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Nota di contenuto	Cover Page; Title Page; Copyright Page; Contents; List of Figures and Tables; Preface; Chapter 1: Public Disconnectedness; Chapter 2: Overview of the Rational Model and Its Influence on Administrative Strategies; Chapter 3: The Organizational Level; Chapter 4: Moving to Outcome-Based Strategies; Chapter 5: Locus of Control, Procedures, and Human Service Outcomes; Chapter 6: Outcome-Based Models and Public Administration; Chapter 7: The Human Sacrifices to Rationalism: The Decay of Community, Responsibility, and Reason; Chapter 8: Various Attempts at Reform Within Rationalism Chapter 9: An Emerging Paradigm: Chaos Theory Chapter 10: Applying the New Paradigm; Index; Biography
Sommario/riassunto	This book describes how rationality undermines bureaucracy's ability to solve problems or to gain the confidence of the general public. The author suggests ways to change the bureaucratic environment into one that appreciates the creative abilities of all its members, without the false premise of operating government like a business.