



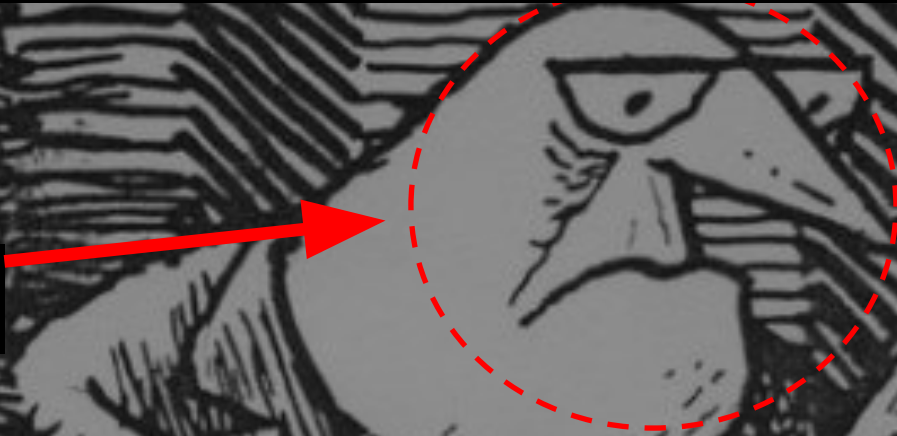
Bureaucracy

in theory and in practice

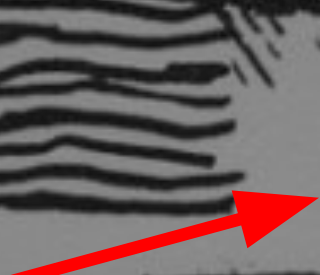
Common sense suggests:

