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Sommario/riassunto	How - as members, customers, voters or patients - do we deal with Organizations: public administrations; universities and schools; hospitals; prisons; political parties; or the military? The systems theory developed by sociologist Niklas Luhmann is among the twentieth century's seminal scientific achievements, commensurate perhaps only with Einstein's theory of relativity, Wittgenstein's philosophy of language, or Freud's analysis of the unconscious. While systems theory is not easily accessible, the subject of organizations offers an opportunity to gain insight into the fecundity of this approach.