

Chapter Review

4

Max Weber and the Idea of Bureaucracy

Objectives...

- 1 Describe and discuss the bureaucratic form of organization
- 2 List and describe three types of legitimate authority
- 3 Distinguish power from the concept of authority
- 4 List the main features of bureaucracy
- 5 Evaluate bureaucracy commenting on side-effects and dysfunctions

Key Terms

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| Authority | the right to make particular decisions and to exercise control over resources |
| Bureaucracy | Describes a form of business administration based on formal rational rules and procedures designed to govern work practices and organization activities through a hierarchical system of authority (See Standardization, Centralisation, Formalisation, Specialisation). |
| Power | the ability of individuals or groups to persuade, induce or coerce others into following certain courses of action |

15. It is important to recognise that organizations do not simply decide to be bureaucratic or not – all large organizations are bureaucratic to some degree. The question is – how much? Bureaucracy describes a form of business administration based on formal rational rules and procedures designed to govern work practices and organization activities through a hierarchical system of authority (See Standardization, Centralisation, Formalisation, and Specialisation). It emphasises efficiency. In the next chapter we will consider employee motivation (also a factor of productivity (efficiency) and effectiveness). In doing so, we will consider bureaucracy and its impact on motivation. We will also revisit a number of related concepts such as power and authority (such concepts also feature in chapters 7, 22 and 23).