

Bibliografia

- Abowd J.M., (1990), "Does performance-based managerial compensation affect corporate performance?", *Industrial and Labour Relations Review*, 43: 52-73.
- Ackerman, P.L., Humphreys, L.G., (1990), "Individual differences theory in industrial and organizational psychology", in M.D. Dunnette, L.M. Hough (eds.), *Handbook of industrial and organizational Psychology (2nd ed.)*, Vol. 1, pp. 223-282, Consulting Psychologists Press, Palo Alto, CA.
- Adams J.S., (1963), "Inequity in social exchange", in L. Berkowitz, *Advances in Experimental Social Psychology*, vol. 2, Academy Press, New York.
- Adler P.S., (2003), "Making the Hr Outsourcing Decision", *MIT Sloan Management Review*, 45, pp. 53-60.
- Airoldi G., Decastri M., (1983), *Le funzioni di organizzazione in impresa*, Giuffrè, Milano.
- Alchian A.A, Demsetz H., (1972), "Production information cost and economic organization", *American Economic Review*, 62: 777-795, trad. it., (1985), "Costi di informazione e costi di controllo dell'elusione", in R.C.D. Nacamulli, A. Rugiadini, (a cura di), *Organizzazione&Mercato*, Il Mulino, Bologna.
- Allen N.J., Meyer J.P., (1990), "The measurement and antecedents of affective, continuance, and normative commitment to the organization", *Journal of Occupational Psychology*, 63: 1-18.
- Anand N., Daft R.L., (2007), "What is the right organizational design?", *Organizational Dynamics*, 36, 329-344, trad. it., "Come progettare le organizzazioni", *Sviluppo&Organizzazione*, 225: 68-85.
- Argyris C., Schon D.A., (1978), *Organizational learning: a theory of action perspective*, Addison Wesley, Reading (MA).
- Armstrong M., (1989), "Limits and possibilities for HRM in an age of management accountancy", in J. Storey (ed.), *New Perspectives on human resource management*, Routledge, London.
- Armstrong M., (2005), "Differentiation through people: How can HR move beyond business partner?", *Human Resource Management*, 44: 195-199.
- Arthur J.B., (1994), "Effects of human resource systems on manufacturing performance and turnover", *Academy of Management Journal*, 37: 670-687.

- Ashforth B.E., Mael F., (1989), "Social identity theory and the organization", *Academy of Management Review*, 14: 20-39.
- Austin J. T., Villanova P., (1992), "The criterion problem: 1917-1992", *Journal of Applied Psychology*, 77: 836-874.
- Bailey T., (1993), "Discretionary effort and the organization of work: Employee participation and work reform since Hawthorne". Working paper, Columbia University, New York.
- Bandura A., (1989), "A social cognitive theory of action", in J.P. Forgas, M. J. Innes, (eds.), *Recent advances in social psychology: an international perspective*, (pp. 127-138), Elsevier, North Holland (NL).
- Barney J. B., Hesterly W. B., (2005), *Strategic Management and Competitive Advantage: Concepts*, Pearson Education, Upper Saddle River, New Jersey.
- Barney J.B., (1986), "Organizational culture: can it be a source of sustained competitive advantage?", *Academy of Management Review*, 11: 656-665.
- Barney J.B., (1991), "Firm resource and sustained competitive advantage", *Journal of Management*, 17: 99-120.
- Barney J.B., (1995), "Looking inside for competitive advantage", *Academy of Management Executive*, 9: 49-61.
- Barney, J.B., Wright, P.M. (1997), "On becoming a strategic partner: the role of human resource in gaining competitive advantage", *Human Resource Management*, 37: 31-46.
- Barrick M.R., Mount M.K., (1993), "Autonomy as a moderator of the relationship between the big five personality dimensions and job performance", *Journal of Applied Psychology*, 78: 111-118.
- Bartel P.A., (1994), "Productivity gains from the implementation of employee training programs", *Industrial Relations*, 33: 411-425.
- Bartezzaghi E., Guerci M., Paoletti F., (2008), "L'outsourcing dei processi di gestione del personale", *Sviluppo&Organizzazione*, 226: 30-43.
- Batt R., (2002), "Managing customer services: human resource practices, quit rates, and sales growth", *Academy of Management Journal*, 45: 587-597.
- Becker B.E., Gerhart B., (1996), "The impact of human resource management on organizational performance: progress and prospects", *Academy of Management Journal*, 39: 779-801.
- Becker B.E., Huselid M.A., (1998), "High performance work systems and firm performance: a synthesis of research and managerial implications", in G. Ferris (ed.), *Research in personnel and human resource management*, 16: 53-101.
- Becker B.E., Huselid M.A., Ulrich D., (2001), *HR Scorecard: linking people, strategy, and performance*, Harvard Business School Press, Boston.
