

Q. What is Bureaucracy? What is the difference between the bureaucracy and civil service? Suggest some ways to improve bureaucracy.

A. Bureaucracy is defined as the rule of large number of officials who are not elected. It is derived from the words "Bureau" which means "office table" and "cratic" which means "rule". This type of rule is often criticized for its hierarchical system, red tapism, unworking class dominance and complex structure. But it also brings uniformity and control in an organization.

DIFFERENCE

1. Bureaucracy is a behavioural term whereas civil service is a structural term.
2. Bureaucratic behaviour of civil servants is not ideal for a society.
3. Bureaucracy is class-oriented contrary to civil service which is people oriented.

4. Bureaucracy can turn into an exploitative rule whereas rule services is utilitarian rule.

WAYS TO IMPROVE

- a. By reducing the levels of hierarchy.
- b. Introducing democratic decentralization.
- c. By promoting people's participation.
- d. To reduce red tapism using methods like level jumping and gang planks.

e. By improving the structure of the bureaucracy. For ex: - fan shaped and linking pin organisation.

By applying improvements and innovative methods, bureaucratic rule can be corrected and may result into increasing effectiveness of a society.

Excellent!