

SUMMARIES

G. GASPARINI, *Railways time and travellers time: the experience of waiting in railways stations.*

The article offers an insight on a matter which is made of three partly overlapping subjects, viz. the strategy of the Italian national railways organization (the Ferrovie dello Stato), the functions which are presently performed by railways stations, and the waiting time and experience of travellers in stations. The central part of the article reports the results of an unusual empirical research on 80 travellers waiting in 5 great railways stations in Northern Italy, concerning their use of waiting time and their evaluation of the new facilities offered by the Ferrovie dello Stato in waiting areas. The main result concerns, generally speaking, the matching between the type of action made by the railways organization to redesign waiting areas and the attitudes of the railways clients; at the same time, the research offers some empirical evidence on a conceptualization of waiting time as a real social time.

M. COLOMBO, *Time, space and information in the mobile city: innovations in the railway station.*

Modernization and globalization have determined deep changes in the way in which space, time and electronic technologies are viewed and employed, especially within urban contexts. Among all the everyday activities, mobility is going through a process of acceleration, dematerialization, space-time compression and pluralization of meanings. Nowadays, the mobile and service customer citizen is more demanding and competent; similarly, organizations which produce services are more inclined to investigate the customers' real needs in order to offer more efficacious and targeted services. The article analyzes some innovations recently introduced in the railway stations in Italy so that the improvement of public spaces may be evaluated.

M.C. BARLUCCHI, *Studying: personal or induced choice? Some interpretative thesis in comparison.*

Over the last thirty years the system of higher education in Italy has undergone periods of big expansion and at present, it remains still very high. As a consequence it may be useful to ask: Why does the number of students has so enormously increased? Is the student's choice to continue the studies, personal or induced? Starting from the individuals to arrive to system, is the point of view adopted in this analysis and by using data of Istat tries it to answer these questions; this implies to offer an empirical correspondence to the main thesis developed in literature. A Lisrel modelling identifies that the «thesis of competition» (which could be summerized in: «the more, the better») appears more adequate than the other ones in order to explain the Italian reality.

I. PICCOLI, *The informatization of the health system. The actor's strategy.*

This paper considers the strategy of the private and the public actors, involved in the informatization of the health system. The first part analyzes the contents of Decreti Legge 502 and 517 (1992) that actually changed the Italian health system and introduced a privatized administration. Later on, the Piano Sanitario Nazionale 1994-1996 is taken into consideration. The second part analyzes the actors' behavior: State,

Regions, Usl, hospitals as well as the strategies of the main suppliers of hardware and software in the specific sector of health. The most relevant aspect is the establishment of the informatic inputs, that must satisfy the needs of the whole system as well those of every single structures.

A.M. ZOCCHI DEL TRECCO, *Norms and Social Complexity*.

This article offers some reflections on the relationship between complexity and norms, with specific reference to three masters of sociological thought: Parsons, Luhmann and Merton. Three different ideas of complexity and of the connections between complexity/norms and norms/social actor come out from this analysis. The implications of every position are commented by taking into account the scientific debate on the recent social and economic changes. In her work, the authoress claims that these changes demand the overcoming of the rules of market economy and the recovery of a new solidarity based on the concept of human being. In a nutshell, according to the authoress, the complexity of contemporary society urges a global change of values and norms.