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## Summary

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Chapter 2 covers administrative and organizational theory and behavior relating to the challenges and opportunities of public management. Students will be introduced to Max Weber's idea of bureaucracy and Frederick Taylor's assembly-line approach to managing organizations, as well as Herbert Simon's skepticism regarding these approaches. A section on the human side of management covers the theories of Mary Parker Follett, Abraham Maslow, and Douglas McGregor. The chapter concludes with an examination of more modern organizational theories.

