Two Systems approaches to public Administration:

Closed System: Very much in the "Managerial" style, focused on efficiency and effectiveness= get things done mentality. A system of simple input and output. (weber, taylor, gulick)

Open System: James Thompson (1967) Organizations in Action maintains that as administrators, you're influenced and respond to the actions of elected officials, media, political culture. Where the closed system is focused on the efficiency and effectiveness of service delivery, the open system takes into external factors, outside feedback into its processes.

New Public Management: Job of the administrator is to deliver goods and services in an efficient and effective manner. In essence, the public are our customers.

Lynn (1999) argues, for the Case Method

"Traditional teaching is based on the lecture. Knowledge is assumed to be the sole possession of the teacher, and, via the lecture, **it flows one way:** from teacher to student. The teacher's goal is student mastery of the teacher's truth, demonstrated primarily through examinations and "knowing the right answers" to questions. The teacher is the center of attention, always in control. Students are passive, compliant, obligated to be attentive."

5 step decision making model

- **Step #1** Develop a fact.
    - Define the problem
- **Step #2** What sorts of influence are there on the decision making process
    - Political pressures (internal and external)
    - Practicality
    - Law
    - Ethics
- **Step #3** list your options.
- **Step #4** evaluate your options
- **Step #5** Make recommendations