- Belcourt M., (2006), "Outsourcing - The benefits and the risks" *Human Resource Management Review*, 16, pp. 269-279.
- Bergami M., (1996), *L'identificazione con l'impresa*, NIS, Roma.
- Berger P. L., Luckmann T., (1967), *The Social Construction of Reality*, Doubleday, Garden City NY.
- Bodega D. (2002), *Le forme della leadership. Attese, percezioni, modelli di eccellenza*, Etas, Milano

- Bodega D., (1996), *Organizzazione e cultura. Teoria e metodo della prospettiva culturale nell'organizzazione di azienda*, Guerini, Milano.
- Boldizzoni D., (1989), "Tendenze evolutive della direzione del personale in Italia" *Sviluppo&Organizzazione*, 113: 69-81.
- Boldizzoni D., (1999), "L'evoluzione della direzione del personale nelle imprese italiane", *Sviluppo&Organizzazione*, 174: 81-93.
- Boldizzoni D., a cura di, (2003), *Management delle Risorse Umane*, Il Sole 24 Ore, Milano.
- Boldizzoni D., Nacamulli, R.D.C., (2004), *Oltre l'aula. Strategie di formazione nell'economia della conoscenza*, Apogeo, Milano.
- Bontis N., (2001), "Assessing knowledge assets: a review of the models used to measure intellectual capital", *International Journal of Management Reviews*, 3: 41-60.
- Borman W.C., Motowidlo S. J., (1993), "Expanding the criterion domain to include elements of contextual performance", in N. Schmitt, W.C. Borman (eds.), *Personnel selection in organizations*, 35-70, Jossey-Bass, San Francisco.
- Boudreau J.W., Ramstad P.M., (2005), "Talentship, talent segmentation, and sustainability: A new HR decision science paradigm for a new strategy definition", *Human Resource Management*, 44: 129-136.
- Bowen D.E., Ledford G.E., Nathan B.R. (1991), "Hiring for the organization, not the job", *Academy of Management Executive*, 5: 35-51.
- Boyatzis R., (1982), *The competent manager*, John Wiley & Sons, New York.
- Brown C., Reich M., Stern D., (1992), "Becoming a high performance work organization: the role of security, employee involvement and training", Working Paper 45, Institute of Industrial Relations, University of California, Berkeley CA.
- Brummer R.L., Flamholtz E.G., Pyle W.C., (1968), "Human resource measurement: a challenge for accountants", *The accounting review*: 217-224.
- BTDC (2006), *Rapporto conclusivo indagine Cranet – Le politiche di gestione delle risorse umane nelle aziende italiane*, Bicocca Training and Development Center, Università Bicocca, Milano.
- Caldwell R., (2001), "Champions, adapters, consultants and synergists: the new change agents in HRM", *Human Resource Management Journal*, 11: 39-52.
- Caldwell R., (2008), "HR business partner competency models: re-contextualising effectiveness", *Human Resource Management Journal*, 18: 275-294.
- Cameron K.S., (1998), "Strategic organizational downsizing: an extreme case", *Research in organizational behavior*, 20: 185-229.
- Campbell J.P., (1990), Modeling the performance prediction problem in industrial and organizational psychology, in M.D. Dunnette, L.M. Hough (eds.), *Handbook of industrial and organizational Psychology (2nd ed.)*, Vol. 1, pp. 687-732, Consulting Psychologists Press, Palo Alto, CA.
- Campiglia P., Gandiglio C., Santoro G.M., (2000), *Direzione del Personale*, Guerini e Associati, Milano.
- Camuffo A., (1996), "Competenze. La gestione delle risorse umane tra conoscenza individuale e conoscenza organizzativa", *Economia&Management*, 2: 67-81.

- Camuffo A., (2000), "Il valore delle competenze", *Sviluppo&Organizzazione*, 178: 21-36.
- Camuffo A., Costa G., (1993), "Strategic Human Resource Management", *Sloan Management Review*, 34: 59-67.
- Carlzon J., (1987), *Moments of truth: new strategies for today's customer-driven economy*, Harper and Row, New York.
- Cascio W. F., (2005), "From business partner to driving business success: the next step in the evolution of HR management", *Human Resource Management*, 44: 159-163.
- Chandler A.D. Jr., (1977), *The visible hand*, Harvard University Press, Cambridge (MA); tr. It. *La mano visibile*, Franco Angeli, Milano, 1981.
- Coda V., (1988), *L'orientamento strategico dell'impresa*, Utet, Torino.
- Cohen M.D., March, J.G., Olsen J.P., (1972), "A Garbage can model of organizational choice", *Administrative Science Quarterly*, 17, pp. 1-25.
