

Table of contents

9	FOREWORD
	<i>Gianluigi Mangia</i>
13	<i>Premise</i>
15	1. CHANGING THE PUBLIC SECTOR: A SYSTEMATIC LITERATURE REVIEW
15	1.1 Introduction
17	1.2 The impact of change on organizations: An overview of the constitutive features
20	1.3 Methods of implementing organizational change
23	1.4 Organizational change strategies and practices: a managerial challenge
27	1.5 Managing organizational change in the public sector: a literature review
28	<i>1.5.1 Research method</i>
30	<i>1.5.2 Results</i>
40	1.6 Final remarks
44	1.7 References
53	2. THE DIGITAL TRANSFORMATION TO DEVELOP A NEW ORGANIZATIONAL MODEL IN THE PUBLIC SECTOR
53	2.1 Introduction
54	2.2 The role of technology in the phenomenon of change management: An overview
55	2.3 Theoretical approaches in organizations between individuals, technology, and organizational contexts
59	2.4 Technologies supporting organizational changes in the public sector

63	2.5	Smart working as a new organizational model? Constitutive features
68	2.6	Smart working in the public sector: A perspective of change
70	2.7	Other ways of working remotely during the pandemic: A challenge for the public sector
73	2.8	Final remarks
74	2.9	References
83	3.	A STUDY ON IMPLEMENTING SMART WORKING IN THE ITALIAN PUBLIC SECTOR
83	3.1	Introduction
84	3.2	Research aims
85	3.3	The context: The evolution of smart working in the Italian public sector
92	3.4	Methodology and research design
94	3.5	Impact on organizational processes of smart working in the public sector: public employees' perception of organizational change
95	3.5.1	<i>Public employees' perception of their relationship with technologies: a real improvement or an increase in work complexity?</i>
97	3.5.2	<i>Smart working: a trust-based form of work?</i>
99	3.5.3	<i>Smart working and perception of public employees' work-life balance</i>
102	3.6	The relationship between anticipatory governance and smart working: exploring future-ready strategies
104	3.7	Final remarks and future points
108	3.8	References
113		AFTERWORD <i>Francesca Di Virgilio</i>
117		<i>Index</i>
119		<i>Acknowledgments</i>
121		<i>punto org book series</i>