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Sommario/riassunto	Today there are more technology, technologists, knowledge and experts than at any time in human history; but from a global perspective, it is difficult to argue that this accumulation of knowledge and technology has put the world in an unambiguously better position than it was in the past. Business is not getting any easier to do and major corporate collapses based on poor decisions, poor conduct, and poor judgement continue to occur. In public administration too, basic institutions and services (education, health, transport) seem to be

continually undergoing "crises" of inadequate delivery