- Collis D.J., Montgomery C.A., (1995), "Competing on resources: strategy in the 1990's", *Harvard Business Review*, 73: 118-128.
- Conklin D.W., (2005), "Risks and rewards in HR business process outsourcing", *Long Range Planning*, 38: 579-598.
- Cook M.F., (1999), *Outsourcing human resource functions. Strategies for providing enhanced HR services at lower cost*. American Academy Association, New York.
- Coriat B., (1991), *Penserà l'envers. Travail et Organisation dans l'entreprise Japonaise*, Christian Bourgois, Paris.
- Costa G., (1997), *Economia e direzione delle risorse umane (II ed.)*, Utet, Torino.
- Costa G., Gianecchini M., (2005), *Risorse umane. Persone, relazioni e valore*, McGraw Hill, Milano.
- Costa P., McCrae R., (1992), *Revised NEO personality inventory: professional manual*, Psychological Assessment Resources, Odessa, FL.
- Csoka L.S., Hackett B., (1998), *Transforming the HR Function for global business success*, Conference Board, New York.
- Czaplewski A.J., Ferguson J. M., Milliman J.F., (2001), "Southwest Airlines: How Internal Marketing Pilots Success", *Marketing Management*, 10: 14-17.
- D'Aveni R.A., (2001), *Strategic supremacy: how industry leaders create growth, wealth, and power through spheres of influence*, Free Press, New York.
- Datta D.K., Guthrie J.P., Wright P.M., (2003), "Human resource management and labor productivity: does industry matter?", *Academy of Management Journal*, 48: 135-145.
- Davidson W.N., Worrell D.N., Fox J.B., (1996), "Early retirement programs and firm performance", *Academy of Management Journal*, 39: 970-984.
- De Meuse K.P., Bergmann, T.J., Vanderhaiden P.A., (1994), "Announced layoff: their effects on corporate financial performance", *Human Resource Management*, 33, 509-530.
- De Sanctis D., Poole M.S., (1994), "Capturing the complexity in advanced technology use: adaptive structuration theory", *Organization Science*, 5: 121-147.

- Decastri M., (1990), "La cultura d'azienda: profili, modalità di gestione e cambiamento", in AA.VV., *Enciclopedia dell'Azienda*, Pirola, Milano.
- Decastri M., (1993), *Verso l'internazionalità. Assetti organizzativi, sistemi di gestione del personale e cultura d'azienda per affrontare la sfida internazionale*, Guerini, Milano.
- Deci, E. (1975), *Intrinsic motivation*, Plenum, New York.
- Delaney J.T., Huselid M.A., (1996), "The impact of human resource management practices on perceptions of organizational performance", *Academy of Management Journal*, 39: 949-969.
- Delery J.E., Doty D.H., (1996), "Modes of theorizing in strategic human resource management: Tests of universalistic, contingency and configurational performance predictions", *Academy of Management Journal*, 39: 802-835.
- DeNisi A., Peters L.H., (1996), "Organization of information in memory and the performance appraisal process: evidence from the field", *Journal of Applied Psychology*, 81, 717-737.
- Dutton J.E., Dukerich J.M., Harquail C.V., (1994), "Organizational images and member identification", *Administrative Science Quarterly*, 39: 239-263.
- Edmondson G., (2003), "BMW's Labor Practices Are Cutting-Edge Too", *BusinessWeek*, 3836: 57-60.
- Edmondson G., (2006), "BMW's Dream Factory", *BusinessWeek*, 4005: 70-80.
- Edvinsson L., Malone M.S., (1997), *Intellectual capital. Realizing your company true value by finding its hidden brainpower*, HarperBusiness, New York.
- Eisenstat R.A., (1996), "What corporate human resources brings to the picnic: four models for functional management", *Organizational Dynamics*, 25: 6-21.
- Fasoli F., (2006), La sfida dell'intangibile umano. Un tentativo di quantificazione, *Sviluppo&Organizzazione*, 202: 80-82.
- Ferris G.R., Perrewé, P.M., Ranft A., Zinko R., Stoner J.S., Brouer R.L., Laird M.D. (2007), "Human resources reputation and effectiveness", *Human Resource Management Review*, 17:117-130.
- Fitz-enz J., (2002), *How to measure human resource management (3rd ed.)*. McGraw-Hill, New York.
- Flamholtz E.G., (1999), *Human resource accounting. Advances in concepts, methods and applications (3rd ed.)*, Kluwer, Norwell (MA).
- Flood P., Gannon M.J. e Paauwe J., (1996), *Managing without traditional methods: international innovations in human resource management*, Addison-Wesley, Reading, MA.
- Galanaki E.A., Papalexandris N., (2005), "Outsourcing of human resource management services in Greece", *International Journal of Manpower*, 26: 382-396.
