

* Bureaucracy

- an organized model designed to perform tasks efficiently
- fix elements
- specialisation - people in model are to do given tasks
- hierarchy of office
- rules & regulations
- technical competence
- impersonality
- formal, written communication

* Problems with Bureaucracy

- alienation -
- inefficiency, ritualism - may not apply to the situation
- inertia - perpetuate itself, hard to destroy
- oligarchy - rule of many by a few

* The "McDonaldization" of Society

- George Ritzer
- 3 Principles
- efficiency
- uniformity
- control