UNIVERSITÀ
DEGLI STUDI DI MILANO-BICOCCA

COURSE SYLLABUS

Organizational Analysis

2223-3-E1601N077

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;
- hierarchy-competence dilemma;
- managing human error in organizations;
- socio-technical factors and organizational accidents;
- high reliability organizations and resilience;
- organizational actors' room for maneuver.

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, 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 with four open-ended questions, lasting no more than 60 minutes. There is an 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

Attending students:

- Catino, M. (2006), “Da Chernobyl a Linate. Incidenti tecnologici o errori organizzativi?”, Milano, Bruno Mondadori (excluding several parts, which the teacher will communicate at the beginning of the course).
- Verzelloni, L. (2020), "Paradossi dell'innovazione. I sistemi giustizia del Sud Europa", Roma, Carocci editore (only paragraph 3.3 (pp. 65-67) and chapter 4 (pp. 73-104)).

Not-attending students:

- Catino, M. (2006), “Da Chernobyl a Linate. Incidenti tecnologici o errori organizzativi?”, Milano, Bruno Mondadori (full study of the text).

Sustainable Development Goals

PEACE, JUSTICE AND STRONG INSTITUTIONS