

The development of inter-organizational networks within the public sector: an example from the emergency sector

The thesis discusses the analysis of interorganizational networks for the provision of the emergency service. In particular, the study aims at identifying the social mechanisms that led to a successful integration of different organizations. Within my specific research context, organizations are the professionals devoted to the management of the emergency service (Ambulance, Fire and Police Service). The imperative of integration is related to a European directive which requires the introduction of a Single European Emergency Number (112).

The theme is deepened analyzing (1) the organizational solutions adopted in the major European countries to introduce the Single European Emergency Number (112), (2) the dynamics associated with the introduction of the single European Emergency Number within the Italian pilot project, which will take place in the Lombardy region (AREU), (3) the analysis of both the relevant topics and the main barriers related to processes of interorganizational integration.