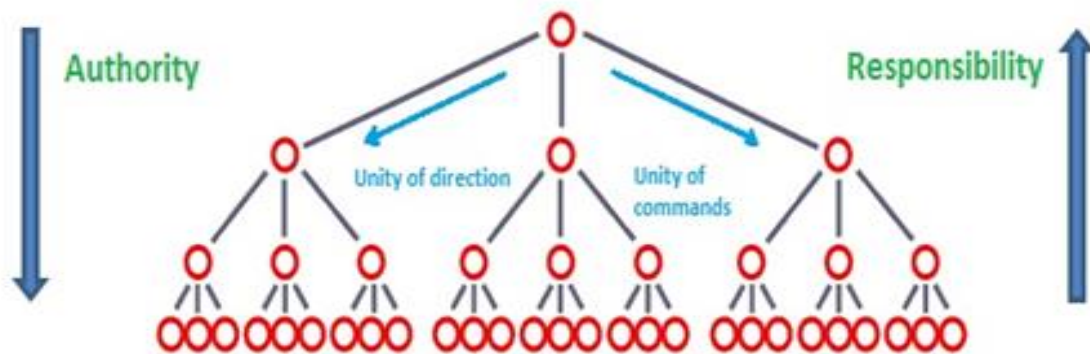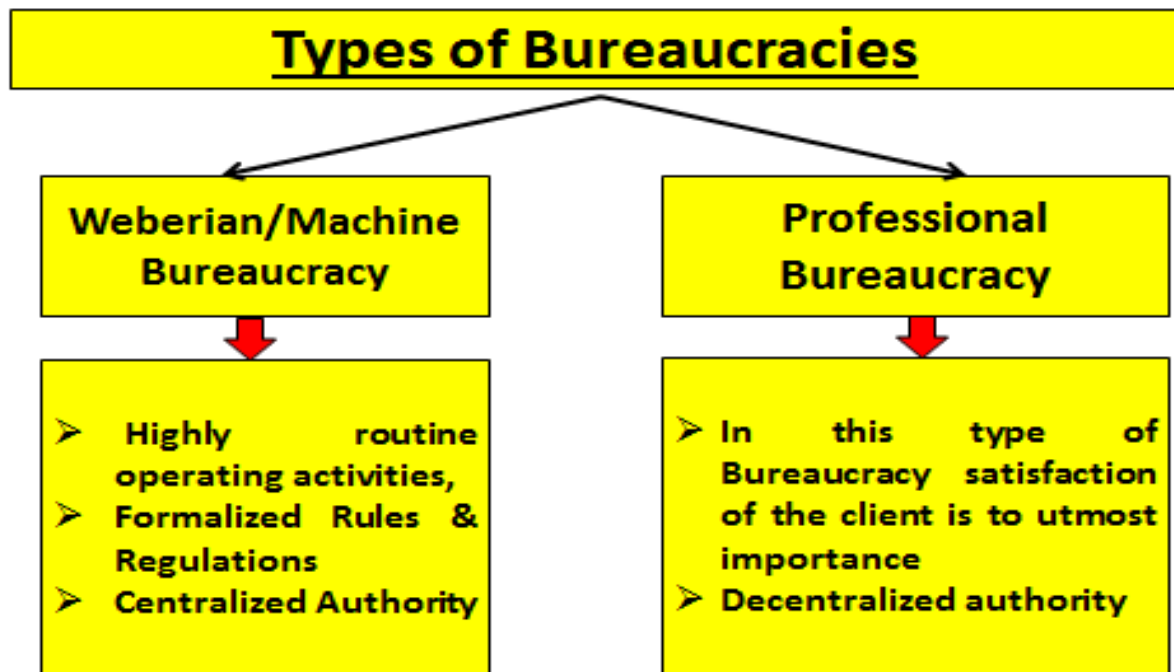- It is an administrative system designed to accomplish large-scale administrative tasks by systematically coordinating the work of many individuals.
- It is the system of organizations and management in which rules, tasks and relationships among people are clearly defined and controlled in the form of formal authority.