Needless paperwork

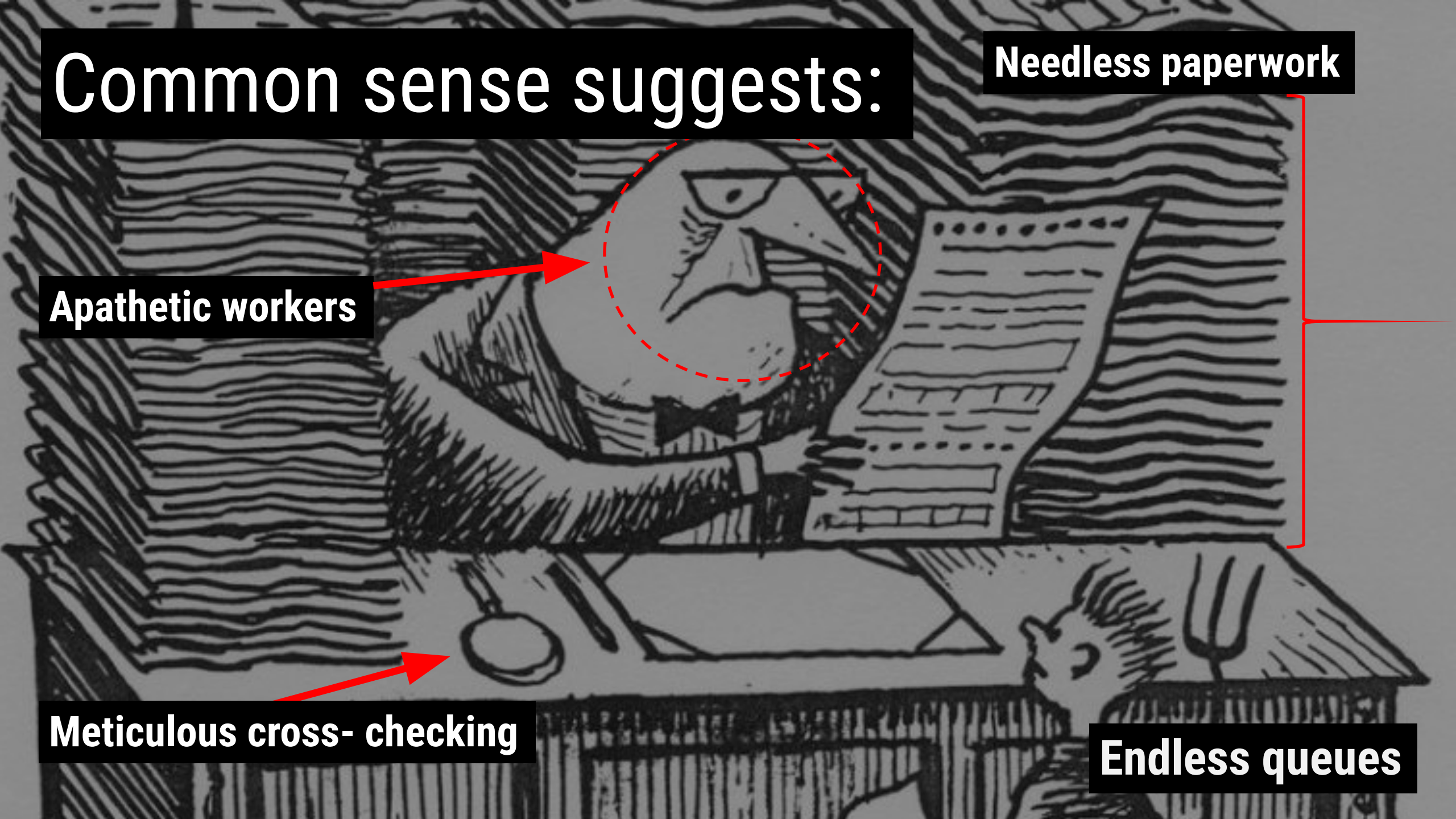
Apathetic workers



Meticulous cross-checking



Endless queues



Bureaucracy

as a form of social organization

- **The most influential account of bureaucracy (M. Weber)**
- **Iron rule of oligarchy (R. Michels)**
- **McDonaldization (G. Ritzer)**

A superior means of coordinating activities of people (M. Weber)