- Galbraith J.R., (1993), *Competing with flexible lateral organizations (II ed.)*, Addison-Wesley, Reading MA.
- Galbraith, J.R., (1977), *Organization design*. Reading (MA): Addison-Wesley, Reading MA.
- Gerhart B., Milkovich G.T., (1995), "Organizational differences in managerial compensation and financial performance", *Academy of Management Journal*, 33: 663-691.

- Giannecchini M., Gubitta P., Costa G., (2006), "HR Outsourcing and boundary design. The determinants of HR outsourcing decision", paper presented at 21st Workshop on Strategic Human Resource Management, The European Institute for Advanced Studies in Management, *Aston, UK – March 30-31, 2006*.
- Giddens A. (1990), *La costituzione della società. Lineamenti di teoria della strutturazione*, Edizioni di Comunità, Milano.
- Giddens A., Pierson C., (1989), *Conversations with Anthony Giddens*, Polity Press, Cambridge UK.
- Gittel J., (2002), *The Southwest Airlines way: using the power of relationships to achieve high performance*, McGraw-Hill, New York.
- Golzio L., (1976), *Aspetti organizzativi della direzione per obiettivi nell'impresa*, Giuffrè, Milano.
- Grandori A., (1998), *Organizzazione e comportamento economico*, Il Mulino, Bologna.
- Grant R.M., (1991), "The resource-based theory of competitive advantage: implications for strategy formulation", *California Management Review*: 114-135.
- Greer C.R., Youngblood S.A., Gray D.A., (1999), "Human resource management outsourcing: the make or buy decision", *Academy of Management Executive*, 13: 85-96.
- Hallowell, R. (1996), "Southwest Airlines: A case study linking employee needs satisfaction and organizational capabilities to competitive advantage", *Human Resource Management*, 35: 513-534.
- Hannon J.M., Milkovich G.T., (1996), "The effect of human resource reputation signals on share prices: An event study", *Human Resource Management*, 35: 405-424.
- Hewitt (2005), *Survey highlights. HR outsourcing: trends & insights*, Hewitt & Associates, London.
- Hofstede G., (1991), *Cultures & organizations: software of the mind. Intercultural cooperation and its importance for survival*, McGraw-Hill, New York.
- Hope-Hailey V., Farndale E., Truss C., (2005), "The HR department's role in organisational performance", *Human Resource Management Journal*, 15: 49-66.
- Hulin C.L., Roznowski M., Hachiya D., (1985), "Alternative opportunities and withdrawal decisions: empirical and theoretical discrepancies and an integration", *Psychological Bulletin*, 97: 233-250.
- Hunter I., Saunders J., Boroughs A., Constance S. (2006), *HR Business Partner*, Gower, Aldershot (UK).
- Hunter J.E., Hunter, R.F., (1984), "Validity and utility of alternative predictors of job performance", *Psychological Bulletin*, 96: 72-98.
- Huselid M.A, Ulrich D., Beatty R.W., (2003), *The Workforce Scorecard*, Harvard Business School Press.
- Huselid M.A., (1995), "The impact of human resource management practices on turnover, productivity, corporate financial performance", *Academy of Management Journal*, 38: 635-672.

- Huselid M.A., Becker B.E., (1996), "Methodological issues in cross-sectional and panel estimates of the Human Resource-firm performance link", *Industrial Relations*, 35: 400-422.
- Ichniowski C., Shaw K, Prennushi G., (1997), "The effects of human resource management practices on productivity", *American Economic Review*, 87, 291-313.
- IDC (2004), *IDC research report: worldwide and US HR management services 2004–2008*, Forecast Update.
- Isen A.M., Levin P.F., (1972), "Effects of feeling good on helping: cookies and kindness", *Journal of Personality and Social Psychology*, 21: 384-388.
- ISTAT (2008), *Previsioni demografiche 2007-2051*, Istituto Nazionale di Statistica, Roma.
- Kalleberg A.L., Knoke D., Marsden P.V., Spaeth J.L., (1996), *Organizations in America: Analyzing their structures and human resource practices*, Sage Publications, Thousand Oaks, California.
- Kaplan R.S., Norton D.P., (1992), "The balanced scorecard: measures that drive performance", *Harvard Business Review*, 70: 71-80.
- Kates A., (2006) "(Re)Designing the HR Organization", *Human Resource Planning*, 29: 22-30.
- Kay A., (2005), "A critique of the use of *path dependency* in policy studies", *Public Administration*, 83: 553-571.
- Kirkpatrick D.L., (1976), "Evaluation" in Craig R.L. (ed.), *Training and development handbook* (pp. 301-319). McGraw-Hill, New York.
- Klemp G.O., (1978), *Job competence assessment*, McBer and Company, Boston.
- Kotter J.P., (1996), *Leading change*, Harvard Business School Press, Boston.
