

contents

PREFACE *vii*

part one

1. Strategies for Studying Organizations 3
2. Rationality in Organizations 14
3. Domains of Organized Action 25
4. Organizational Design 39
5. Technology and Structure 51
6. Organizational Rationality and Structure 66
7. The Assessment of Organizations 83

part two

8. The Variable Human 101
9. Discretion and Its Exercise 117
10. The Control of Complex Organizations 132
11. The Administrative Process 144
12. Conclusion 159

BIBLIOGRAPHY 165

NAME INDEX 179

SUBJECT INDEX 183