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    | Sommario/riassunto | Over the last two decades, the field of public administration has witnessed theoretical and practical changes that have innovated the relationships between public administration and performance management. Dealing with the rising complexity of performance regimes in contemporary public administration requires that policy-makers and their organizations are able to face unpredictable problems impacting on a communitys quality of life. Among them, immigration, pandemics, societal aging, crime, unemployment, and financial crises. Such problems cannot be easily solved by quick fixes that are focused only on a short-term and bounded vision of their causes. They rather require, robust methods to support policy analysis and to affect sustainable community outcomes in cross-boundary settings. |