- Koys D., (2001), "The effects of employee satisfaction, organizational citizenship behavior, and turnover on organizational effectiveness: A unit-level, longitudinal study", *Personnel Psychology*, 54: 1101-1114.
- Lacity M.C., Hirschheim, R., (1995), *Beyond the information systems outsourcing Bandwagon*, John Wiley & Sons, New York.
- Lado A.A., Wilson, M.C., (1994), "Human resource systems and sustained competitive advantage: a competency-based perspective", *Academy of Management Review*, 19: 699-727.
- Landes D.S., (1966), *The Rise of Capitalism*, Macmillan, New York.
- Lawler E.E., Mohrman S.A., (2003a), "HR as a strategic partner: what does it take to make it happen?", *Human Resource Planning*, 26: 15-29.
- Lawler E.E., Mohrman S.A., (2003b), *Creating a strategic human resources organization: an assessment of trends and new directions*, Stanford University Press, Stanford CA.
- Lazear E.P., Rosen S., (1981), "Rank-order tournaments as optimal labor contracts", *Journal of Political Economy*, 89: 841-864.
- Leana C. R., Van Buren H.G., (1999), "Organizational social capital and employment practices", *Academy of Management Review*, 24 (3): 538-555.
- Legge C., (1995), *Human resource management. Rhetorics and realities*, Palgrave, Basingstock.

- Leonard J.S., (1990), "Executive pay and firm performance", *Industrial and Labour Relations Review*, 43: 13-29.
- Lev B., (2003), *Intangibles: management, measurement, and reporting*, Brookings Institution, Washington, D.C.
- Levati W., Saraò M., (2002). *Psicologia e sviluppo delle risorse umane nelle organizzazioni*, Franco Angeli, Milano.
- Lewin K., (1951), *Field theory in social science*, Harper & Row, New York.
- Lippman S.A., Rumelt R.P., (1982), "Uncertain imitability: an analysis of interfirm differences in efficiency under competition", *Bell Journal of Economics*, 13: 418-438.
- Locke E.A., Latham G. P., (1990), *A theory of goal setting and task performance*, Prentice-Hall, Englewood Cliffs NJ.
- Lomi A., (1991), *Reti organizzative: teoria, tecnica e applicazioni*, Il Mulino, Bologna.
- Losey M., Ulrich D., Meisinger S. (Eds.), (2005), *The Future of Human Resource Management: 64 Thought Leaders Explore the Critical HR Issues of Today and Tomorrow*, John Wiley & Sons, Hoboken, NJ.
- MacDuffie J.P., (1995), "Human resource bundles and manufacturing performance: Organizational logic and flexible production systems in the world auto industry", *Industrial and Labor Relations Review*, 48: 197-221.
- Maraschini F., (2004), *Gestire le competenze. Perché e come*, Giappichelli, Torino.
- Martelli A., (2005), "Il ROI della formazione", in D. Boldizzoni, R.C.D. Nacamulli, *Oltre l'aula*, Apogeo, Milano.
- Masini C., (1978), *Lavoro e risparmio (II ed.)*, Giuffrè, Milano.
- Masino G., (2000), *Nuove tecnologie e azione organizzativa. Riflessioni teoriche e casi aziendali*, Isedi, Torino.
- McClelland D.C., (1976), *A Guide to job competency assessment*, McBer, Boston.
- Michaels E.G., Handfield-Jones H., Axelroad B., (2001), *The war of talent*, Harvard Business School Press, Boston, MA, trad. it. (2002), *La guerra dei talenti*, Etas Libri, Milano.
- Milgrom P., Roberts J., (1992), *Economics, organization and management*, Prentice Hall, Englewood Cliffs, NJ, trad. it. (1994), *Economia, organizzazione e management*, Il Mulino, Bologna.
- Mintzberg H., (1983), *Structures in fives. Designing effective organizations*, Prentice-Hall, Englewood Cliffs; trad. it, *La progettazione dell'organizzazione aziendale*, Il Mulino, Bologna, 1985.
- Mintzberg H., (1989), *Mintzberg on Management. Inside our strange world of organizations*, The Free Press, New York, trad. it. (1991), *Management, mito e realtà*, Garzanti, Milano.
- Mintzberg H., (1994), "The rise and fall of strategic planning", *Harvard Business review*, 72: 107-114.
- Motowidlo S.J., Borman W.C., Schmit M.J., (1997), "A theory of individual differences in task and contextual performance", *Human Performance*, 10: 71-83.
- Mowday R.T., Porter L.W., Steers R.M., (1982), *Employee-Organization Linkages*, Academic Press, New York.

- Nacamulli R.C.D., Boldizzoni D., (1993), "Il Marketing interno dei servizi del personale", *Sviluppo&Organizzazione*, 136.