Strict Rules

Specialization

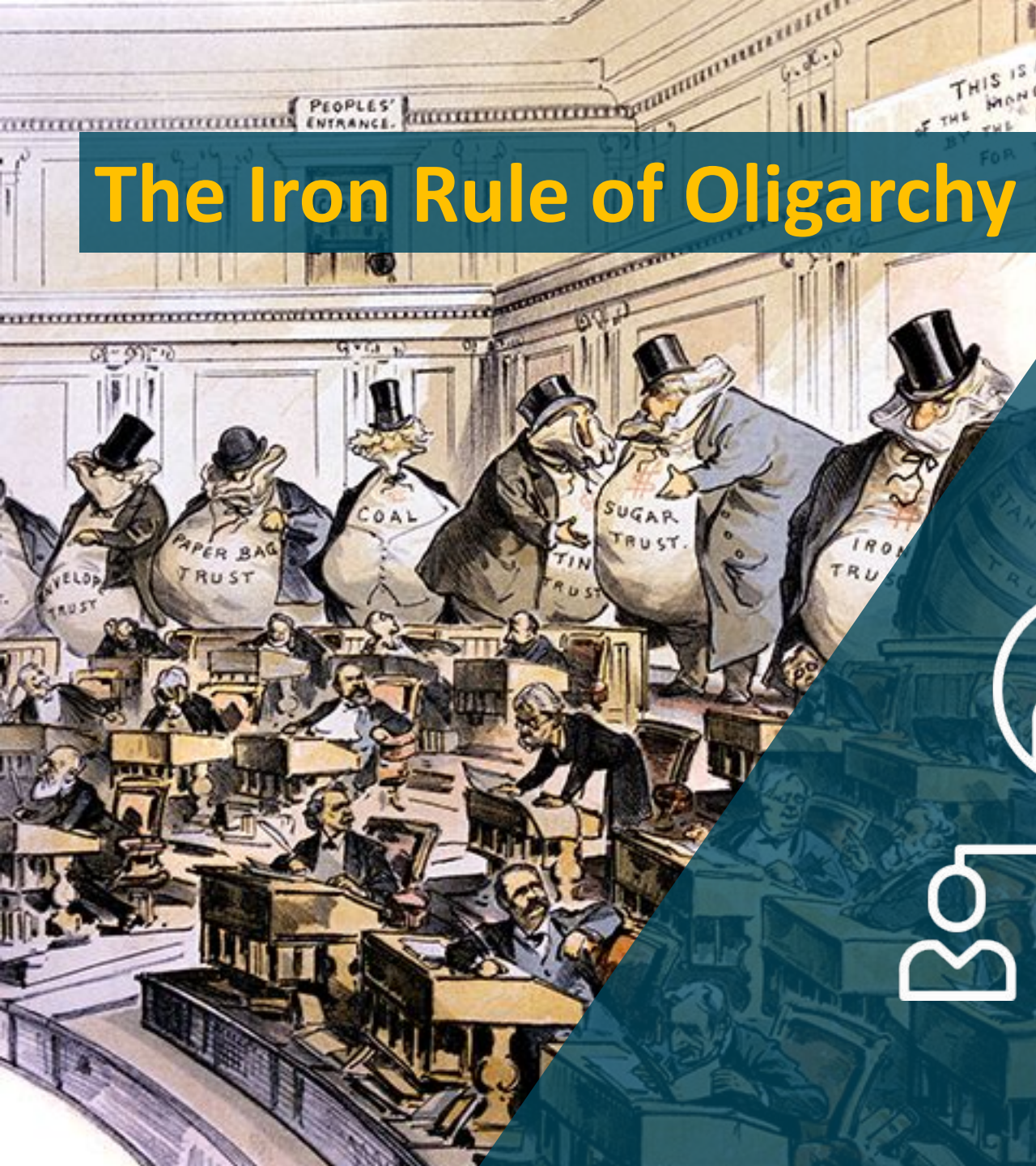
Impersonality

Hierarchy

Rewards
based on merit

Bureaucracy is an ideal type:
In reality bureaucratic structures function not properly

The Iron Rule of Oligarchy



- term developed by Robert Michels, German sociologist

- **It doesn't matter how democratic** an organization is now, because it will surely become an oligarchy over time



Those at the top:

Deserve their power

Below:

Have no choice and have to obey to the system

Example:

In 1940 the siblings Richard and Maurice McDonalds decided to open up their own family business



GEORGE RITZER

The McDonaldization
of Society 5



McDonaldization

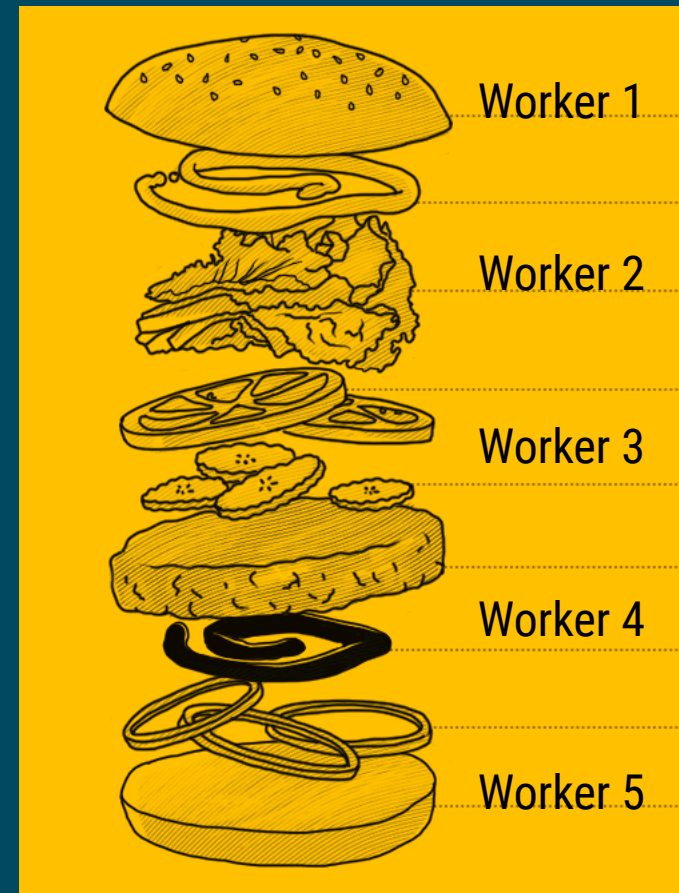
The fast-food restaurant
as a representative contemporary paradigm

Ritzer highlighted four primary components
of McDonaldization:

- Efficiency
- Calculability
- Predictability
- Control



Dehumanizing effects



- 1) The number of employees transactions are reduced to a minimum
- 2) No complex movements
- 3) A minimal path on assembly line

Conclusions:



(M. Weber)

**The most influential account of
bureaucracy
An ideal type characterized by
Specialization,
Hierarchy, Rules, Rewards based on
merit**



(R. Michels)

**Iron rule of oligarchy:
All organizations tend to become
bureaucratic structures**



(G. Ritzer)

**McDonaldization:
A modern paradigm
of bureaucracy**

Thank you for your attention!