

## Quadrant II- Transcript and Related Materials

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### Meaning of Bureaucracy

A **Bureaucracy** is a way of administratively organizing large numbers of people who need to work together. Organizations in the public and private sector, including universities and governments, rely on bureaucracies to function. The term bureaucracy literally means “rule by desks or offices,” a definition that highlights the often impersonal character of bureaucracies. Even though bureaucracies sometimes seem inefficient or wasteful, setting up a bureaucracy helps ensure that thousands of people work together in compatible ways by defining everyone’s roles within a hierarchy.

The term bureaucracy refers to a complex organization that has multilayered systems and processes. The systems and processes that are put in place effectively make decision-making slow. They are designed to maintain uniformity and control within the organization. A bureaucracy describes the methods that are commonly established in governments and large organizations, such as corporations. A bureaucracy is pivotal in the administration of the entity's rules and regulations.

- The word bureaucracy implies a complex structure with multiple layers and procedures.
- The systems that are put in place under a bureaucracy make decision-making slow.
- Bureaucracies can render systems formal and rigid, which is needed when following safety procedures is critical.
- The term bureaucracy is often criticized and deemed negative because of the implication that procedures are more important than efficiency.
- The Glass-Steagall Act is a good example of effective bureaucracy in place in the United States.

## Types of Bureaucracy

**Broadly, the bureaucracy is categorized into four types of Morstein Marx, viz.,**

1. The Guardian Bureaucracy;
2. The Caste Bureaucracy;
3. The Patronage Bureaucracy; and
4. Merit Bureaucracy.

**1. The Guardian Bureaucracy:** Plato's concept of the philosopher king is an example of the guardian bureaucracy. They were considered the custodians of justice and welfare of the community. This type may be defined as "a scholastic officialdom trained in right conduct according to the classics." These guardians were expected to develop a moral fortitude and they can exert influence upon the exercise of power subject to righteousness. Such in Prussia between 1640 and 1740 A.D.

**2. Caste Bureaucracy:** Caste bureaucracy is generally found in oligarchical political systems. Under such system only persons belonging to higher castes can become public officials. For example, in ancient India, only Brahmins and Kshatriyas could become higher officials. In England, for example, aristocratic classes were preferred to the civil service position. The civil services during the early Roman Empire, Japanese civil services in 1950's are a few example of the caste bureaucracy.

**3. Patronage Bureaucracy:** This type of bureaucracy is also called 'spoils system'. Under this system, the protégés of the politicians are nominated to the civil services. The public jobs are distributed as personal or political favours to their supporters. The U.S.A. has been the traditional home of the spoils system, though patronage had full sway even in the U.K. till the middle of the 19th Century. Under the spoils system in the U.S.A. each administration has a fee to hire and fire virtually all federal workers: "To the victor, the spoils."

**4. Merit Bureaucracy:** The object of merit bureaucracy is to recruit the best man for the public service, his merit being judged by objective standards. In this bureaucracy recruitment is based on qualifications and governed by competitive examination.

Historically, it has been observed that bureaucracy antedates development administration and does not fit in with the requirements of modernization. Conservatism rather than change is the essence of bureaucracy. Culturally also, as the critics have maintained, the bureaucratic form of organisation does not suit the needs of the traditional societies that are currently going through a process of change. Bureaucracy has also been criticised as urban oriented and elitist in nature and unrelated to the needs of rural areas where most of the people of the developing countries live.

In brief, it is argued that bureaucracy is an ailment of organisation. It is unresponsive to popular demands and desires; undue formalism, self aggrandizement, empire building et. Are some of its

negative features. Red tape, delay, buck-passing, pigeon holding, indecision, etc. are forms of administrative inefficiency and identified as bureaucratic incompetence.

## **Importance of Bureaucracy**

- Role of bureaucracy in running the administration

The bureaucracy has the responsibility to make sure that the administration is running perfectly without any disturbances. They make the administration running as per the rules and regulations that are implemented by the government.

- Role of bureaucracy as advisors to political executives

The bureaucracy advises the political executive for making decisions for the betterment of government and for smoothly running the government. Political executives have no knowledge regarding the functions of the government. Hence these bureaucrats guide them properly because they are highly educated and are experienced enough. Even the ministers take their advice for the proper work or utilization of the government policies. These bureaucrats provide adequate information to the ministers also.

- Role in law-making

Here also they have a major indirect role. All the bills are drafted by them which the minister needs to submit to the legislation for making the law. The ministers contact the civil servants for help to provide all the necessary information to the legislation for the lawmaking.

- Role in policy-formulation

The policies that are made need to be included in specific situations. This is a function of political executives. These political parties collect the data from the civil servants for implementing those in the policies. These civil servants help the political executives to identify the merits and demerits of the policies. After going on all the merits and demerits one by one, the political executive can choose any policy as the governmental policy.

- Role in record-keeping

Bureaucrats maintain and keep governmental records. They collect and categorize the data of government activities. They also look on the socio-economic statistics which are used for public policies and for future developments.

- Financial administration

Bureaucracy plays a vital role in case of the financial administrations. The political executives who have very little knowledge take advice from bureaucrats for financial settlements, tax structures & also administration purposes. While dealing with respect to tax structures they collect the taxes and solve the disputes which have arisen or which may arise during the recovery of the taxes. They manage all the paperwork.

- Responsibility for public relations

It is the responsibility of the bureaucrats to maintain relations with the general public. The ministers are somehow dependent on them because they inform their decisions regarding policy & try to

communicate the interests, views, & needs of the public. The civil servants are the main agents who direct contact with people. They provide a two way link. They communicate to the government regarding the needs of the people and also communicate to the people the decisions that have been made by the government. Hence, after bureaucracy plays an active role here.

- Collection of taxes and disbursement of financial benefits

The civil servants advise the political executives in respect of financial administrations. They provide advice regarding the tax administrations, dispute settlements, recovery of taxes etc. They also prepare the budget and taxation proposals. They also grant subsidies, tax reliefs, and many other concerns to the people.

- Fixed salaries

Every individual from the Bureaucracy gets a fixed amount. Directly at the hour of the arrangement, he has apportioned a size of pay, which relies on the nature and level of his employment obligation. All the civil servants having a place with a specific class of managerial chain of importance are set in one size of pay. Each occupation likewise qualifies them for certain stipends.

- Judicial work

The development of the arrangement of managerial equity, under which a few sorts of the cases and questions are chosen by the chief, has additionally been a wellspring of expanded semi-judicial work of the bureaucracy. The disputes including the award of grants, licenses, charge concessions, standards and so on are presently settled by the government employees.

- Job roles

Weber accepted that obligations should be designated dependent on expertise and capacity. There should be no adaptable jobs. Workers should know about their position's obligations and stick to them. Wandering outside of their assigned jobs just upsets the chain of importance of power. Joint effort, inventive reasoning and thought pitching are likewise firmly debilitated. Laborers should regard their chiefs and not violate limits.

- Hiring basis

Weber pushed the best competitors with a specific range of abilities needed for the position should be employed to guarantee the best outcomes. There should be no special cases, just those people with the correct abilities and skills who satisfy the high guidelines of the association should be recruited. In the event that an individual isn't completely qualified, they are not a fit.

## **Conclusion**

The bureaucrats are engaged in the policy process as innovators of policy; as advisors of political office-bearers on what course of action is best to follow; as formulators of draft legislation; as policy implementers advising the policy-maker on the outcome of particular policies; as policy monitors comparing the results of policies with the intentions of the policy makers; and also as policy analysts and evaluators analyzing policies to gauge their effectiveness. The policy process thus involves a close cooperation between the bureaucrats and the political executive.