- Neuman J.L., (1987), "OVA: avoid slash-and-burn overhead reduction". *Management Review*, 76: 34-40.
- Noe R.A., Hollenbeck J.R., Gerhart B., Wright P.M., (2005), *Human resource management: gaining a competitive advantage (IV ed.)*, McGraw-Hill, New York, trad. it. (2006), *Gestione delle risorse umane*, Apogeo, Milano.
- O' Reilly III C., Thusman M.L. (2004), "The ambidextrous organization", *Harvard Business Review*, 86: 74-81.
- O'Toole J., (1985), "Employee practices at the best managed companies", *California Management Review*, 28: 35-66.
- OD&M, (2006), *7° rapporto sulle retribuzioni in Italia*, OD&M Consulting, Milano.
- Ollman B., (1971), *Alienation: Marx's conception of man in a capitalist society*, Cambridge University Press, Cambridge UK.
- Ordanini A., Silvestri G., (2008), "Recruitment and selection services. efficiency and competitive reasons in the outsourcing of HR practices", *International Journal of Human Resource Management*, 19: 372-391.
- Orlikowski W.J., (1992), "The duality of technology: rethinking the concept of technology in organizations", *Organization Science*, 3: 398-427.
- Oshima M., Kao T., Tower J., (2005), "Achieving post-outsourcing success", *Human Resources Planning*, 28, pp. 7-12.
- Ostroff C., Bowen D.E., (2000), Moving HR to a higher level: HR practices and organizational effectiveness, in K.J.Klein, S.W.J. Kozlowski (eds.), *Multilevel theory, research, and methods in organizations: foundations, extensions, and new directions*, pp. 211-266, Jossey-Bass, San Francisco.
- Ouchi W.G., (1984), *The M-form society. How American teamwork can recapture the competitive edge*, Addison-Wesley, Reading MA.
- Paoletti F., (1992), "Legittimazione e prescrittività nell'implementazione dei sistemi di valutazione del personale", *Sviluppo&Organizzazione*, 129: 65-67.
- Paoletti F., (2001), "Un ritorno al futuro: la relazione di impiego", *Economia & Management*, 2, 31-33.
- Paoletti F., (2006), "Gestire le persone di talento o il talento delle persone?", *Sviluppo & Organizzazione*, 218, Novembre/Dicembre: XX-XX.
- Paoletti F., Quacquarelli B., Blumetti F., Vanni L., (2006), "Traiettorie evolutive per la direzione del personale", *Sviluppo & Organizzazione*, 216: 67-77.
- Pauwee J., (1995), "Personnel management without personnel managers", in Flood, P.C., Gannon, M.J., Pauwee, J. (Eds.) *Managing Without Traditional Methods*, Addison-Wesley, Wokingham (UK).
- Perrone V., (1990), *Le strutture organizzative d'impresa. Criteri e modelli di progettazione*, Egea, Milano.
- Pfeffer J., (1994), *Competitive advantage through people: unleashing the power of the work force*, Harvard Business School Press, Boston.
- Pfeffer J., (1998), *The human equation. Building profits by putting people first*, Harvard Business School Press, Boston.

- Pfeffer J., O'Reilly C., (2000), *Hidden Value. How great companies achieve extraordinary results from ordinary people*, Harvard Business School Press, Boston.
- Pfeffer J., Salancik G., (1978), *The external control of organizations: a resource dependence perspective*, Harper & Row, New York.
- Pfeffer J., Sutton, R.I. (2000), *The knowing-doing gap. How smart companies turn knowledge into action*, Harvard Business School Press, Boston.
- Phillips J.J., (1997), *Return on Investment in training and performance improvement programs*, Gulf Professional Publishing.
- Pollitt D., Gelman L., Dell D., (2004), Outsourcing HR: the contrasting experiences of Amex and DuPont. *Human Resource Management International Digest*, 12, pp. 8–10.
- Porter L.W., Steers R.M., Mowday R.T., Boulian P.V., (1974), "Organizational commitment, job satisfaction, and turnover among psychiatric technicians", *Journal of Applied Psychology*, 59: 603-609.
- Porter M., (1979), "How competitive forces shape strategy", *Harvard Business Review*, March-April: 137-145.
- Porter M.E., (1980), *Competitive Strategy*. The Free Press, New York.
- Prahalad C.K., Hamel G., (1990), "The core competence of the corporation", *Harvard Business Review*, 68, 31: 79–91; trad. It. "La competenza distintiva delle aziende", *Harvard Espansione*, 49.
- Purcell J., Ahlstrand B., (1995), *Human resource management in the multidivisional company*, Oxford University Press, Oxford.
- Purcell J., Kinnie N.J., Hutchinson S., Rayton B., Swart J., (2003), *Understanding the people and performance link: unlocking the black box*, CIPD, London.
