

## Bureaucracies McDonalization

A formal organization with a clear hierarchy of authority and a clear division of labour

### Characteristics - Separate Levels

- Assignments are passed downwards
- Responsibility is passed upwards
- Division of Labour
- Written Rules
- Written Communications and Records
- "Cogs in a Machine"

Goal Displacement - An organization replacing old goals with new ones

Dysfunctions - "A rule is a rule" American Embassy  
So bound by rules that results defy logic

Alienation - Leads back to "Cogs in a Machine"

## Group Dynamics

How an individual can affect a group and vice versa

People      Number of Relationships

2 (Dyad)      1 : Unstable, if one person leaves, group collapses

3 (Triad)      3 : Unstable, can produce coalitions - 2 people bond better and leave 3<sup>rd</sup> person behind

4	6	} As small group ↑, stability ↑, intimacy ↓ As group size ↑, responsibility ↓ <small>Bystander effect</small> A formal structure develops. Leaders emerge Roles appear
5	10	
6	15	
7	21	

## Leadership

Types - Instrumental : Task oriented. Tries to keep group together by moving towards its goals

- Expressive : Socioemotional. Harmony ↑, Conflict ↓

Styles - Authoritarian : Gives orders

- Democratic

- Laissez-Faire : Permissive style

Peer Pressure - Groups are so powerful that most people are willing to say things that aren't true but know they're false

Power of Authority - Stanley Milgram Experiment

Group think - ... check up