Types of Bureaucracies

Weberian/Machine Bureaucracy

- Highly routine operating activities,
- Formalized Rules & Regulations
- Centralized Authority

Professional Bureaucracy

- In this type of Bureaucracy satisfaction of the client is to utmost importance
- Decentralized authority

Key elements of the Max Weber management theory include:

- Clearly defined job roles

- A hierarchy of authority

- Standardized procedures

- Meticulous record-keeping

- Hiring employees only if they meet the specific qualifications for a job

Structure of Bureaucracy

1. Hierarchical: Pyramidal (Clear chain of command)

2. Job Specialization: The bureaucrats become experts in their area.

3. Formalized Rules: Should be standard for everyone.
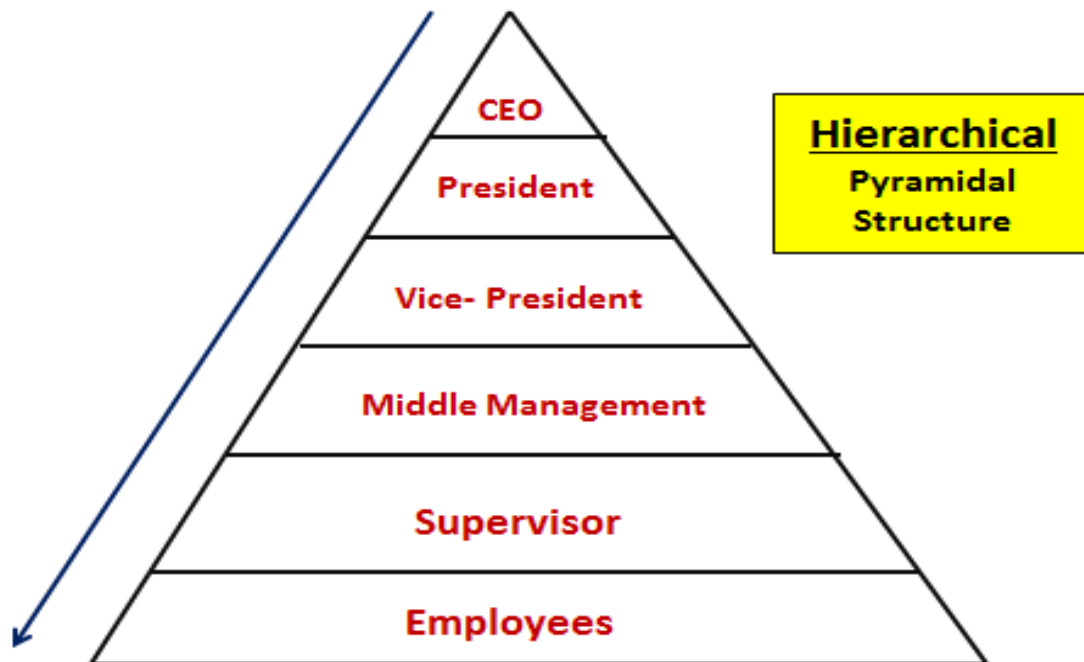
Weber identified three types of legitimate authority:

1. Traditional Authority

2. Charismatic Authority

3. Rational-legal Authority

1. Traditional Authority: People obey a person because he belongs to certain class or occupies a position traditionally recognized (Ex.- Royal Family)

2. Charismatic Authority: Obediency is based on the follower's belief that a person has some special power or appeal.

3. Rational-legal Authority: Obedience is owed to a legally established position within the hierarchy of a business, military unit, government etc.

Features of Bureaucracy Theory

Following features suggest the characteristics of bureaucratic organizations:

1. Rules and Regulations

2. Division of work and specialization

3. Hierarchy of Positions

4. Impersonal Conduct

5. Staffing

6. Technical Competence

7. Official Records

Advantage of Bureaucracy

➢ The duties and responsibilities of each job are clearly defined.

➢ The selection process and promotion procedures are based on merit and expertise.

➢ The enterprise does not suffer when some persons leave it.

➢ The rules and procedures are decided for every work.

➢ The division of labour assists workers in becoming experts in their jobs.

Disadvantage of Bureaucracy

➢ Too much emphasis on rules and regulations.

➢ No importance is given to informal groups.

➢ Involves a lot of paper work.

➢ Unnecessary delay in decision –making.

➢ Too much importance is given to the technical qualifications.

➢ Difficulties in coordination and communication.