

Syllabus

Course description

Course title	Economics of Public Services
Course code	27417
Scientific sector	SECS-P/02
Degree	Master in Public Policies and Administration
Semester and academic year	Semester 2 2021/2022
Year	2
Credits	6
Modular	No

Total lecturing hours	36
Total lab hours	-
Total exercise hours	-
Attendance	Strongly suggested, but not required
Prerequisites	No prerequisites, but strongly suggested to have passed Economic Policy and Economics of the Public Sector.
Course page	

Specific educational objectives	<p>The course belongs to the scientific area of Economics.</p> <p>The course deepens the understanding of some key economic issues related to the delivery of public services. In particular, the course educational objectives are: critically assess the use of tools developed by behavioural economics in the context of public service delivery; reflect on the nexus between design and implementation of public policies and services; develop an understanding of the key personnel issues specific to public services.</p>
--	---

Lecturer	<p>Mirco Tonin Office SER E306 https://www.unibz.it/it/faculties/economics-management/academic-staff/</p>
Scientific sector of the lecturer	SECS-P/02
Teaching language	English

Office hours	See timetable
Lecturing assistant	None
Teaching assistant	None
List of topics covered	<p>This course discusses some key issues related to the economics of public services.</p> <p>Most of the course is devoted to the behavioural aspects of public service delivery. In particular, we will discuss how to use behavioural principles to deliver public services in the most effective way. This will show how to expand the public policy toolbox by including, for instance, nudges, as well as the importance of generally overlooked features like default options and deadlines in the delivery of public services.</p> <p>We will also analyse in depth one specific public service, going from the design of the policies to the organizational issues related to their implementation. Given the crucial importance of the motivation and commitment of employees for an effective delivery of public services, we will also deal with the personnel aspects, e.g., the structure of incentives, the role of managers, as well as the issue of recruitment of motivated workers.</p>
Teaching format	The course will combine frontal lectures, discussion of case studies and projects. Students will be expected to participate actively in class discussions.
Learning outcomes	<p>Through this course the students will develop the ability to understand the key issues related to the design and implementation of public services.</p> <p>Knowledge and understanding: The students will learn different theories and the empirical evidence regarding some important tools to effectively deliver public services.</p> <p>Applying knowledge and understanding: The students will develop the ability to apply the analytical methods presented to real world problems related to the implementation of public policies.</p> <p>Making judgments: The students will develop the ability to assess the main economic issues in public service delivery, to relate them to concrete problems, and to develop recommendations.</p> <p>Communication skills: Through discussions in class and the presentation of projects, the students will develop the ability to debate using appropriate analytical tools and evidence in the field of economics.</p> <p>Learning skills: Development of learning skills that allow students to continue to study at an advanced level.</p>
Assessment	Written and project work: written exam with review questions and project report & presentation done in groups.
Assessment language	English (B1 level is required)
Evaluation criteria and criteria for awarding marks	<p>60% written exam, 40% project report & presentation. For non-attending students: 100% written exam.</p> <p>Evaluation criteria relevant for both assessments: clarity of answers, mastery of specific terminology, ability to summarize, evaluate, and establish relationships between topics, ability to apply concepts to real-world examples.</p>

Required readings	A required reading list will be distributed through reserve collection.
Supplementary material	Additional material will be distributed in class.