

Characteristics of a Bureaucracy

		Negative Consequence	
Characteristic	Positive Consequence	For the Individual	For the Organization
Division of Labor	Produces efficiency in a large-scale corporation	Produces trained incapacity	Produces a narrow perspective
Hierarchy of authority	Clarifies who is in command	Deprives employees of a voice in the decision-making process	Permits concealment of mistakes
Written rules and regulations	Let workers know what is expected of them	Stifle initiative and imagination	Lead to goal displacement
Impersonality	Reduces bias	Contributes to feelings of alienation	Discourages loyalty to the company
Employment based on technical qualifications	Discourages favoritism and reduces petty rivalries	Discourages ambition to improve oneself elsewhere	Fosters Peter's Principle

***Peter's principle:** every employee within a hierarchy tends to rise to his or her level of incompetence (Laurence J. Peter)