- Pyhrr P., (1973), *Zero based budgeting*, Wiley, New York.
- Quick J.B., (1992), "Crafting an organizational culture: Herb's hand at Southwest Airlines", *Organizational Dynamics*, 21, 45-56.
- Quinn J.B., Hilmer F.G., (1994), "Strategic outsourcing", *Sloan Management Review*, 35: 43-55.
- R&S-Mediobanca, (2007), *Dati cumulativi delle principali banche internazionali 1997-2007*, R&S, Milano.
- Ravagnani R., (2000), *Information technology e gestione del cambiamento organizzativo*, EGEA, Milano.
- Ree M.J., Earles J.A., (1992), "Intelligence is the best predictor of job performance", *Psychological Science*, 1: 86-89.
- Robbins L, (1932), *An essay on the nature and significance of economic science*, MacMillan, London.
- Roberts J., (2004), *The modern firm: organizational design for performance and growth*, Oxford University Press, Oxford (UK), trad. it. (2006), *L'impresa moderna*, Il Mulino, Bologna.
- Roe R.A., (1999), "Work performance: a multiple regulation perspective", in C.L. Cooper, I.T. Robertson (eds.), *International review of industrial and organizational psychology*, 14: 231–335.
- Rugiadini A., (1979), *Organizzazione d'impresa*, Giuffrè, Milano.

- Rumelt R.P., (1974), *Strategy, structure and economic performance*, Division of Research, Graduate School of Business Administration, Harvard University, Boston.
- Ruta, D. (2005), "The application of change management theory to HR portal implementation in subsidiaries of multinational corporations", *Human Resource Management*, 44: 35–53.
- Salop J., Salop S., (1976), "Self-selection and turnover in the labor market", *The Quarterly Journal of Economics*, 90: 619-27.
- Schein E., (1992), *Organizational culture and leadership*, Jossey-Bass, San Francisco.
- Schneider B., Hanges P., Smith B., Salvaggio A., (2003), "Which comes first: Employee attitudes or organizational financial and market performance", *Journal of Applied Psychology*, 88: 836-851.
- Schuler R.S., Jackson S.E., (1987), "Linking competitive strategies with human resource management practices", *Academy of Management Executive*, 1: 207-219.
- Shuit D.P., (2003), "Passing the bucks", *Workforce Management*, 82(9), pp. 30-36.
- Silvestri G., Pilati, M., (2005), "La gestione strategica delle risorse umane. Un nuovo patto tra direzione del personale e management", *Economia&Management*, 1: 97-113.
- Simon H., (1947), *Administrative behavior: a study of decision-making processes in administrative organizations*, The Free Press, New York.
- Simon H.A., (1987), "Making management decisions: the role of intuition and emotion", *Academy of Management Executive*, 1: 57-64, trad. it., (1988), "Intuizione ed emozione nelle scelte manageriali", *Sviluppo&Organizzazione*, 105.
- Soda G., (1998), *Reti tra imprese. Modelli e prospettive per una teoria del coordinamento*, Carocci, Roma.
- Soda G., (2002), "Licenziamenti e valore. Una ricerca empirica sulla relazione fra annunci di downsizing e quotazione azionaria", *Economia & Management*, 85-99.
- Solari L., (2004), *La gestione delle risorse umane. Dalle teorie alle persone*, Carocci, Roma.
- Spencer L.M., Spencer S.M., (1993), *Competence at Work*, John Wiley & Sons, New York, trad. it., *Competenza al lavoro*, (1995), Franco Angeli, Milano.
- Stewart T., (1996), "Taking on the last bureaucracy", *Fortune*, 133: 105-108.
- Stewart T.A., (1996), "Taking on the Last Bureaucracy", *Fortune*, January 15, pp. 105-107.
- Stinchcombe A., (1965), "Social structure and organization", in J. March (ed.), *Handbook of organization*, Rand McNally, Chicago.
- Storey J., (1992), *Developments in the management of human resources*, Blackwell Publishing, Oxford UK.
- Tesio D., Viada L., Santoro S., (2008), "L'immagine della gestione delle risorse umane in Italia", *Sviluppo&Organizzazione*, 225: 86-100.
- Thusman M.L, Romanelli E., (1985), "Inertia, environments and strategic choice: a quasi-experimental design for comparative-longitudinal research", *Management Science*, 32: 608-621.

- Tosi H., Pilati M., (2008), *Comportamento organizzativo. Attori, relazioni, organizzazione, management*, Egea, Milano.
- Tosi H., Tosi L., (1986), "What Managers Need to Know About Knowledge-Based Pay", *Organizational Dynamics*, 14: 52-64.
