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- (1) Max Weber
 - (1.1) The six key elements of the ideal bureaucratic organization
- (2) Bureaucracy; Weber
 - (2.1) An organizational model
 - (2.2) Rationally designed
 - (2.3) To perform complex tasks efficiently
- (3) Characteristics of organizational efficiency (Weber)
 - (3.1) Specialization
 - (3.2) Hierarchy of Offices
 - (3.3) Rules and Regulations
 - (3.4) Technical Competence
 - (3.5) Impersonality
 - (3.6) Formal, Written Communications
- (4) Problems With Bureaucracy (Weber)
 - (4.1) Bureaucratic Alienation
 - (4.1.1) Dehumanizing
 - (4.2) Bureaucratic Ritualism
 - (4.2.1) Preoccupation with organizational rules and regulations
 - (4.3) Bureaucratic Inertia
 - (4.3.1) Perpetuate themselves, protect jobs and finances
 - (4.4) Bureaucracy and Privacy
 - (4.4.1) Treat people impersonally
 - (4.4.2) Collect and store information about individuals
- (5) Oligarchy
 - (5.1) "The rule of the many by the few" Robert Michels (1876-1936)
 - (5.2) Pyramid structure of bureaucracy
 - (5.3) few leaders in charge of vast and powerful government organizations
 - (5.4) Parkinson's Law:
 - (5.4.1) Work expands to fill the time available for it's completion
 - (5.5) The Peter Principle:
 - (5.5.1) Bureaucrats are promoted to their level of incompetence
- (6) Rosabeth Moss Kanter
 - (6.1) Humanizing Bureaucracy
 - (6.1.1) Social inclusiveness
 - (6.1.2) Sharing of responsibilities
 - (6.1.3) Expanding opportunities for advancement
 - (6.2) Female Advantage (Tanner 1994)
 - (6.2.1) Asks questions
- (7) The McDonaldization of Society
 - (7.1) McDonaldization's Four Principles:

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- (7.1.1) Predictability
 - (7.1.2) Efficiency
 - (7.1.3) Calculability
 - (7.1.4) Control through automation
- (8) Can Rationality Be Irrational?
- (8.1) George Ritzer: The ultimate irrationality of McDonaldization is that people could lose control over the system and it would come to control us.