowledge and understanding:** the design of organizational reliability, and the management of unexpected in the complex organizations.

#### Contents

Main topics of the course:

- complex organizations;
- extreme organizations;
- 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 contemporary societies. They are created to pursue an aim, but they can fall short of expectations or deviate from the purposes for which they were designed. It will be analysed, among others, those organizations and professional fields that operate daily in conditions of high reliability, such as coordination centers (air traffic control, emergency centers, etc.), air transport, operating theater and hospitals, groups operating in extreme conditions, and other organizations.

## **Prerequisites**

Basic elements of logic and social culture.

## **Teaching methods**

Lectures, analysis of texts and case studies, group work and classroom exercises.

## **Assessment methods**

Written exam (maximum duration of 60 minutes), with optional oral integration. At the beginning of the course, a specific assessment solution will be proposed for students who regularly attend classes.

## **Textbooks and Reading Materials**

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

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