



# Rational Gridlock

*Patrick B. Edgar*

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The citizens of the United States love to hate their own government, and much of the disdain is particularly directed at the bureaucrats. Part of the problem is contained within the idea of bureaucracy itself. Most government agencies operate under a rational system which results in the 'victory of process over outcome.' Rational Gridlock describes how this rationality undermines our ability to solve problems or to gain the confidence of the general public. The author offers suggestions of how we can 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. Drawing upon the ideas found in an unexpected source, Chaos Theory, leaders in the public sector are called to a more interactive, sensible set of strategies. No matter how skilled public administrators may be, they cannot expect to be admired by the public until the respect is mutual.

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