UNIVERSITÀ
DEGLI STUDI DI MILANO-BICOCCA

COURSE SYLLABUS

Organizational Analysis

2324-3-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;
- loosely-coupled systems and tightly-coupled systems;
- 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.
No intermediate tests.

Textbooks and Reading Materials

- Catino, M. (2006), “Da Chernobyl a Linate. Incidenti tecnologici o errori organizzativi?”, Milano, Bruno Mondadori - only the following parts: introduction (pp. VII-XII), chapter 1 (pp. 1-77), chapter 3 (pp. 207-249), epilogue (pp. 250-253).
- Zan, S. (2011), "Le organizzazioni complesse. Logiche d'azione dei sistemi a legame debole", Roma, Carocci - only the following parts: introduction (pp. 9-22), chapter 1 (pp. 23-34), chapter 2 (pp. 35-66), chapter 3 (pp. 67-94), chapter 4 (pp. 95-110).

Slides, additional references, and further material will be specified in more detail with the beginning of the course and during lessons. They will be available online, through the e-learning system, and/or at the Bicocca University Library.

Sustainable Development Goals

INDUSTRY, INNOVATION AND INFRASTRUCTURE | PEACE, JUSTICE AND STRONG INSTITUTIONS