- Towers & Perrin, (2005), *HR outsourcing: new realities, new expectations. Study of HRO effectiveness*, Towers & Perrin, London.
- Treacy M., Wiersema F., (1993), "Customer intimacy and other value disciplines", *Harvard Business Review*, 71: 84-93.
- Tsui A.S., Pearce, J.L., Porter, L.W., Tripoli, A.M., (1997), "Alternative approaches to the employee-organization relationship: Does investment in employees pay off?", *Academy of Management Journal*, 40: 1089-1121.
- Turati C., (1998), *L'organizzazione semplice. La sfida alla complessità inutile*, E-GEA, Milano.
- Tushman M.L., O'Reilly C.A. (1997), "Ambidextrous organizations: managing evolutionary and revolutionary change", *California Management Review*, 38: 8-30.
- Ulrich D., (1997), *Human Resource Champions: The Next Agenda for Adding Value and Delivering Results*, Harvard Business School Press, Boston, MA.
- Ulrich D., Broakbank W., (2005), *The HR value proposition*, Harvard Business School Press, Boston.
- Ulrich D., Halbrook R., Meder D., Stuchlik M., Thorp S., (1991). "Employee and customer attachment: synergies for competitive advantage", *Human Resource Planning*, 14: 89-104
- Ulrich D., Losey M., Meisenger S., (2005), *The Future of the Human Resource Management*, John Wiley & Sons, Hoboken (NJ).
- Van an de Ven A. H., Poole M.S., (1995), "Explaining development and change in organizations", *Academy of Management Review* 20: 510-540.
- van Ommeren J., Brewster C., Vernon P., Philips J., (2000), *European trends in HR Outsourcing*, Cranfield School of Management and William M. Mercer Research Report.
- Venkatesh V., Morris M. G., Davis G. B., Davis F. D., (2003), "User acceptance of information technology: toward a unified view", *MIS Quarterly*, 27: 425-478.
- von Neumann J., Morgenstern O., (1944), *Theory of games and economic behavior*, Princeton University Press, Princeton NJ.
- Vroom V. H., (1964), *Work and motivation*, Wiley, New York.
- Wahrenbourg M., Hackethal A., Friedrich L., Gellrich T., (2008), "Strategic decisions regarding the vertical integration of human resource organizations: evidence for an integrated HR model for the financial services and non-financial services industry in Germany, Austria and Switzerland", *International Journal of Human Resource Management*, 17: 1726-1771.
- Watson Wyatt Worldwide, (2002), *Human Capital Index. Human capital as a lead indicator of shareholder value*, Washington DC.
- WCED - World Commission on Environment and Development, (1987), *Our common future*, Oxford University Press, Oxford, UK.

- Weick K., Quinn R.E., (1999), "Organizational change and development", *Annual Review of Psychology*, 50, pp. 361-386.
- Welbourne T.M., Andrews A.O., (1996), "Predicting the performance of Initial Public Offerings: should human resource management be in the equation?", *Academy of Management Journal*, 39: 891-919.
- Whiffall M., (2005), "Modell Deutschland under pressure: the growing tensions between works councils and trade unions", *Economic&Industrial Democracy*, 26: 569-592.
- Wildavsky A., Hammond A., (1966), "Comprehensive versus incremental budgeting in the Department of the Agriculture", *Administrative Science Quarterly*, 10: 321-347.
- Williamson O.E., (1975), "*Markets and Hierarchies. Analysis and antitrust implications*", The Free Press, New York.
- Womack J.P., Jones D.T., Roos D., (1990), *The machine that changed the world. The story of lean production*, Rawson-McMillan, New York, trad. it. (1991), *La macchina che ha cambiato il mondo*, Rizzoli, Milano.
- Wright P.M., Gardner T., Moynihan L., (2003), "The impact of human resource practices on business unit operating and financial performance", *Human Resource Management Journal*, 13, 21-36.
- Wright P.M., Gardner T.M., Moynihan L.M., Allen M.R., (2005), "The relationship between HR practices and firm performance: examining causal order", *Personnel Psychology*, 58: 409-446.
- Wright P.M., Haggerty J.J., (2003), "Missing variables in theories of strategic human resource management: time, cause, and individuals", Working Paper 05-03, Center for Advanced Human Resource Studies, Cornell University.
- Wright P.M., McMahan G., Snell S., Gerhart B., (1998), *Strategic Human Resource Management: Building Human Capital and Organizational Capability*, Technical report, Cornell University, 1998.
- Wright P.M., Snell S.A., (2005), "Partner or guardian? HR's challenge in balancing value and values", *Human Resource Management*, 44, 177-182.
- Zaheer A., McEvily B., Perrone V., (1998), "Does trust matter? Exploring the effects of interorganizational and interpersonal trust on performance", *Organization Science*, 9: 141-159.