

慈悲與智慧為基礎的公務美學

熊忠勇 世新大學行政管理學系助理教授

摘要

現代的公共官僚組織，主要理念大體是源自於韋伯官僚型模的主張，而韋伯官僚型模的特色，包括「專業分工、非人情取向、權威的層級節制、依法行政」等特色，反應在現實的官僚運作上，雖然具有專業、理性、服從、一致性等正面功能，但同時也帶來缺乏彈性、士氣、溝通阻礙、僵化等反功能，而這些反功能常常是社會對於官僚組織的普遍感受。

本文希望透過心靈環保的理念，以慈悲及智慧為根本，建立一種新的公務美學文化，提升官僚形象，強調人文關懷，同時對於情理法的相互涵攝，提出新的框架建議。

關鍵詞：官僚、慈悲、智慧、公務美學

The Aesthetics of Public Service Based on Compassion and Wisdom

Abstract

The main concepts of bureaucracy are generally derived from Weber's bureaucratic model. Weber identified some characteristics of bureaucracy, including professional division of labor, impersonality, hierarchical management structure, and formal rules and regulations. These characteristics bring out positive functions such as specialization, rationality, obedience, consistency, and predictability. However, they also cause many negative functions, like trained incapacity, lack of morale, communication barriers, inflexibility, and rigid methods. Unfortunately, most people describe bureaucracy only on the negative side. Therefore, the image of bureaucracy in modern society is not well. The purpose of this paper is to set up a new aesthetic culture in bureaucracy through the concept of spiritual environmental protection. The new culture emphasizes more humanistic care and flexible management. From empathy to compassion, from expertise to wisdom. Hoping the new culture could improve the image of bureaucracy and public officials.

Keywords : Bureaucracy, Compassion, Wisdom, Public Service Aesthetics