

# Bojangles vs. Bureaucracy

I swung into Bojangles this morning for a box of hot chicken and biscuits.

When I realized the meal I ordered didn't come with quite enough for everyone, I went back to buy a few extra biscuits. The woman at the counter waved my credit card off and said, "I got you honey", and added a few biscuits free of charge.

The error was mine, but she easily and gladly bore the cost and made sure I was happy.

I'm also dealing with the SC dept of revenue this week. Some clerical error has them believing that all of the 2017 revenue for Praxis was to me personally, and that I owe unpaid taxes on it. I can show them articles of incorporation, bank documents, and every other proof that it was company income which was taxed and reported already, but since some form two years ago had improperly been tied to me, they can't just fix it. It's still unclear whether the mistake was on me, them, or Intuit Quickbooks. But even though the rep there knows it's not correct, she's powerless. I can show her stuff but she can't undo the paperwork. I could offer her money to fix it and she still couldn't.

Unlike the Bojangles employee, the woman working for the bureaucracy has no agency. She has no ability to read the situation, adjust, and do the simple thing that gets the spirit of the law right despite errors in the letter.

This is what drives people to madness when dealing with bureaucracy. They aren't dealing with humans or common sense or decency or logic.

Bojangles is better than the government. Why? Competition. Voluntary entry and exit. The need to win customer dollars instead of take them with armed agents.

That's it. All the other stuff emerges out of that ugly fact.

Bojangles doesn't throw you in a cage if you don't buy their product. Government does.