

Examrace

Competitive Exams: Features of Bureaucracy

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1. The regular activities needed to achieve the goals of organizations are divided amongst the official as their formal duties. A complex task is thus subdivided into a number of smaller, manageable jobs. This also ensures specialization, and hence rationality.
2. The organization of offices follows the principle of hierarchy. A chain of command and responsibility is thus established.
3. Operations of the bureaucracy are governed by a set of abstract rules, and their application to particular cases. These rules define the manner in which each task is to be done, and thus limit discretion of officials.
4. A bureaucrat performs his functions in a spirit of formalistic impersonality without hatred or passion. All people (clients) are treated equally.
5. Appointments are made on the basis of specialist knowledge. Once appointed, the bureaucrat's occupation constitutes a career.
6. His job is the role, or atleast his major source of income.
7. Promotions are based on seniority or merit, or both. The official is remunerated in cash, and is also entitled to a pension.
8. There is a strict separation of official and personal lives of bureaucrats. He does not own any part of the organisation, and does not use his official position to further his private business ends.
9. Bureaucratic work is conducted using a system of desks and files. This ensures that all records can be checked later.
10. Official is engaged in the performance of impersonal duties of his office. Personally, he is free.

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