Among the many ways of studying public administration, one orientation among social research has been gradually established: observing bureaucrats at work. Such a perspective can easily have two aims: a better understanding about the crucial role front line employees can play in the daily delivery of public goods, and an empirically mapping of the different public organizations experiencing of new public management measures. With an ethnographic approach based on French Administrations cases and inspired particularly by Science and Technology Studies, this talk will focus on these different points.